



ARIA CCS

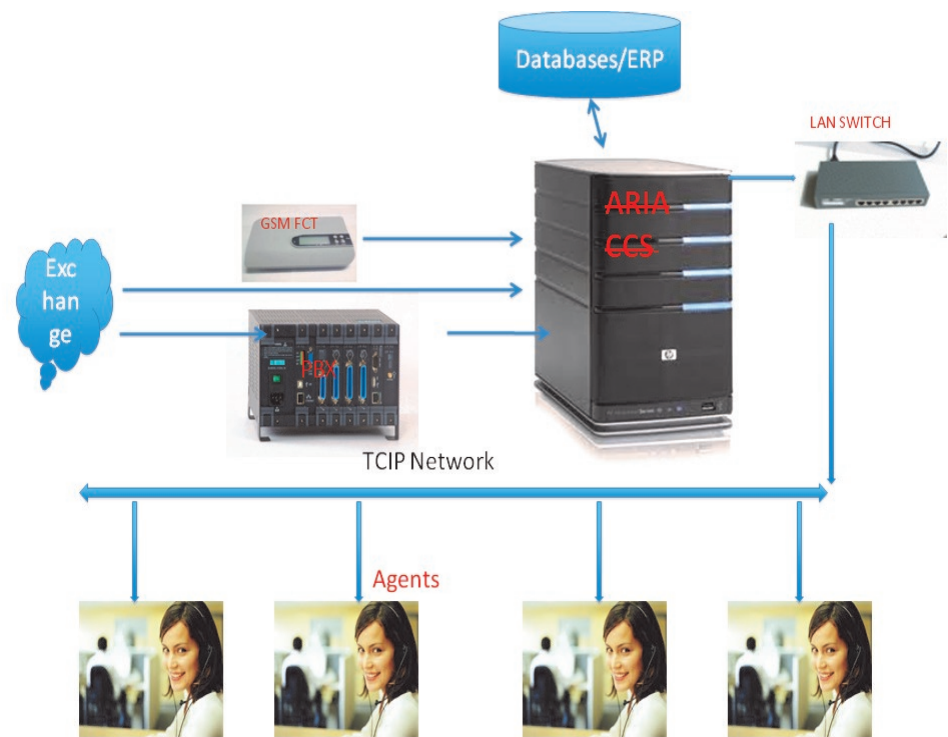
Contact Center Solution (Asterisk Based)

- ARIA CCS is asterisk based contact center solution
- Easy to use GUI to make your own IVR tree
- Option to connect with various data base through API
- Dialing Option—Predictive , Progressive & Preview
- Customized client information—POP-up
- Customized disposition
- Integration with third party ERP/CRM
- Inbuilt IP PBX and ACD facility
- Support Inbound , outbound & Blended Application
- Can be used for international & domestic Call Center
- Supported board– Digium , Sangoma , Openvox
- Can be integrated with existing TDM PBX
- Agent login through IP Phone , Soft Phone , VOIP Gate Way , Mobile Phone, Land line
- Agent MIS
- Live Monitoring
- Call, Transfer , Call Hold , Call Conference etc

ARIA CCS– Conference Bridge

FEATURES:

- Welcome Greeting
- Entry through PIN or w/o PIN
- Play music if admin not joined
- 120 Concurrent Calls.
- Configurable group & user
- Option to Lock Conference, after pre defined time
- Name announcement on user entry & leaving
- Conference Call recoding
- Connectivity through PRI or Analog Line / Extensions
- Software based application run on Linux centos OS
- Outbound conference
- Administrator can mute and un mute a person
- Forceful exit of participant by Admin



ARIA CCS- NETWORK DIAGRAM

ARIA CCS– OBD IVR

ARIA CCS is automated outbound IVR broadcasting system

Features:

- Support multiple campaign
- Upload data base & voice file through GUI
- Can play dynamic IVR tree
- Schedule campaign
- Suitable for electronic voice campaign
- Information broadcasting
- Election Campaign
- Electronic Survey
- Product Launch
- Customer feed back call