



An ISO 9001:2015 Company



AVIS e Solutions Pvt. Ltd. is a leading Telecom Products and Software Solutions Company providing Solutions to the ITES, Corporate, BFSI & Various other Sectors. We were the first to introduce a comprehensive VOIP Contact Center Solution many years back & have established ourselves as a leader in the "CONTACT CENTER SOLUTIONS" market today. We have come a long way since then & Launched our latest state of the art CONTAQUE™ NGUCC Solution having "Omni Channel" Contact Center Solution, IVR System & Inbuilt CRM. NGUCC is targeted at higher end Customers, Enterprises, Large Contact Centers & Various other Organisations. With 35,000+ Seats, 1200+ Customers World wide & 12+ years of market experience, We are now adding more Geographies to Cater to the Growing demand for such Solutions.



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NGUCC is a modular and flexible world class Contact Center Solution that seamlessly integrates with your existing voice and data system
- TDM / PRI / GSM / PSTN / VOIP

CONTAQUE™ NGUCC

- ✦ Multi Tenant / Multilingual / Multi Domain Architecture.
- ✦ ACD with Skills based routing and Queue Prioritization.
- ✦ Ability to run multiple contact centres in a single setup.
- ✦ High Availability Solution.
- ✦ Multi server architecture scalable to multiple Telephony Servers.
- ✦ Complete Gui Based configuration like Dial plan, IVR creation upload etc.
- ✦ User friendly Supervisor / Admin Interface, Web Based Administration.
- ✦ Web login for Monitoring, Reports and Voice recording download-listen etc.
- ✦ Single sign-on interface for Agent login.
- ✦ Minimum installation required for Agent PC, Only Chrome browser is needed.
- ✦ No third party Software and Softphone required Internal Inbuilt Softphone available.
- ✦ Agent Interface compatible with any OS variant - Window/Linux.
- ✦ Outbound Predictive dialing as well as Preview and Sticky Agent dialing.
- ✦ Multiple skill based dialing for Outbound / Inbound campaign.
- ✦ Unlimited Campaign creation for Inbound / Outbound / Blended / Broadcast.
- ✦ Timezone Management check for US Dialing.
- ✦ Pattern Based Inbound / Outbound Dialing.
- ✦ Screen Recording feature on Demand.
- ✦ Multiple call transfer Modes-Conference / Agent / Skill / IVR.
- ✦ Lead and List management with a comprehensive CRM.
- ✦ Customised CRM designer.
- ✦ Unique ID based Inbound / Outbound calling.
- ✦ Ability to run with PC and without PC setups in the same server.
- ✦ Mobile based without PC agent login.
- ✦ Real-time and Historical Reporting.
- ✦ Ability to fetch hourly / Daily / Weekly reports and export to Excel / PDF format / Facility to Email Reports.
- ✦ Real-time campaign monitoring with dialing graph.
- ✦ Auto call dispose / Alert feature.
- ✦ Abandon / Missed call Auto dialout / Missed call Campaign.
- ✦ Remote agent login (Domestic / International).
- ✦ Third Party web based CRM Integration.
- ✦ Custom Agent UI-Ability to enable / disable agent features.
- ✦ Email, Chat, Facebook & SMS integration.
- ✦ Integration with Sales force, Fresh Desk & many more CRMs.



Next Generation Unified Contact Center

INBOUND

- Graphical IVR Designer - Easy to change Inbound flow.
- Multiple IVR configuration on single Campaign.
- Call Routing to multiple Campaign, on the basis of customer selection.
- Call Routing to multiple Campaign, on the basis of Pattern check.
- Preferred agent check while transferring to agent (Inbound / Outbound).
- IVR to Voicemail, Mobile / Extension / Overflow routing.
- IVR API Integration like SMS, Routing over API response.
- IVR-Text to Speech integration with Google / AWS.
- IVR-Expected wait time, schedule callback if Agents are busy.
- Postcall feedback - Survey



OUTBOUND

- Multiple Dialing modes (Manual / Progressive / Power / Preview / Predictive / Click to dial).
- Dialing with Answering Machine Detection, option to play a message for AM calls.
- Parallel Dialing / Pattern based dialing for Outbound Campaign.
- Lead Churning, Auto Lead churning feature.
- Pattern Based Dialing for Outbound Campaigns (LCR).
- Ability to transfer call over SKILL within the Campaign or across Campaigns.
- Facility to transfer calls from one Agent to another Agent with in the same Campaign.
- Capability to transfer Outbound call to Inbound queue.
- Functionality to have an agent take both Inbound and Outbound calls in one session (blended).
- Control on Carrier dialing count - Keeps the costs in control.
- Major Functionality of Ability to set dial Priority over New Lead, Call backs, Abandon calls & Auto recycle.
- Alternate Number Dialing In Predictive Calling - Very useful in Collection Process.



DIALER SOLUTION (WITHOUT PC)

- Agent logs in through his Analog phone / IP phone or Mobile phone.
- Agent will have to enter a numeric disposition code after call.
- No PC required for this solution.
- A supervisor can keep checking all the reports & monitor the agents on his PC.
- Same functionality of receiving Predictive or Inbound calls as with PC Solution.



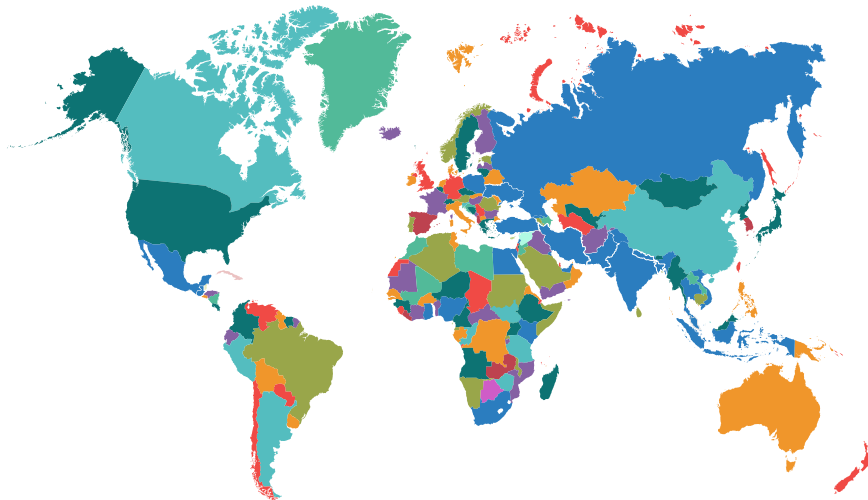
WALL BOARD INTEGRATION

- Web-based access for seamless integration with LED/LCD Panels.
- Quick to grasp key parameters to monitor performance of Call centre agents.
- Important metrics such as service quality, Number of calls in the queue, Number of calls abandoned can be displayed.
- Template designed to meet Enterprise's requirements.

The wall board displays the following metrics:

04:35 PM SUPPORT		
CALLS	EQ (WHT)	EQ (MARR)
0	0	0
INCALL	WHT	ASH
0	06:46	25
AVG	WHT	EQ
2	00:00	00:42

Some of our Deployments



Noida | Pune | Mumbai | Bangalore | Kolkata | Hyderabad | Chennai | Manila

Avis e Solutions Pvt. Ltd.

An ISO 9001:2015 Certified

C - 106, Ground Floor, Sector - 2, Noida - 201301

+91-120-4009000, Mob : 8802126303, 9650171795

Email : sales@avissol.com, Web: www.contaque.com, www.avissol.com