

Outbound Calling

Increase your inbound team's speed to lead from hours to seconds. Use pre-recorded voicemails to gain back days of wasted time and leverage call recording and compliance features to coach your team and promote best practices.

DYNAMIC CALL CAMPAIGNS

Take the guesswork out of your agents' day. Prescribe who, why, and when to call across any number of campaigns. Assign specific campaigns to each agent group and dial using a local presence with our Regional ID feature. Integrate with sales cadence tools like Salesforce High-Velocity Sales.

DYNAMIC LEAD DISTRIBUTION

Improve your speed to lead time from hours to seconds. Notify reps in real-time when inbound leads arrive, calling them within moments. Drive leads from marketing automation software, web forms, your CRM, or any other tool. Screen pops put the lead information at your fingertips as you call.

AUTOMATIC VOICEMAIL DELIVERY

Save agent time while ensuring a consistent message across campaigns using our voicemail drop. When a call goes to voicemail, agents can select a pre-recorded message and move onto their next task while DialSource delivers the message. Regain hours back in your agent's day and increase callbacks.

CLICK-TO-DIAL

Click on any phone number inside of CRM and immediately place a call. Use our Dial pad to place a call to any number, even if it doesn't exist in the CRM. Accidentally use the dial pad to call a CRM contact? DialSource will find the contact and let you link the call to the right place.

DO NOT CALL

Comply with your company's do not call lists. Connect to DNC clearing houses with data imports or in real-time. DialSource blocks non-compliant calls before they happen.

OUTBOUND CALL RECORDING

Record all your outgoing calls for later review, automatically or on-demand. Attach the call recordings directly to the customer's CRM record.

CTI built for the world's leading CRM platforms

Designed to give customer-facing teams on Salesforce or Microsoft Dynamics a competitive advantage, our computer telephony integration software provides a suite of advanced features you can rely on to automate workflows, increase conversations, and improve productivity.



OUTBOUND
CALLING



INBOUND
CALLING



WORKFLOW
AUTOMATION



COACHING &
MANAGEMENT



DATA &
ANALYTICS



RELIABLE CALL
QUALITY



CRM NATIVE



SECURITY &
COMPLIANCE

Ready to have better conversations?

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Inbound Calling

Route incoming calls to the right agent every time with Automatic Call Distributor (ACD). Ensure your teams never miss a call or voicemail, no matter where they are.

CALL ROUTING

Our robust Automatic Call Distributor (ACD) keeps track of your available agents and routes calls to the right agents, every time. You're in complete control of your agent groups and call strategies. Build hunt groups, ring everyone at once, or route calls to a specific group of agents. Route calls to different numbers in different ways. You'll also get dashboards to manage it all.

GET ALL YOUR CALLS

Ensure that every call is received, whether you are on another call or away from your desk. Forward inbound calls to your cellphone when you are out of the office, transfer calls to another agent group, or manage high volume call centers with call waiting.

VOICEMAIL WITH TRANSCRIPTION

Receive all of your voicemails automatically. Voicemails are transcribed and sent to custom distribution groups, agents, or managers via email, so no message goes unnoticed.

CALL LINKING

Eliminate untracked orphan calls by creating new records or linking calls to existing records, opportunities, or cases once the call is received.

SCREEN-POP

Surface all of the records associated with an incoming phone number. Put the critical customer or prospect information in front of your agent during every call.

INBOUND CALL RECORDING

Record all your inbound calls for later review, automatically or on-demand. Attach the call recordings directly to the customer's CRM record.

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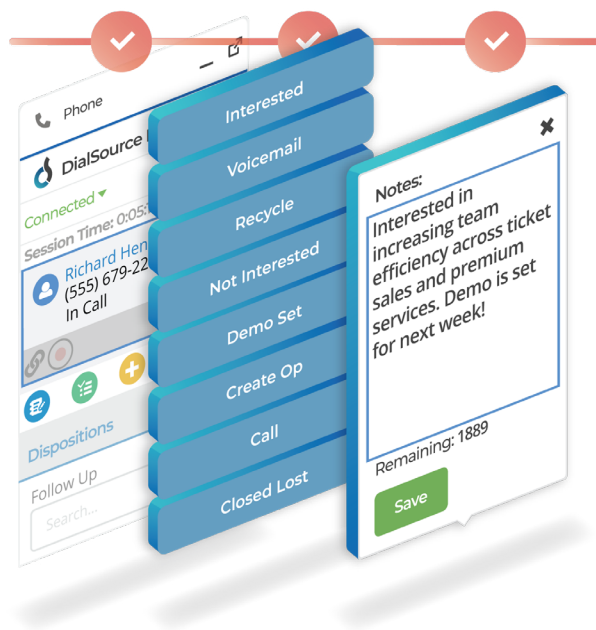
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Workflow Automation

Leverage the full power of Salesforce and Microsoft Dynamics by connecting into your existing automation. Drive custom workflow automation through a simplified interface and display different dispositions based on the user role, team, or stage of engagement.

CUSTOM DISPOSITIONS

Standardize call outcomes to improve reporting capabilities. Drive custom workflow automation through a simplified interface. Display different dispositions based on the user role, department, or stage of engagement. Develop dispositions that trigger with or without placing a call.

PROCESS STANDARDIZATION

Standardize and improve process adherence while ensuring that all critical information logs in CRM. Prompt your agents for required and optional data after every call and collect different fields for different dispositions.

CRM AUTOMATION TRIGGERS

Leverage the full power of Salesforce and Microsoft Dynamics by connecting into your existing automation. Trigger your current CRM automation rules and streamline workflows with a simple click of a button.

LIMITLESS INTEGRATIONS

Integrate your automation with any third party application that connects into your CRM. Automate the sending of emails, advance cadences, enroll leads into nurture campaigns, or trigger the sending of a quote. The possibilities are limitless.

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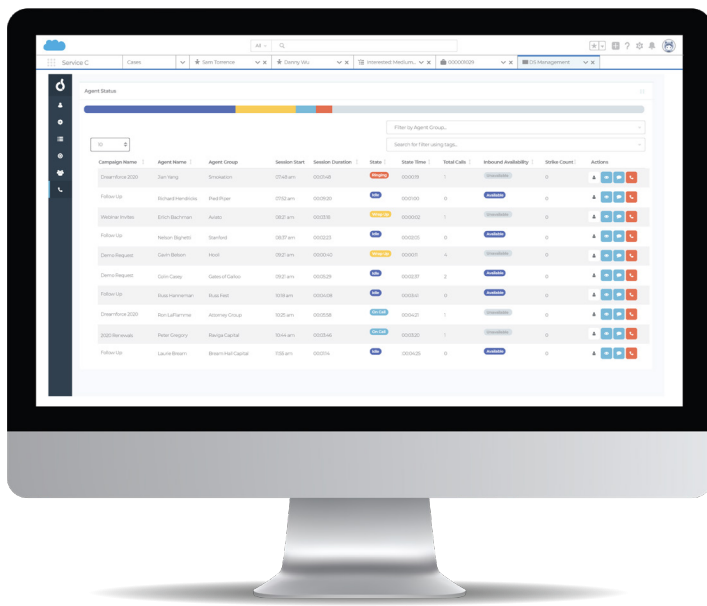
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Coaching & Management

Monitor inbound call flow, routing, and agent availability in real-time. Manage agents and call queues across call centers and inbound teams from a single dashboard. Increase coaching capacity by leveraging call data and stereo recordings with third-party applications to track and analyze performance.

CALL MONITORING

Listen in on calls, whisper to your agents, and review call recordings within your CRM. Connect call recordings with third-party tools to analyze performance and expand coaching capabilities.

AGENT MANAGEMENT

Manage agents and call queues across call centers and inbound teams from a single dashboard. Adjust an agent's queue position, control their status, or even hang up calls on an agent's behalf.

REAL-TIME INBOUND QUEUE MONITORING

Monitor inbound call flow, routing, and agent availability in real-time. See who is next in line for a call, how long your agents have been on calls, and monitor customer wait times.

CAMPAIGN BUILDER

Empower managers and administrators to develop dynamic call campaigns directly from native CRM reporting functionality. Assign campaigns based on time zones, agent groups, specific business units, or any other reportable data points. Schedule campaigns and link them to build sophisticated playbooks for your agents.

QUEUE BUILDER

Construct inbound call queues with agent skill groups. If an agent group is unavailable, rollover to another group, so no call goes unanswered. Turn on voicemail to reduce caller hold time. Move agents between queues individually or in groups. Assign phone numbers to queues, and even have different routing and rollover logic for different phone numbers.

THIRD PARTY INTEGRATIONS

Connect call analytics and reports to 3rd party coaching and gamification platforms to expand your capabilities and leverage your activity data in endless ways. Connect to some of our favorite applications, including Salesforce Einstein, ExecVision, Chorus.ai, Ambition, and Gong, to expand your capabilities.

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Data & Analytics

Connect calls to outcomes and improve your data. Our custom reports are native to the CRM, so call analytics, and agent performance are all available in the reporting tools you already know. Never miss a sales activity.

IMPROVE YOUR DATA

Prescribe what fields your agent should update and have DialSource prompt those field updates before moving to the next call. Make sure your agents are updating fields across all record types, including leads, contacts, tickets, opportunities, and custom objects. Maintain your CRM as an accurate system of record and drive process adherence across your team.

NATIVE REPORTS

Your CRM is the system of record, so we keep your data there. Our custom reports are native to the CRM, so call analytics, post-call dispositions, and agent performance are all available in the reporting tools you already know. And because all the data is in the CRM, you can build your reports, mixing and matching call data with all your other data.

CALL RECORDINGS + INTEGRATIONS

Record every call automatically. Or use powerful rules to decide which calls get recorded. Feed your recordings to sales coaching or analytics tools. Transcribe them to make them searchable. Record your agents and your customers separately, so you can report on and analyze just your customers or just your agents. DialSource securely integrates with the popular recording analytics tools you use today, so Gong, ExecVision, and others can report on your data.

CONNECT CALLS TO OUTCOMES

Understand who, how often, and how long your calls are. Track outcomes of every call to help you identify the most effective activities and agents. Unlock additional visibility into talk time and revenue efficiency to understand what agents are most efficient.

STANDARDIZED CALL OUTCOMES

Turn unstructured data into standardized outcomes through the use of custom dispositions. Different teams and agents can leverage specific dispositions that align with their sales or service process to give you visibility into activities without trying to develop a one-size-fits-all solution.

LOG EVERY CALL

Never miss a sales activity. Enable your reps to focus on their engagement rather than logging activities in CRM. Gain valuable time back in your agent's day and generate reports that you can trust. Enable more effective coaching by eliminating human error, gaps in data, and reporting issues.

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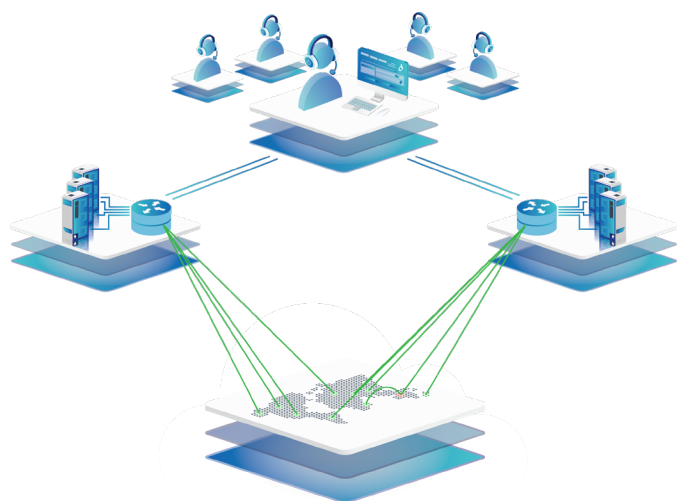
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Reliable Call Quality

Our network of tier one carriers ensures that you will have reliable call quality across every agent. Maintain your current dial tone provider and avoid the upheaval of changing business phone systems. Our team of telephony engineers control our carrier network and can optimize call routing to remove latency and reroute calls if any carrier is experiencing an outage. We give your team a CTI solution they can trust.

OUR OWN CARRIER-GRADE TELEPHONY

Our team of telephony engineers has built the telephony backbones for some of the most prominent enterprises and telecommunications companies. Now they build top-tier communications for you. Telephony isn't just another app or a third-party API. It's a critical part of your business, and we treat it that way.

SUPPORTS ANY DESKTOP OR MOBILE DEVICE

Agents can connect to DialSource Denali through any device that has a dial tone. There's no need to involve your IT department. Maintain your current hardware, cellphones, desk phones, or softphone.

GLOBAL MEDIA NETWORK

We boost quality and eliminate call delays through our global network of media servers. Your calls stay close to you, so every call is snappy and crystal clear. Asia, Europe, South America... it doesn't matter. We're there.

DEDICATED TELEPHONY SUPPORT

With a dedicated team of telephony engineers, we can provide direct support in diagnosing and fixing any call quality issues that might arise. Every day, we are proactively monitoring call quality and making small tweaks throughout the day to call routing. Our direct control of the call routing and carrier network lets us make optimizations in real-time to solve any loss in call quality.

WORKS WITH EXISTING DIAL TONE

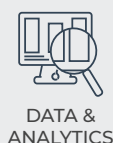
Maintain your current dial tone provider and avoid the upheaval of changing business phone systems. We work with both landline and VoIP providers and will partner with your current solution to provide you the best call quality possible. If your system can get a phone call, we can work with it. No, IT support required.

TIER 1 CARRIERS

Our network of tier 1 carriers ensures reliable call quality across every agent. Regional carrier outages are a fact of life but don't have to slow you down. With the ability to control our carrier network, we route calls through the best carrier for your calls to remove latency as well as reroute calls if any carrier is experiencing an outage.

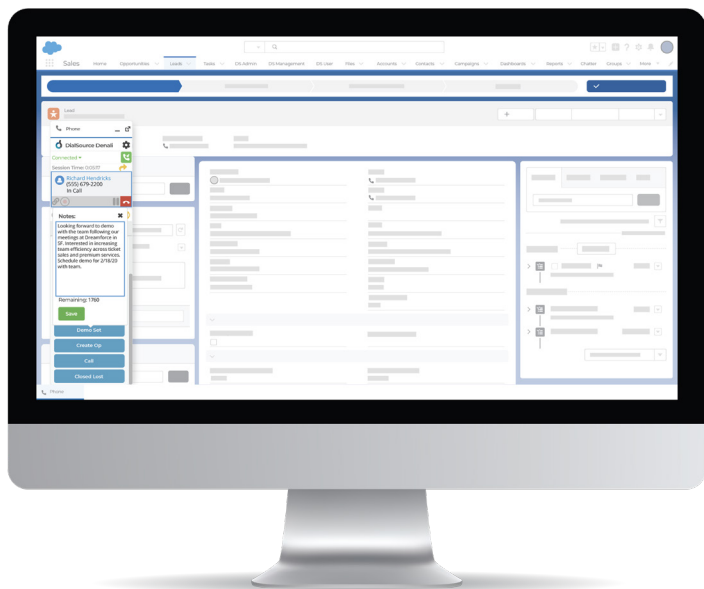
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CRM Native

Unlike other products that loosely integrate with CRM and tie up your CRM's limited field quota, being native means that DialSource Denali can use as little as a single CRM field and still track, link, and report on all your data. As a native product, DialSource Denali also talks to your CRM in real-time and doesn't use unreliable bi-directional data syncs that can quickly get out of date.

NO FIELD LIMITS

Unlike other products that loosely integrate with the CRM and tie up your CRM's limited field quota, being native means that DialSource Denali can use as little as a single CRM field and still track, link, and report on all your data.

ONE ECOSYSTEM

Enhance the vision of a 360° Customer View by maintaining one ecosystem and connecting all of your processes and tools into CRM. Eliminate the need to manage and maintain multiple databases of customer information and create one central point of truth.

SINGLE WORKSPACE

Engage your customers and prospects from within your customer relationship management platform and maintain one system of record. Enhance the platform that your customer-facing teams are already using every single day. Simplify workflows and eliminate the cost of switching between tools.

UNIFIED ACROSS EVERY TEAM

DialSource Denali supports the workflows and requirements of sales, service, support, and high-volume call centers. Simplify your tech stack and utilize one solution across all customer-facing teams.

NO SYNC

As a native product, DialSource Denali talks to your CRM in real-time and doesn't use unreliable bi-directional data syncs that can quickly get out of date.

SINGLE SIGN-ON (SSO)

Eliminate the need for multiple logins. Simplify the agent experience and promote the utilization of CRM across your teams. Make it as easy as possible for agents to login and get started each day.

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Security & Compliance

Very simply, your data stays in your CRM where it belongs. Data updates in real-time between Denali and your CRM. Collect the required information in the right fields on every call. Comply with Do Not Call regulations and policies effortlessly.

KEEP YOUR DATA IN YOUR CRM

As a completely native solution, DialSource Denali doesn't need to sync or store your data. Your data stays in the CRM, where it belongs. Data updates flow in real-time both ways between Denali and your CRM.

SECURE CALL RECORDING

Encrypted call recordings for every participant in the call. Ensure compliance with recording consent laws. Store your recordings in your CRM, with DialSource, or in your storage tools. Connect your call recordings to call compliance systems for search, retrieval, and discovery.

TRACK EVERY CALL

By tracking calls automatically, nothing falls through the cracks. Your call data is always up to date. You have instant visibility into the productivity and effectiveness of every agent. Know who, when, and what happened on every call your agents make or receive.

DATA VALIDATION

Build your data validation and process once, and keep it in your CRM. DialSource Denali automatically enforces the rules and processes you've already put in place.

PROCESS ENFORCEMENT

Set up post-call dispositions to drive CRM behaviors and process automation. Collect required and optional fields on every call to ensure your agents are always collecting the data you need.

CONTROL YOUR CALLS

Comply with Do Not Call regulations and policies effortlessly. Put limits on how often your teams contact individuals or companies. Make sure agents only call people who are in your CRM.

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