CALL CENTER SOLUTION

Your call center operation requires a proactive, scalable, end-to-end solution to monitor and manage processed and systems. *astTECS®* call center solution is just what you need. It provides visibility and control over the performance and productivity of your call center.

*astTECS®* call center solution has all the features associated with high end and high cost proprietary call center solutions.

- Automatic call distribution
- Interactive voice response
- Voice logger
- Voice blasting
- Hosted dialer
- CRM integration
- SMS integration
- Live/current agent monitoring
- Report and campaign statistics
- Voicemail to email
- Missed call alert on agent screen
- Call history search and dial option
- Feedback IVR
- Sticky agent and account based call routing

*astTECS®* Edge

- GSM predictive dialer
- Auto change of the campaign according to time zone
- Automatic agent account lock
- IVR database retrieval
- Click to call from website
- Dial-in/dial out multiparty conference

NEW *astMonitor ViciDial Agent Monitoring App

Monitor your agent activities in your phone anytime anywhere.

Download the APP from Google Play

www.astTECS.com
*astTECS® Outbound Call Center Suite

*astTECS® predictive dialer effectively integrates all outbound processes (Telemarketing, Sales, Surveys, Collections) with the life cycle. It precisely manages outbound calling to achieve maximum productivity by supporting various campaign and list management strategies.

In 1 hour - 15 Minutes Talk Time | 45 Minutes Dead Time
48 Minutes Talk Time | 12 Minutes Dead Time

**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 substantial improvement to the productivity of your call center. Skill based routing organizes incoming calls and route them to the most appropriate agents.

**FEATURES**

- Interactive voice response
- Automatic call distribution
- Skill based routing
- Inbound call pop up
- Most idle agent based routing
- Real time supervision
- Agent call intervention
- Call back scheduling
- Call conferencing

**LOGICAL PARTITIONING**

*astTECS® Products are 100% logically partitioned as per the requirements of Indian Telecom Regulations.
*astTECS logical partitioning features can control calls based on pre-defined configuration, thereby logically separating cross flow of calls between your private & public network.
Run your domestic process with *astTECS*® GSM dialer and reduce your telecom expenses by 50%. It also help the enterprise to increase the sales turnaround and effective utilization of leads.

Get detail reports on agent behaviour, outliers detection, profiling, QA conformance, gap analysis with add-on feature of call center analytics.

**Voice files**

- Call disposition time
- Login Logout report
- Call Disposition report
- Call detail report

**Analysis result of voice files**

**Hosted Dialer Solution:**

*astTECS*® hosted dialer solution is a plug and play technology for international call centers and is intended for those call centers who want to operate on OPEX model.

**Voice Logger:**

*astTECS*® voice logger is in a digital multi-channel voice logging, call monitoring and recording software. You can search the files by destination, source, duration, date and time.
**Technical Specification**

**INTERFACES:**
- **Network Interface**: 2X Ethernet 10/100 base-RJ-45
- **ISDN**: PRI Interface (optional)

**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

**PROTOCOLS**:
- **VoIP**: SIP, H.323, MGCP, SCCP, IAX2
- **ISDN**: PRI DSS 1 (Q931,National variant)
- **Mobile**: GSM 850/1800/1900 Mhz channels

**PRI card**: T1/E1 port with optimum PCI interface

**DIMENSIONS**: 2U/4U Form factor chasis

**POWER**: 100-240 VAC, 200 W

**TEMPERATURE**: 0 - 50 degree celsius

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**About *astTECS***:

*astTECS* is leader in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. We also provides world class 24X7 support to global customers through our in-house Global Support Management Center (GSMC).

**PRODUCT BUNDLES:**
- **astC5** - for 5 agents
- **astC10** - for 10 agents
- **astC30** - for 30 agents
- **astC60** - for 60 agents
- **astC100** - for 100 agents

* Upgradable by clustering / compatible with PRI, GSM & VoIP

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**BRANCH OFFICE:**

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