



ARIA CCS-XML IVR

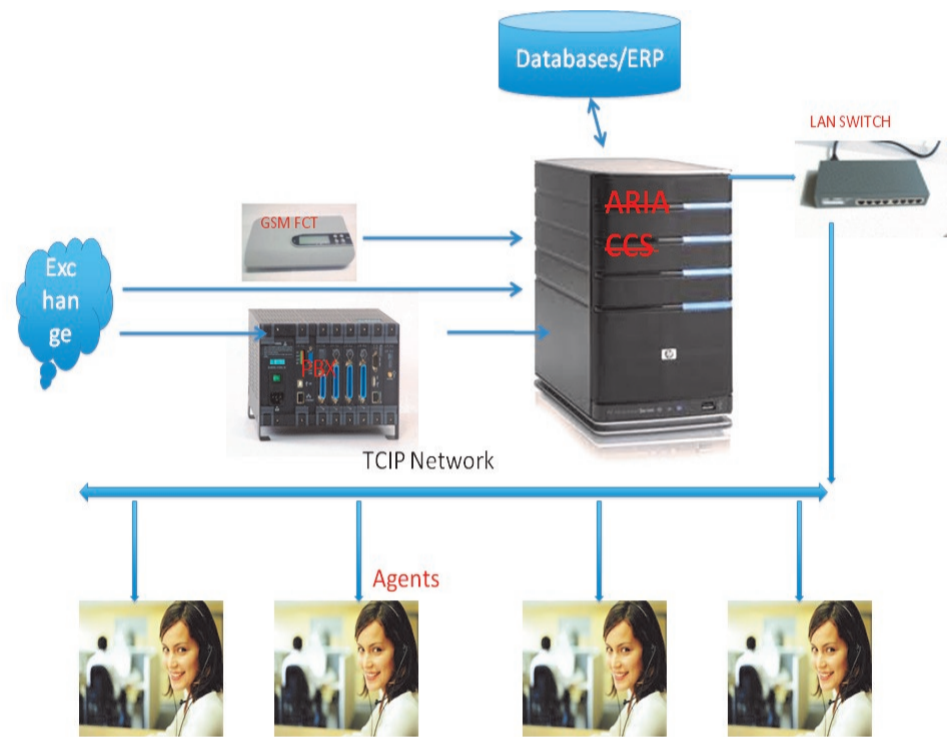
Contact Center Solution (MS Windows based)

- ARIA CCS XML IVR is India's 1st XML based IVR
- Drag & Drop GUI to make your own IVR tree
- IVR call flow is Independent from database
- Option to connect with various data base through API
- Integration with third party ERP/CRM
- Compatible with all Digital & IP PBX
- Support Inbound , outbound application
- Supported board– Dialog , Donjin Agent MIS
- Call history MIS
- **Email integration for alerts**
- **SMS integration for alerts**
- **FAX integration for alerts**

ARIA CCS- vMail

PC BASED VOICE MAIL

- Customized IVR Tree
- Different Message for working / Non working & Break Hours
- Call Transfer To Various department
- ACD management
- **Individual Mailbox with message delivery on Email**
- SMS alerts of new message (Optional)
- Unlimited Mailbox
- Compatible with all Digital / IP PBX
- New message alerts on extension , Mobile



ARIA CCS- NETWORK DIAGRAM

ARIA CCS- OB D IVR

ARIA CCS is automated outbound IVR broadcasting system

Features:

- Support multiple campaign
- Upload data base & voice file through GUI
- Can play dynamic IVR tree
- Schedule campaign
- Suitable for electronic voice campaign
- Information broadcasting
- Election Campaign
- Electronic Survey
- Product Launch
- Customer feed back call

ARIA CCS LITE- Contact Center Solution

ARIA CCS LITE is cost effective dialer for domestic call centers & contact Centers

Features:

- Support multiple campaign
- Upload data base through GUI
- Agent Log- in, Log-out , Break MIS
- Agent Live Monitoring & conversation recording
- Call disposition
- Client information—pop-up
- Work with or without PBX
- Work with GSM / CDMA FCTs
- SMS & Email integration (Optional)
- Third party CRM / ERP