



[www.dialerindia.com](http://www.dialerindia.com)



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# 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



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[sales@dialerindia.com](mailto:sales@dialerindia.com)



## ▶ Run your Work From Home Call Center with Ease+Security

Due to Corona outbreak and other requirements , most of the companies are scheduling their workers to work from home. We had also taken preventive measurements and trying to help the Avyukta Family by setting up work from home for our esteemed customers who are using our Dialer suite.

To make work from home become feasible for the agents , we can set setup dialer in following manner.

### Hassle free Work from Home is now available with Avyukta e-Call on Premised / Cloud Telephony & VPN.

With Avyukta e-Call telephony solutions you can easily shift your business communication on premised /cloud telephony and enable remote working. You can experience an office like setup from your home and stay connected with your team anywhere, anytime with our WFH module.

- ✓ 1. Reduce overhead costs as employees work remotely.
- ✓ 2. Easy interfaces, so agents get up to speed quickly, making training cost almost zero.
- ✓ 3. Easy integrations with third-party applications like CRM/Ticketing systems.
- ✓ 4. Complete call tracking with overall reporting & recordings with our 24 X 6 customer support.
- ✓ 5. Statistics and customisable Reports

## ▶ Outbound Features

- ✓ 1. Predictive Dialling
- ✓ 2. Preview Dialling
- ✓ 3. Progressive Dialling
- ✓ 4. DNC List Management
- ✓ 5. Call Back Scheduling
- ✓ 6. Owner base dialling
- ✓ 7. Number Masking, Unique identification algorithm.

## ▶ Inbound Features

- ▶ 1. Interactive Voice Response (IVR)
- ▶ 2. Automatic Call Distribution
- ▶ 3. Skill / Source Based Call Routing
- ▶ 4. Web phone
- ▶ 5. Call Transfer / Conference
- ▶ 6. Follow me Algorithm (Right call to right person only)

## Call Routing, Call Forwarding and Recording Access

1. Custom Conditional/Unconditional call forwarding
2. Web Phone / WebRTC / Softphone / Mobile / Laptop / PC / Tab Options
3. 100% Custom nomenclature recordings
4. Live call monitoring for quality check, training, instructions to Agent on live call
5. 24 X 6 availability of our support team

## ▶ Click2call Integration with your Existing CRM / Avyukta CRM

We offer Integration of Avyukta E- Call with any enterprise grade CRM, custom made CRM or Avyukta CRM. Our Premises / Cloud base Click 2Call telephony solutions are easy and quick to integrate, as on customer details page in CRM you can directly do outbound call to that customer from CRM , or In case of Inbound call it will open pop up to give you an option to create Leads . And all events like Call Hang-up, Call Transfer, and any updating in customer details or any other required event and recordings will be available at any time for the point of auditability.

## Avyukta VPN Solution for advanced security and hassle-free access

### **1. System Security and Data Privacy**

Keep your data safe from hackers and trackers. Secure all your work from home agent user accounts.

### **2. Stay Protected with Avyukta Dialer Suit or you can use Avyukta VPN as Standalone Product.**

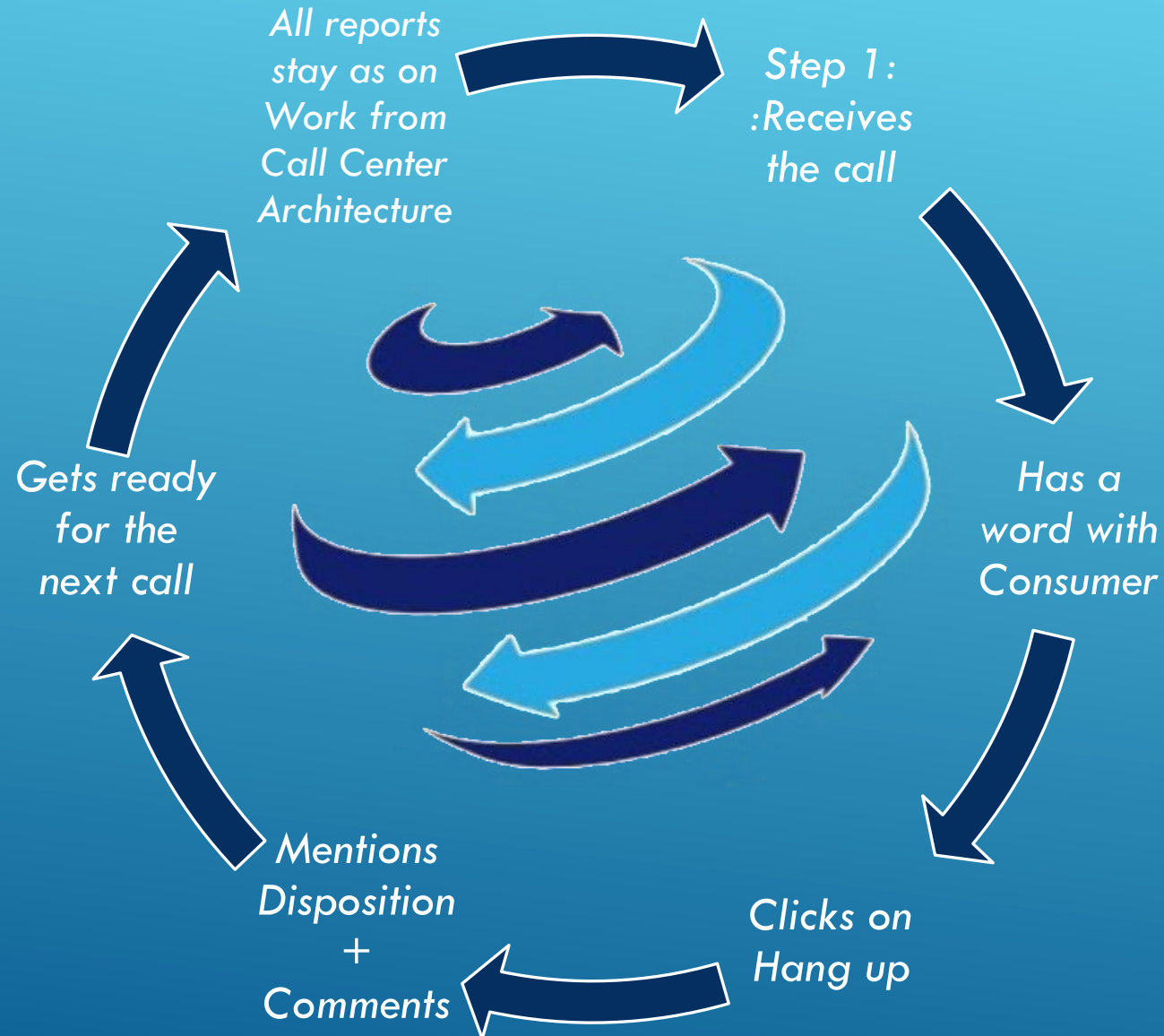
With Avyukta VPN solution you can connect to your server at any time anywhere and stay protected all the times

Starts as low as 400 INR/Seat/Month with Cloud Dialer Suite

# SoP for Agent



Avyukta Intellicall





# WFH Architecture

Please refer to the video shared for more details or find the same on  
<http://dialerindia.com/wfh.php> :

- ✓ Agents Logs in from Home
  - ✓ Mentions credentials
- ✓ Accepts Call from PRI and successfully logs in

For All In bound and Outbound Calls :  
***The call is routed to a WFH Agent ( Campaign Wise )***

Agent :

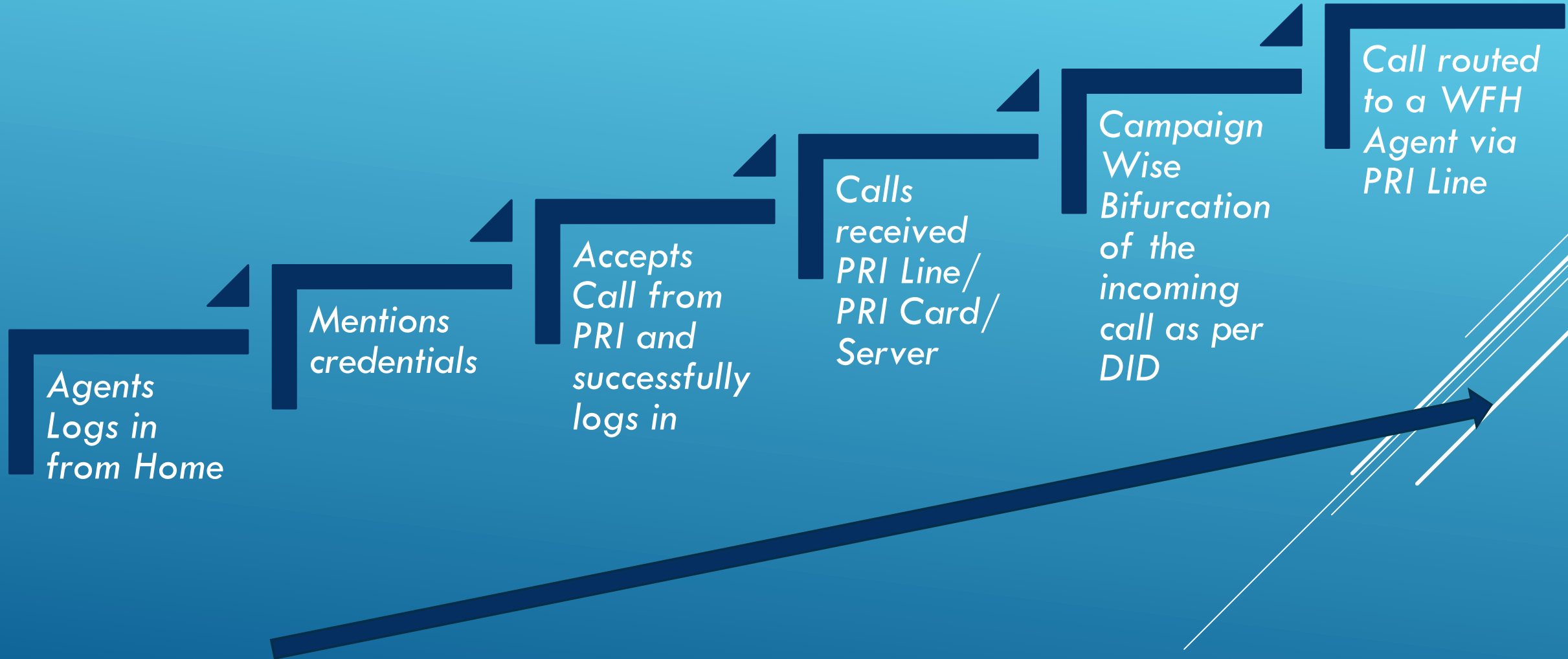
- ✓ Receives the call
- ✓ Has a word with Consumer
  - ✓ Clicks on Hang up
- ✓ Mentions Disposition and Comments (if any)
  - ✓ Gets ready for the next call
- ✓ All reports stay as on Work from Call Center Architecture





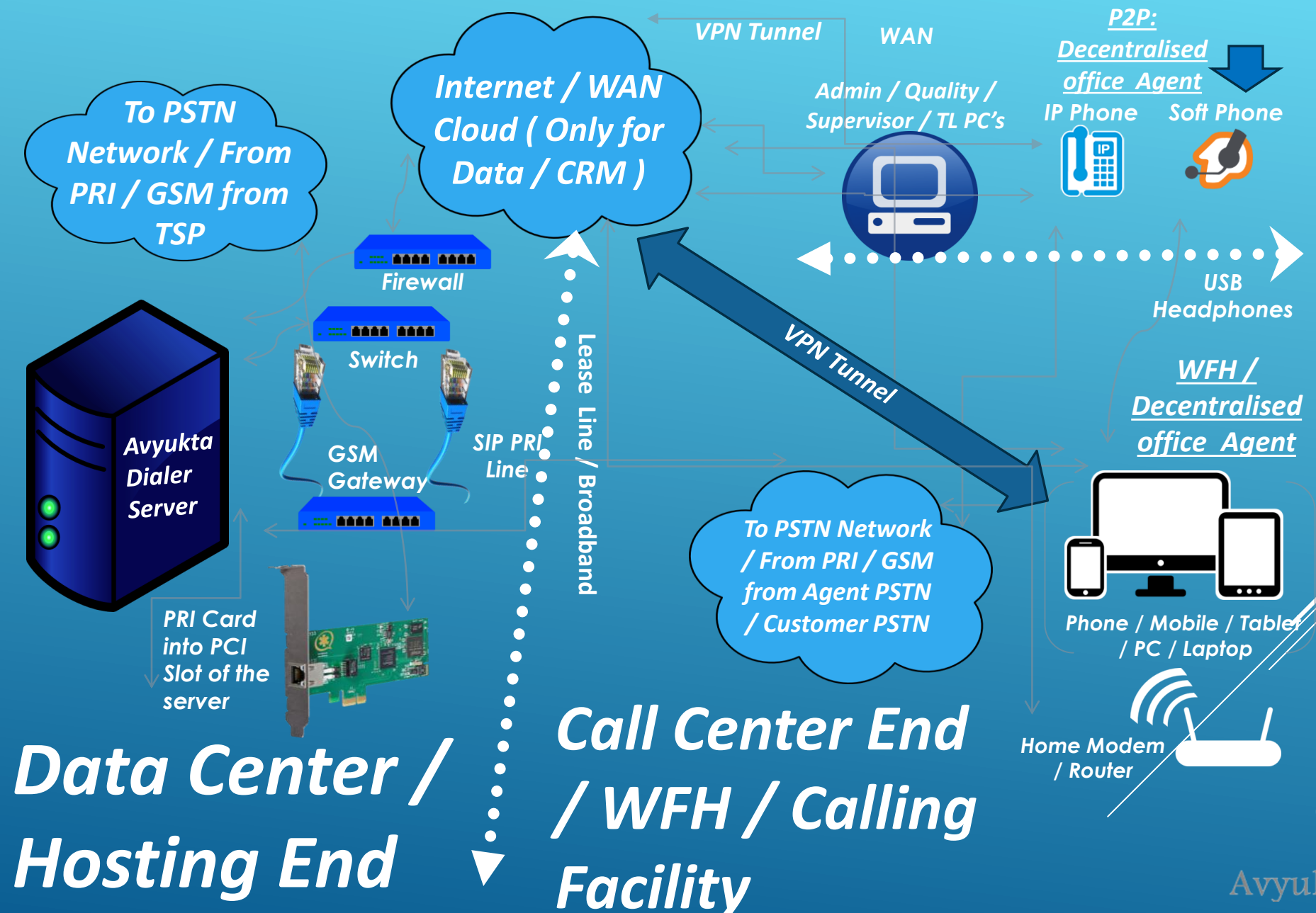


# Avyukta End



100%  
TRAI / DOT  
compliance

# Architecture-Domestic Hosted/WFH





24 X 7 X 365 "Decade" of 1900+ Satisfied BPO's

avyuktaindia



**"THE" SINGLE ANSWER TO YOUR A TO Z**

**TEL- "e" - CALLING REQUIREMENTS**



IndianOil



AADHAAR



BSNL



airtel



AIRCEL



fastrack



पत्रिका



ask me .com



Amul  
The Taste of India



TITAN



pizza hut

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DATAMATICS  
Data to Intelligence

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Mobile Apps  
/ Website

Political  
Elections /  
Campaigns

Restaurant /  
Hotels /  
Customer  
Care

OBD / Press 1/  
Voice SMS /  
Masking /  
OTP / 1800

Predictive /  
Auto Dialer:  
Current  
Calls/ Output  
X 400%

Insurance /  
Shares /  
Loan / DSA's

Smart IVR /  
Cloud  
Telephony /  
Omni  
Channel /  
CRM / API



Survey /  
Appointment  
Setting / Lead  
Generation

Recruitment  
/ MIS /  
Placements /  
Admissions

Hosted /  
Premised /  
BPO / DoT  
VoIP / PRI /  
GSM  
Gateway

Domestic  
International  
Call Center /  
BPO Setup

Taxi Services  
/ BPO /  
Collections

Astrology /  
Universities  
/ Colleges

Survey /  
Appointment  
Setting / Lead  
generation

Competition  
Assassimators

- ✓ 275+ Live Ref. Centres
- ✓ 11 Yrs. X Asterisks Dev.
- ✓ 9 Countries, 91+ Cities
- ✓ Live Demo / PoC
- ✓ Lower than the Lowest Professional Bidder
- ✓ All possible Techno-commercial models
- ✓ No Blame Game : Your CTI-CRM-VoIP "SPOC"
- ✓ 100% Gov. Compliance
- ✓ 72 HR Refund Policy
- ✓ 10% Ref. discount/s
- ✓ 24X6 Support NoC



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