



AIIMS- Help Desk for Examination Section

Case Study

AIIMS



The Pain Points

- Huge Direct enquires Regarding the examination and courses offered by AIIMS.
- Being a top medical Institute it was extremely important to have the maximum uptime and extremely efficient services rendered to students who were looking for information.
- During the time of result declaration not easy to handle the queries and requests of student on timely basis.
- AIIMS staff facing the problem in keeping the records of students and the conversation history between AIIMS Staff and students.



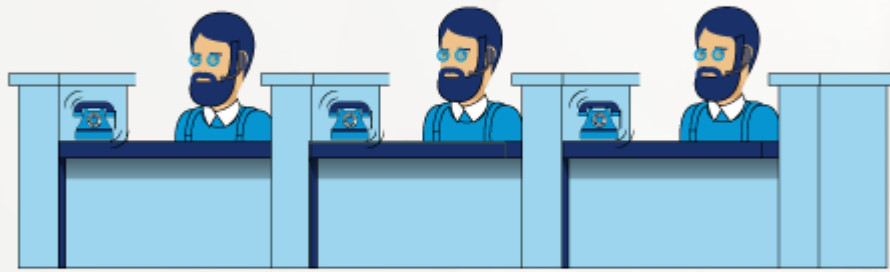
What They Decided To Do

- Go ahead with contact center solution to handle the queries and enquiries related to examination section.
- They decided to go with 8-10 agents.
- Though they have large amount of queries and enquiries, so they decided to go fir inbound IVRS.
- They opted for features like outbound, call recording, dialer for smooth operations.
- Their evaluation criteria included excellent services with maximum uptime, strong support, scalable solution and all at the least cost.



AIIMS- Help Desk for Examination Section

We have deigned a unique system where students call on toll free number there will be agents available who will speak to you ,listen your concern and answer the queries related to



- Course enquiries
- Fees enquiries
- Examination enquiries
- Last date enquiries related to examination , form filling for any course, fees submission.
- Queries related to Roll number, admit card.
- Queries related to result declaration.
- Queries related to degree, provisional certificate.
- Queries related to information related to program, scholarship, eligibility criteria.



How we Helped ?

This System Consists of follows :

- Inbound IVRS
- Outbound
- Admin Application
- Agent Application
- Dialer for 8-10 seats.
- 8 Telephone line conference

Other Facilities:

- MIS Reports: For Reports we have provided separate segment
 - 1.Reporting(How many enquiries are pending & Closed)
 - 2.Agent Report
 - 3.Agent Performance Report
 - 4.Call Report
- 100% Recording (Internal & External)
- Real Time Monitoring
- Total Received, missed call and ringing event of particular agent.



Key Benefits



- ✓ Reduced Direct Enquiries
- ✓ Recordings Availability
- ✓ Customized Reports Available
- ✓ Customer Satisfaction
- ✓ Cost Reduction
- ✓ Time Saving Solutions for Students & AIIMS Staff
- ✓ Saves paper & Time
- ✓ Secure Solutions



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