

**TOLL  
FREE**



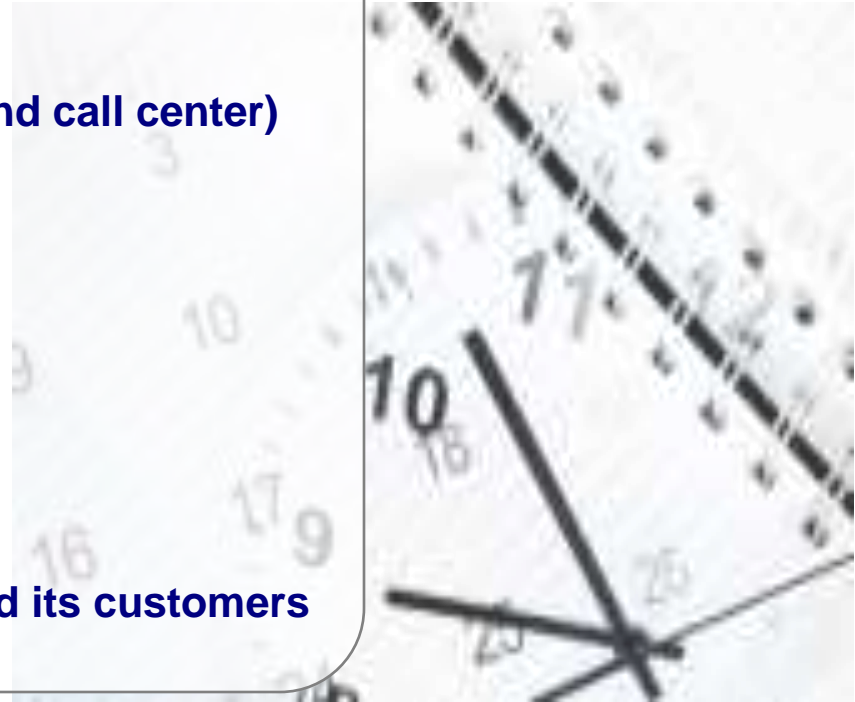
**ConVox**

# **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 Platinum

- ✓ Tollfree number terminates in customer's premises.
- ✓ Here, ConVox tollfree handler is a part of ConVox call center solution.
- ✓ Customer need to take a Tollfree number terminating on his PRI or GSM connection.
- ✓ When customer calls the Tollfree number, his call will be disconnected and re-dialed on the given caller id ( Pre - Recorded caller tune is not guaranteed in this case).
- ✓ When re-dialed call is connected, it will be transferred to the agents logged in the ConVox Call Center Server.



**ConVox** Toll Free Platinum is purely 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 greeting for caller as caller tune (this feature depends in operator's switch)



1.

2.

Customer receives the call

4.

3.



ConVox Call center solution converts incoming call to outgoing call and calls back the caller

5.

ConVox Server



6.

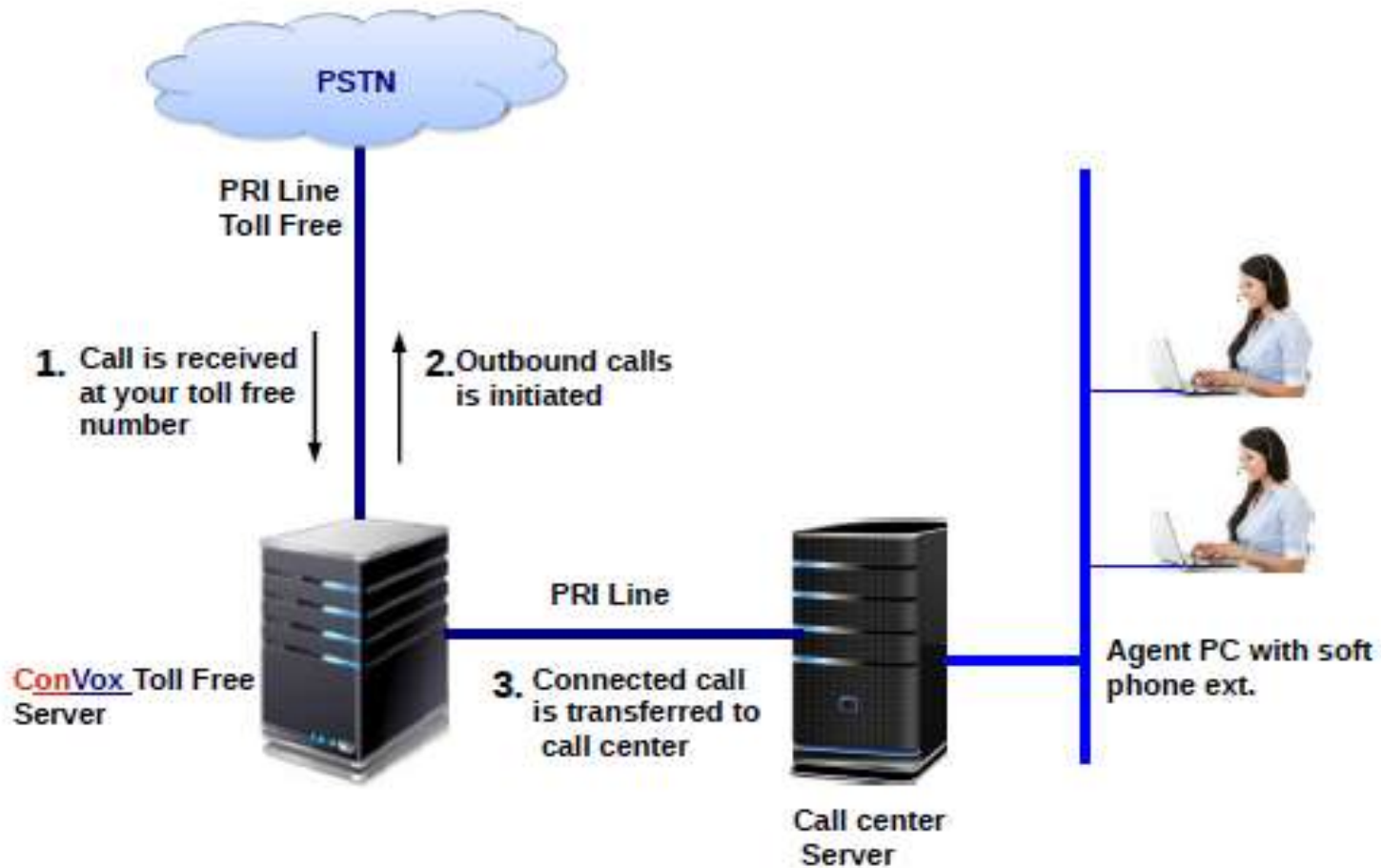


IVRS welcomes.. "welcome to xyz, please wait while your call gets connected to next available agent.

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

## How it works





## 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



- 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 :-

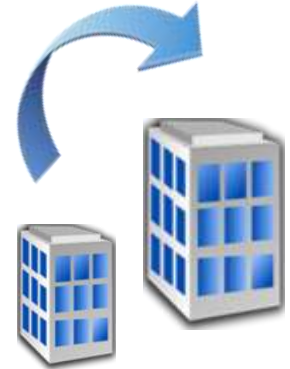
Having a toll free number gives your business credibility and enhances your company's image. You could be working out of your basement and no one would know.



# 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



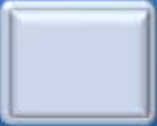
Open Source Experts



High quality products and strong customer support.



# INSTALLATION AND MAINTENANCE OF THE SYSTEM



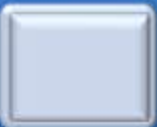
Normal Installation Time is 1 Week. Depending on the customization requirement it may take more time.



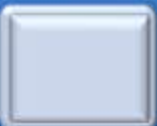
Our Engineers will install and configure the system initially.



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!**

