



Cloud Contact Centers Revolutionizing Customer Experience

Aria Telecom Solutions Pvt. Ltd.

(CMMI Level 3 Certified)

 /ariatelecomsolutions

 /atsplindia

 /company/465988/



About Aria

Since 2003 Aria Telecom is working hard towards satisfaction of our clients, With our team efforts & our clients support we became **India's No 1 IVR, Voice Logger & in Many more customized telecom solutions company.**

- Aria has team of qualified engineers for R&D & support.
- Aria also has most experienced team of marketing managers with technical background to understand client requirements.
- Aria has presence in most of the metro cities in India. Aria also has clients outside India like Nepal, Bhutan, African & Arab countries.
- We got *Technology Excellence Award – for customized solutions-2017*
- *Technology Excellence Award – Leaders in IVR -2013*
- Global Business & Services Award – Leader in Customized Telecom Solution 2013
- ISO 9001:2015 Certified Company
- Registered with MSME (Micro, Small & Medium_Enterprise)
- Registered with NSIC (National Small Industries Corporation of India)
- CMMI Level3 Company

Aria Product Profile

Software Applications/solutions

- **Omni-Channel Communication System**-It's Unified communication system that integrates with telephony, CRM, SMS, E-mail, Web Chat, Social Media (Facebook & Twitter), Mobile App, Websites ,API etc.
- Complaint Management System (CRM).
- **IVR Software** (Interactive Voice Response)
- **Aria Namaste! - Live Chat** – it is an unified application, generally used for live monitoring the live conversations in real time.
- **Android Based Contact Centre Solution:** It works with an inbuilt Aria CRM, it enables your Android Phone to act as a call centre device
- **Web Portal** – We also into the designing of websites in an advance manner
- Custom Web and Windows-based application development
- System integration.
- Databases and programming
- Third-party software integration

Hardware Products Range

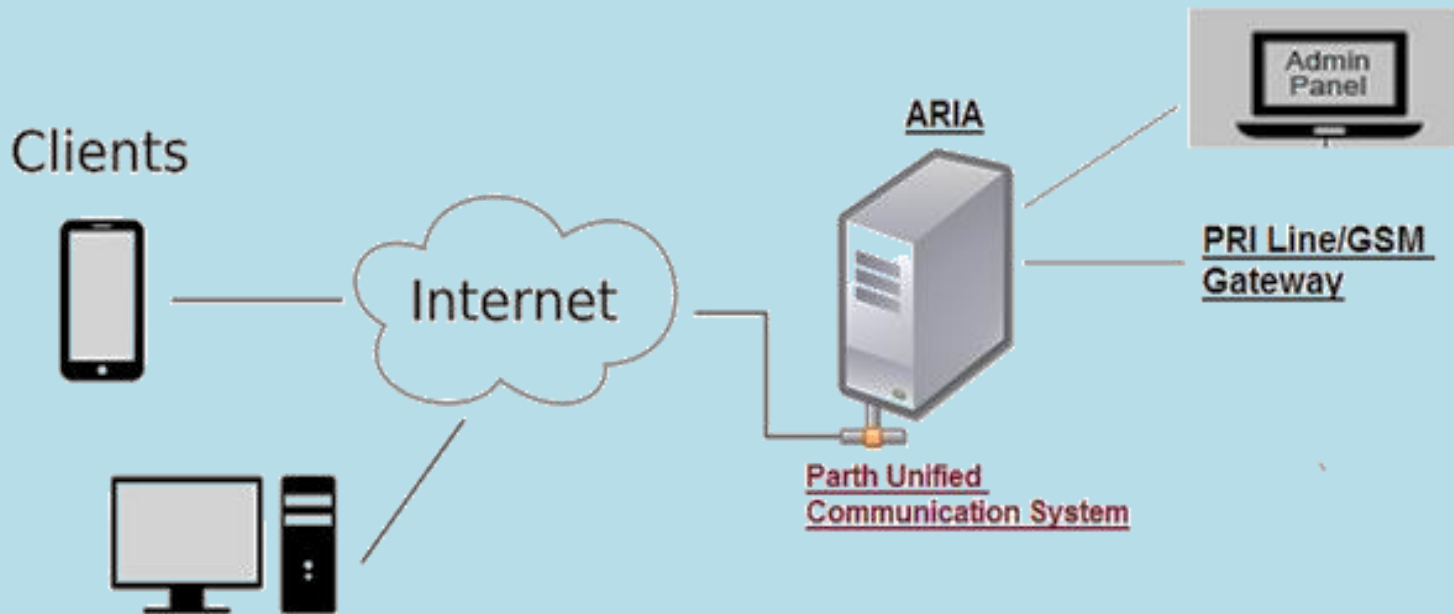
- **Aria Call Centre Noise Telephone Headsets** - High quality call centre Noise cancelling Telephone Headset
- **TVRS** - Telephone Voice Recording System (Logger)
- **Embedded Voice Logger** - Non PC Based Voice Logger
- **GSM Gateway:** Device to connect GSM/CDMA SIM with your EPABX or Dialer.
- **FXO/FXS Gateway**
- **Parth UCS (Call Centre Suite)**-Inbound outbound complete contact centre solution
- **Parth UCS Conference Bridge**
- **Business Communication System:** multifunctional enterprise gateway that integrates voice service and data service.
- **Parth IP PBX System**
- **GSM FCT:** Fixed Cellular Terminal
- **Aria IP Phone**

What is Cloud Based Call Center Solution?

- A Cloud Based Contact Center is a modern alternative to on premise contact centers using the latest in communications technology.
- It has synchronized call center programming arrangement into one master PC which has ease the operation process as well. Moreover, the work efficiency it shows in terms of taking a call and record them is just overwhelming than any other application.
- It is more adaptable, easy to install and use.



Network Diagram



Key Features

- ✓ No Capex Required
- ✓ No Need of PRI
- ✓ Easy Installation
- ✓ Complete Call center features
- ✓ CRM Builder
- ✓ Disposition
- ✓ 100% Recording
- ✓ Live Monitoring
- ✓ Campaign Management
- ✓ ACD Management
- ✓ Support Inbound & Outbound
- ✓ Monthly Payment
- ✓ Support Multiple Work Location
- ✓ Work From Home
- ✓ Work with or w/o Computer
- ✓ Work with or W/o Internet
- ✓ Need GSM or Land Line to connect
- ✓ GSM Sim Required to Dial out
- ✓ Agent Performance MIS
- ✓ Multiple Campaign
- ✓ CRM Integration
- ✓ SMS/Email Integration

ADMIN PANEL



Admin Rights

- ❑ Add, Edit & Delete multiple User/Campaign/ACD group
- ❑ Integration of Customer CRM-if customer is having own web-based CRM, we can integrate with our system via API or web services.
- ❑ Disposition up to 3 level-Dispositions depicts the call status, on behalf of any campaign, we can create multiple dispositions and also useful to define a conversation with customer in a single state.
- ❑ CRM Builder-It consist 45 fields to capture the customer's information, these fields are customized and according to your process you can make your own fields. Fields are categorized in 3 levels
 - Text box,
 - Dropdown,
 - Calendar
- ❑ Role Management-You can assign the task to the users to check the front end application features respectively. Like you can give authority to one user to review reports related task and made involve other user to view real time monitoring only and so on. These tasks are user specific.

Admin Rights Continue....

Dialer Management

- ☐ Upload data for calling via dialer
- ☐ **Predictive Dialing/Auto Dialing:** it states that you require to uploading the customer numbers in provided Admin Panel. System will start dialing on those numbers, once the call is answered by the customer it will be transfer to the available login agents.
- ☐ **Preview Dialing:** it states that you require to uploading the customer numbers or with details in provided Admin Panel. All the uploaded data will be show to agents in their panel and accordingly they can proceed for the call to customers manually.

Lead Management

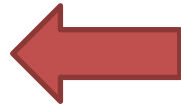
- ☐ We can create multiple lead sets at same campaign

Live Monitoring

sumitra.chand	5013	Feedback	Free		00:02:14			OUTBOUND		Resume
alina.sahoo	5048	Feedback	FREE		00:00:31			OUTBOUND		Resume
arnapurna.nanda	5040	SupportDesk	Busy	59437307767	00:00:30	0	0	INBOUND		RESUME
sunitarani.parida	5047	Feedback	WRAP UP TIME	59777994847	00:05:29	0	0	OUTBOUND		Resume
rasmita.swain	5036	SupportDesk	Busy	59556387577	00:04:32	0	0	INBOUND		Resume
ipsita.das	5041	Feedback	Conference	58456065520	00:03:01	0	0	OUTBOUND		Resume
s.padhi	5038	SupportDesk	Busy	58763178351	00:00:59	0	0	INBOUND		Resume
lopa.priyadarsini	5052	Aria	WRAP UP TIME	59853656753	00:00:42	0	0	OUTBOUND		Resume
sushree.prajna	5050	Aria	BUSY	9938259116	00:00:01	6	0	OUTBOUND		Resume
pragati.satapathy	5051	Feedback	WRAP UP TIME	58338022161	00:00:36	0	0	OUTBOUND		Resume
aparna.behera	5025	Feedback	Conference	57077688670	00:00:35	0	0	OUTBOUND		Resume
monalisha.barik	5053	SupportDesk	Busy	59439977939	00:07:34	0	0	INBOUND		Resume
himadri.mahalik	5034	Aria	WRAP UP TIME	7681859917	00:00:17	1	0	OUTBOUND		Resume
subhamayee.nayak	5043	AutoDialing	FREE		00:17:57			OUTBOUND		RESUME
suprita.berhapuria	5030	SupportDesk	Busy	59937338590	00:28:19	0	0	INBOUND		Resume
sarbojaya.nayak	5042	Aria	WRAP UP TIME	57684072131	00:00:44	0	0	OUTBOUND		Resume
elarani.rout	5059	Feedback	Busy	58280450110	00:03:35	0	0	OUTBOUND		Resume
tilotama.sahu	5060	Feedback	Conference	58280436681	00:02:14	0	0	OUTBOUND		Resume
stitiprangya.jena	5020	Aria	FREE		00:00:00			OUTBOUND		Resume
dipali.pattanaik	5037	Aria	BUSY	9937715708	00:02:58	1	0	OUTBOUND		Resume

Call in Queue

CAMPAIGN	QUEUENAME	CALLERID	WAIT TIME
	5052	9078570070	00:01:56
	5032	9938515242	00:01:02
	5021	7681828544	00:02:28
SupportDesk	telugu	8457831225	00:01:12
	5050	7751909242	00:00:14
	5024	8018865232	00:00:01
	5032	918280447945	00:00:02



- Barge in: here we can listen live call.
- Whisper: we can advice to agent for not giving proper info to client or may be due to any other issue

Add, Edit & Delete multiple User/Campaign/ACD group/Agent Logout

Home

User ▾

Campaign ▾

Role Mgt ▾

Disposition & Script ▾

Dialer Mgt ▾

GUI Mgt ▾

Report Mgt ▾

System ▾

Logout

Add User :

User Name :
Enter user name..!!

Password :
.....

Confirm Password :
.....

First Name :
Enter first name..!!

Last Name :
Enter last neme..!!

Role :
--select-- ▾

Go

Add Campaign :

Campaign Name :
aria

Select Mode :
INBOUND ▾

Add

Delete

ACD Group :

Select Campaign :
AriaTelecom ▾

Enter Group Name :
support

Wrap Up Time :
10

Add

Delete

Assign Agents to Campaign :

Select Campaign :
AriaTelecom ▾

Assigned Agents

Mr. Ravindera
Mahesh
Hemant
Brijpal
Shivani
Mr Vivek
Raushan
Mr Mukesh
Archana
Abhisekh
Mr RavinderM
test
yogita
aria
Anushka
prabha
105
Arun
Mr. Ravindera2
subhash

Unassigned Agents

Harish

<< Assign

>> Unassign

Agent Logout :

Agent Id	Agent Type	Agent Phone	Phone Status	Campaign	Login Time	
999	Admin					Logout
yogita	Caller	111		AriaTelecom	2016-11-28 14:37:59	Logout

Customer CRM

Integration of client CRM is to be done via admin panel

Home	User ▾	Campaign ▾	Role Mgt ▾	Disposition & Script ▾	Dialer Mgt ▾	GUI Mgt ▾	Report Mgt ▾	System ▾	Logout
------	--------	------------	------------	------------------------	--------------	-----------	--------------	----------	--------

Customer CRM Management:

Select Campaign :

Enter URL :

Enter Details :

	Argument Name	Test Value
<input type="checkbox"/> Caller Id(cid) :	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Unique Id(uid) :	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Agent Id(aid) :	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Agent Phone(ap) :	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Voice File Name(vfn) :	<input type="text"/>	<input type="text"/>

☒ Active ☐ Inactive

Client web based CRM , Setting Screen

Dispositions

It can be add/edit/delete via admin panel

Add Disposition :

Select Campaign :

AriaIncoming

Enter Disposition Level 1:

Add

Campaign	Disposition		
AriaIncoming	not intrested	Edit	Delete
AriaIncoming	remarks	Edit	Delete
AriaIncoming	demo	Edit	Delete
AriaIncoming	Sales,Support, Account	Edit	Delete

Total Records = 4

Add Disposition :

Select Campaign :

AriaIncoming

Enter Disposition Level 1:

Add

Edit

Campaign	Disposition		
AriaIncoming	not intrested	Update Cancel	
AriaIncoming	remarks	Edit	Delete
AriaIncoming	demo	Edit	Delete
AriaIncoming	Sales,Support, Account	Edit	Delete

Total Records = 4

Delete

Add Disposition :

Select Campaign :

AriaIncoming

Enter Disposition Level 1:

Add

Campaign	Disposition		
AriaIncoming	demo	Edit	Delete
AriaIncoming	Sales,Sup	Edit	Delete

Total Records = 2

Disposition Deleted Successfully...!!

OK

Script Manager

Here admin can define the process script for agents as he updates in below panel, it will be show to agents of a particular campaign

Live Monitoring	User	Campaign	Role Mgt.	Disposition & Script	Dialer Mgt.	CRM Builder	Report Mgt.	System	Logout
-----------------	------	----------	-----------	----------------------	-------------	-------------	-------------	--------	--------

Update Script

Select Campaign Aria

OPENING SCRIPT:

ENGLISH- Good morning/afternoon/evening I m (***) for activation of your new connection, your call has been forwarded to idea call center. To activate your number I would request you to provide us some information.Can you confirm your Mobile number please?

HINDI- Namaskar, mai (***) apka naya sim chalu karne k liye apke call ko idea call center ko laya gaya hai, sim ko chalu karne k liye apko kuch information dena padega, kripaya aap apna number confirm kar sakte hain.

Oriya-Namaskar, Mu (***) Apanka Nua sim arambha kariba pain apanka call Idea call center ku ana jauchi, sim ku chalu kariba pain apanku kichi suchana dabaku padiba dayakari apanka Number confirm kariparibe?

Sir/Mam mun sampurna nama ebong Address jani pare ki jaha dwara apana ehi connection ti nei chhanti?

Sir/Mam daya kari mun jani pare ki apana connection nela bela bapanka nama re kana dei thile?

Sir/Mam Dayakari janipare ki connection neithiba bele apana document re kana submit kari thile?

HOLD SCRIPT:

ENGLISH- In order to provide you with correct information may I put your call on hold for 30seconds ?

HINDI- Apko sahi jankari dene k liye kya me apki call ko 30 seconds k liye hold me rakh sakti hun ?

ORIYA-Apananku sathik suchana deba pain mu apananka call ku 30seconds pain hold re rakhi paribi ki ?

UNHOLD SCRIPT:

Update

GUI Management

GUI Editor : Select Campaign : AriaTelecom Save Refresh

Info-1 Info-2 Info-3

Mobile	<input type="text" value="Mobile"/>	TEXTBOX	<input type="text"/>
Name	<input type="text" value="Name"/>	TEXTBOX	<input type="text"/>
Age	<input type="text" value="Age"/>	CALENDAR	<input type="text"/>
Email id	<input type="text" value="Email id"/>	TEXTBOX	<input type="text"/>
Address	<input type="text" value="Address"/>	TEXTBOX	<input type="text"/>
State	<input type="text" value="State"/>	DROPDOWN	A1,B1,C1
City	<input type="text" value="City"/>	DROPDOWN	A1,B1,C1
Prescription	<input type="text" value="Prescription"/>	TEXTBOX	<input type="text"/>
Disease	<input type="text" value="Disease"/>	DROPDOWN	A1,B1,C1
Amount	<input type="text" value="Amount"/>	TEXTBOX	<input type="text"/>

Parth UCS provide you flexibility to design your own CRM of 45 field (15 fields in one Tab) as per your own requirement

There are field can be in the form of requirement

- 1.Text Box**
- 2.Drop down**
- 3.Calender**

Add, Edit & Delete Lead/Activate & Deactivate Lead /Upload data in lead

[Home](#) [User ▼](#) [Campaign ▼](#) [Role Mgt ▼](#) [Disposition & Script ▼](#) [Dialer Mgt ▼](#) [GUI Mgt ▼](#) [Report Mgt ▼](#) [Lead Mgmt. ▼](#) [Logout](#) Logged User : ritesh

Add Leads :
Campaign :
ACD Group :
Lead Name :

List of Existing Leads :

Lead Name	Campaign	ACD Group	
Telecom	AriaIncoming	incoming	Delete
Sales	ShowRoom	Incoming	Delete

[Home](#) [User ▼](#) [Campaign ▼](#) [Role Mgt ▼](#) [Disposition & Script ▼](#) [Dialer Mgt ▼](#) [GUI Mgt ▼](#) [Report Mgt ▼](#) [Lead Mgmt. ▼](#) [Logout](#) Logged User : ritesh

Activate/Deactivate lead
Campaign
ACD Group

Serial No.	Lead Name	Campaign Name	ACDGroup	Status	
1	Telecom	AriaIncoming	incoming	Active	Change Status

[Home](#) [User ▼](#) [Campaign ▼](#) [Role Mgt ▼](#) [Disposition & Script ▼](#) [Dialer Mgt ▼](#) [GUI Mgt ▼](#) [Report Mgt ▼](#) [Lead Mgmt. ▼](#) [Logout](#)

Upload Your Number :
Select Type :
Select Campaign :
Select ACD Group :
Select Lead :
Enter Prefix :

Upload Number's Window :

Upload data in lead

MIS REPORTS



IVRS Report

Search Options :

☒ Date Wise :

2017-03-16

00:00:01

2017-03-16

23:59:59

☐ Campaign Wise :

--select--

☐ ACD Wise :

--select--

☐ Call Type Wise :

--select--

☐ Caller Id wise :

--select--

☐ Status Wise :

--select--



Search

Get Excel

Current IVRS Report : Total Record = 105

Unique Id	Agent Id	Campaign	ACDGroup	Agent Phone	Caller Id	Call Type	IVRS hit time	IVRS disconnect time	IVRS call duration	Status	Transfer From
1489641436.289	3112			6003	8607872883	Incoming	2017-03-16 10:47:16	2017-03-16 10:47:32	00:00:16	COMPLETECALLER	
1489641428.285	MNPRT			6005	8968302658	Incoming	2017-03-16 10:47:09			CONNECT	
1489641428.286	harpreet	Manual	MNL	6006	7838658586	ClickToDial	2017-03-16 10:47:08			IVRS	
1489641362.282	urvashi	Manual	MNL	6031	7355355990	ClickToDial	2017-03-16 10:46:02	2017-03-16 10:46:43	00:00:41	ANSWER	
1489641345.280	amrit	Manual	MNL	6029	8409093540	ClickToDial	2017-03-16 10:45:45	2017-03-16 10:47:09	00:01:24	ANSWER	
1489641302.278	kirti	BPharm	BPharma	6009	09465529253	Predictive	2017-03-16 10:45:31	2017-03-16 10:46:45	00:01:14	COMPLETEAGENT	
1489641279.276	rozy	Manual	MNL	6008	7988430388	ClickToDial	2017-03-16 10:44:39	2017-03-16 10:44:54	00:00:15	CHANUNAVAIL	
1489641235.273	amrit	Manual	MNL	6029	7768833114	ClickToDial	2017-03-16 10:43:55	2017-03-16 10:44:48	00:00:53	ANSWER	
1489641219.271	kirti	BPharm	BPharma	6009	08689009999	Predictive	2017-03-16 10:43:47	2017-03-16 10:44:25	00:00:38	COMPLETEAGENT	
1489641202.269	harpreet	Manual	MNL	6006	9162403462	ClickToDial	2017-03-16 10:43:22	2017-03-16 10:43:47	00:00:25	NOANSWER	
1489641174.267	urvashi	Manual	MNL	6031	7837971155	ClickToDial	2017-03-16 10:42:55	2017-03-16 10:43:24	00:00:29	IVRS	
1489641157.263	3112			6003	9515225230	Incoming	2017-03-16 10:42:38	2017-03-16 10:43:44	00:01:06	COMPLETECALLER	
1489641157.264	manju	Manual	MNL	6007	9991245106	ClickToDial	2017-03-16 10:42:27	2017-03-16 10:42:57	00:00:20	ANSWER	

Agent Report

[Home](#)
[User](#)
[Campaign](#)
[Role Mgt](#)
[Disposition & Script](#)
[Dialer Mgt](#)
[GUI Mgt](#)
[Report Mgt](#)
[Lead Mgmt](#)
[Logout](#)
Logged User : Gurkirpal

Search Options :

Play

Download

☐ Date

From...!!
 00:00:01
 To...!!
 23:59:59

☐ Call Type

--select--

☐ Caller Id

☐ DNID

--select--

☐ Agent

--select--

☐ Disposition

--select--

☐ Campaign

--select--

☐ ACD Group

☐ Duration

>

☐ Agent Phone

--select--

Current Agent Report : Total Record = 56

	Unique Id	Campaign	Queue Name	Agent Id	Caller Id	Call Duration	IVRS Hit Time	Dnid
<input type="checkbox"/>	1489641436.289			3112	8607872883	00:00:16	2017-03-16 10:47:16	3957407
<input type="checkbox"/>	1489641428.285			MNPRT	8968302658		2017-03-16 10:47:09	3957407
<input type="checkbox"/>	1489641362.282	Manual	MNL	urvashi	7355355990	00:00:26	2017-03-16 10:46:02	
<input type="checkbox"/>	1489641345.280	Manual	MNL	amrit	8409093540	00:01:10	2017-03-16 10:45:45	
<input type="checkbox"/>	1489641302.278	BPharm	BPharma	kirti	09465529253	00:01:13	2017-03-16 10:45:31	3957407
<input type="checkbox"/>	1489641235.273	Manual	MNL	amrit	7768833114	00:00:24	2017-03-16 10:43:55	
<input type="checkbox"/>	1489641219.271	BPharm	BPharma	kirti	08689009999	00:00:38	2017-03-16 10:43:47	3957407
<input type="checkbox"/>	1489641157.263			3112	9515225230	00:01:06	2017-03-16 10:42:38	3957407
<input type="checkbox"/>	1489641157.264	Manual	MNL	manju	9991245106		2017-03-16 10:42:37	
<input type="checkbox"/>	1489641146.261	BPharm	BPharma	kirti	09463509427	00:00:54	2017-03-16 10:42:35	3957407
<input type="checkbox"/>	1489641127.259	Manual	MNL	rozy	9461019031	00:01:23	2017-03-16 10:42:07	
<input type="checkbox"/>	1489641090.256	Manual	MNL	mandeepb	09896945656	00:05:04	2017-03-16 10:41:31	
<input type="checkbox"/>	1489641090.254			rajni	7977618602		2017-03-16 10:41:30	3957407
<input type="checkbox"/>	1489641025.252	BPharm	BPharma	kirti	09992189415	00:01:20	2017-03-16 10:40:38	3957407
<input type="checkbox"/>	1489640993.248	Manual	MNL	harpreet	7416183990	00:00:57	2017-03-16 10:39:53	
<input type="checkbox"/>	1489640969.246	Manual	MNL	rozy	8825085259	00:00:34	2017-03-16 10:39:29	
<input type="checkbox"/>	1489640947.244	BPharm	BPharma	kirti	09802813190	00:00:59	2017-03-16 10:39:22	3957407
<input type="checkbox"/>	1489640873.240	BPharm	BPharma	kirti	09468285906	00:00:16	2017-03-16 10:38:00	3957400
<input type="checkbox"/>	1489640848.236	Manual	MNL	rozy	9816013395	00:00:28	2017-03-16 10:37:28	
<input type="checkbox"/>	1489640843.234	Manual	MNL	harpreet	7780035671	00:00:49	2017-03-16 10:37:24	

Call Report

Call Report : Total Record : 166									
CAMPAIGN	ACD_GROUP	DATE	AGENTID	DISPOSITION1	DISPOSITION2	DISPOSITION3	Remark	CALL_STA	
AriaTelecom		11/30/2016 6:58:56 PM	yogita	Demo				ANSWER	
AriaTelecom		11/30/2016 6:25:23 PM	yogita	Demo				ANSWER	
AriaTelecom		11/25/2016 1:09:41 PM	yogita	Demo				ANSWER	
AriaTelecom		11/25/2016 12:55:15 PM	yogita	Demo			Demo call	ANSWER	
AriaTelecom		11/25/2016 12:52:09 PM	yogita					ANSWER	
AriaTelecom		11/22/2016 4:39:19 PM	yogita	Demo				ANSWER	
AriaTelecom		11/22/2016 4:37:47 PM	yogita	Demo			hiwuekdsa,j	ANSWER	
AriaTelecom		11/22/2016 11:27:59 AM	yogita					ANSWER	
AriaTelecom		11/22/2016 11:09:43 AM	yogita					ANSWER	
AriaTelecom		11/22/2016 11:03:33 AM	yogita					ANSWER	
AriaTelecom		10/25/2016 4:44:14 PM	yogita					ANSWER	
AriaTelecom		10/25/2016 3:46:59 PM	yogita					ANSWER	
AriaTelecom		10/25/2016 3:41:17 PM	yogita					ANSWER	
AriaTelecom		9/28/2016 3:49:03 PM	yogita	Auto Save				ANSWER	
AriaTelecom		9/27/2016 5:22:26 PM	yogita	Demo	Online Demo		fghhuiku	ANSWER	
AriaTelecom		9/27/2016 4:44:21 PM	yogita	Demo	Online Demo			ANSWER	
AriaTelecom		9/27/2016 4:31:28 PM	yogita	Demo	Online Demo		yfghjbnm	ANSWER	
AriaTelecom		9/26/2016 3:49:07 PM	yogita	Auto Save			hjjbkhk	ANSWER	
AriaTelecom		9/7/2016 5:22:00 PM	yogita	Auto Save				ANSWER	

Search Options :

☐ Date Wise :

From..!!

00:00:01

To..!!

23:59:59

☐ Agent Wise :

--select--

☐ Status Wise :

--select--

☒ Campaign Wise :

AriaTelecom

☐ ACD Group Wise :

--select--

Search

Get Excel

AGENT PANEL



Agent Rights

- ☐ Aria CRM with 45 fields to enter Caller Information
- ☐ Transfer ,Hold, Unhold call
- ☐ Conference up to 5 parties
- ☐ Set call back-Can set alarm for the follow up with customers, once you will set the call back, you will get reminder on your screen on the same time.
- ☐ Update remarks
- ☐ Fill disposition (Call Status, Feedback)
- ☐ Today call History- agents can get their current day report
- ☐ Caller call History-On live call, you can check the previous history of the particular customer.
- ☐ Click to dial(for outgoing)-Dial pad will be enable on your screen to dial numbers

Agent Login Screen



The image shows a login interface for the Parth Unified Communication System. The background is a dark blue gradient. At the top right, the version 'V 8.0' is displayed. In the center, the 'Parth' logo is shown with a trademark symbol, and below it, the text 'Unified Communication System'. Underneath the logo, the title 'Agent Login' is centered and underlined. The login form consists of two rows. The first row is labeled 'User ID:' and has a text input field containing 'User Name'. The second row is labeled 'Password :' and has a password input field with masked characters. At the bottom, there are two buttons: 'Login' and 'Exit'.

V 8.0

ParthTM
Unified Communication System

Agent Login

User ID:

Password :

Login **Exit**

Agent Screen

Parth
Omni Channel Communication System

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

Logout

Info 1

Info 2

Info 3

Number

8929078102

Alternate Number

Name

balendu

Company Name

aria telecom

City

delhi

Product Requirement

Parth

Parth Detail

Other Products

Services

Lead type

Chance to get Business

Approximate Prospect amount

approximate closing date

Source of Lead

anatelecom.net

Reference By

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

8929078102

1

2

3

4

5

6

7

8

9

*

0

#

Call

Close

Clear

GSales

Remarks

Enter Message

Disposition

Break

Submit

Client info pop-up

Enter number & dial

Agent Status: BUSY

Caller ID: 8929078102

Wait Duration: 0

Ring Duration: 0

Location: Delhi

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Call Disposition

Parth™

Omni Channel Communication System

balendumani

Aria CRM

Caller Call History

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Info 1

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Number8929078102

Alternate Number

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Parth Detail

Other Products

Services

Lead type

Chance to get Business

Approximate Prospect amount

approximate closing date

Source of Leadariatelecom.net

Reference By

8929078102

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

GSales

Remarksmessage

DispositionTesting

Enter Disposition & remarks here

Agent Status: BUSY

Caller ID: 8929078102

Wait Duration: 0

Ring Duration: 0

Location: Delhi

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Caller Call History

Parth™

Omni Channel Communication System

balendumani

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

Logout

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

CallerID	C2	C3	C4	Call Type	Call Status	Queue Name	Call Start Time	Agent ID	Remarks	Disposition
8929078102				ClickToDial	IVRS	GSales		balendumani	test	Dealer case
8929078102				ClickToDial	IVRS	GSales		balendumani	test	Dealer case
8929078102				Incoming	ABANDON	GSales				
8929078102				Incoming	ABANDON	GSales				
8929078102				Incoming	COMPLETECALLER	GSales	2019-01-17 16:09:46	gbhawna		
8929078102				ClickToDial	IVRS	GSales		balendumani	yyyy	LongTerm Prospect
8929078102				ClickToDial	ANSWER	GSales	2019-01-17 16:06:22	balendumani	yyyy	LongTerm Prospect
8929078102		balendu	aria telecom	Incoming	COMPLETEAGENT	GSales	2019-01-17 16:03:43	balendumani	test	Followup
8929078102		balendu	aria telecom	ClickToDial	IVRS	GSales		balendumani	testing	Followup
8929078102		balendu	aria telecom	ClickToDial	ANSWER	GSales	2019-01-17 15:58:56	balendumani	testing	Followup

<< < 1 2 > >> Go to page: Row count: Showing 1-10 of 14

Agent Status: FREE

Caller ID:

Wait Duration:

Ring Duration:

Location: Delhi

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Call History

Parth™

Omni Channel Communication System

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Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

Logout

From Date:
Enter From Date
Enter To Date

Disposition:
Followup

Caller Name:
Enter Caller Name

Caller ID:
Enter Caller ID

Search

Set CallBackAgentInfoHoldUn HoldTransfer

Call History

Mobile Number	C2	C3	C4	Call Type	Call Status	Queue Name	Call Start Time	Agent ID	Remarks	Disposition
8929078102		balendu	aria telecom	ClickToDial	IVRS	GSales		balendumani	testing	Followup
8929078102		balendu	aria telecom	ClickToDial	ANSWER	GSales	2019-01-17 15:58:56	balendumani	testing	Followup

<<<1>>>Go to page:Row count:Showing 1-2 of 2

Agent Status: FREE

Caller ID:

Wait Duration:

Ring Duration:

Location: Delhi

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Conference Call

Parth™

Omni Channel Communication System

balendumani

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

Logout

Conference

Enter number

Numaber:
9540647427

Add in Conference

Hangup All

Referesh

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

Number	Name	Channel
9953056908	Caller	SIP/7004-00001859
8929078102	Agent	SIP/7004-0000005a
4763966	Agent	SIP/107-00000059
9540647427	Caller	SIP/7004-0000005c

<< < 1 > >> Go to page: Row count: Showing 1-4 of 4

Agent Status: Conference

Caller ID: 8929078102

Wait Duration: 0

Ring Duration: 0

Location: Delhi

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Set Call Back

Parth Omni Channel Communication System

From Date:

Call Back

Action

Row count:

Set Call Back

CallBack Number:

CallBack Remarks:

Date Time:

Call Back AgentInfo Hold Un Hold Transfer

Remarks

Agent Status: Wrap Up Time Caller ID: 8929078102 Wait Duration: 0 Ring Duration: 0 Location: Delhi © 2018 Agent Panel. All rights reserved.



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Phone: +91-120-4763988

Email: sales@ariasolutions.net

Website: www.ariatelecom.net