

DATASHEET

VANILLASOFT TELEPHONY SERVICES

VOIP | SMS | AUTO-DIALING | CALL RECORDING

The phone – and by extension, texting – are indispensable tools for a successful, multi-channel engagement strategy. VanillaSoft’s telephony services increase the efficiency and effectiveness of your agents while providing management with more opportunities for on-the-call coaching.

VanillaSoft’s VoIP capabilities are directly integrated within the platform, making all dialing, texting, and call management easily accessible from the user interface. Triggered automatically or at the agent’s discretion, VanillaSoft’s autodialer eliminates the time wasted to manual dialing, and misdialing wrong numbers. Efficiency is dramatically increased by eliminating the need to manually leave voice messages - agents can simply “drop” a pre-recorded voice message and immediately begin the next call while VanillaSoft leaves the message in the background.

Initiating a personalized SMS text message is as simple as selecting a template and hitting “send.” As text conversations take place within VanillaSoft alongside your call and email history, the agent has quick and easy access to a contact’s entire journey throughout the engagement process.

The VanillaSoft Live Call Monitor provides easy call transfer capabilities and provides management with the ability to coach their agents with discrete feedback during the call. And when necessary, managers can break into a call to speak with the contact directly. Each call can be recorded so that they can be reviewed later, either manually or using third party conversational analytics systems.

HIGHLIGHTS

- Engage via multi-channel outreach (phone, voicemail, SMS text messaging)
- Move quickly from call to call with auto-dialing
- Enjoy unlimited calling and texting across North America
- Gain visibility into call and SMS activity
- Monitor and coach during live calls
- Break into calls when necessary
- Drop pre-recorded voicemail messages
- Activate Progressive or Preview auto-dialing

LEARN MORE AT

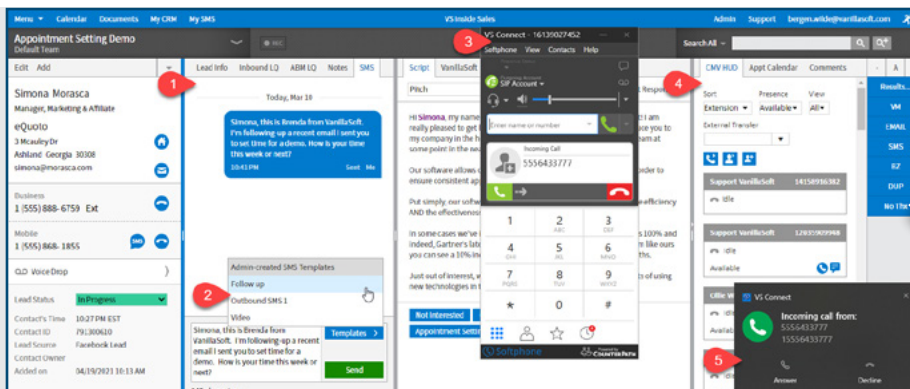
www.vanillasoft.com

SPECIFICATIONS

- Compatible with **Windows 10/11** and **MacOS 10.12 and newer**
- Headset Plug-and-Play compatible
- Get started with speeds from 5 Mb down and 2 Mb up

Minimum System Requirements

- Core 2 Duo 2.1 GHz
- 4 GB RAM
- 400 MB of disc space



- 1) SMS panel
- 2) SMS templates
- 3) VS Connect softphone
- 4) HUD
- 5) incoming call pop-up



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FEATURE	BENEFITS																														
Progressive & Preview Autodialing	Use progressive dialing to automatically dial the next contact <u>immediately</u> after fulfilling the previous. Or, allow agents to preview the contact before dialing with a single click.																														
Call Recording	<p>Automatically record calls for quick reference, analysis, and training. Share recordings via direct integration with third party conversation analysis systems.</p> <table border="1"> <thead> <tr> <th></th> <th>Recording</th> <th>Contact ID</th> <th>Contact Name</th> <th>Company</th> </tr> </thead> <tbody> <tr> <td>⊗</td> <td>No Recording</td> <td>862951362</td> <td>Bob Morgan</td> <td>Future Media</td> </tr> <tr> <td>⊗</td> <td>▶ 01:37</td> <td>863318471</td> <td>Sophia Gallo</td> <td>Acme.io</td> </tr> <tr> <td>⊗</td> <td>▶ 00:40</td> <td>863318471</td> <td>Sophia Gallo</td> <td>Acme.io</td> </tr> <tr> <td>⊗</td> <td>▶ 05:47</td> <td>862182479</td> <td>Margie DeWitt</td> <td>Daytona Beach Inc.</td> </tr> <tr> <td>⊗</td> <td>▶ 02:10</td> <td>860024601</td> <td>Lori Omar</td> <td>Red and Blue Inc.</td> </tr> </tbody> </table>		Recording	Contact ID	Contact Name	Company	⊗	No Recording	862951362	Bob Morgan	Future Media	⊗	▶ 01:37	863318471	Sophia Gallo	Acme.io	⊗	▶ 00:40	863318471	Sophia Gallo	Acme.io	⊗	▶ 05:47	862182479	Margie DeWitt	Daytona Beach Inc.	⊗	▶ 02:10	860024601	Lori Omar	Red and Blue Inc.
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Incoming Call Information	Inbound calls are automatically matched with in-system records, providing agents access to the engagement history so they can immediately pick up the conversation where they left off.																														
SMS Text Messaging	Send and receive texts directly from within VanillaSoft. Customize text templates with personalization fields to speed delivery. Agents are notified of incoming replies via a pop-up alert, email, or text message to their mobile.																														
Heads-Up Display (HUD)	See at-a-glance which agents are available to take a call. Perform a hot (with introduction) or cold (no introduction) transfer of a call to another agent. Managers can monitor agent activity and break into calls.																														
Live Call Monitor	<p>Eavesdrop: Live monitoring; listen to both sides of a conversation.</p> <p>Whisper: Listen to both sides while also talking privately to the agent.</p> <p>Barge: Enter the call as a 3rd party, allowing the manager to speak directly with the contact.</p>																														
Fully Customizable	Set up customized auto-attendants, Toll-Free numbers, unique or group CallerIDs, call center queues, extensions, direct lines, and after-hours messaging & scheduling.																														
Voicemail Drops	Pre-recorded voicemail messages can be “dropped”, freeing the caller to immediately make the next call while also eliminating low energy messages resulting from callers having an off day.																														

