

**TOLL
FREE**



ConVox

Toll Free Handler

A Highly Effective and Lead Generation Tool

Agenda

- **Toll Free – Highly Effective but Costly**
- **ConVox Toll Free Handler- Features**
- **Call Handling on Toll Free**
- **ConVox Solution (for back-end call center)**
- **ConVox CCS Features**
- **Set up diagram**
- **Screen Shots**
- **Key Customer Benefits**
- **Deepija Telecom Pvt. Ltd. and its customers**



Toll Free – Highly Effective but Costly



Highly Effective

Your potential lead never hesitates in calling you

Easy Reach Instills confidence in your customers

Toll Free Builds Strong Image for your Organization



But Costly

Call charges are very high when compare to normal calls

ConVox Toll Free Gold

- Tollfree line terminates in Deepija's premises.
- Customer will get a call automatically online.
- We shall give you an exclusive Tollfree number (of AirTel).
- When customer calls this number he will hear a pre-recorded Greeting as caller tune.
- The call will be disconnected.
- This will trigger an automatic call to the calling customer through GSM gateway in your premises.
- Your agents are logged in ConVox. When triggered call is connected, it will be transferred to the agent.



ConVox Toll Free Gold is combination of hosted and premises based solution.

Customer calls on your toll free number



Call is received by our "Toll free call handling server"



Toll Free server plays a pre recorded message "Thanks for calling XYZ, please disconnect We will call you back in a moment" as a caller tune



1.

2.

3. Caller info is passed on to your call center via internet which is running on ConVox



ConVox Call center solution calls back the caller

5.

ConVox Server



IVRS welcomes.. "welcome to xyz, please wait while your call gets connected to next available agent.

6.



Logged in agent takes the call and dispose for further action.

How it works

Call is received at your toll free number.

1.

PRI line with toll free termination at our Hyderabad Office



ConVox Server



Outbound call is initiated from gateway at your premises

2.



Call is transferred to agent on ConVox

3.



Agent PC with soft phone ext.

Setup Diagram



We recommend **ConVox** Solution (For Back-end Call Center)

• **ConVox** Server consists of “Call-Back” and “Call Center Solution”.

• **ConVox** is a Complete and Comprehensive Call Center Solution to handle the call-backs.

• When Call hits on the **ConVox** Server, it instantly dial back to the caller.

• **ConVox** Server(CCS) helps the customer service executive to increase his/her productivity.

• Features of CCS are as follows:

1.Call Management

2.Agent Management

3.MIS Tools

4.CRM Management



Hardware



Requirements

- ConVox follows 100% standard protocols.
- You can use any brand's standard server, SIP IP Phones, Soft phones, FXS etc.
- Agent can use Soft phone+ Headset, FXS+Analog Phones or IP Phones for calling
- Inbuilt EPABX, No PBX Required
- No additional card needed for Voice Logging, IVRS, Auto Attendant or Voice Mail
- Dash Board for Monitoring Server components like CPU, RAM and Hard disk.



ConVox
Call Center Solution

Welcome admin

Wednesday, 21st December 2011 5:40:05 PM

- 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

- Queues Status
- System Status

Telecom Device Status

- ConVox Web Panels

Screen Shot



KEY CUSTOMER BENEFITS

Easy to remember:-

It's much easier to remember than any other number. People are more likely to call you, it can generate more sales and it can be a really powerful marketing tool for your business.



Improve customer satisfaction:-

With a toll free number, you can improve your customer service and satisfaction simply by being available to take their call. The easier you make it for your customers to reach you, the more likely they are to remain a customer.

Credibility :-

Having a toll free number gives your business credibility and enhances your company's image. You could be working out of your basement and no one would know.



KEY CUSTOMER BENEFITS

Portability :-

The toll free number means you can keep the same extension wherever you are in the world. you can forward it to another landline or your cellphone. Your customers will call the same exact number, and none will be the wiser.



Marketing Tool :-



Another benefit of having a toll free number for your business is that it's a good tool for marketing. You can promote your toll free number at your websites, Marketing campaigns and various add as it can handle bulk customer calls at a time.

Tracking System :-

You don't have to remember who called you and when did he called you, we provide an online management system that logs your call data in real-time. You can check all your customer calls in your call log at any time you want..



COMPANY BEHIND **ConVox** SOLUTIONS



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



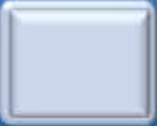
Open Source Experts



High quality products and strong customer support.



INSTALLATION AND MAINTENANCE OF THE SYSTEM



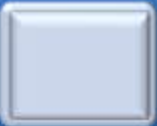
Normal Installation Time is 1 Week. Depending on the customization requirement it may take more time.



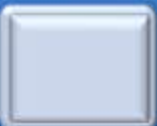
Our Engineers will install and configure the system initially.



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.



SOME OF OUR ESTEEMED CUSTOMERS



Thank you!

