



UNIFIED COMMUNICATION SYSTEM

Aria UCS 1000 - Unified Communication System

Complete automation to the entire inbound /outbound customer interaction – from self-service, to contact routing, to agent skill selection, to contact recording and post-inquiry surveys. Aria UCS 1000 platforms provide system routing to increase efficiency and productivity while engaging customers. UCS 1000 communicate with all possible communication media like TDM/ VOIP / SMS/ Email / Data base / Web Chat etc.

Inbound ACD Routing

Intelligently use Aria UCS 1000 ACD systems to route contacts based on the dialed number (DNIS) or calling party identification (ANI) for calls and available agents, customer profiles, service levels or other user-defined business rules. Our ACD solutions allow you to easily apply inbound automatic call distribution routing for all contact types, including voice, email, chat, and SMS.

ACD Routing	Dynamic Inbound ACD Routing
Our ACD platforms simplify administration and increase agent productivity, while providing a consistent, optimal customer experience. You have the flexibility to match the most appropriate agent to each contact. You can also send returning customers to the same agent that who handled the original interaction for customer service continuity.	Automatically select the most qualified resource to handle customer inquiries by aligning skill requirements and work types with real-time system conditions. Elevate the role of your agents and utilize resources flexibly and effectively by leveraging self-service capabilities and skills-based agent routing with Aspect's ACD systems.

IVRS

Aria UCS 1000 has facility to provide basic or complex interactive voice response facility for any business process. It can be static or dynamic flow. You can automate your process by using UCS 1000. Different IVR can run on different DID as per requirement.

Dialing Mode	Agent	Conference Bridge	Trunking
Aria UCS 1000 has multiple dialing option, like predictive dialing , preview dialing , click to dial from third party CRM/ ERP etc.	Aria UCS has capability to connect local agent on SIP Phone / FXS Gateway or on third Party PBX.	Aria UCS 1000 has inbuilt audio conferencing capabilities for inbound & outbound option.	Aria UCS 1000 has option to connect SIP/ TDM connectivity . Also connect GSM through gateway.

Number Hiding & Number change

Aria UCS has capability to hide number at agent display or provide them unique number against each client to call them for follow up.

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