

ARIA NAMASTE-Live Chat System



About Aria

Started in the year of 2003, the company has progressed itself to become a global leader in voice processing industry. We have defined, developed and designed world-class technology integrated PC based voice processing systems, in order to serve corporate houses and simplify their business work processes. All products developed on our end are fully tested for stability and performance on various platforms like PCs and voice processing cards. Our zest to integrate innovation and high-standard technology with business processes has helped in turning PCs into voice loggers and IVR systems that promise extra ordinary performance.

Why Live Chat:

As per our more than 10 years research on technology we realized that Digital India need a communication medium which is cheaper & easy to implement with less recourses. Live chat is a medium which can be integrated with any existing website / Portal / CRM/ ERP etc.

ARIA NAMASTE:

Aria Namaste is just not the simple web chat which is just used for text chat with website visitor, rather a

complete contact center solution with following exclusive features.

- ✓ Department wise routing
- ✓ Complete chat history
- ✓ Integration with existing data base , CRM, ERP ERP etc for agent pop-up *
- ✓ Comprehensive visitor history with location country , city etc
- ✓ Live visitor monitoring
- ✓ Live agent monitoring
- ✓ Chat Transfer to other agent with chat detail *
- ✓ No resources required
- ✓ Customizable Disposition
- ✓ Option to enter remarks
- ✓ Internal chat
- ✓ Admin can add, edit & delete user
- ✓ Multiple conversation at one time
- ✓ Easy integration with any existing website /Portal etc.
- ✓ Connect with your client from any where
- ✓ Transfer file
- ✓ Email your conversation
- ✓ Encryption based secured communication

ARIA TELECOM SOLUTION (P) LTD

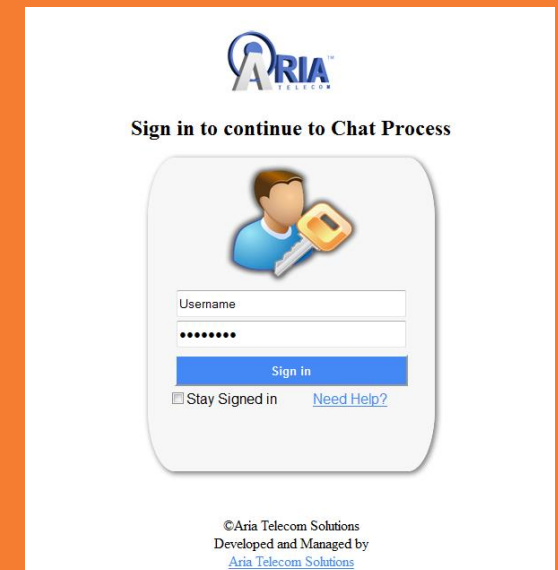
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- Best tool to connect your website visitors
- Can work with any Website/ Portal
- Secured with password
- You Can invite visitor for chat
- Can be used for sales , client support etc
- Can have multiple group of agents for different department
- Save all chat conversation
- Multi Agent option
- Call in Queue
- Offline message
- Encrypted Communication



Comparison between Live Chat Support System and Phone Support System

Features	Live Chat Support	Phone Support
Setup Cost	No Setup cost	Setup cost require for PBX, Server, Telephone etc.
Toll Free Number/PRI Line	Not Require	Charges applied
Telephone Bill	No	Charges applied
Telephone Charges for caller	No	Yes
Distance/Multi Location connectivity	Does not Matter, from anywhere you can chat at tiny cost	Local/STD/ISD charges applied
Less Manpower	One executive can attend multi customers at a time	One executive can handle one customer at a time
Quality	Quality of support can be easily reviewed	It will take time to review the quality
Privacy	Maintain Privacy more than phone	Privacy can be lacking
Instant feedback	Can get instant feedback	It is time consuming
Accent/Bad lines	No more problem with strangers with accents and bad lines	Most of the time facing issue with accents
Long Queue	Need not waiting in a long queue	Need to wait in a queue for a long time
Monitoring	Yes	Yes
Initiate to chat	Yes	No
ACD	Yes	Yes
Department Wise Chat/Call	Yes	Yes
POP up	Yes	Yes
Save time and money	Yes	More time and money consuming than chat

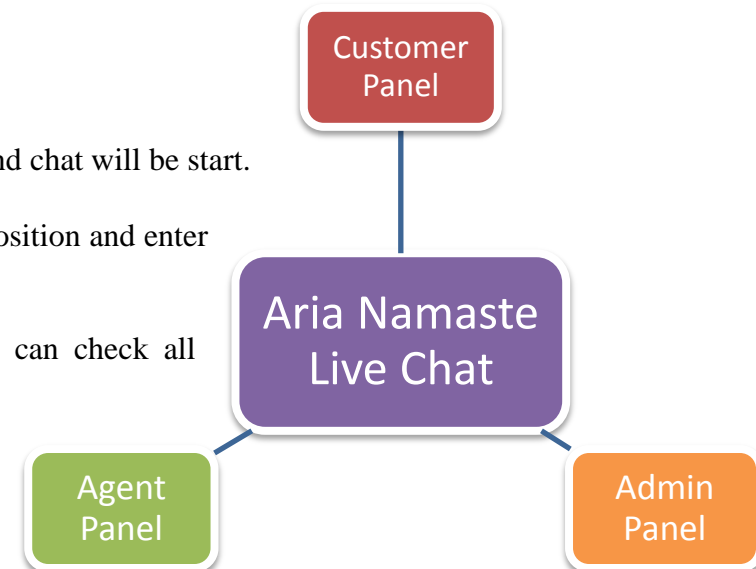
Advantages of Live Chat:

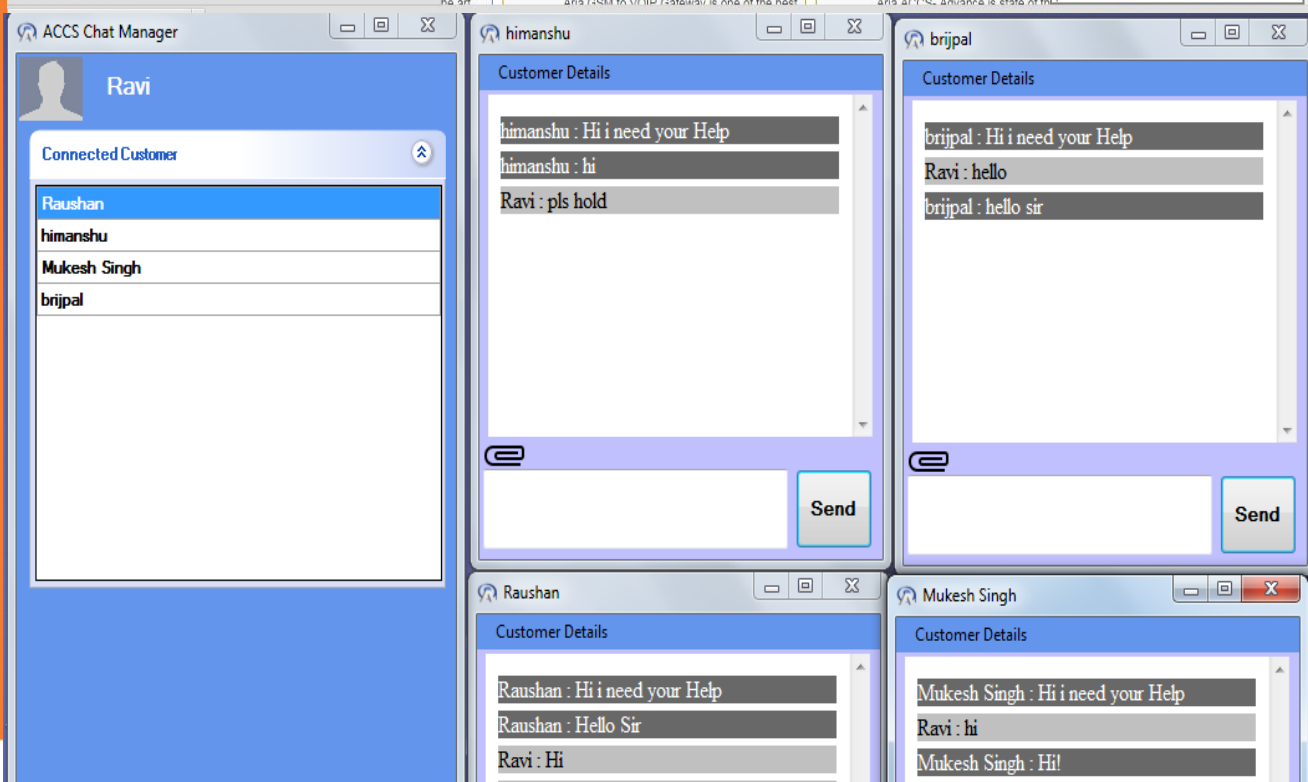
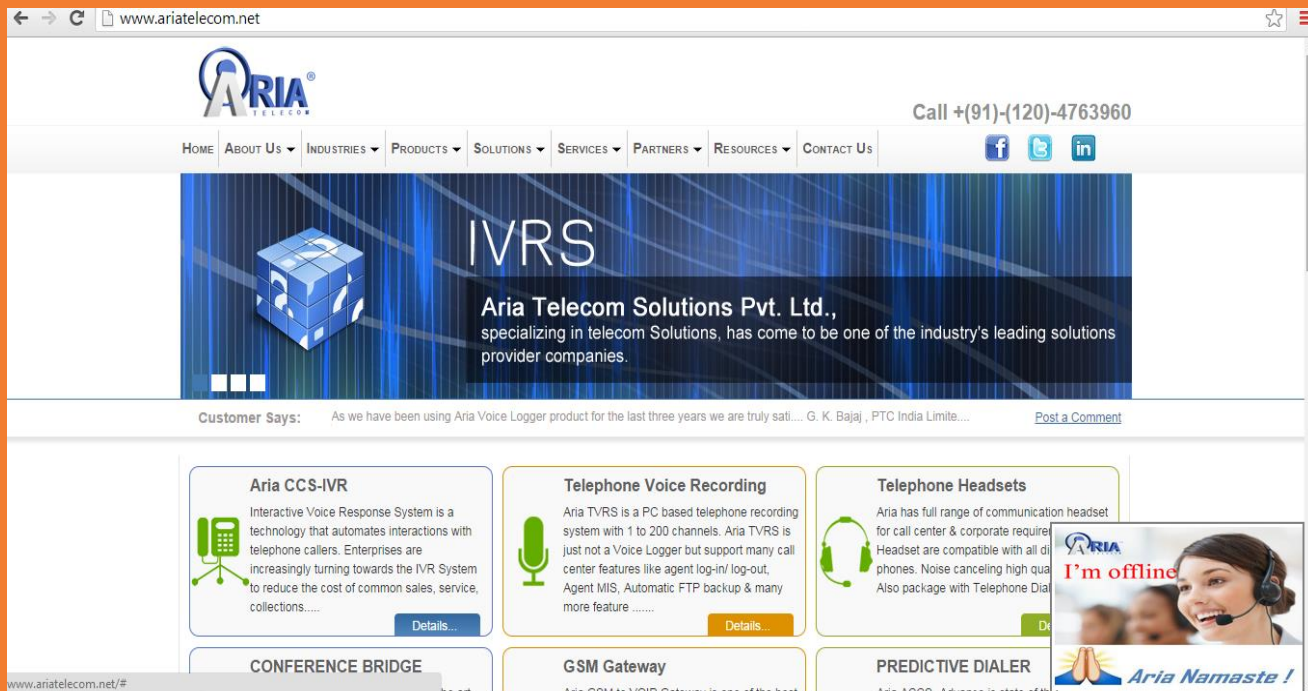
- Easily accessible customer services
- User friendly
- Increase Website Revenue
- Reduce customer support and sales costs
- Give potential customers instant response
- Less Time consuming
- Increase productivity
- Increase customer satisfaction
- Receive priceless customer feedback
- Increase visitors trust
- Help more people at the same time
- No more problems with strange accents or bad lines
- Absolutely no extra costs for the website visitor
- Quality of support can easily be reviewed
- Save time



We provides a three panel with live chat

- Customer panel:
Customer will click to the website chat icon, he will be connect to agents and chat will be start.
- Agent panel: after discussion with customer, agents need to select the disposition and enter remarks.
- Admin panel: this panel is used for live monitoring of agents. Admin can check all conversation history, create agents, manage dispositions etc.





Who can be user of Live Chat

Customer Support: This is best tool to provide technical our other kind of support to your clients. You can also share some required documents while talking to clients if required.

Sales Center: Aria Namaste Live chat can be utilized for prospective clients who are visiting our website, we can guide him for his requirement & can also share brochure, white sheet , manual etc.

Counseling: Aria Namaste Live chat can be used for online counseling tool, as it is always convenient to share his views on text.

Banking / Insurance Support: it is easy to take support on chat for any your banking query ,it is secured because of encryption communication. Client can enter his customer id & T pin for authentication.

Food Chain Order booking: Aria Namaste Live chat can help the food join to take maximum order of their customer with less **resource**. & it is easy to take the order & confirm the same. You can also refer their previous order history

Home delivery of Grocery item: It is convenient to take orders of grocery items on chat & confirm their address for delivery. You can also maintain their previous order history.

Help Desk: Internal or external communication within organization or help desk for query handling File sharing etc.

ISP/ Telecom Operator / Cable TV Operator: You can easily handle all the sales support related query of your clients on Aria Namaste Live Chat.