*astTECS®
Unified Communication with Open Source
ISO 9001:2015 CERTIFIED

CALL CENTER SOLUTION

Your call center operation requires a proactive, scalable, end-to-end solution to monitor and manage processed and systems. *astTECS® call center solution is just what you need. It provides visibility and control over the performance and productivity of your call center.

*astTECS® call center solution has all the features associated with high end and high cost proprietory call center solutions.

KEY OFFERING

- Automatic call distribution
- Interactive voice response
- Voice logger
- Voice blasting
- Hosted dialer
- CRM & SMS integration
- WhatsApp integration
- Chat integration
- Multi language support
- Live/current agent monitoring
- Report and campaign statistics
- Voicemail to email
- Missed call alert on agent screen
- Call history search and dial option
- Feedback IVR
- Sticky agent and account based call routing

NEW *astMonitor
VICIDial Agent Monitoring App
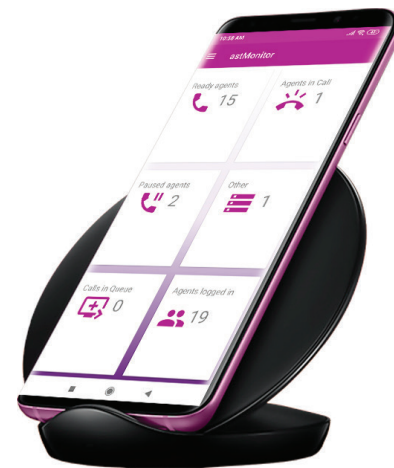
Monitor your agent activities in your phone anytime anywhere.
Download the APP from **GET IT ON Google Play**

*astTECS® Edge

- GSM predictive dialer
- Auto change of the campaign according to time zone
- Automatic agent account lock
- IVR database retrieval
- Click to call from website
- Dial-in/dial out multiparty conference

*astTECS® Outbound Call Center Suite

*astTECS® predictive dialer effectively integrates all outbound processes (Telemarkeitng, Sales, Surveys, Collections) with the life cycle. It precisely manages outbound calling to acheive maximum productivity by supporting various campaign and list management strategies.
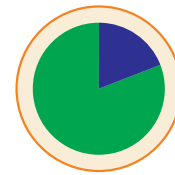
Manual Dialing
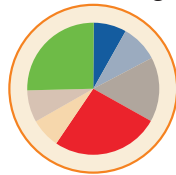
- Waiting for Dial Tone
- Dial Number
- Busy Signal
- No Answer
- Answering Machine
- Other
- Actual Talk Time

VS

Predictive Dialing

- Waiting for Call
- Actual Talk Time

In 1 hour - 15 Minutes Talk Time | 45 Minutes Dead Time

48 Minutes Talk Time | 12 Minutes Dead Time

FEATURES

- Manual, progressive & predictive dialing
- Outbound ACD
- Longest idle agent based routing
- Call back scheduling
- Multiple campaign management
- Multiple dialing modes
- Agent inter dialing support

- Call forward and three way conferencing
- DNC list management
- Agent call intervention
- Real time supervision
- Music on hold
- Call transfer
- Call retrieval

*astTECS® Inbound Call Center Suite

*astTECS® inbound solution can provide substantial improvement to the productivity of your call center. Skill based routing organizes incoming calls and route them to the most appropriate agents
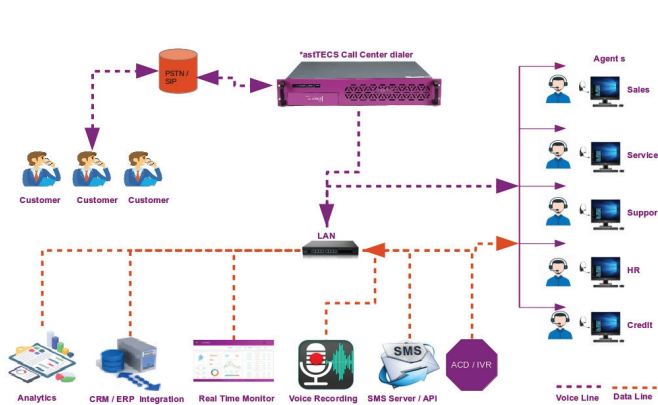
FEATURES

- Interactive voice response
- Automatic call distribution
- Skill based routing
- Inbound call pop up
- Most idle agent based routing
- Real time supervision
- Agent call intervention
- Call back scheduling
- Call conferencing

LOGICAL PARTITIONING

*astTECS® Products are 100% logically partitioned as per the requirements of Indian Telecom Regulations. *astTECS logical partitioning features can control calls based on pre-defined configuration, thereby logically separating cross flow of calls between your private & public network.

Dash Board

REALTIME SCREEN

INBOUND SCREEN

OUTBOUND SCREEN
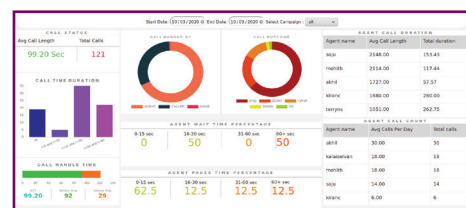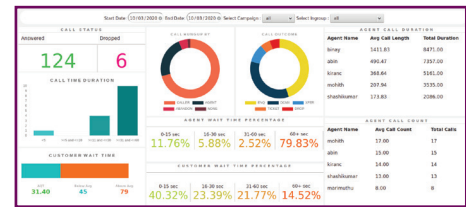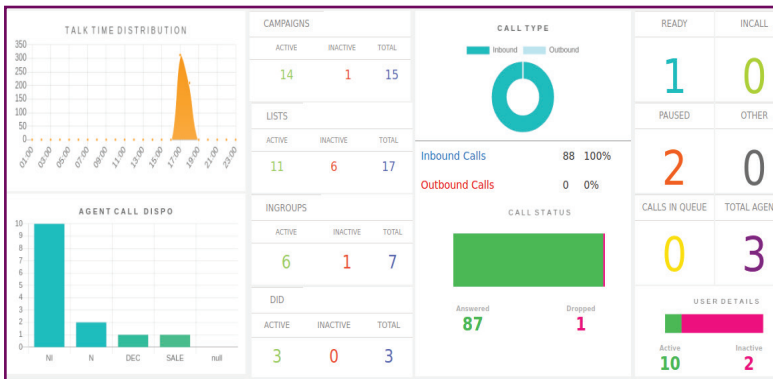
Call Center Analytics:

With analytics feature get detail reports on

- Agent behaviour
- Outliers detection
- Profiling
- QA conformance
- Gap analysis

Voice files

Date	Time	Source	Destination	Duration	Analysis		Actions
2017-08-29	11:22:59	6666	8281534322	00:29	2	6	
2017-04-09	19:06:13	7000	9739973368	00:29	2		
2017-04-09	10:06:13	7000	9739973368	00:29	2		

Analysis result of voice files

*astTECS® GSM Dialer

Run your domestic process with *astTECS® GSM dialer and reduce your telecom expenses by 50%. It also help the enterprise to increase the sales turnaround and effective utilization of leads.
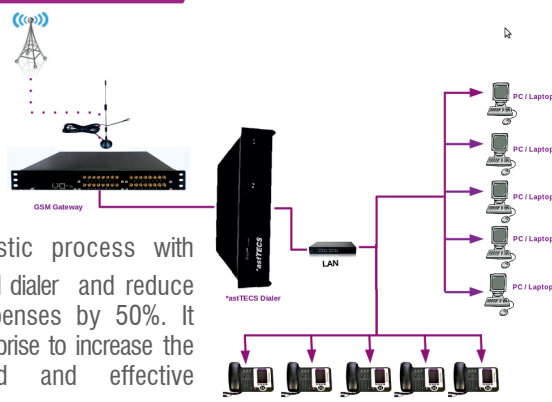
Hosted Dialer Solution:

*astTECS hosted dialer solution is a plug and play technology for international call centers and is intended for those call centers who want to operate on OPEX model

VoIP Minutes:

*astTECS VoIP minutes solution helps to save 91% on international phone bills. We offer

- Widest coverage, A – Z minutes & DID's.
- HD Voice Quality
- Scalable and flexible as per business requirement
- Easy to set up & configure.
- Compatible with legacy EPABX and IP PBX

Architecture

```
                    *astTECS
                   Call Center Suite

        Inbound        GSM Outbound        Outbound

   IVR        Queue            Predictive    Manual    Progressive
 Designer   Management
  Skill       ACD
  Based
 Routing                              Multiple campaign
                                            Mgt

                                      Dynamic Call Pacing

                                      Scripting

                                      Answering Machine
                                        Detection

                                      Lead Management

                                      DNC Compliance
```
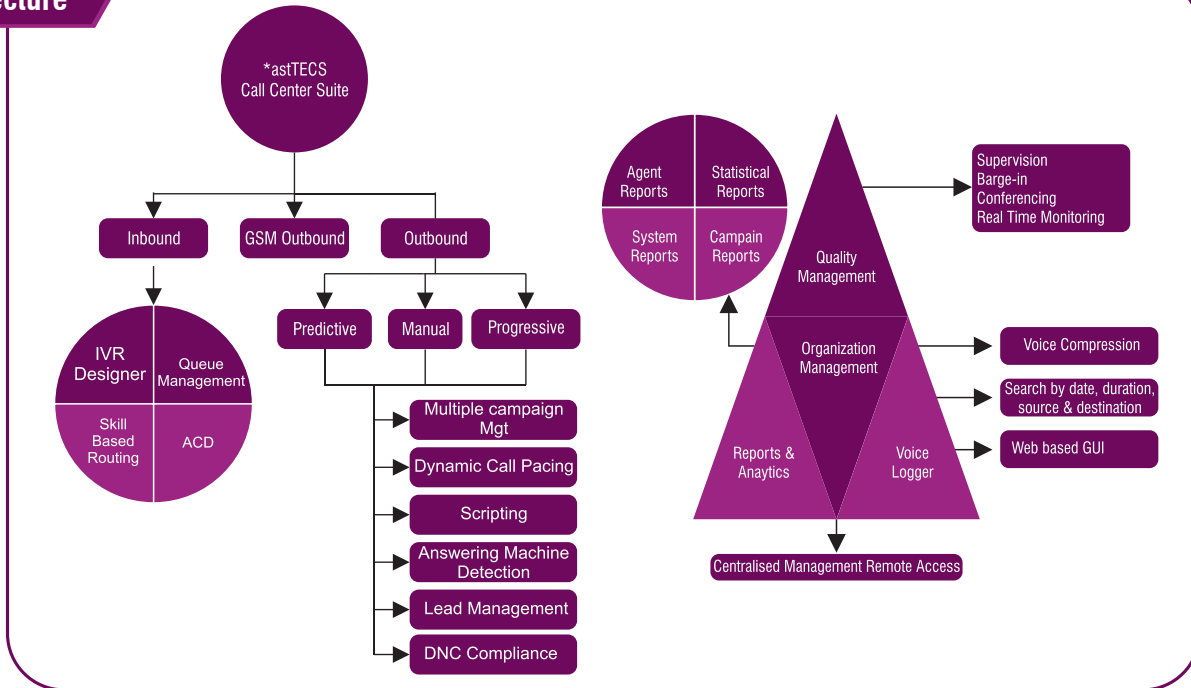
```
 Agent      Statistical                              Supervision
 Reports     Reports                                 Barge-in
                               Quality               Conferencing
 System     Campain          Management              Real Time Monitoring
 Reports    Reports

                            Organization                Voice Compression
                            Management
                                                        Search by date, duration,
  Reports &         Voice                                source & destination
  Anaytics          Logger
                                                        Web based GUI

              Centralised Management Remote Access
```

PRODUCT BUNDLES:	*astC5	-	for 5 agents	*astC60	-	for 60 agents
	*astC10	-	for 10 agents	*astC100	-	for 100 agents
	*astC30	-	for 30 agents			

* Upgradable by clustering / compatible with PRI, GSM & VoIP

Technical Specification

INTERFACES:

| Network Interface | : | 2X Ethernet 10/100/1000 base-RJ-45 |
| ISDN | : | PRI interface (optional) |

PROTOCOLS:

VoIP	:	SIP, H.323, MGCP, SCCP, IAX2
ISDN	:	PRI DSS 1 (Q931,National variant)
Mobile	:	GSM 850/1800/1900 Mhz channels

CODECS	:	ADPCM, G.711(A-Law & u-Law) G.722, G.723.1(pass through), G.726, G.729 (through purchase of a commercial license), GSM, iLBC, Linear, LPC-10 Speex
PRI Card	:	T1/E1 port with optimum PCI interface
DIMENSIONS	:	2U/4U Form factor chasis
POWER	:	100-240 VAC, 450 W
TEMPERATURE:	:	0 - 50 degree celsius
HUMIDITY	:	40-60%

About *astTECS®:

*astTECS® is leader in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. We also provides world class 24X7 support to global customers through our in-house Global Support Management Center (GSMC).

RED HERRING WINNER 100 GLOBAL

20 MOST PROMISING OPEN SOURCE Solutions & Services Providers

FC Compliant Hardwares

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