FROM "THEORY" TO "INDUSTRY"...

AVYUKTA TRAINING INSTITUTE

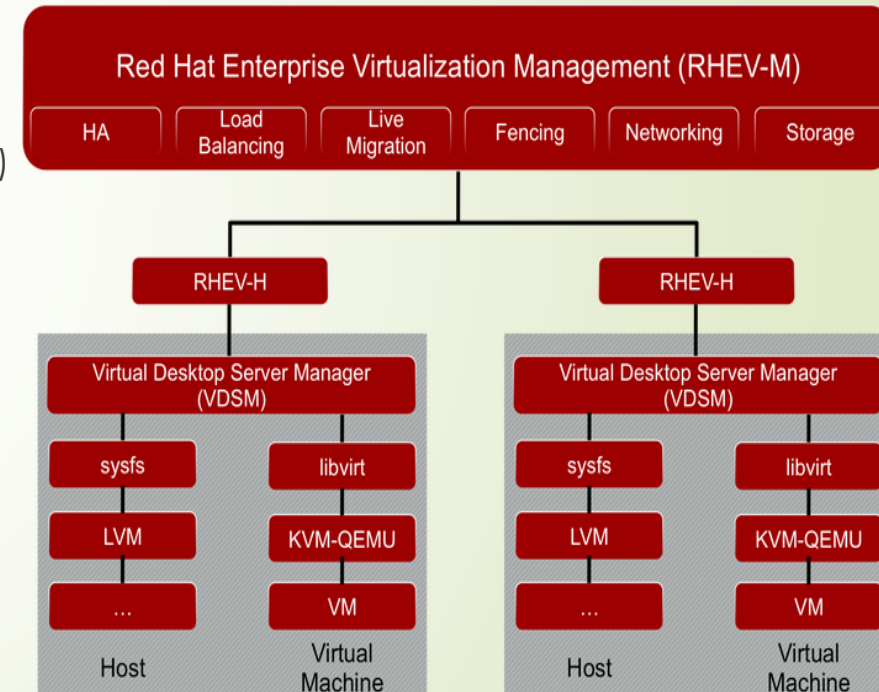## Basic Module for placement as IT Manager/Admin/Dialer Manager Profile

- **Basic Asterisk :** What is VoIP/EPABX/IP-PBX/Asterisk/Open Source / GPL, Codecs, Hardware, advantages.

- **Vicidial / Goautodial / Vicibox Administration**

- **VICIDIAL/GOAUTODIAL/VICIBOX USERS**

- Adding a New User, Modify User, Delete a User, Copy a User, User Status, User stats, User Callbacks

- **VICIDIAL/GOAUTODIAL/VICIBOX CAMPAIGNS**

- Add a New Campaign, Copy a Campaign, Modify Campaigns, Dialable Leads and Leads in the Hopper

- Lists within this campaign, Campaign Ranks and Call Counts, Campaign – Specific Custom Statuses

- Campaign Hotkeys, Campaign Lead recycling, Auto Alt Number Dialing, Agent Pause Codes

- Campaign List Mix, Logout All Agents from a Campaign, Delete Campaign, Real time Campaign Stats

- Historical and Summary Campaign Reports

- **VICIDIAL/GOAUTODIAL/VICIBOX LISTS**

- Add a New List, Modify Lists, List Statistics, Delete List, Add or Delete Numbers to/from the Internal and campaign DNC Lists, Download List, Loading New Leads

- **VICIDIAL/GOAUTODIAL/VICIBOX SCRIPTS**

- Add a New Script, Modify Script, Delete Script

- **VICIDIAL/GOAUTODIAL/VICIBOX IN-GROUPS**

- Add a New In-Group, Copy an In-Group,Delete In-Group, , Modify In-Group, Inbound Group Agent Rank and Call Count

- **VICIDIAL/GOAUTODIAL/VICIBOX INBOUND DIDS**

- Add a New DID, Copy a DID, Modify DID, Delete DID

- **VICIDIAL/GOAUTODIAL/VICIBOX CALL MENUS**

- Add a New Call Menu, Copy a Call Menu, Modify a Call Menu

- **VICIDIAL/GOAUTODIAL/VICIBOX USER GROUPS**

- Add a New User Group, Modify User Group, Delete User Group

- **REPORTS:** Inbound/Outbound Reports, Agent Performance Report

Avyukta Linux (Red Hat) Training Modules: 90 Hours, 1-3 Hours/Day

- Overview and history of Linux , Linux Features of different Linux Distributions

- Installation process : Direct, Linux Ask Method (Hands On) ,

- Configuration of Partition (General and expert method): (Hands On) ,

- Introduction of Shell/terminal and Basic Commands : (Hands On)

- Linux advance Command : (Hands On),Introduction of file system and Linux directory structure.

- Introduction of Super user and general user,Working with Linux users and groups : (Hands On)

- Introduction of Linux Editors: vi/cat/emacs/nano/gedit : (Hands On)

- Introduction of File and directory permission: (Hands On)

- Introduction of Linux Tools: backup/compression/extraction : (Hands On)

- Introduction of Different Linux Distribution Package Manager: (Hands On)

- Introduction of Logical Volume Manager (LVM): (Hands On)

- Introduction of RAID : (Hands On)

- Introduction of Linux Networking : (Hands On)

- Introduction of Linux Security : SELinux, IPTABLES : (Hands On)

- Configuration of Linux Firewall : (Hands On)

- Introduction of Servers and configuration : (Hands On)

- Introduction of scheduling task with cron and at : (Hands On)

- Introduction of Shell Scripting with examples : (Hands On)

- Linux troubleshooting and maintenance : (Hands On)

- Servers: HTTP/HTTPS,SMB, NFS, FTP, Web proxy, SMTP, IMAP, IMAPS, and POP3, SSH, DNS, NTPTools : rsync, tar, zip, gzip, gunzip, grep, awk, sort, uniq and many more

Red Hat Enterprise Virtualization Management (RHEV-M)

HTML, DHTML, CSS

Introduction to HTML, HTML fonts Styles, Links, Images Tables

Static V/S Dynamic Websites, HTML, attributes, Headings, Paragraphs,

Formatting, Lists, Colors, Forms
Links on a same page, Tags DHTML
Introduction Marquee Tag Effects CSS
Introduction CSS Id & Class
Styling Backgrounds, Fonts, Links
CSS Border, Margin, Cell padding

JAVASCRIPT

JS Intro, JS client Validations (Null and Password Validations) JS events

JQUERY

JQUERY library, Scrolling effects, Images and Forms Ajax Integration Fading practical, Animation effect practical

HTML5, CSS3

HTML5 Intro,HTML5 Support, Elements,Semantics ,Migration, Style Guide, Media, Video, Audio Plug-ins, HTML YouTube

CSS3 Introduction

Rounded Corners, Border Images, Backgrounds,Colors
Gradients,Shadows,Text,Fonts,CSS3 2D Transforms
CSS3 3D Transforms,CSS3 Transitions,CSS3 Animations

AJAX

Introduction to Ajax, XML HTTP Request, XHR Object XHR Response, XHR Ready State, Fetching text from Source, Ajax polls, AJAX PHP, Ajax Database

Avyukta PHP Training Module II (1-3 Hrs/Day)

PHP installation and Introduction Loops, String Functions in PHP PHP Email Function PHP Basics, Variables Arrays in PHP with Attributes Date & Time, Image Uploading File handling in PHP Functions in PHP Errors handling in PHP,Mini project in header and footer

➡ API

Light Box, Live Chat, Paypal (Payment Gateway),Slide Show, Major Project in Core PHP,(Dynamic- Front/backend)

➡ MYSQL

Create tables, fields, Alter table, Insert, Update and where condition Delete, Select, Limits, Distinct, Joins, Order by, Group by, Union Import and Export DB

ADVANCE PHP

Sending Emails using Classes, Class, Object, Inheritance Inheritance types, Object cloning, Constructor and Destructor, Access specifiers, Scope resolution operator Class constant, This operator, Abstract class and interface

CAREER OPTIONS

PHP Programmer, MySQL Expert, CMS Developer, and Web Developer

JOOMLA

Joomla Installation, Template Integration, Adding content (articles management) Adding content (articles management) Project in Joomla

WORDPRESS

Word press , Theme Integration , Adding pages and posts
Manage Widgets, Plug-in , Project in Word press

"On going Inhouse and Client projects for PHP/Code Igniter/Cake PHP/SEO/CRM/Wordpress"

Auto / Predictive / Hosted Dialer - Android App based Call Center Dialer - PC Less Auto Dialer CRM Custom Asterisk - DoT Approved VoIP Solutions

Cloud Telephony – IVRS - Never Miss a Call - OBD – Press 1 Calling - Professional Voice Over/Jingles-Melodies – Outsource your End to End telemarketing

PHP/CMS/ e-Commerce /Android / iOS SEO-SMO /ASP.NET Solutions / Zoho / Salesforce / SugarCRM / Leadsquared / CRM / API / Dialer Integrations

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

Avyukta Intellicall

Dialer - IVR - Hosted - CRM - CTI
Android Dialer - Software Solutions

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

CATALOG LISTINGS:

Show 10 entries   Search:

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

Showing 71 to 80 of 145 entries

avyuktashop.com

PRI Card **IP Phones** **GSM Gateway**
Server **Headset** **FXO/FXS**

Architectures

Architecture-International Hosted | **Architecture-Domestic Premised**
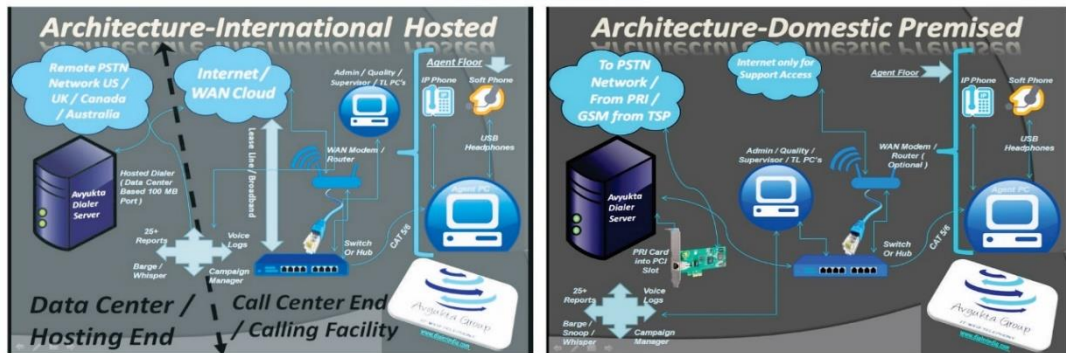
Features : Avyukta e Call

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, per campaign
- 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 issues.
- 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 Agent PC's
- 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 Features with 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 events
- 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 / fields.
- 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) call flow.
- 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 (100+ seats)

S.No.	MODEL	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

Affiliates

Clients

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

10+ Years of Value for Money Solutions:

Custom Asterisk Solutions and Integrations/API Integrations

Servers - Headsets - PRI Card / Gateway - GSM gateway

Android Call Center Dialer CRM / PC Less Dialer

2500+ Installations / 10+ Yrs Expertise

275+ Live Call Center Clients in 9 countries

Webinart / Live Demo / 72 Hr Refund Policy

Auto / Predictive / Hosted Dialer

IVR / Cloud Telephony/ OBD / Press 1 Campaign

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

Ping Us 24X6:

24X6 Sales IVRS : +91-856-00-00-600 [sales@dialerindia.com] ;

Avyukta Training Institute: [training@dialerindia.com , rajesh.j@dialerindia.com]

+91-99-533-19-246 ; +91-89-493-45-239

24X6 Support NoC: [support@dialerindia.com]

+91-856-0000-601 ; +91-856-00000-40 ; +91-856-000-2111 ; +91-93148-000-61 ; +91-141-401-5916

Software/CRM Helpdesk: [rd@dialerindia.com]

+91-702-3333-500

HR/Admin: [hr@dialerindia.com]

+91-76108-44-000

Billing/Management: [payments@dialerindia.com , accounts@dialerindia.com]

+91-9649-00-8080 ; +91-702-3333-600 ; +91-856-00000-28 ; +91-856-00000-80 ; +91-954-99999-16

www.dialerphilippines.com   ;   www.tel-e-phony.in   ;   www.avyuktashop.com

Avyukta Intellicall Consulting Pvt. Ltd.