



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

ADVANCED FEATURES:

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

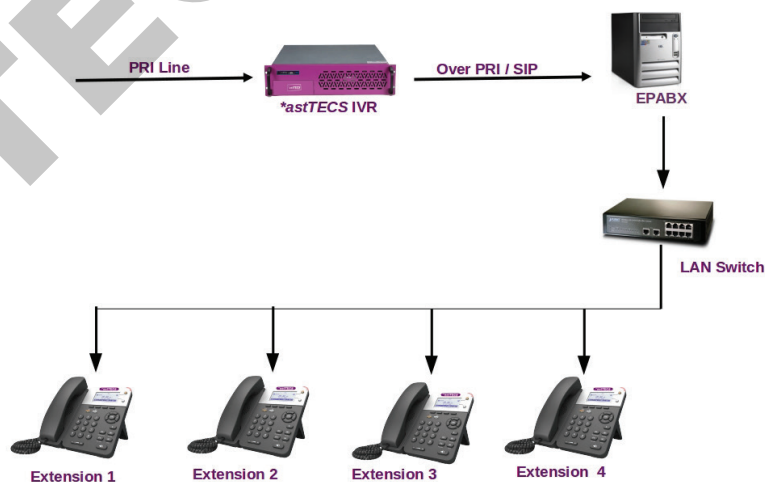
Mobile : GSM 850/1800/1900 MHZ Channels

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 chassis

Mounting : 19" Rack



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).



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