

Contact Center Solution For Enterprises



Never miss a call... Never miss a sale...
Never lose a customer...



Boost Your Business with Us...

Who We Are



We are working on voip based opensource platform since 2009, we are providing our solutions, services and supports on several solutions like Asterisk, Freeswitch, vicidial, A2billing, Freepbx, Elastix, Call Centre solutions, Hylafax Solutions, Advanced IVR, web-meetme , Cloud solution using asterisk, training on asterisk, SoundBox Dialer, voice Broadcast, GoAuto Dialer and lots more.

We are DialSense Technologies where we are developing lots of voip based solutions. Software development, research and issues resolution supports are like our blood in veins, we are keep supporting to our client to achieve their goal in their own decided platform and models.

We work hard to ensure that our company provides world-class business support services to each of our clients. Our solution-oriented vision drives us to take an extra step to deliver the most coveted results to the clients. We offer 24x7 support to our client to make sure that their services are up and running always.

As we don't want any of the client to suffer, we have created a dedicated team to offer Asterisk Support & Services.

We Expert In

Here at DialSense, we have the expertise, experience and the latest technologies to make your business communication simple, better and faster. We offer 24x7 support to our client to make sure that their services are up and running always.



VICIDial Installation & Configuration



Custom API and CRM integration



Dial Plan Designing



AGI Programming



IVR Designing



Conference System



Customization



Call Monitoring and Recording



PBX Installation & Configuration



Asterisk Installation & Configuration





Call Center Dialer Software

A call center dialer is an solution that automates the process of dialing numbers in call centers. Unlike manual dialing, it automatically dials the phone numbers pertaining to a selected list of contacts on behalf of the agents. A call center dialer, also known as an outbound dialer, connects the customer to either an IVR or to a live call center representative, thereby increasing the call connect ratio and agent talk time.

Highlight Features



Customized Dial Time



Real-Time Monitoring



Press 1 Campaigns



Call Recording



CRM Integration



Campaign Management



Call Transfer



Reporting & Analytics



Voice Broadcasting Software

Voice broadcasting is a mass communication technique which lets you send automated calls to a large number of people at once. You can use call blasting service for notifications, alerts, offers, announcements, surveys and more. DialSense's Voice Broadcasting Solution Manage multiple voice campaigns seamlessly on our easy-to-use web portal. Use pre-defined message templates or customize campaign messages with our text-to-speech feature.

Highlight Features



Text to Speech



IVR



Run Multiple Campaign



Call Recording



Call Tracking



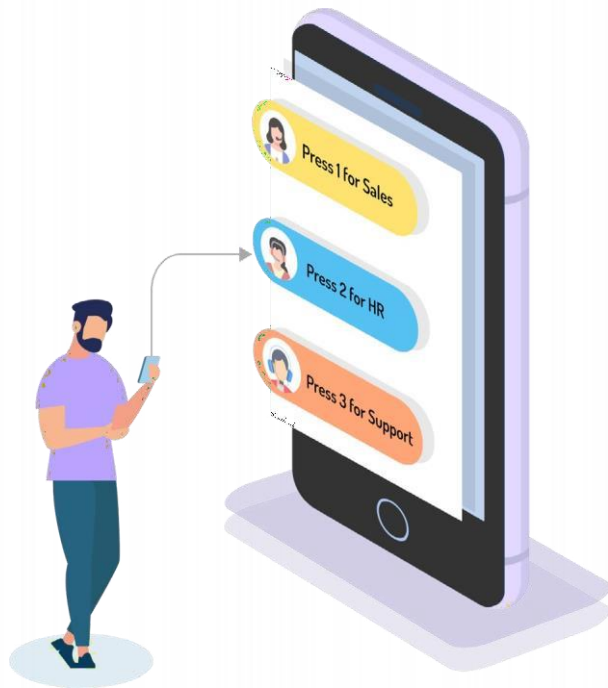
Speak to Live Agent



Real-time Reporting



Easy Import of Contacts



IVR Solution

Interactive Voice Response is a technology that allows a pre-recorded voice to interact with humans through voice and DTMF tones input via the keypad. Meaning, when you call, the voice on the other end will be computer-generated. You can use your phone's keyboard to create a certain outcome. Let our IVR system do more - gather information, get detailed reports of your business calls, speak to your customers, offer self-service or connect them to the right agent, both inbound and outbound campaigns.

Highlight Features



Multi-level IVR



Intelligent Call Routing



Call Recording



Customizable Menu



CRM Integration



Text to Speech



24/7 Availability



Reporting and Analytics



VoIP Billing Software

The DialSense Technologies VoIP server built-in billing was designed with carrier grade customers in mind. We offer a complete suite of billing and switching solutions that support the whole range of common VoIP business models. VoIP billing solutions include detailed analytics, flexible billing cycles, customer self-care, DID management, and prepaid and postpaid billing services. VoIP billing solutions can assist VoIP providers in better handling more sophisticated billable.

Highlight Features



Customer Management



Payment Gateway



Live Call Monitoring



Rates Management



Invoicing



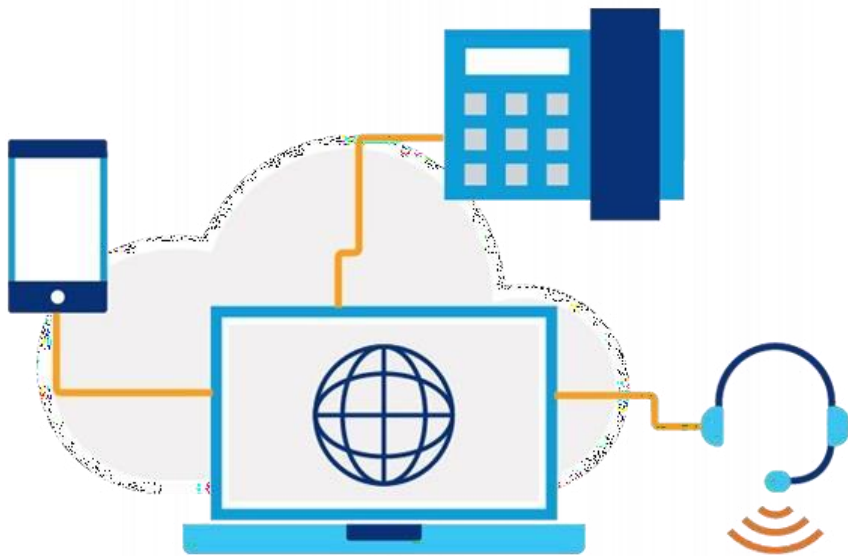
Real-Time Billing



Multi Currency Support



Advanced Reporting



PBX System

In simple words, IP PBX/ VoIP PBX, is a telephone switching system within an enterprise, which alternates calls between VoIP (voice over Internet Protocol or IP) users on local lines while allowing all users to share a certain number of external phone lines. Unlike the PBX system, the IP PBX uses the Internet Protocol to transmit calls. PBX is an Open Source based Unified communication solution with packed High end features which enables your business to be future ready, innovative and competitive.

Highlight Features



Real-time Dashboard



Call Forwarding



Call Recording



Call Hold / Call Transfer



Voice Messaging



IVR



Cost Efficient



Reporting & Analytics



Click To Call Service

Click to Call is an advanced telephony solution feature. It lets you dial a customer's number by just clicking on the number, without the need of manually dialing. DialSense's click to call solution adds to agents' productivity by saving their time to dial out customer numbers. This cuts manual tasks for Agents and leads to a dramatic improvement in agent productivity. Click to call service also ensures that you miss out no potential customers.

Highlight Features



No Manual Dialing



CRM Integration



No Missed Calls



Call Recording



Schedule Callbacks



Live to Monitor



Call Tracking



Detailed Call Reporting



Call Tracking Software

Forward your calls to the concerned agent/department and ensure a smooth customer calling experience. Call tracking is a phone system feature that works by redirecting any incoming call to another phone number or service. This facilitates your team to attend multiple calls simultaneously and reduces the chances of missing any customer call. DialSense's Call Tracking feature ensures that all of your company's incoming calls are taken care of, even when a specific agent is busy or unavailable.

Highlight Features



DID Management



Custom Call Routing



Failover Functionality



Call Recording



CDR Reports



Call Transfer



Track Every Inbound Call



Reporting & Analytics



SMS Broadcasting Software

SMS broadcasting helps you send bulk text messages to users. Text message broadcasting can be used for brand announcements, promoting offers, notifications & much more. SMS broadcasting is one of the best ways for effective customer communication & building brand loyalty. SMS broadcasting is the best way to save time because you don't need to call several people or compose a long email for promotion. Reach all your customers at one go, any time and anywhere.

Highlight Features



Personalized Message



Quickly Send Messages



Quick Response



Easy to Use



Saves Time



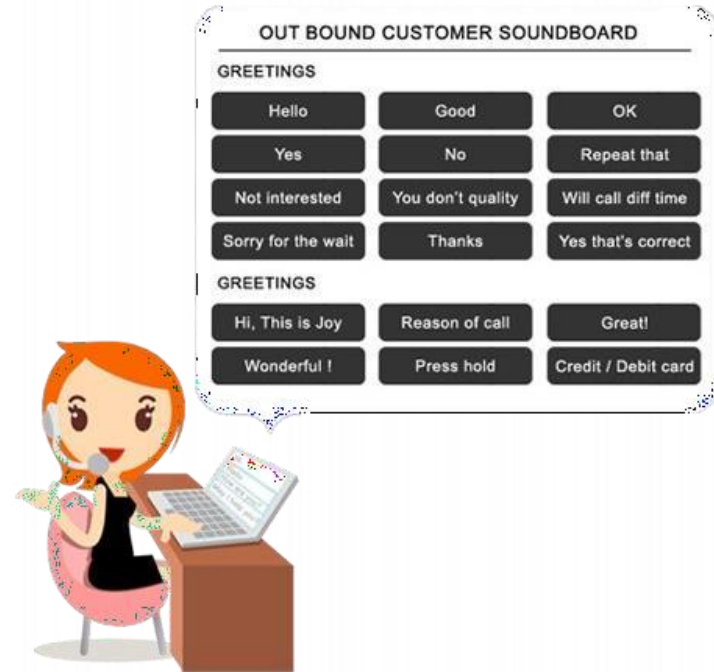
Flexible



Better Engagement



Full Detailed Reports



SoundBox Dialer Solution

Sound Box Dialer is that it ensures perfect quality sales pitch by using sound bites. Once the predictive dialer connects to the customer, live agents do not speak directly to the customer. Instead, they would just click from the soundboard and let the Sound Box Dialer does all the talking in perfect English, based on market location – may be it be in USA, UK, Australia or any English Speaking country. This software is ideal for call centers that handle large volumes of incoming international calls.

Highlight Features



Real-Time Dashboard



Full Call Recording



Web Based Application



Text to Speech



Instant Call Transfer



CRM Integration



Inbound & Outbound Call



Analytics & Reports

Key Technologies



What Our Clients Are Says About Us

Kind is a real expert in all kind of VoIP solutions specially Asterisk, SMS, vicidial, goautodial. I highly recommend by hiring this person instead of wasting your money on new/unprofessional people.



Aziz A

Gregor G.



They are really asterisk expert, accurate on time. Will hire again i recommend it to anyone who needs things delivered fast and tested.

Good Services I must say and they have very skillful peoples. I am currently looking to have another services from DialSense for my current organization.



J K Singha

Sri Sampath



DialSense has excellent knowledge and understanding about the technology. He works with involvement and committed to deliver. He is a tmne fabulous guy to work with and can trust him for his work.

I have required the help of DialSense many of times and he has always had my back. The most resourceful individual that I have had the privilege of working with.



Derek Winchester



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