CentrixDial

AI CONTACT CENTRE

AI-Powered Contact Centre Software Built for Human and AI Collaboration

Manage inbound and outbound calls, combine AI-powered voice automation with human-agent support, and gain actionable insights from customer conversations with CentrixDial.



AI MODE OR AGENT MODE

AI When You Need Automation. Human Agents When It Matters.

CentrixDial combines AI-powered voice automation, human-agent workflows, intelligent call management and call analytics in one platform. Your administrators decide when calls are handled by AI and when they are routed to people.

AI handles routine interactions

Approved FAQs, basic information requests and initial enquiry collection, answered in regional AI voices.

People handle complex conversations

Complaints, sensitive enquiries and requests for a person are escalated with the caller's details and an AI-generated summary.

INBOUND CALL MANAGEMENT

Every call reaches the right person, first time.

Greet callers in their language, let them choose the department they need, and route them to the correct queue, whether the next voice is an AI agent or a member of your team.

Multilingual IVR

Arabic, English and custom menus.

Queue management

See who is waiting and for how long.

Business-hours routing

Different paths in and out of hours.

Transfer & escalation

Move calls between agents and teams.

Missed calls & callbacks

Track missed calls and schedule returns.

Agent availability

Live status and full call history.

OUTBOUND DIALLER & CAMPAIGNS

Run outbound campaigns with speed and control.

Create campaigns, import eligible contact lists, assign agents and track every outcome, with compliance controls for calling times, opt-outs and do-not-call lists.

Manual

Agents dial each contact.

Preview

Review the record before calling.

Progressive

Next call starts when an agent is free.

Predictive

Paces dialling to agent availability.

OMNICHANNEL COMMUNICATION

One agent panel. Every channel.

Agents contact customers from the same panel they use for calls, so they never switch apps and the customer record stays at the centre of every contact.

Voice · WhatsApp · SMS · Email · Web chat · Social messaging

AI CALL ANALYTICS

Understand every conversation without replaying it.

Turn call recordings into searchable transcripts, summaries, sentiment indicators and follow-up actions that managers and agents can act on.

Call transcription
Recordings become searchable text.

AI summaries
Key points without the full recording.

Sentiment indicators
Signals of satisfaction or frustration.

Quality assurance
Evaluation criteria and agent coaching.

Conversation insights
Recurring topics and reasons for contact.

Follow-up actions
Tasks linked to the customer record.

Find Supervisors search transcripts and filter by sentiment or quality score to find the conversations that need attention, without replaying hours of recordings.

DEPLOYMENT & INTEGRATIONS

Cloud or on-premises. Your infrastructure, your choice.

Cloud
Agents work from home, the office or on mobile. Scale seats as call volumes change.

On-premises
Run on your own servers for local data control, with your existing telephony.

Integrates with CRM screen-pop, automatic call logging, APIs & webhooks and SIP telephony.

INDUSTRIES WE SERVE

One contact centre for every industry.

BPO | Banking | Telecoms | Retail | Automotive | IT helpdesk

WHY CENTRIXDIAL

- Configurable AI and human-agent workflows
- Inbound, outbound and campaign management
- AI-powered conversation analysis
- Cloud or on-premises deployment
- CRM, API and telephony integrations
- Implementation and 24/7 support

Ready to Modernise Your Contact Centre?

Book a personalised CentrixDial demo.

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BOOK A DEMO

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