



MA

Maria Antónia
 +244 923 • • • 118 · Support

04:12

|| Hold

🔇 Mute

→ Transfer

DTMF

End

Available

Campaign · Support

Ext. 1042

Incoming

+244 91 • • • • • Sales

00:06

Callback

Pedro N. · 10:30 · Renewals

due

3 waiting

14 talking

00:17 Avg. wait

Hello, I would like to renew my plan.

Done. The new plan starts tomorrow. Anything else?

Perfect, thank you! 🙏

AC Ana C. 03:41

RM Rui M. WhatsApp

Sales line

WhatsApp

Hello, I would like to renew my plan.

#4821

P2 · Open

Internet down at Viana branch

OMNICHANNEL CONTACT CENTRE

Every call. Every chat. One console.

Voice, WhatsApp, Messenger, Instagram and email, with supervision, reports and your service desk in one platform.

-  Voice
-  WhatsApp
-  Messenger
-  Instagram
-  Email
-  Service desk

ABOUT CALL LINKS

From first ring to resolution.

One platform for every conversation your customers start.

Call Links is the omnichannel contact centre built and supported by ISOFT in Luanda. It brings voice campaigns, WhatsApp, Messenger, Instagram and email into one agent console, with live supervision, reports, quality audits and a direct line to your service desk. It runs in your own data centre, in Portuguese, Spanish or English.

01

Voice

Inbound, outbound and IVR on your own trunks.

02

Messaging

WhatsApp, Messenger, Instagram and email in one inbox.

03

Supervision

Live wallboard, follow-up and quality audits.

04

Integration

Service desk, CRM and your own systems.

4

messaging channels
plus voice

11

modules in
one console

4

interface
languages

100%

on-premises,
your data





01 TELEPHONY

Inbound voice & routing

Every call reaches the right team, first time.

MODULE SCOPE

SIP trunks, inbound and outbound routes, IVR menus, time-based schedules and custom destinations are configured from one screen set. Official audio packs in Portuguese, Spanish and English, music on hold and answering-machine detection come ready to use.

WHAT YOU GET

- ✓ Multi-level IVR with schedule and client identification.
- ✓ Blacklists and do-not-call rules applied before the ring.
- ✓ Pause reasons, queue priorities and recording format per campaign.

BUSINESS VALUE

Shorter waits, fewer transfers and consistent service inside and outside office hours.

WORKS WITH

03 Agent console

02 Outbound campaigns & dialer

08 Reports & recordings



02 CAMPAIGNS

Outbound campaigns & dialer

Manual, preview or dialer: the campaign type that fits the list.

MODULE SCOPE

Contact lists are imported from CSV with cleaned numbers and duplicate checks. Campaigns are created from reusable templates, so a new product launch inherits its queue, dispositions, forms and agents in a few clicks.

WHAT YOU GET

- ✓ Predictive and progressive dialer with pacing per campaign.
- ✓ Preview mode shows the contact record before the call starts.
- ✓ Scheduled callbacks and retry rules for busy or unanswered numbers.

BUSINESS VALUE

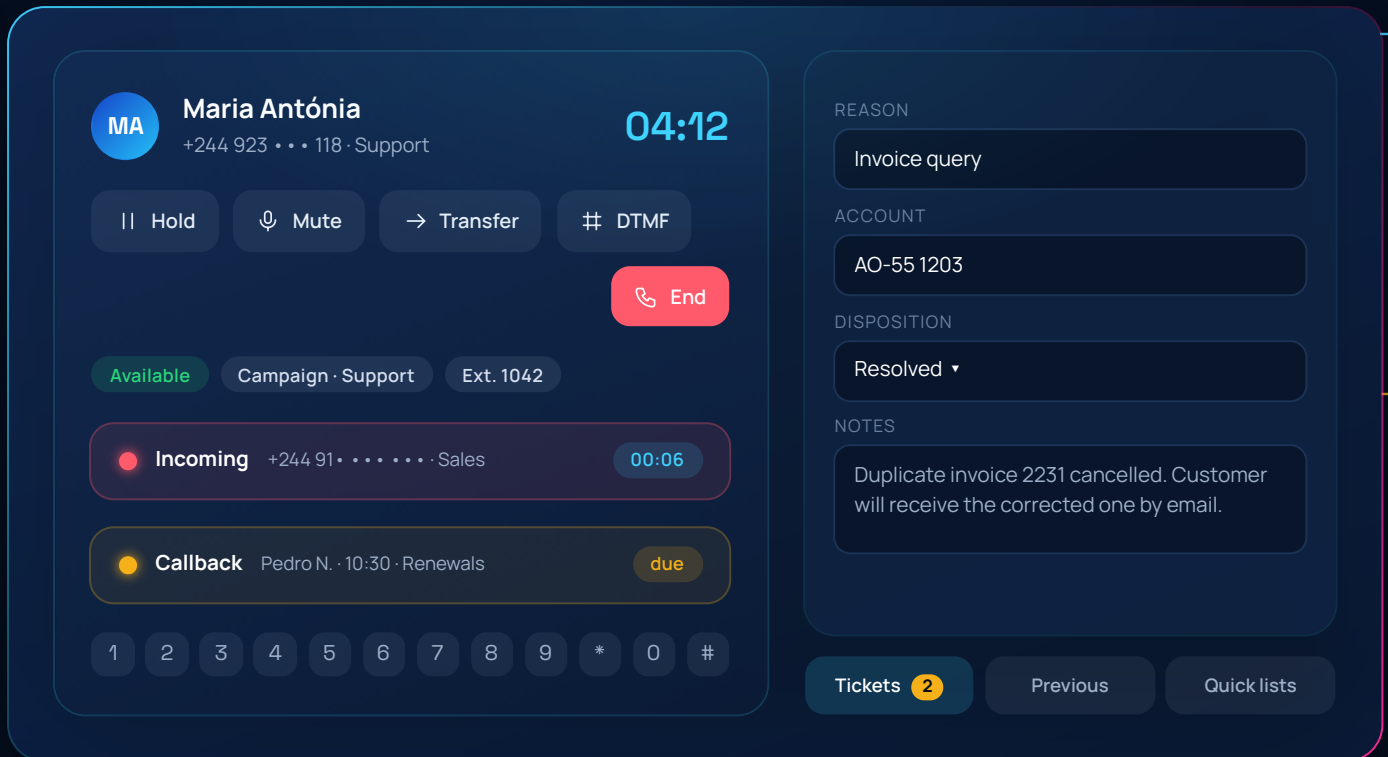
More conversations per agent hour, with the list, the script and the outcome in one place.

WORKS WITH

01 Inbound voice & routing

09 Forms, dispositions & audits

08 Reports & recordings



03 MY WORK

Agent console

A complete workstation in the browser. No desk phone needed.

MODULE SCOPE

Agents sign in and the WebRTC softphone registers automatically. Dialpad, answer and reject, hold, mute, transfer and DTMF sit next to the call form, the disposition list and the quick lists used for transfers. Tickets and previous conversations slide in from the right edge.

WHAT YOU GET

- ✓ One screen for voice, WhatsApp, Messenger, Instagram and email.
- ✓ Quick lists of up to 5,000 numbers for one-click transfers.
- ✓ Callbacks, pauses and assigned campaigns visible at all times.

BUSINESS VALUE

Faster handling and shorter training: everything an agent needs is one click away.

WORKS WITH

04 WhatsApp

09 Forms, dispositions & audits

10 Tickets & ITSM integration


Sales line
 +244 93• • • • • QR paired

Hello, I would like to renew my plan.

Good afternoon! I can do that now. Which number is the plan on?

923 118 • • • thanks

Done. The new plan starts tomorrow. Anything else?

Perfect, thank you! 🙏



PAIR BY QR

Cloud API
 Round robin
 Re-offer - 2 min
 Call → callback

04 CHANNELS

WhatsApp

Official Cloud API or an ordinary number paired by QR.

MODULE SCOPE

Connect a line through the Meta Cloud API with approved message templates, or pair an existing number by scanning a QR code with no third-party provider. Chats are distributed to one agent by the campaign strategy and re-offered after two minutes without an answer.

WHAT YOU GET

- ✓ Text, images, documents and audio in both directions.
- ✓ Agents start or reopen conversations with free text on QR lines.
- ✓ Voice calls to the line are declined and turned into callbacks automatically.

BUSINESS VALUE

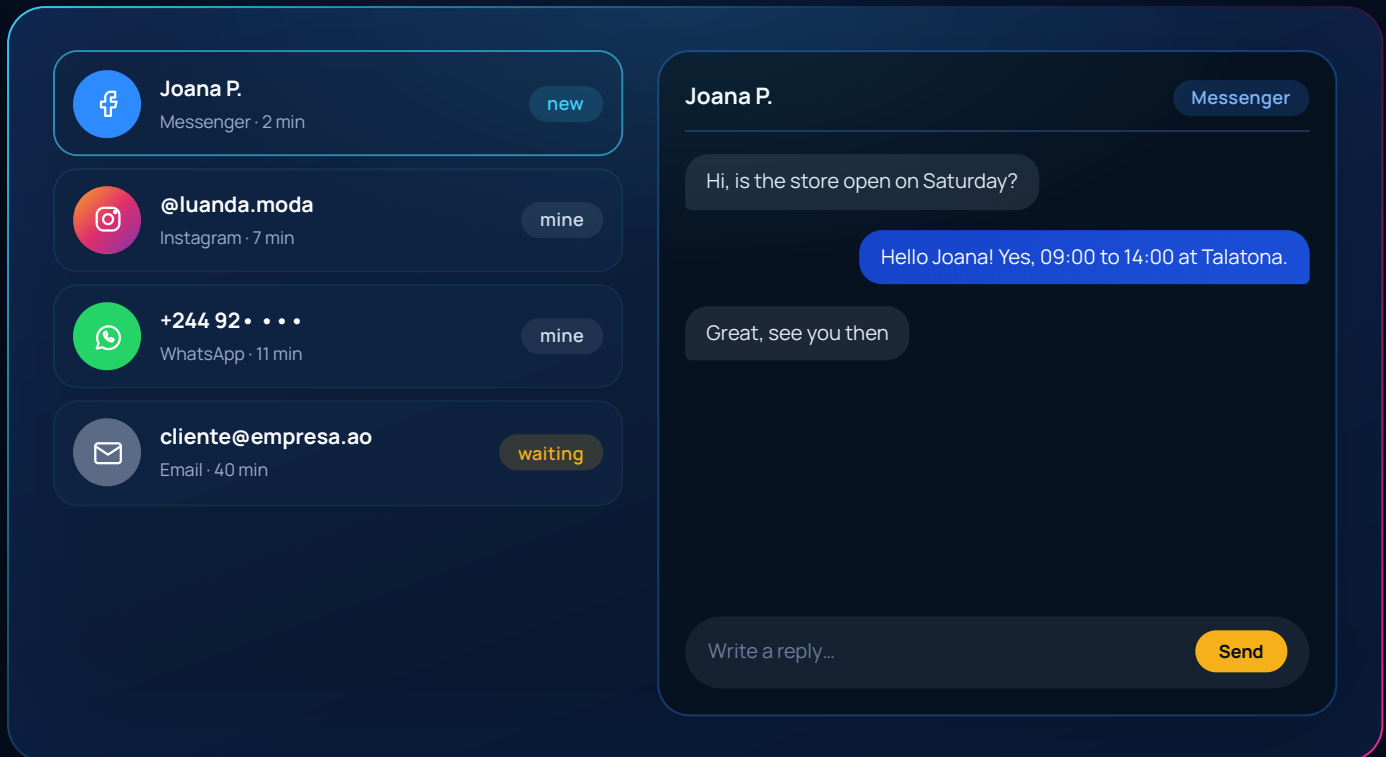
Serve customers on the channel they already use, with the same queue rules as voice.

WORKS WITH

03 Agent console

07 Live supervision & follow-up

05 Messenger & Instagram



05 CHANNELS

Messenger & Instagram

Social conversations in the same inbox as everything else.

MODULE SCOPE

Facebook pages and Instagram accounts connect through the official Graph API. Messages arrive in the agent console with the contact history, are distributed like any other chat and are reported on with the same indicators.

WHAT YOU GET

- ✓ Several pages and accounts per campaign.
- ✓ Replies with text and media, inside the platform's messaging windows.
- ✓ Every conversation kept and searchable for quality review.

BUSINESS VALUE

One team answers social media with service-desk discipline instead of a shared phone.

WORKS WITH

04 WhatsApp

06 Email

07 Live supervision & follow-up

support@company.ao	sales@company.ao	billing@company.ao	+ Microsoft 365
Proforma 2231 – payment confirmation	contab@cliente.ao	support@	New
Access to the portal	j.santos@empresa.ao	support@	Answered
Quote for 40 licences	compras@grupo.ao	sales@	Mine
Invoice duplicate	m.lopes@mail.com	billing@	Waiting 3 h
Change of address	r.cardoso@mail.com	support@	New
Contract renewal – 12 months	dir@transportes.ao	sales@	Answered
Thank you	a.neto@mail.com	support@	Archived

06 CHANNELS

Email

Mailboxes handled like queues, not like inboxes.

MODULE SCOPE

Several mailboxes can feed one campaign over IMAP and SMTP, including Exchange and Microsoft 365 with modern authentication. New messages are distributed to agents, answered from a template or free text, and closed emails are moved to the mailbox's Archive folder.

WHAT YOU GET

- ✓ Shared mailboxes for support, sales and billing in one campaign.
- ✓ Archive on close keeps Outlook and Call Links in step.
- ✓ Follow-up board shows emails waiting for a reply and for how long.

BUSINESS VALUE

No lost emails and no double replies, with every reply time measured.

WORKS WITH

05 Messenger & Instagram

07 Live supervision & follow-up

08 Reports & recordings



07 OVERVIEW & QUALITY

Live supervision & follow-up

See the floor in real time and act before customers notice.

MODULE SCOPE

The dashboard and the live wallboard show queues, agent states and waiting contacts across every channel. The follow-up page lists conversations without an answer, overdue callbacks and open tickets per agent, against delay thresholds the administrator sets.

WHAT YOU GET

- ✓ Listen, whisper and barge on live calls.
- ✓ Thresholds for first reply, waiting chats, emails and tickets.
- ✓ Per-agent view of open work on every channel.

BUSINESS VALUE

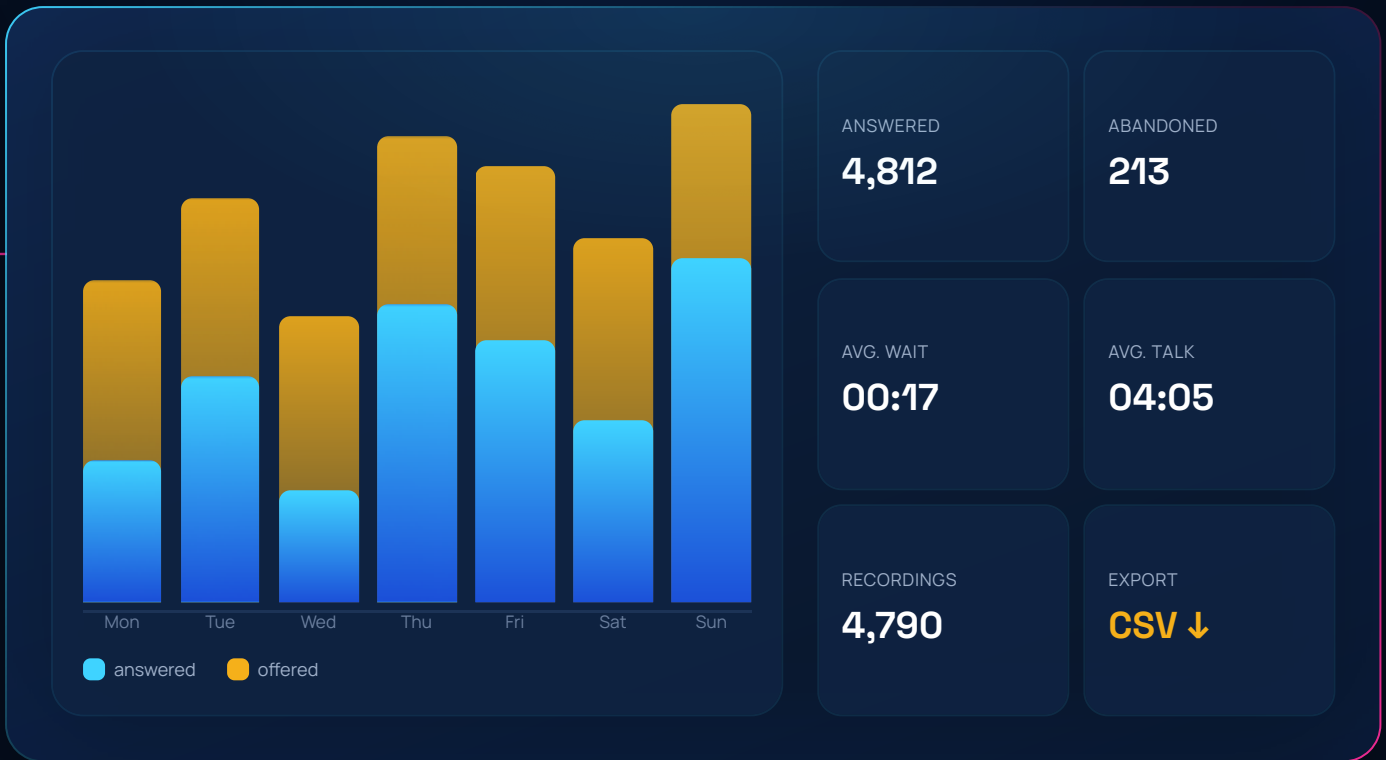
Supervisors manage by exception, with the evidence on screen.

WORKS WITH

03 Agent console

08 Reports & recordings

10 Tickets & ITSM integration



08 QUALITY

Reports & recordings

Every indicator the operation needs, exportable.

MODULE SCOPE

Reports cover calls, agents, campaigns, dispositions, dialer results and channel activity, with missed and rejected rings told apart. Recordings are searched by date, campaign, agent, number or disposition and played back or downloaded from the browser.

WHAT YOU GET

- ✓ Daily, weekly and custom periods with CSV export.
- ✓ Dialer board with reached, busy, no-answer and callback counts.
- ✓ Recording retention and format set per campaign.

BUSINESS VALUE

Management decisions based on the same numbers the team sees every day.

WORKS WITH

07 Live supervision & follow-up

09 Forms, dispositions & audits

02 Outbound campaigns & dialer

Call form - Support

PRODUCT

Fibre 100 ▾

ISSUE

No connection since 09:00

BRANCH

Talatona ▾

CALLBACK

14 Oct - 10:30

Resolved Escalated Callback Not interested

Quality audit

8.5 / 10

Greeting 

Identification 

Solution 

Closing 

Observation: confirm the ticket number before closing.

09 CAMPAIGNS & QUALITY

Forms, dispositions & audits

Capture the outcome of every contact and check its quality.

MODULE SCOPE

Campaign forms are built with text, number, date and dynamic list fields and appear inside the call. Dispositions classify the result, trigger a form or a callback, and quality auditors review them with a score and observations the agent sees in My forms.

WHAT YOU GET

- ✓ Form answers linked to the recording and the contact record.
- ✓ CRM interaction: open a customer page or post the call data to your system.
- ✓ Audits restricted to administrators and managers.

BUSINESS VALUE

Clean data at the end of every contact and a quality loop that closes.

WORKS WITH

03 Agent console

08 Reports & recordings

07 Live supervision & follow-up

#4821 · Internet down at Viana branch

P2 · Open

 Maria Antónia
  from call 04:12
  opened 09:42

Created from the agent console
Assigned to Network team
Technician dispatched
Resolved

External sites & systems

URL CRM customer page opens on answer

POST Call data sent to your ERP on disposition

WEBHOOK Ticket status pushed back to the console

Service desk online GrandLinks ITSM · proxied, allow-listed

10 SERVICE DESK

Tickets & ITSM integration

A ticket raised during the call, tracked after it.

MODULE SCOPE

Agents open tickets in GrandLinks ITSM without leaving the console. The ticket is linked to the contact and the conversation, its status is visible in Call Links and desk users are managed from the same screens. External sites and systems connect any CRM by URL or webhook.

WHAT YOU GET

- ✓ Ticket list and detail pages with live status from the service desk.
- ✓ Follow-up board flags tickets past their threshold.
- ✓ Allow-listed, proxied integration: credentials never reach the browser.

BUSINESS VALUE

Customer requests become tracked work items instead of notes on paper.

WORKS WITH

03 Agent console

07 Live supervision & follow-up

11 Administration & security

	CAMPAIGNS	REPORTS	RECORDINGS	AUDITS	USERS	TELEPHONY
Administrator	☒	☒	☒	☒	☒	☒
Manager	☒	☒	☒	☒	☐	☐
Supervisor	☒	☒	☒	☐	☐	☐
Campaign manager	☒	☒	☐	☐	☐	☐
Quality auditor	☐	☒	☒	☒	☐	☐
Agent	☐	☐	☐	☐	☐	☐
Read-only	☐	☒	☐	☐	☐	☐

Users import · agents_oct.csv

144 / 200 rows · 0 errors

PT-AO PT-BR ES EN dark mode LDAP

11 PEOPLE & SYSTEM

Administration & security

Set up in hours, governed for years.

MODULE SCOPE

Users and agents are created one by one or imported from CSV, grouped and assigned to roles with readable, grouped permissions. Every page and API route is checked against the role, with built-in roles locked. The interface runs in Portuguese (Angola and Brazil), Spanish and English, in light or dark mode, with your own logo and colours.

WHAT YOU GET

- ✓ Security audit log and external authentication (LDAP).
- ✓ Bulk import, export and delete of users.
- ✓ On-premises deployment in Docker: your data stays in your data centre.

BUSINESS VALUE

Control who sees what, prove it, and keep the platform under your governance.

WORKS WITH

10 Tickets & ITSM integration

08 Reports & recordings

07 Live supervision & follow-up



FROM KICK-OFF TO FIRST CALL

Delivery with clear criteria.

01 Discover

Channels, queues, teams, numbers and the systems to connect.

02 Configure

Campaigns, IVR, forms, dispositions, roles and branding.

03 Connect

SIP trunks, WhatsApp lines, social accounts, mailboxes and the service desk.

04 Go live

Agent training, supervised first days and the indicators to follow.

DEPLOYMENT OPTIONS

On-premises

Docker-based stack in your data centre. Data, recordings and conversations never leave your network.

ISOFT hosted

Operated by ISOFT in Angola with daily backups and monitoring.

Hybrid

Platform on premises, WhatsApp and social connectors through ISOFT's public endpoint.

Licensing by concurrent agent. Project, subscription or managed service: the model and indicators are defined in the proposal.

DELIVERED WITH



Configured campaigns

Queues, IVR, forms, dispositions and roles ready on day one.



Training

Agents, supervisors and administrators, in Portuguese.



Runbook & backups

Operations guide, backup schedule and restore test.



Support agreement

Updates and a named ISOFT contact.

MODULE MAP

11 modules. One console.

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CHANNELS

- Voice · SIP
- WhatsApp
- Messenger
- Instagram
- Email
- Service desk

LET'S TALK

Your next contact centre starts here.

Book a demonstration. We will configure a campaign with your numbers, your WhatsApp line and your team in one session.

EMAIL

info@isoft.a.o

PHONE

[+244 937 777 777](tel:+244937777777)

WEBSITE

<https://isoft.a.o>[www.isoft.a.o](https://isoft.a.o)

Request a demo

Avenida Comandante Gika, n.º 114, Alvalade
Luanda, Angola

