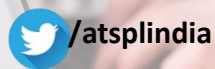
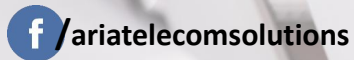




ARIA PARTH GSM CALL CENTRE SUITE

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 call centre.

It has functionality of both GSM gateway 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 seated at their desks in a bright, modern office environment. The woman in the foreground is wearing a headset and looking down at her laptop. Behind her, three men are also working; one is wearing glasses and looking at his laptop, another is looking at a tablet, and the third is partially visible in the background. The text is overlaid in the center of the image.

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

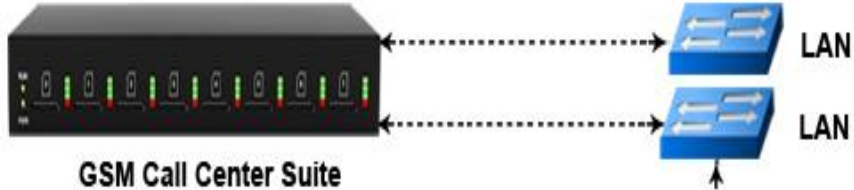
The background of the slide features a hand in the foreground pointing towards a central cloud icon. This cloud is connected to several white icons of people, which are further connected by dotted lines to form a network. The entire scene is set against a blue-tinted background that includes a cityscape and a road.

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




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 low-angle, blue-tinted photograph of a modern city skyline with several skyscrapers. In the foreground, a person's hand is visible, holding a pen and writing on a document. Another hand is visible, holding a laptop. The overall scene suggests a professional business environment.
- ✓ 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**



✓

✓

Call Monitoring
Call Barging

AGENT PANEL



AGENT LOGIN

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



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
UNIFIED COMMUNICATION SYSTEM

Omni Channel Communication System

Sachin

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

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

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

WhatsApp

Facebook

Twitter

Logout

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

Client info pop-up

Enter contact number to dial

Select disposition

9643101012

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

GSales

Remarks Requirement for IVR

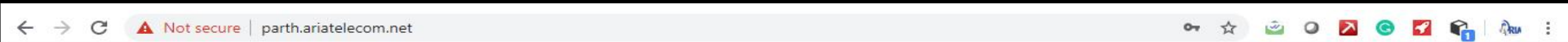
Disposition Conversation done

Break **Submit**

ADMIN PANEL



ADMIN LOGIN

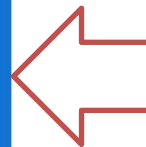
[Home](#)[About Us](#)[Products](#)[Solutions](#)[Customers](#)[Contact Us](#)[Credentials](#)

User Login

UserID:

Password:

Phone:

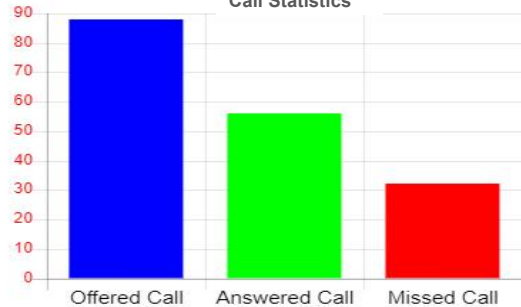


**Enter username & password
to login the application**

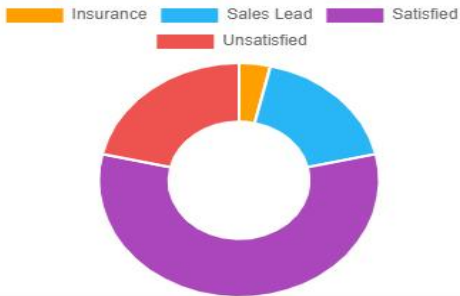
DASHBOARD



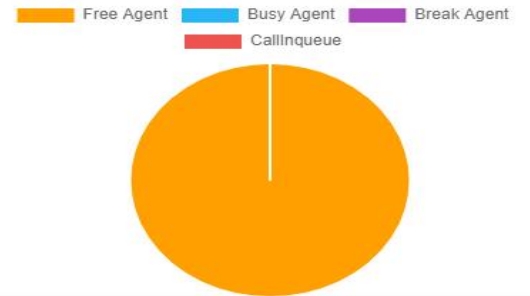
Call Statistics



Disposition Statistics



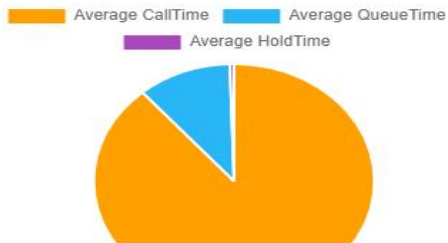
Agent Statistics Login Agent (1)



Dialer Total Dial Number: 573351



Queue Statistics



LIVE MONITORING

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


PARTH
UNIFIED COMMUNICATION SYSTEM

Dashboard | Home | User ▾ | Campaign ▾ | Role Mgt ▾ | Disposition & Script ▾ | GUI Mgt ▾ | Report Mgt ▾ | System ▾ | Lead Mgmt ▾ | Floor Mgt ▾ | Logout | Logged in User : parthucs

Agent Status : Select Campaign : None selected ▾ Pending Calls

1	1	0	0	0	0	0	0	0	Predictive Mode=1 Manual Mode=0			
Login	Free	Ringing	Busy	Wrap Up	Break	Queue	Invalid Phone	Hold				

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



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 sleeve points its index finger upwards, directed towards the word 'BENEFIT'. The background is a vibrant blue with a pattern of hexagons and a dotted grid. A bright light flare emanates from the tip of the finger.
- ✓ **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**

BENEFIT

APPLICATIONS

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





Thank You

ARIA TELECOM SOLUTIONS PVT. LTD.

CALL: 0120-4763988

EMAIL: sales@ariasolutions.net

www.ariatelecom.net