



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



The background features a light blue world map. At the top, there are six circular icons: a green circle with '24' and a red arrow, a purple circle with three gears, a blue circle with a globe, a red circle with crossed wrench and screwdriver, an orange circle with a magnifying glass over a question mark, and a blue circle with a red telephone handset and signal waves. Below these are four speech bubbles in orange, red, blue, and red. At the bottom, four call center agents (two men and two women) are seated at desks with laptops, wearing headsets.

**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

The background of the slide features a composite image. On the left, a hand is shown pointing towards the center. In the center, there is a network diagram consisting of several white icons of people connected by dotted lines, with a white cloud icon in the middle. On the right, there is a blue-tinted aerial view of a city skyline.

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**

**SIP
Trunk**

LAN

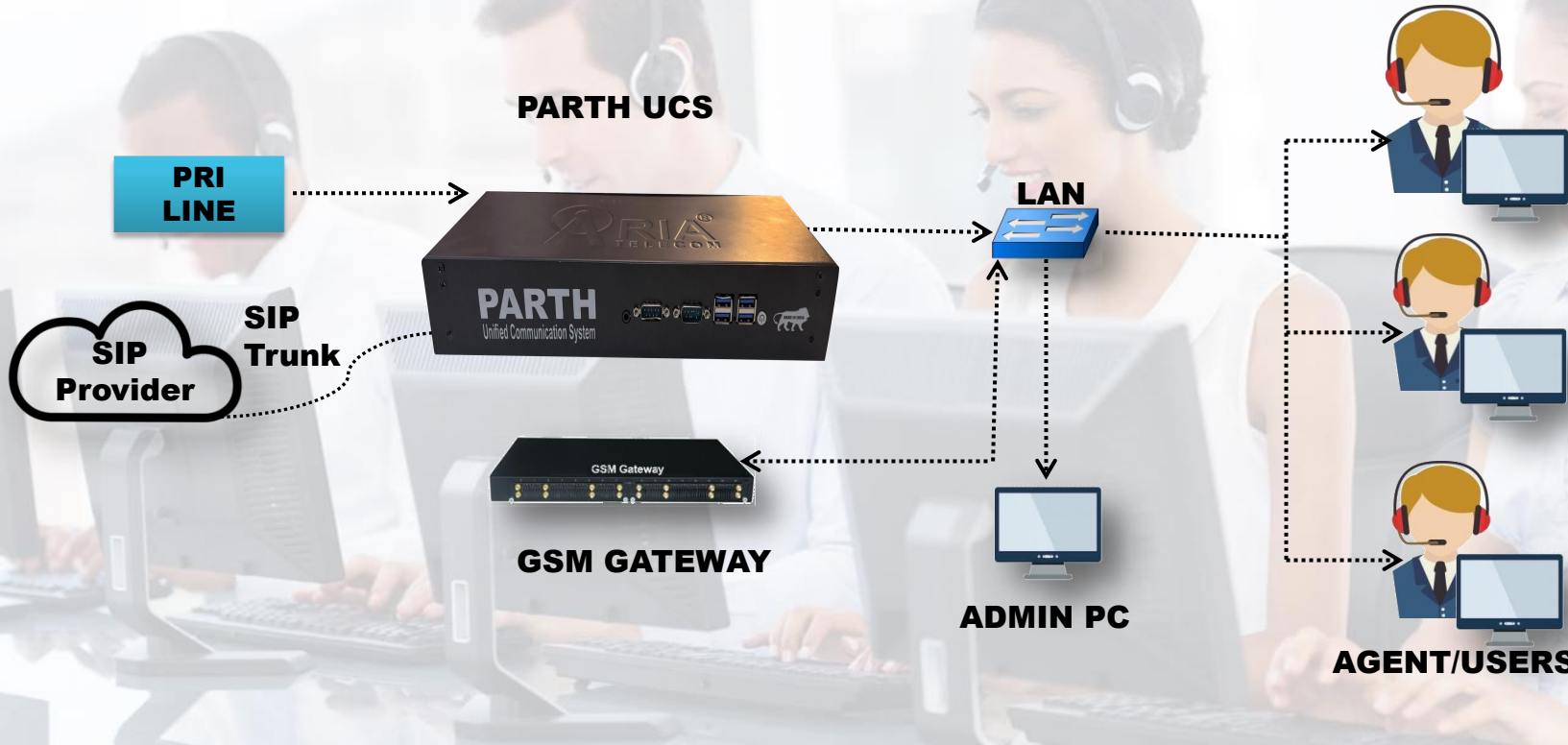
PARTH
Unified Communication System

GSM Gateway

GSM GATEWAY

ADMIN PC

AGENT/USERS



The background is a blurred image of people in a social setting. A large, semi-transparent pink triangle points from the bottom-left towards the top-right, partially covering the background. A black diamond-shaped frame is centered on the image, containing the word 'FEATURES' in white, bold, sans-serif capital letters.

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

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Agent Login

V.8.0

Sachin

LOGIN



Enter username & password
to login the application

Social Login



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HOME SCREEN

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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
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

9643101012

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

GSales

Remarks Requirement for IVR

Disposition Conversation done

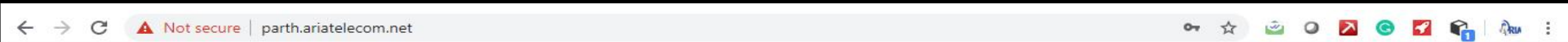
Break Submit

Select disposition

ADMIN PANEL



ADMIN LOGIN

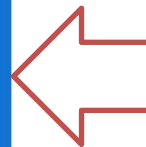
[Home](#)[About Us](#)[Products](#)[Solutions](#)[Customers](#)[Contact Us](#)[Credentials](#)

User Login

UserID:

Password:

Phone:

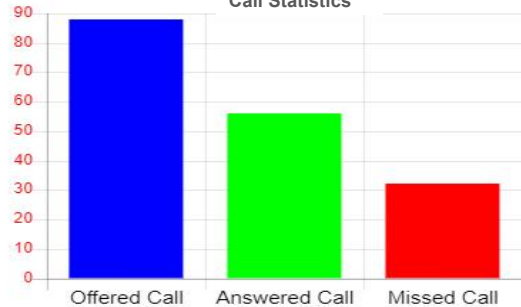


**Enter username & password
to login the application**

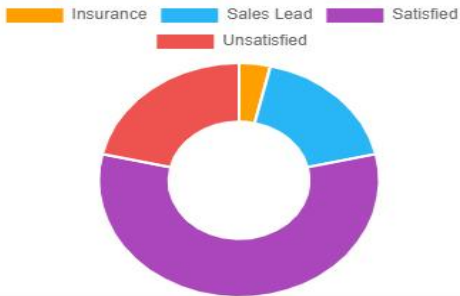
DASHBOARD



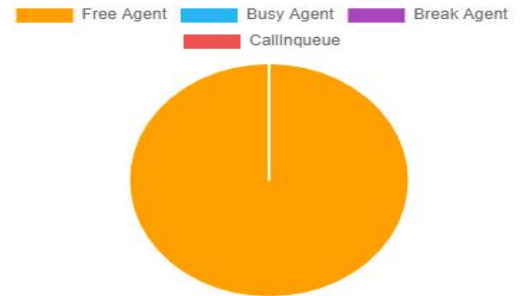
Call Statistics



Disposition Statistics



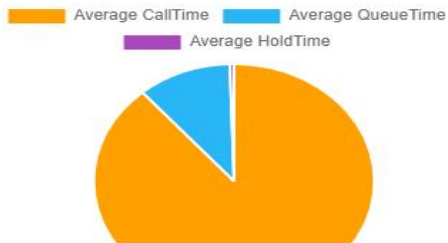
Agent Statistics Login Agent (1)



Dialer Total Dial Number: 573351



Queue Statistics



LIVE MONITORING

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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

1	1	0	0	0	0	0	0	0	Predictive Mode=1 Manual Mode=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



Search Options :

☐ Date Wise :

From..!!

To..!!

☐ Agent Wise :

--select-- ▼

Search

Get Excel

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

BENEFITS

The background of the slide features a light blue gradient. Two hands are visible, one on the left and one on the right, each holding a large, light blue puzzle piece. The puzzle pieces are positioned as if they are about to be joined together, symbolizing the integration of various benefits into a cohesive whole.

- ✓ **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**



A top-down view of a white desk. On the left is a spiral-bound notebook with a pencil resting on it. On the right is a portion of a silver laptop. In the bottom right corner, there is a small green plant.

THANK YOU !

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