



*ISO 9001:2008 Certified Company*

## **ARIA TVRS-ADVANCE**

### **Cost effective –Contact Center Solution**

Aria is committed to provide best cost effective solutions to its customer, in the same line Aria has launched world best cost effective & useful tool for domestic call center & help desk industry. ARIA TVRS-ADVANCE is one more achievement of Aria's R&D team. ARIA CCS- LITE provides comprehensive features of call center suite.

ARIA CCS-LITE provides following features like:

Feature rich client software for agent to provide customer detail ,Log-in/ Log-out, breaks

Supports Inbound calls Pop-up

Comprehensive agent MIS / Reports

Agent live monitoring

Can work with or without PBX

No need of heavy server, Desktop PC can also run up to 60 agents

100% agent recording

Customize disposition with call back option

Very effectively work with GSM / CDMA FCT, Analog lines and PRI lines

Incoming customer information pop-up

Database protection-Show / hide partial number at agent desktop

Automatic FTP backup transfer

Integration with third party database/ ERP/ CRM

Incoming /Outgoing/ Missed call detail with various search options

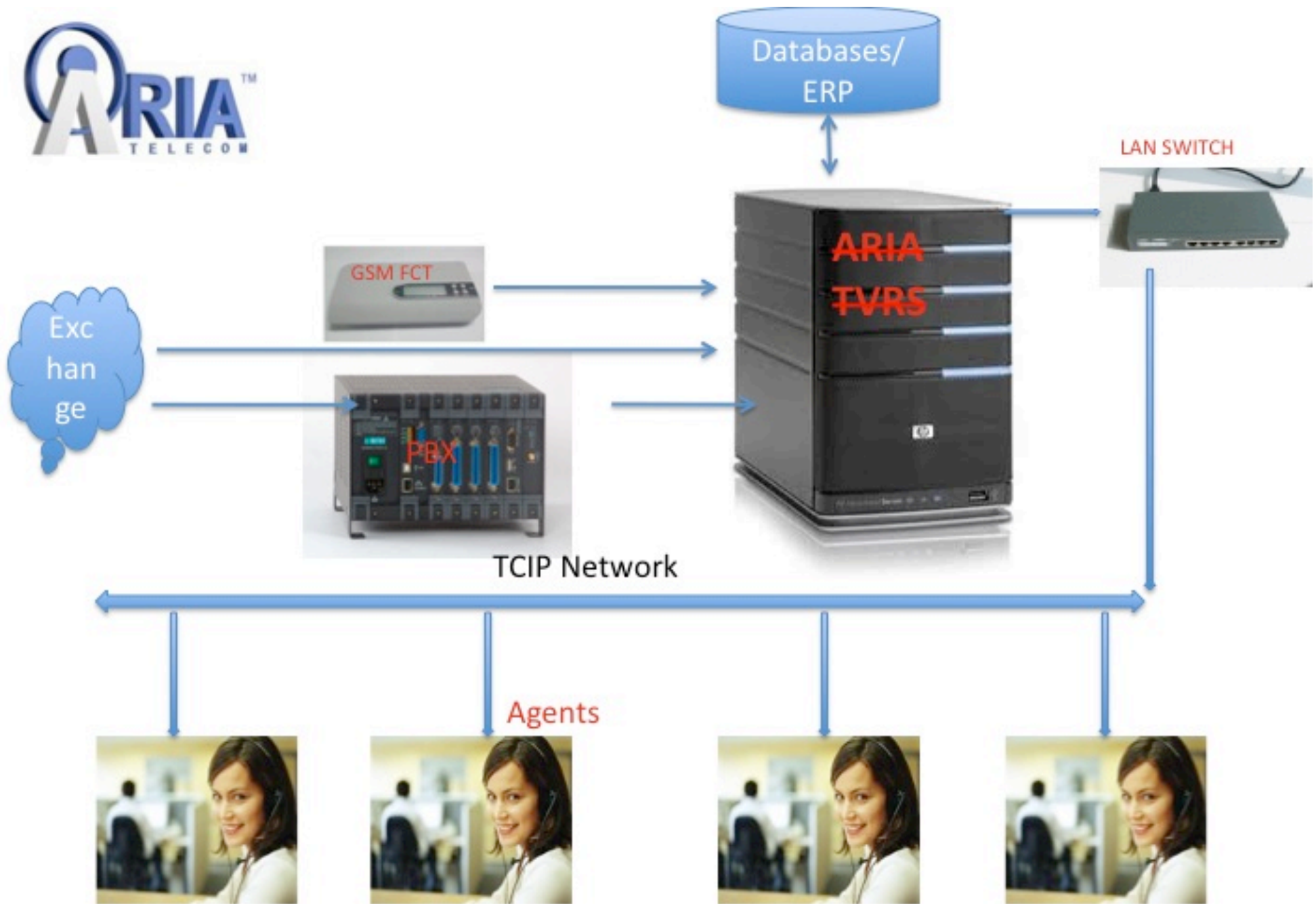
We are professionals in the designing and developing of highly portable range of Voice Logger –PC Based. These are carefully developed as per the defined quality standards to meet the diversified requirements of telecom industries. These are widely acclaimed for its outstanding performance and long lasting nature. Our exclusive range encompasses:

We have utilized our available resources in the best possible manner to produce an outstanding range of PC Based TVRS as per the set international quality. Developed using modern technology, TVRS is capable to fulfill the diversified requirements of our clients. TVRS have excellent capability to perform varied operation such as CRM integration, recording & live monitoring, SMS / email alert integration and GSM recording.

TVRS -Advance can full fill complete MIS & recording requirement of any call center or help desk with features like , Complete MIS, Agent performance , agent live monitoring, agent POP-UP, call disposition for incoming as well as outgoing calls, integration with CRM

**Features:**

2 to 200 ports voice Logger, 2/8 times hardware compression, customized incoming & outgoing call pop-up, MS Access & MS SQL data base support, Scheduled FTP backup transfer, CD or remote location network backup, On demand recording, Web based remote access, Multisite remote live monitoring Direct P&T line , all EPABX extension compatible, System health diagnosis alarm, GSM recording with FCT, Industrial grade hardware



**ARIA TVRS- NETWORK DIAGRAM**

# Agent Login screen



The image shows a login window with a blue gradient background. It contains three input fields: 'User ID' (empty), 'Password' (empty), and 'Extension' (containing '6001'). Below the fields are 'Login' and 'Exit' buttons. The copyright notice '©2011 Aria Telecom' is at the bottom left.

User ID

Password

Extension

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aria 6001

- Logout
- Break
- Hold
- Transfer
- Conferen
- History
- Hang
- S Tra

**Select Break Reason**

- Lunch
- Meeting
- Other

Ok

Cancel







aria 6001

- Logout
- Break
- Hold
- Transfer
- Conference
- Close His..**
- Hang-up
- S Transfer

Enter Query

Search

|   | AGENT_ID | CALLER_NAME | CALLERID   | REMARK | DATE                |
|---|----------|-------------|------------|--------|---------------------|
| ▶ | Agent1   |             | 9999884417 |        | 25-04-2011 12:36 PM |
|   | Agent1   |             | 8800240786 |        | 25-04-2011 12:37 PM |
|   | Agent1   |             | 6002       |        | 25-04-2011 12:39 PM |
|   | Agent1   | Hemant      | 6005       |        | 25-04-2011 12:48 PM |
|   | Agent1   |             | 6006       |        | 25-04-2011 12:50 PM |
| * |          |             |            |        |                     |



# Call Disposition screen

Call\_Dialer Aria CCS-LITE

Student Information

|                      |                   |
|----------------------|-------------------|
| Company Name         | ARIA              |
| Address              | DELHI             |
| Contact Person       | MUSARRAT          |
| Category OF Business | SELF              |
| Market               | DELHI             |
| Timings              | 08:00:00 09:00:00 |
| OFF Day              | Sunday            |
| Email                | MUSARRAT.ABC.COM  |
| Website              | www.aria.com      |
| Type Of Customer     | a                 |
| Plan                 | xyz               |
| Varifed By Agency    | abc               |
| Varifed By BE        | aab               |
| Remark               |                   |

Schedule Call Back 20-Apr-2011 17:12

Disposition <<==Select Disposition==>>

Dial Number

|  |            |                                     |     |
|--|------------|-------------------------------------|-----|
| <input checked="" type="radio"/> Mobile No | 8010885820 | <input type="radio"/> Land Line     | 115 |
| <input type="radio"/> Office               | 114        | <input type="radio"/> Residence     | 101 |
| <input type="radio"/> DND                  | NO         | <input type="checkbox"/> Add Prifix |     |

Dial Cancel



| Status  |          | Caller ID |           | Sys Info |                  | Run log     |
|---------|----------|-----------|-----------|----------|------------------|-------------|
| Channel | Line No. | Type      | Status    | Duration | Dialing number   | Description |
| 01      | 31       | Record    | Free      |          |                  |             |
| 02      | 31       | Record    | Free      |          |                  |             |
| 03      | 31       | Record    | Free      |          |                  |             |
| 04      | 31       | Record    | Free      |          |                  |             |
| 05      | 31       | Record    | Free      |          |                  |             |
| 06      | 31       | Record    | Free      |          |                  |             |
| 07      | 31       | Record    | Recording | 00:00:47 | 9718108779       |             |
| 08      | 31       | Record    | Free      |          |                  |             |
| 09      | 31       | Record    | Free      |          |                  |             |
| 10      | 31       | Record    | Free      |          |                  |             |
| 11      | 31       | Record    | Recording | 00:02:40 | 2222882640       |             |
| 12      | 31       | Record    | Free      |          |                  |             |
| 13      | 31       | Record    | Free      |          |                  |             |
| 14      | 31       | Record    | Recording | 00:04:44 | 751223267812411  |             |
| 15      | 31       | Record    | Free      |          |                  |             |
| 16      | 31       | Record    | Recording | 00:07:13 | 2226590291       |             |
| 17      | 31       | Record    | Recording | 00:00:14 | 9903814783       |             |
| 18      | 31       | Record    | Recording | 00:07:11 | 802212738512     |             |
| 19      | 31       | Record    | Recording | 00:02:52 | 9674075384       |             |
| 20      | 31       | Record    | Free      |          |                  |             |
| 21      | 31       | Record    | Recording | 00:00:08 | 9562839986       |             |
| 22      | 31       | Record    | Free      |          |                  |             |
| 23      | 31       | Record    | Free      |          |                  |             |
| 24      | 31       | Record    | Free      |          |                  |             |
| 25      | 31       | Record    | Free      |          |                  |             |
| 26      | 31       | Record    | Recording | 00:17:57 | 9004082898121122 |             |
| 27      | 31       | Record    | Recording | 00:07:16 | 33223138161112   |             |
| 28      | 31       | Record    | Recording | 00:03:35 | 1202640754       |             |
| 29      | 31       | Record    | Recording | 00:03:11 | 1123979358       |             |
| 30      | 31       | Record    | Free      |          |                  |             |
| 31      | 32       | Record    | Free      |          |                  |             |
| 32      | 32       | Record    | Free      |          |                  |             |

Find & Play
 System
 Recycle Bin
 Exit
 Help

Status

Caller ID

Sys Info

Run log

Find & Play

| Channel | Line | Current Index    | Record         |                     |              |            |          | <input type="checkbox"/> Default show all |
|---------|------|------------------|----------------|---------------------|--------------|------------|----------|---|
| Channel | EXT  | Start Time       | Call Type      | Dialing number      | Duration     | Username   |          |   |
| 01      | 31   |                  |                |                     |              |            |          |   |
| 02      | 31   |                  |                |                     |              |            |          |   |
| 03      | 31   |                  |                |                     |              |            |          |   |
| 04      | 31   | 82               | 033            | 2010-05-18 10:49:40 | Incoming     | 9829465270 | 00:01:06 | vdn                                       |
| 05      | 31   | 75               | 772            | 2010-05-18 10:42:55 | Incoming     | 9899105978 | 00:07:52 | Ranganathan                               |
| 06      | 31   | 69               | 764            | 2010-05-18 10:47:30 | Incoming     | 9739998449 | 00:03:26 | Poonam Kashyap                            |
| 07      | 31   | 39               | 033            | 2010-05-18 10:49:48 | Incoming     | 9841290310 | 00:01:10 | vdn                                       |
| 08      | 31   | 96               | 753            | 2010-05-18 10:44:49 | Incoming     | 8066621114 | 00:06:30 | 753                                       |
| 09      | 31   | 66               | 033            | 2010-05-18 10:51:04 | Incoming     | 9829465270 | 00:00:32 | vdn                                       |
| 10      | 31   | 93               | 701            | 2010-05-18 10:47:50 | Incoming     | 1147029042 | 00:03:50 | 701                                       |
| 11      | 31   | 115              | 033            | 2010-05-18 10:51:16 | Incoming     | 9841290310 | 00:00:39 | vdn                                       |
| 12      | 31   | 107              | 737            | 2010-05-18 10:42:13 | Incoming     | 9740811798 | 00:09:44 | Amarjeet Mahto                            |
| 13      | 31   | 55               | 033            | 2010-05-18 10:49:19 | Incoming     | 9481810116 | 00:02:46 | vdn                                       |
| 14      | 31   | 13               | 739            | 2010-05-18 10:46:34 | Incoming     | 1123379986 | 00:05:38 | Sonia Sharma                              |
| 15      | 31   | 119              | 746            | 2010-05-18 10:47:44 | Incoming     | 2066046742 | 00:04:34 | Mohit Vats                                |
| 16      | 31   | 20               | 033            | 2010-05-18 10:51:06 | Incoming     | 8802183009 | 00:01:18 | vdn                                       |
| 17      | 31   | 92               | 749            | 2010-05-18 10:45:04 | Incoming     | 2225243307 | 00:07:22 | Ravi Kumar                                |
| 18      | 31   | 03               | 714            | 2010-05-18 10:51:59 | Incoming     | 2025512748 | 00:00:27 | 714                                       |
| 19      | 31   | 111              | 033            | 2010-05-18 10:52:14 | Incoming     | 9043474981 | 00:00:27 | vdn                                       |
| 20      | 31   | 38               | 774            | 2010-05-18 10:49:47 | Incoming     | 1125524377 | 00:03:09 | 774                                       |
| 21      | 31   | 89               | 729            | 2010-05-18 10:46:20 | Incoming     | 4027764033 | 00:06:56 | 729                                       |
| 22      | 31   | 70               | 767            | 2010-05-18 10:50:33 | Incoming     | 4424996869 | 00:02:47 | Rahul Sharma                              |
| 23      | 31   | 18               | 715            | 2010-05-18 10:45:45 | Incoming     | 8022127385 | 00:07:36 | 715                                       |
| 24      | 31   | 97               | 745            | 2010-05-18 10:48:19 | Incoming     | 3364504798 | 00:05:06 | Ajit Kumar                                |
| 25      | 31   | 27               | 785            | 2010-05-18 10:45:40 | Incoming     | 3322313816 | 00:07:46 | Azhar Salim                               |
| 26      | 31   | 78               | 033            | 2010-05-18 10:52:27 | Incoming     | 9841290310 | 00:01:01 | vdn                                       |
| 27      | 31   | 54               | 708            | 2010-05-18 10:37:00 | Incoming     | 1244781785 | 00:16:35 | Gopal Goyal                               |
| 28      | 31   | 14               | 765            | 2010-05-18 10:48:12 | Incoming     | 7512232678 | 00:05:25 | Priyanka Saxena                           |
| 29      | 31   | 99               | 933            | 2010-05-18 10:53:04 | Incoming     | 9829465270 | 00:00:44 | vdn                                       |
|         |      | Total Rec. Files | 735            | Total Durations     |              | Total Size |          |   |
|         |      | Play             | Complex Search | Refresh             | Rec. Folder  | Help       |          |   |
|         |      |                  |                | Delete Current file | Delete Batch | Close      |          |   |

Line No.

Username

Channel

Dialing number

Duration

Note

Handle By

Remark 2

EXT

Operation Type

Number of Playing

Password

Area

Number of Ring

Department

Last Play

Start Date  (yyyy-mm-dd)

Start Time  (hh:mm:ss)

End Date

End Time

Check Last Play Time

Record Start Time

Start Date

Start Time

End Date

End Time

Incoming

No Answer

Normal

Outgoing

Audio

Important

Message Record

Search in Wide Area Network

Show Result

Call List Report

Help

Backup To ...

Channel Sum Report

Close



## ABOUT ARIA

Aria is proud to be the trusted telecom solution provider to leading organizations to meet the challenges of growth. At Aria, we respond quickly to the needs of client market and their specific requirements. Here, we promise full commitment and attention to our clients.

Aria software products support loop-start, ground-start, DID, T1, E1, Signaling 5 (SS#5), Signaling 7 (SS#7), ISDN, and the VoIP Session Initiation Protocol (SIP) and H.232, IAX interfaces. IVRS, Voice Logger, Voice Mail and Automated Attendant features are fully integrated to operate on any PBX and central office (CO) switches. Powerful software developed by ARIA functions with the most efficient voice processing boards available providing you with clear as well as faster service and functionality. Here are some the ARIA products range given below

**For further information contact:**

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