MDLsolutions Dialer - Predictive Dialer is a Windows based comprehensive, dynamic and easy to install/configure SIP/VoIP dialer that is low cost yet extremely reliable and well supported with a large feature set that runs on a robust SQL database that can meet the needs of businesses that are trying to effectively keep in contact with their clients and for small to large scale call centers, or act as a standalone automated dialer processing dialing scripts. You can start off with as little as 1 channel and scale up to 500 simultaneous channels. You can also request unique processing scripts that we call “Actions”, that will meet your exact dialing needs, or just combine the ones we already provide to meet your dialing needs.

**PREDICTIVE DIALER** prices start from $109.00 per simultaneous channel, for our 3CX version for small to medium (500 agents max) size call centers to our stand alone version for small call centers at $139.00 per simultaneous channel no IP PBX required. Agent Disposition Interface is included at no extra charge with all versions of the Predictive Dialer.

**DIALER**, the cost for pre recorded message blasting, IVR navigating and the voice survey version is $99.00 per simultaneous channel.

MDLsolutions Dialer - Predictive Dialer can either be used along with an IP PBX such as 3CX, or it can be used as a stand alone automated dialer, or as a predictive dialer that can hand off/manage calls to IP phones in your call center.

Connecting your dialer-predictive dialer is easy, just purchase a low cost analog/digital SIP adapter/gateway (starting as low as $65) or just connect directly to an Internet SIP voice provider for low cost calling, using our easy registration feature.

**FEATURE LIST:**

1. Predictive Dialer includes the Agent Interface - Enhanced real-time individual agent interface(agent views real time detailed information of the call that is being transferred to him, and can set the call disposition and client details during or once a call is complete). Can connect to the Predictive Dialer from anywhere in the world over the Internet.
2. Supports multiple campaigns.
4. Automatically manages all calls/agents and makes sure an agent is always available so the person being called is not left on hold.
5. Supports multiple agent groups/call center teams With unique caller id’s. For example, call lists that focus on English speaking clients can transfer their calls to a group of English speaking agents, and call lists that focus on Spanish speaking clients can be transferred to a different group of agents that speak Spanish.
7. Custom Field Names.
8. Preview dialing.
9. Call status information (total calls/calls processed/call length/call status/MPI).
10. Call action interface with multiple action support.
11. SQL database action view, SQL database call records view.
12. Call transfer list.
13. Call configuration parameters such as call rates,max dial time, start stop times, configurable SQL string, multiple email notification server and failed call notification settings.
14. Scrub list / (do not call list) import.
15. Inward call recording. Both directions when used with 3CX.
17. Prompt play and key input response functionality, for phone surveys.
18. Supports 3rd party integration, control Predictive Dialer/Dialer from your own application. Also includes IP/PBX integration API that is OS independent.
19. Detailed call reporting.
20. Call list export (.csv).
21. Date/time reminder (Calendar events).
22. 3CX plug in for integrated dialer/agent interface/3CX queue functionality.
23. Inbound dialing, simply direct inbound calls to 3CX queue and ADI will update once call is transferred to agent.
24. Live call monitoring when used together with 3CX.
25. Total Calls/MPI Wall Board application, for call centers.
26. Multiple agent call scripts.
27. World wide time zone management, by dialing code.
28. Client unique website reference with parameter support, and auto website launch.
29. Supports multiple caller id’s.
30. SMS, sending text to mobile phones for correspondence only, not SMS blasting.(paid version only).
31. Successfully tested with Asterisks, using the ‘transfer’(Stand Alone Version) action navigation directly to VoIP phones, through Asterisks IP PBX. Check FAQ’s for quick setup.
32. Runs on Microsoft Windows 2003 or Windows XP Pro, requires .Net 3.5