

# Android Based Call Centre App



**ARIA TELECOM SOLUTIONS PVT. LTD.**

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# ANDROID BASED CALL CENTRE APP

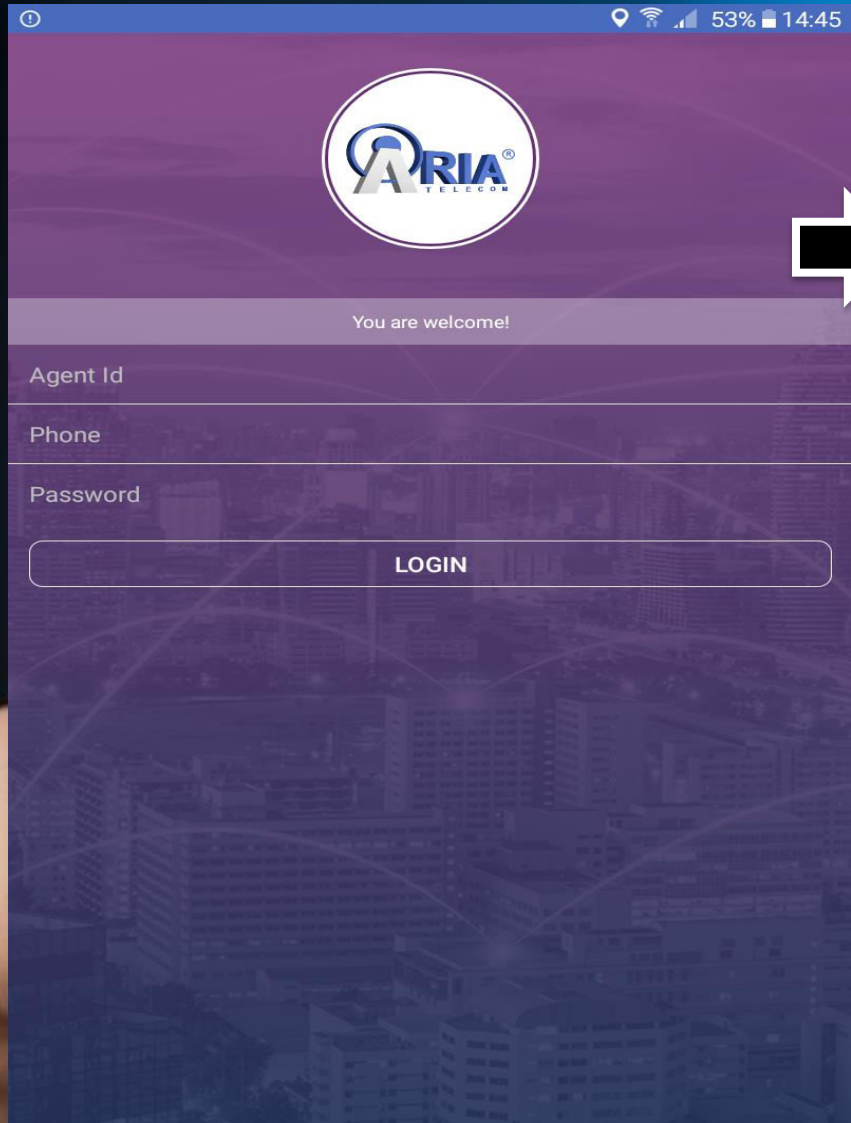
- ✓ Aria Android App Based Call Centre Solution has been designed to handle the communication process of business through normal SIM card based android mobile.
- ✓ The app is specially designed for those tele callers who connect with leads on work-from-home basis.
- ✓ Aria Android Call Centre App which works with an inbuilt Aria CRM, it enables your Android Phone to act as a call centre device.
- ✓ You can also send/receive SMS. All Calls/SMS (Inbound/outbound) are logged into CRM automatically. Even the calls are recorded and recordings are placed in app module itself.
- ✓ All logs & recordings will be synchronizing with system available on cloud.

# FEATURES



- Secured user login and logout through cloud channel
- Incoming / Outgoing Call pop-up
- User friendly interface
- Auto/Manual Dialling
- Click to call
- Call disposition
- 100% Conversation Recording
- Call back schedule
- Phone book integration
- Customer Pervious call history information
- Live monitoring of all users
- Auto/ Manual Dialling
- Click to dial
- Call back schedule
- MIS Reports like Agent performance , Dial Result , Calling Result
- Centralized Dash Board for monitoring of all mobile users
- Location tracking of users

# LOGIN PAGE

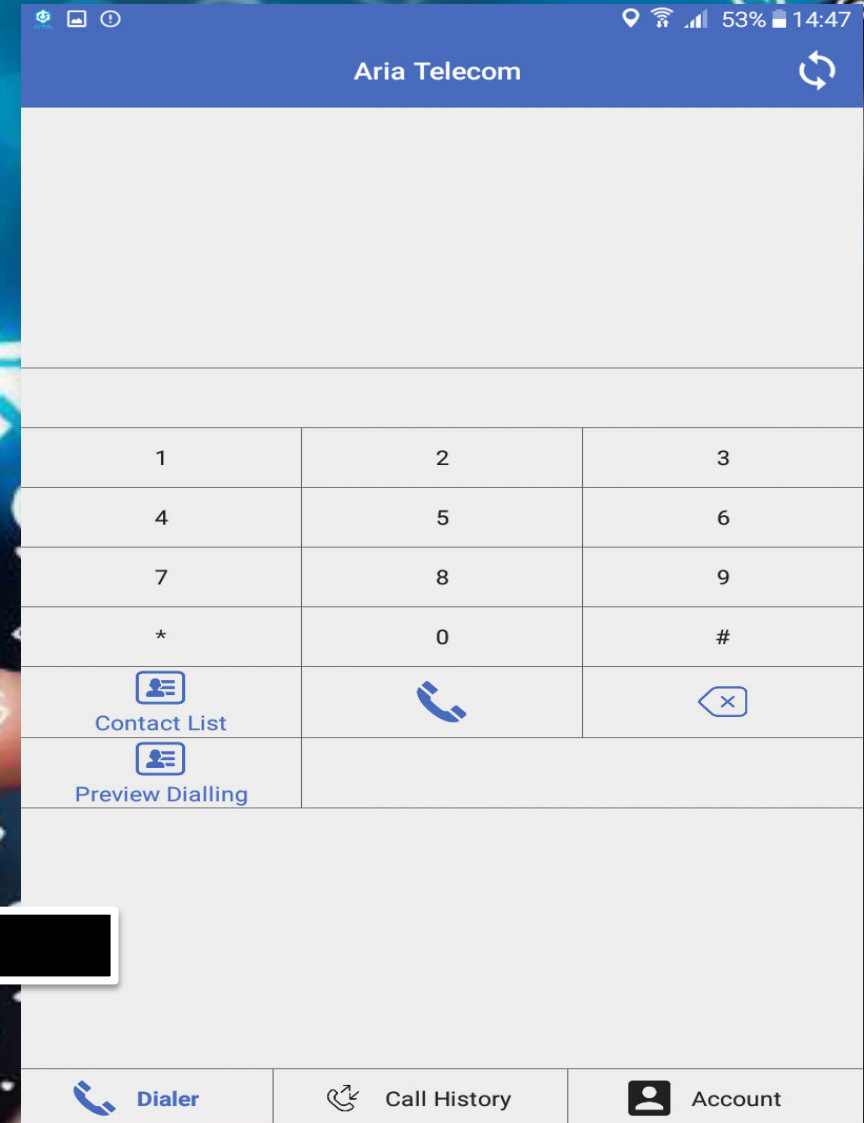


• Agent can login with Agent ID / Phone / Password with provided credentials by Admin.

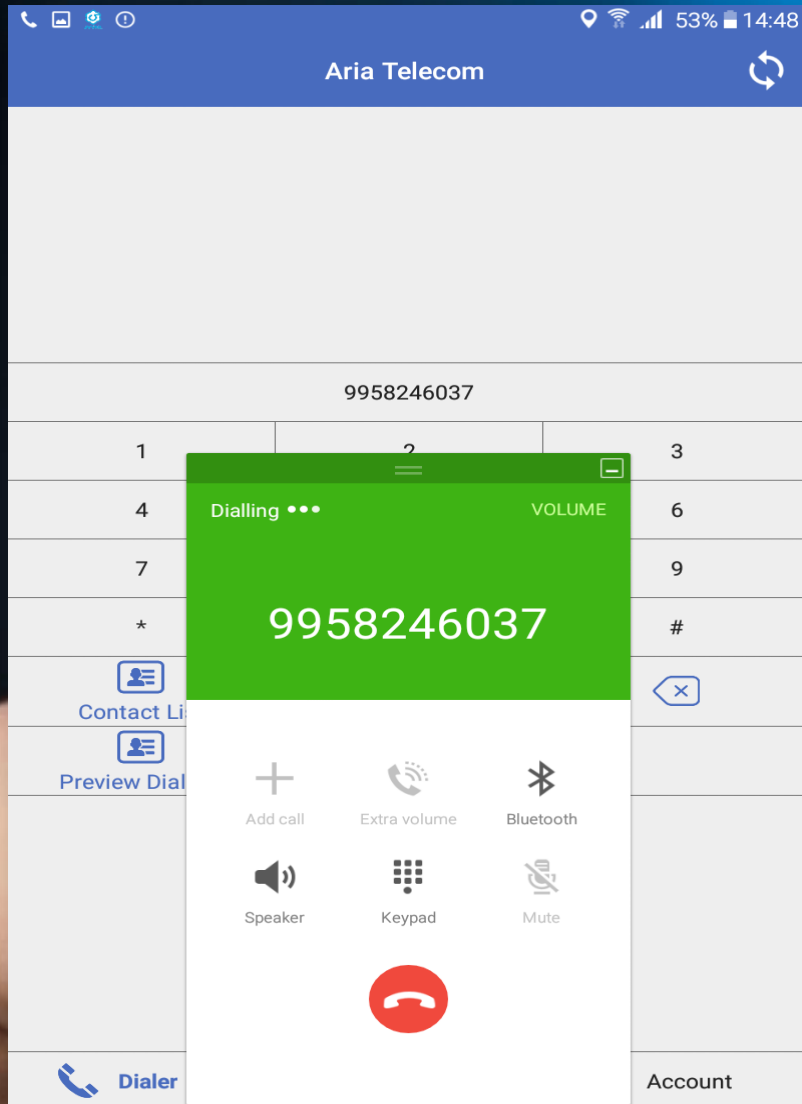
Dashboard consists three options on screen

- Dialer
- Call History
- Account

# DIALING TAB



# NUMBER DIALING SCREEN



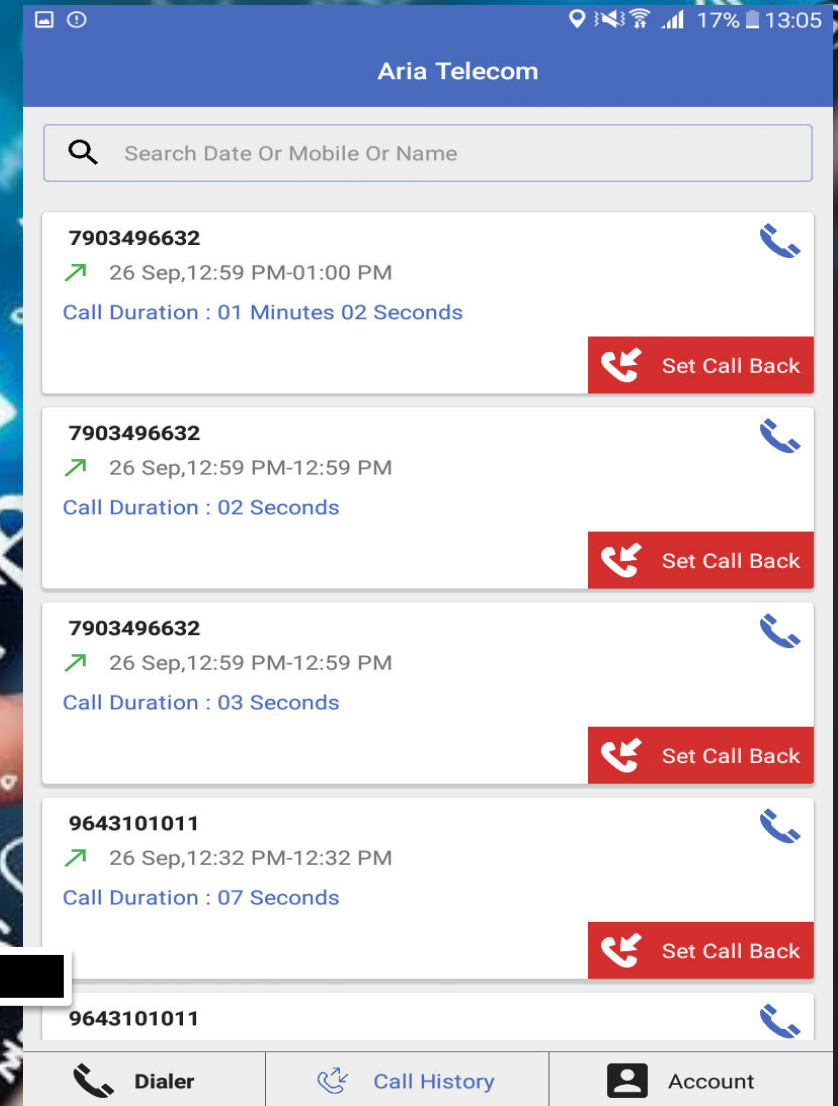
While making any outgoing and incoming call screen would like this.

- Here, you can find the followings:
  - Incoming
  - Outgoing
  - Missed call

- All call details will be displayed with duration, date & time.

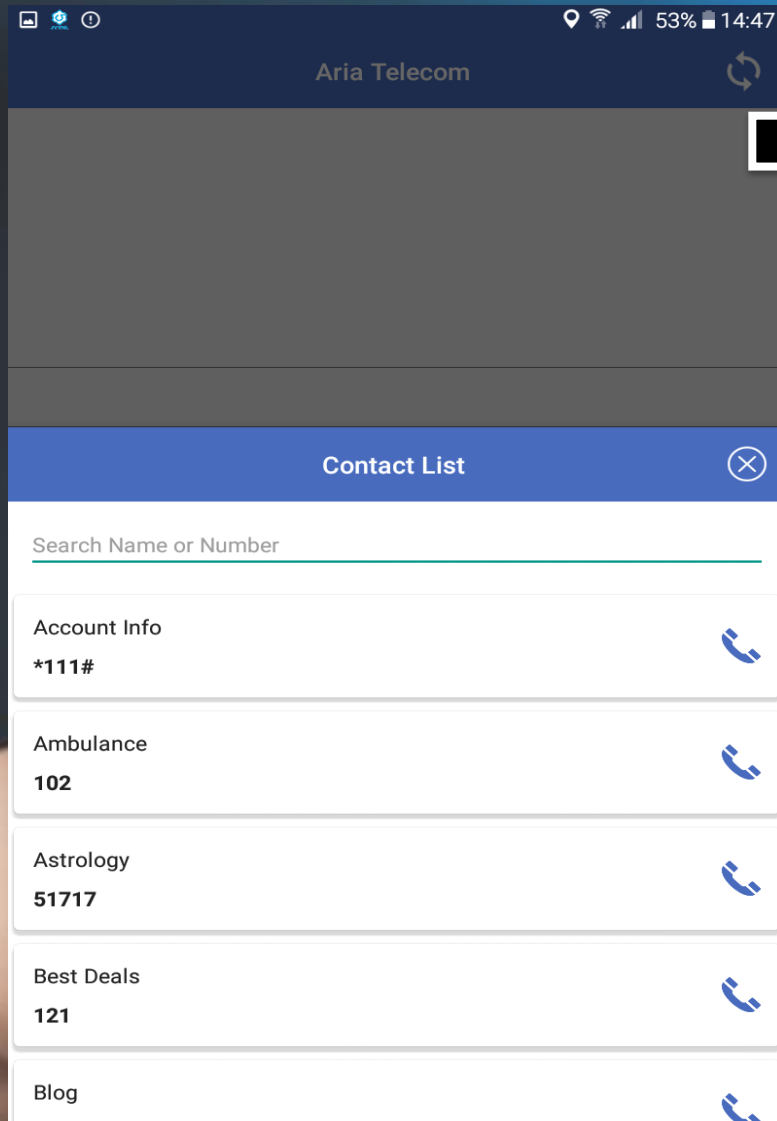


# CALL HISTORY

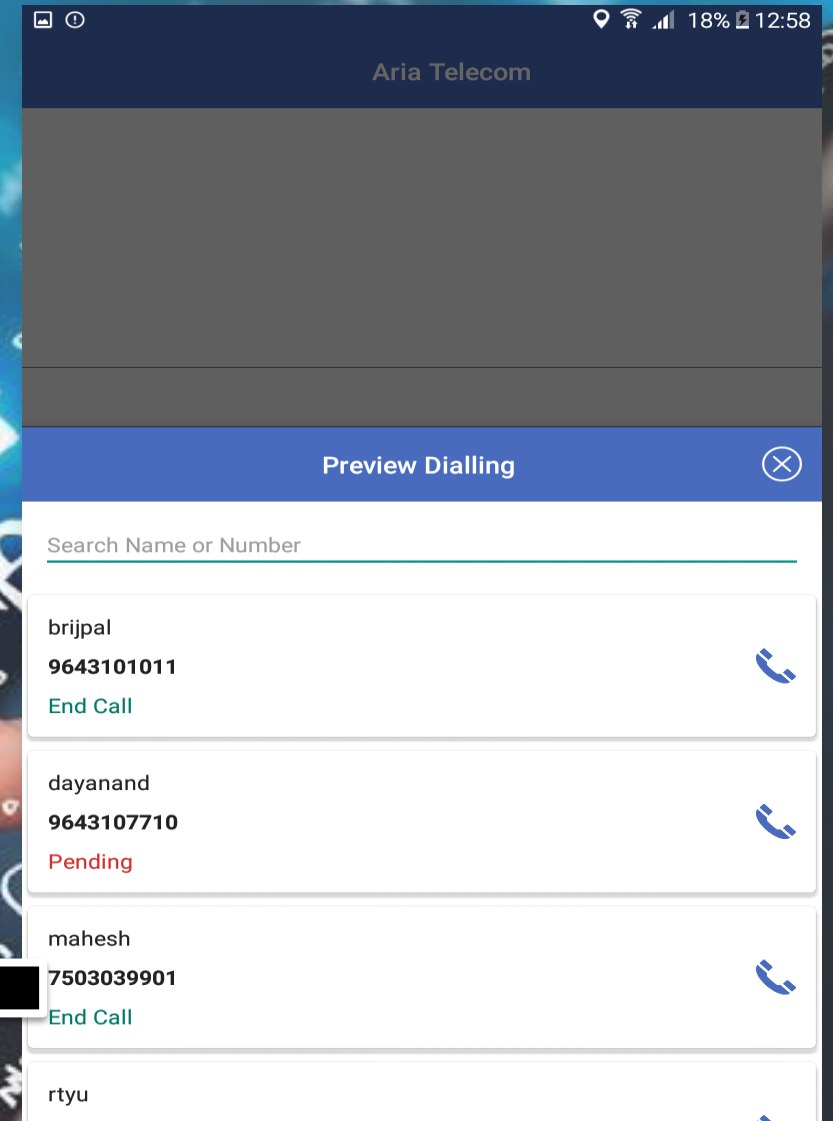


# CONTACT LIST

# PREVIEW DIALING LIST



In dial pad screen , by clicking on contact lists we can browse the contact lists and use for the callings.



Whenever administrator upload the number on admin panel for caller then dialing number for respective agent it will appear in preview dialing list.

# CALLER INFORMATION POP UP SCREEN

Number  
9958246037

Name  
ihudr

product  
ABC

SDate  
2018-09-25

Companyname  
jjrrj

Emailid  
hjdj

Disposition Values  
Not intrested

Remarks

SAVE

When ever agent receives call then an auto pop screen appears for entering the customer detail and save with disposition.

Whenever agent wants to go on break he can use this option by setting timer for the break.

# BREAK SCREEN

Aria Telecom

Break >

Dialer Call History Account



# ADMIN PANEL



# ADD & EDIT USER

Home User Campaign Role Mgt Disposition & Script Report Mgt Location Email Report Logout Logged User : 999

Agent Id  First Name  Last Name  Agent Type:

**Add User :**

User Name :

Password :

Confirm Password :

First Name :

Last Name :

Mobile :

Login Type

Role :

**List of Existing Users :**

Agent Id	Agent Type	First Name	Last Name	Mobile	Login Type		
rkt	caller	rkt	kk	9818285673	Mobile	<a href="#">Edit</a>	<a href="#">Delete</a>
bittu	caller	bittu	kumar	9643101014	Mobile	<a href="#">Edit</a>	<a href="#">Delete</a>
test	caller	test	test	9818029241	Mobile	<a href="#">Edit</a>	<a href="#">Delete</a>
shivani	caller	ss	saini	9643101014	Mobile	<a href="#">Edit</a>	<a href="#">Delete</a>
999	Admin					<a href="#">Edit</a>	<a href="#">Delete</a>

- User Profiles can be created by filling few details as per showing in above image and Role can be assign at same time.
- Option to Edit/Delete the User Details
- Searching Available via Agent ID /First name/ Last Name /Agent Type.

# LOCATION TRACKING

The screenshot shows the Parth Location Search web application. The browser address bar displays `m.ariatelecom.net/LocationSearch.aspx`. The page header includes the Parth logo (Unified Communication System) and the ARIA logo. A navigation menu contains: Home, User, Campaign, Role Mgt, Disposition & Script, Report Mgt, Location, Email Report, Logout. The logged-in user is identified as 999. Below the menu is a search form with fields for Agent ID, Date (From...!! To...!!), and a Search button. A table displays tracking data for various agents.

Agent ID	Latitude	Longitude	Address	Date	
test	28.645177	77.3326386	Aayakar Bhawan, Neelpadam Kunj Complex, Kamma 1, Vaishali, Ghaziabad, Uttar Pradesh 201012, India	2018-08-03 14:51:08	Search
bittu	28.704059	77.102490	E46, Lodhi Colony, Sector 3G, Rohini, Delhi, 110085, India	2018-08-02 12:59:08	Search
bittu	28.704059	77.102490	E46, Lodhi Colony, Sector 3G, Rohini, Delhi, 110085, India	2018-08-02 12:59:08	Search
test	28.6453795	77.3340577	Gautam Palvi Rd, Neelpadam Kunj Complex, Kamma 1, Vaishali, Ghaziabad, Uttar Pradesh 201012, India	2018-08-04 15:41:39	Search
rkt	28.6452312	77.3325371	J-806, Neelpadam Kunj Complex, Kamma 1, Vaishali, Ghaziabad, Uttar Pradesh 201012, India	2018-08-04 16:26:36	Search
rkt	28.6452465	77.3325193	J-806, Neelpadam Kunj Complex, Kamma 1, Vaishali, Ghaziabad, Uttar Pradesh 201012, India	2018-08-04 16:32:40	Search
rkt	28.6452377	77.3325761	Aayakar Bhawan, Neelpadam Kunj Complex, Kamma 1, Vaishali, Ghaziabad, Uttar Pradesh 201012, India	2018-08-04 16:34:11	Search
test	28.6451437	77.3326509	Aayakar Bhawan, Neelpadam Kunj Complex, Kamma 1, Vaishali, Ghaziabad, Uttar Pradesh 201012, India	2018-08-06 10:46:37	Search
rkt	28.6451335	77.3326548	Aayakar Bhawan, Neelpadam Kunj Complex, Kamma 1, Vaishali, Ghaziabad, Uttar Pradesh 201012, India	2018-08-06 18:36:29	Search

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➤ Live Location of agent can be identified.

➤ Searching option available to view historical data.

The screenshot shows a Google Maps interface. A location pin is placed on a map, and a data overlay is displayed. The overlay shows the coordinates `28°38'42.8"N 77°19'57.1"E` and the address `28.645231, 77.332537`. The overlay also includes a 'Directions' button and options to 'SAVE', 'NEARBY', 'SEND TO YOUR PHONE', and 'SHARE'. The map shows a street view of a residential area with various landmarks and buildings.

# REAL TIME MONITORING

Home User Campaign Role Mgt Disposition & Script Report Mgt Location Email Report Logout Logged User : 999

Agent Status : Select Campaign : out Pending Calls

Not Selected Predictive Mode=2 Manual Mode=0

Login 2 Free 2 Ringing 0 Busy 0 Wrap Up 0 Break 0 Queue 0 Invalid Phone 0 Hold 0

Agent Id	Agent Phone	Campaign	ACD Group	Call Status	Caller Id	Live Duration	Ring Duration	Break Reason	Total Login Time	Total Break Duration	Mode
rkt	9818285673	out	bpacd	FREE		00:31:51		RESUME	00:31:51	00:00:00	Predictive
rkt	9818285673	out	bpacd bpacd	FREE		00:31:51		RESUME	00:31:51	00:00:00	Predictive

## Call in Queue

label

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- All the concurrent agent activity can be tracked on this monitoring page.
- Statistics provided to check the count logs of agent like Login/Free/Ringing /Busy/Wrap Up/Break/Queue /Invalid Phone/Hold.

An illustration featuring a central black rectangular box with the text "MIS REPORTS" in white, bold, sans-serif font. The background is a light blue-grey color and contains several stylized icons: a document with horizontal lines on the left, a tablet displaying a pie chart and a bar chart in the center, a magnifying glass on the right, and a smartphone with an upward-pointing arrow on the bottom right. A hand holding a pen is visible at the bottom left, and a stack of papers is at the bottom center.

# MIS REPORTS

# EMAIL REPORT



Home User ▼ Campaign ▼ Role Mgt ▼ Disposition & Script ▼ Report Mgt ▼ Location Email Report Logout

Logged User : 999

Agent Id  Service  Status  Date

Agent ID	Service	Status	Body	Date
bittu	Product	Pending	Testing Mail	2018-08-03 18:09:57

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➤ We can get all report here. We can filter by Agent ID / Service / Status And Date.

# SMS REPORT

Home User Campaign Role Mgt Disposition & Script Report Mgt Location Email Report Logout Logged User : 999

Search Options :

Date Wise :

From...!!

00:00:01

To...!!

23:59:59

Type Wise :

--select--

Mobile No :

Agent :

--select--

Sms Report : Total Record = 3

ID	Agent ID	Mobile Number	Message	Date	Type
3	bittu	9643101014	Hi	2018-08-02 12:59:08	Incoming
4	bittu	9643101014	Hi	2018-08-02 12:59:08	GPRS
5	bittu	9643101014	Hi	2018-08-02 12:59:08	Incoming

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- We get all SMS Report here.
- We can filter with Date Wise /Type Wise / Mobile Number /Agent.
- We can get data of Agent ID/Mobile Number/Messages /Date with Time /Type of messages.

# CURRENT AGENT'S REPORT

Home User Campaign Role Mgt Disposition & Script Report Mgt Location Email Report Logout Logged User : 999

Search Options :

0:00 / 0:00 Play

**Download**

Date

Call Type

Call Status

Caller Id

Agent

Campaign

ACD Group

Agent Phone

**Search** **Get Excel**

**Current Agent Report :** Total Record = 20

	Campaign	Queue Name	Agent Id	Agent Phone	Call Type	Caller Id	Call Start Time	Call Disconnect Time	Call Duration	Call Status	Voice File
<input type="checkbox"/>	out	bpacd	test	9818029241	outgoing	9643101014	2018-08-06 10:46:10	2018-08-06 10:46:34	00:00:24	ANSWER	calloutgoing_test_96431
<input type="checkbox"/>	out	bpacd	test	9818029241	outgoing	9643101014	2018-08-06 10:42:06	2018-08-06 10:43:56	00:01:50	ANSWER	calloutgoing_test_96431
<input type="checkbox"/>	out	bpacd	rkt	9818285673	incoming	+919911719384	2018-08-04 16:25:38	2018-08-04 16:26:29	00:00:51	ANSWER	callincoming_rkt_+91991
<input type="checkbox"/>	out	bpacd	rkt	9818285673	outgoing	9971103912	2018-08-04 16:33:57	2018-08-04 16:34:07	00:00:10	ANSWER	calloutgoing_rkt_997110
<input type="checkbox"/>	out	bpacd	rkt	9818285673	outgoing	+919911719384	2018-08-04 16:32:53	2018-08-04 16:33:09	00:00:16	ANSWER	calloutgoing_rkt_+91991
<input type="checkbox"/>	out	bpacd	rkt	9818285673	outgoing	8650996652	2018-08-04 16:30:50	2018-08-04 16:32:37	00:01:47	ANSWER	calloutgoing_rkt_865099
<input type="checkbox"/>	out	bpacd	rkt	9818285673	incoming	+919911719384	2018-08-04 16:25:38	2018-08-04 16:26:29	00:00:51	ANSWER	callincoming_rkt_+91991
<input type="checkbox"/>	out	bpacd	rkt	9818285673	outgoing	+919971181708	2018-08-04 16:20:06	2018-08-04 16:21:53	00:01:47	ANSWER	calloutgoing_rkt_+91997
<input type="checkbox"/>	out	bpacd	rkt	9818285673	outgoing	9971103912	2018-08-04 16:14:44	2018-08-04 16:15:06	00:00:22	ANSWER	calloutgoing_rkt_997110
<input type="checkbox"/>	out	bpacd	test	9818029241	outgoing	9971103912	2018-08-04 15:42:15	2018-08-04 15:42:51	00:00:36	ANSWER	calloutgoing_test_99711
<input type="checkbox"/>	out	bpacd	test	9818029241	outgoing	9971103912	2018-08-04 15:40:42	2018-08-04 15:41:37	00:00:55	ANSWER	calloutgoing_test_99711
<input type="checkbox"/>	out	bpacd	test	9818029241	outgoing	9818285673	2018-08-04 15:10:21	2018-08-04 15:11:16	00:00:55	ANSWER	calloutgoing_test_98182
<input type="checkbox"/>	out	bpacd	test	9818029241	outgoing	9643101014	2018-08-03 14:50:47	2018-08-03 14:51:04	00:00:17	ANSWER	calloutgoing_test_96431
<input type="checkbox"/>	out	bpacd	test	9818029241	outgoing	9643101014	2018-08-03 14:26:12	2018-08-03 14:26:36	00:00:24	ANSWER	calloutgoing_test_96431
<input type="checkbox"/>	out	bpacd	bittu	9643101014	outgoing	121	2018-08-02 15:36:37	2018-08-02 15:36:39	00:00:02	ANSWER	calloutgoing_bittu_121_2
<input type="checkbox"/>	out	bpacd	bittu	9643101014	incoming	+917016498583	2018-08-02 16:00:38	2018-08-02 16:02:17	00:01:39	ANSWER	callincoming_bittu_+9170
<input type="checkbox"/>	out	bpacd	bittu	9643101014	outgoing	121	2018-08-02 15:55:38	2018-08-02 15:55:51	00:00:13	ANSWER	calloutgoing_bittu_121_2
<input type="checkbox"/>	out	bpacd	bittu	9643101014	outgoing	121	2018-08-02 15:35:51	2018-08-02 15:35:56	00:00:05	ANSWER	calloutgoing_bittu_121_2
<input type="checkbox"/>	out	bpacd	bittu	9643101014	outgoing	121	2018-08-02 15:33:47	2018-08-02 15:33:49	00:00:02	ANSWER	calloutgoing_bittu_121_2
<input type="checkbox"/>	out	bpacd	bittu	9643101014	outgoing	121	2018-08-02 15:31:58	2018-08-02 15:32:10	00:00:12	ANSWER	calloutgoing_bittu_121_2

- We can check here all types of report of agent calling and these reports can be export into an excel.
- We get detail in reports like Agent Phone/Call type / Caller ID / Call Start Time /Call Disconnected Time /Call Durations /Call Status /Voice Files / Date with Time.
- In filter Option we can filter with Date /Call Type /Call Status/Caller ID /Agent /Campaign /ACD Group / Agent Phone.

# AGENT LOGIN/LOGOUT REPORT

Home User Campaign Role Mgt Disposition & Script Report Mgt Location Email Report Logout Logged User : 999

Search Options :

Date Wise :

2018-08-01

00:00:01

2018-08-31

23:59:59

Agent Wise :

--select--

Type Wise :

--select--

Agent Login Logout Report : Total Record: 18

Agent Id	Agent Phone	Type	Start Time	End Time	Duration	Break Reason
bittu	9643101014	LOGIN	08-07-2018 11:02:54			
rkt	9818285673	LOGOUT	08-06-2018 18:20:35	08-07-2018 11:03:54	16:43:19	
rkt	9818285673	LOGIN	08-06-2018 18:20:35			
bittu	9643101014	LOGOUT	08-06-2018 17:44:53	08-06-2018 18:39:01	00:54:08	
bittu	9643101014	LOGOUT	08-06-2018 17:41:12	08-06-2018 17:44:28	00:03:16	
test	9818029241	LOGOUT	08-06-2018 10:41:24	08-06-2018 10:48:11	00:06:47	
rkt	9818285673	LOGOUT	08-04-2018 17:29:56	08-04-2018 17:40:40	00:10:44	
rkt	9818285673	LOGOUT	08-04-2018 16:14:30	08-04-2018 16:37:08	00:22:38	
test	9818029241	LOGOUT	08-04-2018 15:40:23	08-04-2018 16:14:11	00:33:48	
test	9818029241	LOGOUT	08-04-2018 15:40:00	08-04-2018 15:40:20	00:00:20	
test	9818029241	LOGIN	08-04-2018 15:09:52			
bittu	9643101014	LOGOUT	08-04-2018 12:27:09	08-06-2018 17:41:10	2.05:14:01	
test	9818029241	LOGOUT	08-04-2018 12:04:19	08-04-2018 12:04:42	00:00:23	
bittu	9643101014	LOGOUT	08-03-2018 13:44:44	08-04-2018 12:24:53	22:40:09	
bittu	9643101014	LOGOUT	08-03-2018 13:13:58	08-03-2018 13:24:36	00:10:38	
test	9818029241	LOGIN	08-03-2018 11:07:20			
bittu	9643101014	LOGIN	08-02-2018 16:08:42			
bittu	9643101014	LOGOUT	08-02-2018 15:31:54	08-02-2018 16:08:09	00:36:15	

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- We can get all login and logout details of agents.
- Multi-filters are available in report to get the exact data
- We can get Details like Agent ID/Agent Phone/Type/Start Time /End Time/Duration/Break Reason.



# BENEFITS

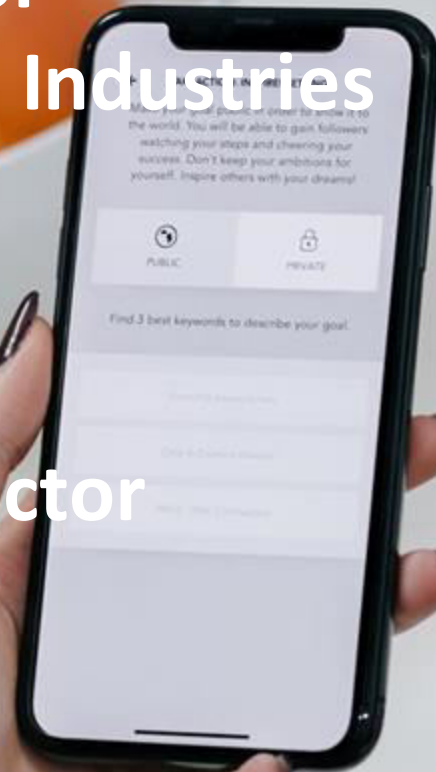


- Accessible from anywhere without any hardware requirement.
- Better communication and responsibility.
- Better scope to data access on-the-go
- Decreased costs and better sales.
- Enhanced customer service management.
- Enhanced productivity and efficiency.
- Great customer experience.
- Improved reporting features.

# MOBILE APP DEVELOPMENT

# USES

- Banking industry
- Insurance sector
- Travel and Tour Industries
- Business
- Airlines
- Call Centre
- Government sector
- Real estate
- Hospitals



A top-down view of a white desk. On the left, there is a notebook with a pencil resting on it. On the right, the corner of a laptop is visible. The background is a plain white surface.

# **THANK YOU !**

**ARIA TELECOM SOLUTIONS PVT. LTD.**

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