

Outbound (OBD) IVRS (Voice Call Blasting Application)



Aria Telecom Solutions Pvt Ltd

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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**

WHAT IS OBD IVR?

- Outbound (OBD) IVR is used to proactively deliver automated telephone based communication. This technology provides facility to automatically engage with customers or clients through multiple channels like voice calls, voice messages, email and other media of outbound notifications.
- In other words we can say that outbound IVR system can make number of calls and conduct automatic phone survey that will bestow valuable data for you and your company.

FEATURES

IVR Manager

- Add/Edit/Delete Tree(Call flow)
- Add/Edit/Delete Campaign
- Number Uploading Facility
- Voice file upload facility

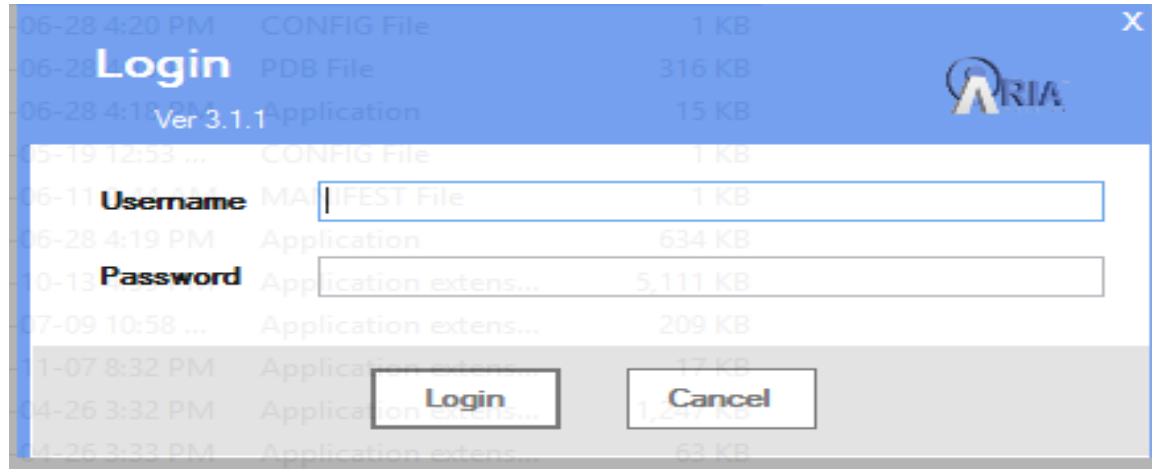
MIS Reports:

- Live Status
 - Pending calls-This section depicts that how many calls are remain to be dial.
 - Pending Call for Retry-While creating Campaign, option given to put Maximum retry value for not answered calls data & based on input ,system will try to be dialing on those not answered numbers till then attempts are not over.
- IVR Reports
 - 1. Dial Result-All those dialed numbers show in this report whether it is answered or not answered.

SPECIFICATIONS

- Support OBD IVR on
- PRI TRUNK
- GSM
- SIP/VOIP Trunk
- 1-500 Ports
- 500 to 2.5 Lakh calls per day.

LOGIN PAGE



The image shows a login dialog box with a blue header and a white body. The header contains the text "Login" and the ARIA logo. The body contains a list of files with columns for date, time, name, type, and size. Two input fields are present: "Username" and "Password". At the bottom, there are "Login" and "Cancel" buttons.

Date	Time	Name	Type	Size
06-28	4:20 PM	CONFIG File	CONFIG File	1 KB
06-28	4:15 PM	Manifest File	PDB File	316 KB
06-28	4:15 PM	Ver 3.1.1	Application	15 KB
05-19	12:53 ...	CONFIG File	CONFIG File	1 KB
06-11	11:44 AM	MANIFEST File	MANIFEST File	1 KB
06-28	4:19 PM	Application	Application	634 KB
10-13	...	Application extens...	Application extens...	5,111 KB
07-09	10:58 ...	Application extens...	Application extens...	209 KB
11-07	8:32 PM	Application extens...	Application extens...	17 KB
04-26	3:32 PM	Application extens...	Application extens...	1,200 KB
04-26	3:33 PM	Application extens...	Application extens...	63 KB

Username

Password

Login **Cancel**



ADD/EDIT/DELETE TREE

IVR Manager Aria path OB DIVR System

Create Tree

TreeName	FilePath	File Type	ContentType	Sequence	Excel
telecom	welcome	Static		1	
telecom	voice file 1	Static		2	
telecom	Amount	Dynamic		3	B
telecom	Thanks file	Static		4	

Outbound IVRS Call Flow

Add Tree **Edit Tree** **Delete Tree**

Add Tree Form:
Tree Name: 1
File Type: Dynamic | Amount | C
Sequence: 2
Buttons: Create, Cancel

Edit Tree Form:
Select Tree: telecom
File Type: Static
Sequence:
Voice File:
Buttons: Browse, Update, Clear, Cancel

Delete Tree Form:
Select Tree: telecom
Buttons: Delete, Cancel

ADD/EDIT/DELETE

IVR Manager Aria path OBDIVR System

Add Campaign

ID	CAMPAIGN_ DID	CHANNEL	UPLOAD_ID	MAXTRY	BUSY	NO_ANSWE	SWITCH_OF	OTHER	STATUS	DELETED	START_TIM	END_TIME	TreeName
1	Yogita	1	0	2	00:00:00	00:00:00	00:00:00	00:00:00	START	N	09:30:00	18:30:00	yogita1
2	mantra	1	0	2	00:00:00	::	::	00:00:00	START	N	09:30:00	18:30:00	Travel
3	Aria	2	0	2	00:00:00	00:00:00	00:00:00	00:00:00	START	N	09:30:00	18:30:00	telecom
4	Cheena	2	0	2	00:00:00	00:00:00	00:00:00	00:00:00	START	N	09:30:00	18:30:00	UCS

By clicking on this column, campaign can be start/stop

Add Campaign

Campaign Name: Enter channel: Select Tree:

Max try option: Busy after:

No answe after: Switch off after:

Other after: Start Time:

End Time: Tree Name:

HOW TO UPLOAD NUMBERS

ARIA Aria parth OBDIVR System

Upload Number

IVR Manager

- Campaign
 - Add Campaign
 - Edit Campaign
 - Delete Campaign
- Upload Number
 - Upload Number
- Tree
 - Create Tree
 - Edit Tree
 - Delete Node

Reports

IVR Report


Number	name	Address
9643101012	yogita	Mumbai

Upload from excel

Select Campaign :

Upload from excel

Upload File : C:\Users\sales\Desktop\upload.xlsx

 **Uploaded Record**

LIVE STATUS


ARIA Aria path OBDR System

Pending Calls

	Upload Date	Campaign Name	Type	Max Try	Retry Time	Mobile	Flag
▶	2017-06-29 1:18 PM	Aria	IVRS	2		09643101012	0
	2017-06-29 1:18 PM	Aria	IVRS	2		09643101011	0
	2017-06-29 1:18 PM	Aria	IVRS	2		09643101015	0

Pending Calls For Retry

▶	2017-06-29 1:18 PM	Aria	IVRS	2	1	09643101012	0
▶	2017-06-29 1:18 PM	Aria	IVRS	2	1	09643101012	0
▶	2017-06-29 1:18 PM	Aria	IVRS	2	1	09643101012	0


Number of Retry left

Search Options

Caller id wise Campaign name wise

CallerId Campaign

Total Records= 1

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DIAL RESULT

ARIA Aria path OBDIVR System

Dial Result

IVR Manager

Reports

- Live Status
 - pending calls
 - pending calls for retry

IVR Report

- Dial Result
 - Dial Result

	Number	Campaign name	Connect time	Disconnect time	Duration	Call status
▶	09643101012	Cheena	2017-06-28 17:03:09	2017-06-28 17:03:28	00:00:19	ANSWERED
	09643101012	Cheena	2017-06-28 17:02:37	2017-06-28 17:03:08	00:00:31	NO ANSWERED
	09643101012	Cheena	2017-06-28 17:02:37			ANSWERED
	09643101011	Aria	2017-06-28 16:57:39	2017-06-28 16:58:01	00:00:22	ANSWERED
	09643101011	Aria	2017-06-28 16:55:56	2017-06-28 16:56:21	00:00:25	ANSWERED
	09643101011	Aria	2017-06-28 16:53:48	2017-06-28 16:54:01	00:00:13	ANSWERED
	09643101012	Aria	2017-06-28 16:50:33	2017-06-28 16:50:42	00:00:09	ANSWERED
	09643101012	Aria	2017-06-28 16:49:26	2017-06-28 16:49:37	00:00:11	ANSWERED
	09643101012	Yogita	2017-06-28 16:28:36	2017-06-28 16:28:52	00:00:16	ANSWERED
	09643101012	Yogita	2017-06-28 16:27:43	2017-06-28 16:27:43	00:00:00	NO SUCH NUMBER
	09643101012	Yogita	2017-06-28 16:27:41	2017-06-28 16:27:41	00:00:00	NO SUCH NUMBER
	09643101014	Yogita	2017-03-15 12:07:57	2017-03-15 12:08:04	00:00:07	ANSWERED
	09643101014	Yogita	2017-03-15 12:07:41	2017-03-15 12:07:54	00:00:13	NUMBER BUSY
	09643101014	Yogita	2017-03-15 12:07:28	2017-03-15 12:07:40	00:00:12	NUMBER BUSY
	09643101014	Yogita	2017-03-15 12:07:21	2017-03-15 12:07:28	00:00:07	NUMBER BUSY
	09643101014	Yogita	2017-03-15 12:07:08	2017-03-15 12:07:19	00:00:11	NUMBER BUSY
	07011373782	Yogita	2017-03-03 14:44:58	2017-03-03 14:46:38	00:01:40	ANSWERED
	09643101012	Yogita	2017-03-03 14:41:41	2017-03-03 14:43:36	00:01:55	ANSWERED
	09643101012	Yogita	2017-03-03 14:25:43	2017-03-03 14:26:08	00:00:25	ANSWERED

Search Options

Date wise :

FromDate 2017-06-28

ToDate 2017-06-28

Total Record = 19

[Search](#) [Export to Excel](#)

[Click to add notes](#)

MODELS

Model: PARTH 4GO- 4 Port GSM IVR

PARTH 4 PORT : It gives you facility to blast any important information at one go . It will give you the **4** agents user license for OBD IVR blasting . It can be connected via GSM /PRI/SIP trunk and can have maximum calls output. It gives the functionality to create the IVR call flow as required by the user .

Model: PARTH 8GO- 8 Port GSM IVR

PARTH 8 PORT : It gives you facility to blast any important information at one go . It will give you the **8** agents user license for OBD IVR blasting . It can be connected via GSM /PRI/SIP trunk and can have maximum calls output. It gives the functionality to create the IVR call flow as required by the user .

MODELS

Model: PARTH 16GO-16 Port GSM IVR

PARTH 16 PORT : It gives you facility to blast any important information at one go . It will give you the **16** agents user license for OBD IVR blasting . It can be connected via GSM /PRI/SIP trunk and can have maximum calls output. It gives the functionality to create the IVR call flow as required by the user .

Model: PARTH 32GO- 32 Port GSM IVR

PARTH 32 PORT : It gives you facility to blast any important information at one go . It will give you the **32** agents user license for OBD IVR blasting . It can be connected via GSM /PRI/SIP trunk and can have maximum calls output. It gives the functionality to create the IVR call flow as required by the user .

MODELS

Model: PARTH 30PO- 30 Port PRI IVR

PARTH 30PO PORT : It gives you facility to blast any important information at one go . It will give you the **30** agents user license for OBD IVR blasting . It can be connected via PRI trunk and can have maximum calls output. It gives the functionality to create the IVR call flow as required by the user . It requires a PRI card to get connected and make 30 agents live for the process .

Model: PARTH 30IO- 30 Port SIP IVR

PARTH 30IO PORT : It gives you facility to blast any important information at one go . It will give you the **30** agents user license for OBD IVR blasting . It can be connected via SIP trunk and can have maximum calls output. It gives the functionality to create the IVR call flow as required by the user . It requires a PRI card to get connected and make 30 agents live for the process .



Get Connected With US

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