MGCL

Miraloyd Global Consult Limited

Communicate. Connect. Build. Transform.



astDIAL

Mobile outbound dialler

Android-based calling
for distributed teams

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About Miraloyd

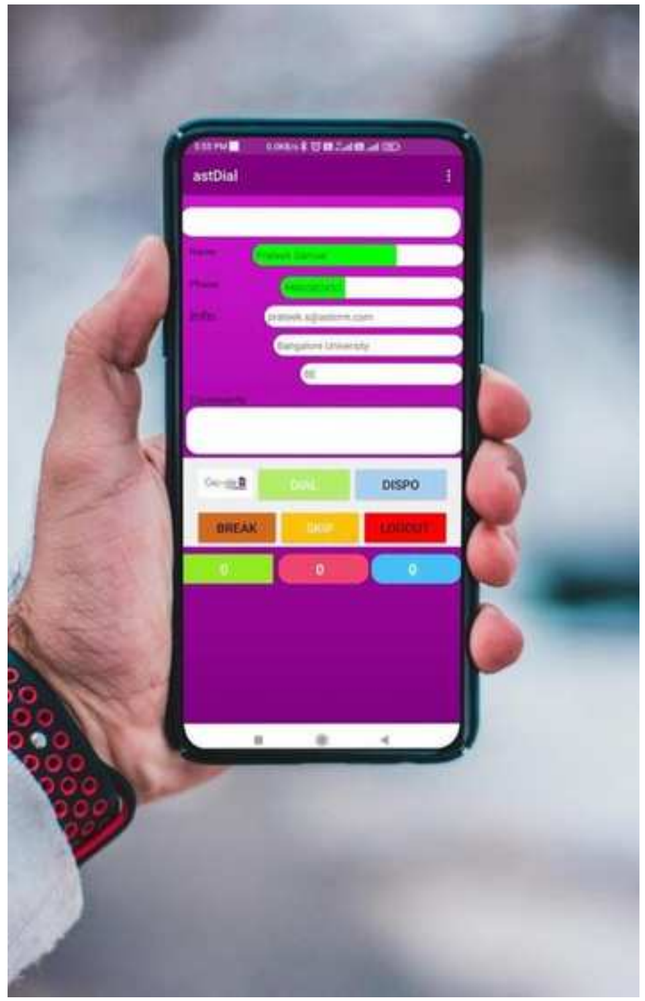
Get in touch

About astDIAL

Outbound calling from your Android device

astDIAL helps teams manage outbound calls and lead-generation campaigns from their mobile devices.

- Track outbound calling activity.
- Manage leads across multiple campaigns.



How astDIAL works

From lead allocation to cloud-based reporting

Allocate leads

An administrator assigns customer numbers through the cloud.

Agent sign-in

Agents sign in from home, the office or while travelling.

Make calls

Agents open customer records and dial from the app.

Record the outcome

Agents select a disposition code after each conversation.

Synchronise call logs

The app records call activity and synchronises it with the cloud.

Review reports

Managers review cloud-based reports from any location.

Core features

Everyday tools for mobile calling teams

- Automatic dialling
- Live monitoring
- Remote working
- Custom reports
- WhatsApp and SMS notifications



Automatic dialling

Set a campaign to dial numbers in sequence. Automatic dialling saves time spent entering numbers manually.

Three dialling modes

- Automatic dialling
- Preview dialling
- Manual dialling



Live monitoring

Review agent activity through a real-time dashboard, including dialling activity, breaks, and successful or failed calls.

At a glance

- Current status of each agent
- Call connection status



Remote working

Support calling teams wherever they work. The mobile-based setup reduces reliance on a traditional office call centre.

Designed for distributed teams

- Agents can work from different locations.
- Less reliance on dedicated office infrastructure.



Check device and connectivity requirements during setup.

Custom reports

Apply the filters and parameters you need to create customised reports. Print reports or send them by email.



Reporting options

- Call log reports
- Callback and follow-up reports
- Data export

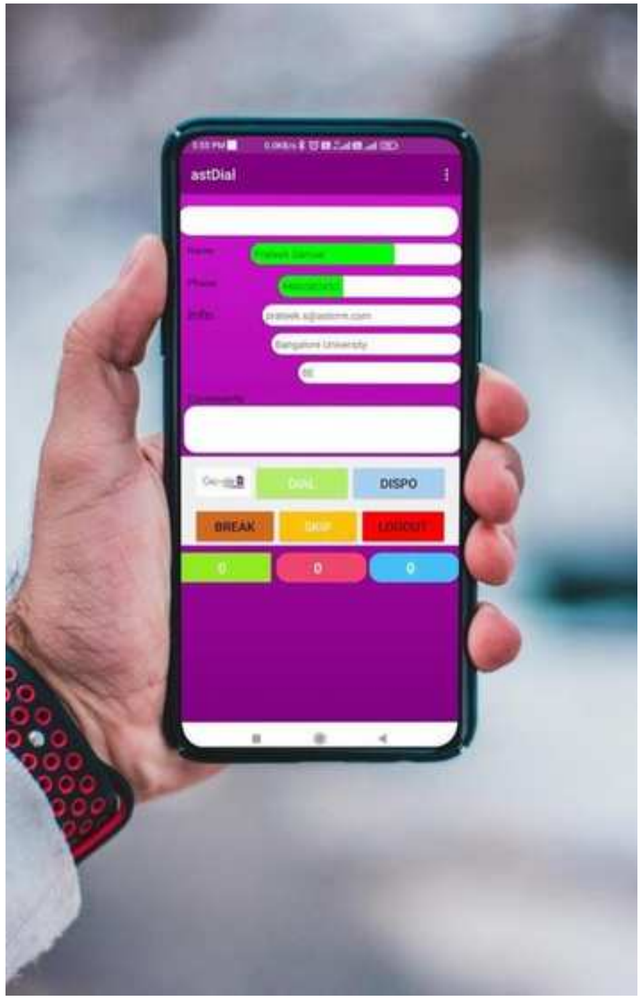
Messaging and notifications

Connect supported messaging channels and create templates for automated responses.

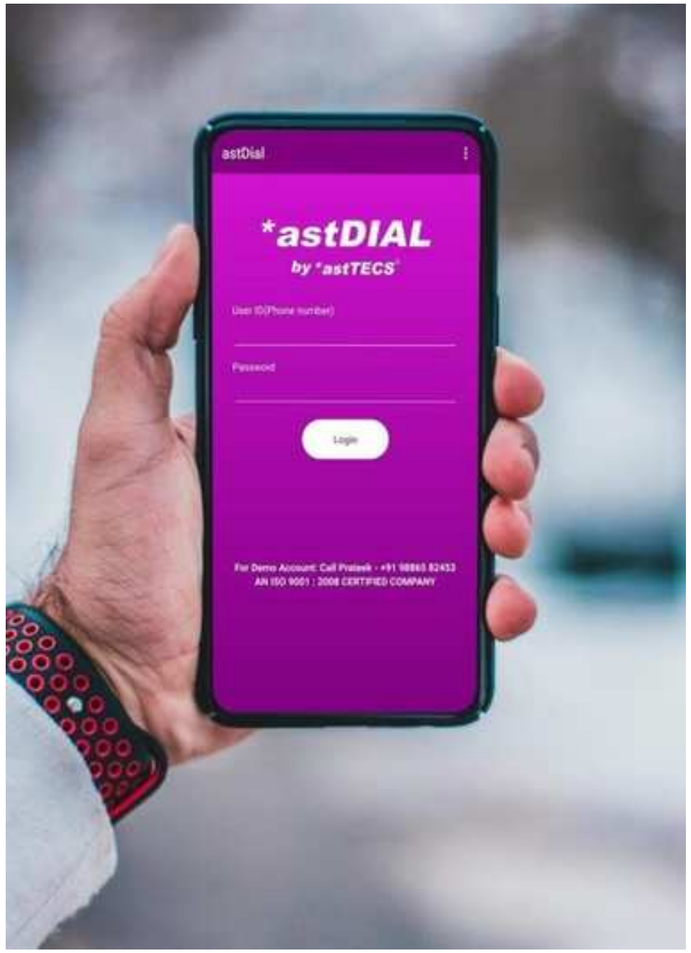


Notification options

- WhatsApp notifications
- SMS notifications
- Email notifications on demand



Call handling



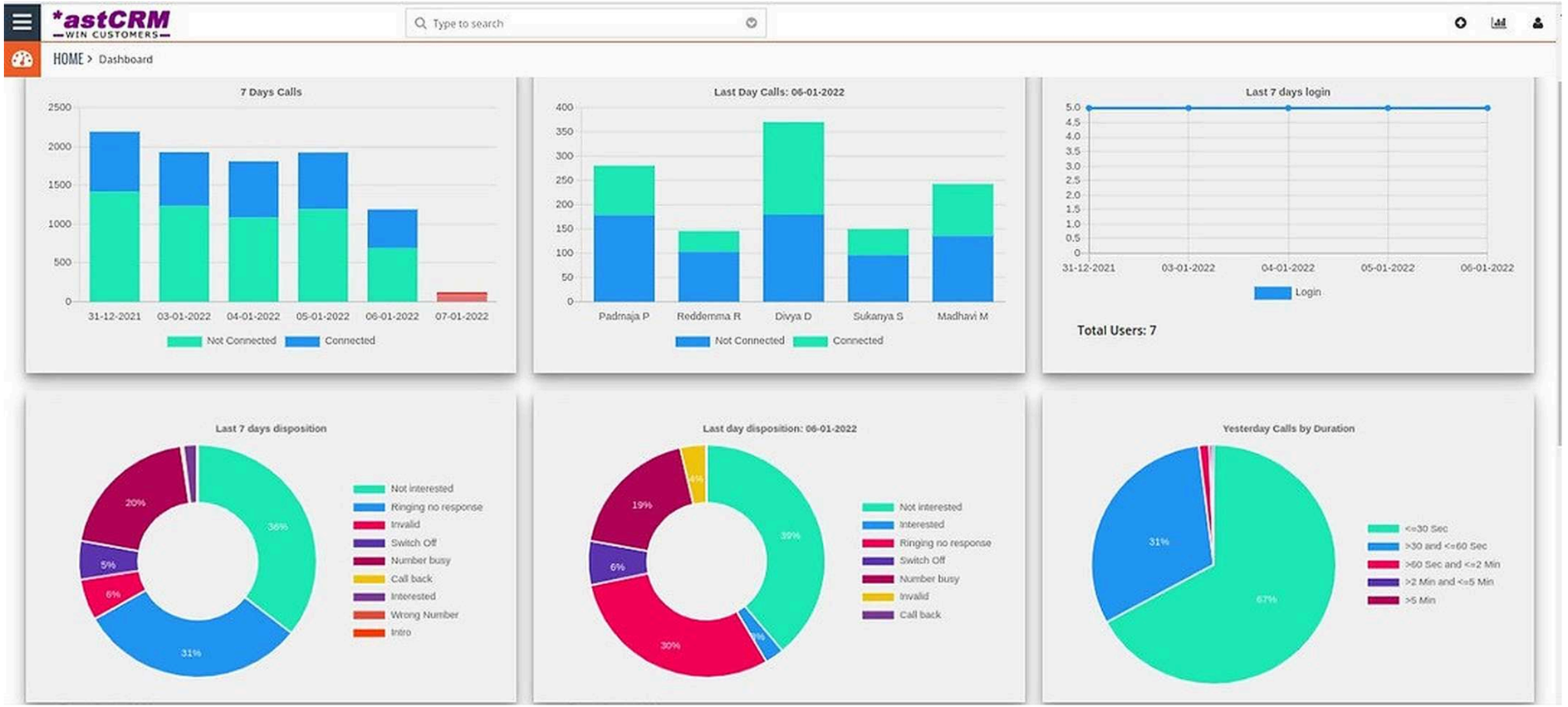
Agent sign-in

Mobile app interface

Agent sign-in and call handling in the Android app

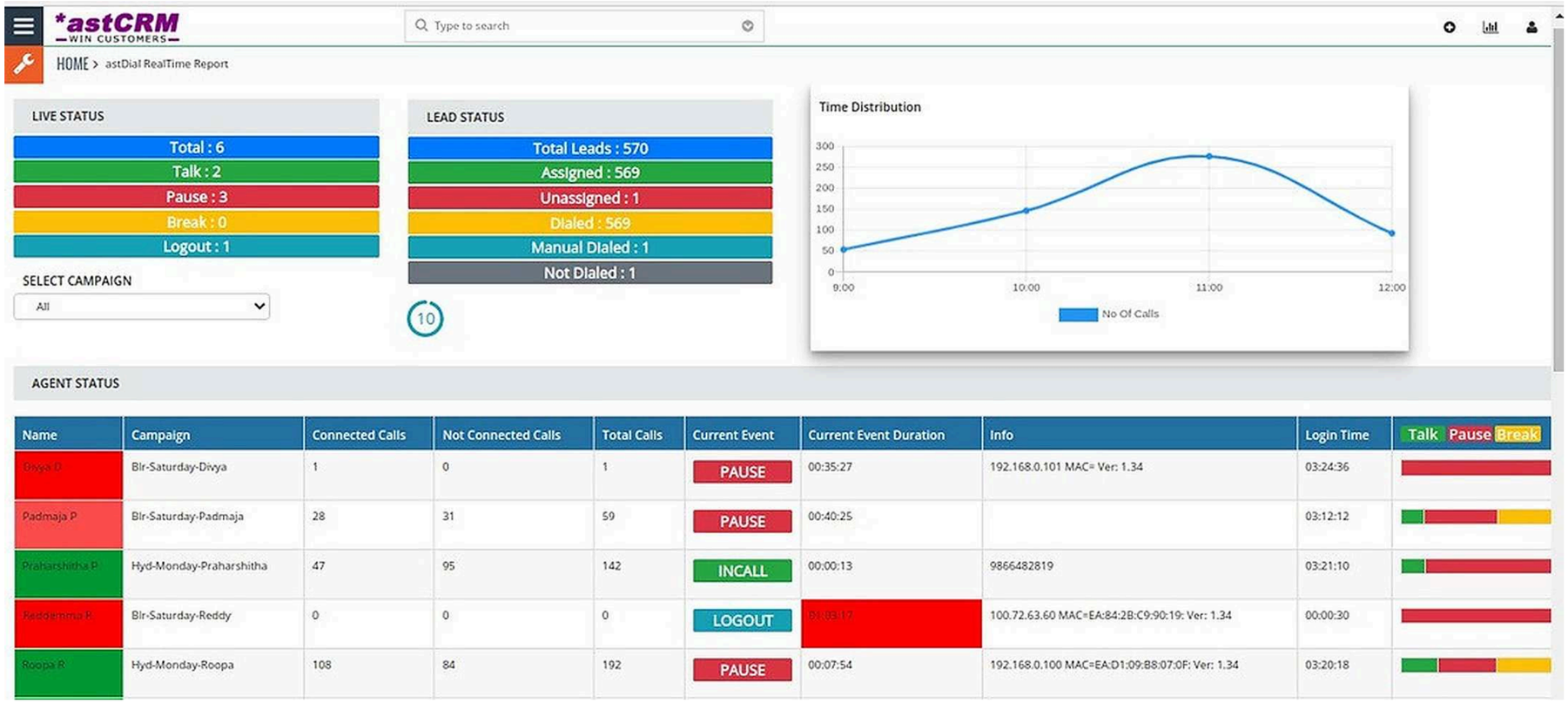
Manager’s dashboard

Review calling activity, agent sign-ins, call outcomes and call duration.



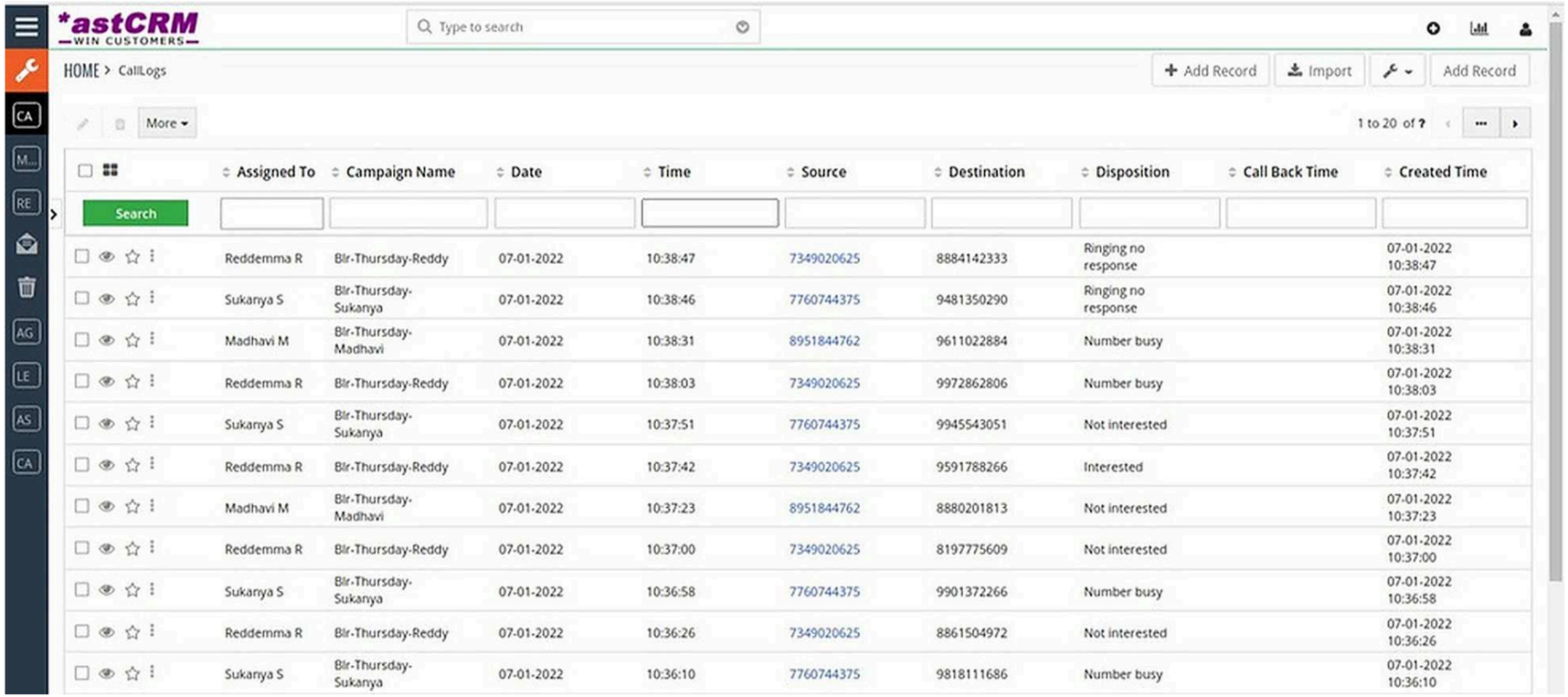
Real-time reporting

View live agent status, lead status and campaign activity in one report.



Call log report

Review call history by agent, campaign, date and time, including outcomes and callback details.



Advantages

Remote operations

Support calling teams in different locations.

Less manual dialling

Reduce repetitive number entry and dialling errors.

More time for conversations

Spend less time on routine dialling tasks.

Performance reporting

Use reports to review team activity and results.

Flexible telephony setup

Reduce reliance on office-based PRI or analogue telephony.

ABOUT US

ABOUT MIRALOYD

INTEGRATED TECHNOLOGY SOLUTIONS

Miraloyd Global Consult Limited is an integrated technology solutions provider that designs, deploys and supports communication, connectivity, software and IT infrastructure for businesses, institutions and public-sector organisations. Our work helps people communicate better, keeps offices and remote locations connected, supports the development of digital systems and strengthens the IT infrastructure behind everyday operations.

Services include unified communications, internet connectivity, software and digital solutions, cloud and data centre infrastructure, cybersecurity, backup and disaster recovery. We also provide managed IT services and technology consulting.

Communications is a core part of our work. Our services cover cloud and on-premises IP telephony, contact centre solutions, customer engagement platforms and mobile communications. We also provide IVR, voice services, AI-powered communication and collaboration tools.

We provide the networks and infrastructure that keep offices, staff and systems connected. We also develop and integrate software, digital tools and AI solutions to improve business processes and connect the systems an organisation uses.

COMMUNICATE
Unified Communications

CONNECT
Connectivity& Internet

BUILD
Software,Digital & AI

TRANSFORM
Cloud,Infrastructure & IT

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Communicate. Connect. Build. Transform.

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