MGCL
Miraloyd Global Consult Limited
Communicate. Connect. Build. Transform.

SALES AND CUSTOMER COMMUNICATION

CALL MANAGER

Preview dialler for high-value sales

Give your team a clear view of each lead before they call.
Keep follow-ups and call activity in one place.

www.miraloyd.com



CALL MANAGER

OVERVIEW

Why Call Manager

Consistent follow-ups

Keep lead details and call activity together.

Efficient daily calling

Manage daily calling tasks and reduce agent idle time.

Call review

Review recordings to assess how agents handle calls.

Flexible connections

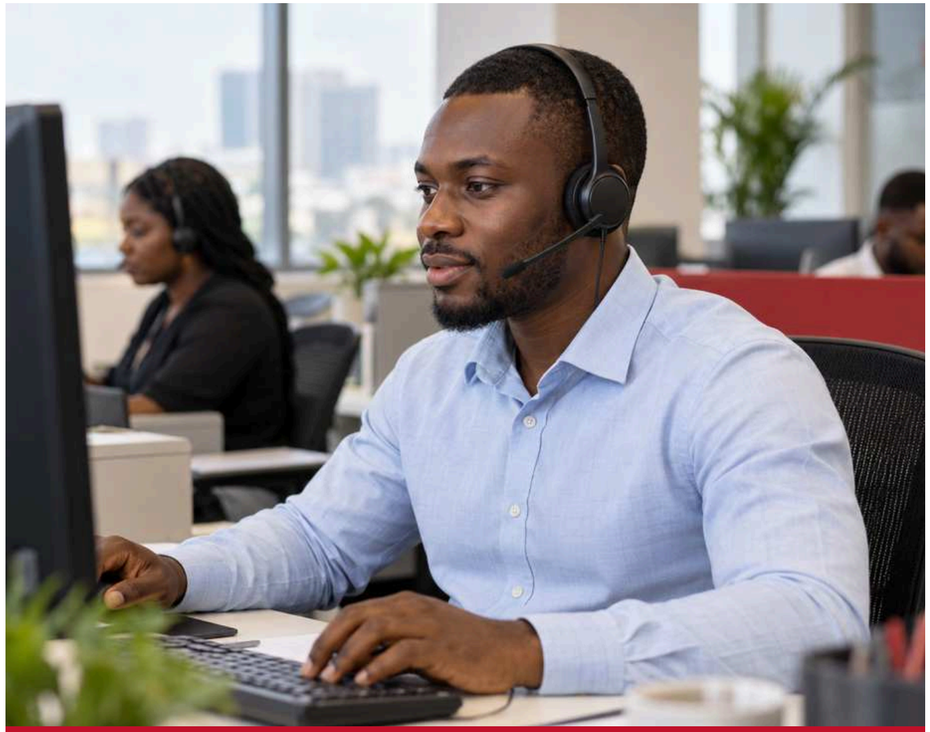
Connect through SIP/PRI, GSM or VoIP.

Custom campaigns and fields

Adapt the setup to your sales process.

No coding required

Make configuration changes without writing code.



A clearer process for every follow-up

CORE FEATURES

Everyday calling tools

Click-to-call dialling
Start a call from a selected lead record.

Manual dialling
Dial a number directly when needed.

Campaign dialling
Work through leads in an organised campaign.

Built-in mini CRM
Keep key lead details alongside call activity.

Call recording
Keep recordings available for review.

Dashboards
View call activity and team performance.

CAMPAIGN MANAGEMENT

Outbound campaign management

Filtered lead lists

Build campaigns from filtered lead lists.

Lead segments

Group leads by industry, interest or priority.

Campaign activity

Track performance, call status and agent activity.

Follow-up schedules

Schedule the next call within the same campaign.



CAMPAIGN PERFORMANCE

Monitor results as agents work through the lead list.

CUSTOM FIELDS

Custom fields and access controls

Choose the information agents collect and control which fields they can edit.



Text, numeric and drop-down fields

Create and edit fields for the information your team needs.

Agent access controls

Choose which fields agents can edit and which remain locked.

Lead recycling

Use current field entries to decide which leads return to the calling list.

OPTIONAL MOBILE FEATURES

Call Manager on your phone

The optional app-based preview dialler lets agents make and manage calls from a smartphone.

Calling on the go

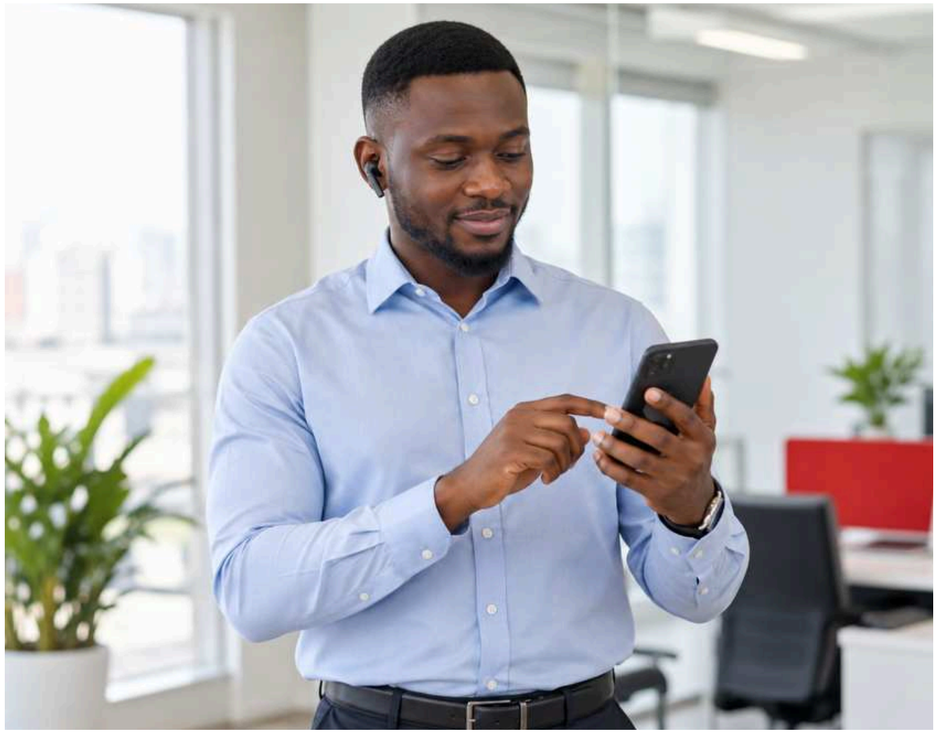
Make and manage calls directly from your smartphone.

Lead details across devices

Keep lead details and call history in sync across devices.

Reminders and updates

Receive call reminders, follow-up alerts and campaign updates.



PERFORMANCE MONITORING

Agent activity and performance

View live agent activity and review call counts, recordings and detailed reports.

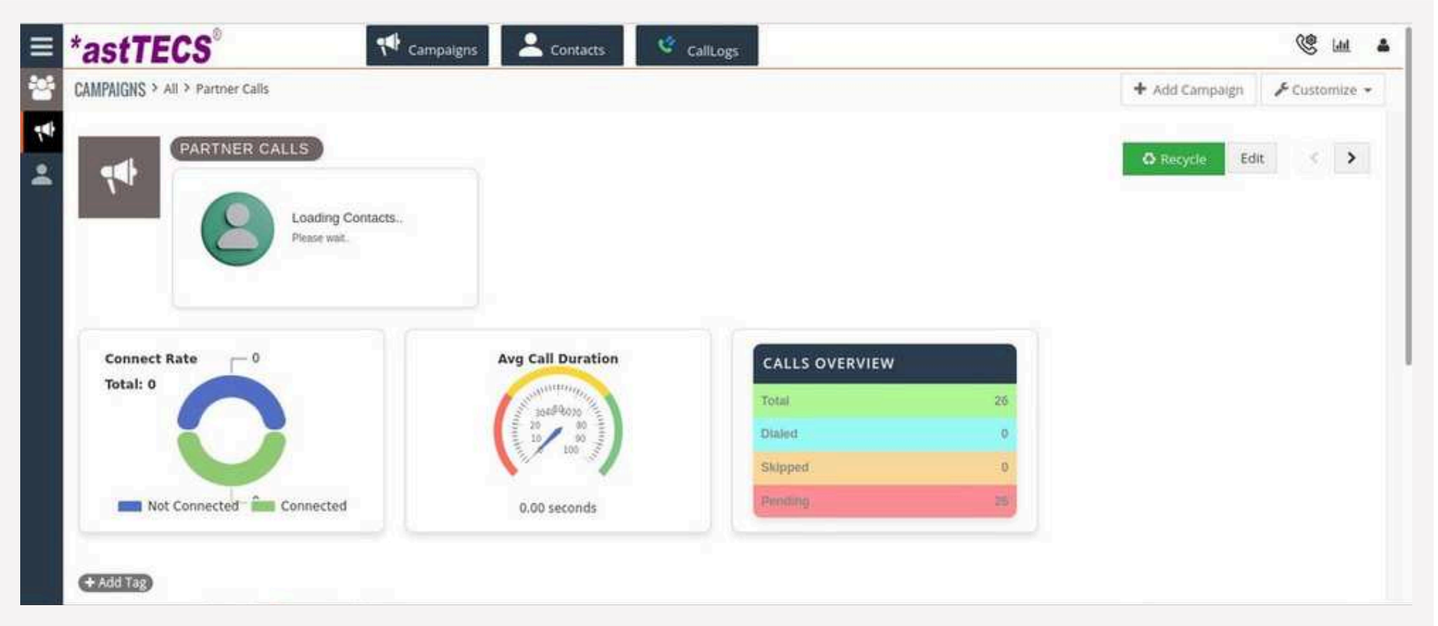
Live agent activity

Call counts by agent

Call recordings

Call detail reports

Hourly performance



MORE FEATURES

Calling and lead management in one place

Incoming call pop-ups

Call recordings

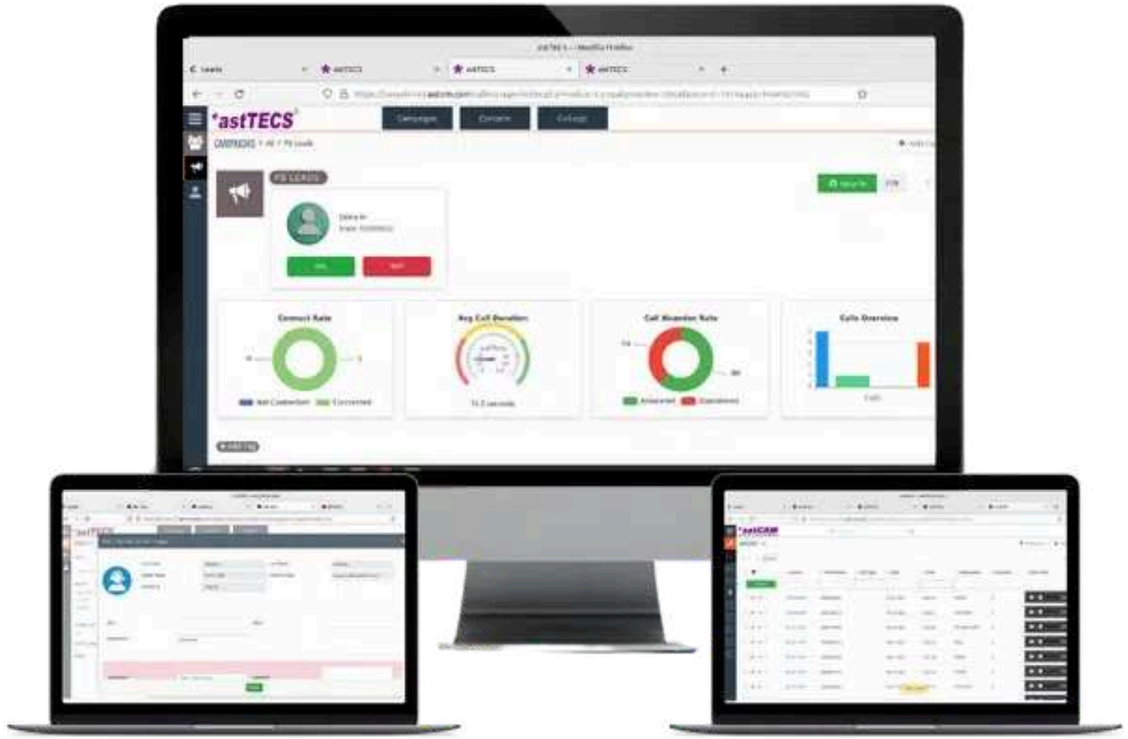
Call logs, history and call detail records

FAQs and call scripts

Third-party integrations

Bulk data management

Email and SMS integration



USE CASES

Customer conversations and follow-ups

Lead follow-ups

Appointment scheduling

Customer feedback

Debt collection

Customer engagement campaigns

Upselling and cross-selling

Complex customer issues



INDUSTRIES

For teams that work by phone

Call Manager supports sales and customer contact teams across a range of industries.

B2B sales

Financial services

Real estate

Hotels and resorts

Insurance

Healthcare

Recruitment services

Overseas education

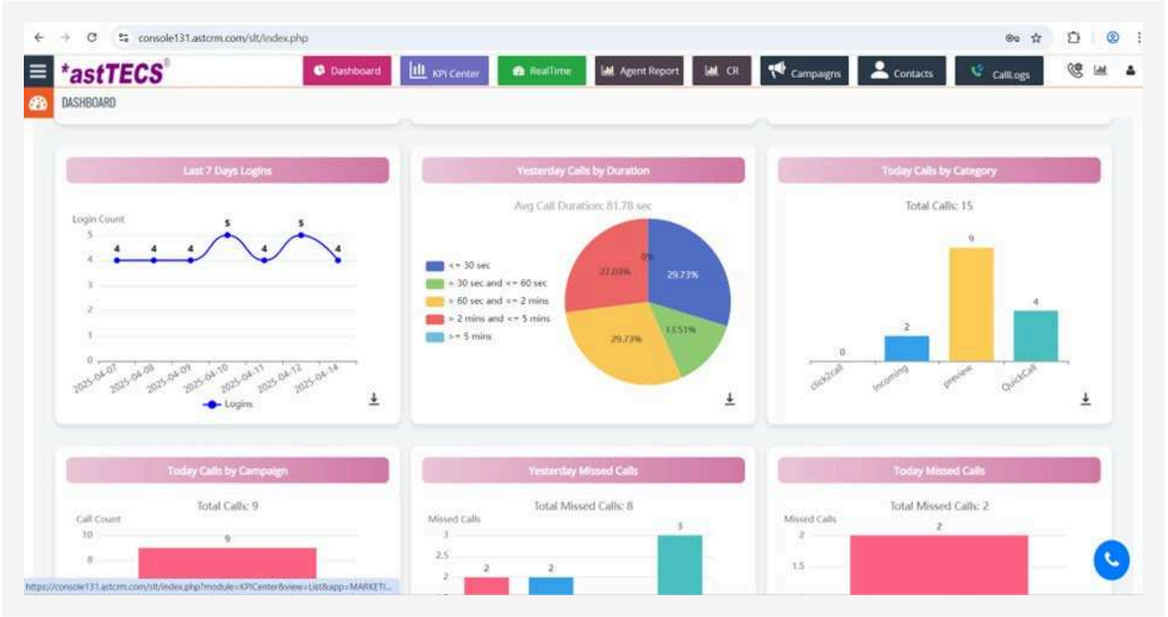


REPORTS / LIVE ACTIVITY

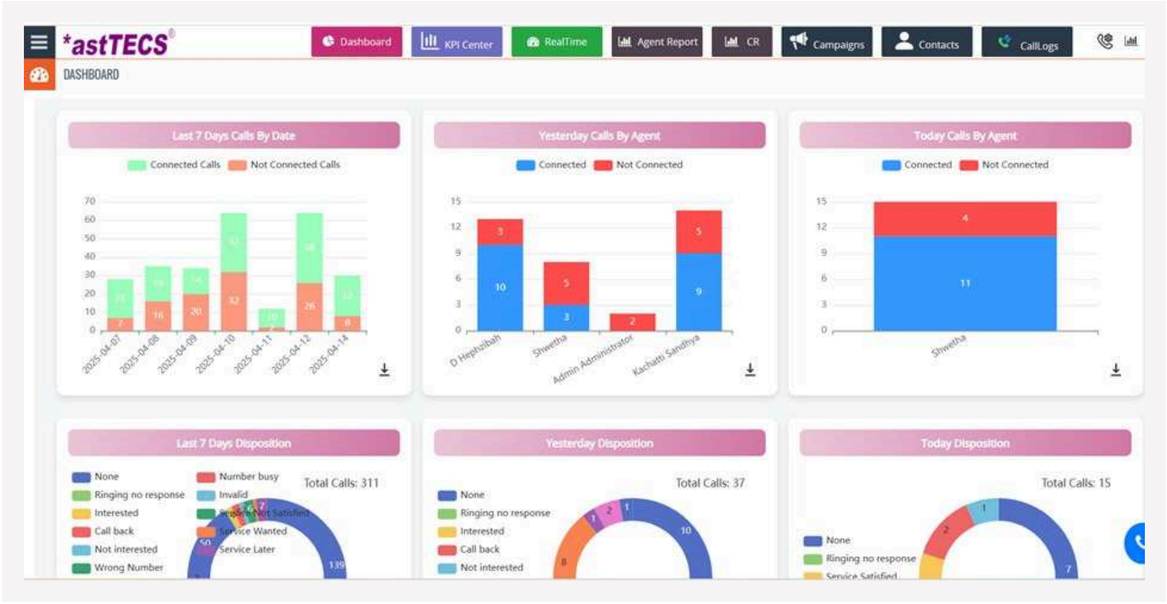
Real-time call reports

View call volumes, live activity and call outcomes on the dashboard.

Call volumes and activity



Call status and outcomes

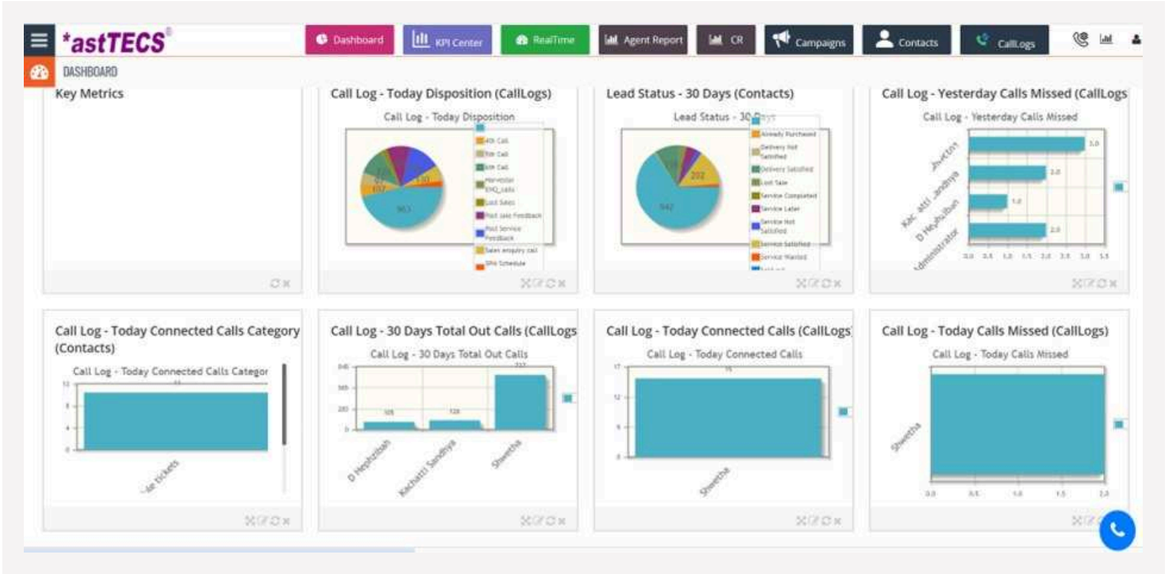


REPORTS / AGENT PERFORMANCE

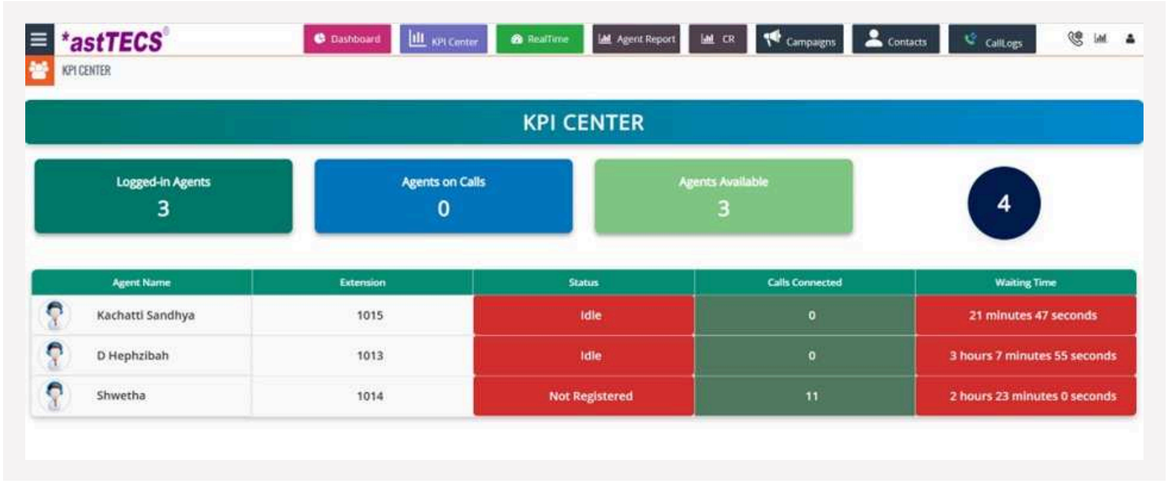
Agent performance report

Review agent activity alongside the live status shown in the KPI centre.

Agent activity and call breakdowns



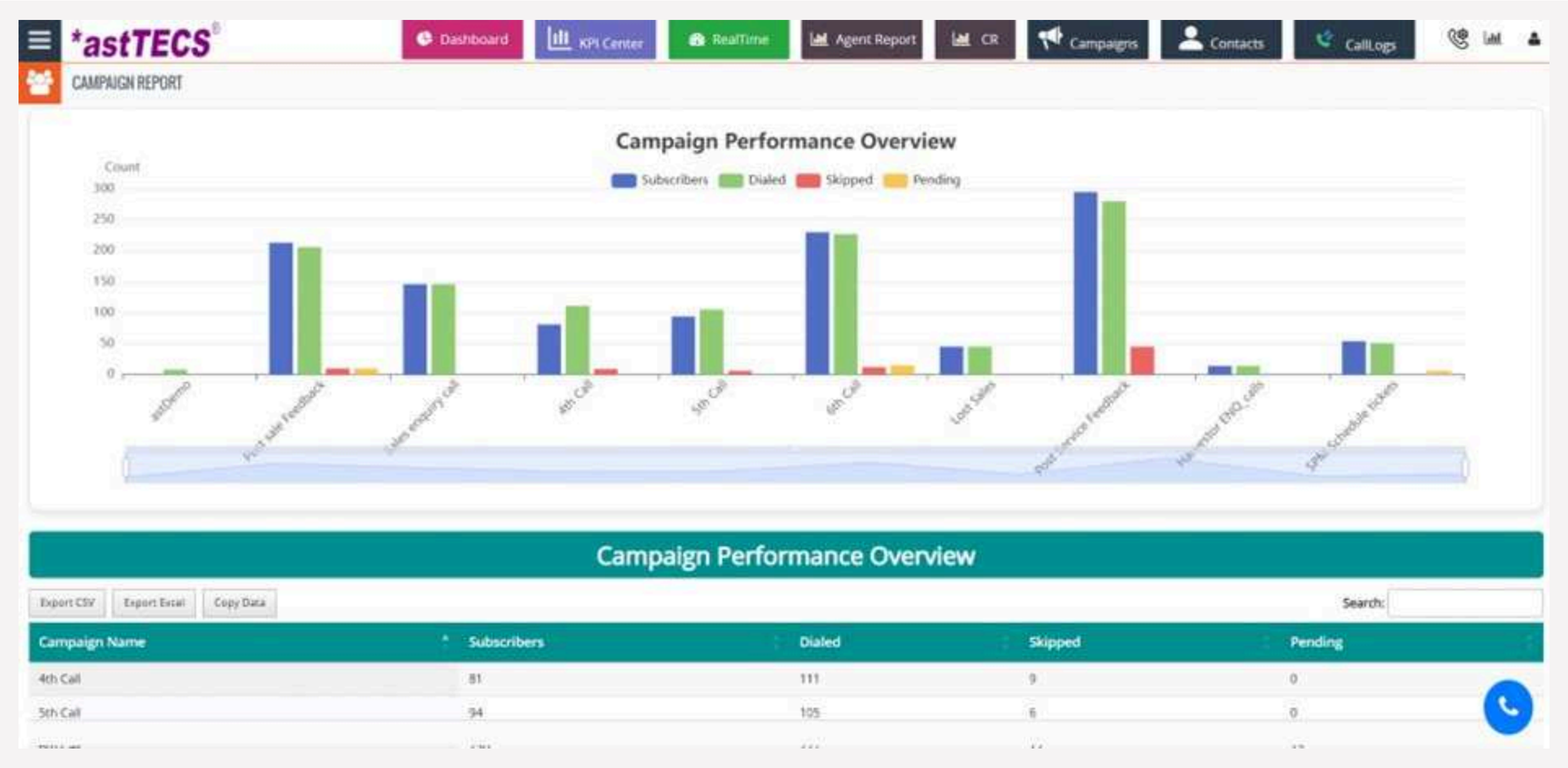
Agent status in the KPI centre



REPORTS / CAMPAIGNS

Campaign performance report

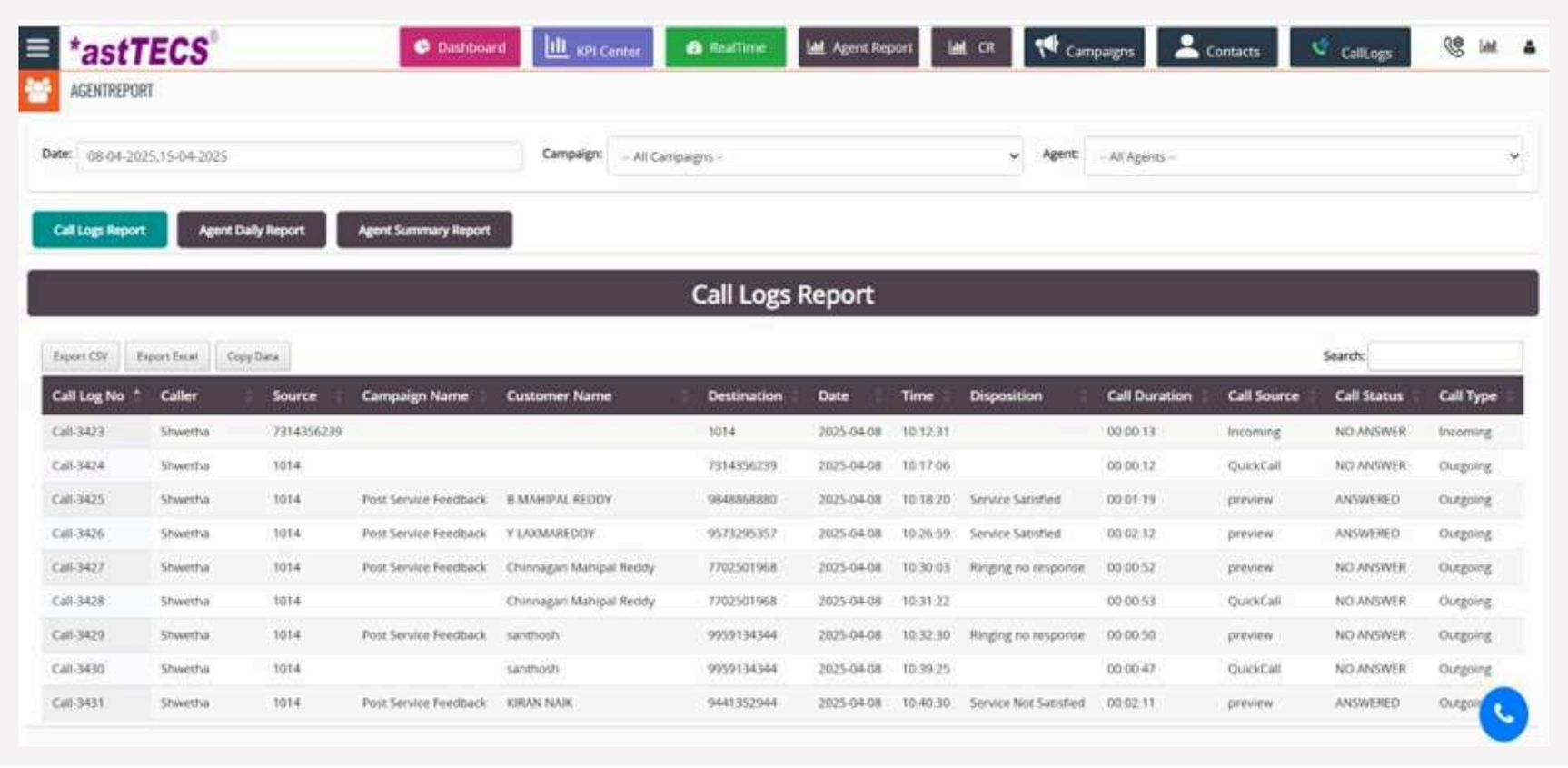
Review campaign charts and call status summaries in one report.



REPORTS / CALL RECORDS

Call log report

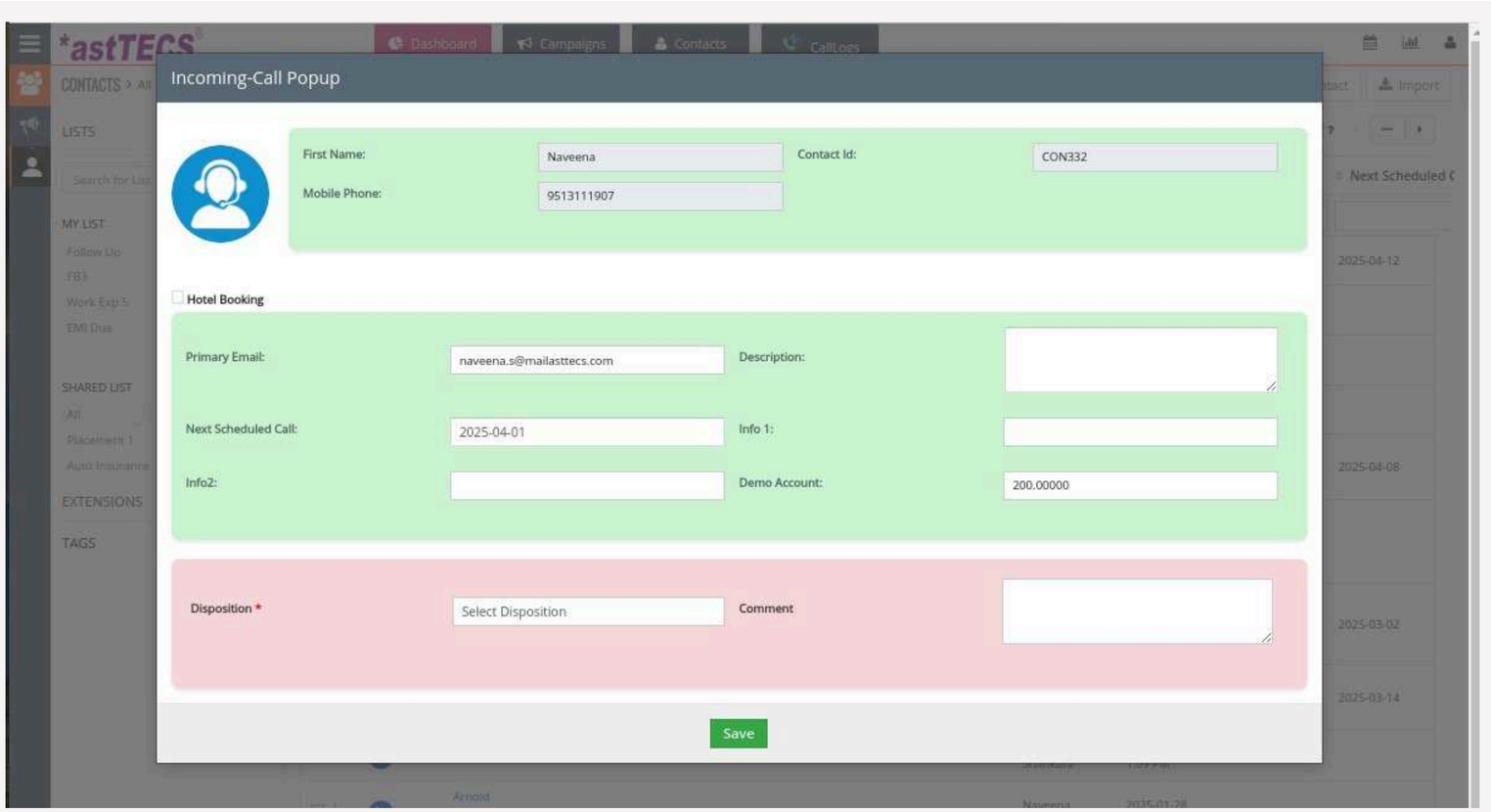
Review campaign, agent, time and status details for each call.



INCOMING CALLS

Incoming call pop-up

The incoming call pop-up displays the customer record and relevant fields.



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

MGCL
Miraloyd Global Consult Limited
Communicate. Connect. Build. Transform.

*astTECS®
Unified Communication with Open Source
ISO 9001:2015 CERTIFIED

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