



KEY OFFERINGS

- Automatic Call Distribution
- Interactive Voice Response
- Voice Logger
- Voice Blasting
- Hosted Dialer Solution
- CRM Integration
- SMS Integration
- Live/Current agent monitoring
- Report and Campaign statistics
- Voice mail to email

***astTECS** is a telecom centric young enterprise headquartered in Bengaluru(Bangalore),with a vision to revolutionize the Call Center Dialer market with ASTERISK based Dialer solution which is considered to be the 'Future of Telephony'

***astTECS** today is geared to provide cost effective telephony solutions. Our asterisk solutions are feature rich, extremely versatile, flexible, customizable & scalable.

***astTECS** provides enterprise IP PBX solution, Call center dialer, Inbound ACD, Integrated IVR, Voice Logger, Voice Blasting and related services directly and through our channel partners to business and organizations across India.

***astTECS** call center solution has all the features including many advanced features that are often associated with high end and high cost proprietary Call Center Solutions.



***astTECS Edge**

- GSM Predictive Dialer
- Auto Change of Campaign according to time zone
- Automatic agent account lock – on late login
- IVR database retrieval
- Click to call functionality through website
- Dial – in / Dial out multiparty conference

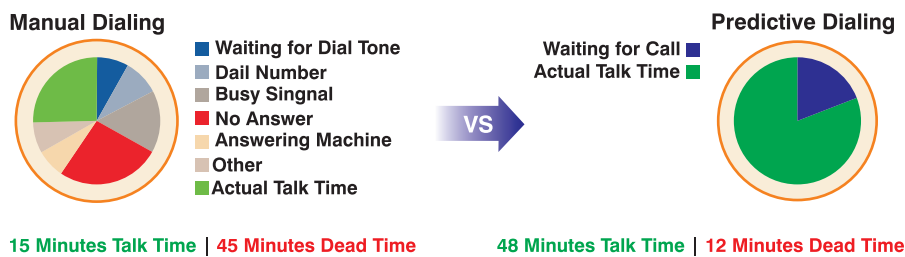
TESTIMONIAL

"Being in Consumer Durables and Electronics retail business it is very critical to have efficient customer care for after sales support. With ***astTECS** Call Center solution and CTI application we are confident, our customer satisfaction objectives are progressing on a continuous improvement path, helping us differentiate our business offerings". **Mr. Nirmal Jain, Director, Adishwar India Ltd.**

Your contact center operation's team requires a proactive, scalable, end to end solution to monitor and manage process and systems; one that ensures your business processes are not only up and running, but performing according to your most critical business requirements. ***astTECS** Call Center Dialer is just what you need. It provides visibility and control over the performance and productivity of your center.

*astTECS Outbound Call Center Suite

***astTECS** outbound predictive dialer (PD) effectively integrates all outbound processes (telemarketing, Sales, Surveys, Collections etc.) with the process life cycle. It precisely manages outbound calling to achieve maximum productivity by supporting a variety of campaign and list management strategies.

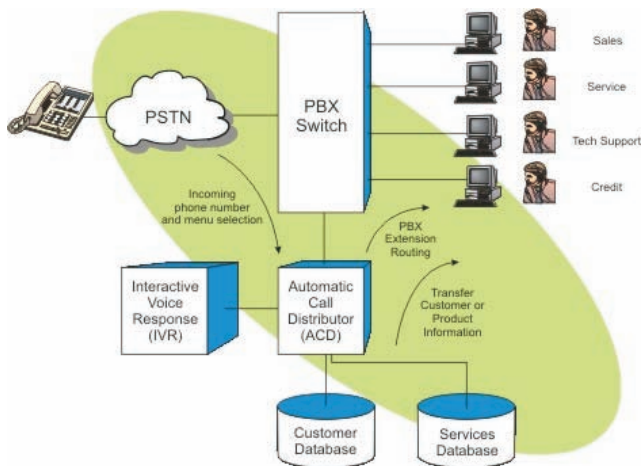


FEATURES

- 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 sizeable improvement to the productivity of your contact center. Skill based routing organizes incoming contacts and sends them to the most appropriate agents.



FEATURES

- Interactive Voice Response (IVR)
- Automatic Call Distribution (ACD)
- Skill Based Routing
- Inbound Call POP up
- Most idle agent based routing
- Real time supervision
- Agent call intervention
- Call Back Scheduling
- Call Conferencing

TESTIMONIAL

"The flexibility and capability with Asterisk and ***astTECS** is unlimited. There support team is always available when you need them - engineers are very intelligent and capable and there sales team is very understanding. I am very happy with them and would definitely recommend ***astTECS** to anyone looking for call center solution provider."
Anjun Sagar, CEO, GlobalEyeglasses.com

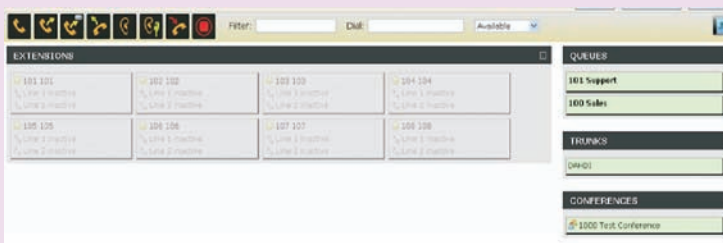
REPORTING



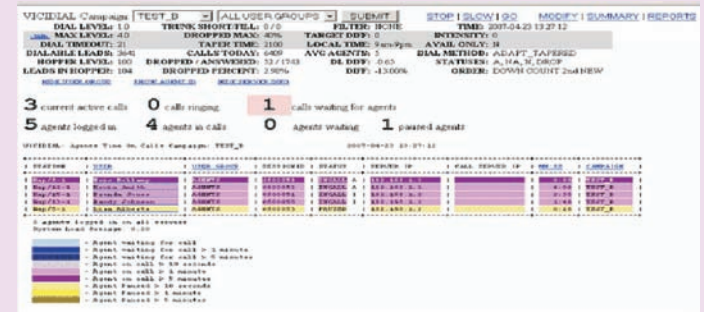
Agent monitoring-Live/Current user status
Agent performance report



campaign performance report
Abandoned Call Statics



Agent Talk time | Agent Wait Time | Agent Pause Time



Call disposition time | Call Disposition report
Login logout report | Call detail report

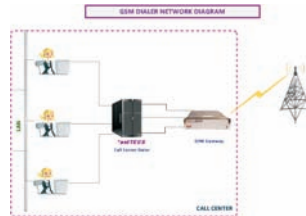
HOSTED DIALER SOLUTION

*astTECS Hosted Dialer solution is a plug and play technology for international contact centers and is intended for those centers who want to operate on OPEX model.



*astTECS GSM DIALER

Run your domestic process with *astTECS GSM Dialer the only Dialer + GSM Gateway combination in India to reduce telecom expenses and increase the sales turnaround.



FEATURES

- Only GSM gateway which supports Predictive Dialing
- Reduce telecom expenses by 50%
- Increase in contact ratio
- Effective utilizations of leads

VOICE LOGGER

*astTECS Voice Logger is digital multi-channel voice logging, call monitoring and recording software. You can search the files with Destination, Source, Duration, Date and Time.



TESTIMONIAL

"*astTECS has helped us choose the system that was right for our business by deploying and maintaining a Call Center solution with advanced features at an affordable cost. Initially, we were very apprehensive whether they would be able to do it successfully, with us being in Jaipur and them being in Bangalore. Surprisingly, everything was handled smoothly and efficiently. We are very pleased with their professional, knowledgeable assistance in setting up and troubleshooting the system. We definitely recommend their services." **Sanjay Jain, Director, Outreach Integrated Services.**

*astTECS Product Bundles

*ast c5 – for 5 Subscribers

*ast c30 – For 30 Subscribers

*ast c60 – For 60 Subscribers

Upgradable by clustering and compatible with PRI, GSM & VoIP

Technical Specifications:

INTERFACES

Network Interface: 2X Ethernet

10/100 base-RJ-45

ISDN: PRI interface (optional)

Mobile: 4GSM (optional)

- 1 antenna/4 channels
- 1 SIM/ channel

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

4U Form factor chassis.

Size: 4U: 483x177x450 mm

Mounting: 19" Rack

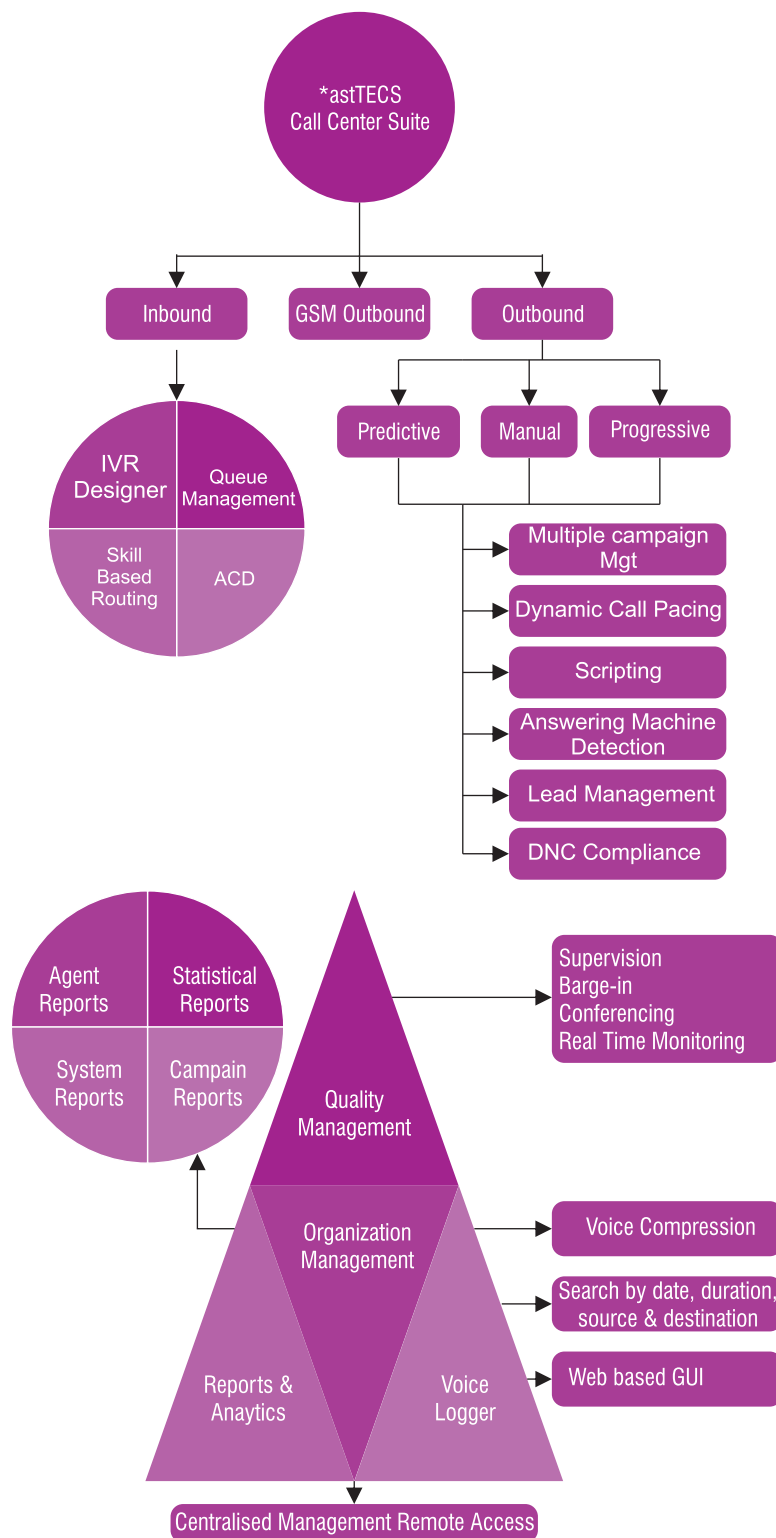
Power: 800 MA peak, operational 300

MA max at +3.3 V

4U – 100-240 VAC, 200 W

Temperature range: 0–50°C

ARCHITECTURE



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Channel partner