



About SanCCS

The most advanced and widely acceptable call center solutions in the industry, today. The product has evolved a complete cycle of experiences from different industries And this has helped SAN to create a product that can be installed quickly in any environment or process. The organizations who chose to work on SAN Dialer would never opt for other product as this is most reliable, futuristic and user-friendly.

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Main Features



Automated Call Distribution



Real Time Analytics and Report



Multilevel IVR



Omni Channel



Seamless Integration



Skill Based Routing



Agent Performance MIS



Unified Agent Desktop



Click to Call



Thoughtful UI



Self Designable Web Based CRM



Customer Service



Highlights

Dialing Modes –

- Predictive
- Progressive
- Preview
- Manual

Unlimited TL –

- Team Leader / Supervision

E-Mail & SMS Integration Campaign Management –

- Outbound / Inbound



IVR –

- Multi Process
- Time Conditions
- Voice Mail
- Call Forwarding
- Call Barging

CRM –

- Online Agent Monitoring
- Caller ID Popup
- Quality Monitoring Tools
- Unlimited Processes
- Provision to export in excel with user rights
- Dashboard Templates with user rights

Recording –

- 100% digital call recording
- Low space / minimal file size
- Recording Clarity



Other Features



Remote Extension



Remote Barging



Automated Attendant



Blacklists



Blind Transfer



Call Detail Records



Call Forward on Busy



Call Forward on No Answer



Call Forward Variable



Call Monitoring



Call Parking



Call Routing (DID & ANI)



Call Transfer



Call Waiting



Caller ID



Caller ID on Call Waiting



Call Conference



Direct Inward System Access



Distinctive Ring



Do Not Disturb





Flexible Extension Logic



Local and Remote Call Agents



Music On Hold



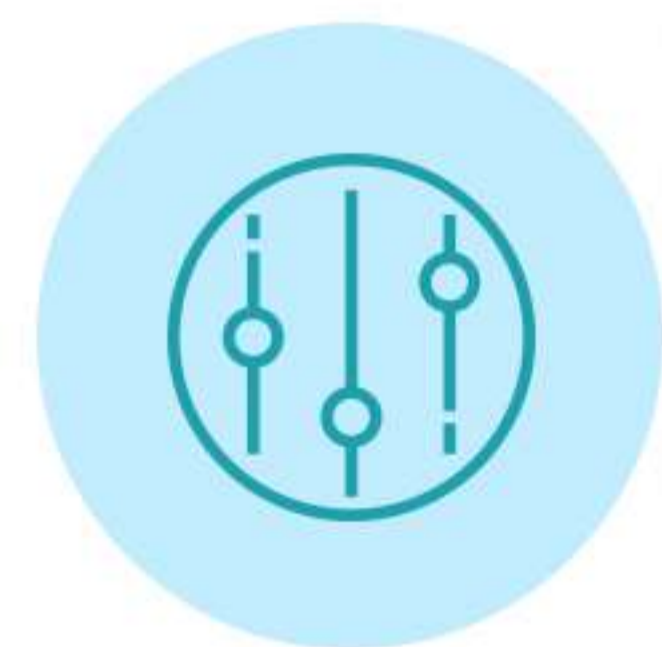
Music On Transfer



Flexible Mp3-based System



Random or Linear Play



Volume Control



Remote Call Pickup



Remote Office Support



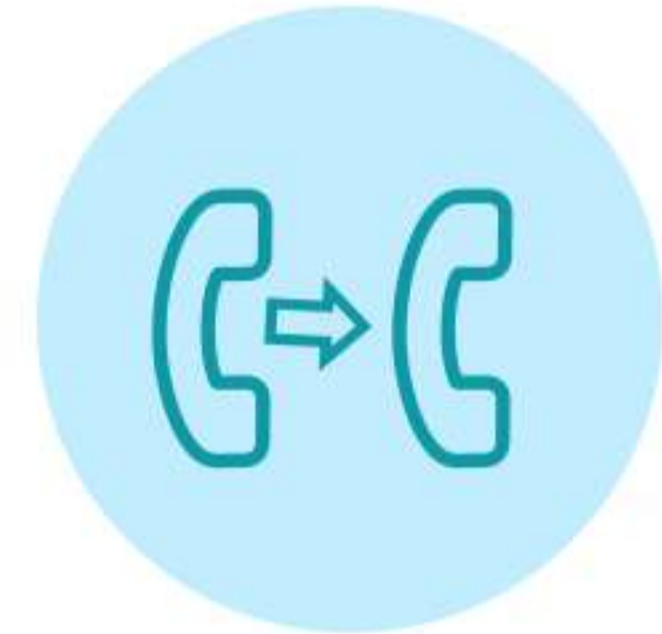
Roaming Extensions



Route by Caller ID



SMS Messaging



Supervised Transfer



Talk Detection



Three-way Calling



Time and Date



Trunking



VoIP Gateways



Voicemail Groups



Voicemail



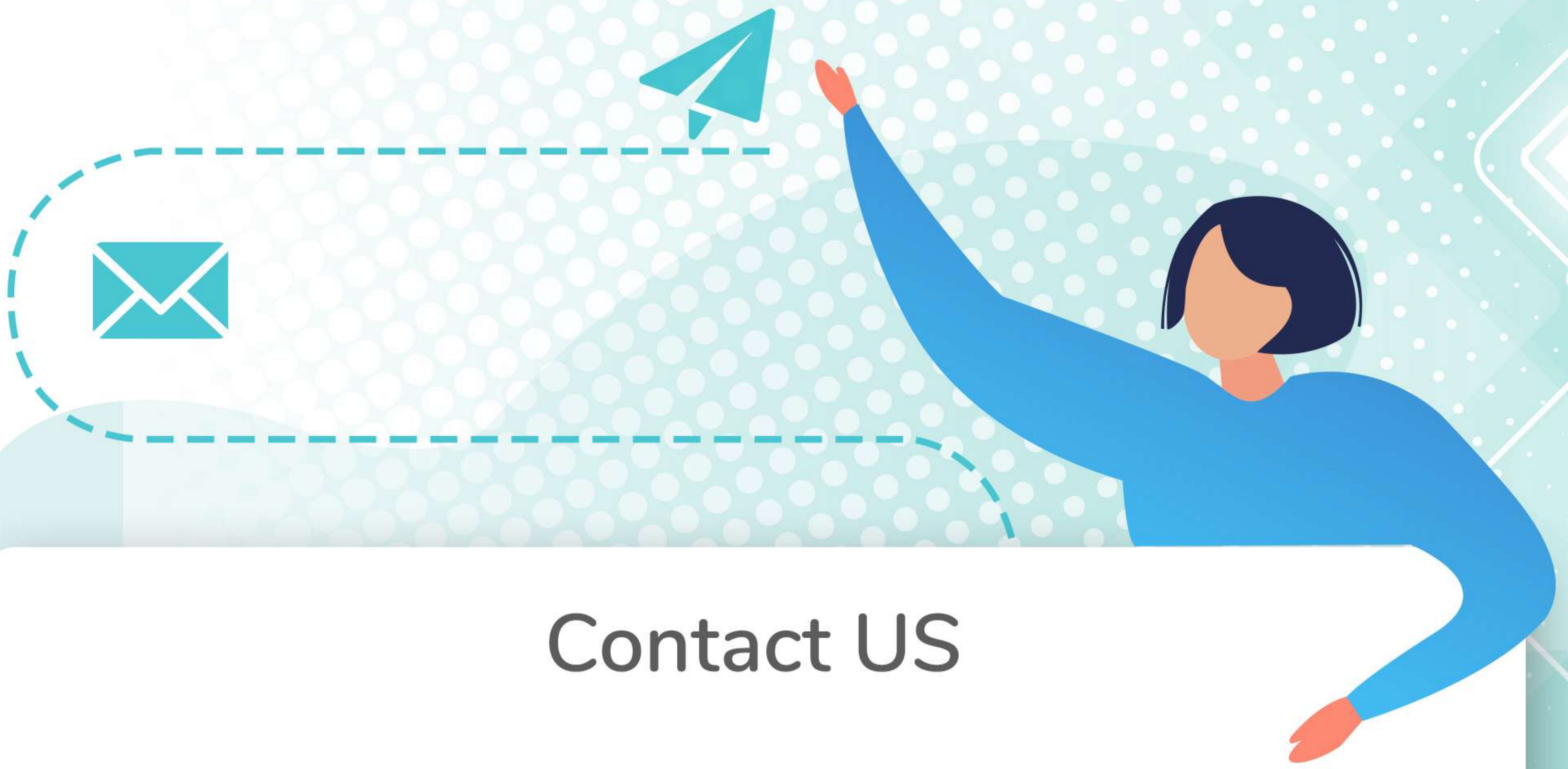
Voicemail to email



Web Voicemail Interface



Lets Get Connected



Contact US



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_ Thank You _



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