



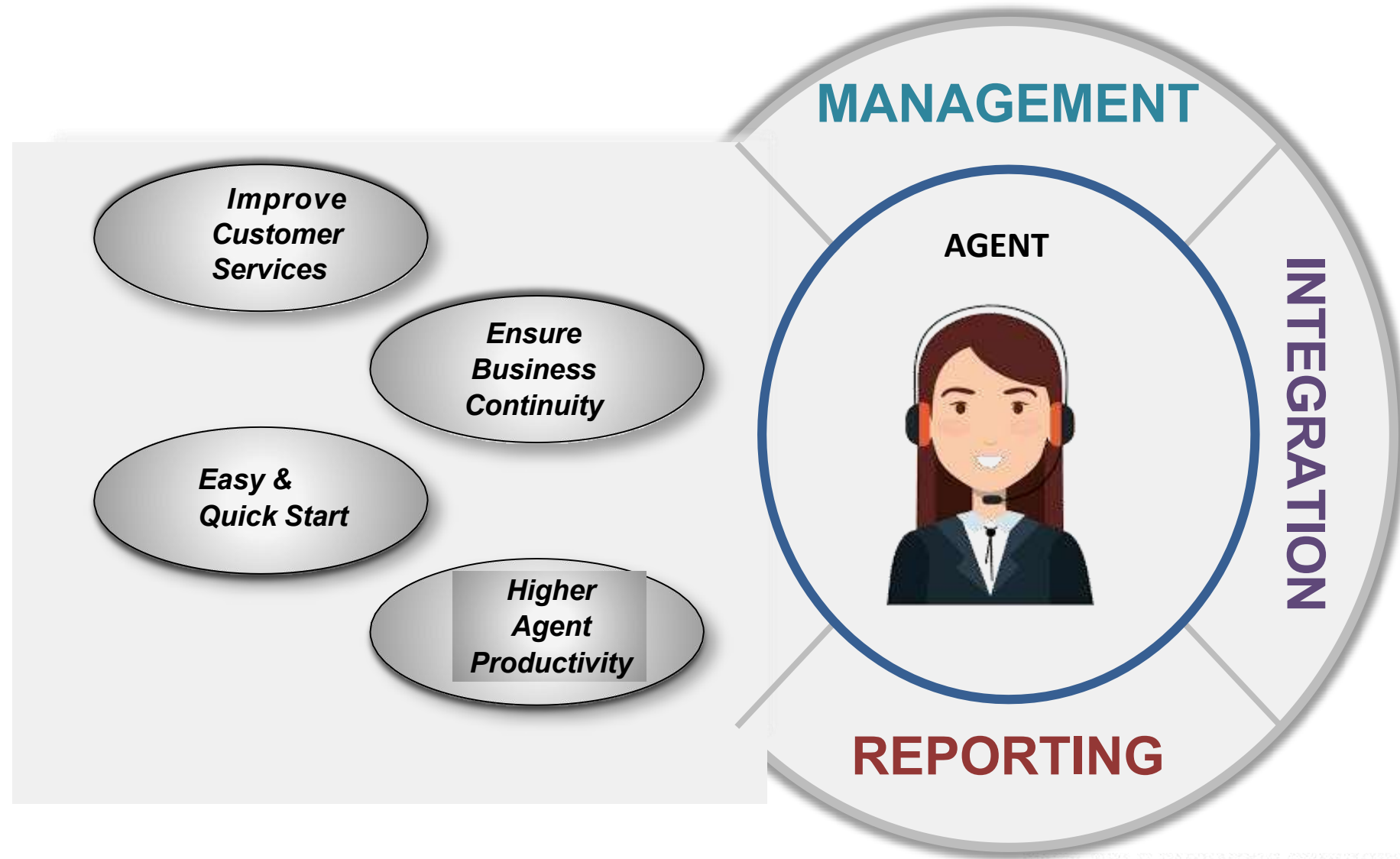
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WORK AT HOME AGENT SOLUTION FOR BPO INDUSTRY (WAHA SOLUTION)

[ARIA TELECOM SOLUTIONS PVT. LTD.](#)

Why Do Businesses Require WAHA Solution?

The solution makes it easy to communicate with customers and co-workers from any location

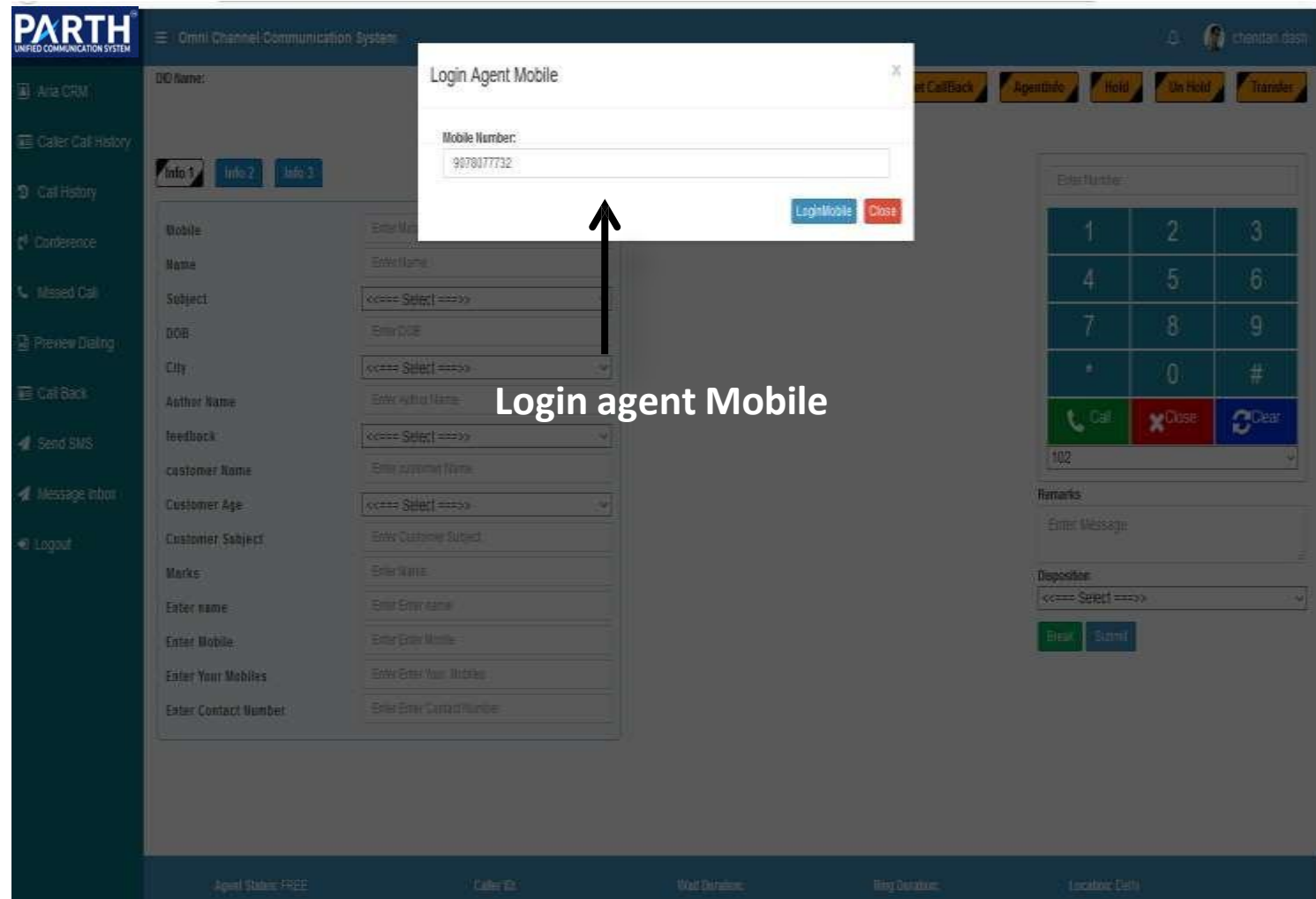


WAHA TELE BUSINESS SERVICES

Features of WAHA Solution

► Agent Login Mobile

After login the application in desktop/laptop, a pop-up will be displayed to login the agent in mobile app.

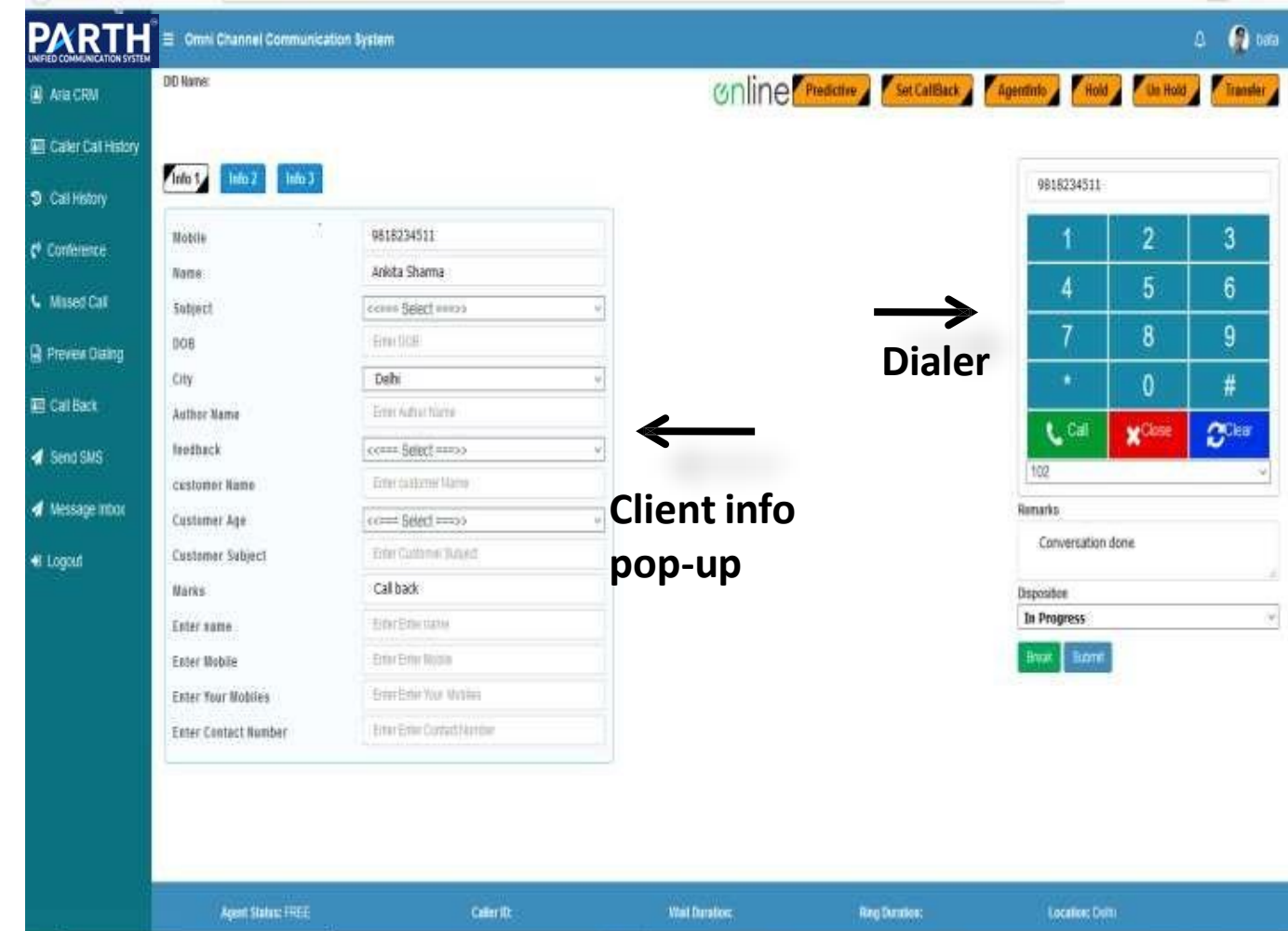


Login agent Mobile

► Agent UI:

After logged in, you will get agent user interface. Enter contact number in the dialer and dial the number.

You will get client/customer info pop-up to be filled. You can hold, un-hold and transfer the call.



Dialer

Client info pop-up

Features of WAHA Solution

► Predictive Dialing

With a Predictive Dialer mode, an agent is connected to a live contact as soon as they are free .

Predictive mode

Select disposition

► Preview Dialing

The preview dialer selects a customer record from a call list and proposes this call record to an agent. The agent can then look at the customer record (the “preview” phase) and decide to call this customer.

Dial

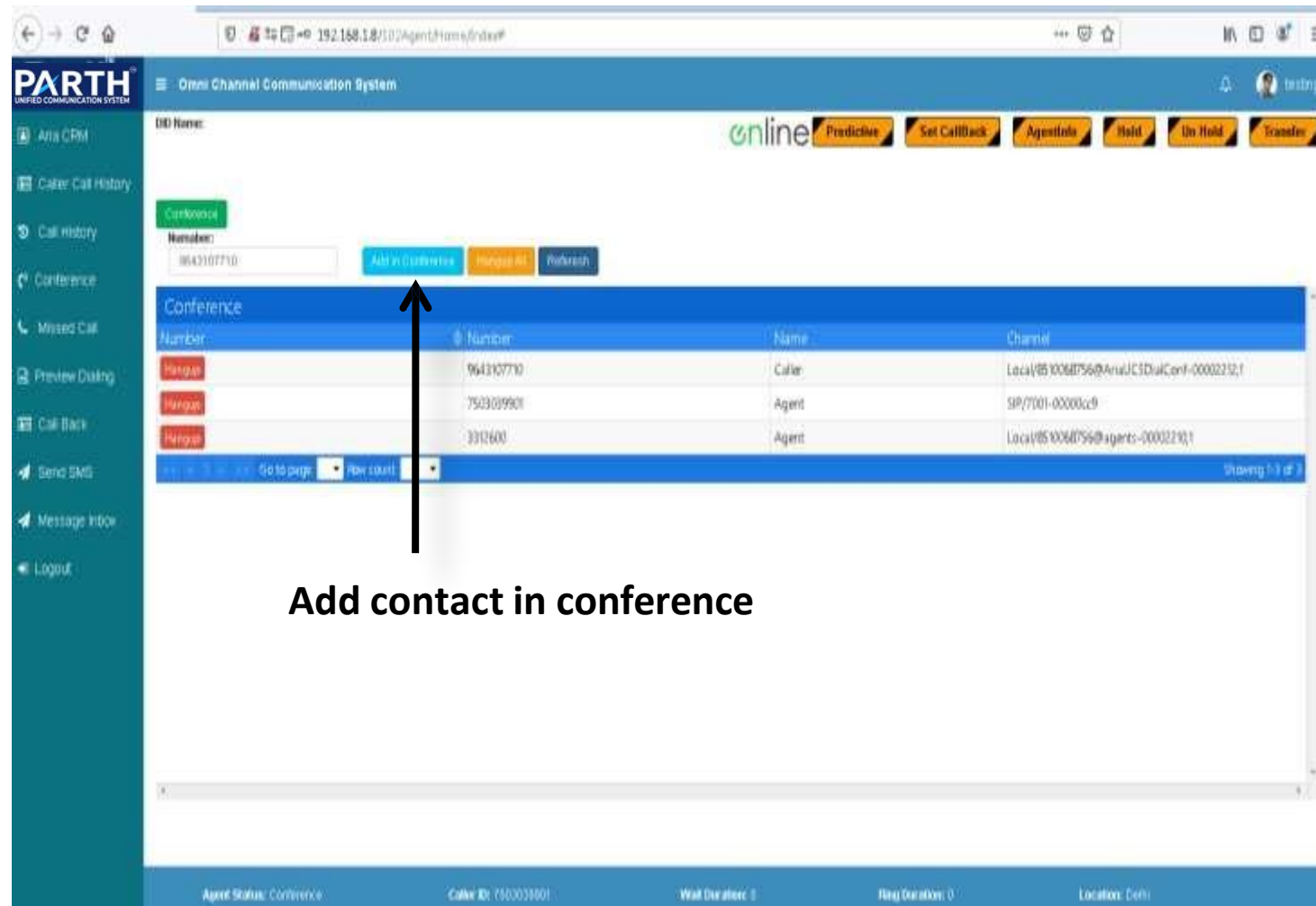
Preview records

Action	Mobile	company_name	customer_name	proposed_owner	marketplace_name	Txn_Date
Dial	9717286796		Rahul kumar	vijay t		Txn_Da
Dial	7575938619		Aditya Pashri	bharathi	Komparify, Komparify, Komparify, Komparify	Txn_Date-2020-03-01, 202
Dial	9711594808		Suvjit Mukhuti	bharathi	IDFC, IDFC, IDFC	Txn_Date-2020-03-0
Dial	9780181275		sunil kumar	pooja p		Txn_Da
Dial	9163213639	Sourav Das	sourav das	vijay t	Metro, Metro	Txn_Date-202
Dial	7800916869		anwar hussain khan	bharathi	Komparify, IDFC	Txn_Date-202
Dial	7800919303		ANODPKUMARVISHWAKARMA	pooja p		Txn_Da
Dial	9399927977	Shri Devarayan Traders	alkesh parmar	pooja p	WALMART	Txn_Da
Dial	8569086666	Aay Pee Enterprises	Customer		WALMART	Txn_Da
Dial	8799759588		Nishiraj Singh Sivich	pooja p	komparify, komparify, Komparify, Komparify, Komparify	Txn_Date-2020-03-15, 2020-03-1

Features of WAHA Solution

► Conference

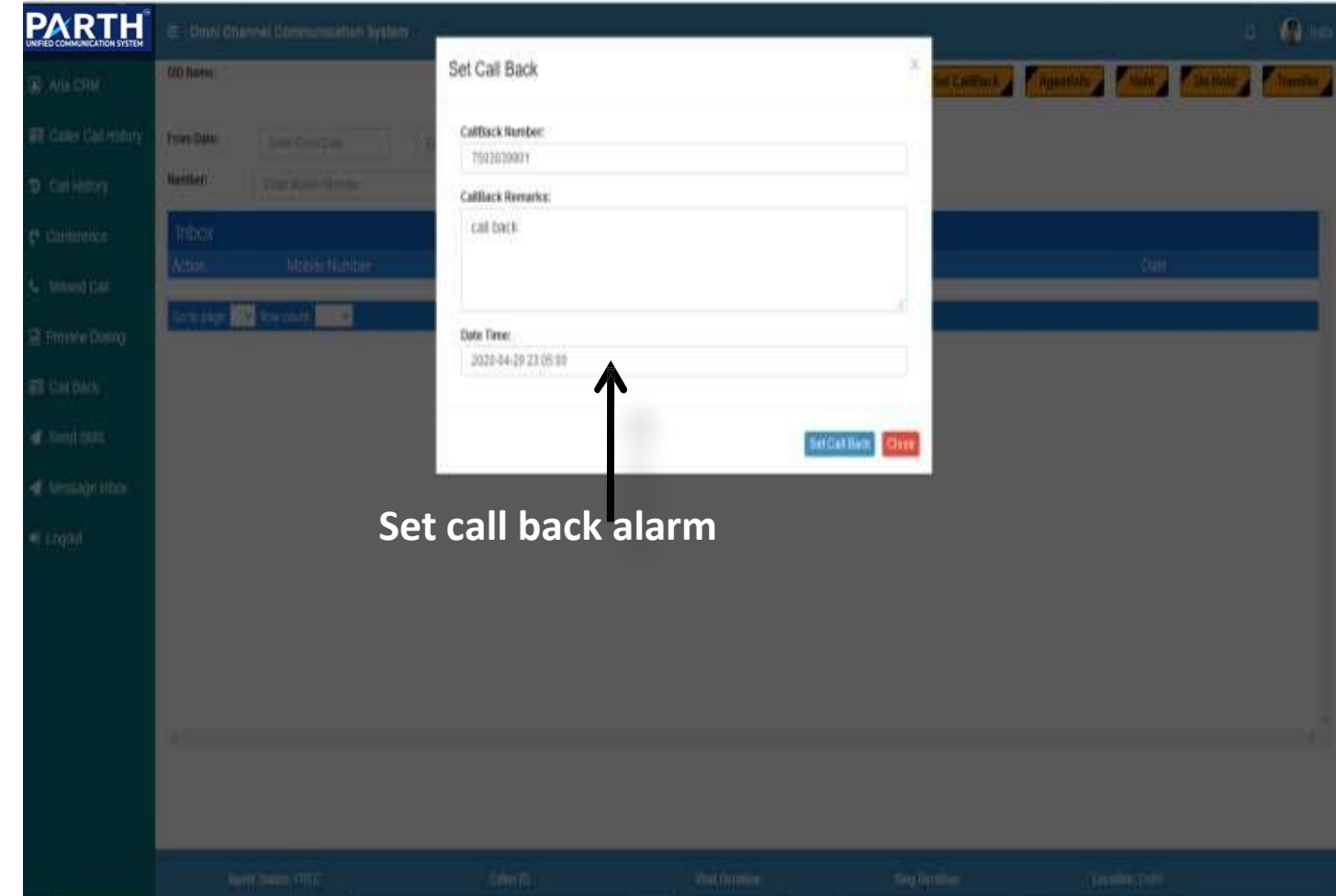
Agent can start conference call by adding multiple contact number in the call.



Add contact in conference

► Call Back Scheduling

A call back reminder can be set by filling details like contact number, date & remarks



Set call back alarm

Features of WAHA Solution

► Live Monitoring & Barge in

Manager/admin can monitor the performance of individual agents by keeping a track on the conversations. He/she can also barge in when necessary, ensuring that both customers and agents are satisfied with the interaction.

Agent Id	Agent Phone	Campaign	ACD Group	Call Status	Mobile Status	Caller Id	Live Duration	Ring Duration	Break Reason	Total Login Time	Total Break Duration	Mode	Barge	Whisper
Beta	9439564003	Inbound	102	FREE	Login		00:05:12		RESUME	00:09:12	00:00:00	Manual		

Live Agent Information

Admin can barge in when necessary

► MIS Reports

MIS Reports that will help in business decision making and ensure high efficiency of the call center operations.

Agent Id	Agent Phone	Type	Start Time	End Time	Duration	Break Reason
Neha	5011	LOGOUT	12-19-2018 12:24:03	12-19-2018 15:37:02	03:12:59	
neha	5011	Manual	11-27-2018 13:45:47	11-27-2018 13:45:49	00:00:02	
neha	5011	LOGOUT	11-27-2018 13:45:42	11-27-2018 19:08:28	05:22:46	
neha	5011	LOGOUT	11-27-2018 13:34:29	11-27-2018 13:45:03	00:10:34	
neha	5011	LOGOUT	11-27-2018 11:49:55	11-27-2018 12:12:16	00:22:21	
Neha	5011	LOGOUT	11-27-2018 11:43:13	11-27-2018 11:47:35	00:04:22	
neha	5011	LOGOUT	11-27-2018 11:39:47	11-27-2018 11:42:04	00:02:17	
Neha	5011	LOGOUT	11-27-2018 11:32:48	11-27-2018 11:39:23	00:06:35	
neha	5011	LOGOUT	11-27-2018 11:17:44	11-27-2018 11:31:47	00:14:03	
Neha	5011	LOGOUT	11-27-2018 11:06:43	11-27-2018 11:27:35	00:10:52	
neha	5011	LOGOUT	11-27-2018 11:03:06	11-27-2018 11:04:31	00:01:25	
Neha	5011	LOGOUT	11-27-2018 10:59:05	11-27-2018 11:00:41	00:01:36	
neha	5011	LOGOUT	11-27-2018 10:55:28	11-27-2018 10:58:20	00:02:52	
neha	5011	LOGOUT	11-27-2018 10:46:05	11-27-2018 10:52:49	00:06:44	
neha	5011	Manual	11-27-2018 10:42:08			
neha	5011	LOGOUT	11-27-2018 10:42:01	11-27-2018 10:43:35	00:01:34	
neha	5011	LOGOUT	11-26-2018 19:31:06	11-26-2018 19:38:03	00:06:57	
neha	5011	Manual	11-26-2018 18:34:24	11-26-2018 19:30:28	00:56:04	
neha	5011	LOGOUT	11-26-2018 18:34:13	11-26-2018 19:30:46	00:56:33	
Neha	5011	Manual	11-26-2018 15:20:57			

Features of WAHA Solution

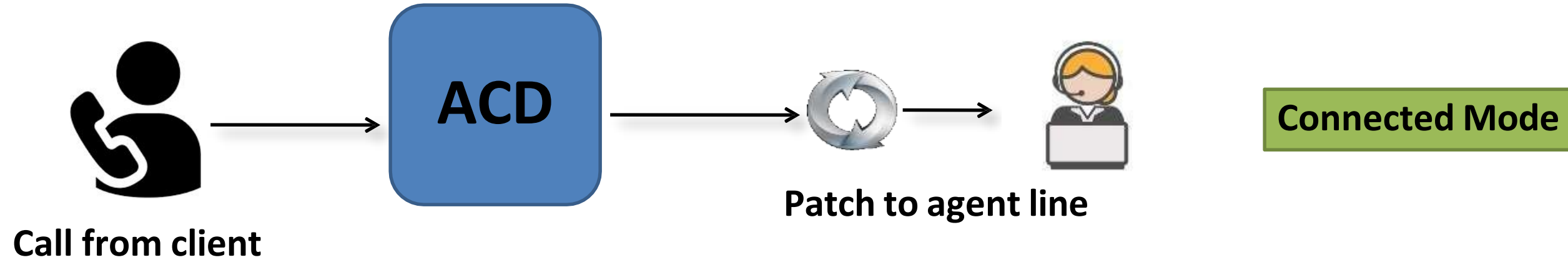
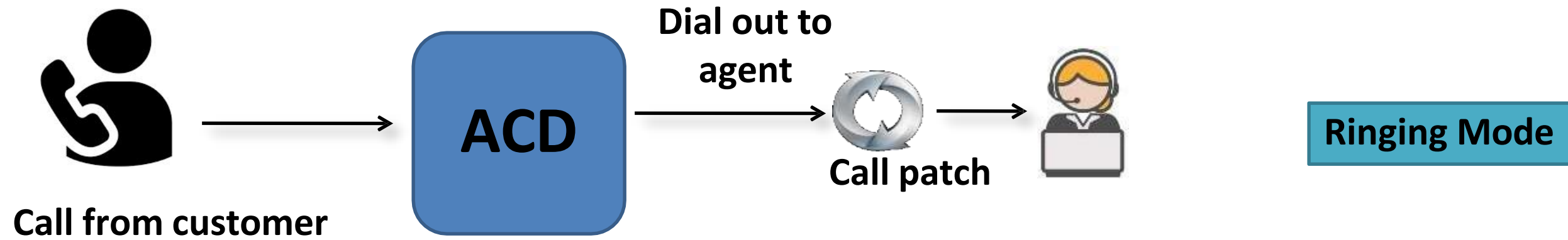
► Call Recording

Monitor the performance of individual agents by keeping a track on the call conversations, improve the quality of response to customers with efficient training provisions.

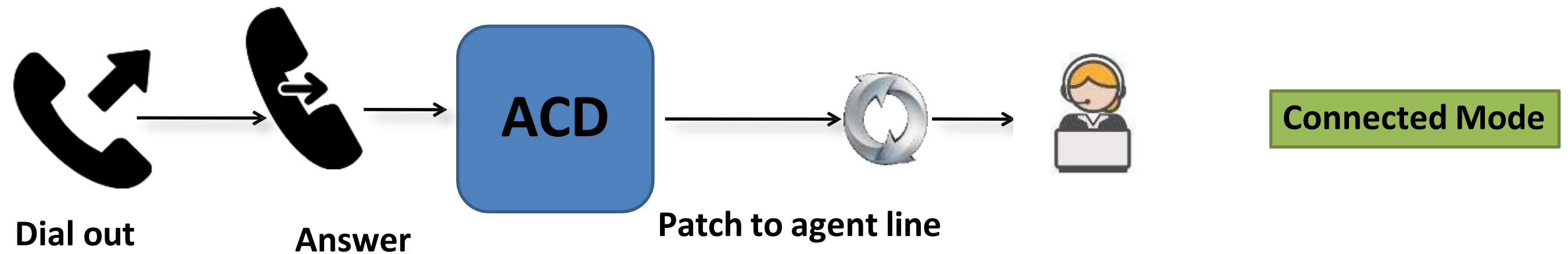
The screenshot displays the WAHA Solution interface, which includes a navigation bar with options like Home, User, Campaign, Role Mgt, Disposition & Script, GUI Mgt, Report Mgt, System, Lead Mgmt, and Logout. The logged-in user is Aria. The main section is titled 'Current Agent Report' and shows a table of call records. A red box labeled 'Play Recording' points to the 'Play' button in the 'Action' column. Another red box labeled 'Download the recording' points to the 'Download' button in the search options section. The table columns include Action, Uniquied, Agent Name, Phone, Name, Age, Gender, Call Type, Call Status, IVRS HIT TIME, and IVRS DISSCONN TIME.

Action	Uniquied	Agent Name	Phone	Name	Age	Gender	Call Type	Call Status	IVRS HIT TIME	IVRS DISSCONN TIME
<input type="checkbox"/> Play	158593222.3305	Abrijpal	9643101011	7357026725			Incoming_GSales	COMPLETEAGENT	2020-05-04 17:27:34	2020-05-04 17:33:52
<input type="checkbox"/> Play	1588586479.2374	AMahesh	7503039901	7290014414			Incoming	COMPLETECALLER	2020-05-04 15:35:12	2020-05-04 15:44:16
<input type="checkbox"/> Play	1588576716.1180	ANeha	9643108020	9811774810			Incoming	COMPLETECALLER	2020-05-04 14:16:36	2020-05-04 14:18:18
<input type="checkbox"/> Play	1588574086.824	AYugal	8954711105	9215002679			Incoming	COMPLETECALLER	2020-05-04 12:52:29	2020-05-04 12:54:30
<input type="checkbox"/> Play	1588573074.692	AYugal	8954711105	9215002679			Incoming	COMPLETEAGENT	2020-05-04 12:08:36	2020-05-04 12:29:38
<input type="checkbox"/> Play	1588573019.679	ANeha	9643108020	9215002679			Incoming	COMPLETECALLER	2020-05-04 11:51:44	2020-05-04 11:53:46
<input type="checkbox"/> Play	1588573019.679	ANeha	9643108020	9215002679			Incoming	COMPLETEAGENT	2020-05-04 11:50:49	2020-05-04 11:51:33
<input type="checkbox"/> Play	1588571624.510	Rsaini12	9650977452	08042994299			Incoming_GSales	COMPLETECALLER	2020-05-04 11:27:34	2020-05-04 11:28:33
<input type="checkbox"/> Play	1588570865.415	AYugal	8954711105	+918057165072			Incoming	COMPLETEAGENT	2020-05-04 11:14:55	2020-05-04 11:42:34

Inbound Call ACD



Predictive Dialing





Thank you!

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