

UTTARAKHAND STATE LEGAL SERVICES AUTHORITY (SLSA) High court Compound - Nainital

IVRS

(Interactive Voice Response System)



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

 /ariatelecomsolutions

 /atsplindia

 /company/465988/

What Are Pain Points?

- **UTTARAKHAND STATE LEGAL SERVICES AUTHORITY (SLSA) High court Compound – Nainital** faced that population who are not financially good they should also have privilege to file their complaints.⁴
- Services should be available for every type of citizen.
- Direct walking complaints create chaos in offices.
- Not easy to handle huge crowd in premises.
- A Judicial helpline providing legal assistance to callers.
- Automated compliance tracking



What They Decided To Do



- They need to eliminate bottlenecks, ensure compliance, and provide accessible and timely justice for the jurisdictions they serve.
- Automated compliance tracking
- Detailed case history and audit trail
- Configurable workflow
- IVR and web access for court dates, payments, and due date extensions.
- Multi-level security for application features and data access
- Case Creation
- Event Tracking and Case History
- Application Security



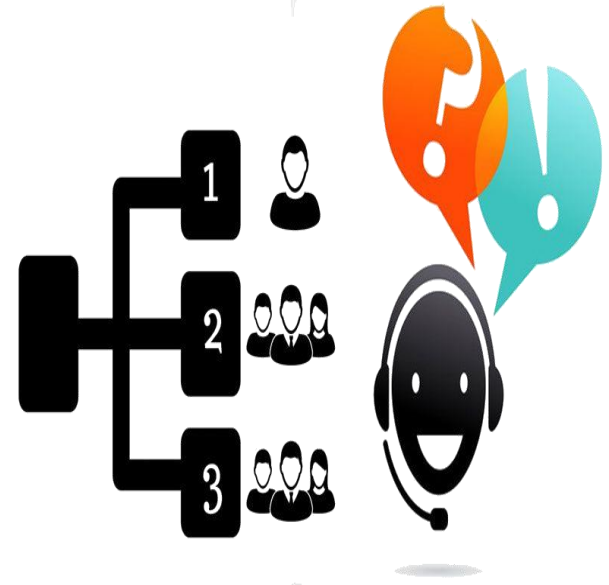
How We Helped ?

This helpline is designed for the Judicial staff members & citizens as well. Caller got IVRS options while dialing the number and respective information will be play based on selection and also provision will be available to speak to counselor. IVRS options are as follows

- Information Services
- Case/Complaint Registration Services
- Member Counseling
- Grievance Handling
- Performance Guidelines
- Speak to live counselor

Other Facilities:

- Separate User Interface is provided to upload voice files.
- MIS Reports
- Reports based on selected Inputs



Benefits



- Saves time, eliminates the need for hand-written notes
- Transfers voice/data together
- Reduces call duration
- Reduces caller frustration. Increases caller retention
- No incremental hardware expenses
- Use pre-recorded IVR messages
- Automate customer support
- Thrive with high call volumes



Get Connected With US

ARIA TELECOM SOLUTIONS PVT. LTD.

Phone: +91-120-4763988

Email: sales@ariasolutions.net

Website: www.ariatelecom.net