



ConVox **Inbound call Center**

Inbound Call Center solution at your premisis

Why you should go for Inbound Call Center

Every successful business reaches a point where they can no longer handle all of their customer requests or calls on their own due to.



1

Too many
Customer calls at
the same time



1

Customers calling
at non operational
hours

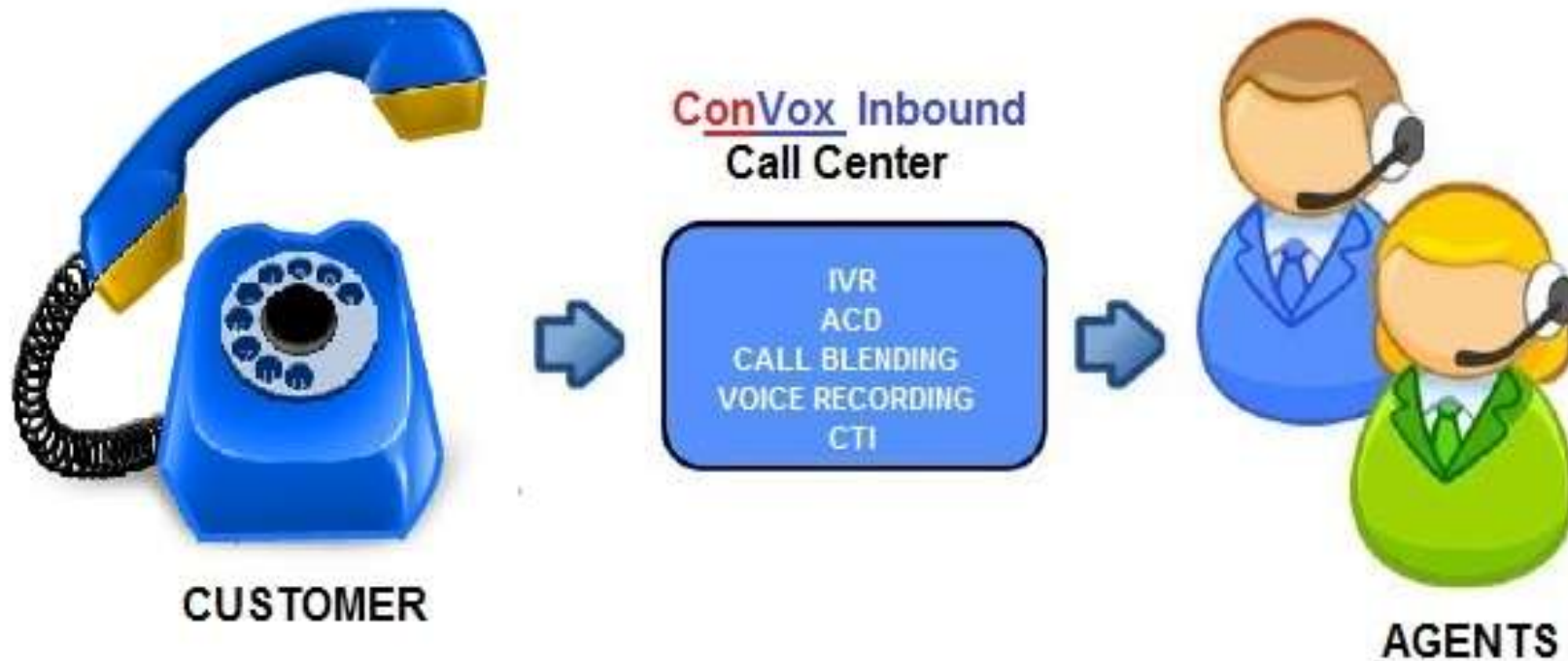


1

Large number of
Technical support
calls



WHAT IS IT?



- .When customer calls at your number, a Greeting message is played on phone.
- .Then ACD finds best available agent to take the call.
- .Call gets transferred to available agent.
- .A customer database is maintained in CRM for future reference.
- .It saves lots of time and increase agent productivity.

HOW IT WORKS



Customer Calls in

Welcome Message
&
Language Selection

Getting More
Information
e.g Customer ID,
Service Selection

Wait for 5 Seconds

ACD Tries to
finds the best
available agent

Queue Message
(Your call is
important to us
please wait for
next available
operator)

No Operator
Available



Perform database
search for given
customer ID

Found Suitable
Operator

Agent takes the call
and disposes for
further action.

Transfer the call and
pop-up customer Info
on agent terminal

Receiving Inbound Calls with **ConVox** CCS



GENERAL SETUP FEATURES OF ConVox CCS



Real time monitoring of agents Login/ Logout/ Timeout, for effective Call Center management



Comprehensive CRM interface to accommodate all kind of scripts, record customer details and disposition of calls



Complete and high quality voice recording of conversation between agent and customer

GENERAL SETUP FEATURES OF **ConVox** CCS



Multiple Process can be handled from the single server



ConVox takes care of Switching. No need to buy a PBX to handle trunk and extensions



Comprehensive and customizable reporting to track the agents and calls in your call center

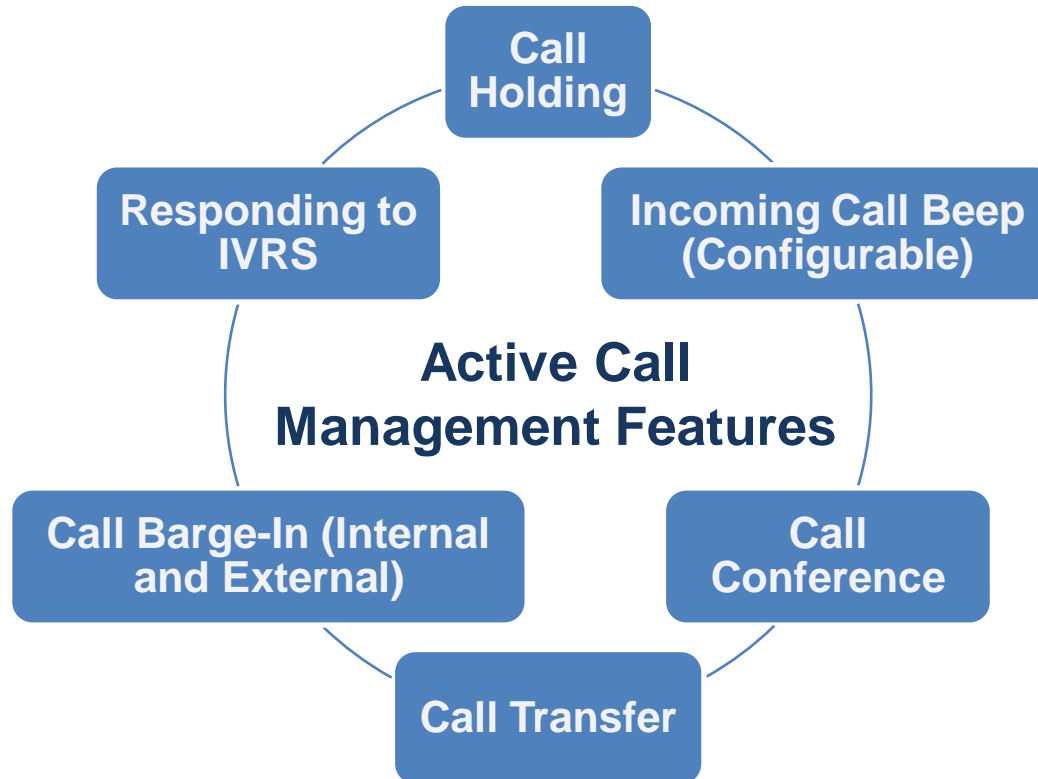
INBOUND CALLING FEATURES

Inbound Calling Features

Call Queuing and Call waiting message

Skill based **ACD** (Automatic Call Distribution)

Customizable **IVRS**.



ConVox CCS3 - Agent - agent1

ConVox
Call Center Solution

Agent	Station	Process
agent1	1008	ConVox

2012-07-30 15:14:31

FIRSTLOGIN 00:00:07

READY BREAK

OUTBOUND


Queues

	1-SalesQ1	2-SalesQ2
Waiting Calls	0	0

Logout

Call Mode :

Home My FollowUps My CallHistory FollowUps (Pending : 0 UpComing : 1)



Agent Calls Summary

Date	Incoming Calls	Missed Calls	Outgoing Calls	Total Calls
Mon 30 Jul 2012	0	0	18	18
Total	0	0	18	18

New Customer

Done

Screenshot : Agent Main Screen



ConVox
Call Center Solution

Welcome admin

Thursday, 5th January 2012 11:20:53 AM

- HOME
- Call Routing
- ACD and Queue
- CRM
- IVR
- Monitoring Tools
- Telecom Device Status
- Reports

Call Routing

- Servers
- Stations
- Routes

ACD and Queue

- Users
- Process
- Queues
- Breaks
- Dispositions

CRM

- CRM
- Lists
- Block Caller

IVR

- Audio Files
- Recording Studio
- IVR

Monitoring Tools

- Process Status
- Queues Status
- System Status
- Auto Dialer Status

Telecom Device Status

- ConVox Web Panel

Reports

- Agent Analysis
- Process Analysis
- Call Traffic Analysis
- CRM Analysis

Screenshot : Admin page Screen



ConVox
Call Center Solution

Welcome admin

Tuesday, 29th January 2013 1:24:40 PM

HOME Change Password

Process: Logins 4 Idle 3 OnCall 1 WrapUP 0 Break 0 Calls in Queue 0

Agent	Process	Extension	Status	Phone no	Last Call Time	Time	Total Calls	OnCall Queue	Emergency Logout	Calls Waiting
Rafiya	DeepijaTeleCom	1009	IDLE		2013-01-29 13:01:36	00:19:06	4			
Rupa	DeepijaTeleCom	1002	IDLE		2013-01-29 12:00:20	01:19:39	5			
wajeed	DeepijaTeleCom	1004	ONCALL-INCOMING	919948805009	2013-01-29 13:16:25	00:05:14	3	1-Deepija_Support		
younus	DeepijaTeleCom	1001	IDLE		2013-01-29 11:54:53	00:22:01	2			

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Screenshot : Real Time Screen



MIS REPORTS



Web based Reporting can be accessed from anywhere, any time and from any system

Reports are Live! You can take the reports as snapshot, while system is in operation



Agent Login Report, Agent Performance Report, Agent Daily Report

Process hourly report, disposition Report, Daily Report



Call Dump Report, Call Recording Report, Abandoned call report

Search individual or set of records based on many criteria. Password Secure Access to the Reports.



FEW APPLICATIONS OF INBOUND CALL CENTER



This is the service that ensures a firm to be able and ready to take up product orders without missing out a single sales call.

Order Taking



Customer Support

Customers will be able to make calls at this center to get queries resolved by the help of qualified and seasoned professionals.

Customer Support



As they receive sales calls (resulting from a lead generation action), its easy to convert as they are made by the people interested in your products / services.

Tele-Marketing

KEY CUSTOMER BENEFITS

- Increased sales and profits
- Maximum Agent productivity
- Maximum phone productivity
- Increased number of appointments
- Increased customer base
- Increased lead generation
- Higher number of qualified leads
- Higher number of closed sales
- Better customer retention
- More immediate feedback
- Better results through test marketing
- Cost effective (eliminates the need to hire in-house employees)



COMPANY BEHIND ConVox CCS



Deepija Telecom (P) Ltd. is a fast growing software development company in the area of CTI/ IVRS and VoIP.



Our products include Call Centre Packages, Conference Bridge, Voice Logger, IP-PBX and IVRS.



Head office in Hyderabad with branch offices in Mumbai, Bangalore, Chennai, Delhi and Pune



Focus on R&D and innovation



Open Source Experts



High quality products and strong customer support.



INSTALLATION AND MAINTENANCE OF THE SYSTEM



Normal Installation Time is 1 Week. Depending on the customization requirement it may take more time.



Our Engineers will install and configure the system initially.



Training is given to the administrator and users of the system at customer premises.



Support is available through Phone Call, Chat, Remote Login and On site visit.



Highest commitment for Customer Support.



Thank You !!

