



ARIA PARTH GSM CALL CENTRE SUITE

Aria Telecom Solutions Pvt. Ltd.
(CMMI Level 3 Certified)

GSM CALL CENTRE SUITE

A GSM Call Centre Suite is a suite of software products that includes multiple integrated components used in a call centre.

It has functionality of both GSM gateways as well as Call Centre Suite

It can be used for inbound as well as outbound call centre.



A group of four call center employees are shown in a modern office setting. In the foreground, a woman with long dark hair, wearing a white button-down shirt and a headset, is looking down at a laptop. Behind her, a man with glasses and a blue checkered shirt is also looking at a laptop. Further back, another man is visible, and on the far right, a woman is holding a tablet. The background is bright and slightly blurred, suggesting a large, open-plan office with windows.

**A GSM Call Centre Suite empowers
Supervisors, Managers and
Employees by providing all the
required tools for running a call
centre.**

**GSM CALL CENTER SUITE is
small box but rich in features &
stable hardware.**

**It can make the Call Centre
Technology available in budget.**



MULTIPLE SIP CONNECTIVITY

The background of the slide features a hand holding a white cloud icon. From the cloud, a network of white person icons is connected by dotted lines, radiating outwards. The entire scene is overlaid on a blue-tinted image of a city skyline.

The system is capable of multiple trunk setup like inbuilt SIP trunk for international/domestic trunk connectivity through CTI or GSM gateway.

CONNECTIVITY DIAGRAM

2G / 3G

GSM Sim



Agents with PC

2G / 3G / 4G / LTE

GSM Sim



Agents with PC

The background is a blurred image of people in a room. A large, semi-transparent red triangle points from the bottom-left towards the top-right, partially covering the background. A black diamond-shaped frame is centered on the image, containing the word "FEATURES" in white, bold, sans-serif capital letters.

FEATURES

IMPORTANT HIGHLIGHTS

GUI Agent Panel

Admin/ Supervisor Panel

GSM Ports

120 GB SSD

Predictive / Preview Dialling/ OBD IVR

Basic IVR

100% Conversation Recording

A background image showing a business meeting. In the foreground, a person's hand is visible, holding a pen and writing on a document. Another person's hand is also visible, holding a pen. In the background, a laptop is open, displaying a grid-like interface. The overall scene is dimly lit, with a focus on the hands and the documents.

**3 Party Conference
SIP License
Customizable 45 Field CRM
Customizable Disposition
Call Back Scheduler
Live Monitoring**



Agent Log-in / Logout
ACD
MIS Reporting
Role Management
Lead Management
Barge-In & whispering

A row of four computer monitors is positioned on a white desk, each with a headset resting on top. The monitors are slightly angled towards the right. In front of the monitors, two keyboards are visible, also slightly angled. The background is a bright, out-of-focus office space with a window and some office furniture. The overall lighting is soft and even.

Call Monitoring Call Barging

AGENT PANEL



AGENT LOGIN

← → ↻ ⚠ Not secure | ccas.ariatelecom.net/ParthCloud/Login



ParthTM
Unified Communication System

Agent Login

V.8.0

Sachin

LOGIN



**Enter username & password
to login the application**

Social Login



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HOME SCREEN

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Parth Omni Channel Communication System

Sachin

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: 9643101012

Alternate Number: Enter Alternate Number

Name: Ramesh

Company Name: Aria Telecom

City: Delhi

Product Requirement: Parth

Parth Detail: IVRS

Other Products: <<=== Select ===>

Services: Cloud

Lead type: Hot

Chance to get Business: 80%

Approximate Prospect amount: Enter Approximate Prospect amount

approximate closing date: 2019-05-09

Source of Lead: justdial

Reference By: Enter Reference By

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

9643101012

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

GSales

Remarks: Requirement for IVR

Disposition: Conversation done

Break **Submit**

Client info popup

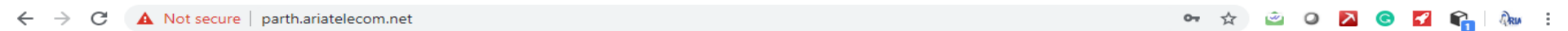
Entercontact number to dial

Select disposition

ADMIN PANEL



ADMIN LOGIN

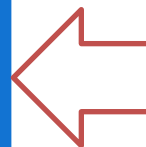
[Home](#)[About Us](#)[Products](#)[Solutions](#)[Customers](#)[Contact Us](#)[Credentials](#)

User Login

UserID:

Password:

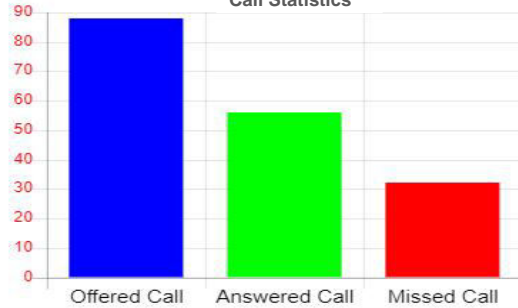
Phone:



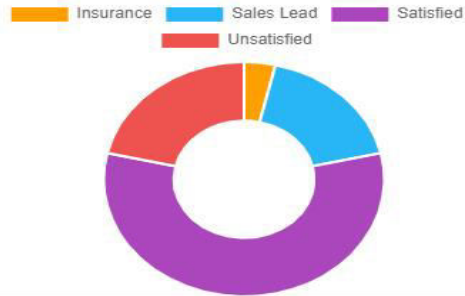
**Enter username & password
to login the application**

DASHBOARD

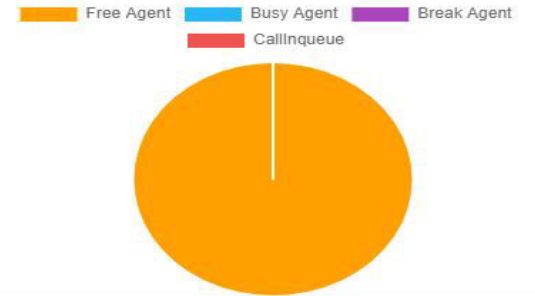
Call Statistics



Disposition Statistics



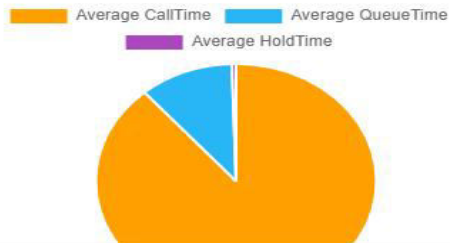
Agent Statistics Login Agent (1)



Dialer Total Dial Number: 573351



Queue Statistics



LIVE MONITORING

Agent Status : **Select Campaign :** **None selected ▾** **Pending Calls**

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

Predictive Mode=1 Manual Mode=0

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



Live agent information

Call In ACD

MIS REPORTS

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



Home User ▼ Campaign ▼ Role Mgt ▼ Disposition & Script ▼ GUI Mgt ▼ **Report Mgt ▼** System ▼ Lead Mgmt ▼ Floor Mgt ▼ Logout Logged In User : parthucs

Search Options :

☐ Date Wise :

From..!!

To..!!

☐ Agent Wise :

--select-- ▼

Search

Get Excel

Current Agent Performance Report : Total Record:2

Agent Id	Total Login Time	Total Break Time	Total Call Offered	Total Call Answered	Total Missed Call	Total Ring Delay	Total Talk Time	Total WrapUp Time	Average Talk Time	Average WrapUp Time	Average Handling Time
AriaDemo	07:14:10	00:00:00	16	7	9	00:00:00	00:01:32	00:00:38	00:00:13	00:00:05	00:01:37
AriaDemo	07:14:10	00:00:00	16	7	9	00:00:00	00:01:32	00:00:38	00:00:13	00:00:05	00:01:37

A hand in a dark suit jacket points its index finger towards a bright, glowing point of light. The background is a deep blue with a pattern of lighter blue hexagons and a fine grid of dots. Two horizontal white light streaks intersect at the point the finger is pointing to. To the right of this intersection, the word 'BENEFIT' is written in large, white, sans-serif capital letters.

Enhanced Customer Service
Management
Improved Reporting Features
Enhanced Productivity And
Efficiency
Enhanced Data Access
Increased Communication And
Responsibility
Decreased Costs
Better Sales
Improved Security
Easy- ToUse

BENEFIT

APPLICATIONS

Call Centres

Real Estate

Travel and tourism

Business


Airlines

Hospitals

Insurance sector

Government Sector





Thank You

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