



## **CALL CENTER SOLUTION**

**Empower Your Customer Engagement With AI Powered Call Center Suite**

Trusted by  
**1500+** Customers  
across the Globe

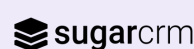


Revolutionise your business communication and provide exceptional customer service with **\*astTECS** AI-powered Call Center Solution. Designed to optimise call center operations across various industries, our robust solution delivers cutting edge features for managing inbound, outbound, or blended call centers. With omni-channel integration, agents can efficiently handle customer queries from multiple channels, offering a unified view of all interactions. It integrates seamlessly with your existing infrastructure and applications, ensuring unparalleled efficiency and customer satisfaction.

### **KEY FEATURES**

- Predictive dialer
- GSM dialer
- Hosted dialer
- Automatic call distribution
- Voice logger
- Multi-level IVR
- Voice blasting
- Sticky agent
- Skill & account based call routing
- Live call monitoring
- Real time reports
- AI Call Center analytics
- AI driven virtual assistant
- Enterprise grade security with VAPT compliance
- Voice bot & Chatbot
- Omni-channel integration (Email, Chat, SMS, WhatsApp, Facebook etc.)
- Seamless integration with applications - CRM, ERP etc.
- Multiple language support
- Voice-mail to E-mail
- Powerful dashboards with real-time data
- Logical partitioning

**Partner with leading CRM provider**





## OUTBOUND CALL CENTER SUITE

Elevate your outbound processes with our comprehensive outbound call center suite, designed to maximise efficiency and customer engagement. Empower your team to connect with more prospects, improve conversion rates, and achieve unparalleled productivity.

### Key Features:

- Manual, progressive & predictive dialing
- Outbound ACD
- Longest idle agent based routing
- Multiple campaign management
- Agent inter dialing support
- Call forward & 3-way conferencing
- DNC list management
- Agent call intervention
- Real time supervision
- Multiple dialing modes
- Call transfer & Call retrieval

## INBOUND CALL CENTER SUITE

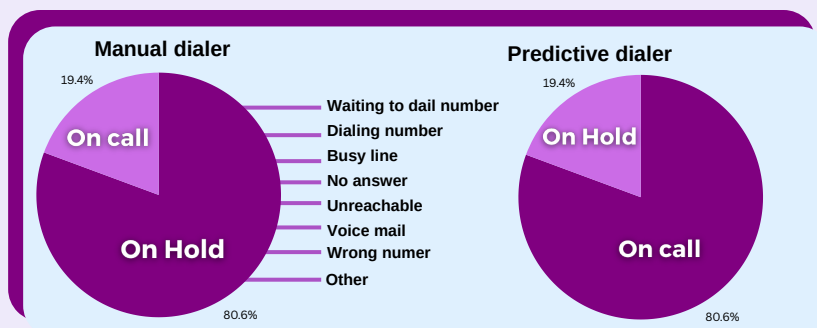
Enhance customer experience with our inbound call center suite. With our intelligent call routing connects the customers to the most appropriate agents based on their skill sets and expertise.

### Key Features:

- Multi-level IVR
- Automatic call distribution
- Skill based routing
- Inbound call pop up
- Intelligent call routing
- Real time supervision
- Agent call intervention
- Call back scheduling
- Call conferencing
- Missed call alert

## Manual Dialing vs Predictive Dialing

**19.4 % Talk Time**  
**80.6% Dead Time**

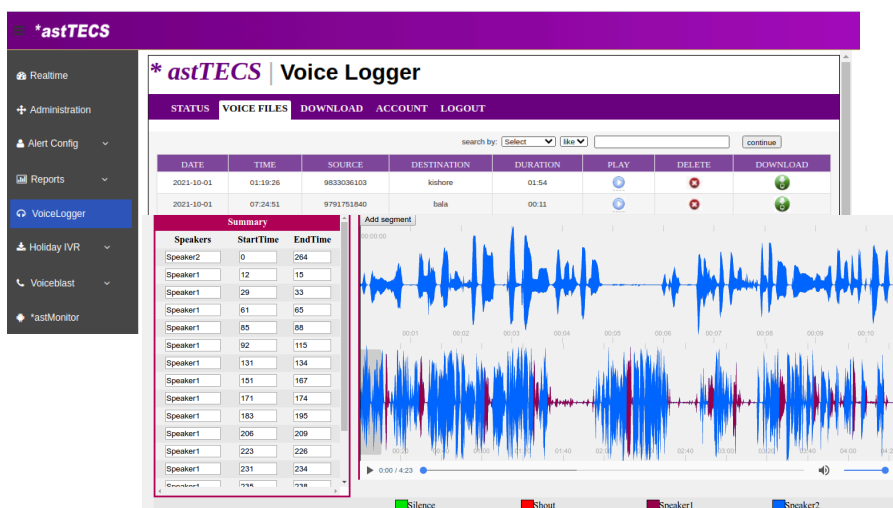


**80.6 % Talk Time**  
**19.4 % Dead Time**

## CALL CENTER ANALYTICS

Improve the agent performance with AI based Call Center analytics. Get real-time report on:

- Agent behaviour
- Outliers detection
- Profiling base on age, voice etc.
- QA conformance
- Gap analysis





## GSM DIALER

Manage your domestic processes seamlessly with our GSM dialer and reduce your telecom expenses up to 50%.

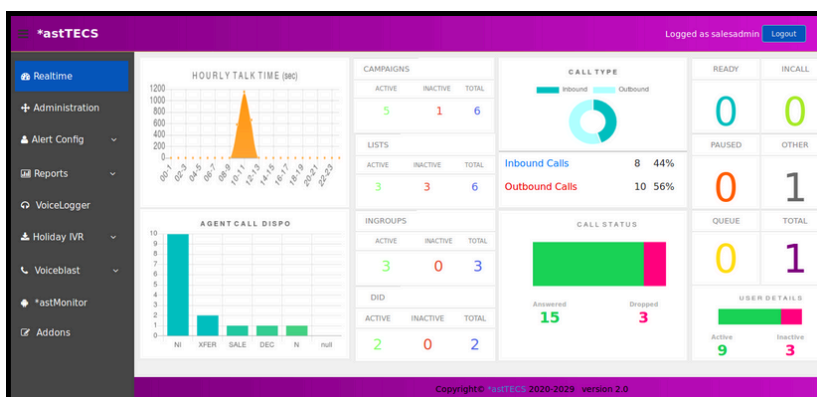
**\*astTECS** GSM Dialer is an ideal solution for small and medium sized businesses to manage inbound & outbound calls efficiently without depending on the PRI connectivity.

## DATA SECURITY AND VAPT COMPLIANCE

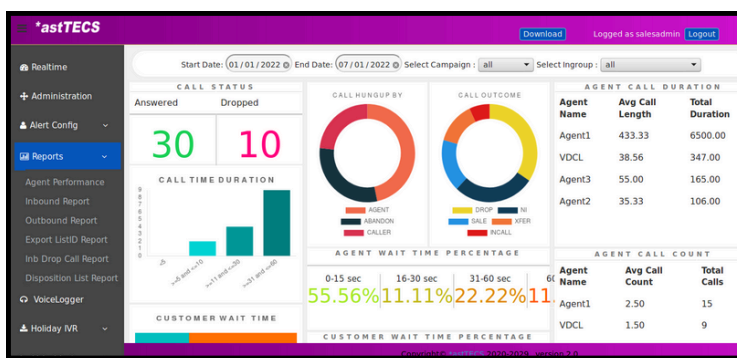
Our Call Center solution complies with industry security policies and have pre-checked its compliance with VAPT based on OWASP ZAP.

**\*OWASP** is a leading organization for application security testing.

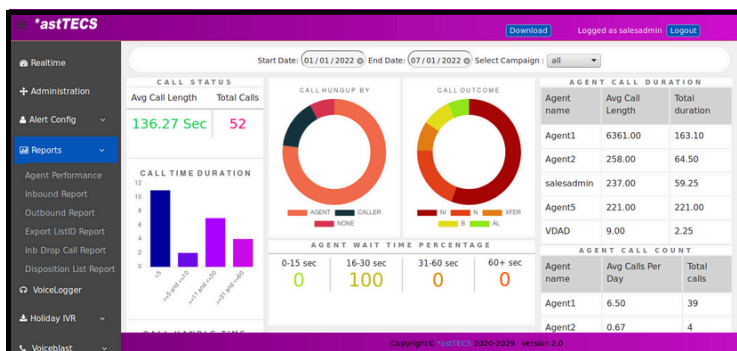
## DASHBOARDS



### REAL-TIME REPORT



### Inbound Calls Report



### Outbound Calls Report

## \*astMONITOR

World's 1st VICIdial Agent Monitoring App

Get the real time agent activity & report on your smart phone



Free Download



## VoIP MINUTES

Save upto 91% on international phone bills with **\*astTECS** VoIP minutes.

- HD voice quality
- A-Z Coverage, 45+ Countries
- DID numbers for your business
- International Toll Free numbers
- Inbound channels
- Reliable & flexible plans

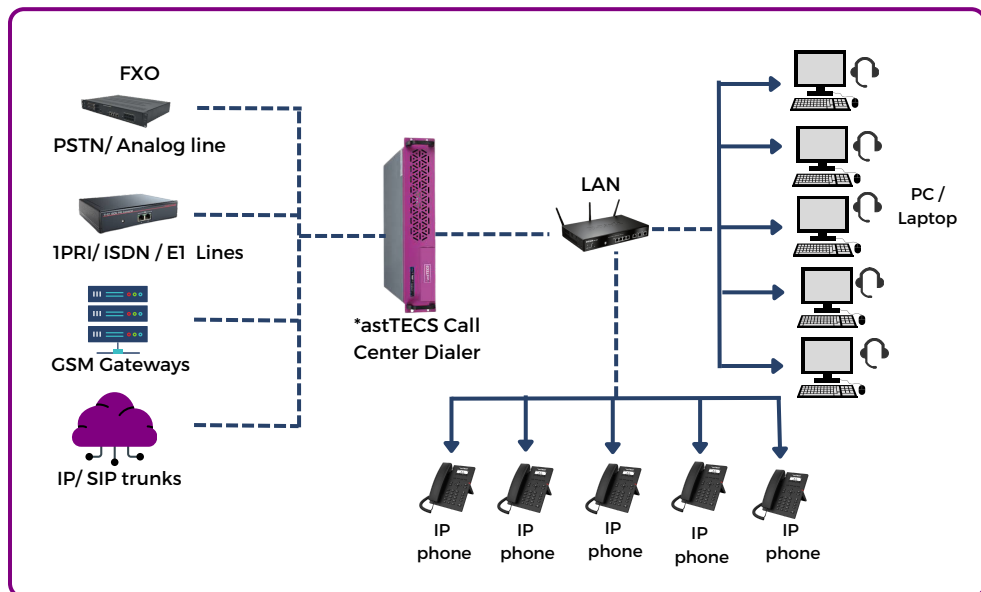
Approved By







## ARCHITECTURE



## PRODUCT BUNDLES

Model	No. of Agents/ Users
*ast C5	5
*ast C10	10
*ast C30	30
*ast C60	60
*ast C100	100

\* Upgradable by clustering / compatible with PRI, GSM & VoIP

## TECHNICAL SPECIFICATIONS

<b>INTERFACES</b>	Network Interface : 2X Ethernet, 10/100/1000 base-RJ-45 ISDN : PRI interface (optional)
<b>PROTOCOLS</b>	VoIP : SIP, H.323, MGCP, SCCP, IAX2 ISDN : PRI DSS 1 (Q931, National variant) Mobile: GSM 850/1800/1900 Mhz channels
<b>CODECS</b>	ADPCM, G.711(A-Law & u-Law) G.722, G.723.1(pass through), G.726, G.729 (through purchase of a commercial license) GSM, iLBC, Linear, LPC-10 Speex

<b>PRI CARD</b>	T1/E1 port with optimum PCI interface (Optional)
<b>DIMENSIONS</b>	2U Form factor chassis
<b>POWER</b>	100-240 VAC, 450 W
<b>TEMPERATURE</b>	0 – 50°C
<b>HUMIDITY</b>	40 - 60%

### About \*astTECS:

\*astTECS is an industry leader in end to end unified communications, offering wide range of cutting edge AI powered enterprise telecom products based on open source technology - IP PBX, Call Center Solution, IVR, Voice logger, Cloud Solution, PA System, Chatbot, IP PA Speakers, Firewall, CRM, VoIP Minutes, SMS Solution, SBC, Gateways, IP Phones, Headset.



### CORPORATE OFFICE:

**astTECS Communications Pvt. Ltd.**  
# 35, Krishna Reddy Layout, Domlur,  
Bangalore - 560071, India  
Contact No. : +91 80 – 6640 6640  
Email: sales@asttecs.com

### GERMANY OFFICE:

**astTECS GmbH**  
Ostendorfstr. 39  
12557 Berlin, Germany  
Contact No.: +49 30 814537950  
Email: sales@asttecs.de

### OUR PRESENCE:

**India:** Mumbai | Hyderabad | Delhi | Chennai | Jaipur | Noida | Ahmedabad | Chennai | Pune Coimbatore | Indore | Kolkata | Cochin | Nagpur | Chandigarh | Gurgaon | **Asia:** Thailand | Bhutan | Philippines | Myanmar | Nepal | Malaysia | Indonesia | **Middle East:** UAE | Saudi Arabia | Bahrain | Kuwait | Qatar | **Fiji** | **Central America:** Colombia | **US:** Illinois | Missouri | **Africa:** Egypt | South Africa | Nigeria | Botswana | Ghana | Kenya | Ivory Coast | Cameroon | Zimbabwe | Rwanda | Mozambique | Papua new Guinea | Tanzania