

Empowering Telephony Systems through Smart Applications



INTRODUCTION

With recent advances in technology and looking at scenarios, e-commerce and online businesses are on the rise which means demand for better Communication Technologies is the need for better customer services.

With this in mind, we have empowered the Telephony Systems through Smart Applications and Automation for more functionalities and better customer engagement. Such as -

- Call notification
- Ticket management
- Click to Call
- Voice Bot
- Automation
- Missed Call Automation
- Post call notification
- RCS (Rich Communication Service)

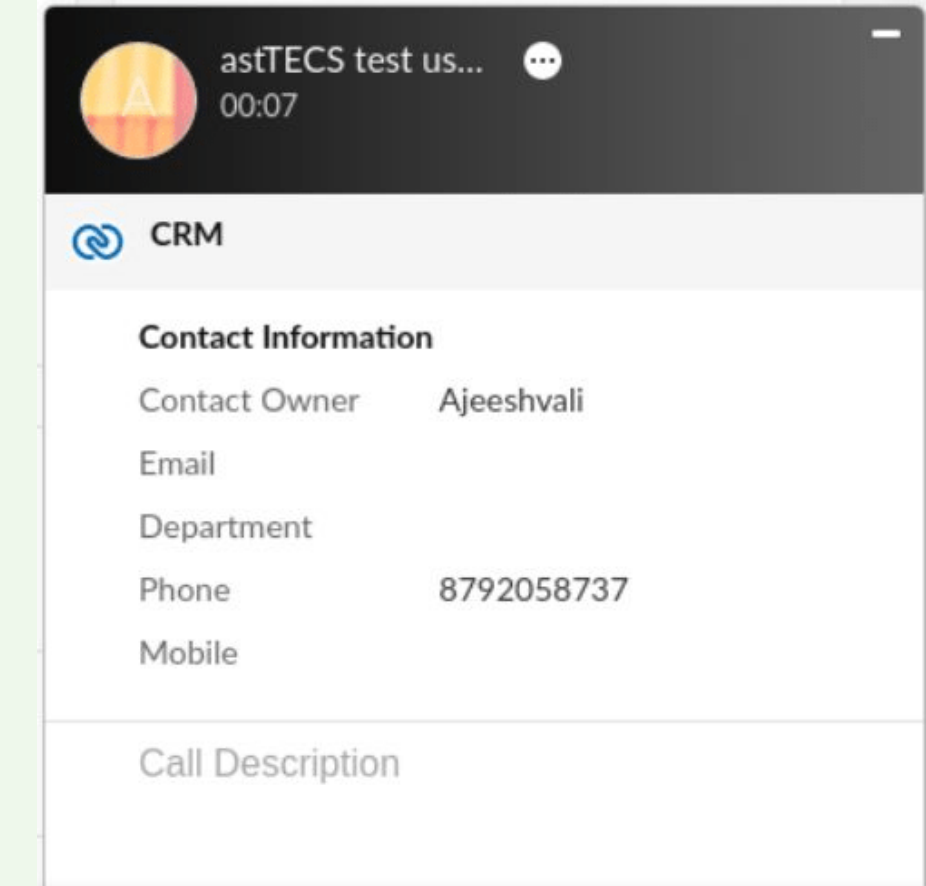


CALL NOTIFICATION

Integrating Asterisk based telephony with CRM such as Zoho, Leadsquared, Vtiger, Salesforce etc provides you more information and more options for each call you make or receive in one platform. This helps the business to keep track of every customer interaction and improve customer engagement and retention.

Inbound call notification : All incoming calls arriving to the users extension will be shown as a pop up on the CRM page with the details of the incoming call.

Outbound call notification: Calls made from the CRM platform will have a pop up showing the details of the outgoing call made.



TICKET MANAGEMENT SYSTEM

A good ticket management software helps to bring customer interaction from different channels to one interface which reduces agent's time spending in switching between tabs, and brings all customer data to one place. Integrating ticket management tool like Zendesk, Freshdesk with Asterisk based telephony system allows for more efficient and seamless ticket management solution.

Ticket can be created automatically based on incoming number is already available or not in the system. If the incoming number is a new one then new ticket will be created automatically.

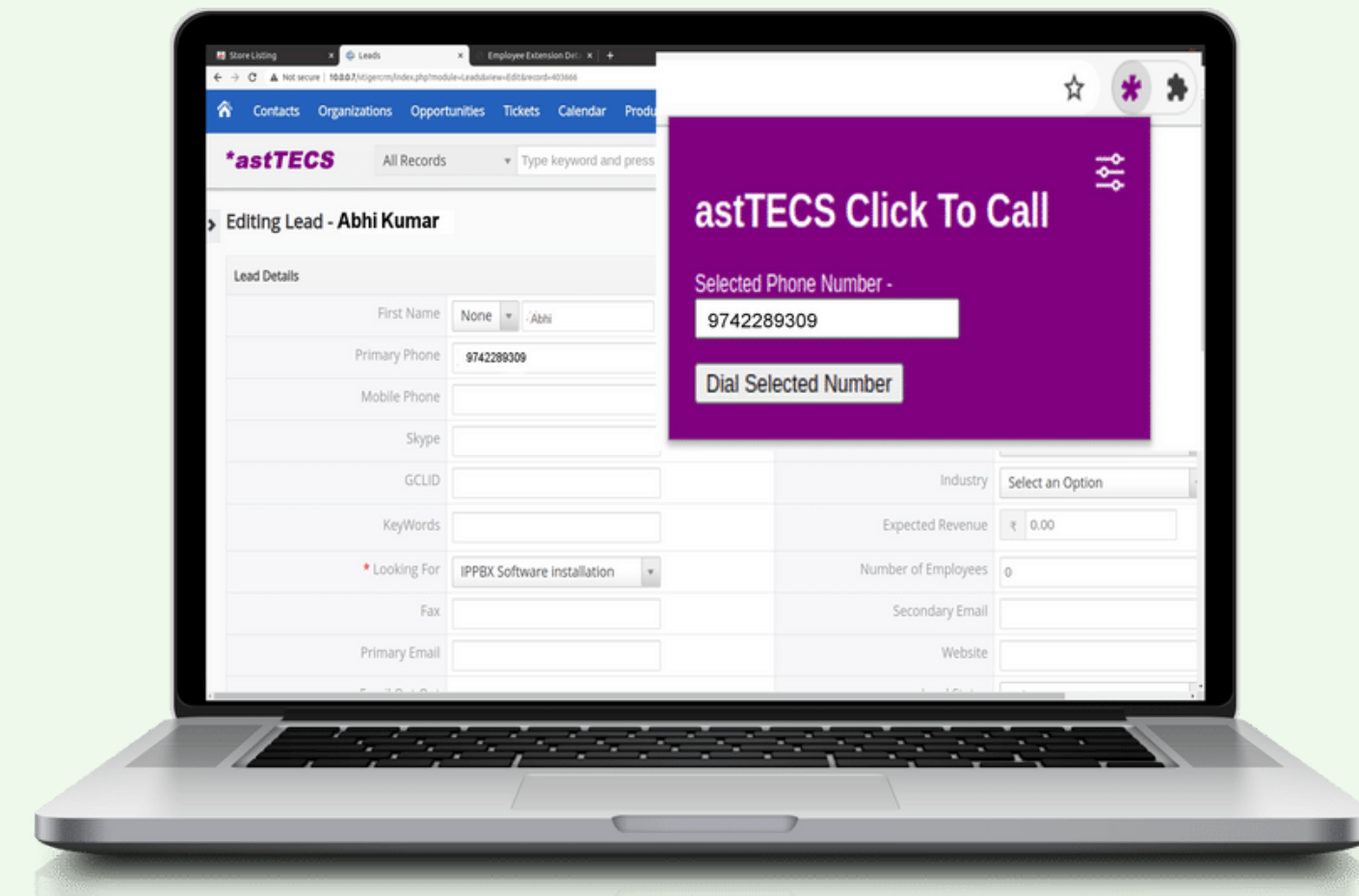


CLICK TO CALL

*astTECS Click to Call Extension gives an extended feature to the existing phone system by allowing users to dial numbers visible on the browser with a single click. With the extension, the team can perform outbound calls to numbers present on multiple platforms such as their CRM, help desk numbers, Google Sheets, etc. with a click.

The *astTECS Click To Call Web Extension is available on the Chrome Web Store and Mozilla Add-Ons. The *astTECS Click to Call browser extension works well with Asterisk PBX running as the communication application.

Download and install free extension click - <https://bit.ly/3QZJg9X>



VOICE BOTS

Voice bots are perfect solutions for businesses that has a large number of service requests.

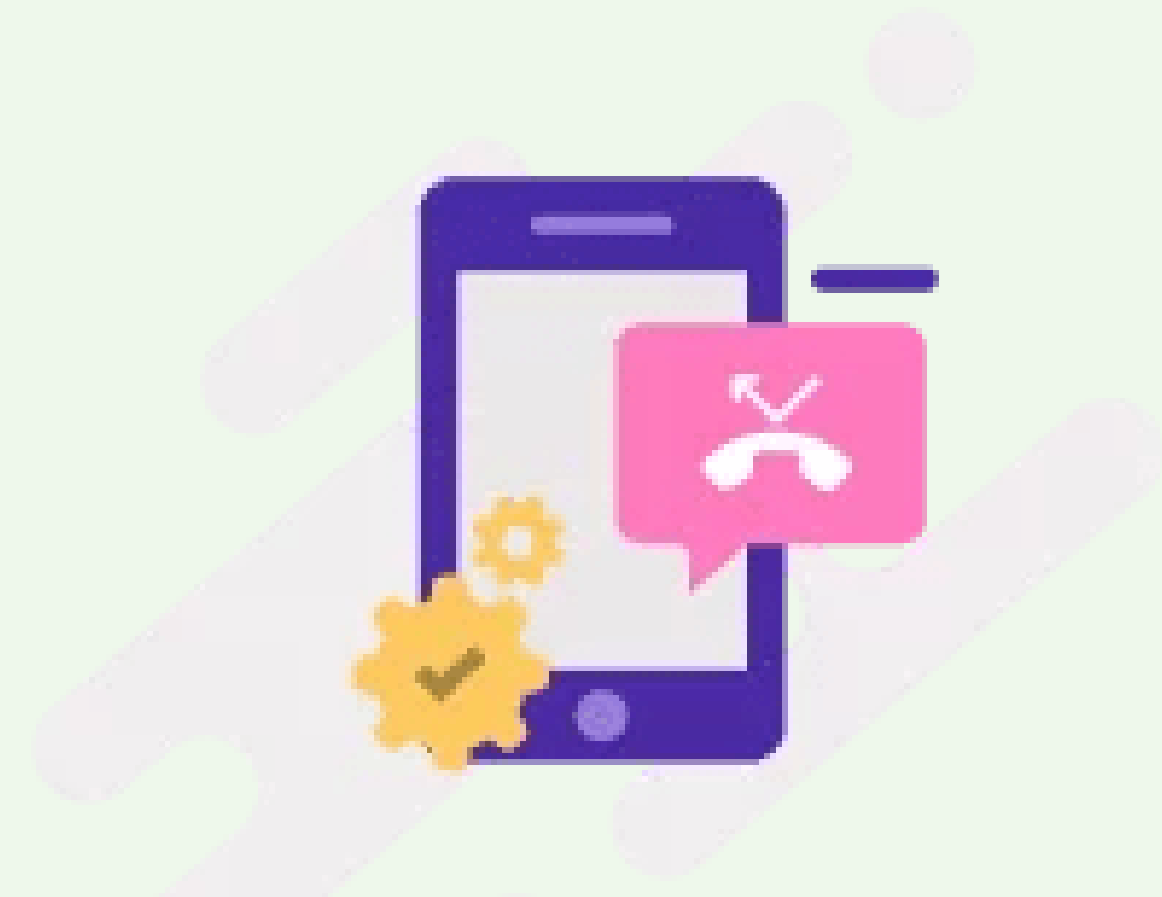
Benefits:

- Customer can interact to the IVR bot and get replies in real time for quick resolution
- Deliver superior customer experience, increase contact center productivity, and reduce operational costs
- Voice bot can also be used for outbound services to engage customer for payment reminders etc.



MISSED CALL AUTOMATION

Missed call automation allows to log all the customer calls which are unanswered and initiate a call back based on the parameter set to connect with available agent. This feature help to reduce missing any business calls and increase customer engagement.



Automation

Automation in Business Communication help to improve customer satisfaction and better customer experience. One of such automation is IVR Automation.

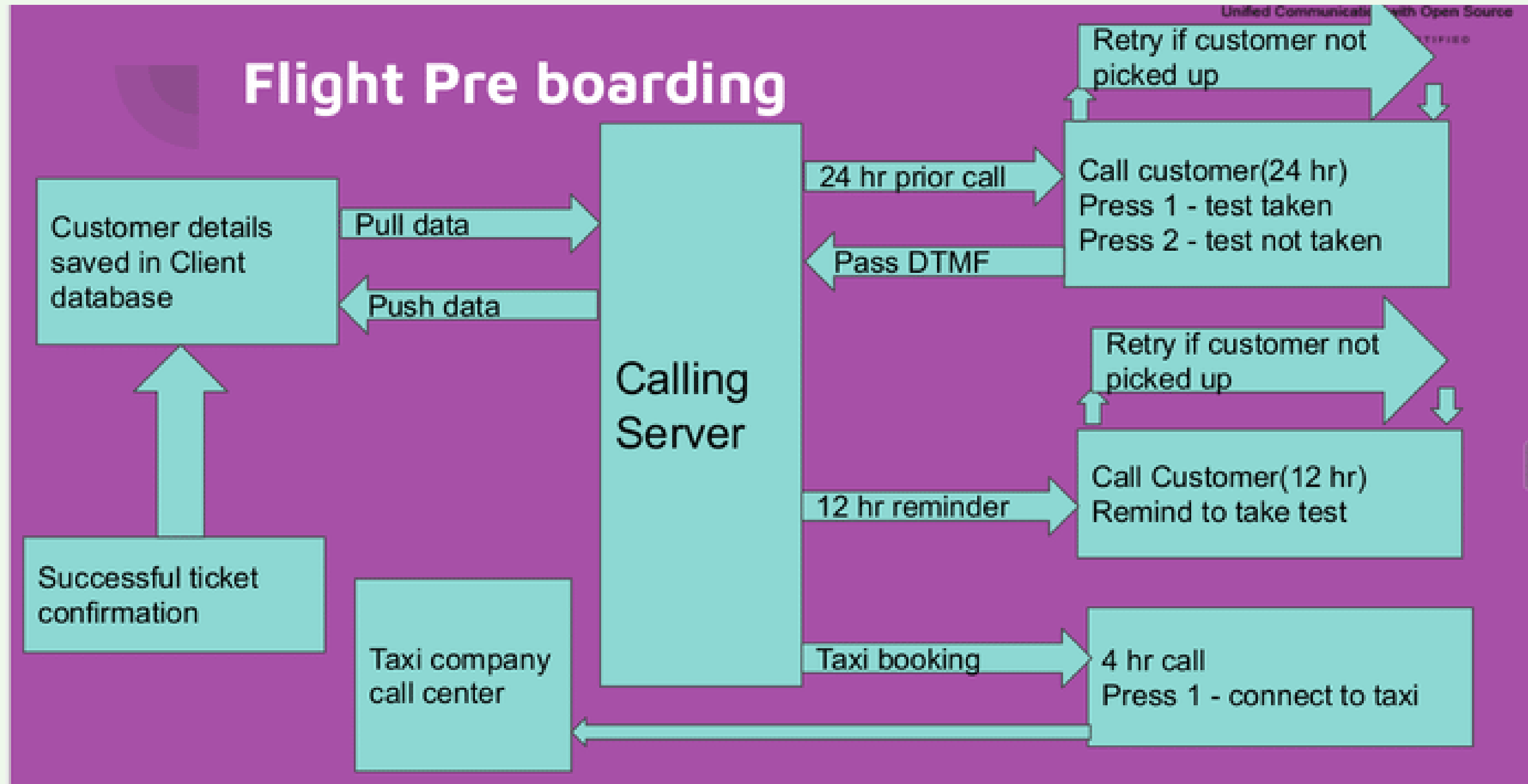
IVR automation enables to trigger calls automatically based on pre set parameters. It can also scheduled calls based on multiple conditions or user inputs.

IVR Automation is used in various business processes for better customer services such as

- Bill payment
- Flight booking and boarding process
- Employee on boarding
- Hospital Appointment Booking
- Customer Feedback and survey
- Quick Complaint resolution

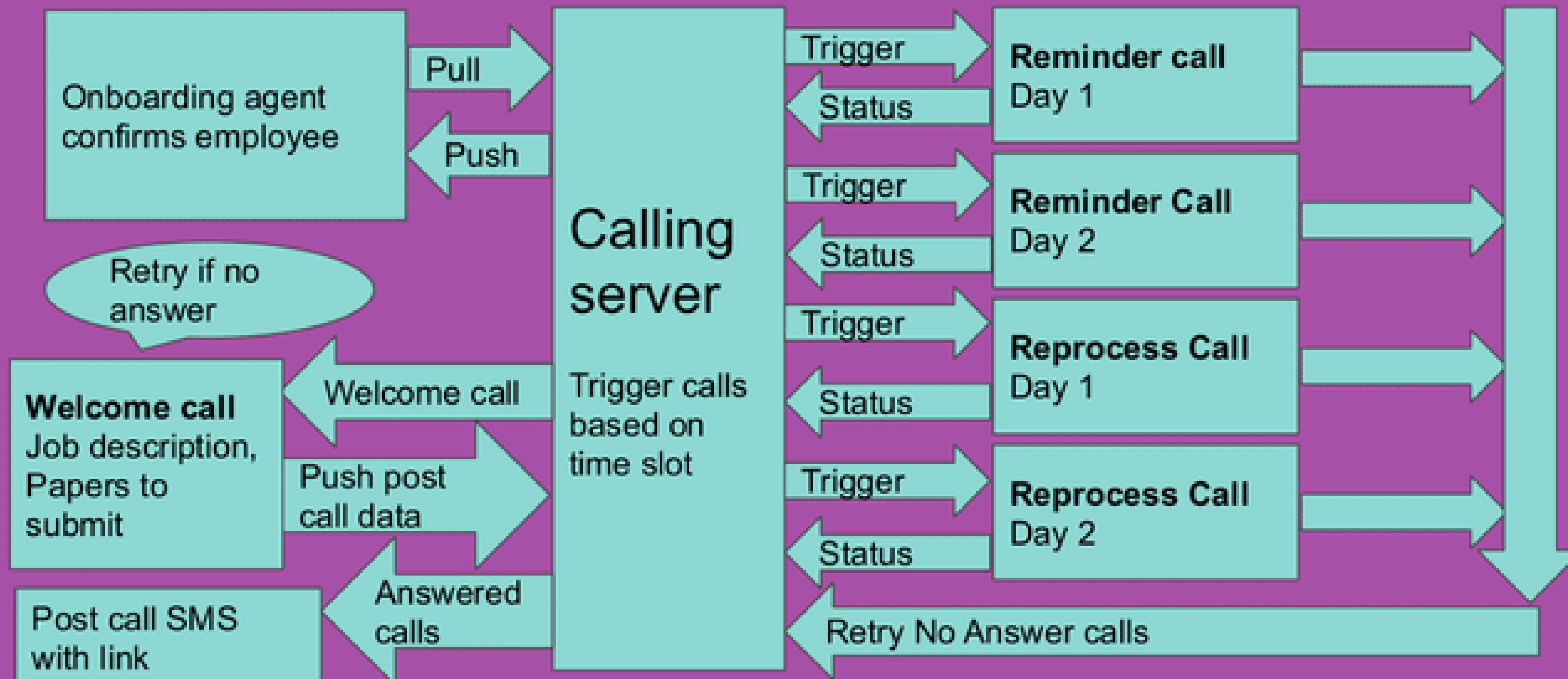


Automation Case Scenario



Automation Case Scenario

Employee on boarding



Post Call Notification

Post call notification lets you to update all the details of all the inbound and outbound call automatically after the call is ended. This includes

- Updating CDR (Call Detail report) such as call duration, call recording link, disposition, comments etc.
- Updating call recording for future reference
- Schedule call back based on the call flow or customer inputs
- Schedule reminder call for customer
- Post call message lets you to send SMS, Email or whatsapp message automatically to customer regarding the ticket created or any information for future references.
- Feedback call can be initiated automatically and data collected helps to measure the agent performance and other insightful information of call center.



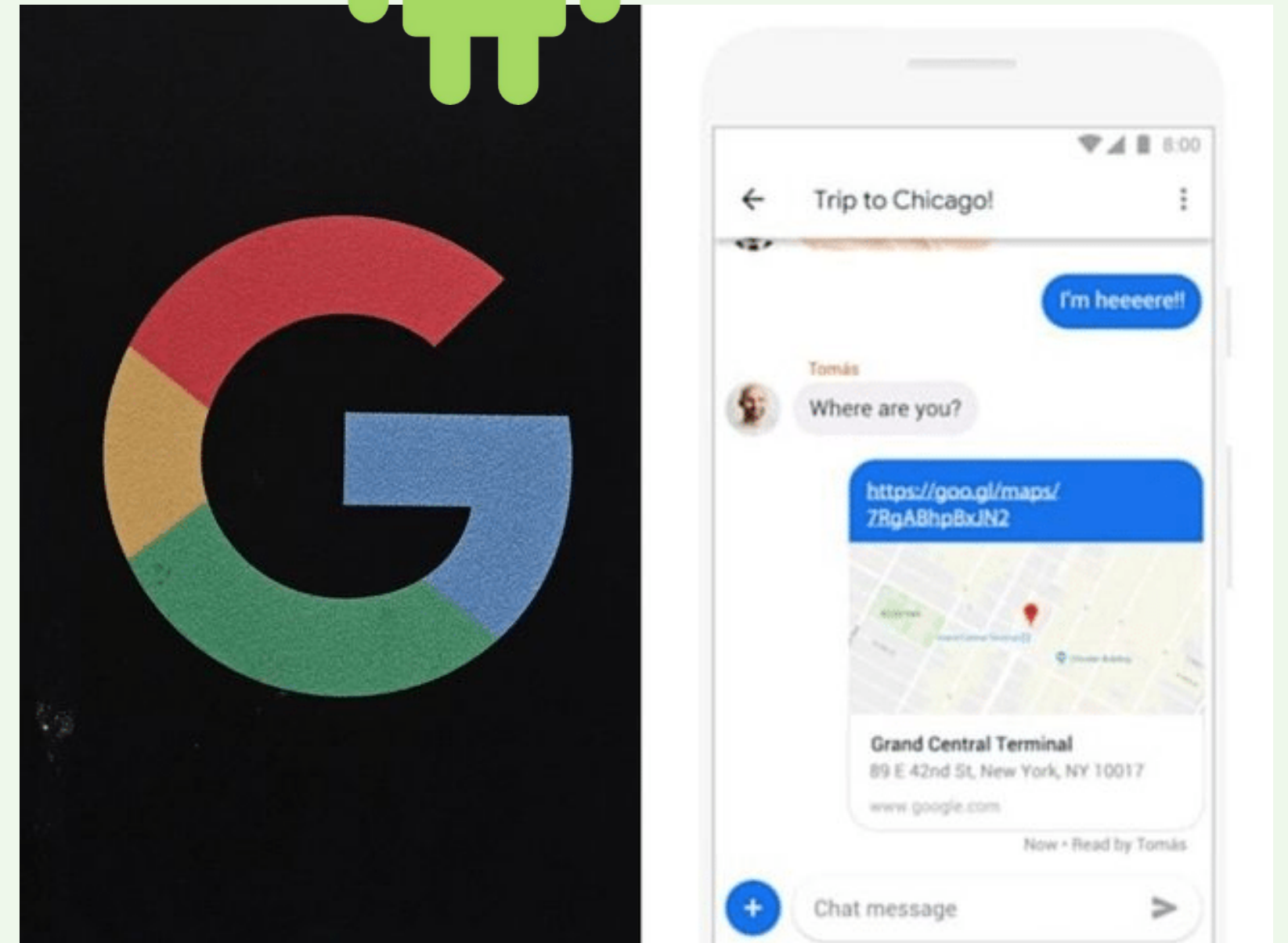
RCS (RICH COMMUNICATION SERVICE)

RCS (Rich Communication Service) is an enhanced messaging experience on Android devices that is an upgrade to simple text/SMS and is similar to iMessage or WhatsApp. Chat is enabled by Google's Android platform and is accessible using either Google's Android Messages app.

After the call is completed, agent can send RCS messages to customer as a text, image etc.

**To know more on the Telephony integration Please
watch our Webinar**

<https://youtu.be/158RcaoLDsU>





Why *astTECS ?



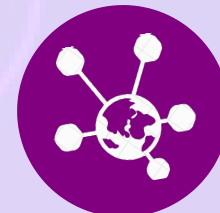
24/7 Technical Support



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.

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

ACCREDITATIONS



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