

Telemarketing

Com a tecnologia da Let's Call, o seu negócio pode ficar tranquilo sabendo que tem um parceiro de confiança, que funciona como parte da sua equipa.

Core

15€

utilizador/mês

Para campanhas de vendas e telemarketing com discagem automática.

3x mais contactos, com o mesmo número de operadores.

Marcação progressiva, automática e preditiva

Gestão de contactos

Gravação de chamadas

Scripts

Formulários

Tipificação de chamadas

Bloqueio de contactos

Monitorização de agentes em tempo real

Relatórios e estatísticas

API para integração com outros sistemas

Exportação de dados para Excel

Business

20€

utilizador/mês

Para equipas que pretendem atender os clientes por Telefone, WhatsApp, E-mail, SMS e Redes Sociais.

Inclui todas as funcionalidades do Core e mais:

Marcação preditiva

Scripts dinâmicos

Definição de Caller ID por campanha e de forma aleatória

Classificação de contactos na Campanha

Envio de SMS

Envio de E-mail

Chat interno

Does the subscription require a minimum number of users?
No. You can only subscribe to one operator on any of the plans.

Is it possible to have different plans for users?
Yes, plans are subscribed per user. For example, we can have users with the plan and others with the Professional plan.

Is it possible to reuse the license of a canceled user?
Yes. When you delete a user, the license can be transferred to another user you create. This way you don't waste license time.

Do Directors and Supervisors have a cost?
No. Account administrators and supervisors are free of charge. Only users who access the operator portal (app) are charged according to the plan chosen.

Is there any loyalty when subscribing to services?
No. Subscribed plans renew after 30 days until they are canceled.

Can I carry my numbers?
Yes, we can port any national number (except cell phone numbers) and we can also port numbers in around 40 other countries. Please contact us for more information.

Telemarketing



Core



Business



Professional



Business



Enterprise

Contact Center

Telephone exchange

Call Management	✓	✓	✓	✓	✓
Internal Calls/Extensions	✓	✓	✓	✓	✓
Individual and Shared Voicemail	✓	✓	✓	✓	✓
Music on Hold	✓	✓	✓	✓	✓
Call recording	✓	✓	✓	✓	✓
Conference calls	—	✓	✓	✓	✓
Call Handling Groups	✓	✓	✓	✓	✓
Queues	—	✓	✓	✓	✓
IVR (Interactive Voice Response)	—	✓	✓	✓	✓
Call Distribution (ACD)	✓	—	✓	✓	✓
Opening hours	✓	✓	✓	✓	✓
Touch the Speakers	✓	—	—	✓	✓
100% Web Operator Portal	✓	✓	✓	✓	✓
WebRTC technology	✓	✓	✓	✓	✓
International calls	✓	—	✓	✓	✓






Contact Center

CRM

Contact Management	✓	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓	✓
Contact labels	✓	✓	✓	✓	✓
Static and Dynamic Groups (Coming soon)	✓	✓	✓	✓	✓
Call and conversation history	✓	✓	✓	✓	✓
Calendar of activities	✓	✓	✓	✓	✓
Task Management	✓	✓	✓	✓	✓
Task queues	✓	✓	✓	✓	✓

Call Management

Pop Inbound Call	—	✓	—	✓	✓
Call Notes	—	—	—	✓	✓
Forms	—	—	—	✓	✓
Call Types	—	✓	—	✓	✓
Call labels	—	✓	—	✓	✓
Web Callback	—	✓	—	✓	✓
Queued Callback	—	✓	—	✓	✓
Automatic Callback	—	✓	—	✓	✓
Callback scheduling	—	✓	—	✓	✓
Skill Based Routing	—	✓	—	✓	✓
Caller Language	—	✓	—	✓	✓
Dedicated/Exclusive Agent	—	✓	—	✓	✓
Contact owner	—	✓	—	✓	✓
Last Agent connected by Webhook	—	✓	—	✓	✓
Blocking unwanted numbers	—	✓	—	✓	✓
VIP	—	✓	—	✓	✓
Personalized IVR	—	✓	—	✓	✓
Post-call Survey	—	✓	—	✓	✓
Wallboard	—	✓	—	✓	✓

	Telemarketing		Contact Center		
	 Core	 Business	 Professional	 Business	 Enterprise
Omnichannel communication					
SMS (add on)	—	✓	—	✓	✓
E-Mail (add on)	—	✓	—	✓	✓
WhatsApp (add on)	—	✓	—	✓	✓
Facebook Messenger (add on)	—	✓	—	✓	✓
Internal chat (add on)	—	✓	—	✓	✓
SMS and E-Mail templates (add on)	—	✓	—	✓	✓
Campaign Management					
Predictive Marker	—	—	✓	✓	✓
Progressive Marker	—	—	✓	✓	✓
Semi-Automatic Manual Marker	—	—	✓	✓	✓
Blacklist	—	—	—	✓	✓
Callback scheduling	—	—	✓	✓	✓
Click-to-Call	—	—	—	✓	✓
Scripts	—	—	✓	✓	✓
Dynamic Scripts	—	—	✓	✓	✓
Forms	—	—	✓	✓	✓
Configurable call types	—	—	✓	✓	✓
Call labels	—	—	✓	✓	✓
Importing Contacts (csv or Excel)	—	—	✓	✓	✓
Automatic field creation on import	—	—	✓	✓	✓
Duplicate Campaigns	—	—	✓	✓	✓
Webhook when launching calls	—	—	✓	✓	✓
Monitoring and Statistics					
Call listening	✓	✓	—	—	✓
Pause control	—	✓	—	—	✓
Agents' Activity Log	✓	✓	—	—	✓
Queue Monitoring	✓	✓	—	—	✓
Agent monitoring	✓	✓	—	—	✓