ConVox

SOLUTIONS FOR TELECOM OPERATORS
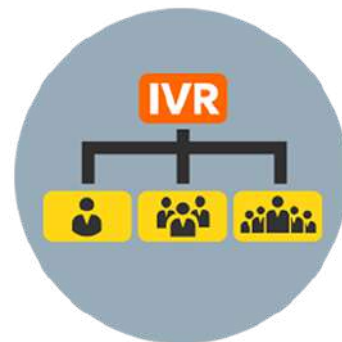
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SOLUTIONS FOR
TELECOM OPERATORS

**VIRTUAL RECEPTIONIST/
CALL THROUGH SOLUTION**

**CALL BRIDGING
SOLUTION**

HOSTED IVRS

**BULK OUTBOUND
DIALING (OBD)**

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SOLUTIONS FOR
TELECOM OPERATORS

MISSED CALL/CALL BACK SOLUTION

HOSTED CONTACT CENTER

WORK FROM HOME HOSTED CALL CENTER

HOSTED IP-PBX

HOSTED AUDIO CONFERENCE BRIDGE

**CUSTOMIZED SOLUTIONS**

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Virtual Receptionist / Call Through Solution

- Customer gets a virtual number for their business. Calls on this virtual number are handled by our intelligent call routing platform.

- Customer gets a login in the web portal, where he can access all the data pertaining to his calls.

- Customer gets an SMS alert for his missed/ abandoned calls. This data is also available through portal login.

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Basic Flow
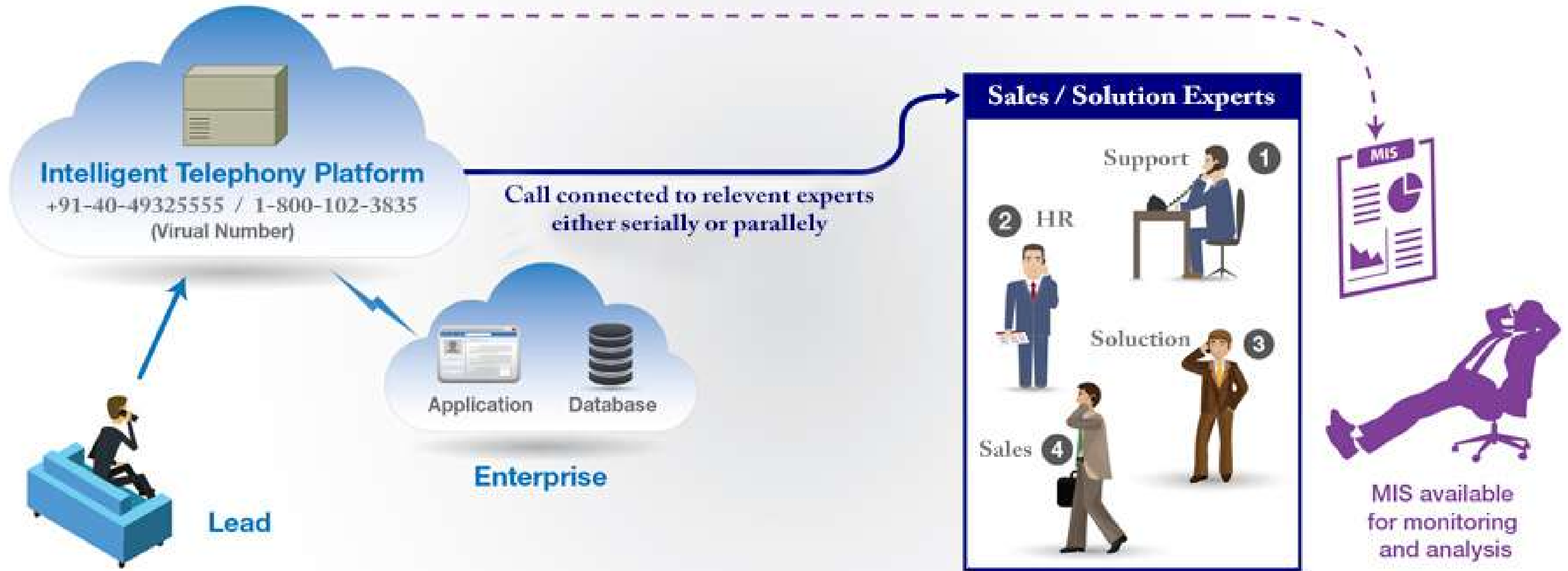
Feature List

Customized Greetings

IVRS

Smart Call Routing

Department wise call transfer

Call Recording

Call Monitoring

On-hold Music

Voice Mails

Track Follow up calls

Web Portal – Call Reports

Missed call handling

One number for all callers

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ConVox Missed Call / Call back Solution

ConVox "Missed Call Solution" disconnects the incoming call and reverts with the following responses.

- SMS (One side or both side)

- Call Back (plays IVRS or connects to a designated person)

- Capture the number and does nothing.

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ConVox Missed Call/ Call back Solution

- **Customer responsiveness**

- **Easy to remember**

- **Improve customer satisfaction**

- **Credibility**

- **Portal access**

- **Less costly than your Toll Free Solution**

- **Send an instant SMS when customer calls you**

- **Play a customized message without answering the call**

- **Make an instant callback using call center Solution**

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ConVox Call Bridging Solution

Call Bridging Solution connects the caller to the destination number in a controlled way.

- Black and white listing of caller and destination number

- login based access to the bridge number

- Group wise billing with portal access for the customer for CDRs

Call Bridge can be accessed through following means

- **Toll Free Number**

- **IVRS based authentication**

- **Dialing through mobile App**

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ConVox Call Bridging Solution

Features

- Callback
- Pass Through
- App & Non App
- Conference
- User white-list
- Country white-list
- Fixed number
- Choice based
- Monitoring system
- Link down alert
- Call recordings
- Reports

Customer Benefits

Zero capital investment

Toll-Free based

Hosted Solution

Zero Maintenance

Single dial-in number

Centralized Reporting

Connect across the Country

User Benefits

- No call charge to user
- Basic phone required only
- Can be used from any where in India
- Can be used after office hours also

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ConVox Bulk Outbound dialing (OBD)
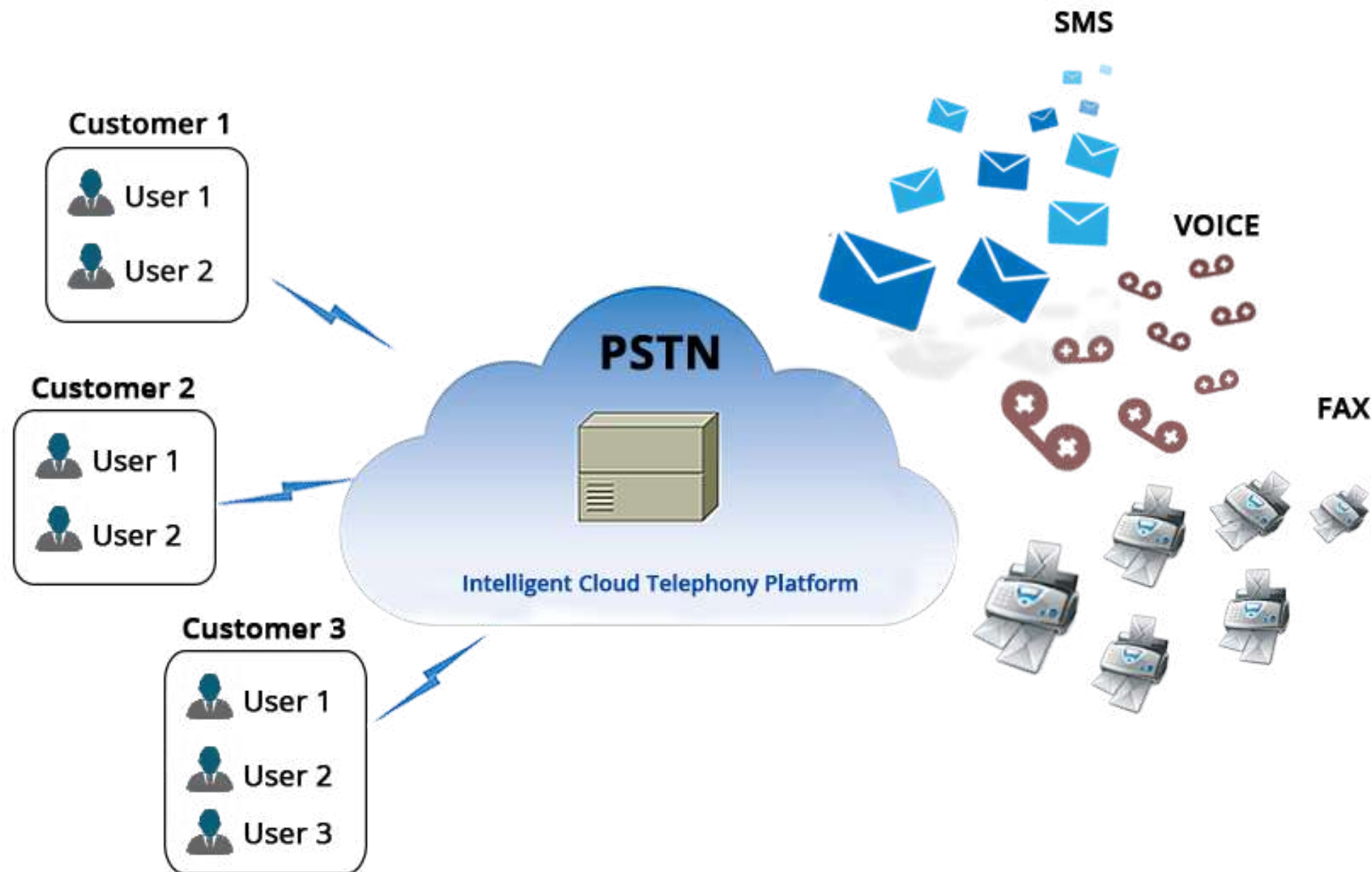
- Allows customer to make bulk calls and play IVR, Voice Message.
- Send SMS or Fax to the target audience.
- Single customer account can be operated through multiple logins, who can create their own calling list and upload their own voice files.

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ConVox Bulk Outbound dialing (OBD)

Features

Bulk OBD

Campaign Management

Auto Reset

Customizable IVR

Web access

Live Monitoring

Through API

Scheduler

Link status dashboard

Reports

Custom Solutions

Advantages:

- Less Capital Investment
- Hosted Solution
- Mass Connectivity
- Need not have more technical infra
- Mass Awareness
- Business Improvement
- Mass Reminder
- Easily accessible
- Mass Marketing

- Improve Relationship
- Pay only for answered calls
- Save Investment
- Prospects Target
- Mass Feedback Collect

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Audio Conference Solution

ConVox Audio Conference Solution allows you to establish a dial-out / Meet me conference.

Features

- Multiparty Conference
- Meet Me and Dial Out
- One Touch Conference
- Live Monitoring
- Announcement
- Scheduler
- Voice Logging
- Indications (Entry/Exit)
- Reports
- Custom Solution

Advantages:

- Hosted Solution
- Single dial-in number
- Start a conference 24X7
- Less Capital investment
- Web access
- Self service conference
- Easy to start
- No training required
- Cost effective

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ConVox Hosted Omni Channel Contact Center Solution

ConVox Hosted Contact Center Solution presents a versatile platform for Call Center with completely web based management

- - Allows customer to manage Omni channels.

- - Customer can have Hosted Solution.

- - Customer can manage Inbound and Outbound calls.

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ConVox Hosted Omni Channel Contact Center Solution

Features

- Predictive, Preview & Progressive
- ACD
- Agent Pop-up
- Call Barge-In
- Auto Answer
- Call Hold
- Call Transfer
- Conference (Internal and External)
- Incoming Call Beep (Configurable)
- Dispositions

- History
- IVR
- Live monitoring
- Integrated Chat application
- Alerts (SMS & Email)
- Greeting Scheduling
- NDNC Filteration
- External Application Integration
- Reports
- Custom Solutions

Advantages:

- Customer's Central Contact Point
- Customer Responsiveness
- Customer Retention
- Customer Loyalty
- Customer Help Desk
- Business Improvement
- Customer queries resolution point
- Agent Monitoring
- Agent Management

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ConVox "Work from Home" Solution for Call Centers

Seamless Call Center Management with Secure and Centralized calling solution for "Anywhere" agent.

1. Centralized dialing using PRI/ SIP/ GSM lines hosted in a data center.

2. Centralized servers for database, telephony and application.

3. Agent's calling device can be a Landline phone, FWP, Cell phone or Smart phone.

4. Agent's login device can be a Smartphone, Tab, Laptop or Desktop.

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Hosted CC- Call Handling in ConVox "Work from Home" Solution

Hosted CC gives all the features of Inbound modes like IVR, Voice Mail, ACD, Call queuing and Outbound modes like Preview, Progressive, Predictive and Click to Call.

Work from Home Solution features:

Remote Login

Centralized Reporting

Live Monitoring

Centralized Call Recording

Call Dispositions and Callbacks

Data Security

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CASE STUDIES

Case Study - 1

Tele-Calling solution for POST-PAID SIM SALES

Direct Sales Agents (DSAs) of **Airtel**

(around 5000 agents) and **Vodafone**

(Around 2100 agents) use our Predictive

Dialing Solutions to pitch the Telco's

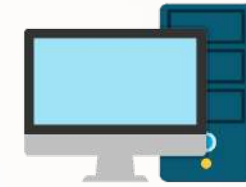plans to the customers.

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REQUIREMENTS

Around 5000 Tele-Sales Agents in 300-350 DSAs spread across almost all Indian states.

Effective tool to boost sales numbers through Predictive Dialing.

Unified Active Dash Board displaying summary and details of real-time activities in all the DSAs.

Solution should run with / without PC at agent workstation

Support for small call centers at remote locations.

Call Recording (100%) with Call Data Reporting

Report / dashboard for National Level, State Level and DSA Level.

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SOLUTION GIVEN
DIALING SOLUTIONS

Premise Based Solution

- Dialing is done through server at DSA premise.
- Solution is available with/ without PC at the agent desk.

Centralized Dialing Solution

- Dialing happens through centralized servers, Subscribed by small (less than 25 seats) DSAs.
- Agents get connected calls on their mobile phones.

Centralized Monitoring and Reporting

- Dashboards and controls are given to "Country (India) Level","Telecom Circle Level" & DSA Level".
- Real-time Reports of calls, agent login & sales are given at all the three levels.

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ADVANTAGES for DSA

Premise Based Dialing

DSA can make the best use of their resources with feature-rich and customized solution for call center.

Centralized Dialing

Very quick and easy access to the call center solution.

Cloud solution gives them high productivity with minimal expense on infrastructure.

Solution also supports "Work from home" agents seamlessly.

FOR TELECOM OPERATOR

Real-time information about their DSAs across the country on a single

Dashboard at the regional and National level.

Telecom Operator can quickly add/remove a DSA from its franchisee.

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Case Study - 2

Customized Solution for PRISONS

Prison Department of Telangana and AP asked Vodafone to design a highly secure system for Prisoners to call their home. Deepija Telecom designed, developed and implemented this solution.

BUSINESS REQUIREMENTS

- Prisoners make calls with Biometric authentication.

- Only 2 pre-verified numbers are allowed.

- Maximum 5 minutes per call allowed.

- Maximum 2 calls per week allowed.

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SECURITY REQUIREMENTS

Conversation need to be recorded in encrypted form.

Highly secure system with one-time password protection at all the levels.

No external connectivity apart from telecom lines.

No incoming calls allowed.

SOLUTION GIVEN

Solution was designed and developed fulfilling all the Business and Security Requirements. It is deployed as an isolated system in each prison using GSM trunks

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Case Study - 3

IVRS for GAS BOOKING FOR HP GAS

State Telecom Operator BSNL got the work for IVRS based cooking gas cylinder booking for 40 Million families using HP Gas connection.

BUSINESS REQUIREMENTS

- IVRS to handle 5500 parallel calls - Around 1.5 Million calls daily

   Synchronization with centralized database located at HPGas data center.

- Should be available in 18 languages.

- Simultaneous SIP and PRI connectivity 99.98% uptime.

- SMS need to be sent for each booking and delivery

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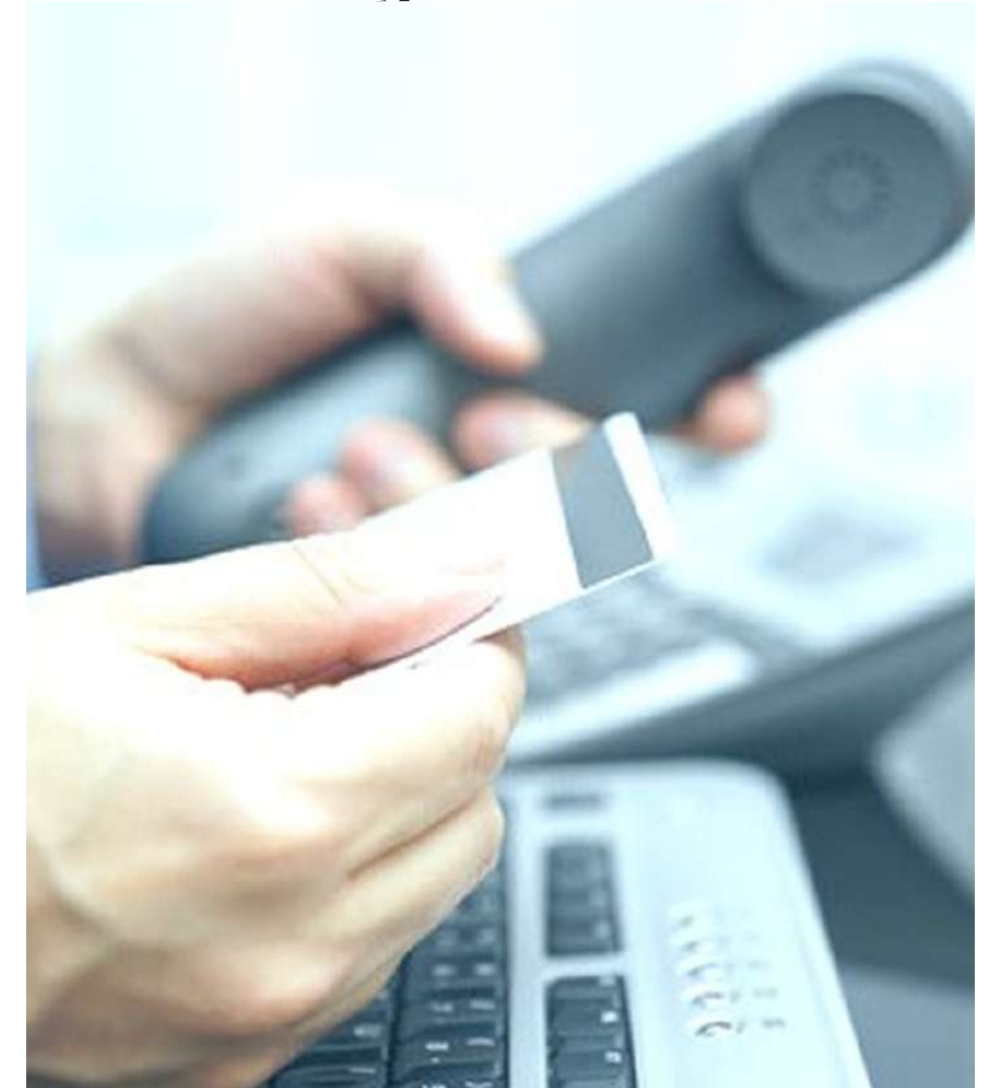
SOLUTION GIVEN

- Solution was designed, developed fulfilling all the Business Requiren

- Servers are co-located in the Telecom Switch.

- Live Monitoring and automated fault escalation for uptime.

BENEFITS

- Consumer gets easy way to book cylinder on call.

- Bharat Gas could get a hassle free solution for Gas booking for their

- Huge saving of manpower cost used for manual booking.

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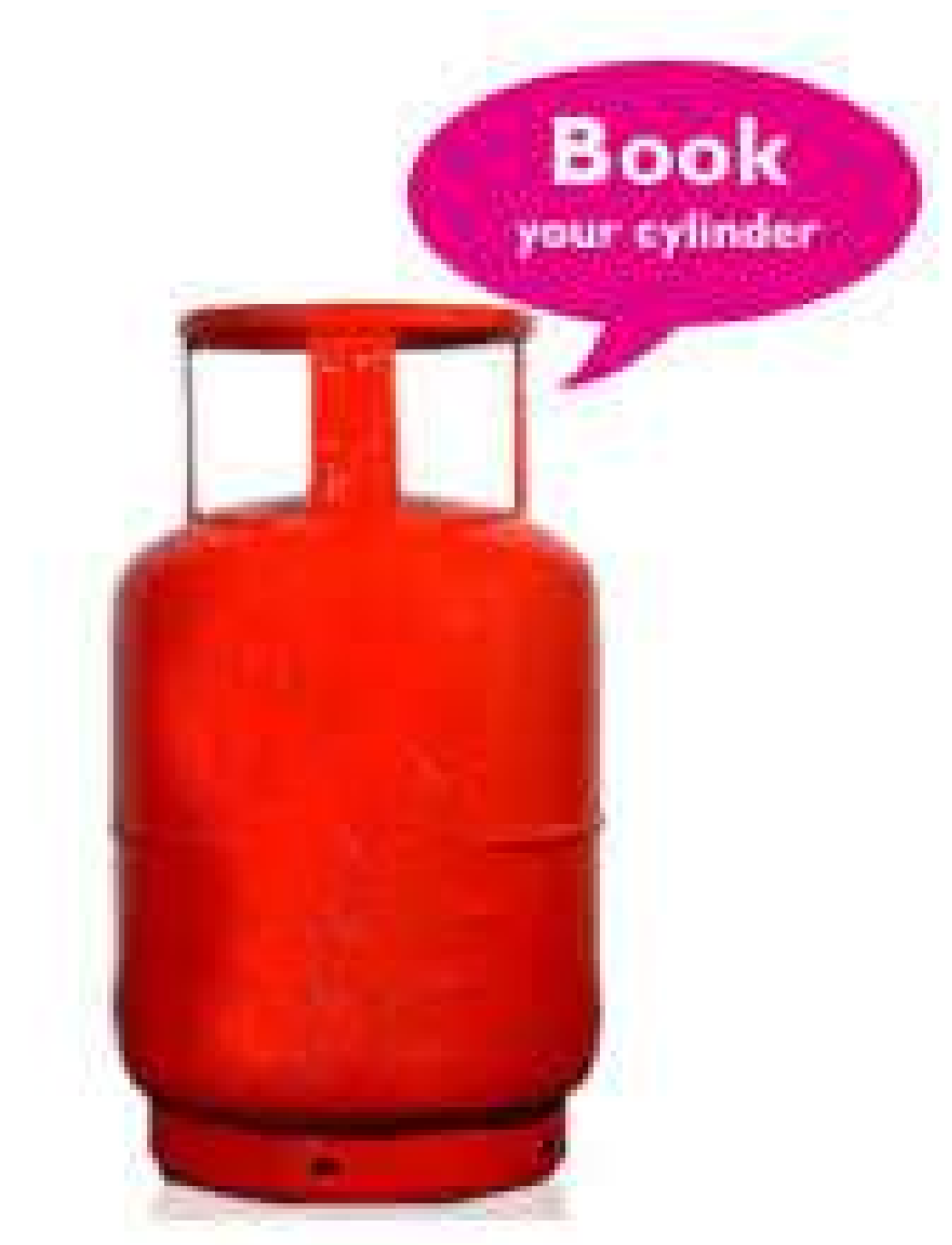
Case Study - 4

INTERNATIONAL CALL BRIDGING SOLUTION

BUSINESS REQUIREMENTS

Employees of IT companies need to make international calls at "non-office hours". Convoxprovidese Call Bridging solutions to Telecom Operator customers. Call Bridging Solution enables an employee to make international calls using his personal phone, with no charges applicable to him.

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SOLUTION GIVEN

Customer has the requirement to connect their employees in India to join its International bridge number for the purpose of meetings of their products and services related queries and concerns in white listing manner as well at the secured level. Also to reduce the International charges while joining bridge number using Toll Free number at a single point of contact.

- Solution has been given in cloud platform

- It reduces the International calling charges using Toll Free number.

- Users can dial the Toll Free number from his mobile phone

- Callers will be on a single point of contact to join brid

- Users will be white listed.

- It can be used from anywhere across India
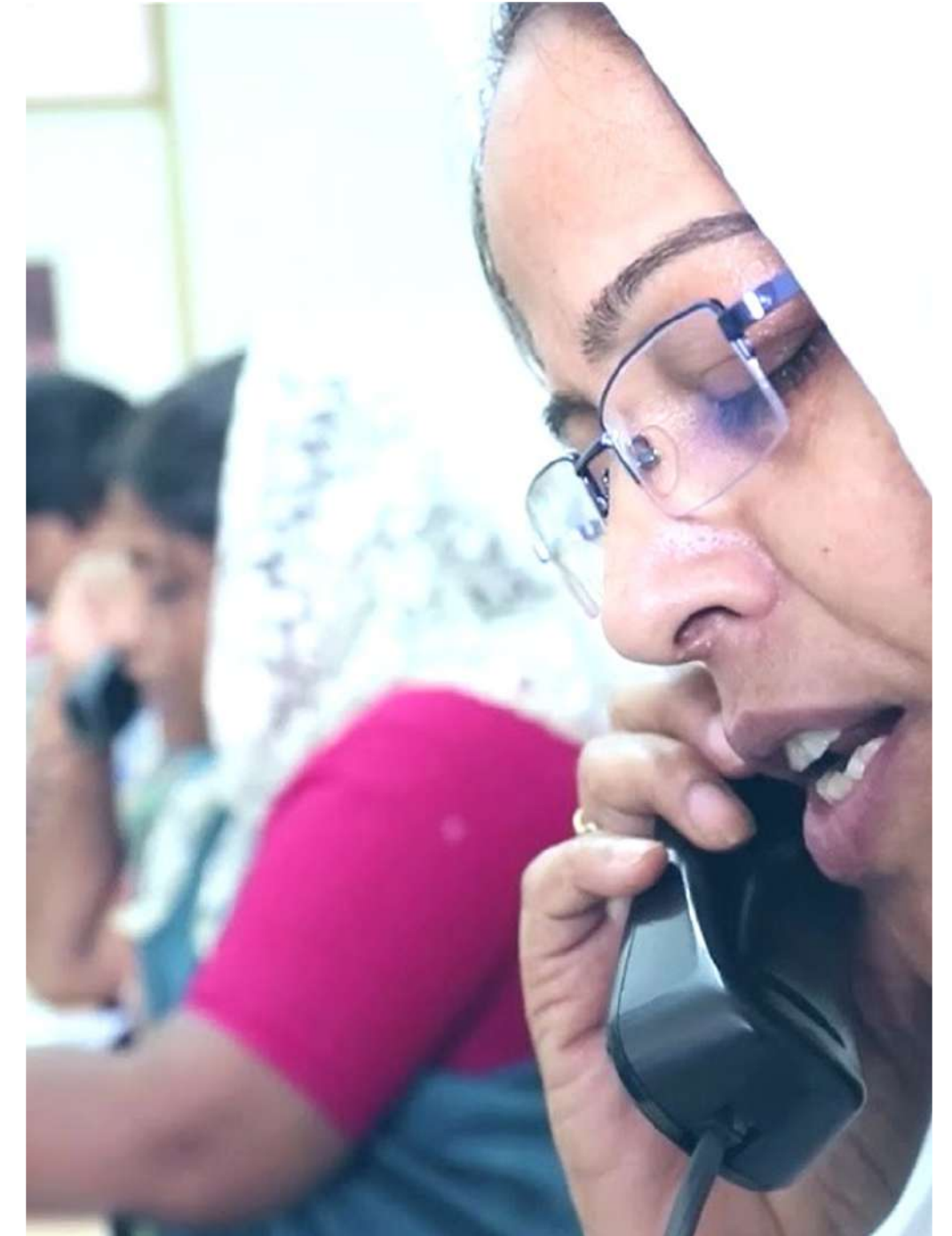
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Case Study - 5

HOSTED CALL CENTER SOLUTION FOR JESUS CALLS

"JESUS CALLS"

Jesus Calls is a Christian prayer organization and a customer of RCom. They have call centers (prayer towers) across India. These call centers are connected to the central server through VPN.

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BUSINESS REQUIREMENTS

- Jesus calls runs programs on TV and expects a huge call volume during and after programs.

- Centralized call center servers with minimum equipment required at the branch location.

- Centralized live monitoring and management of all call centers.

- Handling of "Overflow" calls to one-another call center.

- If there is any "link-down" at some location, calls for that location need to be handled on other location

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SOLUTION GIVEN

- Call Center servers placed at Data Center.

- Individual team leaders login to monitor and take the reports of their own call centers.

- Reports and call recording

- Management can monitor and control all call centers from a single screen.

- Call analytics given in the live monitoring dashboard.

BENEFITS

- Scheduling callbacks.

- Handling breaks.

- Call Barg-in.

- Customer history.

- Real-time monitoring.

- Web-panel monitoring.

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ENQUIRE ABOUT OUR SERVICES

1800- 102-3835

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THANK YOU !