Android Based Call Centre App

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ARIA TELECOM SOLUTIONS PVT. LTD.
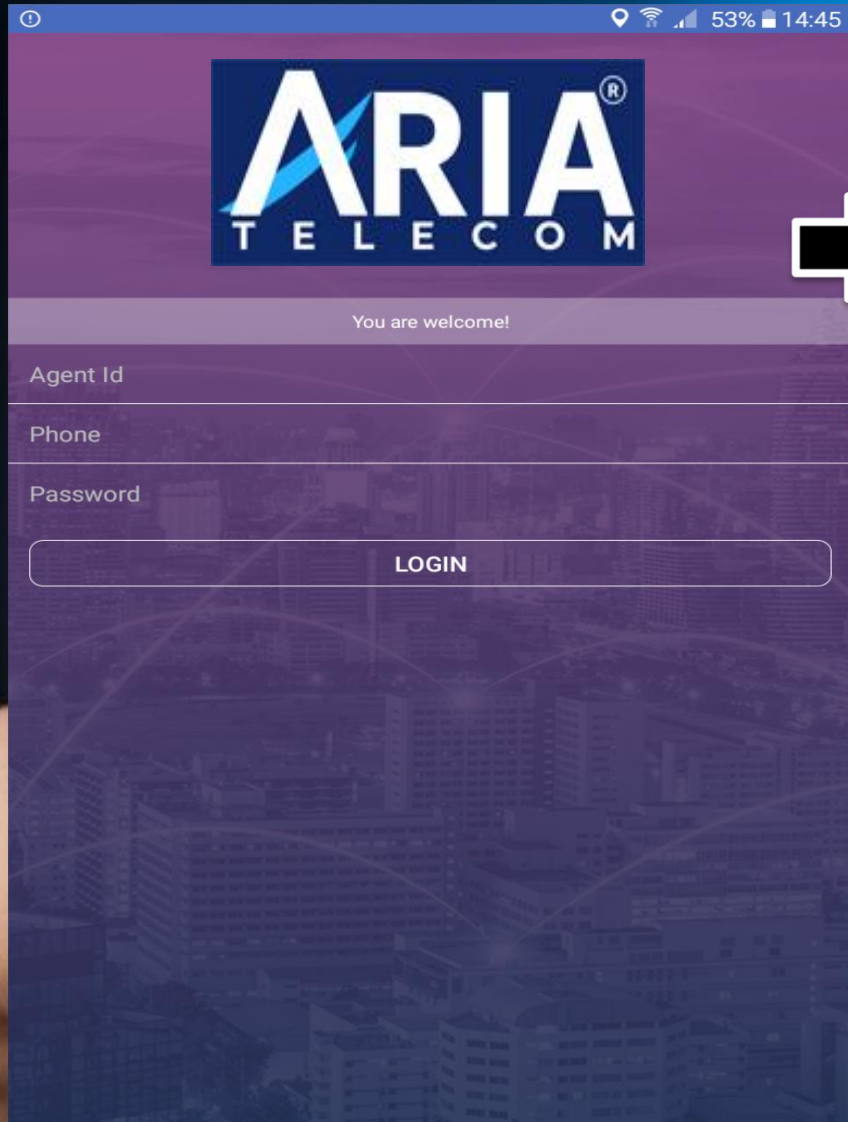
www.ariatelecom.net

ANDROID BASED CALL CENTRE APP

✓ **Aria Android App Based Call Centre Solution has been designed to handle the communication process of business through normal SIM card based android mobile.**

✓ **The app is specially designed for those tele callers who connect with leads on work-from-home basis.**

✓ **Aria Android Call Centre App which works with an inbuilt Aria CRM, it enables your Android Phone to act as a call centre device.**

✓ **You can also send/receive SMS. All Calls/SMS (Inbound/outbound) are logged into CRM automatically. Even the calls are recorded and recordings are placed in app module itself.**

✓ **All logs & recordings will be synchronizing with system available on cloud.**

FEATURES

- Secured user login and logout through cloud channel
- Incoming / Outgoing Call pop-up
- User friendly interface
- Auto/Manual Dialling
- Click to call
- Call disposition
- 100% Conversation Recording
- Call back schedule
- Phone book integration
- Customer Pervious call history information
- Live monitoring of all users
- Auto/ Manual Dialling
- Click to dial
- Call back schedule
- MIS Reports like Agent performance , Dial Result , Calling Result
- Centralized Dash Board for monitoring of all mobile users
- Location tracking of users

LOGIN PAGE

DIALING TAB

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You are welcome!

Agent Id

Phone

Password
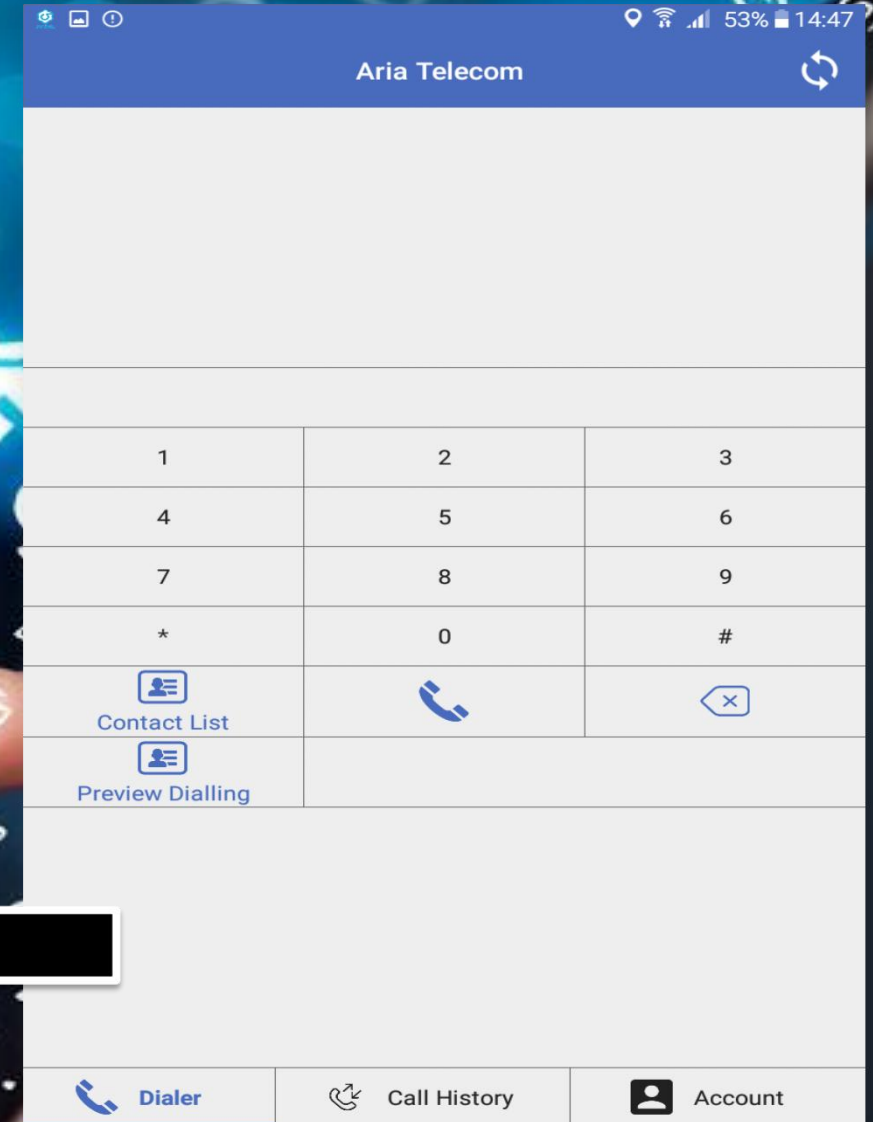
LOGIN

- **Agent can login with Agent ID / Phone / Password with provided credentials by Admin.**

Dashboard consists three options on screen
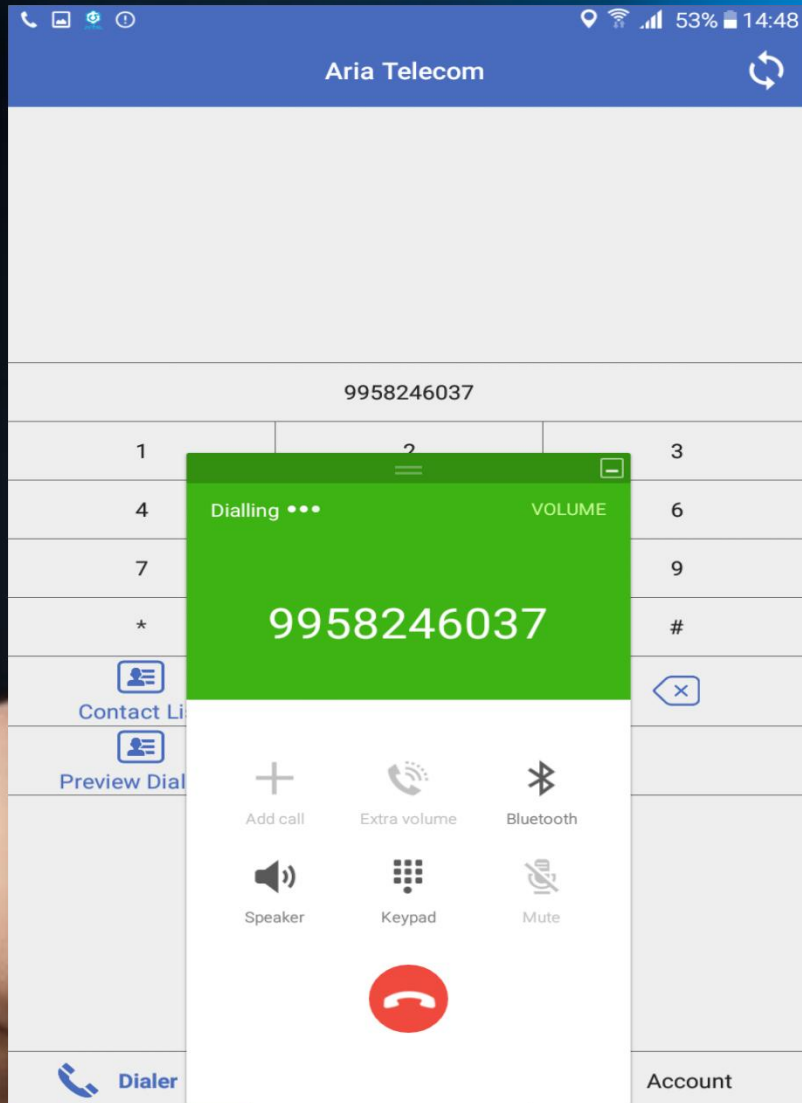- **Dialer**
- **Call History**
- **Account**

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1	2	3
4	5	6
7	8	9
*	0	#
Contact List	📞	⌫
Preview Dialling		

📞 Dialer   🕑 Call History   👤 Account

NUMBER DIALING SCREEN

CALL HISTORY

While making any out going and incoming call screen would like this.

- Here, you can find the followings:
  - Incoming
  - Outgoing
  - Missed call

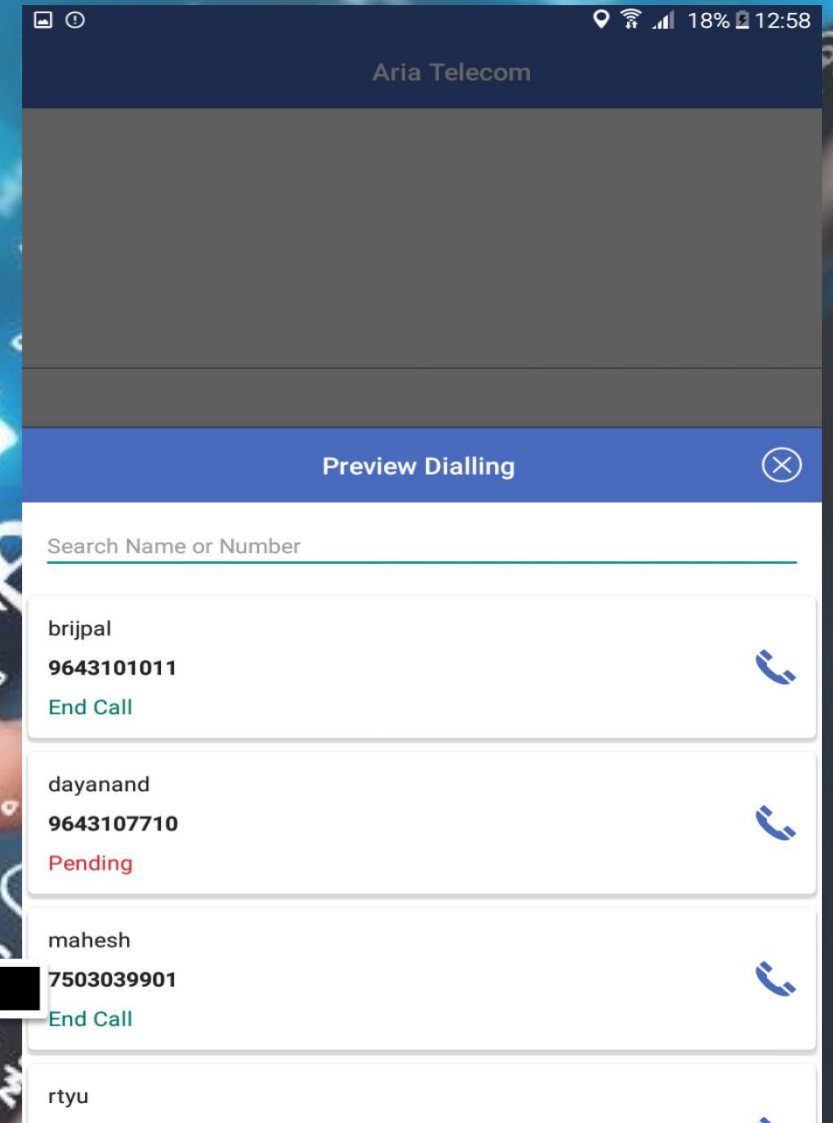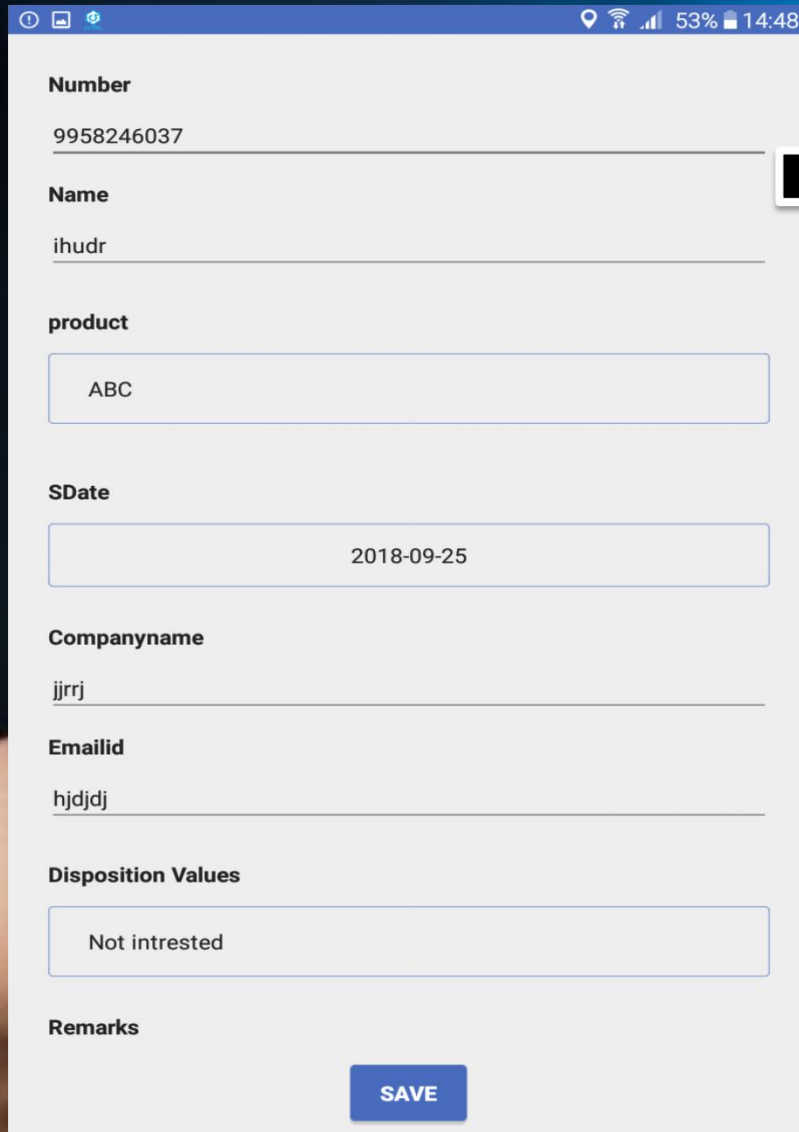- All call details will displayed with duration, date & time.

CONTACT LIST
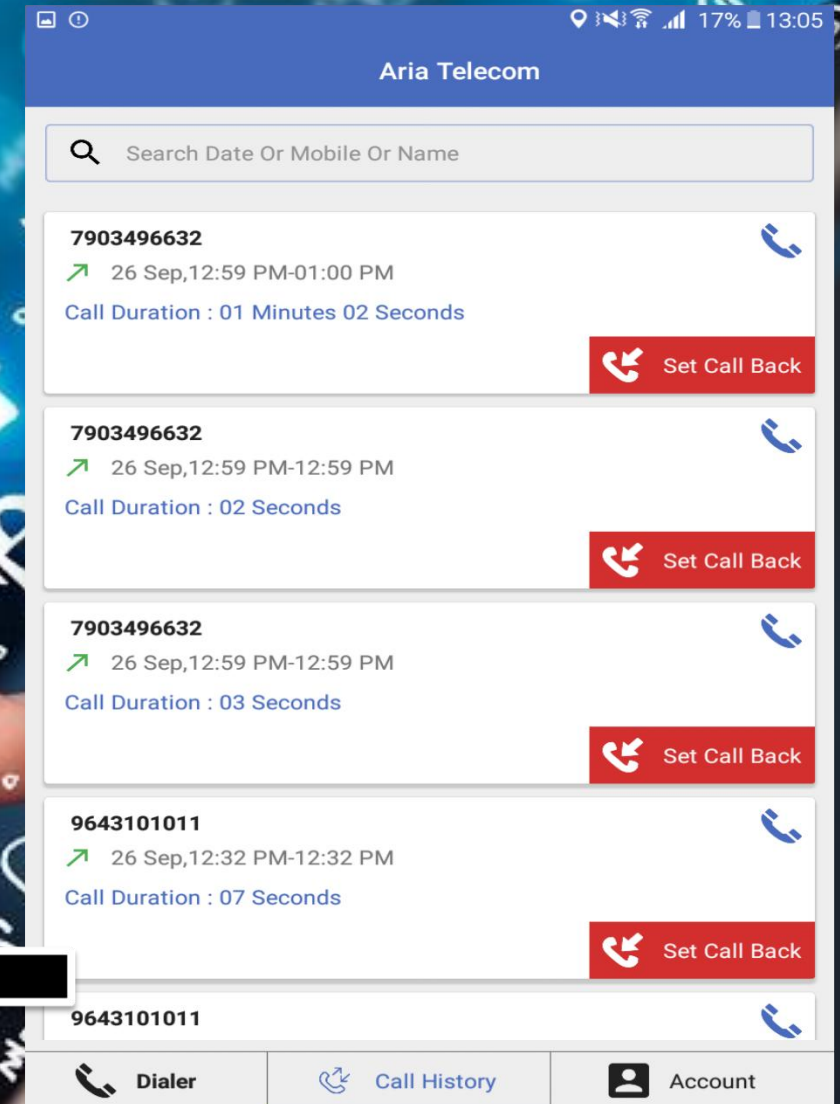
PREVIEW DIALING LIST
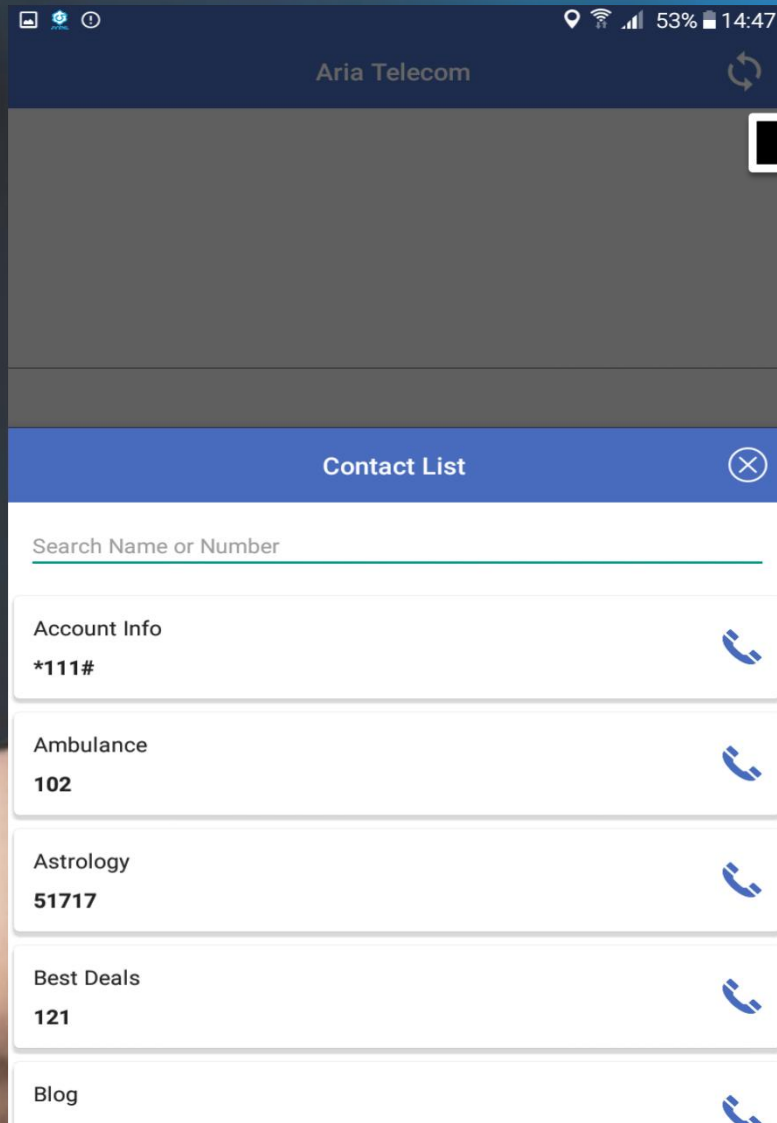
In dial pad screen , by clicking on contact list we can browse the contact lists and use for the callings.

Whenever administrator upload the number on admin panel for caller then dialing number for respective agent it will appear in preview dialing list.

CALLER INFORMATION POP UP SCREEN

BREAK SCREEN

Number

9958246037

Name

ihudr

product

ABC

SDate

2018-09-25

Companyname

jjrrj

Emailid

hjdjdj

Disposition Values

Not intrested
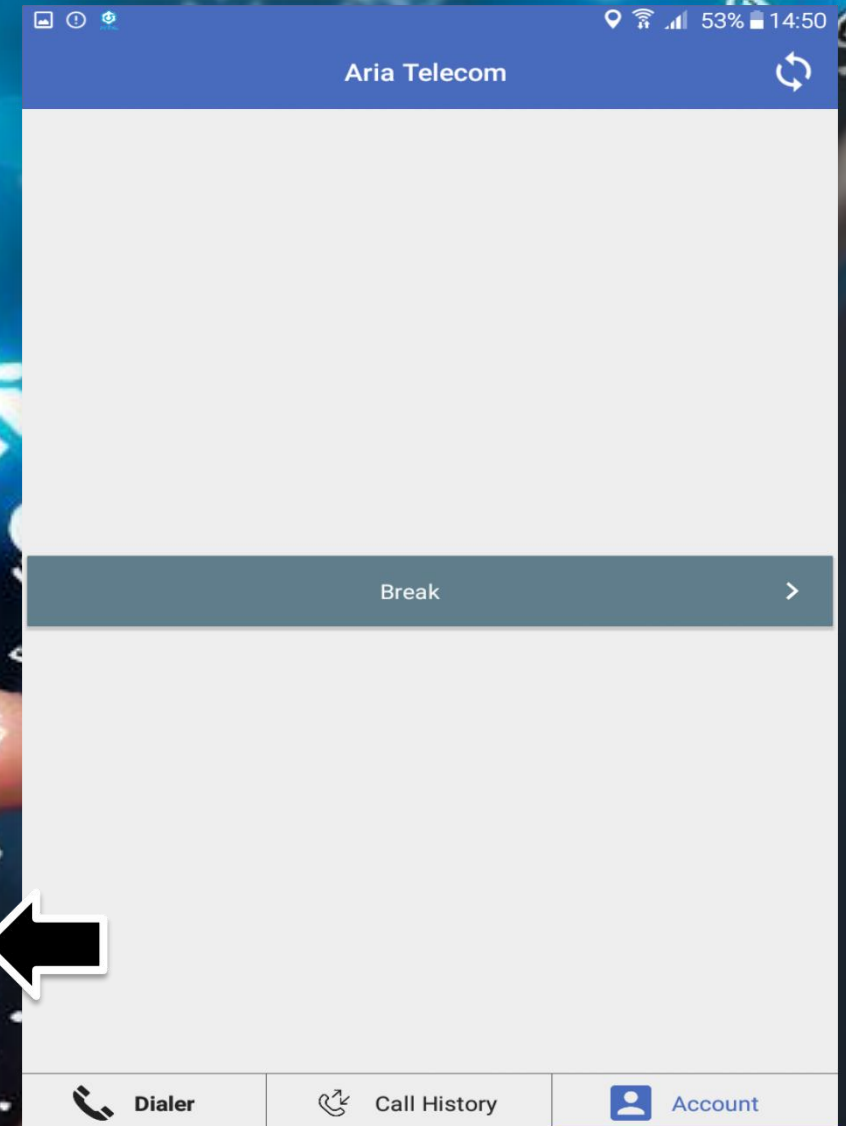
Remarks

SAVE

When ever agent receives call then an auto pop screen appears for entering the customer detail and save with disposition.

Whenever agent wants to go on break he can use this option by setting timer for the break.

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Break

Dialer   Call History   Account

ADMIN PANEL

ADD & EDIT USER

| Home | User ▾ | Campaign ▾ | Role Mgt ▾ | Disposition & Script ▾ | Report Mgt ▾ | Location | Email Report | Logout | | Logined User : 999 |

Agent Id [   ] **First Name** [   ] **Last Name** [   ] **Agent Type:** [--select-- ▾] **Search**

Add User :

Field	Value
User Name :	Enter user name..!!
Password :	••••••••••••••••
Confirm Password :	••••••••••••••••
First Name :	Enter first name..!!
Last Name :	Enter last name..!!
Mobile :	Enter Mobile..!!
Login Type	--select-- ▾
Role :	--select-- ▾

Add

List of Existing Users :

Agent Id	Agent Type	First Name	Last Name	Mobile	Login Type		
rkt	caller	rkt	kk	9818285673	Mobile	Edit	Delete
bittu	caller	bittu	kumar	9643101014	Mobile	Edit	Delete
test	caller	test	test	9818029241	Mobile	Edit	Delete
shivani	caller	ss	saini	9643101014	Mobile	Edit	Delete
999	Admin					Edit	Delete

➢ **User Profiles can be created by filling few details as per showing in above image and Role can be assign at same time.**

➢ **Option to Edit/Delete the User Details**

➢ **Searching Available via Agent ID /First name/ Last Name /Agent Type.**

LOCATION TRACKING

➤ **Live Location of agent can be identified.**

➤ **Searching option available to view historical data.**
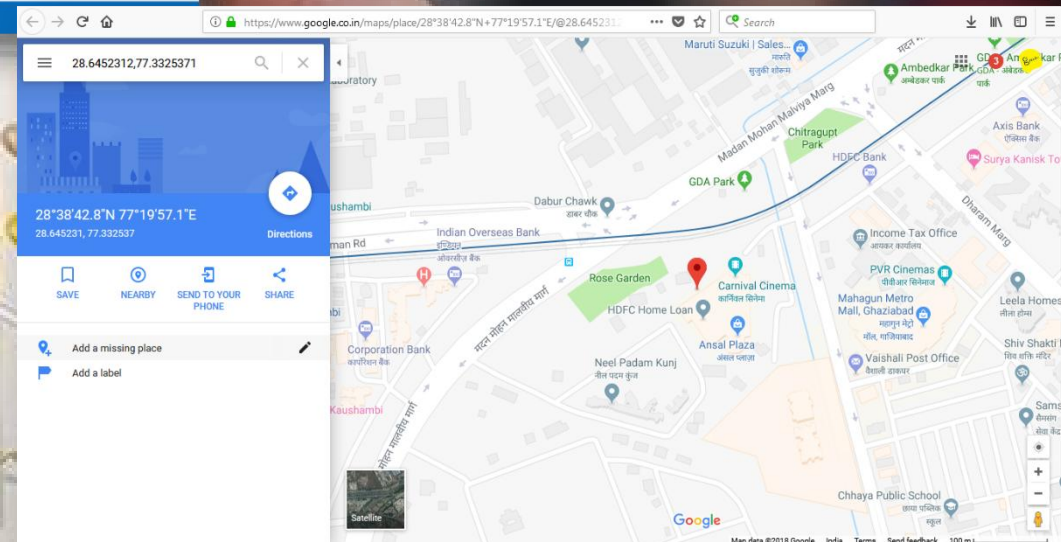
REAL TIME MONITORING

➢ **All the concurrent agent activity can be tracked on this monitoring page.**

➢ **Statistics provided to check the count logs of agent like Login/Free/Ringing /Busy/Wrap Up/Break/Queue /Invalid Phone/Hold.**

MIS REPORTS

EMAIL REPORT

Agent ID	Service	Status	Body	Date
bittu	Product	Pending	Testing Mail	2018-08-03 18:09:57

> ➤ **We can get all report here. We can filter by Agent ID / Service / Status And Date.**

SMS REPORT

Search Options :

☐ Date Wise :

From..!!

00:00:01

To..!!

23:59:59

☐ Type Wise :

--select--

☐ Mobile No :

☐ Agent :

--select--

Search   Get Excel

Sms Report :   Total Record = 3

ID	Agent ID	Mobile Number	Message	Date	Type
3	bittu	9643101014	Hi	2018-08-02 12:59:08	Incoming
4	bittu	9643101014	Hi	2018-08-02 12:59:08	GPRS
5	bittu	9643101014	Hi	2018-08-02 12:59:08	Incoming

➢ **We get all SMS Report here.**

➢ **We can filter with Date Wise /Type Wise / Mobile Number /Agent.**

➢ **We can get data of Agent ID/Mobile Number/Messages /Date with Time /Type of messages.**

CURRENT AGENT'S REPORT

- ➢ We can check here all types of report of agent calling and these reports can be export into an excel.

- ➢ We get detail in reports like Agent Phone/Call type / Caller ID / Call Start Time /Call Disconnected Time /Call Durations /Call Status /Voice Files / Date with Time.

- ➢ In filter Option we can filter with Date /Call Type /Call Status/Caller ID /Agent /Campaign /ACD Group / Agent Phone.

AGENT LOGIN/LOGOUT REPORT

Home	User ▾	Campaign ▾	Role Mgt ▾	Disposition & Script ▾	Report Mgt ▾	Location	Email Report	Logout	Logined User : 999

Search Options :

☑ Date Wise :

2018-08-01

00:00:01

2018-08-31

23:59:59

☐ Agent Wise :

--select-- ▾

☐ Type Wise :

--select-- ▾

[Search] [Get Excel]

Agent Login Logout Report :   Total Record: 18

Agent Id	Agent Phone	Type	Start Time	End Time	Duration	Break Reason
bittu	9643101014	LOGIN	08-07-2018 11:02:54			
rkt	9818285673	LOGOUT	08-06-2018 18:20:35	08-07-2018 11:03:54	16:43:19	
rkt	9818285673	LOGIN	08-06-2018 18:20:35			
bittu	9643101014	LOGOUT	08-06-2018 17:44:53	08-06-2018 18:39:01	00:54:08	
bittu	9643101014	LOGOUT	08-06-2018 17:41:12	08-06-2018 17:44:28	00:03:16	
test	9818029241	LOGOUT	08-06-2018 10:41:24	08-06-2018 10:48:11	00:06:47	
rkt	9818285673	LOGOUT	08-04-2018 17:29:56	08-04-2018 17:40:40	00:10:44	
rkt	9818285673	LOGOUT	08-04-2018 16:14:30	08-04-2018 16:37:08	00:22:38	
test	9818029241	LOGOUT	08-04-2018 15:40:23	08-04-2018 16:14:11	00:33:48	
test	9818029241	LOGOUT	08-04-2018 15:40:00	08-04-2018 15:40:20	00:00:20	
test	9818029241	LOGIN	08-04-2018 15:09:52			
bittu	9643101014	LOGOUT	08-04-2018 12:27:09	08-06-2018 17:41:10	2.05:14:01	
test	9818029241	LOGOUT	08-04-2018 12:04:19	08-04-2018 12:04:42	00:00:23	
bittu	9643101014	LOGOUT	08-03-2018 13:44:44	08-04-2018 12:24:53	22:40:09	
bittu	9643101014	LOGOUT	08-03-2018 13:13:58	08-03-2018 13:24:36	00:10:38	
test	9818029241	LOGIN	08-03-2018 11:07:20			
bittu	9643101014	LOGIN	08-02-2018 16:08:42			
bittu	9643101014	LOGOUT	08-02-2018 15:31:54	08-02-2018 16:08:09	00:36:15	

➢ **We can get all login and logout details of agents.**

➢ **Multi-filters are available in report to get the exact data**

➢ **We can get Details like Agent ID/Agent Phone/Type/Start Time /End Time/Duration/Break Reason.**

BENEFITS

- Accessible from anywhere without any hardware requirement.
- Better communication and responsibility.
- Better scope to data access on-the-go
- Decreased costs and better sales.
- Enhanced customer service management.
- Enhanced productivity and efficiency.
- Great customer experience.
- Improved reporting features.

MOBILE APP DEVELOPMENT

USES

- **Banking industry**
- **Insurance sector**
- **Travel and Tour Industries**
- **Business**
- **Airlines**
- **Call Centre**
- **Government sector**
- **Real estate**
- **Hospitals**
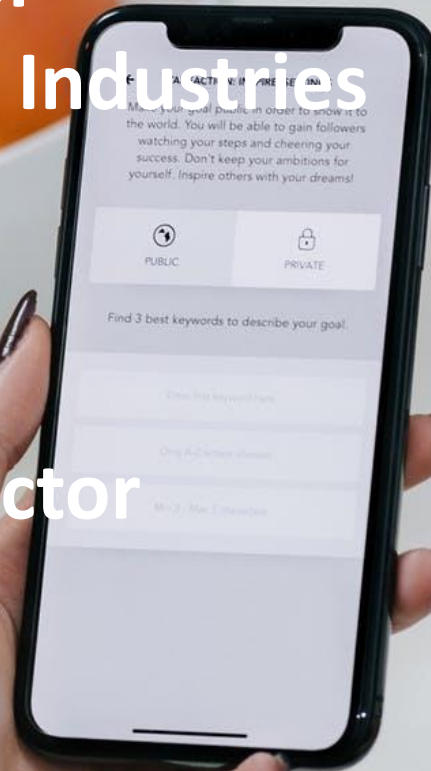
THANK YOU !

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