



**ARIA**

**TELECOM**

ISO 9001:2000 Company

**A  
ONE STOP  
VOICE SOLUTION  
TO CATER TO  
YOUR  
MISSION CRITICAL  
BUSINESS**

**WE CUSTOMIZE YOUR TELECOM NEEDS**



- Interactive Voice Response Systems**

- Voice Logger**  
**Basic**  
**Embedded**

- Call Center Solutions**  
**Predictive Dialer Solutions**  
**Auto Dialer**

- IPPBX**

- Voice Mail Solutions**

**& MANY more.....**

**COMPUTER TELEPHONY SOLUTIONS**

A woman with long, wavy brown hair, wearing a red blazer over a white collared shirt, is smiling and talking on a black mobile phone. She is holding the phone to her ear with her right hand. The background is a soft, out-of-focus light blue and white. The text is overlaid on the right side of the image.

## About Aria Telecom Solutions

Aria Telecom Solutions Pvt. Ltd., specializing in telecom Solutions, has come to be one of the industry's leading solutions provider companies. Since 1992, Aria Telecom Solutions Pvt. Ltd. has been providing total solutions to our customers and has been creating innovative bullet proof telecom software . With a product line ranging from IVR, Predictive dialers, Auto dialers, Voice Logger, Voice Mail Solutions, IPPBX, Video & audio conferencing solutions, web conferencing solutions and many more customized telecom solutions, Aria Telecom is guaranteed to have a product to suit your communication needs . At Aria we combine our knowledge of call processing industry with in depth understanding of your business processes to provide an optimum system solution by reducing the total cost of ownership and maximizing the Return On Investment .As a customer you will be involved directly in the deployment of your system with our commitment and focused personnel services and see the benefits begin paying you back.



## INTERACTIVE VOICE RESPONSE SYSTEMS

- ❖ The IVR automates interactions with telephone callers.
- ❖ Aria IVR supports a rich feature set yet is easy to use and configure.
- ❖ Changes to IVR scripts can be made on-the-fly in real-time to adapt to various events.
- ❖ Give callers access to information even during closed hours.
- ❖ Better routing and classification of customer calls to the appropriately skilled agent
- ❖ It can call your customers and remind them about their bills due, your customers can call and setup appointments or the system can provide the status of the shipments all in clear voice and in the language the callers understand.
- ❖ IVR can reduce cost of common sales, service, inquiry, collection and support calls to and from the company.
- ❖ It works 24 hours a day and seven days a week.
- ❖ It is powerful software that allows companies to turn their vision of an interactive call flow into reality.

### IVR Tree Management

**Tree List**

- xDemo
- DDemo
- tDemo
- DiDemo
- tdefault
- sap
- defaultmizoram
- test
- NEW
- ariaivr
  
- MG
- Jaquar

**Settings**

Tree ID:

Tree Name:

Technology:

Routing:

Based On:

Channel From:

Channel To:

### IVR Tree Flow

**IVR Nodes**

IVR Tree: Demo

- Top
  - opt1
    - opt2
      - opt3
        - opt31
      - opt4
        - opt5
          - opt6
            - opt7
              - opt8
                - opt9
                  - opt11
                    - opt12
                      - opt13
                    - opt10
                      - opt16
                        - opt17
                      - opt18
- abc12

**IVR Node Main**

Node Id:  Parent Id:

Node:  DTMF key:

**Node Action**

Node Type:

Action Type:

File Name:

**Node Settings**

Max DTMF:  Max Try:

Max Time:

**Help**

Status

## IVR Applications

- ❖ HealthCare(Automated Prescription Filling, Patient Reminders, Off Hours Auto Attendant, Bill Collection)
- ❖ Banking(Bank Information, Tele Banking, Card Enablement, Call Routing)
- ❖ Call Centers(Customer Satisfaction Surveys, Employee Screening, Call Center Automated IVR Functionalities, Call Center Routing)
- ❖ Human Resources(Employee Screening & Recruiting, Benefits, Employee Time Clock)
- ❖ Customer Service(General Information, Reminders, Payment Processing, Customer Survey)
- ❖ Consumer Products(Product Registration, Product Orders, Recall Information, Shipment Status)
- ❖ Retail Stores(Dealer/Store Locator, Store Information, Specials/Discounts, Appointment Confirmation)
- ❖ Education(Parent Information, Student Information, Surveying, Libraries, Notification)
- ❖ Township / Country Government(Community Awareness, Emergency Notification, Services Provided, Department Routing)
- ❖ Entertainment
- ❖ Travel & Lodging(Hotel Booking, Special/ Deals, Hotel Locator)
- ❖ Automotive(Dealer Information, Service Information, Service Reminder, Use Car Listings)
- ❖ Airlines / Railways / Bus & other Transportation(Schedule Information, Bookings)
- ❖ Telephone Companies (General Information, Account Information, Number Change Notification, Bill Collection, Complaint Booking, Call Routing)
- ❖ Political Campaigns
- ❖ Traffic And Parking Violations(Parking, Bill Collection, Community Alerts Ticket Payments, Violation Information, Notification)
- ❖

A woman with long brown hair, wearing a red blazer, is smiling and talking on a black mobile phone. The background is a soft, out-of-focus light green and white.

## Aria TVRS

Aria Telephone Voice Recording System(TVRS) is a multiple channel digital telephone recording system that uses PC and Recording Card to record telephone conversations ,dialed numbers and caller Ids to hard disk . This TVRS helps to make transactions over the telephone and to control the quality of personnel's work , robust design and simple interface for fail-safe but user-friendly day to day operation.

### Typical Usages:

- ❖ Call center,
- ❖ Help Desk,
- ❖ Hospital,
- ❖ Fire station,
- ❖ Recording conferences calls
- ❖ Recording instruction,
- ❖ Clarification of quantities and Specifications Protection of staff from abusive/difficult customers
- ❖ Monitoring nuisance callers
- ❖ Monitoring customer service

### **Basic Voice Logger:**

Service hotlines, call centers, hospitals, police stations, fire departments, and other public service institutions can benefit from our multi channel voice recording system -a sophisticated feature rich device with the following function:

- Supports 2 -512 channels
- Can be used with PSTN and PBX phones
- Incoming Call alert
- Digital Recording
- Customer Information Pop Up on screen
- Dates and times of calls are logged
- Records conference calls





### **ARIA VOICE CATCH : PCI Based Voice Logger**

- ❖ **AT-PCI8/AT-PCI16** record monitor system is the fully digital record monitor equipment researched and developed by our company, integrating requirements of various fields.
- ❖ It can achieve multi-line call record, query and other functions, able to be widely applied in the field of public security, securities and futures brokering company, bank, civil aviation, railway, electric power dispatching department and telephone service industry.

### **ARIA VOICE CATCH : USB based voice logger**

- ❖ The AT-USB1 and AT-USB2 telephone recording box are small size recording equipments which are steady ,cheap and easy to operate.
- ❖ The AT-USB4 recording box is the newest generation of telephone recording equipment which was independently developed by our company to meet the demands of customers.
- ❖ These are the most advanced telephone equipment all over the world

Telephone Voice Recording System Version 3.11E29(0)

Operate(S) System(S) Tools(T) Help(H)

| Status  |          | Caller ID |           | Sys Info |                | Run log     |
|---------|----------|-----------|-----------|----------|----------------|-------------|
| Channel | Line No. | Type      | Status    | Duration | Dialing number | Description |
| 01      |          | Record    | Free      |          |                |             |
| 02      |          | Record    | Recording | 00:00:05 |                | 10000       |
| 03      |          |           |           |          |                |             |
| 04      |          |           |           |          |                |             |
| 05      |          |           |           |          |                |             |
| 06      |          |           |           |          |                |             |
| 07      |          |           |           |          |                |             |
| 08      |          |           |           |          |                |             |
| 09      |          |           |           |          |                |             |
| 10      |          |           |           |          |                |             |
| 11      |          |           |           |          |                |             |
| 12      |          |           |           |          |                |             |
| 13      |          |           |           |          |                |             |
| 14      |          |           |           |          |                |             |
| 15      |          |           |           |          |                |             |
| 16      |          |           |           |          |                |             |
| 17      |          |           |           |          |                |             |
| 18      |          |           |           |          |                |             |
| 19      |          |           |           |          |                |             |
| 20      |          |           |           |          |                |             |
| 21      |          |           |           |          |                |             |
| 22      |          |           |           |          |                |             |
| 23      |          |           |           |          |                |             |
| 24      |          |           |           |          |                |             |
| 25      |          |           |           |          |                |             |
| 26      |          |           |           |          |                |             |
| 27      |          |           |           |          |                |             |
| 28      |          |           |           |          |                |             |
| 29      |          |           |           |          |                |             |
| 30      |          |           |           |          |                |             |
| 31      |          |           |           |          |                |             |
| 32      |          |           |           |          |                |             |

Free Space: 22681M (161.3Hour)      <2006-10-25 14:19:30> HangupDeal Type mismatch

Find & Play   Monitor   System   Customer   Exit   Help



## Basic Features

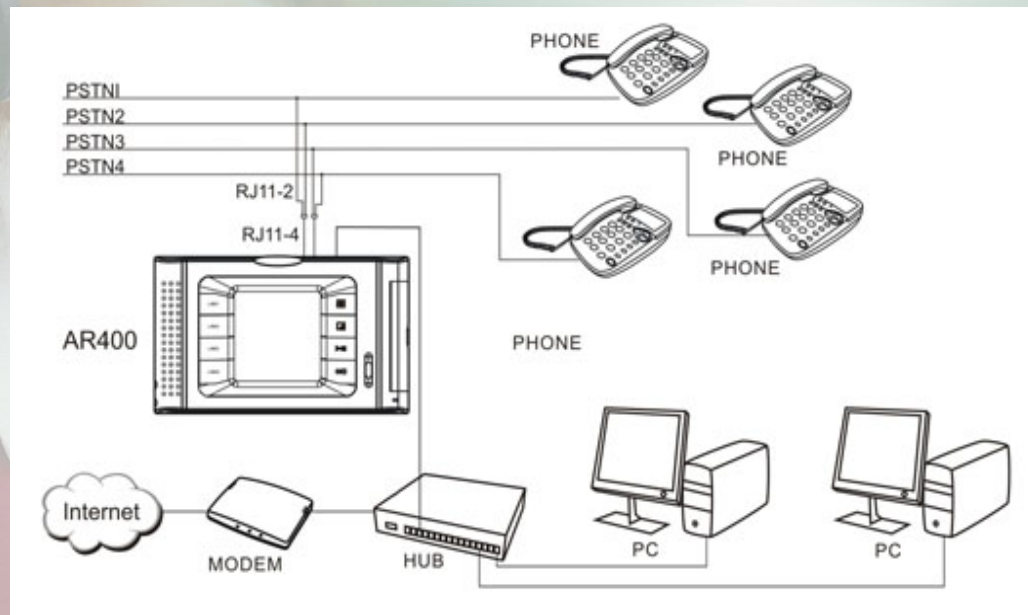
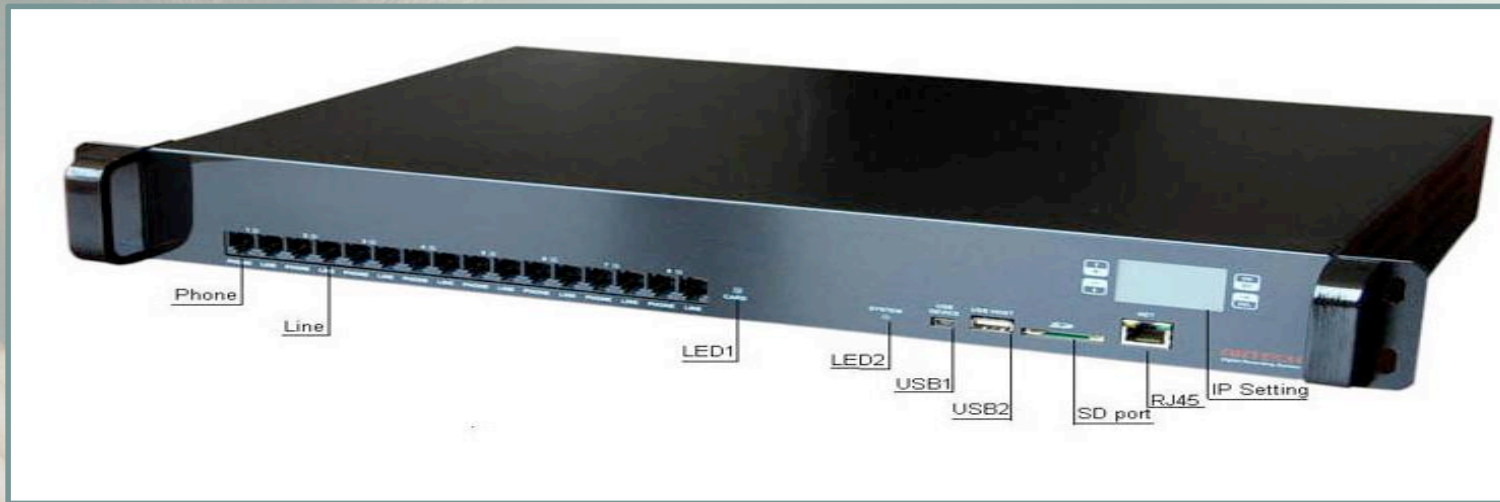
- Supports Windows 98/NT/2000/XP/2003.
- Provides USB\*2, PCI card\*4,\*8,\*16 and digital 30B+D (\*30).
- Can monitor the conversation for every line on the real time.
- Supports three video modes or customization, auto-recording, voice-control and manually recording (Key- control).
- Can list and print all the dialed-in, dialed-out and missed calls, support the conditional inquiry and remarks addition.
- Can record the direct call. Support the simultaneous recording for the direct phone and extension.
- Supports auto-backup, back up the files onto the burning ROM, supports the auto fold repeat.
- Consists of the incoming customers management system to recognize the incomers and the Popup Screen
- Subscribers can customize the phone number not to be recorded in the special list, for example, when dialing 8888,169 and 163 to access the internet. The system does not launch this function.
- Possesses the whole operation logs to record all the operations.
- Support the privacy operation on some lines for a single subscriber, can setup password protection with different degrees, besides the superlative password for the administrator, the subscriber also owns their password, file password and so on protection.
- The outward phone cables, extension cables, ISDN catalog cables, output cables for the wireless interphones are applicable
- Can smartly setup the starting and finishing time for the recording, maybe record for a period of time or a day.

### Embedded Logger :

- ❖ Embedded Logger series recording system has a built-in CPU and hard drive, therefore it can be operated standalone without any PC.
- ❖ If you would like to monitor your recorded data, you can use a PC, LAN networking, or Internet to manage your recorded data .



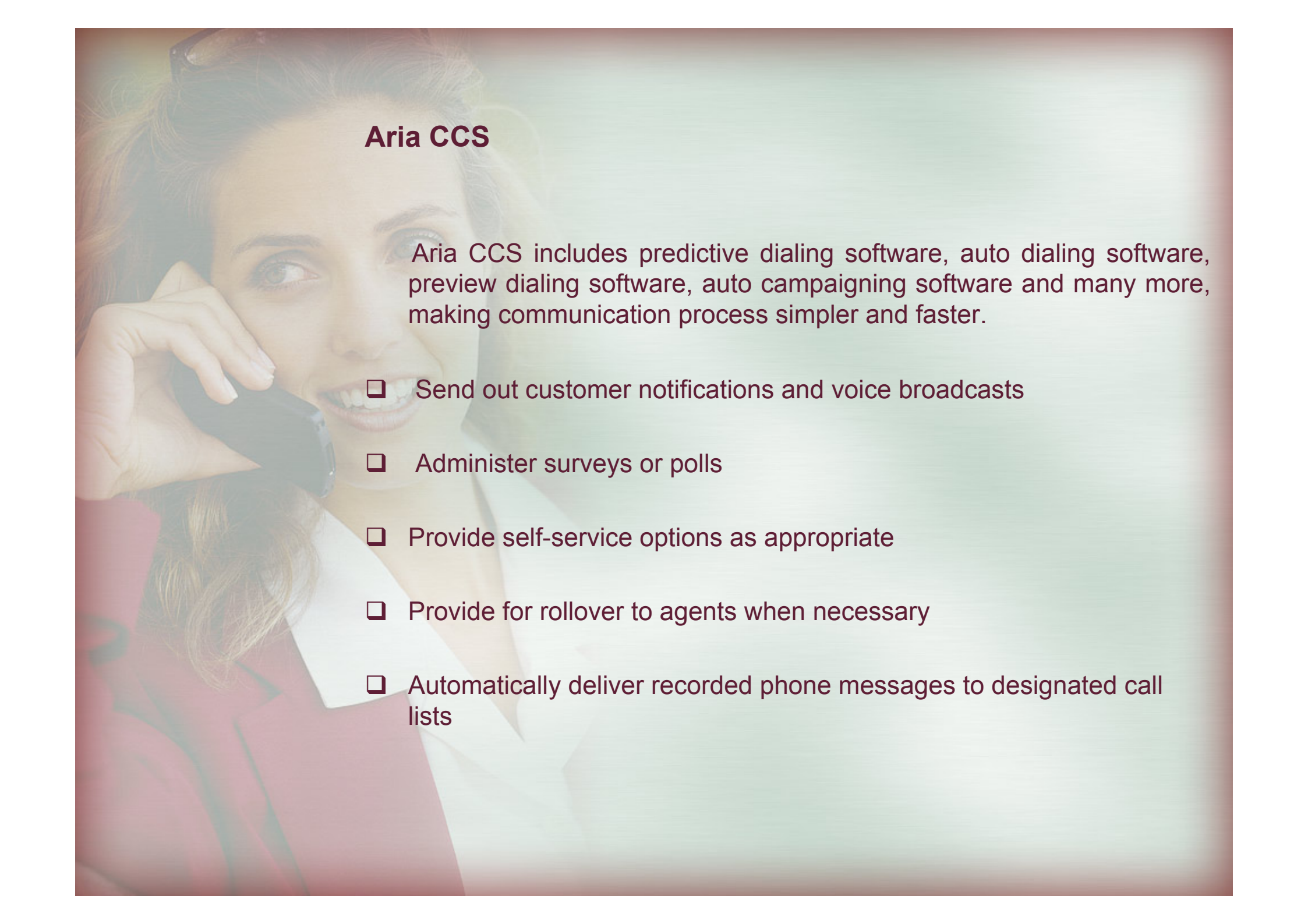
- ❖ It supports SMDR (Station Management Detail Recording) ports. Along with any brand of SMDR machine, software will automatically record its origin station number and recorded data.





## Basic Features

- ❖ Touch pad operation
- ❖ Built-in SD card for large storage capacity, high speed for data transmission,
- ❖ Easy to expand
- ❖ Database management,
- ❖ Recording files can be searched or read conveniently
- ❖ Works with normal analog phone, mobile phone
- ❖ Conference recording
- ❖ Search by telephone number, length, in/outbound, time, date
- ❖ Compatible with PC for exporting recording files
- ❖ Incoming caller ICON popup,
- ❖ Support Outlook contact importation
- ❖ Multi-authorization for user management
- ❖ Answering machine function,
- ❖ Remote voicemail retrieval



## Aria CCS

Aria CCS includes predictive dialing software, auto dialing software, preview dialing software, auto campaigning software and many more, making communication process simpler and faster.

- Send out customer notifications and voice broadcasts
- Administer surveys or polls
- Provide self-service options as appropriate
- Provide for rollover to agents when necessary
- Automatically deliver recorded phone messages to designated call lists

**Campaign Management**

Campaign Management

Campaigns

Details

Name

Start Date Tuesday, June 02, 2009

End Date Tuesday, June 02, 2009

Time to

Max Tries

Description

Import Numbers Delete Edit Add

Total Numbers Pending Numbers

**Report**

Auto Dialer Report

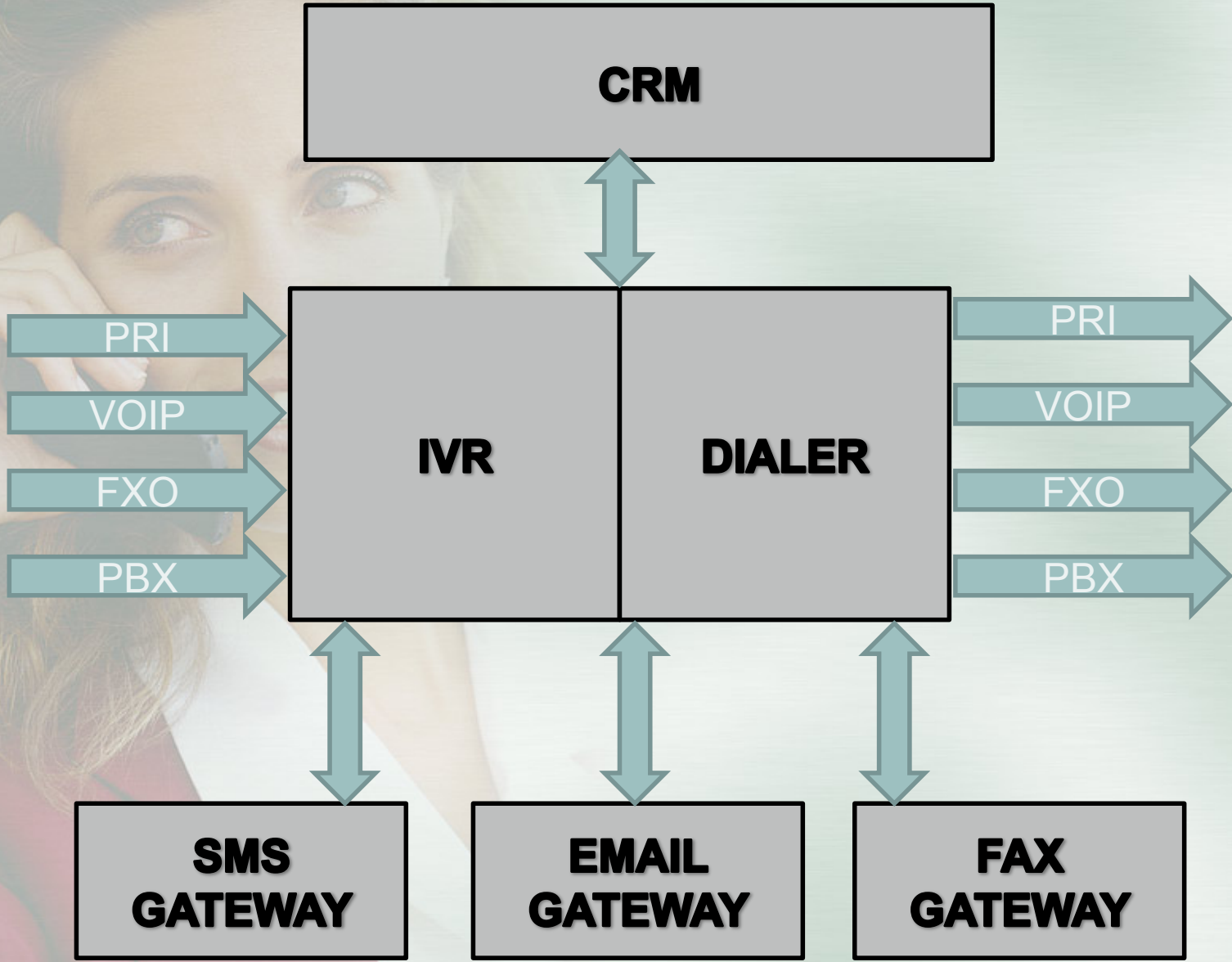
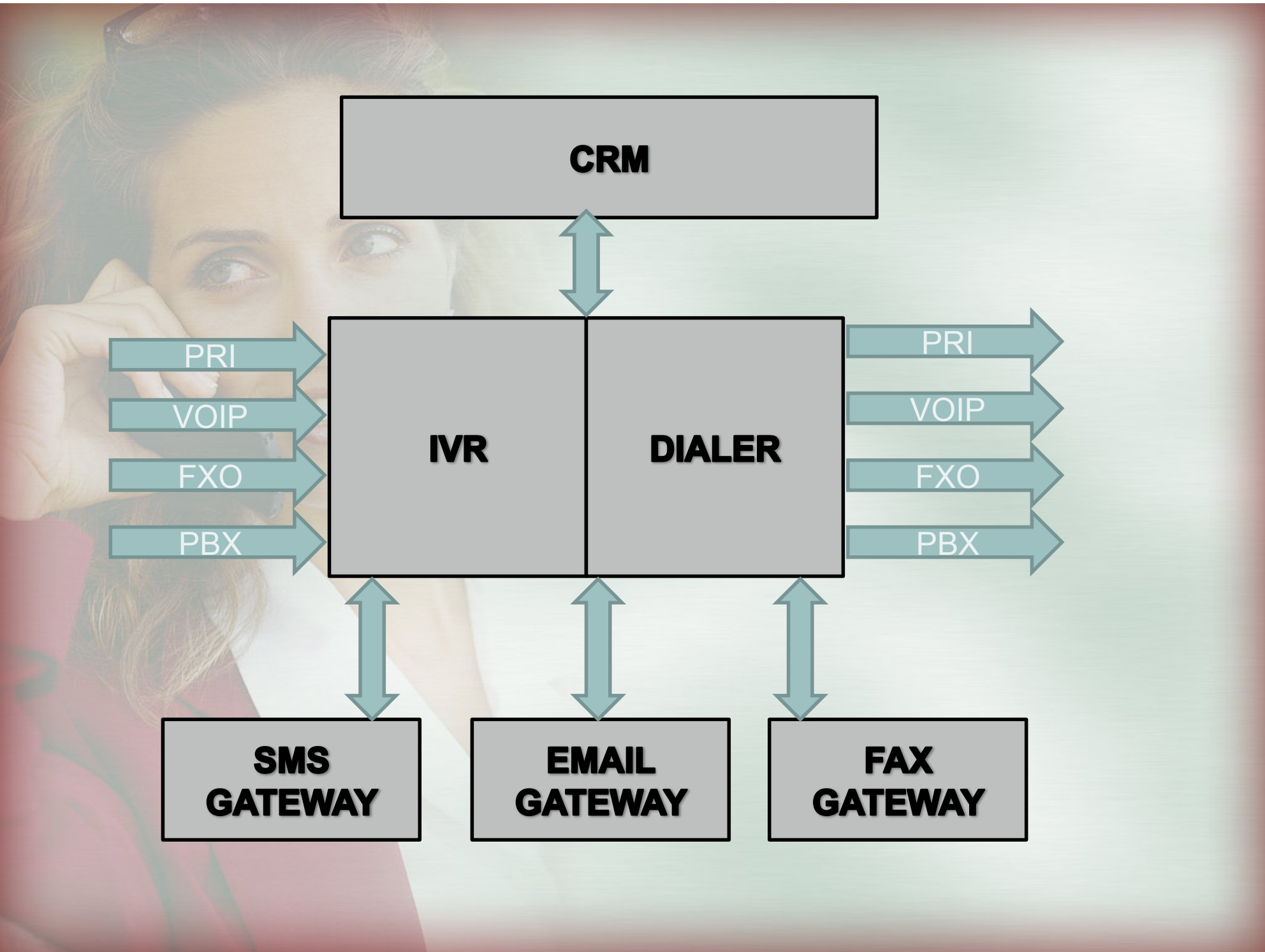
Campaign Name

All Calls Status  Busy  Number Error

No Response  Answered  Failed

Pending

Calls Report Numbers Report



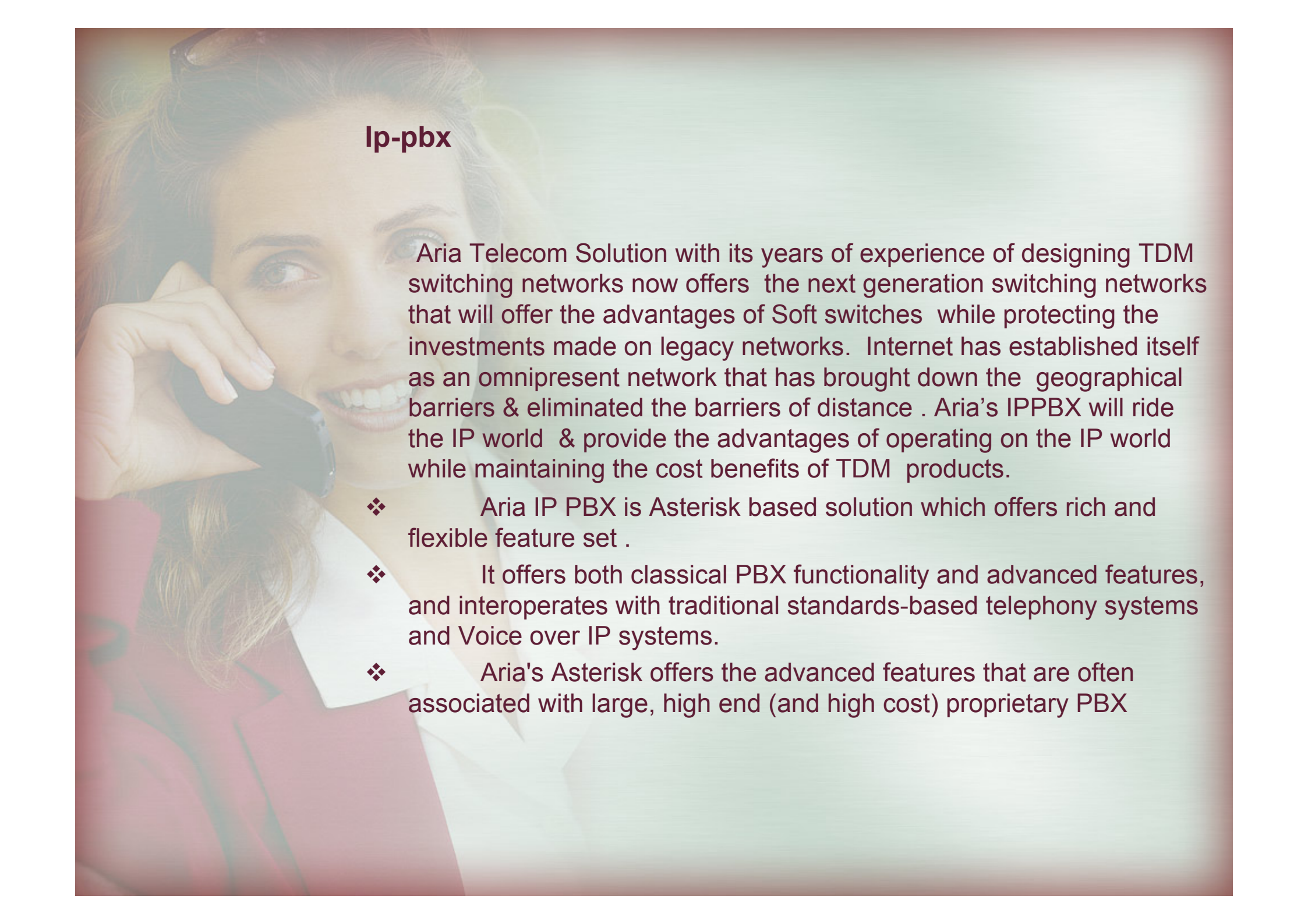


## **Aria CCS dialer Features**

- ❖ Auto-Dialer
- ❖ Customer History
- ❖ Real-Time Reporting
- ❖ Historical Reporting
- ❖ Quality Monitoring
- ❖ Voice Recording
- ❖ CRM Integration
- ❖ Do-Not-Call List Compliance

## **One Product, Many Solutions**

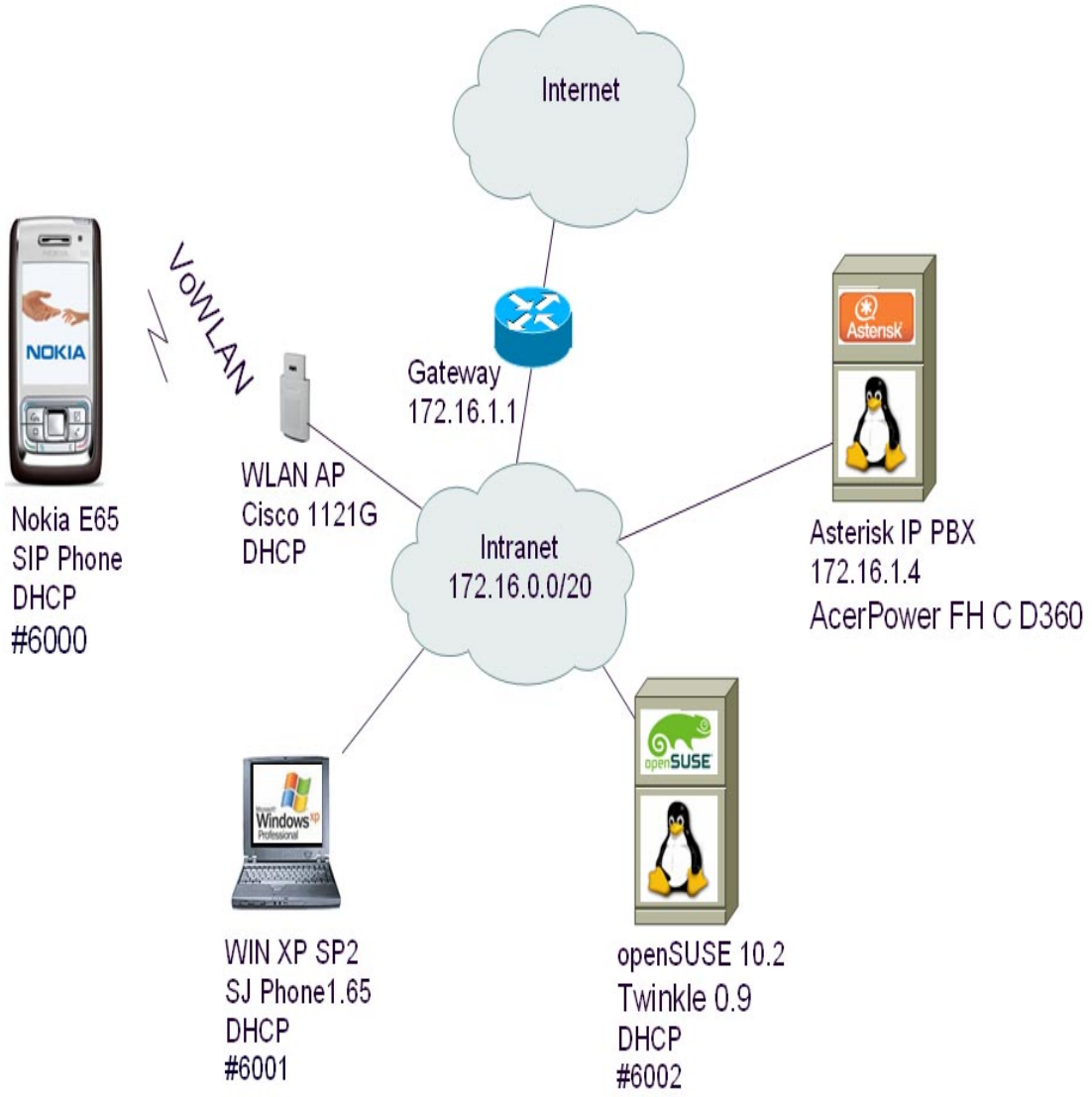
- ❖ Notifications: let customers know when a product has shipped to them
- ❖ Appointment reminders : save employee time and automatically remind customers of appointments
- ❖ Surveys : identify opportunities for customer service improvement  
Political canvassing: increase support for your political and activist
- ❖ Collections: reach out to more past-due account holders
- ❖ Opt-in telemarketing message delivery: let your customers decide when it's the right time to discuss a targeted product offering campaigns
- ❖ Charitable requests: broaden your audience for donations




## Ip-pbx

Aria Telecom Solution with its years of experience of designing TDM switching networks now offers the next generation switching networks that will offer the advantages of Soft switches while protecting the investments made on legacy networks. Internet has established itself as an omnipresent network that has brought down the geographical barriers & eliminated the barriers of distance . Aria's IPPBX will ride the IP world & provide the advantages of operating on the IP world while maintaining the cost benefits of TDM products.

- ❖ Aria IP PBX is Asterisk based solution which offers rich and flexible feature set .
- ❖ It offers both classical PBX functionality and advanced features, and interoperates with traditional standards-based telephony systems and Voice over IP systems.
- ❖ Aria's Asterisk offers the advanced features that are often associated with large, high end (and high cost) proprietary PBX





## Call features of aria IP-PBX

Predictive Dialer

Privacy

Open Settlement Protocol (OSP)

Overhead Paging

Protocol Conversion

Remote Call Pickup

Remote Office Support

Roaming Extensions

Route by Caller ID

SMS Messaging

Spell / Say

Streaming Media Access

Supervised Transfer

Time and Date

Tran coding

Trunk

VoIP Gateways

Voicemail:

Visual Indicator for Message Waiting

Stutter Dial tone for Message Waiting

Voicemail to email

Voicemail Groups

Web Voicemail Interface

Talk Detection

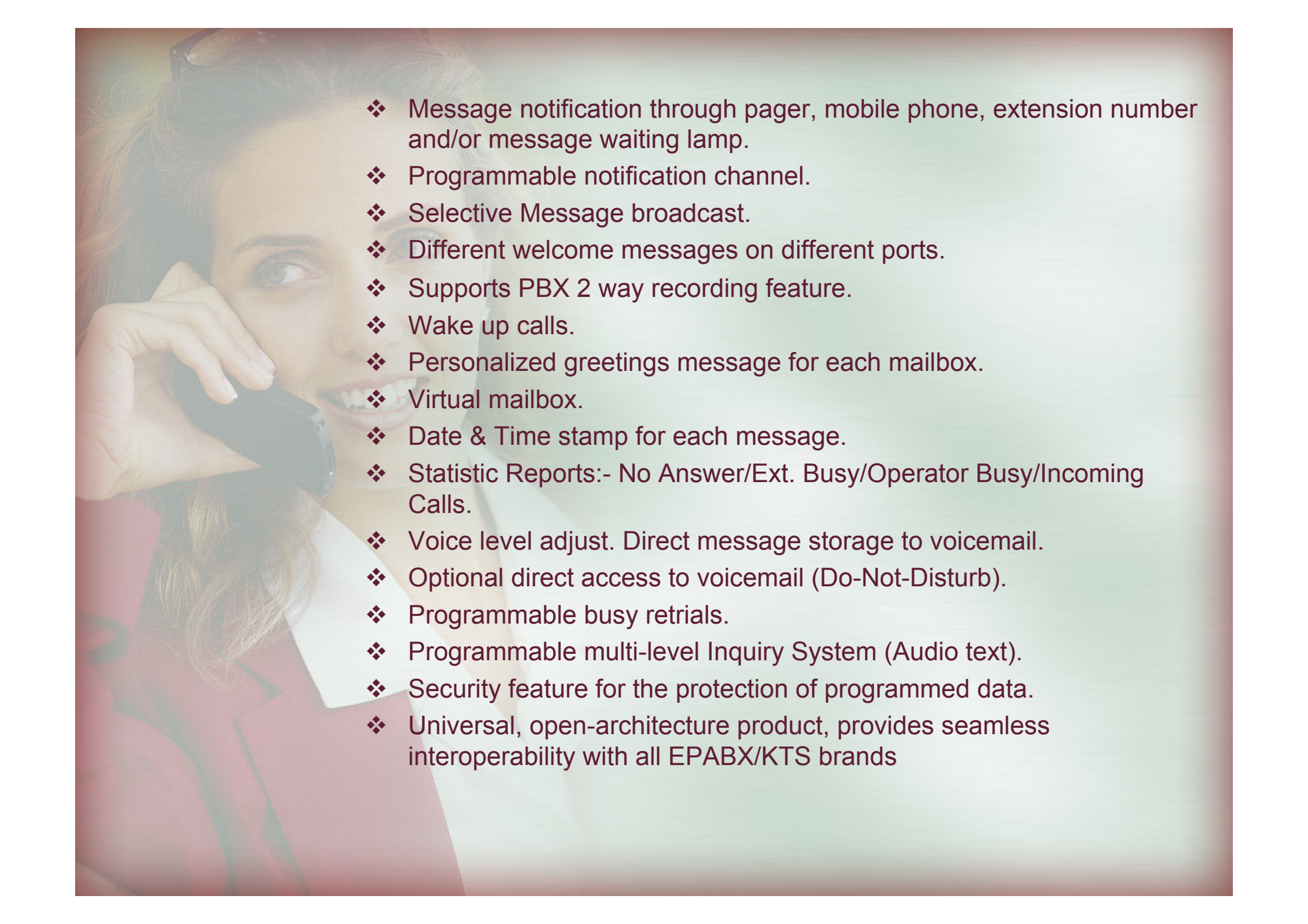
Text-to-Speech (via Festival)

Three-way Calling



## VOICEMAIL

- ❖ Non-PC based, fully solid-state.
- ❖ Remote System management / maintenance.
- ❖ Automated attendant with multiple-level messages.
- ❖ 4 Languages greetings messages.
- ❖ Holiday greetings announcements .
- ❖ Separate Day, Night & Lunch time announcements.
- ❖ Special announcements.
- ❖ Extension length up to 15 digits supported .
- ❖ Extension number announcement before transferring the call to the desired extension.
- ❖ Abbreviated dialing for extensions.
- ❖ Unlimited number of mailboxes.
- ❖ Password-protected mailbox messages and remote retrieval of mailbox messages.
- ❖ Message storage capacity 8/25 upgradeable to 600 hours.

- 
- ❖ Message notification through pager, mobile phone, extension number and/or message waiting lamp.
  - ❖ Programmable notification channel.
  - ❖ Selective Message broadcast.
  - ❖ Different welcome messages on different ports.
  - ❖ Supports PBX 2 way recording feature.
  - ❖ Wake up calls.
  - ❖ Personalized greetings message for each mailbox.
  - ❖ Virtual mailbox.
  - ❖ Date & Time stamp for each message.
  - ❖ Statistic Reports:- No Answer/Ext. Busy/Operator Busy/Incoming Calls.
  - ❖ Voice level adjust. Direct message storage to voicemail.
  - ❖ Optional direct access to voicemail (Do-Not-Disturb).
  - ❖ Programmable busy retrials.
  - ❖ Programmable multi-level Inquiry System (Audio text).
  - ❖ Security feature for the protection of programmed data.
  - ❖ Universal, open-architecture product, provides seamless interoperability with all EPABX/KTS brands

## OUR CLIENTS

- JHARKHAND AIDS CONTROL SOCIETY
- MIZORAM STATE AIDS CONTROL SOCIETY
- R.T. OUTSOURCING SERVICES LTD.
- INTEGRA SECURITIES LTD.
- I VENTURES CAPITAL
- CORAL TELECOM LTD
- INCA INFOTECH P LTD
- DPS INTERNATIONAL
- ACME TELEPOWER LTD.
- JAQUAR & COMPANY LTD
- BHARTI AIRTEL LTD
- CANARA BANK
- THE DANCE WORX
- RING ROAD HONDA
- APEEJAY SCHOOL OF MANAGEMENT
- POWER GRID CORPORATION OF INDIA
- KEYNOTE CAPITALS LIMITED
- INTERGRATED DATA BASE
- SBI BANK
- GENPACT INDIA
- ANGLE BROKING
- MCD (Municipal corporation of Delhi)
- HYUNDAI MOTORS INDIA LTD
- BABU BANARASI DAS EDUCATIONAL SOCIETY
- PEE EMPRO EXPORT INDIA LTD.
- MITTAL STEEL INDIA LTD.
- Honda Sell Ltd..
- ICRI (DUGGAL E- PROCESS
- U.B ENGINEERING
- GALLUP INDIA PVT. LTD
- FEDDERS LLOYD CORPORATION I LTD
- PROGNOSYS E SERVICES
- ASSOTECH LIMITED
- TECNHNOVATE E-SOLUTIONS
- RECOVER DISCOVER HEALTHCARE
- SUNDERAM HONDA

## Contact us

### **ARIA TELECOM SOLUTIONS PVT. LTD.**

134A , 2<sup>nd</sup> floor,  
Above Big Apple Showroom,  
Taimoornagar , N.F.C. ,New Delhi-65.

Tel.: +91 11 64610205,9810821339,  
65674222, 26932251

Telefax : +91 11 26332251

Call in U.S. : 19782862418

Websites : [www.ariasolutions.in](http://www.ariasolutions.in)

[www.ariasolutions.net](http://www.ariasolutions.net)

[www.voiceloggerindia.biz](http://www.voiceloggerindia.biz)

Email : [info@ariasolutions.net](mailto:info@ariasolutions.net)

[rsaini@ariasolutions.net](mailto:rsaini@ariasolutions.net)

### **DIRECTOR**

#### **Mr. Ravindra Saini**

email: [rsaini@ariasolutions.net](mailto:rsaini@ariasolutions.net)

mobile: +91 9818788008

Hotmail ID: [rsaini12@hotmail.com](mailto:rsaini12@hotmail.com)

Skype ID: ariatelecom

### **SALES & MARKETING**

#### **Mr. S.M. Imran (New Delhi)**

Email : [smimran@ariasolutions.net](mailto:smimran@ariasolutions.net)

Mobile : +91 9818234511

Hotmail ID : [imran\\_zafar786@hotmail.com](mailto:imran_zafar786@hotmail.com)

Skype ID : smiz460

#### **Mr. Suresh Kumar(Hyderabad)**

Mobile : +91 9640933929

### **FOR INFORMATION/QUERY**

#### **Mrs. Bindeshwari Kishwan**

Email : [bindu@ariasolutions.net](mailto:bindu@ariasolutions.net),

[info@ariasolutions.net](mailto:info@ariasolutions.net)

Mobile : +91 9810870101

Google Chat : [info@ariasolutions.net](mailto:info@ariasolutions.net)