



Omnichannel
Contact Center Suite

EMPOWERING CONTACT CENTERS AND ENTERPRISES

through Unified Communication
& Workflow Automation.



DialShree is a proprietary call center software offered, owned, managed, and maintained by Elision Technologies Pvt. Ltd. This software is built by unleashing the power of cutting edge technologies to bestow several advantages to its users. It is loaded with awesome features, which are built to uplift the results of the campaigns and boost returns for the call centers, enterprises, and organizations that use it. It can simplify the execution of straightforward to complicated inbound, outbound, and even blended campaigns.

To provide a seamless and streamlined workflow, this call center solution offers three major applications:

Admin • Supervisor • Agent

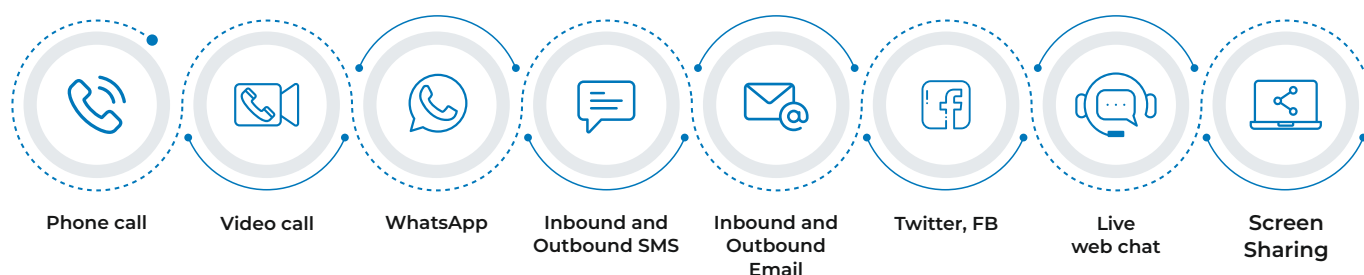
Technology trends, the latest customer behavior, and innovative approach make it a perfect solution for any business. It can support even the most complicated call flow to provide a seamless calling experience. It provides a range of reports to give much needed insight into the key performance indicators.

This software is an omnichannel call center solution that supports unified communication channels and empowers its users to enhance customer experience and streamline workflow. Finely developed add-ons provide the much needed functionalities to the enterprises and call centers to achieve major milestones.

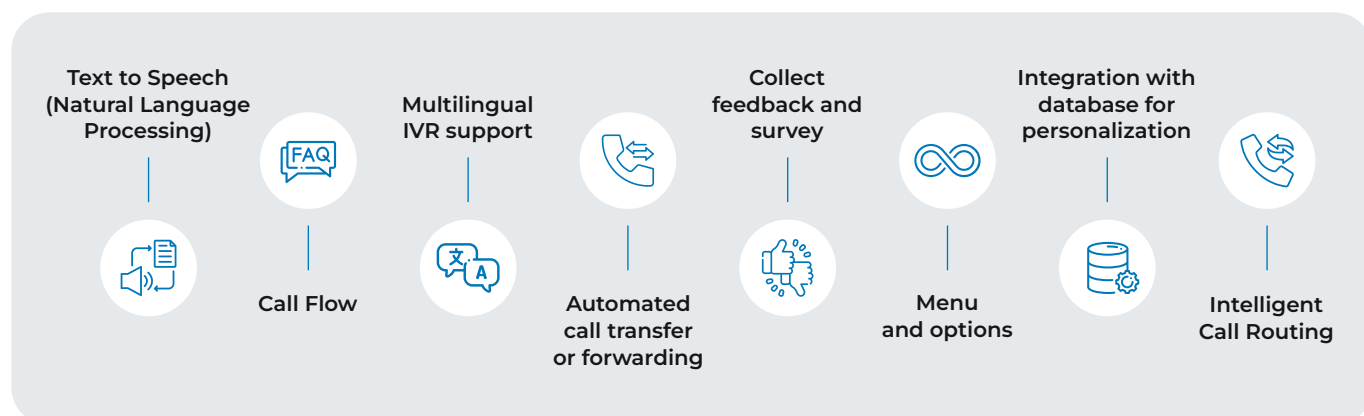
DialShree is a secure, scalable, and flexible contact center solution that integrates seamlessly with leading third-party and open-source platforms to provide a unified view of customer operations. It leverages AI-powered voice analysis to automate the monitoring of Quality of Service (QoS) and Quality of Conversation (QoC), enabling data-driven improvements. The platform also includes a built-in helpdesk ticketing system aligned with SLA workflows to ensure timely and accountable issue resolution.

It is an extremely secure system, which emphasize upon encryption as well as features like profile masking and identity masking to protect PII (Personally Identifiable Information) of customers.

Communication Channels



Key Capabilities of Smart IVR System



Call Queue Features

Skill-based Routing	Call Queue	Play Estimated Wait Time	Callback Request
Call Queue Priority	ACD (Automatic Call Distribution)	Queue Place Indicator	Customizable Music On Hold Prompt
	Queue Overflow Handling	Call Priority Assignment	

Call Management

› Outbound Feature

- › Auto
- › Manual Calls
- › Park
- › Hang up
- › Transfer
- › Dispositions
- › Callback
- › Remark
- › Script

› Inbound Feature

- › IVR
- › Queue
- › Missed Call
- › Transfer
- › Welcome, Hold, After hrs and Holiday Music
- › Multilevel IVR

Call Routing

- › Inbound IVR
- › Advanced Automated Call Distribution
- › Round Robin Call Routing
- › Longest idle agent call routing
- › Skill based Routing with Agent Ranking
- › Sticky Agent
- › Condition based call routing (Date or time based, Holiday routing)

Dialers

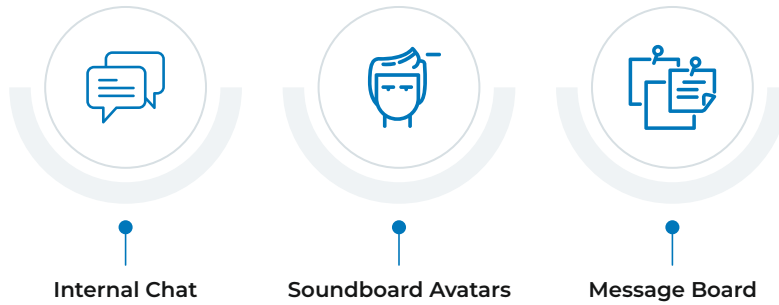
- › Auto
- › Progressive
- › Predictive
- › Preview
- › Manual
- › Voice Broadcasting / IVR Survey / Press 1 / Manual Survey

Campaign Management

- › Add/Update/Delete Campaign
- › Inbound and Outbound Campaign
- › Add/Update/Delete Leads
- › Lead Manual & Auto Recycling
- › DNC Management
- › Disposition Management
- › Hot Keys
- › Auto Alternate Number Dialing
- › List Mix
- › Pause Codes
- › Campaign Caller ID management
- › Inbound Group management
- › Transfer Group management
- › Web Form management
- › Call Script management
- › Answer Machine Detection management
- › Lead Recycle feature



Collaboration & Communication



Call Wrap-up Features



CRM

- › CRM screen pop-up (Inbound/Outbound Calls)
- › Customer Management
- › Number Masking
- › Comments & Call Notes
- › Dynamic CRM
 - Customized fields
 - › Drop Down
 - › Multi Checkbox
 - › Radio Button
 - › Read Only Fields
 - › Accordion creation
 - › Mandatory Fields
 - › Depending Drop Down

Social Media

- › WhatsApp(Non-Verified)
 - Single number used by multiple agents
 - Sticky functionality
 - Inbound & Outbound
- › Website chat
- › Facebook
- › X (Previously Twitter)

Collection Module

- › Click to Call options
- › Payment Utility
- › Customer History
- › Number Shuffling
- › PTP (Promise to Pay)
- › Payment Reminders
- › Text to Speech

Built In Helpdesk Ticketing System

› Ticket Module

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> › Supported channel <ul style="list-style-type: none"> • Email • WhatsApp for Business(Verified) • Web chat • Call › Ticket transfer (agent/supervisor) › Ticket ID (Customize prefix/suffix) › Custom Fields › Tags › Priority management › Assignment <ul style="list-style-type: none"> • Auto(Random) • Manual › Email notification with custom variables | <ul style="list-style-type: none"> • Customer Notifications <ul style="list-style-type: none"> - Create ticket - Change priority - Update status - Agent transfer - Agent replies - Ticket closure - Ticket Assignment • Agent Notifications <ul style="list-style-type: none"> - First Response Reminder - Every Response Reminder - Resolution Reminder - First Response Due - Every Response Due - Resolution Due | <ul style="list-style-type: none"> › Business Hours › Ticket dashboard for Agent & Admin › Ticket SLA <ul style="list-style-type: none"> • Ticket Priority wise configuration • First Response Time • Every Response Time • Resolution Time • Operational Hours • Holiday Configuration • Agent/Supervisor reminder › Department management › Multi level Dispositions › Multiple Reports › Auto Response Template |
|--|---|---|

Call Quality Assurance & Supervisory Features

- › **Live call monitoring**
 - › Call recording
 - › Barge-in
 - › Whisper
- › **Quality Control Module (Manual)**
 - › Disposition wise QC
 - › Agent/Supervisor QC Dashboard
 - › Script Creation
 - Score based on speech
 - › QC Pass/ QC fail
- › **White Board Report**
 - › Total Call vs Total Sales
 - › Target based sales
 - › CPH (Calls per hours) & SPH (Sales per hours)

Reports

Real-Time Reports

- › Real-Time Main Report
- › Real-Time Campaign Summary
- › Real-Time Whiteboard Report

Inbound Calling Reports

- › Inbound Missed Call Report
- › Inbound Summary Hourly Report
- › IVR Report
- › Inbound Service Level Report
- › Inbound Daily Report
- › Agent Feedback IVR Report
- › Inbound Chat Report

Agent Reports

- › Agent Time Detail
- › User Stats Report
- › Custom APR
- › Agent Performance Detail Report

Call Details Reports

- › Export Calls Report
- › Custom Export Calls Report
- › Call Detail Report
- › Hangup Cause Report
- › Callback Report
- › Call Insights Report
- › Export Broadcast Report

Outbound

- › Outbound Calling Report
- › Survey Broadcasting Dashboard
- › Outbound Summary Interval Report

Custom Reports

- › Transfer Conference Call Report
- › Quality Control Report
- › Lead Push API Count Report
- › PBX CDR Report
- › Pause Code Exceed Log Report
- › Custom Payment Utility Report

Omni Report

- › SMS Log
- › Email Log
- › Whatsapp Log
- › Message Board Acknowledgement Report

Activity log

- › Administration Change Log

Telco Utilization Report

- › PRI Fluctuation Report
- › PRI Channel Real Time
- › PRI Channel Graph
- › PRI Channel Log
- › SIP Channel Real Time
- › SIP Channel Graph

Lead Management Reports

Network Reports

- › Server Performance Report
- › Agent Machine Network Issue Report
- › Agent Machine Network Ping Loss Report

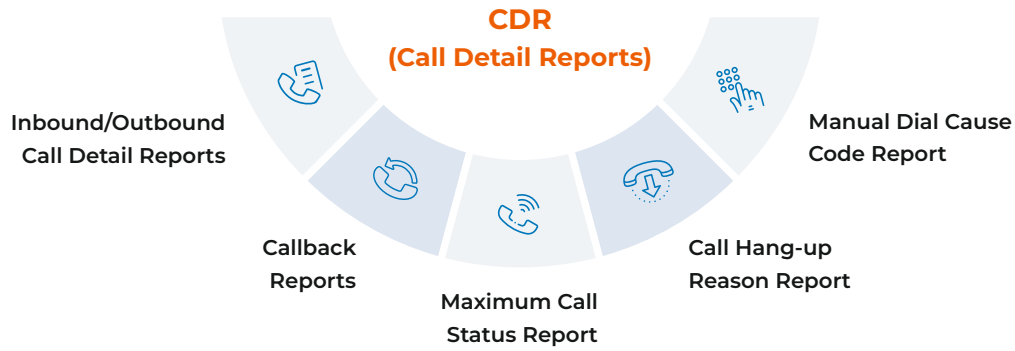
Admin Utility

- › Recording Access Log Report
- › Add Multi Server Phones
- › Dial log report
- › Advanced Lead Tools
- › Basic Lead Tools
- › Callbacks bulk move
- › User only callback transfer
- › Reset Lead for campaign
- › List Split Tool
- › Agent Lagged Report
- › Carrier Log Report
- › Api Log Report
- › Real-Time Monitoring Log Report
- › Agent Parked Call Report
- › Admin Report Log
- › Automated History Report
- › DID Bulk Copy
- › Survey Campaign Report
- › Caller Id Log Report
- › Agent Manager Chat Log Report
- › WebServer Url Log
- › URL Log
- › AMD Log Report
- › Callback Summary Report
- › Sip Event Report
- › Dialer Logic Report
- › Manual Survey Report
- › Survey Report
- › DNC Api Log Report

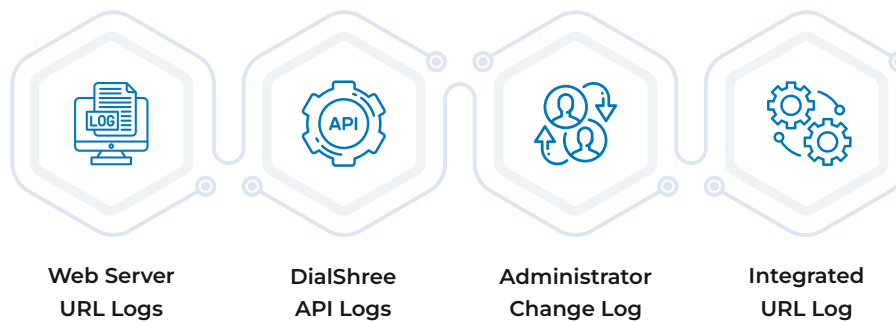
Telecom Utility

PRI and SIP Line Fluctuation Report

PRI and SIP Line Channel Utilization



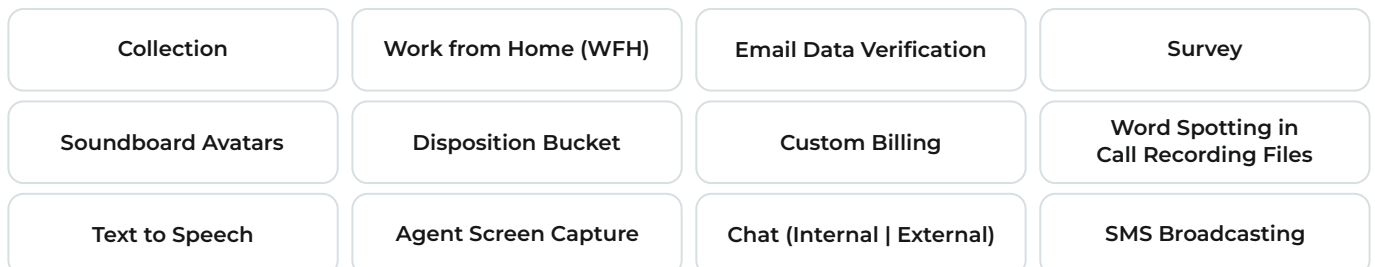
Activity Logs



Platform Features



Add-ons



Screen Share

Agent Screen Share	Customer Screen Share	Shareable Link & Code	Real-Time Sharing
Multi-Channel Link Distribution	Session Recording (Screen + Voice)	Easy Access Workflow	

Video Call

Shareable Video Call Link & Code	Multi-Channel Link Distribution	Mute/Unmute	Camera On/Off Toggle
In-Call Screen Sharing	Call Recording	Integrated Chat	

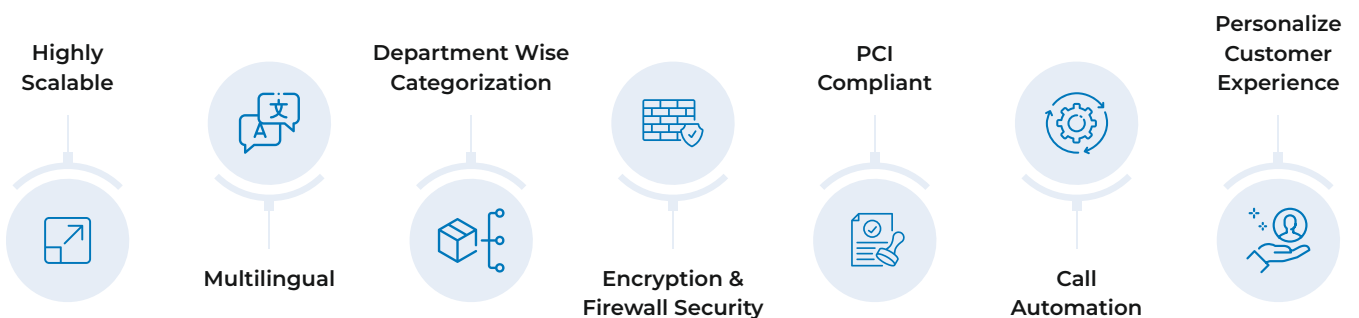
AI driven Voice Analysis

Speech-to-Text (STT)	Multi-Lingual	Structured Transcripts & Post-Call Summaries	Call Scoring
AI-Driven Insights & Entity Detection	Sentiment & Emotion Analysis	Word Cloud Generation	Silence & Verbose Detection
Agent Scorecard	Structured Calling Standards	Actionable Insights & Call Analysis	Coaching & Learning Sessions

Major Supported Integrations

A. CRM Pop Up	B. CTI	C. Restful Api's
Zoho Leadsquared vTiger 3rd Party CRM's	Salesforce Freshdesk Freshsales Microsoft 360	D. IP PBX
		E. EPBX

Key Characteristics





900+
Implemented
Omni Channel
Solutions



2500+
Esteemed
Clientele



50+
Countries



20+
Industries
Served



150+
Recognitions
and Accolades



18+
Years of
Experience



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