

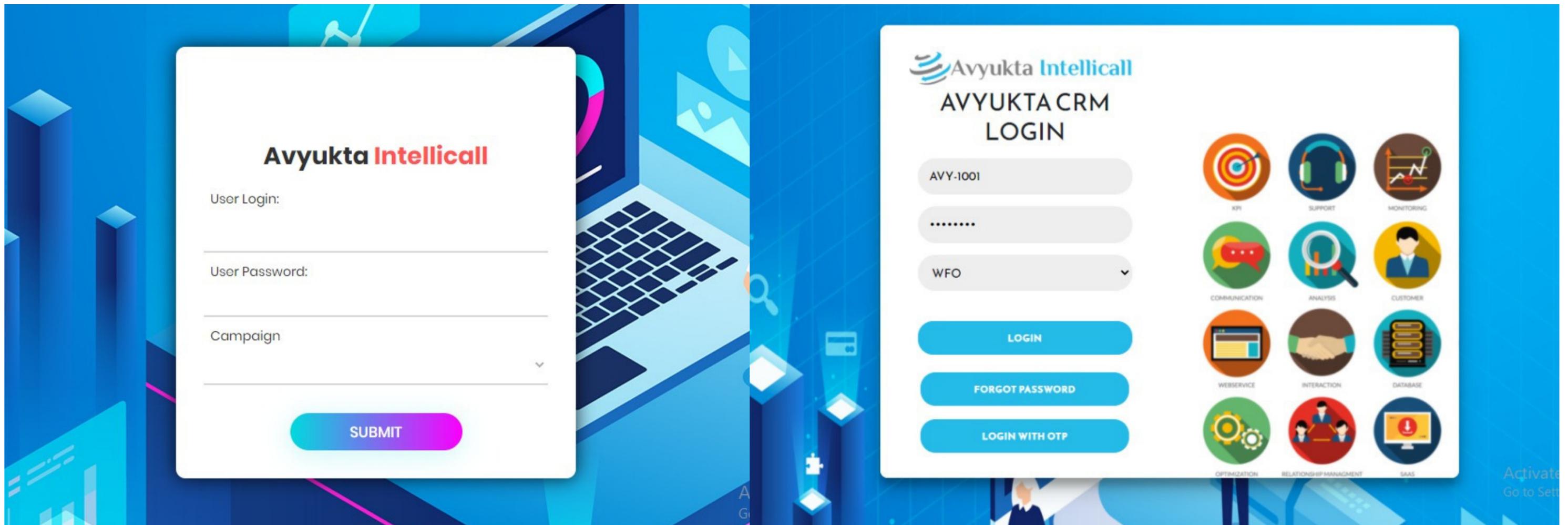


**AVYUKTA
INTELLICALL**

Avyukta New "e" Age CRM

Since 2008, 475+ Call Centres in 9 Countries...





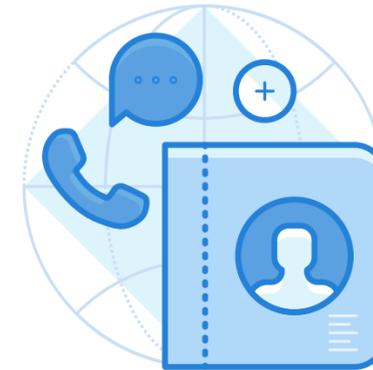
Just like a Dialer, a CRM/ERP/MIS is a basic necessity for any organization

ARE YOU STILL USING CALL CENTER DIALER AND CRM DIFFERENTLY FROM DIFFERENT VENDORS?





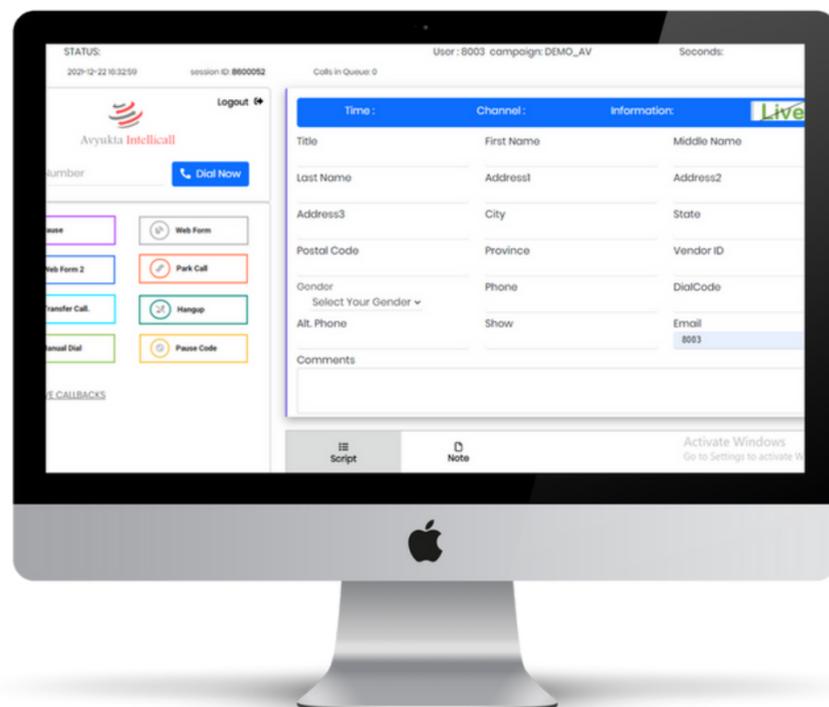
**Why it does
have to be
separate?**



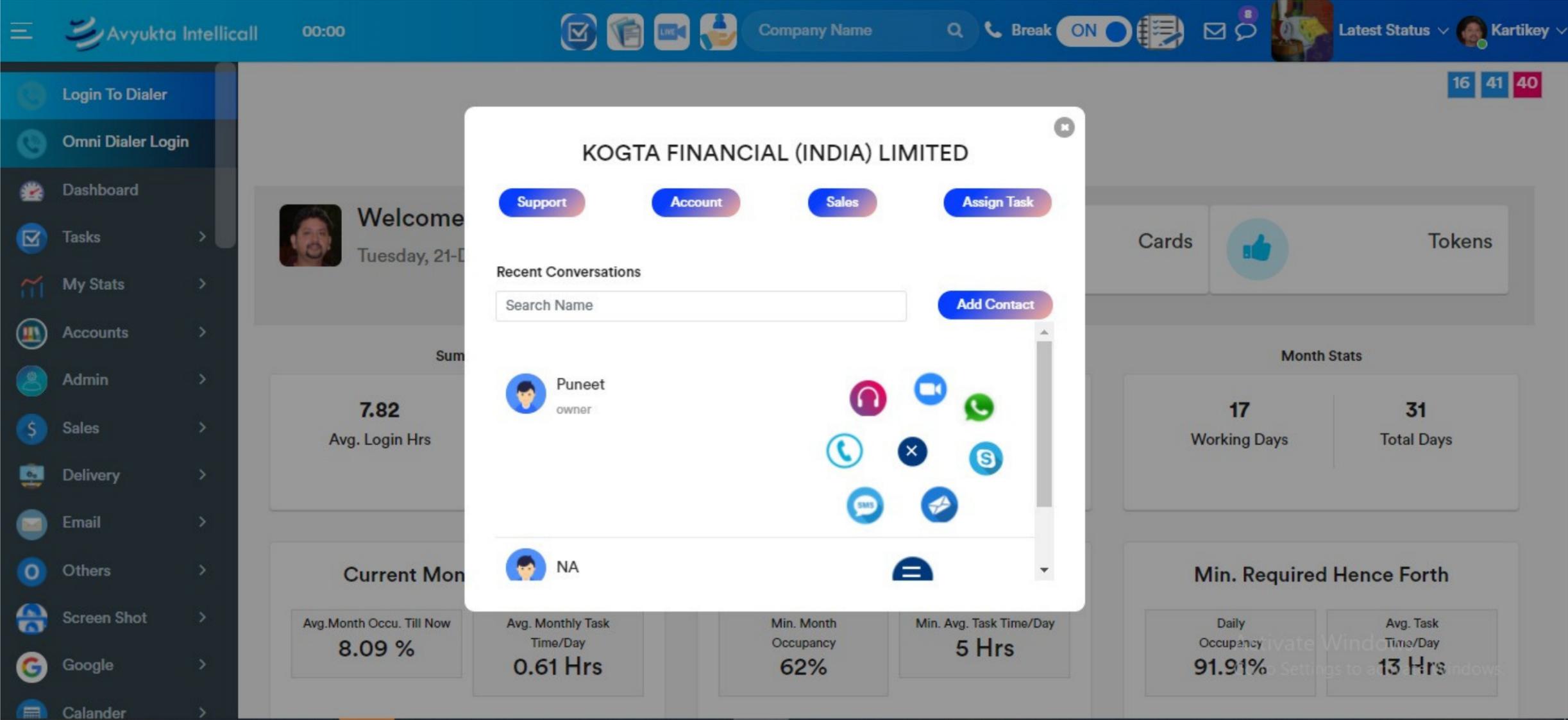
**Why does it need to be
disclosing Client
number or other
contact information?**



"Your Customer Relationship Manager can't MANAGE the CUSTOMER RELATIONSHIP if/until it isn't a TELEPHONY CUSTOMER RELATIONSHIP MANAGER"

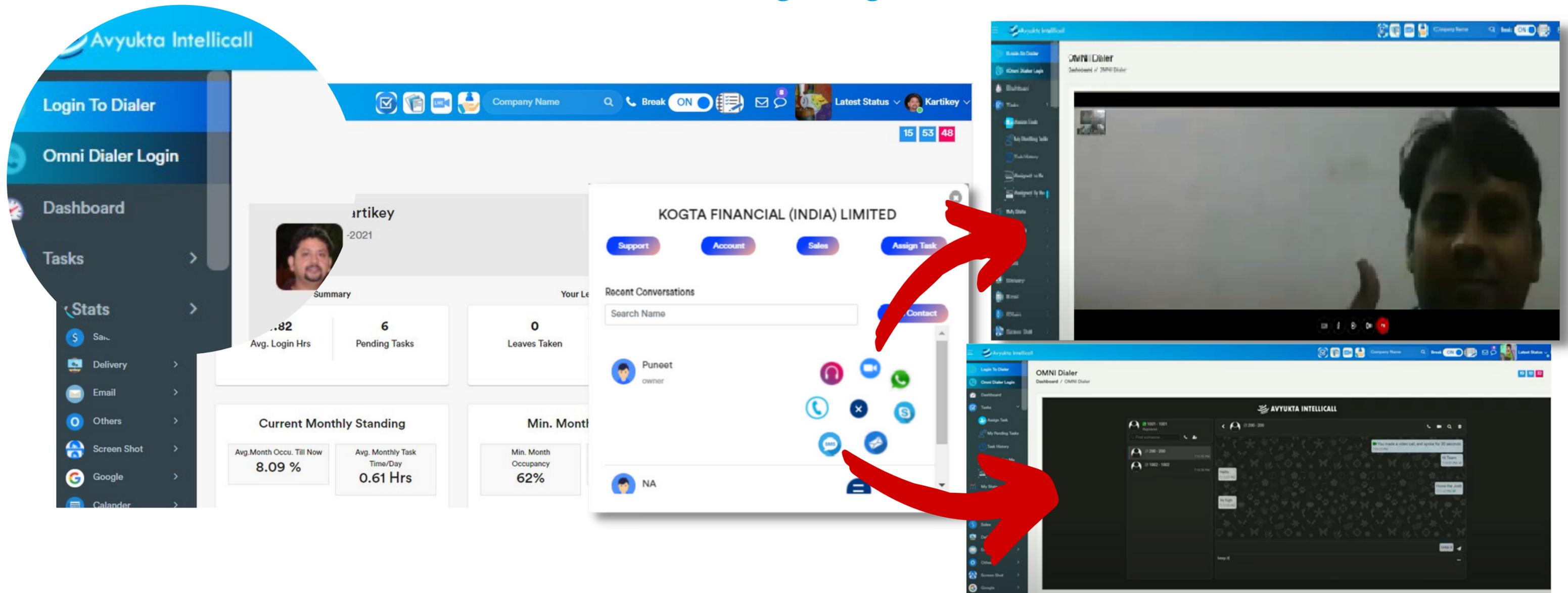


Gone are the days where you had to manage multiple tabs for managing CRM and Dialer



since the advent of technology and the demand for updates in the telephony verticals, we spent all our energies, towards developing a world-class software

which gives you almost everything under a single roof whether unified communication / single- sign-on / Omni & multi-channels



Or Non-disclosure of any contact number of Clients, Vendors, Resellers, Leads, Employees, Colleagues, and Channel Partners but still audibly connected via **Omni or multi-channels**

Timely and custom-defined user tab and window system screenshots on email and UI panel helps you to discover what the user is doing or browsing apart from weblogs Employee System's Snapshots

The screenshot shows the Avyukta Intellicall Employee System's Snapshots interface. At the top, there is a navigation bar with the company logo, a search bar, and a 'Break' toggle set to 'ON'. Below this is a 'Real Time View' section with four employee cards. Each card displays the employee's name, login time, status (IDLE), and a list of metrics including Pending Tasks, Status Since, Dynamic Occupancy, Avg. Monthly Occupancy, and Sales Person. The cards are for Hitesh, Kuldeep, Mohammed, and Kritika. The interface also includes navigation tabs for 'Live Single View', 'Dept. Live / Today', 'Firewall Live View', and 'CCTV Live View'.

Employee Name	Login Time	Status	Pending Tasks	Status Since	Dynamic Occupancy	Avg. Monthly Occupancy	Sales Person
Hitesh	11:05 (WFO)	IDLE	0	00:00	0%	0.00%	NONE
Kuldeep	11:05 (WFO)	IDLE	0	1:59	31%	57.19%	NONE
Mohammed	11:09 (WFO)	IDLE	0	00:00	0%	0.00%	NONE
Kritika	11:29 (WFO)	IDLE	0	1:2	25%	58.91%	NONE

in predefined timings on Admin's Email, Employees' Exact working location along with GPS view.

Avyukta Intellicall

Search here

Break ON

Employees Anurag

Anurag is Working Right Now

Current Running Task (Right Now) - Anurag

Show 10 entries

SN	CustomerName	Sales Person	Resource	WorkType	Task	Date	Time
1	VOZIC CONSULTING LLP	NA	Anurag	L1	Create Webform	2021-12-22	18:51:36

Showing 1 to 1 of 1 entries

Summary 22 Dec (Today) - Anurag

Login Time:	12:43:40	Logout Time:	Yet to Logout
Phone Time:	00:00:00	Task Time:	04:33:00
Manual Break Time:	00:12:33	Auto Break Time:	00:00:00
Personal Logout Time:	00:00:00	Idle Time:	01:22:41
Dynamic Occupancy:	74%	Pending Tasks:	0

Summary of the Period Chosen - Anurag

Average working Days	2	Average working Days	2
----------------------	---	----------------------	---

Avyukta Intellicall

Search here

Break ON

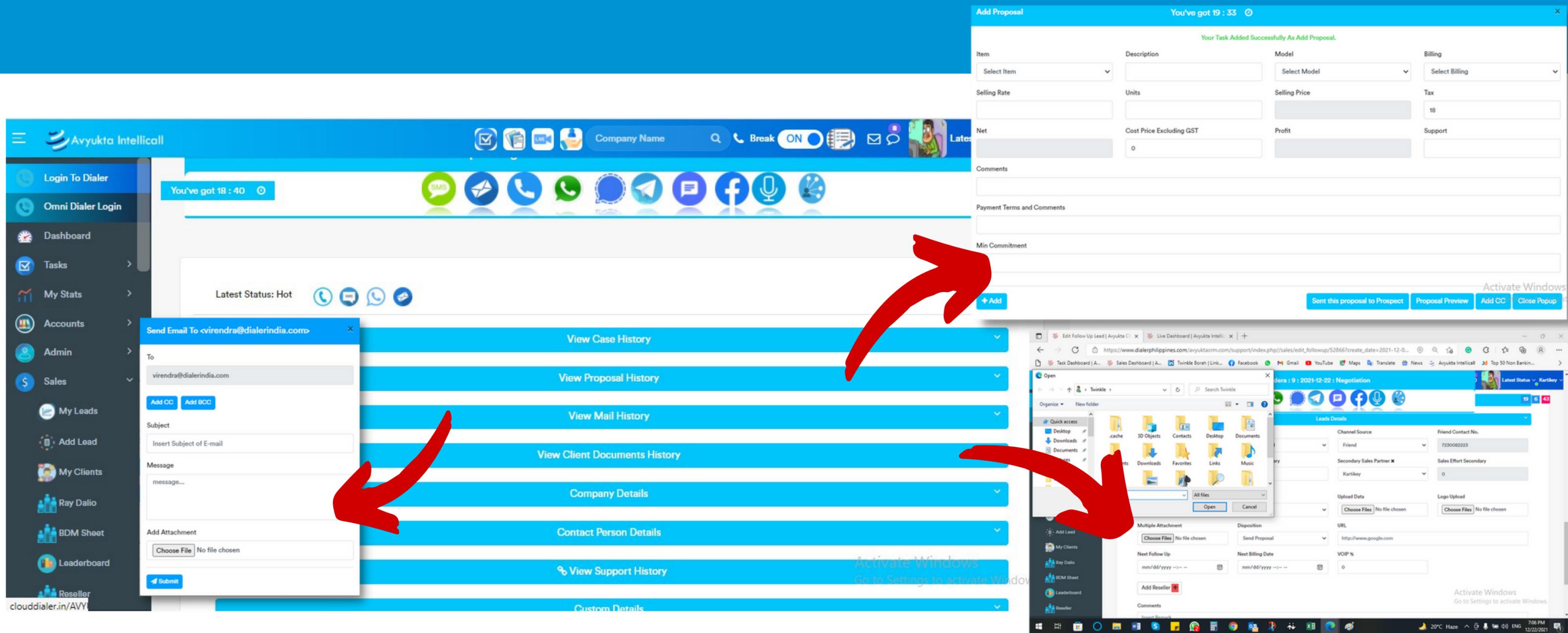
Employees Anurag

Anurag is Working Right Now

22/12/21

Anurag	Logged IN	Logged IN	Logged IN	00:00:00	12:06:24	12:06:24	Logged IN	WFO +	21/12/21	WFH	NA
Anurag	AURA CLINIC	NA	L1	00:00:00	12:57:59	12:57:59	API reponse change	Task accept	21/12/21	WFH	API reponse change
Anurag	AURA CLINIC	NA	L1	00:59:03	12:57:59	13:57:02	API reponse change	Task Pause	21/12/21	WFH	API reponse change
Anurag	AURA CLINIC	NA	L1	01:02:39	12:57:59	14:00:38	API reponse change		21/12/21	WFH	API reponse change
Anurag	VOZIC CONSULTING LLP	NA	L1	00:00:01	14:11:19	14:11:20	Create Webform	Task accept	21/12/21	WFH	Create Webform
Anurag	VOZIC CONSULTING LLP	NA	L1	00:59:43	14:11:19	15:11:02	Create Webform	Task Pause	21/12/21	WFH	Create Webform
Anurag	VOZIC CONSULTING LLP	NA	L1	00:59:43	14:11:19	15:11:02	Create Webform	Task Pause	21/12/21	WFH	Create Webform

Gone are the days when you were required to keep poking your staff for updates and the task or project management



Gone are the days of Manual Lead Generation, Lead Management, Follow-Ups, Closures, Documentations, Proposals, Demos, Invoicing, Servicing, Supporting, Ticketing & many more that were not automated



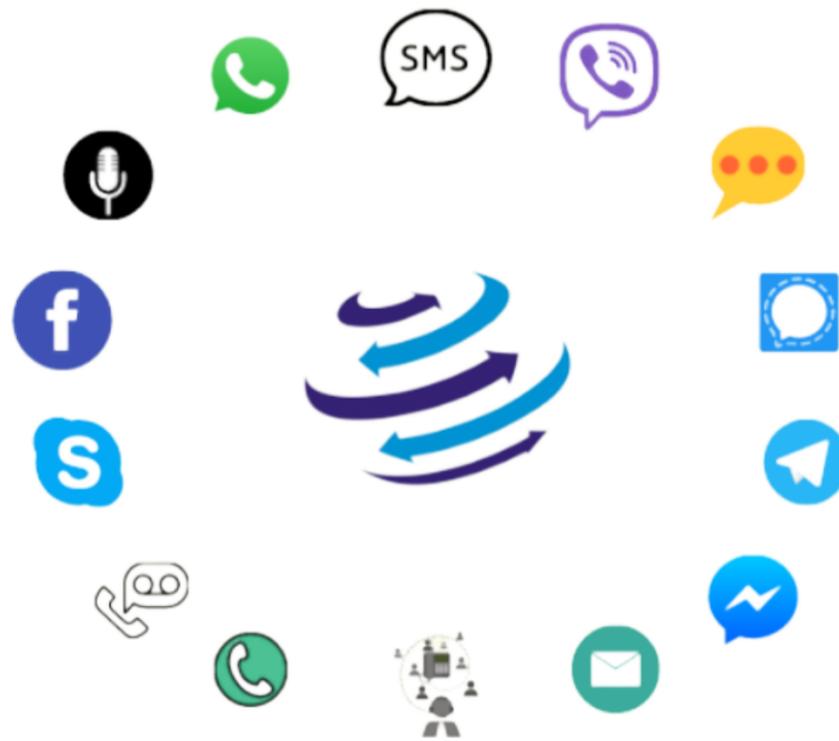
AVYUKTA INTELLICALL CRM FEATURES



Features

- 1. Omni-channel Single Sign-On with Live Location**
- 2. Target Work Stats for the Month with Priorities and Escalations**
- 3. Voice-Based Notifications for All CRM Events**
- 4. Omni Channelled Unified Communication**
- 5. Sales CRM**
- 6. Lead Management**
- 7. Google Modules and Emails Integrations**
- 8. Attendance, Leave, Task, Salary, Incentive Management Modules**
- 9. Secure Employee Task Allocation & Management Module, With Customer Details Masking**
- 10. Custom Client Stages**
- 11. Auto Triggers for Personal and Complete logout for Idle Users**
- 12. Events & Meetings**
- 13. Client CRM Login**
- 14. Daily Emails for Logins and Logouts with Detailed Task Summaries and Occupancies**
- 15. 25+ Detailed Reporting Modules**

Omni-channel Single Sign-On with Live Location



Target Work Stats for the Month with Priorities and Escalations

Avyukta Intellicall 00:00 Company Name Break ON Latest Status Kartikey

Running Escalations

Show 10 entries Search:

Copy Excel CSV PDF Print Columns Visible

Level	Customer	Assigned By	Pending On	Task	Status	Pending Since	Latest Date	Action
L3	Avyukta	Kartikey	Dilip Kumar	KYC and Documentation docket	Not Accepted	2021-12-02 15:07:00	2021-12-01 15:09:17	
L2	Sk Smart Solutions	Govind	Govind	Webphone error	Accepted	2021-12-16 17:59:49	2021-12-16	
L2	Avyukta	Kartikey	Ravi	Screenshot	Accepted	2021-12-05 23:04:39	2021-12-05	
L2	MEDIA TECH TEMPLE	Gopal	Kritika	Intallation	Not Accepted	2021-11-19 15:38:44	2021-11-19 15:38:44	

Voice-Based Notifications for All CRM Events

The screenshot displays a CRM dashboard with several key performance indicators (KPIs) and a notification. The 'Your Leaves' section shows 0 Leaves Taken and 0 Remaining. The 'Month Stats' section shows 17 Working Days and 31 Total Days. The 'Min. Monthly Target' section shows a 62% Min. Month Occupancy and a 5 Hrs Min. Avg. Task Time/Day. The 'Min. Required Hence Forth' section shows a Daily Occupancy and an Avg. Task Time/Day. A blue notification box at the bottom right reads: 'Set pop up alter for event tas | Software Ronak (02:47) Click for details'.

Omni Channelled Unified Communication

The screenshot displays a CRM dashboard with a 'Follow Up' section. The top navigation bar includes a clock showing 00:00, a search bar for 'Company Name', a 'Break ON' toggle, and a user profile for 'Kartikey'. The 'Follow Up' section has a 'Live Dashboard' button and a breadcrumb trail 'Dashboard / Follow Up Leads List'. A text box explains: 'Follow Up Leads List: "Section shows the leads which are assigned by the user through out the month."' Below this, there are date range selectors for 'From 2021-12-01' and 'To 2021-12-21', along with 'Show Report' and 'Download' buttons. A row of communication channel icons (SMS, Email, Phone, WhatsApp, Messenger, Telegram, Facebook, Voice, and a network icon) is visible. At the bottom right, there is a 'START CALLING' button. The URL 'port/index.php/sales/follow_up_li...' is partially visible at the bottom left.

Sales CRM

Copy Excel CSV PDF Print Columns Visible Search:

Rank	BDM	Pri. Receipt (Sales Effort)	Sec. Receipt (Sales Effort)	Receipt	Net Billable Cost	Lead Costing	Profit without Lac and Lead Costing	Profit with Lac and Lead Costing	wrt
1	Kartikey	308989	7000	315989	23495	0	289811	287128	
2	Bhisham	217138	90438	307576	4245	1482	295886	286959	
3	Priyanka	167275	167275	334551	14706	19199	312012	284980	
4	Rohit	61197	61197	122394	1878	7280	111355	94914	
Net		754599	325910	1080510	44324	27961	1009064	953981	

wrtTarget

Receipt

Net Leads

Avyukta E Call CRM, Offers you all Key Areas for Sales Team, under a single roof to enhance your sales team's efficiency and productivity with an inbuilt Sales CRM Module

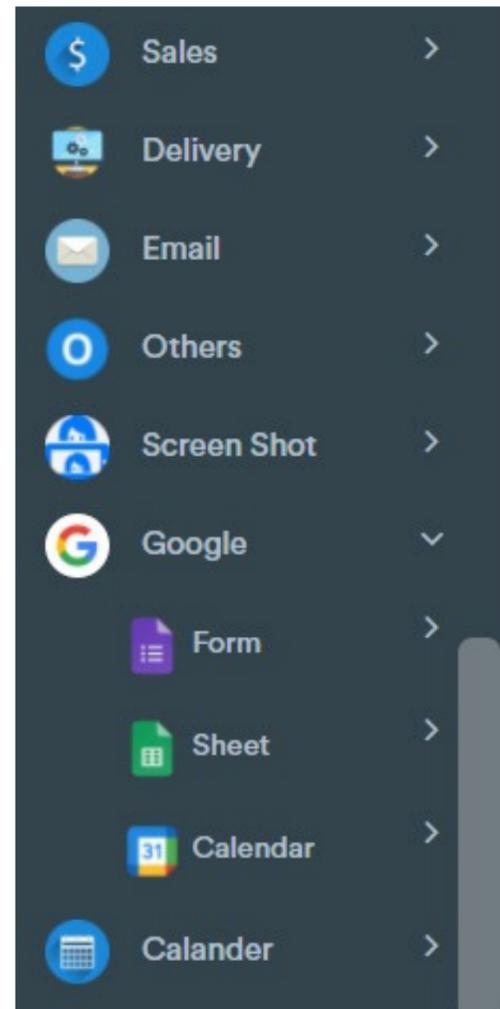
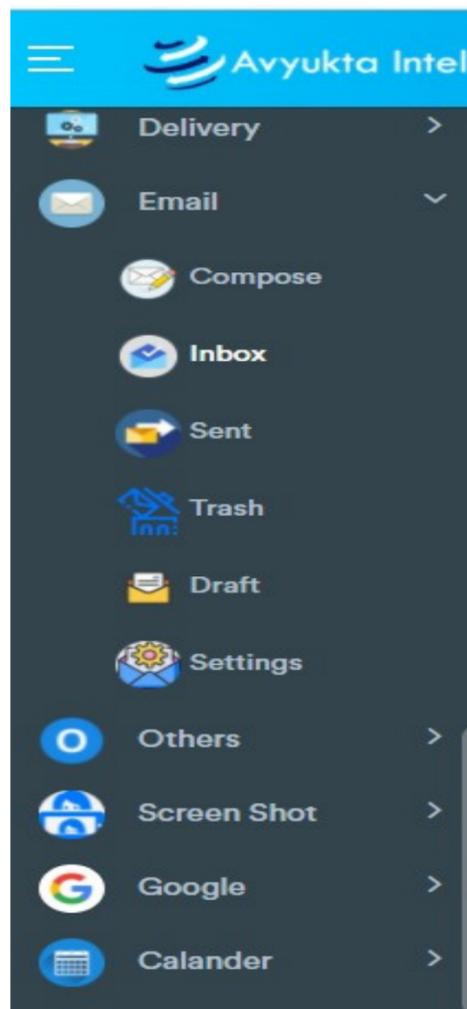
Lead Management

00:00 Company Name Break ON Latest Status Kartikey

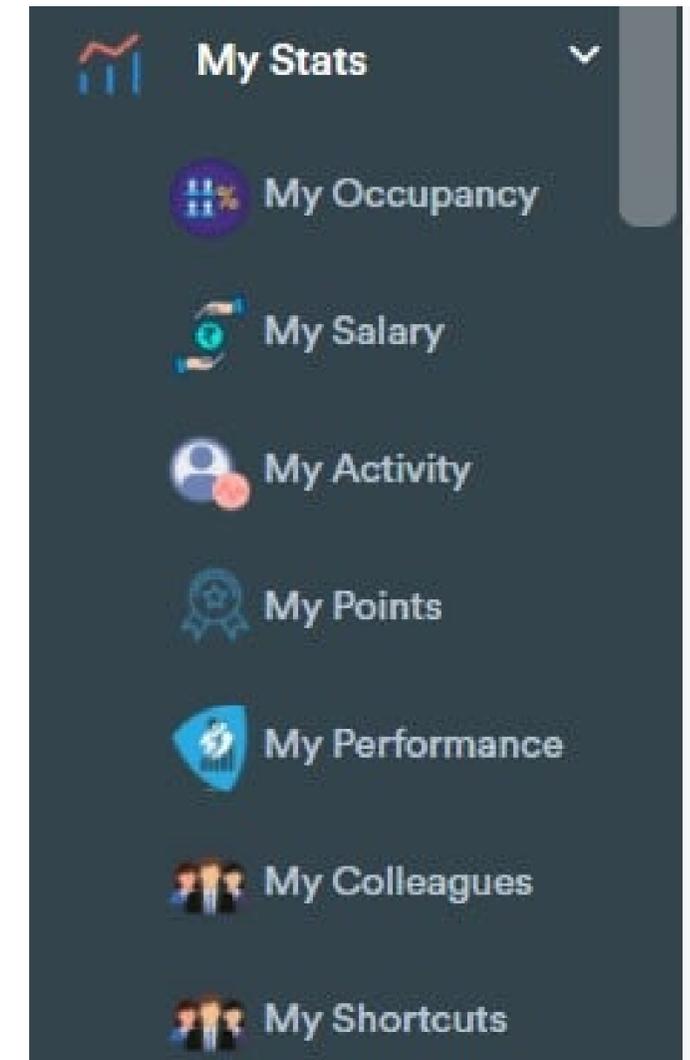
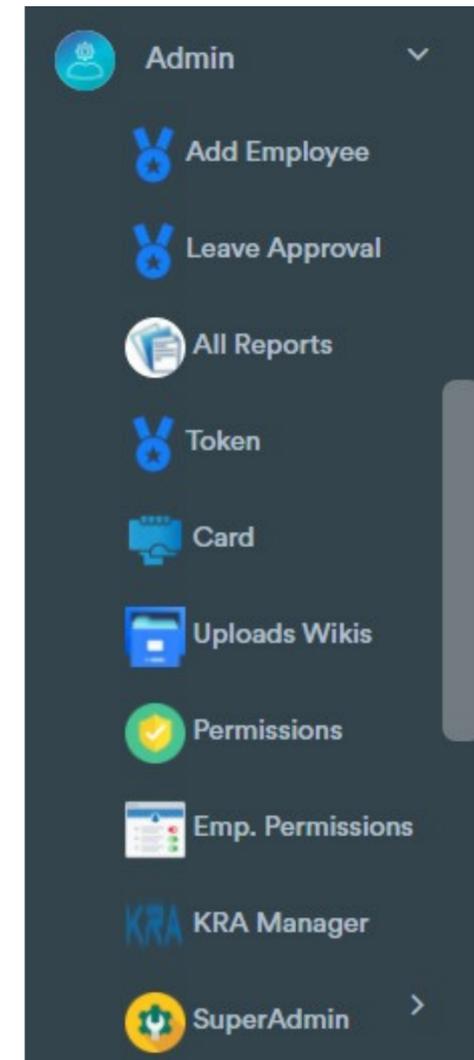
All	Company Name	SPOC Name	Status	Disposition	Last Updated	No. Of Follow Ups
<input type="checkbox"/>	Company Name	SPOC Name	Status	Disposition	Last Update	No. Of Fo
<input type="checkbox"/>	rajaram	raju	New Lead	ProposalSent	2021-12-21	2
<input type="checkbox"/>	RJGlobus Solutions	Rohan	Mild			0
<input type="checkbox"/>	Vision Plus	Vipin	WON	lead view	2021-11-30	7
<input type="checkbox"/>	ABC	Rohit Samyal	RGA Done	LongCall	2021-11-23	2
<input type="checkbox"/>	praveev tested sec p	ramesh	ProposalSent	ProposalSent	2021-12-02	5
<input type="checkbox"/>	360 Upskilling and C	Rahul	Hot	lead view	2021-12-21	4
<input type="checkbox"/>	LEEWAY	Gyan	WON	lead view	2021-12-01	16
<input type="checkbox"/>	testign	Surbi	RGA Done	lead view	2021-11-18	2
<input type="checkbox"/>	VOZIC	Saif	WON	lead view	2021-12-02	16

Including the Source of the lead, Cost of the lead, which can be defined by the Super Admin.

Google Modules (Sheets/Form/Calendar/Gmail) and Emails Integrations



Attendance, Leave, Task, Salary, Incentive Management Modules



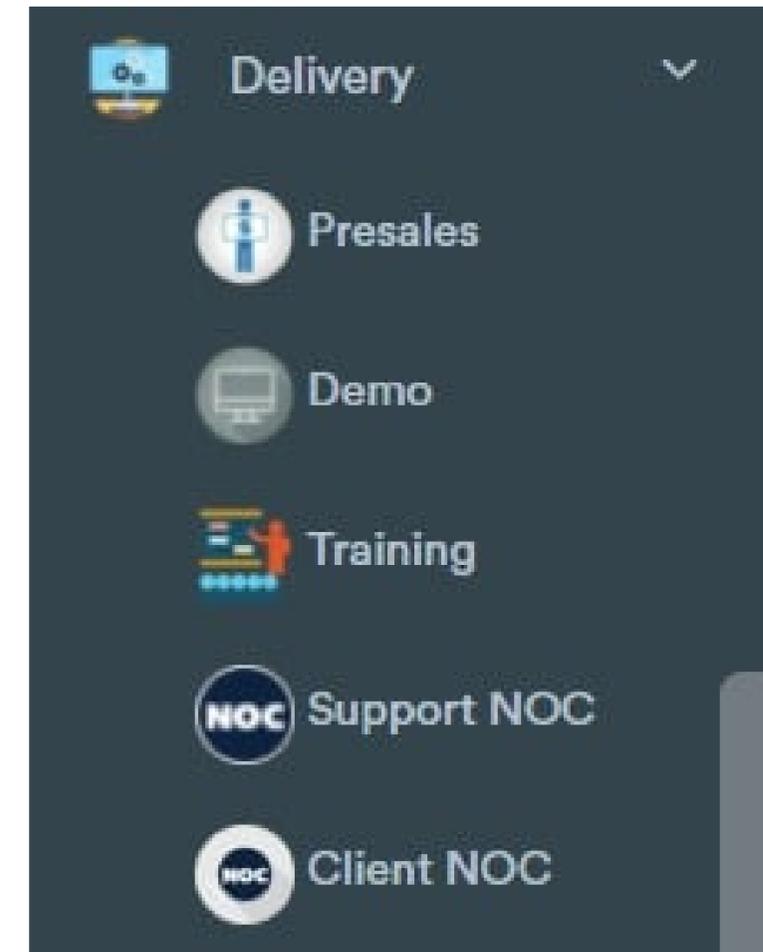
Secure Employee Task Allocation & Management Module, With Customer Details Masking

The screenshot shows a web-based task allocation interface. At the top, there is a navigation bar with a clock showing 00:00, a search bar, and a 'Break' toggle set to 'ON'. Below this, a grey bar contains the text 'Add Task: "Section used to assign tasks to the employees."'.

The main form is divided into several sections:

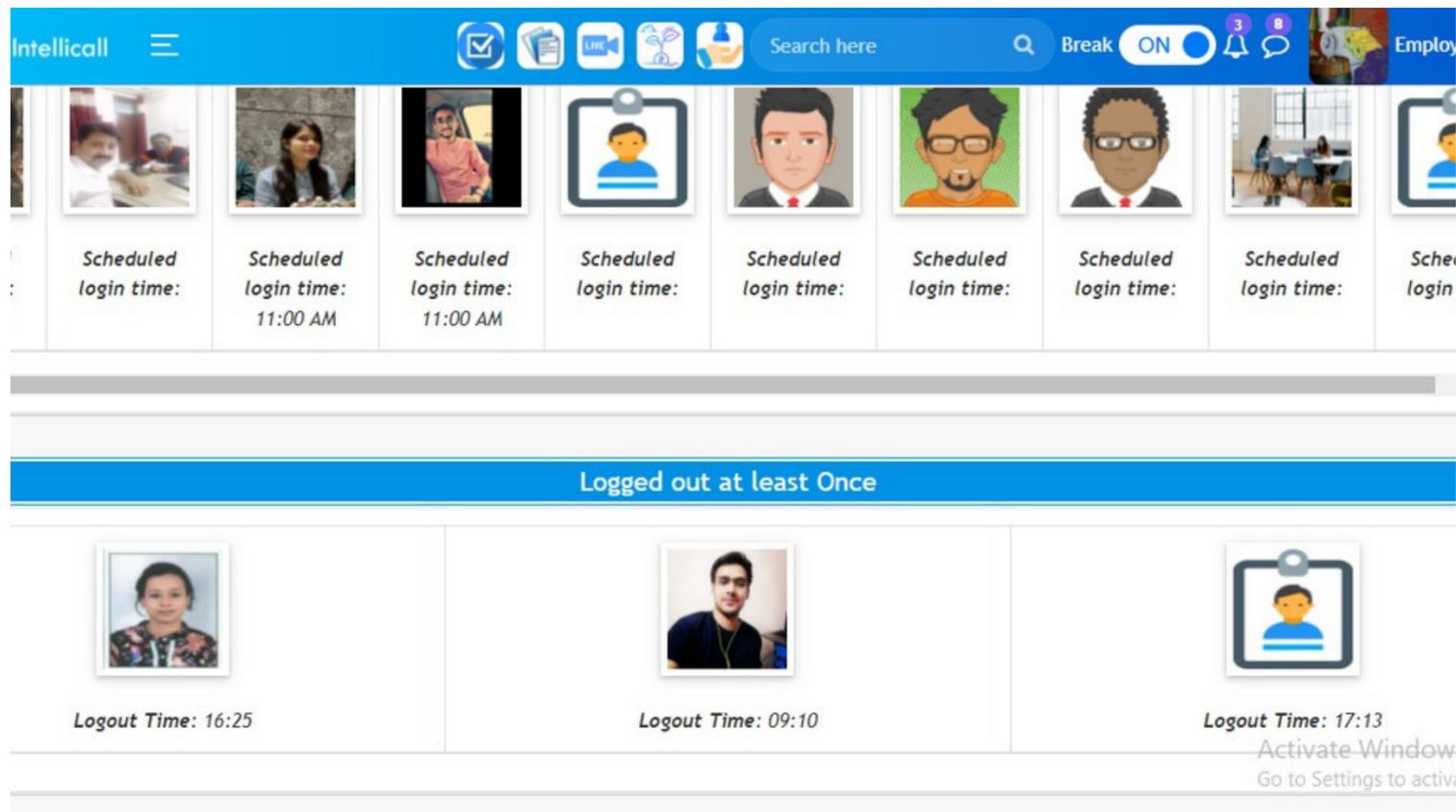
- CustomerName:** A text input field.
- CustomerID:** A masked text input field.
- Type:** A dropdown menu with 'L1' selected.
- Next Update Time (Mins):** A text input field with '20' entered.
- Sales Person:** A dropdown menu with 'Select Sales Person'.
- Reseller:** A masked text input field.
- Task:** A text input field.
- Map with KRA:** A text input field.
- Assign To:** A dropdown menu with 'Kartikey' selected, and a list of employee names below it: Aarjav, Anurag, Arjun, Avyukta.Inhouse, Bhawani, Bhisham, Deeksha, Deepasha, Dilip Kumar (highlighted), Gotum, Govind, Gulab, Hari Shankar, Hitesh, Jone, Kartikey, Kartikey, and Kritika.

Custom Client Stages

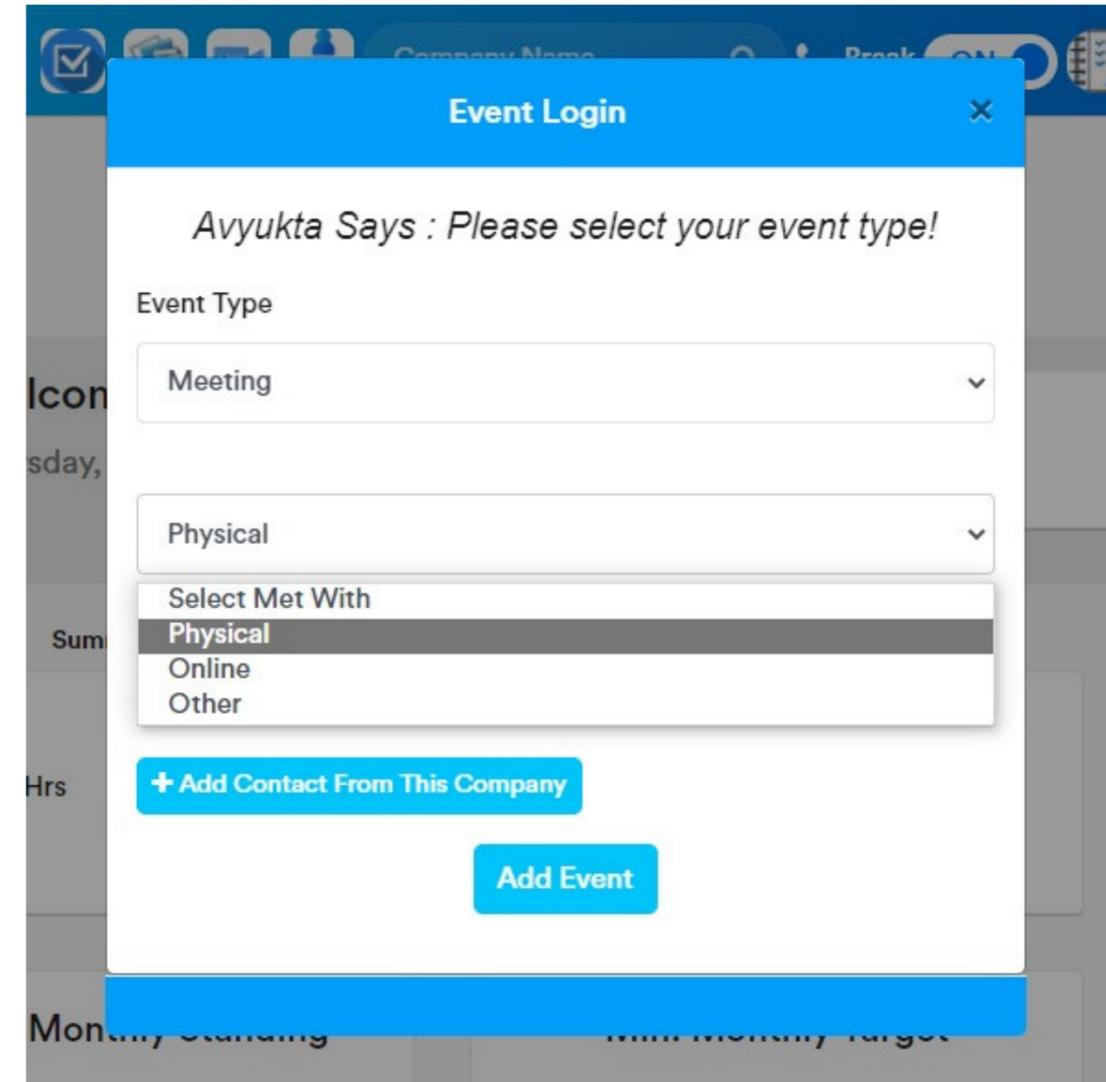


These can be custom defined by the Super Admin as the process required

Auto Triggers for Personal and Complete logout for Idle Users



Events & Meetings



Check-In and Check-Outs can be done with a few clicks, and the meeting time will be added to user task time, once the meeting is completed.

Client CRM Login

Welcome, Ronak Shrivastav C/O RAAS TECH PVT. LTD.
 Tuesday, 28-Dec-2021
 Last Updated 11 Nov 2021 18:18:45

₹ **47137** Total Payment [View More](#)

₹ **0** Due Payments [View More](#)

₹ **0** ADD Payment [View More](#)

0 Request Service [View More](#)

SN	Customer Name	BDM	Resource	Work Type	Net Time(HH:MM)	Task	Date
1	RAAS TECH PVT. LTD.	AVY-1001	Pra Test	L1	00:01	Event	2021-11-09 19:38:44
2	RAAS TECH PVT. LTD.	AVY-1001	Pra Test	L1		Event	2021-11-09 19:38:44

Daily Emails for Logins and Logouts with Detailed Task Summaries and Occupancies

Reply Reply All Forward

AvyuktaCRM <crm@dialerindia.com> Avyukta Intellicall
 Hari Shankar -WT :04:28,Occ :59.09

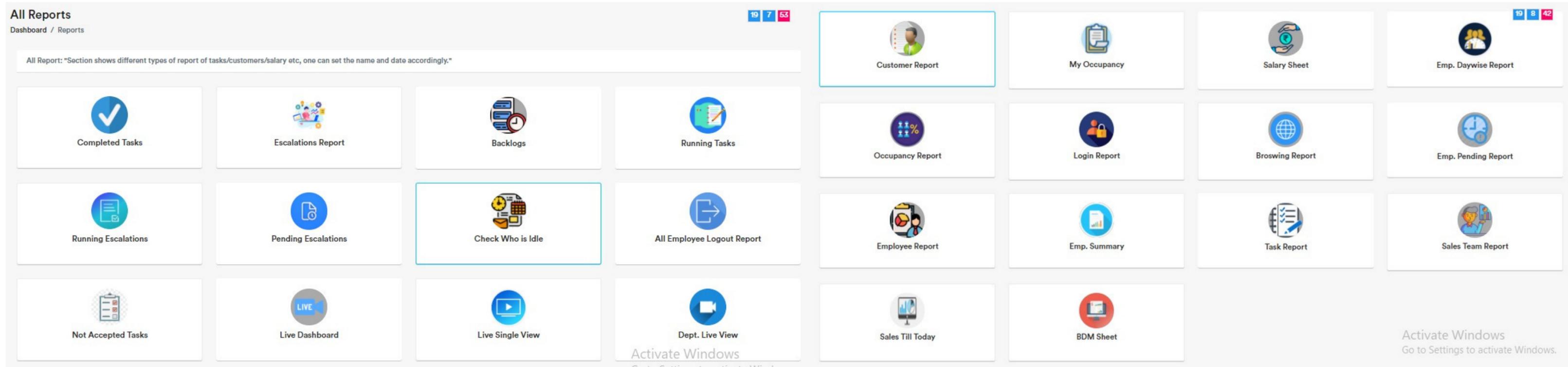
If there are problems with how this message is displayed, click here to view it in a web browser.
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Detailed Summary for 23 Dec

S. No	Customer Name	BDM	Emp	Work Type	Start Time	End Time	Net Time	Task	Comment
1	NA	NA	Hari Shankar	NA	09:14:44	09:14:44	00:00	Login	NA
2	Idle	Idle	NA	Idle	09:14:44	11:21:50	2:7	Idle	Idle
3	Idle	Idle	NA	Idle	11:21:50	11:34:06	0:12	Idle	Idle
4	Colonel Defence Academy	Rohit	Hari Shankar	L1	11:34:06	11:34:06	0:0	Agent calling issue	Task accept
5	Colonel Defence Academy	Rohit	Hari Shankar	L1	11:34:06	11:54:01	0:19	Agent calling issue	Task Pause

When you do so much, for the end client, let's not leave the client, un-updated.

25+ Detailed Reporting Modules



Detailed Reporting for Login, Logout, Idle, Task, Break, Occupancy, AHT, Deadline, Bounce Time Summary, etc.

With Client, Task, Salary, Incentive, Employee, Project, Call, Prospect, Ticket, and Escalation.

A hand in a dark suit jacket holds a glowing, circular digital sphere. Inside the sphere, the words "THANK YOU" are written in a bold, white, sans-serif font. The sphere is surrounded by blue, crackling energy lines, giving it a futuristic, digital appearance. The background is dark with faint, glowing blue circuit-like patterns.

**THANK
YOU**

CONTACT US



+91-856-0000-600



sales@dialerindia.com



*89, lane 3B, Marudhar
Nagar, Ajmer Road,
Jaipur, Rajasthan,
302021*

