

aws marketplace

VICibox & VICIdial for AWS EC2

Reviews, tips, and advice from real users



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Contents

Product Recap.....	3 - 4
Valuable Features.....	5 - 10
Other Solutions Considered.....	11 - 12
ROI.....	13 - 14
Use Case.....	15 - 17
Setup.....	18 - 19
Customer Service and Support.....	20 - 21
Other Advice.....	22 - 23
Trends.....	24 - 25
About PeerSpot.....	26 - 27

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:

“The best features of VICibox & VICIdial for AWS EC2 that I have seen are good scalability and open source flexibility, though I have an issue with the visualization of the portal itself, as compared to Azure, where I can see all configured resources in one page; in AWS, I have to select specific regions to view resources, which I don't prefer.

“Using AWS EC2 and related tools such as VICibox & VICIdial has impacted my organization positively; however, I'm new to this particular project and have only been using it for four months, so I might give a proper response after a few months once I have a better understanding of VICibox & VICIdial in my team's usage..”

Chandanp Patel

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

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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 offers predictive dialing, real-time reporting, scalability, and ease of deployment, though I don't regularly use these features. I have seen them being used for live audiovisual performances to control video images and audio within Stream Deck.

VICibox & VICIdial for AWS EC2 has impacted my organization positively by being used for company broadcasts with one-directional channels for people to visualize updates from the company channel without more interaction.

“This setup has helped with efficiency, reach, and saved the team resources by enabling us to reach a larger audience. .”

Verified user

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

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“The best features that VICibox & VICIdial for AWS EC2 offers include a free SSL certificate, and we can have a UI where the first user login is pretty simple.

The pre-installed SSL certificate and the simple user login helped me because I do not have to purchase a different SSL certificate for end security. We just need to point our domain to a static IP and then run a service as root. We can also use a simple 6666 username and go to our IP address or domain and log in with that username.

VICibox & VICIdial for AWS EC2 includes built-in tools that enhance the user experience. One example of these features includes the ability to use the ISO.

VICibox & VICIdial for AWS EC2 has positively impacted my organization by being quick, efficient, and it does not require many separate installations on EC2, making the stack pretty simple..”

Gaurav-Bansal

Support engineer at a tech vendor 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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Other Solutions Considered

“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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“Initially, we used an on-prem solution before switching to AWS and Azure both, a decision made by the management team for load balancing, due to accessibility, scalability, and easy access to resources from anywhere, thus facilitating our move to the cloud..”

Chandanp Patel

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

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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:

“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

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

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“We have seen a return on investment with AWS EC2 and related solutions such as VICibox & VICIdial. We are running it as a back-end server for a particular project, and since it is running smoothly, the company is profiting, demonstrating a solid return on investment..”

Chandanp Patel

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

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“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

Senior Software Engineer at Thomson Reuters

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“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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Use Case

“My main use case for VICIbox & VICIdial for AWS EC2 is setting up a small contact center for a client who wanted to have 10 to 20 agents onboarded to their company and start a contact center..”

Gaurav-Bansal

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

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“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 hosting services within the EC2 instances and having the services integrated with other layers hosted on Lambdas and EKS.

I typically handle those integrations with highly integrated workflows into Amazon by using the Route 53 load balancer to route traffic between all services.

“The integrations for my main use case are set up using Terraform, which then creates the infrastructure on Amazon. .”

Verified user

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

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“Our main use case for VICIbox & VICIdial for AWS EC2 is to set it up for server purposes, which is working as a backend, and in some cases, we have configured ASA firewall on the particular EC2 for intercommunication.

“In our daily workflow with VICIbox & VICIdial for AWS EC2, we have configured it as an ASA firewall, so whenever traffic is coming from the internet, it is being verified by the firewall before going to the backend server. In some cases, we are also using AWS EC2 as a server to run a particular website or something..”

Chandanp Patel

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

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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.

“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

Senior Data Reporting Analyst at University of Bradford

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“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

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

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“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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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. .”

Verified user

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

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“If you are using VICIbox & VICIdial for AWS EC2, then it must be through the [AWS Marketplace](#).

“My advice for others looking into using VICIbox & VICIdial for AWS EC2 is to compare both Azure and AWS, allowing the individual to determine which better fits their project requirements.

“On a scale of one to ten, I rate VICIbox & VICIdial for AWS EC2 an 8.5..”

Chandanp Patel

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

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“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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Top Industries

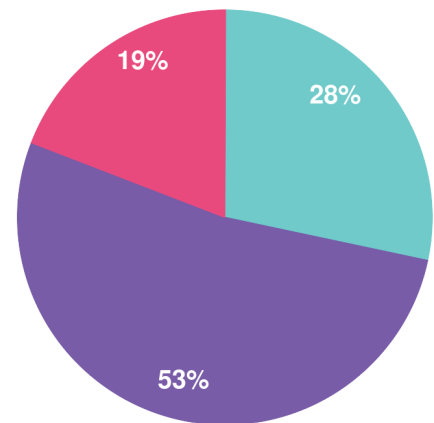
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Company Size

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Large Enterprise Midsized Enterprise Small Business

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