

ICTContact 1.0 Features

1: General

- Unified communication platform for Voice, SMS and Email
- Multiple campaigns
- Custom CallerId support for outbound campaigns
- Campaign Scheduling
- On premises and white label branding

2: Broadcasting

2.1 Voice Broadcasting

- Inbound and outbound campaigns
- AMD detection, and option to drop message for machines
- DNC Filter
- Opt-out / Unsubscribe IVR (Add to DNC)
- User defined Limits on call and ring duration
- SIP and PSTN (E1 / T1) Support

2.3 SMS Broadcasting

- Personalized message support (Using Contact Tokens)
- Unicode messaging support
- Concatenated / Multipage Messages
- Billing support for GSM-7, UTF-8 and for Unicode
- SMPP, HTTP based trunk support

2.4 Email Broadcasting

- Personalized message support (Using Contact Tokens)
- Confirmation and cancellation links
- Embedded images support
- Attachment support
- Forced Footer for disclaimers and unsubscribe links

3.4 IVR Campaign

- IVR Studio with drag n drop support
- Inbound IVR Campaigns
- Remote party API
- Conditional Flow
- Customize TTS Message (Using Contact Tokens)
- Multiple TTS Engines are supported

4: Unified Communication

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- Campaign for multiple services like
 - Voice
 - SMS
 - Email
 - Unified contact
 - Multi service billing
 - Separate routes and rate for each kind of service

5: Law Compliance

- DNC Lists
- Time restrictions
- CallerID enforcement
- Campaign scheduling
- Opt-out, Unsubscribe option
- Call recording

6: Accessibility

- Quick campaign launch
- Reusable resources / recordings
- Record voice messages over phone call
- Dynamic report base on date range

7: Bulk Operations

- Import / Export Contacts using CSV
- Export Campaign results
- Export CDRs
- Import / Export Routes / Rates using CSV

8: Contact Management

- Unified contacts
- Custom Contact Fields
- Schedule and expiry features for campaign contacts
- Contact Group / Multiple Group support
- HLR Lookup to fetch extra contact information
- Contact filtration based on CNAM / HLR data
- Generate new contact groups from results
- Duplicate contact filtration
- Import / export Contacts using CSV

9: Live Monitoring

- Live Campaign progress
- Active call list
- Queue and Agent Statistics
- System statistics

10: Reports

- Complete log of call activity
- Billing / CDR Reports
- Separate report for each type of campaign
- Export reports to CSV files
- Client input / DTMF logging and reporting
- Call Recordings and media reports
- Generate custom report using date range

11: Integration

- Rest APIs for Contact and Campaigns Management
- Rest APIs for Provisioning and user management
- Rest APIs for User System Management
- Push Call Status
- 3rd party SOAP and REST APIs integration in IVR

12: Call Center

- Inbound / Outbound Dialing
- Progressive Dialing
- Agent panel / dashboard
- Live agents and Agent presence
- WebRTC based Web phone
- Agent scripts / Dialogue
- CRM Integration / Call Popup
- Attended and blind call transfer
- Live statistics for agents and queues
- Agent Supervision, listen or barge into live calls
- Call recordings
- Call Queues / Skill groups and Music on hold
- Agent performance reports
- Agent Evaluation
 - Automated call flagging
 - Evaluation forms

- Agent Evaluation reports

13: Performance and Scalability

- Thousands concurrent channels (500 channels per server)
- Database Load balancing
- Campaign Load balancing for Voice traffic

14: Internationalization

- Multi Language interface
- User specific timezone
- Ready for international A-Z routing / Dialing

15: Security

- Comprehensive permission and role management
- Protection against DDoS and Brute-force attacks
- Builtin Firewall
- Best Security practices

16: Backup / Failover

- Backup on Local and remote servers via FTP or SFTP
- Automated data synchronization between servers
- Automated service recovery in case of failure

17: MultiTenant Support

- User Resource isolation
- Authorized access on user data
- Dialplan isolation

18: Administration

- Login as user
- Create dedicated or shared trunks for users
- Create queues and extensions for users
- Enforce specific CallerId or limit user to only assigned DIDs
- Day / Time-slot restriction on per user basis

19: ITSP Features

- MultiTenant Support
- Prepaid Billing
- Rate and Routing support
- OCN based routing for ported numbers
- Multiple rate plans
- Comprehensive permission and role management
- Quota allocation for extensions, free minutes etc...
- Packages and subscription system
- Enable / disable Feature, Resources accordingly to packages / roles

20: Ownership

- On premises setup
- Life time licensing option
- Own termination PSTN, E1/T1 or VoiP
- Open Source (with few compiled file)
- White label / Branding

21: Support

- Free installation
- Free initial support
- 24/7 Availability
- Live chat, Email and Phone based support
- On demand and yearly support packages
- Customization and Development support
- Free bug fix and security updates

22: Licensing

- Unlimited users
- Unlimited extensions / agents
- Unlimited campaigns
- Unlimited contacts and calls
- Life time or On lease licensing options
- License up-gradation by paying only the difference
- 30 days money-back guarantee