*astTECS®

VOIP

NEW AGE TELEPHONY

How Companies are Leveraging Telephony to achieve more in Automation, Workforce Optimisation & Cost Reduction

Unified Communications (UC) is the next evolution in enterprise communications and collaboration technologies, bringing all varied connections under a single architecture. This process makes communication seamless, no matter where you are or what device you use. These communications can be delivered over an IP (Internet protocol) network through the following mechanisms:

- **Voice:** Calls, voice mails, multi-party conference calls
- **Video:** Video conferences, on-demand video learning
- **Data:** Text messaging, e-mail, document sharing

IVR Automation
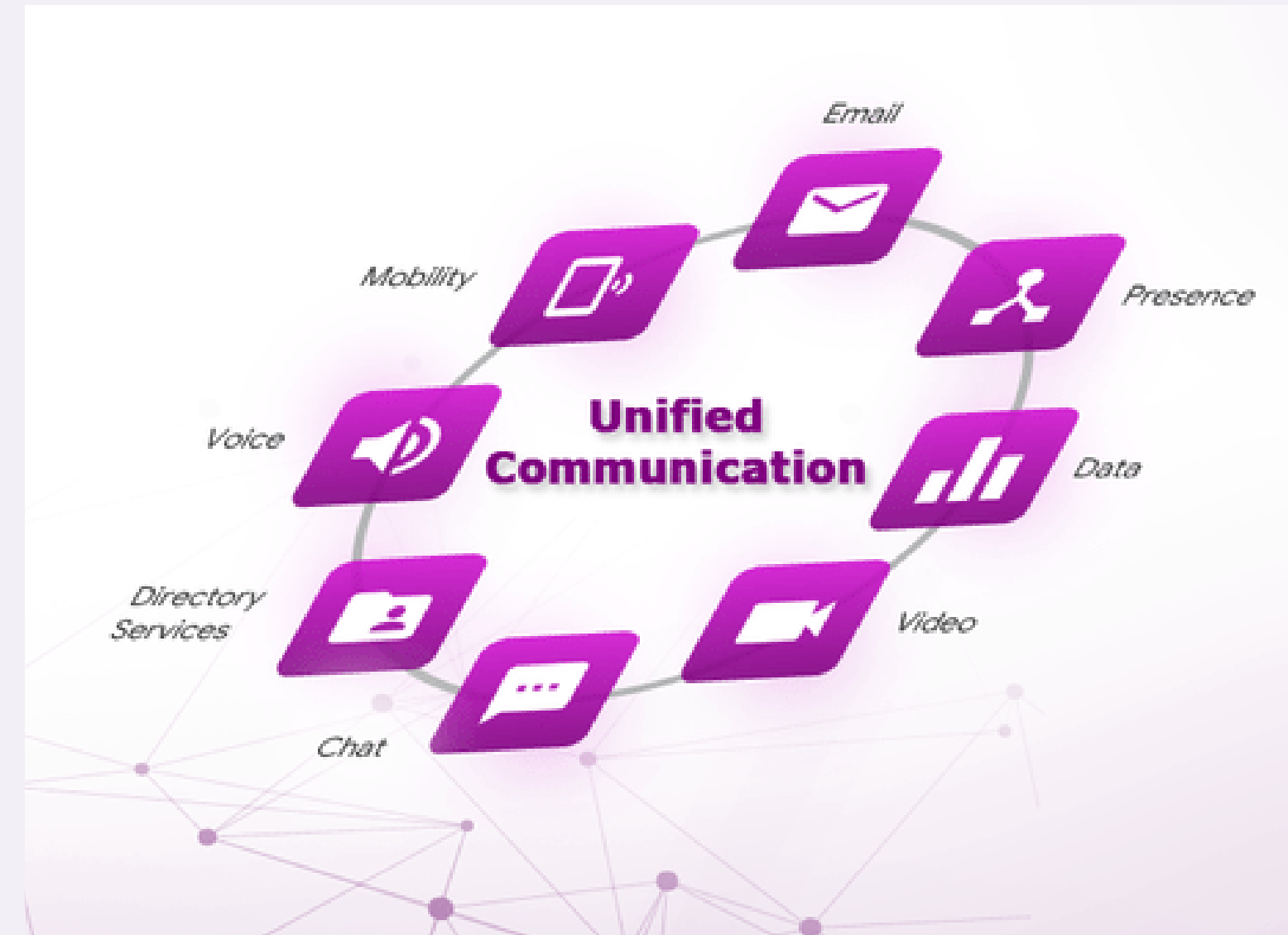
- Greet your customers with a professional interactive voice response (IVR) system
- Automate responses on basis of the caller's input.
- Increase First Contact Resolution (FCR) and connect rate with the IVR automation
- IVR Automation can be done for many business processes such as Bill payment, Appointment booking, customer survey, lead generation.

AUTOMATION:

Multi-branch connectivity

- VoIP Gateways to connect multiple endpoints in geographically distributed offices.

- Free inter-office calls

- Use corporate trunks for both inbound and outbound calls on branches, and vice versa.

- Hardware in a server room or a virtual system in the cloud, *astTECS offers the best features that fit your company size and type of business
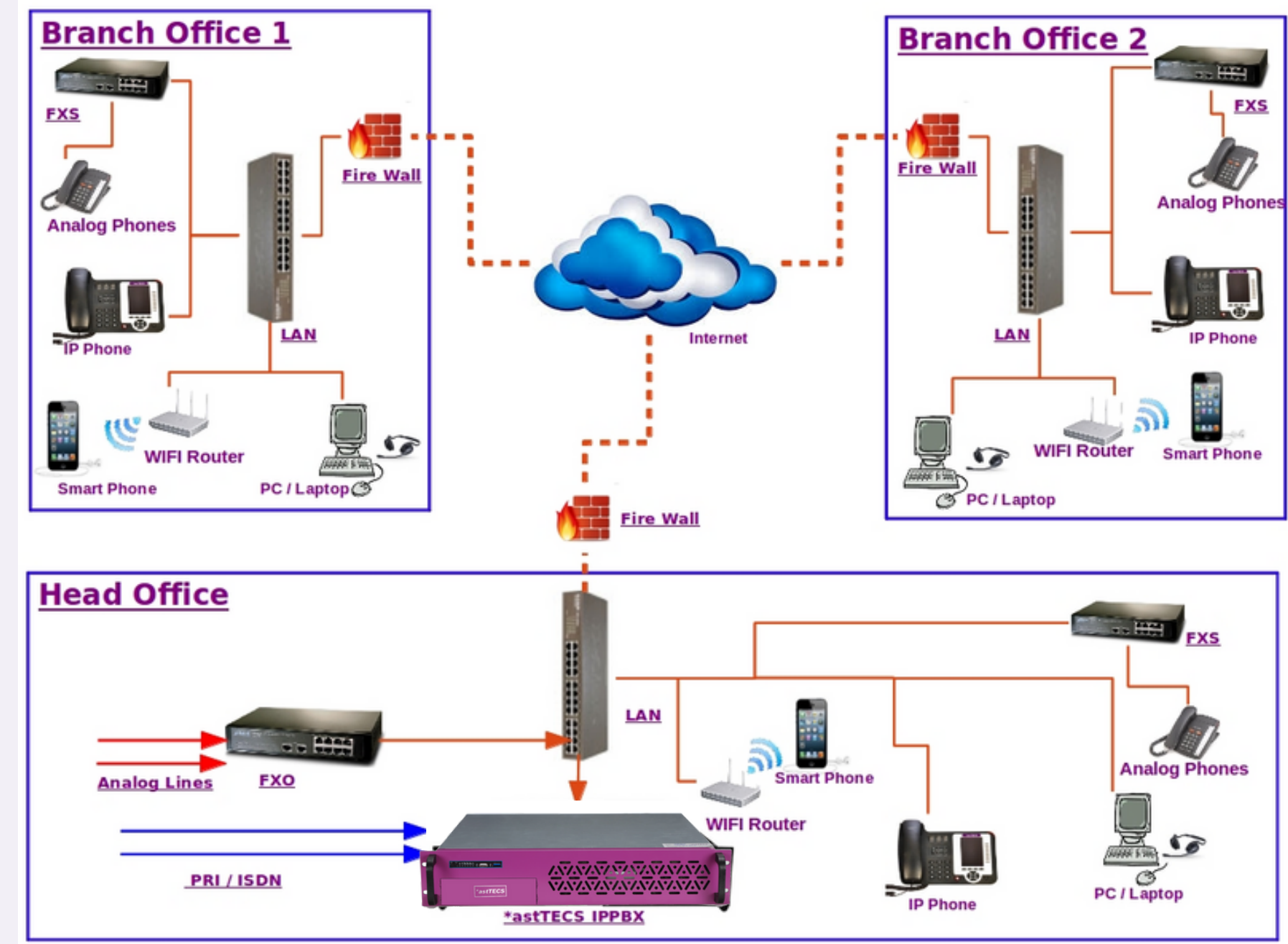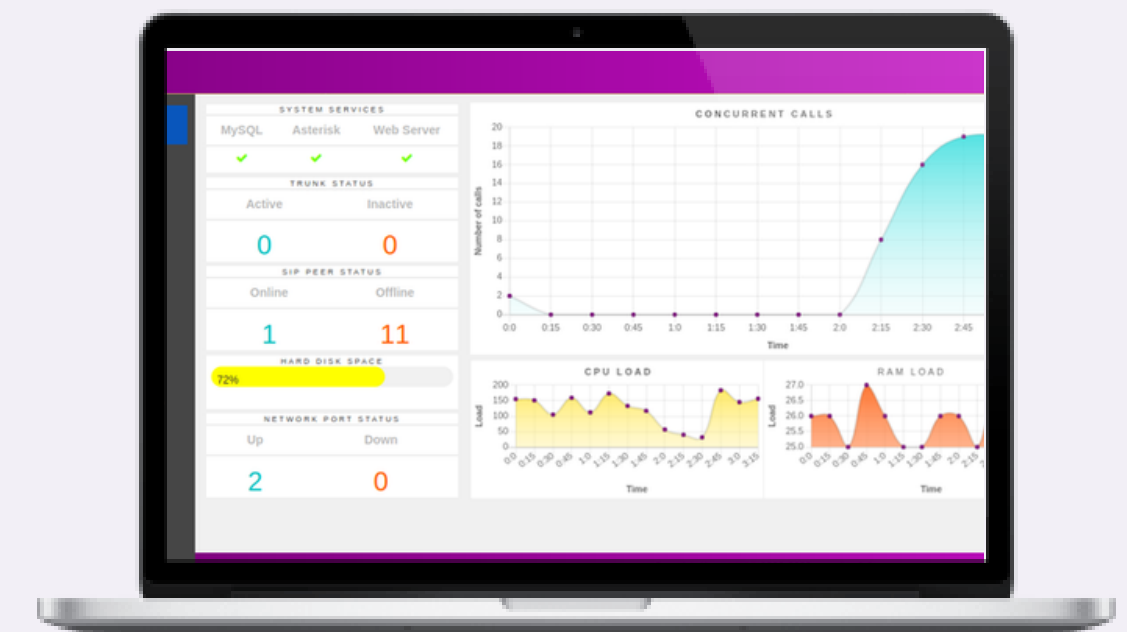
AUTOMATION:

Integration of 3rd party Application & Tools

- Enable integration with everyday tools, software, and APIs.

- Truly Unified solution with Calls, SMS, Email, WhatsApp, Chat and mobile integrated into CRM.

- Include the IP PBX functionality in your company's software (CRM)

- Click to call, Call Popup, reporting, call logging etc. Telephony + Software make more sense.
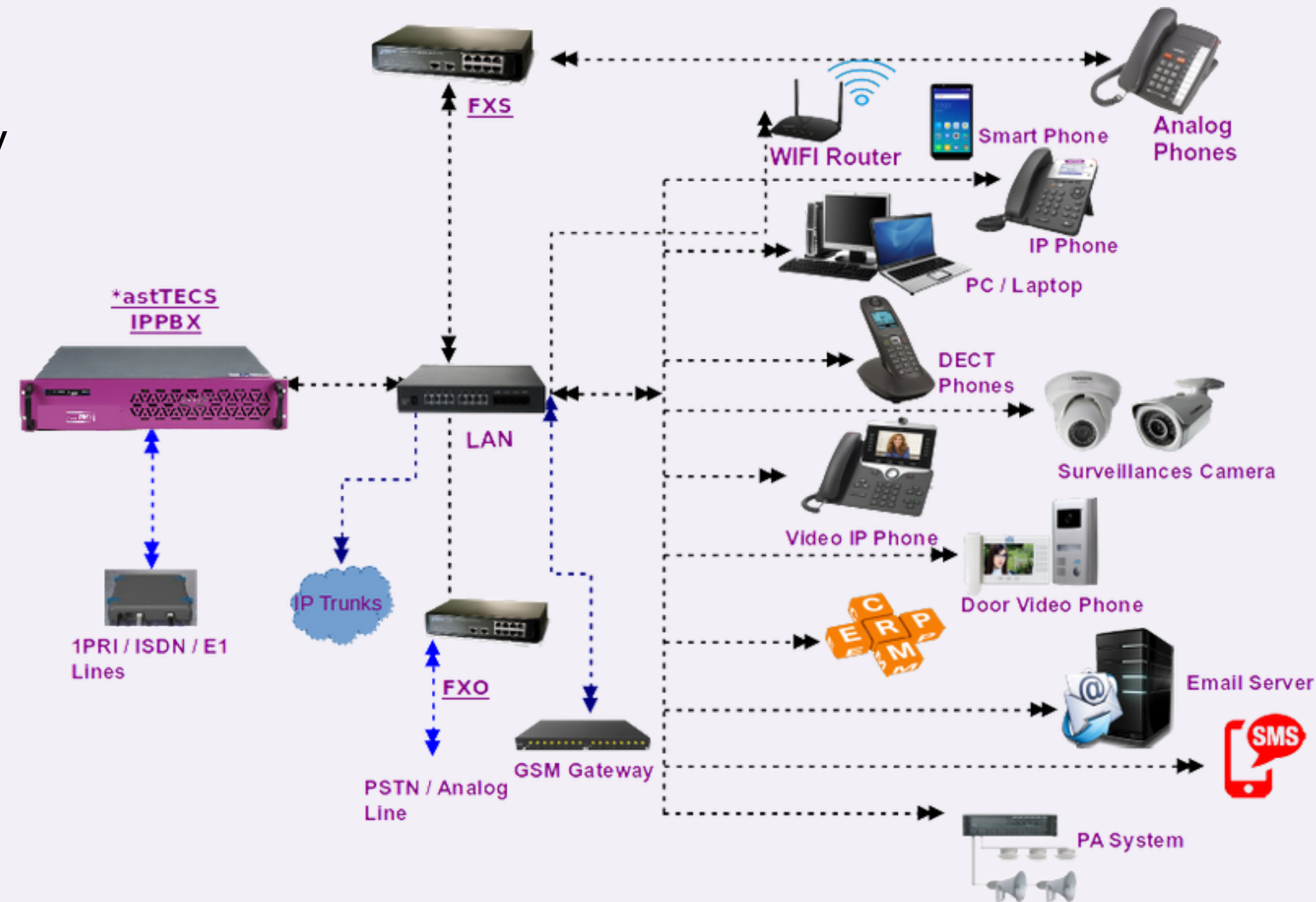
WORK FORCE OPTIMIZATION

- **Flexible usage: Work from Home - Work From Office**
  Bring employees, management, and executives on the same platform.

- **Monitoring**
  Monitor and analyze every aspect of customer & internal processes and create metrics to support SLAs.

- **Performance reporting and tagging**
  Get real-time insights on call quality, agent performance, customer experience, collections, and SLAs across departments.

COST REDUCTION

- **Flexible calling:**
  *astTECS IP PBX is flexible to connect with any trunk - PRI / SIP / GSM / Analog / VoIP

- **Flexible Phones:**
  Soft phones, IP Phones, Analog Phones and Smartphones

- **Reduced cost through automation :**
  Analyze data across individuals, teams, various functions, and divisions to improve operational efficiency and contain costs.

FXS

WIFI Router

Smart Phone

Analog Phones

IP Phone

PC / Laptop

*astTECS IPPBX

LAN

DECT Phones

Surveillances Camera

Video IP Phone

Door Video Phone

1PRI / ISDN / E1 Lines

IP Trunks

FXO

ERP

Email Server

SMS

PSTN / Analog Line

GSM Gateway

PA System

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

Why *astTECS ?

1. 24/7 Technical Support
2. ISO Certified
3. TEC Certified
4. Open Source & License free
5. Integration with Third -Party Apps
6. Industry Specific Customized Solutions
7. 12+ Years of successful client Association

ABOUT US

*astTECS is leading brand in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. Headquartered in Bangalore, 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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