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



PREDICTIVE CALL CENTER DIALER

www.miraloyd.com

Why call centers use dialer software

Give agents more time for conversations and supervisors a clearer view of daily calls.



Automate the calls



Improve productivity



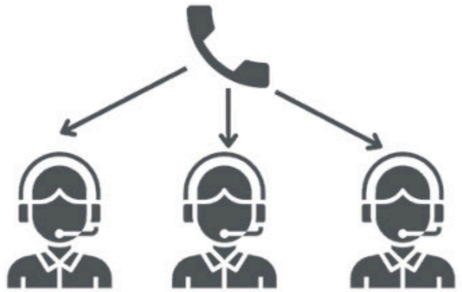
Record all incoming & outgoing calls



Handle high call volume efficiently



Monitoring tools for agent activities



Route the calls based on agent skills



Capture missed calls automatically



Insightful Reports

In simple terms: the software organises calls, routes them to the right people and records what happened.

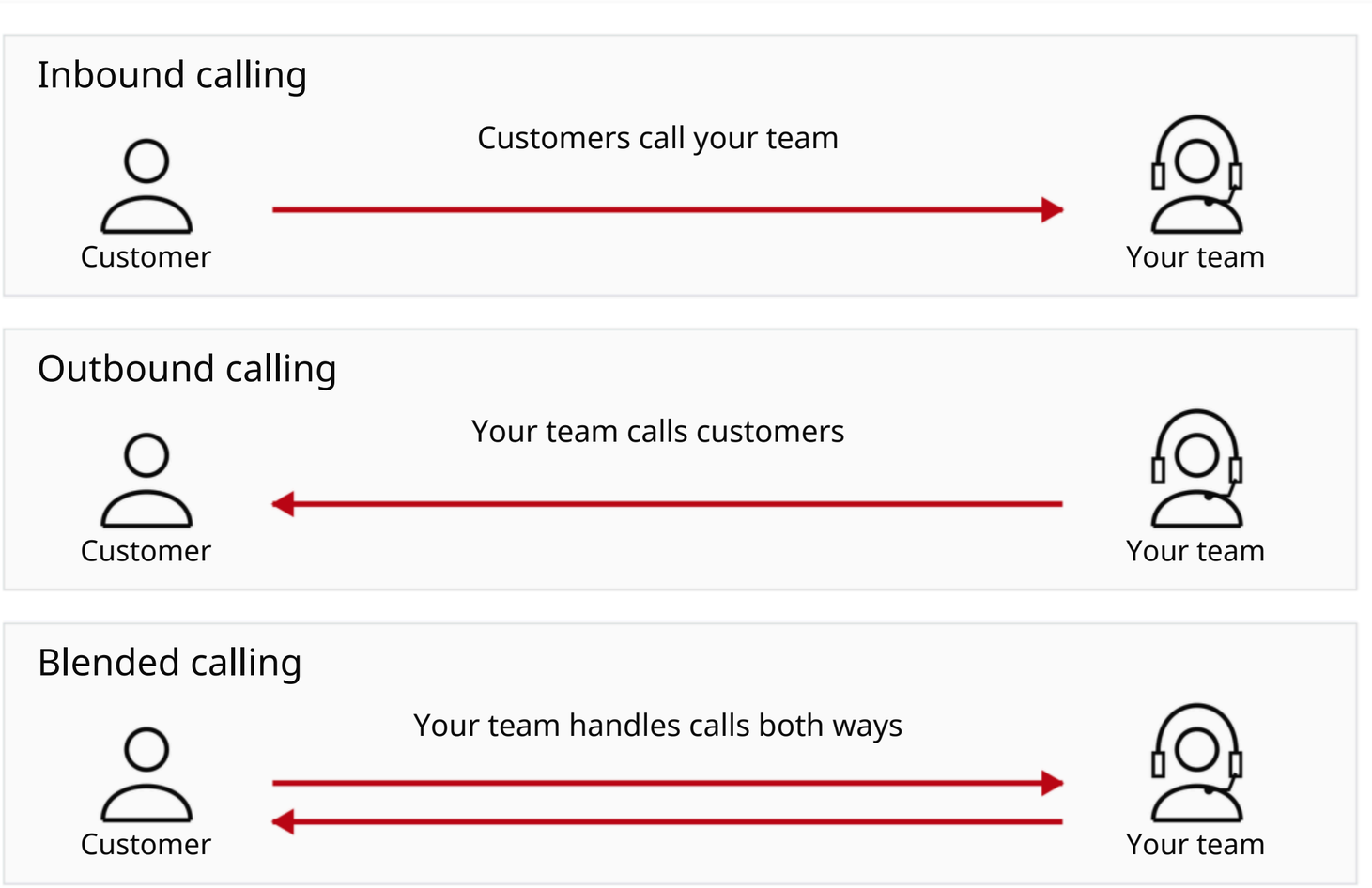
Choose how your team handles calls

INBOUND CALLS
Customers call your business for help, bookings or information.

OUTBOUND CALLS
Your team calls customers or leads for follow-ups, reminders or sales.

BLENDED CALLING
Agents handle both incoming and outgoing calls in one workflow.

OPEN-SOURCE FOUNDATION
The platform can be configured to suit your business requirements.



A platform that fits your business Customization

Configure the calling workflow and integrations for your team.

ROOM TO GROW:
Expand capacity as your operation grows. Requirements depend on the setup.

CONNECTED CHANNELS:
Bring voice and supported messaging channels into your customer service workflow.

SUPPORT AND RELIABILITY:
Discuss support coverage, security and availability requirements before deployment.

TECHNOLOGY:

- Leader in open-source technology
- Expertise
- Open-source platform

RELIABLE & SECURE:

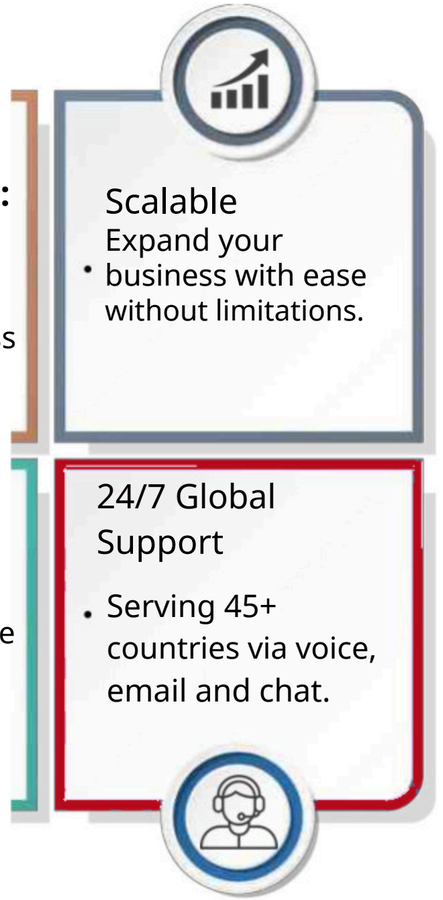
- Reliable operation
- Enterprise-grade security for business

EASY CUSTOMIZATION:

- Customize your product as per your business needs.

OMNI-CHANNEL INTEGRATION:

- Enhance the customer experience
- Reduce costs & increase productivity



What the call center solution includes

CALLING MODES:
Manual, preview, progressive and predictive dialing suit different workflows.

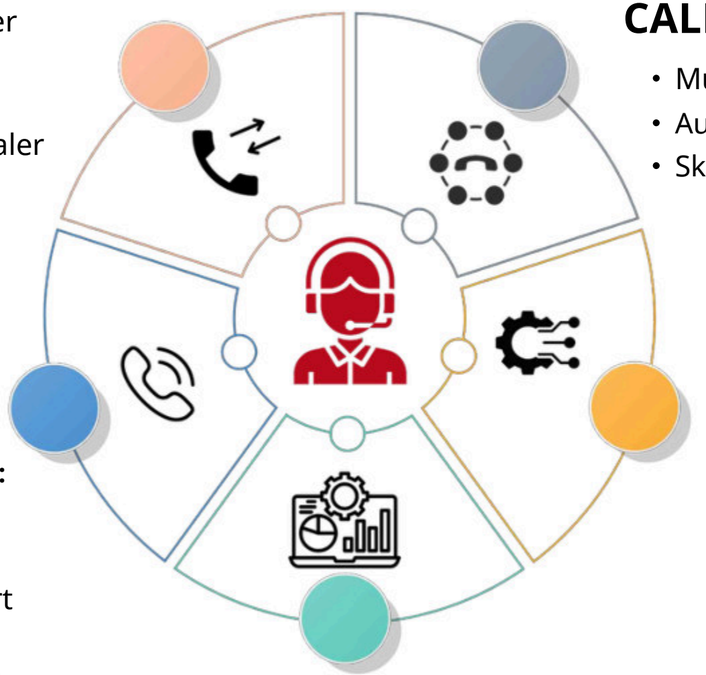
CALL HANDLING:
Voice logging, click-to-call, missed-call alerts, conferencing and voice broadcasts.

ROUTING AND REPORTING:
IVR menus and skill-based routing connect callers to agents. Reports show call and agent activity.

INTEGRATIONS:
Connect supported CRM, WhatsApp, SMS, web chat and email services.

DIALER:
- Predictive Dialer
- Preview Dialer
- Manual Dialer
- Progressive Dialer

INTELLIGENT CALL ROUTING:
- Multi-level IVR
- Automatic Call Distribution
- Skill-based routing



INTEGRATIONS:
- CRM Integration
- WhatsApp Integration
- SMS Integration
- Webchat Integration
- Email integration

CALL FUNCTIONALITIES:
- Voice Logger
- Click to call
- Missed call alert
- Voice Blasting
- Call Conferencing

REPORTS:
- Call detail reports
- Agent performance report

Predictive dialing explained

WHAT IT DOES

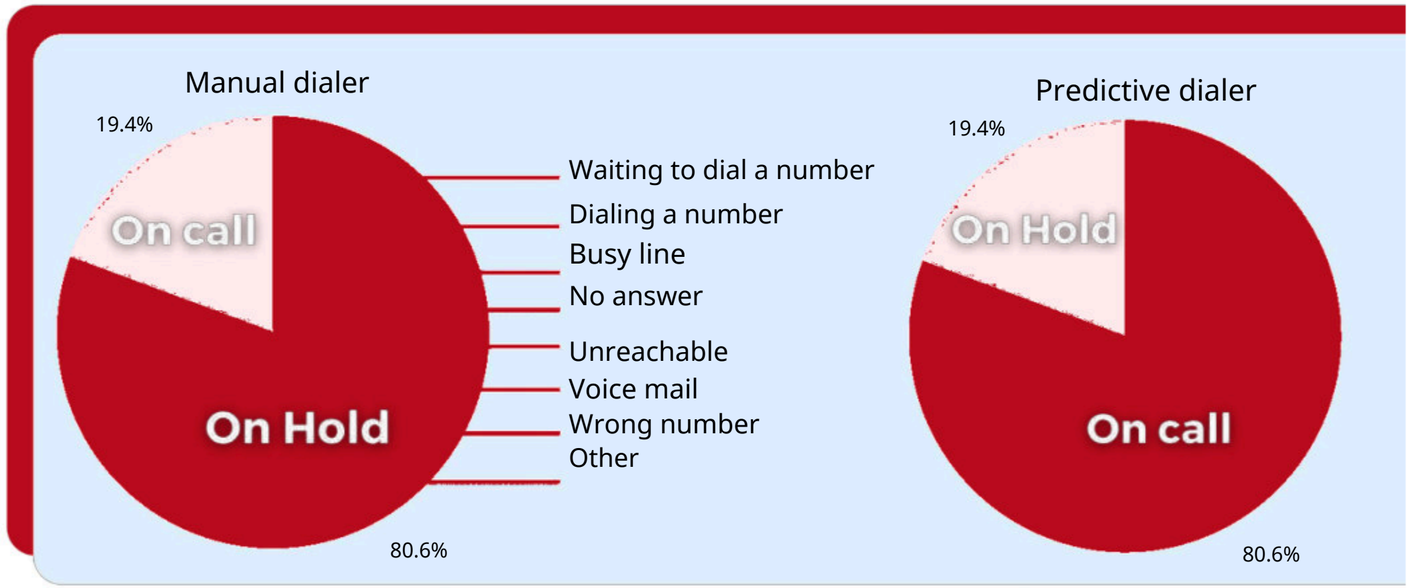
The system calls numbers from a database and sends connected calls to available agents.

Why it helps

Agents spend less time dialing and waiting for unanswered calls.

HOW IT IS CONTROLLED

A dial ratio sets the number of calls placed in relation to available agents. Configure it for your team and lead quality.



The chart illustrates how time can shift from waiting to talking. Actual results depend on the campaign.

Predictive dialing: an illustrative comparison

SAME TEAM, MORE CONVERSATIONS

This example uses 30 agents, a 20% contact rate and a 5% sales conversion rate.

SALES VALUE IN THIS EXAMPLE

At a value of 2,000 per sale, 45 sales produce 90,000 and 135 sales produce 270,000.

WHAT THE RESULT MEANS

The predictive example produces three times the manual total, equivalent to a 200% increase.

Metric	Manual	Predictive
Agents	30	30
Calls per agent	150	450
Contacts per agent (20%)	30	90
Total contacts	900	2,700
Sales (5% of contacts)	45	135
Value per sale	2,000	2,000
Total sales value	90,000	270,000

IVR: a phone menu that guides callers

WHAT IVR MEANS

Interactive Voice Response is the recorded menu a caller hears, such as "Press 1 for support".

HOW IT WORKS

The caller chooses an option. The system plays a response or transfers the call to the appropriate team.

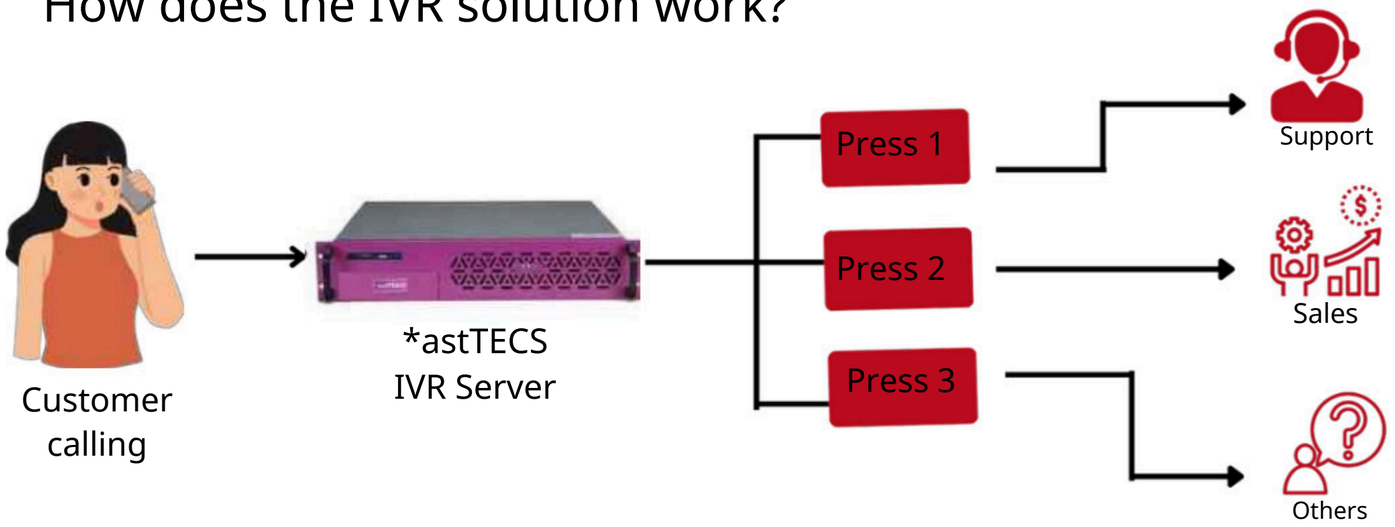
COMMON USES

Appointments, bill-payment enquiries, customer questions, feedback, surveys and lead collection.

OUTSIDE BUSINESS HOURS

A menu can provide recorded information when live agents are unavailable.

How does the IVR solution work?



A phone menu helps callers reach the right destination without waiting for a receptionist.

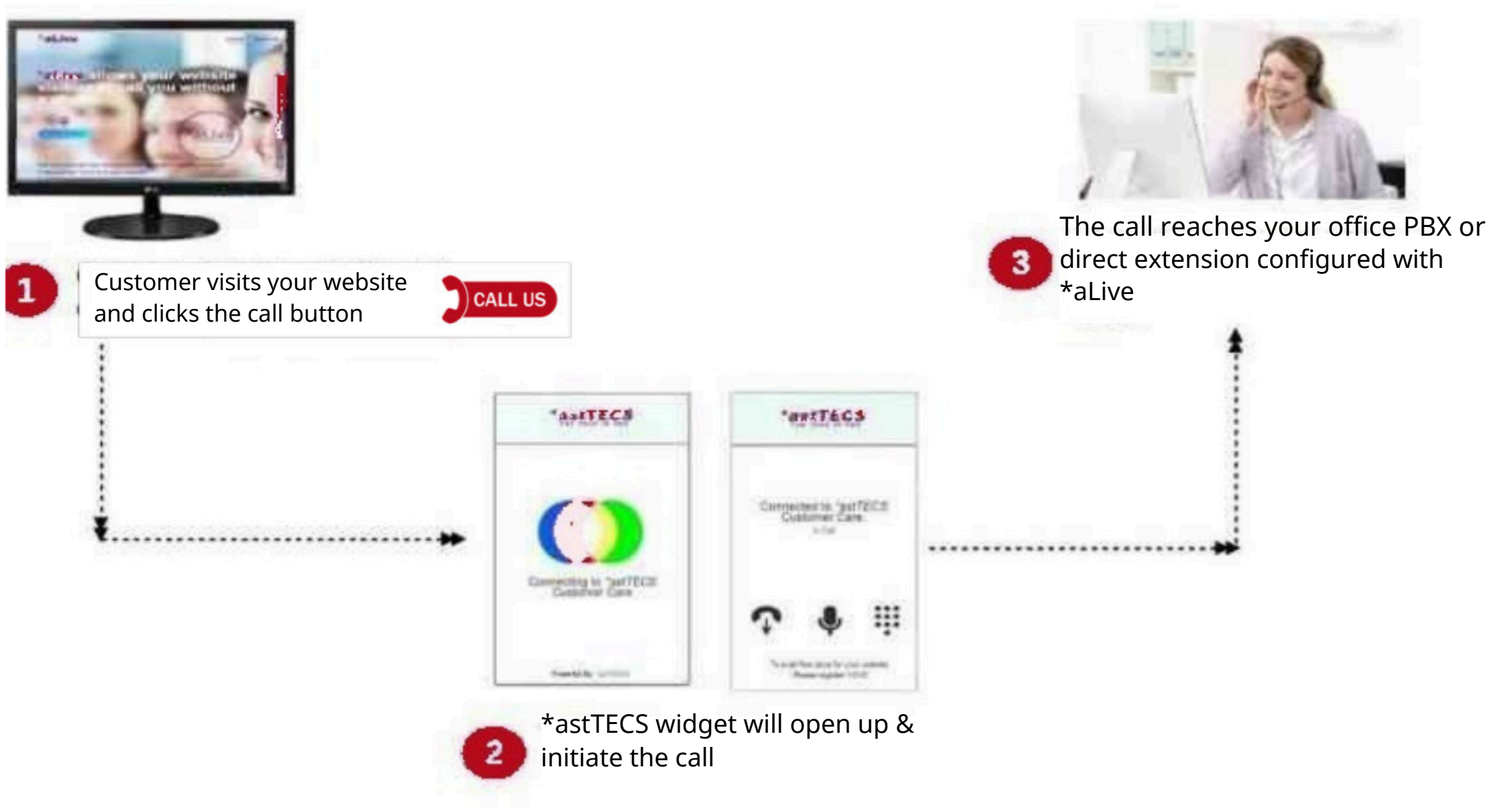
Click-to-call: turn a website visit into a call

1. THE VISITOR CLICKS
A visitor selects the call button on your website or an enabled email link.

2. THE WIDGET OPENS
The *astTECS calling widget starts the configured calling process.

3. YOUR TEAM ANSWERS
The call reaches the configured office phone system or extension.

WHY USE IT?
Give visitors a direct way to speak to your team while their enquiry is still fresh.



CRM integration: keep calls and records connected

WHAT A CRM IS

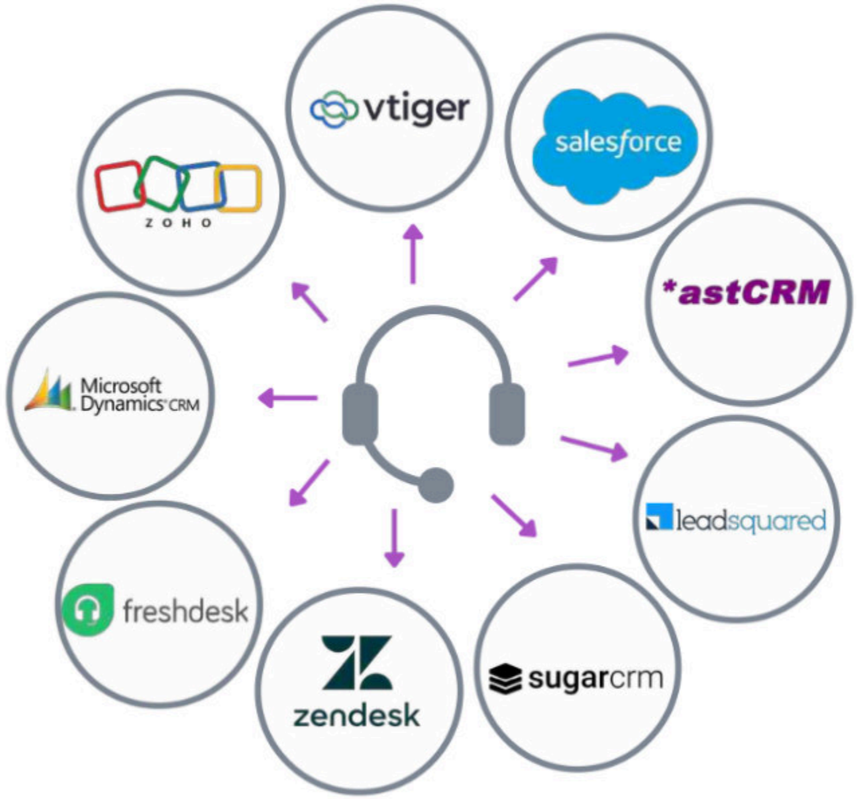
A Customer Relationship Management system stores customer details and interactions.

WHY CONNECT IT?

Integration brings the calling workflow closer to the customer records your team already uses.

BEFORE DEPLOYMENT

Confirm which CRM, data fields and integration features your business needs.



Examples of CRM platforms. Confirm the integration requirements for your chosen CRM and workflow.

Connect voice and messaging channels

ONE CUSTOMER, SEVERAL CHANNELS

Customers may contact you by phone, email, SMS, WhatsApp, web chat or social channels.

What omnichannel means

Connect supported communication channels so your team can manage customer contact more consistently.

PLAN THE CONNECTIONS

Available features depend on the chosen channels and integrations.



Everyday tools for customer service

FOLLOW UP ON MISSED CALLS

Missed-call alerts and callbacks help your team respond to customer enquiries.

KEEP CONTINUITY

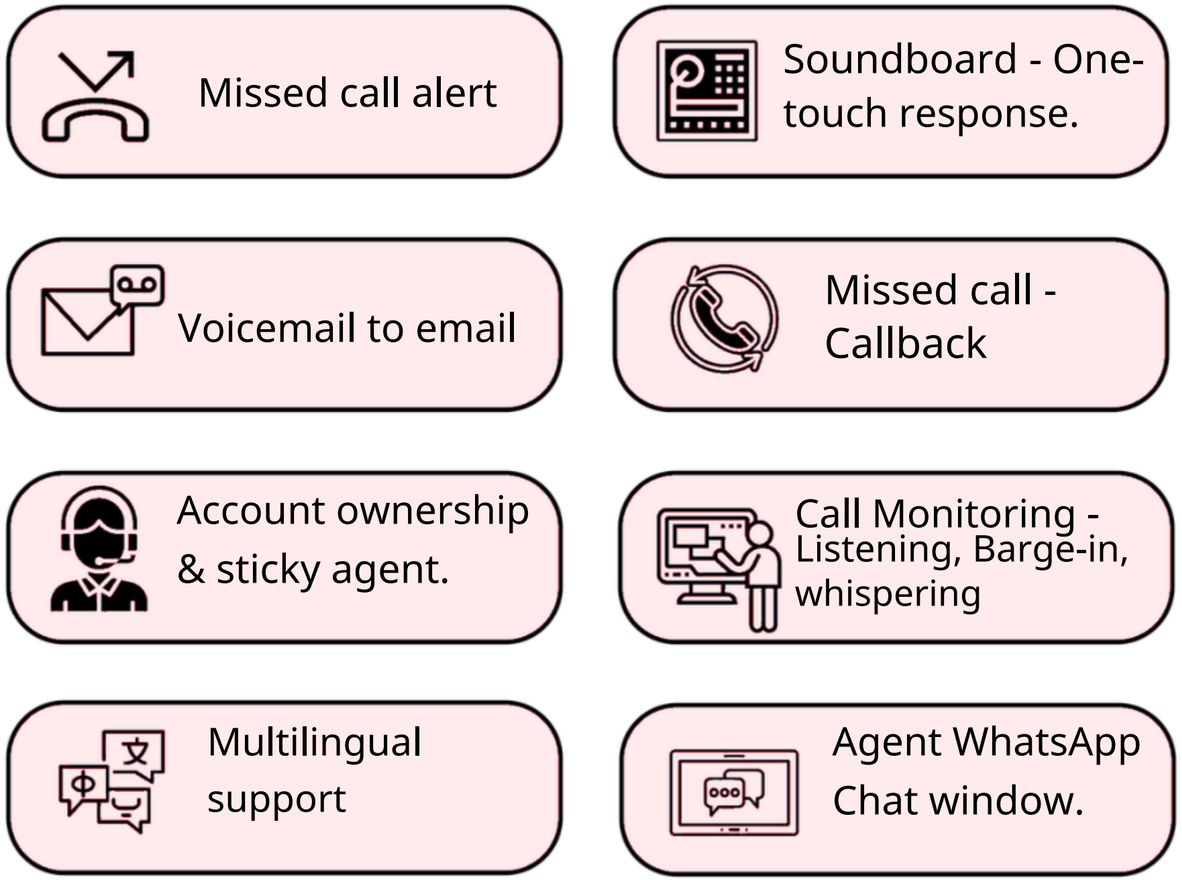
Sticky-agent routing aims to reconnect a customer with the same agent.

COACH AGENTS

Listening, whispering and barge-in support supervision. Whispering lets a supervisor coach the agent during a call.

OTHER TOOLS

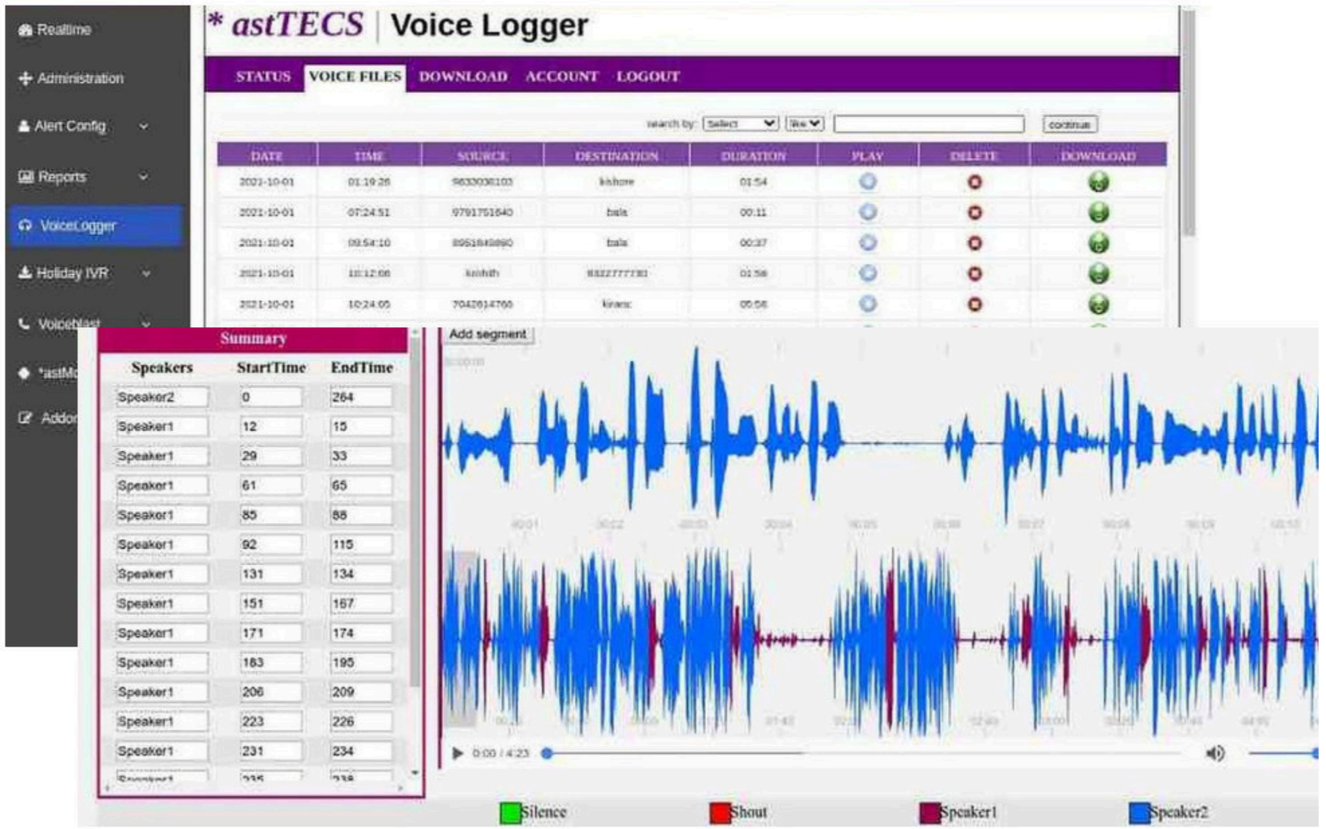
Voicemail-to-email, prepared soundboard responses, language support and WhatsApp chat.



Call analytics: understand service quality

REVIEW CONVERSATIONS:

Use call data and supported analytics to examine agent behavior and service quality. Find unusual patterns: Outlier detection highlights activity that differs from normal patterns and may need review. Improve performance: Quality-assurance reviews and gap analysis help identify coaching needs. Use the results carefully: Analytics support human review; they do not replace judgement about a customer or agent.



*astMONITOR: agent activity on your phone

SEE THE CURRENT PICTURE

View logged-in, ready and paused agents, calls in progress and calls in the queue.
Review reports
Check real-time activity, inbound and outbound call reports and graphs.
Support supervisors
Supervisors can listen to calls or join a call where enabled. Confirm permissions and supported functions.

PLATFORM

The app is designed for VICIdial agent monitoring. Confirm device compatibility before rollout.



MONITOR FROM YOUR SMARTPHONE

See agent activity without being at your desk.

TYPICAL VIEWS

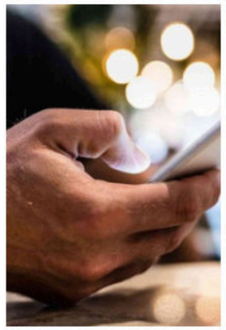
Agent logins, ready and paused agents, active calls, queues and call reports.
Before installation
Confirm the supported phone platform, app access and server configuration.

SMS messaging for updates and conversations

REACH CUSTOMERS BY TEXT
Send promotional campaigns and transactional messages such as confirmations and service updates.

TWO-WAY MESSAGING
Let customers reply and continue a conversation with your team.

CONNECT YOUR SYSTEMS
SMS APIs allow your applications to send messages automatically.



Promotional and transactional SMS
Campaign messages and business notifications.

Domestic and international SMS
Messaging options for local and overseas recipients.

A2P SMS
Application-to-Person: messages sent from software to a person.

SMS APIs
Interfaces that connect your business software to SMS services.

One-time passwords (OTPs)
One-time codes used to verify a user or authorise an action.

Message delivery depends on the destination, network and service configuration.

International calling with VoIP minutes

What VoIP means

Voice over Internet Protocol carries calls over an internet connection.

Calling options

Options include international minutes, business numbers and toll-free numbers. Confirm destination availability.

What a DID number is

Direct Inward Dialing gives your business a number that routes callers to the configured destination.

Check the costs

Compare destination rates, plans and number availability for your expected call volumes.



International minutes

Choose calling destinations and a plan for your expected usage.

Business numbers

DID numbers route callers to your configured destination.

Toll-free numbers

Ask about available countries and number types.

Pricing

Rates, availability and savings depend on the plan and destination.

Compare rates for your destinations and expected call volumes.

Work from the devices that suit your team

IP desk phones
Physical phones connected to the business network.

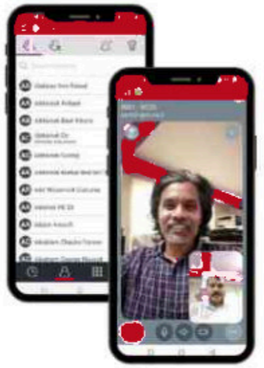
Softphones
Calling software running on a compatible computer or mobile device.

Laptops and desktops
Agents can use supported workstations for the calling interface.

Plan the setup
Confirm compatible devices, headsets and network requirements before deployment.



IP Phones



Softphone





Choose where the solution runs

On-premises

Host the solution on equipment at your own location.

Cloud

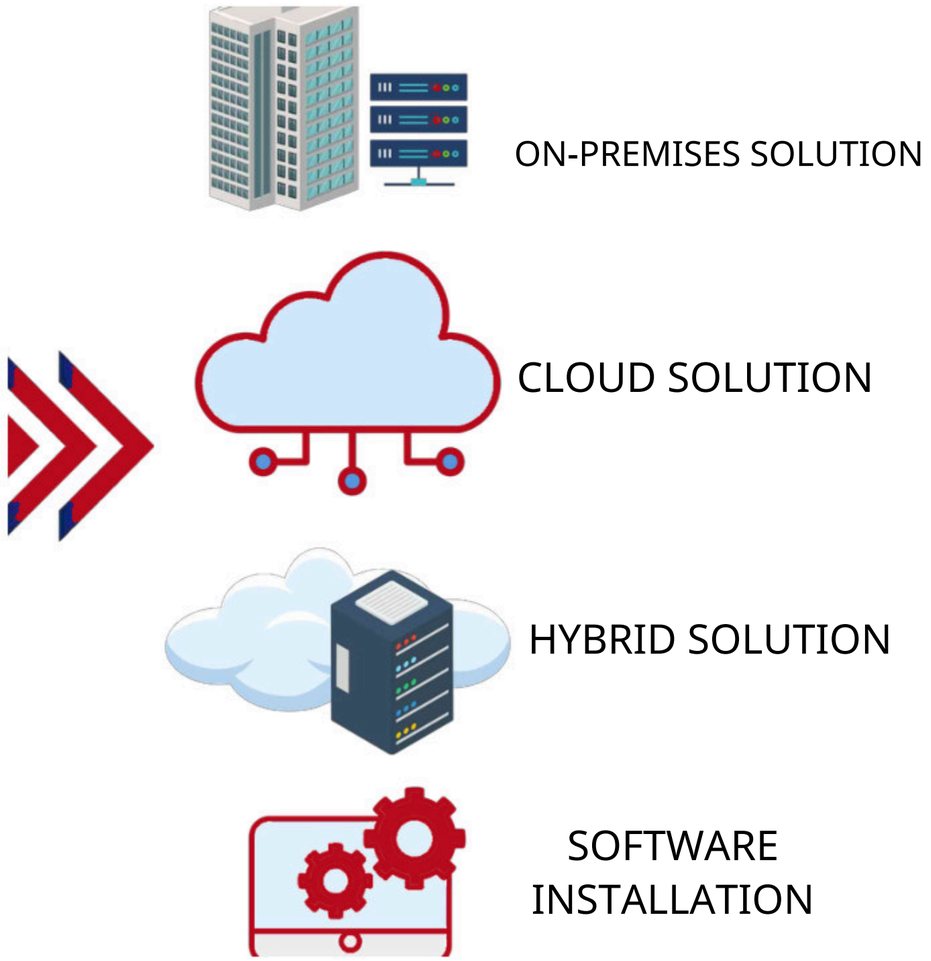
Run the solution in a hosted environment.

Hybrid

Combine local and hosted components to suit your requirements.

Software installation

Install the supported software in an agreed environment. Capacity and support depend on the configuration.



Call center workflows for different industries

Common needs

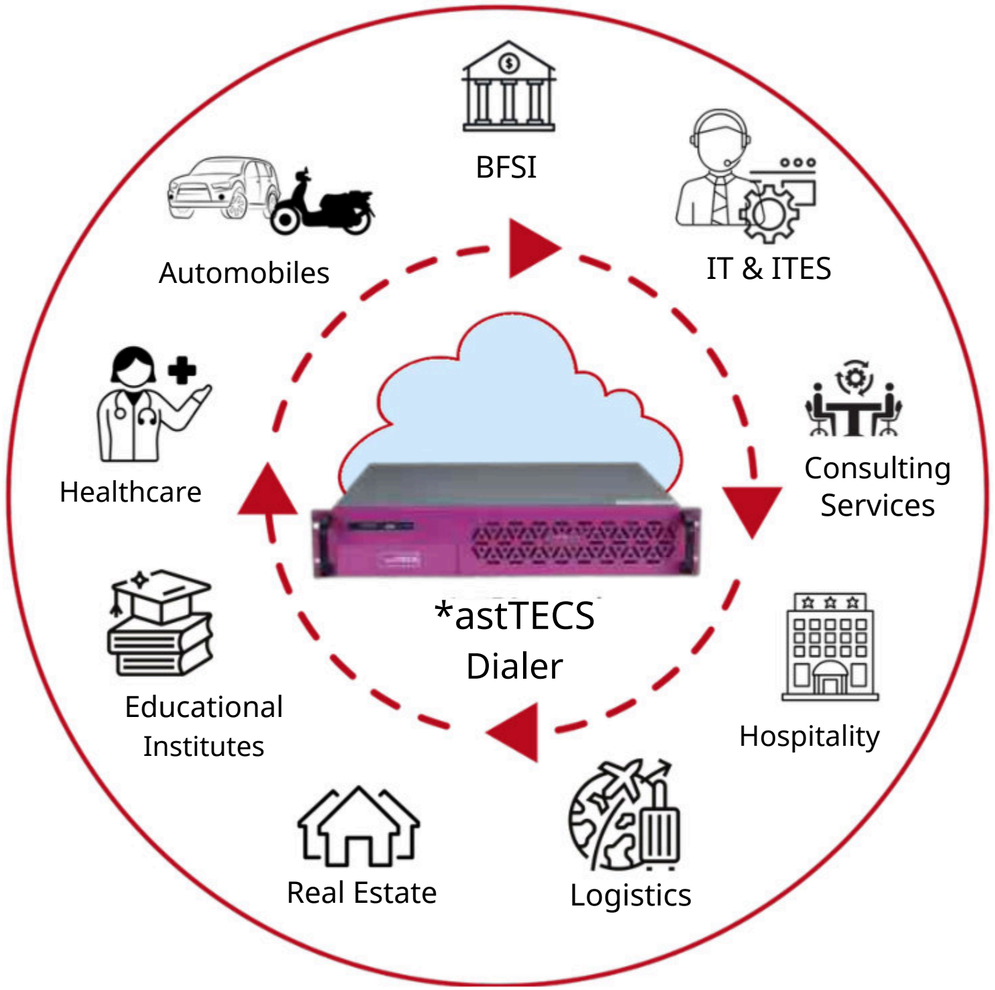
Customer questions, bookings, follow-ups and service updates appear across many industries.

Adapt the workflow

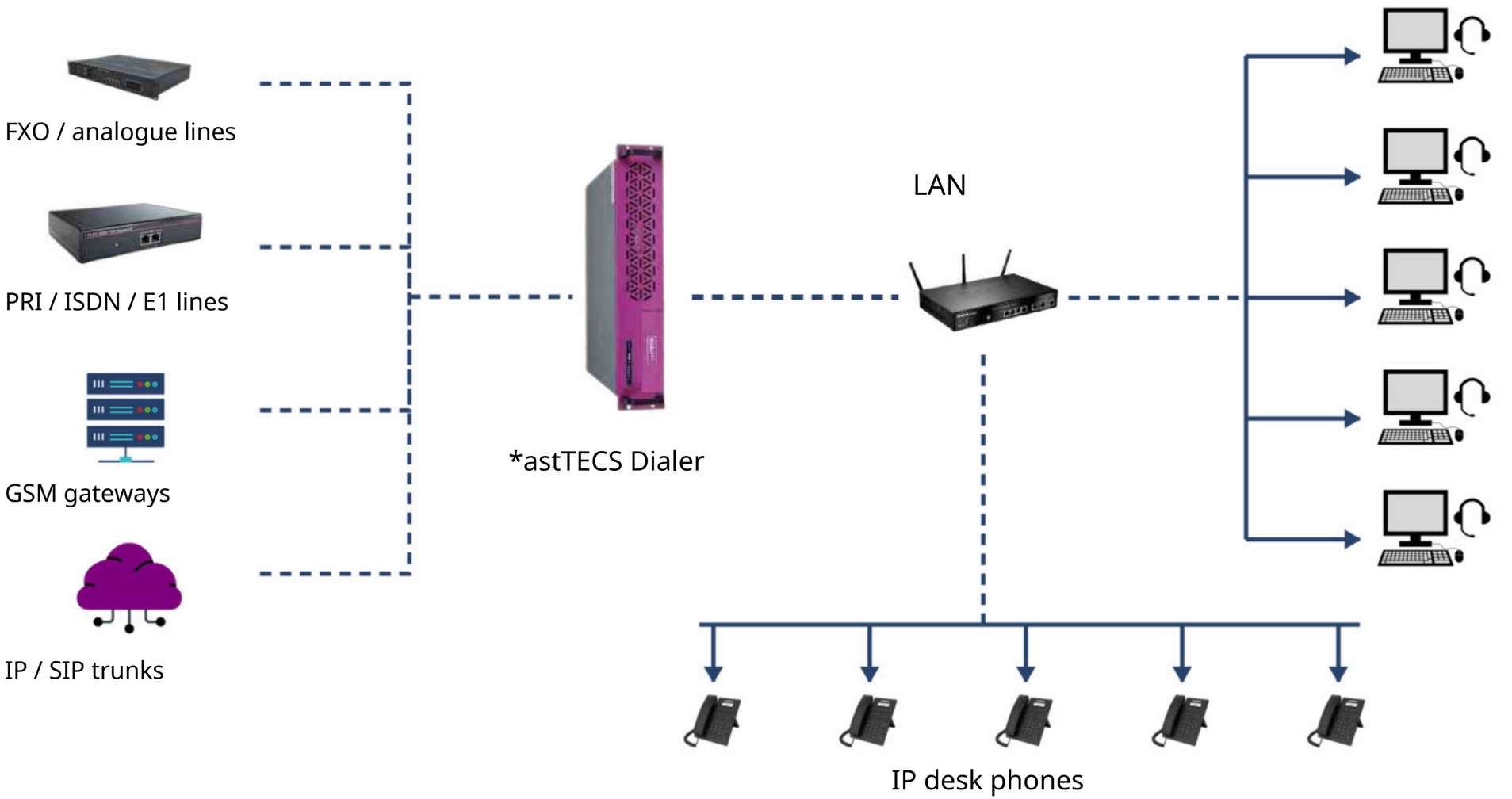
Configure dashboards and reports for the work your team actually does.

Sector examples

Banking and finance, healthcare, education, automotive, property, logistics, hospitality, IT and consulting.



How the call center connects



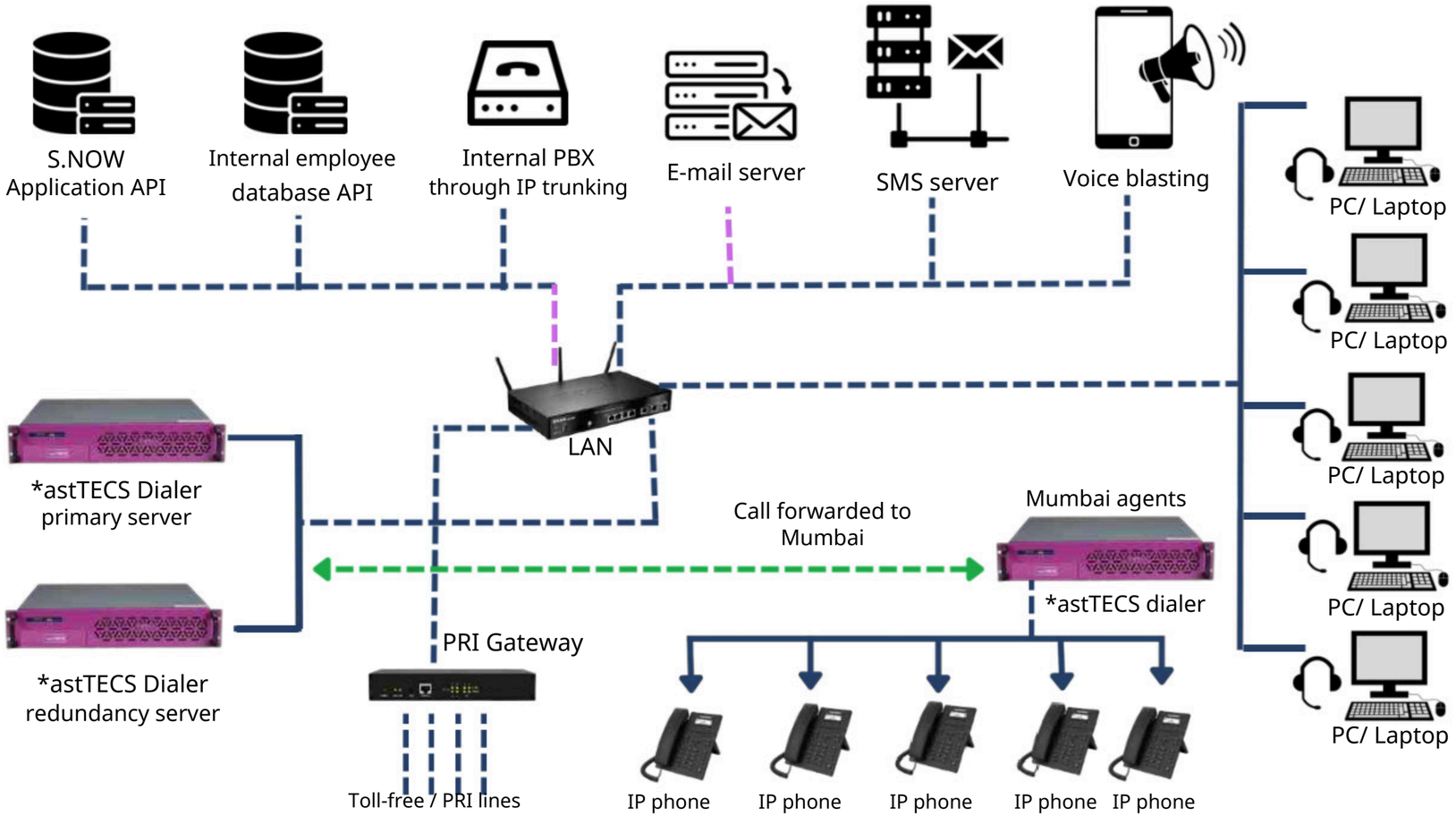
Agent PCs

Agents use computers and headsets to handle calls.

What happens?

Phone lines connect to the dialer. The local network (LAN) connects it to agent devices.

A backup server helps keep the service available



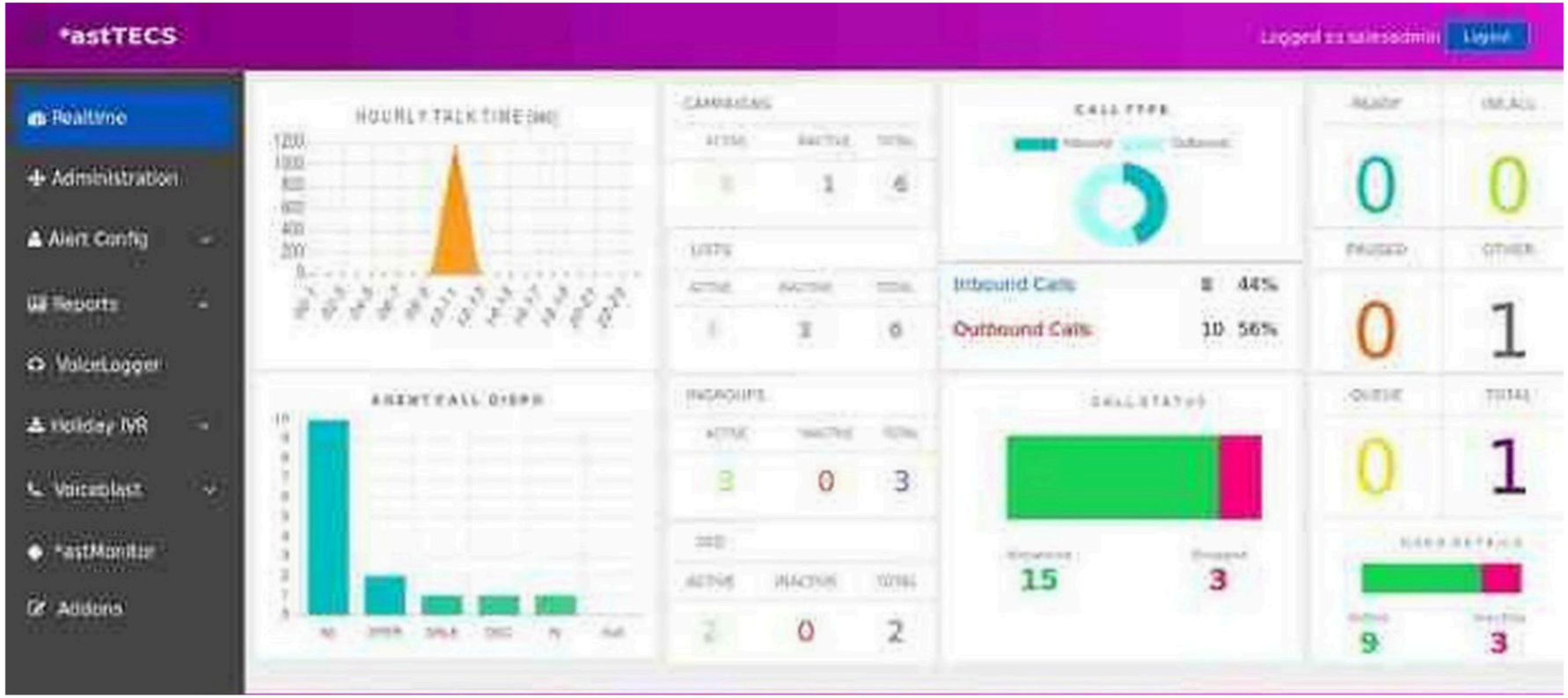
A primary server and a backup server support continuity. A second site adds geographical resilience.

Redundancy means having a backup. This example includes a primary server, a backup server and agents at a second site.

Live dashboard: see current call activity

See calls and agent availability in one view so supervisors can spot queues and changes in workload.

REAL-TIME REPORT



Example interface. Available fields and reports depend on the configuration.

Inbound and outbound call reports

Compare incoming and outgoing call activity. Review call outcomes and waiting times where shown in the configured report.

INBOUND CALLS REPORT



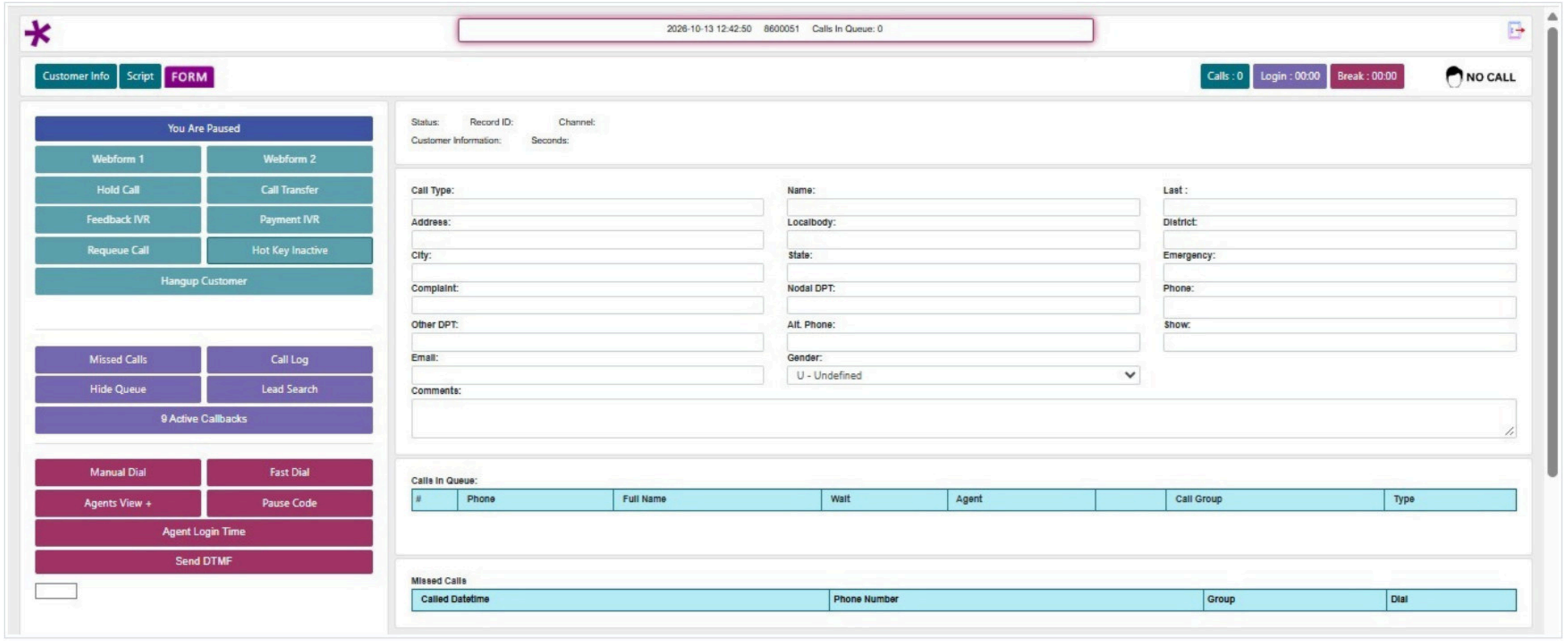
OUTBOUND CALLS REPORT



Example interface. Available fields and reports depend on the configuration.

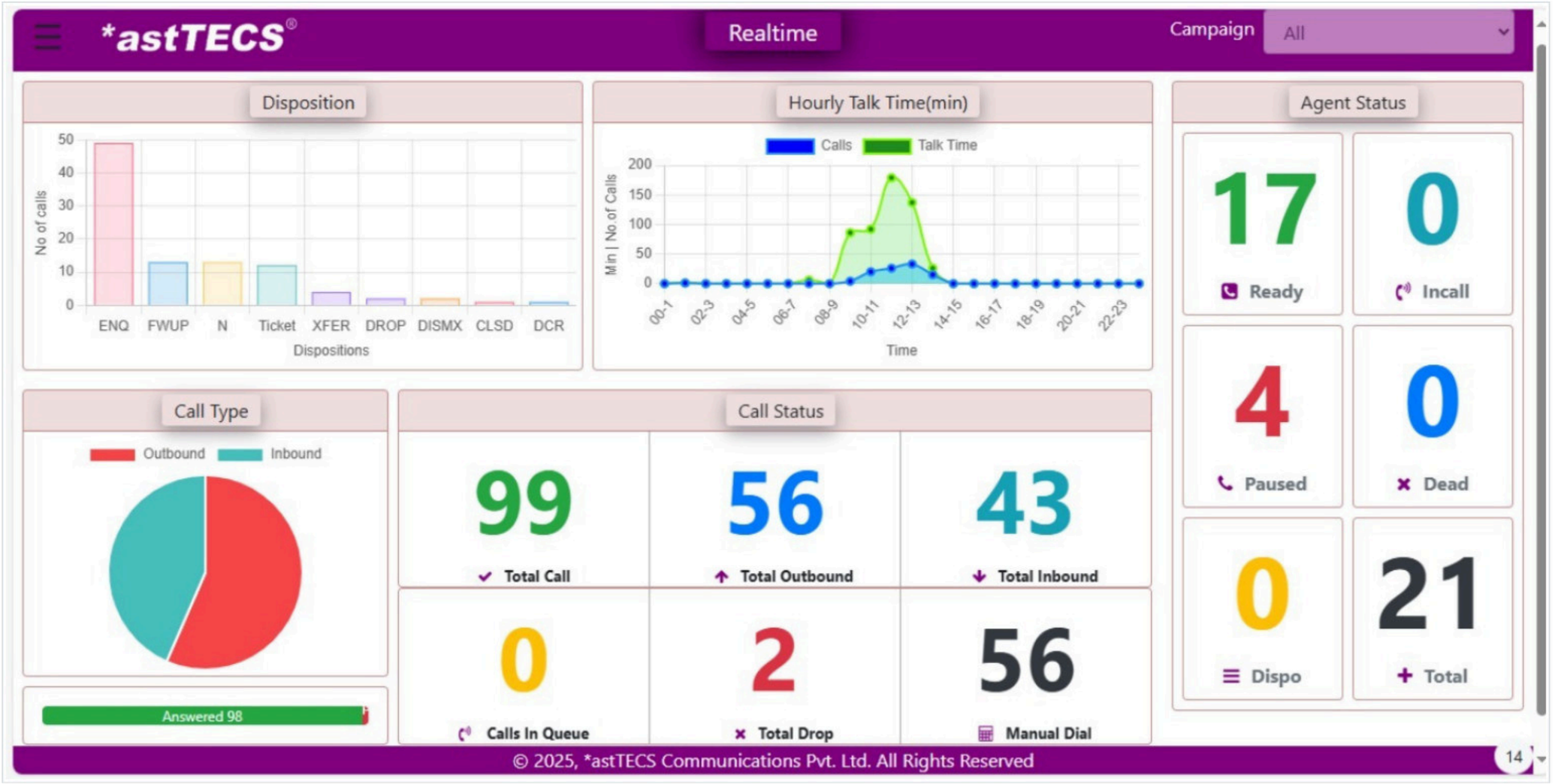
Agent interface

Customer information and call handling controls



Real-time call dashboard

Live agent status, call volumes and activity



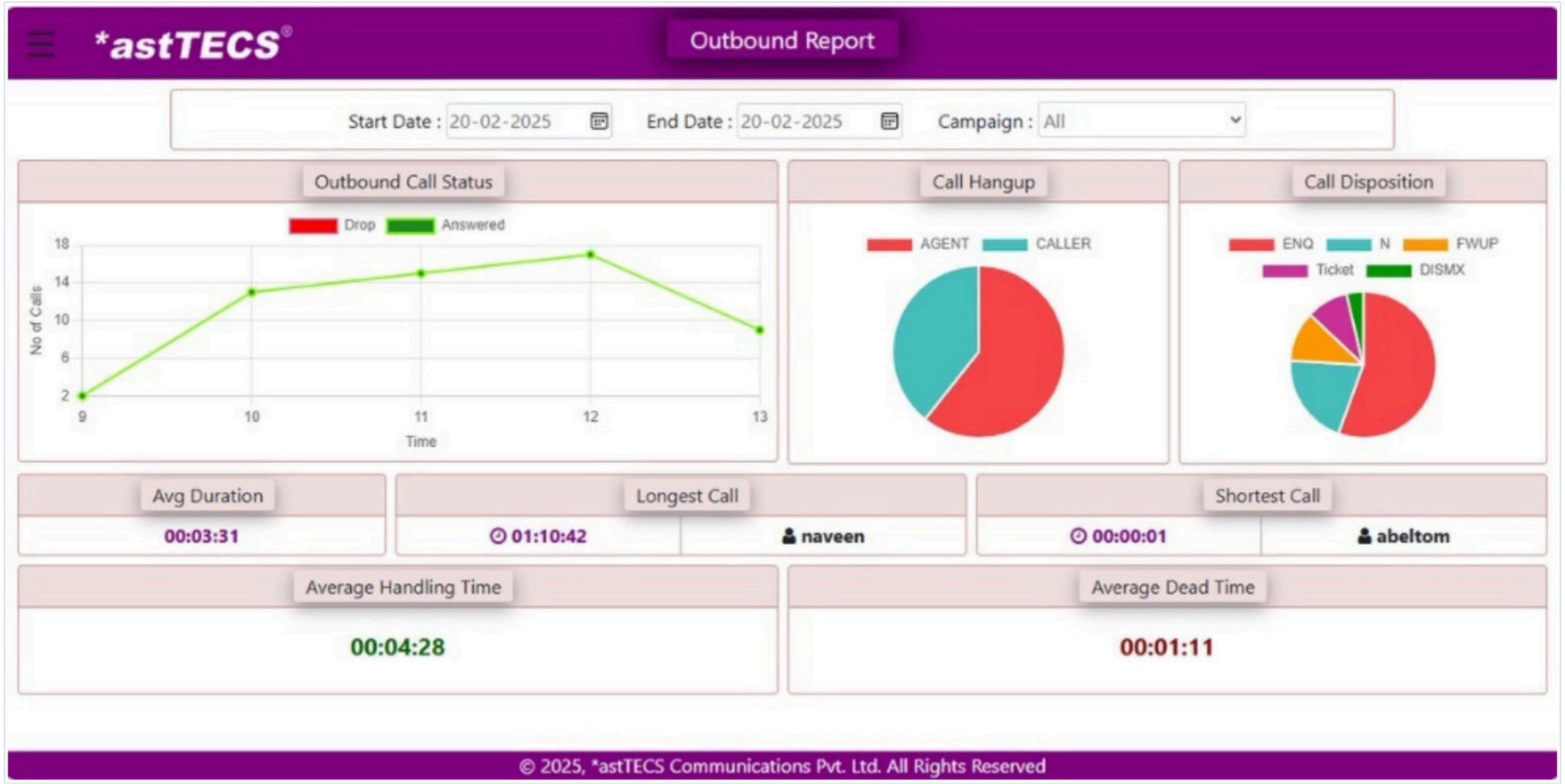
Inbound call report

Inbound performance, call handling and service metrics



Outbound call report

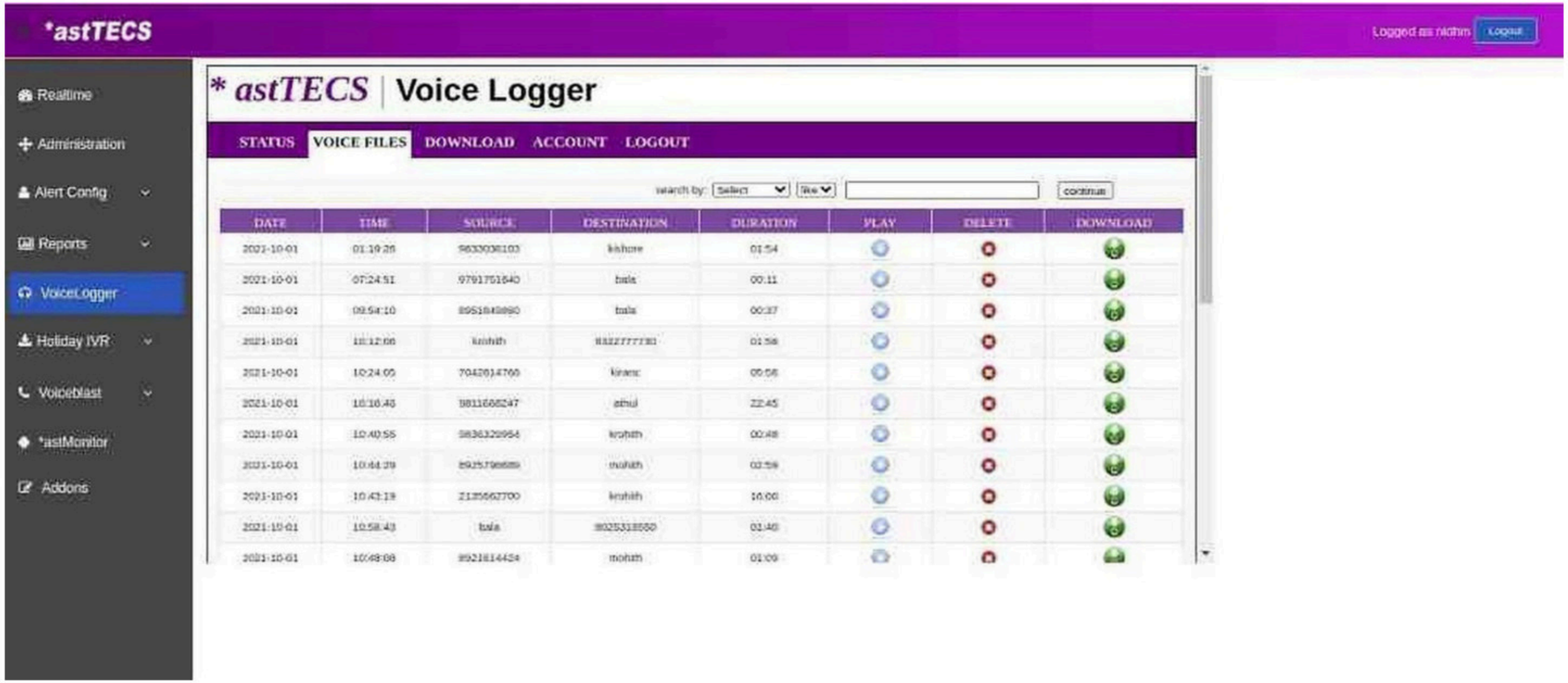
Outbound activity, call outcomes and handling times



Voice logger: find and review call recordings

A voice logger stores call recordings. Authorised staff can find recordings for quality reviews and follow-up.

VOICE LOGGER



Example interface. Available fields and reports depend on the configuration.

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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