





Avyukta Intellicall

IVR - Cloud Telephony - CRM

Servers - Headsets - PRI Card / Gateway - GSM gateway - CTI Hardware (FXS/FXO/IP Phone/IP PBX)

Auto / Predictive / Hosted Dialer - PC Less Dialer
Professional Voice Over Jingles-Melodies Solutions - DoT Approved VoIP

PHP/CMS/E-Commerce / Android / SEO-SMO / ASP.NET Solutions, Cloud IVR / Cloud OBD / Cloud Press 1 / Android Based Dialer Solutions / Asterisk Solutions





+1-408-791-3820 +91-856-00-00-600 sales@dialerindia.com



WHY US

Quality: Free Live Demo, Money Back Guarantee.

Best Price : Lower then you lowest Bidder, Customized CRM, IVRS, Asterisk

Development @ Affordable Costs.

Risk Coverage : All Opex/Capex to Based Techno-Commercial Models, Start

With 5000 INR, 72 Hrs Refund Policy.

Dexterity : 12+ Yrs. of Experience while Delivering 2500+ BPO Setups with

275+ Live Call Centers in 91 Cities Across 9 Countries.

No Blame Game: Single Vendor Coordination for Dialer-DOT VoIP-CTI-Hw-CRM.

Team : 25+ Asterisk Professionals Available for 24X6 Support NOC.

Grow with Us : 10% Referral Policy (on all revenue realized from Inception to

burial phases)

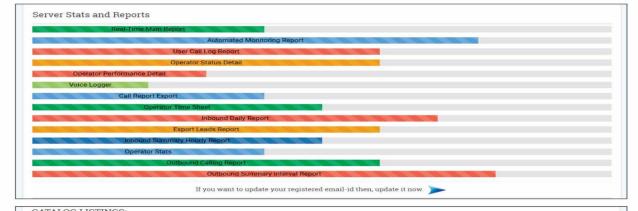
SOP: Go Live in 3 Hrs.

Freeze Commercial Model ⇒ Free Demo ⇒ Pre Sales ⇒ Payment

⇒ Installation ⇒ Welcome Email ⇒ Go Live ⇒ Training

Snapshots: Avyukta e Call





Show 10 • entries Search:								
CATALOG ID A	CATALOG NAME	DESCRIPTION	RTIME 6	CATALOG COUNT 6	ACTIVE 0	LAST CALL DATE	CATALOG 0	MODIFY
555888	555888	555888		1049	N	2017-09-22 17:14:17	CreR_Cam	G
658956	658956	658956		574	N	2017-10-05 19:28:43	VRCamp	G
678645	678645	678645		7	N	2017-11-15 06:33:58	AvDemo	G
789789	789789	789789		14445	N	2017-11-15 09:02:51	AADI_US	8
888555	888555	888555		999	Υ	2017-09-22 16:55:20	ATT_Cam	G
892017	KP-Stockport-1L	KP-Stockport-1L-DataBase		100000	N	2017-09-21 13:00:08	MMUK	G
895663	895663	895663		5140	Y	2017-11-15 09:05:43	AvDemo	G
1010178	1010178	1010178		9977	N	2017-10-23 09:02:24	AvDemo	8
2102017	2102017	2102017 - 3k UK Business Data		3000	Y	2017-10-06 13:54:46	MMDC	G
2108171	2108171	2108171		3217	N	2017-08-28 11:14:26	Avyudemo	8



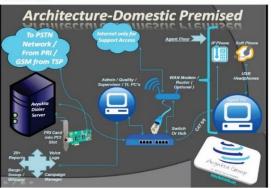




GSM Gateway FXO/FXS

Architectures





Features: Avyukta e Call

Major Features:

- Inbound, Outbound and Blended call handling
- Outbound agent-controlled, broadcast and predictive dialing
- Full USA, UK and Canada-call compliance
- Integrated call recording
- Three-Way calling
- ScheduledCall-backs: Agent-Only and Anyone
- ♦ IVRs and Voicemail boxes
- Comprehensive reports
- Comprehensive call detail records (CDRs)
- → Fully on-demand service with no monthly costs
- Multi-tenant and multi-users
- ♦ Scalable to hundreds of seats

Full Features List:

- ♦ Ability to transfer calls with customer data to a closer/verifier on the local system or a remote Avyukta e Call server
- ♦ Ability to open a custom web page with user data from the call,
- Ability to park the customer with custom music per campaign
- Ability to send a dropped call to a voicemail box per campaign if no agent is available
- Ability to take inbound calls grabbing CallerID and displaying the mapped client data, Change of Caller ID on outbound calls neither is technically possible nor is not permitted as per compliance
- Ability to function as an ACD for inbound and fronter/closer verification calls
- Ability to have an agent take both inbound and outbound calls in one session(blended)
- Ability to start and stop recording an agent's calls at any time and to automatically record all calls
- Ability to manually or automatically call upto two other customer numbers for the same lead as an alternate number format within the excel sheet uploaded in case the customer has multiple numbers.
- Automatically dial unlimited numbers per customer until you get an answer
- Ability to schedule a callback with a customer as either any-agent or agentspecific, However a sticky agent mechanism where the repeated call reaches to the desired/same agent is a paid feature available on demand.

- Ability in Manual dial mode to preview leads before dialing
- ♦ Ability for agents to be logged in remotely anywhere with just a phone and a web browser (subjected to compliance parameters on a case to case basis as per architecture)
- ◆ Faster hangup and dispositioning of calls with one key press (HotKeys), However enabling a PC less setup shall be a custom requirement with hot key environment on extensions without
- Definable Agent Wrapup-time per campaign
- Ability to add custom call dispositions per campaign
- Ability to use custom database queries in campaign dialing (Paid)
- Recycling of specified status calls at a specified interval without resetting a list
- Dialing with custom TimeZone restrictions including per state and per day-of-theweek
- Dialing with Answering Machine Detection, also playing a message for AM calls (only adhering to FTC compliance policies)
- Multiple campaigns and lead-lists are possible
- Option of a drop timer with safe-harbor message for FTC compliance
- Variable drop call percentage when dialing predictively for FTC compliance

Custom Featureswith Avyukta e Call

- ◆ SMS/Email OTP verification on lead/recording /report downloadfor better internal security
- ◆ Zoho /Sugar CRM /In house CRM/Sales Force / Spreadsheet / Vtiger / Freshdesk CRM integration and API conjunction with Dialer
- ◆ Automated Team Leader for time based triggers (SMS /Email reminders) for wait timepausetime, No Calls, Lead exhaust
- ◆ Masking CRM to mask all confidential parameters on Agent lead pop up with precised profile creations such that only concerned person can view or edit the concerned data /
- ◆ Heart beat server creation / Load balancing setup / Clustered / scratch Installation for redundancy and backup/s.
- ◆ GPS and Pin Code integration for custom ACD (In/Outbound)
- ◆ 20+ Custom reports apart from default reporting
- ◆ Pie / Bar Graph based Agent / Call / CDR / Disposition / Performance / Login Logout / Idle Talk time reporting

Techno Commercial Models

S.No.	MODEL [300+ Seats]	STARTING @(INR)			
1.	Rental	300/Seat/Month			
2.	Purchase	2000/Seat			
3.	EMI(payment for 4 to 6 Months and then perpetual)	350/Seat/Month			
4.	Android Dialer	300/Seat/Month			
5.	Rental/EMI with PRI Card/GSM Gateway	300/Seat/Month			
6.	Custom Asterisk/CRM/IVRS/Sw Development	300/Hr			











EXUMBY ®



Igs2

















KFC sogood











Yum!





digium

























पत्रिका



Corporate Office:

89 A, Marudhar Nagar, Lane 3B, Heera Nagar, Vaishali Nagar, Behind Mcdonalds, Ajmer Road Jaipur 302021, Rajasthan, India. Contact Number: +91 856-00-00-600

www.dialerindia.com, www.dialerphilippines.com



Low Price, Vanilla Vici/Goauto <u>Starts @</u>
 <25000 INR*

 One Time setup with Limited 24X6 Support NOC tenure

- Additional Paid
- Only Capex Models
- Customization @ Affordable Prices

BASIC

"Advanced" *Avyukta e Call*

- Starts @ 300 INR/Seat/Month*
- Avyukta Intellicall
- <u>OTP</u> for Leads , Reports and Recordings for security
- Masking for lead protection
- Automated TL with alarms
- On event maintenance <u>Triggering</u>
- Optional <u>Clustering</u> / Load Balancing / Custom <u>Email and</u> <u>SMS API Integration</u> / CRM Integration



- Retail DoT VoIP + Free Dialer
- Transparent Pricing / All Models
- Room System for Multi tenants
- Pay as you Go Models
- Starts @ 5000 INR / 80 USD
- 72 Hr Refund Policy
- Go Live with PD Calls in 2 Hrs
- 100 % Compliance Based
- DoT approved VoIP Minutes
- India based 100 MB Premium Data Center for Compliance
- www.dialerindia.com/prices (Check Prices)

Dialer / Hosted Dialer + DoT VoIP Minutes

Cloud Telephony



[Multilingual / Multi tree Smart IVR + "Never Miss a Call" + Voice Mail + After Hours VM + Voice Overs + Voice Logger +

- Up to 5000* OBD/Day +
- Press 1 Campaign Calls/Day
 + OTP auth.
- CRM Based Progressive Dialing with CRM with click to call]
- 4 Sim Solution for all 4 above for 1 YEAR @ 200000 INR



PC Less/based CRM based Predictive / Progressive / Manual
Outbound Dialer

"ONLY LIVE HELLO CALLS" to enable 4 X Calls/Agent/Day wrt
Manual Dialing on CRM with Auditing / Reporting

OTP Lead/Recording/Data/List/Report Security apart from Masking option (Custom*) + Automated TL Feature with triggers on all events for better Agent productivity

> Default Agent Pop Up and Disposition CRM / Admin-Supervisor CRM / MIS

> > Campaign / Phone Number / Customer Number or any combination custom nomenclature for Voice Logger / Call Recording

Campaign / DID / /Customer Care Inbound ACD Pre / Post IVRS Tree/s, Cater to up to 80% of your client queries without Human Interaction

> Single Tree IVRS / Barge In / Whisper / Real Time Monitoring / Android View for Live Dialing Status*

Custom* : CRM / API Integration for SMS , Email , Zoho , Sales force , SugarCRM , Lead Squared , Bitrix , e- Commerce Portals and Websites or Cloud Telephony

What does the "Dialer Suite" Include



<u>Single License/One Price</u> for: Admin, Agent and Supervisor Sections, Predictive / Progressive / Manual / Power Outbound + Inbound ACD + Single Tree IVRS + OBD + Press 1 + Reports + Automated TL + OTP Security + Barge / Snoop + Admin/Agent CRM/MIS + Custom Voice Logger + 100+ Features (72 Hr Money back, 275+ live centres + Live Demo)

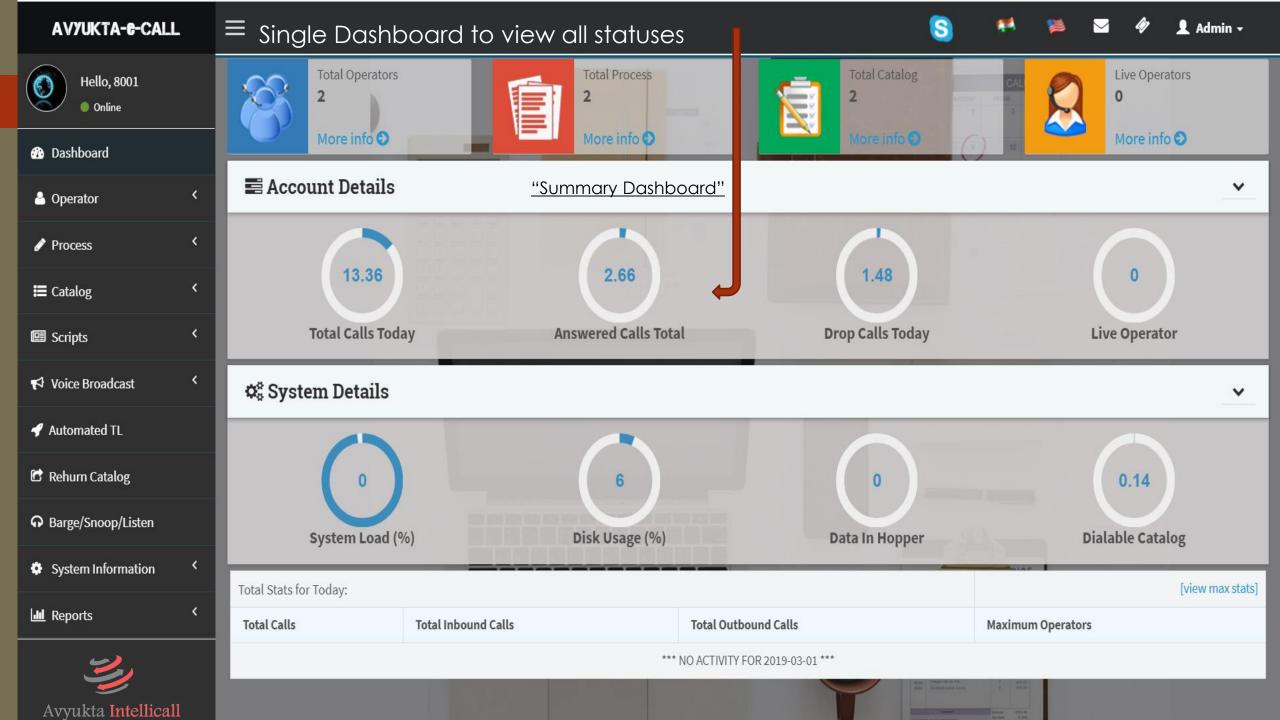
END TO END PREMISED-CLOUD-ANDROID-CTI-VOIP DIALERS SOLUTIONS

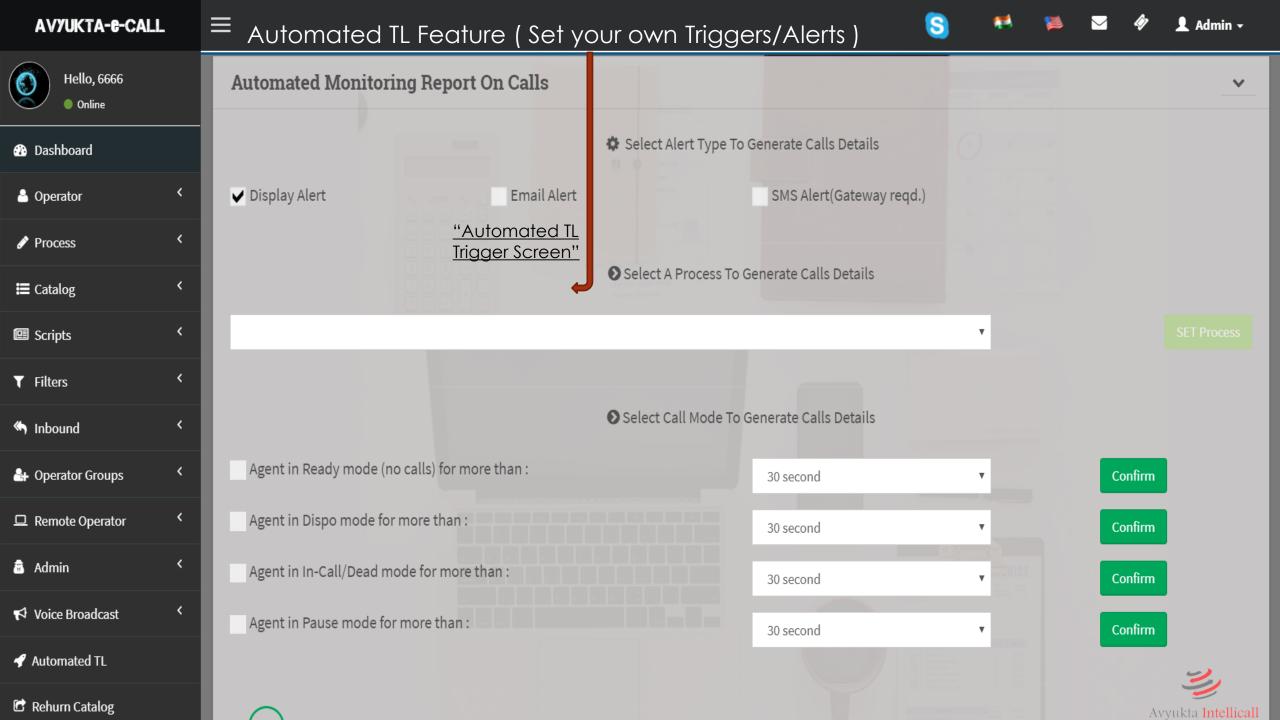
www.dialerindia.com

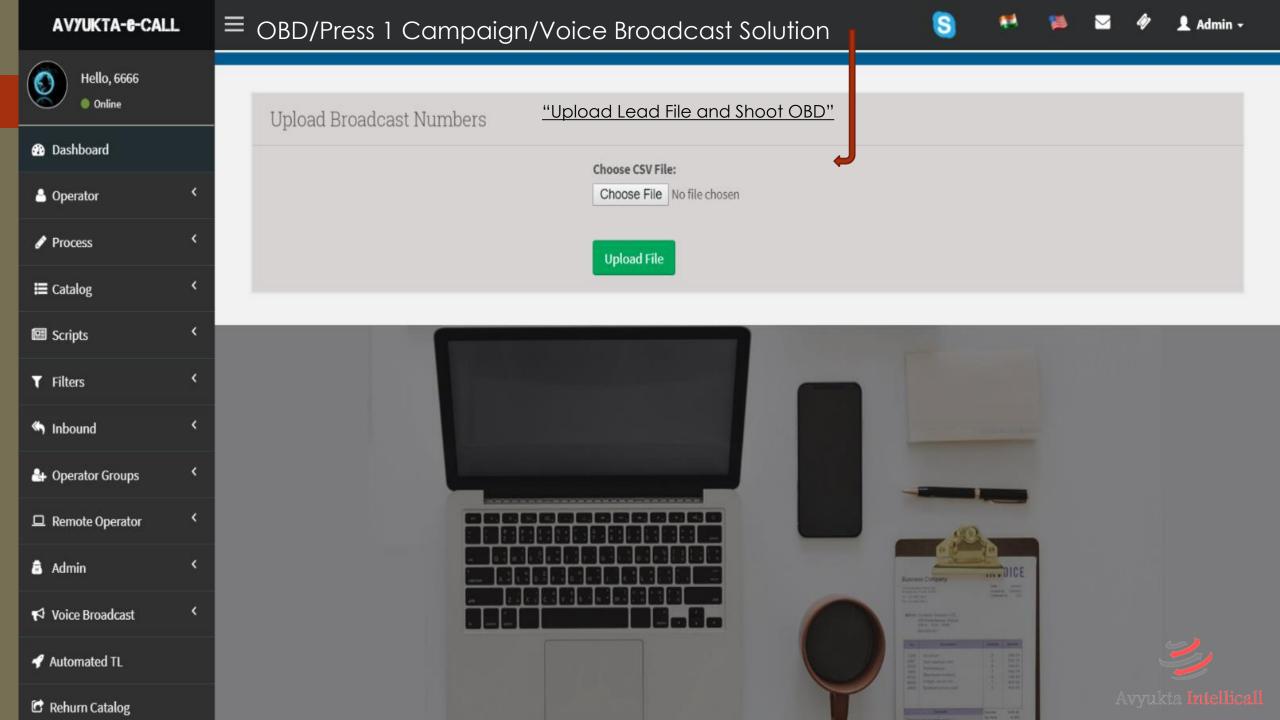
"Welcome Screen"

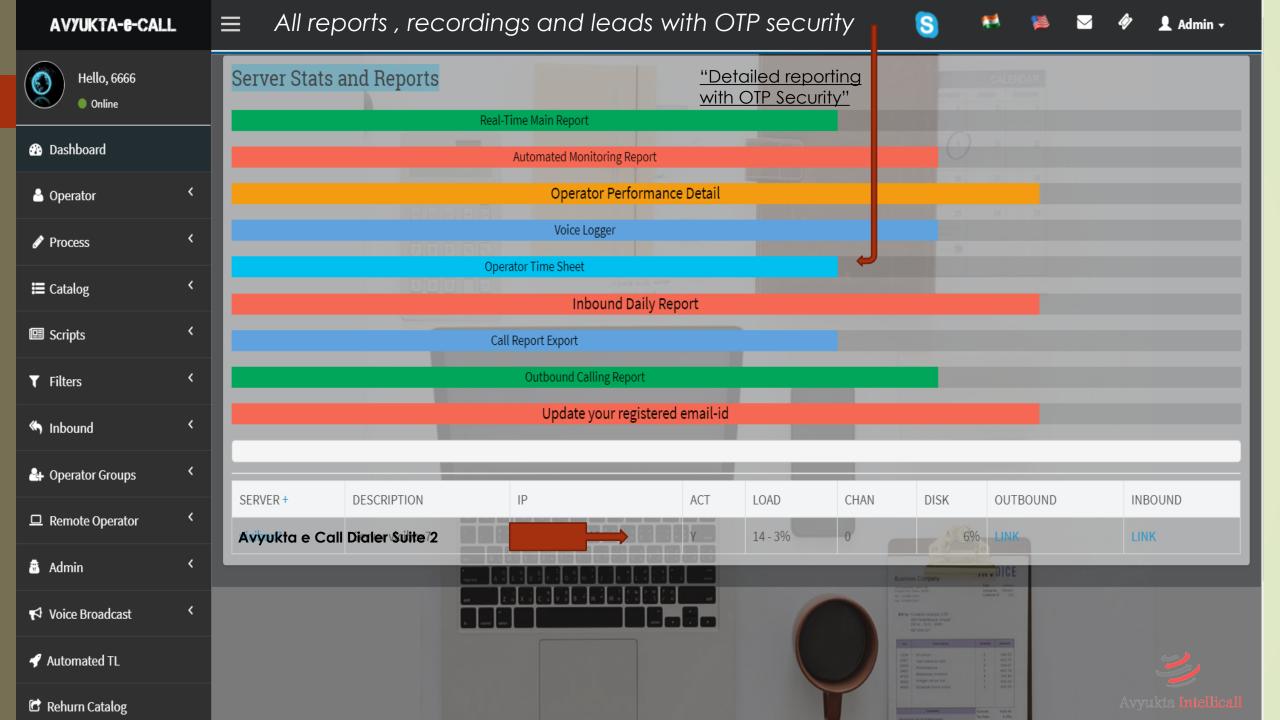












Employees Live Status Tuesday 17th March 2020 19:27

Main CRM

Logged In



Kartikey
Login:10:09
Pending Tasks: 5
Status:



Since: 00:00 Occupancy: 0% Break: 00:00

WFO

Client Name : NA

Task

Idle



Govind Login:10:23 Pending Tasks: 44



Since: 00:00 Occupancy: 25% Break: 00:00 Idle: 0:0 WFO

> Client Name : NA

> > Task

Idle



Kritika
Login:11:28
Pending Tasks: 58
Status:



Since: 00:00

Occupancy: 62%

Break: 00:47

Idle: 0:0

WFO

Client Name : NA

Task

Idle



Rohit Login : 12:05 **Pending Tasks** : 1 Status :



Since: 00:00 Occupancy: 16% Break: 00:00 WFO

WFO
Client Name:
NA

Task

Idle



Paramjeet Singh Login:12:26 Pending Tasks: 25



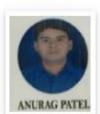
Since: 00:00 Occupancy: 159% Break: 00:00

> Idle: 0:34 WFO

Client Name : NA

Task

Idle



Anwag
Login:12:46
Pending Tasks: 35
Status:



Since: 06:24 Occupancy: 111% Break: 00:00

Client Name : mateshwarispeeak

Task

Website to Dialer API

WFH



Bhisham Login:13:13 Pending Tasks: 9



Since: 00:00 Occupancy:1% Break:00:00

Task

Idle

WFO
Client Name:
NA

Surad Simple Bhatt Swaj Login: 15:51

Login: 15:51
Pending Tasks: 5
Status:



Since: 00:00 Occupancy: 135% Break: 00:00 Idle: 1:13

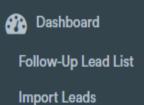
Client Name :

WFO

Task Idle







Follow-Up

Assign Task

BDM Monthly Stats

Leads

Customer

MOC Customer List

III Training

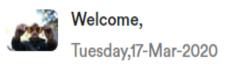
Reseller

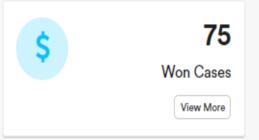
A Profile

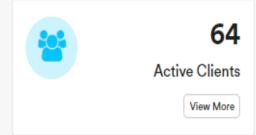
Update Salary

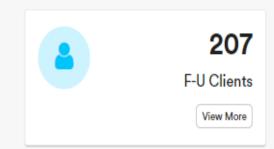
Card Raise

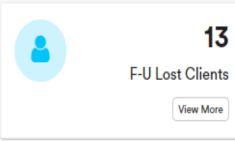
🚯 UIL





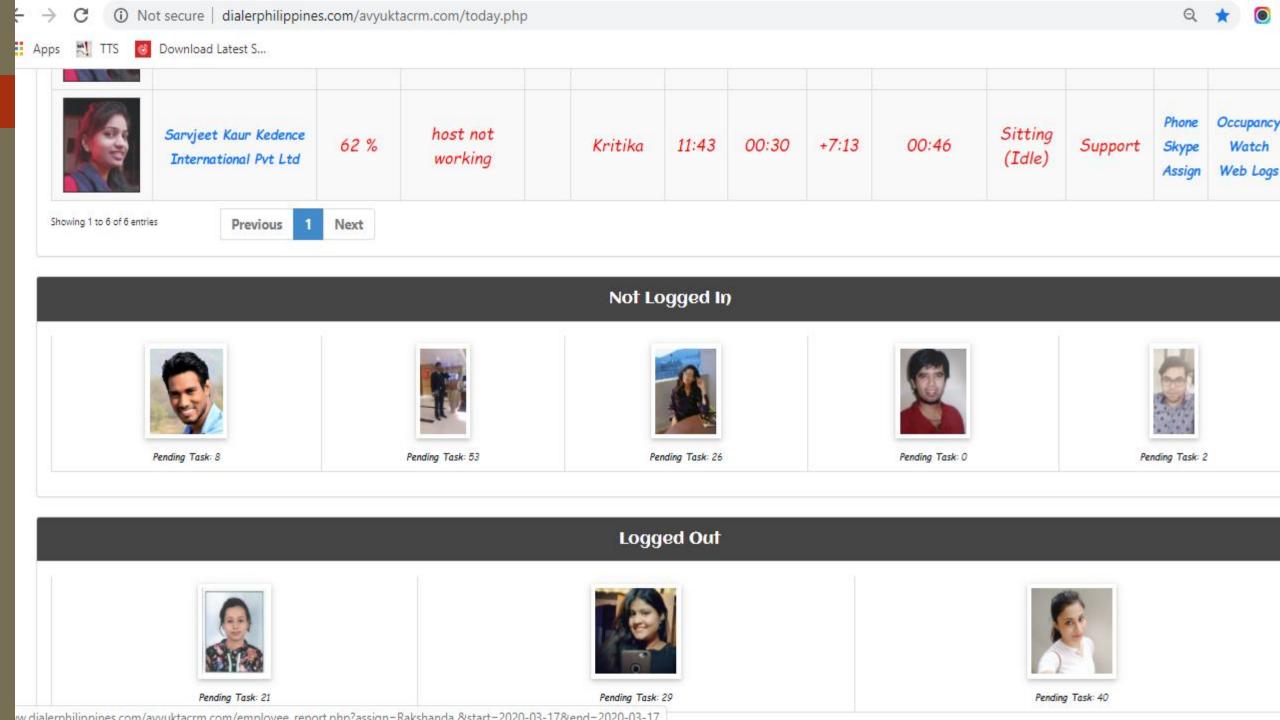












Running (L2 Case/es)

100 ▼ records per pa	age Search:												
Name v	Client	Occupancy	Task v	BDM	Assigned By	Assign Time ~	Expected Time ~	Delay Time ~	Break(HH:MM)	Status ∨	Dept. V	Call ~	Action ~
	Mohamad	159 %	Issue with Predictive Calls		Paramjeet Singh	14:04	03:00	+2:22	00:00	Sitting (Idle)	Support	Phone Skype Assign	Occupancy Watch Web Logs
ANURAG PATEL	Sandeep Sharma SBE Finance	111 %	Reporting issue		Paramjeet Singh	13:26	01:00	+12:57	00:00	Not Acceept (L2)	Software	Phone Skype Assign	Occupancy Watch Web Logs
	Puneet Jain KOGTA FINANCIAL (INDIA) LIMITED	62 %	0 issue while dialing number		Paramjeet Singh	13:25	01:00	+12:57	00:46	Not Acceept (L2)	Support	Phone Skype Assign	Occupancy Watch Web Logs
	Sarvjeet Kaur Kedence International Pvt Ltd	62 %	host not working		Kritika	11:44	00:30	+7:12	00:46	Sitting (Idle)	Support	Phone Skype Assign	Occupancy Watch Web Logs
-												Phone	Occupancy











Tasks

Leave Request



Card Raise





Welcome, Kartikey Tuesday, 17-Mar-2020

TODAY





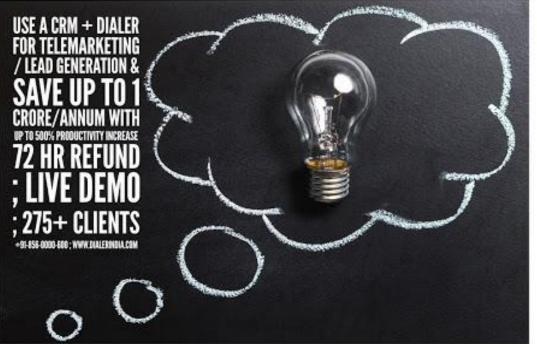












10+ Years of Value for Money Solutions:



Custom Asterisk Solutions and Integrations/API Integrations

Auto / Predictive / Hosted Dialer

Servers -Headsets - PRI Card / Gateway - GSM gateway 2500+ 275+ Live Call Center Clients in 9 countries

Webinar / Live Demo / 72 Hr Refund Policy IVR / Cloud Telephony/ OBD / Press 1 Campaign

Android Call
Center Dialer CRM
/ PC Less Dialer

All* CRM Integrations / Zoho / Salesforce / Vtiger / Sugar CRM

Avyukta – cloud – Call (The All in one Cloud platform)

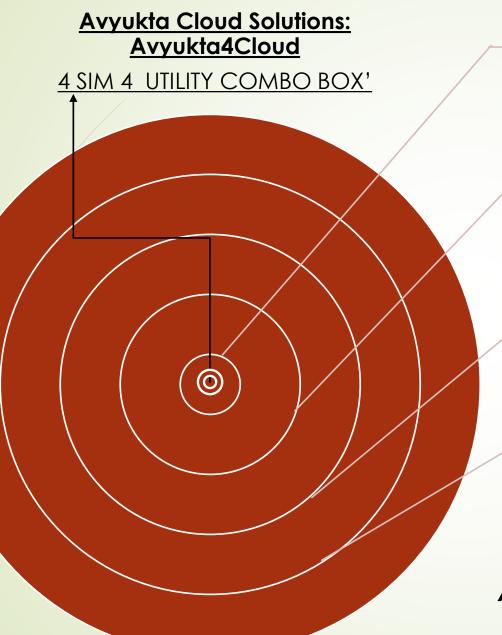


DIGITAL MARKETING AUTOMATION









Smart IVR with "Never Miss a Call Concept"

Backtrack, Audit and Record all Call / Reports

SMS/Email API

No Coin System / No Recharge System

EVERYTHING UNLIMITED*

OBD Solutions (Up to 5000*/Day for an Year

Press 1 Campaign (Opt In Leads)]

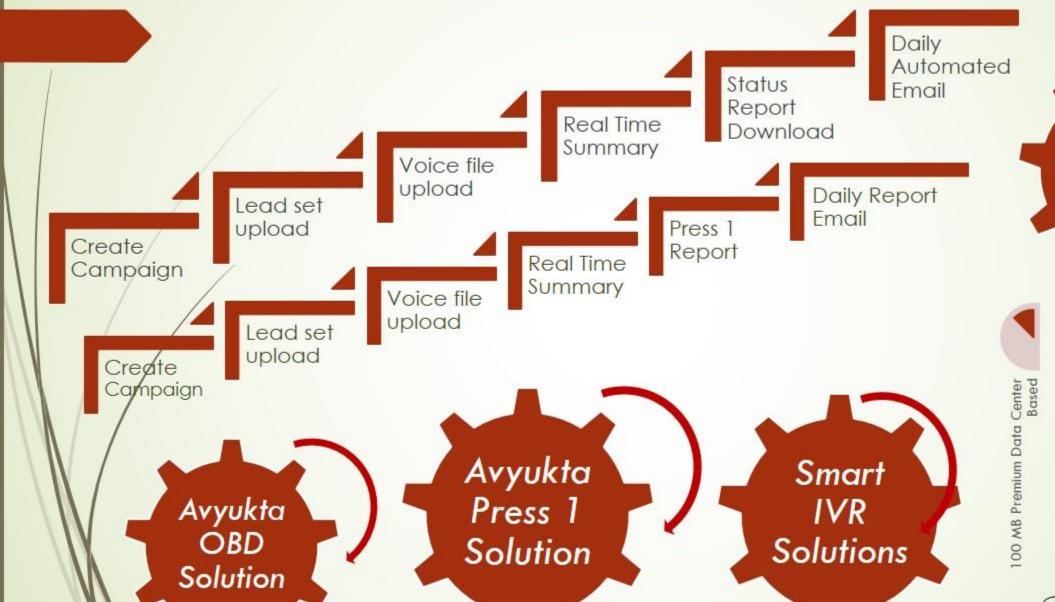
Avyukta Intellicall

CRM based PC Based progressive Dialing on 4 Agents for 1 Year

ALL ABOVE AT INTRODUCTORY PRICE OF 2,00,000 INR

Avyukta Cloud Telephony Solutions



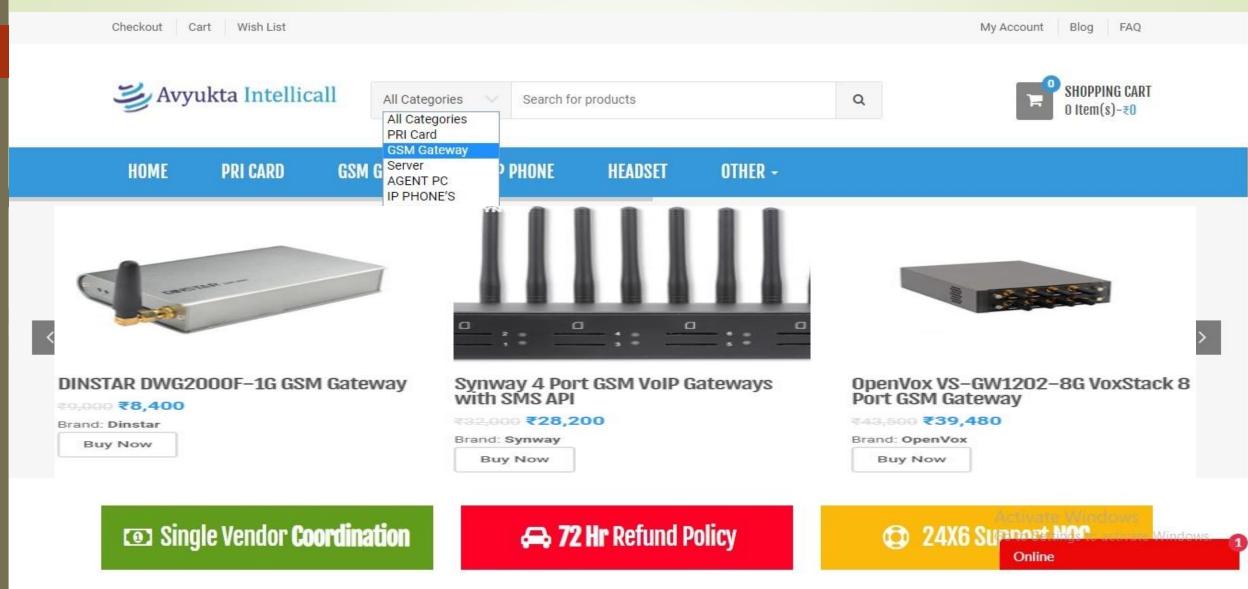


Click to Call / Masking / CRM Solutions

Starts 5000 INR*

+91-8560000600

www.avyuktashop.com , The 24 X 7 X 365 CTI self help portal





CTI Hardware Partners





Commercials Freezing

Free Demo / Webinar

Pre Sales

Payment

Documentation / KYC

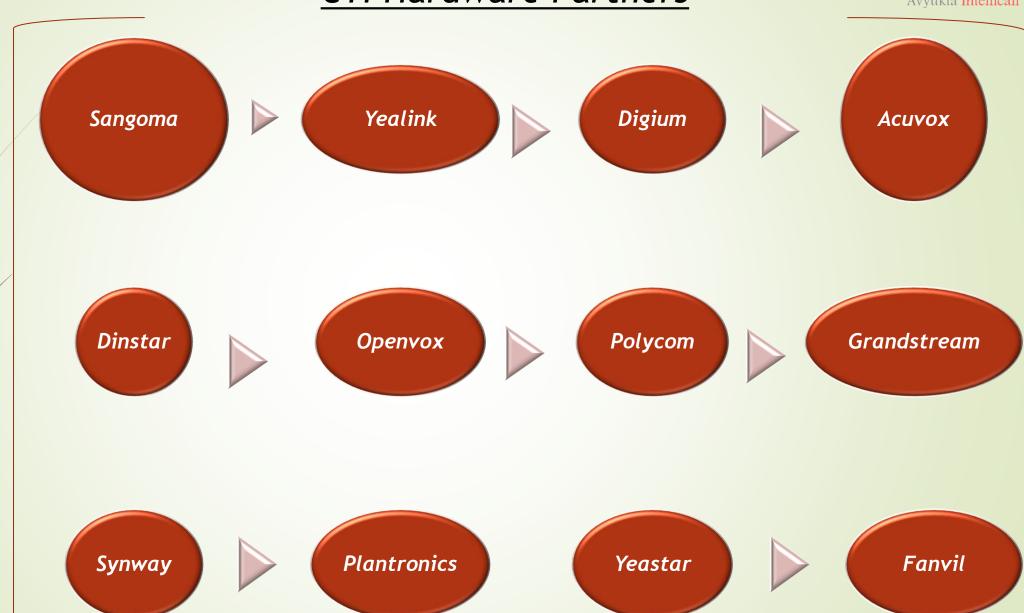
Installation

Training

Support NoC

Go Live and hand

Client NOC



Avyukta Conference Suite



Now Tele-Conference hundreds of YOUR staff and clients with In-Out PIN based scheduled verifications with admin people

- 1. Inbound and Outbound Conference (IN/OUT DID can be same or different)
- 2. Conference Add, Delete, Edit, Schedule
- Conference Reminder By Mail and SMS (Through API's)
- 4. Admin Panel for Conference Create, View, Delete etc. All in one screen.
- 5. Conference Dual Mode Discussion and Lecturer
- 6. Schedule Conference Daily, Weekly, Monthly, Yearly
- 7. Conference Authentication by Admin Pin, User Pin.
- 8. Max. Participants, Status, Duration, Conference Recording
- 9. Admin and User Level Authentication and Controlling
- 10. Live Conference Screen Mute, Hang-up, Raise Hands, Lock Conference, Recording On/Off
- 11. In Conference by Mobile Number (Dial Out)
- 12. Black List / Whitelist Participants
- 13. View, Listen Recordings, Search, Export Conference Reports
- 14. Multiple Conference Room and Numbers

Conventional Manual Dialing



Agent Salary @ 15000/Month

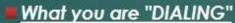
- 240 Dialled Calls/Day/Agent
- ➤ 80 Connected Calls/Day/Agent
 - ➤ 10 Leads Generated/Day
 - 2 Closures/Day

20 Agents = 3,00,000 INR/Month = 36,00,000 INR/Annum

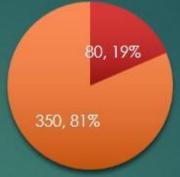
Productivity / Revenue Loss

- Ringing , No replies , Voice Mails , Connecting Sounds
- No Lead Security / OTP / Safety
- No Recording / Reporting / Real Time Monitoring
 - No CRM / SMS / Whatsapp / LinkedIn / FB / Website / ecommerce / API Integration
- No Opt in Leads / OBD / Press 1

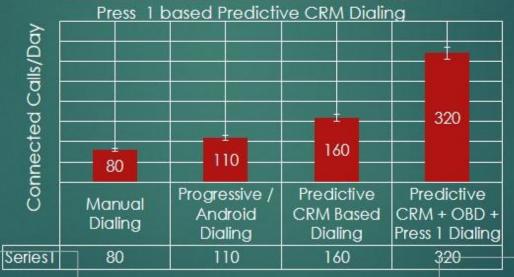
When Revenue is proportional to Connected Leads Per Day



What you can "DIAL"



Manual v/s Progressive v/s Predictive v/s OBD;



20 Agents on Manual = 5 Agents on Dialer

15 Agents/Month Cost Cutting = 2,25,000 INR/Month =

[↓]27,00,000 INR / Annum [↓]

<u>Predictive Dialer + OBD</u> CRM Suite



Agent Salary @ 15000/Month

- ➤ 3000+ Dialled Calls/Day
- 320 Connected Calls/Day/Agent
 - 40 Leads Generated/Day
 - 8 Closures/Day

5 Agents = 60,000 INR/Month = 7,20,000 INR/Annum

Productivity Optimization

- Direct Hello from Callee , Only Connected Calls
 - OTP / Masking on Leads
- Recording / Reporting / Real Time Monitoring / Barge In
- CRM / SMS / Whatsapp / LinkedIn / FB / Website / ecommerce / API Integration
- Hot Opt in Leads / OBD / Press 1

