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# Expert Vicidial Customization Services

We build high-performance, tailored  
Vicidial solutions designed to  
maximize your agent efficiency.

Get Started Now ➤➤➤

View Portfolios





Founded in  
**2008**

We are the  
King in VoIP  
World.



# Welcome to Seamless Communication

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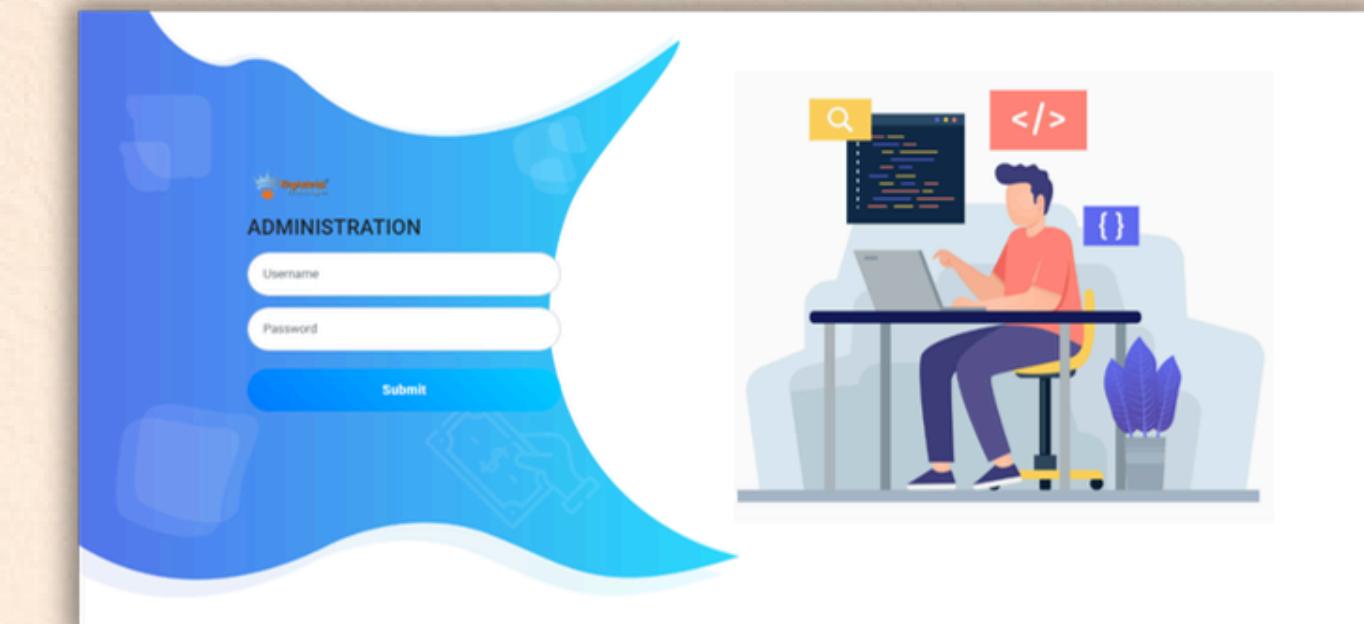
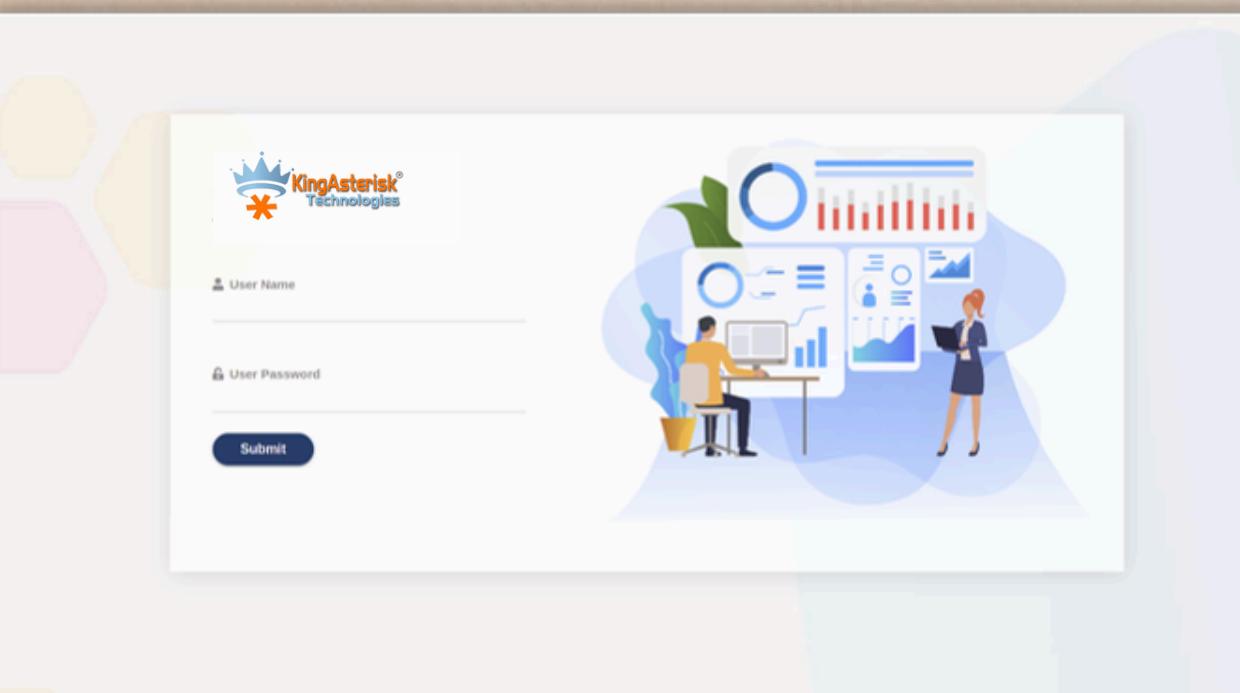
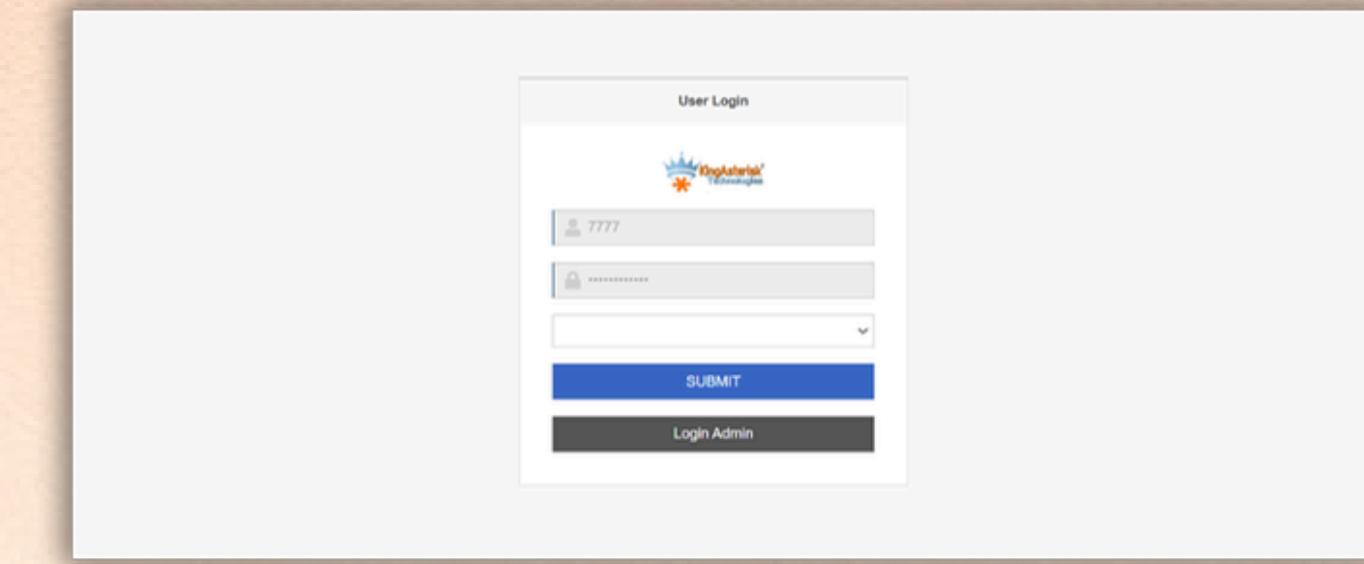
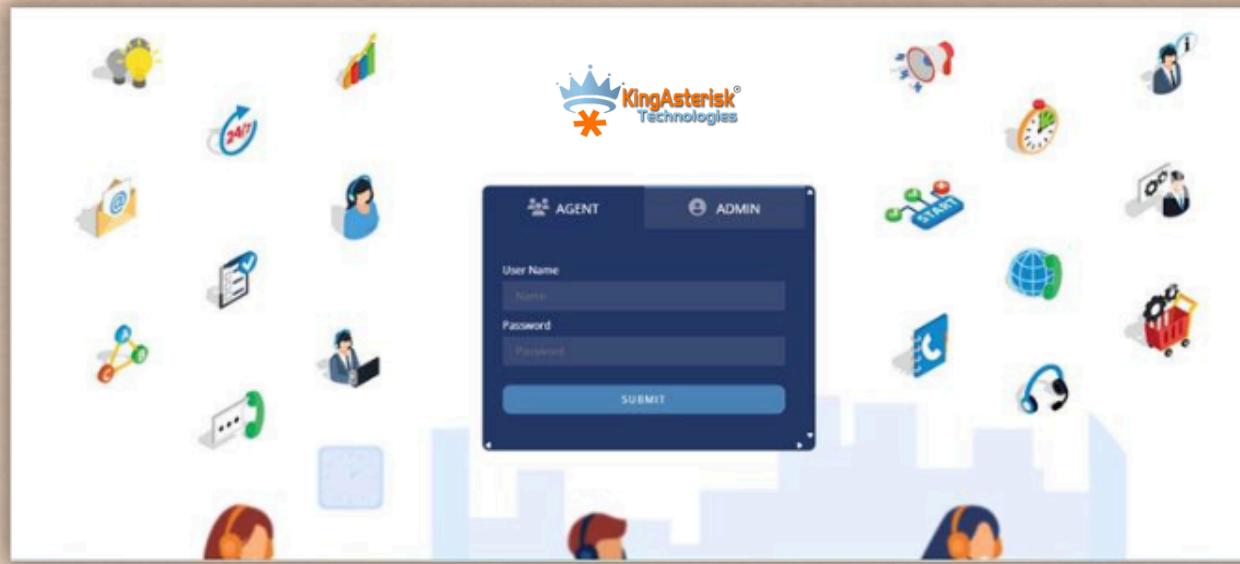
Experience a new standard of call center excellence with our tailored **Vicidial** solutions built for your unique business needs.



## About kingasterisk technologies

Kingasterisk Technologies is a global leader in contact center solutions innovation, specializing in robust, scalable communication infrastructures. With 15+ years of deep-rooted technical expertise, we empower businesses to optimize their workflow through high-end customization, 24/7 support, and open-source integrations.

# VICIdial Admin Login Panel



# VICIdial Admin Dashboard Overview

This dashboard provides a high-level overview of the system. It includes a summary of agents (3 logged in), calls (10 inbound, 17 outbound, 30 total), and hardware usage. The 'Call Performance' section features a bar chart showing the distribution of calls between Inbound, Outbound, and Total. Below this are sections for 'Live Agent Status' and 'Live Call Status'.

This dashboard focuses on detailed call performance metrics. It displays Sales (7), Contact Rate (75%), Conversion Rate (0.95%), and Waiting Period (285). The 'Live Agent Status' table lists agents by name, status (Ready, In-Call, Waiting), and campaign. The 'Live Call Status' table provides a detailed breakdown of calls by type (Inbound, Outbound, Total) and status (In-Call, On-Hold, Off-Hold, Dropped, etc.).

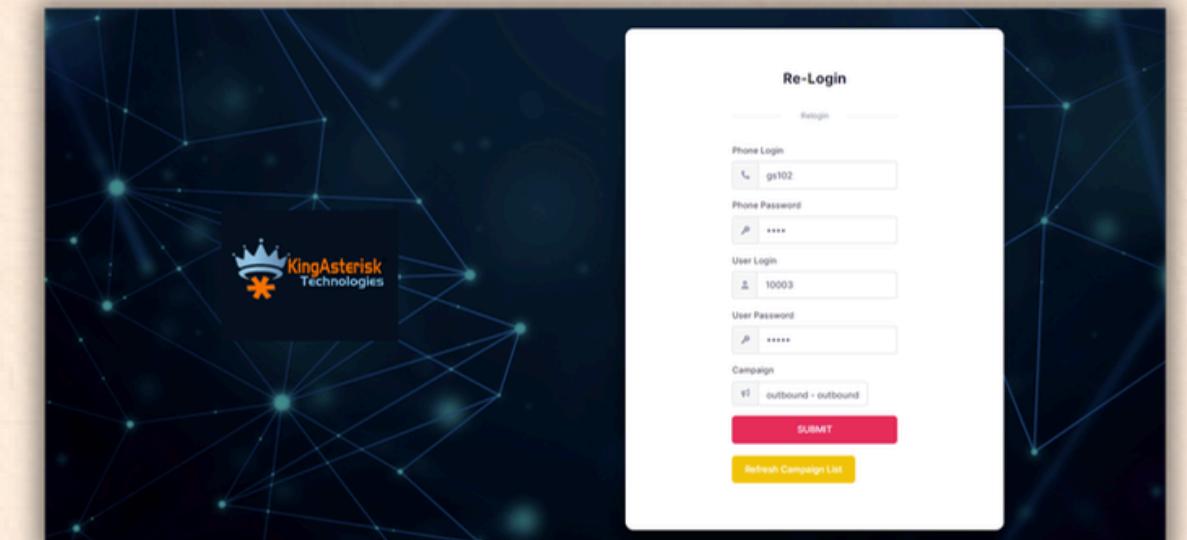
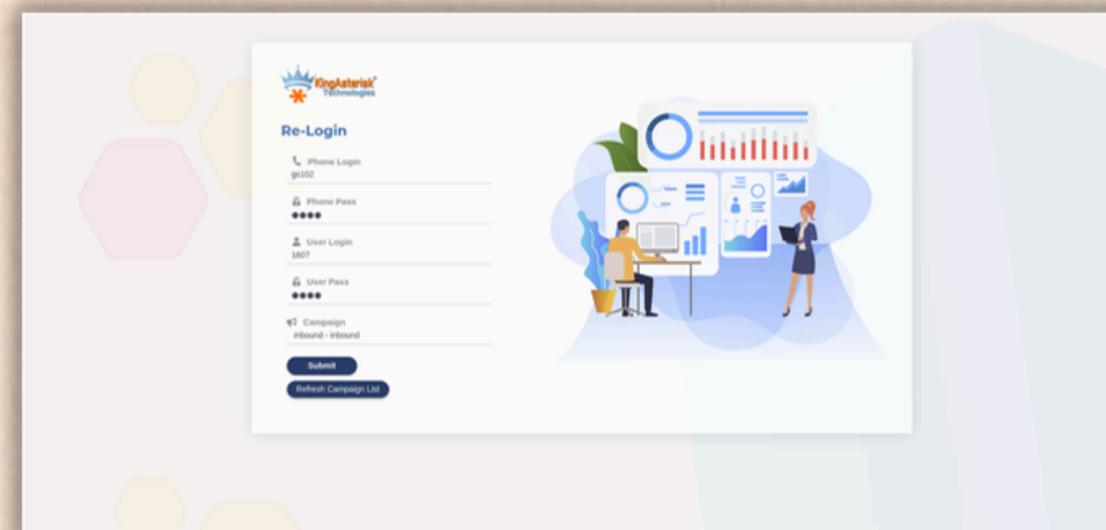
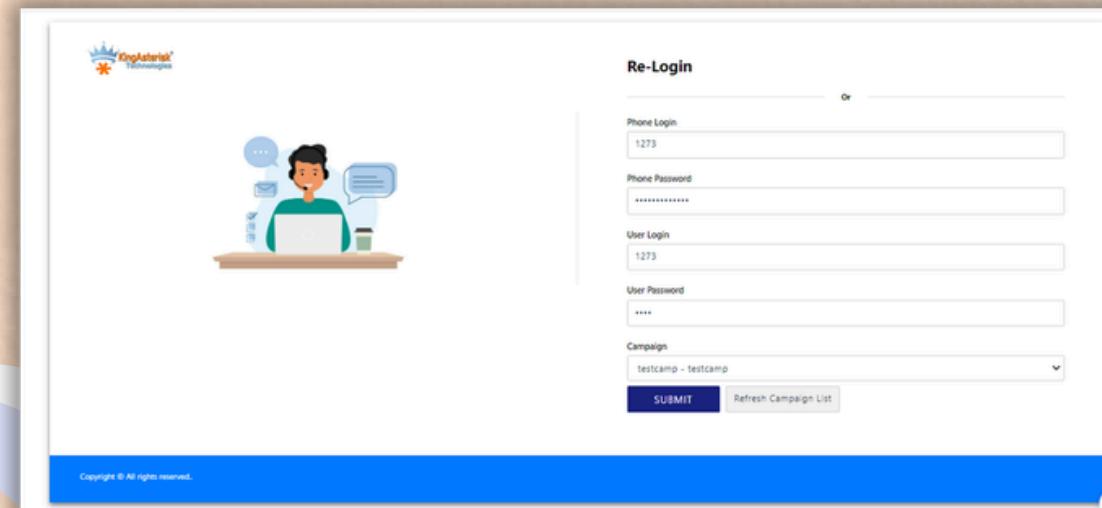
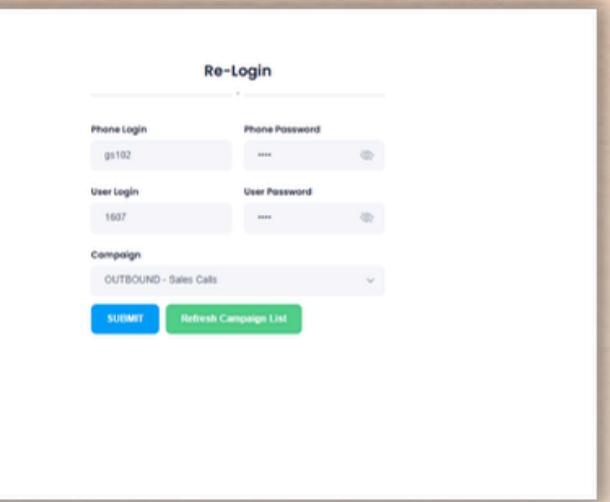
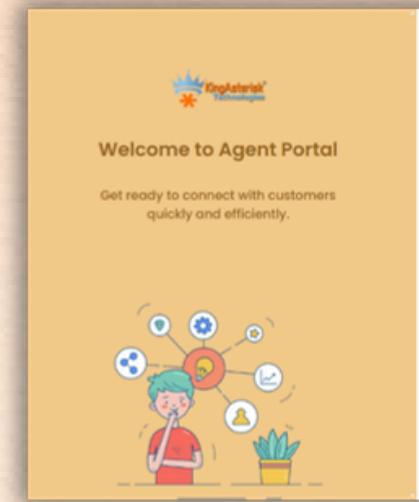
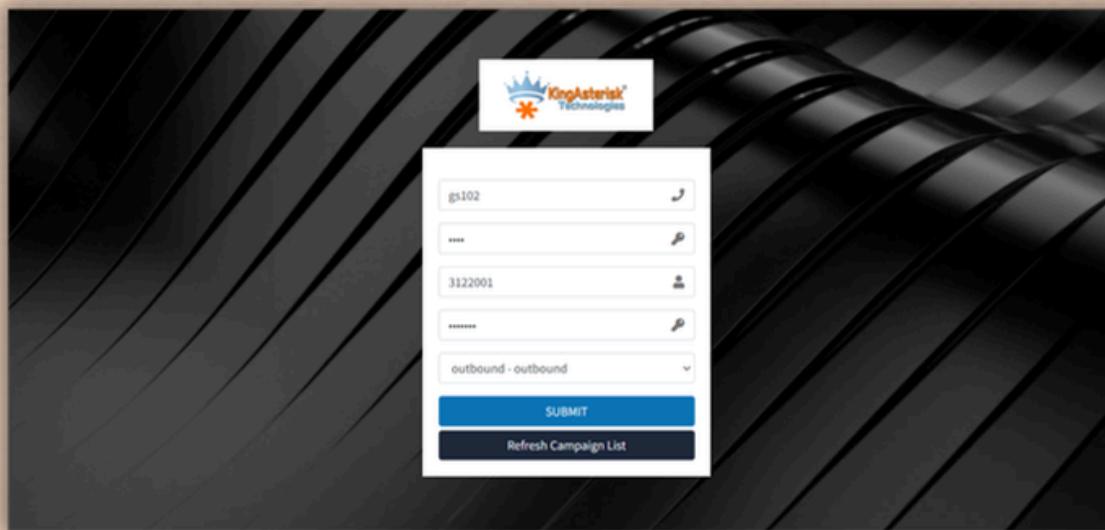
This dashboard includes a 'Sales Summary' section with bar charts for Inbound, Outbound, and Total Sales. It also features a 'Call Disposition Distribution' pie chart. The 'Campaign Control' section allows administrators to manage campaign settings, including Active, Dial Level, Dial Speed, and Hopper Level. A table lists various campaigns with their current status.

This dashboard is dedicated to administration and quality control. It includes a 'Scoreboard' section with counts for Agents Logged In (2), Agents in Calls (0), and Calls Ringing (0). The 'Administration' section contains tabs for Scoreboard, Whiteboard, Reports, and various user management and campaign-related tools. The 'Quality Control' section displays real-time data for user sessions and browser usage.

This dashboard provides a summary of the system's status. It includes a 'System Summary' table for records, users, campaigns, lists, and DIDs. The 'Recent Agents' section shows the status of two recent agents (Agent: 3333, Status: PAUSED and Agent: 3331, Status: PAUSED). It also includes a 'Total Stats for Yesterday' table.

This dashboard is used for monitoring live call activity. It features a 'Live Screen' section with various status indicators for calls (e.g., New Sale, Dropped, Filtered). The 'Campaign Statistics' section displays data for campaigns like 'TESTCAMP' and 'AGC\_CAMP' across different metrics such as Trunk ShuntRate, Calls Today, and Dropped Percent.

# VICIdial Agent Login Panel



# VICIdial Agent Dashboard Overview

The image displays six screenshots of the VICIdial Agent Dashboard, illustrating various features and components of the software:

- Screenshot 1:** A large screenshot showing a customer information form on the left and a live call interface on the right. The live call interface includes a keypad, a 'Start Recording' button, and a 'CALL' button.
- Screenshot 2:** A screenshot showing a 'Customer Details' form and a 'Script' section. It also includes a 'Form' tab and a 'Live Calls in Your Session' panel.
- Screenshot 3:** A screenshot of the 'Dial Control' and 'Customer Data' sections. It shows fields for 'Title', 'First', 'MI', 'Last', 'Address1', 'Address2', 'Address3', 'City', 'State', 'PostCode', 'Province', 'Vendor ID', 'Gender', 'Phone', 'DialCode', 'Alt. Phone', 'Show', and 'Email'. It also includes a 'Recording' section and a 'Call Detail' section.
- Screenshot 4:** A screenshot of the 'Agents View' section. It displays statistics: 'NUMBER OF CALLS 0 This Month:0', '0-OK 0 This Month:0', 'SALE CANCELED 0 This Month:0', 'BREAK TIME 00:00:00', 'RESUME 0', and 'TOTAL SALES 0 This Month:0'. It also includes a 'Customer Information' form with fields for 'Address', 'Vorname', 'Nachname', 'Geburtsdatum', 'Strasse', 'Ort', 'Email', 'Bank Name', 'BIC', 'Account Code', and 'Comments'.
- Screenshot 5:** A screenshot of the 'Phone Number' section. It includes a 'Other Links' panel with links for 'RECORDING FILE', 'RECORD ID', 'Total Calls', 'Call Backs', and 'Calls in Queue'. It also includes a 'Customer Information' form with fields for 'First', 'Last', 'MI', 'Address1', 'Address2', 'Address3', 'City', 'State', 'PostCode', 'Province', 'Vendor ID', 'Alt. Phone', 'Show', and 'Email'.
- Screenshot 6:** A screenshot of the 'Web Phone' section. It shows a digital keypad and a 'Web Phone' interface.

# VICIdial Real-Time Call Reports

Real-Time Main Report

Real-Time Main Report

Real Time Report

RealTime Report Management

RealTime Report Management

RealTime Report Management

RealTime Report Management

# VICIdial Campaign Management

This screenshot shows the 'LIST OF CAMPAIGN' page. The interface includes a left sidebar with navigation links such as 'Campaigns Main', 'Add A New Campaign', 'Cop Campaign', 'Real-Time Campaigns Summary', 'CID Groups', 'Lists', 'Blacklist', 'Guidelines', 'Filters', and 'Teams'. The main content area displays a table with columns: #, CAMPAIGN ID, NAME, ACTIVE, GROUP, DIAL METHOD, LEVEL, LEAD ORDER, DIAL STATUS, and ACTION. The table lists several campaigns, including 'inccamp', 'kkcamp', 'latestca', 'outbound', 'testcamp', 'testing', 'testout', and 'tttttt'. Each row has a 'DELETE' button in the ACTION column.

This screenshot shows the 'SHOW CAMPAIGN' page. The left sidebar is identical to the first screenshot. The main content area displays a table titled 'SHOW CAMPAIGN' with columns: CAMPAIGN ID, NAME, GROUP, DIAL METHOD, LEVEL, LEAD ORDER, DIAL STATUS, DP, ACTIVE, and ACTION. The table lists various campaigns with their respective details. A message at the bottom indicates 'Showing 1 to 9 of 9 entries'.

This screenshot shows a detailed configuration page for a campaign. The left sidebar includes 'Administration' and 'Reports' sections. The main content area is titled 'CAMPAIGN MANAGEMENT' and contains several input fields: Campaign ID (1003), Campaign Name, Campaign Description, Campaign Change Date, Campaign Login Date, Campaign Call Date, Active, Admin User Group, and Park Music-on-Hold. On the right, there are several buttons labeled with icons: 'TAP', 'Campaign Management', and others.

This screenshot shows the 'MANAGE CAMPAIGNS' page. The left sidebar includes 'DASHBOARD', 'CALL LOGS', 'USERS', 'CAMPAIGNS', 'SCRIPTS', and 'FILTERS'. The main content area is titled 'Real-Time Campaigns Summary' and displays a table with columns: CAMP, STATUS, RECY, HOP, SUR, CID, STATUS, PRESET, LIST, LMIX, INBOUND, KEYS, ON/OFF, and MODIFY. The table lists various campaigns like 'kingtec', 'netking', 'test king campaigns', 'testcamp', 'outgoing\_usa', 'electric bike', 'Motion Power', and 'Ameritaco'.

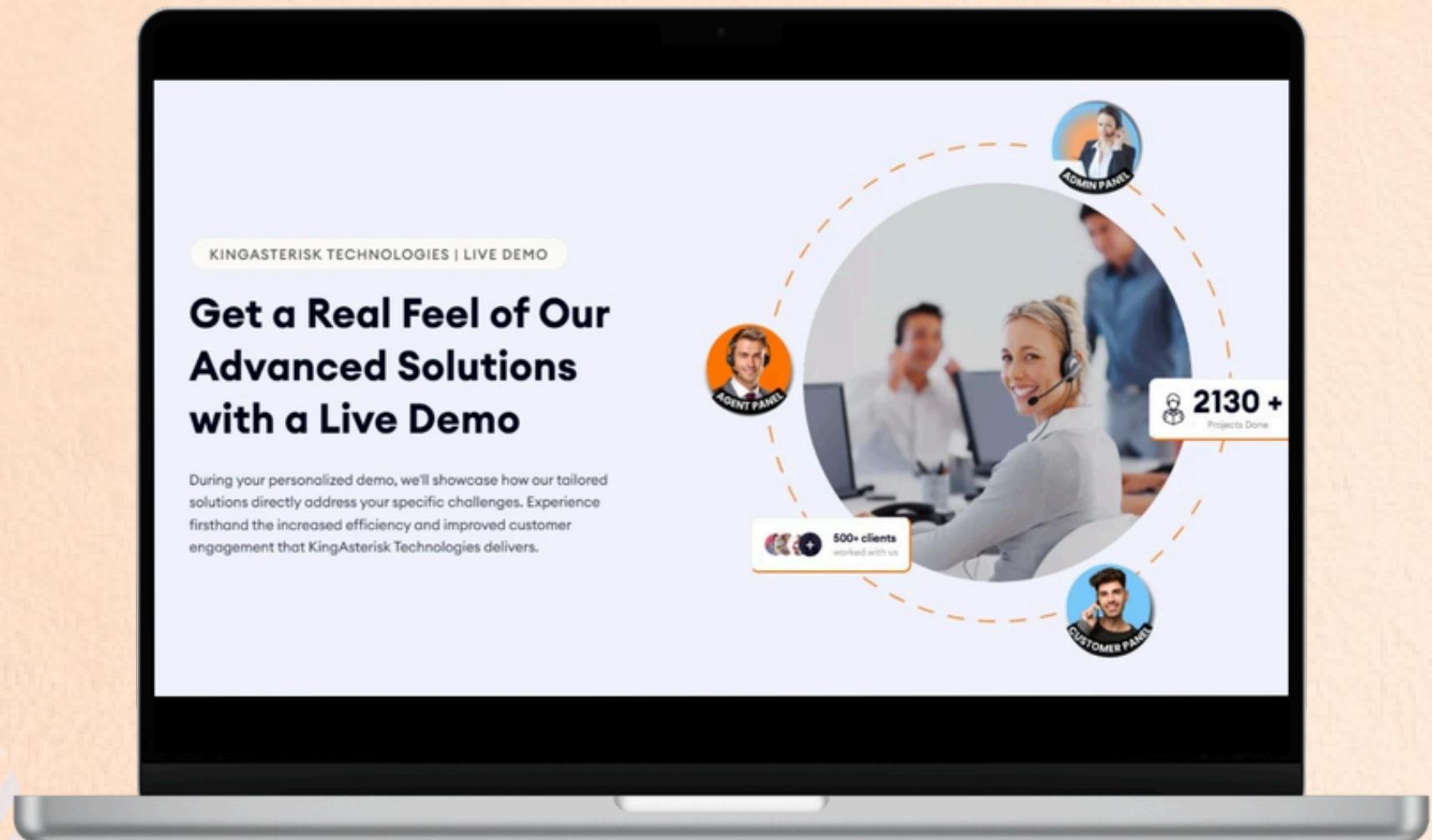
This screenshot shows the 'Campaigns Management' page. The left sidebar includes 'ADMINISTRATION', 'Reports', 'Users', 'Campaigns', 'Lists', 'Scripts', 'Filters', 'Inbound', 'User Groups', 'Remote Agents', and 'Admin'. The main content area is titled 'Show Campaigns' and displays a table with columns: CAMPAIGN ID, NAME, ACTIVE, GROUP, STATUS, HOTKEY, RECYCLE, AUTO DIAL, LIST MIX, SURVEY, PAUSE, ACCID, PRESET, REALTIME, and ACTION. The table lists campaigns like '3007\_campaign', '3122001', 'hiring', 'inbound', 'inbound1', 'out\_main', 'outbound', and 'testcamp'. A 'MAP HERE' button is located at the bottom right.

This screenshot shows a detailed configuration page for a campaign. The left sidebar includes 'Administration', 'Scoreboard', 'Whiteboard', 'Reports', 'Users', 'Campaigns', 'Campaigns Main', 'Statuses', 'Hotkeys', 'Lead Recycle', 'Auto-Alt-Dial', and 'List Mix'. The main content area is titled 'Campaigns Management' and displays a table with columns: CAMPAIGN ID, NAME, ACTIVE, GROUP, STATUS, HOTKEY, RECYCLE, AUTO DIAL, LIST MIX, SURVEY, PAUSE, ACCID, QC, PRESET, REALTIME, and ACTION. The table lists a single entry: 'testcamp'. A message at the bottom indicates 'Showing 1 to 1 of 1 entries'.

# Real-Time Demo Of The Solution

Schedule a live walkthrough of our custom ViciDial interface to see how we streamline your operations and boost agent productivity.

<https://demo.kingasterisk.com>



Explore Most Language Demo in The World

Our Multi-Language Dialer Opens Doors to International Markets, Enabling Seamless Communication Worldwide





# Contact Us



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Please note that KingAsterisk Technologies is dedicated exclusively to delivering contact center solutions. We do not provide VoIP routes, DID numbers, servers, or any type of hardware. We also do not offer dialer systems on a rental or hosted basis. Our Trusted Solutions bring results within a week globally.