



OMNI CHANNEL COMMUNICATION SYSTEM

Aria Telecom Solutions Pvt. Ltd.

(CMMI Level 3 Certified)

What is Omni Channel?

An Omni channel contact centre gives your business—big or small—the ability to communicate with customers in a seamless conversation while moving between channels, such as voice, chat, SMS/text, email, social media, and more.





The Need for an Omni-Channel Approach

Today's customers increasingly expect a seamless, integrated, consistent and personalized experience with their service providers which current multi-channel models—with their multiple silos of customer contact—are unable to provide. Instead, a fully integrated response to these new customer requirements will need to be both customer-driven and omni-channel in nature.

Unifying Your Communication Tools for an Omni-channel Customer Experience

By expanding beyond voice-based contact centers to offer convenient, digital options like chat, email, knowledge portals, and mobile apps, your organization can communicate with your customers in the way that is most convenient for the client in the moment.

IVR (Interactive Voice Response)

Interactive Voice Response System helps to interacting caller with company's hosted system by voice reorganization and DTMF Inputs after which they can get services for their own queries.

IVR responds through prerecorded voice files. Recently it is been adapted by most of the companies to handle the large call volumes.

Calls will be land on TFN/Short codes, there will be IVRS announcement like

- ✓ Greeting Message
- ✓ Language Selection
- ✓ Department Transfer

**Interactive
Voice
Response
Services !!**



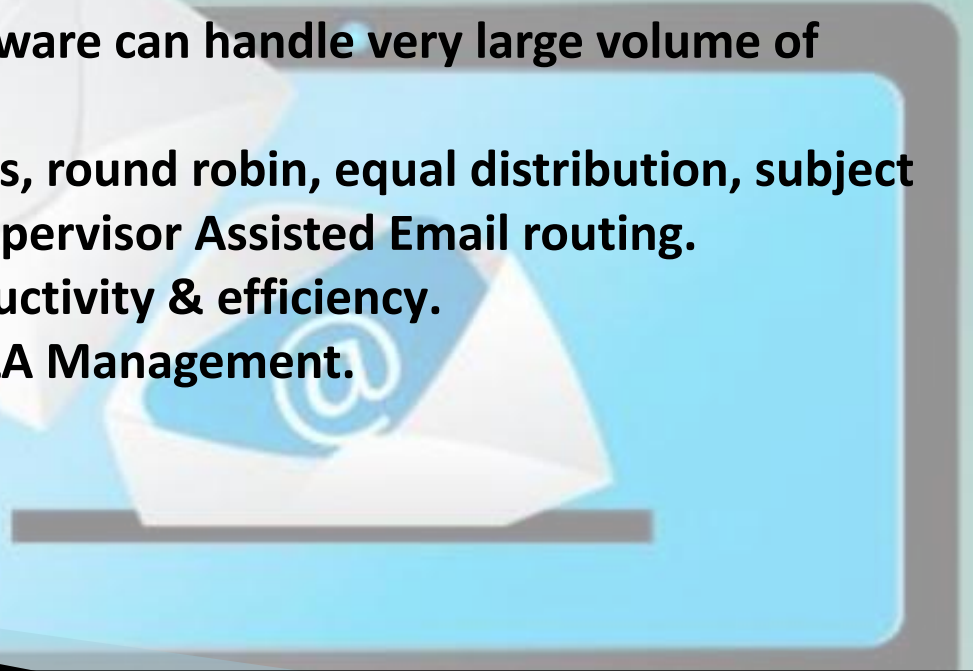
CRM (Customer Relationship Management System)

CRM-Customer Relationship Management helps to improve relation with the existing customers, finding new prospective customers. The software helps to collect, organizing & maintaining the customer's data. This application helps to manage the business both small & large scale with effective Marketing, Sales, and Customer Support etc.



Email Management Software

- Along with voice, email communication is the next big thing for contact centres.
- Our email management software can handle very large volume of emails.
- Emails can be routed on skills, round robin, equal distribution, subject based, sender ID Based & Supervisor Assisted Email routing.
- Enables Higher level of productivity & efficiency.
- Auto Reply to customer & SLA Management.



ARIA Auto Mail Distributer

Incoming mail



Mail Server



Server POP: POP Address
Incoming Port : 578/25
SMTP POP: MTP Address
SMTP PORT: 578/25
Encryption: SSL / TLC

Aria Mail Manager



Process the mail and sent to particular department
by mail filtration criteria (Filtration is based on words searching mentioned in
mail body like Credit card, Debit card, Home Loan, Personal Loan, Saving account & Current account etc.)

(After Filtration of words like
Personal Loan, Home Loan, Vehicle
Loan etc. Respective email would be
recived in loan department)



Loan Department

(After Filtration of words like
Credit Card, Debit Card etc. Respective
email would be recived in
Credit / Debit Card department)



Credit / Debit card Department

(After Filtration of words like
Saving & Current Account etc.
Respective email would be recived
in Banking department)



Banking Department

(After Filtration of words If no word
Found in mail body then it would
be reaching to Default Department)



Default Department

SMS Management Software

We have facility to integrate SMS API with any software solution. Bulk SMS services used for Promotional/Advertisement activities, General awareness, Event publicity, Product marketing, sale season for any product, staff/customer Wishes etc.

It is an effective way to connect with the audience; existing or new targeted one directly. it allows you to connect with the customers in seconds with their mobile phones that they always carry with themselves. It's the best way to update the customers about offers to new launches.



ARIA SMS Feedback Services

<Satisfied> <Space>
<Feedback>

OR

<Unsatisfied> <Space>
<Feedback>



Recived on

Short code (57575)



Process the sms by keyword

| Mobile | Customer Name | DateTime | Feedback | View Details |
|------------------|------------------|---------------------|-------------|------------------------------|
| +91 - 9898121298 | Sashikant Sharma | 10/01/2019 06:00:10 | Satisfied | View Details |
| +91 - 9898121298 | Sashikant Sharma | 10/01/2019 06:00:10 | Unsatisfied | View Details |
| +91 - 9898121298 | Sashikant Sharma | 10/01/2019 06:00:10 | Satisfied | View Details |

Clicking on hyperlink
agent can view the
Custome Details

Whatsapp Integration



Integrate your business number with your account and support customers over WhatsApp. This app enables you to convert your one-on-one conversations including images or GIFs on WhatsApp into tickets and handle them from your helpdesk with ease.

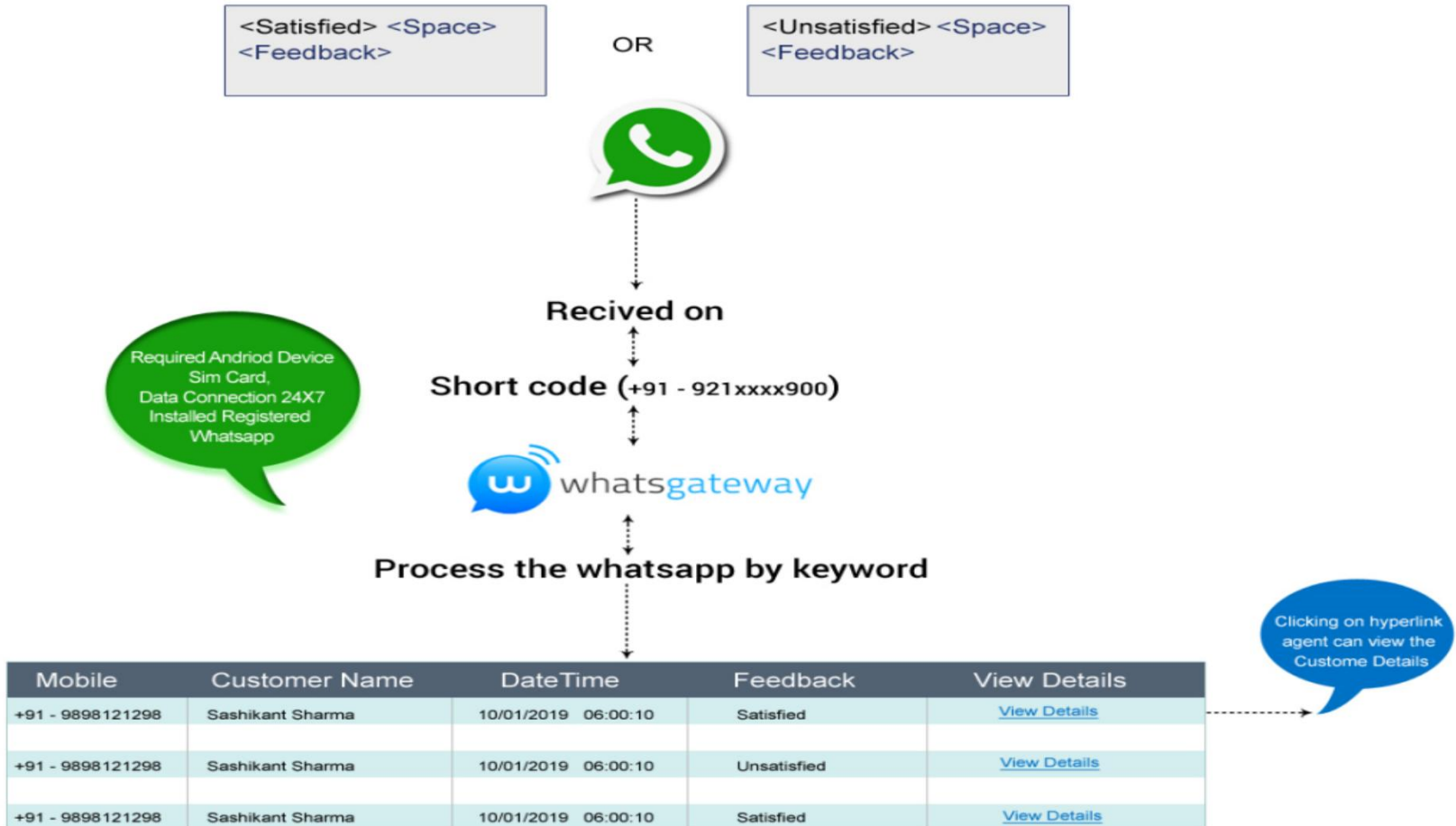
Reliably message your users anywhere in the world:-

- ✓ Know the instant a message reaches your users. Real-time delivery and read receipts give you critical message delivery insights.

Deepen customer trust with branded messaging:-

- ✓ Your WhatsApp branded business identity serves as a familiar face users see when you message them, increasing their trust in you and loyalty to your business.

ARIA Whatsapp Feedback Integration



Social Media Integration

- Social media integration helps you to handle all social media platforms like Facebook, twitter, LinkedIn, WhatsApp, Google Plus etc.
- It helps you to respond of comment or likes.
- Comment on post shall be popped to agent.
- Post back agent's comment on Facebook timeline section.
- Facebook/Twitter plug-in is used to feed posts/tweets into the ACD.
- ACD routes the communication to the skilled agent.

Live Chat Integration

Live Chat

Live chat is a medium which can be integrated with any website, web portal, CRM/ERP etc. Aria Namaste is not a simple web chat which is used for text chat with website visitors

Chat Bot

Omni-Capable-The chat bot converses seamlessly across every channel and retains data and context for a seamless experience.

Integrates with CRM-The Chabot can be integrated with critical systems and orchestrate workflows inside and outside of the CRM. It can handle real-time action as routine as a password change, all the way through a complex 15-step workflow spanning 4 different systems.

Web Portal

Web portals are often the most important information- and communications medium of companies and the central interface for enterprise-critical business processes. Powerful enterprise content management systems (CMS)

Enterprise Web portals integration have the ability to provide customers and employees single point of access to information stored in a wide variety of business applications. A portal is a web-based platform that collects information from different sources into a single user interface and presents users with the most relevant information for their context.

It enable applications, businesses and customers to interact electronically regardless of their platform, data format or physical location.

Mobile App

Android Based App which works with an inbuilt Aria CRM, It enables your android phone to act as a call centre device.

Example- A call comes to your mobile device and pop will appear on CRM screen with customer details. User will have provision to update those details and save it if required.



MIS Reporting

MIS Reports are essential for analyzing different aspects of business. These automated systems allow managers to make decisions for smooth & successful operation of business.





- **Case Studies**

JVVNL(Jaipur Vidhyut Vitran Nigam Limited)

We have deployed the CRM Solution and make it available for call center users & Divisional Helpdesk to handle complaints. The proposed CRM would be integrated with Telephony & Mobile App to complete the complaint cycle.

Scope of Work

Call Center Solution-Telephony -150 Seats

Telephony with CRM Integration

Source of Complaint Registration-IVR/SMS/Email/Mobile App & MDM/Social Media-Facebook & Twitter/Whatsapp/Web chat/Walk in Complaints

Third party Application Integration -GPS Tracking system for vehicle, Bijli Mitra app, Bijli Prabandh app, Web portals, Billing information, Scada etc.

CRM Features-Login Users-Agent/Help desk/JVVNL Officials-AEN/JEN/XEN/SD etc.

1. Complaint Registration
2. Complaint Auto Allocation to Mobile App/Through SMS
3. Complaint Tracking/Escalation to different levels
4. Search Complaints basis on complaint type, Mobile Number, K.Number, Complaint Type etc..
5. MIS Reports
6. Dashboard
7. Option to Put Remarks/Change Subdivision/Complaint Type against particular complaint
8. Update Planned/Unplanned shutdown activity at diff. areas through CRM-to be flashes on Call center CRM users to pass on the information when consumer called for the complaint Registration

Key Benefits



The infographic features seven lightbulbs arranged in two rows. The top row has four green lightbulbs, and the bottom row has three orange lightbulbs. Each lightbulb is connected to a dark blue vertical line that runs across the top of the image. The background is a light gray with a faint, abstract pattern of white lines and shapes. The text inside each lightbulb is as follows:

- Easy Call Handling :** Agents can make and receive calls with simple clicks of button.
- Effective Tracking of complaints till closure**
Effective MIS reporting capturing day wise call volumes/complaints received resolved
- Detailed Information Of Customer is Available in form of automated "Screen Pop-Up".**
- Reduced Costs , Increased Productivity, Enhanced Caller Experience.**
- Customer Satisfaction Surveys, Regular Monitoring & Feedback.**
- Integration of call logs and caller data in to a unified dashboard.**

Easy Call Handling : Agents can make and receive calls with simple clicks of button.

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Advantages of Omnichannel Approach

1. Instant Revenue Growth

On an average, Omnichannel buyers agree to pay 4 % more during in-store shopping trips and 10 % extra online than consumers who don't use Omnichannel.



2. High Customer Retention

Omnichannel strategy can assist you to manage customer relations better across all channels



Activate Windows
Go to Settings to activate Windows.

3. Easily Personalized Offer

Customers are becoming more ready to share their data only if they get an advantage in exchange.



4. Importance of All Channels

Customers tend to try multiple sources of information to make a final decision.



5. Cross-Channel Insights

The omnichannel approach helps you to interact with buyer data no matter which platform they are using for the online shopping.



6. Customer Self-Service

Buyers consider self-service as a very suitable choice in their shopping habits.



to activate Windows
to Settings to activate Windows.

Parth OmniChannel Contact Centre - Frames

AGENT IDEAL SCREEN

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

WhatsApp

Facebook

Twitter

Logout

Info 1

Info 2

Info 3

Number

Enter Number

Name

Enter Name

Membership ID

Enter Membership ID

Branch

Enter Branch

Contractor Status

<<==== Select ===>

Project status

<<==== Select ===>

Transferred to CPIL

<<==== Select ===>

Lead details

Enter Lead details

Project site area

Enter Project site area

Lead Close Approx date

Enter Date

Client Info Pop up



Set CallBack

AgentInfo

Hold

Un Hold

Transfer

96628126191

1

2

3

4

5

6

7

8

9

*

0

#



Call



Close



Clear

ssacd

Remarks

call letter

Disposition

CS-Busy

Break

Submit

DISPOSING CALL

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

Info 1 Info 2 Info 3

| | |
|------------------------|--|
| Number | <input type="text" value="Enter Number"/> |
| Name | <input type="text" value="Enter Name"/> |
| Membership ID | <input type="text" value="Enter Membership ID"/> |
| Branch | <input type="text" value="Enter Branch"/> |
| Contractor Status | <<==== Select ====>> |
| Project status | <<==== Select ====>> |
| Transferred to CPIL | <<==== Select ====>> |
| Lead details | <input type="text" value="Enter Lead details"/> |
| Project site area | <input type="text" value="Enter Project site area"/> |
| Lead Close Approx date | <input type="text" value="Enter Date"/> |

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

96628126191

| | | |
|---|---|---|
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| * | 0 | # |

<<==== Select ====>>

CS-Busy
CS-call later Script delivered
future upcping site
intrested
No
on going site
ongoing site-secdispo-3rd
Testing
yes
CS-Busy

Break

Submit

Select disposition

CALLER CALL HISTORY

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

WhatsApp

Facebook

Twitter

Logout

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

Caller Call History

| CallerID | C2 | C3 | C4 | Call Type | Call Status | Queue Name | Call Start Time | Agent ID | Remarks | Disposition |
|------------|----|---------|--------------|-------------|----------------|------------|---------------------|-------------|---------|-------------------|
| 8929078102 | | | | ClickToDial | IVRS | GSales | | balendumani | test | Dealer case |
| 8929078102 | | | | ClickToDial | IVRS | GSales | | balendumani | test | Dealer case |
| 8929078102 | | | | Incoming | ABANDON | GSales | | | | |
| 8929078102 | | | | Incoming | ABANDON | GSales | | | | |
| 8929078102 | | | | Incoming | COMPLETECALLER | GSales | 2019-01-17 16:09:48 | gbhawna | | |
| 8929078102 | | | | ClickToDial | IVRS | GSales | | balendumani | yyy | LongTerm Prospect |
| 8929078102 | | | | ClickToDial | ANSWER | GSales | 2019-01-17 16:06:22 | balendumani | yyy | LongTerm Prospect |
| 8929078102 | | balendu | aria telecom | Incoming | COMPLETEAGENT | GSales | 2019-01-17 16:03:43 | balendumani | test | Followup |
| 8929078102 | | balendu | aria telecom | ClickToDial | IVRS | GSales | | balendumani | testing | Followup |
| 8929078102 | | balendu | aria telecom | ClickToDial | ANSWER | GSales | 2019-01-17 15:58:56 | balendumani | testing | Followup |

SEARCH CALL HISTORY

👤 Aria CRM

📞 Caller Call History

📞 **Call History**

🗨 Conference

📞 Missed Call

📞 Preview Dialing

📞 Call Back

➡ Send SMS

➡ Message Inbox

📞 WhatsApp

📘 Facebook

🐦 Twitter

🚪 Logout

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

From Date:

Enter From Date

Enter To Date

Disposition:

<<=== Select ===>

Search

Caller Name:

Enter Caller Name

Caller ID:

Enter Caller ID

Call History

| Mobile Number | C2 | C3 | C4 | Call Type | Call Status | Queue Name | Call Start Time | Agent ID | Remarks | Disposition |
|---------------|----|---------|--------------|-------------|-------------|------------|---------------------|-------------|---------|-------------|
| 8929078102 | | balendu | aria telecom | ClickToDial | IVRS | GSales | | balendumani | testing | Followup |
| 8929078102 | | balendu | aria telecom | ClickToDial | ANSWER | GSales | 2019-01-17 15:58:56 | balendumani | testing | Followup |

CONFERENCE CALL

Partn

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

WhatsApp

Facebook

Twitter

Logout

Omni Channel Communication System

AriaDemo

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

Conference

Conference

| Number | Name | Channel |
|-----------|--------|-------------------|
| 953056908 | Caller | SIP/7004-00001859 |
| 929078102 | Agent | SIP/7004-0000005a |
| 7639966 | Agent | SIP/107-00000059 |
| 540647427 | Caller | SIP/7004-0000005c |

Agent Status: FREE

Caller ID:

Wait Duration:

Ring Duration:

Location: Delhi

© 2018 Agent Panel. All rights reserved.

SET CALL BACK

From Date:

Enter From Date

Call Back

Action

Nur

Go to page:

Row count:

Set Call Back

CallBack Number:

98727193823

CallBack Remarks:

call back

Date Time:

2018-12-31 00:00:00

Set Call Back

Close

SEND SMS

From Date: 2019-04-01 2019-04-15

Send SMS

Mobile Number

Row count:

Send SMS

Mobile Number:

9382784718

Message:

test message



Send SMS

Close

WHATS APP

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

Set CallBack AgentInfo Hold Un Hold Transfer

From Date:

2019-04-01

2019-04-23

Caller ID:

Enter Caller ID

Search

WhatsApp



Search chat history date wise & caller ID wise


| WhatsApp | |
|---|--|
| Action | |
| 9821858305 | |
| Private | |
| ?+91 99582 46037? | |
| 919582681786 | |
| << < 1 > >> Go to page: Row count: Showing 1-4 of 4 | |



Whatsapp message history

Send & receive
whatsapp message



 **?+91 99582 46037?**
online

Hi RequestTime

Hi RequestTime

Hello RequestTime

Number RequestTime

Hi AriaDemo

FACEBOOK

👤 Aria CRM

📞 Caller Call History

📞 Call History

🗣️ Conference

📞 Missed Call

📞 Preview Dialing

📞 Call Back

➡️ Send SMS

➡️ Message Inbox

💬 WhatsApp

f Facebook

🐦 Twitter

➡️ Logout

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

From Date:

2019-04-01

2019-04-23

Search

Search facebook messages & post
date wise

Facebook

| Date | Message | Message id |
|---------------------|--|-----------------------|
| 2019-04-19 12:01:41 | Introducing One of Our Major Product- Aria USB Telephone Recording Software Please "Subscribe" Our Youtube Channel and Press the Bell Icon for More Video Like This. Don't Forget to Like, Share & Comments | 312813125486333_17488 |
| 2019-04-19 12:01:41 | Q1) Is sharing your number is secure ? No, Because of following reasons Once you share your number at one pace it is been used for sending lot of promotions etc. Number can be misused by someone Somebody can start following you on social media etc. Somebody can misuse it in somewhere in banking etc. http://ariatelecom.net/Virtual-Intercom | 312813125486333_17475 |
| 2019-04-19 12:01:41 | At Aria Telecom, #Holi is just more than #FestivalOfColor... It is about #togetherness and #BondingOfLove among the Aria #Family. | 312813125486333_17128 |
| 2019-04-19 12:01:41 | On the auspicious occasion of #HOLI, Aria Telecom wishes everyone a happy & colorful year ahead. #HappyHoli #HoliHai #Holi2019 Ravindra Saini Reena Saini | 312813125486333_17104 |
| 2019-04-19 12:01:41 | We are getting ready with new #colors in this #HOLI! A fresh, new ARIA TELECOM SOLUTION is on its way to lure you with its new frills. STAY TUNED! | 312813125486333_17027 |
| 2019-04-19 12:01:41 | | |

<<

<

1

2

3

>

>>

Go to page

Row count:

Showing 1-10 of 24

Facebook message & post history

TWITTER

- 👤 Aria CRM
- 📞 Caller Call History
- 📞 Call History
- 🗣️ Conference
- 📞 Missed Call
- 📞 Preview Dialing
- 📞 Call Back
- ✉️ Send SMS
- ✉️ Message Inbox
- 📞 WhatsApp
- 📘 Facebook
- 🐦 **Twitter**
- 🚪 Logout

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

From Date:

2019-04-01

2019-04-23

Search



Search twitter post & message date wise

| Twitter | | |
|---------------------------------|--------------------|------------|
| Twite By | Message | Twit Date |
| Krishan | hello krisn | 21/04/2019 |
| raj verma | hi how r u | 22/04/2019 |
| mohit sharma | hi this is testing | 23/04/2019 |
| Row count: <input type="text"/> | | |

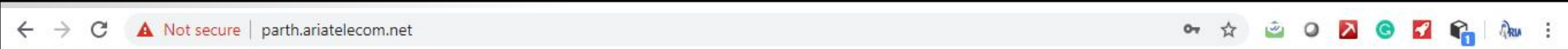


Twitter post & message history

ADMIN PANEL



ADMIN LOGIN

[Home](#)[About Us](#)[Products](#)[Solutions](#)[Customers](#)[Contact Us](#)[Credentials](#)

User Login

UserID:

Password:

Phone:

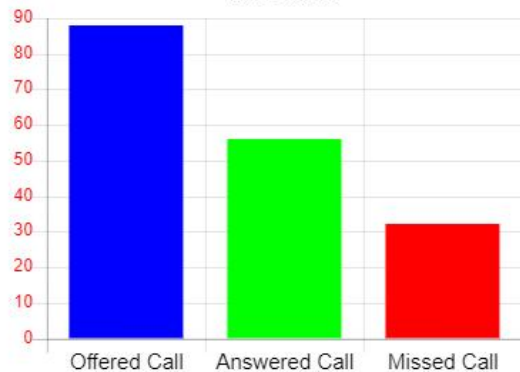
DASHBOARD

← → ↻ ⓘ Not secure | parth.ariatelecom.net/DashBoard.aspx



Dashboard | **Home** | **User** ▾ | **Campaign** ▾ | **Role Mgt** ▾ | **Disposition & Script** ▾ | **GUI Mgt** ▾ | **Report Mgt** ▾ | **System** ▾ | **Lead Mgmt** ▾ | **Floor Mgt** ▾ | **Logout** | **Logged in User : parthucs**

Call Statistics



Disposition Statistics

Insurance Sales Lead Satisfied
Unsatisfied



Agent Statistics LoginAgent(1)

Free Agent Busy Agent Break Agent
CallInqueue



Dialer Total Dial Number : 573351

ANSWERED CONGESTED OR NOT AVA
NO ANSWERED NO SUCH NUMBER
NUMBER BUSY



Queue Statistics

Average CallTime Average QueueTime
Average HoldTime



LIVE MONITORING



Dashboard
Home
User
Campaign
Role Mgt
Disposition & Script
GUI Mgt
Report Mgt
System
Lead Mgmt
Floor Mgt
Logout

Logged in User : parthucs

Agent Status : Select Campaign : None selected Pending Calls

Predictive Mode=1 Manual Mode=0

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

| 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 |

Call In ACD

A top-down view of a wooden desk with horizontal grain. In the center, the words "thank you" are written in a large, blue, cursive script. To the right of the text is a white ceramic mug with a red handle, filled with dark coffee. In the top left corner, a portion of a white laptop is visible. In the top right corner, there are several colored pens (blue, purple, red) and a spiral-bound notebook. On the right side of the notebook, a black leather strap watch with a silver case is lying flat.

thank
you

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