SalesCall Tracker

62 features and counting

Every sales call, visible.

SalesCall turns blind, unverifiable phone work into an honest, automatic record — so you never have to just take a salesperson's word for it again.

COMPLETE FEATURE LIST

Call & activity tracking

Capture every call automatically — no manual logging, nothing a rep can skip. 8

01 Automatic call logging
Every call your team makes or takes is logged on its own — no app to open, no form to fill, nothing a rep can "forget".

02 Incoming, outgoing & missed tracking
Each call is classified the way it actually happened — incoming, outgoing, missed, rejected or blocked — not the way a rep reports it.

03 New vs saved number detection
SalesCall knows which calls are to fresh, unsaved numbers — your clearest signal of real prospecting.

04 Talk-time & duration tracking
Total talk time and per-call duration, measured from the real call — a far better signal than call count alone.

05 Inbound & outbound SMS logging
Business text messages on the office SIM are synced too, so the written side of a deal is on record as well.

06 Live activity dashboard
A real-time dashboard of calls, answer rate, talk time and trends — for each salesperson and the whole company.

07 Answer & response rate
See what share of calls are actually answered and how well incoming calls are being picked up.

08 Per-number call history
Open any number to see its full relationship history — every call, a 6-month activity chart and the first time you spoke.

Recording & call AI

Hear what was really said, and let AI turn hours of calls into minutes of insight. 8

09 Call recording capture
Capture call recordings from the phone and keep them attached to the right call — so you can hear what was actually said.

10 Recording-to-call matching
Each uploaded recording is automatically linked to the exact call it belongs to — no manual filing.

11 Unrecorded-call detection
SalesCall notices when an answered call has no recording and flags it — so gaps cannot quietly pile up.

12 AI call transcription
Recorded calls are transcribed to text by AI, so you can read a call instead of listening to the whole thing.

13 AI summary & sentiment
Every transcribed call is distilled into a short summary with a positive, neutral or negative sentiment read.

14 AI daily call brief
A plain-language daily summary of each salesperson and the whole team's calls — in English or Bangla.

15 Ask AI about your calls
Ask plain questions about your team's call activity and get answers grounded only in your real data.

16 Recording diagnostics
A built-in diagnostics screen that explains, per phone, exactly why recording is or is not working — and how to fix it.

CRM & leads

A lead record on every number, updated from the dialer with near-zero effort. 6

17 Per-number mini-CRM
Every phone number carries its own lead record — status, notes and tags — right inside the dialer.

18 Lead stages & pipeline
Move every number through clear stages — new, interested, negotiating, won, lost — so your pipeline is real, not guessed.

19 Call outcome (disposition)
Mark what actually happened on a call — sale, callback, no answer, follow-up — in one tap.

20 Next-action follow-up dates
Set a next-action date on any lead so promising conversations are never left to fade.

21 Admin CRM board
A manager's-eye view of every lead — filter by status, search by name or number, see counts per stage.

22 Zero-effort CRM entry
The hardest part of any CRM — getting reps to update it — is solved by making calls do most of the work for them.

Callback coordination

Turn missed calls into a shared, accountable to-do the whole team can see. 6

23 **Auto-callback on missed calls**
Every missed or rejected incoming call automatically becomes a callback task — so no lead is lost to a busy moment.

24 **Shared callback board**
A single board of everyone who needs calling back, visible to the whole team instead of trapped on one phone.

25 **Claim & attribution**
A rep claims a callback so everyone knows it is handled — and credit for the return is on record.

26 **Auto-resolve on return call**
When someone actually calls the customer back, SalesCall closes the callback on its own and links the two calls.

27 **Callback SLA & overdue alerts**
Each callback gets a deadline, and overdue ones trigger alerts so leads are returned while they are still warm.

28 **Assign a callback to a teammate**
Hand a missed-call callback to a specific salesperson — manager to staff, or staff to staff — so everyone knows exactly whose job it is...

Team oversight & analytics

Managers get an honest, side-by-side picture of who is really working the phone. 5

29 **Monthly leaderboard & TV display**
A gamified monthly ranking of your sales team — podium, points and award badges — that you can also throw on an office wall screen.

30 **Deals-won tracking**
Tie outcomes back to effort by tracking deals won per salesperson alongside their call activity.

31 **Device online monitoring**
See which staff phones are online and syncing — and get flagged when one goes silent.

32 **Searchable admin call log**
Browse every call across the company and filter by direction, status, recording or phone number — then open any call in full.

33 **Action audit log**
A per-company record of important actions — who did what, when and from where — for accountability and trust.

Privacy & SIM control

Track only the office line, keep personal calls private, block spam. 5

34 **Office-SIM-only tracking**
On a dual-SIM phone, SalesCall tracks only the designated office line — never the personal one.

35 **Personal calls stay private**
A monitoring tool reps will actually accept, because their private life is architecturally off-limits.

36 **Company recording policy**
Turn call recording on or off for the whole company from one switch — and when it is off, phones stop and uploads are refused.

37 **Lock-screen caller privacy**
Optionally mask the caller's name and number on the in-call screen while the phone is locked.

38 **Number blacklist & auto-reject**
Block nuisance and spam numbers once and let phones auto-reject them across the team.

Messaging & automation

Templated and automatic SMS so no caller is ever left hanging. 7

39 **Call-back SMS templates**
Send a polished follow-up text in one tap, with the customer's name and number filled in automatically.

40 **Reject-with-SMS**
Decline a call you cannot take and instantly send a courteous "I will call you back" text instead of leaving the customer hanging.

41 **After-hours auto-reply SMS**
Miss a call after closing time and SalesCall can text the customer back automatically, so an after-hours lead is not a lost one.

42 **Office-hours control**
Define your working days, hours and timezone so automation knows exactly when "after hours" begins.

43 **Bulk & team SMS**
Send a message to pasted numbers or your whole team directory straight from the admin panel.

44 **Bangla & English SMS**
Write to customers in Bangla or English; SalesCall handles encoding and counts segments and cost correctly for each.

45 **Holiday auto-reply**
Set your weekly offs and public holidays, and callers on those days get an automatic SMS naming the holiday and when you will call back...

Alerts & reminders

Real-time nudges and summaries so nothing important slips by. 4

46 **Instant missed-call Telegram alert**
Every missed call pings your company Telegram the moment it syncs, so a manager knows at once.

47 **Daily Telegram digest**
A once-a-day summary of calls, answered vs missed and pending callbacks, delivered to Telegram every evening.

48 **In-app notices to staff**
Push an announcement straight to every rep's app — an info, success or warning banner they cannot miss.

49 **Call reminders & follow-up to-do**
Set a reminder to call any number back at a chosen time, with a note, and get a notification when it is due.

Platform & multi-tenant

Run it for one company or resell it to many, with full role control. 7

50 **Multi-tenant isolation**
Every company's data is sealed off from every other — one workspace can never see another's calls or customers.

51 **Role-based access control**
Admins, managers and staff each see exactly what they should — staff use the app, managers run the panel.

52 **Super-admin / reseller console**
Run SalesCall as a platform: manage many companies, see cross-tenant KPIs and a live realtime view from one console.

53 **Tenant impersonation support**
A super-admin can securely "log in as" a company's admin to support them, then step back out — no password sharing.

54 **Self-serve 14-day trial**
Create a workspace in under a minute and start a free 14-day trial — no card, no sales call required.

55 **White-label branding**
Give each company its own logo, brand colour and default language — fit for reselling under your own identity.

56 **Home-screen widget**
Add a SalesCall widget to the phone home screen — see pending callbacks at a glance and jump straight to the dialer or the callback boa...

Integrations & API

Connect SalesCall to your ERP, tools and scripts with signed webhooks and keys. 3

57 **Integrations centre**
Connect Telegram, your ERP and your AI provider per company, with secrets encrypted and never shown again.

58 **ERP push webhook**
Push call events to your ERP in real time, signed so your system can trust they genuinely came from SalesCall.

59 **Developer REST API**
A key-authenticated REST API to read calls and contacts and push leads — with scoped keys, signed webhooks and a Postman collection.

Reliability

Works offline, never double-counts, and keeps every phone up to date on its own.

60 **Offline-first, no lost calls**

Patchy signal changes nothing — calls are stored on the device and sync the moment the phone reconnects.

61 **Auto-sync with zero duplicates**

Calls upload themselves in the background and can never be counted twice — your numbers stay clean.

62 **In-app auto-updates**

Staff phones update themselves to the latest app version — no app store, no manual chasing.