*astDIAL

by *astTECS®

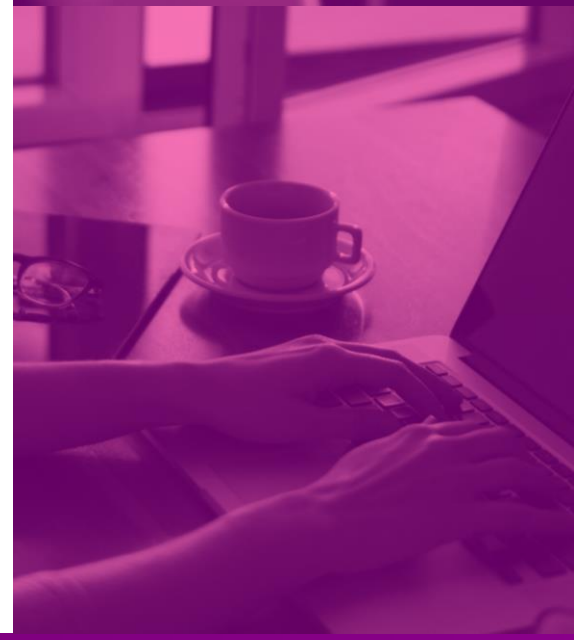
Mobile Cloud Telephony

Mobile applications are continue to contribute
in improving the productivity and getting things done faster.
One of the major advantage is its availability and ease of access.

Do you have a Call Centre?

- Outbound Lead Generation
- Sales Follow Ups
- Feedback
- Support
- Incoming Inquiry





The Problems Captured

- High Infrastructure Cost Data loss due to busy travelling
- PRI Dependency Unclear past event/visit reports
- Facility and Security
- Productivity Loss with Leaves / Festive Season
- High dependency on Workstation



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Call Centre Cost Calculation

	Amt. Calculated for 10 Employees / Month
Call Centre Application Server	₹ 15,000
Office rent / Space	₹ 25,000
PRI Dependency	₹ 10,000
Facilities / Security expenses	₹ 15,000
Workstation and Office Accessories	₹ 10,000
Total Monthly Expense	**₹ 75,000**

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Mobile Technology + Cloud Technology

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Android App

- To make calls with progressive dialling
- Trunk used : SIM
- Work with WIFI or mobile data

Back Office Console

- Monitor in Real Time
- Manage Leads
- Manage Agents



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Benefits

- Remote Operations (include Work from home)
- Bulk data import / export
- Nil dependency – PRI / Analog / Office
- Accessibility

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Our Charges

		Amt. Calculated for 10 Employees / Month
Phone Application Cost		₹ 500
Total Quantity		x10
Total Monthly Expense		₹ 5,000
You Save	₹ 75,000 - ₹5,000	₹ 70,000

You Save = ₹ 75,000 - ₹5,000 = ₹ 70,000

That is:



Per Month

How to use *astDIAL?



Upload and Assign

1.Upload bulk data using CSV file

2.Create Campaign:

- Type – Dialing
- Assign to User / Group

3.Connect the leads with the Campaign



Dial using App

1.Login using Android App

2.Select the Campaign from displayed list

3.Dial the phone number popped on Screen

4.Provide inputs after disconnecting

5.Check the next phone number poppen on Screen



Monitor

1.Listen to Voice Files

2.Lead and Dial Status

3.Agent Performance

4.Real Time monitoring

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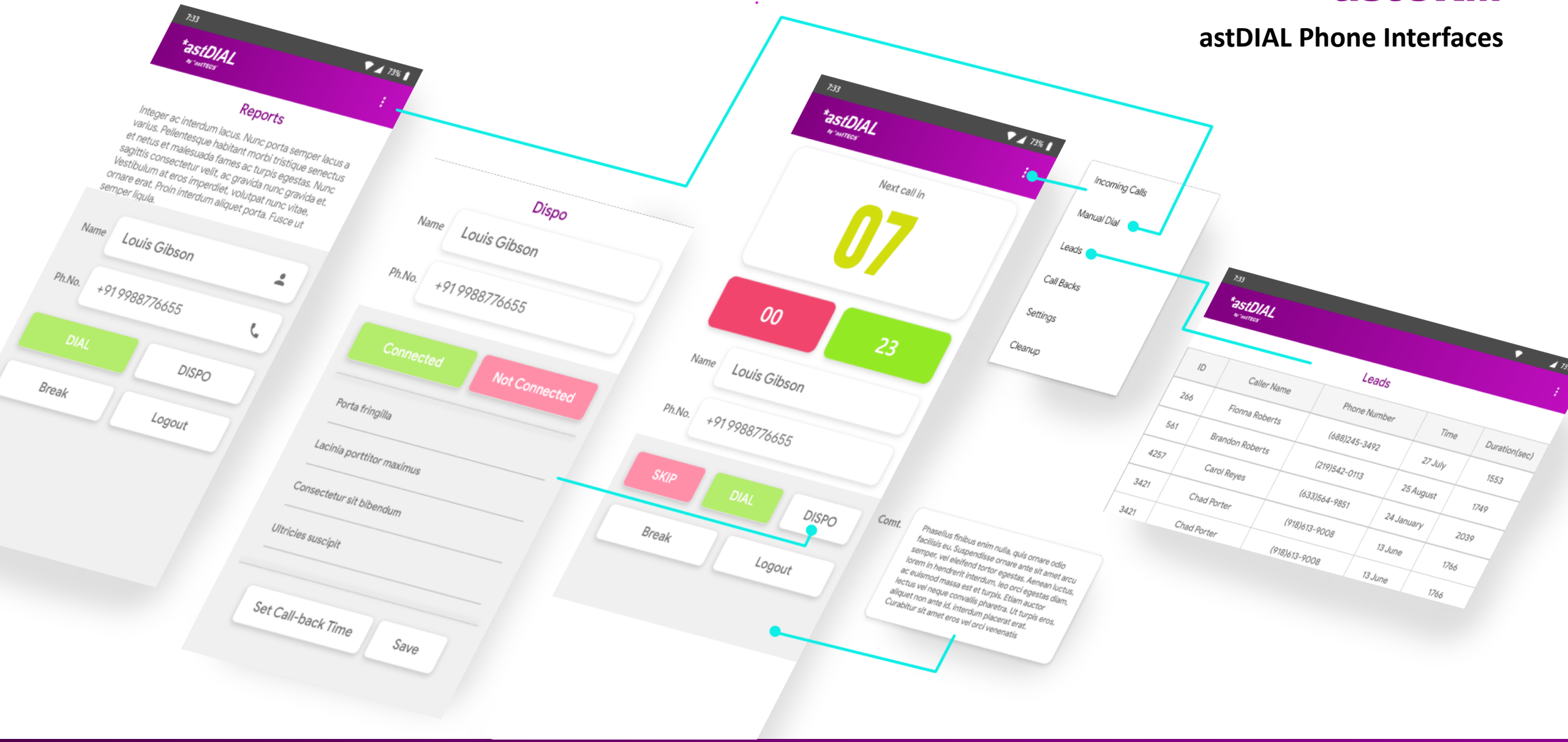
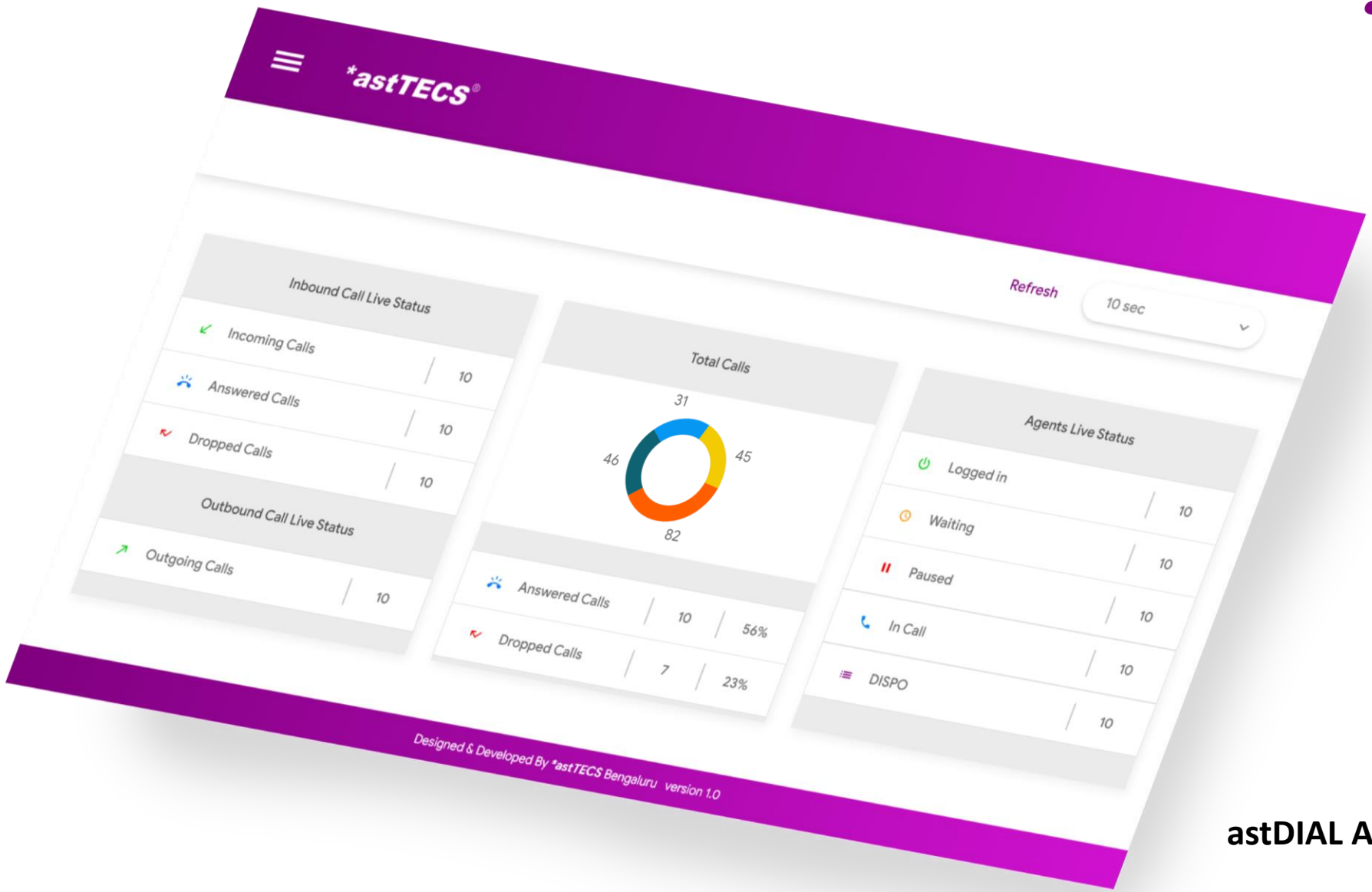
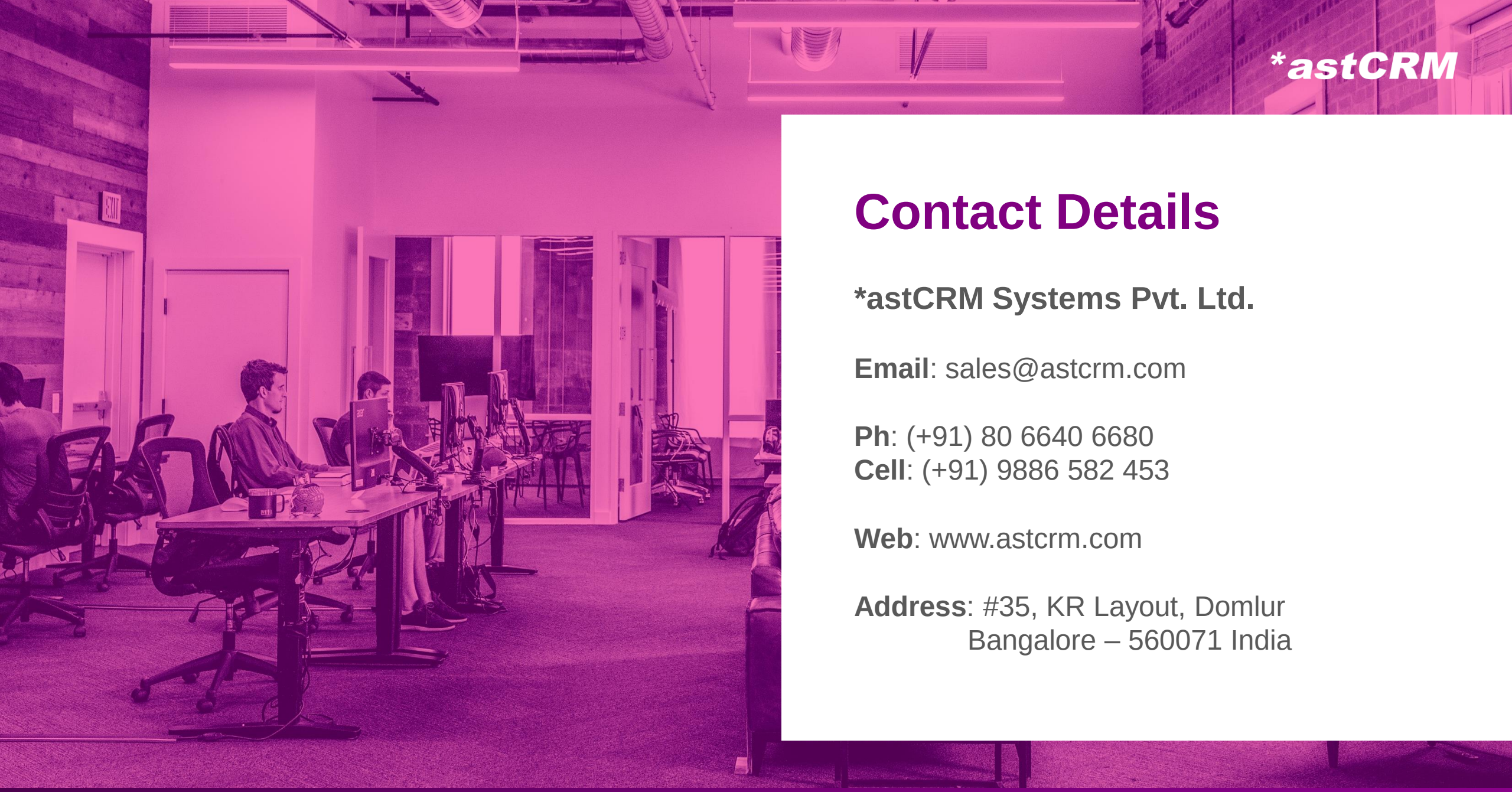
astDIAL Phone Interfaces





astDIAL Admin Panel



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