


PARTH UCS FOR OFFICE COMMUNICATION



ARIA TELECOM SOLUTIONS PVT. LTD.
www.ariatelecom.net

 /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 Product Range

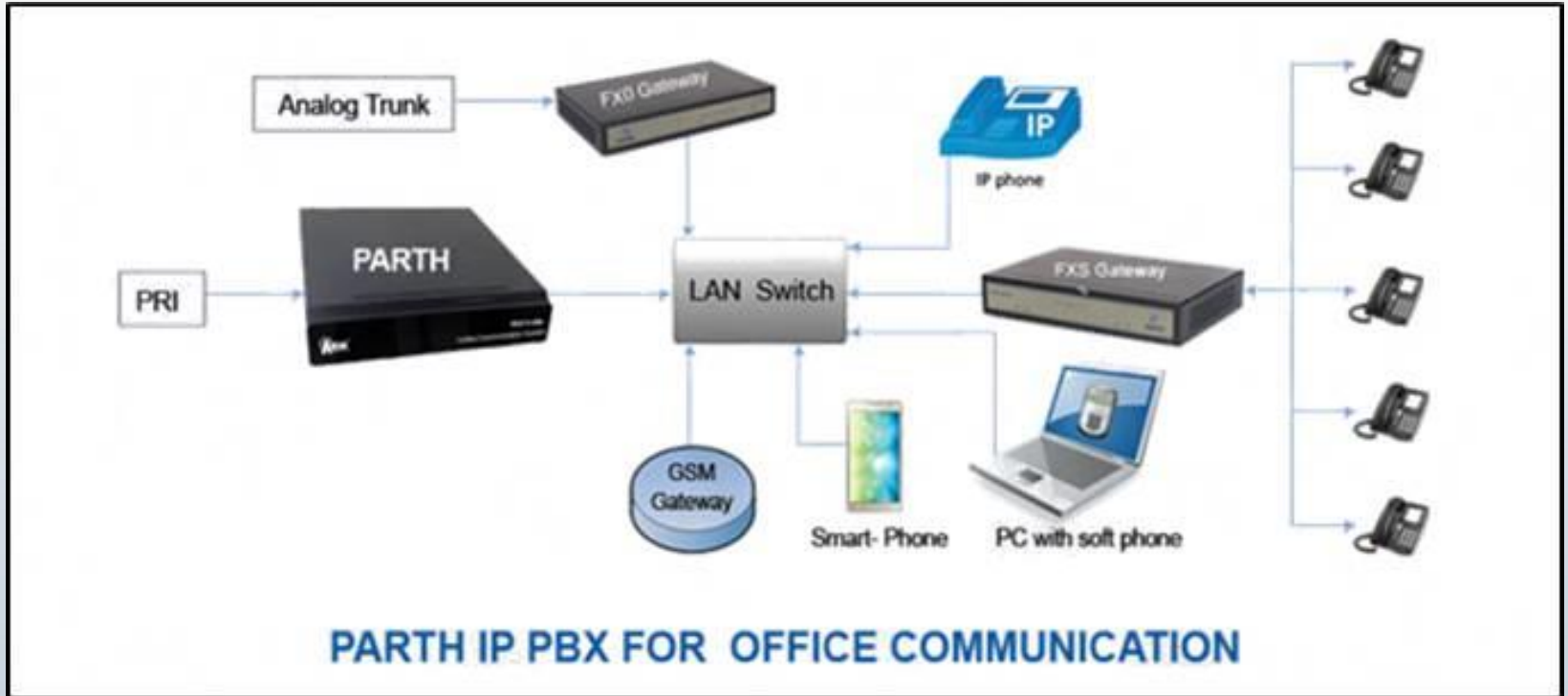
- **Aria Call Centre Noise Telephone Headsets** - High quality call centre Noise cancelling Telephone Headset
- **TVRS** - Telephone Voice Recording System (Logger)
- **Embedded Voice Logger** - Non PC Based Voice Logger
- **GSM Gateway:** Device to connect GSM/CDMA SIM with your EPABX or Dialer.
- **FXO/FXS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

IP PBX FOR OFFICE COMMUNICATION

- 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.



NETWORK DIAGRAM



IMPORTANT HIGHLIGHTS

- Support VOIP & TDM both communication platform.
- Inbuilt ISDN PRI
- Connect Analog Lines, GSM, CDMA through Gateways
- Inbuilt VOIP Trunk (SIP & H.323 protocol Supported)
- Connect with Existing EPABX
- API to integrate with existing CRM ERP
- Support ACD, CTI, IVR, Voicemail etc.
- Conversation Recording
- Strong ACD application
- Call Centre Feature
- Call Conference
- Predictive Dialling
- Preview Dialling
- Agent Log-in / Log-out Application
- MIS Reporting

CDR Reports

CDR Reports allows you to view a report showing the telephone calls made from and received to your system. You can choose to view a complete history of calls, or to search by date, date range, number called, caller ID, etc.

Conference

This system offers you up to 3rd party conference. you can take another user in conference if required

Add DID

Option can be available on front panel to add DID's

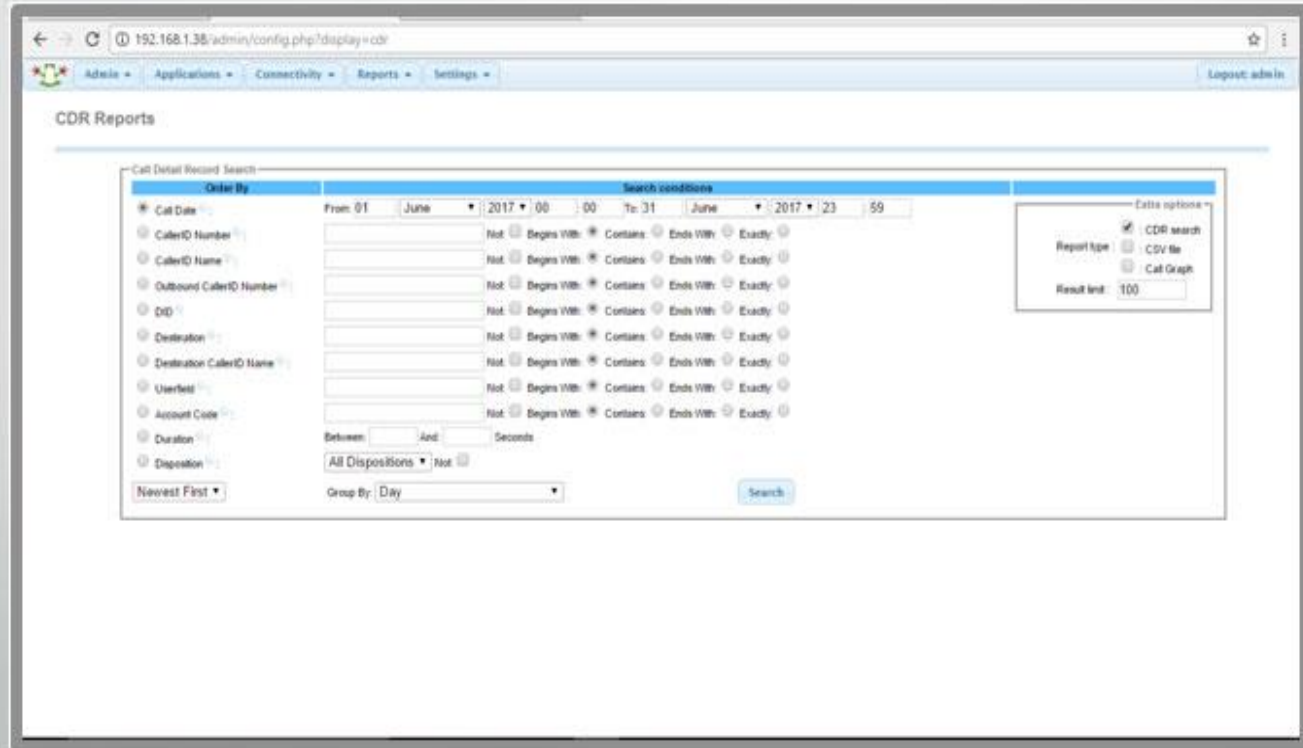
**IVRS Module
with
Department
Transfer**

Any greeting message you can announce while initiating the calls or you can connect to concern department by selecting DTMF

**Technical
Support**

We offer extensive technical support to our customers.
We are available at **0120-4763963** from Mon-Sat(09:30am to 06:30pm)

CDR REPORTS



The screenshot shows a web browser window at the URL `192.168.1.38/admin/config.php?display=cdr`. The page title is "CDR Reports". The browser's navigation bar includes "Admin", "Applications", "Connectivity", "Reports", and "Settings", along with a "Logout: admin" link.

The main content area is titled "CDR Reports" and contains a "Call Detail Record Search" form. The form is organized into several sections:

- Order By:** A dropdown menu currently set to "Newest First".
- Search conditions:** A grid of search criteria. Each row includes a field name, input boxes for "From" and "To" (with date and time selectors), and radio buttons for search operators: "Not", "Begins With", "Contains", "Ends With", and "Exactly".
- Extra options:** A panel on the right containing:
 - Report type: Radio buttons for "CDR search" (checked), "CSV file", and "Call Graph".
 - Result limit: A text input field containing "100".
- Additional filters:** Fields for "Duration" (with "Between" and "And" options and "Seconds" unit), "Disposition" (with a dropdown set to "All Dispositions" and a "Not" checkbox), and "Group By" (a dropdown set to "Day").
- Search:** A blue "Search" button at the bottom right of the form.

Feature codes

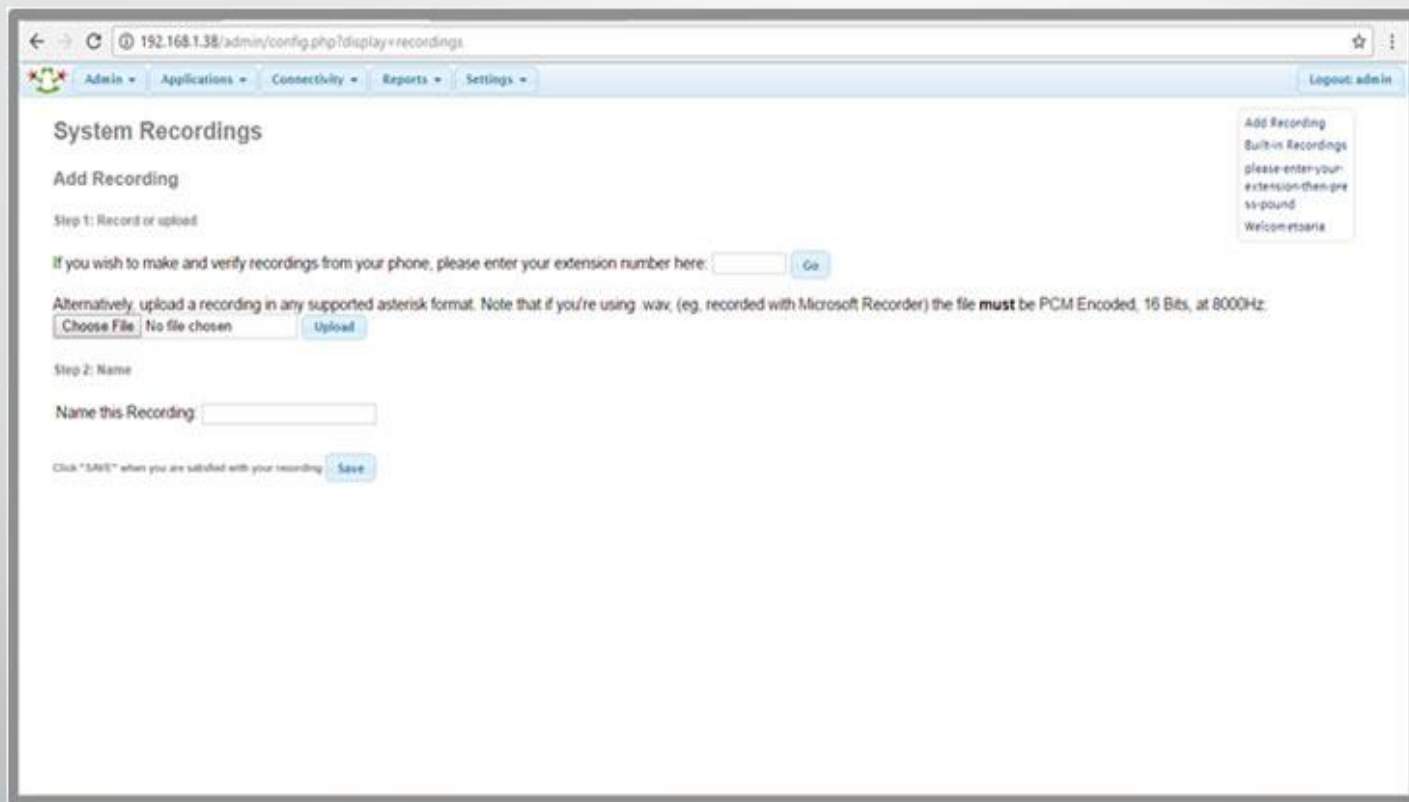
← → ↻ 192.168.1.38/admin/config.php?display=featurecodeadmin ☆ ⋮

Admin ▾ Applications ▾ Connectivity ▾ Reports ▾ Settings ▾ : admin

Feature Code Admin

		Use Default?	Feature Status
Blacklist			
Blacklist a number	*30	<input checked="" type="checkbox"/>	Enabled ▾
Blacklist the last caller	*32	<input checked="" type="checkbox"/>	Enabled ▾
Remove a number from the blacklist	*31	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward			
Call Forward All Activate	*72	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward All Deactivate	*73	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward All Prompting Activate	*720	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward All Prompting Deactivate	*74	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward Busy Activate	*90	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward Busy Deactivate	*91	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward Busy Prompting Activate	*900	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward Busy Prompting Deactivate	*92	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward No Answer/Unavailable Activate	*52	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward No Answer/Unavailable Deactivate	*53	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward No Answer/Unavailable Prompting Activate	*520	<input checked="" type="checkbox"/>	Enabled ▾
Call Forward Toggle	*740	<input checked="" type="checkbox"/>	Enabled ▾
Call Waiting			

SYSTEM RECORDINGS



192.168.1.38/admin/config.php?display=recordings

Admin Applications Connectivity Reports Settings Logout: admin

System Recordings

- Add Recording
- Built-in Recordings
- please enter your extension then pre ss-pound
- Welcome to aria

Add Recording

Step 1: Record or upload

If you wish to make and verify recordings from your phone, please enter your extension number here:

Alternatively, upload a recording in any supported asterisk format. Note that if you're using .wav, (eg. recorded with Microsoft Recorder) the file **must** be PCM Encoded, 16 Bits, at 8000Hz:

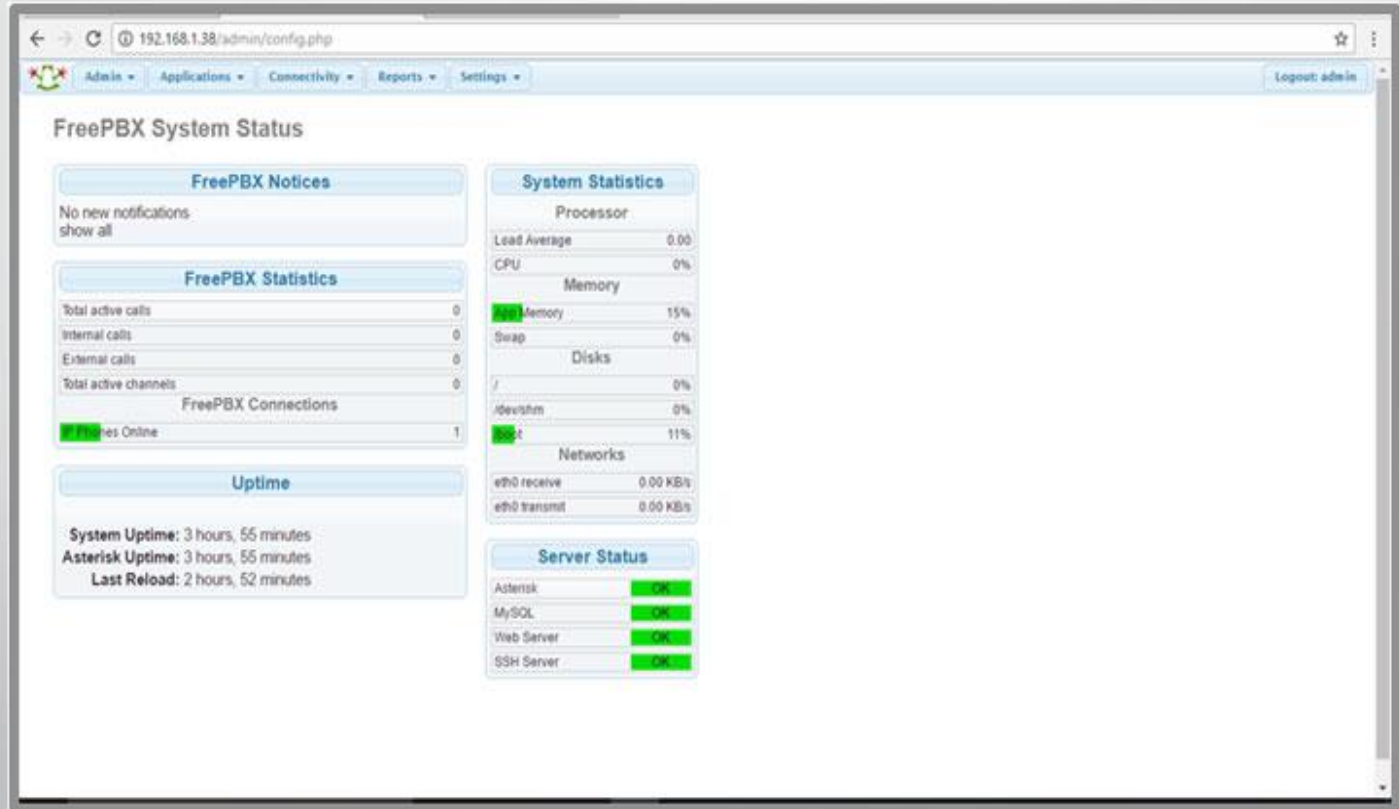
No file chosen

Step 2: Name

Name this Recording:

Click "SAVE" when you are satisfied with your recording.

SYSTEM STATUS



FreePBX System Status

FreePBX Notices

No new notifications
show all

FreePBX Statistics

Total active calls	0
Internal calls	0
External calls	0
Total active channels	0

FreePBX Connections

Trunks Online	1
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Uptime

System Uptime: 3 hours, 55 minutes
Asterisk Uptime: 3 hours, 55 minutes
Last Reload: 2 hours, 52 minutes

System Statistics

Processor

Lead Average	0.00
CPU	0%

Memory

Memory	15%
Swap	0%

Disks

/	0%
/dev/shm	0%
/var	11%

Networks

eth0 receive	0.00 KB/s
eth0 transmit	0.00 KB/s

Server Status

Asterisk	OK
MySQL	OK
Web Server	OK
SSH Server	OK

SPECIFICATION

Hardware:

- Embedded Technology
- Industrial quality
- Processor: Dual core / i3/i5/i5
- RAM: 2/4/8/16 GB
- HDD: 500 GB
- USB Port-04
- Ethernet Port -01
- HDMI-01

Telecom:

- ISDN PRI (PCI-e Card)
- SIP Trunk
- H.323 Trunk
- GSM Trunk (Through Gateway)
- SIP Extension
- IAX Extension
- Soft Phone Support
- Third party PBX integration through ISDN PRI or SIP

Integration:

- Third Party CRM/ERP Integration API For Click to Dial & Incoming Call pop-up.
- MY SQL data base

APPLICATIONS

- Complaint Management System
- Voice Message Blasting
- Bill Reminders
- Audio Conference or live voice broadcasting
- Extensions on Mobile
- Third Party CRM/ ERP Integration
- Click to Dial from Client ERP

ADVANTAGES

- Save cost of separate telephone cabling & traditional jointing box (MDF).
- Digital Communication
- No disturbance
- No distance Signal lose problem
- Use data (LAN) cable for voice communication as well .
- Use Fiber to connect long distance building.



Get Connected With US

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