



Predictive Dialer is a part of Contact Center SOLUTION offered by Aria. It is automatically dial to list of telephones no in sequence, Screening out no answer, Switched off, Busy, Answering machines, fax machines or any other response while predicting at what point a human caller would be able to handle next call.

### 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.

#### IVR Manager

Welcome message, language option, city/department selection etc, you can add in IVR through UCS. If you want to make lengthier call flow, it is also possible and you can define also different IVR for different DID.

#### Dialing Mode

Different dialing mode like predictive, progressive and preview dialing, pace of dialer, you can define easily by our UCS that gives also flexibility to set redialing pattern and numbers of retry choices on diverse status, when number busy or un-answered or not reachable etc.

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