*astTECS®
Unified Communication with Open Source
ISO 9001:2015 CERTIFIED

MONTHLY NEWSLETTER

*astTECS
CLOUD TELEPHONY SOLUTIONS

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INTRODUCTION

It can be said without doubt that Cloud-based solutions changed the world drastically and in addition offered us endless business possibilities.

We are glad to introduce you to our latest launched product range of complete Cloud telephony solution suits for Enterprises.

What is Cloud Telephony?

• Cloud telephony is a type of unified communications as a service (UCaaS), essentially enabling organisations to run a business phone system through their internet connection.

• Commonly known as Cloud Calling.

• Cloud telephony offers business voice services, run and managed by a third-party operator or host.

IP PBX

- IP PBX for Enterprise
- Common and Individual DIDs
- Auto-attendant
- Call forwarding
- Advanced Interactive Voice Response (IVR)
- Toll-free numbers and Local numbers
- Set Availability
- Call recording
- Voicemail
- Group Calling and more..
- Agent devices : Mobile Phone , Desk Phone, (+WiFi), Soft Client (+ Headsets)
- Customer Devices : Mobile Phone , Web Call
- Monthly or annual payment plans

URL : https://www.asttecs.com/what-is-cloud-pbx/

CLOUD PBX

CONTACT CENTER SOLUTION

- Smart Routing
- Inbound / outbound blend ability.
- Run Multiple Campaigns
- Call transfer / Conference
- Click to Call from CRM / ERP / Any other Applications
- Real time Monitoring
- Advanced Call Analytics and Reporting
- Answering Machine Detection (AMD)
- Customer Devices : Mobile Phone , Web Call
- Agent Devices : Mobile Phone, Desktop Phone, Soft Phone

URL : https://www.asttecs.com/cloud-call-center-software/

VOICE LOGGER

- CUCM Call recordings
- Loop through Call recording
- Voice Logs to Improve Agent Performance
- Unlimited recordings
- Secure, encrypted cloud storage
- Advanced & friendly management interface
- Granular admin permissions
- Access and playback via a web browser
- Call Statistics
- Call Analysis – Silence, Shout, Keywords

URL : https://www.asttecs.com/cloud-based-voice-logger/

IVR (Interactive Voice Response)

Enhance your caller experience with our economical, efficient and easy-to-use IVR solution.

- Inbound/ Outbound IVR
- Multi-level IVR
- Intelligent Call Routing
- Manage large volume calls
- Call Recording
- Advanced reporting and analytics
- Integrations
  -Payment Gateways
  -WhatsApp
  -SMS
  -True caller
- Per minute rental

URL : https://www.asttecs.com/ivr-system/

VOICE BLASTING

*astTECS offers a cloud based voice message service, that can help you reach your large target customers with pre-recorded message.

Use to Send Bulk Message for :

- Alerts & Reminders
- Customer feedback capture
- Survey campaigns (Automate)
- Lead Generation with Voice Blasting IVR
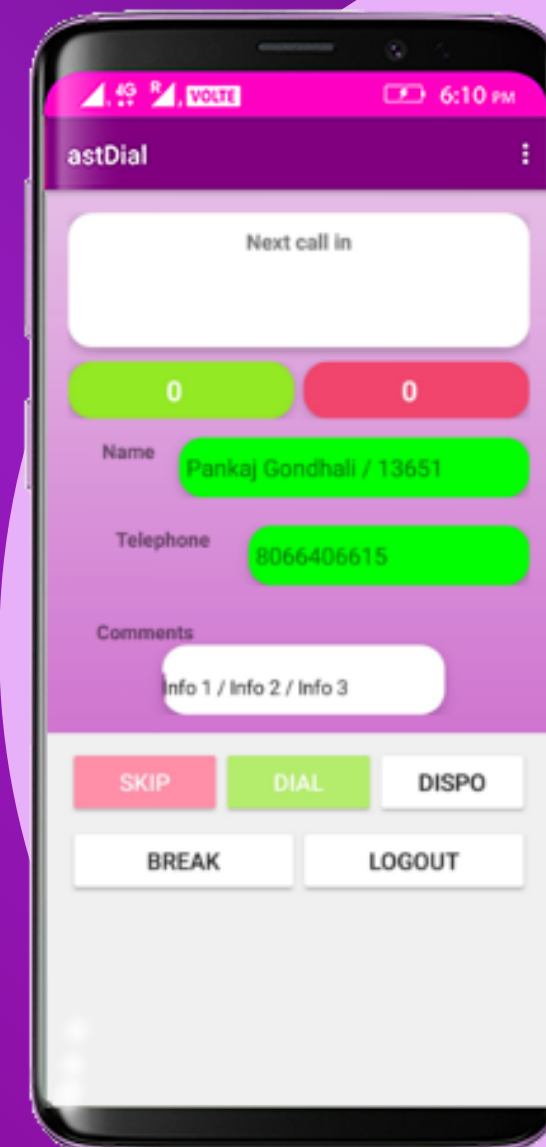- Real time Monitoring

URL: https://www.asttecs.com/voice-broadcasting/
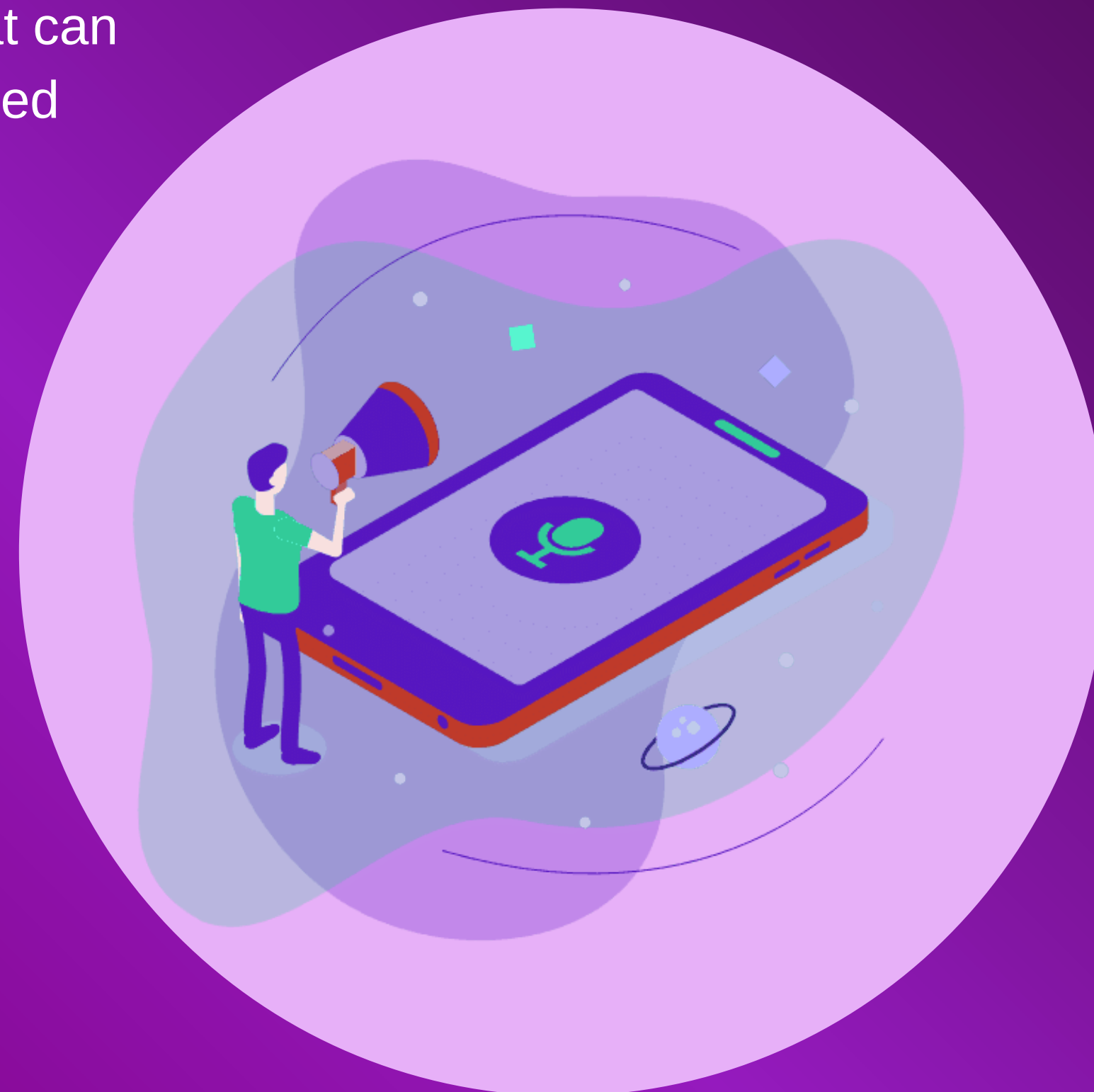
*astDial - Mobile Dialer

- Zero Infrastructure Call Center - WFH
- Perfect Dialer on Cloud - BYOD
- Create and manage Campaigns on Cloud
- Auto dial / Manual Dial / Preview dial
- Dialing from mobile using own SIM card
- Independent application to Make calls, Disposition
- Extensive Inputs on Google Forms and storage on Google Cloud
- Integration with WhatsApp , SMS

URL: https://www.asttecs.com/mobile-call-center/

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*astDial RECEPTION

*astDIAL Reception is an IVR solution that captures your business calls (to the reception numbers) & transfer them to mobile numbers. So that you can attend them on the move.

- Call Recording
- Call Reporting
- Instant alert
- Sticky Agents
- Friendly Portal

URL: https://www.astcrm.com/incoming-call-reception-solution/

*astTRAC

*astTrac is a mobile Field Force Management Application that helps manage your field operations in real-time.

- Location Tracking with Google Map
- Live Reports
- Inbuilt CRM
- Service – Track service appointments, ticket conclusions with GPS
- Sales Force – Track Sales visits, Expense reports
- Delivery/Inspection Team – Track Schedules, Proof of Visit, Expense report

URL: https://www.asttecs.com/field-activity-manager/

ADVANTAGES

- Administration responsibility shifts to the service provider.
- Scalability concerns can be addressed.
- Updates and security patching are improved.
- Geographically dispersed deployments are made easier.
- UC services are future-proofed.

BENEFITS

- Cloud telephony eliminates the need to run on-premises, traditional telephony systems.
- Switching to cloud telephony is much easier and economical than maintaining your old telephony system.
- Flexibility to change plans as your requirements.
- Quick and inexpensive Setup

CONCLUSION

*astTECS Cloud telephony solution will lower your communication costs, enhance productivity, and increase your resilience. It also acts as a single source of truth for business communications.

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.

PRODUCTS & SERVICES

IP PBX, Call Center Dialer, IVR Solution, Voice Logger, VoIP Minutes, Cloud & Mobile Solution, Voice Blasting Solution, Gateways, SBC, IP Phones, PRI Cards, Headsets, CRM Solution, 24/7 Support

Talk to us

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