To flourish call centers, BPOs, and organizations belong to all industry verticals with seamless and empowered communication!

www.inextrix.com/icallify
iCallify is built with cutting edge technology and intelligent algorithms to support and strengthen all specific and general campaigns. The iCallify supports all scaled call centers and enterprises.

**SINGLE TENANT**
To support ongoing campaigns of a call center, BPO, KPO and support center with a single entity.

**MULTI TENANT**
To have a streamlined and centralized control over widespread branches or to run call center business with SAAS model.

Can be implemented on

**Cloud**

**On-Premise**

www.inextrix.com/icallify
Lead Generation & Sales campaigns empowered with a range of **dialers:**

- Predictive
- Progressive
- Preview
- Auto
- Manual

Customer care / support campaigns get catered with various call routing rules to deliver the best customer experience:

- Sticky Agent
- Agent Rank
- Skill Based
- Random
- Round Robin
- Fewest Calls
- Idle since a long time
- IVR (Interactive Voice Response)
- External Group

**Multilingual**

Amplify the efficiency and productivity of your team by giving them a tool in the language they are familiar with. iCallify supports all languages. Yes, All Languages!

[www.inextrix.com/icallify](http://www.inextrix.com/icallify)
Improve Performance of blended campaigns with futuristic call center software features:

- Soundboard
- Live Dashboards
- WebRTC based Webphone
- Live Call Monitoring & Control
- Account Statistics
- Extensive Reports
- 3rd Party integration
- Answering Machine Detection (AMD)
- Fraud Detection

CRM Integration
Personalize your conversations to delight your customers with our CRM integration services.

Time Condition & Holiday Management
Handling holiday and off-hour rush made easy with our intelligent algorithms. Now, easily manage regular and off-hour traffic in a simplified manner!
**Omnichannel**

Necessity of unified communication is known to everyone. We take pride in introducing a truly omnichannel call center solution. Use the power of 360-degree communication to grab all business opportunities. iCallify supports voice calling, SMS, chat, email, help desk ticketing solution, WhatsApp, social media and all other major communication channels to let you enjoy competitive advantages.

**Broadcasting**

Save time and boost results by using the integrated broadcasting feature. Reach masses with a single click!
iCallify is furnished with all fundamental features to support inbound / outbound / blended campaigns:

-- Account Management --
- Campaign Management
- Web Form Management
- Lead Management
- DID Management
- Callback Management
- Trunk Management
- Roles & Permissions

-- Call Management --
- Barge-in
- Whisper (Coach)
- Call Hold
- Blacklist
- Call Recording
- DNC (Do not Call)
- Call History
- Dial pad
- Break Codes

-- Call Transfer --
- IVR transfer
- External Number Transfer
- External Group Transfer

-- Other Valuable Features --
- Live Agent Statistics
- Disposition
- Script Popup
- Custom Forms
- Audio Library
- Number Masking
- Voicemail

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iCallify can benefit all industry horizons in the process of business growth by offering various advantages:

- **Strengthen Communication**
- **Save Time**
- **Improve Customer Experience**
- **Better Resource Utilization**
- **Reduce Expenses**
- **Increase Sales**
- **Aid Business Decisions**
- **Improve ROIs**
An IT company that aims to bring innovative technologies! With its adroitness, the company has catered hundreds of customers worldwide. The company has successfully delivered projects in VoIP, web and mobile arenas. The company also strives to strengthen organizations with its innovative and cutting edge solutions.

425+ Happy Customers
720+ Projects Done
50+ Geographical Reaches

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