ARIA PARTH
CALL CENTRE SUITE

Aria Telecom Solutions Pvt. Ltd.
(CMMI Level 3 Certified)

CALL CENTRE SUITE

A Call Centre Suite is a suite of software products that includes multiple integrated components used in call centre.

It can be used for inbound as well as outbound call centre

A Call Centre Suite empowers Supervisors, Managers and Employees by providing all the required tools for running a call centre.

PARTH UCS

PARTH UCS is small box but rich in features & stable hardware.

It can make the Call Centre Technology available in budget.

MULTIPLE SIP CONNECTIVITY
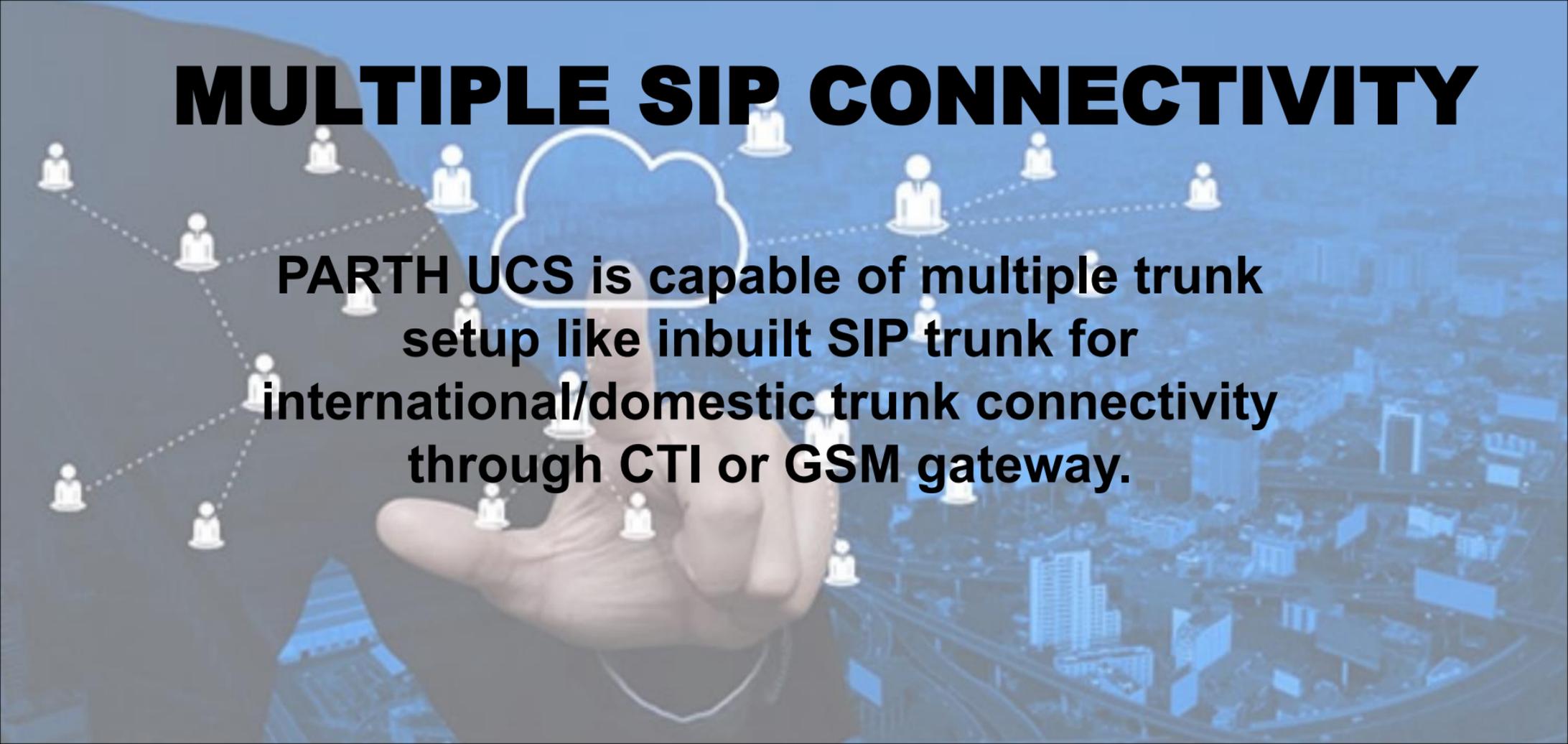
PARTH UCS is capable of multiple trunk setup like inbuilt SIP trunk for international/domestic trunk connectivity through CTI or GSM gateway.

CONNECTIVITY DIAGRAM

PARTH UCS

PRI LINE

LAN

SIP Trunk

SIP Provider

PARTH
Unified Communication System

GSM Gateway

GSM GATEWAY

ADMIN PC

AGENT/USERS
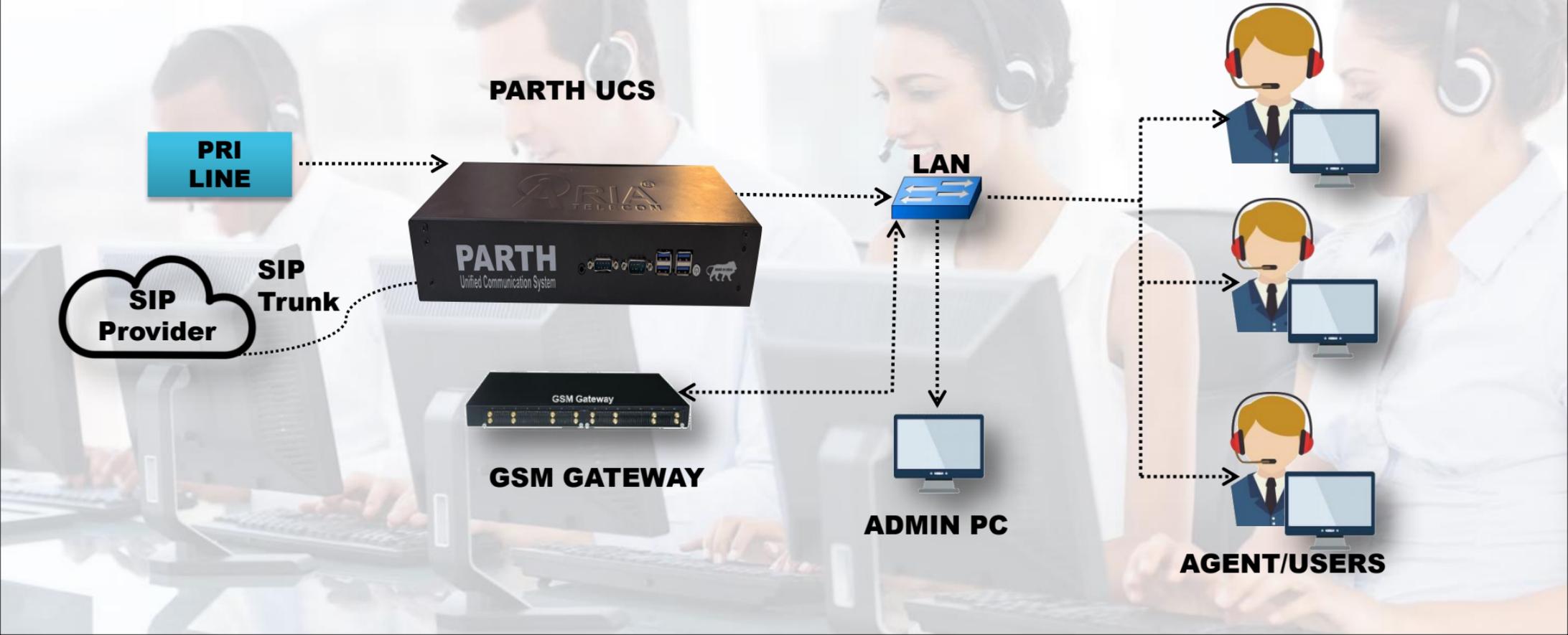
FEATURES

INBOUND & OUTBOUND COMMUNICATION

- ✓ **Call Recording**
- ✓ **On Call Options**
- ✓ **Call Queues Options**
- ✓ **Click-to-Call**
- ✓ **Call Disposition**
- ✓ **Office hours module**

INTELLIGENT ROUTING

- ✓ **Automatic Call distributor (ACD)**
- ✓ **Interactive Voice Response System (IVRS)**
- ✓ **Skill based Routing**
- ✓ **Forward-to-Phone**
- ✓ **Number Masking**
- ✓ **Computer Telephony Integration (CTI)**

BUSINESS TOOL INTEGRATION

- ✓ **Contact History**
- ✓ **Webchat**
- ✓ **Integrated SMS/ Email**

✓ **Call Monitoring**
✓ **Call Barging**

AGENT PANEL

AGENT LOGIN

PARTH
UNIFIED COMMUNICATION SYSTEM

Agent Login   V.8.0

Sachin

•••••

LOGIN

Enter username & password to login the application

Social Login

HOME SCREEN

← → C   ⚠ Not secure | ccas.ariatelecom.net/Home/Index#

PARTH
UNIFIED COMMUNICATION SYSTEM

☰ **Omni Channel Communication System**   🔔   Sachin

- 🖼 Aria CRM
- 📇 Caller Call History
- 🕙 Call History
- ☎ Conference
- 📞 Missed Call
- 🖨 Preview Dialing
- 📇 Call Back
- ➤ Send SMS
- ➤ Message Inbox
- ☺ WhatsApp
- f Facebook
- 🐦 Twitter
- 🔓 Logout

Set CallBack   AgentInfo   Hold   Un Hold   Transfer

Info 1   Info 2   Info 3

Number	9643101012
Alternate Number	Enter Alternate Number
Name	Ramesh
Company Name	Aria Telecom
City	Delhi
Product Requirement	Parth ▼
Parth Detail	IVRS ▼
Other Products	<<=== Select ===>> ▼
Services	Cloud ▼
Lead type	Hot ▼
Chance to get Business	80% ▼
Approximate Prospect amount	Enter Approximate Prospect amount
approximate closing date	2019-05-09
Source of Lead	justdial ▼
Reference By	Enter Reference By

Client info pop-up

Enter contact number to dial

Select disposition

9643101012

1	2	3
4	5	6
7	8	9
*	0	#

📞 Call   ✖ Close   🔄 Clear

GSales ▼

Remarks
Requirement for IVR

Disposition
Conversation done ▼

Break   Submit

ADMIN PANEL

ADMIN LOGIN

PARTH
UNIFIED COMMUNICATION SYSTEM

| Home | About Us | Products | Solutions | Customers | Contact Us | Credentials |

User Login

UserID: admin

Password: ...

Phone: Enter Phone
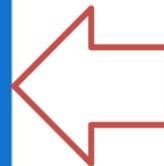
Login

Enter username & password to login the application

DASHBOARD

PARTH — UNIFIED COMMUNICATION SYSTEM

Dashboard | Home | User ▾ | Campaign ▾ | Role Mgt ▾ | Disposition & Script ▾ | GUI Mgt ▾ | Report Mgt ▾ | System ▾ | Lead Mgmt ▾ | Floor Mgt ▾ | Logout | Logged in User : *parthucs*

Call Statistics

Offered Call   Answered Call   Missed Call
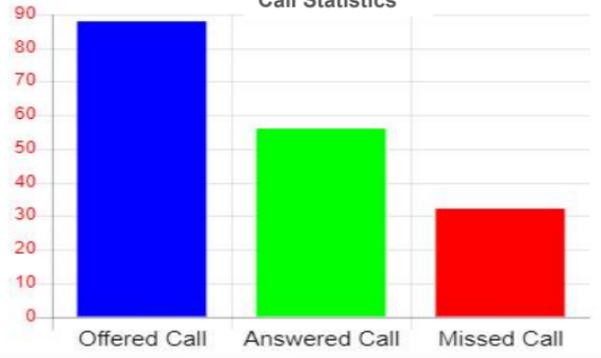
Disposition Statistics

- Insurance
- Sales Lead
- Satisfied
- Unsatisfied
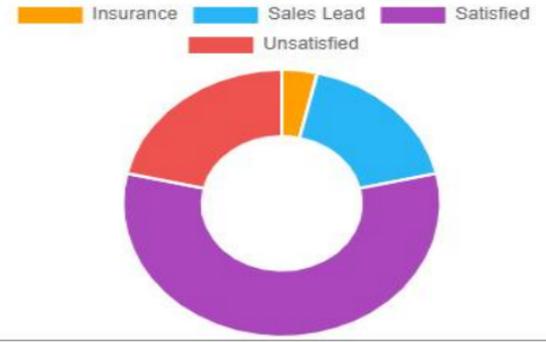
Agent Statistics Login Agent (1)

- Free Agent
- Busy Agent
- Break Agent
- CallInqueue
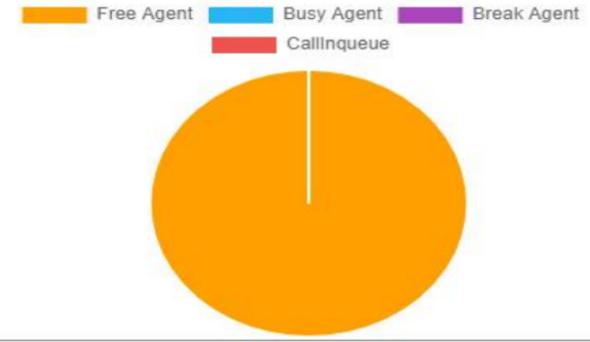
Dialer Total Dial Number: 573351
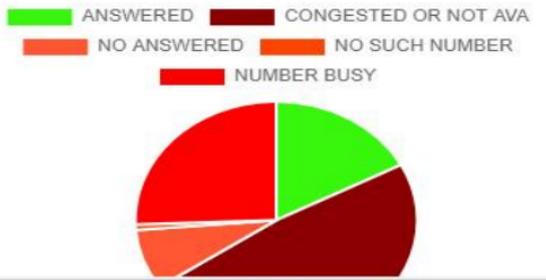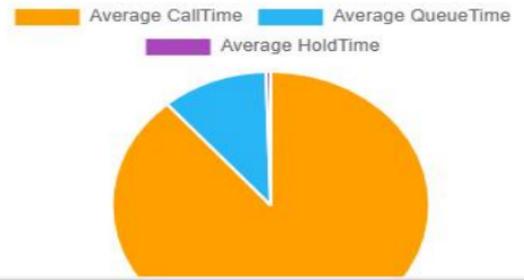
- ANSWERED
- CONGESTED OR NOT AVA
- NO ANSWERED
- NO SUCH NUMBER
- NUMBER BUSY

Queue Statistics

- Average CallTime
- Average QueueTime
- Average HoldTime

LIVE MONITORING

PARTH
UNIFIED COMMUNICATION SYSTEM

| Dashboard | Home | User ▾ | Campaign ▾ | Role Mgt ▾ | Disposition & Script ▾ | GUI Mgt ▾ | Report Mgt ▾ | System ▾ | Lead Mgmt ▾ | Floor Mgt ▾ | Logout | | Logged in User : **parthucs** |

Agent Status :   Select Campaign :   None selected ▾   Pending Calls

Predictive Mode=1 Manual Mode=0

1	1	0	0	0	0	0	0	0
Login	**Free**	**Ringing**	**Busy**	**Wrap Up**	**Break**	**Queue**	**Invalid Phone**	**Hold**

Agent Id	Agent Phone	Campaign	ACD Group	Call Status	Caller Id	Live Duration	Ring Duration	Break Reason	Total Login Time	Total Break Duration	Mode	
krish	8287454694	bpss	ssacd	FREE		00:00:07		RESUME	00:49:45	00:00:00	Predictive	Barge

Live agent information

Call In ACD

MIS REPORTS

Current Agent Performance Report :   Total Record:2

Agent Id	Total Login Time	Total Break Time	Total Call Offered	Total Call Answered	Total Missed Call	Total Ring Delay	Total Talk Time	Total WrapUp Time	Average Talk Time	Average WrapUp Time	Average Handling Time
AriaDemo	07:14:10	00:00:00	16	7	9	00:00:00	00:01:32	00:00:38	00:00:13	00:00:05	00:01:37
AriaDemo	07:14:10	00:00:00	16	7	9	00:00:00	00:01:32	00:00:38	00:00:13	00:00:05	00:01:37

Search Options :

- [ ] Date Wise :

From..!!

To..!!

- [ ] Agent Wise :

--select--

[Search] [Get Excel]

Home | User ▾ | Campaign ▾ | Role Mgt ▾ | Disposition & Script ▾ | GUI Mgt ▾ | Report Mgt ▾ | System ▾ | Lead Mgmt ▾ | Floor Mgt ▾ | Logout

Logged In User : parthucs

BENEFITS

- ✓ **Enhanced Customer Service Management**
- ✓ **Improved Reporting Features**
- ✓ **Enhanced Productivity And Efficiency**
- ✓ **Enhanced Data Access**
- ✓ **Increased Communication And Responsibility**
- ✓ **Decreased Costs**
- ✓ **Better Sales**
- ✓ **Improved Security**
- ✓ **Easy-To-Use**

APPLICATIONS

- ✓ Call Centres
- ✓ Real Estate
- ✓ Travel and tourism
- ✓ Business
- ✓ Airlines
- ✓ Hospitals
- ✓ Insurance sector
- ✓ Government Sector

THANK YOU !

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