

Cloud Call Center

by



Whether you're a small business with a handful of agents, or a large corporation with hundreds, CallFire's scalable Cloud Call Center is perfect for you. Put your outbound dialing into overdrive with our Power Dialer.

Simply upload your contacts, take a few minutes to set up your campaign, and your agents are ready to go. All they need is a phone and an internet connection. When your agents log in, CallFire will call their phone, and once they're connected, it will start dialing up to 4 lines per agent. As soon as someone picks up the phone, your agent will be connected, and the other numbers will be redialed later. CallFire will weed out busy signals, bad phone numbers, and - if you want - answering machines, too (MachineSkip). Or your agents can choose to drop a pre-recorded message onto voicemails on a call-by-call basis (SmartDrop).

Features

- Low price; no contracts or startup fees
- Scalable to hundreds of agents
- Real-time reporting and analytics
- Agent barge and listen-in monitoring
- Optional call recording (included)
- Multi-line autodialer (up to 4:1 ratio)
- Answering machine detection
- MachineSkip and SmartDrop
- Customer history and notes
- Custom agent prompt creation
- Remote and at-home agents possible
- DTMF passthrough
- CRM integrations support
- Free, exposed APIs
- Free 6am-6pm PST support



Agents focus on speaking with live customers, leading to 20-30% increases in efficiency.

Pricing

If you've done your research, you know that many call center solutions will cost you anywhere from \$500-\$1,000 per agent just to get started. CallFire has a much more affordable pay-as-you-go system, with no monthly commitments or startup fees. Just specify how much money you want to put onto your CallFire account, and that amount will slowly be depleted as you dial. CallFire offers 3 different Cloud Call Center plans: Lite (\$2 per hour, per agent), Standard (\$3 per hour, per agent), or Pro (\$4 per hour, per agent). A breakdown of the features offered under each plan can be seen on the next page. You will be billed to the nearest minute, not hour, for your use. There are no volume discounts since this cost covers the cost of the calls, as well. (Additional fees apply only outside of the U.S. and Canada; please see our website for details and specific rates.)

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	Lite	Standard	Pro
	\$2/hr	\$3/hr	\$4/hr
Single-line autodialer	✓	✓	✓
PowerScript & data popup	✓	✓	✓
Unlimited call transfers (3.5c/minute)	✓	✓	✓
Call dispositions & statistics	✓	✓	✓
6am-6pm live customer care	✓	✓	✓
24x7 email support	✓	✓	✓
Campaign, list & sound mgmt	✓	✓	✓
DTMF passthrough	✓	✓	✓
Customer history & notes	✓	✓	✓
DNC / FTC compliance info	✓	✓	✓
Remote / home agents	✓	✓	✓
Real time reporting	✓	✓	✓
APIs to control campaigns	✓	✓	✓
CRM integration support	✓	✓	✓
Agent monitoring barge (silent)	✓	✓	✓
Upload contacts in Excel	✓	✓	✓
Agent reports & statistics	✓	✓	✓
Dual-line autodialer (max 2:1 call ratio)		✓	✓
MachineSkip answering machine avoidance		✓	✓
SmartDrop answering machine messaging		✓	✓
Call recording		✓	✓
Multi-line autodialer (max 4:1 call ratio)			✓

MachineSkip & SmartDrop

MachineSkip allows you to avoid answering machines altogether. CallFire will weed out answering machines automatically and drop a pre-recorded message onto voicemails, connecting your agents to live answers only. Should you choose to activate this feature, your agents might experience a slight delay when connections are made; this is because CallFire's system is discerning whether the voice on the other end of the line is an answering machine.

With SmartDrop, your agents don't have to waste time speaking to answering machines, but they can choose to leave personalized messages if they wish. As soon as a call is connected, your agent will have the option of pressing the SmartDrop button to drop a pre-recorded message onto a voicemail. The SmartDrop option will eliminate any possible delays in connection that you may see in the MachineSkip option.