



# Nimbus Dial

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Your call center operation requires a proactive, scalable, end-to-end solution to monitor and manage all processes. Nimbus call center dialer is just what you need. It provides visibility and control over the performance and productivity of your call center.

## Nimbus Edge

- ✓ GSM predictive dialer
- ✓ Auto change of the campaign according to time zone
- ✓ Automatic agent account lock
- ✓ IVR database retrieval
- ✓ Click to call from website
- ✓ Dial-in/dial out multiparty conference

## Key Offerings

- ✓ Automatic call distribution
- ✓ Interactive voice response
- ✓ Voice logger
- ✓ Voice blasting
- ✓ Hosted dialer
- ✓ CRM integration
- ✓ SMS integration
- ✓ Live/current agent monitoring
- ✓ Report and campaign statistics
- ✓ Voicemail to email
- ✓ Missed call alert on agent screen
- ✓ Call history search and dial option
- ✓ Feedback IVR
- ✓ Sticky agent and account based call routing

## Testimonial

Nimbus Dial is a wonderful partner to engage for all our customer care needs. They have been supporting our customers and have been quick to adapt to new programs and actively address unforeseen situations. The associates are professional and knowledgeable when interacting with our customers and the management team is always professional and accommodating.



# Nimbus Outbound Call Center Suite

Nimbus predictive Dial adequately coordinates every single outbound procedure (Telemarketing, Sales, Surveys, and Collections) with the existence cycle. It supports various campaign and list management strategies to achieve most extreme efficiency.

## Manual Dialing



- Waiting for Dial Tone
- Dial Number
- Busy Signal
- No Answer
- Answering Machine
- Other
- Actual Talk Time

In 1 hour - 15 Minutes Talk Time | 45 Minutes Dead Time



## Predictive Dialing



- Waiting for Call
- Actual Talk Time

48 Minutes Talk Time | 12 Minutes Dead Time

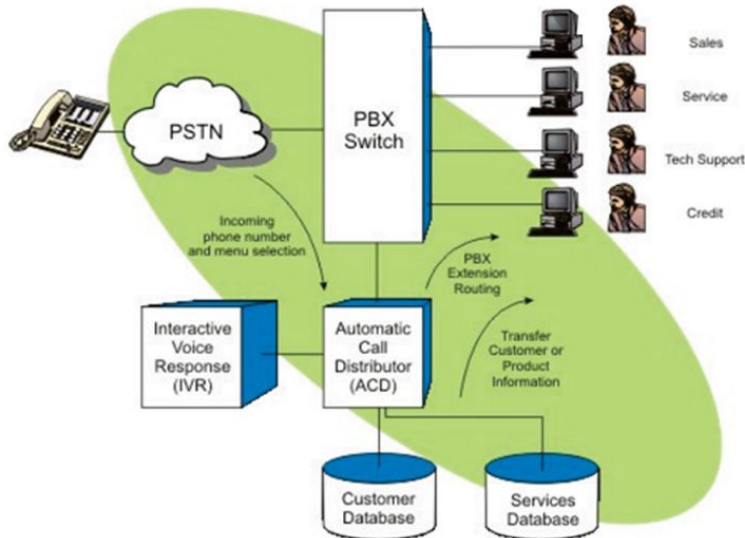
## Features

- ✓ Manual, progressive & predictive dialing
- ✓ Outbound ACD
- ✓ Longest idle agent based routing
- ✓ Call back scheduling
- ✓ Multiple campaign management
- ✓ Multiple dialing modes
- ✓ Agent inter dialing support
- ✓ DNC list management
- ✓ Agent call intervention
- ✓ Real time supervision
- ✓ Music on hold
- ✓ Call transfer
- ✓ Call retrieval
- ✓ Call forward and three way conferencing



# Nimbus Inbound Call Center Suite

Nimbus inbound solution can offer your call center with a significant boost to the productivity. Incoming calls are routed to the appropriate agents by the skill based routing.

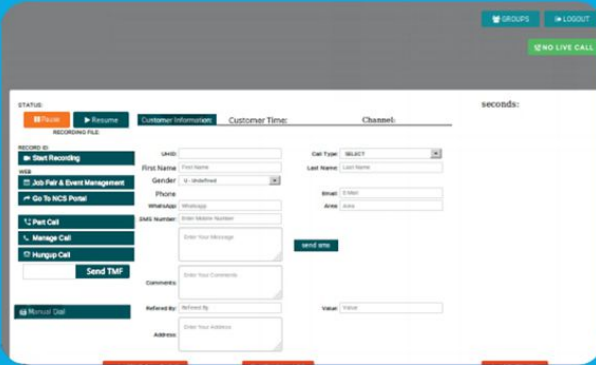


## Features

- ✓ Interactive voice response
- ✓ Automatic call distribution
- ✓ Skill based routing
- ✓ Inbound call pop up
- ✓ Most idle agent based routing
- ✓ Real time supervision
- ✓ Agent call intervention
- ✓ Call back scheduling
- ✓ Call conferencing



# Reporting



Agent Interface

## Server Stats and Reports

### Real-Time Reports

- Real-Time Main Report
- Real-Time Campaign Summary

### Inbound and Outbound Calling Reports

- Inbound Report
- Inbound Service Level Report
- Inbound Summary Hourly Report
- Inbound DID Report
- Inbound IVR Report
- Outbound Calling Report
- Outbound Summary Interval Report
- Frontier - Closer Report
- Export Calls Report

### Agent Reports

- Agent Time Detail
- Agent Status Detail
- Agent Performance Detail
- Single Agent Daily

### Time Clock Reports

- User Timeclock Report
- User Group Timeclock Status Report
- User Timeclock Detail Report

### Other Reports and Links

- Server Performance Report
- Administration Change Log

Call disposition time | Call disposition report  
Login Logout report | Call detail report

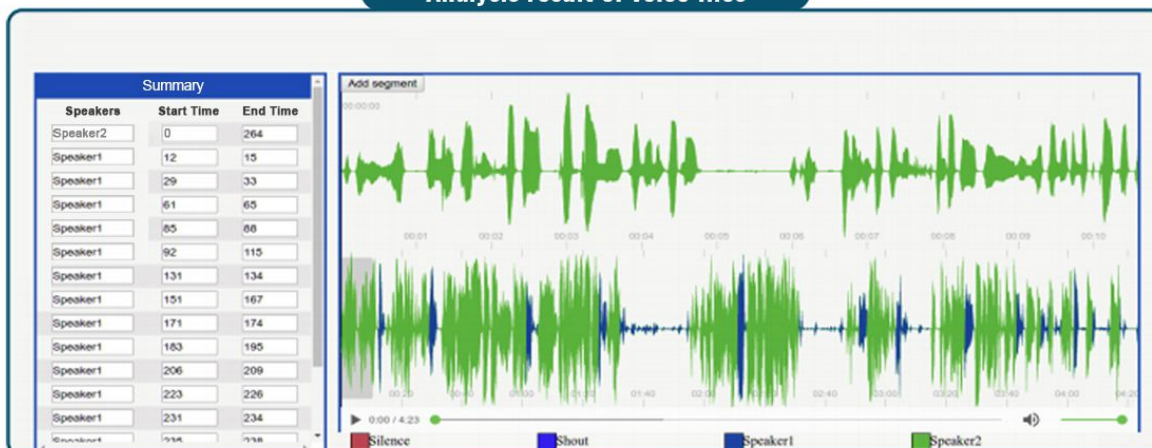
# Call Center Analytics - Add on feature

Get detail reports on agent behaviour, outliers detection, profiling, QA conformance, gap analysis with add-on feature of call center analytics.

## Voice files

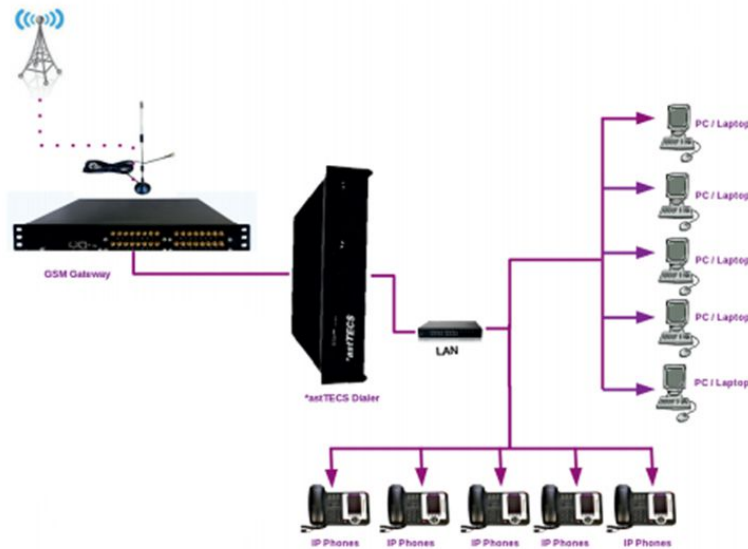
Date	Time	Source	Destination	Duration	Analysis		Actions
2019-01-29	11:22:59	6666	9278780404	00:29	2	6	
2018-12-19	19:06:13	7000	8826024638	00:29	2		
2018-12-19	10:05:13	7000	9278780303	00:29	2		

## Analysis result of voice files



## Nimbus Dial

Reduce your telecom expenses by 50% by running your domestic process with Nimbus Dial. It also facilitates in hike of sales turnaround and effective utilization of leads.



## Hosted Dial Solution

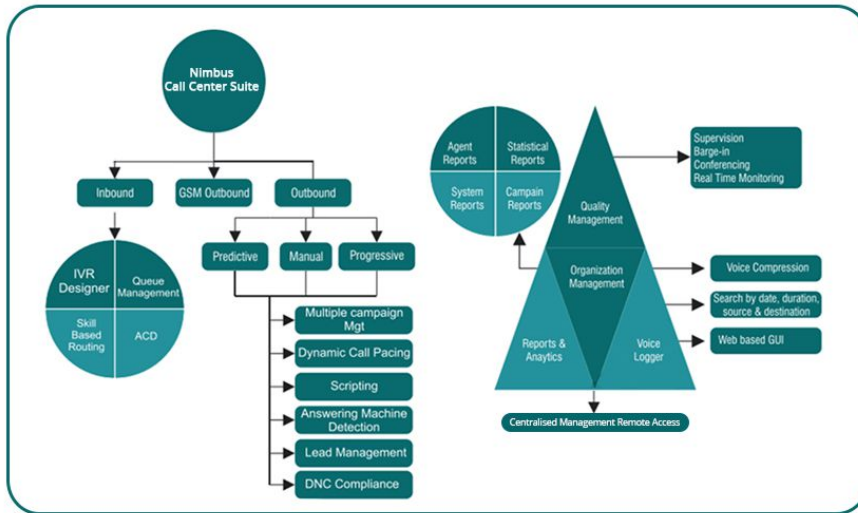
Nimbus hosted Dial solution is best suited for call centers who want to operate on OPEX model which is a plug and play technology for international call centers.

## Voice Logger

Nimbus voice logger is an advanced multi-channel call checking, voice logging and recording software. The files can be easily filtered by source, destination, date, time and duration.



# Architecture



# Technical Specification

## INTERFACES:

- Network Interface : 2X Ethernet 10/100 base-RJ-45
- ISDN : PRI interface (optional)

## PROTOCOLS:

- VoIP : SIP, H.323, MGCP, SCCP, IAX2
- ISDN : PRI DSS 1 (Q931, National variant)
- Mobile : GSM 850/1800/1900 Mhz channels

## CODECS

- : ADPCM, G.711(A-Law & u-Law) G.722, G.723.1(pass through), G.726, G.729 (through purchase of a commercial license), GSM, iLBC, Linear, LPC-10 Speex

## PRI card

- : T1/E1 port with optimum PCI interface

## DIMENSIONS

- : 2U/4U Form factor chassis

## POWER

- : 100-240 VAC, 200 W

## TEMPERATURE

- : 0-50 °C

## About Nimbus:

Nimbus IT Solutions, a division of Nimbus Adcom Pvt Ltd, witnessed its inception with a focus on the era of digitalization. A track record of success and 20000+ happy customers have fuelled our meteoric growth over the years. Led by IT and marketing professionals, Nimbus today employs diverse teams of specialists, hand-picked for their talent and commitment to helping clients succeed and gain a decisive competitive edge in highly competitive global markets.

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