



Parth UCS for IVRS

Aria Telecom Solutions Pvt. Ltd.



About Aria

- Since 2003 Aria Telecom is working hard towards satisfaction of our clients, With our team efforts & our clients support we became **India's No 1 IVR, Voice Logger & in Many more customized telecom solutions company.**
- Aria has team of more than 20 qualified engineers for R&D & support. Aria also has most experienced team of marketing managers with technical background to understand client requirements. Aria has presence in most of the metro cities in India. Aria also has clients outside India like Nepal, Bhutan , Africa countries, Arab countries.



Aria Product profile

- *Parth UCS for IVRS: Interactive Voice Response System*
- *TVRS Telephone Voice Recording System*
- *Embedded Voice Logger: Non PC Based Voice Logger*
- *Parth UCS: Inbound out bound complete contact center solution with ACD, CRM , IVR, Clint info pop-up , MIS reporting < Agent Recording , Predictive Dialing*
- *Parth UCS Conference Bridge: Multi party telephonic conference system with authentication*
- *Aria Call Center Noise Cancelling Headsets: High quality call center Noise canceling Headset with USB, RJ9, 2.5mm, 3.5mm, Dial pad*
- *Aria Namaste Live Chat Application*
- *Aria vCRM*

Specifications



Hardware:

- Embedded Technology
- Industrial quality
- Processor: Dual core / i3/i5/i5
- RAM: 2/4/8/16 GB
- HDD: 500 GB
- USB Port-04
- Ethernet Port -01
- HDMI-01

Telecom:

- ISDN PRI (PCI-e Card)
- SIP Trunk
- H.323 Trunk
- GSM Trunk (Through Gateway)
- SIP Extension
- IAX Extension
- Soft Phone Support
- Third party PBX integration through ISDN PRI or SIP

Integration:

- Third Party CRM/ERP Integration API For Click to Dial & Incoming Call pop-up.
- MY SQL data base

IVRS

- IVRS is a very important tool in the telecom industry for automation of processes. It is very useful for offices, government/ PSU organizations, NGOs, customer care, Help lines, Banking, Insurance, etc.
- PARTH UCS provides comprehensive IVRS features. You can make static or dynamic IVRS. It can be further integrated with any ODBC-compliant database or client ERP/ CRM. There are important features of PARTH UCS for IVRS.



Inbound IVRS Features

- ❖ Welcome message
- ❖ Department transfer
- ❖ Multi node
- ❖ Live monitoring
- ❖ Make your own call flow
- ❖ Web based GUI
- ❖ Call transfer to Agent
- ❖ Call transfer to Mobile

Outbound IVRS /Voice call blasting Features

- ❖ Payment Reminders
- ❖ Telemarketing
- ❖ Electronic IVR based Survey
- ❖ Election campaign
- ❖ Insurance / Service reminders
- ❖ Personalize invitation
- ❖ Transaction Update
- ❖ Product launch

Suitable Industries



- ✓ Corporate Office
- ✓ Customer Care
- ✓ Call Center , BPO / KPO
- ✓ Travel Agency/ Tourism
- ✓ Airport/ Airlines Help Line
- ✓ Government / PSU Organization
- ✓ Banking / Insurance
- ✓ Defense / MES/ DRDO
- ✓ DOT / BSNL , TSPs
- ✓ Complaints Redressal Management
- ✓ Share brokers
- ✓ Automobiles
- ✓ Real estate



**Thank You
For Your Attention...**

BY
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