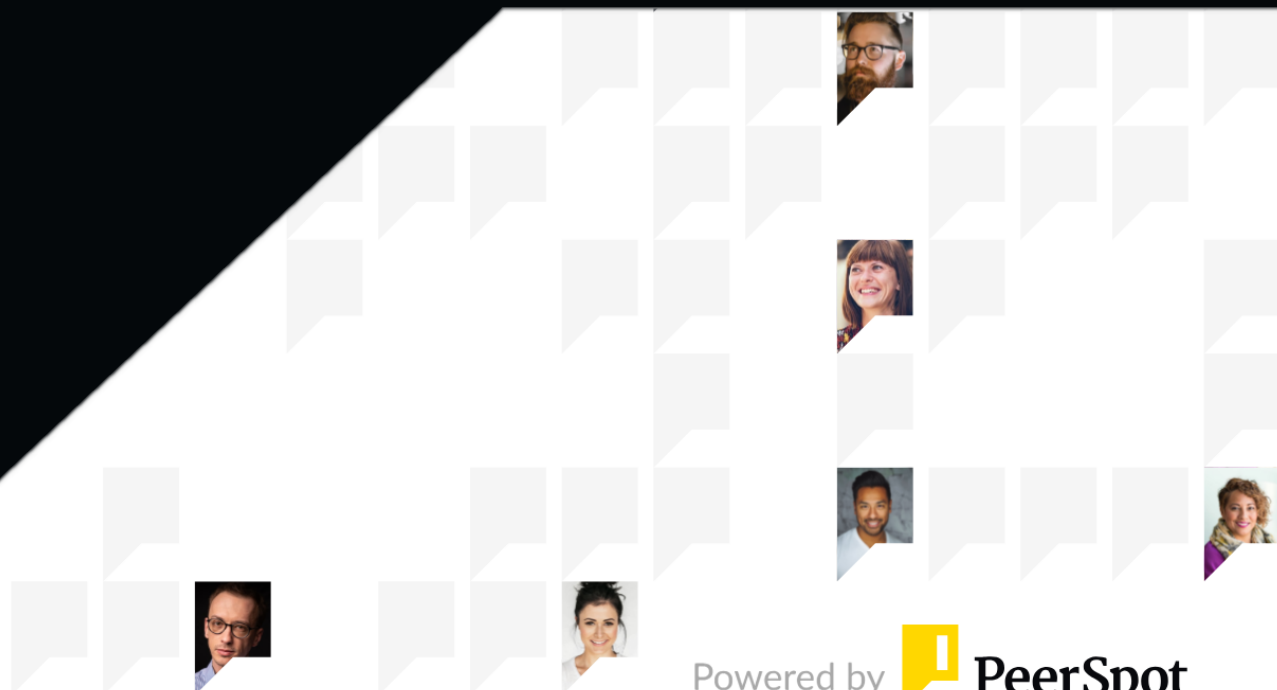




VICibox & VICIdial for AWS EC2

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



VICIbox & VICIdial for AWS EC2

VICibox & VICIdial for AWS EC2 Recap

VICibox & VICIdial for AWS EC2 provides a comprehensive contact center management system optimized for cloud deployment, capable of handling complex communication needs with efficiency.

This platform is designed to enhance call center operations by leveraging AWS EC2's powerful cloud computing features, offering robust performance and scalability tailored for large-scale use. It integrates seamlessly with diverse business workflows, delivering high reliability and flexibility. With VICibox & VICIdial, businesses can automate and streamline their communication process effectively, ensuring improved customer engagement and operational efficiency.

What are the key features?

- Customization: Tailor settings to meet specific operational requirements.
- Scalability: Effortlessly scale resources to meet demand.
- Real-Time Metrics: Access to live call monitoring and performance data.
- Comprehensive Reporting: Generate detailed analytics for informed decision-making.
- Multi-Tenant Capabilities: Manage multiple client operations on a single platform.

How can you assess benefits and ROI?

- Cost Efficiency: Reduced costs through cloud-native deployment.
- Enhanced Productivity: Automated workflows for improved service.
- Improved Customer Satisfaction: Faster, reliable communication channels.
- Resource Flexibility: Adjust resources without infrastructure constraints.
- Data-Driven Insights: Leverage reports for strategic planning.

VICibox & VICIdial for AWS EC2 is widely used in industries like telecommunications and customer service. Call centers utilize its advanced features for handling high volumes of inbound and outbound calls efficiently. In finance, it's implemented for secure and compliant client communication. The system's adaptability makes it suitable for varied sectors aiming to enhance their client interaction strategies.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“I have seen substantial return on investment from automating calls and data processing on EC2, saving approximately 10 to 15 hours per campaign and significantly increasing efficiency.”



Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford



“The efficiency and quick setup benefited my project as it saved time because there were no complex tools needed to be installed and just a simple UI to go in and log in as a master user and then we can provide access to our agents.”



Gaurav-Bansal

Support Engineer at a tech vendor with 5,001-10,000 employees

What users had to say about valuable features:

“VICIbox & VICIdial for AWS EC2 has positively impacted our organization by increasing the efficiency of our work because we do not need to go on several portals to check networks and maintain our hardware setup since it's all in the cloud, managed by AWS.

“EC2 provides a cloud specification scenario so that users outside the organization can access it via cloud, making it very easy for us to use and manage because the users are set up all in the EC2 instance..”

Validated user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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“VICIbox & VICIdial for AWS EC2 offers excellent features, including that EC2 is lightweight and easy to use and set up. VICIbox is software that we install in the EC2.

“When I say it is lightweight and easy to set up, lightweight means the Amazon services are very good and very refined, so we do not need any other things. We just need to go with the next, next button, and the setup will be completed.

“VICIbox & VICIdial for AWS EC2 positively impacts my organization as it is the software that customers demand most to install and set up for their businesses, so we use this to install and help them for those businesses..”

Karan Seth

Md CEO at Techcart

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“The most valuable features of VICIbox & VICIdial for AWS EC2 include scalability and AWS integration. Additionally, it provides core contact center capabilities with extensive inbound and outbound call functionality and predictive dialing that reduces agent idle time, allowing us to efficiently manage customer engagement at scale. It supports multi-channel communication including call, SMS, and email, making it versatile for various outreach campaigns. Advanced monitoring features enable supervisors to barge, whisper, and monitor agents in real-time, improving quality control and training opportunities. The deployment and setup are quick with one-click deployment through the AWS Marketplace. The web-based user interface allows control of nearly everything without requiring specialized client software, needing only a standard web browser for real-time reporting on analytics..”

Harsh Shrivastava

Senior Software Engineer at Thomson Reuters

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“VICibox & VICIdial for AWS EC2's best features in my experience include the ability to perform any calls, queuing, and handling the Vicidial hopper.

When I mention queuing and handling the Vicidial hopper, I find those features reliable and efficient for my team's day-to-day work because it is an easy click-through CRM, not just through using the Vicidial API. I am also modifying or controlling the database itself of Vicidial so that if I want to enable Vicidial lists, it is a one-click on the CRM and then users are able to perform auto-dialing on their end.

Regarding VICibox & VICIdial for AWS EC2's features, I can also display the real-time status of the agents.

The change of moving to my custom CRM definitely brings a 100% improvement or more because it is a custom CRM where they can modify the fields they need on the CRM..”

Kevin Macute

Senior Developer at a outsourcing company with 5,001-10,000 employees

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“VICIbox & VICIdial for AWS EC2 offers multiple beneficial features. One-click deployment into EC2 allows for quick system launches via AWS Marketplace or AMI, saving setup time. The platform supports multichannel communication, such as calls, SMS, and email, which is beneficial during periods like student outreach campaigns.

The scalability and flexibility of the EC2 infrastructure provide the ability to scale up or down based on demand. Real-time reporting and analytics tools aid in decision-making and monitoring agent performance, allowing for optimized staffing based on performance metrics. These tools help identify agent effectiveness and ensure enough staff is assigned, improving decision-making and enabling immediate actions instead of waiting for end-of-day reports.

Integrations with AWS services, such as S3 for storing call logs and EC2 for scaling compute power, enhance platform efficiency. Automated workflows leverage tools like Lambda for campaign updates and alerts, and automatic recording and data saving to S3 streamline operations, making the system more scalable and easier to manage..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“I have used VICIbox & VICIdial for AWS EC2 for a long time, around four years. In my experience, I have used VICIbox & VICIdial for AWS EC2 for calls. I have used different CRMs as well for tracking and everything, and I have used different dialers, but VICIbox & VICIdial for AWS EC2 is one of the easiest ones I have seen so far. I love the experience of using it, and it did work well.

“The manual dial feature of VICIbox & VICIdial for AWS EC2 stands out to me because when you have to call back the prospect using the manual dial feature, you just put in the number and you can right away call that prospect, which is an easy thing to do. The manual dial feature made my workflow much easier because in some dialers it is difficult to see the whole call list, but it is easy to find the call log list in the manual dial, which is close to the manual dial. This saved a lot of my time and worked well for me.

“Everything is pretty much good about the features of VICIbox & VICIdial for AWS EC2. Something which is helpful is when you have to connect the call to the next person, you have to click on the transfer conference and put someone on the call and then leave, which has very good features and were really helpful to me. It would be beneficial if it adapted to the other dialers as well and updated everything, but I do not want it to make things tricky for everyone.

“Everything remained consistent with VICIbox & VICIdial for AWS EC2, which I liked because I do not like to see very much changes in the interface because it gets difficult to find other things. The call connections were good, and we got to call about 1,200 to 1,300 calls per day using that dialer and it is easy, which is great.

“VICIbox & VICIdial for AWS EC2 is cheaper software to use and you can afford it. You can grow your platform using this software, which can really bring you return on investment..”

Marketing Tarek

[Read full review](#) 

Lead Generation Manager at a construction company with 1-10 employees

Other Solutions Considered

“I have used a different solution before. I do not remember the name of it, but I think it was 3CX, which did not work out for me, so I had to switch to VICibox & VICIdial for AWS EC2, which was a really good experience..”

Marketing Tarek

Lead Generation Manager at a construction company with 1-10 employees

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“I did not evaluate any options before choosing VICibox & VICIdial for AWS EC2. This was the first thing that I used, and VICibox & VICIdial for AWS EC2 was the first thing in my life when I used it. Then I have switched to other things..”

Marketing Tarek

Lead Generation Manager at a construction company with 1-10 employees

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“I previously used an on-premises PBX system for manual call routing, but it was time-consuming, less reliable, and difficult to scale during high call volumes. Switching to VICibox & VICIdial for AWS EC2 allowed me to automate processes, easily scale resources, and ensure smoother operations..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“During the evaluation, I considered other cloud-based solutions including Twilio and Asterisk but chose VICIbox & VICIdial for AWS EC2 for its scalability, automation, and integration with AWS, alongside its value for money..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“Before using VICIbox & VICIdial for AWS EC2, my organization may have been using Azure Lab Services along with a couple of other products. However, the performance of VICIbox & VICIdial for AWS EC2 has been quite good, working best with AWS as a cloud provider. We have also checked other providers such as Oracle Cloud and Azure, but the performance from the AWS side has been the best..”

Harsh Shrivastava

Senior Software Engineer at Thomson Reuters

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ROI

Real user quotes about their ROI:

“Regarding cost, the reduced cost scenario cannot be given right now because we have not used it for a year, but it will reduce costs if we look into the system over time..”

Validated user

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It System Engineer at a manufacturing company with 5,001-10,000 employees

“When it comes to saving money with VICibox & VICIdial for AWS EC2, it is a win-win situation because we do not need to use or rent an application outside that supports the device..”

Kevin Macute

[Read full review](#) 

Senior Developer at a outsourcing company with 5,001-10,000 employees

“I have seen a return on investment from using VICIbox & VICIdial for AWS EC2, as it definitely saves time and requires fewer employees, but I am not sure about revenue because that's something handled by a different team..”

Gaurav-Bansal

[Read full review](#) 

Support Engineer at a tech vendor with 5,001-10,000 employees

“There was definitely a return on investment with VICIbox & VICIdial for AWS EC2 regarding time saved and minimized downtime on the production side. Whenever a server goes down, we have other EC2 instances ready to handle the load, reducing downtime. Additionally, the cost savings associated with using AWS Cloud instead of maintaining physical hardware on-premises are significant, and there has also been a reduction in the number of employees needed..”

Harsh Shrivastava

[Read full review](#) 

Senior Software Engineer at Thomson Reuters

“I have seen substantial return on investment from automating calls and data processing on EC2, saving approximately 10 to 15 hours per campaign and significantly increasing efficiency. Tasks that previously took days now take hours, reducing the need for extra staff and saving costs. During the student outreach campaign, the use of EC2 scaling and automation enabled handling more calls simultaneously and completing campaigns faster, providing substantial return on investment..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“I have seen a lot of return on investment using VICibox & VICIdial for AWS EC2. I would say I earned about \$1,500 to \$2,000 in a week or more using VICibox & VICIdial for AWS EC2 when I was doing sales calls.

“VICibox & VICIdial for AWS EC2 is cheaper software to use and you can afford it. You can grow your platform using this software, which can really bring you return on investment..”

Marketing Tarek

Lead Generation Manager at a construction company with 1-10 employees

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Use Case

“I have used VICIbox & VICIdial for AWS EC2 in the past, and it is easy to use. My main case for using VICIbox & VICIdial for AWS EC2 was for doing calls and reaching out to prospects. It was a calling software which I used, and it is cheap, so that is why we preferred it back in those days. It was usually used for our office premises..”

Marketing Tarek

Lead Generation Manager at a construction company with 1-10 employees

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“VICIbox & VICIdial for AWS EC2 runs applications and services on AWS to support operational needs. VICIbox hosts data processing tasks and analytic services on EC2 instances to ensure smooth performance. VICIdial utilizes EC2 to run backend services, manage call routing, and handle workload efficiently, allowing for resource scaling depending on demand to ensure reliable application performance without downtime..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

[Read full review](#) 

“VICIbox & VICIdial for AWS EC2 has been our primary solution for scaling EC2 instances based on demand, which provides significant cost optimization. During high-volume periods, we can quickly add instances to manage increased call volumes and reduce them afterward to save costs. For deployment, we utilize one-click deployment through the AWS Marketplace, which significantly reduces setup time compared to traditional installations..”

Harsh Shrivastava

Senior Software Engineer at Thomson Reuters

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“My main use case for VICIbox & VICIdial for AWS EC2 is to install the software for my customers who have requested to install this and set up it for them.

“A recent project where I set up VICIbox & VICIdial for AWS EC2 for a customer was to establish a call center where they wanted to install this in their premises. They own the Amazon EC2 credits, so I just get the details from them and install it. I install it for their purposes. I set up all of the things and hand it over to the client..”

Karan Seth

Md CEO at Techcart

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“I use VICIbox & VICIdial for AWS EC2 to create a few users that will be able to call outside the organization.

“The sales calls are set up so that the users for the sales can communicate outside to make sales for a specific product.

“The reliability and the excellent properties of VICIbox & VICIdial for AWS EC2 stand out to me most in my day-to-day work, enabling us to add users in no time.

“VICIbox & VICIdial for AWS EC2 is deployed in my organization as a public cloud, but it is used for private purposes..”

Validated user

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It System Engineer at a manufacturing company with 5,001-10,000 employees

“VICIbox & VICIdial for AWS EC2's main use case for us is that Vicidial is free, and there is a problem with the internal CRM on Vicidial. For this reason, I created a separate CRM, making Vicidial work as a background service so that users can still perform day-to-day tasks without touching Vicidial itself. I am using the API generated by Vicidial.

Setting up that integration for VICIbox & VICIdial for AWS EC2 went smoothly because there is documentation about the Vicidial agent API and the Vicidial non-agent API, which functions as a supervisor tool, and then the agent API where you can dispose of the call, hang up, perform the call, and change the status.

We even set up a feature that allows users to perform calling directly from the browser without using any softphone or installed application on their computer..”

Kevin Macute

[Read full review](#) 

Senior Developer at a outsourcing company with 5,001-10,000 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Regarding pricing, setup cost, and licensing for VICIbox & VICIdial for AWS EC2, I did not set up VICIbox. When I got onboarded, it was already in place. I had to use it, research it, and then perform and create the CRM that they needed..”

Kevin Macute

[Read full review](#) 

Senior Developer at a outsourcing company with 5,001-10,000 employees

“Everything remained consistent with VICIbox & VICIdial for AWS EC2, which I liked because I do not like to see very much changes in the interface because it gets difficult to find other things..”

Marketing Tarek

[Read full review](#) 

Lead Generation Manager at a construction company with 1-10 employees

“The initial setup of EC2 instances and configuring the system felt complex for smaller teams without dedicated IT personnel. The setup was not fully guided when I first deployed VICibox & VICIdial for AWS EC2, which took extra time for configuring call rules and scaling EC2 instances..”

Naqash Ahmed

[Read full review](#) 

Senior Data Reporting Analyst at University of Bradford

“For that contact center project, I had to spin it through EC2 and then configure the roles and services needed. I first needed to SSH and then do either express setup or standard setup. I went with the express setup which quickly let me set up the software.

My setup experience includes the fact that it has quite low port usability, which is just two to three or four ports. It uses 50-60 UDP, which gives flexibility for the projects..”

Gaurav-Bansal

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Support Engineer at a tech vendor with 5,001-10,000 employees

“The deployment and setup process for VICibox & VICIdial for AWS EC2 has been quite good compared to traditional installations. The express setup option allows teams to launch instances within an hour without complex configuration or additional hardware, which is a significant advantage. The platform also includes free SSL certificate installation through the VICibox SSL command, eliminating the need to purchase separate security certificates. Overall, the deployment is quick and efficient, and the overall initial setup process has been quite smooth..”

Harsh Shrivastava

Senior Software Engineer at Thomson Reuters

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Customer Service and Support

“The customer support for AWS EC2 and related solutions has been good; I would rate it a nine out of ten because, while everything is satisfactory, no one is 100% perfect..”

Chandanp Patel

Deputy Technical Specialist at a media company with 10,001+ employees

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“I have reached out to customer support many times. The support was generally good, especially with technical deployment questions. However, response times could be improved as it took longer to resolve complex issues. More detailed, step-by-step documentation rather than generic answers would also be appreciated..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“My experience with customer support has been quite fine, but response times could definitely be improved. I encountered configuration challenges, such as incorrect default test version settings that required manual correction. I have also faced connection issues with Asterisk Manager on EC2 instances, which has been reported by others, requiring troubleshooting of IP configurations and socket connections. Quicker response times and faster question resolution from customer support would greatly benefit users. I would rate technical support as an eight out of ten. If complex technical issues could be resolved quickly in the future, I would definitely give a ten at that time..”

Harsh Shrivastava

Senior Software Engineer at Thomson Reuters

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Other Advice

“One piece of advice is to start small with a single EC2 instance to familiarize yourself with the system's automation, real-time reporting, and analytics. Starting small helps gauge call routing, scaling, and reporting aspects before handling multiple campaigns effectively. I would rate this solution an 8 out of 10 overall..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“I think VICIbox & VICIdial for AWS EC2 is a great product, and at least one should give it a try before setting it up on another cloud besides AWS.

“For starters, VICIbox & VICIdial for AWS EC2 is great, so I will recommend it if somebody asks me for advice. I would rate this product 7 out of 10..”

Validated user

It System Engineer at a manufacturing company with 5,001-10,000 employees

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VICIbox & VICIdial for AWS EC2 handles live performances and streaming needs with its primary strength being used for broadcast.

I did not purchase VICIbox & VICIdial for AWS EC2 through the [AWS Marketplace](#), as I'm not responsible for that decision.

“On a scale of 1–10, I rate VICIbox & VICIdial for AWS EC2 a six. .”

Validated user

Senior software. Developer. Integration specialist. Adult psychologist at a consultancy with 1-10 employees

[Read full review](#) 

“The efficiency and quick setup benefited my project as it saved time because there were no complex tools needed to be installed and just a simple UI to go in and log in as a master user and then we can provide access to our agents.

My advice for others looking into using VICIbox & VICIdial for AWS EC2 is to first check if they need a very big environment with more than 20,000 agents. They can go for different options in such cases. If it's quick and they need it for a smaller amount of people, it's definitely worth considering.

Go, go VICIbox & VICIdial. Anyone can dial. Goodbye.

On a scale of 1–10, I rate VICIbox & VICIdial for AWS EC2 an 8..”

Gaurav-Bansal

Support Engineer at a tech vendor with 5,001-10,000 employees

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“VICIbox & VICIdial for AWS EC2 has already improved.

“Currently, the software of VICibox & VICIdial for AWS EC2 does not contain any kind of AI technology.

“Regarding VICibox & VICIdial for AWS EC2's AI capabilities, Amazon already provides us with the firewall rules and all the setups, so we configure it for our clients, which means it was not much needed as other security services. They already provide it to us.

“I gave this product a rating of 10..”

Karan Seth

Md CEO at Techcart

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“I do not know how VICibox & VICIdial for AWS EC2 has impacted my organization positively because when I got onboarded to this company, they were already using Vicidial VICibox. We then decided to move the CRM out of Vicidial, and I created a separate CRM.

I believe organizations looking into using VICibox & VICIdial for AWS EC2 should look at the pricing first. The pricing on AWS is not that much.

My company is a user of VICibox & VICIdial for AWS EC2. I do not know if we are a partner or a reseller since we provide the service to other banks and companies as call center agents.

Regarding VICibox & VICIdial for AWS EC2's AI capabilities, I think its governance and security are managed by a separate department that handles the application. When it comes to user credentials and permissions, it is not difficult to use.

For the accuracy and reliability of VICibox & VICIdial for AWS EC2, I believe that is already at 100% because we have not encountered any problems with that application.

I have given VICibox & VICIdial for AWS EC2 a review rating of 10..”

Kevin Macute

Senior Developer at a outsourcing company with 5,001-10,000 employees

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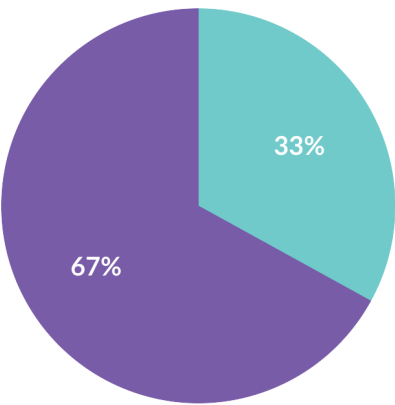
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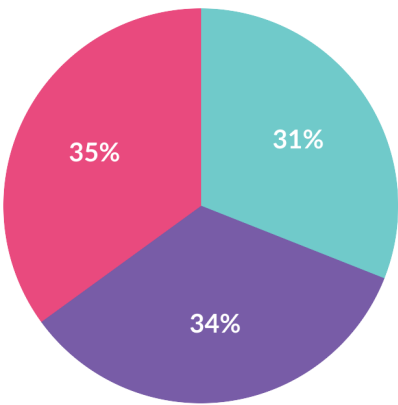


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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