



CUSTOM CONTACT CENTER SOFTWARE SOLUTIONS

Practical Telephony Technology for Growing Teams.
Helping businesses improve communication,
streamline daily workflows, and support better
Contact Center performance.

<https://kingasterisk.ph>



Introduction

KingAsterisk Philippines helps businesses build dependable Contact Center communication systems that fit the way their teams actually work. From dialing solutions and CRM integration to customized VICIdial and Asterisk development.

We work with businesses that need practical solutions for managing high call volumes, improving agent workflows, and keeping their communication processes organized. Our team combines technical experience with a hands-on approach.

14+ Years of Contact Center
Technology Expertise

2,130+ Projects Successfully
Delivered

1500+ Contact Centers
Supported

75+ Countries Served
Globally



Our Services and Solutions

Contact Center Software Solution

Custom VICIdial Solution

CRM Dialer

Asterisk Development

PBX Solution

Multi-Language Dialer Solution

Avatar Dialer

IVR Solution

Voice Broadcasting

Cluster Dialer Setup

Browser Based Mobile Dialer

VoIP Development

Custom CRM Development

Custom Product Development

Contact Center Software Solution

Keep your Contact Center operations organized with software designed around your team's daily workflow. From agent activities to campaign management, the right setup can make communication easier to manage and performance easier to track.

- Flexible workflow configuration
- Agent activity management
- Campaign and lead management
- Performance tracking and reporting
- Scalable solutions for growing teams

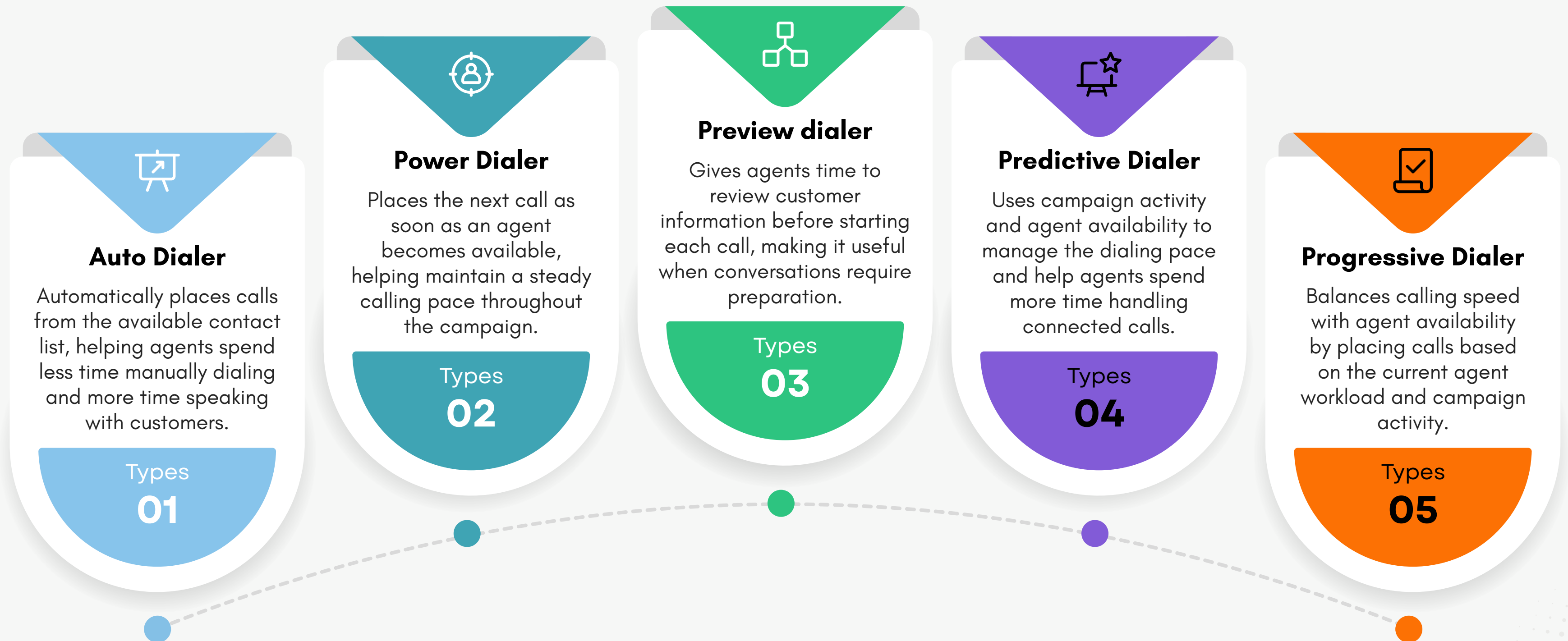


The live call interface is designed for real-time agent interaction. It includes a sidebar with call management actions: You are paused, Dial Next Number, Transfer Conference, Park Call, Hangup Customer, Webform, Webform 2, Webform 3, Agents View, and Stop Recording. The main area is divided into several sections:

- Customer Info:** Fields for Title, MI, Address1, Address2, Address3, City, State, PostCode, Province, Gender, Phone, and Email.
- Script:** Fields for Script 1, Script 2, and Form.
- Session Info:** Fields for User, Phone, Campaign, Session ID, Recording File, Record Id, Customer Time, Seconds, and Channel.
- DIAL CONTROLS:** Buttons for MANUAL DIAL, ACTIVE CALLBACKS, CALL LOG, and GROUPS.
- LEAD:** A checkbox for LEAD PREVIEW.

Types of Contact Center Dialer Software

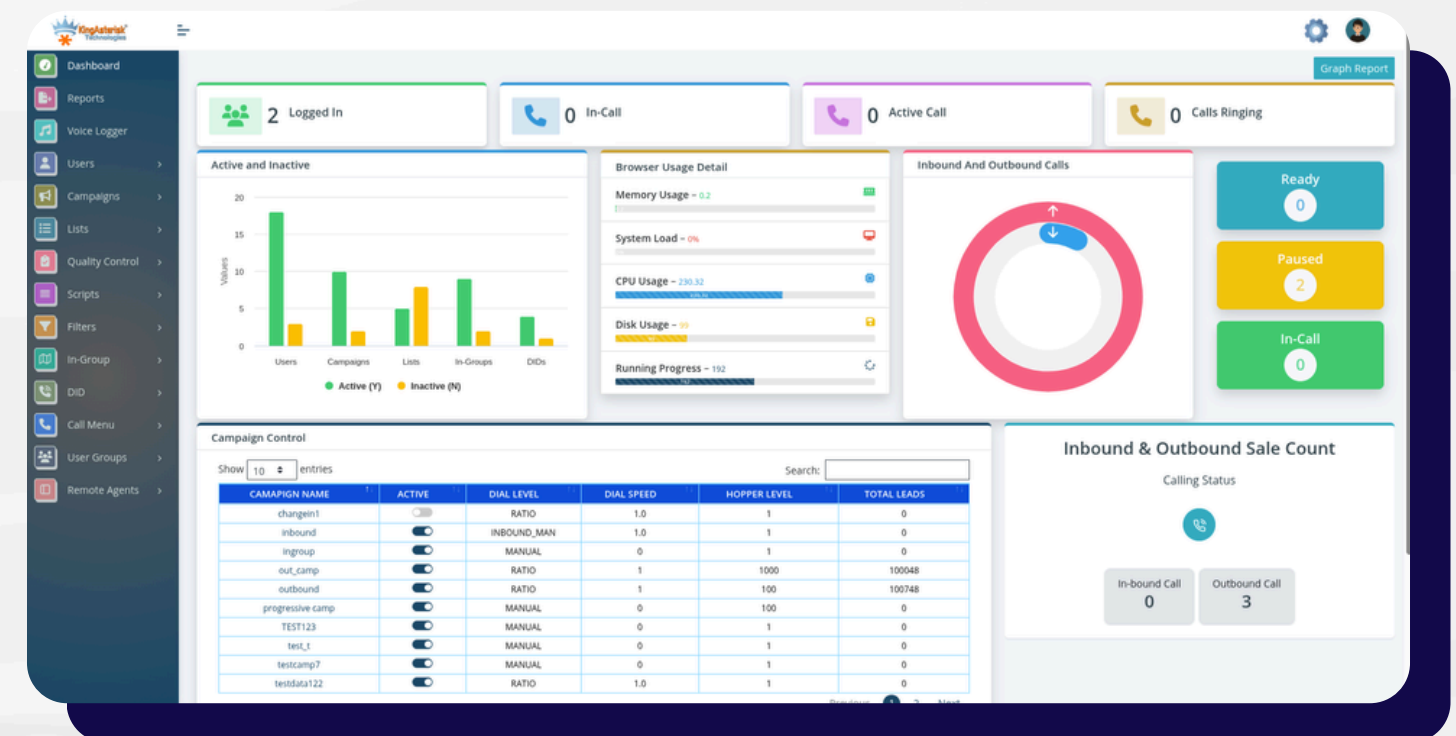
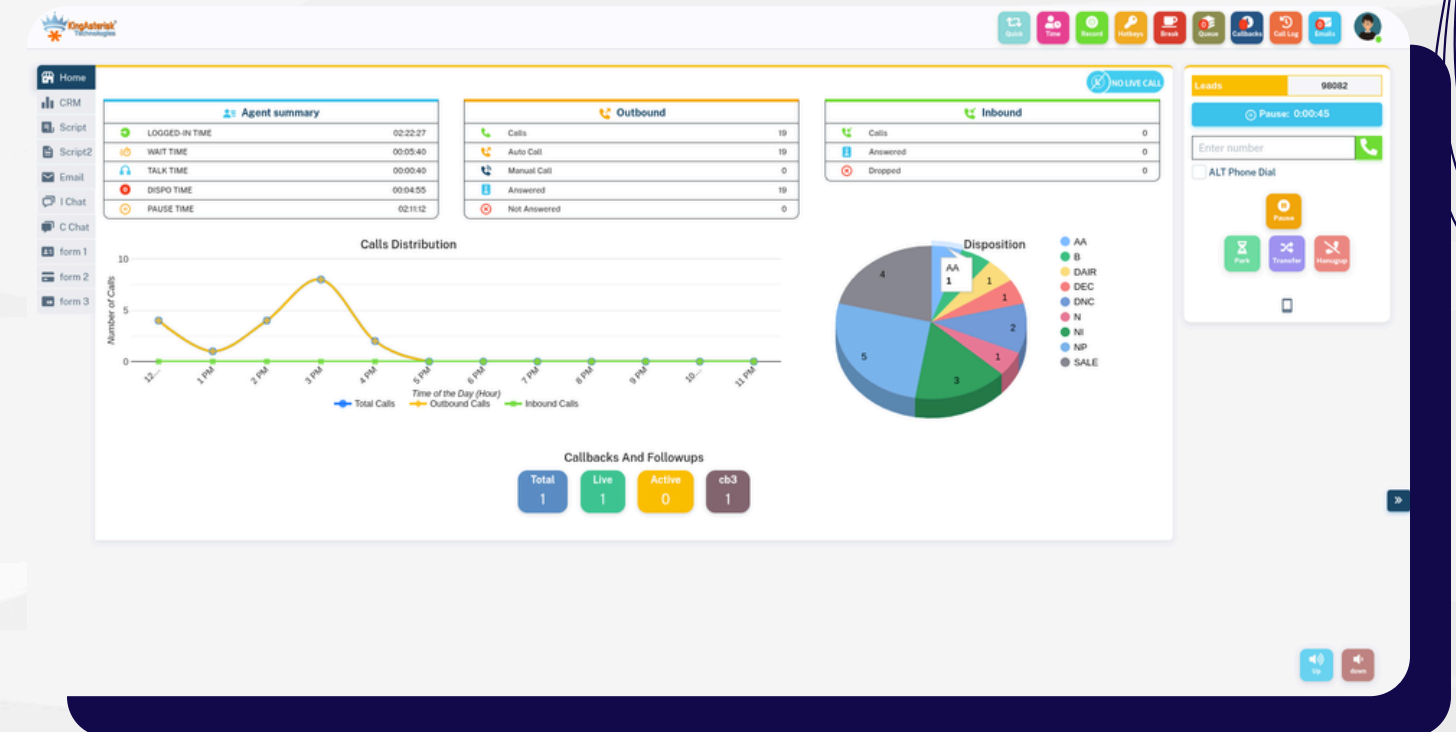
Choose the dialing method that best fits your campaign, lead quality, and agent workflow.



Custom VICdial Solution

Make VICdial work around your business instead of changing your workflow to fit the platform. We customize features, screens, reports, and functions to create a more practical experience for administrators and agents.

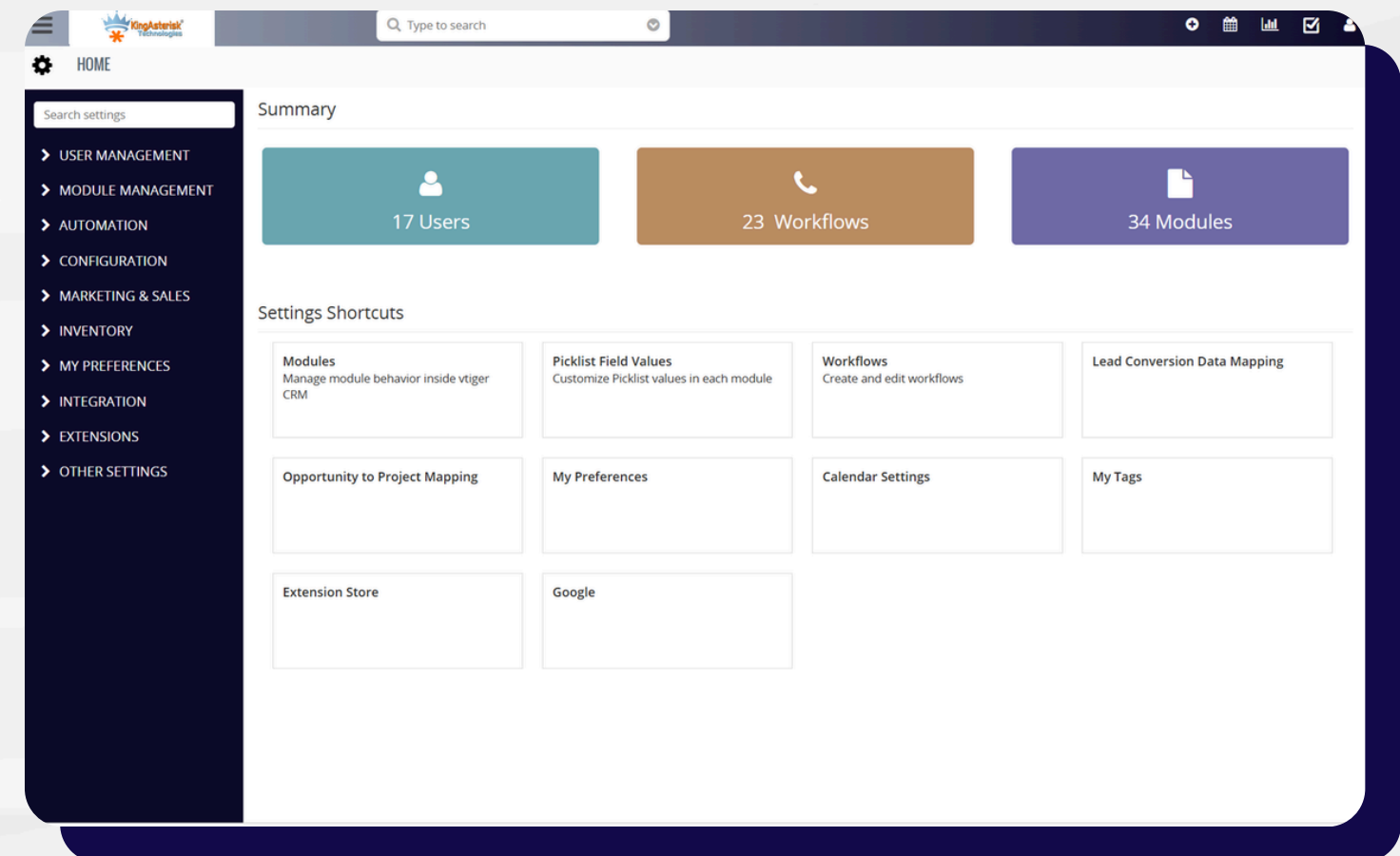
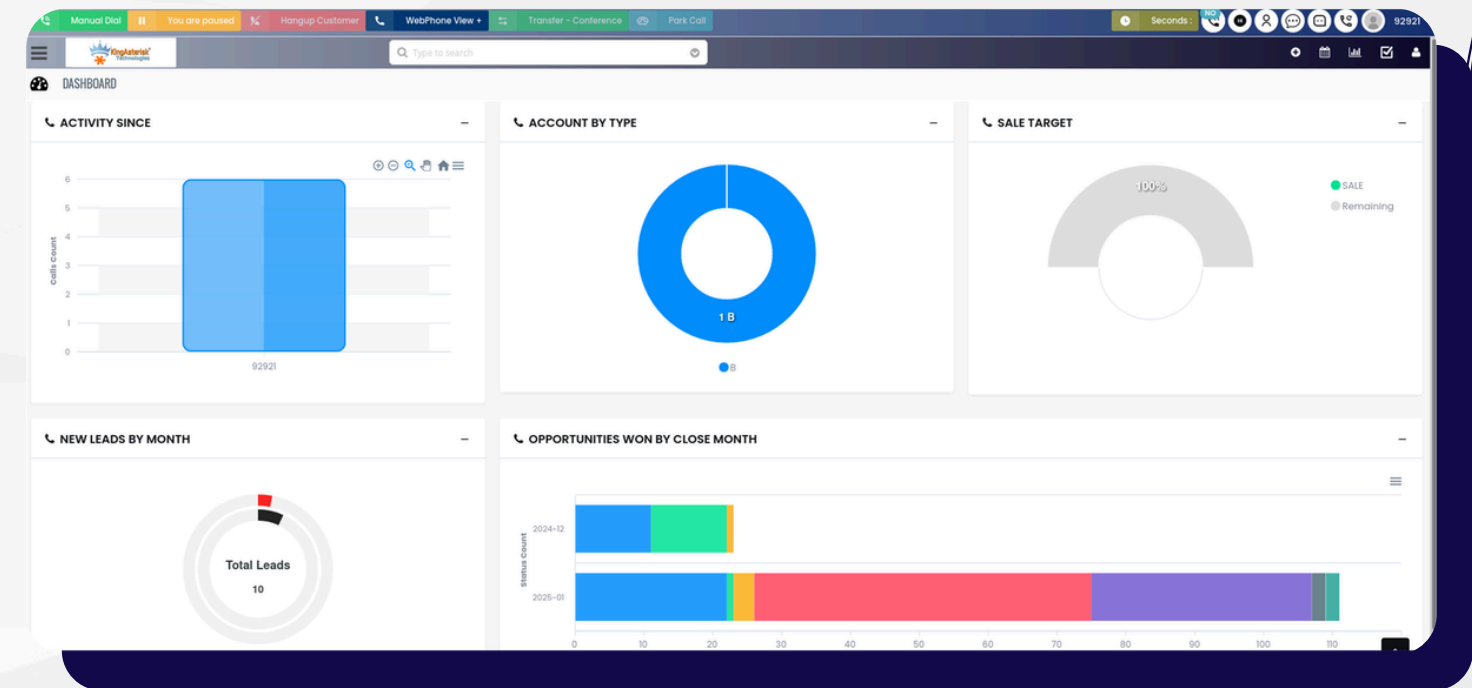
- Custom admin panel changes
- Agent interface customization
- Campaign-specific configuration
- Customized reports and workflows
- Feature enhancement and integration



CRM Dialer

Bring customer information and dialing activities closer together with a CRM Dialer built around your sales process. Agents can work with relevant customer details while managing their calling activities from a more organized workflow.

- CRM and dialer integration
- Lead information access
- Call activity tracking
- Agent workflow improvements
- Custom field and data mapping



Asterisk Development

Build communication features around your specific business requirements with customized Asterisk development. We develop and configure solutions that support your workflows, calling requirements, and business processes.

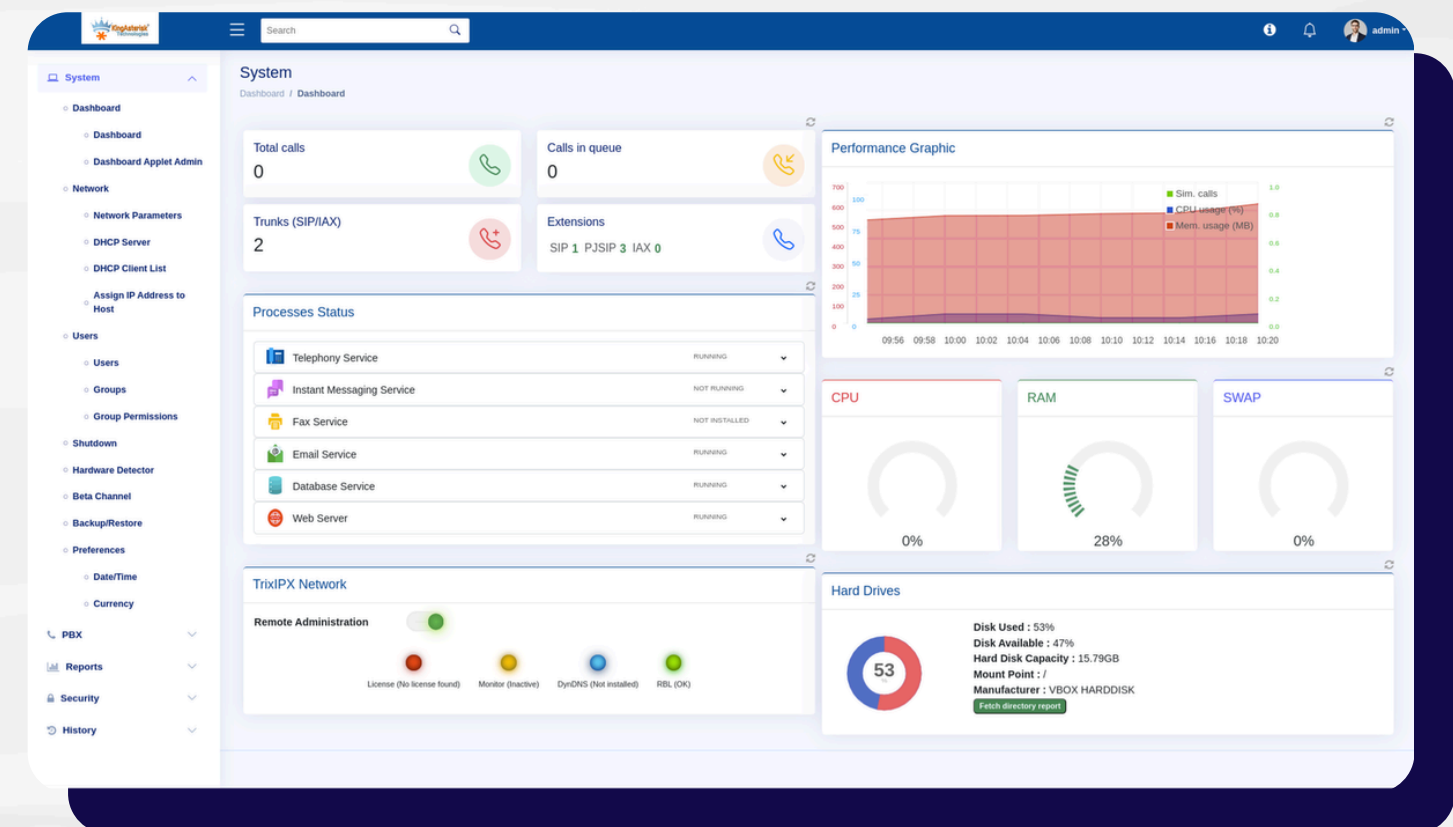
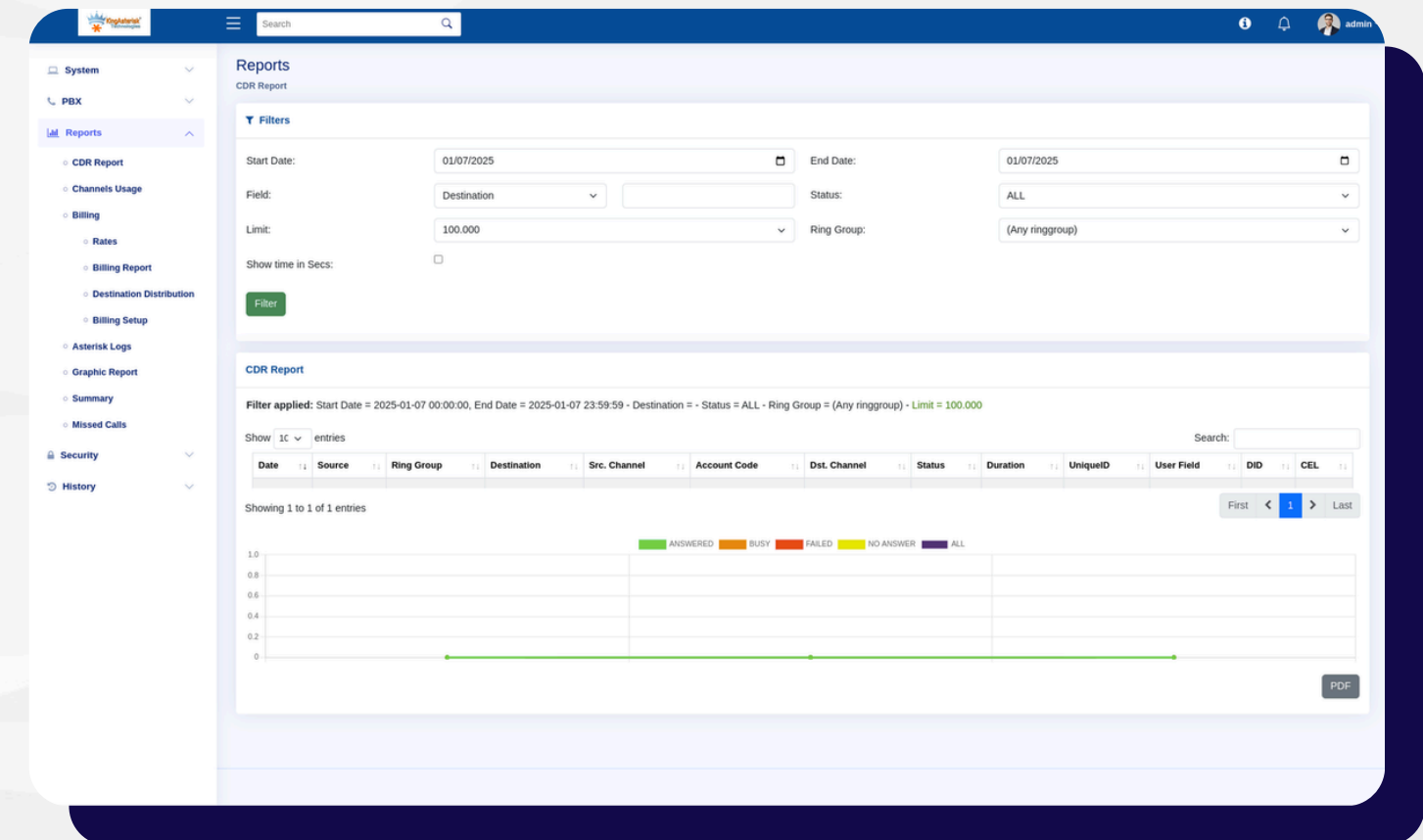
- Custom dialplan development
- Call flow configuration
- Feature development
- System customization
- Troubleshooting and optimization

```
[2025-01-07 09:54:18] Asterisk 18.19.0 built by root @ rocky8 on a x86_64 running Linux on 2023-09-27 19:30:28 UTC
2025-01-07 09:54:18 VERBOSE[1182] message.c: Message handler 'dialplan' registered.
2025-01-07 09:54:18 VERBOSE[1182] pbx_functions.c: Registered custom function 'MESSAGE'
2025-01-07 09:54:18 VERBOSE[1182] pbx_functions.c: Registered custom function 'MESSAGE_DATA'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'MessageSend'
2025-01-07 09:54:18 VERBOSE[1182] manager.c: Manager registered action MessageSend
2025-01-07 09:54:18 VERBOSE[1182] channel.c: Registered channel type 'Surrogate' (Surrogate channel used to pull channel from an application)
2025-01-07 09:54:18 VERBOSE[1182] manager.c: Manager registered action BridgeTechnologyList
2025-01-07 09:54:18 VERBOSE[1182] manager.c: Manager registered action BridgeTechnologySuspend
2025-01-07 09:54:18 VERBOSE[1182] manager.c: Manager registered action BridgeTechnologyUnsuspend
2025-01-07 09:54:18 VERBOSE[1182] dns_core.c: Registered DNS resolver 'system' with priority '2147483647'
2025-01-07 09:54:18 VERBOSE[1182] pbx.c: Asterisk PBX Core Initializing
2025-01-07 09:54:18 VERBOSE[1182] pbx.c: Registering builtin functions:
2025-01-07 09:54:18 VERBOSE[1182] pbx_functions.c: Registered custom function 'EXCEPTION'
2025-01-07 09:54:18 VERBOSE[1182] pbx_functions.c: Registered custom function 'TESTTIME'
2025-01-07 09:54:18 VERBOSE[1182] manager.c: Manager registered action ShowDialPlan
2025-01-07 09:54:18 VERBOSE[1182] manager.c: Manager registered action ExtensionStateList
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Answer'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'BackGround'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Busy'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Congestion'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'ExecIfTime'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Goto'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'GotoIf'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'GotoIfTime'
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2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Hangup'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Incomplete'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'NoOp'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Proceeding'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Progress'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'RaiseException'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'Ringing'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'SayAlpha'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'SayAlphaCase'
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2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'SayMoney'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'SayNumber'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'SayOrdinal'
2025-01-07 09:54:18 VERBOSE[1182] pbx_app.c: Registered application 'SayPhonetic'
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PBX Solution

Create a structured communication environment for your business with a PBX solution designed around your team. We configure calling features, extensions, routing, and access according to your operational requirements.

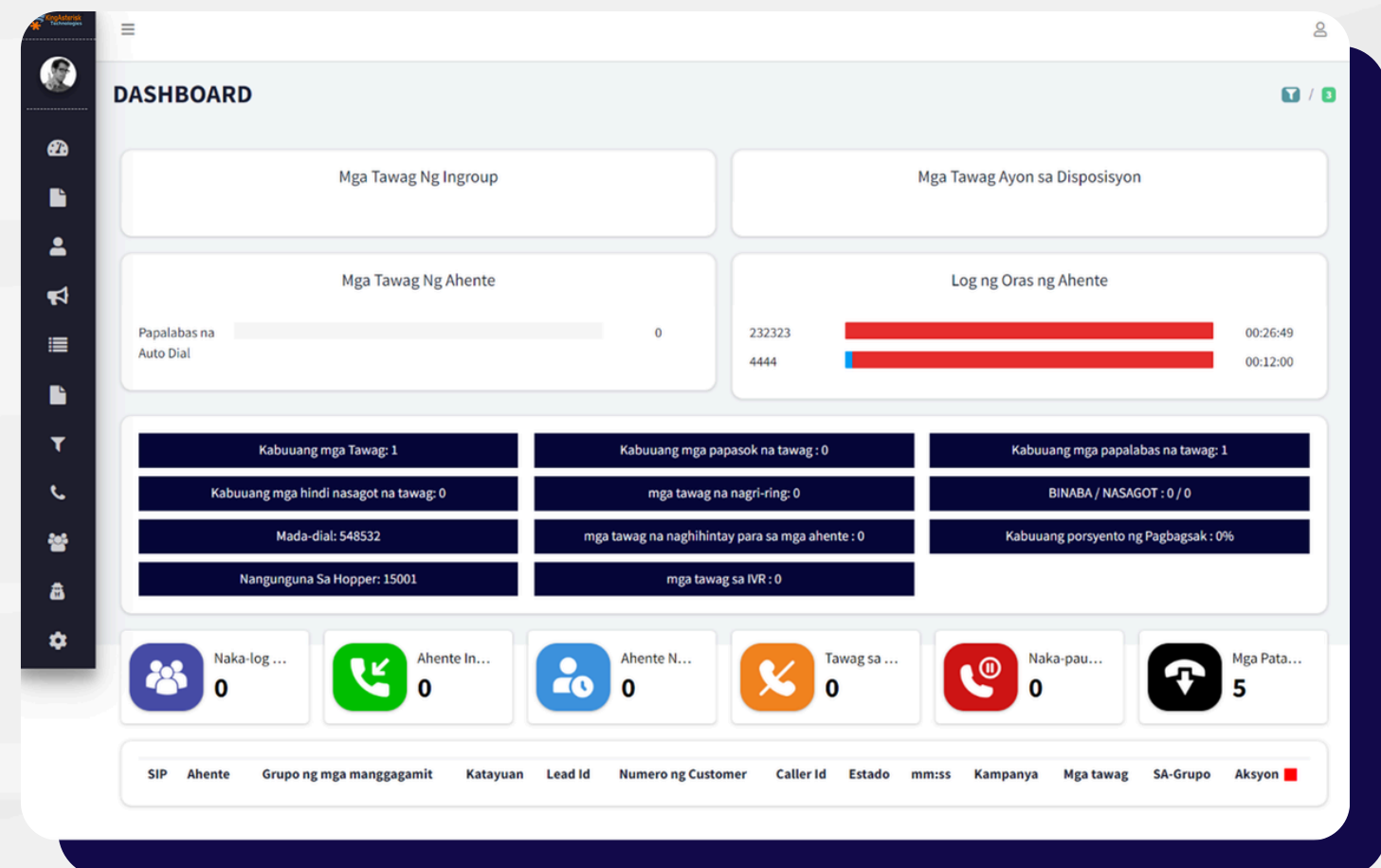
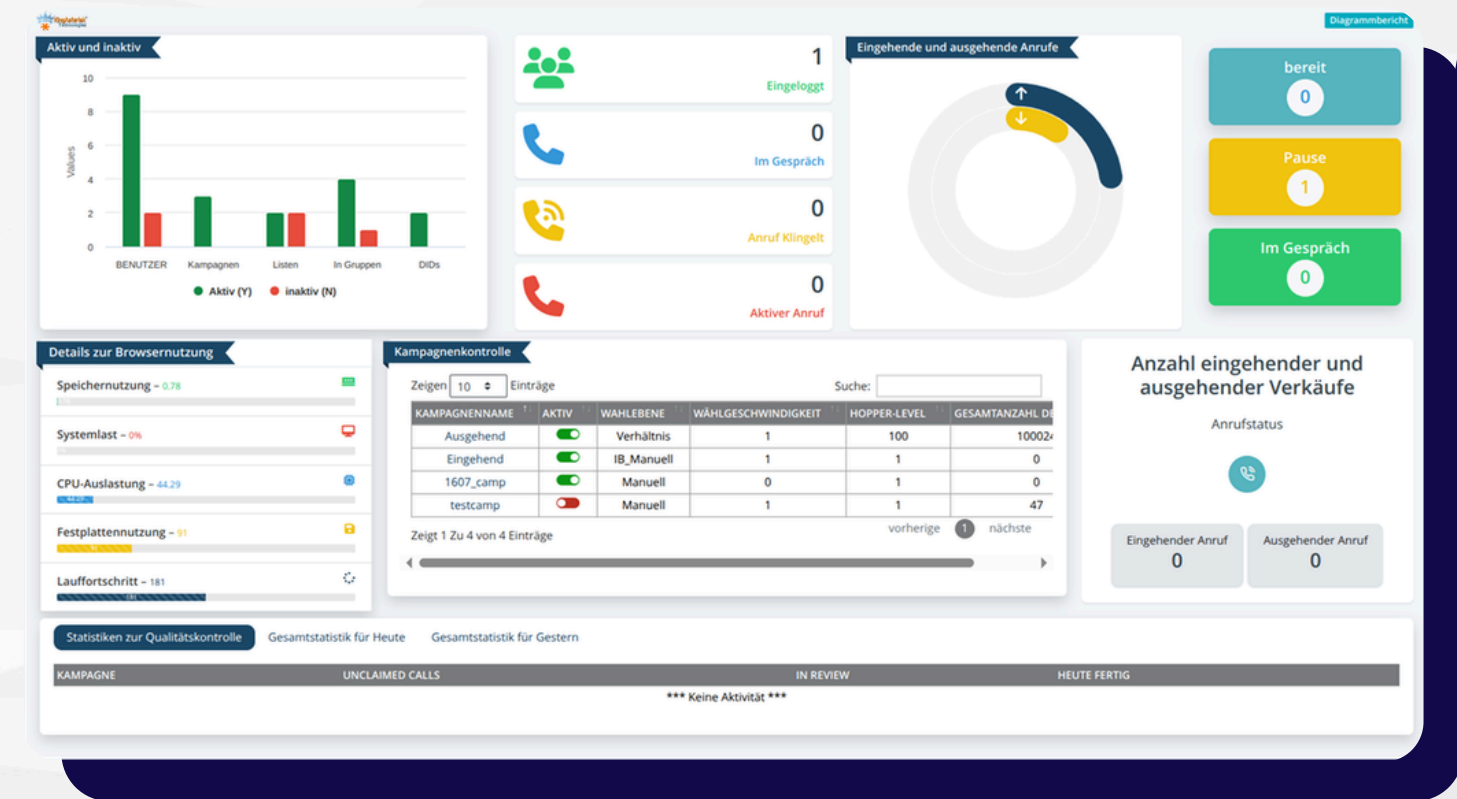
- Extension management
- Call routing configuration
- Custom dialplans
- Internal communication setup
- Business-specific configurations



Multi-Language Dialer Solution

Support teams working across different languages with a dialing solution that makes communication more accessible. From agent interfaces to scripts and prompts, the setup can be adapted to meet regional and language-specific requirements.

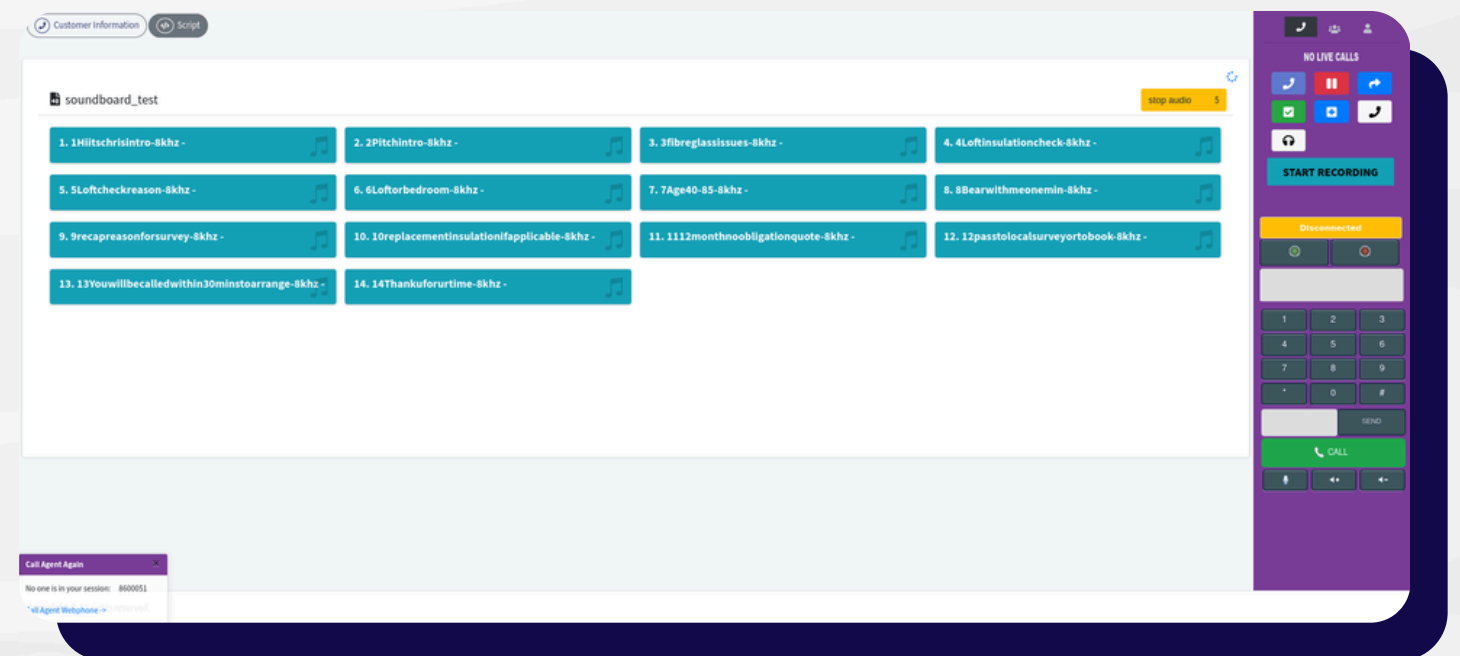
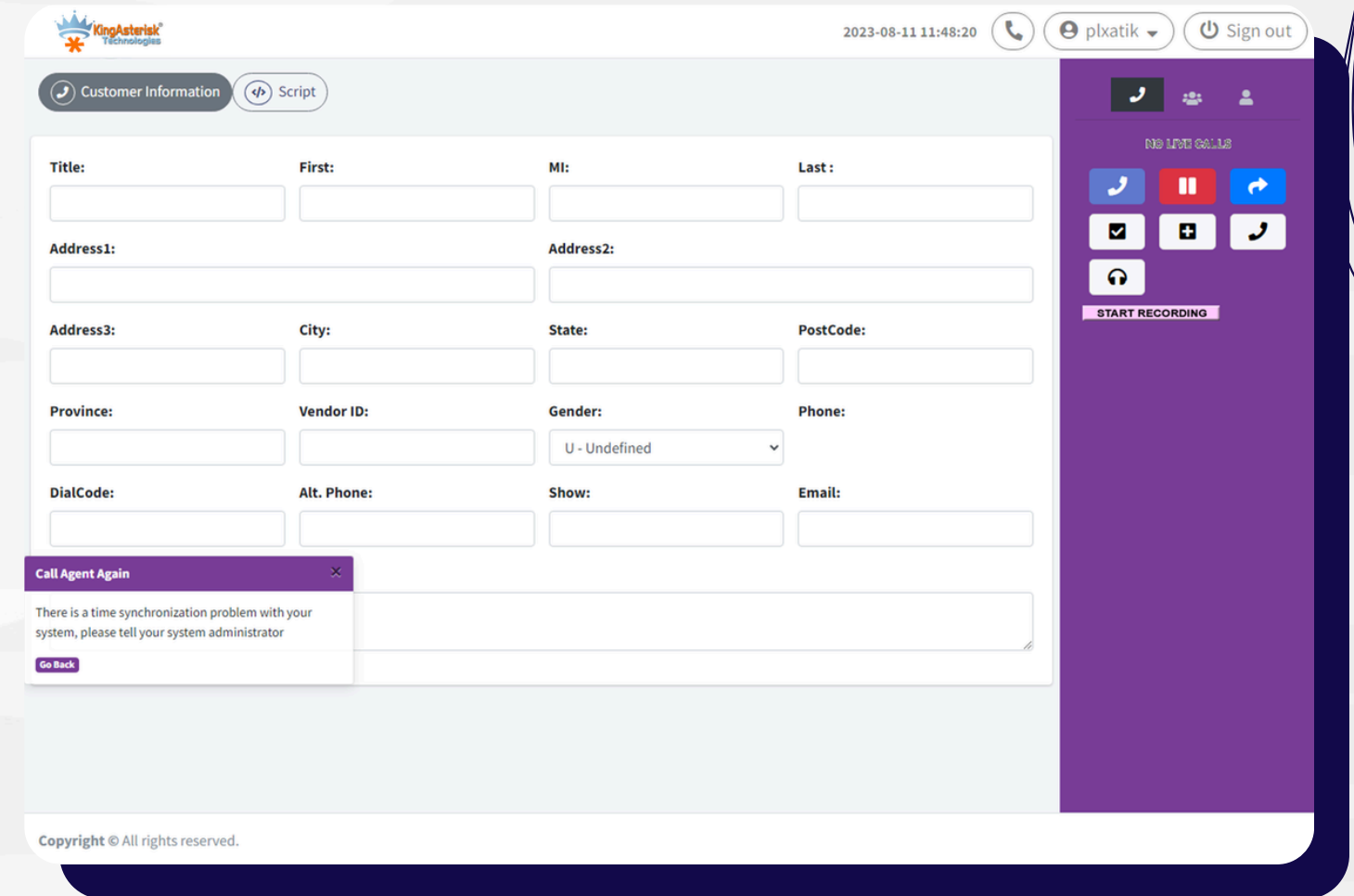
- Multiple language support
- Localized agent interfaces
- Language-based call handling
- Custom scripts and prompts
- Regional workflow configuration



Avatar Dialer

Give your Contact Center a more engaging customer interaction experience with an Avatar Dialer solution. It can be configured around your communication process while providing a distinct and consistent way to represent your business.

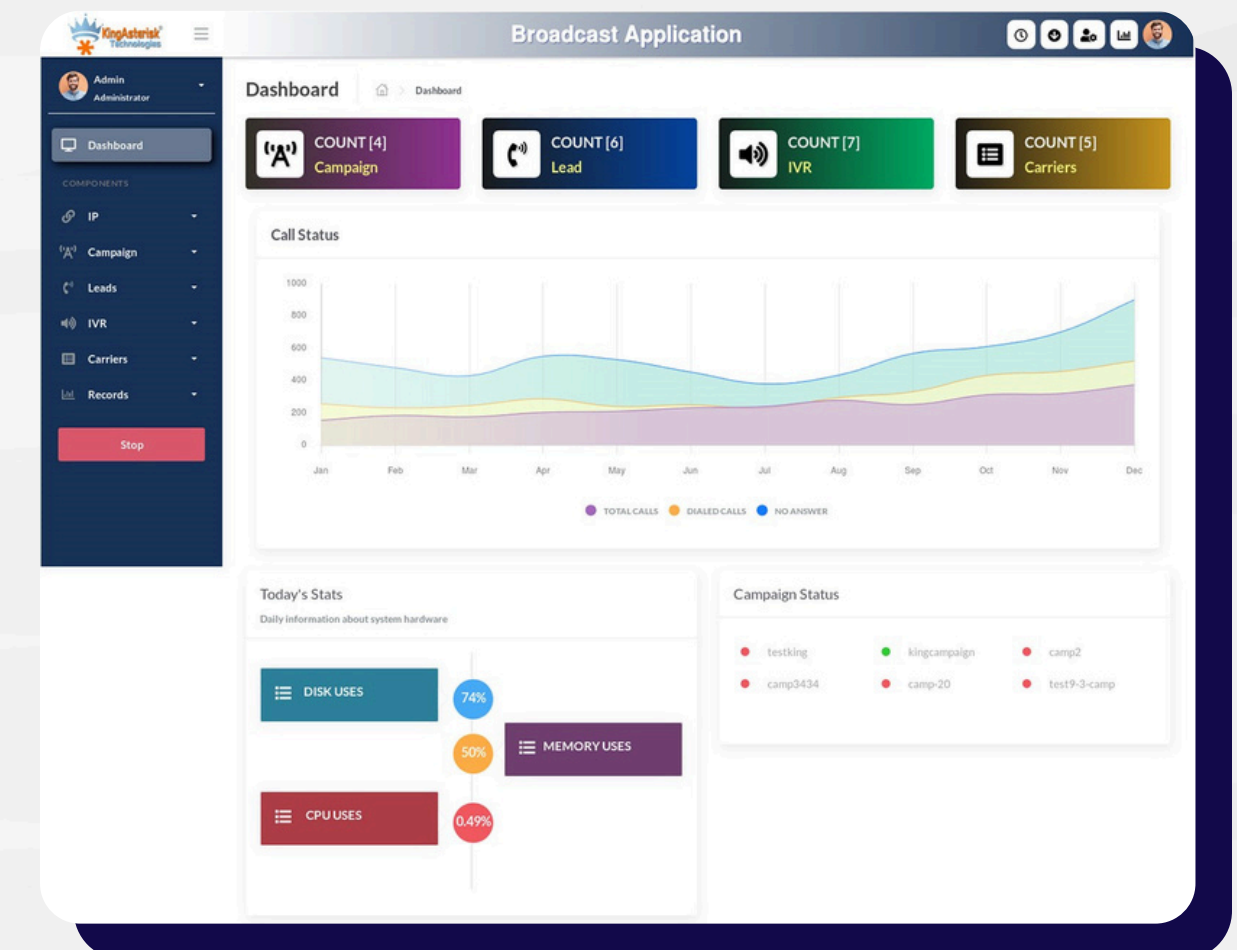
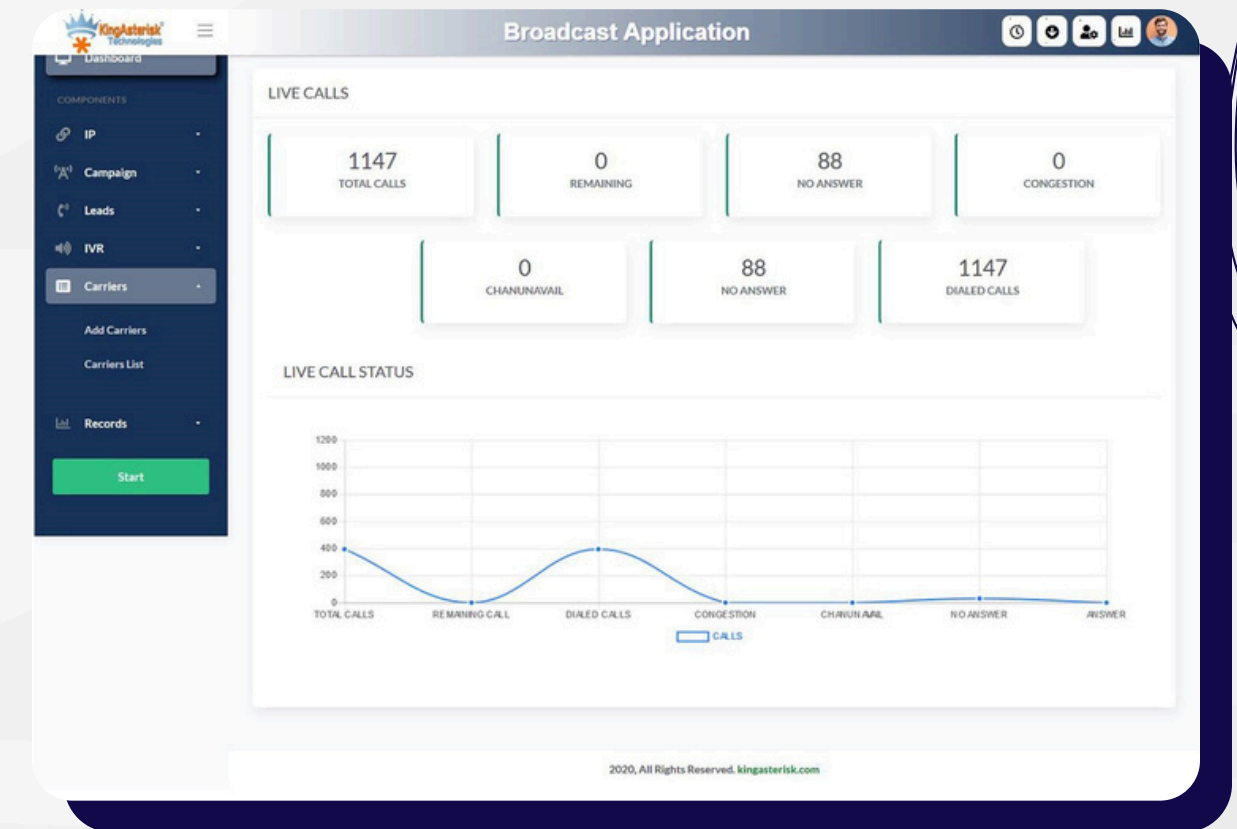
- Customized avatar experience
- Personalized customer interaction
- Campaign-based configuration
- Custom workflow development
- Business-specific interface options



Voice Broadcasting

Reach a large customer list with pre-recorded voice messages through a structured broadcasting solution. Businesses can organize campaigns around announcements, reminders, notifications, and other customer communication needs.

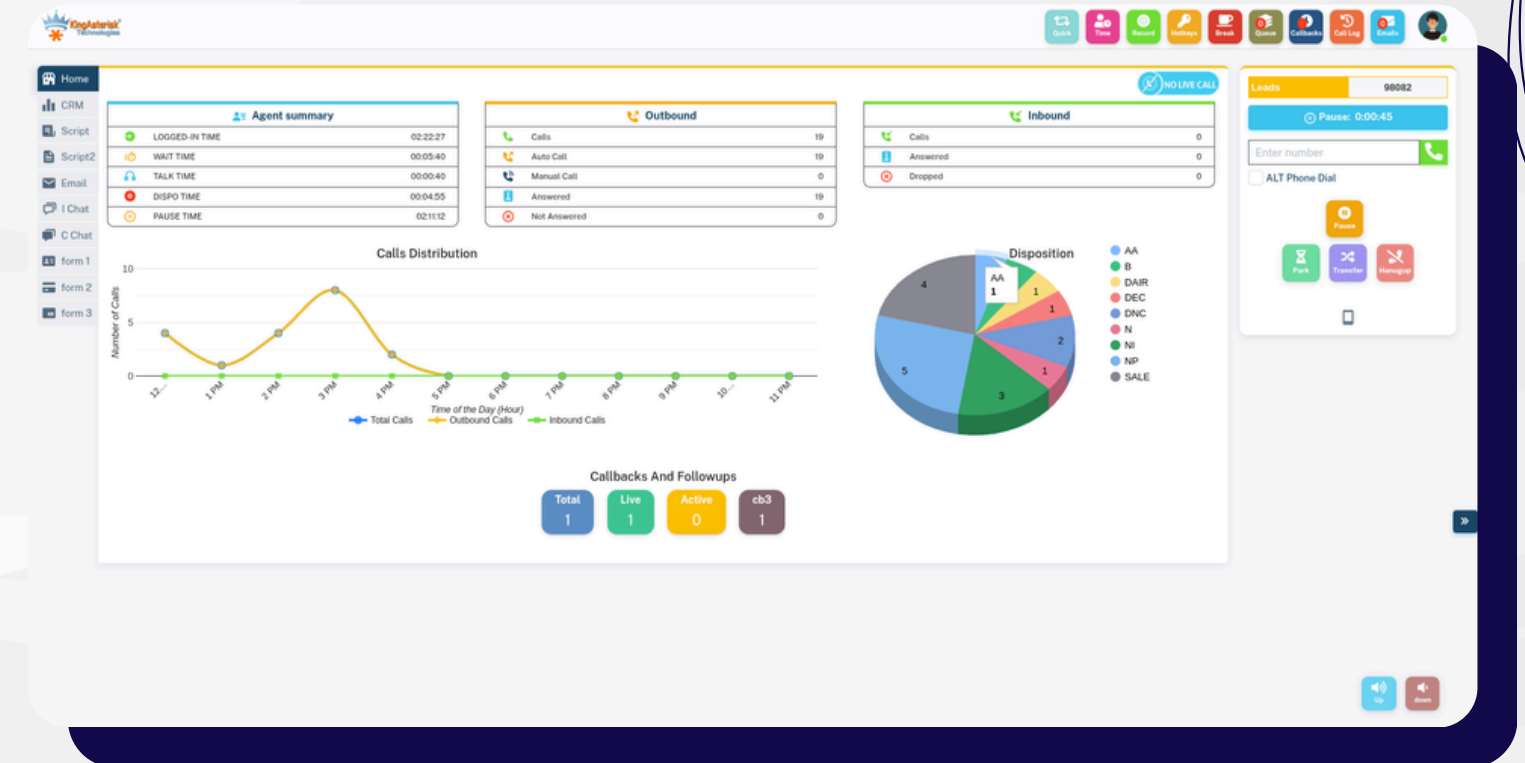
- Campaign-based broadcasting
- Pre-recorded voice messages
- Contact list management
- Scheduled communication
- Campaign reporting



Cluster Dialer Setup

Manage larger Contact Center operations with a structured cluster-based dialing setup. Multiple components can be organized to support higher workloads while keeping campaign and agent operations easier to manage.

- Multi-node configuration
- Load distribution
- Campaign management
- Agent workload management
- Performance monitoring



The screenshot displays the 'LIVE CALL' interface with the following components:

- Customer Info:** A form for entering customer details.

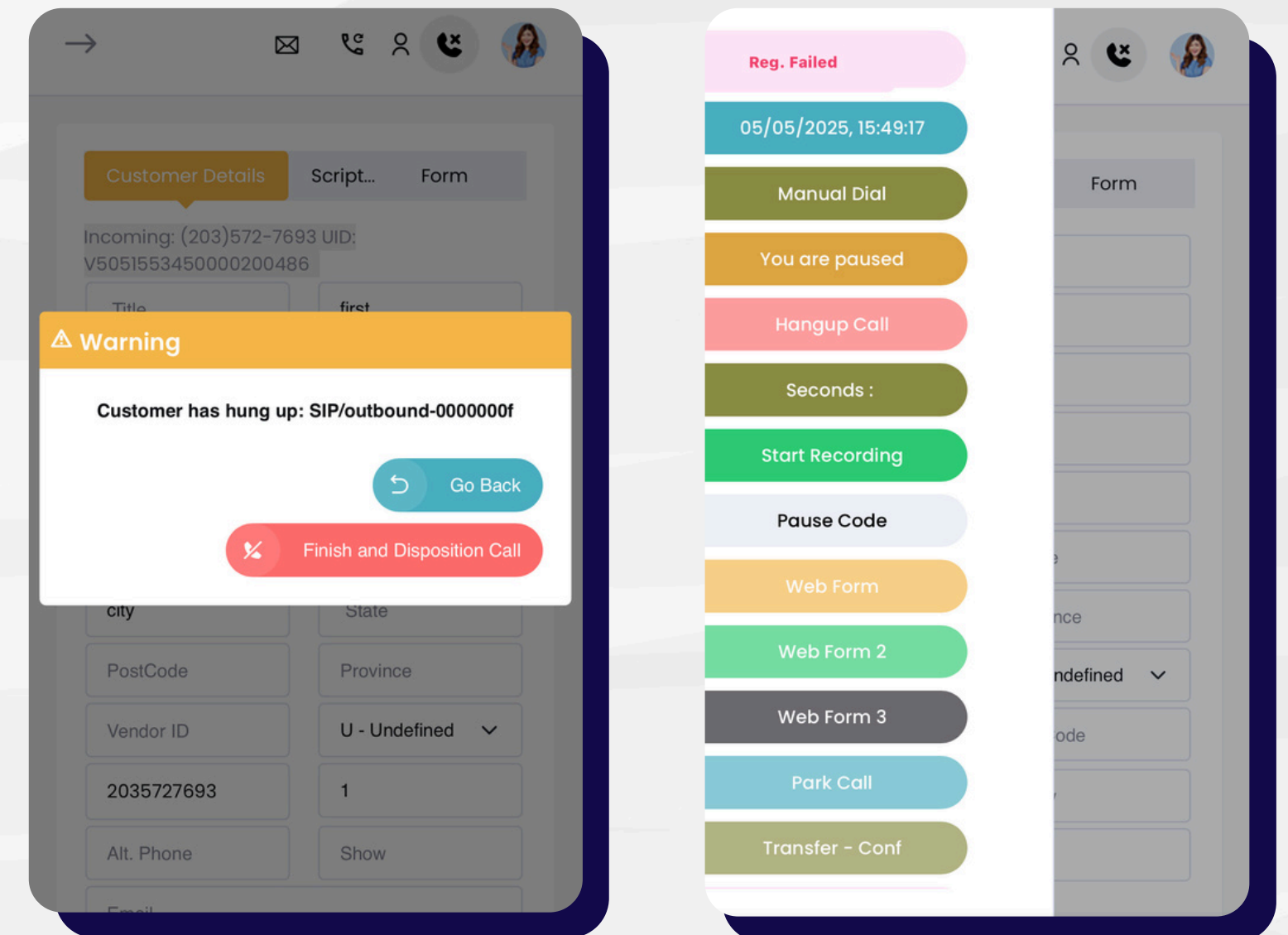
Field	Value
Title	
Mr	
Address1	
Address2	
Address3	
City	
State	
PostCode	
Province	
Gender	U - Undefined
Phone	234568765456
Alt Phone	
Email	
DisCode	1
Show	
Call Notes	
Comments	
- Script:** A section for selecting a script or form.
- Session Info:** A table showing session details.

Field	Value
User	3112
Phone	SIP/3112
Campaign	3112/3112
Session ID	8600051
Recording File	20200710-122530_234568...
Record ID	1084
Customer Time	2020-07-10 12:25:30 PM
Seconds	37
Channel	SIP/3112-3112
- DIAL CONTROLS:** A section with buttons for MANUAL DIAL, 6 ACTIVE CALLBACKS, CALL LOG, and GROUPS.
- LEAD:** A section with a checkbox for LEAD PREVIEW.

Browser Based Mobile Dialer

Give agents greater flexibility to manage their calling activities through a browser-based mobile experience. The solution is designed to provide convenient access to essential dialing functions without making the workflow unnecessarily complicated.

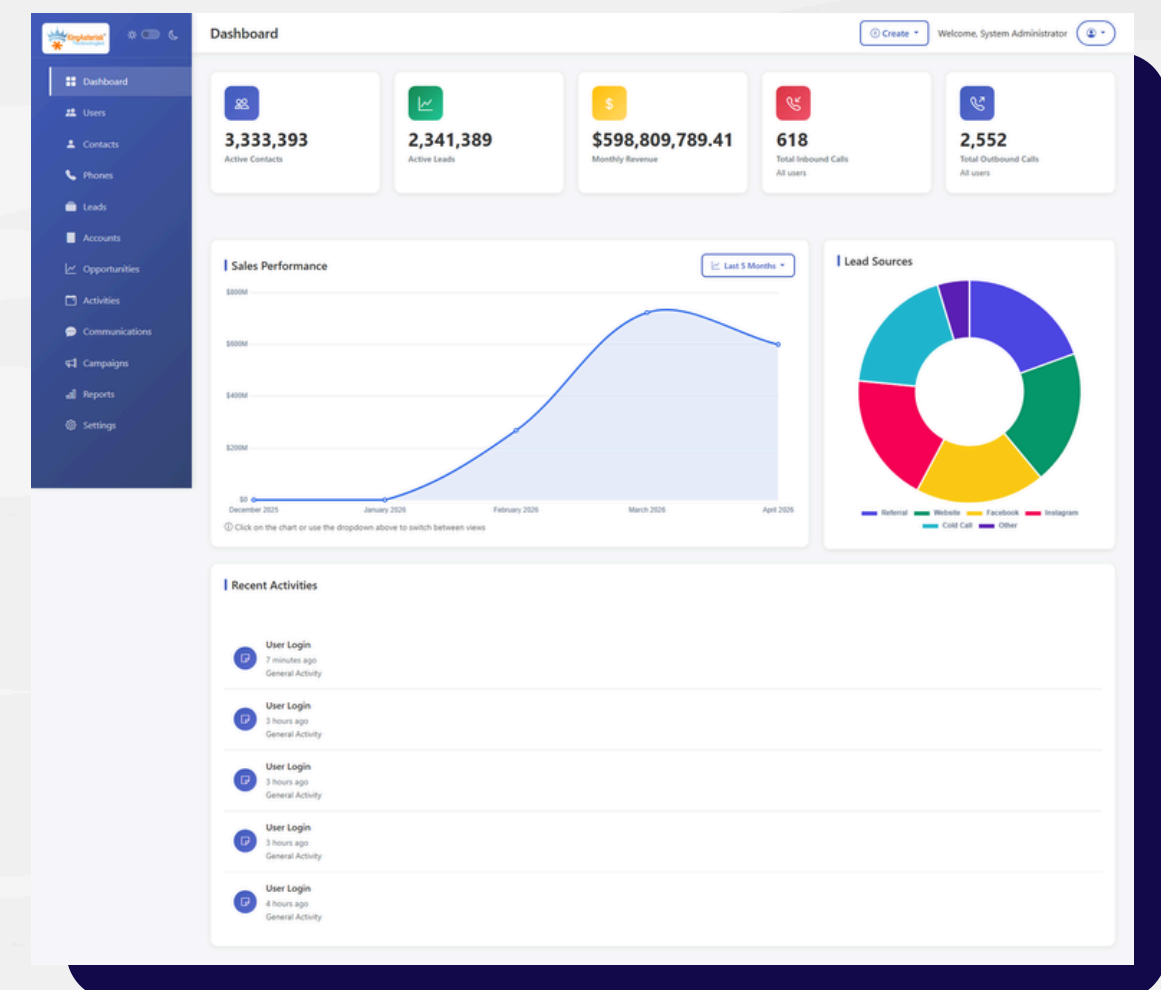
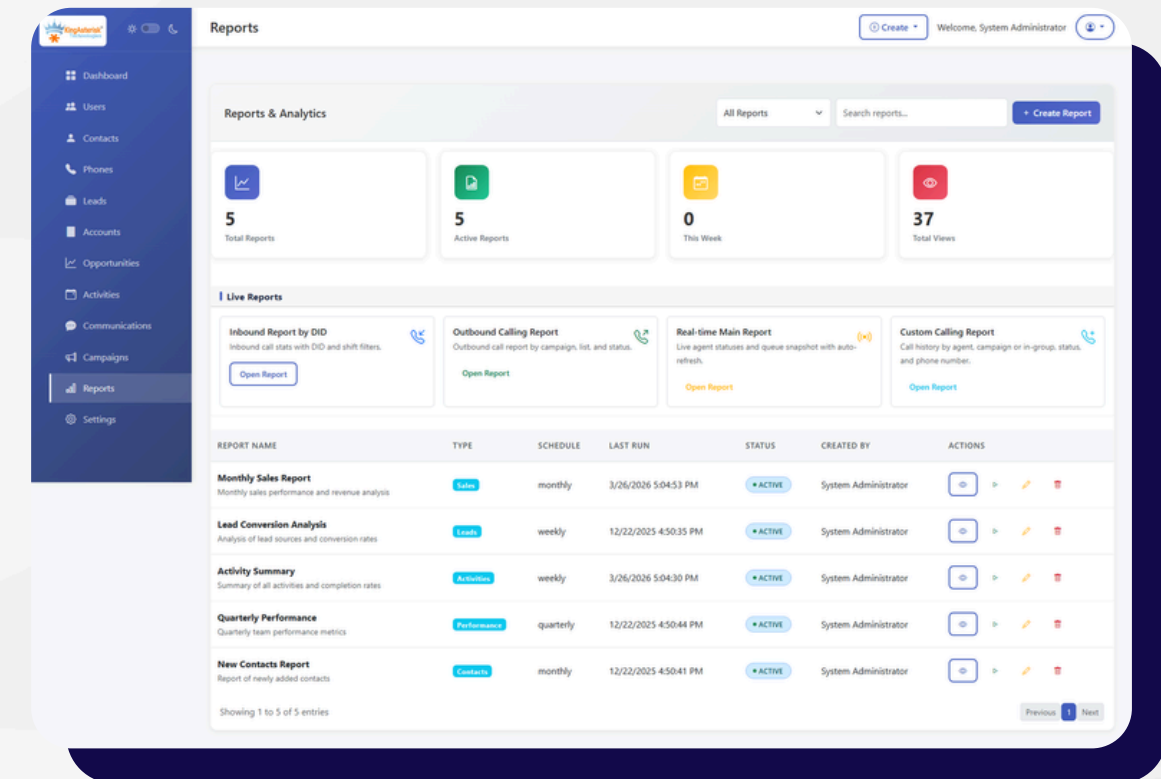
- Browser-based access
- Mobile-friendly interface
- Agent login management
- Call activity handling
- Responsive user experience



Custom CRM Development

Build a CRM around the way your business actually manages customers, leads, and daily activities. We develop practical CRM features that help teams organize information and connect customer data with their communication workflow.

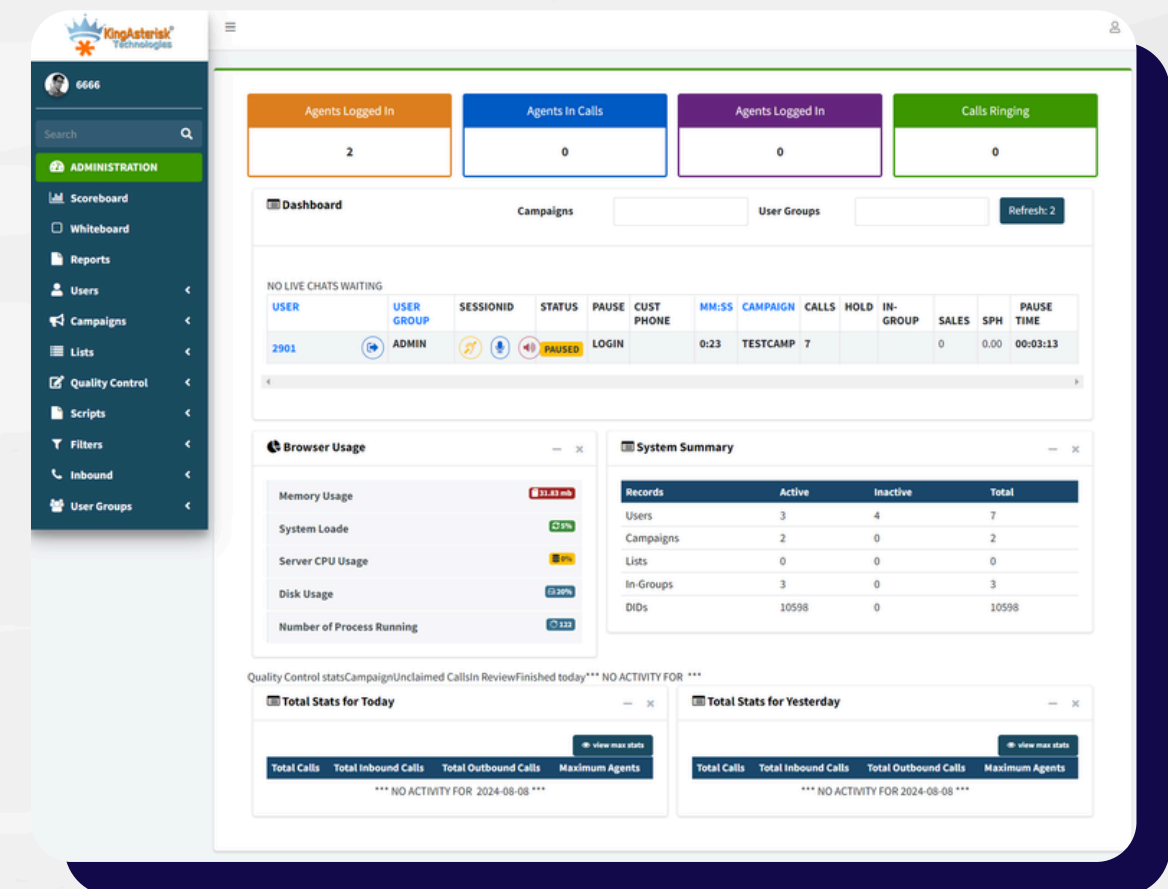
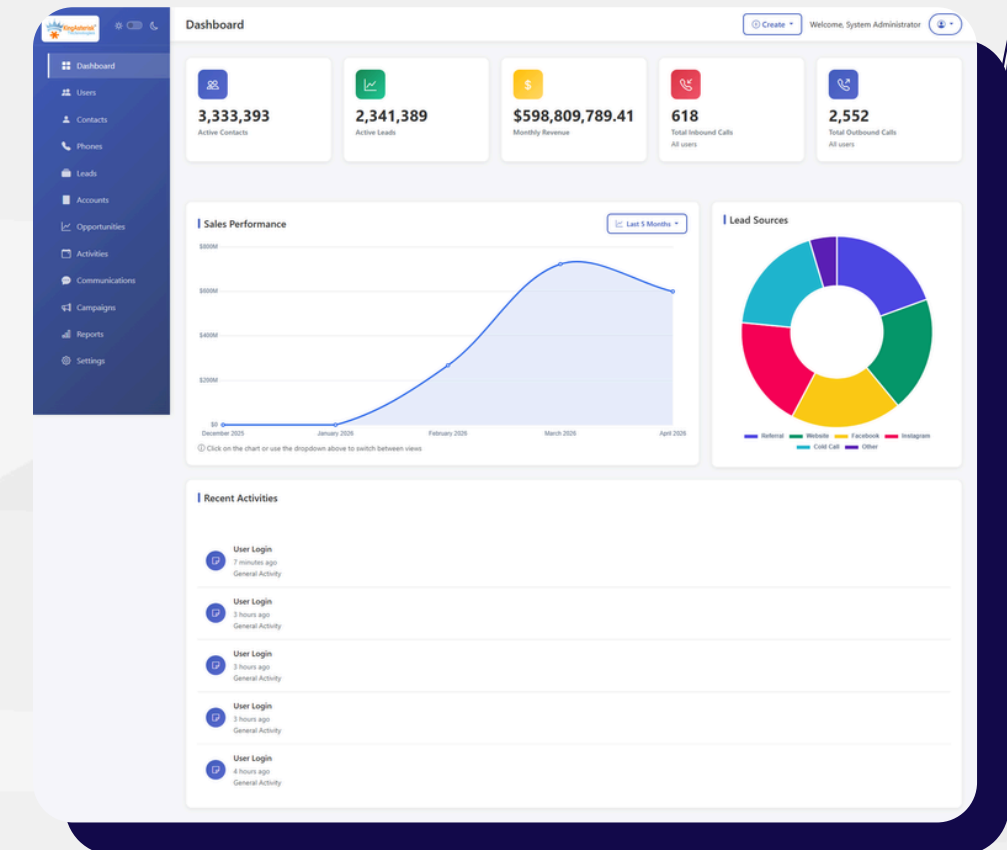
- Custom CRM interface
- Lead and customer management
- Activity tracking
- User and role management
- Custom reports and dashboards



Custom Product Development

Turn your business idea into a practical software product designed around your specific requirements. From planning and development to feature refinement, we focus on creating solutions that fit your processes and long-term goals.

- Requirement-based development
- Custom feature creation
- User-focused interface design
- Third-party integration
- Product enhancement and support



VoIP Development

Build VoIP solutions around the way your business handles calls, agents, and customer communication. We develop and customize VoIP features to support your existing workflows, improve call handling, and provide the flexibility needed as your operations grow.

- Custom VoIP feature development
- Call flow and routing configuration
- CRM and system integration
- Business-specific feature customization
- Testing, improvements, and technical support

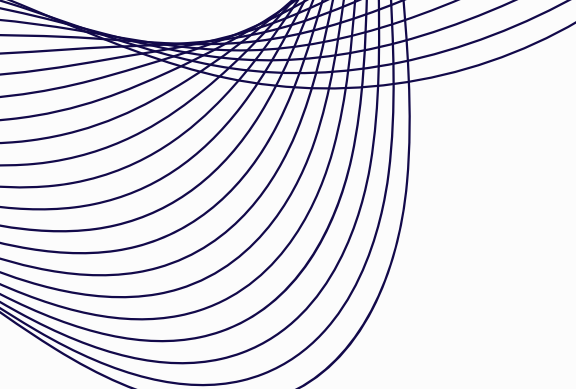


IVR Solution

Guide customers to the right destination with an IVR designed around your business call flows. Clear menu structures and carefully planned routing can help reduce unnecessary transfers and improve the overall customer experience.

- Custom IVR menu design
- Call flow configuration
- Department-based routing
- Multi-level menu support
- Custom prompts and messages





WHY KINGASTERISK?

At KingAsterisk Philippines, we focus on building communication solutions that fit the way your business operates. Every project starts with understanding your requirements, your team, and the challenges you want to solve. Our goal is to make your Contact Center operations more easier to manage.

Our experience covers Contact Center Dialers, VICIdial customization, CRM integration, Asterisk development, PBX solutions, IVR, voice broadcasting, and other communication technologies. We combine technical knowledge with a practical approach to create solutions that support your agents.

Choosing the right technology is only part of the process. You also need a team that understands your requirements and stays involved throughout the project. KingAsterisk Philippines is committed to delivering dependable solutions, responsive assistance, and long-term technical support for businesses looking to improve their communication operations.



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THANK YOU

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