



CONTACT CENTRE AND AI

DialerBee

Stop connecting agents to voicemail. Connect them to real people.

DialerBee is a multilingual AI outbound dialer for BPOs, collections, telecom resellers and regulated contact centres: language-aware AI answering-machine detection in 12 languages, browser-based WebRTC agents, BYOC SIP routing on BroadNet's operator-direct voice network, and compliance-supporting controls checked before every call.

12

AMD languages

4

dialing modes

BYOC

bring your own carrier

KEY CAPABILITIES

AI answering-machine detection

Transcript-based classification with agent feedback loops and tenant-scoped tuning, not static beep detection.

Four dialing modes

Preview, Power, Progressive and Predictive on one platform, with ML-driven pacing and guardrails.

Compliance-supporting controls

DNC lists, consent status, calling windows, retry limits and CLI ownership checked before dialing.

Multilingual by design

Language-aware AI models for 12 languages; Arabic AMD covers Gulf, Levantine, Egyptian and Maghreb dialects.

WebRTC agent desktop

Browser softphone in Chrome, Edge or Firefox. Phone controls, CRM context and dispositions in one tab.

BYOC and white-label

Bring your own SIP trunks, with multi-tenant isolation and a partner admin portal.

USE CASES

Collections

BPOs with per-client compliance

Telecom and SIP resellers

Regulated outbound (banking, insurance)

HOW IT WORKS

- 1 DNC lists, consent, calling windows and CLI ownership are checked before dialing.
- 2 The dialer paces calls in Preview, Power, Progressive or Predictive mode.
- 3 AI AMD separates live people from voicemail; live calls connect to a WebRTC agent.
- 4 One-tap call outcomes and live analytics feed the next campaign.

INTEGRATION OPTIONS

- BYOC: BroadNet, your regional carrier or your own infrastructure
- CRM iframe next to the dialer panel in one browser tab
- WebRTC agents in Chrome, Edge or Firefox, no plugins
- White-label tenancy, custom domains and a partner admin portal

SECURITY & COMPLIANCE

ISO 27001

ISO 27018

ISO 9001

ISO 22301

SOC 2 Type II

GDPR compliance

Member of GSMA · MEF

Talk to the team

Tell us about your use case and a BroadNet specialist will follow up.

www.broadnet.me/contact

Full details

www.broadnet.me/dialerbee