



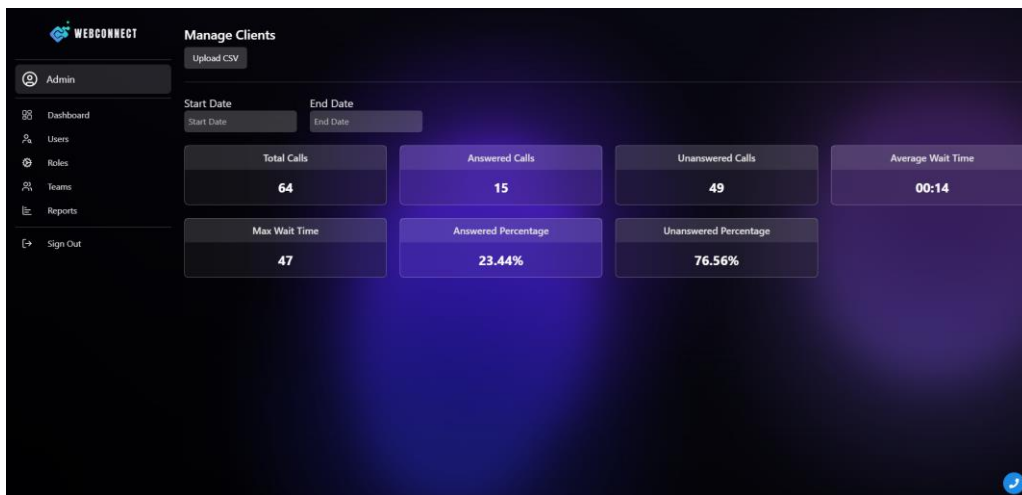
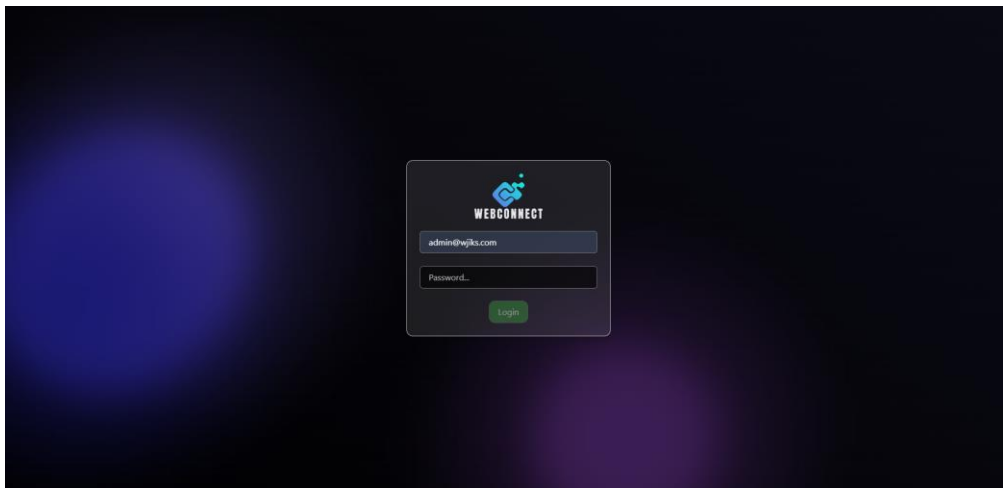
Adaptive Voice Dialer (AVD)

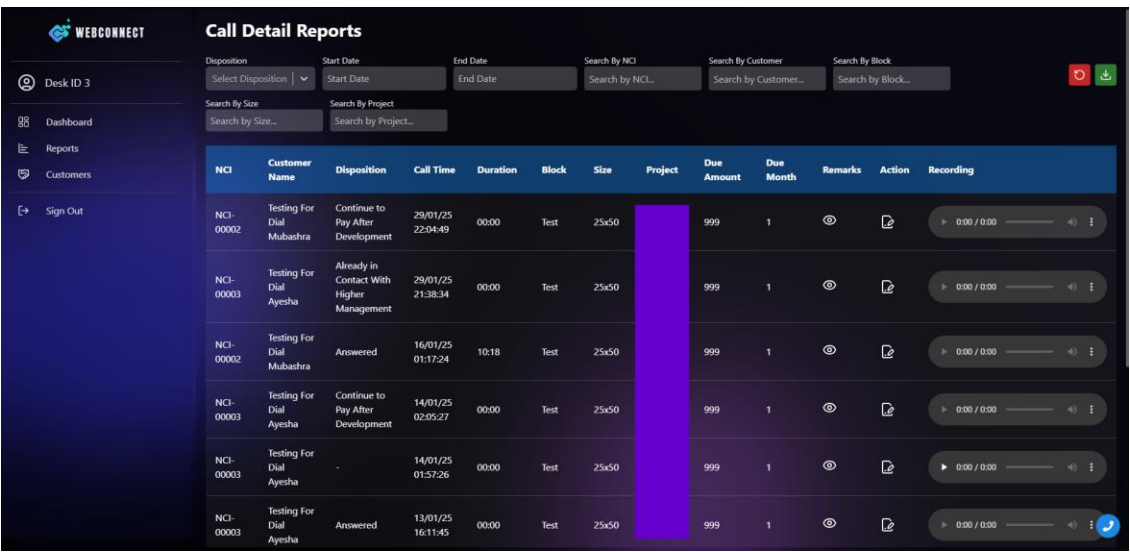
Adaptive Voice Dialer (AVD) - Product Profile

Product Overview

Adaptive Voice Dialer (AVD) is a next-generation contact center solution designed to optimize call handling, increase agent efficiency, and enhance customer engagement. Built with AI-driven automation, real-time analytics, and seamless CRM integration, AVD empowers businesses to manage inbound and outbound communications with ease. With robust reporting, smart call routing, and a user-friendly interface, AVD is the perfect tool for scaling your contact center operations while maintaining superior customer satisfaction.

Product Visuals





Reports

Call Detail Reports - Desk ID 3

NCI	Customer Name	Disposition	Call Time	Duration	Block	Size	Project	Remarks	Due Amount	Due Month
NCI-00002	Testing For Dial Mubashra	Continue to Pay After Development	29/01/25 22:04:49	00:00	Test	25x50		continue to Develop After	999	1
NCI-00003	Testing For Dial Ayesha	Already in Contact With Higher Management	29/01/25 21:38:34	00:00	Test	25x50		Test for Higher Management	999	1
NCI-00002	Testing For Dial Mubashra	Answered	16/01/25 01:17:24	10:18	Test	25x50		10min recording test record	999	1
NCI-00003	Testing For Dial Ayesha	Continue to Pay After Development	14/01/25 02:05:27	00:00	Test	25x50		test new	999	1
NCI-00003	Testing For Dial Ayesha	-	14/01/25 01:57:26	00:00	Test	25x50		-	999	1
NCI-00003	Testing For Dial Ayesha	Answered	13/01/25 16:11:45	00:00	Test	25x50		Test	999	1
NCI-00003	Testing For Dial Ayesha	Answered	13/01/25 16:10:34	00:24	Test	25x50		Test for call	999	1
NCI-00003	Testing For Dial Ayesha	Didn't Pick	13/01/25 15:32:00	00:16	Test	25x50		Test failed	999	1
NCI-00002	Testing For Dial Mubashra	Unanswered	13/01/25 15:30:52	00:00	Test	25x50		testing recording test 2	999	1
NCI-00002	Testing For Dial Mubashra	Didn't Pick	13/01/25 15:29:27	00:00	Test	25x50		Test for hang up	999	1
NCI-00003	Testing For Dial Ayesha	NO ANSWER	13/01/25 14:01:42	00:00	Test	25x50		-	999	1
NCI-00002	Testing For Dial Mubashra	Answered	13/01/25 13:55:04	00:13	Test	25x50		Test Call for no data found	999	1
NCI-00002	Testing For Dial Mubashra	Answered	10/01/25 20:28:36	00:16	Test	25x50		yes working	999	1

Key Features

📄 Intelligent Auto Dialer

- Automates outbound calls to maximize agent talk time.
- Supports predictive, progressive, and preview dialing modes.
- Dynamically adjusts call pacing to ensure optimal agent availability.
- Minimizes dropped calls with intelligent call queuing.

Real-Time Call Analytics & Reporting

- Live monitoring of answered/unanswered calls, call durations, and agent performance.
- Comprehensive reports, including call logs, heat maps, and KPI tracking.
- Customizable dashboards for managers to track productivity.
- Export reports in multiple formats (CSV, PDF, Excel) for deeper analysis.

Seamless CRM Integration

- Automated customer profile fetching before each call.
- Two-way data synchronization between AVD and leading CRMs like Salesforce, HubSpot, and Zoho.
- Activity tracking and automatic logging of call history within the CRM.
- Custom API integrations for proprietary CRM solutions.

Multi-Channel Communication

- Support for voice, SMS, email, and WhatsApp integration.
- Automated customer follow-ups via personalized messages.
- Omni-channel capabilities for better engagement and cross-platform communication.
- Custom workflow automation to streamline outbound campaigns.

📄 AI-Powered Call Monitoring & Transcription

- Real-time call transcription for compliance and quality assurance.
- AI-powered sentiment analysis to assess customer mood and agent performance.
- Keyword detection for automated tagging and escalation.
- Live call whispering and coaching tools for supervisors.

📄 Secure & Scalable Architecture

- End-to-end encryption for voice and data security.
- 99.99% uptime with robust failover mechanisms.
- Multi-server support for scalability and high call volumes.
- Cloud, on-premise, and hybrid deployment options.

IVR & Voicemail System

- Customizable IVR menus for seamless call routing.
- Automated voicemail drop feature for unanswered calls.
- Call queue management to prioritize high-value customers.
- Personalized IVR experiences with AI-based customer recognition.

Agent-Friendly UI

- Intuitive and easy-to-use interface for fast adoption.
- One-click call, transfer, hold, and recording features.
- Dark mode and customizable themes for agent comfort.
- Built-in training tools and self-help guides for new agents.

Target Industries

AVD is designed for a variety of industries, including:

- ☒ Call Centers & BPOs
- ☒ Real Estate & Sales Teams
- ☒ E-commerce & Customer Support
- ☒ Healthcare & Telemedicine
- ☒ Financial Services & Debt Collection
- ☒ Government & Helpdesk Services
- ☒ Educational Institutions & Appointment Scheduling
- ☒ Insurance & Customer Retention Teams

Why Choose AVD?

- ☒ ****Increases Agent Efficiency**** – More calls per hour with minimal downtime.
- ☒ ****Reduces Operational Costs**** – Intelligent automation lowers manual effort.
- ☒ ****Improves Customer Experience**** – Personalized and faster response times.
- ☒ ****Scalable & Customizable**** – Tailored to fit small, medium, and large enterprises.
- ☒ ****Omni-Channel Communication**** – Stay connected via multiple channels.
- ☒ ****Comprehensive Reporting**** – Get actionable insights for better decision-making.
- ☒ ****Cloud & On-Premise Flexibility**** – Deploy as per business requirements.
- ☒ ****High Security & Compliance**** – Ensures regulatory compliance and data protection.

Client Testimonials

☒ Nova City Housing Society

"As a private housing society, we faced significant challenges in managing client recoveries. With Adaptive Voice Dialer (AVD), we streamlined our collection process, automated follow-ups, and improved communication efficiency. AVD has made debt recovery much easier and more organized." – Nova City Management

Case Study: Success with AVD

📄 How Nova City Increased Recovery Efficiency by 60% with AVD

The Challenge:

Nova City, a private housing society, struggled with **delayed payments, missed follow-ups, and inefficient recovery processes**. Manual tracking of client dues was time-consuming, and agents had difficulty managing multiple accounts simultaneously.

The Solution:

By implementing **Adaptive Voice Dialer (AVD)**, Nova City was able to:

- **Automate Payment Reminders** – Scheduled automated calls to clients for pending dues.
- **Improve Agent Efficiency** – Enabled agents to handle 3x more client interactions per day.
- **Seamless CRM Integration** – Synced customer payment history, allowing instant retrieval of outstanding balances.
- **Data-Driven Decision Making** – Provided real-time insights into pending payments and agent performance.

The Results:

- **60% improvement in recovery efficiency** within 3 months.
- **Reduced agent workload by 40%** with automated call workflows.
- **Faster response times**, leading to improved customer satisfaction.
- **Increase in on-time payments**, reducing overall financial risk for the business.

Website : <https://wjiks.com/>

Email : info@wjiks.com

Phone : +92 318 1527 243, +92 333 5284 057