



*Aria Namaste !*

# Live Chat Software



LIVE CHAT

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



/ariatelecomsolutions



/atsplindia



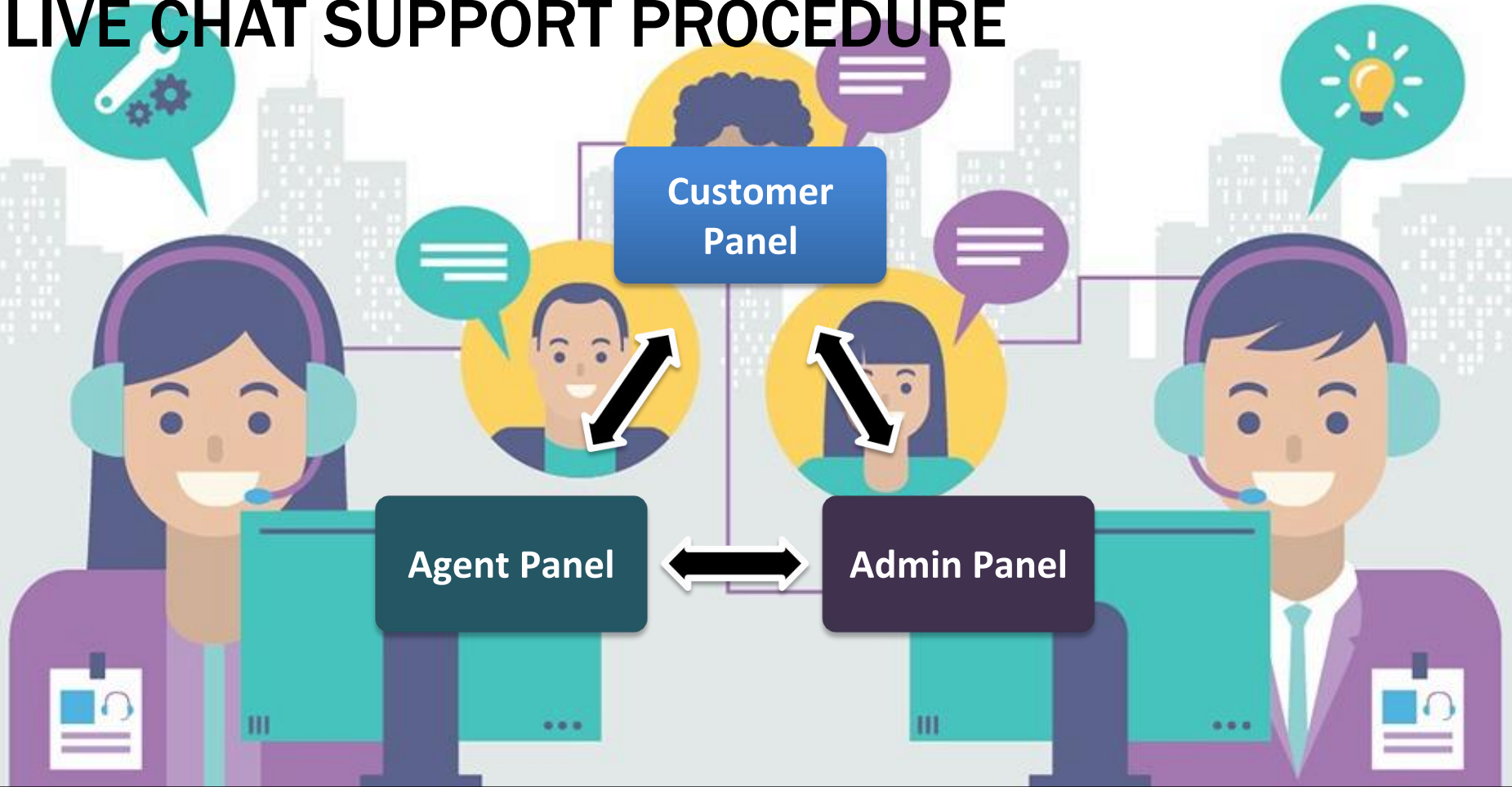
/company/465988/

# What IS ARIA Namaste -Live Chat?

- Aria Namaste is just not the simple web chat which is just used for text chat with website visitor, rather a complete contact center solution with following exclusive features.
- It allows you to use instant messaging to contact our Customer Services team, Sales team etc. via our website.
- It provides a real time visitor monitoring, custom chat windows, Web site integration and secure administration controls.



# LIVE CHAT SUPPORT PROCEDURE



# FEATURES

- ☐ Best tool to connect your website visitors.
- ☐ Can work with any Website/ Portal.
- ☐ Secured with password.
- ☐ You Can invite visitor for chat.
- ☐ Can be used for sales , client support etc.
- ☐ Can have multiple group of agents for different department.
- ☐ Save all chat conversation.
- ☐ Multi Agent option.
- ☐ Call in Queue.
- ☐ Offline message leaving facility.
- ☐ Monitoring can be done of Live Visitors & Chat
- ☐ MIS Reports for all chat.
- ☐ Admin can add , delete and edit agents.
- ☐ Can Create Multiple departments.
- ☐ Agent can be assigned to specific departments.
- ☐ Report can be exported in excel or Pdf.
- ☐ Maintain Chat history.
- ☐ Visitor queue handling.
- ☐ Manage Dispositions.
- ☐ Visitor can see if the agent is live.
- ☐ Easy to install small code on your website .
- ☐ Can be hosted on cloud or local server .
- ☐ Can also initiate Chat and share files.
- ☐ Customization Possible as per client requirement.
- ☐ Auto Email /SMS sending (Optional).



# CHAT BOT APPLICATION



# CHAT BOT

**Hello,  
Bot!**

- **We intend to provide a chat bot interface for customers which could be available on the web and on any hand-held devices. Customers can mention their queries in natural language and the chat bot can respond to them with correct answer. Proposed chat bot application is easily accessible to customer thereby solving redundant queries anywhere anytime. As there will be fast response for inquiry, this will be time saving for both bank and customers.**



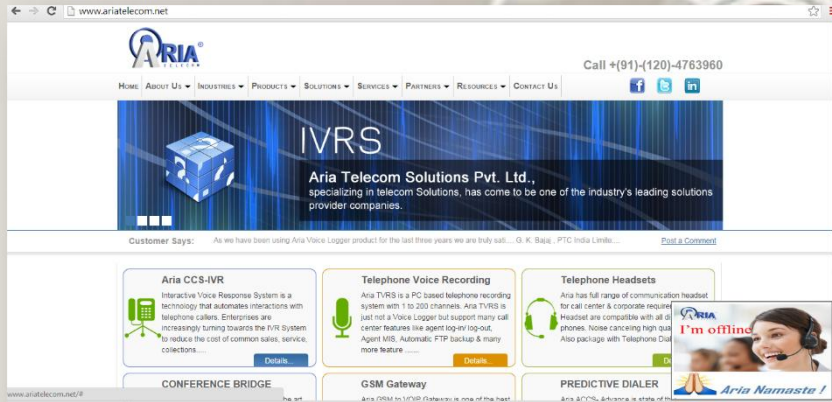
# CHAT BOT FEATURES



- **Conversational**-The best chat bots have advanced conversational capabilities and can proactively seek out information, and can also ask clarifying questions even if the conversation isn't linear.
- **Omni-Capable**-The chat bot converses seamlessly across every channel and retains data and context for a seamless experience.
- **Integrates with CRM**-The Chat bot can be integrated with critical systems and inside and outside of the CRM.
- **Emotionally Intelligent**-The chat bot can infer customer personality traits and understand sentiment and tone during an interaction to deliver a personalized experience, or escalate to a live-agent when necessary.
- **Free to Explore**-The chat bot can reach, consume, and process vast amounts of data– both structured and unstructured–to surface insights from any source.
- **Autonomous Reasoning**-The chat bot can perform complex reasoning without human intervention.

# CUSTOMER PANEL

Customer can initiate chat for any query or information with below mention icon.



Once he click on chat icon, he will redirected to following page where he need to enter Name, Mobile, Email and department also.

**ONLINE MESSAGE**

Customer care executive is Online. so please Proceed Further

Name

Mobile

Email

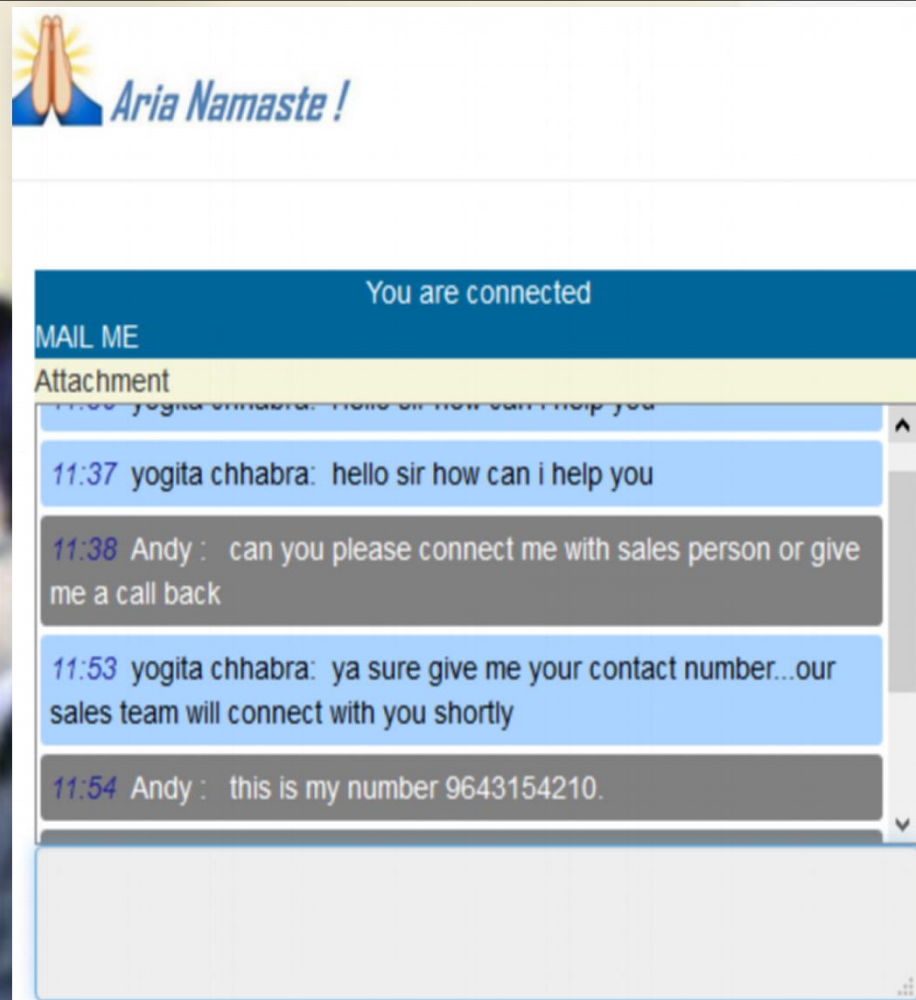
Select Department

**StartChat**



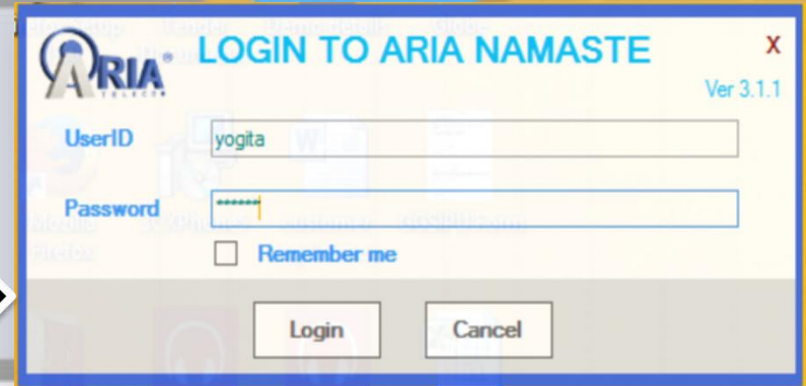
- ❑ When the Customer will click on the start chat button then the Customer will see the following screen.

- ❑ Note: Customer Name is Andy and Agent Name is Yogita



# AGENT PANEL

- This is the login page for the agent. Agents have to fill the correct username and password to start the chat process.



**ARIA** **LOGIN TO ARIA NAMASTE** X  
Ver 3.1.1

UserID

Password

☐ Remember me

Login Cancel

# Live Chat

- After Successfully login when Agent will be connected with any customer then he will redirected to the following page



You are connected

MAIL ME

Attachment

11:37 yogita chhabra: hello sir how can i help you

11:38 Andy : can you please connect me with sales person or give me a call back

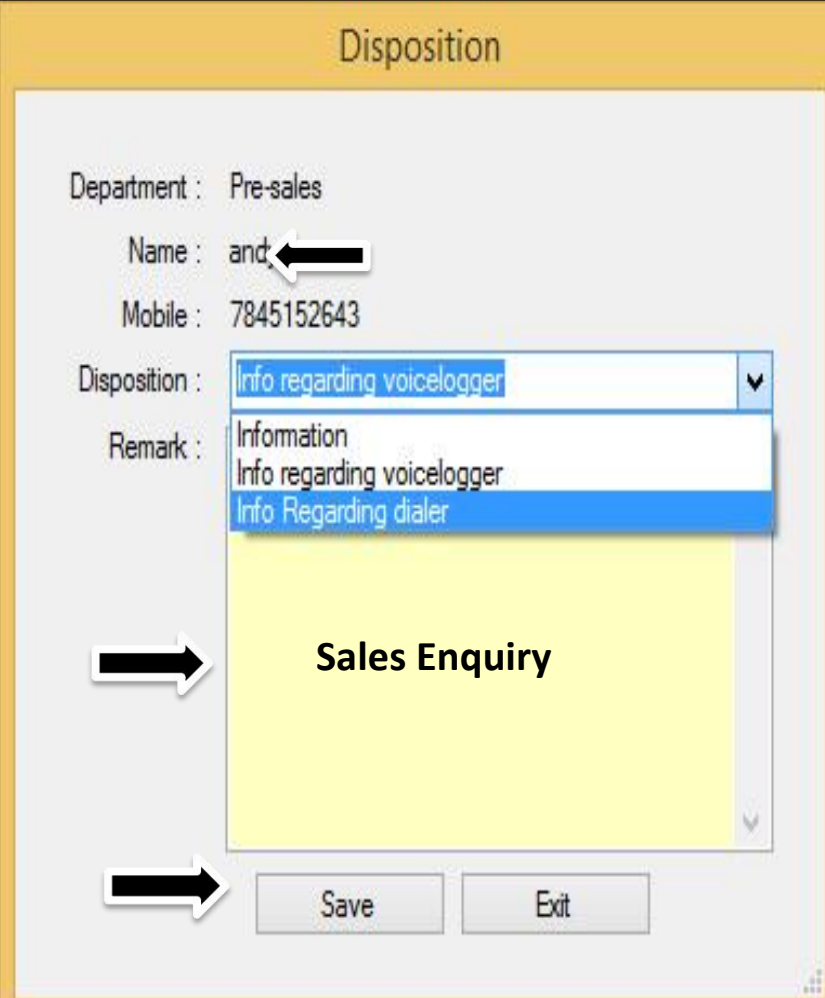
11:53 yogita chhabra: ya sure give me your contact number...our sales team will connect with you shortly

11:54 Andy : this is my number 9643154210.

After discussion with customer chat Box will be closed and disposition Box will be appeared in front of agent to save the details.

The features in the screen are as follows:

- **Remark:** Agent can put the remark for the current customer
- **Disposition :** Agent can also select the Pre defined Remarks from the disposition drop down list.
- **Generate Ticket:** Agent can generate the ticket No. if complaints needs time to resolved



The screenshot shows a 'Disposition' form with the following fields and options:

- Department : Pre-sales
- Name : and
- Mobile : 7845152643
- Disposition : Info regarding voicelogger
- Remark :
  - Information
  - Info regarding voicelogger
  - Info Regarding dialer

Below the Remark list is a large yellow text area containing the text "Sales Enquiry".

At the bottom are two buttons: "Save" and "Exit".



# ADMIN PANEL

- ❑ Admin panel is provided to any supervisor or Team leader etc. so that they can generate any report like agent login /logout history, Chat Report, Tickets generating Reports, Pending Ticket Report etc.



Login to Access



 Sign in to continue to Aria Chat System

Username: testCustomer

Password: .....

[Need Help?](#)

Sign in

# LIVE MONITORING



## Chat Manager

Home

User Management

Report

Manage Disposition

Log Out

Sl No.	UserName	UserId	Department	ChatCount
1	<a href="#">Ravi</a>	Ravi	SALES	0
2	<a href="#">sonu</a>	sonu	SUPPORT	0
3	<a href="#">hemant</a>	hemant	SUPPORT	0
4	<a href="#">mukesh</a>	mukesh	SALES	0
5	<a href="#">archana</a>	archana	HR	0
6	<a href="#">YOGITA</a>	YOGITA	Pre-sales	0

# ADVANTAGES

- ☐ Easily accessible customer services
- ☐ User friendly
- ☐ Increase Website Revenue
- ☐ Reduce customer support and sales costs
- ☐ Give potential customers instant response
- ☐ Less Time consuming
- ☐ Increase productivity
- ☐ Increase customer satisfaction
- ☐ Receive priceless customer feedback
- ☐ Increase visitors trust
- ☐ Help more people at the same time
- ☐ No more problems with strange accents or bad lines
- ☐ Absolutely no extra costs for the website visitor
- ☐ Quality of support can easily be reviewed



The words "thank you" are written in a dark blue, cursive script on a light-colored wooden surface. The desk also features a white laptop in the top left, a white mug with a red handle containing black coffee in the top right, a spiral-bound notebook, and a black leather watch with a silver case in the bottom right.

thank  
you

**Aria Telecom Solutions Pvt. Ltd.**

**Ph: 0120-4763988**

**E: [sales@ariasolutions.net](mailto:sales@ariasolutions.net)**

**[www.ariatelecom.net](http://www.ariatelecom.net)**