PARTH UCS
FOR
OFFICE COMMUNICATION

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

/ariatelecomsolutions

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/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

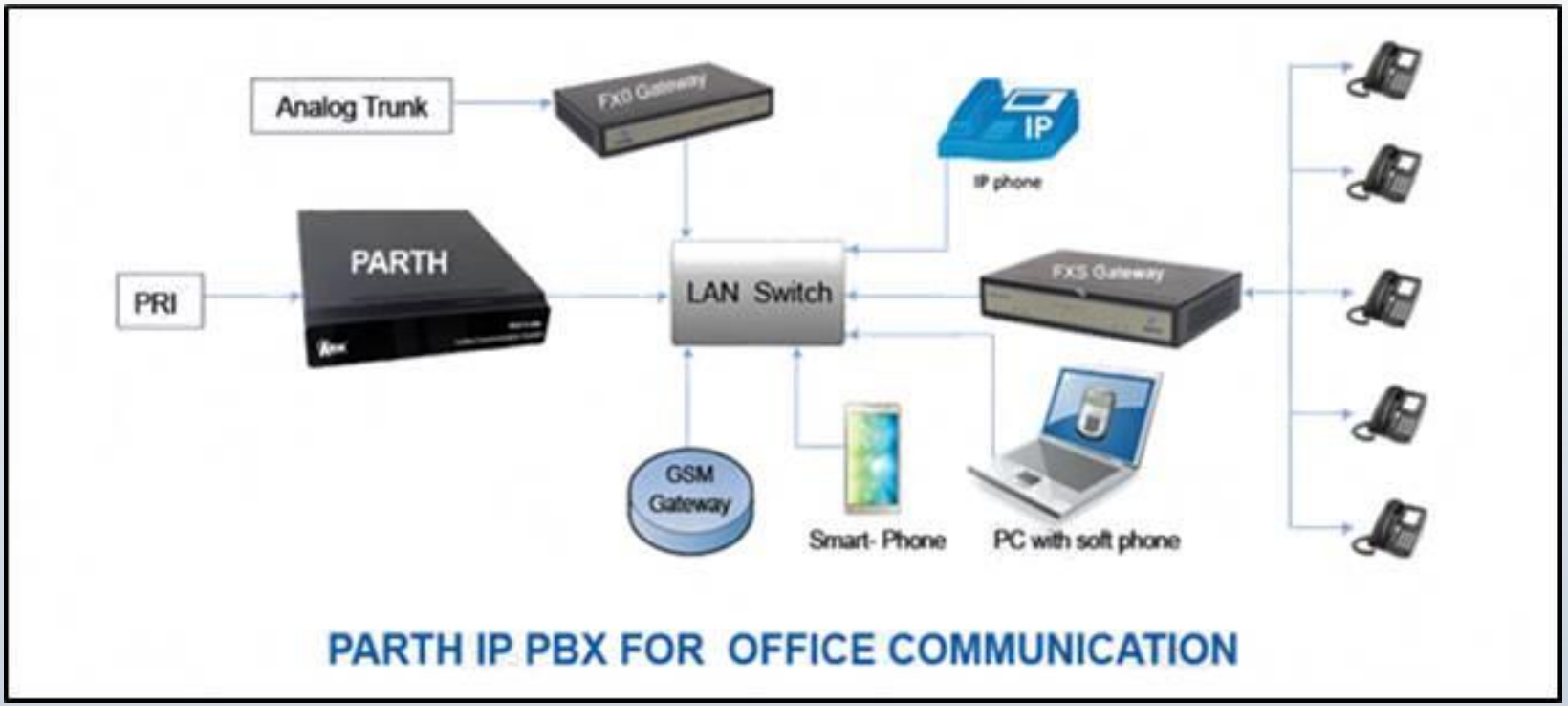
Hardware Product Range

- **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 or 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

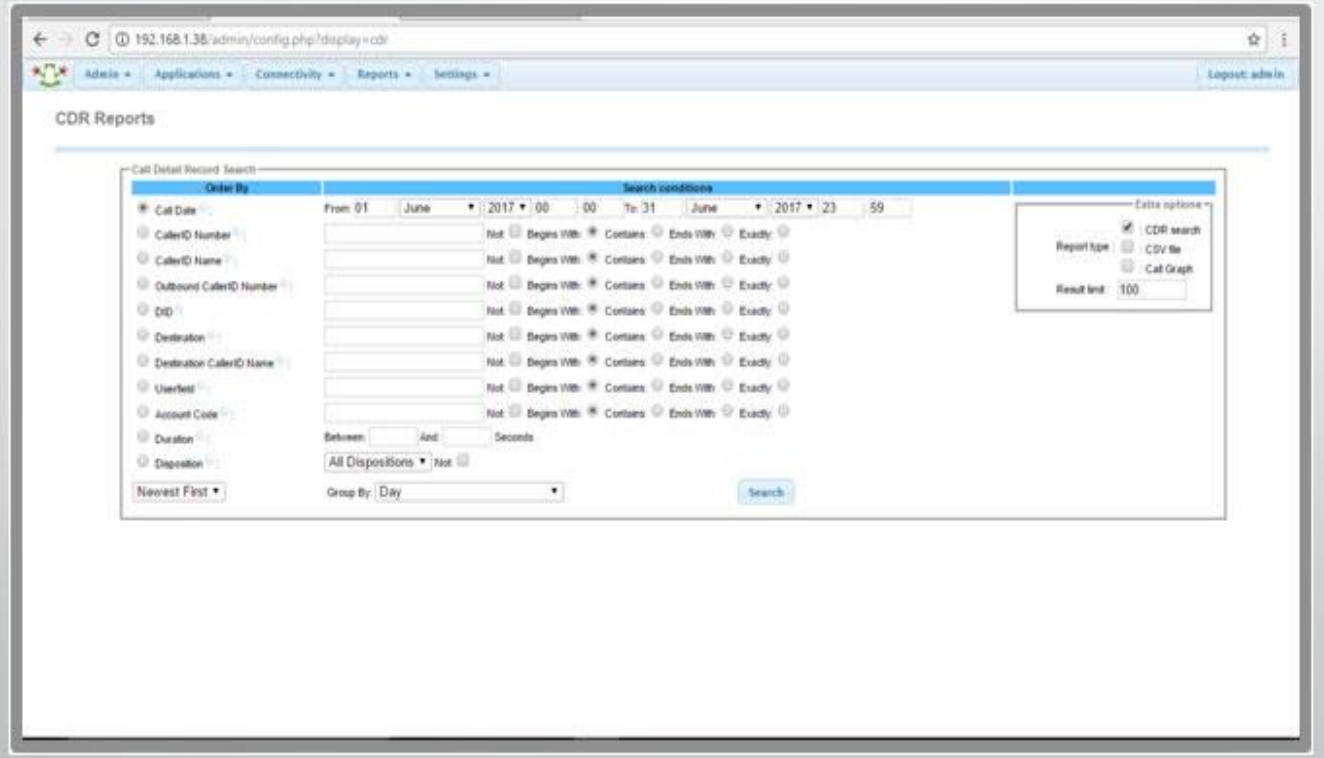
IVRS Module with Department Transfer

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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Admin
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Connectivity
Reports
Settings
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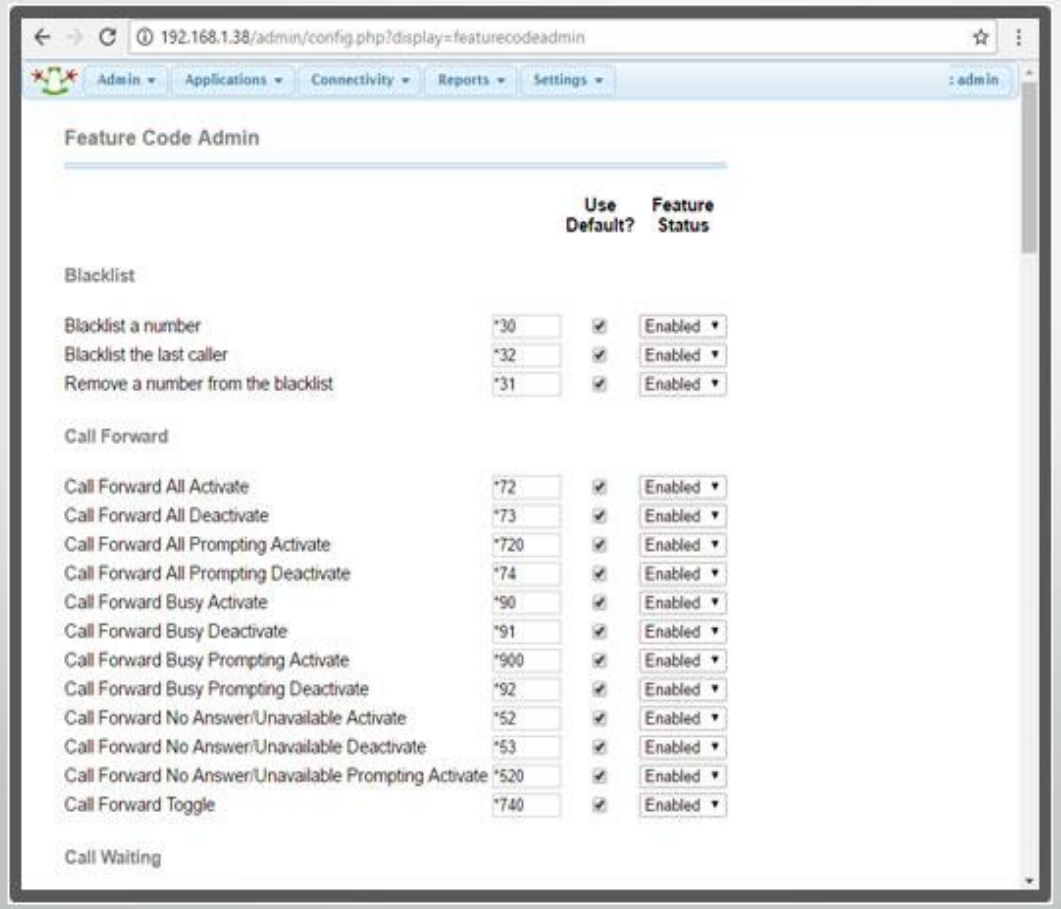
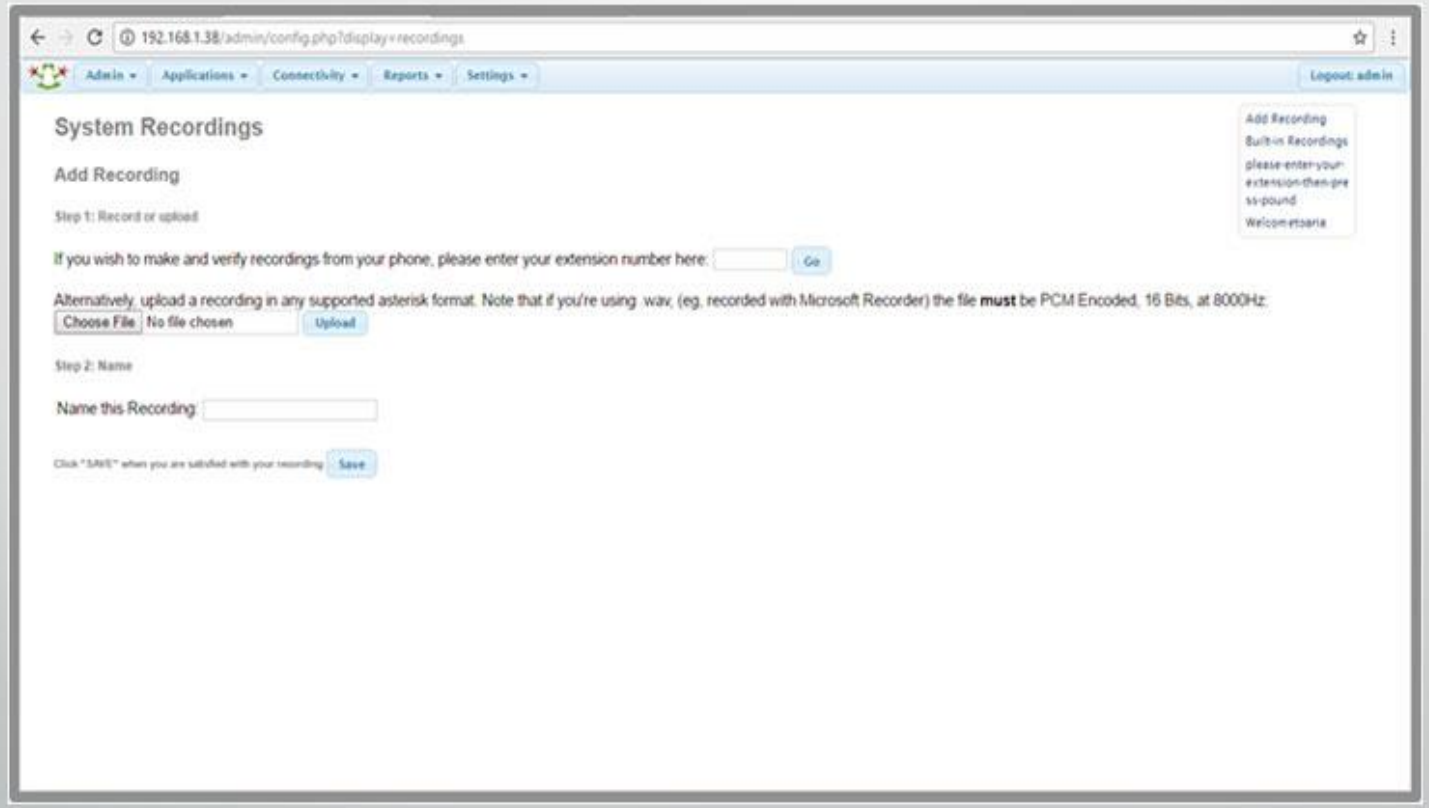
CDR Reports
Call Detail Record Search
Order By
Search conditions
Call Date
From: 01 June 2017 00 00 To: 31 June 2017 23 59
CallerID Number
CallerID Name
Outbound CallerID Number
DID
Destination
Destination CallerID Name
Userfield
Account Code
Not Begins With Contains Ends With Exactly
Duration
Between And Seconds
Disposition
All Dispositions Not
Extra options
Report type
CDR search
CSV file
Call Graph
Result limit 100
Newest First
Group By: Day
Search

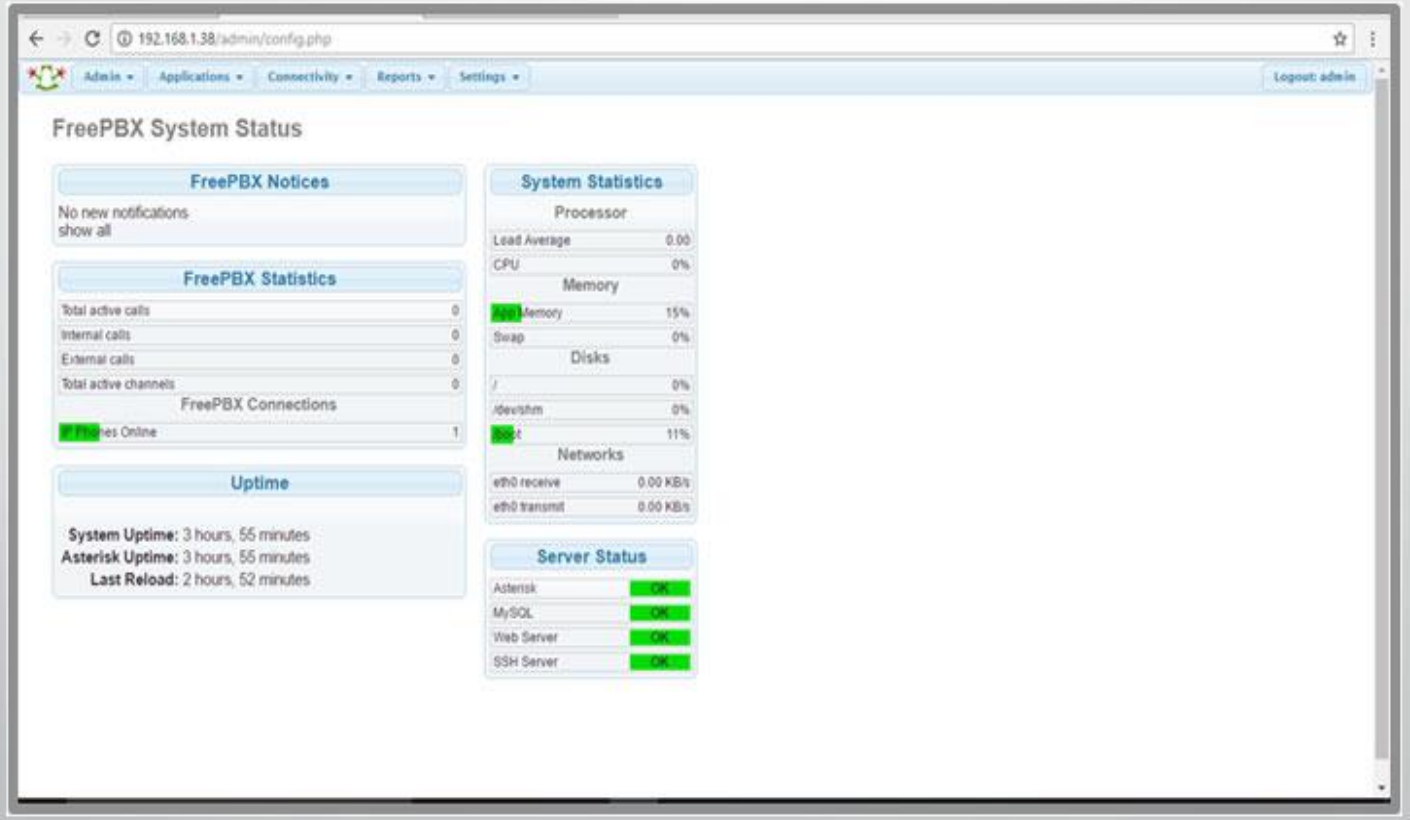
Feature codes



SYSTEM RECORDINGS



SYSTEM STATUS



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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