

## Work from Home Made Easy with **\*astTECS** **Cloud Telephony & VPN**

\*astTECS cloud telephony solutions offer the flexibility of shifting your business communication on cloud and enable remote working. Now experience an office like setup from your home and stay connected with your team anywhere, anytime.



# Cloud Contact Center



**Cut costs, improve productivity, and boost service levels with our Inbound, Outbound, and Blended Cloud Contact Center Solutions**

- Reduce overhead costs as employees work remotely.
- Works on OPEX model as virtual call centers charge per-monthly user fee.
- Easy setup and configuration across the board, as it is pre configured.
- Easy interfaces, so agents get up to speed quickly, making training cost almost zero.
- Easy integrations with third-party applications like CRM/Ticketing systems.
- Complete call tracking with insightful reporting & analytics.
- 24 X 7 customer support.

# \*astTECS partnered with CtrlS. Data Center

- The FIRST and as on date only RATED IV Certified by TIA - 942 (Telecommunications Industry Association) Data Center in Asia.
- Dual Independent Power sources with 99.995% Uptime.
- Nine zone security level to enter the data center.
- Network Operations Centers (NOC) staffed 24 hours a day, seven days a week, 365 days a year.

## CERTIFICATION



**TIA Rated 4 certification**  
Industries highest Uptime of 99.995%



**ISO 27001**  
Ensuring data security and safety



**ISO 22301**  
Industries highest Uptime of 99.995% (BCMS)



**ISO 9001**  
Quality Management Systems



**SOC 1 & SOC 2**  
System and Organization Controls



**ISO 45001**  
Occupational health & safety management system

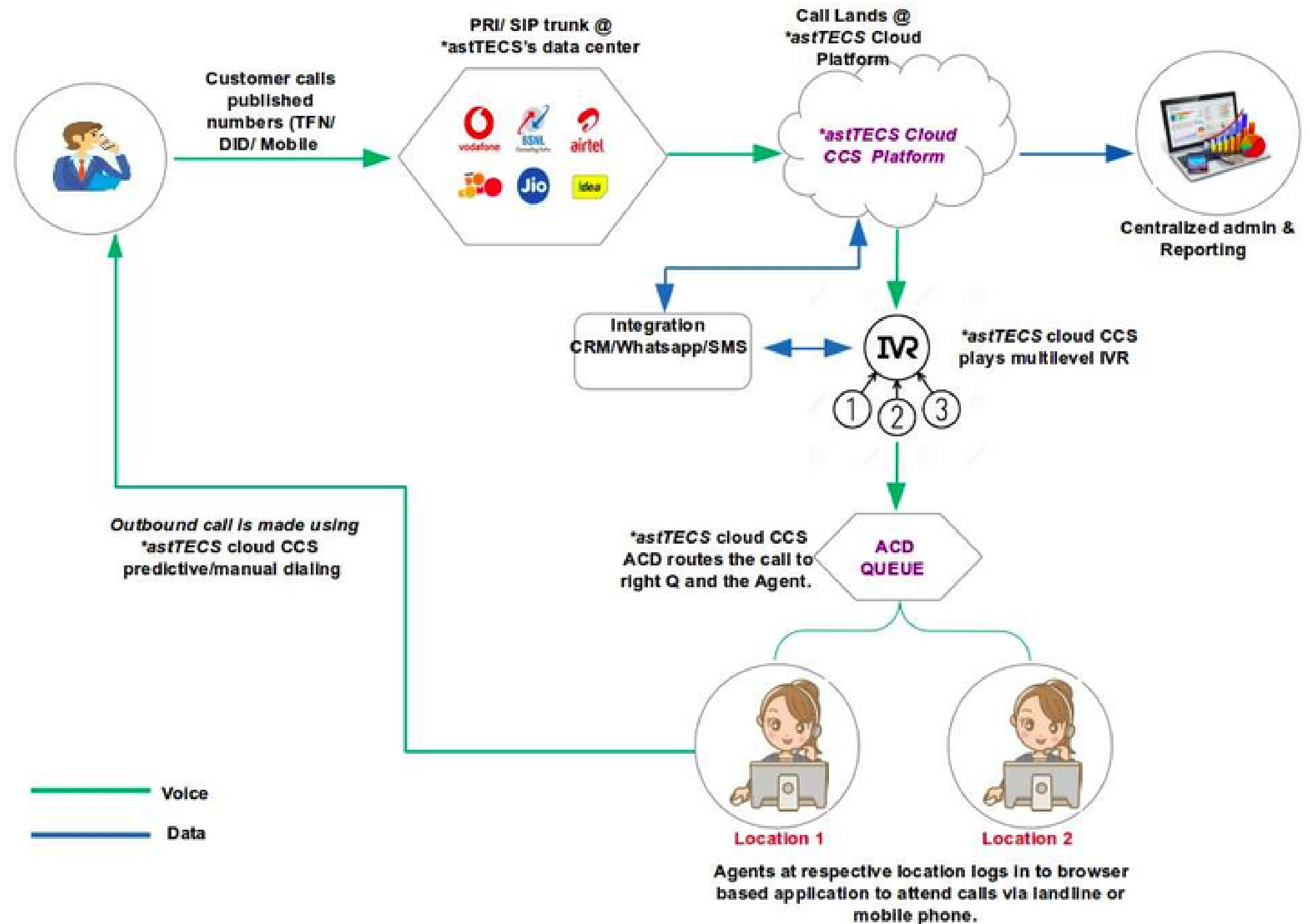


# Cloud Contact Center with SIP/GSM

SIP trunk | GSM trunk Hosted at  
\*astTECS Data Center.

As you do not have to worry about Gateway,  
SIP, PRI lines, internet leased lines etc.

## ARCHITECHTURE

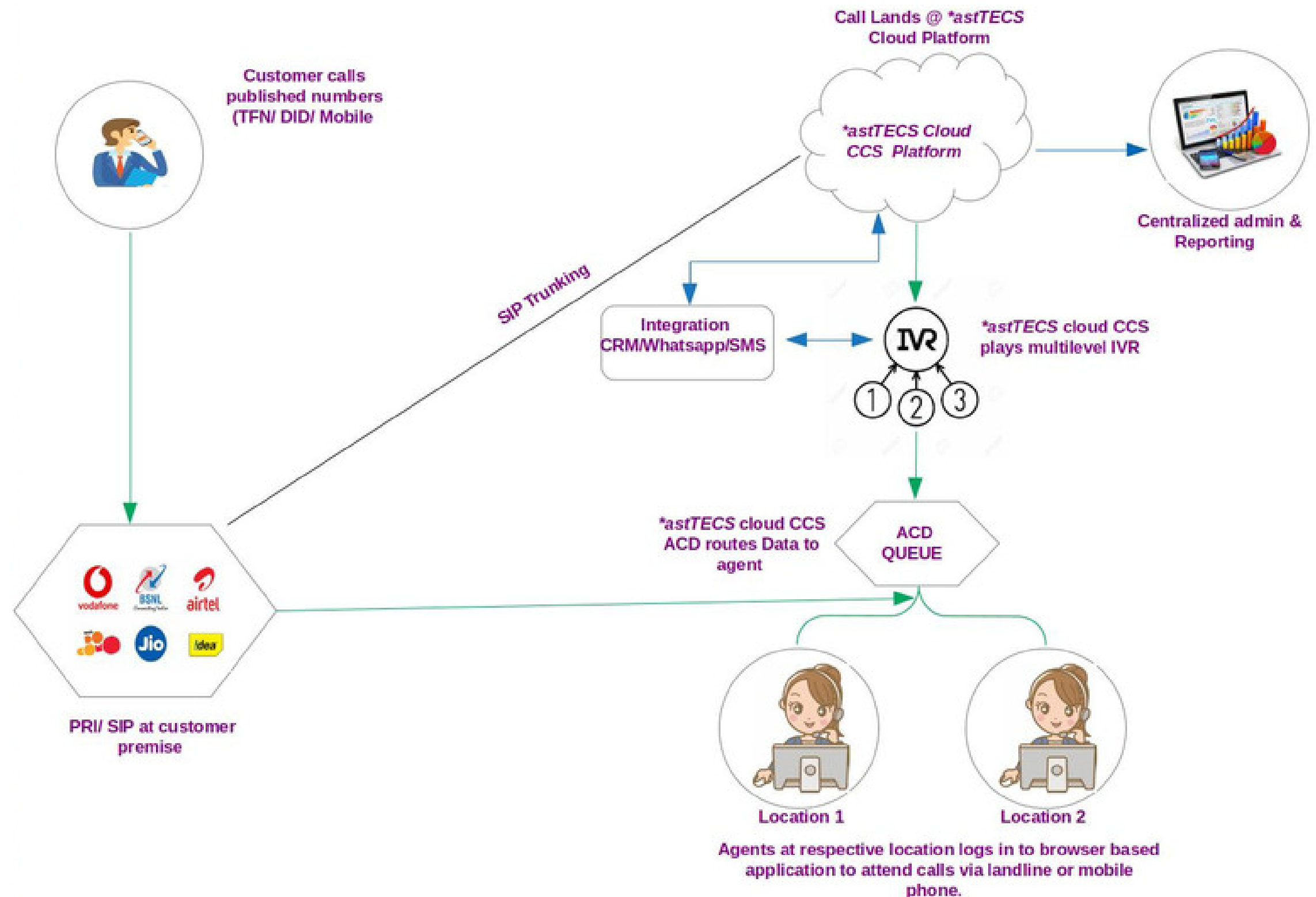


# Cloud Contact Center with SIP/GSM

## ARCHITECHTURE

Migrate your existing telephone line to \*astTECS Data Center.

- Continue using your existing numbers with \*astTECS Cloud Contact Center
- No Calling Charges



# *Cloud Contact Center Features*



## **Inbound Features**

- Interactive Voice Response (IVR)
- Automatic Call Distribution (ACD)
- Skill Based Call Routing
- Source Based Call Routing
- Call Transfer / Conference
- Statistics and Reports

## **Outbound Features**

- Predictive Dialing
- Preview Dialing
- Progressive Dialing
- DNC List Management
- Call Back Scheduling

# Call Forwarding and Recording



- **Less manual effort**

Eliminate the need for agents to manually transfer the calls to another agent / department.

- **Conditional call forwarding**

Calls are forwarded to the concerned department directly basis the caller's input in IVR menu.

- **Mobility in working**

Forward your calls to the work from home agents & ensure a smooth customer calling experience.

- **Call Recording**

Every call gets recorded and available for auditing & training. Listen & download anytime.

- **Live Monitoring**

Real time monitoring and analytics for calls details and to evaluate the agent performance.

- **24\*7 availability**

With call forwarding on mobile phones / soft phones, agents can attend customer calls even after working hours.

# *Click2call from your CRM*



- Integrating any enterprise-grade CRM with \*astTECS Cloud Telephony is easy and quick
- Inbound / Outbound call popup with caller details
- Click to Call from CRM
- Option to create Leads & Contacts
- Hang-up or Transfer of Calls
- Push call recording to your CRM



# ***\*ast VPN for advanced security and access***

## Security and Privacy

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

## Always Protected

- Auto-connect to ast VPN server and stay protected at all times.
- VPNs make your clients feel secure
- \*ast VPN services offered on demand

**\*astVPN server now available as Standalone Product.**

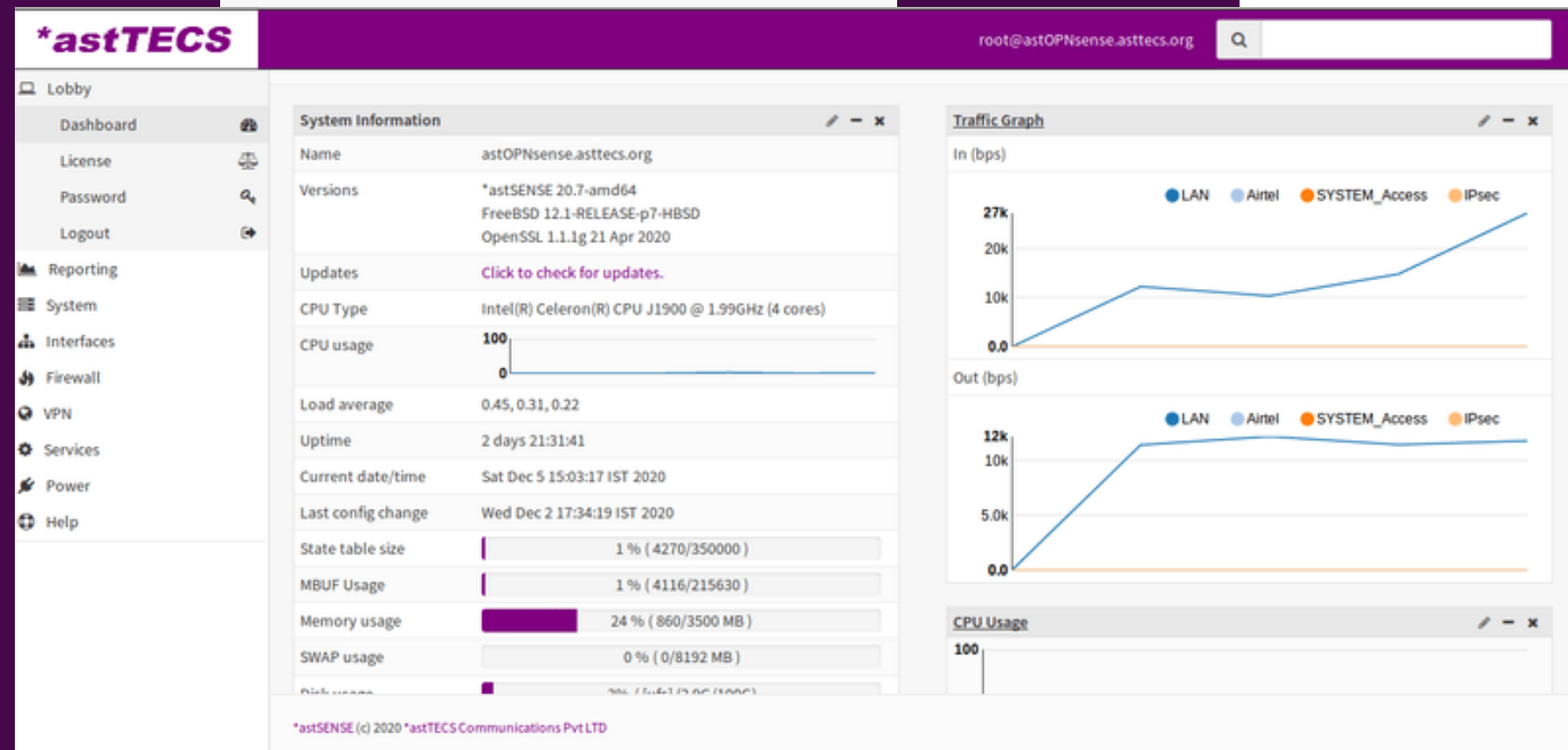
**\*astTECS**

Username:

Password:

Login

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# ***\*astDial Cloud Based Mobile Dialer***

Answer calls more from your mobile resulting in high Answer Seizure ratio, which in turn means better ROI.



- **App Based Calling**

Use your Android Phone to call leads & call multiple numbers without the hassle of dialing them manually

- **Campaign Control**

Admin can assign leads to agents or group of agents by creating campaigns & can monitor the progress of follow-ups.

- **Live Monitoring**

Get an instant overview of all the ongoing calls & agent's performances. Download detail reports on the dispositions.

- **Reports**

Smart reporting system to get custom reports on every parameter. Set multiple conditions to pull report of your choice. Print or email from the system.

## **Benefits**

- **Hassle free** – As you do not have to worry about servers, PRI lines, internet leased lines etc.
- **Quick Setup** - Set up your call center in minimal time.
- **Reliable and Secure** - Count on guaranteed uptime, crystal clear voice and the most stringent levels of security.
- **Maintenance Free** – Think about servers, leased lines, PRI lines going down and their regular maintenance.
- **Monthly Charges** – Pay as per your usage only





# Why **\*astTECS** ?



**24/7 Technical Support**



**ISO Certified**



**TEC Certified**



**Open Source & License free**



**Integration with Third -Party Apps**



**Industry Specific Customized Solutions**



**12+ Years of successful client Association**

# ABOUT US



\*astTECS is a leading brand in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. Headquartered in Bengaluru, India.

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## PRODUCTS & SERVICES

IP PBX, Call Center Dialer, IVR Solution, Voice Logger, VoIP Minutes, Voice Blasting Solution, PRI Gateway, IP Phones, PRI Cards, Headsets, CRM Solution, 24/7 Support

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## ACCREDITATIONS



# Talk to us

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# THANK YOU