



# ConVox

INSURANCE  
SOLUTION

MARKETING PROPOSAL

Our Services - Everything Just Got Easier with ConVox

# AGENDA

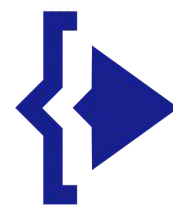
## OUR FEATURES

- **Predictive Dialer / Screen shots**
- **Reference Addition / Screen Shots**
- **Verification / Screen Shots**
- **Call Recording and Call Barge In**
- **Call Flow**
- **Advantages**
- **Deepija Tele networks – An Introduction**
- **Our Customers**



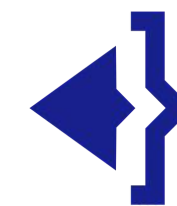
## EVER THOUGHT OF A SOLUTION WHICH.....

INCREASE CUSTOMER ACQUISITION AND CUSTOMER RETENTION.  
INCREASE BUSINESS EFFICIENCY AND THEREFORE SALES.  
ENSURE YOU MEET COMMITMENTS TO YOUR CUSTOMERS.



MAKE THE RIGHT CONTACT IN THE RIGHT WAY WITH TELEPHONE CALLS  
AND HANDLE ALL YOUR DATA EFFICIENTLY.  
MAXIMIZE YOUR OPPORTUNITIES WITH WELL MANAGED  
PROACTIVE CALLING.

OPTIMIZE INTERACTION WITH VISITORS TO YOUR WEBSITE AND FOLLOW  
UP WITH A PHONE CALL TO PROVIDE FURTHER INFORMATION.  
ALLOWS MORE EFFECTIVE UTILIZATION OF YOUR AGENTS



## WHY YOU SHOULD CONSIDER A DIALER FOR YOUR BUSINESS ?



- Increase Customer Acquisition and Customer Retention.
- Increase business efficiency and therefore sales.
- Ensure you meet commitments to your customers.
- Make the right contact in the right way with telephone calls and handle all your data efficiently.
- Maximize your opportunities with well managed proactive calling.
- Optimize interaction with visitors to your website and follow up with a phone call to provide further information.
- Allows more effective utilization of your agents

The heart of our ConVox insurance solution is the Predictive Dialer which deliver high performance contact with your customers and prospects.

But it's not just about high performance. It's about Targeting your campaigns.

Measuring the business benefits as well as the operational performance.

Keeping your promises to call back.

Fulfilling your 'Call Me' and web form requests.

Making the right contact in the right way with telephone calls, text messages and email.

Optimizing agent performance with task blending.





## ConVox Insurance Solution Features

### Predictive Dialer



### Reference Addition



### Verification



### Call Barge In & Recording



## PREDICTIVE DIALER



- Save time and effort in manual dialing. Calls are dialed by a Central Dialer, and live calls are transferred to the agents.
- Dialer can work in Preview Mode as well.
- Excel Sheets (csv format) can be uploaded for calling list.
- Answering Machine ( 85%+) and Fax detection. A customized message can be played for answering machine calls.
- Multiple Campaigns can be handled from the single server
- Do Not Call (DNC) feature to restrict unwanted calling.

## SCREENSHOT ADMIN MAIN PAGE SCREEN

ConVox CCS

**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

Our Services - Everything Just Got Easier with ConVox



# SCREENSHOT CRM PAGE SCREEN

Applications Places System 1:08 PM

ConVox CCS - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://192.168.1.24:60/ConVox3.0/Admin/index.php

Most Visited Support Sign in to Yahoo! India TeamViewer WebC... http://192.168.1.58/... ConVox CCS3 - Age...

ConVox CCS

**ConVox**  
Call Center Solution

Welcome admin

Friday, 9th March 2012 1:08:04 PM

Change Password

**CRM**

General Information

Title  First Name

Middle Name  Last Name

Email ID  Mobile Number

City  State

CRM Fields

SNo	Edit	Label	Type	SNo	Edit	Label	Type
1	<input checked="" type="checkbox"/>	Customer Name	Text	6	<input checked="" type="checkbox"/>	Notes	LongText
2	<input checked="" type="checkbox"/>	Phone Number	Text	7	<input checked="" type="checkbox"/>	Remarks	LongText
3	<input checked="" type="checkbox"/>	Location	Text	8	<input checked="" type="checkbox"/>	Agent	Select
4	<input checked="" type="checkbox"/>	Email ID	Text				
							Rupa,Vandana
						Source Of Contact	Text

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Done

[ConV...] [Updat...] [new fi...] [ConV...] [root@l...] [root@l...] [root@l...] [root@l...]

# SCREENSHOT REAL TIME SCREEN

**ConVox ADMIN - Logout**    CAMPAIGN: QWS        [STOP | GO](#)    [MODIFY](#)    CPU Load: 2.26    DATE : 2009-09-03 00:21:14

Pacing: 2.7	18879 Dialable Leads	664 Calls Today	100 Buffer Level	173 Leads in Buffer	8 Calls Dropped	1.20% Dropped Percent
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22 Calls Ringing	0 Waiting Calls	17 Log-in Agents	6 Agents in Call	5 Agents Waiting	5 Paused Agents	1 Wrapup Agents
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PHONE ID	USER ID	Calls Taken	Login Time	STATUS	MM:SS	PHONE NUMBER
3032	kiandasm	48	2009-09-02 22:51:14	READY	00:00:25	
3003	raghavs	58	2009-09-02 22:45:36	READY	00:00:30	
3010	afirdosi	9	2009-09-02 23:02:26	READY	00:00:12	
3012	siddhart	49	2009-09-02 22:45:29	READY	00:00:02	
3016	syedn	44	2009-09-02 22:46:37	READY	00:00:08	
3024	mminu	27	2009-09-02 22:54:19	INCALL	00:23:35	6184576631
3008	DXSUJAY	40	2009-09-02 22:45:49	INCALL	00:11:37	6184972472
3028	ajey	27	2009-09-02 22:46:04	INCALL	00:00:19	6185393789
3026	sunild	51	2009-09-02 22:46:09	INCALL	00:00:12	6185395294
3020	rajeshd	57	2009-09-02 22:50:31	INCALL	00:00:08	6185395374
3022	ashwinip	39	2009-09-02 23:01:19	INCALL	00:00:08	6185395730
3005	fsayed	27	2009-09-02 22:55:22	PAUSED	00:06:46	
3029	CARAJ	36	2009-09-02 23:55:05	PAUSED	00:18:15	
3002	rmjoshi	46	2009-09-02 23:05:41	PAUSED	00:08:24	
3013	sujishvb	29	2009-09-02 23:39:56	PAUSED	00:07:39	
3021	sindhuj	41	2009-09-02 23:01:13	PAUSED	00:02:43	
3004	labaig	35	2009-09-02 22:45:51	WRAPUP	00:00:04	6185393531

**NUMBERS RINGING**

- 6185422443
- 6185393382
- 6185395601
- 6185422841
- 6185423008
- 6185395894
- 6185399732
- 6185395135
- 6185395710
- 6185396021
- 6185397046
- 6185422043
- 6185395811
- 6185422246
- 6185394773
- 6185395501
- 6185421908
- 6185422542
- 6185395434
- 6185396083
- 6185422406
- 6185422744



## REFERENCE ADDITION



- Agents can add or modify the references at a time on a separate tab.
- Added or modified references can be dialed automatically from the list.
- As the number will be dialed, CRM with details of customer will pop up on agent's screen.



## SCREENSHOT VIEW REFERENCE PAGE

**ConVox**  
Call Center Solution

2012-10-06 19:28:25

Agent	Station	Process
agent1	1001	ConVoxVerifier

**IDLE 00:05:24**

READY    BREAK

OUTBOUND

Queues	1-SalesQ1
Waiting Calls	0

Call Mode :

Logout

Home
My FollowUps
My CallHistory
My Verification
My References

FollowUps (Pending : 3    UpComing : 0)

**Leads in Verifier (4)**

SNO	Phone Number	Name	Address	Status	Comments	Recording File	Last Modified	Action
1	752146	Krish	HYD	Enquiry	Test call ...	<a href="#">2012-10-06/out/752146_20121006130726.WAV</a>	2012-10-06 19:26:34	
2	54512	Vishnu	KNL	Enquiry	Transferin...	<a href="#">2012-10-06/out/54512_20121006131756.WAV</a>	2012-10-06 19:27:09	
3	456123456	Bharat	HYD	Enquiry	Test call ...	<a href="#">2012-10-06/out/456123456_20121006182738.WAV</a>	2012-10-06 19:27:31	
4	9922334509	Manoj	KNL	Enquiry	Test call ...	<a href="#">2012-10-06/out/9922334509_20121006182908.WAV</a>	2012-10-06 19:27:48	

**Agent Calls Summary**

Date	Incoming Calls	Missed Calls	Outgoing Calls	Total Calls
Sat 06 Oct 2012	0	0	2	2
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

New Customer

# SCREENSHOT MODIFY REFERENCE PAGE

Agent	Station	Process
agent1	1001	ConVoxVerifier

IDLE 00:02:26

READY

BREAK

OUTBOUND

Queues	1-SalesQ1
Waiting Calls	0

Call Mode :

Logout

2012-10-06 19:25:27

Home
My FollowUps
My CallHistory
My Verification
My References

FollowUps (Pending : 3 UpComing : 0)

General Information

Title

DOB   
(dd-mm-yyyy)

Mobile No **9922334509**

Phone4

Address2

Pin Code

First Name

Gender

Phone1

Phone5

Address3

Comments

Middle Name

Designation

Phone2

LandMark

City

Last Name

Email ID

Phone3

Address1

State

CRM Fields

Agent Calls Summary				
Date	Incoming Calls	Missed Calls	Outgoing Calls	Total Calls
Sat 06 Oct 2012	0	0	2	2
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

New Customer



## VERIFICATION



- Agent can dispose the generated lead in verification process.
- Admin can hear the recording file to identify the current status of lead.
- Admin can instantly make the verification call to the generated lead.

# SCREENSHOT VIEW VERIFICATION PAGE

Agent	Station	Process
agent1	1001	ConVoxVerifier

**IDLE 00:05:24**

READY    BREAK

OUTBOUND

Queues	1-SalesQ1
Waiting Calls	0

Call Mode :

Logout

2012-10-06 19:28:25

Home
My FollowUps
My CallHistory
My Verification
My References

FollowUps (Pending : 3    UpComing : 0)

**Leads in Verifier (4)**

SNO	Phone Number	Name	Address	Status	Comments	Recording File	Last Modified	Action
1	<a href="#">752146</a>	Krish	HYD	Enquiry	Test call ...	<a href="#">2012-10-06/out/752146_20121006130726.WAV</a>	2012-10-06 19:26:34	
2	<a href="#">54512</a>	Vishnu	KNL	Enquiry	Transferin...	<a href="#">2012-10-06/out/54512_20121006131756.WAV</a>	2012-10-06 19:27:09	
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**Agent Calls Summary**

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Sat 06 Oct 2012	0	0	2	2
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

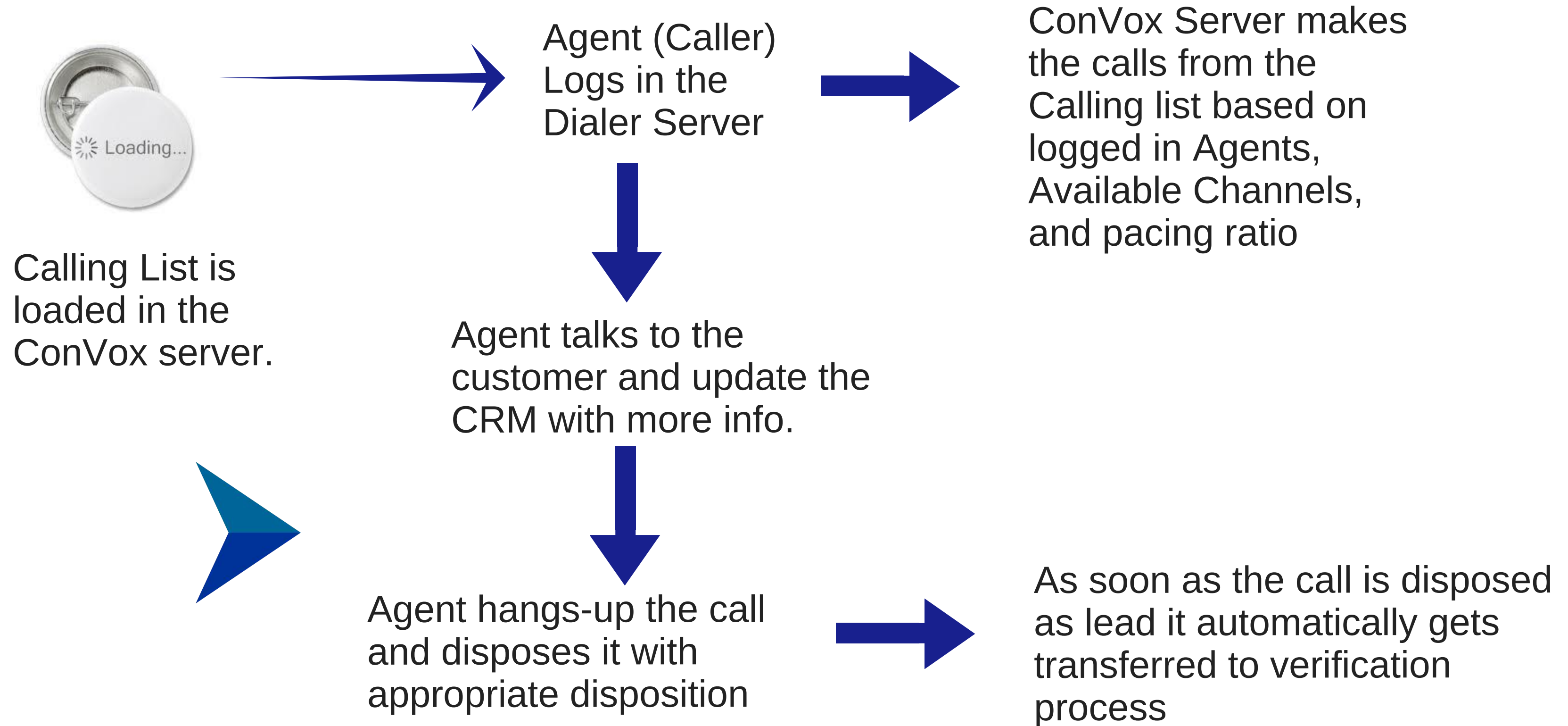
New Customer

## CALL BARGE IN & RECORDING



- Calls can be recorded for training purposes.
- Admin can barge in a call of an agent at any stage of process.
- This feature can be useful in increasing the efficiency of agents by providing them proper training.

## CALL FLOW





## CALL FLOW

