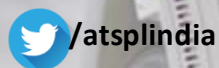




# ARIA PARTH CALL CENTRE SUITE

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



# CALL CENTRE SUITE

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

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





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

# **PARTH UCS**

**PARTH UCS is small box but rich in features & stable hardware.**

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

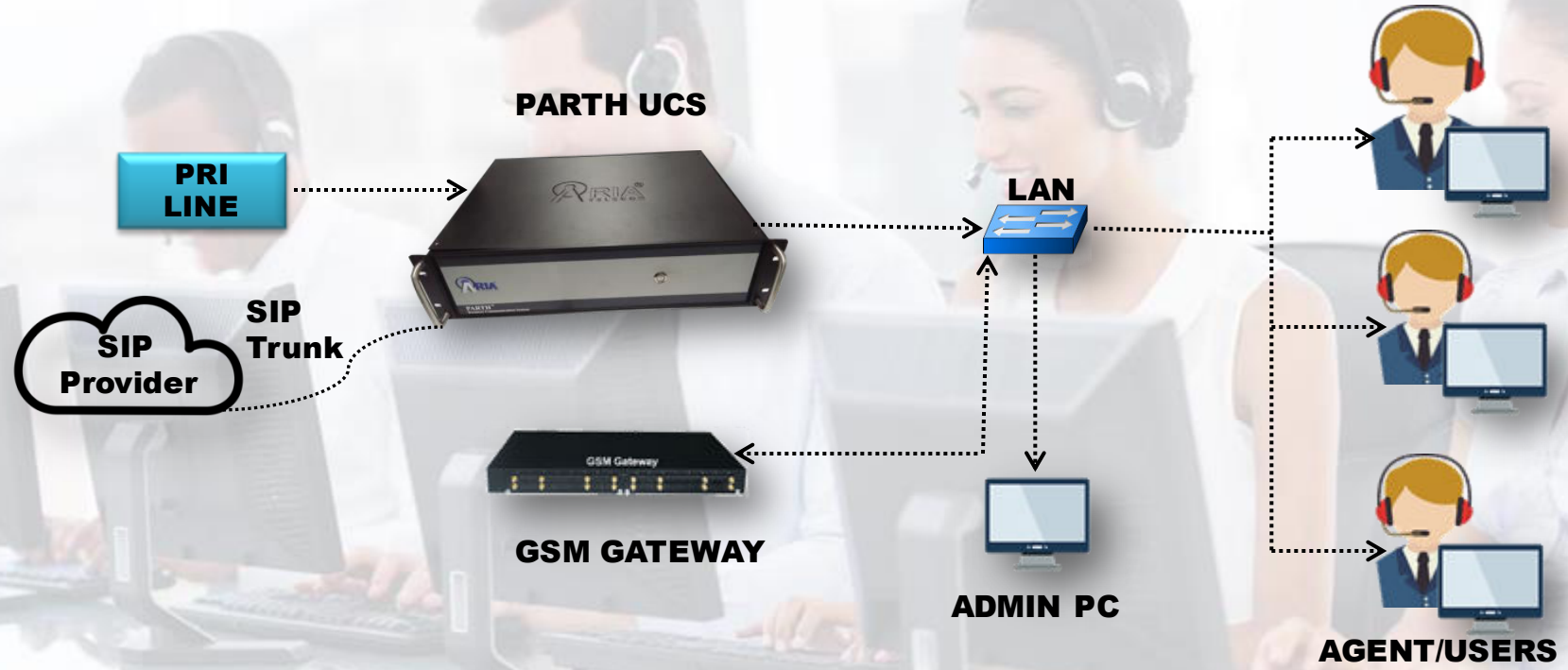


# **MULTIPLE SIP CONNECTIVITY**

A hand is shown holding a white cloud icon. The hand is positioned in the center-left of the frame. Surrounding the hand and cloud are several white icons of people sitting at desks, connected by a network of dotted lines. The background is a blue-tinted aerial view of a city with buildings and roads.

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

# CONNECTIVITY DIAGRAM





**FEATURES**

# **INBOUND & OUTBOUND COMMUNICATION**

- ✓ **Call Recording**
- ✓ **On Call Options**
- ✓ **Call Queues Options**
- ✓ **Click-to-Call**
- ✓ **Call Disposition**
- ✓ **Office hours module**



# INTELLIGENT ROUTING

- ✓ Automatic Call distributor (ACD)
- ✓ Interactive Voice Response System (IVRS)
- ✓ Skill based Routing
- ✓ Forward-to-Phone
- ✓ Number Masking
- ✓ Computer Telephony Integration (CTI)

# **BUSINESS TOOL INTEGRATION**

- ✓ **Contact History**
- ✓ **Webchat**
- ✓ **Integrated SMS/ Email**





✓

**Call Monitoring**

✓

**Call Barging**

# AGENT PANEL



# AGENT LOGIN

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



**Parth**<sup>™</sup>  
Unified Communication System

Agent Login

V.8.0

Sachin

.....

LOGIN



Enter username & password  
to login the application

Social Login



Copyright © 2018 Parth Agent Panel. All rights reserved.

# HOME SCREEN

← → ↻ Not secure | ccas.ariatelecom.net/Home/Index#

**Parth** Omni Channel Communication System Sachin

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

**Info 1** **Info 2** **Info 3**

**Client info pop-up**

**Enter contact number to dial**

**Select disposition**

**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

9643101012

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

GSales

**Remarks** Requirement for IVR

**Disposition** Conversation done

**Break** **Submit**

- Aria CRM
- Caller Call History
- Call History
- Conference
- Missed Call
- Preview Dialing
- Call Back
- Send SMS
- Message Inbox
- WhatsApp
- Facebook
- Twitter
- Logout

# ADMIN PANEL



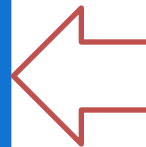
# ADMIN LOGIN

**User Login**

UserID:

Password:

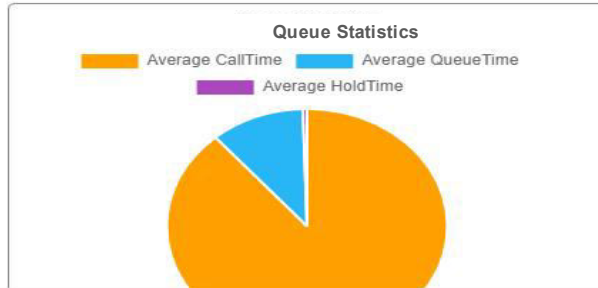
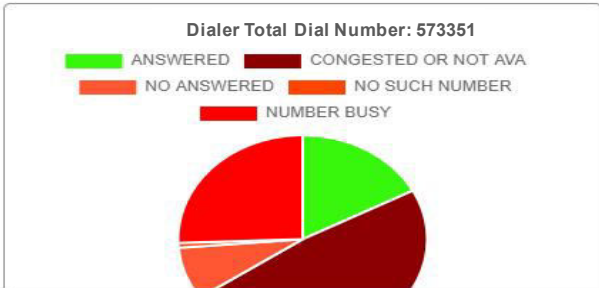
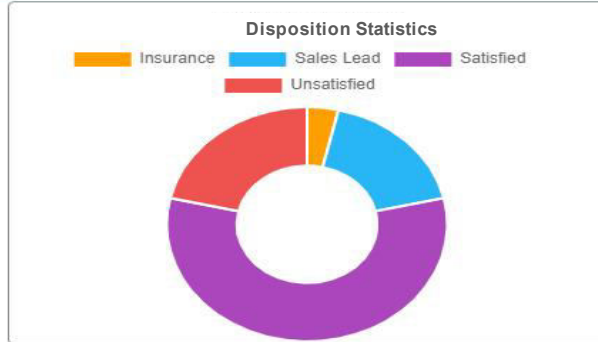
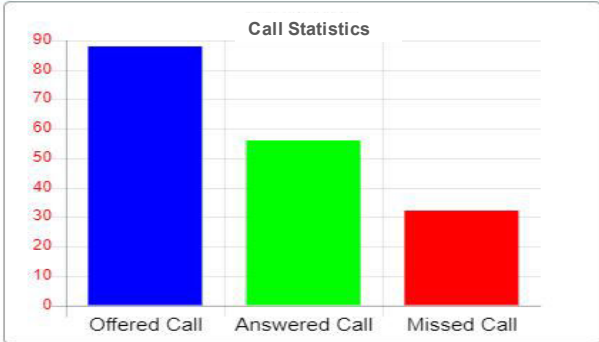
Phone:



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



# DASHBOARD



# LIVE MONITORING

Agent Status : Select Campaign : None selected Pending Calls

1	1	0	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

# BENEFITS

The background of the slide features a light blue gradient. In the center, a hand is shown placing a puzzle piece into a larger, partially assembled structure of puzzle pieces. The puzzle pieces are a light blue color, matching the background. The hand is positioned on the right side, with fingers gently holding the piece. The overall image conveys a sense of building, growth, and integration.

- ✓ **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-To-Use**

# APPLICATIONS

A photograph of two men in business attire shaking hands in a high-rise office. The man on the left is wearing a dark suit, and the man on the right is wearing a light-colored shirt and dark trousers, holding a briefcase. They are standing on a glass floor that reflects the city lights below. The background shows a panoramic view of a city skyline at night, with numerous skyscrapers and bridges illuminated.

- ✓ **Call Centres**
- ✓ **Real Estate**
- ✓ **Travel and tourism**
- ✓ **Business**
- ✓ **Airlines**
- ✓ **Hospitals**
- ✓ **Insurance sector**
- ✓ **Government Sector**



**THANK YOU !**

**ARIA TELECOM SOLUTIONS PVT. LTD.**

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***EMAIL: sales@ariasolutions.net***

***www.ariatelecom.net***