



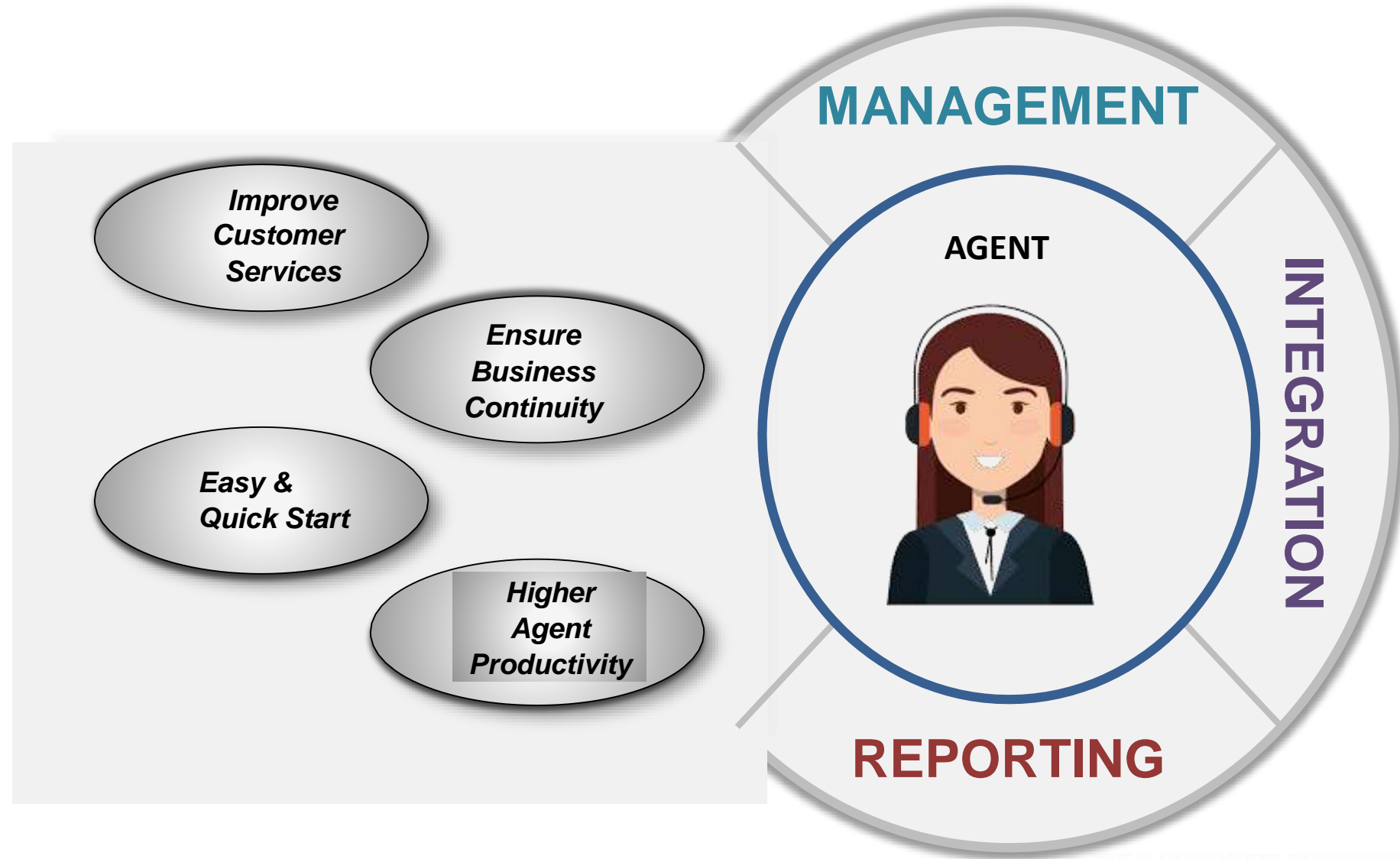
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**WORK AT HOME AGENT SOLUTION
FOR BPO INDUSTRY
(WAHA SOLUTION)**

[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



Features of WAHA Solution (Mobile View)

Parth
Omni Channel Communication System

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

Info 1 Info 2 Info 3

Number
Enter Number

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

Client
Enter Client

Problem
Enter Problem

Enter Number

1	2	3
4	5	6
7	8	9
*	0	#
Call	Close	Clear

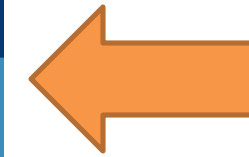
Support1

Remarks
Enter Message

Disposition
For information

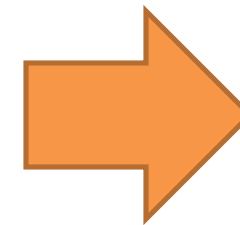
Break **Submit**

Agent Status: FREE
Caller ID:
Wait Duration:
Ring Duration:
Location: Delhi



Agent UI:

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



Call History:

Agent will get call center history with caller ID, call type, call status, time etc.

Parth
Omni Channel Communication System

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

Call History

Action	Mobile Number	C2
Dial	7017965296	
Dial	7503039901	Daya

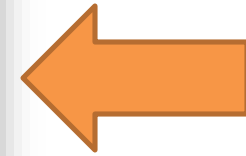
<< < 1 > >> Go to page: Showing 1-2 of 2

Row count:

Agent Status: FREE
Caller ID:
Wait Duration:
Ring Duration:
Location: Delhi

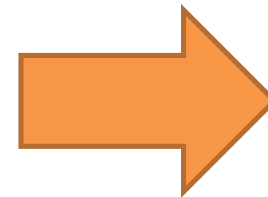
Features of WAHA Solution (Mobile View)

The screenshot displays the Parth mobile interface. At the top, the header includes the Parth logo and 'Omni Channel Communication System'. Below the header is a navigation bar with 'online' and three buttons: 'Set CallBack', 'Agentinfo Un Hold', and 'Hold Transfer'. The main content area is titled 'Call Back' and contains a table with columns 'Action', 'Number', and 'CallBack Time'. A row shows a 'Dial' button, a 'Reschedule' button, the number '7017965296', and the date '2020-04-30 1'. Below the table are pagination controls: '<< < 1 > >>' and 'Go to page: [input] Showing 1-1 of 1'. At the bottom, there is a 'Row count: [input]' field. A status bar at the very bottom shows 'Agent Status: FREE', 'Caller ID:', 'Wait Duration:', 'Ring Duration:', and 'Location: Delhi'.



Call Back Scheduling

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



Missed Call:

Missed call history can be shown.

The screenshot displays the Parth mobile interface. At the top, the header includes the Parth logo and 'Omni Channel Communication System'. Below the header is a navigation bar with 'online' and three buttons: 'Set CallBack', 'Agentinfo Un Hold', and 'Hold Transfer'. The main content area is titled 'Missed Call' and contains a table with columns 'Action', 'Caller ID', and 'Uniquid'. A row shows a 'Dial' button, the number '7503039901', and the unique ID '1588244695.3542'. Below the table are pagination controls: '<< < 1 > >>' and 'Go to page: [input] Showing 1-1 of 1'. At the bottom, there is a 'Row count: [input]' field. Above the table, there is a search section with 'From Date:' and 'Enter From Date' input, 'To Date:' and 'Enter To Date' input, and a 'Search' button. A status bar at the very bottom shows 'Agent Status: FREE', 'Caller ID:', 'Wait Duration:', 'Ring Duration:', and 'Location: Delhi'.

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.

The screenshot displays the Parth WAHA solution interface. At the top, there's a navigation menu with options like Home, User, Campaign, Role Mgt, Disposition & Script, Dialer Mgt, GUI Mgt, Report Mgt, Lead Mgmt, and Logout. Below this, there's a section for Agent Status with tabs for Inbound and Pending Calls. A table shows agent information with columns for 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, and Whisper. Below the table, there's a 'Call in Queue' section with a 'Label' input field. Two arrows point from the text below to the 'Barge' and 'Whisper' buttons in the table.

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.

The screenshot displays the Parth WAHA solution interface showing an 'Agent Login Logout Report'. The report is a table with columns for Agent Id, Agent Phone, Type, Start Time, End Time, Duration, and Break Reason. The report shows 28 records for agent 'Neha' with phone number '5011'. The report includes search options for Date Wise, Agent Wise, and Type Wise. There are 'Search' and 'Get Excel' buttons at the bottom of the report.

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 11:17:35	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 Parth WAHA solution interface. The top navigation bar includes links for Home, User, Campaign, Role Mgt, Disposition & Script, GUI Mgt, Report Mgt, System, Lead Mgmt, and Logout. The logged-in user is Aria. The main content area is divided into a search options panel on the left and a table of call records on the right.

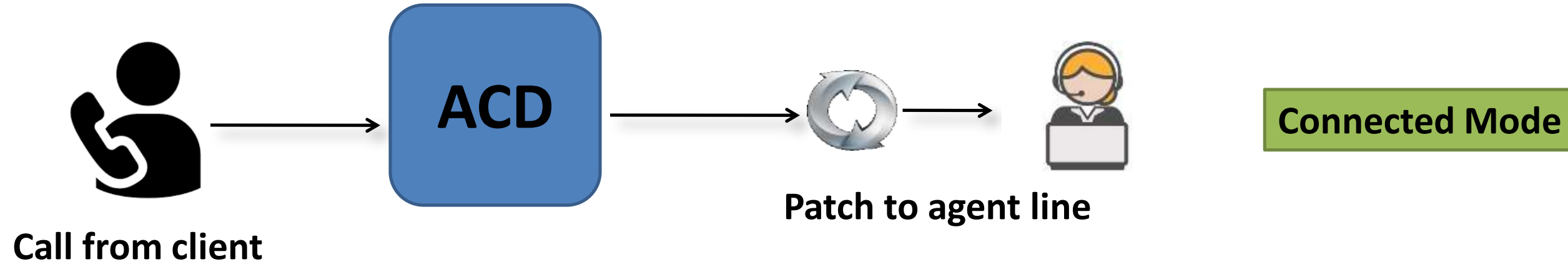
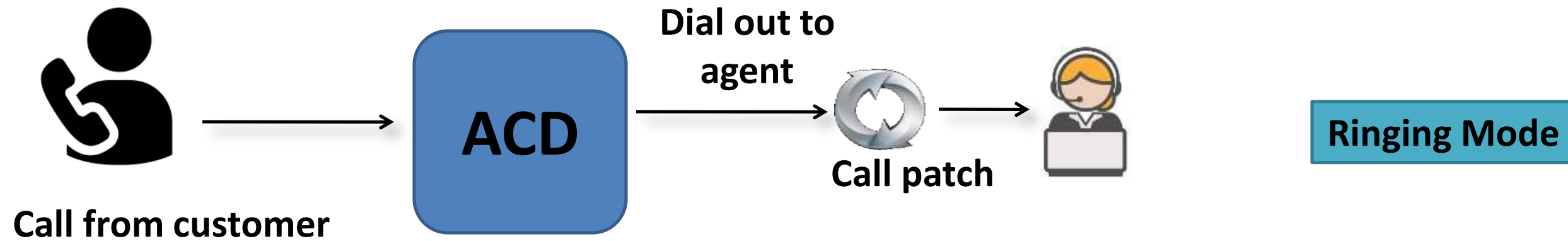
Search Options:

- Date: From...!! (00:00:01) To...!! (23:59:59)
- Call Type: --select--
- Call Status: --select--
- Caller Id: [Text Field]
- Agent: --select--
- Disposition: --select--
- Buttons: Search, Get Excel

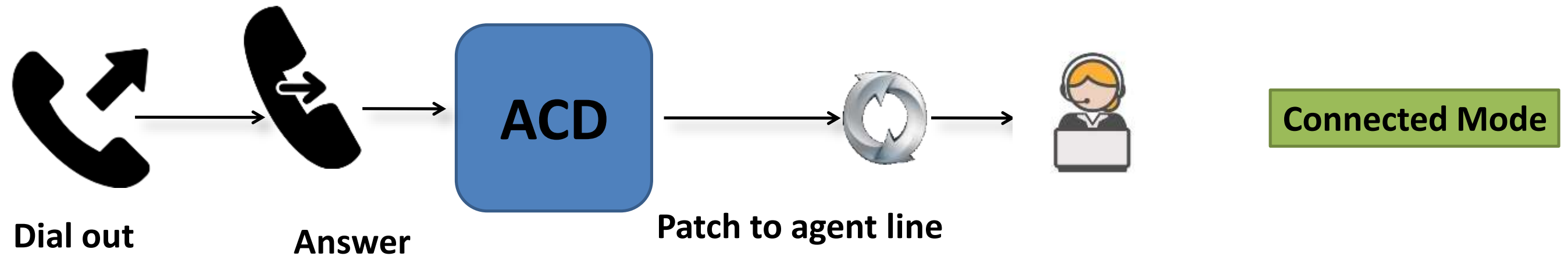
Current Agent Report:

Action	Uniquied	Agent Name	Phone	Name	Age	Gender	Call Type	Call Status	IVRS HIT TIME	IVRS DISSCONN TIME
<input type="checkbox"/> Play	1588593222.3305	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		Neha	9643108020	9811774810			Incoming	COMPLETECALLER	2020-05-04 14:16:36	2020-05-04 14:18:18
<input type="checkbox"/> Play	1588576716.1180	AYugal	8954711105	9215002679			Incoming	COMPLETECALLER	2020-05-04 12:52:29	2020-05-04 12:54:30
<input type="checkbox"/> Play	1588574086.824	AYugal	8954711105	9215002679			Incoming	COMPLETEAGENT	2020-05-04 12:08:36	2020-05-04 12:29:38
<input type="checkbox"/> Play	1588573074.692	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!

+91-9818234511

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