

ARIA PARTH-30C

Contact Center Suite



About Aria

Started in the year of 2003, the company has progressed itself to become a global leader in voice processing industry. We have defined, developed and designed world-class technology integrated PC based voice processing systems, in order to serve corporate houses and simplify their business work processes. All products developed on our end are fully tested for stability and performance on various platforms like PCs and voice processing cards. Our zest to integrate innovation and high-standard technology with business processes has helped in turning PCs into, IP PBX, Unified Communication System, voice loggers and IVR systems that promise extra ordinary performance.

PARTH 30C- Unified Communication System

Strong communication system can be used for as IP PBX , IVRS , Telephone Recording System, Conference Bridge, OBD IVRS, Contact Center Solution , Help Line System etc. The system is very useful for housing society, corporates, Customer care, small call centers, Help Line, Institutional Campus. SME etc

Communication can be done on existing LAN network, no need to have separate cabling for traditional PBX. Can be integrated with SMS/ Email, Existing CRM /ERP/ My SQL Database

Parth 30C for Contact Center Solution:

Parth 30C is equipped with complete call center features. It is ready to work box for typical call center application.

Auto Dialing:

Parth 30C is fully equipped with auto dialing applications for call center features like:

- Preview dialing
- Predictive Dialing
- Multiple retry option
- Option to set retry duration
- Support excel file to upload data
- Multiple lead set
- Multiple Fighter for fast dialing
- Multiple campaign
- Multiple ACD group
- Click to dial from third party CRM/ ERP
- Manual Dialing
- Number masking

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ARIA PARTH-30C – Call Center Suite

- Suitable for Inbound / Outbound Process
- Suitable for domestic call Center
- IVRS
- Up to 30 Agent Support on Single BOX
- Up to 60 Agent support with additional database server
- Inbuilt IP PBX Support
- Up to 60 concurrent calls
- SIP & IAX Support
- Flexible Extension numbering
- Support IP Phone, FXS Gateway, FXO Gateway
- Soft phone on desktop / Mobile phone compatibility
- SMS integration (Optional)
- Email integration (Optional)
- Support ISDN PRI through PCI-e Card, Gateway
- Support Analog Trunk through FXO Gateway / FXO Card
- Support GSM Trunk through GSM Gateway
- Work with Agent PC or Without Agent PC

IVRS Features

Parth 30C is perfect solution for IVRS with or without your existing Phone System.

- Connect with your existing PBX through ISDN or SIP
- Configure complex IVRS as per choice
- Integrate with your Database / ERP / CRM
- Use for inbound or outbound call
- Send dynamic OBD IVRS messages
- Multiple language, department message option in IVRS
- Different message for different process, non-business hours, holiday etc.
- Make your own tree
- Support up to 60 channel IVRS

Important Call Center Application Features:

Customizable CRM:

Parth 30C has inbuilt 45 field CRM to manage caller data, CRM can be customized as per client process. We have three option to manage like, Drop down, text box or calendar. Third party web based CRM or ERP also can be integrated for client pop-up

Customizable Disposition:

Three level Disposition, MIS can be generated as per disposition

Live Monitoring:

You can monitor all your campaign / ACD group live, you can barge & wisher the agent. Option to forceful logout of any agent,

Call Features

Parth 30C support 5 party conference, call transfer to other agent or outside party, Call Hold, Mute/ Unmute etc.

Telephone Recording:

Parth 30C provide 100% agent conversation with search & play, Live brag-in, Whispering etc

Agent Terminal: Parth 30C provide liberty to have multiple option as agent terminal like, Hard IP phone, Soft Phone, FXS Gateway, Mobile phone, EPABX etc.

Third Party CRM/ ERP Integration:

We have API to integrate with third party CRM/ ERP for click to dial, phone book etc.

MIS Reporting:

Parth 30C has rich MIS generation facility like Agent report. Agent performance report, ACD report, Call Recording, Disposition wise report, date & time wise report, campaign wise report, Incoming / Outgoing report, Abandon Call Report.

Features

- Call Transfer
- Caller ID
- Call Hold / Un Hold
- Mute
- ACD/ UCD
- Conference Room
- 5 Party Conference
- Music On Hold
- SIP Trunk , IAX2 Trunk , PSTN Analog Trunk
- Configure via WEB interface
- Codec: G.711u/a, G.729, GSM
- Conversation Recording
- OSLEC (Open Source Line Echo Canceller)
- Strong ACD application
- Call Center Feature
- Predictive Dialing
- Preview Dialing
- Agent Log-in / Log-out Application
- MIS Reporting
- 100% Conversation Recording
- Optional Recording
- Call Connect on Mobile
- Call Queue