acmatel

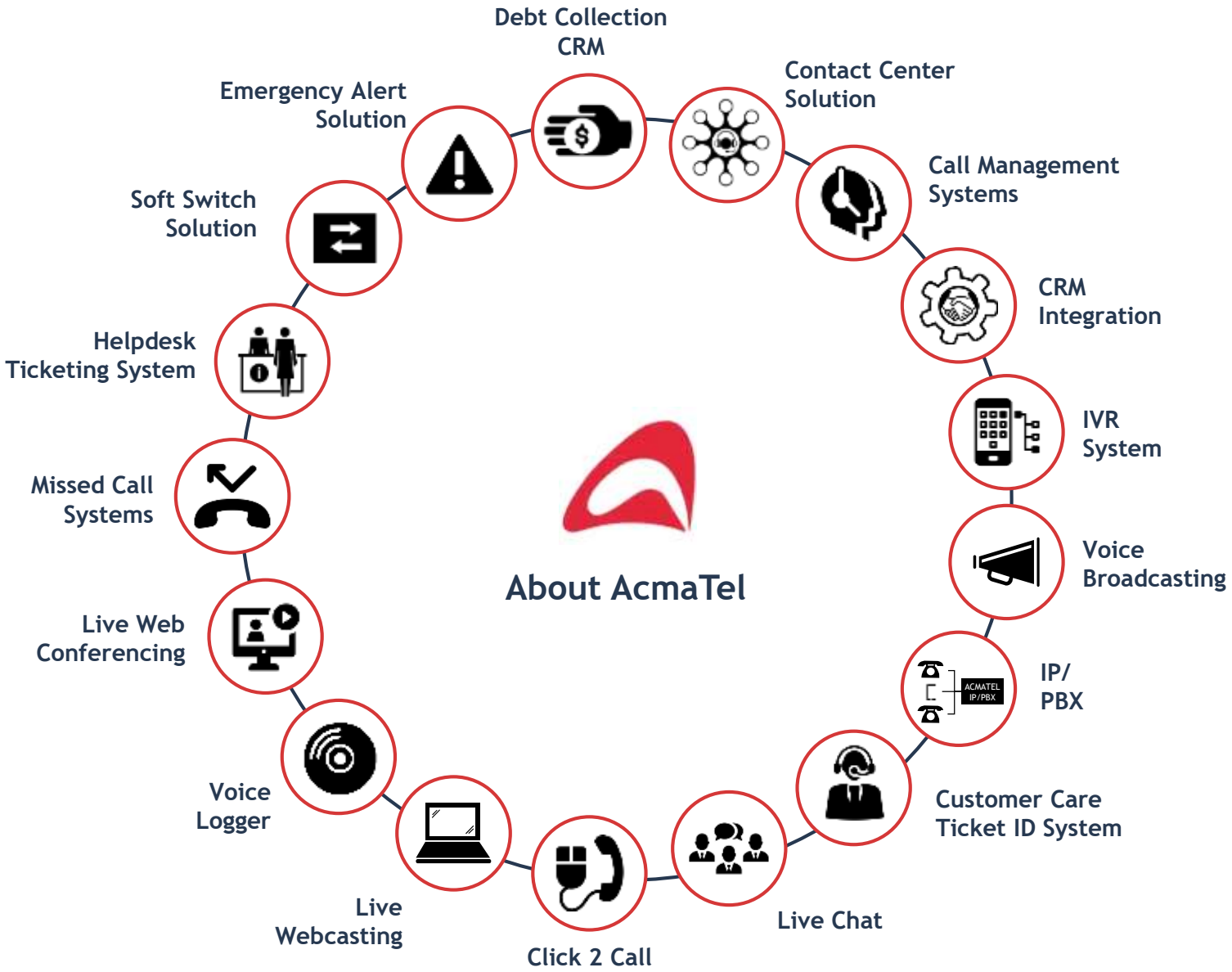
Call Center Solutions

Streamline communication processes by utilizing our powerful call management solutions.

About AcmaTel Solutions

AcmaTel is a professional telephony solutions firm dedicated to professional service, quality solution design, and trustworthy results. We deliver fully managed solutions to enhance communications using our state of the art technology, meaning our clients can benefit from our featured telephony solutions free from the burdens of business process management.

AcmaTel Solutions is a division of AcmaCorp Solutions Pvt. Ltd. headquartered in Mumbai, India. We are a dedicated, super-creative telephony solution design company with over 14 years of experience in the relevant industry, we strive to bring you cost-efficient, effective and high-quality professional service.



What makes us different?

1 We Always listen first . No one knows your business processes and vision better than you, and we want to make your business a success. One of the best ways to ensure your goal is to listen to what you have to say, helping you clarify and define your vision for your project.

2 On time service, feature stability, scalability and usability for years to come and script security are standard fare with our each solutions. We have the experience and knowledge to create solutions that stand up to the rigors of business processes.

3 After Sales Service and support are included. With AcmaTel Solutions, your project doesn't end once your project is deployed. We offer service and support beyond the deployment that will help make your business process endeavors a complete success.

4 Commitment to Excellence . We believe that a passionate commitment to excellence is crucial to survival in the highly competitive current scenario. That's why we take passionate pride in each finished project and are constantly looking for ways to improve the way we serve clients.

5 Always Concerned For You. Personal attention during the working phase of every project means that every solution produced by us is unique and crafted to meet individual specifications provided by you, the client.

6 Your Smile Makes us happy ! We keep working until your solution is right for you. We believe in honest, open communication and thus meeting your expectations is one of our primary goals.

If you're looking for the best business automation and telephony solutions professionals across web, look no further. We offer honest, trustworthy services at affordable prices that will exceed your expectations.

Who are we?

AcmaTel Solutions is a division of AcmaCorp Solutions Pvt. Ltd. headquartered in Mumbai, India. We are a dedicated, super-creative telephony solution design company with over 12 years of experience in the relevant industry, we strive to bring you cost-efficient, effective and high-quality professional service.

Mission

Our goal is too simple – to ensure required, usable interfaces through handcrafted semantic code that produces a satisfying experience for every user of the solution.

Vision

Our vision is noble, we back up that vision with reliable, trustworthy, professional service, high-quality industry competence, and unparalleled creativity and passion that make a distinct difference in the solutions we create.

We also work with smaller companies and those just setting up, where our ready offering is particularly suited. If you want to improve your communications with your Clients keeping your costs down, then talk to us.

Our Passion

Our passion translates into a positive working relationship that reflects the true secret to our success ; we care about your process as much as you do, and are dedicated to your success. We love to see you succeed !

A perfect, fully tested solution design increases productivity and helps you meet the goal making your call to action tantalizing and easy to locate. We know how important your business process and strive to deliver creative ideas and the most relevant solution for each of your projects.

About AcmaTel CCS

AcmaTel CCS is one of the best unified and comprehensive Call Center Solutions. As one of the leading producers of Voice over Internet Protocol (VoIP) services worldwide, AcmaTel guarantees that this Call Center solution is intelligent, secure, and loaded with sophisticated capabilities. It has been developed in such a way that customer loyalty is fostered and their expectations are met. Whatever the size of your organization is, it is the most in-expensive Call Center solution for small enterprises.

Main Features

Automated Call Distribution

Multilevel IVR

Seamless Integration

Agent Performance MIS

Click to Call

Self Designable Web Based CRM

Real Time Analytics and Report

Omni Channel

Skill Based Routing

Unified Agent Desktop

Thoughtful UI

Customer Service

Highlights

Unlimited TL

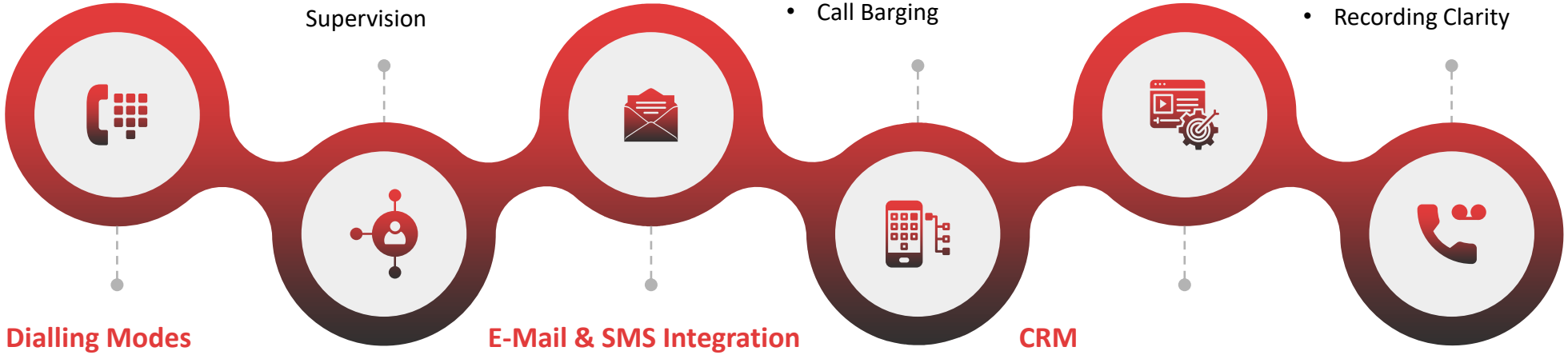
- Team Leader/ Supervision

IVR

- Multi Process
- Time Conditions
- Voice Mail
- Call Forwarding
- Call Barging

Recording

- 100% digital call recording
- Low space/ minimal file size
- Recording Clarity



Dialling Modes

- Predictive
- Progressive
- Preview
- Manual

E-Mail & SMS Integration
Campaign Management

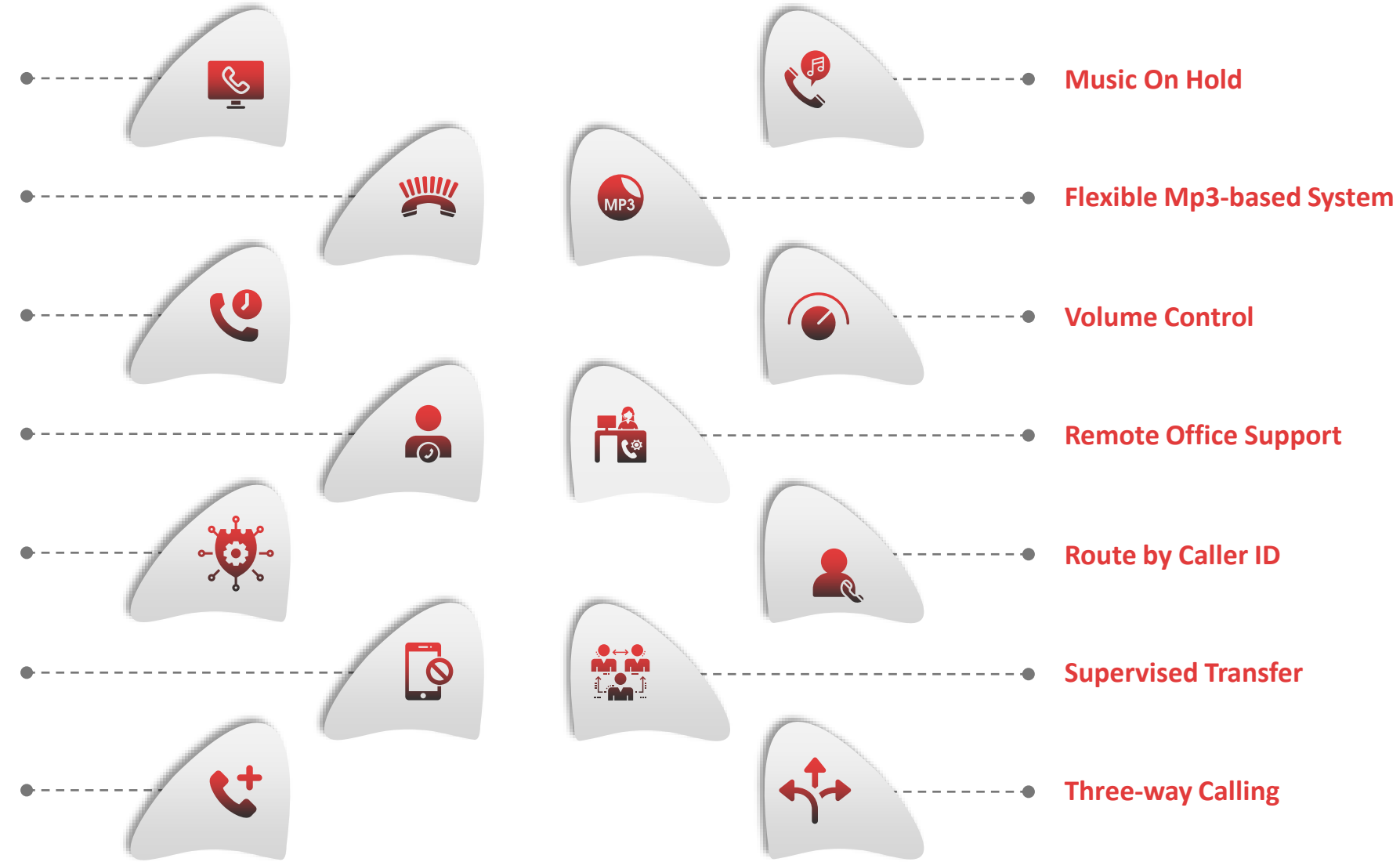
- Outbound/ Inbound
- Chat Bot Integration
- DTMF Based API Push
- Disposition Based Push

CRM

- Online Agent Monitoring
- Caller ID Popup
- Quality Monitoring Tools
- Unlimited Processes
- Provision to export in excel with user rights
- Dashboard Templates with user rights

Other Features

Other Features



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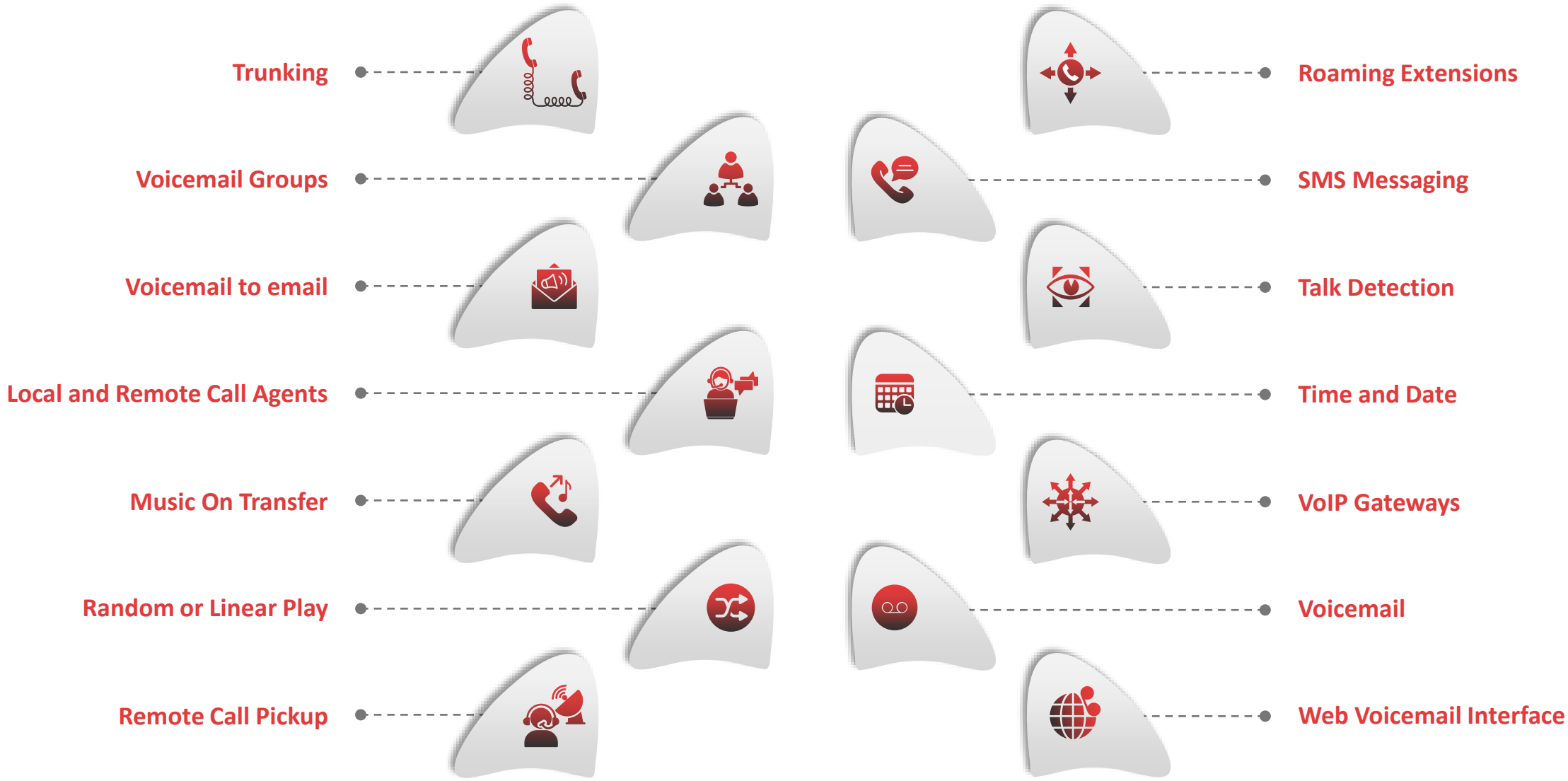
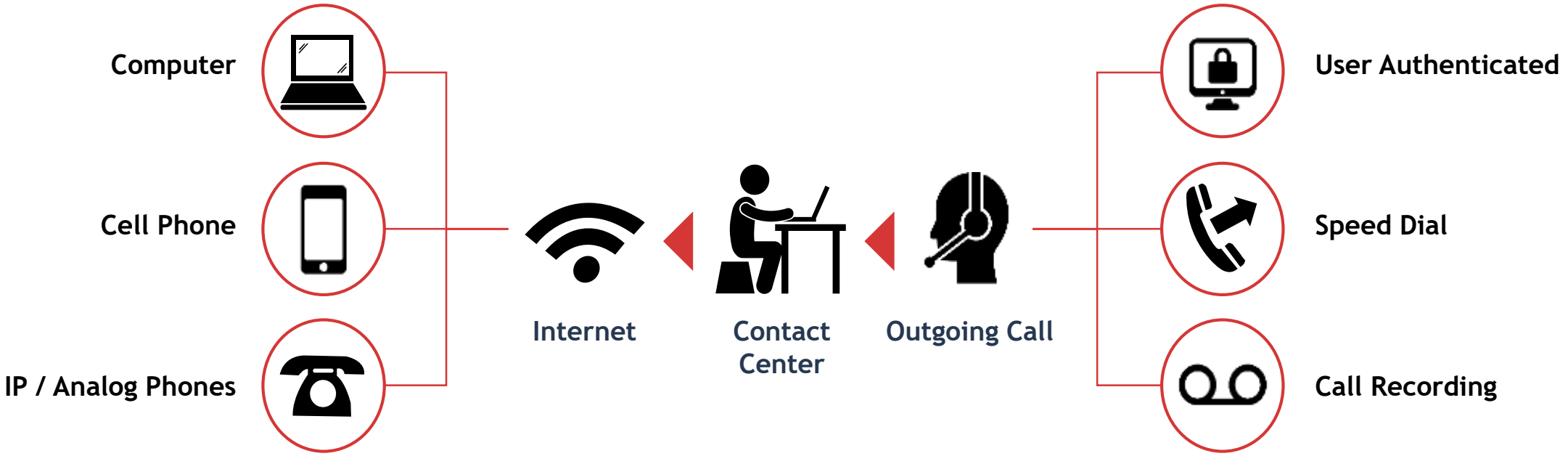


Network Architecture



Our Strength

1000+ Concurrent Calls

Fully Secure System

Attractive UI / UX

Highly Scalable

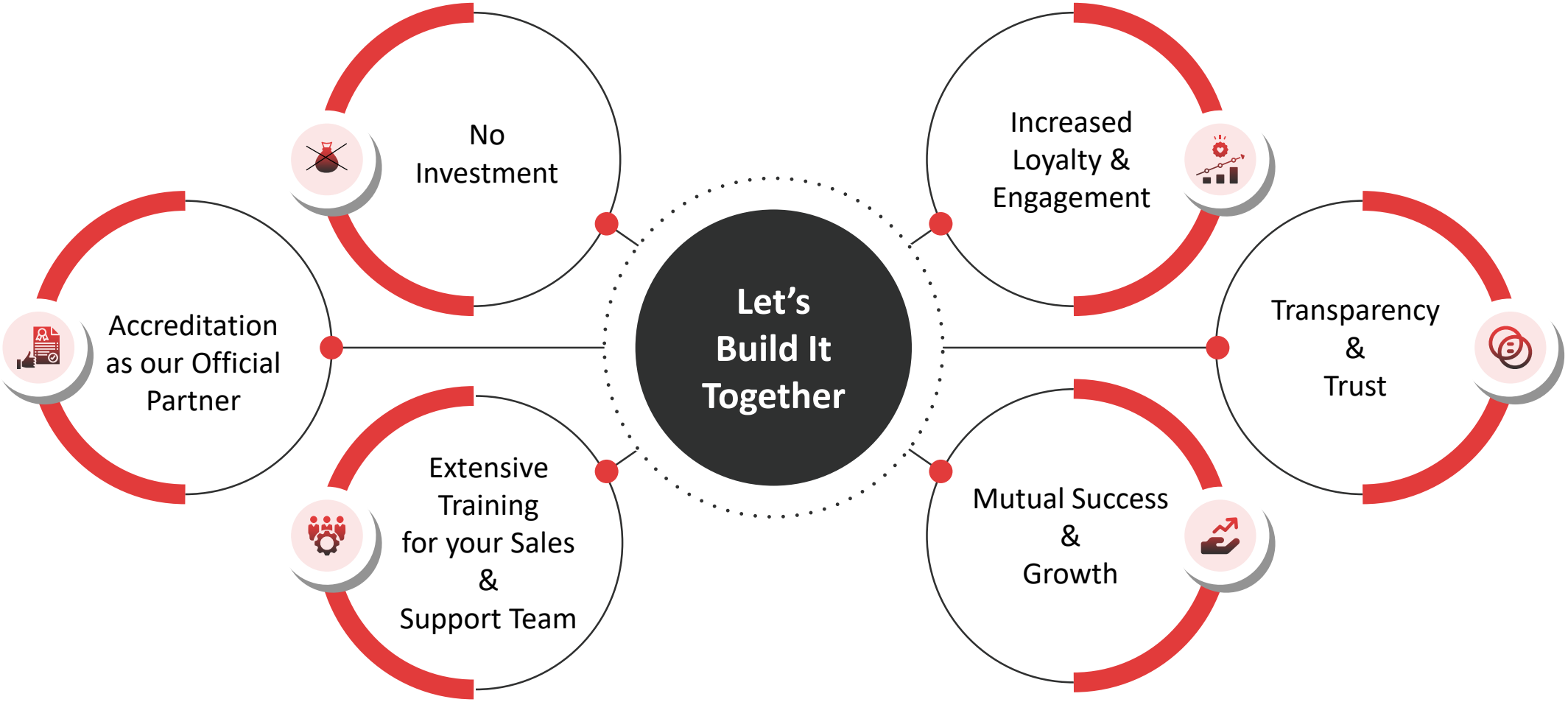
Third Party Integration

Product Customization

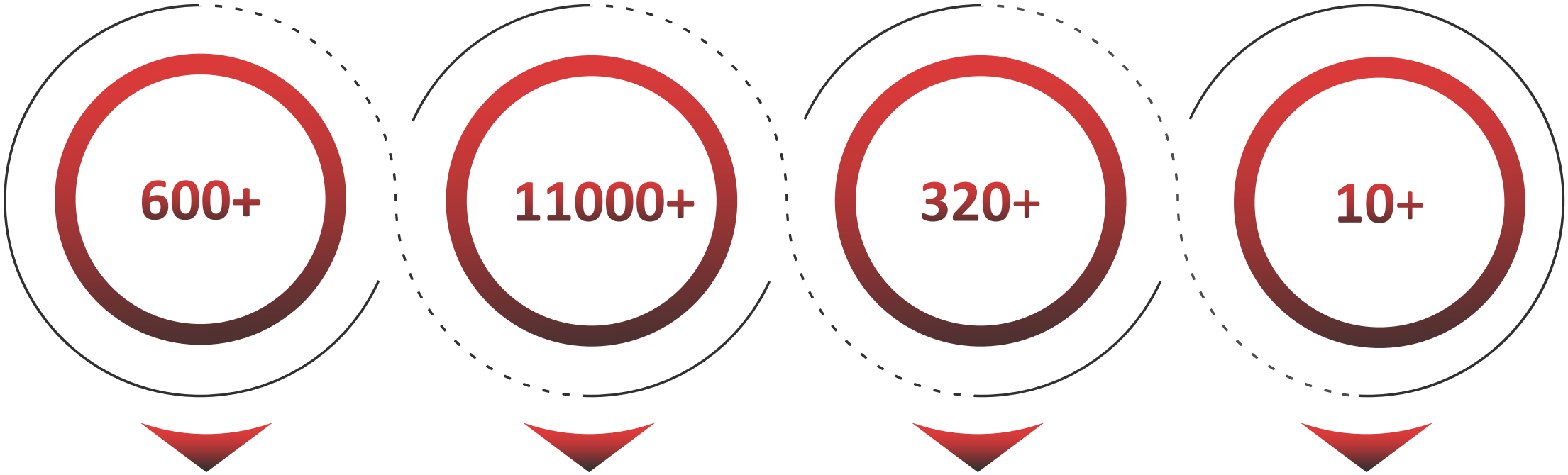
ADD-ONS

IVR Survey & Press 1 Module

Partnership Benefits



Our Presence



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Connect With Us

Thank You!

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