

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 Level 3 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 Products 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

MISSED CALL SOLUTION



- Missed call services allows you to give call on predefined number and can get the response of predefined message respective to the services instantly.
- Client will have contact numbers for their each dealer.
- Customer will give on missed call on specified numbers.
- SMS will be generate against every missed call
- Customer-Thanks Message will be send.
- Dealer- will get message with one unique id for further communication with customer.

Two Cases

First Case:

- 1. Dealer will login into provided admin application, there will be records available of all missed calls data.
- 2. Call button will be available on screen to dialing the data.
- 3. As he click on call button,
- Call will be land to first Dealer mobile number
- As he receives, second call will be generate on customer number.

Second Case:

- Dealer will get a Unique Id in received SMS.
- 2. He will call on missed call number, IVR will be play & it will ask to punch unique id.
- 3. As dealer punch the id, system will start dial the customer number.

MIS REPORTS

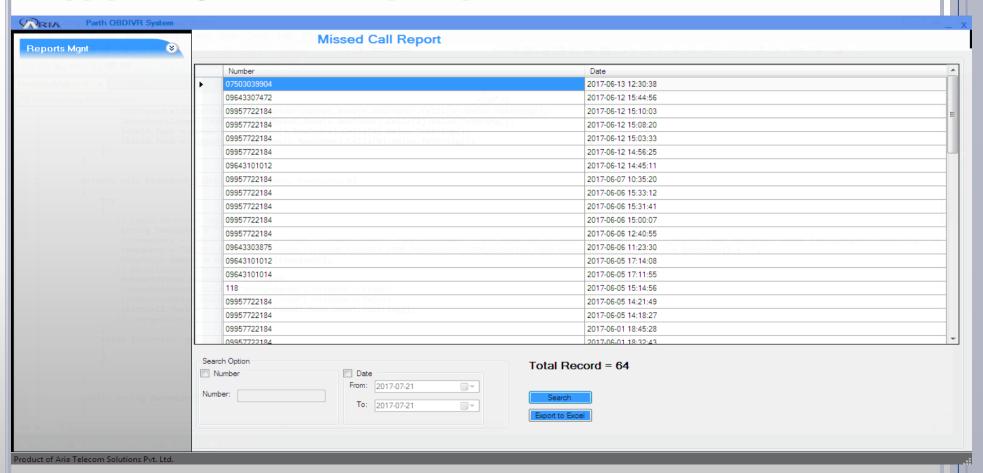
Master Panel-Get records of all dealers

- ☐ How many numbers has been dialed
- ☐ How many data in Missed call list

Admin Panel-Every dealer will have login application to check his records & its respective reports like

- ☐ Dialed Records
- ☐ Missed call list

MISSED CALL REPORTS



APPLICATIONS

Opinion Polling: You can do live poll campaigns by gather response of public via missed call **Number Verification:** Missed call services are used to get detailed information. Generally Job portals asked to do the number verification So that they can help you to find the correct position in a good company. Bank Organization used to give it information like credit/debit of amount or any renewal of policies. Survey/Feedback: Companies can get the customer experience via missed call services after selling product/services. **Lead Generation:** Verified numbers are utilized further for lead generation **Run Quiz Contest:** it allows you to give missed call to participate in any Run quiz contest. **Demand on call:** Missed call services can be used to get the information about Insurance Policies, LIC or any other schemes.



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