



ISO 9001:2000 Certified Company

ARIA CCS Help Desk with Mobile Agents



Customize Your Telecom Needs...



- **Founded in 2003, Head office in New Delhi**
- **Branch Offices: Ghaziabad, Mumbai, Bangalore**
- **100 + Business Partner all across the Country**
- **Presence Outside India:**
 - **Africa , Malaysia , Nepal , Bhutan , UK, & Saudi Arabia**

ARIA TEAM

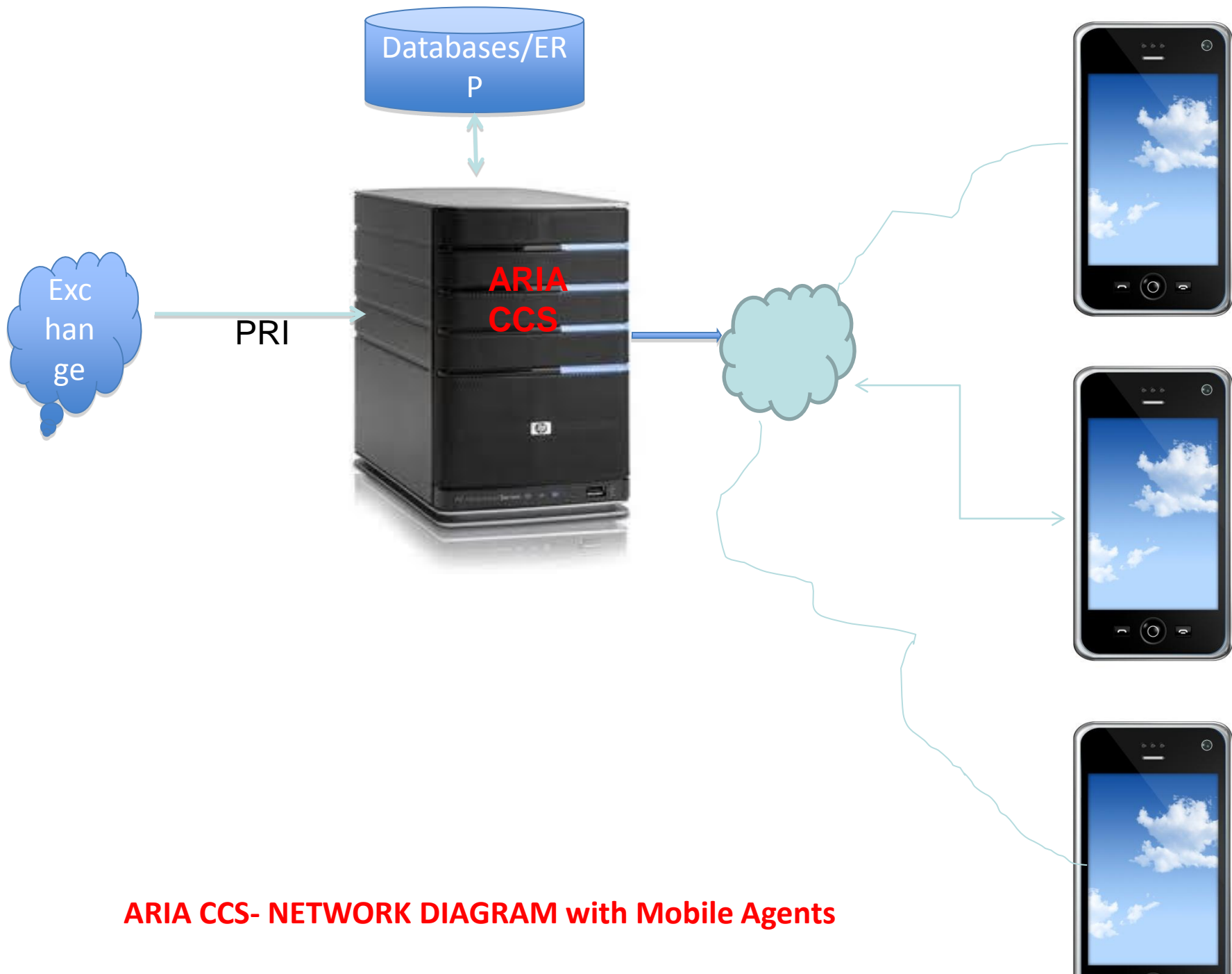
- **R&D & Development**
- **Marketing & Sales**
- **Support Engineers**
- **Admin & Operations**
- **Others**



- Aria being an innovative company developed cost effective solutions for almost every industries like
- Customer Care
- Technical Support
- Help Line
- NGO, Corporate
- Govt. Organizations /PSU's
- SME's .
- Call Centers / BPO's
- Real estate companies

Technology

- IVR (Interactive Voice Response System)
- Telephone Voice Recording System
- Predictive Dialer
- Call Center Headset
- Audio Conference Bridge
- Fax Server
- IP-PBX
- Contact Center Solution
- Voice Mail
- GSM Gateway / FWT



ARIA CCS- NETWORK DIAGRAM with Mobile Agents

Proposed Call Flow

Welcome Message Dial 1 for English 2 for Hindi

1

Dial 1 for sales 2 for support

1

2

Call 1-5
mob



ARIA CCS Features & Advantages Over Traditional Technology

- One Single contact number
- Call history of each call
- Live call monitoring
- Recording of each conversation
- Agent wise call history
- Call Summary report
- Agent login / Logout option
- Agent login / logout report
- Simultaneous call ringing on multiple Mobile
- Call will be connected to a person who will answer call 1st

- Agent performance report
- Voice Mail or call back request option after office hours
- Non Business hours . Holiday greeting
- Proper Call queue management
- Call back registration if long Queue
- Professionally managed system
- Option to play Promotional / Informative message
- Option to call out through centralized server
- SMS to Caller & executive after call disconnection



Interactive Voice Response System (IVR)

Specifications

- Open Source OS-Linux Centos
- Support Digium, Sangoma , Aria Voice board
- Support
- Data based MY SQL
- Support all major database intigration
- API to integrate with third party data base , CRM, ERP
- 4 -200 Ports
- Customization as per requirement
- SMS/ Email Integration
- Aria GSM Gateway / Card Intigration



Advantage over Hosted Solution

- In-house Solution
- Data security
- Trade secret security
- No limit of call handling at a time
- Can record outgoing calls too
- API to integrate with third party data base , CRM, ERP
- Better Voice Quality
- Customization as per requirement
- SMS/ Email Integration
- Aria GSM Gateway / Card Integration
- Run on your own number

Why ARiA



- ISO Certified R&D Company for IVR, Voice Logger & Call Center Solution
- Registered with National Small Industries Corporation (NSIC)
- Registered with MSME (Micro Small Medium Enterprise
- Technology Excellence Award 2013
- Quality Product & Support
- Easy customizable products
- Cost Effective Solution
- Nasscom Member
- Global Business & Services Award 2013
- Business Sphere Award 2013
- Worldwide Achievers –zee Business Award

A close-up, slightly blurred photograph of a person's head and shoulders, wearing a black headset with a microphone. The person is wearing a white collared shirt. The background is out of focus, showing a blurred office environment.

Thanks

Contact Details :

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