

CRADLE MINI

All in One Suite

Cradle



ABOUT CRADLE MINI

The most advanced and widely acceptable call center solutions in the industry, today. Whether you run inbound, outbound or blended telephony operations, our Cradle Mini contact center solution is packed with tools to make its workings smoother and more effective. The product has evolved a complete cycle of experiences from different industries And this has helped Cradle Mini to create a product that can be installed quickly in any environment or process. The organizations who chose to work on Cradle Mini Dialer would never opt for other product as this is most reliable, futuristic and user-friendly.

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www.cohesiveglobal.com



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MAIN FEATURES



On Premise Contact Centre Solutions

Get the Best & Simple to use at much economical price!



Email



Voice



Chat



Social



SMS



CRM



Back Office Users



Ticketing System

Module Architecture



MAIN FEATURES



Thoughtful UI



Multilevel IVR



Agent
Performance MIS



Customer
Service



Real Time Analytics
and Report



Automated Call
Distribution



Skill Based
Routing



Self Designable
Web Based CRM



Click to Call



Unified Agent
Desktop



Seamless
Integration



HIGHLIGHTS

Dialing Modes

- ✓ Progressive
- ✓ Preview
- ✓ Manual

Email & SMS Integration Campaign Management

- ✓ Outbound/Inbound

Unlimited TL

- ✓ Team Leader / Supervision



CRM

- ✓ Caller ID Popup
- ✓ Unlimited Processes
- ✓ Quality Monitoring Tools
- ✓ Online Agent Monitoring
- ✓ Dashboard Templates with user rights
- ✓ Provision to export in excel with user rights



IVR

- ✓ Call Barging
- ✓ Call Forwarding
- ✓ Time Conditions
- ✓ Multi Process
- ✓ Voice Mail



Recording

- ✓ Low space / minimal file size
- ✓ Recording Clarity
- ✓ 100% digital call recording

OTHER FEATURES



SMS Messaging



VoIP Gateways



Web Voicemail Interface



Volume Control



Time and Date



Music On Transfer



Voicemail to Email



Trunking



Voicemail Groups



Caller ID



Call Details Records



Caller ID on Call Waiting



Blind Transfer



Automated Attendant



Call Conference



Blacklists



Call Forward Variable



Call Forward on Busy



Call Forward on No Answer



Call Transfer



OTHER FEATURES



Remote Extension



Remote Barging



Call Monitoring



Call Parking



Call Routing (DID & ANI)



Call Waiting



Direct Inward System Access



Distinctive Ring



Do Not Disturb



Flexible Extension Logic



Local and Remote Call Agents



Music On Hold



Flexible MP3-based System



Random or Linear Play



Remote Call Pickup



Remote Office Support



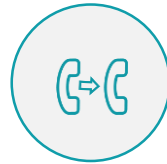
Voicemail



Three-way Calling



Talk Detection



Supervised Transfer



Route by Caller ID



Roaming Extensions



CONTACT US



CONTACT US!



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