



# COMPANY PRESENTATION





# CONTENT

ConVox



INTRODUCTION

INDUSTRIES

PRODUCTS

CLOUD TELEPHONY



# HOW THE JOURNEY STARTED ?

---

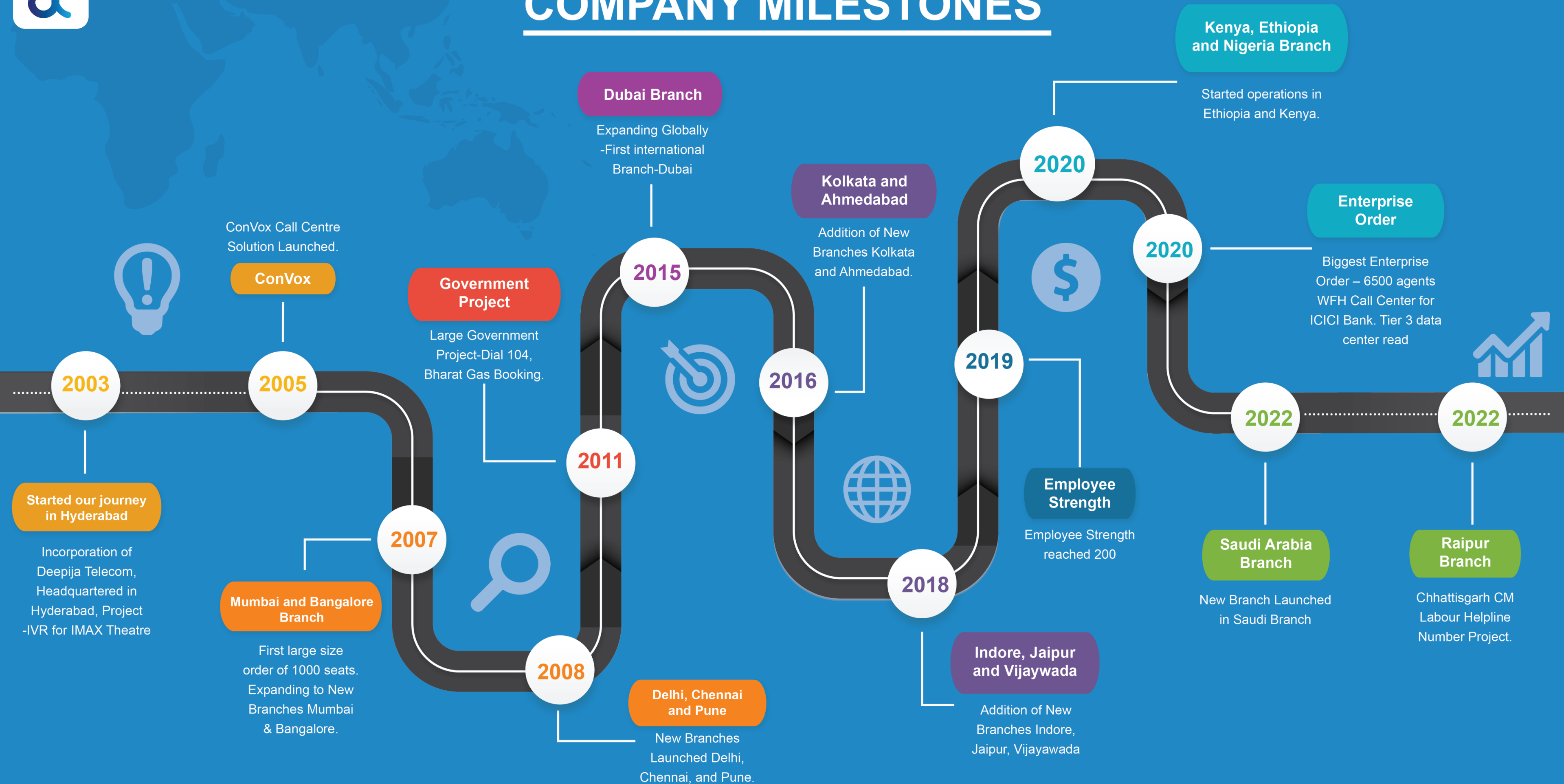
---

- Mr. Alok comes from a humble background of Traditional Business Community of Varanasi. He made it to Ericsson's R&D team in California. Very soon he moved to Hyderabad and started a Telecom Software Company in India.
- Mr. Deepak, a passionate technologist and an innovator had also joined Mr. Alok to start Deepija Telecom in 2003.
- They started in Hyderabad and worked hard to get right product mix. In a span of 2 years going through several ups and downs they shaped [ConVox](#) Call Center Solution as an Industry Standard Product.
- Over the period of 20 years, [ConVox](#) has become one of the leading players in the CTI Industry, with more than 500 employees across 14 branches in India and 5 branches abroad.





# COMPANY MILESTONES





ConVox

# COMPANY MAP



## Data Centers

- Hyderabad
- Bengaluru
- Mumbai
- Vijayawada
- Raipur

## Head Office

- Hyderabad

## Branches

- Bengaluru
- Mumbai
- Chennai
- Delhi
- Pune
- Ahmedabad
- Kolkata
- Jaipur
- Indore
- Vijayawada
- Lucknow
- Raipur

## International Branches

- Dubai(UAE)
- Lagos( Nigeria)
- Ethiopia
- Kenya
- Riyadh  
(Saudi Arabia)



# HOW DEEPIJA DIFFERS?

## STRIVING FOR EXCELLENCE



At Deepija, our work doesn't stop after delivery of services. We work on continuously improving our processes and skill-sets of our workforce so that we increase our capabilities.

## R&D FOR QUALITY & ECONOMY



We keep improving the quality of our solutions with the best open sources available. So that our customers get Economical and Robust solutions.

## CUSTOMER FOCUS



Our processes are systematically aligned with Customer Expectations and their business goals. Our success rate in Customer Retention is more than 98%.

## OUR VISION

To provide high quality and right solutions to our customers in a timely and cost effective manner, backed up by best customer support.



# CONTENT

ConVox



INTRODUCTION

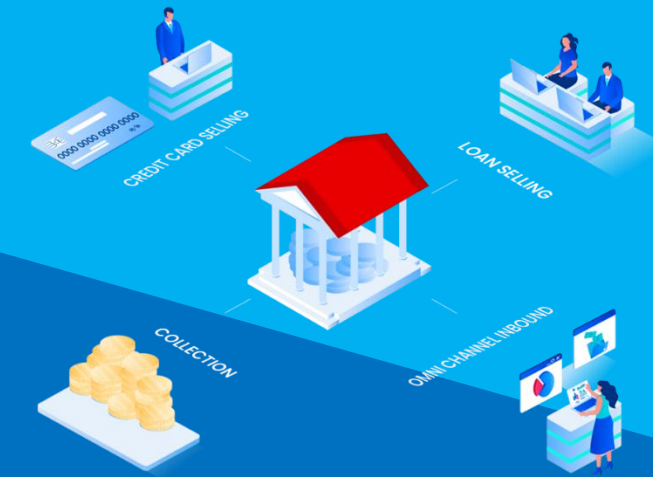
INDUSTRIES

PRODUCTS

CLOUD TELEPHONY



# INDUSTRIES WE SERVE



## HEALTHCARE



HMS Integration



Call Handling



Nurse Calling System



Code Blue

### SOME OF OUR VALUED CUSTOMERS :

Apollo, Narayana Hrudayala, Cloud9 Hospitals, Al-Salaam Hospital (Dubai), Vedic Hospital (Nigeria), Yashoda Hospitals, KIMS, LV Prasad, Care Hospital, Prime Hospitals.

## BSFI & FINTECH



Collection



Credit Card Selling



Loan Selling



Omni Channel Inbound

### SOME OF OUR VALUED CUSTOMERS :

Star Health Insurance, Reliance Insurance, Allied Insurance, Bajaj Finance, Indus Ind, ICICI, State Bank Of India, Canara Bank, India Bulls, Lending Kart, Go Digit, Early Salary, Tata Capital, L& T Finance, UCO Bank.





# INDUSTRIES WE SERVE

## TELECOM



Welcome Calling



Calling Plan Promotion



Collection Calling



Retention Calling

### SOME OF OUR VALUED CUSTOMERS :

RCom, Hathway, BSNL, Airtel, Vodacom (Nigeria). Alpha Hitech BPO Pvt Ltd, Coral Telecom Pvt Ltd, Matrix Telecom, Mars Telecom India, Professional Telecom, Indus Towers(Rajasthan), Innova Telecom, Unique Telecom, Speedo Technology Services.

## EDUCATION



Promotion Calling



Counseling For New Admission



Course Information



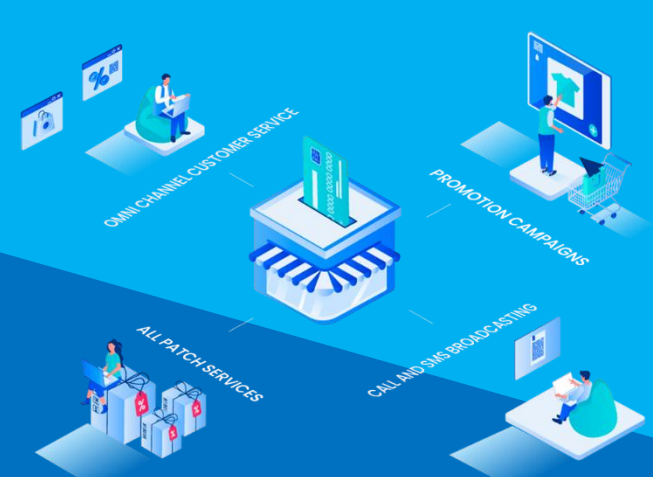
Education CRM Integration

### SOME OF OUR VALUED CUSTOMERS :

Parul University, Smart Institute Pvt Ltd, DAMS, Indo European Educational Services Pvt.Ltd, Edwise International LLP, Hand in Hand Academy for Social Entrepreneurship, Varsity Management Pvt LTD, Campusmarg Consulting Pvt.Ltd, Odisha school of Management and Tech,Tutopia Pvt Ltd, Sanaka Educational Trust, KPS Institute of Polytechnic, DECEPTICON, Narayana educational institutions, Varsity Education Management Pvt.Ltd, New Horizon,Vibrant Academy



# INDUSTRIES WE SERVE



## BPO



CRM Integration



Sales process



Voice Bot



Omni channel

### SOME OF OUR VALUED CUSTOMERS :

Vindhya E-info Media, Solutions Offshoot, Xplore Tech Services Pvt Ltd (Fusion), DBS Mintek, Radiant Captive, PHP(ruby), NSB BPO Solutions Private Limited, Sigma Outsourcing Services Pvt Ltd, ISON BPO (India) & (Nigeria), Corpone Staffing Solutions Pvt Ltd, Bank Of Baroda, ICICI, Reliance Foundation, EMRI, Offshoot Agency Pvt Ltd, Gurman Industry.

## E-COMMERCE



Call and SMS Broadcasting



Omni Channel Customer Service



All Patch Services



Promotion Campaigns

### SOME OF OUR VALUED CUSTOMERS :

Pride Honda, RGP Electronics India Private Limited, Tele Trade Shopping, Deal Share. Emmkay Technology Service, SMBXL pvt ltd, 63 ideas infolabs, Nearby Technologies Pvt Ltd



# INDUSTRIES WE SERVE



## NGO



**Inbound Calling Centre**



**Donation Collection Campaigns**



**Data Management**



**Assistance/Scholarship Promotion**

## GOVERNMENT



**State Helpline**



**CM Helpline**



**Police Department**



**Public IVR**

### SOME OF OUR VALUED CUSTOMERS :

Handicapped Children & Women`s Aid / innovision, Reliance Foundation , Care India, Arogyasari Health Care Trust, Dr.Bindu Menon Foundation ,SRI KALYANA CHAKRAVARTI MEMORIAL EDUCATIONAL TRUST, Handicapped Children's Rehabilitation Association, Swasti, Save the Children, Praan Foundation, Youth4jobs foundation, Sukarma charitable trust

### SOME OF OUR VALUED CUSTOMERS :

State Police Department, HPCL, Bharat Petroleum, ECIL, Civil Supplies, BSNL, TSMDC, GVK EMRI, Arogya Shree Healthcare Trust, State Power Distribution Companies, KSTDC. Center for Good Governance, Centre for e-Governance.



# CONTENT

ConVox



INTRODUCTION

INDUSTRIES

PRODUCTS

CLOUD TELEPHONY



# OMNI CHANNEL CONTACT CENTER



## FEATURES :



IVR



Call Monitoring



Feedback IVRS



Automatic Call  
Distribution



Disposition  
Management



Call Barge-IN

## OTHER CHANNELS :

## OUTBOUND CHANNELS :



WHATSAPP



EMAIL



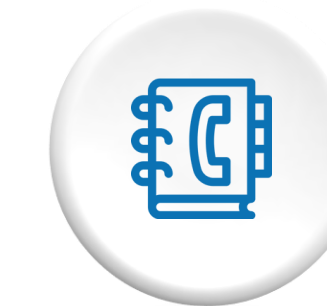
SOCIAL MEDIA



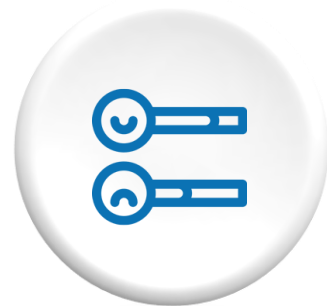
PREVIEW DIALING



PROGRESSIVE DIALING



PREDICTIVE DIALING



BLENDED



# PREDICTIVE DIALER

ConVox

- ACD
- Lead re-churn(manual/auto)
- Dial pacing( 1-10)
- DNC & NDNC SRUBBER
- Five-party conference
- Number masking
- Serial/ratio-based list dialing
- Call back assistant
- Multi campaign facility





# CRM INTEGRATION



- Contact management
- Inbuilt CRM
- Disposition management
- Call transfer
- On call pop-up



## FEATURES :



Increased customers loyalty



Performance monitoring and tracking



Automated system



Integration capabilities



Omni channel ticketing



Sla matrix as per organization hierarchy



Customer intimation at every level of escalation

# TICKETING/ GRIEVANCE MANAGEMENT SOFTWARE







# WHATSAPP SOLUTIONS

ConVox

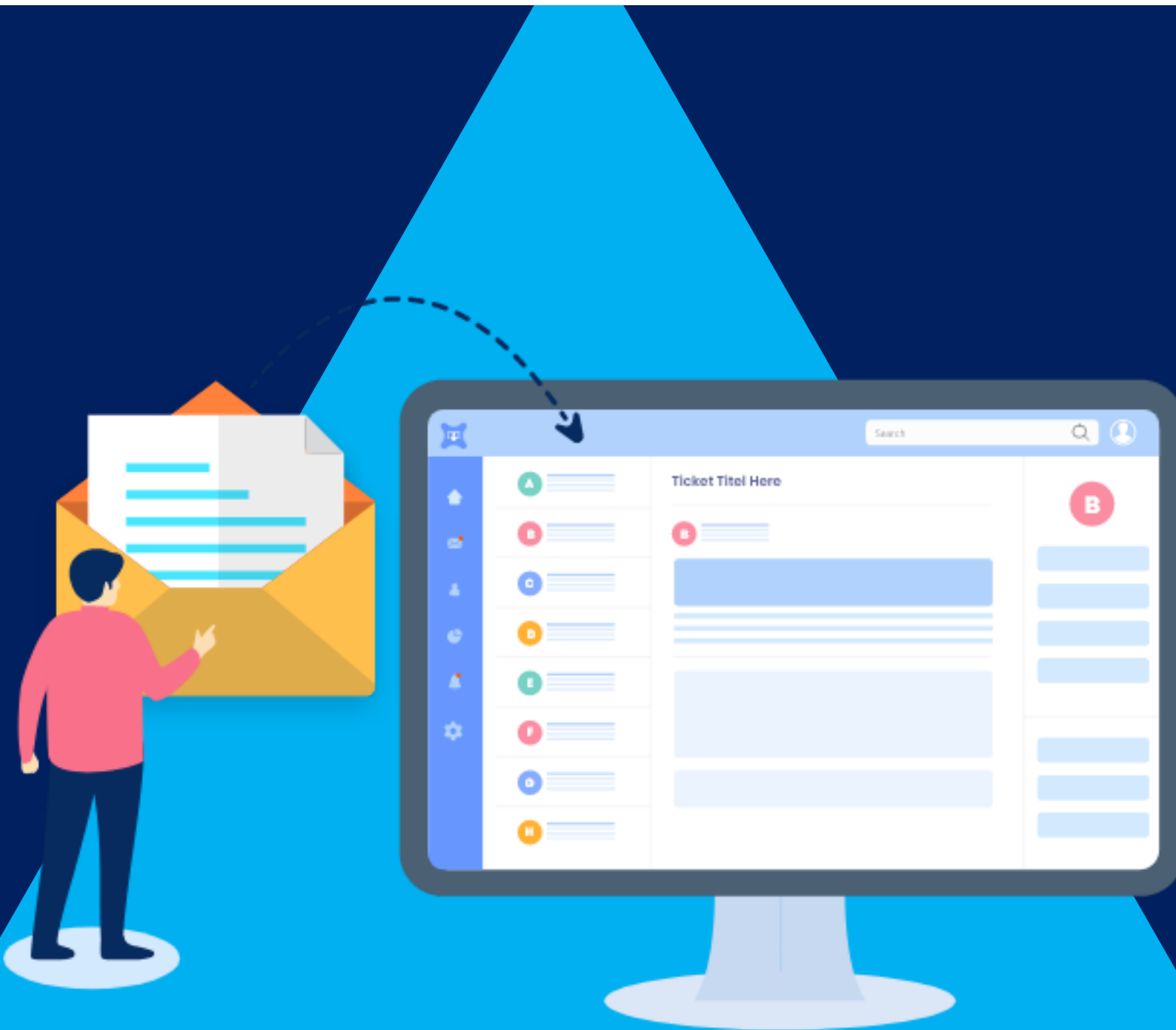


- Bulk broadcast
- Scheduler
- Parallel chat handling
- Bot
- Chat distribution
- Customer history
- Dashboard
- Report



# EMAIL TICKETING SOLUTION

ConVox



- Email portal
- Auto responder
- Multiple domains
- Email routing
- Email Categorization
- Status tagging
- Customer history



# CONTACT CENTRE APP

ConVox



- Remote agents/roaming users
- Disposition management
- Automatic call distribution
- Call back
- Remote barge-in/ remote coaching
- Outbound types
- MIS reports
- Monitoring tools
- Preview dialing
- Manual dialing
- Inbuilt CRM
- Call recording



# IP PBX SOLUTIONS

- Voice mail
- Follow me
- CDR reports
- IVR
- Web management
- Global directory
- Call forwarding
- Conference





# CONTENT

ConVox



INTRODUCTION

INDUSTRIES

PRODUCTS

CLOUD TELEPHONY



# CLOUD TELEPHONY

## CONTACT CENTER SOLUTION



- ❑ Automatic call distribution (ACD)
- ❑ Inbound / outbound / blended dial modes
- ❑ Outbound modes(auto & manual)
- ❑ Ai based lead (calling list) dispositions
- ❑ Work from home (remote working)
- ❑ Mobile app for agents
- ❑ Missed call handling



# CLOUD TELEPHONY

## VOICE BOT

- Lead check feature
- Campaign management
- List management
- Reports
- List scheduler
- DNC panel
- Real time dashboard





# CLOUD TELEPHONY

## **BULK** COMMUNICATION TOOL



- ☐ Unified platform
- ☐ Auto recycle
- ☐ Browser based access
- ☐ Multiple campaigns
- ☐ Answer machine handling
- ☐ Scheduler
- ☐ MIS reports with MS power bi





# CLOUD TELEPHONY

## AUDIO CONFERENCE BRIDGE

- Dial-in/meet-me conference
- Dial-out conference
- Concurrent conference
- Lecture / moderator / interactive modes
- Secure
- Call recording
- Web management





# CLOUD TELEPHONY

## VIRTUAL PBX



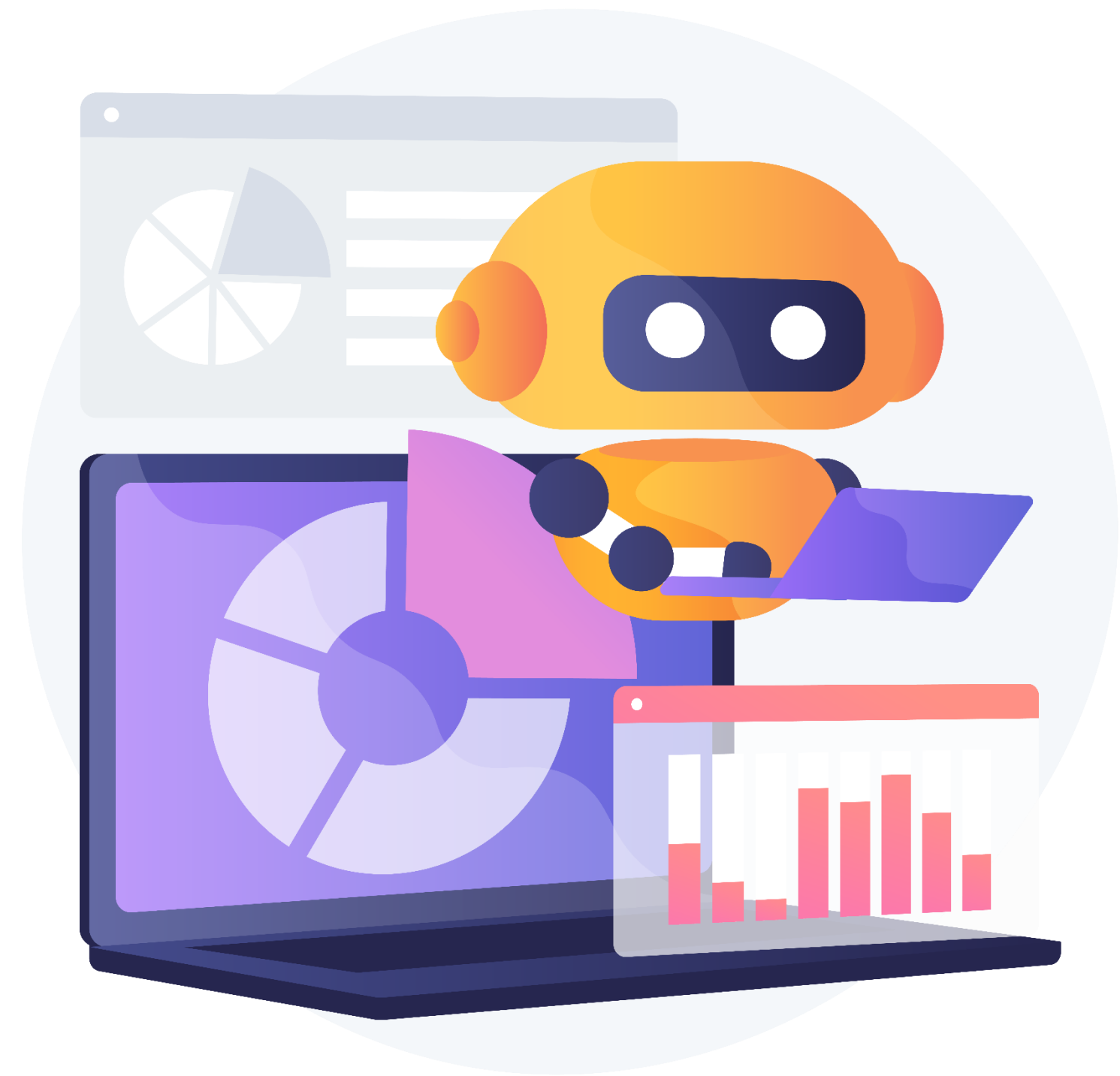
- Single virtual number
- 24/7 live answering
- Call scheduler
- Multi-level-IVR
- Call forwarding / routing
- Missed call handling



# CLOUD TELEPHONY

## AI BASED LEAD CHECKING TOOL

- Data upload
- Multiple operator compatibility
- Re churn
- Dashboard
- Reports





# LET US MAKE THIS WORK

---

Contact us or Visit us

Deepija Telecom Pvt. Ltd.  
203, Siri Sampada Hi-Tech, Kavuri Hills,  
Madhapur, Hyderabad, Telangana 500081

Tel: +91-40-49325555

Toll Free: 1-800-102-DTEL(3835)

Website: [www.deepijatel.com](http://www.deepijatel.com)