

Aria UCS-800 (Unified Communication System)

Presentación On Dial 100



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.



Why Aria

- Qualified R&D Team & Robust Products
- Quality & quick support & Quick & cost effective customization
- Feature rich Products with flexible to suits various clients need
- Fare price & Good client list
- Leader in Industry & Provides complete solution
- Universal communication capability like SMS, Email, Voice, Fax, Mobile apps,web etc.
- Third party Integration
- Solution on customer premises – No data risk

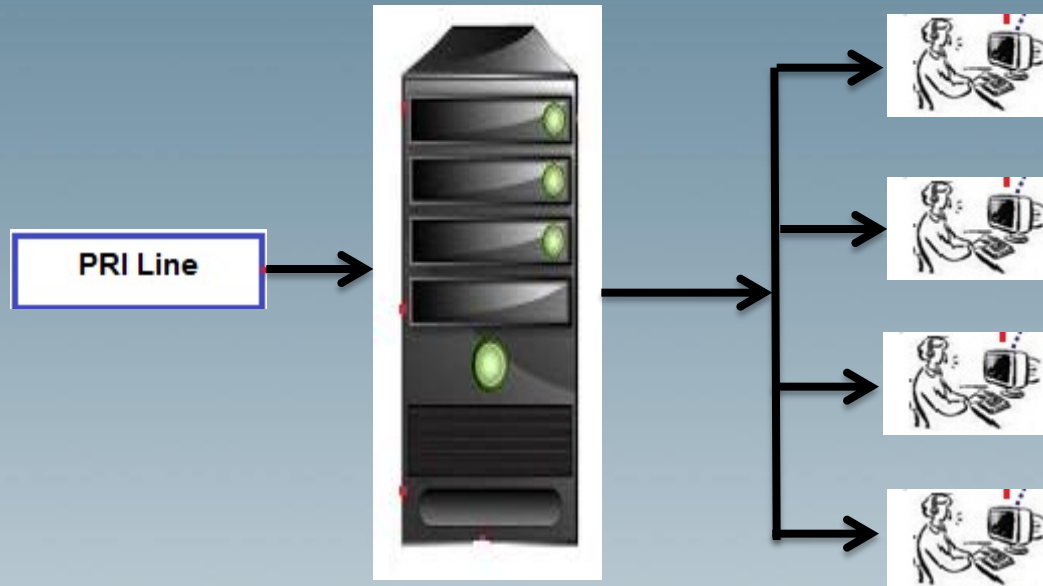


Award & Reorganization

- Leaders in CTI Solutions Award – Business Sphere
- Technology Excellence Award – Leaders in IVR - 2013
- Global Business & Services Award – Leader in Customized Telecom Solution 2013
- ISO 9001:2008 Certified Company
- Registered with MSME (Micro, Small & Medium Enterprise)
- Registered with NSIC (National Small Industries Corporation of India)
- Trust Seal Certified Company



Network Diagram



CRM will open in agent system. Here we will provide IP phones & Headsets for calling purpose.



Server (Aria UCS-800 (Unified Communication System))

Here PRI Line will be terminate in Server end and all the system (Connected IP phones and headsets) will be connect on LAN Via Server.

CRM

UCS-800

Hold

Un-Hold

Transfer

Hang up

Save

Break

Logout

Agent Panel V - 2.1.1.1.1

Agent Status: **FREE** Agent ID: **NAGESHKUMAR** Agent Phone: **5003** Caller ID: **○** Total Break Duration: **...**

Aria CRM Customer CRM Caller Call History Today Call History Today Call Back Conference Click To Dial Script Send Message

Info-1 Info-2

Mobile No.

Name

Address

Police Station

Police Choki

Reported Complaint

 Here we can create CRM fields to capture the caller information, these fields are customized and you can create more fields by yourself.

your agent can choose dispositions from here to drop an SMS



Disposition

Disposition1 **Police Station** ▾

Disposition2 **Police Choki** ▾

Disposition3 **--select--**

PCR VAN 1

PCR VAN 2

PCR VAN 3

Inspector 1

Inspector 2

Inspector 3

Remark

Available to update any information



Process

- We will provide a flexibility to create your own CRM as we have created in above image.
- First time call will be land on Aria system, phone number only visible on top of screen in mobile column. Rest of the details customer will provide which will be enquired by agent.
- **Disposition:** We have given option in CRM to enter call dispositions, where agent will choose Police station name, Police Officer name etc. These dispositions are customized and can be create by yourself.
- **SMS:** sms will be drop on the basis of selected dispositions by agent.
- **Remark:** Available to update any information.
- As Complaint will be resolve by Police Officer, he will update to agents.
- Search option will be provided as agent will search with the complaint number and will update the latest remark & close the complaint.



- Entered Data will be **save** in database if customer will call with same number again all the details will be reflect in Agent screen and can check the previous history against same phone number.
- MIS Reports: For Reports we have provided separate segment
 1. Police Officer wise Reporting(How many complaints are pending & Closed)
 2. Agent Report
 3. Agent Performance Report
 4. Call Report
- 100% Recording



Complaint Status
 Complaint Status:

Complaint No.
 Complaint No:

Date Wise
 From: To:

Search

Add Remarks	ID	UNIQUE_ID	CALLERID	AGENT_ID	AGENT_PHONE	COMPALINT_NO	DISPOSITION1	DISPOSITION2	DISP
	1	123456789	9852441572	Yogita	111	2	PVR Police 1		
	2	875421587	8754214589	Abhinav	142	3	PVR police 2		

Here we have given provision to agents, they could close the generated complaint by searching three ways

- 1. Compliant status wise**
- 2. Complaint number**
- 3. Date wise**

Here option is given to generate the complaint



Call Information

Agent Status: FREE

Caller ID:

Ring Duration:

Wait Duration:

Call Information

Break Reason: RESUME

Total Break: 0

Break Duration: 00:00:00

Agent Information (Server):

Login Time: 2016-02-20 14:36:18

Break Status: RESUME

Phone No: 5005

Agent ID: Test

Hangup

Hold

Un-Hold

Transfer

Inbound

Save

Break

Logout

Generate Complaint

Agent Report Format

Search Options :		Agent Report : Total Record = 87										
		Unique Id	Dnid	Campaign	Queue Name	Agent Id	Agent Phone	Caller Id	Call Type	IVRS Hit Time	Call Start Time	Call Disconn Time
<input type="checkbox"/>	1421050266.2871	4763960	Aria	GSUPPORT		198	5224073034	Incoming	2015-01-12 13:41:22	2015-01-12 13:41:27		
<input type="checkbox"/>	1421050248.2869						9643101014	ClickToDial	2015-01-12 13:40:49			2015-01-12 13:41:01
<input type="checkbox"/>	1421050224.2868						9643101014	ClickToDial	2015-01-12 13:40:27			2015-01-12 13:40:37
<input type="checkbox"/>	1421050184.2865					Brijpal	118	9643101014	ClickToDial	2015-01-12 13:39:47	2015-01-12 13:39:54	2015-01-12 13:39:58
<input type="checkbox"/>	1421039040.2499						9643101014	ClickToDial	2015-01-12 10:34:01			2015-01-12 10:34:02
<input type="checkbox"/>	1420262248.66	4763960					9598627827	Incoming	2015-01-03 10:48:01			
<input type="checkbox"/>	1420009525.3088	4763960	Aria	GSUPPORT		198	7292410504	Incoming	2014-12-31 12:35:52	2014-12-31 12:35:55	2014-12-31 12:36:33	
<input type="checkbox"/>	1419655369.228	4763960					8826246113	Incoming	2014-12-27 10:13:41			
<input type="checkbox"/>	1419586232.1187	4763960					9911356818	Incoming	2014-12-26 15:04:01			
<input type="checkbox"/>	1419234909.1151	4763960					1204134099	Incoming	2014-12-22 13:26:13			

Play Download

Date From...!!

Time : 00:00:01

To...!!

23:59:59

Call Type Wise : --select--

Caller Id

DNID : --select--

Agent : --select--

Call Report

- Home
- User ▾
- Campaign ▾
- Role Mgt ▾
- Disposition & Script ▾
- Dialer Mgt ▾
- GUI Mgt ▾
- Report Mgt ▾
- System ▾
- Logout

Search Options :

Date Wise :

From...!!

00:00:01

To...!!

23:59:59

Agent Wise :

--select-- ▾

Status Wise :

Call Report : Total Record : 789

CAMPAIGN	ACD_GROUP	DATE	AGENTID	DISPOSITION1	DISPOSITION2	DISPOS
Aria	5010	5/11/2015 7:44:30 PM	test3			
Aria	ariaacd	5/11/2015 7:43:45 PM	test2			
Aria	5010	5/11/2015 7:43:10 PM	test3			
Aria	5011	5/11/2015 7:42:24 PM	test2			
Aria	ariaacd	5/11/2015 7:42:01 PM	test3			
Aria	ariaacd	5/11/2015 7:41:26 PM	test2			
Aria	ariaacd	5/11/2015 7:39:49 PM	test3			
Aria	ariaacd	5/11/2015 7:28:22 PM	test1			
Aria		5/11/2015 2:15:33 PM	test1			
Aria	ariaacd	5/10/2015 6:34:58 PM	test1			

Agent Performance Report

- Home
- User ▾
- Campaign ▾
- Role Mgt ▾
- Disposition & Script ▾
- Dialer Mgt ▾
- GUI Mgt ▾
- Report Mgt ▾
- System ▾
- Logout

Search Options :

Date Wise :

From..!!

To..!!

Agent Wise :

--select-- ▾

[Search](#) [Get Excel](#)

Agent Performance Report : Total Record = 18

Agent Id	Total Login Time	Total Break Time	Total Call Offered	Total Call Answered	Total Ring Delay	Total Talk Time	Total WrapUp Time	Average Talk Time	Average WrapUp Time	Average Handling Time
prabha	838:59:59		0	0						
Raushan	838:59:59		8	8	00:00:27	00:06:36		00:00:49		
Nisha	00:50:58		12	1	00:00:06	00:00:05	00:05:02	00:00:05	00:05:02	00:05:13
Mr. Ravindera2	838:59:59		38	21	00:01:27	00:44:37		00:02:07		
Mr Vivek	838:59:59		16	7	00:00:42	00:11:34		00:01:39		
Mr. Ravindera	838:59:59		0	0						
Mr RavinderM	838:59:59		0	0						
Mr Mukesh	838:59:59		79	5	00:00:26	00:16:56		00:03:23		
Hemant	148:39:01		516	0						
Mahesh	838:59:59		629	8	00:00:20	00:02:19		00:00:17		
Brijpal	838:59:59		301	133	00:11:19	05:45:59		00:02:36		
Harish	838:59:59		1386	304	00:22:07	15:31:40		00:03:03		
Archana	838:59:59		100	79	00:07:18	01:54:25		00:01:26		
Abhisekh	01:51:49		0	0						
Anushka	02:24:04		0	0						



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