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# Systems

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Software and  
services

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**BDEye Dial**  
Dialer Platform

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# Systems

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## Introduction

The BDEye Dial (Brindley Data Eye) Dialer platform has been developed on top of the renowned Vicidial open source project however we have made some very specific adjustments. These adjustments make the the system more user friendly improving the customer experience to a much higher standard.. Our experience with this product and with the clients we support everyday has also made our unique application more relevant for integration into third party CRM and website platforms.

Our speciality is in fact integration of our systems into your network. Our role as the OEM (Original equipment manufacturer) of this version of the platform offers unprecedented levels of support and bespoke integration. As a result, we provide you with a stable dialer system that meets your needs. Brindley offer full training of a dialer admin plus monitor and control when you need us the most.

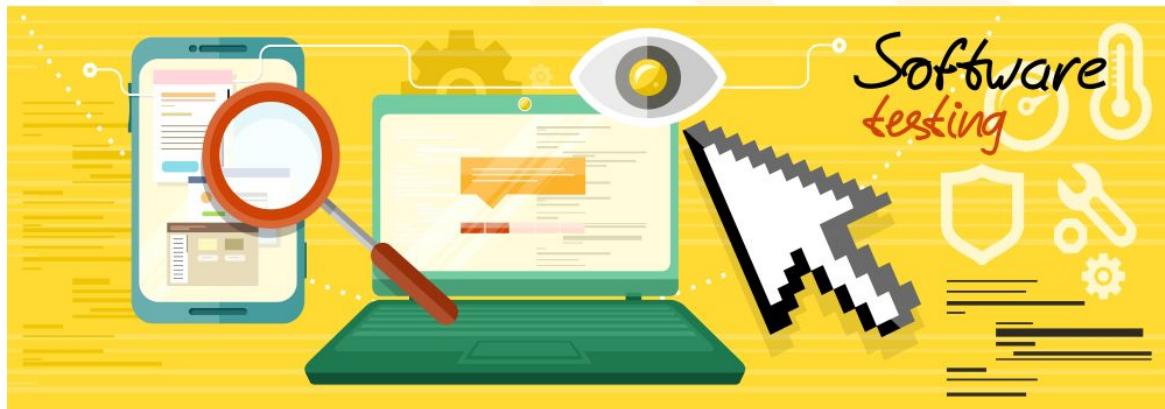




## Technical Specification

- Web based voice engine built on robust LAMP stack
- Back-up guaranteed
- 99.9% uptime
- Firewall protected





## Features and benefits

- Inbound, Outbound and Blended call handling, also Inbound Email and Chat
- Skills-based routing with agent ranking
- Outbound agent-controlled, broadcast and predictive dialing
- Integrated call recording
- Three-Way calling within the agent screen
- Scheduled Callbacks: Agent-Only and Anyone
- Ability to have agents work from almost any internet connected computer
- Agent Scripting with customer data
- External CRM Integration
- Web-configurable IVRs and Voicemail boxes
- Virtually limitless campaigns, lists, IVRs, inbound queues, DIDs, phone accounts, voicemail boxes, and user accounts
- Real-time reports with “click-to-listen” to monitor agent phone calls
- Internal chat and broadcast messaging to agents
- Easy importing of calling lists through the Web, by API or scheduled by FTP
- Share lead data across VICIdial clusters instantly when calls are transferred
- Remote API control of agent screen functions
- Auto-generate call lists based on dropped inbound queued calls
- Local, toll-free and international inbound phone numbers available
- Full USA, Canada and UK regulatory-compliance



## Features and benefits Continued...

- System-wide, per-Campaign and Inbound DNC Lists
- Encrypted customer data handling available
- Computer IP Address access restrictions for web resources
- Agent Audio Soundboards available
- Dozens of standard reports, which can be emailed out on a set schedule
- Ability to have recordings automatically transferred to an external FTP site
- Quality Control module available
- 16 languages available, or build your own language translations
- PBX features allow you to use your VICIhost system as your office PBX
- Includes five hours of initial setup support and one hour per month of free tech support
- No hidden fees
- 99.9% up-time guarantee\*
- Scalable to hundreds of logged in agents
- Dedicated dialing server hardware
- Single server guaranteed to handle at least 25 agents at 3:1 line ratio
- Additional servers can be added to increase agent and call capacity
- All hosted settings and configurations are transferable to a customer-owned premises VICIdial system, or we can go the other way too

## Hosted Dialer diagram

