



OMNI CHANNEL COMMUNICATION SYSTEM

Aria Telecom Solutions Pvt. Ltd.

(CMMI Level 3 Certified)

What is Omni Channel?

An Omni channel contact centre gives your business—big or small—the ability to communicate with customers in a seamless conversation while moving between channels, such as voice, chat, SMS/text, email, social media, and more.





The Need for an Omni-Channel Approach

Today's customers increasingly expect a seamless, integrated, consistent and personalized experience with their service providers which current multi-channel models—with their multiple silos of customer contact—are unable to provide. Instead, a fully integrated response to these new customer requirements will need to be both customer-driven and omni-channel in nature.

Unifying Your Communication Tools for an Omni-channel Customer Experience

By expanding beyond voice-based contact centers to offer convenient, digital options like chat, email, knowledge portals, and mobile apps, your organization can communicate with your customers in the way that is most convenient for the client in the moment.

IVR (Interactive Voice Response)

Interactive Voice Response System helps to interacting caller with company's hosted system by voice reorganization and DTMF Inputs after which they can get services for their own queries.

IVR responds through prerecorded voice files. Recently it is been adapted by most of the companies to handle the large call volumes.

Calls will be land on TFN/Short codes, there will be IVRS announcement like

- ✓ Greeting Message
- ✓ Language Selection
- ✓ Department Transfer

**Interactive
Voice
Response
Services !!**



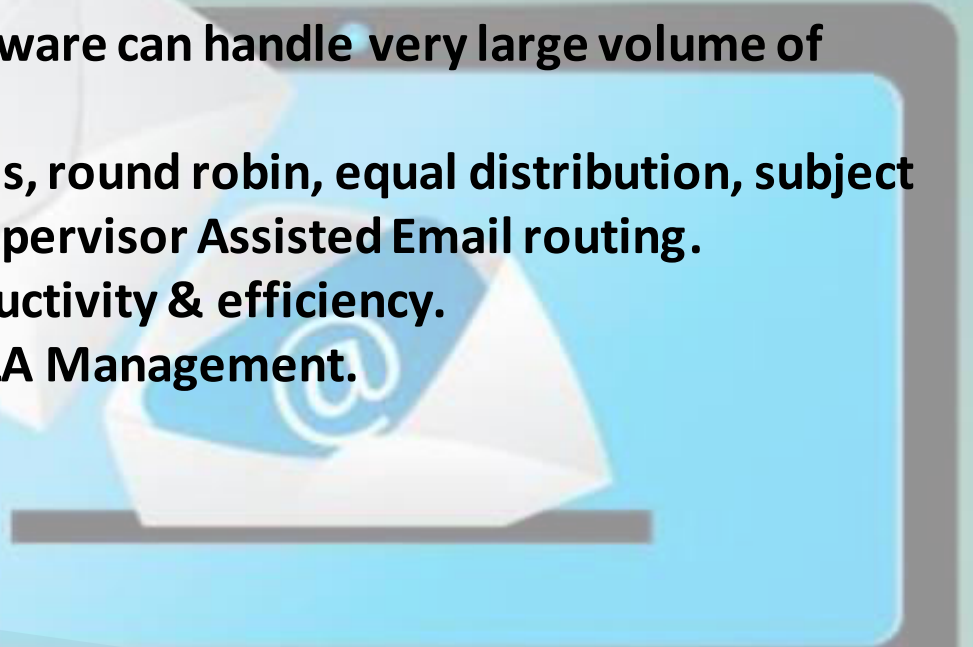
CRM (Customer Relationship Management System)

CRM-Customer Relationship Management helps to improve relation with the existing customers, finding new prospective customers. The software helps to collect, organizing & maintaining the customer's data. This application helps to manage the business both small & large scale with effective Marketing, Sales, and Customer Support etc.



Email Management Software

- **Along with voice, email communication is the next big thing for contact centres.**
- **Our email management software can handle very large volume of emails.**
- **Emails can be routed on skills, round robin, equal distribution, subject based, sender ID Based & Supervisor Assisted Email routing.**
- **Enables Higher level of productivity & efficiency.**
- **Auto Reply to customer & SLA Management.**



ARIA Auto Mail Distributer

Incoming mail



Mail Server



Server POP: POP Address
Incoming Port : 578/25
SMTP POP: MTP Address
SMTP PORT: 578/25
Encryption: SSL / TLC

Aria Mail Manager



Process the mail and sent to particular department
by mail filtration criteria (Filtration is based on words searching mentioned in
mail body like Credit card, Debit card, Home Loan, Personal Loan, Saving account & Current account etc.)

(After Filtration of words like
Personal Loan, Home Loan, Vehicle
Loan etc. Respective email would be
received in loan department)



Loan Department

(After Filtration of words like
Credit Card, Debit Card etc. Respective
email would be received in
Credit / Debit Card department)



Credit / Debit card Department

(After Filtration of words like
Saving & Current Account etc.
Respective email would be received
in Banking department)



Banking Department

(After Filtration of words If no word
Found in mail body then it would
be reaching to Default Department)

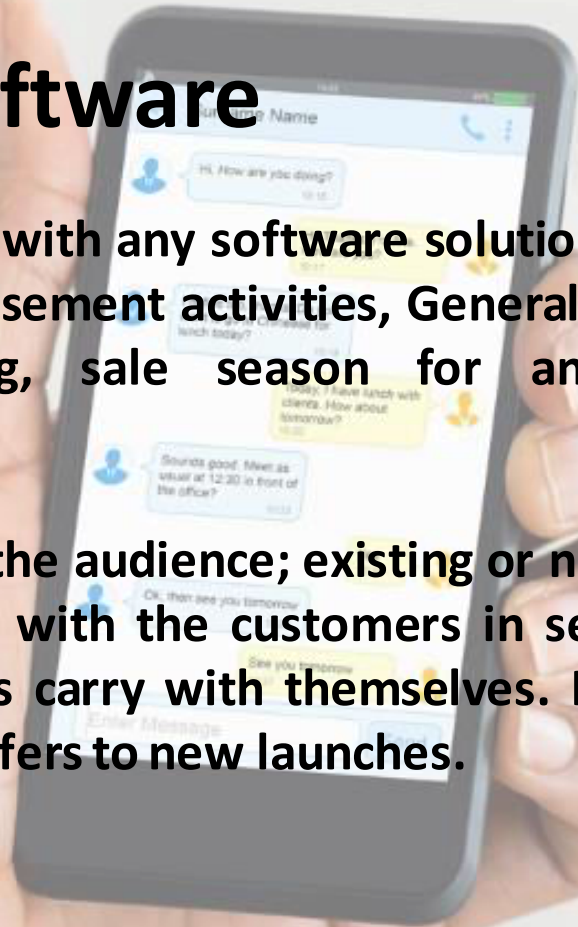


Default Department

SMS Management Software

We have facility to integrate SMS API with any software solution. Bulk SMS services used for Promotional/Advertisement activities, General awareness, Event publicity, Product marketing, sale season for any product, staff/customer Wishes etc.

It is an effective way to connect with the audience; existing or new targeted one directly. It allows you to connect with the customers in seconds with their mobile phones that they always carry with themselves. It's the best way to update the customers about offers to new launches.



ARIA SMS Feedback Services

<Satisfied> <Space>
<Feedback>

OR

<Unsatisfied> <Space>
<Feedback>



Recived on

Short code (57575)



Process the sms by keyword

Mobile	Customer Name	DateTime	Feedback	View Details
+91 - 9898121298	Sashikant Sharma	10/01/2019 06:00:10	Satisfied	View Details
+91 - 9898121298	Sashikant Sharma	10/01/2019 06:00:10	Unsatisfied	View Details
+91 - 9898121298	Sashikant Sharma	10/01/2019 06:00:10	Satisfied	View Details

Clicking on hyperlink agent can view the Custome Details

Whatsapp Integration



Integrate your business number with your account and support customers over WhatsApp. This app enables you to convert your one-on-one conversations including images or GIFs on WhatsApp into tickets and handle them from your helpdesk with ease.

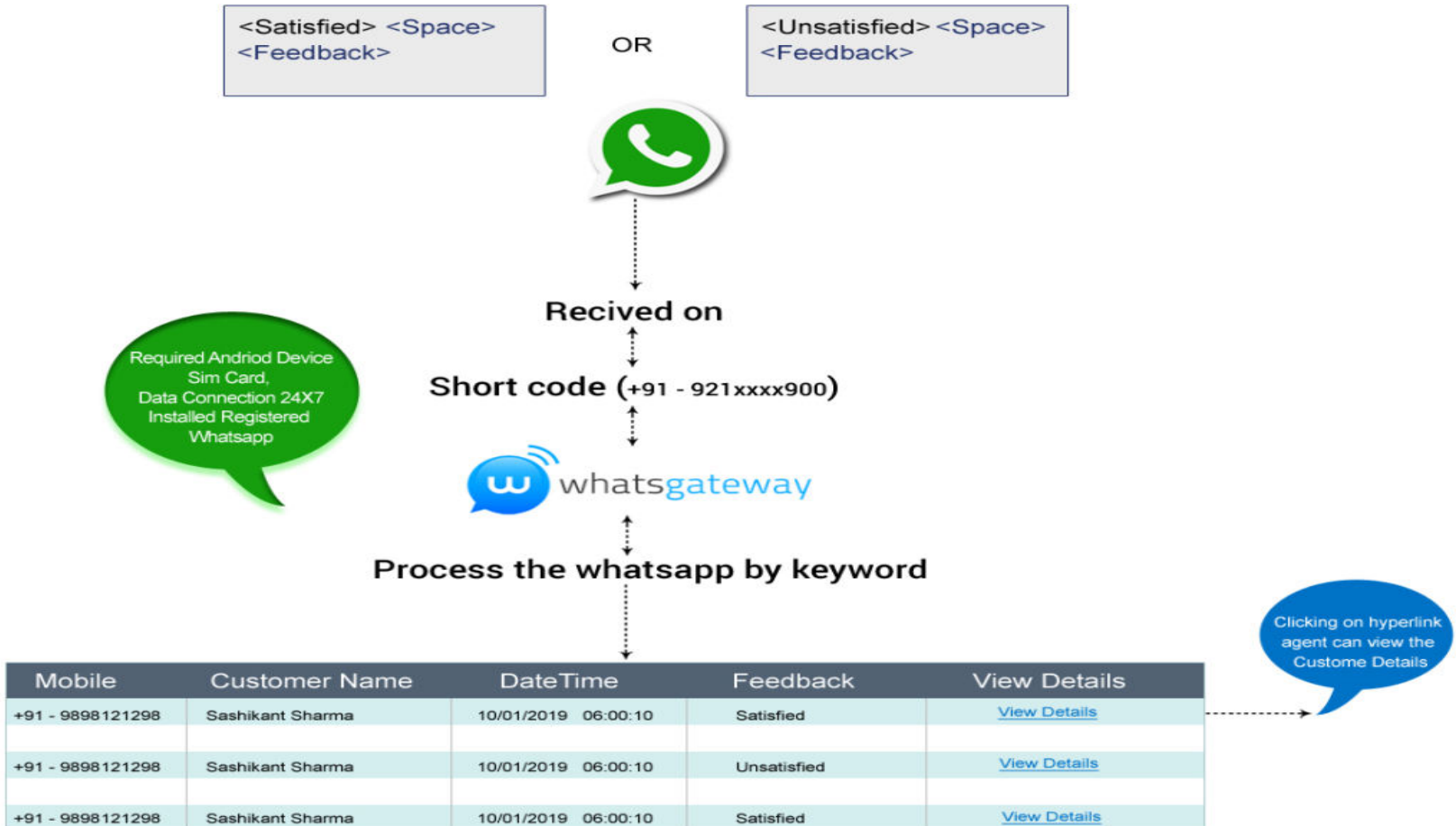
Reliably message your users anywhere in the world:-

- ✓ Know the instant a message reaches your users. Real-time delivery and read receipts give you critical message delivery insights.

Deepen customer trust with branded messaging:-

- ✓ Your WhatsApp branded business identity serves as a familiar face users see when you message them, increasing their trust in you and loyalty to your business.

ARIA Whatsapp Feedback Integration



Social Media Integration

- Social media integration helps you to handle all social media platforms like Facebook, twitter, LinkedIn, WhatsApp, Google Plus etc.
- It helps you to respond of comment or likes.
- Comment on post shall be popped to agent.
- Post back agent's comment on Facebook timeline section.
- Facebook/Twitter plug-in is used to feed posts/tweets into the ACD.
- ACD routes the communication to the skilled agent.

Live Chat Integration

Live Chat

Live chat is a medium which can be integrated with any website, web portal, CRM/ERP etc. Aria Namaste is not a simple web chat which is used for text chat with website visitors

Chat Bot

Omni-Capable-The chat bot converses seamlessly across every channel and retains data and context for a seamless experience.

Integrates with CRM-The Chabot can be integrated with critical systems and orchestrate workflows inside and outside of the CRM. It can handle real-time action as routine as a password change, all the way through a complex 15-step workflow spanning 4 different systems.

Web Portal

Web portals are often the most important information- and communications medium of companies and the central interface for enterprise-critical business processes. Powerful enterprise content management systems (CMS)

Enterprise Web portals integration have the ability to provide customers and employees single point of access to information stored in a wide variety of business applications. A portal is a web-based platform that collects information from different sources into a single user interface and presents users with the most relevant information for their context.

It enable applications, businesses and customers to interact electronically regardless of their platform, data format or physical location.

Mobile App

Android Based App which works with an inbuilt Aria CRM, It enables your android phone to act as a call centre device.

Example- A call comes to your mobile device and pop will appear on CRM screen with customer details. User will have provision to update those details and save it if required.



MIS Reporting

MIS Reports are essential for analyzing different aspects of business. These automated systems allow managers to make decisions for smooth & successful operation of business.





- **Case Studies**

JVVNL(Jaipur Vidhyut Vitran Nigam Limited)

We have deployed the CRM Solution and make it available for call center users & Divisional Helpdesk to handle complaints. The proposed CRM would be integrated with Telephony & Mobile App to complete the complaint cycle.

Scope of Work

Call Center Solution-Telephony -150 Seats

Telephony with CRM Integration

Source of Complaint Registration-IVR/SMS/Email/Mobile App & MDM/Social Media-Facebook & Twitter/Whatsapp/Web chat/Walk in Complaints

Third party Application Integration -GPS Tracking system for vehicle, Bijli Mitra app, Bijli Prabandh app,Web portals, Billing information, Scada etc.

CRM Features-Login Users-Agent/Help desk/JVVNL Officials-AEN/JEN/XEN/SD etc.

1. Complaint Registration
2. Complaint Auto Allocation to Mobile App/Through SMS
3. Complaint Tracking/Escalation to different levels
4. Search Complaints basis on complaint type, Mobile Number,K.Number,Complaint Type etc..
5. MIS Reports
6. Dashboard
7. Option to Put Remarks/Change Subdivision/Complaint Type against particular complaint
8. Update Planned/Unplanned shutdown activity at diff.areas through CRM-to be flashes on Call center CRM users to pass on the information when consumer called for the complaint Registration

Key Benefits

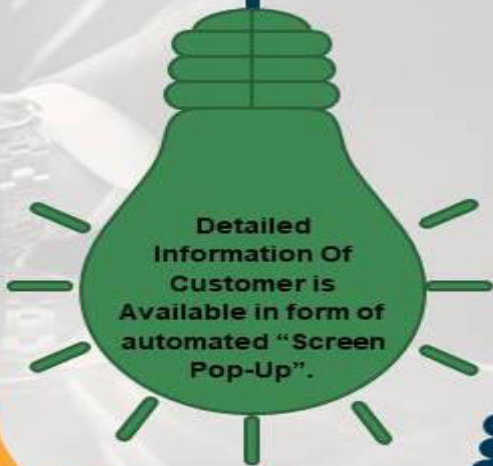


Easy Call Handling : Agents can make and receive calls with simple clicks of button.




Effective Tracking of complaints till closure

Effective MIS reporting capturing day wise call volumes/complaints received resolved




Detailed Information Of Customer is Available in form of automated "Screen Pop-Up".



Reduced Costs , Increased Productivity, Enhanced Caller Experience.



Customer Satisfaction Surveys, Regular Monitoring & Feedback.

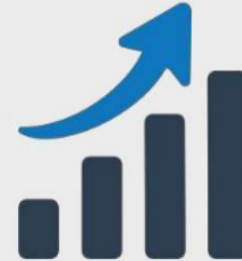


Integration of call logs and caller data in to a unified dashboard.

Advantages of Omnichannel Approach

1. Instant Revenue Growth

On an average, Omnichannel buyers agree to pay 4 % more during in-store shopping trips and 10 % extra online than consumers who don't use Omnichannel.



2. High Customer Retention

Omnichannel strategy can assist you to manage customer relations better across all channels



3. Easily Personalized Offer

Customers are becoming more ready to share their data only if they get an advantage in exchange.



4. Importance of All Channels

Customers tend to try multiple sources of information to make a final decision.



5. Cross-Channel Insights

The omnichannel approach helps you to interact with buyer data no matter which platform they are using for the online shopping.



6. Customer Self-Service

Buyers consider self-service as a very suitable choice in their shopping habits.





Parth OmniChannel Contact Centre - Frames

Activate Windows
Go to Settings to activate Windows.

AGENT IDEAL SCREEN

Parth Omni Channel Communication System AriaDemo

Aria CRM Set CallBack AgentInfo Hold Un Hold Transfer

Info 1 Info 2 Info 3

Number

Name

Membership ID

Branch

Contractor Status

Project status

Transferred to CPIL




Lead details

Project site area

Lead Close Approx date

Client Info Pop up ←

96628126191

1	2	3
4	5	6
7	8	9
*	0	#
 Call	 Close	 Clear

ssacd

Remarks
call letter

Disposition
CS-Busy

Break Submit

Agent Status: FREE Caller ID: Wait Duration: Ring Duration: Location: Delhi © 2018 Agent Panel. All rights reserved.

DISPOSING CALL

Parth™ Omni Channel Communication System AriaDemo

Info 1 **Info 2** **Info 3**

Set CallBack **AgentInfo** **Hold** **Un Hold** **Transfer**

96628126191

1	2	3
4	5	6
7	8	9
*	0	#

<<==== Select ====>>

CS-Busy
CS-call later Script delivered
future upcpping site
intrested
No
on going site
ongoing site-secdispo-3rd
Testing
yes
CS-Busy

Break **Submit**

Select disposition →

Number: Enter Number
Name: Enter Name
Membership ID: Enter Membership ID
Branch: Enter Branch
Contractor Status: <<==== Select ====>>
Project status: <<==== Select ====>>
Transferred to CPIL: <<==== Select ====>>
Lead details: Enter Lead details
Project site area: Enter Project site area
Lead Close Approx date: Enter Date

Agent Status: FREE Caller ID: Wait Duration: Ring Duration: Location: Delhi © 2018 Agent Panel. All rights reserved.

CALLER CALL HISTORY

Parth™

Omni Channel Communication System

AriaDemo

Aria CRM

Caller Call History

Call History

Conference

Missed Call

Preview Dialing

Call Back

Send SMS

Message Inbox

WhatsApp

Facebook

Twitter

Logout

Set CallBack

AgentInfo

Hold

Un Hold

Transfer

Caller Call History

CallerID	C2	C3	C4	Call Type	Call Status	Queue Name	Call Start Time	Agent ID	Remarks	Disposition
8929078102				ClickToDial	IVRS	GSales		balendumani	test	Dealer case
8929078102				ClickToDial	IVRS	GSales		balendumani	test	Dealer case
8929078102				Incoming	ABANDON	GSales				
8929078102				Incoming	ABANDON	GSales				
8929078102				Incoming	COMPLETECALLER	GSales	2019-01-17 16:09:46	gbhawna		
8929078102				ClickToDial	IVRS	GSales		balendumani	yyyy	LongTerm Prospect
8929078102				ClickToDial	ANSWER	GSales	2019-01-17 16:06:22	balendumani	yyy	LongTerm Prospect
8929078102		balendu	aria telecom	Incoming	COMPLETEAGENT	GSales	2019-01-17 16:03:43	balendumani	test	Followup
8929078102		balendu	aria telecom	ClickToDial	IVRS	GSales		balendumani	testing	Followup
8929078102		balendu	aria telecom	ClickToDial	ANSWER	GSales	2019-01-17 15:58:56	balendumani	testing	Followup

Agent Status: FREE

Caller ID:

Wait Duration:

Ring Duration:

Location: Delhi

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SEARCH CALL HISTORY

- Aria CRM
- Caller Call History
- Call History**
- Conference
- Missed Call
- Preview Dialing
- Call Back
- Send SMS
- Message Inbox
- WhatsApp
- Facebook
- Twitter
- Logout

- Set CallBack
- AgentInfo
- Hold
- Un Hold
- Transfer

From Date: Disposition: Caller ID:

Call History										
Mobile Number	C2	C3	C4	Call Type	Call Status	Queue Name	Call Start Time	Agent ID	Remarks	Disposition
8929078102		balendu	aria telecom	ClickToDial	IVRS	GSales		balendumani	testing	Followup
8929078102		balendu	aria telecom	ClickToDial	ANSWER	GSales	2019-01-17 15:58:56	balendumani	testing	Followup

CONFERENCE CALL

- Aria CRM
- Caller Call History
- Call History
- Conference**
- Missed Call
- Preview Dialing
- Call Back
- Send SMS
- Message Inbox
- WhatsApp
- Facebook
- Twitter
- Logout

- Set CallBack
- AgentInfo
- Hold
- Un Hold
- Transfer

Conference

Conference

Number	Name	Channel
953056908	Caller	SIP/7004-00001859
929078102	Agent	SIP/7004-0000005a
763966	Agent	SIP/107-00000059
540647427	Caller	SIP/7004-0000005c

SET CALL BACK

Parth

Omni Channel Communication System

AriaDemo

- Aria CRM
- Caller Call History
- Call History
- Conference
- Missed Call
- Preview Dialing
- Call Back**
- Send SMS
- Message Inbox
- WhatsApp
- Facebook
- Twitter
- Logout

From Date:

Enter From Date

Call Back

Action

Nur

Go to page:

Row count:

AgentInfo

Hold

Un Hold

Transfer

Remarks

Set Call Back

x

CallBack Number:

98727193823

CallBack Remarks:

call back



Date Time:

2018-12-31 00:00:00

Set Call Back

Close

Agent Status: Dialing

Caller ID: ***86868222

Wait Duration:

Ring Duration:

Location: Delhi

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SEND SMS

- Aria CRM
- Caller Call History
- Call History
- Conference
- Missed Call
- Preview Dialing
- Call Back
- Send SMS**
- Message Inbox
- WhatsApp
- Facebook
- Twitter
- Logout

From Date: 2019-04-01 2019-04-19

Send SMS

Mobile Number

Row count:

Send SMS

Mobile Number:

Message:

- AgentInfo
- Hold
- Un Hold
- Transfer

WHATS APP

Parth™ Omni Channel Communication System AriaDemo

Set CallBack **AgentInfo** **Hold** **Un Hold** **Transfer**

From Date: Caller ID: **Search** **WhatsApp**

Search chat history date wise & caller ID wise

WhatsApp
Action
9821858305
Private
?+91 99582 46037?
919582681786

<< < 1 > >> Go to page: Row count: Showing 1-4 of 4

Whatsapp message history

Send & receive whatsapp message

?+91 99582 46037?
online

Hi RequestTime

Hi RequestTime

Hello RequestTime

Number RequestTime

Hi AriaDemo

Agent Status: FREE Caller ID: Wait Duration: Ring Duration: Location: Delhi © 2018 Agent Panel. All rights reserved.

FACEBOOK

Parth™

Omni Channel Communication System

AriaDemo

- Aria CRM
- Caller Call History
- Call History
- Conference
- Missed Call
- Preview Dialing
- Call Back
- Send SMS
- Message Inbox
- WhatsApp
- Facebook**
- Twitter
- Logout

Set CallBack AgentInfo Hold Un Hold Transfer

From Date:

2019-04-01

2019-04-23

Search



Search facebook messages & post date wise

Facebook		
Date	Message	Message id
2019-04-19 12:01:41	Introducing One of Our Major Product- Aria USB Telephone Recording Software Please "Subscribe" Our Youtube Channel and Press the Bell Icon for More Video Like This. Don't Forget to Like, Share & Comments	312813125486333_17488
2019-04-19 12:01:41	Q1) Is sharing your number is secure ? No, Because of following reasons Once you share your number at one pace It is been used for sending lot of promotions etc. Number can be misused by someone Somebody can start following you on social media etc. Somebody can misuse it in somewhere in banking etc. http://ariatelecom.net/Virtual-Intercom	312813125486333_17475
2019-04-19 12:01:41	At Aria Telecom, #Holi is just more than #FestivalOfColor... It is about #togetherness and #BondingOfLove among the Aria #Family.	312813125486333_17128
2019-04-19 12:01:41	On the auspicious occasion of #HOLI, Aria Telecom wishes everyone a happy & colorful year ahead. #HappyHoli #HoliHai #Holi2019 Ravindra Saini Reena Saini	312813125486333_17104
2019-04-19 12:01:41	We are getting ready with new #colors in this #HOLI! A fresh, new ARIA TELECOM SOLUTION is on its way to lure you with its new frills. STAY TUNED!	312813125486333_17027
2019-04-19 12:01:41		

<< < 1 2 3 > >> Go to page: Row count: Showing 1-10 of 24



Facebook message & post history

Agent Status: FREE

Caller ID:

Wait Duration:

Ring Duration:

Location: Delhi

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TWITTER

- Aria CRM
- Caller Call History
- Call History
- Conference
- Missed Call
- Preview Dialing
- Call Back
- Send SMS
- Message Inbox
- WhatsApp
- Facebook
- Twitter**
- Logout

- Set CallBack
- AgentInfo
- Hold
- Un Hold
- Transfer

From Date:

Search



Search twitter post & message date wise

Twitter		
Twite By	Message	Twit Date
Krishan	hello krisn	21/04/2019
raj verma	hi how r u	22/04/2019
mohit sharma	hi this is testing	23/04/2019

Row count:



Twitter post & message history

ADMIN PANEL



ADMIN LOGIN

← → ↻ Not secure | parth.ariatelecom.net



Home

About Us

Products

Solutions

Customers

Contact Us

Credentials

User Login

UserID:

admin

Password:

...

Phone:

Enter Phone

Login

LIVE MONITORING



Agent Status : Select Campaign : None selected Pending Calls

1	1	0	0	0	0	0	0	0	Predictive Mode=1 Manual Mode=0	
Login	Free	Ringing	Busy	Wrap Up	Break	Queue	Invalid Phone	Hold		

Agent Id	Agent Phone	Campaign	ACD Group	Call Status	Caller Id	Live Duration	Ring Duration	Break Reason	Total Login Time	Total Break Duration	Mode	
krish	8287454694	bpss	ssacd	FREE		00:00:07		RESUME	00:49:45	00:00:00	Predictive	Barge

Call In ACD

A top-down view of a wooden desk. In the top left corner, a portion of a white laptop is visible. In the top right corner, there is a small wooden box containing several colored pens (blue, purple, red) and a logo that says 'ARIA'. In the center-right, a white coffee cup with a red handle is filled with black coffee. To the right of the coffee cup is a spiral-bound notebook with a black cover and a silver spiral binding. A black leather watch with a silver case is lying on the notebook. The words 'thank you' are written in a blue, cursive font on the wooden surface.

thank
you

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