



ConVox

BULK COMMUNICATION TOOL

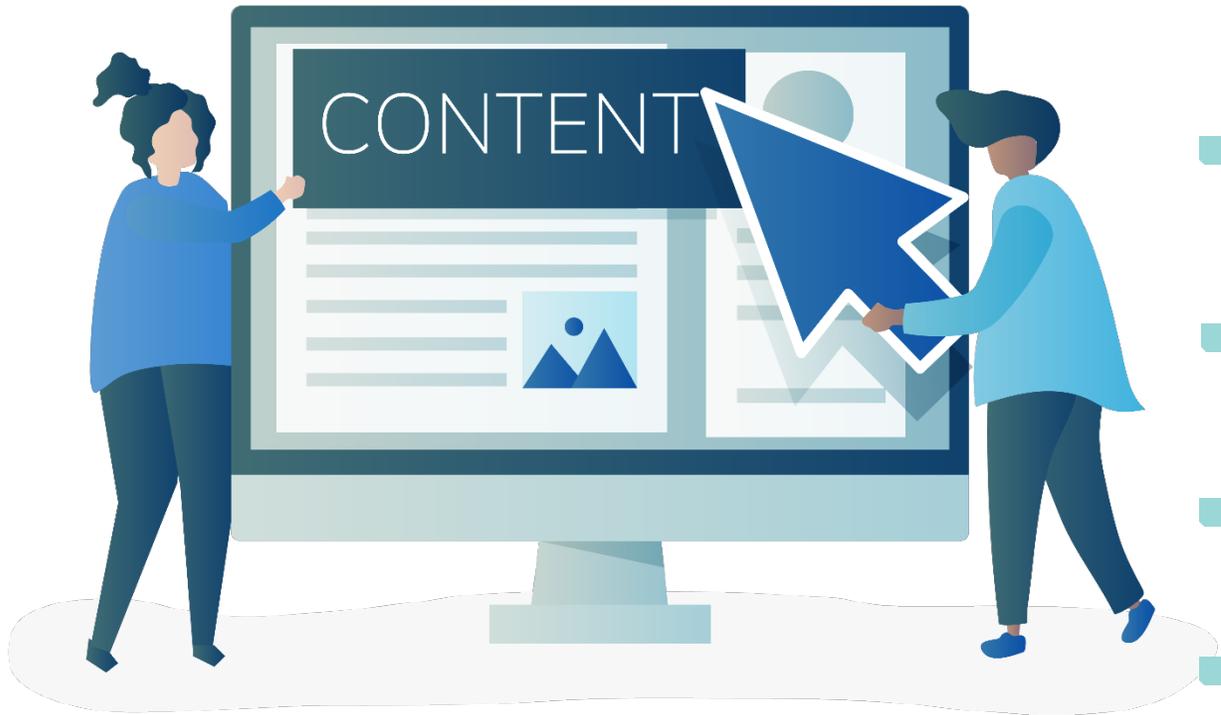


WHAT IS BCT?

Bulk Communication Tool is an automated system, designed to blast bulk SMS, IVRS, WhatsApp & E-mail to a list of client's end-customers. It assists to connect with huge data simultaneously with normal messages.



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- Features of ConVox BCT
- Architecture
- Type of Channels (SMS, Voice, WhatsApp & E-mail)
- Reports
- Add-on features Benefits/Advantages of ConVox BCT

KEY FEATURES OF CONVOX BCT



- **UNIFIED PLATFORM**
Provides common platform for Voice/SMS/E-mail
- **AUTO RECYCLE**
Operates multiple campaigns at a time and can auto/manual reset the data.
- **ANYWHERE ACCESS**
Web browser based interface, so easily anyone can access from anywhere and manage easily.
- **MULTIPLE CAMPAIGN**
Operates multiple campaigns at a time i.e. SMS, Voice and WhatsApp.
- **AUTO ANSWER HANDLING**
Answering Machine can be detected and appropriate actions can be taken by the ConVox BCT solution.
- **CALLING LIST**
Operates multiple calling lists at a time (Multiple Excel Data upload and dial).
- **LIVE STATUS DISPLAY**
Live status of all mode of Calling (Voice, WhatsApp, E-mail and SMS), Trunk and Call connectivity/conversation.



KEY FEATURES OF CONVOX BCT



EXTERNAL TRANSFER

BCT connected calls can be transferred to another person(Mobile number), DID or Call Center Agents.

TEMPLATE AND VOICE FILES

Create predefined template for SMS, Voice (IVR/Play File),WhatsApp and E-mail. Can set scheduler or broadcast manually.

REPORT

Downloadable instantaneous and dynamic delivery reports.

API INTEGRATION

Enable to integrate services with website, third party application, Mobile app, CRM etc.

SCHEDULAR

ConVox BCT Scheduler provide scheduler for Bulk Voice(IVRS), WhatsApp, SMS and E-mail.

BROADCAST

Facility to broadcast custom SMS, Audio files and Mutli-Level IVR to n-number of customers.

LEAD CHECK

Inbuilt Lead Check feature bifurcates valid or non-valid numbers from database or from uploaded Excel.

DNC

With help of ConVox BCT DNC, client can block any number.

TYPE OF CHANNELS

(SMS, VOICE, WHATSAPP & EMAIL)



EMAIL INTEGRATION

Templates can be maintained to send number of people simultaneously.

SMS INTEGRATION

Templates can be maintained to send number of people simultaneously.

VOICE

The data format is replaced by voice and it is used for generating DTMF response of client's end-customers.

WHATSAPP

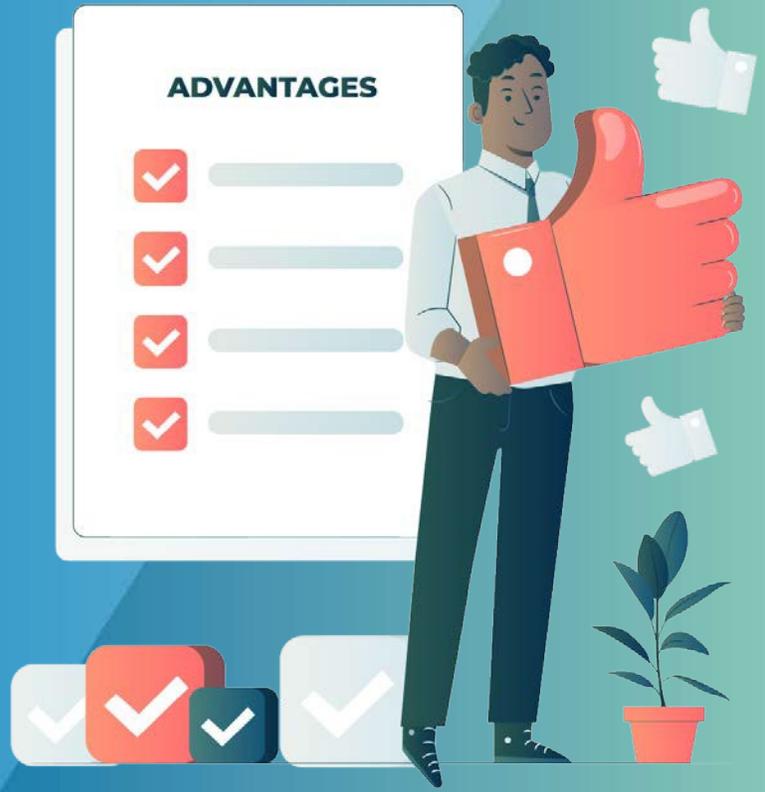
Enable client's WhatsApp business API for communication and engagement of their end-customers.

REPORTS

- DID wise Reports
- Call Connectivity report (Hourly, Day and month Wise)
- PRI Wise Call Connectivity report
- DTMF Report
- Lead Check Report



ADVANTAGES



- Flexible And Reliable Platform for increasing customer interaction.
- Increases Sales And Customer interest.
- Support Multi-languages.
- Allows Growing Any Communication Channel, without limits.
- Connect With Existing Infra(customization : As Per Your Business Process Requirement.
- Can Be Integrated To Any External PBX On Standard Interfaces Like PRI/SIP, GSM etc.
- Client Rights are Restricted and Password typing is masked.
- Data Injection is prevented in MYSQL Server.
- Application is guarded against cross-site attack.



LET'S GET IN TOUCH

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