Technical Solution Document

Aria Telecom Solutions Pvt. Ltd.

Context

1. Company Profile

Since 2003 Aria Telecom is working hard towards satisfaction of our clients, with our team efforts & our client's support we became **India's No 1 IVR, Voice Logger & in many more customized telecom solutions company.**
Aria has team of more than 20 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, Africa countries, Arab countries.

Aria Product Profile:

1. **Parth –** Unified Communication System, Can be used for following applications: IP PBX, IVRS, Call Center Applications, Predictive dialer, OBD IVRS, Conference Bridge, ISDN PRI Logger, Intercom for housing society system , CRM, Live Chat**,** ACD
2. **TVRS-** Telephone Voice Recording System
3. **Embedded Voice Logger-** Non PC Based Voice Logger
4. **Aria Call Center Noise Cancelling Headsets**: High quality call center Noise Canceling Headset with USB, RJ9, 2.5mm, 3.5mm, Dial pad

Award & Recognitions

- Leaders in CTI Solutions Award – Business Sphere
- Technology Excellence Award – Leaders in IVR -2013
- Global Business & Services Award – Leader in Customized Telecom Solution 2013
- ISO 9001:2008 Certified Company
- Registered with MSME (Micro, Small & Medium Enterprise)
- Registered with NSIC (National Small Industries Corporation of India)
- Trust Seal Certified Company

Why Aria

- Qualified R&D Team
- Robust Products
- Quality & quick support
- Quick & cost effective customization
- Feature rich Products with flexible to suits various clients need
- Fare price
- Good client list
- Leader in Industry
- Provides complete solution
- Universal communication capability like SMS, Email, Voice, Fax, Mobile apps, web etc.
- Third party Integration
- Solution on customer premises – No data risk

2. Solution Overview.

We are going to provide to our client a patient appointment booking solution using IVRS, Website/portal and Mobile app. Target user for the system is patient. We will allocate a unique number to every doctor which can be used by the patient to book the appointment through IVR.

3. IVR Appointment Booking

1) IVR call flow
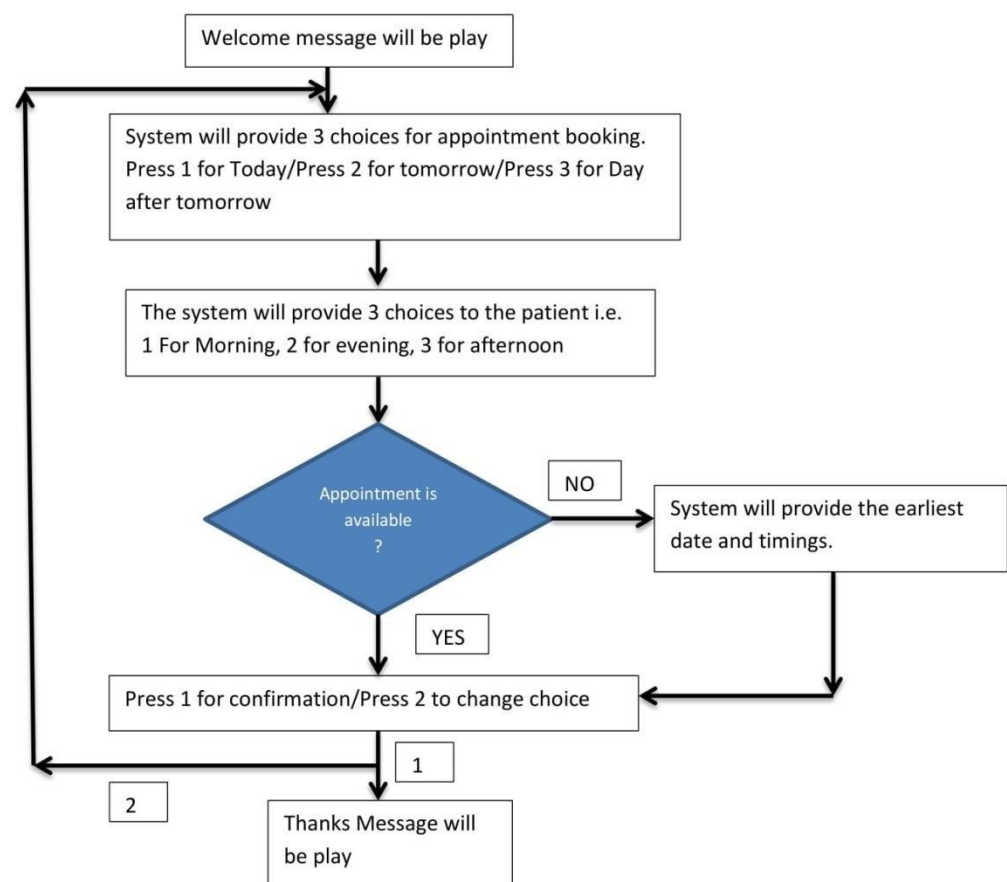
3.2) Call Flow Description

We have allotted Unique Number to doctors. Patient will call on one of those numbers welcome message will be play with doctor's name. System will offer a choice prior up to 3 days booking (Today, Tomorrow and Day after tomorrow) and also offer a time slot (Morning, Afternoon & Evening) as patient will give input by DTMF,IVR will pass the basic details of booking Patient phone no., Date and Time slot to system via API.

System will check the availability based on the choices received and provide the appointment date and available time back to IVR via API.

If the appointment is available then the IVR will make a call to patient and ask for the confirmation for appointment and it will provide two option first one is for confirmation or second one is to change the choice as per patient input it will precede accordingly.
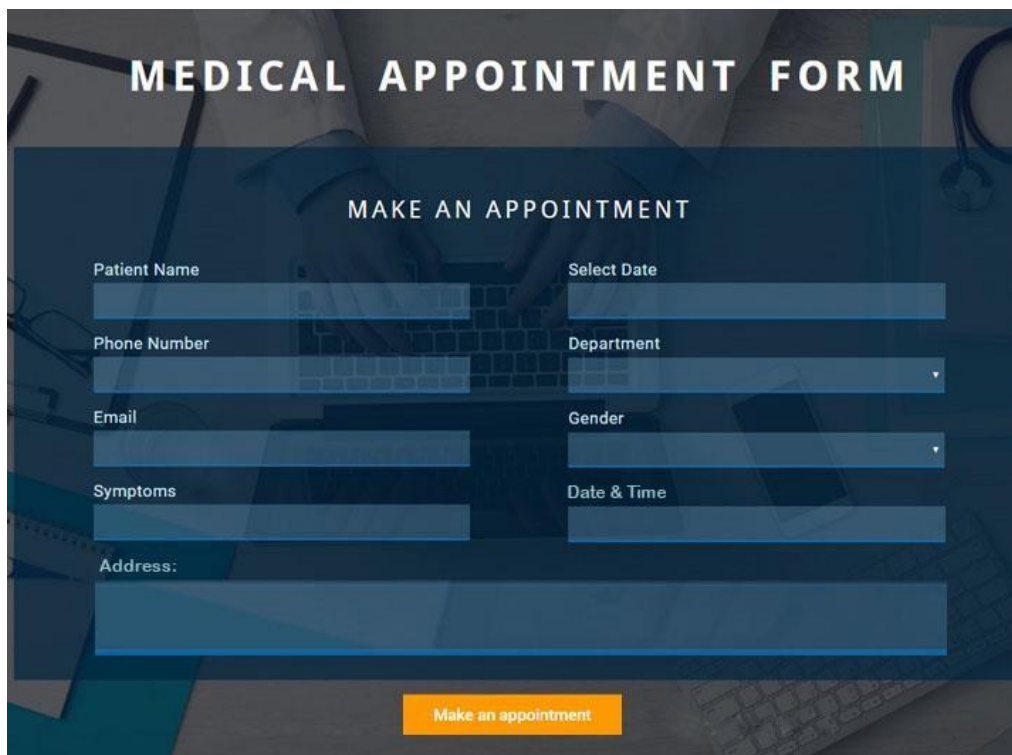
If the appointment is not available based on the preference provided by patient, the system will pass on the next earliest available date and time to the IVR system which IVR will play back to patient that time patient will have two options either he can confirm the appointment provided by system or he can choose slot again as per his choice.

Once the Patient will give confirmation, Thanks message will be play and call will be drop.

4. Web Based Appointment

Patient will go to the website/portal to book appointment through online form. Patient will fill up all the details accordingly. After submitting the form, Confirmation Message will be send to patient's mobile number.

A Day before appointment: A reminder message will be sent to patient mobile number.
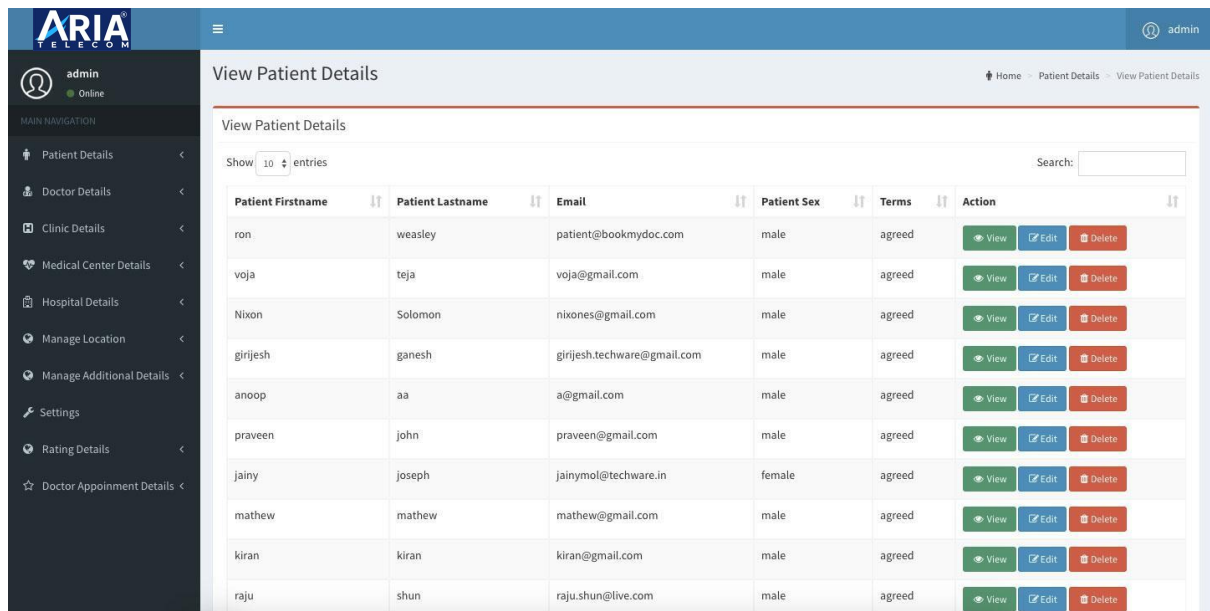
5. Front Desk Appointment Booking

1) CRM Solution

- There will always be some requirement for the staff to maintain appointment centrally, easily change, shift the appointment and to book the appointment for walkin patients.
- We will provide a web based CRM solution to the staff. All the staff can access our web based CRM tool from anywhere, anytime. You can view, make or cancel appointments and can integrate any other features as per requirements.

2) Admin features

The main features of admin module are given below:-

- Manage appointments
- Manage Patient details
- Manage doctors details
- View Appointments statistics
- Rating Details

5.2) Doctor/Staff (Agent) features:-

- Easy and User friendly Sign Up, Sign In
- Account Password Recovery
- View Appointments
- Manage appointments
- Make new appointments
- Can updates edit profiles and can add images.
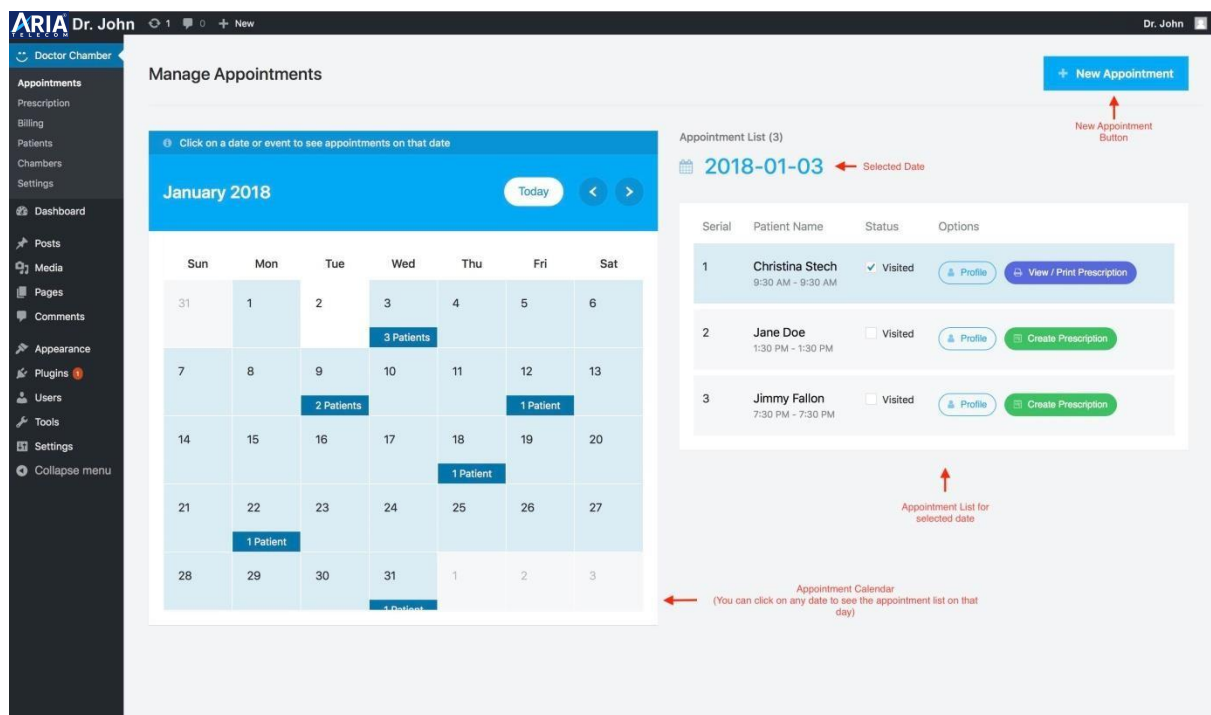
6. Appointment Booking through Mobile App

Patient can book appointment via mobile app. whenever appointment is booked, a confirmation message will be sent to patient mobile number.

A day before appointment, a reminder will be sent to patient mobile number.

Advanced features:-

- Signup with basic details
- Login using Email and password
- Forget password
- Create and edit patient profile.
- Map integration for the location purpose
- Acknowledgment to patient for appointment booking, cancellation or delay.

Appointment booked through mobile app

Confirmation Message:- Your appointment is fixed on..........so on

Confirmation Message will be sent to patient mobile number

Reminder Message:- Hoe to see you at clinic........so on.

A day before appointment, a reminder message will be sent to patient mobile number
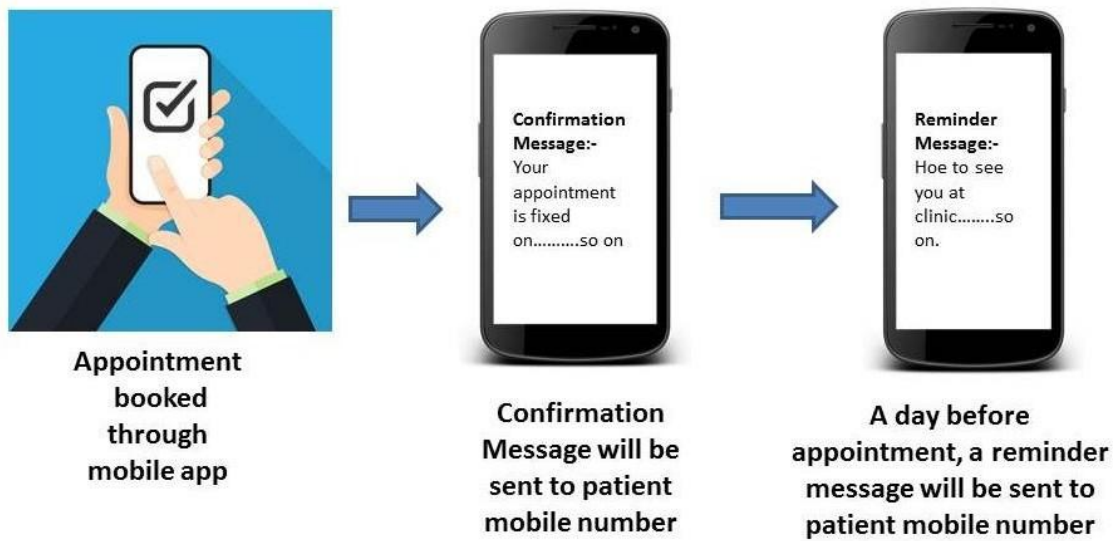
7. Patient Feedback System through IVRS

Outbound IVR (OBD IVR):-

- Calls are sent out to the contact numbers from the database provided by the customer/patient. An outbound call is triggered and a predefined IVR call flow is played to the user/patient.
- Based on the input entered by the user/patient, the smart IVR system will take over or the call gets disconnected.
- The responses entered by the users can be sent in real-time to an end-point specified the company.
- Separate MIS Reports will be provided for the same.

Thanks/Greetings message

Please rate your experience with us
Press 1 for Excellent
Press 2 for Good
Press 3 for Bad

Thank you for your feedback. Have a nice day.