IVR Solution

*astTECS Interactive Voice Response (IVR) Solution is cost effective solution which helps the business to handle high volume calls and to improve customer experience. It is flexible and scalable to meet the business requirements and can seamlessly integrate with any PBX. *astTECS IVR can be used to automate a wide range of business applications. It is best suited for enterprises, Tele-banking, travel, Telphonic transaction, telecom etc. and reduce the cost of common sales, services, collections, inquiries and support calls.

BENEFITS

- Intelligent call routing allows your customers to reach the right agent every time they call.

- Integrate your IVR system with internal applications to improve your call center operations.

- Expand your ability to get feedback from customers with surveys that populate your database from your IVR solution.

- Advanced call routing allows your team to be accessible via mobile, land line, or even another IVR system.

- Reduce idle time in your call center with outbound campaign management.

GENERAL FEATURES:

• Custom greeting support	• Automate an outbound call campaign
• Multi-language voice support	• Built in conferencing solution
• Custom music on hold	• Hosted IVR solution
• Managing voice mail via phone or web interface	• Flexibility to create upto 9 levels and sub-levels
• T1, ISDN, analog and SIP/VoIP support	• Seamless integration with existing EPABX
• Multiple codec support (G711alaw, ulaw, G729, GSM)	

ADVANCED FEATURES:

• CDR reports of all calls	• Touch tone detection (DTMF)
• Voice logger	• Voice messaging
• Web based reporting	• Voicemail to Email
• Unlimited number of call flows	• Call transfering
• Text to speech	• Database Interaction

PRODUCT VARIANT

	STANDALONE			LOOP THROUGH		IP IVR SYSTEM		
	*astIVR - S10	*astIVR - S30	*astIVR - S60	*astIVR - L30	*astIVR - L60	*astIVR - IP10	*astIVR - IP30	*astIVR - IP60
Concurrent Calls	10	30	60	30	60	10	30	60
PRI Interface	1	1	2	2	4	0	0	0

TECHNICAL SPECIFICATIONS:

INTERFACES:

Network Interface	:	2x Ethernet 10/100 Base-RJ45
ISDN	:	PRI Interface (Optional)
Mobile	:	4 GSM (Optional)

PROTOCOLS:

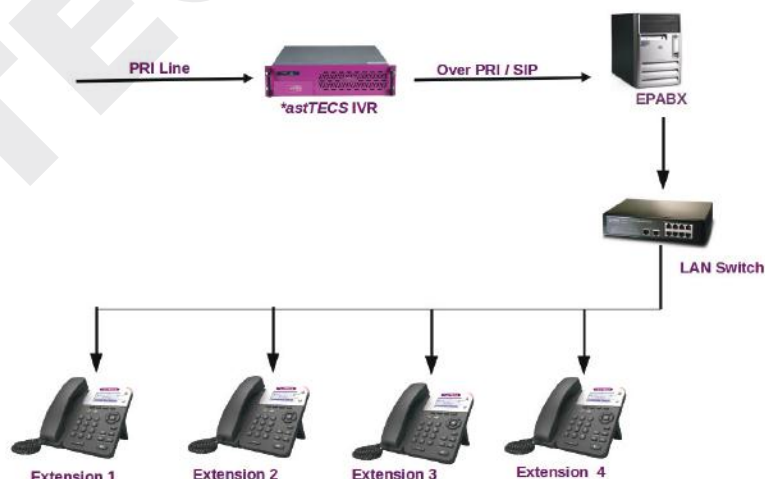| VoIP	:	SIP H.323. MGCP, SCCP, IAX2
ISDN	:	PRI DSS1 (Q931, National Variant)
Mobile	:	GSM 850/1800/1900 MHZ Channels
CODECS	:	ADPCM, G711 (A-Law & U-Law, G.723.1 (Pass through) G.726. G.729 (Through purchase of commercial license) GSM, ILBC, Linear, LPC-10 Speex
PRI Card	:	T1 / E1 Port with optimum PCI interface
Dimension	:	2U/4U form factor chasis
Mounting	:	19' Rack

PRI Line → *astTECS IVR → Over PRI / SIP → EPABX → LAN Switch → Extension 1, Extension 2, Extension 3, Extension 4

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).

RED HERRING GLOBAL WINNER 100

20 MOST PROMISING OPEN SOURCE Solutions & Services Providers

CORPORATE OFFICE:

astTECS Communications Pvt. Ltd.
35, K.R. Layout, Domlur, Bangalore – 560071.
Karnataka, India
Mobile : +91 9886914806 / 9900000966
Land lines : 080 – 66406640
sales@asttecs.com

BRANCH OFFICE:

India: Mumbai | Hyderabad | Coimbatore | Delhi | Jaipur | Ahmadabad | Chennai | Pune | Indore | Kolkata | Cochin | Nagpur | Goa | Lucknow | Chandigarh | Puducherry | **Asia:** Sri lanka | Thailand | Cambodia | Afghanistan | Myanmar | Nepal | **Middle East:** UAE | Saudi Arabia | Bahrain | Kuwait | Qatar | **Fiji** | **Europe:** Germany | **Central America:** Colombia | **US:** Illinois | Missouri | **Africa:** Egypt | South Africa | Nigeria | Botswana | Ghana | Kenya | Ivory Coast | Palau