

# Introduction

## Overview

Ecsow Auto Dialer is a software based solution. You do not need any special hardware. Basically, all you need is a computer with Skype installed or other VoIP Services (Such as SkypeConnect, Vonage, CallCentric and so on).

The auto dialer uses your computer to deliver personal calls or leave answering machine messages with the option of using your own voice or using a pre-recorded voice. It can skip busy lines, no answer lines, and disconnected lines automatically.

Auto Dialer contains the following features:

- Broadcast pre-recorded message
- Transfer live-calls to your agents while mass broadcasting. It will increase the efficiency of your agents by automatically filtering out unproductive calls and only involving your agents when a live human is on the line.
- You can simply skip answering machine pick-ups or leave a message to the link according to the settings

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Author: eva

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