



## Aria UCS 1000 - Unified Communication System

Complete automation to the entire inbound /outbound customer interaction – from self-service, to contact routing, to agent skill selection, to contact recording and post-inquiry surveys. Aria UCS 1000 platforms provide system routing to increase efficiency and productivity while engaging customers. UCS 1000 communicate with all possible communication media like TDM/ VOIP / SMS/ Email / Data base / Web Chat etc.

## Inbound ACD Routing

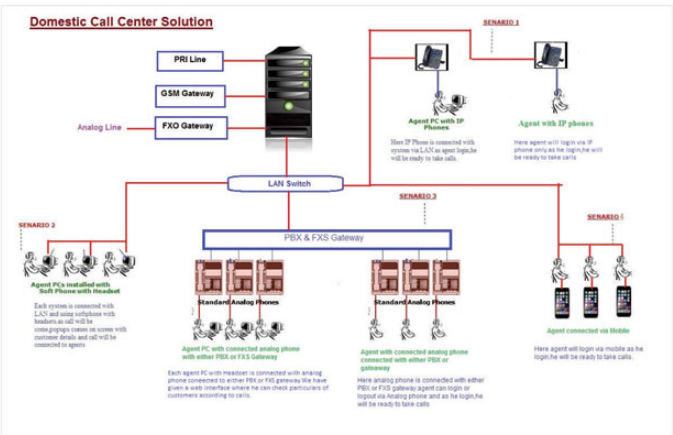
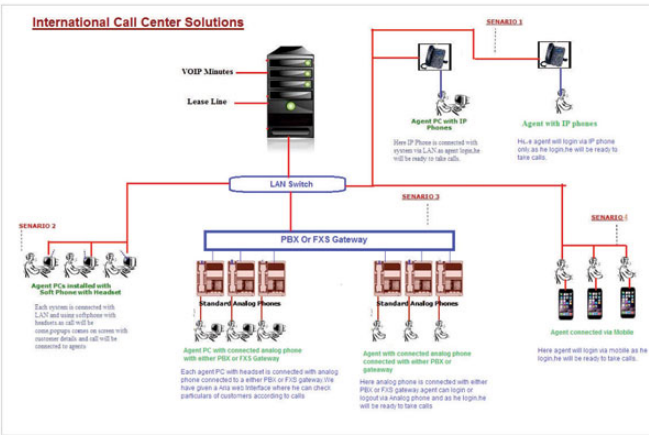
Intelligently use Aria UCS 1000 ACD systems to route contacts based on the dialed number (DNIS) or calling party identification (ANI) for calls and available agents, customer profiles, service levels or other user-defined business rules. Our ACD solutions allow you to easily apply inbound automatic call distribution routing for all contact types, including voice, email, chat, and SMS.

## ACD Routing Dynamic Inbound ACD Routing

Our ACD platforms simplify administration and increase agent productivity, while providing a consistent, optimal customer experience. You have the flexibility to match the most appropriate agent to each contact. You can also send returning customers to the same agent that who handled the original interaction for customer service continuity.

Automatically select the most qualified resource to handle customer inquiries by aligning skill requirements and work types with real-time system conditions. Elevate the role of your agents and utilize resources flexibly and effectively by leveraging self-service capabilities and skills-based agent routing with Aspect's ACD systems.

# ARIA UCS Blended Predictive Dialer



## Queue Message

Each company or process should varied queue message to be played while holding a caller. So, Aria UCS is flexible enough to provide the solutions to use message of own choice in each campaign.

## CRM

Customer Relationship Management (CRM) is an imperative tool of any types of contact center solution, as ARIA UCS gives full flexibility for designing CRM for the entire campaign. Aria UCS has about 45 open field to be configured as per information of customer.

## Disposition

After disconnection of calls, Agents should to fill call status that is called call disposition. So, ARIA UCS has facility to build up call disposition according to your choice.

## Trunk Line Connectivity

GSM/CDMA Gateway, ISDN PRI Line, SIP trunk, FXO, H.323 and various industry based possible trunk line connectivity are offered by Aria Telecom.

## Agent Terminal

Aria UCS gives full flexibility to use soft Phone, IP Phone, Any TDM PBX, FXS Gateway, Mobile, and Landline through agent terminal feature that is actually unique features offered to use mobile or land line as an agent phone.

## Monitoring

It is easy to monitor the system through predictive dialer, and you can give full authorization to different person to monitor various campaigns. You can create and edit role as per your need through UCS.