

VICdial vs. Convoso: Don't Settle for Less from Your Outbound Dialer



VICdial touts its free, open-source software as the most popular dialing platform in the world. However, many businesses who turn to VICdial for their outbound dialing needs have found that the software is cumbersome instead of customizable—and anything but “free.”

When you stack VICdial up against Convoso’s outbound dialer, one thing becomes quite clear: you get what you pay for.

	convoso	VICdial
Predictive Dialer	✓ Leading power and speed to lead, able to scale with your team as you grow.	✗ Slow to load new leads and struggles to handle high-volume calling, often crashing beyond 20-30 seats.
Answering Machine Detection	✓ Keeps agents on the phone with gold-standard accuracy of up to 97%.	✗ Lacks accuracy, leaves agents coding for leaked voicemails
Reporting	✓ Robust real-time reporting tools deliver list-level metrics and actionable insights in a customizable dashboard.	✗ Outdated interface and cumbersome manual processes make insights hard to come by.
Caller ID Reputation Management	✓ ClearCallerID™ helps prevent flags while allowing you to quickly address affected numbers.	✗ No built-in solution for identifying flagged numbers. Using APIs and integrations can be tricky.
Customer Service	✓ Dedicated support team invested in your success—for every single customer, at no extra cost.	✗ Comes from third-party providers at an extra cost that can add up quickly.
The End-Result	✓ More conversations. More conversions. More growth for your sales and lead gen.	✗ A limited, basic dialer that fails to live up to its “free” billing.

convoso

The outbound dialer that outperforms

(866) 847-0694 | sales@convoso.com | convoso.com

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