PARTH MINI : HOUSING IP PBX
(Wireless Intercom System)

ARIA TELECOM SOLUTIONS PVT. LTD.

(CMMI Level 3 Certified)

Parth Mini

WHAT IS HOUSING IP PBX?

➤ **ARIA PARTH is a Mini state of the IP PBX system, Most suitable for housing Societies, Shopping Malls, Commercial Complex & Office communication etc. That is why it is called 'Housing IP PBX'.**

➤ **It enables phone calls through IP network data which makes communication easier and cheaper.**

CONNECTIVITY DIAGRAM

Main Gate

ADMIN PC

LAN

LAN

PRI Lines/GSM Gateway

Parth Mini

WIRELESS NETWORK CONNECTIVITY

USERS

Maintenance Section

FEATURES

- ➤ **Plug & play**
- ➤ **No Complex Installation**
- ➤ **Your mobile became your extension**
- ➤ **Reduce your cabling Cost**
- ➤ **You are contactable on intercom , where you are**

- ➤ **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**

FEATURES

- **Conversation Recording (Optional)**
- **ACD**
- **Inbuilt SIP TRUNK**
- **Conference feature**
- **Call Transfer**
- **Speed Dialling**

- **Redial**
- **Call Pickup**
- **Call Forwarding**
- **IVR with department transfer**
- **Compatible with Mobile app soft phone, hard IP Phone , ATA , FXS Gateway , EPON etc.**

ADVANTAGES OVER TRADITIONAL PBX

- **Almost Nil Cabling Cost**
- **Connectivity being anywhere**
- **Almost no downtime**
- **No headache of maintain complex cabling**
- **Call Transfer**
- **Easy & quick installation**

- **Complaint management option**
- **Call recording option**
- **Broadcasting option**
- **Alerts & reminders options**
- **Hybrid connectivity options like IP Phone, Soft Phone , Mobile , Analog Phone etc.**

COMPLAINT MANAGEMENT IVR (OPTIONAL)

- **Automatic Complaint generation**
- **Complaint alert to technician**
- **Complaint Closer**
- **Escalation alert**
- **MIS Reporting**
- **SMS/Email Integration**
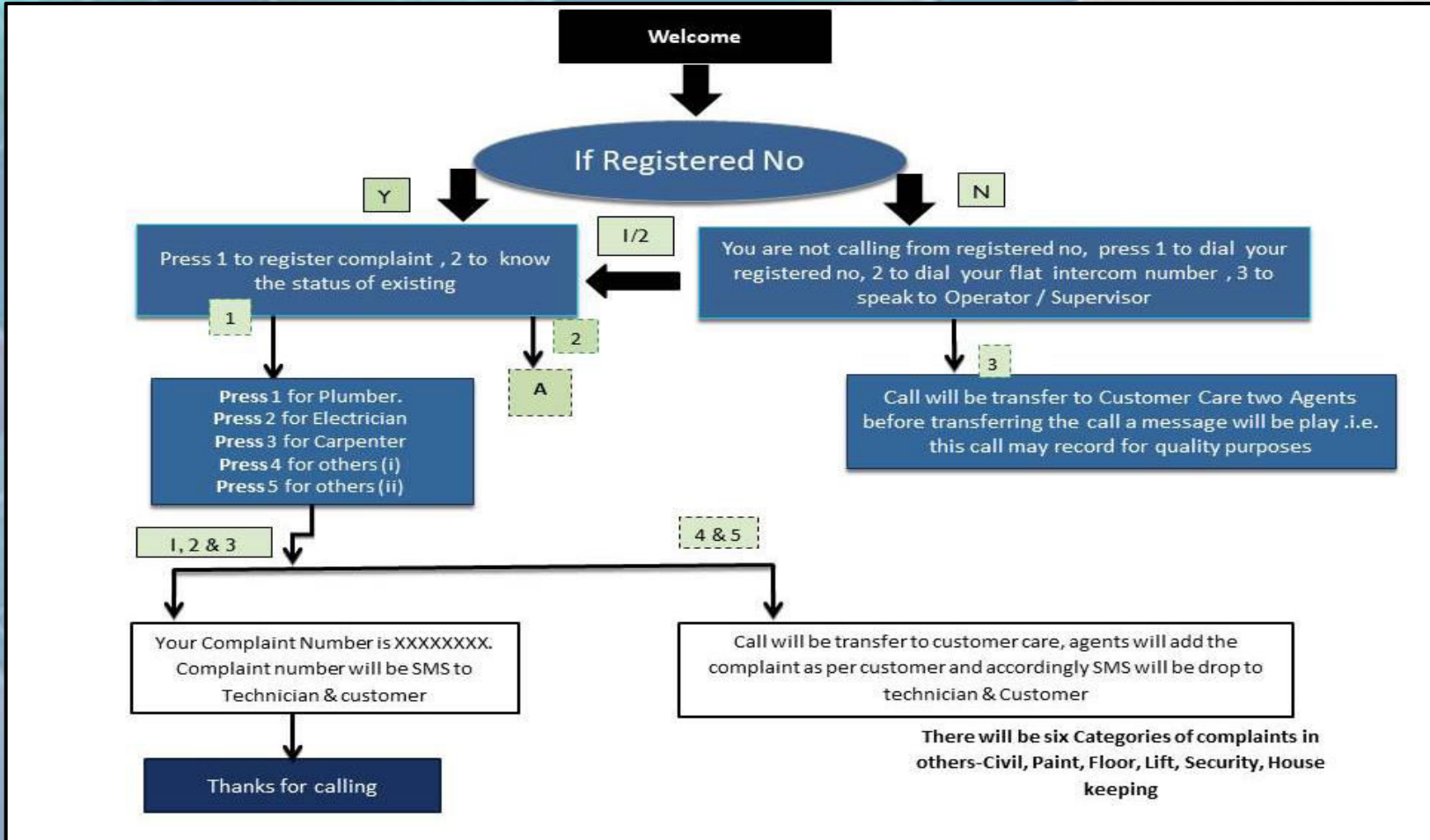
IVR BROAD CASTING MODULE (OPTIONAL)

➢ **Broadcast standard voice message to group of users or all users like meeting reminder, festival wishes ,emergency alerts, maintenance shutdown alerts**

➢ Payment / Low balance reminder to specific unit

COMPLAINT REGISTRATION IVR CALL FLOW

Welcome

If Registered No

Y

N

1/2

Press 1 to register complaint , 2 to know the status of existing

You are not calling from registered no, press 1 to dial your registered no, 2 to dial your flat intercom number , 3 to speak to Operator / Supervisor

1

2

3

A

Press 1 for Plumber.
Press 2 for Electrician
Press 3 for Carpenter
Press 4 for others (i)
Press 5 for others (ii)

Call will be transfer to Customer Care two Agents before transferring the call a message will be play .i.e. this call may record for quality purposes

1, 2 & 3

4 & 5

Your Complaint Number is XXXXXXXX. Complaint number will be SMS to Technician & customer

Call will be transfer to customer care, agents will add the complaint as per customer and accordingly SMS will be drop to technician & Customer

There will be six Categories of complaints in others-Civil, Paint, Floor, Lift, Security, House keeping

Thanks for calling

COMPLAINT PROCESS

To Know Complaint Status

A

Please Enter Complaint Number

Press 1 to Confirm/Press 2 to Retry

Your Complaint Status is XXXXX

Thanks for Calling

Update Complaint Status

Technician will call on specified number & put complaint number of customer

Press 1 for Closed/Press 2 for Under Process/Press 3 for Pending

Press 1 for Confirm/Press 2 for Retry

Your Status Has Been Updated Thanks for Calling

CALL FLOW TO CONNECT WITH OTHER FLAT OWNER

Flat owner will call on dedicated SIM Number which would be insert in gateway

⬇

IVRS Will be played and asked to punch the flat number of another owner like Ex. 102

⬇

System will check the record in database against flat Number 102 & accordingly dialed the available contact number

⬇

Call Connected

MAINTENANCE SECTION

- Option to register complaint
- Complaint monitoring
- Complaint escalation

- Technician registration
- Technician on duty
- Complaint history
- Complaint Report

ADMIN USER INTERFACE

MasterPage

User Management

- User

Report Management

- Report
  - Complain Report
  - Call Report

COMPLAIN REPORT

ID	Unique ID	Employee No	Complaint Type	Complain No	Connect Time	Disconnect Time	Duration	Date	Status
6	1463137463.12	900049	Finance	123	2016-05-13 06:...	2016-05-13 06:...	00:00:50	2016-05-13 6:0...	pending
5	1463137372.11	0049	Electrical	122	2016-05-13 06:...	2016-05-13 06:...	00:01:11	2016-05-16 2:3...	Under Progress
4	1463137355.10	54265	Telephone	121	2016-05-13 06:...	2016-05-13 06:...	00:00:06	2016-05-13 6:0...	pending
3	1463135541.9	201245	Plumber	124	2016-05-13 05:...	2016-05-13 05:...	00:00:19	2016-05-13 5:3...	Resolved
2	1463134341.8	42136	Carpenter	125	2016-05-13 05:...	2016-05-13 05:...	00:00:48	2016-05-13 5:1...	pending
1	1463119931.6	1	LAN	126	2016-05-13 01:...	2016-05-13 01:...	00:00:28	2016-05-13 1:1...	pending

↑

Registered Complaint Details

Time
From 2014-04-14 00:00:00
To 2014-04-14 23:59:00

Search

Change Status
Unique ID
Complain Status

Change Status

Total Records: 6

← Option to change complaint status

MIS REPORTS

Unique Id	Mobile Number	Start Time	Disconnect Time	Duration
1536295164.1258	9643101183	2018-09-07 10:13:03	2018-09-07 10:14:47	00:01:44
1535801231.882	9607967195	2018-09-01 17:00:48	2018-09-01 17:11:01	00:10:13
1535696844.1387	9607967195	2018-08-31 12:00:59	2018-08-31 12:01:33	00:00:34
1535696814.1386	9607967195	2018-08-31 12:00:30	2018-08-31 12:00:43	00:00:13
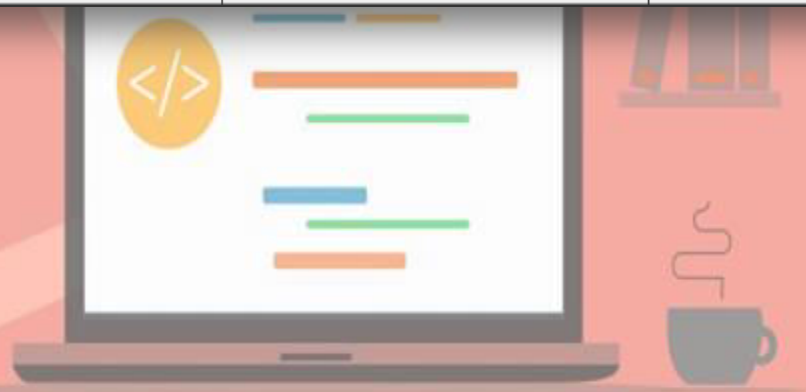
THANK YOU !

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