

# COMPANY PRESENTATION



# CONTENT



**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





# COMPANY MAP



## Data Centers

- Hyderabad
- Bengaluru
- Mumbai
- Vijayawada
- Raipur

## International Branches

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

## Head Office

- Hyderabad

## Branches

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

# 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.

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# INDUSTRIES WE SERVE

## HEALTHCARE



HMS Integration



Call Handling



Nurse Calling System



Code Blue

### SOME OF OUR VALUED CUSTOMERS :

Apollo, Narayana Hrudayala, Cloud9 Hospitals, Health Shield Medical Center (Abu Dhabi), Vedic Hospital (Nigeria), Yashoda Hospitals, KIMS, LV Prasad, Care Hospital, Prime Hospitals.

## BSFI & FINTECH



Collection



Loan Selling



Credit Card 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), Tanzania Telecommunication Company Limited .

## EDUCATION



Promotion Calling



Course Information



Counseling For New Admission



Education CRM Integration

### SOME OF OUR VALUED CUSTOMERS :

Parul University, Smart Institute Pvt Ltd, DAMS, Indo European Educational Services Pvt.Ltd, Al Ain University (Abu Dhabi), Canadian University of Dubai.



## 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, IBT Global Call Center (Dubai).

### 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.

# INDUSTRIES WE SERVE

## NGO



**Inbound Calling Centre**



**Data Management**



**Donation Collection Campaigns**



**Assistance/Scholarship Promotion**

### SOME OF OUR VALUED CUSTOMERS :

Handicapped Children & Women's Aid / innovision, Reliance Foundation , Care India, Sri Vidya Educations, Arogyasari Health Care Trust, Dr.Bindu Menon Foundation ,SRI KALYANA CHAKRAVARTI MEMORIAL EDUCATIONAL TRUST, Handicapped Children's Rehabilitation Association, Swasti, Save the Children, Dubai Charity Association.

## GOVERNMENT



**State Helpline**



**Police Department**



**CM Helpline**



**Public IVR**

### SOME OF OUR VALUED CUSTOMERS :

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



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# OMNI CHANNEL CONTACT CENTER



## FEATURES :



IVR



## Call Monitoring



## Feedback IVRS



## Automatic Call Distribution



## Disposition Management



## Call Barge-IN

## OTHER CHANNELS :



**WHATSAPP**



EMAIL



## SOCIAL MEDIA

## OUTBOUND CHANNELS :



## PREVIEW DIALING



## PROGRESSIVE DIALING



## PREDICTIVE DIALING



**BLENDED**

# PREDICTIVE DIALER

- 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



■ Bulk broadcast

■ Scheduler

■ Parallel chat handling

■ Bot

■ Chat distribution

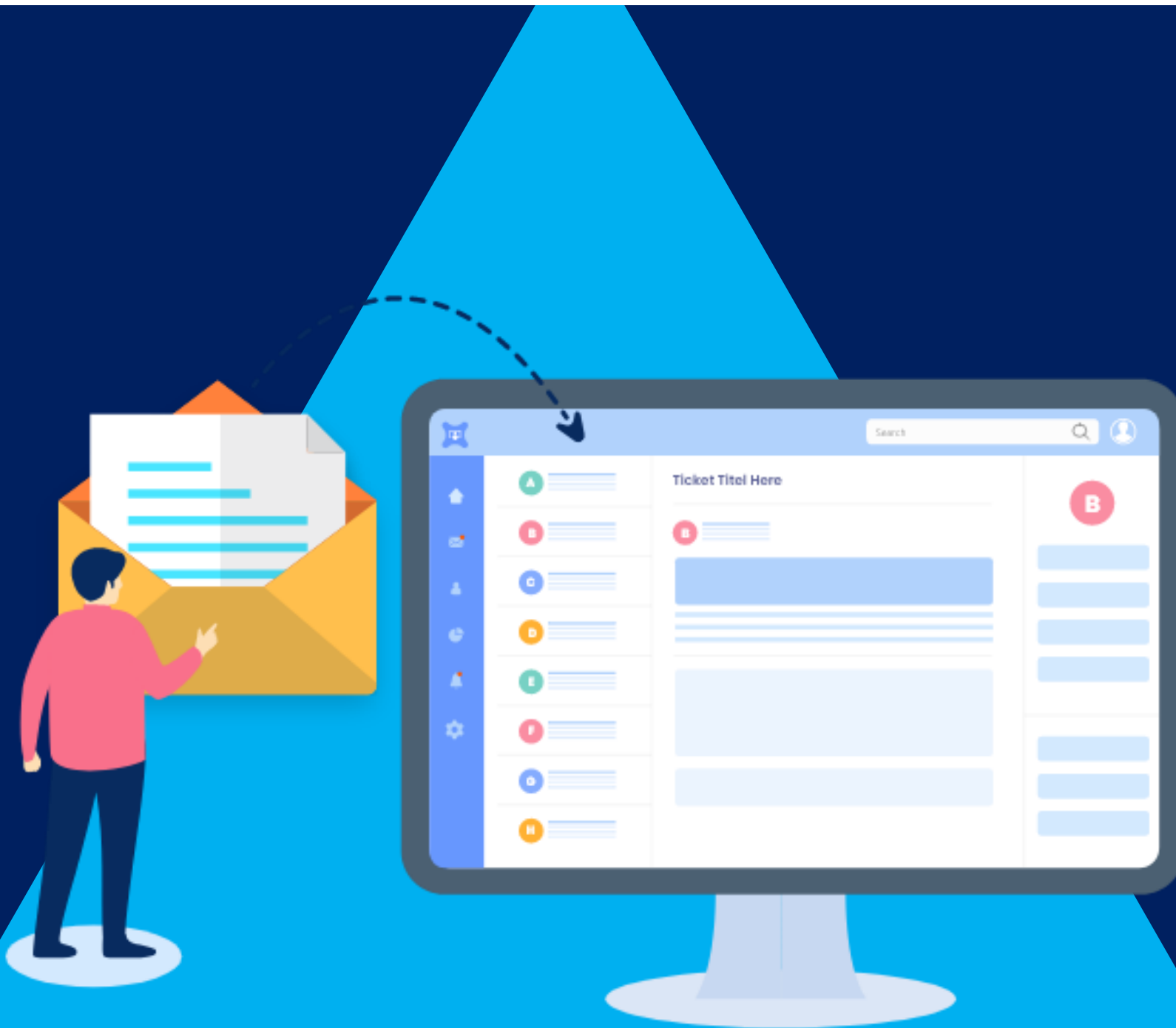
■ Customer history

■ Dashboard

■ Report



# EMAIL TICKETING SOLUTION



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

# CONTACT CENTRE APP



- 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





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# 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





**ConVox**



# LET US MAKE THIS WORK

## VISIT US OR CONTACT

**US**

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