Parth UCS
for
Residential & Institutional Communication

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

- Laying of telephone cable is not only costlier but a tedious task in bigger campus specially connectivity between two building & open area. Secondly we need lay separate cabling for LAN network for data. So PARTH provide communication using SIP technology over same data cabling which you are using for internet & computer networking. Some important highlights & advantage of upgrading your communication system with PARTH UCS.

Features

- IVRS for Complaint management system for internal maintenance.

- Distribution of complaints to designated technician / managers through SMS & Email.

- Complaint ticket generation by IVR along with key to close complaint.

- Complaint closer & escalation system

- Special advertisement / update voice message on hold & dial tone

- IVRS voice blasting for important message like general body meeting, important awareness about maintenance downtime , breakdown , fire incident etc.

- IVR based Survey on important task , election etc.

Advantage

- Digital Communication

- No disturbance

- No distance Signal lose problem

- Use data (LAN) cable for voice communication as well .

- Use Fiber to connect long distance

- Save cost of separate telephone cabling & traditional jointing box (MDF).

BY
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