

MISSED CALL SOLUTION

Aria Telecom Solution Pvt. Ltd.



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/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 Level 3 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**



MISSED CALL SOLUTION



- ❑ Missed call services allows you to give call on predefined number and can get the response of predefined message respective to the services instantly.
- ❑ Client will have contact numbers for their each dealer.
- ❑ Customer will give on missed call on specified numbers.
- ❑ SMS will be generate against every missed call
 - Customer-Thanks Message will be send.
 - Dealer- will get message with one unique id for further communication with customer.



TWO CASES

First Case:

1. Dealer will login into provided admin application, there will be records available of all missed calls data.
2. Call button will be available on screen to dialing the data.
3. As he click on call button,
 - Call will be land to first Dealer mobile number
 - As he receives, second call will be generate on customer number.

Second Case:

1. Dealer will get a Unique Id in received SMS.
2. He will call on missed call number, IVR will be play & it will ask to punch unique id.
3. As dealer punch the id, system will start dial the customer number.



MIS REPORTS

Master Panel-Get records of all dealers

- How many numbers has been dialed
- How many data in Missed call list

Admin Panel-Every dealer will have login application to check his records & its respective reports like

- Dialed Records
- Missed call list



MISSED CALL REPORTS

Missed Call Report

Number	Date
07503039904	2017-06-13 12:30:38
09643307472	2017-06-12 15:44:56
09957722184	2017-06-12 15:10:03
09957722184	2017-06-12 15:08:20
09957722184	2017-06-12 15:03:33
09957722184	2017-06-12 14:56:25
09643101012	2017-06-12 14:45:11
09957722184	2017-06-07 10:35:20
09957722184	2017-06-06 15:33:12
09957722184	2017-06-06 15:31:41
09957722184	2017-06-06 15:00:07
09957722184	2017-06-06 12:40:55
09643303875	2017-06-06 11:23:30
09643101012	2017-06-05 17:14:08
09643101014	2017-06-05 17:11:55
118	2017-06-05 15:14:56
09957722184	2017-06-05 14:21:49
09957722184	2017-06-05 14:18:27
09957722184	2017-06-01 18:45:28
09957722184	2017-06-01 18:32:43

Search Option

Number

Number:

Date

From:

To:

Total Record = 64

Search

Export to Excel

APPLICATIONS

- ❑ **Opinion Polling:** You can do live poll campaigns by gather response of public via missed call
- ❑ **Number Verification:** Missed call services are used to get detailed information. Generally Job portals asked to do the number verification So that they can help you to find the correct position in a good company. Bank Organization used to give it information like credit/debit of amount or any renewal of policies.
- ❑ **Survey/Feedback:** Companies can get the customer experience via missed call services after selling product/services.
- ❑ **Lead Generation:** Verified numbers are utilized further for lead generation
- ❑ **Run Quiz Contest:** it allows you to give missed call to participate in any Run quiz contest.
- ❑ **Demand on call:** Missed call services can be used to get the information about Insurance Policies, LIC or any other schemes.





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