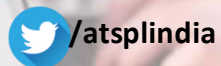




ARIA PARTH GSM CALL CENTRE SUITE

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



GSM CALL CENTRE SUITE

A smiling female call center agent wearing a headset, working at a computer workstation in a call center environment. The background is slightly blurred, showing other agents and computer monitors.

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

It has functionality of both GSM gateway as well as Call Centre Suite

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

A group of four call center employees are seated at their desks in a bright, modern office. They are all focused on their work, with some looking at laptops and others at tablets. The woman in the foreground is wearing a headset and a white shirt. The man next to her is wearing glasses and a blue checkered shirt. The background is softly blurred, showing more of the office environment.

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

GSM CALL CENTER SUITE is small box but rich in features & stable hardware.

It can make the Call Centre Technology available in budget.



MULTIPLE SIP CONNECTIVITY

The image features a hand in the foreground pointing towards a central white cloud icon. This cloud is connected to a network of white icons representing SIP users, which are arranged in a circular pattern around the cloud. The background is a blue-tinted aerial view of a city with various buildings and infrastructure. The overall theme is cloud-based communication and network connectivity.

The system is capable of multiple trunk setup like inbuilt SIP trunk for international/domestic trunk connectivity through CTI or GSM gateway.

CONNECTIVITY DIAGRAM

2G / 3G

GSM Sim



Agents with PC

2G / 3G / 4G / LTE

GSM Sim



Agents with PC



FEATURES

IMPORTANT HIGHLIGHTS

- ✓ **GUI Agent Panel**
- ✓ **Admin/ Supervisor Panel**
- ✓ **GSM Ports**
- ✓ **120 GB SSD**
- ✓ **Predictive / Preview Dialling/ OBD IVR**
- ✓ **Basic IVR**
- ✓ **100% Conversation Recording**

- 
- A background image showing a business meeting. Several people in business attire are gathered around a table, looking at documents and a laptop. The scene is dimly lit with a blue and grey color palette, suggesting a professional and focused environment.
- ✓ **3 Party Conference**
 - ✓ **SIP License**
 - ✓ **Customizable 45 Field CRM**
 - ✓ **Customizable Disposition**
 - ✓ **Call Back Scheduler**
 - ✓ **Live Monitoring**

- 
- ✓ **Agent Log-in / Logout**
 - ✓ **ACD**
 - ✓ **MIS Reporting**
 - ✓ **Role Management**
 - ✓ **Lead Management**
 - ✓ **Barge-In & whispering**



✓

Call Monitoring

✓

Call Barging

AGENT PANEL



AGENT LOGIN

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Parth[™]
Unified Communication System

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 Omni Channel Communication System Sachin

Set CallBack **AgentInfo** **Hold** **Un Hold** **Transfer**

Info 1 **Info 2** **Info 3**

Aria CRM
Caller Call History
Call History
Conference
Missed Call
Preview Dialing
Call Back
Send SMS
Message Inbox
WhatsApp
Facebook
Twitter
Logout

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

9643101012

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

GSales

Remarks
Requirement for IVR

Disposition
Conversation done

Break **Submit**

Enter contact number to dial

Select disposition

ADMIN PANEL



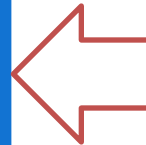
ADMIN LOGIN

User Login

UserID:

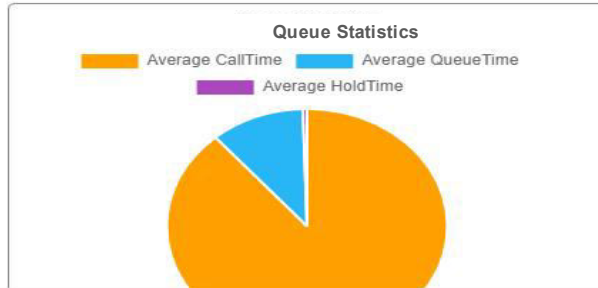
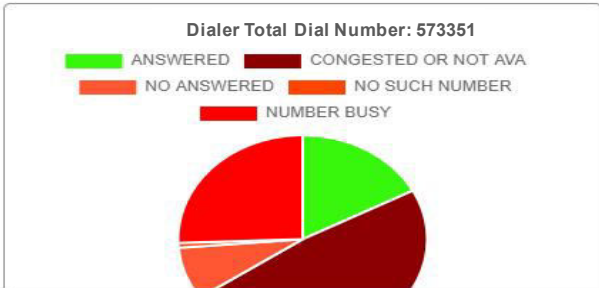
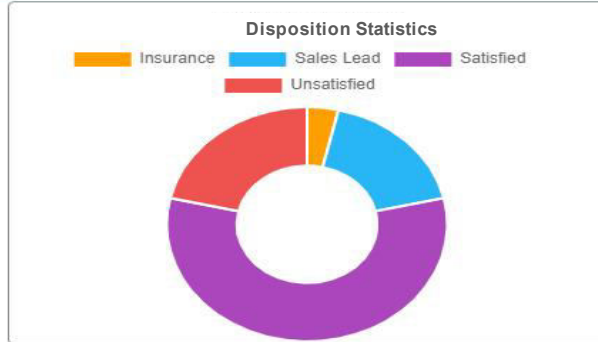
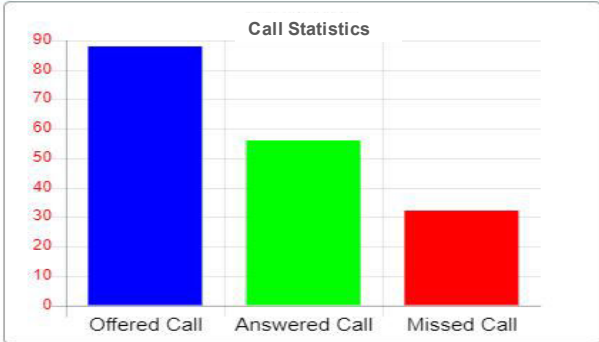
Password:

Phone:



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

DASHBOARD



LIVE MONITORING

Agent Status : Select Campaign : None selected Pending Calls

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

Predictive Mode=1 Manual Mode=0

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

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Home User Campaign Role Mgt Disposition & Script GUI Mgt **Report Mgt** System Lead Mgmt Floor Mgt Logout Logged In User : parthucs

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


- 
- ✓ **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**

BENEFIT

APPLICATIONS

A group of four business professionals (two men and two women) are walking through a modern office hallway. They are dressed in business casual attire. The man on the far left is wearing a white shirt and dark pants, holding a coffee. The woman next to him is wearing a light-colored top and dark pants. The woman next to her is wearing a white shirt, a dark vest, and dark pants, holding a blue folder. The man on the far right is wearing a light blue shirt and light-colored pants, holding a tablet. The hallway has large windows, potted plants, and modern office furniture.

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

A brown paper envelope is the central focus, lying on a light-colored wooden surface. The words "Thank You" are written on it in a black, elegant cursive script. To the right of the envelope, a white ballpoint pen with a black cap lies diagonally. To the left, a wooden pencil is positioned vertically. In the bottom left corner, a white plate holds a slice of lemon. The overall scene is a still life composition suggesting a message of gratitude.

Thank You

ARIA TELECOM SOLUTIONS PVT. LTD.

CALL: 0120-4763988

EMAIL: sales@ariasolutions.net

www.ariatelecom.net