Employment/PPO/Internship Program – Avyukta Intellicall

Company: Avyukta Intellicall is a 13 Yr. Old organization with 475+ Clients across 9 Countries. , Current Staff: 29, Joining: ASAP

Timings: WFO/Hybrid Profile with Regular Office Hours/Rotational/Candidate chosen Hrs

Criterion: For employment / Freelance / Project Based or Internship, we usually prefer candidates who come with a PPO option so that we train them and they stay with us once meet required parameters, Pre and Post Internship remunerations/salary/understanding can be discussed beforehand for this purpose

Salary Range / Stipend: Ranging from 7000 ₹/Month to 40000 ₹/Month depending on skillset and logical aptitude, Selection would be based on the expected Stipend communicated by the applicant at the following times: 1) During Internship

2) Internship Tenure

3) Post Internship / PPO / Onboarding directly for Employment or Job

Openings: 8-16 cumulatively for all profiles mentioned **Educational Qualification:** No bar for the right candidate **Location:** Jaipur

Profiles Currently Hiring For (Details on the following pages):

1) **IT Manager / Asterisk Support Engineer / Dialer Manager:** *Trainees/Interns/Employees:*

2) **Process Associate/ Business Development Executive / BDM:** *Trainees/Interns/Employees* **3)**

   Software Developer: Prerequisites: *Trainees/Interns/Employees*

Products:

I.   CRM: https://www.youtube.com/watch?v=tK4f87RQKQg

II.   Brochure: https://www.dialerindia.com/downloads/Avyukta_Intellicall_Brochure.pdf III.

       Links: https://www.dialerindia.com/links

IV.   YouTube : https://www.youtube.com/@avyuktaintellicall5553/videos

V.   Tutorials : https://www.dialerindia.com/dialer-tutorials (Use 9549999916 as regd. number)

Avyukta Intellicall, A-26, Laxminarayan Vihar , Near Kotecha Building , Vande Mataram Road , Bharat Mata Circle , Jaipur , 302020 , www.dialerphilippines.com

Profiles currently available (Internship with PPO/Employment) :

1) *IT Manager / Asterisk Support Engineer / Dialer Manager: Trainees/Interns/Employees:*

A) Prerequisites:

Networking:

LAN, WAN, Switches, Routers, RIP, OSPF, BGP basics

IP addressing, subnetting, gateways

DNS, DHCP, port forwarding, Wireshark, tcpdump, traceroute, mtr, ping, netstat, nslookup/dig

Firewall and UTM management

Linux:

RPM, ISO handling, CHMOD, User & Permission Management

Linux server installation, partitioning, and disk management

User and permission management

File systems, Samba, Wine, vi editor, Service Management

VOIP & Telephony:

PBX systems: Vicidial, GoAutoDial, Asterisk, FreePBX, 3CX

SIP trunking, PRI, GSM, IAX2 configurations

DID mapping, SIP protocol deep dive (INVITE, REGISTER, ACK, BYE)

RTP, SDP, codecs (G.711, G.729, Opus) — jitter, latency, packet loss troubleshooting

H.323, FXO/FXS, GSM gateways setup & maintenance

PRI cards (Digium, Sangoma) installation & drivers

Asterisk CLI commands & dialplan scripting

Call flow design, IVR menus, queues, and call recording setup

Dialer campaign configuration, pacing, and load balancing

Failover & redundancy planning for VOIP servers

Communication (Above Average):

Written and verbal English skills

ISP and vendor coordination

Documentation and reporting

Team collaboration

B) Basic Study Material message for now:

Linux/PBX/Networking applicant: We work on a LAMP platformed software called asterisk:

" **About Asterisk**

- **Asterisk** is an open-source telephony engine and PBX system.

- It supports multiple trunk interfaces:

- o **GSM**
- o **PRI / SIP PRI**
- o **Analog**
- o **VoIP (Voice over IP)**
- Basic components of any telephony system:
  - o **Extensions** – individual endpoints or user accounts.
  - o **Trunks** – connections to external telephony networks.
- Common terms you'll encounter:
  - o **DID** (Direct Inward Dialing)
  - o **VoIP SIP**
  - o **H.323**
- Related hardware:
  - o **IP Phones**
  - o **GSM Gateways**
  - o **PRI Cards**
  - o **FXO / FXS Modules**

Application that industry uses as a structure is another open-source application called "vicidial" :

About Vicidial

- **Vicidial** is an industry-standard, open-source call center suite built on top of Asterisk.
- It provides:
  - o Predictive dialling
  - o Inbound / outbound / blended campaigns
  - o Real-time reporting & monitoring

Learning & Candidature Task

To prepare for your role with us, complete the following **practical setup exercise**:

1. **Install Vicibox on a Virtual Machine (VM)**
   - o Configure **at least one Extension** and **one User**.
   - o Add a **VoIP trunk** connection.
2. **Trunk Credentials for Testing** (to be used after installation):

Username -- 12132999999, Pass: AIC_123_Intern_1234, IP -- 136.243.22.181

Test Call Assignment:

- **Step 1:** Install and configure a **Softphone** (e.g., Zoiper, X-Lite).
- **Step 2:** Connect your softphone to the configured Vicidial extension.
- **Step 3:** Make an **outbound test call** to **+1 408 791 3820.**
- **Step 4:** When prompted, press **5** to enter the user's extension.
- **Step 5:** Enter **Extension 4001 (Kartikey).**
- **Step 6:** Record a **30-second sample call.**
- **Step 7:** Share the **call recording and a screenshot** of the live call in the interns' WhatsApp group.

1) *__Process Associate/ Business Development Executive / BDM:__* *Trainees/Interns/Employees*

A) Criterion:

I.   Good - Excellent English (written and verbal Skills)
II. Basic IT Knowledge and awareness
III. Unmonitored Performance oriented zeal and Self Discipline with a willingness to learn
IV. Positive Vibes only (There are either performers or complainers, we prefer the former)

b) Basic Study Material message for now:

Most Important Links:

https://www.dialerindia.com/dialertutorials.php
YouTube Channel: https://www.youtube.com/@avyuktaintellicall5553
CRM Link: https://www.youtube.com/watch?v=tK4f87RQKQg_To

📑 **Be Googled & Studied**

1. **What is a Call Centre** – Definition, purpose, and functions.
2. **What is Inbound, Outbound, and Blended Call Centre** – Key differences and examples.
3. **What is VoIP (Voice over Internet Protocol)** – How it works and its advantages.
4. **What is a Dialer** – Types (predictive, progressive, manual) and use cases.
5. **What is Asterisk** – Overview of the open-source PBX platform.
6. **What is Vicidial / ViciBox / Elastix** – Their roles in call centre operations.
7. **Social & Industry Relevance** – How these technologies impact communication and business.

Media Links:

LinkedIn: - https://www.linkedin.com/in/avyuktaintellicall/
FB: - https://www.facebook.com/dialerindia
IG: - https://www.instagram.com/avyukta_intellicall/
TW: - https://twitter.com/avyukta_ecall

B) Day-to-day responsibilities/KRA, Sales, (All training would be provided):

a. *Set up channels of communication for Sales Team and other Business Development Team members.*

b. *Work on lead generation/Business Development from sources such as LinkedIn, Skype, Discussion Forums*

c. *India MART, and other blogs for Business Development KRA*

d. *Work on Data mining and promotion via emails, LinkedIn, Skype, SMS, & calls for Business development and Lead generation.*

e. *Work on business development for a product-based IT company for dialer, IVRS, CTI, etc.*

f. *Lead verification: Get connected with the prospect, verify the same for the senior BD Team and make*

g. *Cold calls for Lead Generation and/or Data Mining*

h. *Coordinate with existing clientele for feedback, Cross/Up Sales*

2) Software Developer: Employees / Intern/ Trainees: Prerequisites:

a) Basics of Core – Advance PHP /Laravel / Code Ignitor, Restful API Integration, JavaScript,

HTML, CSS, MVC, DB structures, Arrays, Ajax, SQL (Joint Queries), Bootstrap b)
App Development – Flutter / Hybrid or Others
c) ASP / Dot Net
d) Code Igniter Full Stack

3) Others : a) Digital Marketing:

a) SEO/SMO/SEM
b) other modes knowledge for Organic / Inorganic Promotions
c) Bulk Email / Content / Designing

4) Others : b) Accounts:

a) Latest Tally version and understanding of GST / TDS Etc.

b) MS Office, specially MS Excel

c) Ability to create client/employee related docs such as Proforma Invoice/ Purchase Order

Reach us: +91-856-00-00-600; +91-954-99-99916 (Call/WhatsApp), https://wa.me/918560000600 ;
URL to upload Resume / CV with expectations: https://dialerindia.com/jobs