



IVRS

(INTERACTIVE VOICE RESPONSE SYSTEM)

ARIA TELECOM SOLUTIONS PVT. LTD.
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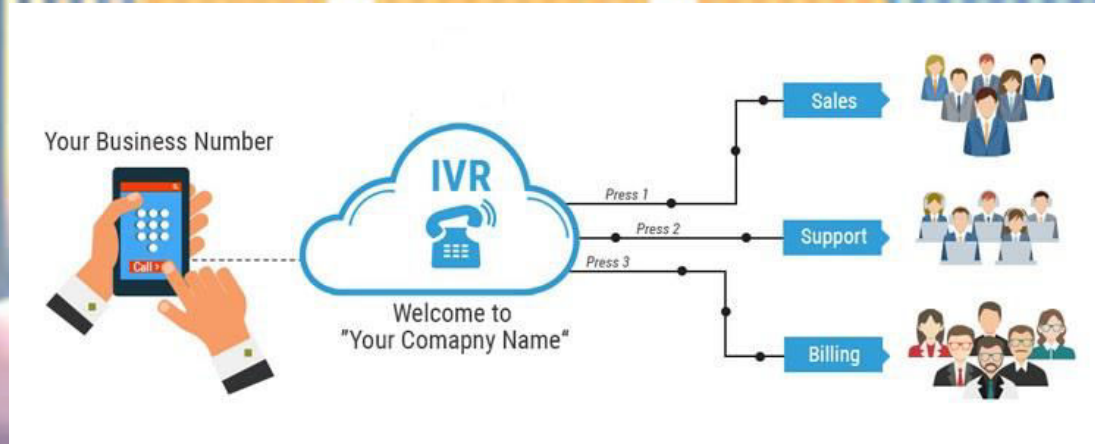


What is IVR?

The background of the slide features a hand holding a telephone receiver. Above the hand is a blue cloud icon containing a white mobile phone. The overall background is a soft, blurred gradient of blue and green.

- **IVR or Interactive Voice Response is a technology which allows incoming callers to navigate a phone system before talking to a human operator. IVRs work with DTMF tones — touch tones from a telephone — and some have voice recognition or even artificial intelligence to respond to and route callers.**

How IVR Works?

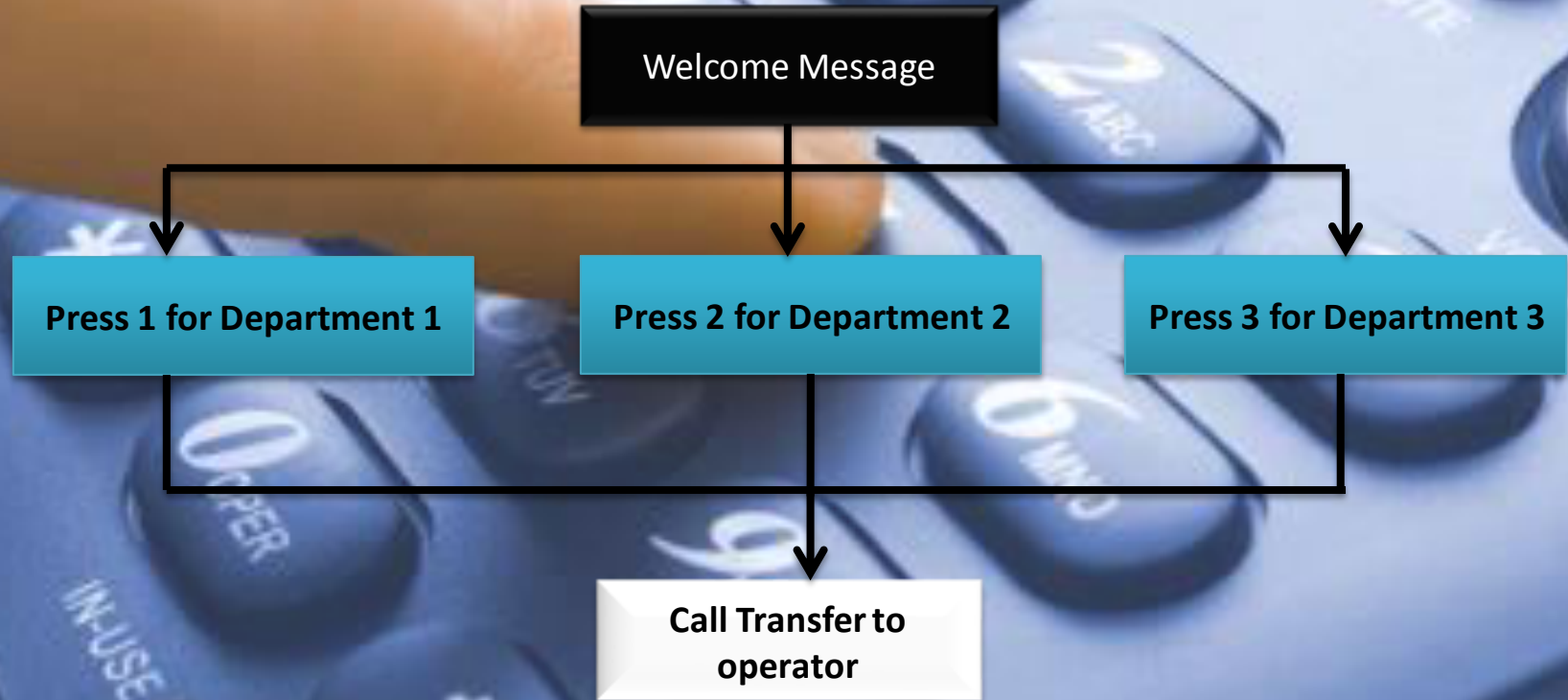


- Whenever a call is placed, IVR automatically answers the call with a pre-recorded welcome message.
- After that, IVR presents a set of menu options for the customer to select from.
- With DTMF technology, these input responses are interpreted and the customer's call is forwarded to the right department(sales, support, billing) for query resolution.
- Subsequently, an interaction between a customer and the agent starts.
- If in any case call is missed, or disconnected, then the customer can leave a voice message for further assistance.

IVR provides information to callers in one of two ways:

- **Pre-Recorded Information**
- **Live Information from Databases.**

IVR Call Flow

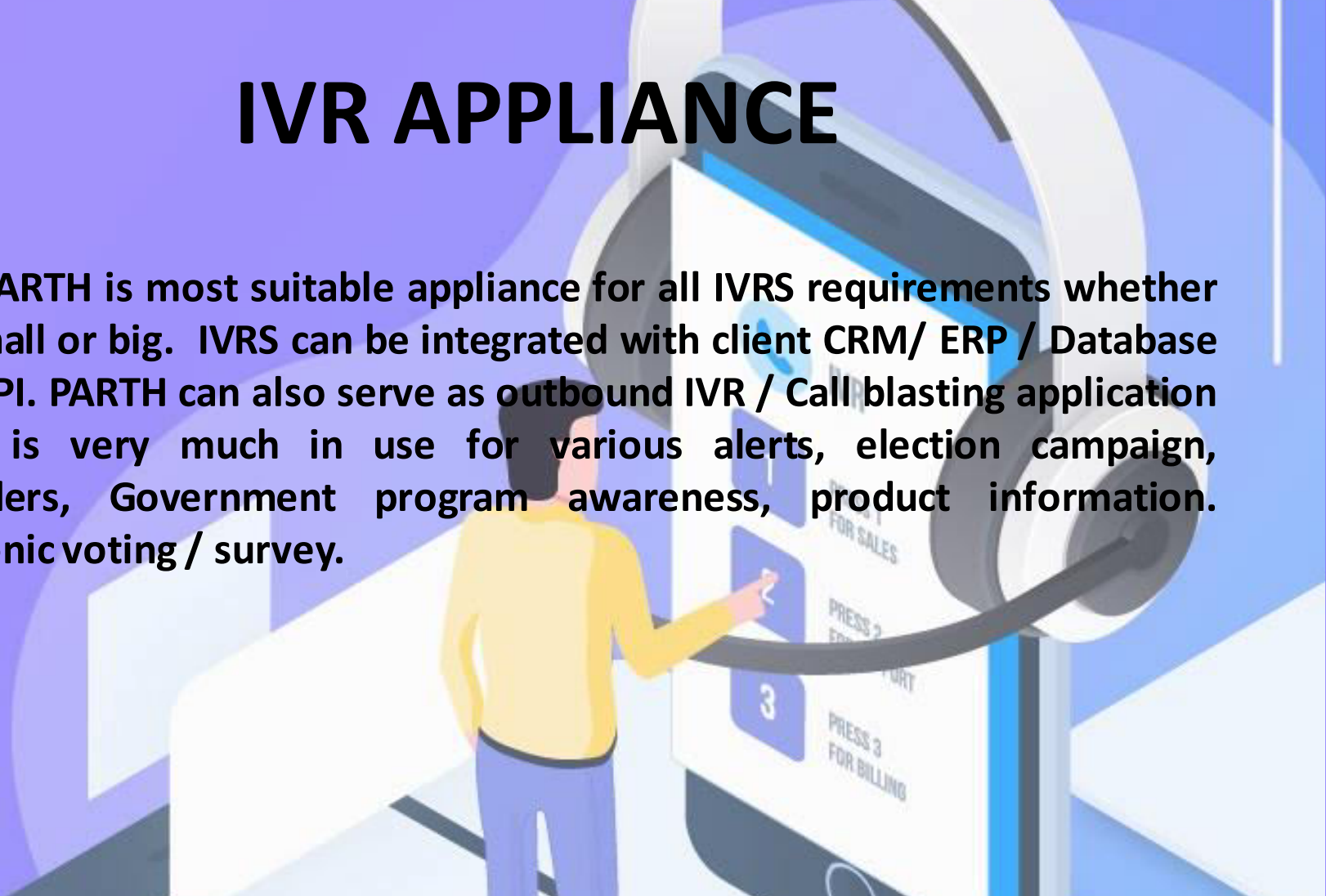


FEATURES

- Easy integration with any type of database
- Text to Speech
- Call Transfer to other extensions, optionally announcing the Caller ID, allowing the recipient to accept or decline the call
- Multi-Language support
- Extensive backup and support system with every solution
- Highly cost effective solutions
- Multiple telephone line support for both Analog and Digital lines
- Scalable and support for every platform
- Fully secure to protect your sensitive data
- ACD (Automatic Call Distributor)
- Reporting and Analysis
- SMS, Email etc.

IVR APPLIANCE

ARIA PARTH is most suitable appliance for all IVRS requirements whether it is small or big. IVRS can be integrated with client CRM/ ERP / Database with API. PARTH can also serve as outbound IVR / Call blasting application which is very much in use for various alerts, election campaign, reminders, Government program awareness, product information. Electronic voting / survey.



STATIC & DYNAMIC IVR

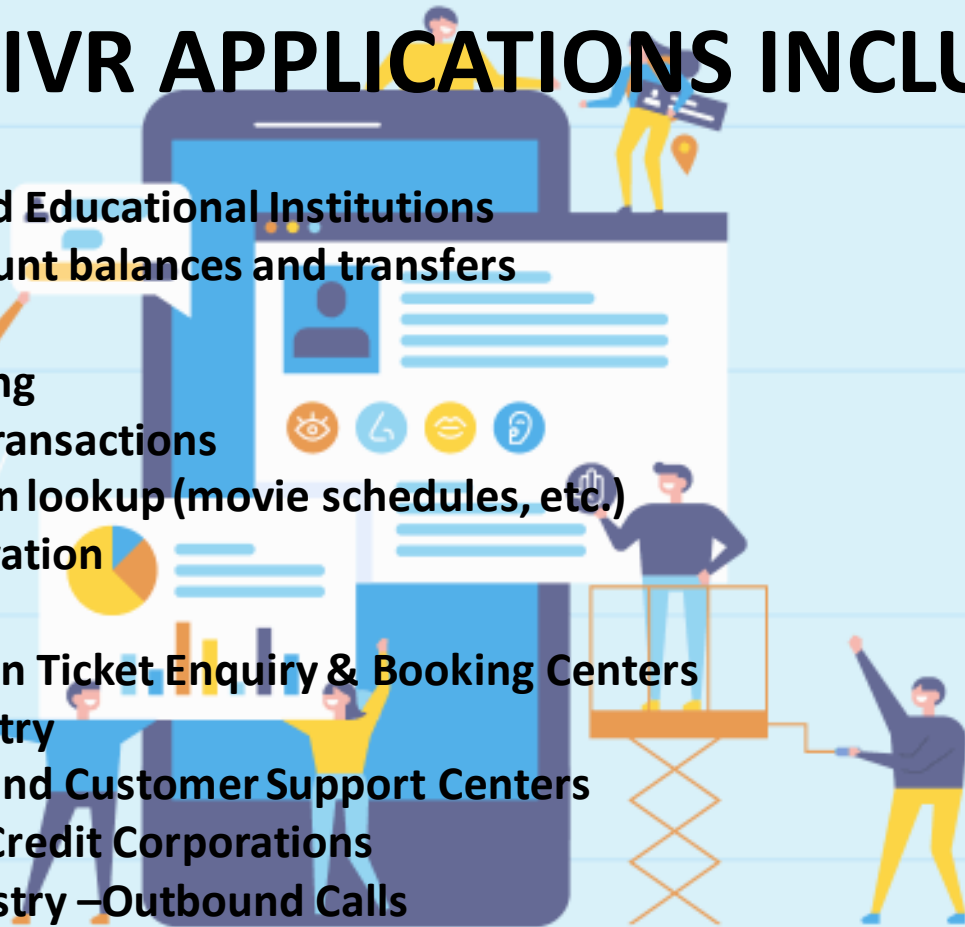
ARIA PARTH can send simple voice message as well as dynamic IVR message, Can take input from data base & play specific voice message to particular number. Also, can take input to generate further report

CLOUD BASED IVRS

We also offer service on cloud dedicated & on share resources

COMMON IVR APPLICATIONS INCLUDE:

- Schools, Colleges and Educational Institutions
- Bank and stock account balances and transfers
- Surveys and polls
- Call centre forwarding
- Simple order entry transactions
- Selective information lookup (movie schedules, etc.)
- Ticketing and Reservation
- IT Enabled Services
- Hotels, Airline & Train Ticket Enquiry & Booking Centers
- Entertainment Industry
- Complaint Booking and Customer Support Centers
- Banks, Finance and Credit Corporations
- Tele-Marketing Industry –Outbound Calls



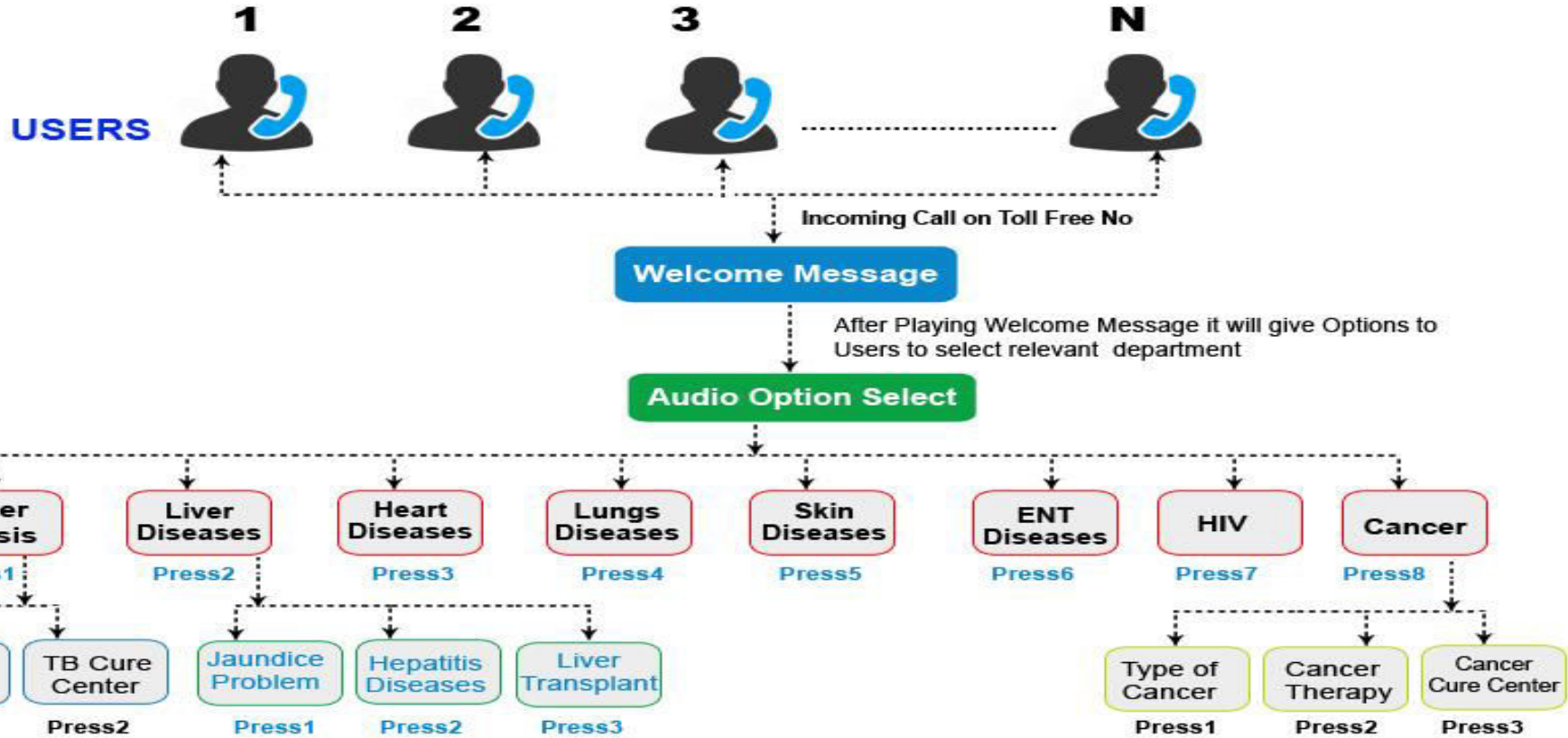
Benefits



- Saves time, eliminates the need for hand-written notes
- Transfers voice/data together
- Reduces call duration
- Reduces caller frustration. Increases caller retention
- No incremental hardware expenses
- Cost effective
- Error free
- Less manpower required

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SOLUTION ARCHITECTURE





Case Study

AIIMS

The Pain Points

- Huge Direct enquires Regarding the examination and courses offered by AIIMS.
- Being a top medical Institute it was extremely important to have the maximum uptime and extremely efficient services rendered to students who were looking for information.
- During the time of result declaration not easy to handle the queries and requests of student on timely basis.
- AIIMS staff facing the problem in keeping the records of students and the conversation history between AIIMS Staff and students.



AIIMS- Help Desk for Examination Section

We have deigned a unique system where students call on toll free number there will be agents available who will speak to you ,listen your concern and answer the queries related to



- Course enquiries
- Fees enquiries
- Examination enquiries
- Last date enquiries related to examination , form filling for any course, fees submission.
- Queries related to Roll number, admit card.
- Queries related to result declaration.
- Queries related to degree, provisional certificate.
- Queries related to information related to program, scholarship, eligibility criteria.



How we Helped ?

This System Consists of follows :

- Inbound IVRS
- Outbound
- Admin Application
- Agent Application
- Dialer for 8-10 seats.
- 8 Telephone line conference

Other Facilities:

- MIS Reports: For Reports we have provided separate segment
 - 1.Reporting(How many enquiries are pending & Closed)
 - 2.Agent Report
 - 3.Agent Performance Report
 - 4.Call Report
- 100% Recording (Internal & External)
- Real Time Monitoring
- Total Received, missed call and ringing event of particular agent.





thank
you

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