



DIALER CRM

SALES AND CUSTOMER SUPPORT

Presented By:
KRUDRA-CX



WWW.KRUDRACX.COM





ABOUT **KNEXUS**

KNEXUS DIALER CRM is a powerful software platform that integrates customer relationship management (CRM) with advanced dialing features, widely used in sales and customer support.



GLOBAL INFRASTRUCTURE

KNEXUS is a leading and globally recognized provider of Dialer CRM.



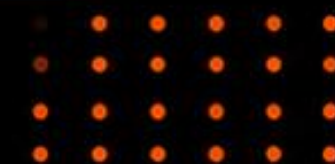
SMART TECH SOLUTIONS

KNEXUS delivers advanced Dialer software, IVR services, voice logger, recording software and more to power your communication.



BUSINESS EXCELLENCE

KNEXUS aims to grow and expand with our efficient team of professionals.



INTRODUCTION

THE IMPORTANCE OF KNEXUS DIALER

A **KNEXUS DIALER** IS AN ADVANCED COMMUNICATION TECHNOLOGY DESIGNED TO AUTOMATE AND OPTIMIZE THE CALLING PROCESS FOR BUSINESSES, CALL CENTERS, AND CUSTOMER SERVICE OPERATIONS. IT PLAYS A CRITICAL ROLE IN MANAGING BOTH OUTBOUND AND INBOUND COMMUNICATION BY AUTOMATICALLY DIALING CUSTOMER NUMBERS, CONNECTING CALLS TO AVAILABLE AGENTS, AND IMPROVING OVERALL OPERATIONAL EFFICIENCY.

ADVANCED DIALING SYSTEM OVERVIEW

TRADITIONALLY, AGENTS MANUALLY DIALED EACH CUSTOMER NUMBER, WHICH CONSUMED VALUABLE TIME AND REDUCED EFFICIENCY. KNEXUS DIALER REVOLUTIONIZED THIS PROCESS BY AUTO CALL PLACEMENT, MINIMIZING IDLE TIME, AND ENSURING AGENTS SPEND MORE TIME ENGAGING WITH CUSTOMERS RATHER THAN PERFORMING REPETITIVE TASKS. BY INTELLIGENTLY ROUTING CALLS, REDUCING WAIT TIMES, AND INCREASING CALL VOLUME, DIALERS SIGNIFICANTLY ENHANCE BUSINESS PERFORMANCE.



WHY CHOOSE OUR **KNEXUS DIALER**



CUSTOMIZED SOLUTION :

PREDICTIVE DIALER IS A OPEN SOURCE SYSTEM. SO, WE CAN CUSTOMIZATION IN THIS SYSTEM AS PER YOUR REQUIREMENT.



INTEGRATION WITH OTHER TOOLS :

WE ADDED ALL NECESSARY FEATURES IN OUR PREDICTIVE DIALER SOFTWARE AND YOU CAN EASILY INTEGRATE HIS WITH OTHER TOOLS.



LIVE TECHNICAL SUPPORT :

WE HAVE MANY CLIENT, WHICH WE PROVIDE LIVE TECHNICAL SUPPORT DURING THEIR WORKING HOURS.



"WE ALSO PROVIDE SUPPORT FOR INSTALLATION, CONFIGURATION AND **24/7 LIVE SUPPORT** WITH OUR SERVICE"



IMPROVED OPERATIONAL EFFICIENCY



ENHANCED CUSTOMER SATISFACTION



HIGHER CALL HANDLING CAPACITY



REAL-TIME MONITORING AND REPORTING



BETTER LEAD MANAGEMENT



REDUCED OPERATIONAL COSTS



INCREASED SALES CONVERSION RATES



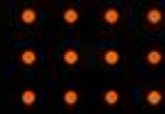
www.krudracx.com



KNEXUS PRODUCT SUITE



KNEXUS Auto Dialer



KNEXUS by KRUDRA-CX automates outbound calling, improves customer engagement, and boosts agent productivity. A complete dialer solution with call recording, monitoring, and reporting features.



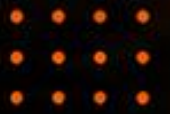
KNEXUS Predictive Dialer



KNEXUS Predictive Dialer intelligently dials contact lists and connects answered calls directly to agents. Advanced answering machine detection helps reduce idle time and maximize efficiency.



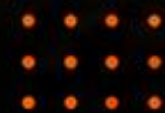
KNEXUS Outbound Solution



A powerful outbound calling solution with predictive dialing, CRM integration, and API support. Designed to enhance sales, customer support, and campaign performance.



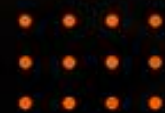
KNEXUS Inbound Solution



Deliver exceptional customer experiences with IVR, intelligent call routing, and advanced inbound call management. Improve service quality and agent performance.



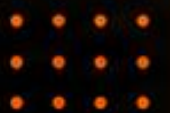
KNEXUS CRM Suite



Manage customer interactions, lead tracking, reporting, and workflow automation from a centralized platform. Fully customizable to match your business requirements.



KNEXUS Cloud Platform



A secure and scalable cloud-based communication platform that enables remote accessibility, high availability, and reduced infrastructure costs.

KNEXUS Communication Platform

Developed & Powered by KRUDRA-CX

KNEXUS **ADVANTAGE**



REDUCED
AGENT IDLE
TIME



BOOST IN
SALES



IMPROVED
QUALITY
MONITORING



BOOSTED
CALL
VOLUMES



INCREASED
AGENT
EFFICIENCY



ANALYZE
DATA FOR
INSIGHTS



REDUCED
COST OF
OPERATIONS



INCREASED
LEAD
GENERATION



KNEXUS AIM

Driving **Smarter Calls**. Delivering **Stronger Results**.



DELIVERING EXCELLENCE

KNEXUS is committed to delivering reliable, innovative, and high-performance dialer CRM solutions.



OPTIMIZING CUSTOMER CARE

KNEXUS provides advanced dialer software that helps businesses deliver exceptional customer experiences.



EMPOWERING DEVELOPERS AND DESIGNERS

KNEXUS offers powerful APIs, flexible integration and developer-friendly tools to build without limits.



ENHANCING CALL CENTER EFFICIENCY

KNEXUS helps call centers operate smarter by improving productivity, reducing manual work and maximizing performance.



STRATEGIC CUSTOMER INSIGHTS FOR BUSINESS GROWTH

KNEXUS Dialer CRM empowers businesses with deep insights into customer behavior, needs, and expectations. By leveraging data-driven strategies and intelligent automation, organizations can identify the right opportunities, personalize communication, increase engagement, and drive higher conversion rates. KNEXUS helps you build stronger customer relationships, improve operational efficiency, and achieve long-term business success.

CORE CAPABILITIES OF **KNEXUS** DIALER CRM



CALL MANAGEMENT



CRM INTEGRATION



ANALYTICS AND REPORTING



COMPLIANCE AND SECURITY

OUR CLIENTS

Trusted by leading organizations
across diverse industries.



Management International
Services Private Limited



امان لتحويل الديون
AMAN DEBT COLLECTION
DUBAI

KONEXIONS
WE WANT TO BE BEST IN WHATEVER WE DO

DERBY
GROUP
DUBAI



HDFC BANK

citibank

SBI



AXIS BANK



ULTREOS
RISK MANAGEMENT SERVICES
DUBAI



TRUST



RELIABILITY



GROWTH



PARTNERSHIP

WHO CAN USE ?

Voice broadcasting is a powerful tool used across industries to connect, engage, and convert audiences effectively.



01

Telemarketing

Primarily uses predictive dialer for sell their products and services.



02

Banking Industry

It connect bank agents to customers as quickly as possible.



03

Debt Collection Industry

It helps reaching out to new customers looking for loans.



04

Insurance Companies

It helps they reach out to maximize customers in less time.



Why It Matters?

Voice broadcasting helps businesses save time, reduce costs, and communicate effectively with a large audience in just one go.



AUTO DIALER

AUTO DIALER AUTOMATICALLY DIALS TELEPHONE NUMBERS, WHEN PREDICTIVE DIALER JUST PLACES ONE CALL AFTER ANOTHER.



PREVIEW DIALER

PREVIEW DIALER SELECTS A CUSTOMER RECORD FROM A CONTACT LIST AND PROPOSES THIS CALL RECORD TO AN AGENT.



PROGRESSIVE DIALER

PROGRESSIVE DIALERS PRIORITIZE CALL QUALITY AND CUSTOMER EXPERIENCE, WHEN PREDICTIVE DIALERS PRIORITIZE THE NUMBER OF CALLS.



PREDICTIVE DIALER

PREDICTIVE DIALER CALLS REGARDLESS OF A REP'S AVAILABILITY, WHILE POWER DIALER ONLY DIALS NEXT CALL ONCE THE CURRENT CALL HAS ENDED.

**WHY
KNEXUS
IS DIFFERENCE
WITH OTHER DIALERS**

FEATURES

of **Predictive Dialer**

—• KNEXUS



01

Conferencing Calls



02

Pacing Ratio



03

CRM Integration



04

Call Recording & Monitoring



05

Leads Management



06

Scheduling Calls



07

Custom Disposition



08

Reports & Analytics

HOW DOES IT WORK



WITH KNEXUS

KNEXUS CRM DASHBOARD STREAMLINES AGENT OPERATIONS BY PROVIDING A **CENTRALIZED PLATFORM** TO MANAGE CALLING ACTIVITIES, TRACK PERFORMANCE, AND IMPROVE CUSTOMER INTERACTIONS. AGENTS BEGIN BY SELECTING THEIR CALL MODE, SETTING THEIR STATUS, AND ACTIVATING THEIR SESSION TO START HANDLING CUSTOMER COMMUNICATION EFFICIENTLY.

1. DIALING ONE CALL AT A TIME

KNEXUS starts by dialing one call for each available agent. It then predicts how many calls should be dialed per agent to maximize efficiency.

2. LIVE CALL CONNECTION

KNEXUS connects your agents with live calls by recognizing answering machines, dropped calls, and unanswered calls, and filters them out.

3. PREDICTIVE DIALING ALGORITHM

Using advanced predictive algorithms, **KNEXUS** predicts how long each agent will take to finish a call and dials the next number accordingly.



1. Advanced Lead Management

Implement intelligent lead scoring and prioritization to improve targeting and conversion rates.



5. WhatsApp & CRM Integration

Integrate WhatsApp and advanced CRM systems to streamline communication and data management.



2. Smart Predictive Dialing

Use predictive algorithms to connect the right calls at the right time, increasing answer rates.



6. Cloud-Based Scalability

Move towards a fully cloud-based infrastructure to ensure scalability, reliability and global accessibility.



3. Voice Analytics

Add advanced voice analytics to monitor call quality, agent performance and customer satisfaction.



7. Advanced Security Features

Enhance data security with advanced encryption, access control and compliance standards.



4. Automation & Workflow Improvements

Introduce advanced automation in workflows, lead distribution and follow-ups to reduce manual effort.



8. Advanced Reporting & Dashboards

Provide more customizable reports and real-time dashboards for better decision making.



KNEXUS

Driving **Innovation**. Delivering **Impact**. Building the **Future** of Communication.

HOW DOES IT WORK

WITH KNEXUS



The Agent **BREAK ANALYTICS** section monitors break patterns and productivity, ensuring effective time management and operational discipline.

The **MANUAL CALL** feature enables agents to directly input customer numbers and initiate calls instantly, while advanced modes such as **PV MODE** and **DN MODE** provide enhanced call management capabilities.



ADDITIONAL FEATURES INCLUDING **CALL LOGS**, **CALLBACK MANAGEMENT**, **BREAK TRACKING**, AND **SCRIPT ACCESS** ENSURE THAT AGENTS HAVE ALL NECESSARY TOOLS TO HANDLE CUSTOMER COMMUNICATION PROFESSIONALLY.

BY COMBINING LIVE MONITORING, SMART CALL ROUTING, AND PERFORMANCE INSIGHTS, THE **KNEXUS DIALER** CRM SIGNIFICANTLY IMPROVES **PRODUCTIVITY**, **CUSTOMER SERVICE QUALITY**, AND **BUSINESS GROWTH**.



CALL LOGS



CALLBACK
MANAGEMENT



BREAK
TRACKING



SCRIPT
ACCESS



LIVE
MONITORING



SMART CALL
ROUTING



PERFORMANCE
INSIGHTS

SIGN IN

KNEXUS

CALL CENTER CRM



STREAMLINE

Simplify operations with smart automation of call center workflows for maximum efficiency.



ENGAGE

Build stronger customer relationships with personalized interactions and seamless communication.



EXCEL

Leverage insights and performance analytics to drive growth and achieve excellence.



MANUAL CALL

Agent can manually calls any phone number.



AUTO CALL

System automatically dials from a pre-loaded contact list.



INBOUND CALL

Incoming customer calls are auto-assigned to an agent.



CALL BACK

Agent can set a scheduled time for a callback reminder.



CALL LOG

Complete history of every call time, duration, type, recording notes.



BREAK TIME

Agent can go into break mode during hectic/meetings.



POWER DIALER



OMNICHANNEL



TICKET MANAGEMENT



ANALYTICS & REPORTS



AI AUTOMATION



Agent Login

 Agent

 WFH

Phone Login



Phone Password



Username



Password



Select Campaign



Sign In

Powered by **KRUDRA-CX**

KNEXUS DASHBOARD



MANUAL DIAL



CALL LOGS



AGENT CALL BACK



BREAK TIME



BREAK INFO



SCRIPT

HOME PAGE

Your central command center to monitor calls, track performance, and manage operations with ease.



LIGHT THEME



OVERVIEW

Get a complete snapshot of your call center operations with key metrics and real-time updates.



CALL MANAGEMENT

Switch seamlessly between Manual Call, PV Mode, and DN Mode to handle calls efficiently.



PERFORMANCE INSIGHTS

Track agent disposition and breaks with visual reports to analyze productivity and improve performance.



BREAK MANAGEMENT

Monitor break time and availability to ensure smooth workflow and compliance.



SCRIPT ACCESS

Access call scripts instantly to deliver consistent and effective conversations.



DARK THEME



OVERVIEW

Get a complete snapshot of your call center operations with key metrics and real-time updates.



CALL MANAGEMENT

Switch seamlessly between Manual Call, PV Mode, and DN Mode to handle calls efficiently.



SCRIPT ACCESS

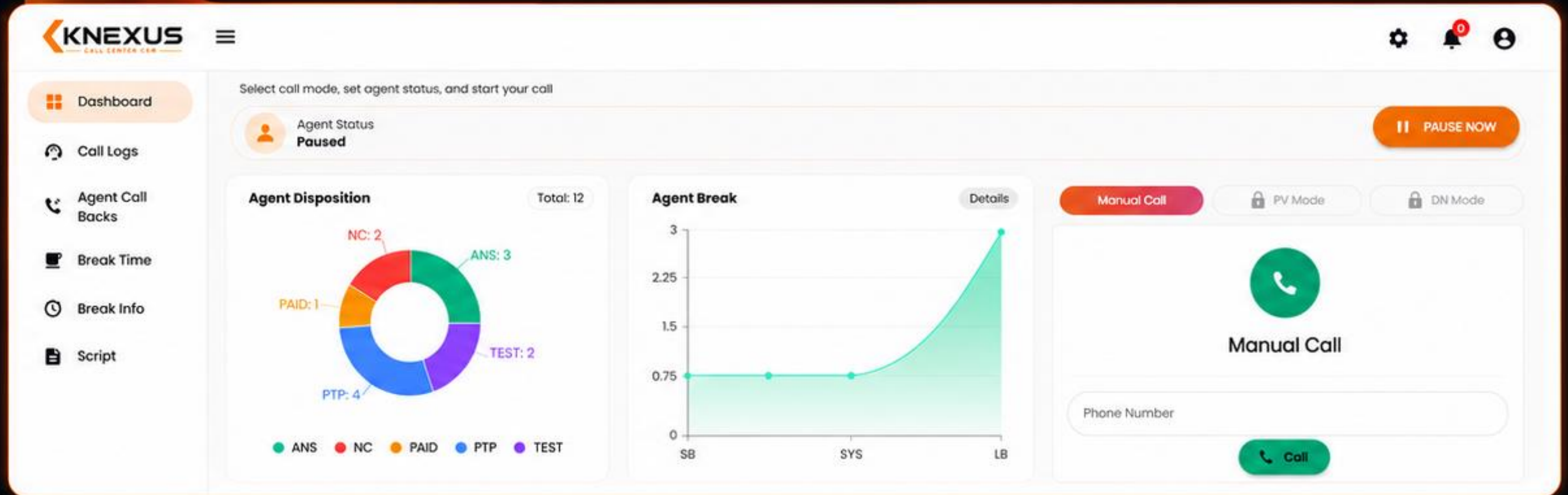
Access call scripts instantly to deliver consistent and effective conversations.



MANUAL DIAL

Make calls instantly by entering a number manually.
Quick, simple, and efficient dialing for seamless communication.

LIGHT THEME



DARK THEME



INSTANT MANUAL CALLS

Dial any phone number and initiate calls instantly with just a click.

EASY NUMBER ENTRY

Enter the phone number directly in the field and connect without any complex steps.

QUICK CONNECT

Click the call button to connect instantly and improve response time.

CALL HISTORY READY

All manually dialed calls are tracked in call logs for future reference and follow-up.

SECURE & RELIABLE

Enjoy secure and reliable manual dialing with clear call quality and stable connectivity.

CALL CONNECTING

Real-time call status updates keep you informed while the system connects your call seamlessly.



REAL-TIME CALL STATUS

Stay informed with live status updates as your call connects. View caller details and call direction in real time.



CALL CONNECTING

See the "Connecting..." status while the system initiates the call for you.



CALLER INFORMATION

Access complete caller details including phone number, caller ID, and call type for better context.



HANGUP OPTION

Disconnect the call anytime with a single click using the Hangup Call button.



SEAMLESS EXPERIENCE

Clean and intuitive interface ensures a smooth and distraction-free calling experience.

LIGHT THEME

KNEXUS

CALL CENTER CRM

Details

Call Logs

Agent Call Backs

Break Time

Break Info

Script

Customer Information

Lead Id

50

First Name

Nexus

City

India

State

Noida

Email

info@knexus.com

Date of birth

13-05-2026

Phone Number

XXXXXX0177

Address

Address3

Alt Number

1234567890

Remark

Call Controls

Details

Alternate Call

Connecting...

Calling: XXXXXX0177

Caller Id: M202606131236173

Outgoing Dial

Microphone

Pause

Transfer

Hangup

HANGUP CALL

DARK THEME

KNEXUS

CALL CENTER CRM

Details

Call Logs

Agent Call Backs

Break Time

Break Info

Script

Customer Information

Lead Id

50

First Name

Nexus

City

India

State

Noida

Email

info@knexus.com

Date of birth

13-05-2026

Phone Number

XXXXXX0177

Address

Address3

Alt Number

1234567890

Remark

Call Controls

Details

Alternate Call

Connecting...

Calling: XXXXXX0177

Caller Id: M202606131236173

Outgoing Dial

Microphone

Pause

Transfer

Hangup

HANGUP CALL

ALTERNATE CALL

Make and manage alternate calls seamlessly using quick call options or manual number entry.

LIGHT THEME

KNEXUS

Details

Call Logs

Agent Call Backs

Break Time

Break Info

Script

Customer Information

Lead Id

50

First Name

Nexus

City

India

State

Noida

Email

info@knexus.com

Date of birth

13-05-2026

Phone Number

XXXXXX0440

Address

Address3

Alt Number

1234567890

Remark

Call Controls

DetailsAlternate Call

Quick Call Options

Main

Alt

Alt2

OR

Enter Number Manually

Alternate Phone Number

9958360177

Call

Call Ended

Calling: XXXXXX0440

Caller Id: M202606131241274

MANUAL

Disposition Status

Select Disposition

DARK THEME

KNEXUS

Details

Call Logs

Agent Call Backs

Break Time

Break Info

Script

Customer Information

Lead Id

50

First Name

Nexus

City

India

State

Noida

Email

info@knexus.com

Date of birth

13-05-2026

Phone Number

XXXXXX0440

Address

Address3

Alt Number

1234567890

Remark

Call Controls

DetailsAlternate Call

Quick Call Options

Main

Alt

Alt2

OR

Enter Number Manually

Alternate Phone Number

9958360177

Call

Call Ended

Calling: XXXXXX0440

Caller Id: M202606131241274

MANUAL

Disposition Status

Select Disposition

QUICK CALL OPTIONS

Use predefined numbers (Main, Alt, Alt2) for instant alternate calls with one click.

MANUAL NUMBER ENTRY

Enter any alternate phone number manually and click Call to connect instantly.

CALL STATUS DISPLAY

View real-time call status (Connecting, Call Ended) along with caller details and call direction.

DISPOSITION STATUS

Select and update the call disposition after completing the call for accurate tracking.

STREAMLINED WORKFLOW

Handle alternate calls efficiently and maintain better productivity with an intuitive interface.

CONFERENCE CALL

Easily add another participant to an ongoing call using the Conference Call option.

LIGHT THEME

KNEXUS

Details

Call Logs

Agent Call Backs

Break Time

Break Info

Script

Customer Information

Lead Id

50

First Name

Nexus

City

India

State

Noida

Email

infokrudracxcom

Date of birth

13-05-2026

Phone Number

XXXXXX0177

Address1

Address3

Alt Number

1234567890

Remark

Conference Call

Dial with Customer

8851570440

CANCEL

ADD TO CONFERENCE

Call Controls

Details

@ Alternate Call

Connected - 02:27

Calling: XXXXXX0177

Caller Id: M202606131236173

Outgoing Dial

HANGUP CALL

DARK THEME

KNEXUS

Details

Call Logs

Agent Call Backs

Break Time

Break Info

Script

Customer Information

Lead Id

50

First Name

Nexus

City

India

State

Noida

Email

infokrudracxcom

Date of birth

13-05-2026

Phone Number

XXXXXX0177

Address1

Address3

Alt Number

1234567890

Remark

Conference Call

Dial with Customer

8851570440

CANCEL

ADD TO CONFERENCE

Call Controls

Details

@ Alternate Call

Connected - 02:27

Calling: XXXXXX0177

Caller Id: M202606131236173

Outgoing Dial

HANGUP CALL

ADD ANOTHER PARTICIPANT

Enter another phone number and click "Add to Conference" to include a new participant in the ongoing call.

SIMPLE & FAST

Make conference calls in seconds without hanging up the current call.

SECURE CONNECTION

Maintain clear and stable voice quality for smooth team communication.

USER FRIENDLY

Easy-to-use popup with a clean interface for effortless conference management.

ENHANCED PRODUCTIVITY

Connect multiple people instantly and collaborate more efficiently.

BREAK TIME INFORMATION

Monitor and analyze break activities to ensure balanced workflows and maintain optimal agent productivity.



REAL-TIME BREAK SUMMARY

Get an instant overview of all ongoing break activities with status, count, and total time spent.



BREAK TYPE IDENTIFICATION

Easily identify break categories LB (Lunch Break), SB (Short Break), and TB (Tea Break) with color-coded tags.



BREAK COUNT TRACKING

View the number of times each break type has been taken by agents during their session.



DURATION MONITORING

Track the total time spent in each break type to analyze patterns and improve productivity.



COLLAPSE FOR DETAILS

Expand the details section to view more specific information about each break activity when needed.

Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Break Time Information

Total Break Time: 00:01:02

S.No.	Status	Count	Duration	Details
1	LB	3	00:00:53	▼
2	SB	1	00:00:03	▼
3	TB	1	00:00:06	▼

Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Break Time Information

Total Break Time: 00:01:02

S.No.	Status	Count	Duration	Details
1	LB	3	00:00:53	▼
2	SB	1	00:00:03	▼
3	TB	1	00:00:06	▼

BREAK TIME MANAGEMENT

Define, monitor, and manage break types with custom time limits to help agents stay refreshed and productive.



MANAGE BREAK TYPES

Create and organize multiple break types such as Lunch Break, Tea Break, or System Issue with unique codes.



SET CUSTOM TIME LIMITS

Assign specific time limits to each break type to maintain structure and ensure fair usage.



QUICK ACTION TO START

Agents can start their break sessions instantly with a single click for smooth workflow transitions.



EASY TO MONITOR

Supervisors can view all break activities in real-time to ensure compliance and optimize schedules.



IMPROVE PRODUCTIVITY

Well-managed breaks help agents stay motivated, reduce fatigue, and boost overall performance.

LIGHT THEME

KNEXUS CALL CENTER CRM

Dashboard
Call Logs
Callback
Break Time
Break Info
Script

Agent Status
Ready to take calls

ACTIVE NOW

S.No.	Pause Code	Pause Code Name	Time Limit	Action
1	LB	Lunch Break	00 : 30 : 00	Start Now
2	TB	Tea break	00 : 16 : 00	Start Now
3	SB	Sort Beake	00 : 25 : 00	Start Now
4	TH	team Headle	00 : 50 : 00	Start Now
5	SYS	System Issue	00 : 16 : 00	Start Now

DARK THEME

KNEXUS CALL CENTER CRM

Dashboard
Call Logs
Callback
Break Time
Break Info
Script

Agent Status
Ready to take calls

ACTIVE NOW

S.No.	Pause Code	Pause Code Name	Time Limit	Action
1	LB	Lunch Break	00 : 30 : 00	Start Now
2	TB	Tea brook	00 : 16 : 00	Start Now
3	SB	Sort Beake	00 : 25 : 00	Start Now
4	TH	team Headle	00 : 50 : 00	Start Now
5	SYS	System Issue	00 : 16 : 00	Start Now

CALL LOGS

Access, monitor, and analyze all call activities in one place.
Stay informed about every interaction with detailed call records.



LIGHT THEME



COMPLETE CALL RECORDS

View all call details including caller info, lead ID, phone number, date/time, status, campaign, and remarks.



CALL STATUS TRACKING

Easily identify call outcomes with status tags like PAID, PTP, NC, ANS, and TEST for better follow-up.



DATE FILTER

Filter call logs by specific dates to quickly find and review the records you need.



CAMPAIGN WISE VIEW

Check the campaign associated with each call to measure performance and track results effectively.



CLEAN & ORGANIZED TABLE

A clean, easy-to-read table layout helps you scan, sort, and manage call data effortlessly.

LIGHT THEME



Agent Status
Ready to take calls



ACTIVE NOW

S.No.	Call	Lead ID	Phone Number	Date/Time	Status	Full Name	Campaign	Remarks
1		4	XXXXXXXX448	13-06-2026 11:56:02	PTP	-	OUTBOUND	-
2		4	XXXXXXXX448	13-06-2026 11:54:42	PTP	-	OUTBOUND	-
3		4	XXXXXXXX448	13-06-2026 11:54:08	ANS	-	OUTBOUND	-
4		3	XXXXXXXX177	13-06-2026 11:53:47	NC	-	OUTBOUND	-
5		4	XXXXXXXX448	13-06-2026 11:18:51	TEST	-	OUTBOUND	-
6		3	XXXXXXXX177	13-06-2026 11:18:22	PAID	-	OUTBOUND	-
7		3	XXXXXXXX177	13-06-2026 11:18:02	PTP	-	OUTBOUND	-
8		3	XXXXXXXX177	13-06-2026 11:16:34	PTP	-	OUTBOUND	-
9		3	XXXXXXXX177	13-06-2026 11:16:10	ANS	-	OUTBOUND	-
10		3	XXXXXXXX177	13-06-2026 11:14:28	ANS	-	OUTBOUND	-

Showing 1 to 10 of 12 entries

1-10 of 12 < >

DARK THEME



Agent Status
Ready to take calls



ACTIVE NOW

S.No.	Call	Lead ID	Phone Number	Date/Time	Status	Full Name	Campaign	Remarks
1		4	XXXXXXXX448	13-06-2026 11:56:02	PTP	-	OUTBOUND	-
2		4	XXXXXXXX448	13-06-2026 11:54:42	PTP	-	OUTBOUND	-
3		4	XXXXXXXX448	13-06-2026 11:54:08	ANS	-	OUTBOUND	-
4		3	XXXXXXXX177	13-06-2026 11:53:47	NC	-	OUTBOUND	-
5		4	XXXXXXXX448	13-06-2026 11:18:51	TEST	-	OUTBOUND	-
6		3	XXXXXXXX177	13-06-2026 11:18:22	PAID	-	OUTBOUND	-
7		3	XXXXXXXX177	13-06-2026 11:18:02	PTP	-	OUTBOUND	-
8		3	XXXXXXXX177	13-06-2026 11:16:34	PTP	-	OUTBOUND	-
9		3	XXXXXXXX177	13-06-2026 11:16:10	ANS	-	OUTBOUND	-
10		3	XXXXXXXX177	13-06-2026 11:14:28	ANS	-	OUTBOUND	-

Showing 1 to 10 of 12 entries

1-10 of 12 < >

CUSTOMER DETAILS

Access complete customer information, control calls, and manage disposition status for better customer interactions.

LIGHT THEME



Customer Information

Lead Id 4	First Name Nexus	City India
State Noida	Email Email	Date of birth 13-06-2026
Phone Number XXXXXX0440	Address Address3	Alt Number Alt Number
Remark		

Call Controls

Details Alternate Call

Call Ended
Calling: XXXXXX0440
Caller Id: M202606131222034
MANUAL

Disposition Status

Select Disposition

DARK THEME



Customer Information

Lead Id 4	First Name Nexus	City India
State Noida	Email Email	Date of birth 13-06-2026
Phone Number XXXXXX0440	Address Address3	Alt Number Alt Number
Remark		

Call Controls

Details Alternate Call

Call Ended
Calling: XXXXXX0440
Caller Id: M202606131222034
MANUAL

Disposition Status

Select Disposition

COMPLETE CUSTOMER INFORMATION

View detailed customer information including lead ID, name, contact details, address, date of birth, and remarks in one place.

CALL CONTROL & ACTIONS

Easily manage calls with options to view call details, alternate call, and manual call for smooth customer communication.

DISPOSITION MANAGEMENT

Update and track call disposition status like TEST, NC, ANS, PTP, and PAID to maintain accurate call outcomes.

IMPROVE PRODUCTIVITY

Centralized customer data and call controls help agents save time and deliver efficient, personalized support.

AGENT PAUSE TIME

Monitor, manage, and control agent breaks in real time with smart pause tracking and countdown timers.

LIGHT THEME



Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Agent Status
Paused

PAUSE NOW

S.No.	Pause Code	Pause Code Name	Time Limit	Action
1	LB	Lunch Break	00 : 30 : 00	Start Now
2	TB	Tea break	00 : 16 : 00	Start Now
3	SB	Sort Beake	00 : 25 : 00	Start Now
4	TH	team Headle	00 : 50 : 00	Start Now
5	SYS	System Issue	00 : 16 : 00	Start Now

Lunch Break (manish kumar)

Time Left

00:29:53

Stop Break

DARK THEME



Dashboard

Call Logs

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Lunch Break (manish kumar)

Time Left

00:29:53

Stop Break

MULTIPLE PAUSE TYPES

Create and manage custom pause types with unique codes and time limits.

REAL-TIME COUNTDOWN

Live countdown timer helps agents stay informed about the remaining break time.

INSTANT CONTROL

Start or stop breaks instantly with a single click for better control and flexibility.

STATUS VISIBILITY

Clear status indicators to monitor paused agents in real time.

PRODUCTIVITY BOOST

Better break management leads to improved productivity and efficient operations.

CALL HISTORY

Access, monitor, and analyze all call activities in one place.
Stay informed about every customer interaction with detailed call records and status tracking.



COMPLETE CALL RECORDS

View all call details including caller information, Lead ID, phone number, date/time, status, campaign, and remarks.



CALL STATUS TRACKING

Monitor outcomes with disposition tags such as PAID, PTP, NC, ANS, and TEST for quick follow-up actions.



DATE-WISE FILTERING

Filter call history by specific dates to find records faster and improve reporting efficiency.



CAMPAIGN PERFORMANCE VIEW

Track calls campaign-wise to evaluate performance and measure conversion effectiveness.



ORGANIZED CALL DATA

A structured table layout enables easy scanning, sorting, and management of call records.



QUICK ACCESS & REVIEW

Instantly access historical call information to support decision-making and customer engagement.

LIGHT THEME

KNEXUS

Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Select call mode, set agent status, and start your call

Agent Status

Ready to take calls

ACTIVE NOW

13-06-2026

S.No.	Call	Lead ID	Phone Number	Date/Time	Status	Full Name	Campaign	Remark
1		4	XX0X00X448	13-06-2026 11:56:02	PTP	-	OUTBOUND	-
2		4	XX0X0XX448	13-06-2026 11:54:42	PTP	-	OUTBOUND	-
3		4	XX0X0XX448	13-06-2026 11:54:08	ANS	-	OUTBOUND	-
4		3	XX0X0XX177	13-06-2026 11:53:47	NC	-	OUTBOUND	-
5		4	XX0X0XX448	13-06-2026 11:18:51	TEST	-	OUTBOUND	-
6		3	XX0X0XX177	13-06-2026 11:18:22	PAID	-	OUTBOUND	-
7		3	XX0X0X8177	13-06-2026 11:18:02	PTP	-	OUTBOUND	-
8		3	XX0X0X8177	13-06-2026 11:16:34	PTP	-	OUTBOUND	-
9		3	XX0X0XX177	13-06-2026 11:16:10	ANS	-	OUTBOUND	-
10		3	XX0X0X8177	13-06-2026 11:14:28	ANS	-	OUTBOUND	-

Showing 1 to 10 of 12 entries

1-10 of 12

DARK THEME

KNEXUS

Dashboard

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Showing 1 to 10 of 12 entries

1-10 of 12

ABOUT CALL HISTORY

The Call History module provides a centralized view of all inbound and outbound interactions. Agents and supervisors can review call outcomes, monitor performance, and maintain accurate customer communication records.

BENEFITS

- Complete visibility of customer interactions
- Faster follow-up and resolution tracking
- Improved campaign monitoring
- Better reporting and analytics
- Enhanced agent productivity
- Organized historical records

STATUS TYPES (EXAMPLE)

- PAID – Payment received
- PTP – Promise to Pay
- NC – Not Contacted
- ANS – Answered
- TEST – Test Call

QUICK ACTION

Use filters and status tags to quickly locate call records, review customer interactions, and track campaign performance efficiently.



Every Call Recorded. Every Interaction Tracked. Better Decisions Through Complete Call History.

SCRIPT

Access, organize, and deliver structured conversation scripts for consistent and effective customer interactions.



READY-TO-USE SCRIPTS

Provide agents with predefined conversation flows to ensure professional and standardized communication.



CONSISTENT CUSTOMER EXPERIENCE

Maintain uniform messaging across all customer interactions regardless of the agent handling the call.



QUICK SCRIPT ACCESS

Instantly access scripts during live calls to improve response time and conversation quality.



IMPROVED AGENT PERFORMANCE

Reduce errors and increase confidence by guiding agents through approved communication workflows.



DYNAMIC SCRIPT MANAGEMENT

Update and manage scripts centrally to ensure teams always use the latest information.



COMPLIANCE & QUALITY CONTROL

Ensure conversations follow company policies, regulatory requirements, and quality standards.

LIGHT THEME



- Dashboard
- Call Logs
- Callback
- Break Time
- Break Info
- Script

Welcome to KrudraCX Knexus

Central Command System for Modern CX Operations

KrudraCX Knexus is a next-generation, enterprise-grade customer experience platform engineered to act as the **central command system** for modern call centers, BPOs, and large-scale communication operations.

Designed for organizations that handle **high call volumes**, **complex workflows**, and **performance-driven teams**, Knexus goes for beyond traditional dialing software. It unifies **intelligent calling**, **AI-driven automation**, **real-time insights**, and **enterprise IT infrastructure** into a single, powerful CX ecosystem.

More Than a Dialer.

A Complete Customer Experience Core.

At its heart, **KrudraCX Knexus** is built to connect every moving part of your customer interaction strategy. From inbound support and outbound sales to collections, campaigns, and customer engagement workflows—Knxus ensures every call is **faster, smarter, and more effective**.

By intelligently connecting **people, processes, data, and technology**, Knexus empowers businesses to:

- ✓ Increase call connect rates
- ✓ Reduce agent idle time
- ✓ Deliver consistent customer experiences
- ✓ Maintain complete operational visibility

DARK THEME



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ABOUT THIS PAGE

The Script module helps agents handle customer conversations efficiently by providing structured and approved call scripts. It improves consistency, compliance, and overall communication quality.

BENEFITS

- ✓ Standardized customer communication
- ✓ Faster agent onboarding and training
- ✓ Improved call quality and professionalism
- ✓ Reduced handling errors
- ✓ Better compliance adherence
- ✓ Enhanced customer satisfaction

SCRIPT FEATURES

- ✓ Predefined conversation templates
- ✓ Easy script navigation
- ✓ Real-time script updates
- ✓ Support for inbound and outbound calls
- ✓ Consistent communication workflow

QUICK ACTION

Select the appropriate script before initiating a call to ensure accurate communication and a seamless customer experience.



Empowering Agents with **the Right Words** at the **Right Time**.

USER PROFILE & ACCOUNT MENU

Access your profile details, phone, campaign info, and logout quickly from the top-right menu.



USER PROFILE

View your name and username at a glance.



PHONE DETAILS

Check your assigned phone/extension information easily.



CAMPAIGN STATUS

See your campaign type and direction (Inbound / Outbound).



LOGOUT

Sign out securely from your account with a single click.



QUICK ACCESS

All essential actions are just one click away from the top-right corner.

LIGHT THEME



Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Select call mode, set agent status, and start your call



Agent Status
Paused

Agent Disposition

Total: 12



ANS: 3

NC: 2

PAID: 1

PTP: 4

TEST: 2

Agent Break

Details



SB

SYS

LB

Manual Call

PV Mode



Manual Call

Phone Number

Call



User
manish

Phone
8002

Campaign
OUTBOUND

Logout
Sign out of your account

DARK THEME



Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Select call mode, set agent status, and start your call



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Details



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SYS

LB

Manual Call

PV Mode



Manual Call

Phone Number

Call



User
manish

Phone
8002

Campaign
OUTBOUND

Logout
Sign out of your account

ABOUT THIS MENU

The User Profile & Account Menu provides quick access to your profile details, phone/extension, campaign information, and secure logout option from the top-right corner.

BENEFITS

- ✓ Quick access to profile details
- ✓ View assigned phone/extension
- ✓ Check campaign type & direction
- ✓ Secure and easy logout
- ✓ Improved efficiency & productivity

QUICK ACCESS OPTIONS

-  **User Profile** – View your name and username
-  **Phone Details** – See your assigned extension
-  **Campaign Info** – Inbound / Outbound status
-  **Logout** – Sign out securely with one click

SECURE & CONVENIENT

All essential account actions are just one click away, ensuring a seamless and secure user experience.

Your Profile. Your Info. One Click Away.

SETTINGS

Customize your workspace, manage preferences, and enhance your calling experience with just a few clicks.

LIGHT THEME



Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Select call mode, set agent status, and start your call

Agent Status
Paused

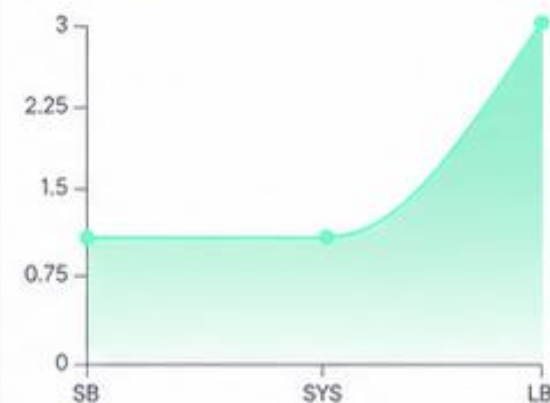
Agent Disposition

Total: 12



Agent Break

Details



Manual Call

PV Mode

Manual Call

Phone Number

Call



Settings

Manage agent settings

Group

Group Select

Light Mode

Toggle theme

☒ Search Existing Leads

DARK THEME



Dashboard

Call Logs

Callback

Break Time

Break Info

Script

Select call mode, set agent status, and start your call

Agent Status
Paused

Agent Disposition

Total: 12



Agent Break

Details



Manual Call

PV Mode

Manual Call

Phone Number

Call



Settings

Manage agent settings

Group

Group Select

Dark Mode

Toggle theme

☒ Search Existing Leads



MANAGE AGENT SETTINGS

Access and update your agent preferences, availability, and other important configuration options.



TOGGLE THEME

Switch between Light and Dark mode to suit your comfort and reduce eye strain.



SMART LEAD SEARCH

Enable "Search Existing Leads" to quickly find and connect with existing leads from your database.



PERSONALIZED EXPERIENCE

Adjust settings to create a workspace that matches your workflow and boosts productivity.



SECURE & CONTROLLED

Keep your preferences and data secure while maintaining full control over your calling environment.



ABOUT THIS PAGE

The Settings page allows you to personalize your experience, manage preferences, and access useful tools to streamline your calling operations efficiently.



BENEFITS

- ✓ Easily manage agent preferences
- ✓ Switch themes for better usability
- ✓ Quick access to important tools
- ✓ Find leads faster and save time
- ✓ Improve productivity & efficiency



SETTINGS OPTIONS

- Settings** – Manage agent settings
- Group** – Select or manage groups
- Light/Dark Mode** – Toggle theme
- Search Existing Leads** – Find leads instantly



QUICK ACTION

Use the top-right menu to access settings, switch themes, and search existing leads in one click.



Your **Settings**. Your **Workspace**. Your **Way**.

FUTURE SCOPE OF KNEXUS

At **KNEXUS**, our vision is to continuously innovate and expand the capabilities of our Dialer solution. We are committed to making **KNEXUS** **smarter, faster** and **future-ready** to drive your business growth.



KNEXUS is built today for tomorrow's challenges – empowering businesses with intelligent, scalable and **future-ready** communication solutions.



1. Advanced Lead Management

Implement intelligent lead scoring and prioritization to improve targeting and conversion rates.



2. Smart Predictive Dialing

Use predictive algorithms to connect the right calls at the right time, increasing answer rates.



3. Voice Analytics

Add advanced voice analytics to monitor call quality, agent performance and customer satisfaction.



4. Automation & Workflow Improvements

Introduce advanced automation in workflows, lead distribution and follow-ups to reduce manual effort.



5. WhatsApp & CRM Integration

Integrate WhatsApp and advanced CRM systems to streamline communication and data management.



6. Cloud-Based Scalability

Move towards a fully cloud-based infrastructure to ensure scalability, reliability and global accessibility.



7. Advanced Security Features

Enhance data security with advanced encryption, access control and compliance standards.



8. Advanced Reporting & Dashboards

Provide more customizable reports and real-time dashboards for better decision making.



KNEXUS

Driving **Innovation**. Delivering **Impact**. Building the **Future of Communication**.



Dialer

Smarter Calls, Stronger Connections.



CONCLUSION

KNEXUS DIALER CRM

KNEXUS Dialer CRM is a complete communication platform built to simplify calling, empower agents, and help businesses connect better and grow faster.



BOOST PRODUCTIVITY

Help agents do more in less time with powerful dialing tools.



IMPROVE CONNECTIONS

Increase answer rates and build stronger customer relationships.



ENHANCE EXPERIENCE

Deliver seamless customer experiences that drive loyalty and satisfaction.



DRIVE GROWTH

Data-driven insights that help you make smarter decisions and grow faster.



BUILT FOR MODERN TEAMS

A scalable and intuitive platform designed to support teams of all sizes and adapt to your business needs.



SMARTER COMMUNICATION

Powerful dialing modes, real-time call handling, and automation tools that help agents connect more and talk less.



DATA-DRIVEN PERFORMANCE

Advanced dashboards and real-time analytics that help you monitor, measure, and maximize performance.



SECURE & RELIABLE

Enterprise-grade security, role-based access, and 99.9% uptime you can depend on.



SEAMLESS INTEGRATION

Easily integrate with your favorite CRM and tools to create a unified and efficient workflow.



KNEXUS Dialer CRM connects your team, your tools, and your customers.

Smarter calls. Better connections. Stronger results.

Let's connect more. Achieve more. Grow together.



THANK YOU

FOR YOUR ATTENTION
AND PARTICIPATION

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