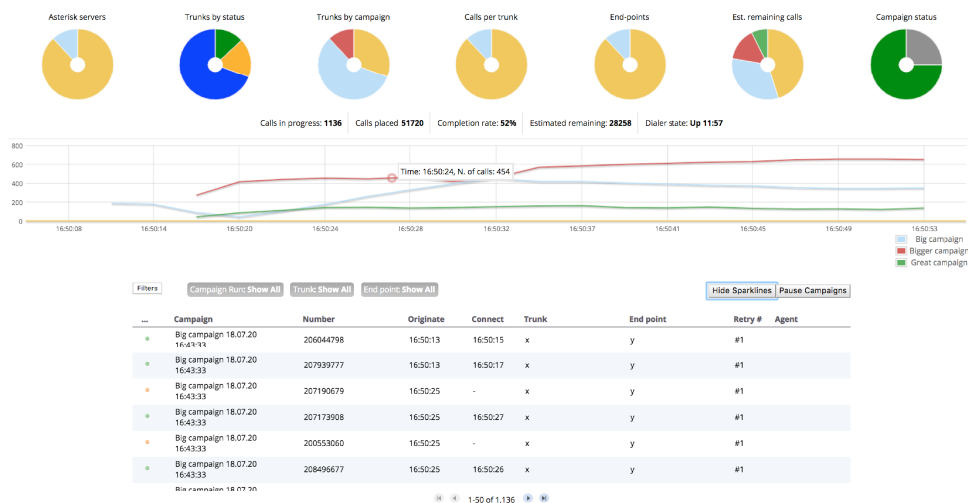




Data Sheet 2019

WombatDialer is an advanced predictive dialer solution for Asterisk based PBXs.



WombatDialer is used in order to implement many different services. It offers you a set of ready-to-use components and a monitoring GUI, so that you can reach complex results in minutes:

- Works with your existing Asterisk ® PBX
- Easy, automated installation
- Multiple dialing modes: Automated / Power / Predictive / Reverse and Preview, with our without agents
 - Runs multiple prioritized campaigns in parallel
 - Flexible dialing time per campaign
 - Imports lists though CSV files or the HTTP API
 - Calls can be deferred until a predefined moment in time
 - Dynamic black-lists with temporary controls
 - High scalability: from one to thousands of outbound lines on multiple servers
 - Strong real-time monitoring capabilities
 - Quick reports on completed campaigns
 - Pervasive security model with extensive auditing capabilities
- Programmable handling of calls that do not complete
- Easy to integrate through its HTTP API
- Alert notifications for Campaigns and Calls over HTTP or e-mail
- Integrates with third-party modules for custom voice synthesis, fax and voicemail detection

- Runs locally - you do not have to depend on third-party services
- Provides a set of "building blocks" so you can create custom-tailored solutions
- Available in English, Russian, Spanish and Italian language
- Free e-mail Customers Support within the license duration period
- Free product updates within the license duration period

Available for FreePBX, Thirdlane, Issabel, Yeastar, Elastix 2 and all major Asterisk-based PBXs.

Minimum requirements:	Recommended requirements:
<ul style="list-style-type: none"> – 2 GB Ram – Dual Core Processor – 50 GB HDD – Linux OS. 	<ul style="list-style-type: none"> – 4 GB Ram – Quad Core Processor – 100 GB HDD – Centos 7 OS.

Large number of dialing modes

WombatDialer offers all common dialing modes (Automated / Power / Predictive / Reverse and Preview, with or without agents) so you can choose the right one for each campaign.

WombatDialer has a zero-configuration adaptive-boosting mode that automatically manages the overdialing rate of a queue-based campaign.

Powerful campaigns

Campaigns can run and terminate or remain idle until new numbers are added. Campaigns can send numbers to a separate campaign based on information gathered during the call.

Full API control

WombatDialer is built to integrate with your business processes, can receive calls to be made over HTTP and/or notify an external system in real-time about calls made and results gathered.

Integrates with QueueMetrics

WombatDialer integrates with QueueMetrics to build full blended-call centers with very detailed statistics and CRM integration.

Example scenarios

Queue call-backs

Don't leave people waiting! Offer callers a chance to be called back automatically, and improve agent utilization by recalling when inbound agents are idle.

Automated Phone Interviews

Connect to a group of receivers and offer them a set of IVR options (reverse IVR). WombatDialer keeps track of selected options and forwards them to your tracking system.

Telecasting /Voice Broadcasting

Send a pre-recorded message to a set of receivers. The message can be easily customized by having your PBX read custom variables, e.g. current account balances, planned service outages, end of current subscription periods. Works with your existing PBX.

Voice conferencing

Ever tried setting up a conference call with many attendants? WombatDialer can connect them all in parallel at the click of a button - no more wasted time and manually dialing busy numbers.

Telemarketing

Send a pre-recorded message to a list of contacts, and offer them an option to be put in contact with an operator if interested. When required, a maximum call duration can be enforced.

