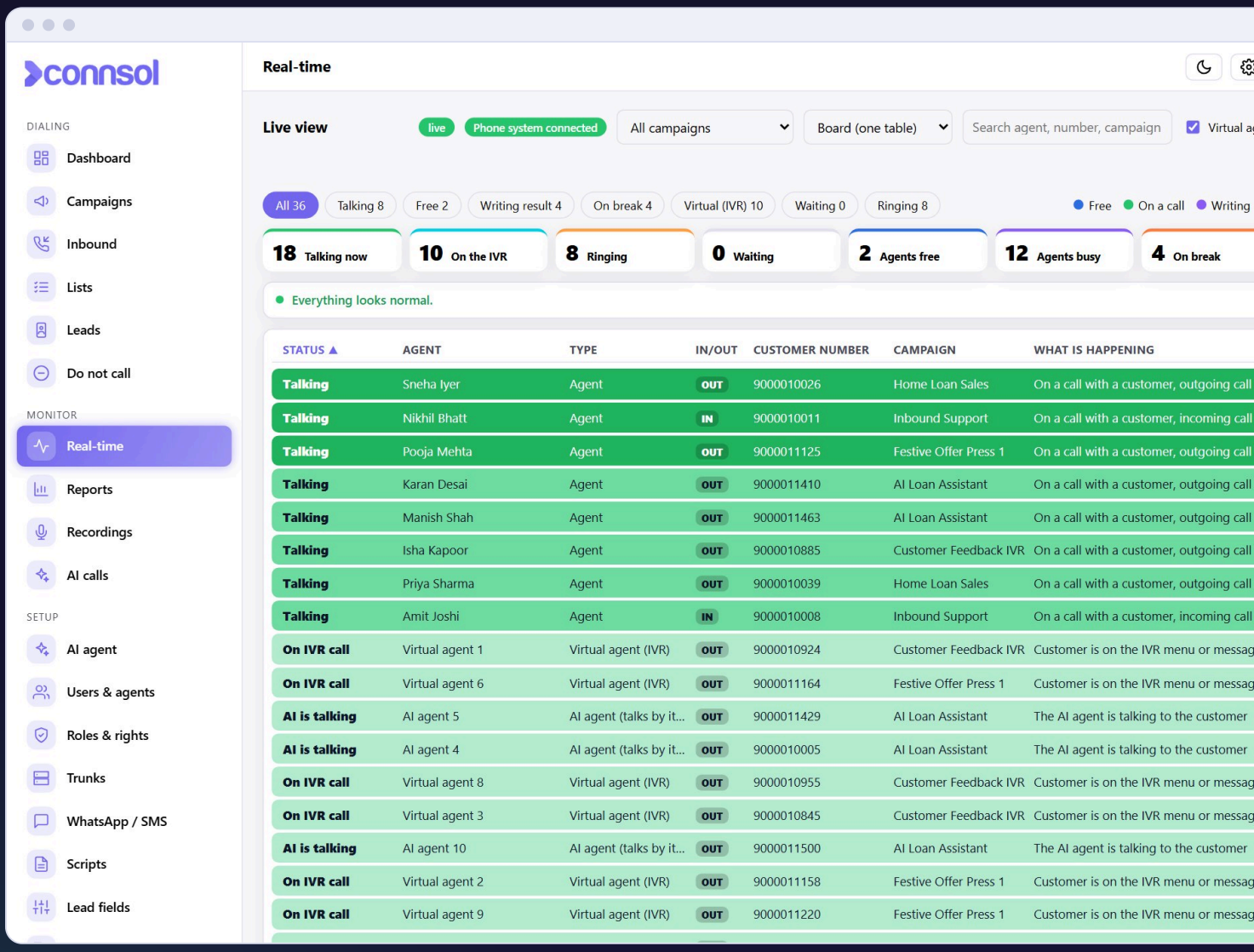
Connsol

The auto dialer that runs your whole call centre.

Outbound campaigns, IVR "Press 1" broadcasts, inbound lines, live monitoring and recordings - in one simple web screen that works on a PC, tablet and phone.

CONNECTING SOLUTIONS | VERSION 9.7.1



WHY CONNSOL

One platform for every call your team makes and takes

Connsol dials your lists by itself, connects only answered calls to free agents, plays voice messages to thousands of customers at once and shows you everything live. Agents work in the browser with a built-in phone - no softphone and no desk phones to install.

3 modes

Manual, progressive and predictive dialing

0 hardware

Agents use the browser phone (WebRTC)

IVR

Press-1 / Press-2 voice broadcast campaigns

Inbound

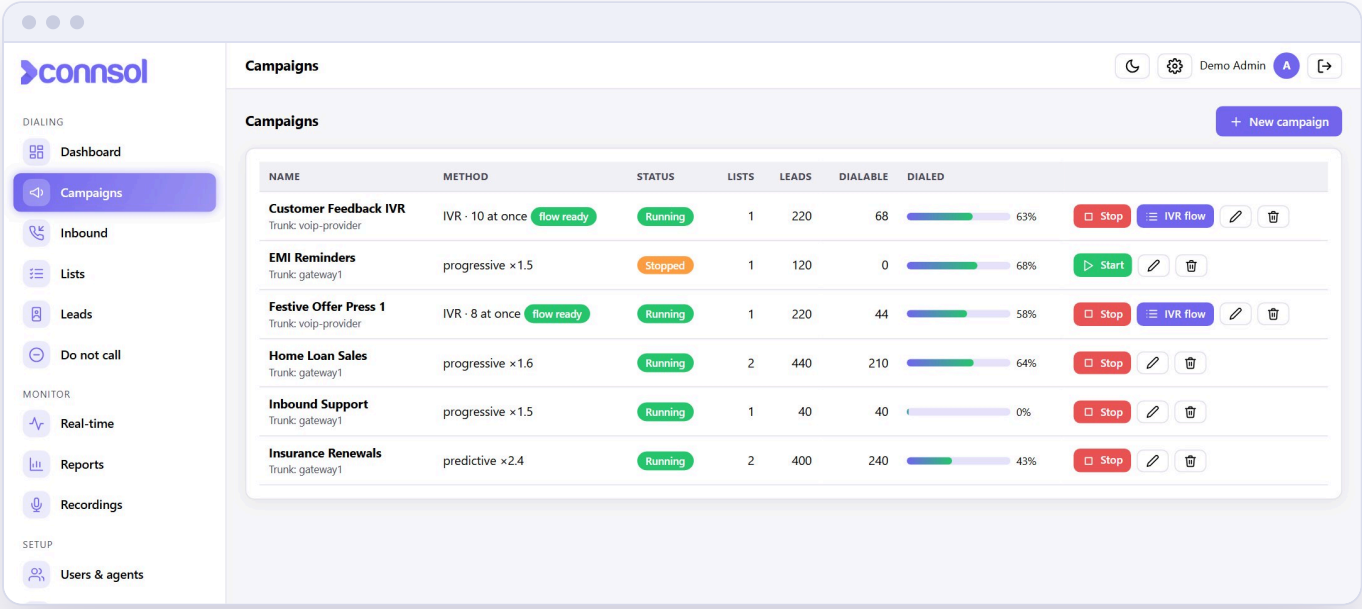
Lines with IVR menu or straight to agents

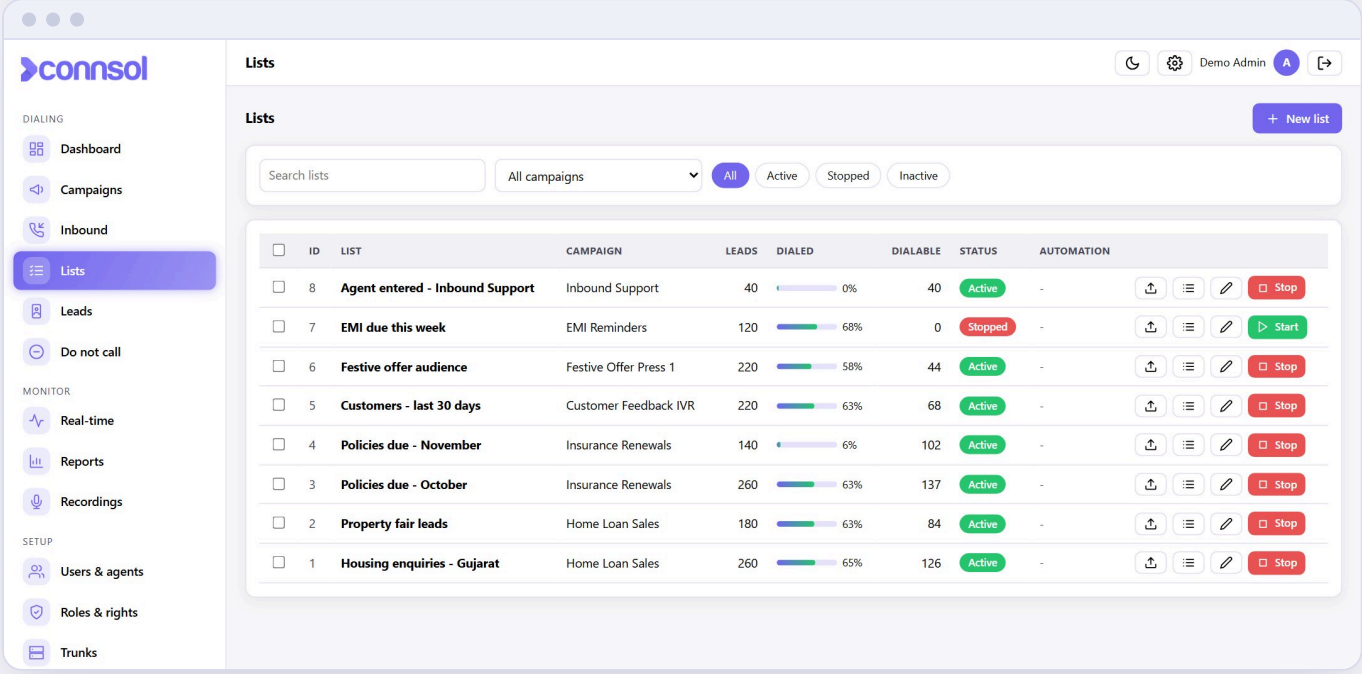
Live

Real-time board of every agent and call

Excel / PDF

Ready reports with one-click export



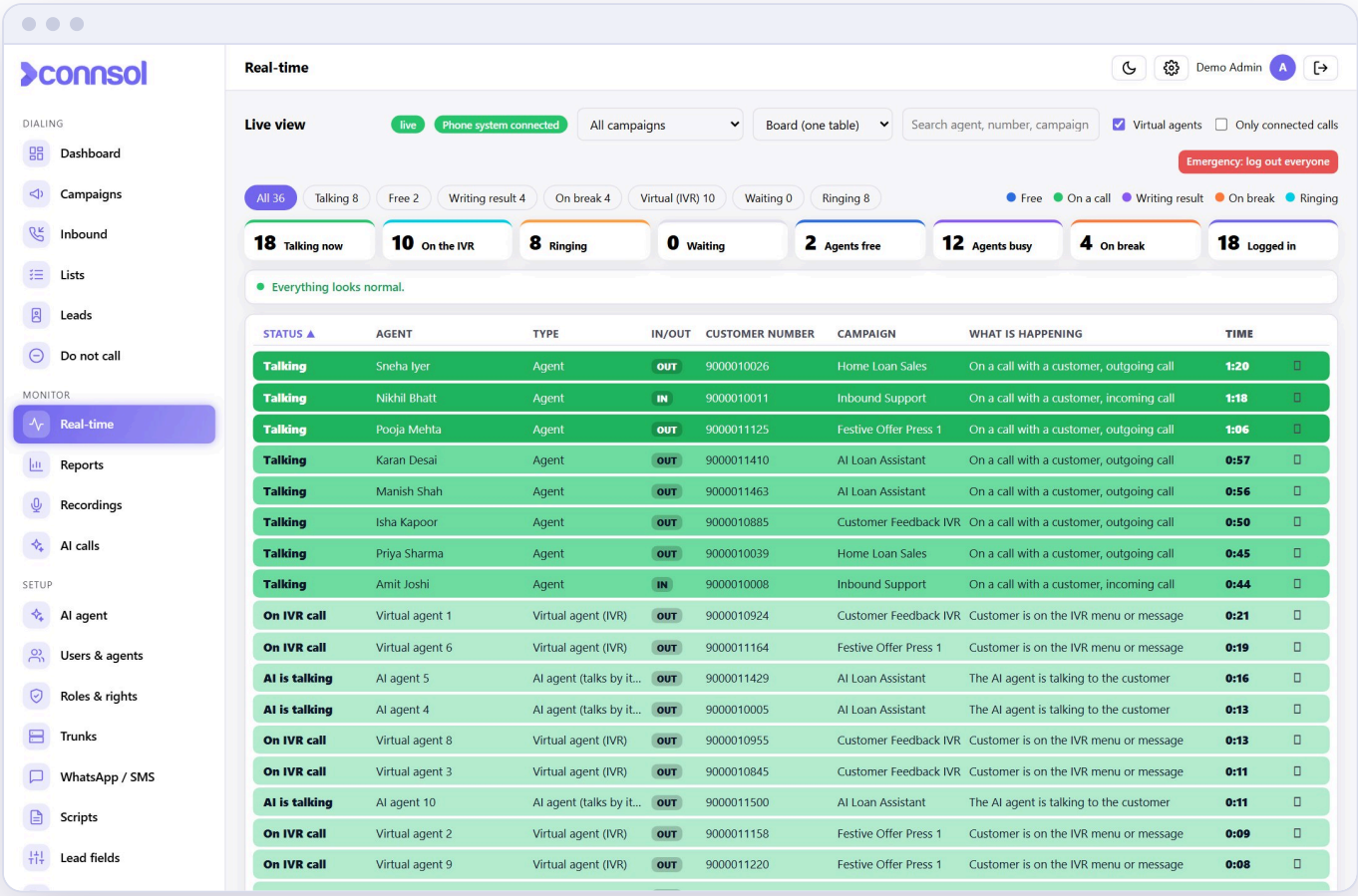


- Start and stop campaigns with one tap; the dialer follows your calling hours, retries and drop-rate limit.
- Lists upload from Excel/CSV, restart automatically (rounds) and can be scheduled to start and stop by themselves.
- Role based: admin, manager, agent and your own roles - each person sees only what they should, and only their campaigns.

LIVE MONITORING

See every agent and every call as it happens

The real-time board shows who is talking, ringing, free, writing the result or on a break - with colours and timers. Supervisors can cut a stuck call or log an agent out in one click.

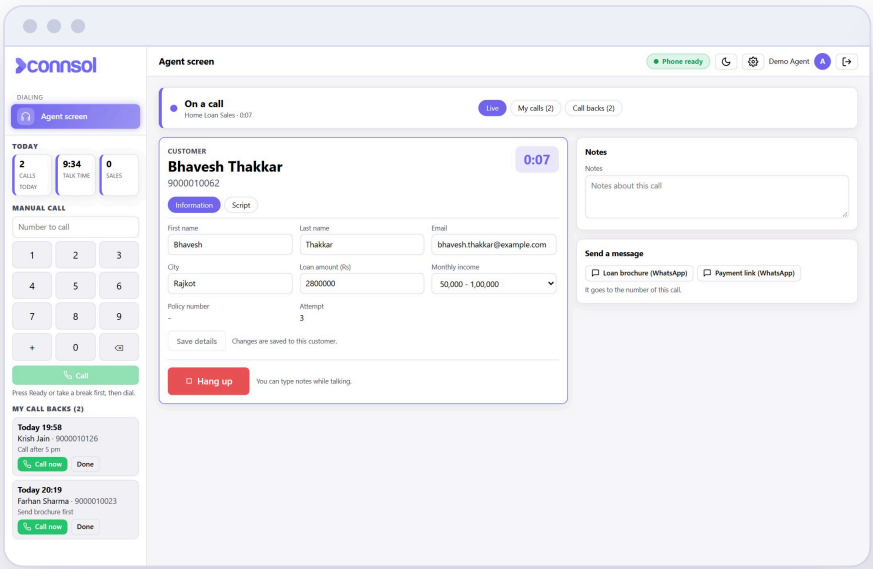


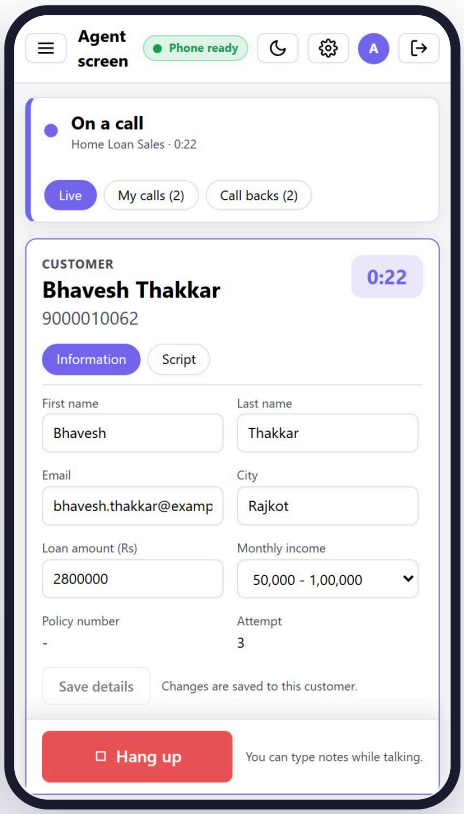
- Board, wall, tiles and classic views - pick the one you like.
- Warnings for long breaks, idle agents, long IVR calls and long waits.
- Click an agent or a call for the full detail: customer, earlier calls, IVR keys pressed.
- Hang up a running call and emergency logout of one or all agents.
- Managers see only their own campaigns.
- Works on a phone - check your floor from anywhere.

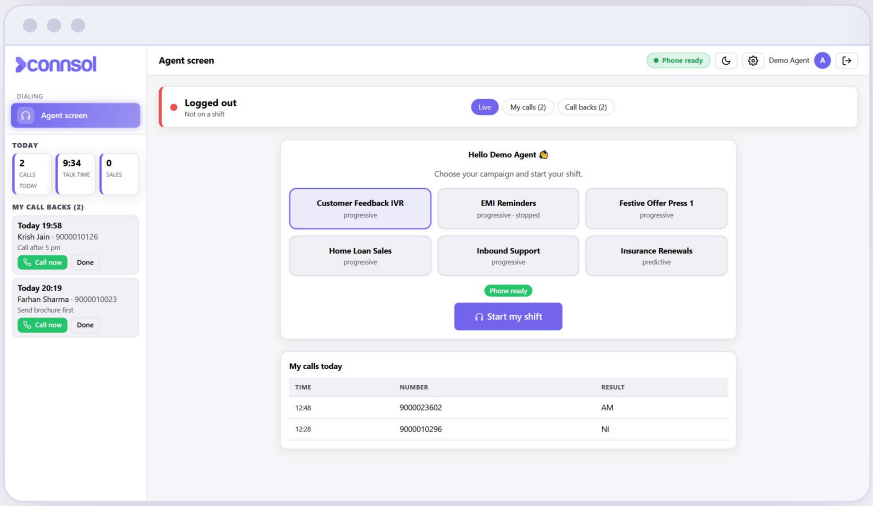
AGENT SCREEN

Everything the agent needs, on one calm screen

The customer's details open the moment the call connects. The agent types notes, fills the extra fields, sends a WhatsApp, reads the script and picks the result.





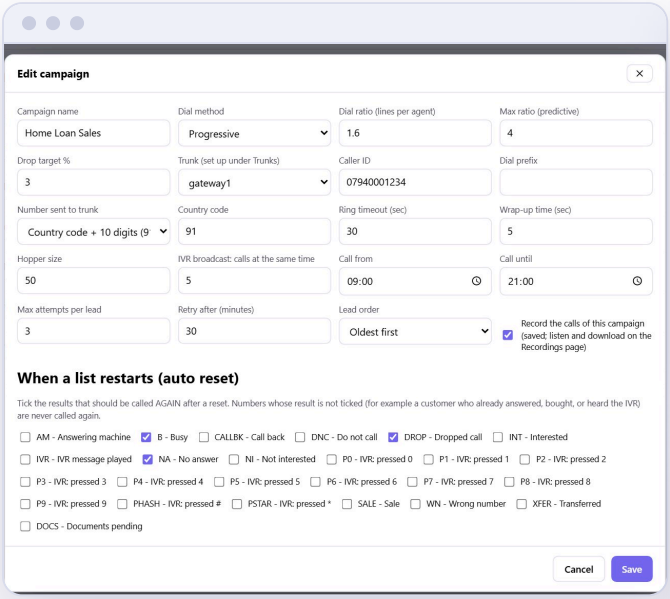


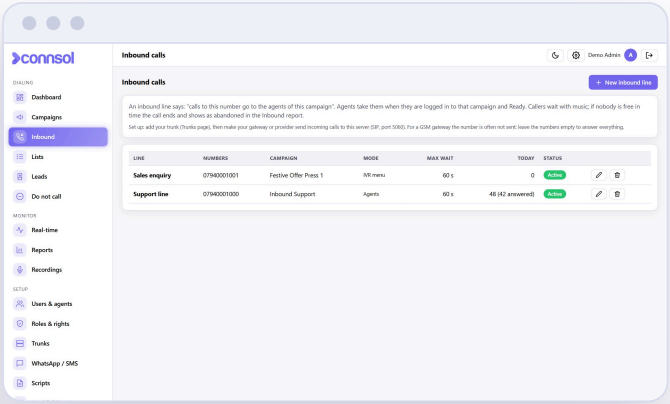
- Built-in browser phone with a ready / break / on-call status and a big Hang up button.
- Manual dial pad, call backs with reminders, "My calls" history with talk time and sales of the day.
- Your own lead fields (loan amount, policy number, ...), scripts per campaign and one-tap WhatsApp / SMS templates.
- Premium, compact design for desktop and mobile; light and dark mode.

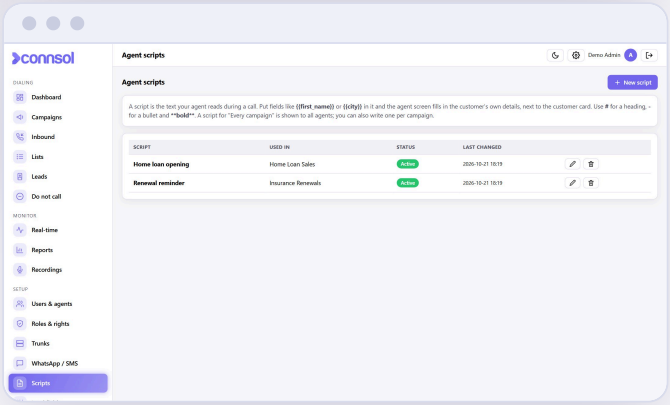
CAMPAIGNS, IVR & INBOUND

Outbound, voice broadcast and inbound - all from one place

Every campaign has its own dialing method, trunk, caller ID, calling hours, retry rules and recording option. Add an IVR to play messages and react to the key the customer presses.







Auto dialing

Progressive and predictive with an adaptive ratio that keeps the dropped-call rate under your limit.

IVR builder

Messages, menus and keys: mark the result, add to Do-Not-Call, send a WhatsApp or transfer to an agent.

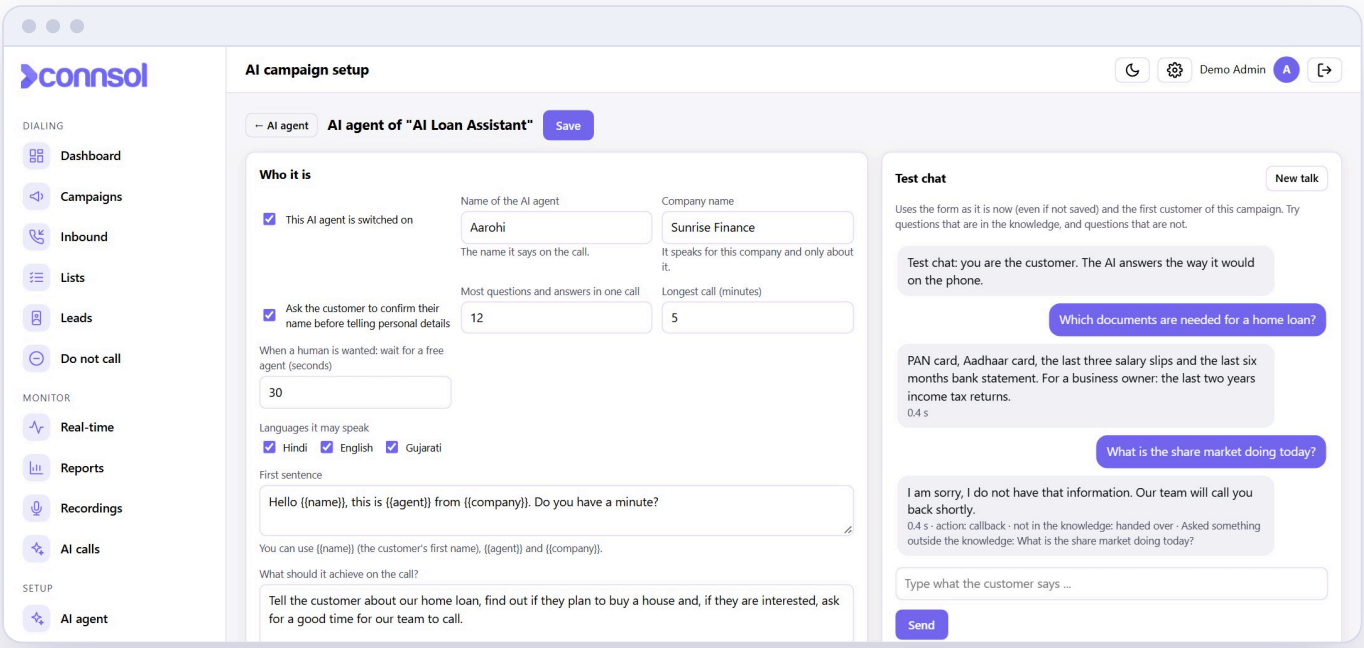
Inbound lines

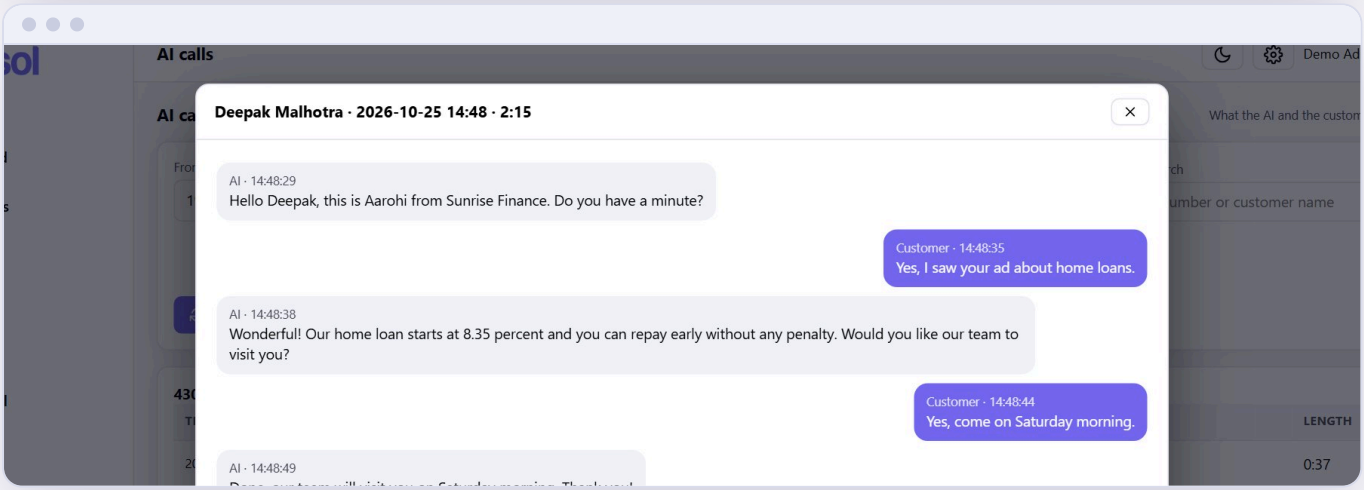
Calls to your numbers go to free agents or to an IVR menu first, with waiting time and abandoned-call reports.

NEW: AI AGENT

An AI that phones your customers and answers only from your own information

Use an AI agent campaign instead of (or next to) the IVR. The AI greets the customer, talks in Hindi, English or Gujarati, answers questions and can even tell the customer their own details. Everything outside your information is handed to your team.





Only your knowledge

You paste your questions, answers, prices and rules. The AI uses only those and the customer's own record. No guessing.

Hindi, English, Gujarati

It answers in the language the customer speaks and puts the customer through to a human agent whenever needed.

Free AI on your own server

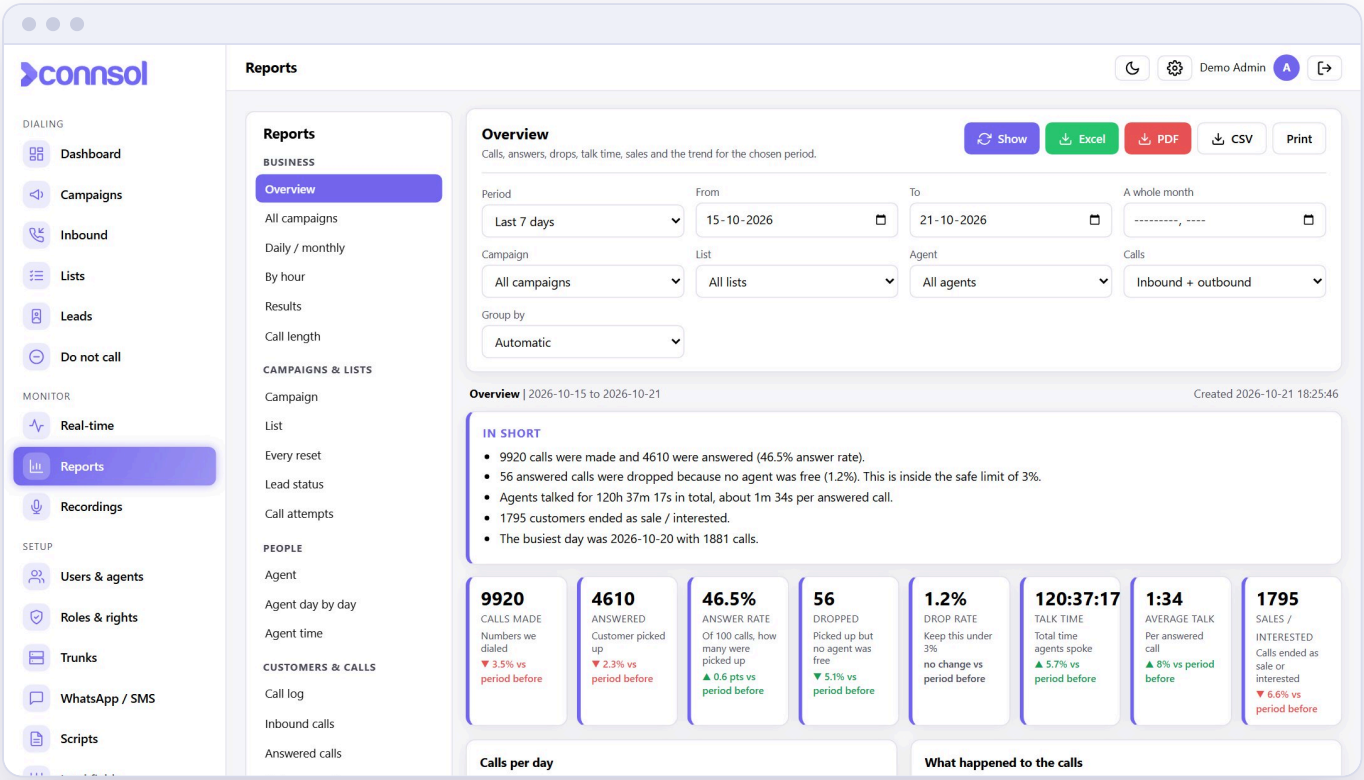
The installer can add a free AI that runs on your own machine: no internet and no cost per call. Or use an online AI service. Switch with one setting.

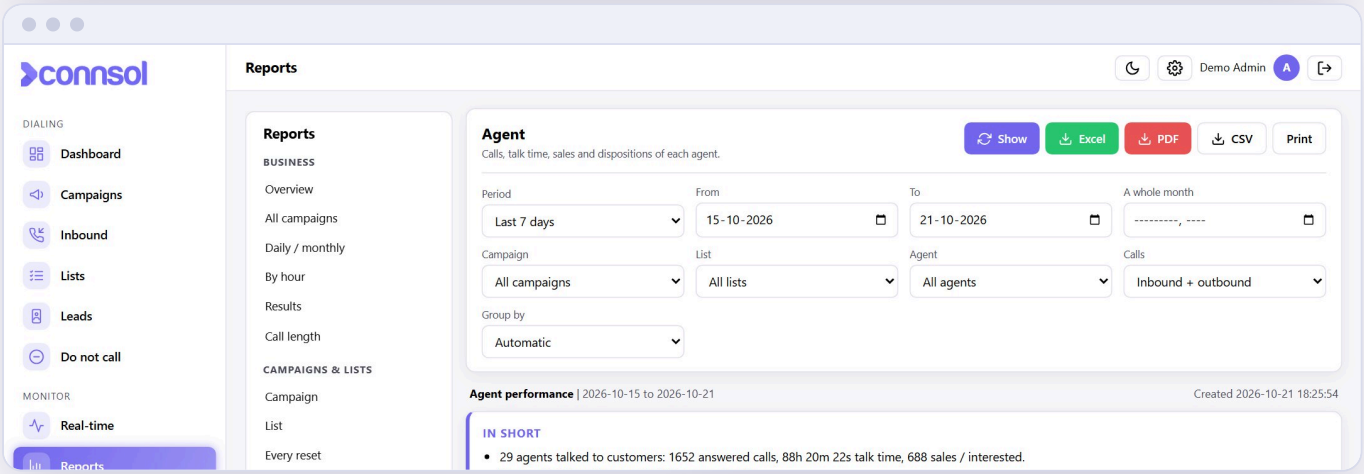
- Test chat on the setup page: ask questions as a customer and read the answers before going live.
- Every call is saved as text (Monitor, AI calls) with a short summary and the result: sale, interested, call back, do not call.
- Many AI calls at the same time, with the same calling hours, retries, lists and Do-Not-Call rules as any campaign.

REPORTS

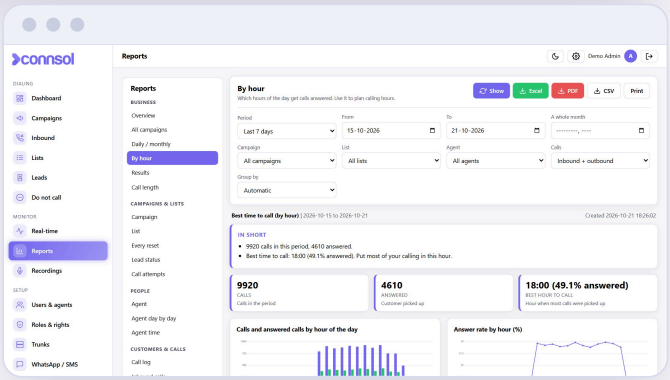
Know your numbers - by day, hour, agent and campaign

27 ready reports with charts and plain-language summaries. Every report exports to Excel, PDF or CSV, prints cleanly, and can be sent by e-mail with one click. Chosen reports can also be e-mailed to your team every morning. New: sales funnel, agent productivity per logged-in hour, best day of the week, dropped-call watch and AI agent calls.





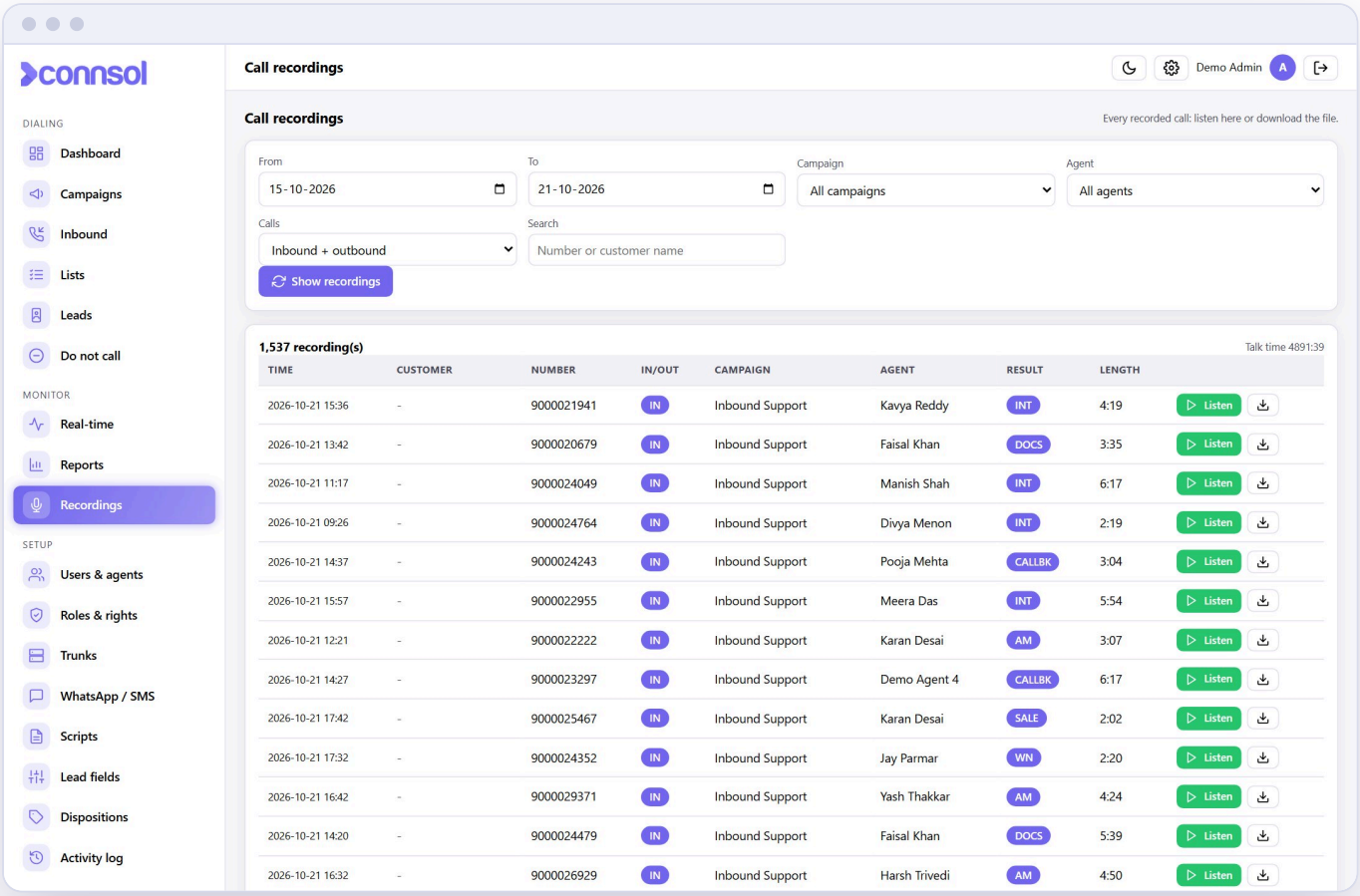
- Overview, daily / monthly, by hour, results and call length.
- Agent performance, agent day by day and agent time (login, talk, break).
- Campaign, list, lead status, call attempts and every-reset (rounds).
- Call log, inbound / answered / not-answered, sales and Do-Not-Call.
- IVR key reports and WhatsApp / SMS message log.

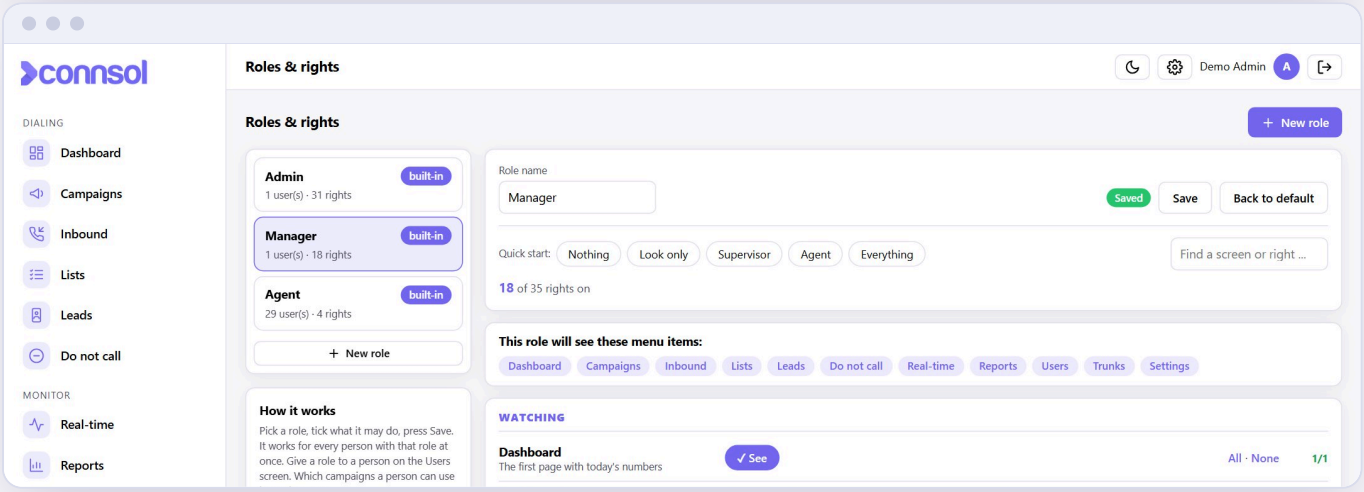


RECORDINGS & CONTROL

Listen to any call. Decide who can do what.

Tick "Record the calls" in a campaign, and every call is saved. Admins and managers search, listen and download recordings from the Recordings page.





Roles & rights

- 35 separate rights - create any role you need (supervisor, auditor, team leader ...).
- Give each person only the campaigns they should see.
- Recording access, report downloads and emergency actions are separate switches.
- Activity log of who did what and when.

AND MORE

Built for real call centres

WhatsApp & SMS

Templates, automatic messages after a call or IVR key, and one-tap sending by agents.

Scripts

Write what agents read, filled with the customer's name and fields.

Call backs

Agents promise a time; Connsol reminds them before it is due.

Do-Not-Call

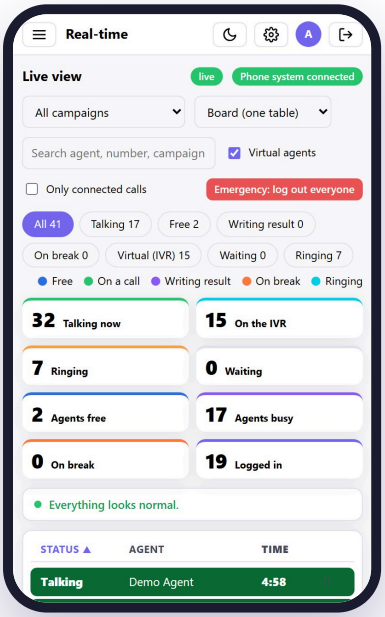
One list that every campaign respects; customers can opt out from the IVR.

Trunks

GSM / SIP gateways and VoIP providers, with live status.

Licence control

Lifetime or term licence, agent limit and server binding.



Mobile friendly

Admins, managers and agents get the same full screens on a phone. Light and dark themes, compact tables and one-hand controls.

Simple to install

Installs on a standard Linux server from a bootable installer. Asterisk, the web screens and the database come together - no internet needed for installation.

Asterisk 20 · WebRTC · SQLite · HTTPS

See it yourself - live demo

Open **connsol.grouptakey.com** and sign in with a demo account. It shows the real screens with sample data (nothing is saved).

Admin: `admin` / `Demo@123` Agent: `agent` / `Demo@123`

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