



# Cloud Contact Centers Revolutionizing Customer Experience

**Aria Telecom Solutions Pvt. Ltd.**

*(CMMI Level 3 Certified)*

 /ariatelecomsolutions

 /atsplindia

 /company/465988/



# 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 Level3 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

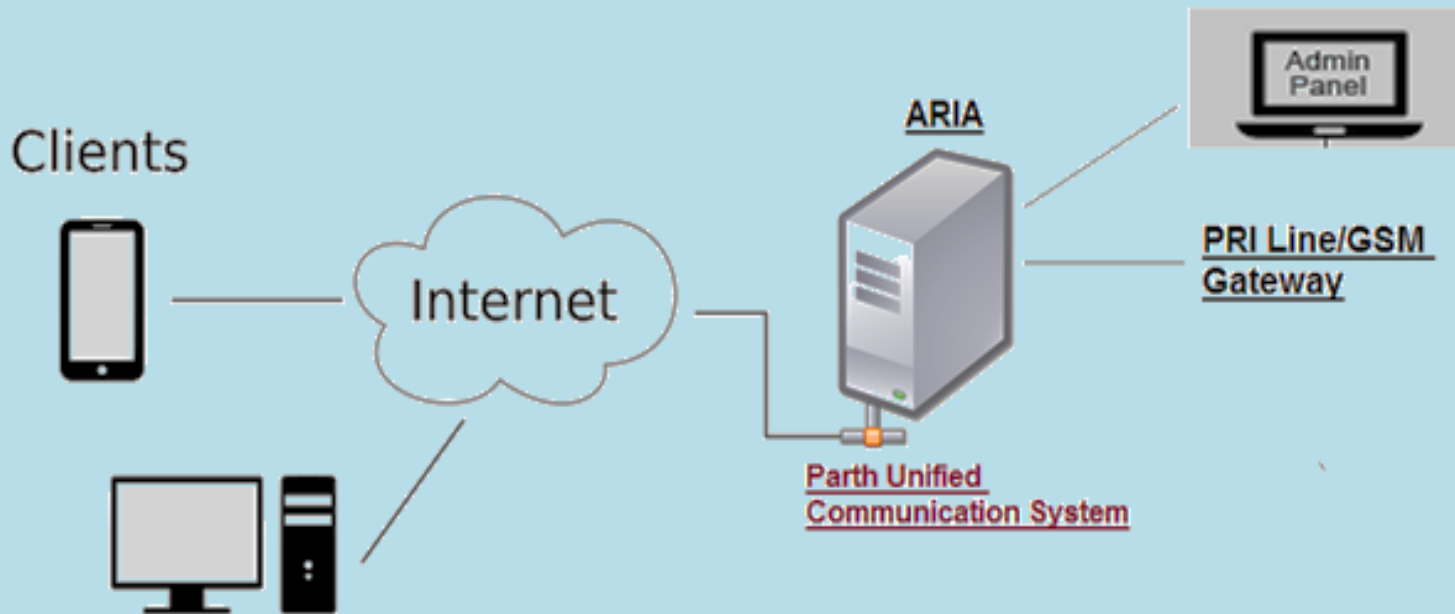
- **Aria Call Centre Noise Telephone Headsets** - High quality call centre Noise cancelling Telephone Headset
- **TVRS** - Telephone Voice Recording System (Logger)
- **Embedded Voice Logger** - Non PC Based Voice Logger
- **GSM Gateway:** Device to connect GSM/CDMA SIM with your EPABX or Dialer.
- **FXO/FXS 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**

# What is Cloud Based Call Center Solution?

- A Cloud Based Contact Center is a modern alternative to on premise contact centers using the latest in communications technology.
- It has synchronized call center programming arrangement into one master PC which has ease the operation process as well. Moreover, the work efficiency it shows in terms of taking a call and record them is just overwhelming than any other application.
- It is more adaptable, easy to install and use.



# Network Diagram



# Key Features

- ✓ No Capex Required
- ✓ No Need of PRI
- ✓ Easy Installation
- ✓ Complete Call center features
- ✓ CRM Builder
- ✓ Disposition
- ✓ 100% Recording
- ✓ Live Monitoring
- ✓ Campaign Management
- ✓ ACD Management
- ✓ Support Inbound & Outbound
- ✓ Monthly Payment
- ✓ Support Multiple Work Location
- ✓ Work From Home
- ✓ Work with or w/o Computer
- ✓ Work with or W/o Internet
- ✓ Need GSM or Land Line to connect
- ✓ GSM Sim Required to Dial out
- ✓ Agent Performance MIS
- ✓ Multiple Campaign
- ✓ CRM Integration
- ✓ SMS/Email Integration

# ADMIN PANEL



# Admin Rights

- ❑ Add, Edit & Delete multiple User/Campaign/ACD group
- ❑ Integration of Customer CRM-if customer is having own web-based CRM, we can integrate with our system via API or web services.
- ❑ Disposition up to 3 level-Dispositions depicts the call status, on behalf of any campaign, we can create multiple dispositions and also useful to define a conversation with customer in a single state.
- ❑ CRM Builder-It consist 45 fields to capture the customer's information, these fields are customized and according to your process you can make your own fields. Fields are categorized in 3 levels
  - Text box,
  - Dropdown,
  - Calendar
- ❑ Role Management-You can assign the task to the users to check the front end application features respectively. Like you can give authority to one user to review reports related task and made involve other user to view real time monitoring only and so on. These tasks are user specific.



# Admin Rights Continue....

## Dialer Management

- Upload data for calling via dialer
- Predictive Dialing/Auto Dialing:** it states that you require to uploading the customer numbers in provided Admin Panel. System will start dialing on those numbers, once the call is answered by the customer it will be transfer to the available login agents.
- Preview Dialing:** it states that you require to uploading the customer numbers or with details in provided Admin Panel. All the uploaded data will be show to agents in their panel and accordingly they can proceed for the call to customers manually.

## Lead Management

- We can create multiple lead sets at same campaign

# Live Monitoring

|                    |      |             |              |             |          |   |   |          |  |        |
|--------------------|------|-------------|--------------|-------------|----------|---|---|----------|--|--------|
| sumitra.chand      | 5013 | Feedback    | Free         |             | 00:02:14 |   |   | OUTBOUND |  | Resume |
| alina.sahoo        | 5048 | Feedback    | FREE         |             | 00:00:31 |   |   | OUTBOUND |  | Resume |
| arnapurna.nanda    | 5040 | SupportDesk | Busy         | 59437307767 | 00:00:30 | 0 | 0 | INBOUND  |  | RESUME |
| sunitarani.parida  | 5047 | Feedback    | WRAP UP TIME | 59777994847 | 00:05:29 | 0 | 0 | OUTBOUND |  | Resume |
| rasmita.swain      | 5036 | SupportDesk | Busy         | 59556387577 | 00:04:32 | 0 | 0 | INBOUND  |  | Resume |
| ipsita.das         | 5041 | Feedback    | Conference   | 58456065520 | 00:03:01 | 0 | 0 | OUTBOUND |  | Resume |
| s.padhi            | 5038 | SupportDesk | Busy         | 58763178351 | 00:00:59 | 0 | 0 | INBOUND  |  | Resume |
| lopa.priyadarsini  | 5052 | Aria        | WRAP UP TIME | 59853656753 | 00:00:42 | 0 | 0 | OUTBOUND |  | Resume |
| sushree.prajna     | 5050 | Aria        | BUSY         | 9938259116  | 00:00:01 | 6 | 0 | OUTBOUND |  | Resume |
| pragati.satapathy  | 5051 | Feedback    | WRAP UP TIME | 58338022161 | 00:00:36 | 0 | 0 | OUTBOUND |  | Resume |
| aparna.behera      | 5025 | Feedback    | Conference   | 57077688670 | 00:00:35 | 0 | 0 | OUTBOUND |  | Resume |
| monalisha.barik    | 5053 | SupportDesk | Busy         | 59439977939 | 00:07:34 | 0 | 0 | INBOUND  |  | Resume |
| himadri.mahalik    | 5034 | Aria        | WRAP UP TIME | 7681859917  | 00:00:17 | 1 | 0 | OUTBOUND |  | Resume |
| subhamayee.nayak   | 5043 | AutoDialing | FREE         |             | 00:17:57 |   |   | OUTBOUND |  | RESUME |
| suprita.berhapuria | 5030 | SupportDesk | Busy         | 59937338590 | 00:28:19 | 0 | 0 | INBOUND  |  | Resume |
| sarbojaya.nayak    | 5042 | Aria        | WRAP UP TIME | 57684072131 | 00:00:44 | 0 | 0 | OUTBOUND |  | Resume |
| elarani.rout       | 5059 | Feedback    | Busy         | 58280450110 | 00:03:35 | 0 | 0 | OUTBOUND |  | Resume |
| tilotama.sahu      | 5060 | Feedback    | Conference   | 58280436681 | 00:02:14 | 0 | 0 | OUTBOUND |  | Resume |
| stitiprangya.jena  | 5020 | Aria        | FREE         |             | 00:00:00 |   |   | OUTBOUND |  | Resume |
| dipali.pattanaik   | 5037 | Aria        | BUSY         | 9937715708  | 00:02:58 | 1 | 0 | OUTBOUND |  | Resume |

## Call in Queue

| CAMPAIGN    | QUEUENAME | CALLERID   | WAIT TIME    |          |
|-------------|-----------|------------|--------------|----------|
|             |           | 5052       | 9078570070   | 00:01:56 |
|             |           | 5032       | 9938515242   | 00:01:02 |
|             |           | 5021       | 7681828544   | 00:02:28 |
| SupportDesk | telugu    | 8457831225 | 00:01:12     |          |
|             |           | 5050       | 7751909242   | 00:00:14 |
|             |           | 5024       | 8018865232   | 00:00:01 |
|             |           | 5032       | 918280447945 | 00:00:02 |



- Barge in: here we can listen live call.
- Whisper: we can advice to agent for not giving proper info to client or may be due to any other issue

# Add, Edit & Delete multiple User/Campaign/ACD group/Agent Logout

Home User Campaign Role Mgt Disposition & Script Dialer Mgt GUI Mgt Report Mgt System Logout

**Add User :**

User Name :

Password :

Confirm Password :

First Name :

Last Name :

Role :

**Add Campaign :**

Campaign Name :

Select Mode :

**ACD Group :**

Select Campaign :

Enter Group Name :

Wrap Up Time :

**Assign Agents to Campaign :**

Select Campaign :

**Assigned Agents**

- Mr. Ravindera
- Mahesh
- Hemant
- Brijpal
- Shivani
- Mr Vivek
- Raushan
- Mr Mukesh
- Archana
- Abhisekh
- Mr RavinderM
- test
- yogita
- aria
- Anushka
- prabha
- 105
- Arun
- Mr. Ravindera2
- subhash

**Unassigned Agents**

- Harish

**Agent Logout :**

| Agent Id | Agent Type | Agent Phone | Phone Status | Campaign    | Login Time          |                                       |
|----------|------------|-------------|--------------|-------------|---------------------|---------------------------------------|
| 999      | Admin      |             |              |             |                     | <input type="button" value="Logout"/> |
| yogita   | Caller     | 111         |              | AriaTelecom | 2016-11-28 14:37:59 | <input type="button" value="Logout"/> |

# Customer CRM

Integration of client CRM is to be done via admin panel

Home User ▼ Campaign ▼ Role Mgt ▼ Disposition & Script ▼ Dialer Mgt ▼ GUI Mgt ▼ Report Mgt ▼ System ▼ Logout

## Customer CRM Management:

Select Campaign :

AriaTelecom ▼

Enter URL :

http://192.168.1.51/AriaCRM/Aria/account.aspx?mode=edit&acno=003202&acname=Finlinker%20Solutions%20Pvt.%2

## Enter Details :

*Argument Name*

*Test Value*

Caller Id(cid) :

Unique Id(uid) :

Agent Id(aid) :

Agent Phone(ap) :

Voice File Name(vfn) :

complete Url

Active  Inactive

**Client web based CRM , Setting Screen**

Save

Test

# Dispositions

It can be add/edit/delete via admin panel

## Add Disposition :

Select Campaign :

AriaIncoming ▾

Enter Disposition Level 1:

Add

| Campaign     | Disposition            |      |        |
|--------------|------------------------|------|--------|
| AriaIncoming | not intrested          | Edit | Delete |
| AriaIncoming | remarks                | Edit | Delete |
| AriaIncoming | demo                   | Edit | Delete |
| AriaIncoming | Sales,Support, Account | Edit | Delete |

Total Records = 4

## Add Disposition :

Select Campaign :

AriaIncoming ▾

Enter Disposition Level 1:

Add

Edit

| Campaign     | Disposition                                |               |        |
|--------------|--|---------------|--------|
| AriaIncoming | <input type="text" value="not intrested"/> | Update Cancel |        |
| AriaIncoming | remarks                                    | Edit          | Delete |
| AriaIncoming | demo                                       | Edit          | Delete |
| AriaIncoming | Sales,Support, Account                     | Edit          | Delete |

Total Records = 4

Delete

## Add Disposition :

Select Campaign :

AriaIncoming ▾

Enter Disposition Level 1:

Add

| Campaign     | Dispositi |      |        |
|--------------|-----------|------|--------|
| AriaIncoming | demo      | Edit | Delete |
| AriaIncoming | Sales,Sup | Edit | Delete |

Total Records = 2

Disposition Deleted Successfully...!!

OK

# Script Manager

Here admin can define the process script for agents as he updates in below panel, it will be show to agents of a particular campaign

Live Monitoring User Campaign Role Mgt. Disposition & Script Dialer Mgt. CRM Builder Report Mgt. System Logout

## Update Script

Select Campaign

### OPENING SCRIPT:

ENGLISH- Good morning/afternoon/evening I m (\*\*\*) for activation of your new connection, your call has been forwarded to idea call center. To activate your number I would request you to provide us some information.Can you confirm your Mobile number please?

HINDI- Namaskar, mai (\*\*\*) apka naya sim chalu karne k liye apke call ko idea call center ko laya gaya hai, sim ko chalu karne k liye apko kuch information dena padega, kripaya aap apna number confirm kar sakte hain.

Oriya-Namaskar, Mu (\*\*\*) Apanka Nua sim arambha kariba pain apanka call Idea call center ku ana jauchi, sim ku chalu kariba pain apanku kichi suchana dabaku padiba dayakari apanka Number confirm kariparibe?

Sir/Mam mun sampurna nama ebong Address jani pare ki jaha dwara apana ehi connection ti nei chhanti?

Sir/Mam daya kari mun jani pare ki apana connection nela bela bapanka nama re kana dei thile?

Sir/Mam Dayakari janipare ki connection neithiba bele apana document re kana submit kari thile?

### HOLD SCRIPT:

ENGLISH- In order to provide you with correct information may I put your call on hold for 30seconds ?

HINDI- Apko sahi jankari dene k liye kya me apki call ko 30 seconds k liye hold me rakh sakti hun ?

ORIYA-Apananku sathik suchana deba pain mu apananka call ku 30seconds pain hold re rakhi paribi ki ?

### UNHOLD SCRIPT:

Update

# GUI Management

GUI Editor : Select Campaign :

Info-1

|              |   |          |                      |
|--------------|---|----------|----------------------|
| Mobile       | <input type="text" value="Mobile"/>       | TEXTBOX  | <input type="text"/> |
| Name         | <input type="text" value="Name"/>         | TEXTBOX  | <input type="text"/> |
| Age          | <input type="text" value="Age"/>          | CALENDAR | <input type="text"/> |
| Email id     | <input type="text" value="Email id"/>     | TEXTBOX  | <input type="text"/> |
| Address      | <input type="text" value="Address"/>      | TEXTBOX  | <input type="text"/> |
| State        | <input type="text" value="State"/>        | DROPDOWN | A1,B1,C1             |
| City         | <input type="text" value="City"/>         | DROPDOWN | A1,B1,C1             |
| Prescription | <input type="text" value="Prescription"/> | TEXTBOX  | <input type="text"/> |
| Disease      | <input type="text" value="Disease"/>      | DROPDOWN | A1,B1,C1             |
| Amount       | <input type="text" value="Amount"/>       | TEXTBOX  | <input type="text"/> |

**Parth UCS provide you flexibility to design your own CRM of 45 field (15 fields in one Tab) as per your own requirement**

**There are field can be in the form of requirement**

- 1.Text Box**
- 2.Drop down**
- 3.Calender**

# Add, Edit & Delete Lead/Activate & Deactivate Lead /Upload data in lead

Home User Campaign Role Mgt Disposition & Script Dialer Mgt GUI Mgt Report Mgt Lead Mgmt. Logout Logged User : ritesh

**Add Leads :**

Campaign :

ACD Group :

Lead Name :

List of Existing Leads :

| Lead Name | Campaign     | ACD Group |        |
|-----------|--------------|-----------|--------|
| Telecom   | AriaIncoming | incoming  | Delete |
| Sales     | ShowRoom     | Incoming  | Delete |

Home User Campaign Role Mgt Disposition & Script Dialer Mgt GUI Mgt Report Mgt Lead Mgmt. Logout Logged User : ritesh

**Activate/Deactivate lead**

Campaign

ACD Group

| Serial No. | Lead Name | Campaign Name | ACDGroup | Status |
|------------|-----------|---------------|----------|--------|
| 1          | Telecom   | AriaIncoming  | incoming | Active |
| 2          | Sales     | ShowRoom      | Incoming | Active |

Home User Campaign Role Mgt Disposition & Script Dialer Mgt GUI Mgt Report Mgt Lead Mgmt. Logout

**Upload Your Number :**

Upload Number's Window :

Select Type :

Select Campaign :

Select ACD Group :

Select Lead :

Enter Prefix :

**Upload data in lead**



# MIS REPORTS



# IVRS Report

**Search Options :**

Date Wise :

2017-03-16

00:00:01

2017-03-16

23:59:59

Campaign Wise :

--select--

ACD Wise :

▼

Call Type Wise :

--select--

Caller Id wise :

Status Wise :

--select--

Search

Get Excel

Current IVRS Report : Total Record = 105

| Unique Id      | Agent Id | Campaign | ACDGroup | Agent Phone | Caller Id   | Call Type   | IVRS hit time       | IVRS disconnect time | IVRS call duration | Status         | Transfer From |
|----------------|----------|----------|----------|-------------|-------------|-------------|---------------------|----------------------|--------------------|----------------|---------------|
| 1489641436.289 | 3112     |          |          | 6003        | 8607872883  | Incoming    | 2017-03-16 10:47:16 | 2017-03-16 10:47:32  | 00:00:16           | COMPLETECALLER |               |
| 1489641428.285 | MNPRT    |          |          | 6005        | 8968302658  | Incoming    | 2017-03-16 10:47:09 |                      |                    | CONNECT        |               |
| 1489641428.286 | harpreet | Manual   | MNL      | 6006        | 7838658586  | ClickToDial | 2017-03-16 10:47:08 |                      |                    | IVRS           |               |
| 1489641362.282 | urvashi  | Manual   | MNL      | 6031        | 7355355990  | ClickToDial | 2017-03-16 10:46:02 | 2017-03-16 10:46:43  | 00:00:41           | ANSWER         |               |
| 1489641345.280 | amrit    | Manual   | MNL      | 6029        | 8409093540  | ClickToDial | 2017-03-16 10:45:45 | 2017-03-16 10:47:09  | 00:01:24           | ANSWER         |               |
| 1489641302.278 | kirti    | BPharm   | BPharma  | 6009        | 09465529253 | Predictive  | 2017-03-16 10:45:31 | 2017-03-16 10:46:45  | 00:01:14           | COMPLETEAGENT  |               |
| 1489641279.276 | rozy     | Manual   | MNL      | 6008        | 7988430388  | ClickToDial | 2017-03-16 10:44:39 | 2017-03-16 10:44:54  | 00:00:15           | CHANUNAVAIL    |               |
| 1489641235.273 | amrit    | Manual   | MNL      | 6029        | 7768833114  | ClickToDial | 2017-03-16 10:43:55 | 2017-03-16 10:44:48  | 00:00:53           | ANSWER         |               |
| 1489641219.271 | kirti    | BPharm   | BPharma  | 6009        | 08689009999 | Predictive  | 2017-03-16 10:43:47 | 2017-03-16 10:44:25  | 00:00:38           | COMPLETEAGENT  |               |
| 1489641202.269 | harpreet | Manual   | MNL      | 6006        | 9162403462  | ClickToDial | 2017-03-16 10:43:22 | 2017-03-16 10:43:47  | 00:00:25           | NOANSWER       |               |
| 1489641174.267 | urvashi  | Manual   | MNL      | 6031        | 7837971155  | ClickToDial | 2017-03-16 10:42:55 | 2017-03-16 10:43:24  | 00:00:29           | IVRS           |               |
| 1489641157.263 | 3112     |          |          | 6003        | 9515225230  | Incoming    | 2017-03-16 10:42:38 | 2017-03-16 10:43:44  | 00:01:06           | COMPLETECALLER |               |
| 1489641157.264 | manju    | Manual   | MNL      | 6007        | 9991245106  | ClickToDial | 2017-03-16 10:42:07 | 2017-03-16 10:42:57  | 00:00:20           | ANSWER         |               |

# Agent Report



Home User Campaign Role Mgt Disposition & Script Dialer Mgt GUI Mgt Report Mgt Lead Mgmt Logout Logged User : Gurkirpal

Search Options :

Play  Download

Date

Call Type

Caller Id

DNID

Agent

Disposition

Campaign

ACD Group

Duration

Agent Phone

Current Agent Report : Total Record = 56

|                          | Unique Id      | Campaign | Queue Name | Agent Id | Caller Id   | Call Duration | IVRS Hit Time       | Dnid    |
|--------------------------|----------------|----------|------------|----------|-------------|---------------|---------------------|---------|
| <input type="checkbox"/> | 1489641436.289 |          |            | 3112     | 8607872883  | 00:00:16      | 2017-03-16 10:47:16 | 3957407 |
| <input type="checkbox"/> | 1489641428.285 |          |            | MNPRT    | 8968302658  |               | 2017-03-16 10:47:09 | 3957407 |
| <input type="checkbox"/> | 1489641362.282 | Manual   | MNL        | urvashi  | 7355355990  | 00:00:26      | 2017-03-16 10:46:02 |         |
| <input type="checkbox"/> | 1489641345.280 | Manual   | MNL        | amrit    | 8409093540  | 00:01:10      | 2017-03-16 10:45:45 |         |
| <input type="checkbox"/> | 1489641302.278 | BPharm   | BPharma    | kirti    | 09465529253 | 00:01:13      | 2017-03-16 10:45:31 | 3957407 |
| <input type="checkbox"/> | 1489641235.273 | Manual   | MNL        | amrit    | 7768833114  | 00:00:24      | 2017-03-16 10:43:55 |         |
| <input type="checkbox"/> | 1489641219.271 | BPharm   | BPharma    | kirti    | 08689009999 | 00:00:38      | 2017-03-16 10:43:47 | 3957407 |
| <input type="checkbox"/> | 1489641157.263 |          |            | 3112     | 9515225230  | 00:01:06      | 2017-03-16 10:42:38 | 3957407 |
| <input type="checkbox"/> | 1489641157.264 | Manual   | MNL        | manju    | 9991245106  |               | 2017-03-16 10:42:37 |         |
| <input type="checkbox"/> | 1489641146.261 | BPharm   | BPharma    | kirti    | 09463509427 | 00:00:54      | 2017-03-16 10:42:35 | 3957407 |
| <input type="checkbox"/> | 1489641127.259 | Manual   | MNL        | rozy     | 9461019031  | 00:01:23      | 2017-03-16 10:42:07 |         |
| <input type="checkbox"/> | 1489641090.256 | Manual   | MNL        | mandeepb | 09896945656 | 00:05:04      | 2017-03-16 10:41:31 |         |
| <input type="checkbox"/> | 1489641090.254 |          |            | rajni    | 7977618602  |               | 2017-03-16 10:41:30 | 3957407 |
| <input type="checkbox"/> | 1489641025.252 | BPharm   | BPharma    | kirti    | 09992189415 | 00:01:20      | 2017-03-16 10:40:38 | 3957407 |
| <input type="checkbox"/> | 1489640993.248 | Manual   | MNL        | harpreet | 7416183990  | 00:00:57      | 2017-03-16 10:39:53 |         |
| <input type="checkbox"/> | 1489640969.246 | Manual   | MNL        | rozy     | 8825085259  | 00:00:34      | 2017-03-16 10:39:29 |         |
| <input type="checkbox"/> | 1489640947.244 | BPharm   | BPharma    | kirti    | 09802813190 | 00:00:59      | 2017-03-16 10:39:22 | 3957407 |
| <input type="checkbox"/> | 1489640873.240 | BPharm   | BPharma    | kirti    | 09468285906 | 00:00:16      | 2017-03-16 10:38:00 | 3957407 |
| <input type="checkbox"/> | 1489640848.236 | Manual   | MNL        | rozy     | 9816013395  | 00:00:28      | 2017-03-16 10:37:28 |         |
| <input type="checkbox"/> | 1489640843.234 | Manual   | MNL        | harpreet | 7780935671  | 00:00:49      | 2017-03-16 10:37:24 |         |

# Call Report

| Search Options :   |           |                        |         |              |              |              |             |          |  |
|--|-----------|------------------------|---------|--------------|--------------|--------------|-------------|----------|--|
| <input type="checkbox"/> Date Wise :<br>From..!!<br><input type="text" value="00:00:01"/><br>To..!!<br><input type="text" value="23:59:59"/><br><input type="checkbox"/> Agent Wise :<br><input type="text" value="--select--"/><br><input type="checkbox"/> Status Wise :<br><input type="text" value="--select--"/><br><input checked="" type="checkbox"/> Campaign Wise :<br><input type="text" value="AriaTelecom"/><br><input type="checkbox"/> ACD Group Wise :<br><input type="text" value="--select--"/> |           |                        |         |              |              |              |             |          |  |
| Call Report :  |           | Total Record : 166     |         |              |              |              |             |          |  |
| CAMPAIGN   | ACD_GROUP | DATE                   | AGENTID | DISPOSITION1 | DISPOSITION2 | DISPOSITION3 | Remark      | CALL_STA |  |
| AriaTelecom  |           | 11/30/2016 6:58:56 PM  | yogita  | Demo         |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 11/30/2016 6:25:23 PM  | yogita  | Demo         |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 11/25/2016 1:09:41 PM  | yogita  | Demo         |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 11/25/2016 12:55:15 PM | yogita  | Demo         |              |              | Demo call   | ANSWER   |  |
| AriaTelecom  |           | 11/25/2016 12:52:09 PM | yogita  |              |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 11/22/2016 4:39:19 PM  | yogita  | Demo         |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 11/22/2016 4:37:47 PM  | yogita  | Demo         |              |              | hiwuekdsa,j | ANSWER   |  |
| AriaTelecom  |           | 11/22/2016 11:27:59 AM | yogita  |              |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 11/22/2016 11:09:43 AM | yogita  |              |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 11/22/2016 11:03:33 AM | yogita  |              |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 10/25/2016 4:44:14 PM  | yogita  |              |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 10/25/2016 3:46:59 PM  | yogita  |              |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 10/25/2016 3:41:17 PM  | yogita  |              |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 9/28/2016 3:49:03 PM   | yogita  | Auto Save    |              |              |             | ANSWER   |  |
| AriaTelecom  |           | 9/27/2016 5:22:26 PM   | yogita  | Demo         | Online Demo  |              | fghhuiku    | ANSWER   |  |
| AriaTelecom  |           | 9/27/2016 4:44:21 PM   | yogita  | Demo         | Online Demo  |              |             | ANSWER   |  |
| AriaTelecom  |           | 9/27/2016 4:31:28 PM   | yogita  | Demo         | Online Demo  |              | yfghjbnm    | ANSWER   |  |
| AriaTelecom  |           | 9/26/2016 3:49:07 PM   | yogita  | Auto Save    |              |              | hjjbhk      | ANSWER   |  |
| AriaTelecom  |           | 9/7/2016 5:22:00 PM    | yogita  | Auto Save    |              |              |             | ANSWER   |  |

Search

Get Excel

# AGENT PANEL



# Agent Rights

- Aria CRM with 45 fields to enter Caller Information
- Transfer ,Hold, Unhold call
- Conference up to 5 parties
- Set call back-Can set alarm for the follow up with customers, once you will set the call back, you will get reminder on your screen on the same time.
- Update remarks
- Fill disposition (Call Status, Feedback)
- Today call History- agents can get their current day report
- Caller call History-On live call, you can check the previous history of the particular customer.
- Click to dial(for outgoing)-Dial pad will be enable on your screen to dial numbers

# Agent Login Screen



The image shows a login screen for the Parth Unified Communication System, version 8.0. The background is a dark blue gradient. At the top right, the version number "V 8.0" is displayed. In the center, the logo "Parth™" is shown in a large, white, sans-serif font, with the tagline "Unified Communication System" underneath it in a smaller, italicized font. Below the logo, the text "Agent Login" is centered and underlined. The login form consists of two input fields: "User ID:" with a text box containing "User Name" and a cursor, and "Password:" with a text box containing seven asterisks. At the bottom, there are two buttons: "Login" in black text on a white button, and "Exit" in red text on a white button.

V 8.0

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

Agent Login

User ID:

Password :

**Login** **Exit**

# Agent Screen

The screenshot displays the Parth Omni Channel Communication System interface. On the left is a navigation menu with options like Aria CRM, Caller Call History, Call History, Conference, Missed Call, Preview Dialing, Call Back, Send SMS, Message Inbox, and Logout. The main area features a CRM form with fields for Number (8929078102), Name (balendu), Company Name (aria telecom), City (delhi), Product Requirement (Parth), and Source of Lead (ariatelecom.net). At the top right, there are call control buttons: Set CallBack, AgentInfo, Hold, Un Hold, and Transfer. A client info pop-up window is open, showing a numeric keypad and buttons for Call, Close, and Clear. A call log entry for 8929078102 is visible in the pop-up. The bottom status bar shows Agent Status: BUSY, Caller ID: 8929078102, Wait Duration: 0, Ring Duration: 0, Location: Delhi, and copyright information for 2018 Agent Panel.

**Parth**™  
Omni Channel Communication System

balendumani

**Aria CRM**

Info 1 Info 2 Info 3

Set CallBack AgentInfo Hold Un Hold Transfer

8929078102

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

Remarks  
Enter Message  
Disposition  
Break Submit

Agent Status: BUSY    Caller ID: 8929078102    Wait Duration: 0    Ring Duration: 0    Location: Delhi    © 2018 Agent Panel. All rights reserved.

Client info pop-up

Enter number & dial



# Call Disposition

**Parth** Omni Channel Communication System balendumani

**Info 1** **Info 2** **Info 3** **Set CallBack** **AgentInfo** **Hold** **Un Hold** **Transfer**

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

|                             |                 |
|-----------------------------|-----------------|
| Number                      | 8929078102      |
| Alternate Number            |                 |
| Name                        | balendu         |
| Company Name                | aria telecom    |
| City                        | delhi           |
| Product Requirement         | Parth           |
| Parth Detail                |                 |
| Other Products              |                 |
| Services                    |                 |
| Lead type                   |                 |
| Chance to get Business      |                 |
| Approximate Prospect amount |                 |
| approximate closing date    |                 |
| Source of Lead              | ariatelecom.net |
| Reference By                |                 |

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

GSales

Remarks: **testing** message

Disposition: Testing, Non Relevant, Hot, Cold, Prospect, International

Enter Disposition & remarks here

Agent Status: BUSY | Caller ID: 8929078102 | Wait Duration: 0 | Ring Duration: 0 | Location: Delhi | © 2018 Agent Panel. All rights reserved.

# Caller Call History

**Parth** Omni Channel Communication System balendumani

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

### Caller Call History

| CallerID   | C2 | C3      | C4           | Call Type   | Call Status    | Queue Name | Call Start Time     | Agent ID    | Remarks | Disposition       |
|------------|----|---------|--------------|-------------|----------------|------------|---------------------|-------------|---------|-------------------|
| 8929078102 |    |         |              | ClickToDial | IVRS           | GSales     |                     | balendumani | test    | Dealer case       |
| 8929078102 |    |         |              | ClickToDial | IVRS           | GSales     |                     | balendumani | test    | Dealer case       |
| 8929078102 |    |         |              | Incoming    | ABANDON        | GSales     |                     |             |         |                   |
| 8929078102 |    |         |              | Incoming    | ABANDON        | GSales     |                     |             |         |                   |
| 8929078102 |    |         |              | Incoming    | COMPLETECALLER | GSales     | 2019-01-17 16:09:46 | gbhawna     |         |                   |
| 8929078102 |    |         |              | ClickToDial | IVRS           | GSales     |                     | balendumani | yyy     | LongTerm Prospect |
| 8929078102 |    |         |              | ClickToDial | ANSWER         | GSales     | 2019-01-17 16:06:22 | balendumani | yyy     | LongTerm Prospect |
| 8929078102 |    | balendu | aria telecom | Incoming    | COMPLETEAGENT  | GSales     | 2019-01-17 16:03:43 | balendumani | test    | Followup          |
| 8929078102 |    | balendu | aria telecom | ClickToDial | IVRS           | GSales     |                     | balendumani | testing | Followup          |
| 8929078102 |    | balendu | aria telecom | ClickToDial | ANSWER         | GSales     | 2019-01-17 15:58:56 | balendumani | testing | Followup          |


<< < 1 2 > >> Go to page:  Row count:  Showing 1-10 of 14

Agent Status: FREE    Caller ID:    Wait Duration:    Ring Duration:    Location: Delhi    © 2018 Agent Panel. All rights reserved.

# Call History

**Parth™** Omni Channel Communication System balendumani

**From Date:**   **Disposition:**

**Caller Name:**  **Caller ID:**   

### Call History

| Mobile Number | C2 | C3      | C4           | Call Type   | Call Status | Queue Name | Call Start Time     | Agent ID    | Remarks | Disposition |
|---------------|----|---------|--------------|-------------|-------------|------------|---------------------|-------------|---------|-------------|
| 8929078102    |    | balendu | aria telecom | ClickToDial | IVRS        | GSales     |                     | balendumani | testing | Followup    |
| 8929078102    |    | balendu | aria telecom | ClickToDial | ANSWER      | GSales     | 2019-01-17 15:58:56 | balendumani | testing | Followup    |

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

Agent Status: FREE    Caller ID:    Wait Duration:    Ring Duration:    Location: Delhi    © 2018 Agent Panel. All rights reserved.

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

# Conference Call

Parth™

Omni Channel Communication System

balendumani

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

Logout

Conference

Enter number

Number:

9540647427

Add in Conference

Hangup All

Refresh

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

Conference

| Number     | Name   | Channel           |
|------------|--------|-------------------|
| 9953056908 | Caller | SIP/7004-00001859 |
| 8929078102 | Agent  | SIP/7004-0000005a |
| 4763966    | Agent  | SIP/107-00000059  |
| 9540647427 | Caller | SIP/7004-0000005c |

<< < 1 > >> Go to page:  Row count:

Showing 1-4 of 4

Agent Status: Conference

Caller ID: 8929078102

Wait Duration: 0

Ring Duration: 0

Location: Delhi

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# Set Call Back

The screenshot displays the Parth Omni Channel Communication System interface. A modal dialog box titled "Set Call Back" is open in the center. The dialog contains the following fields:

- CallBack Number:** 8929078102
- CallBack Remarks:** call at 5 pm
- Date Time:** 2019-01-18 17:00:00

At the bottom of the dialog, there are two buttons: "Set Call Back" (blue) and "Close" (red).

The background interface includes a sidebar with navigation options: Aria CRM, Caller Call History, Call History, Conference, Missed Call, Preview Dialing, Call Back, Send SMS, Message Inbox, and Logout. The main area shows a "Call Back" table with columns for "Action" and "Number". The top right corner displays "User Name" and a notification bell. The bottom status bar shows: Agent Status: Wrap Up Time, Caller ID: 8929078102, Wait Duration: 0, Ring Duration: 0, Location: Delhi, and © 2018 Agent Panel. All rights reserved.



**Thank  
You**

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