



Aria CCS –
Customized Call
Center Suit-
Contact Center
Solution.

Our Motto:



Customize your telecom need

Why deploy a Predictive Dialer?

Call Efficiency:

The more prospects an agent speaks to, the more results he will see. Predictive dialing produces, on average three times the results of manual dialing. In addition enhances call quality (particularly important when considering customer service issues).

Agent Retention Rate and Morale:

Reducing the tediousness of telemarketing will greatly increase your agent retention rate as well as agent productivity. Also, by seeing his own results, an agent's morale will increase dramatically, which will only add to his efficiency.

Profitability:

Efficiency and agent morale and retention lead increase in productivity and in turn profit. The fact is simple, if you talk to more people, you will get more leads.

Aria CCS Call Feature List:

ü **Seamless Predictive Dialing:**

- ✓ One of the most advanced dialing system capable of connecting to the agent at the shortest time, optimized to minimize the wait time of agents between live calls.
- ✓ Supports Answering Machine and S.I.T.(Special Inf.Tone) Frequency Detection enabling Auto Detection of Fax Machine, Answering Machine, Busy Tone and Telco Tones.

ü **Dynamic Call Blending:**

- ✓ Supports dynamic all blending enabling the agent to receive Inbound Calls as well as, make Outbound Calls.

ü **Multiple Dialing Modes:**

- ✓ The flexible architecture allows the user to concurrently operate campaigns in: Predictive, Automatic or Manual Mode.

ü **Multiple Campaigns:**

- ✓ Runs multiple campaigns simultaneously.
- ✓ Each campaign can be assigned its own unique set of agent scripts and call disposition codes that agents use when calls are completed.
- ✓ Campaign Management and Monitoring.

ü **PC-Based Telephony, Call Processing features:**

- ✓ **Dial Next Number** facilitating Auto Dialing,
- ✓ **Park Call** (Queue the call),
- ✓ **Call Back**, a dialog box starts blinking on the agent screen (agent only option selected) or on all agent screens (anyone option selected) when a call back is scheduled.
- ✓ **Barge (Remote and Local) and Hot Transfer facility**,
- ✓ **Predefined scripts**, facilitates agents to view sample in-built predefined scripts (set of dialogues) while handling calls.
- ✓ **DNC (Do Not Call facility)** enables to have a predefined list of numbers that are barred form calling.

Main Mandatory Features:

- ✓ **Hot Key Option** enables an instant view to the customer information while hanging up.
- ✓ **Call Transfer** (to Agent, PBX, Outside #),
- ✓ **Music or Message on hold**, etc. all from the PC workstation and without using the telephone.
- ü **Call Recording, Monitoring and Conferencing:**
 - ✓ Manages 100 % digital recording and monitoring of all conversations between call center agents and contacts.
 - ✓ Real Time Call and Agent/Campaign Reporting (CDRs):
 - ✓ Displays both campaign and agent wise reports and statistics.
 - ✓ Monitors call progress in real-time as well as dispositions and results simultaneously.
 - ✓ Keeps track of multiple events as it dials, including agents log in/log out, online reports, agent wise reports, campaign wise reports, disposition reports, etc.
 - ✓ Provision of Carrier Switch CDR Reconciliation Reports (both agent and campaign wise) using industry standard Crystal Reports.

Add On Features:

- ✓ **ACD with Intelligent Routing** (using DNIS (Dialed Number India Service), ANI (Automatic Number Identification) and DTMF (Dual tone multi freq.)) checks a database and routes calls to the agents most skilled at meeting a particular need, increasing efficiency and customer satisfaction.
- ✓ **Digital Receptionist**, enabling answering the inbound phone calls without a need of an operator or receptionist.
- ✓ **Agent login in multiple Inbound Groups.**
- ✓ **Voice Mail facility**, mailboxes can be set up for every CSR so they'll never have to miss an important call again.
- ✓ **Multi-Campaign IVR** lets contacts use their touch-tone telephone to find the information they need and avoid waiting in call queues. Fewer agents are therefore required.
- ✓ **Automated Post-Call Processing**, auto records and archives all details after the call efficiently for future use and training.
- ✓ **Quality Monitoring** follows a predefined quality policy enabling Panamax Call Magic Quality Assurance

Support:

ü Database Integration:

- ✓ The software is controllable by, and can be integrated with, host or legacy database systems via its flexible interface.
- ✓ The database can work standalone or merge with the Customer's existing Client database.

ü 24/7 “Centre of Excellence”:

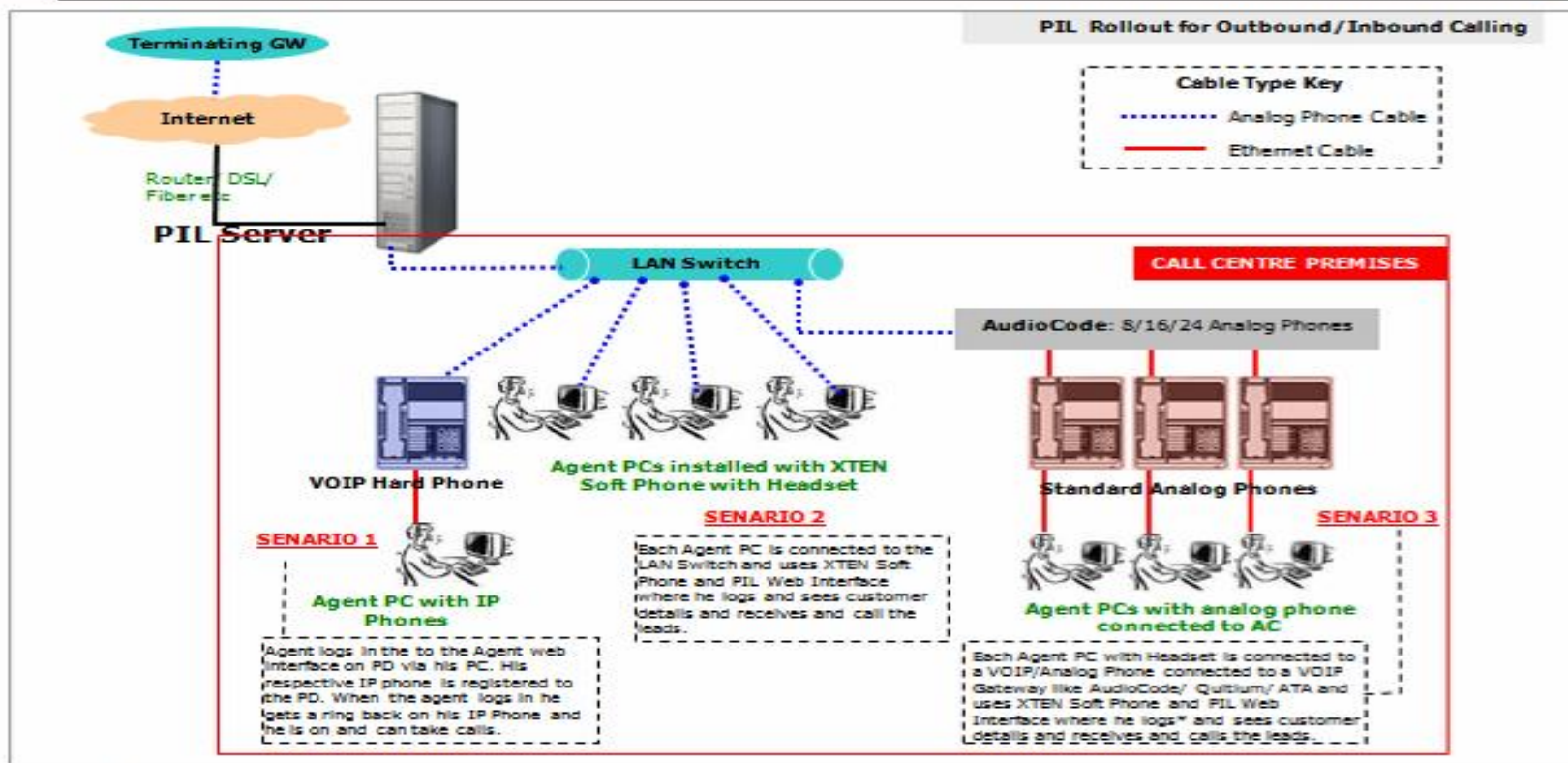
- ✓ Provides 24x7 tech chat support to customers.
- ✓ Our technical staff actively monitors your online calls, bandwidth and carrier Gateway status remotely, and assists you in sorting our configurations and problems as faced by you from your carrier.

Aria CCS Benefits:

- ✓ **Engage in personalized, efficient interactions** that produce a positive experience and promote future sales opportunities
- ✓ **Maximize productivity** and provide premium service to customers using sophisticated predictive dialing algorithms and agent empowerment tools.
- ✓ **Effectively manage campaigns** using flexible, robust list management & decision support tools.
- ✓ **Improve agent efficiency and reduced idle time** - Significant reduction of unproductive agent time.
- ✓ **Leverage existing investments** with Computer Telephony Integration (CTI) and third-party product integrations.
- ✓ **Increase productivity** by ensuring agents spend their time talking to customers and prospects, rather than non-live contacts.
- ✓ **Employ security measures** that support adherence to corporate and industry regulations.

Network Scenarios in Outbound Call Center

International Call Centre



Agent desktop on call

Logged in as User: 3001 on Phone: SIP/3001 to campaign: PANAM LOGOUT
 2008-01-09 00:34:32 session ID: 8600051 **LIVE CALL**

RECORD ID: 30
 STATUS: Incoming: (208)661-1138 UID: V0109123347000004874
 RECORDING FILE: 20080109-003416_208661...

Seconds: Channel: CustTime:

Customer Information

Title:	<input type="text" value="Mrs"/>	First:	<input type="text" value="Victoria"/>
MI:	<input type="text"/>	Last:	<input type="text" value="Evison"/>
Address1:	<input type="text" value="73 Worcester Aven"/>	Vendor ID:	<input type="text" value="16001"/>
Address2:	<input type="text"/>	Phone:	<input type="text" value="2086611138"/>
Address3:	<input type="text"/>	DialCode:	<input type="text" value="44"/>
City:	<input type="text" value="Mansfield Woodho"/>	Alt. Phone:	<input type="text"/>
State:	<input type="text" value="Su"/>	Show:	<input type="text"/>
PostCode:	<input type="text"/>	Email:	<input type="text"/>
Province:	<input type="text"/>		
Comments:	<input type="text"/>		

MUTE

X ACTIVE CALLBACKS
 VICIDIAL web-client version: 3.0.2 BUILD: 71129-2025 Server: 127.0.0.1
[D1 - DIAL](#) [D2 - DIAL](#) [Show conference call channel information](#)

Customer Info >>
Script >>

 >>
 >>
 >>
 >>
 >>
 >>
 >>
 >>

Your Status: INCALL
 Calls Dialing: 0

The agent screen view when call is fired

Disposition Screen

DISPOSITION CALL :2086611138 [Hangup Again](#) [minimize](#)

CALL DISPOSITION

A - Answering Machine	N - No Answer
B - Busy	NI - Not Interested
CALLBK - Call Back	NP - No Pitch No Price
DC - Disconnected Number	SALE - Sale Made
DEC - Declined Sale	XFER - Call Transferred
DNC - DO NOT CALL	

PAUSE AGENT DIALING
[CLEAR FORM](#) | [SUBMIT](#)

[WEB FORM SUBMIT](#)

- This is the Disposition Screen after the call is hanged up by the agent.
- Agent selects one of the dispositions and submits the form.

Predictive Dialing on Pause

The screenshot displays a web-based interface for a predictive dialer. On the left side, there is a vertical menu of control buttons: 'Customer Info >>', 'Script >>', 'PAUSE' (highlighted in green), 'RESUME' (highlighted in blue), 'Stop Recording >>', 'Web Form >>', 'Park Call >>', 'Transfer - Conf >>', 'Hangup Customer >>', 'Manual Dial >>', 'Fast Dial >>', and 'Send DTMF >>'. Below these buttons are volume control icons and the text 'Your Status: PAUSED' and 'Calls Dialing: 0'. The main content area shows call details: 'RECORD ID:', 'STATUS:', and 'RECORDING FILE:'. Below this are input fields for 'Seconds:', 'Channel:', and 'CustTime:'. A section titled 'Customer Information' contains fields for 'Title:', 'First:', 'MI:', 'Last:', 'Address1:', 'Vendor ID:', 'Address2:', 'Phone:', 'Address3:', 'DialCode:', 'City:', 'Alt. Phone:', 'State:', 'Show:', 'PostCode:', 'Email:', and 'Province:'. A large 'Comments:' text area is at the bottom of this section. On the right side of the interface, there is a 'MUTE' button with a speaker icon. At the bottom, it shows 'X ACTIVE CALLBACKS', version information 'VICIDIAL web-client version: 3.0.2 BUILD: 71129-2025 Server: 127.0.0.1', and a 'HOT KEYS INACTIVE' button. There are also links for 'D1 - DIAL', 'D2 - DIAL', and 'Show conference call channel information'.

- ü Dialing turns on pause when Pause button is pressed
- ü It remains on a Pause until Resume button is pressed

Resume Next

Logged in as User: 3001 on Phone: SIP/3001 to campaign: PANAM LOGOUT
2008-01-09 00:34:32 session ID: 8600051 **LIVE CALL**

RECORD ID: 30
STATUS: Incoming: (208)661-1138 UID: V0109123347000004874
RECORDING FILE: 20080109-003416_208661...


Seconds: Channel: CustTime:


Customer Information

Title:	<input type="text" value="Mrs"/>	First:	<input type="text" value="Victoria"/>
MI:	<input type="text"/>	Last:	<input type="text" value="Evison"/>
Address1:	<input type="text" value="73 Worcester Aven"/>	Vendor ID:	<input type="text" value="16001"/>
Address2:	<input type="text"/>	Phone:	<input type="text" value="2086611138"/>
Address3:	<input type="text"/>	DialCode:	<input type="text" value="44"/>
City:	<input type="text" value="Mansfield Woodho"/>	Alt. Phone:	<input type="text"/>
State:	<input type="text" value="Su"/>	Show:	<input type="text"/>
PostCode:	<input type="text"/>	Email:	<input type="text"/>
Province:	<input type="text"/>		
Comments:	<input type="text"/>		

X ACTIVE CALLBACKS
VICIDIAL web-client version: 3.0.2 BUILD: 71129-2025 Server: 127.0.0.1
[D1 - DIAL](#) [D2 - DIAL](#) [Show conference call channel information](#)

Customer Info >>
Script >>
PAUSE **RESUME**
Start Recording >>
Web Form >>
Park Call >>
Transfer - Conf >>
Hangup Customer >>
Manual Dial >>
Fast Dial >>
Send DTMF >>

 Your Status: INCALL
Calls Dialing: 0

MUTE 

from where it was paused

members

Agent desktop on Pause

Customer Info >>
Script >>
PAUSE **RESUME**
Stop Recording >>
Web Form >>
Park Call >>
Transfer - Conf >>
Hangup Customer >>
Manual Dial >>
Fast Dial >>
Send DTMF >>

▶▶
▶▶
Your Status: PAUSED
Calls Dialing: 2

RECORD ID:
STATUS:
RECORDING FILE:
Seconds: Channel: CustTime:

Customer Information

Title:	<input type="text"/>	First:	<input type="text"/>
MI:	<input type="text"/>	Last:	<input type="text"/>
Address1:	<input type="text"/>	Vendor ID:	<input type="text"/>
Address2:	<input type="text"/>	Phone:	<input type="text"/>
Address3:	<input type="text"/>	DialCode:	<input type="text"/>
City:	<input type="text"/>	Alt. Phone:	<input type="text"/>
State:	<input type="text"/>	Show:	<input type="text"/>
PostCode:	<input type="text"/>	Email:	<input type="text"/>
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Comments:	<input type="text"/>		

X ACTIVE CALLBACKS
VICIDIAL web-client version: 3.0.2 BUILD: 71129-2025 Server: 127.0.0.1
HOT KEYS INACTIVE
[D1 - DIAL](#) [D2 - DIAL](#) [Show conference call channel information](#)

The agent screen view when call is fired



Additional Facilities

Add Filter

```
(len(phone_number==10))
```

STATION	USER	SESSIONID	ACTION	STATUS	SERVER IP	CALL SERVER IP	MO:SS	CAMPAIGN
SLIP/0002	0002	0000002	LISTEN	ONLINE	107.0.0.1		20:01	US CALL

Listen/Barge a call

Call Forward

- Call can be forwarded to agents
- mobile number
- This can be done through an extension number from where the call arrives to the Mobile Number

IVR

- Interactive voice response, or IVR, is a phone technology that allows a computer to detect voice and touch tones using a normal phone call.
- The IVR system can respond with pre-recorded or dynamically generated audio to further direct callers on how to proceed.

Preview Script: 212

New Script

```
--A--source_id--B--10.10.10.151970-01-01
```

Add script

7/18/2008

15

Remote monitoring

MODIFY A REMOTE AGENTS ENTRY: 1	
User ID Start:	<input type="text" value="12345"/> (numbers only, incremented) ?
Number of Lines:	<input type="text" value="4"/> (numbers only) ?
Server IP:	<input type="text" value="127.0.0.1"/> ?
External Extension:	<input type="text" value="309876"/> (dial plan number dialed to reach agents) ?
Status:	ACTIVE ?
Campaign:	Kalpesh ?
Inbound Groups:	<input checked="" type="checkbox"/> ABCD - ABCD <input checked="" type="checkbox"/> XYZ - XYZ ?

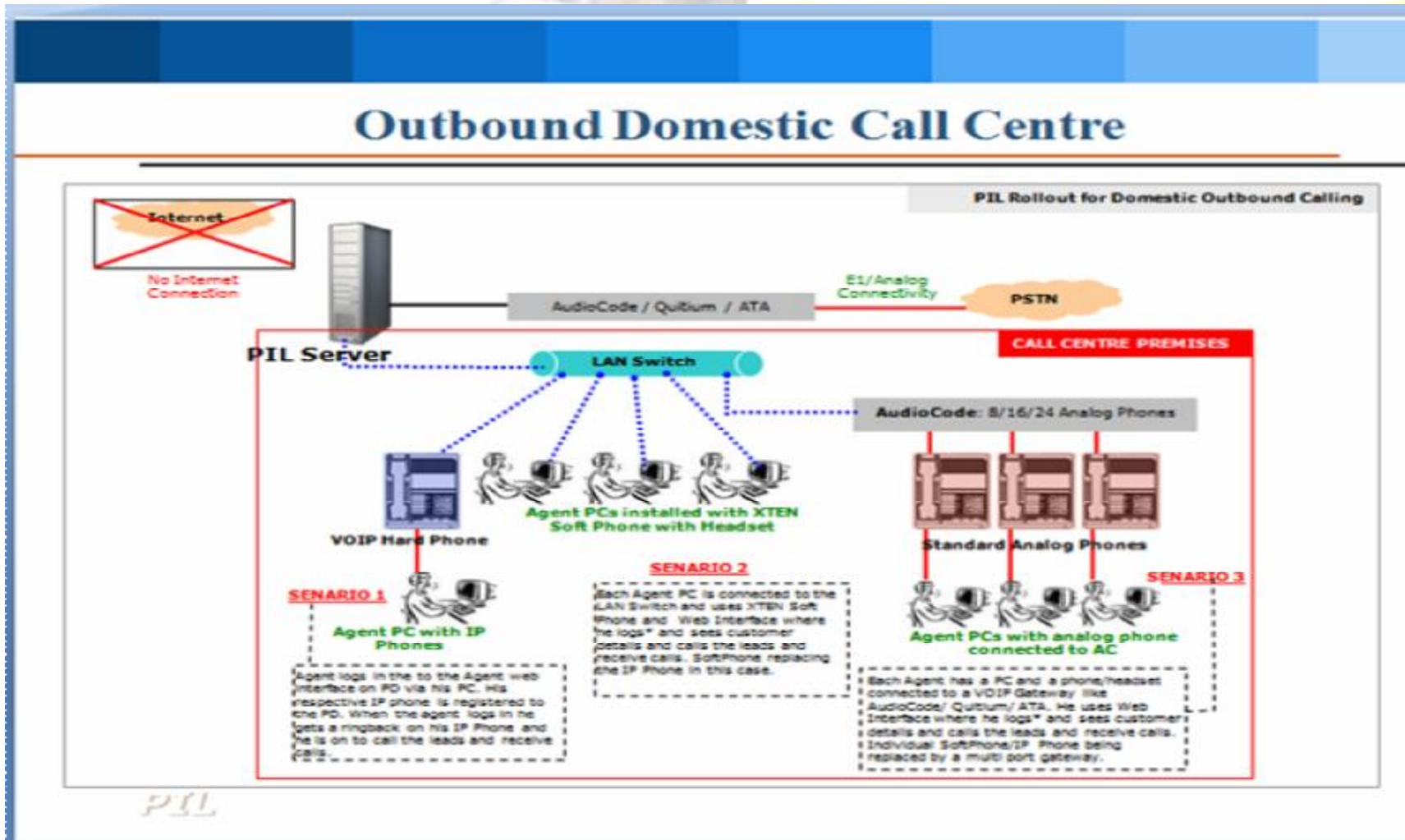
SUBMIT

NOTE: It can take up to 30 seconds for changes submitted on this screen to go live

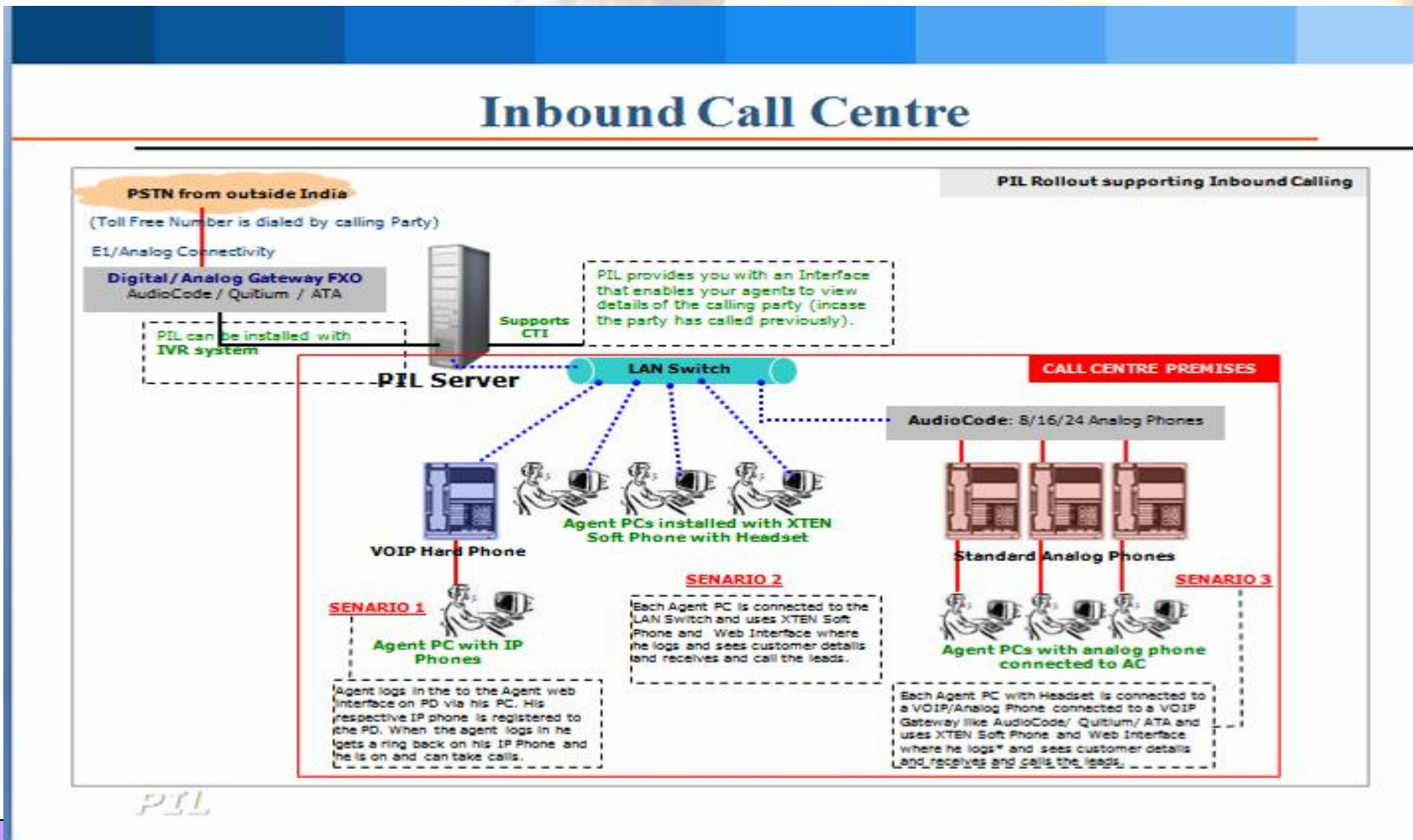
[DELETE THIS REMOTE AGENT](#)

ü Agents are also available through their mobiles remotely even if they are not logged on to their systems
ü This facility is enabled on Remote Monitoring where agents can put their external Extensions and activate it for getting calls remotely whenever not Logged on machine

Network Scenarios in Call Center



Network Scenarios in Call Center



Wrapping of text

Logged in as User: 3001 on Phone: SIP/3001 to campaign: PANAM LOGOUT
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City:	<input type="text" value="Mansfield Woodho"/>	Alt. Phone:	<input type="text"/>
State:	<input type="text" value="Su"/>	Show:	<input type="text"/>
PostCode:	<input type="text"/>	Email:	<input type="text"/>
Province:	<input type="text"/>		
Comments:	<input type="text" value="Hi this was the customer who was interested in our product"/>		

X ACTIVE CALL BACKS
VICIDIAL web-client version: 3.0.2 BUILD: 71129-2025 Server: 127.0.0.1
[D1 - DIAL](#) [D2 - DIAL](#) [Show conference call channel information](#)

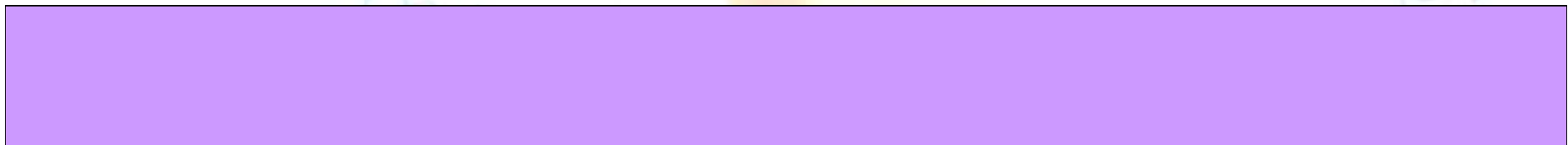
Customer Info >>
Script >>
PAUSE RESUME
Start Recording >>
Web Form >>
Park Call >>
Transfer - Conf >>
Hangup Customer >>
Manual Dial >>
Fast Dial >>
Send DTMF >>

Your Status: INCALL
Calls Dialing: 0

Agent can view the previous comment given by the customer and can again call back using the previous conversation details



üPreview the previous feedbacks and talk to customer again based on previous conversation



Auto pop up

The screenshot displays a call center interface. At the top, a green status bar reads "Logged in as User: 3001 on Phone: SIP/3001 to campaign: PANAM" and "2008-01-09 00:34:32 session ID: 8600051". A "LIVE CALL" indicator is visible. The main area shows call details: "RECORD ID: 30", "STATUS: Incoming: (208)661-1138 UID: V0109123347000004874", and "RECORDING FILE: 20080109-003416_208661...". A "Web Form" button in the left sidebar is circled in red, with an arrow pointing to a pop-up window. The pop-up window shows a Google search page with a form containing fields for Title, MI, Address, City, State, and Postal Code. The form is pre-filled with: Title: /victoria, MI: Evison, Address: 16001, City: 2086611138, State: 44. A "MUTE" button is visible in the bottom right corner of the interface.

**ü In the Auto Pop up the web form URL that is placed is redirected
And popped up on the screen or you can also set Get Call Launch from
Admin page**

Virtual Call Center-The Future

- With an average annual overhead cost of \$5,000 per agent*, call center organizations are increasingly turning to employing home based agents to reduce operational costs and increase productivity, recruiting and retention.
- Panamax Call Magic s Call Center solutions enables call center agents to no longer have to work exclusively within a physical call center in order to receive all of the benefits of the corporate network. Panamax supports a Work@Home agent model through the deployment of a “virtual call center”, which provides home based agents with secure access to the corporate network to deliver an identical operating system, user experience and security policy regardless of the agent’s physical location.
- Panamax utilizes virtualization technology to simplify the process of deploying and managing the desktops of home based agents, by creating a corporate managed secure end-point that runs on any contemporary Windows based workstation. The secure end-point extends the network domain so that home based agents can be logged in through Active Directory, which ensures they have the same experience with domain access, authentication, performance and application interaction as they would have inside a brick and mortar call center.

Advantages of Virtual Call Center

- **Increased Flexibility**
Panamax is able to support an unlimited number of home agents in dispersed locations, which enables organizations to manage their staff according to seasonal trends and call volume and eliminates geographic limitations in finding talented and skilled call center agents.
- **Business Continuity**
If an organization's physical call center becomes compromised due to a natural disaster or unforeseen event, home based agents will be able to continue operations without interruption. Through Panamax Call Magic's automated capabilities for user provisioning, an organization can also immediately deploy additional agents to be "on call" to provide coverage while working to restore normal operations.
- **Reduced Operational Costs**
Panamax seamlessly integrates with other mission critical call center technologies, such as Call Routing, VoIP and CRM. In addition, since Panamax enables home based agents to use their own personal computers to access the network securely, organizations can significantly reduce the hardware and software costs typically required to support in-house agents.
- **Expand Staffing Without Increasing Facilities**
According to IDC, it costs \$31 per hour to support a traditional call center employee, versus \$21 per hour for a virtual agent. Deployment of a virtual call center significantly reduces many of the challenges associated with the traditional brick and mortar approach, most notably the cost and investment required to operate and support facilities, infrastructure and employees.

Voice Broadcasting System

- Panamax Infotech Ltd (PIL) is a leading provider of ,call center products and outsourcing services Technology, including voice broadcasting.

Voice broadcasting is a **mass communications** technique that sends pre-recorded phone messages to hundreds or thousands of call recipients at once. This technology has both business and community applications. Commercial phone announcements can be sent to prospects and customers. **Emergency voice broadcasting** messages can be delivered to members of the community warning large numbers of the population of a natural disaster or unusual event.

Messages can be delivered to both individuals and answering machines. If our voice broadcast system detects a no answer condition or busy signal, the message can be scheduled for delivery at a later time. Complete online reports are available to view the effective delivery of messages in this fashion. Voice broadcasting can be used for senior notification applications

- **PIL offers a very cost effective method of contacting thousands to millions of households using our voice broadcasting technology.**

- **What Is Mass Calling?**

- *Mass calling is a telecommunications technique that broadcasts pre-recorded phone messages to hundreds or thousands of call recipients at once.*
- *Phone broadcast messages can be sent to commercial customers in bulk using this technology. Likewise, emergency notifications can be delivered to a community in the event of a disaster. And then select Option from IVR tree and talk to any Operator Live.*
- Organizations looking to get a message out to a large number of people in a short amount of time can benefit significantly from this service. And bulk dialing is far more cost effective than using traditional mailers - just pennies a call for large volumes. This mass communication technique is very effective for political campaigns and charitable organizations.

- **What Is Emergency Voice Broadcasting?**

- *"Voice broadcasting is a mass communications technique that involves an automatic phone dialing system broadcasting voice messages to hundreds or thousands of call recipients at once.*

Emergency voice broadcasting is the application of this technology to deliver emergency messages to a community, organization or group of individuals"

- **What Is A Robo Call?**

- *"A Robo Call (or robocall) is a Mass Communications technique that sends a pre-recorded phone message to hundreds or thousands of call recipients at once."*

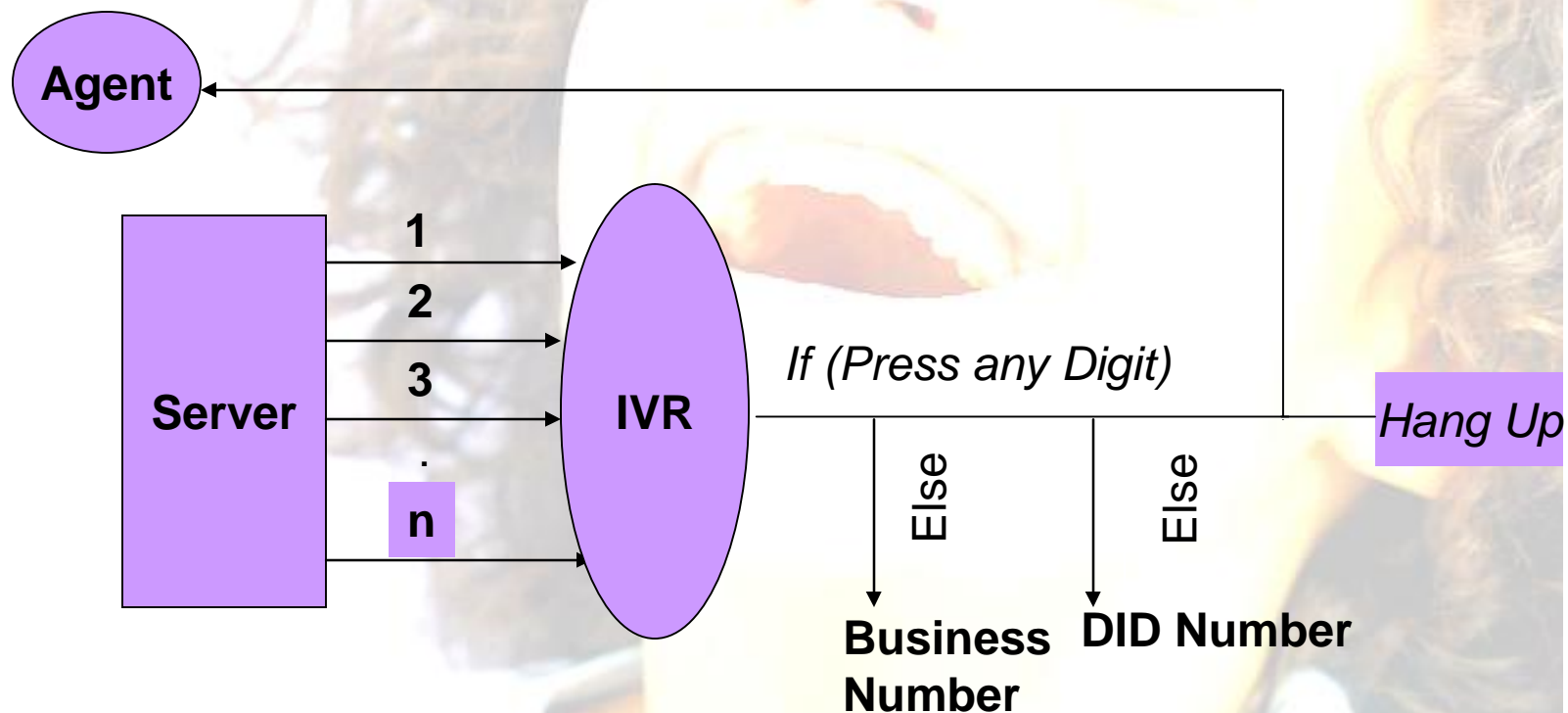
Robocalls are often associated with mass political calling programs where candidates and political parties send thousands of phone calls to residents within a political district or state."

- This technology, however, has political, business, and community applications. Phone messages can be sent to your political constituents, customers and prospects, or to community members in the event of an emergency.

Phone messages can be delivered to both answering machines and individuals. If our robo call phone system detects a no answer condition or busy signal, the recorded message can be scheduled for delivery at a later time. Complete online reports are available to view the effectiveness of your calling campaigns.

- Using our automated messaging dialing systems and services, PIL can deliver virtually any type of calling campaign that your organization requires. Here are just a few types of calling campaigns that can help you achieve success.

Explanation diagram on how it works



Applications

- **Announcements**

**Public Service
School Announcements
School Closures
Church
Announcements**

Reminders

**Medication Reminder
Past Due Reminder
Delivery Notification
Payment Reminder
Notification Services
Patient Appointments
Pill Reminders
Order Status Reminder
Event Reminders
Marketing Reminders
Call Notification
Appointment
Reminders
Service Reminder Calls
Blood Bank Donation
Birth Announcements**

Marketing

**Insurance Marketing
Mortgage Marketing
Retail Marketing
Real Estate Marketing
Subscription Renewals
Sales Management Phone
Services
Sales Support Service**

Group Calling

**Home Owner Notification
Alumni Contact Service
Contact Club Members**

Community

**Telephone Reassurance
Emergency Broadcasting
Community Contact Service
Public Warning Service
Political Activism Calls
Political Marketing**

**GOTV (Get Out The Vote)
Party and political action
group updates
Party registration activities
Public opinion polling
Political event invitations
Enhance public awareness
of political issues
Political fundraising
campaigns
Political polls by phone
Candidate introduction ads
Proposition support or
objection
Political surveying
Voter registration**

Thank you

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