IVRS - BASED RECRUITMENT HELPLINE SYSTEM

CLIENT: MINISTRY OF DEFENSE (INDIAN ARMY)

PROJECT: IVRS BASED RECRUITMENT HELPLINE SYSTEM

The Indian Army is the land based branch and the largest component of the Indian Armed Forces.

Grit and experience affect the growth of an institution. Fighting four major wars, insurgency and other low intensity wars has indeed made the Indian Army an eminently and efficient battle trained, war machine.

The largest standing volunteer Army in the world has never had to scour the populace for draft or conscription. There are always more men eager to don olive green than the demand at any one time.

A look at the command and structuring of the Indian Army shows how finely these have been tuned to meet India's threat perceptions, based on the experience of the major wars that it has fought and the present-day geo-political context.

Key Issue and Requirement

For the purpose of recruitment In Indian Army, the country is divided into recruiting zones. Every zone is allotted a quota for recruitment based on a percentage of its population and ethnic grouping. A legacy, slowly being diluted, is that of combat arm units or regiments recruiting from a particular zone or mixture of ethnic groups.

For recruitment The Indian Army recruitment services generally got huge applications and enquiries for selection procedure in various officers & below officer's rank, Interview schedules, joining instructions etc.

Being a prestigious organization Indian Army felt the need to have a centralize automatic recruitment helpline system for managing all kind of enquiries

promptly, accurately and in a hassle free way. So that any person who wants to join Indian army should get correct information on time.

In order to obtain a suitable and customized optimal solution for the above requirement Aria Telecom understood the same and addressed the requirement with customizable, cost-effective solution without compromising on performance and features.

A Comprehensive Solution

Aria Telecom offered Inbound IVRS based helpline system for recruitment services which provided various facilities such as:

Selection information on officers' selections and below officer's rank selection in Indian army like: educational Qualification requirement, age requirement, physical standards requirement and

examination pattern information etc.

The information of the interview date and joining instructions query can be managed through the same.

Improvement In Recruitment Process

Since implementation of the IVRS based recruitment information system the callers are easily getting required and accurate information on time and this has smoothen the entire recruitment process.

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