

BUSINESS COMMUNICATION SYSTEM



ARIA TELECOM SOLUTIONS PVT. LTD.
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ABOUT ARIA

Since 2003 Aria Telecom is working hard towards satisfaction of our clients, With our team efforts & our clients support we became **India's No 1 IVR, Voice Logger & in Many more customized telecom solutions company.**

- Aria has team of 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, African & Arab countries.
- We got *Technology Excellence Award – for customized solutions-2017*
- *Technology Excellence Award – Leaders in IVR -2013*
- Global Business & Services Award – Leader in Customized Telecom Solution 2013
- ISO 9001:2015 Certified Company
- Registered with MSME (Micro, Small & Medium_Enterprise)
- Registered with NSIC (National Small Industries Corporation of India)
- CMMI Level 3 Company

ARIA PRODUCT PROFILE

Software Applications/solutions

- **Omni-Channel Communication System**-It's Unified communication system that integrates with telephony, CRM, SMS, E-mail, Web Chat, Social Media (Facebook & Twitter), Mobile App, Websites ,API etc.
- Complaint Management System (CRM).
- **IVR Software** (Interactive Voice Response)
- **Aria Namaste! - Live Chat** – it is an unified application, generally used for live monitoring the live conversations in real time.
- **Android Based Contact Centre Solution:** It works with an inbuilt Aria CRM, it enables your Android Phone to act as a call centre device
- **Web Portal** – We also into the designing of websites in an advance manner
- Custom Web and Windows-based application development
- System integration.
- Databases and programming
- Third-party software integration

Hardware Products Range

- **Aria Call Centre Noise Telephone Headsets** - High quality call centre Noise cancelling Telephone Headset
- **TVRS** - Telephone Voice Recording System (Logger)
- **Embedded Voice Logger** - Non PC Based Voice Logger
- **GSM Gateway:** Device to connect GSM/CDMA SIM with your EPABX or Dialer.
- **FXO/FXS Gateway**
- **Parth UCS (Call Centre Suite)**-Inbound outbound complete contact centre solution
- **Parth UCS Conference Bridge**
- **Business Communication System:** multifunctional enterprise gateway that integrates voice service and data service.
- **Parth IP PBX System**
- **GSM FCT:** Fixed Cellular Terminal
- **Aria IP Phone**

ARIA PARTH BUSINESS COMMUNICATION SYSTEM

Parth Business Communications System is universal Appliance which can be used for many applications like IP PBX , Call Center Suite, IVRS, Conference Bridge etc. It is a ready to use appliance, work independently without need of any server



FEATURES

- Over 50-5000 available SIP/IAX2 extensions
- Voicemail to Email
- Call forward, Call Waiting,
- Call Transfer (Blind Transfer/Consult Transfer)
- Call Pickup, Call Parking ,
- Music On Hold customizable
- SIP Trunk, PRI , Analog Trunk Options
- Configuration UI interface
- Conversation Recording
- Work on local as well as Static IP
- Strong ACD application

IP PBX

- PARTH UCS is IP PBX appliance for office & bigger complex, housing society communication.
- Communication can be done on existing LAN network, no need to have separate cabling like traditional PBX.
- It can be integrated with SMS/ Email, Existing CRM /ERP/ Database
- It has all important features like Call Hold , Transfer , Conference, ACD , IVRS , Voice Mail etc. along with basic communication feature.

WIRELESS INTERCOM SYSTEM

It is a unique concept to use for bigger campus , housing Society etc. where laying cabling for intercom is very expansive .

- Plug & play
- No Complex Installation
- Suitable for SME & Housing intercom system
- Your mobile became your extension
- Configure up to 2 Mobile as your extension , System will ring 1st mobile & after 4 ring on other mobile
- Connectivity on the go on GSM network
- Flexible Numbering as per flat number. Guards & maintenance staff do not need to remember mobile number of each flat occupants
- Easy to change / add mobile number against flat number

IVRS

Parth is most suitable appliance for all IVRS requirements whether it is small or big . IVRS can be integrated with client CRM/ ERP / Database with API. Parth can also serve as outbound IVR / Call blasting application

- API Integration with CRM/ ERP
- Support all ODBC compliance database like MS SQL , My SQL, Oracle etc.
- Support Redundancy
- Integration with ARIA ACD, Dialer , IPBX etc.
- Available onsite & on Cloud

TVRS (TELEPHONE VOICE RECORDING SYSTEM)

Multi channels standalone telephonic Voice Recording System for PRI ISDN PRI E1/T1, SIP Trunk, Analog Trunk & GSM Gateways Features:

- Voice Recording of All Calls
- User-friendly Browser/Desktop User Interface
- Live Call Monitoring
- Scalability & Stability
- Option to add remarks with conversation
- Recording search by Number , Time , Date Etc
- DID / DNI / DTMF Recording, Incoming / Outgoing / Missed Call Recording & filtering
- Whitelisting of personal Numbers & specific extensions

CALL CENTER SUITE

Call Center Suite is small box but rich in features & stable hardware. it can make the Call Center Technology available in budget.

Important highlights

- Inbuilt IP PBX
- Suitable for Inbound & Outbound Process
- Customizable 45 Field CRM
- Customizable 3 level Disposition
- Slot for ISDN PRI (E1) Card
- SIP Trunk
- Predictive / Preview Dialing
- Click to Dial API
- Third Party CRM/ ERP Integration
- EPABX Integration
- Agent with or without PC
- Agent on Mobile/ Landline
- Agent on EPABX
- Plug & Play

CONFERENCE BRIDGE

Conference Bridge is an application to generate multiparty telephone conference system with authentication. It can be on inbound or outbound calls.

Features:

- Welcome Greeting
- Entry through PIN or w/o PIN
- Play music if admin not joined
- 10 -120 Concurrent Users License
- Multiple group
- Option to Lock Conference, after pre-defined time
- Name announcement on user entry & leaving
- Conference Call recording
- Connectivity through ISDN PRI, SIP or Analog Line / Extensions
- Software based application run on Linux centos OS
- Outbound conference
- Administrator can mute and unmute a person
- UI to monitor live participants
- MIS reporting of conferences

SPECIFICATION

- 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
- Intercom features
- Call Transfer
- Caller ID
- IP Extension work on LAN Network
- Easy to carry extension to long distance through Fiber optic cable, VPN, VLAN etc.
- Up to 5000 SIP users
- Multiple box networking
- Up to 1000 concurrent calls
- SIP, H.323 & IAX Support
- Flexible Extension numbering
- Support IP Phone, FXS Gateway, FXO Gateway
- Soft phone on desktop / Mobile phone compatibility
- SMS integration (Optional)

HARDWARE SPECIFICATIONS

- Processors : Dual core , I3, i5, Xeon Quad core /Octa Core
- RAM: 4-32 GB
- Hard Disk : SATA / SSD, Raid 0, 1 , 5
- PSU: Single / Duplicated
- USB Port , HDMI Port , Keyboard & Mouse Port
- PCI-e Interface
- Power on/off with LED indication
- 3U Rack Mountable

ADDITIONAL FEATURES

- CTI Integration
- MIS Reporting
- Optional Recording
- Call Connect on Mobile
- Conversation Recording (Optional)
- IVRS welcome , Non Business Hours Message
- Conference Bridge
- CRM Integration
- SMS, Email, WhatsApp, Facebook, Twitter Integration
- Multi PBX Networking



Get Connected With US

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