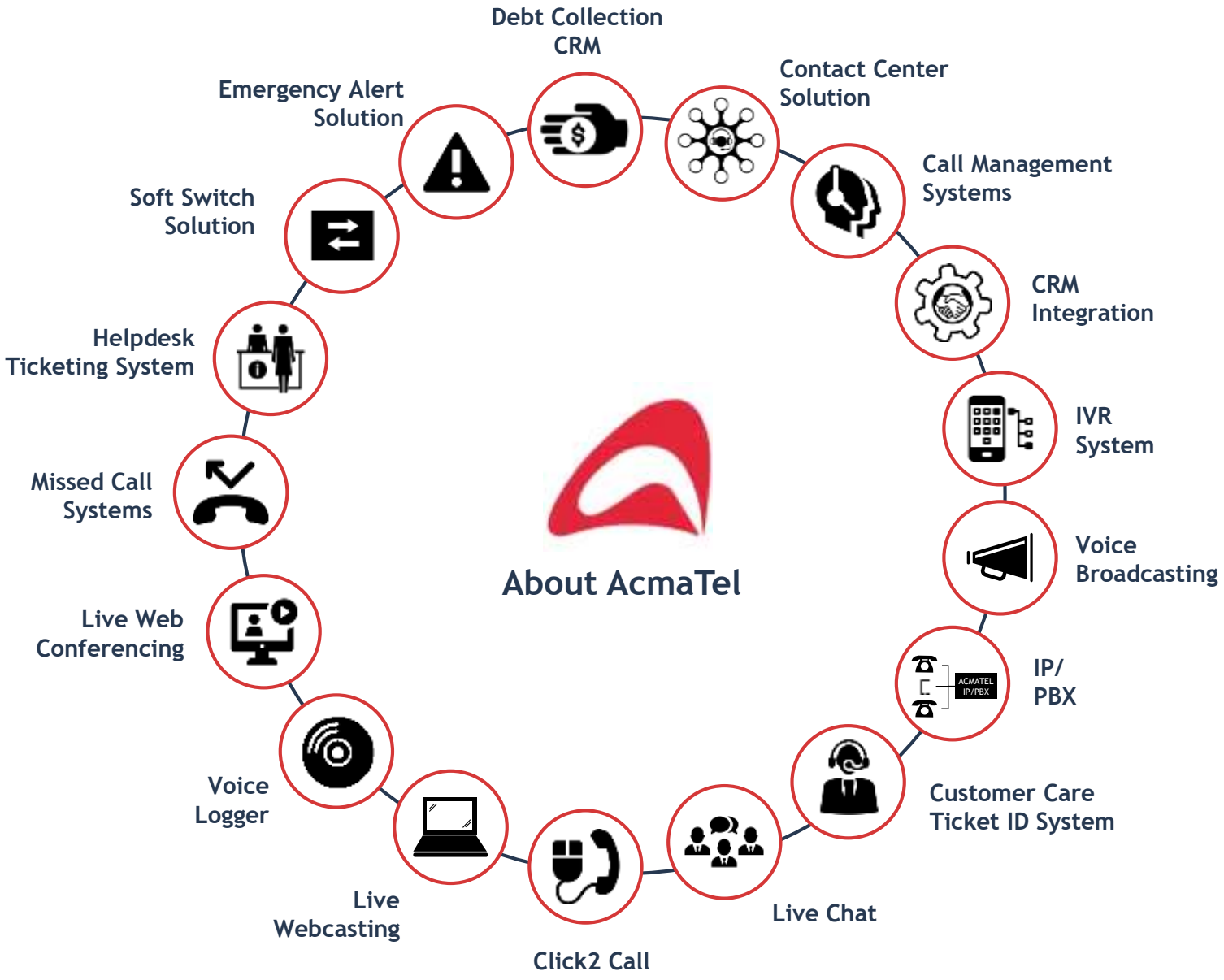
acmatel

Perfect-Fit Company for Your Next Project

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 12 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?

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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.

Collection Agency Management System

Collection Agency Management System (CAMS) is a loan recovery process management Software for debt collection agencies. Allocation from banks can be easily imported from traditional excel and will be automatically allocated to telesales, team leader, team, area, pin codes, field collectors for a particular portfolio thereby reducing the tedious task of manual entry.

- Simple to use. You can get an operator started in less than four hours.
- Getting real-time agency resolution status is just a click away.
- Built to customize. Easily integrate with IP PBX telephony software and call your customers right from CAMS with a click.
- Forecasting as per the buckets or portfolio is easy to manage and track.
- Complete user friendly UI, so no need excel training to your people.
- Packed with features. Automate from getting trails to claim paid / Reconciliation.

Debt Collection CRM

Developing focused debt collection proto types to help reduce costs, save time and maximize resources. Learn more about how you and CollBox can streamline your debt management and recovery portfolios for committed resolutions.

Why everybody choose CollBox

Empower Your debt Collections to Drive Results and Increase Cash Flow , especially when resources are inadequate and time is short.

Smart Payment Reminders

Remind and follow up with customers at the right time with ease through automatic reminders

PTP Management

Let agents focus on faster collections by getting the correct customer status details with ease .

Work from Anywhere

Simply plug N play . You just need a computer with internet . Managing remote workers is very easy

Real-Time Management

Reassign agents within the customer buckets upon the process requirements in real time.

Maximum Profitability

Decrease operational costs by strategically allocating resources as per the process requirements.

Audit Friendly

Prioritize Your Consumer Collections Strategy and Sharpen Your Bidding with Statistical Modeling.

Field Payment Posting

Filed force can now punch visit feedback and payment posting while on the GO with FOS app.

Notifications & Alerts

Get alerts and notifications on crucial events like a broken promise to pay or scheduled follow up calls.

Field Tracker

Track your Field executive live along with complete route plan and real time payment / feedback alerts.

Contact Centre Solution

AcmaTel contact centre solution is an automated telephone system that is outbound/inbound. It can dial calls from a list of uploaded telephone numbers in the same order. It will also screen unnecessary calls like busy signals, answering machines, no answer, and numbers that get disconnected. AcmaTel contact centre solution Dialer solution that is software based and helps companies to reduce expenses on telephony boards.

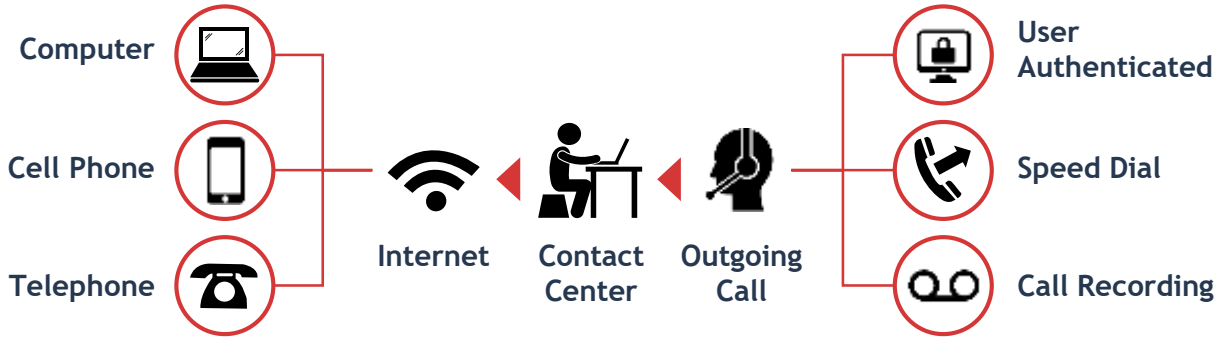
Outbound Call Center Suite

The Outbound Call Center Suite is a tool that isn't rigid and allows easy management for contact centers. You get maximum customer contacts in a minimal amount of time because of the algorithms, while targeting precise campaign service and sales objectives. Outbound call center suit is effectively used for outbound calling process like collection, telemarketing, survey etc. to make agents accelerate the productivity. Collection, service follow-ups, surveys and appointment confirmation.

Inbound Call Center Suite

The Inbound Call Center Suit- There is Automatic Control on the distribution of your inbound calls to agents who are available and processing time is reduced for superior customer satisfaction and faster response time. Personalized routing scripts that can be changed at any time are provided.

First call resolution (FCR), average handle time (AHT) and time in queue are measurable ways in which you can judge your agents productivity.



Features

- Modular Architecture for Agent Dialing & Admin Management
- Call Recording along with Advanced and analytical logging
- Automated outbound call landline Mode with Auto / Predictive /
- Handling of more than one dialer servers individually or in a cluster
- Manual / Preview Dialing
- Multiple Campaign Management
- Agent / User Management
- Callback scheduling
- DNS leads Management
- Business Areas
- Customer Survey Software
- Uploading leads with .csv & with custom options with duplication verification
- Realtime and Historical Call Monitoring and Statistics
- Outbound Call Center Suite can be used in following
- Call Transfer / Forward with 3-Way Call Conferencing
- Telecommuting Software
- Telemarketing From Home
- Direct Marketing Software
- Telephony Phone Software
- Phone Customer Survey
- Customer Satisfaction Survey
- Contact Center Software

Call Management System

Predictive Dialer

AcmaTel Predictive Dialer is a system which automatically dials calls from a list of uploaded telephone numbers in sequence, screening unnecessary calls such as busy signals, no answer, answering machines and disconnected numbers while predicting at what point a human caller will be able to handle the next call.

This help companies to avoid the use of expensive telephone boards and other associated hardware, which have high maintenance costs. This system is very easy to use, and therefore it is used more in following areas like telemarketing, payment

Outgoing Call System

Outgoing Call System is a flexible tool that allows you to manage optimal outbound campaigns. Used to maximum productivity of agents, our algorithms allow for maximum customer contacts in a minimal amount of time, while targeting precise campaign sales and service objectives. Collection, service follow-ups, surveys and appointment confirmation.

Incoming Call System

Incoming Call System is an automated system that controls the distribution of your inbound calls to available agents and reduce processing times for higher customer satisfaction and quick response time. It also provides personalized routing scripts that can be modify at any time.

It helps in agent performance like first call resolution, average handle time and time in queue.

Features

- Scalable
- Logging and Recording
- Quality Analytics and Stats
- SMS and E-mail Management
- Ability to use GSM Gateway/VOIP trunks
- Skill based Routing
- Call Recording and logging
- Multiple Campaign Management
- Automatic Call Distribution
- Call-back scheduling
- Scribing Management
- Scheduled Call-backs
- Automated Call Distribution
- CRM
- Interactive Voice Response
- Agent ideal based call routing
- Agent / User Management
- Call Conferencing
- Call Monitoring and Statistics
- Call Transfer / Forward

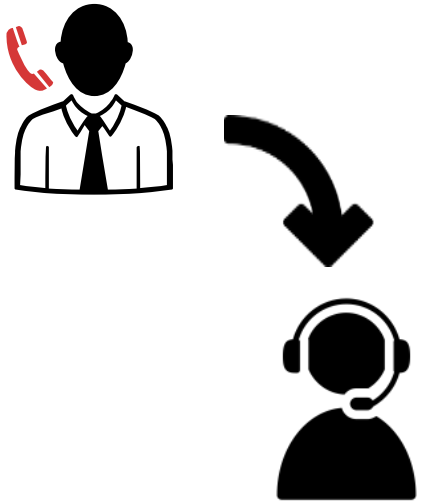
Features

- Multiple Campaign Management
- Call-Back Scheduling
- Automated Call Distribution
- Call Recording and logging
- Call Monitoring and Statistics
- Leads Management
- DNS leads Management
- Call Transfer / Forward with 3-Way Call Conferencing
- Modular Architecture for Agent Dialing & Admin Management SMS and E-mail Management
- Agent / User Management

CRM Integration

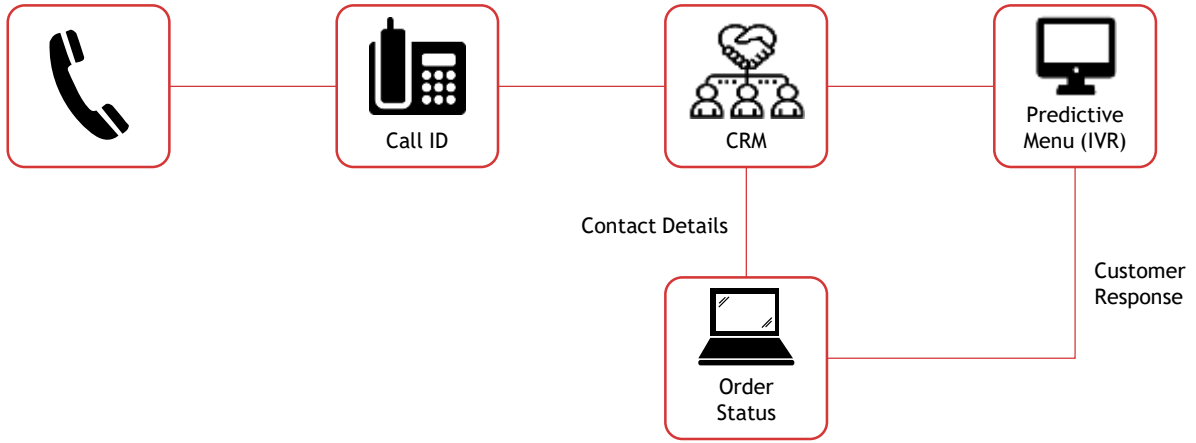
CRM (Customer Relationship Management) system is a tool used by the agents of call centres, customer support and customer care centres to look into the details of the caller to provide them personalized experience. Switching between your Call Centre solution and CRM Solution is difficult and AcmaTel provides an easy solution for the same with its CRM Integration.

AcmaTel provides Call Centre Solution and CRM system Integration Service so both systems work in harmony. They offer a custom widget which furnishes agents with an advanced tool to operate both systems from a single screen.



Features

- Priority based lead routing to the agent. For example: High Priority lead gets priority to get connected to the agent while in the call queue
- Disposition based lead update in the CRM system
- Rule based lead update in the CRM
- Update only data which are changed/ updated in the CRM
- Provide all information of the lead to the agent during live call in the call centre solution itself
- Provide empty lead box to fill in for the first-time caller or new lead in the call centre dialer solution
- Create new lead data in the CRM solution which were inserted in the call centre solution
- Seamless call recording data integration between CRM and Call Centre Solution
- Allow agents to edit the lead information in the call centre dialer which get updated automatically in the CRM solution
- Check for Lead duplication to keep unique records
- Rule based action in the dialer from CRM. For example: Record calling campaign of each lead belongs to “India”
- High level of Data security by keeping sensitive data private such as phone number, email ID, etc. from the agent
- Seamless integration of call logs between CRM and Call Centre Solution



IVR System

AcmaTel IVR automates interactions with telephone callers to reduce the cost of common sales, service, collections, inquiry and support calls to and from their company. AcmaTel IVR system can help to direct customers to the right support channel they need and allows you to perform various transactions, including bill payments, account information, money transfer and so on. IVR works on multiple line of telco like Analog Line, PRI Line or GSM gateway. IVRs system can also work with SIP based DID number having sip credentials.

Interactive Voice Response reduces your cost per call by letting customers choose the type of help they want such as self-service or speaking to an agent. Not only will our IVR system free up your agents to handle more complex cases, but customers can quickly self-solve basic issues like bill pay, account inquiries, and more.

This e-receptionist directs you towards getting your query resolved. Who is this electronic receptionist? This Electronic Receptionist is IVR / IVRS or Interactive Voice Response System. With IVRS, the caller to your company gets directions to receive the answer for their query via pre-recorded messages. Modern IVRS / IVR systems enable users to interact through a computer system via two interfaces – the Interactive Voice Response System (IVRS) and now an Interactive Response Web-Based System (IWR).

Key Offering of AcmaTel IVR System

- 24×7 Availability
- Multilingual
- No wait time for customer
- Increases Brand Credibility
- One number for all departments
- Excellent customer satisfaction
- Useful in distributing same type of information to every caller

IVR Benefits

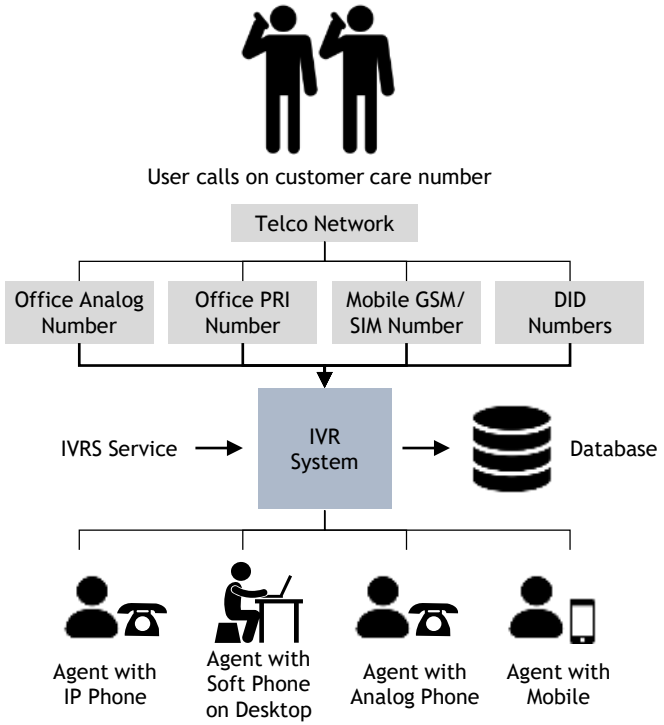
Print and provide only one number for all the departments in your advertisements and Brochures.

Will impress your callers and increases the reputation of your brand name.

Multilingual greetings to the caller.

It is very useful when you have to distribute same type of information to every caller.

IVR works 24 hours a day and it never greets a caller with tired voice.



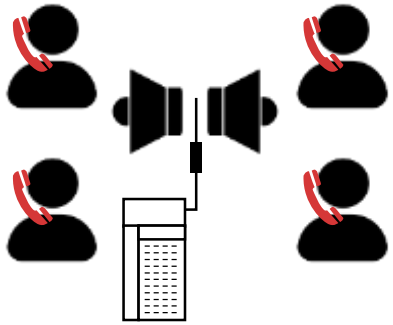
Voice Broadcasting

If you are doing a customer reminder/notification campaign or a political/non-profit broadcast campaign you may want to be able to dial a list of numbers and play a message for them when the customer side of the phone line picks up the phone.

Our team will help you create a powerfully persuasive set of pre-recorded phone messages, and then we will use our advanced technology to provide these compelling messages to a targeted list of your customers. The people who are interested in your offer will either Press-1 to connect to your marketing agents or simply call your toll-free number.

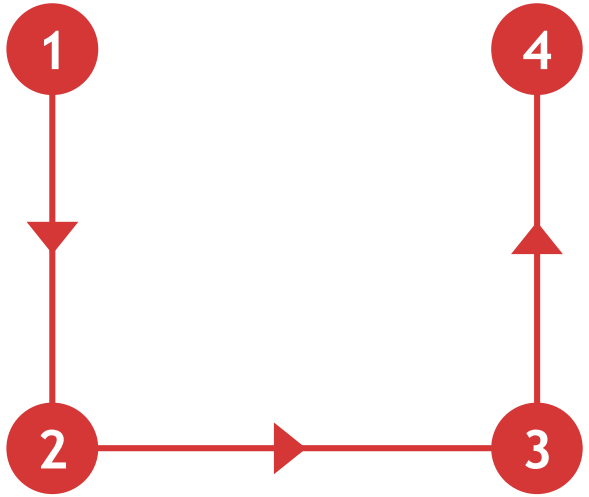
Key Offering of AcmaTel Voice Broadcasting System

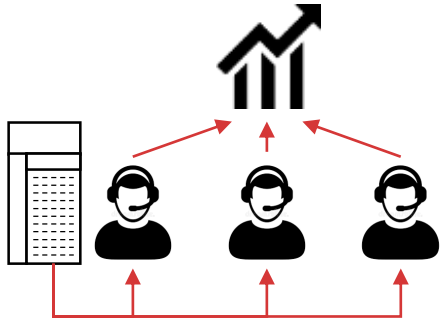
- Customized Caller-ID
- Push to Connect
- Remote Management
- Detailed Broadcast Reports
- Survey & Polling System
- Manage System Remotely



AcmaTel VB system broadcast to potential customer

Customer listen to a prerecorded voice message giving details on your product/services and if interested press 1 to transfer to a customer care executive for more details.





Customer care executive will deal with live inbound calls and produce sales.

AcmaTel solution will filter inbound transfers and route the calls to customer care executive.

IP/PBX

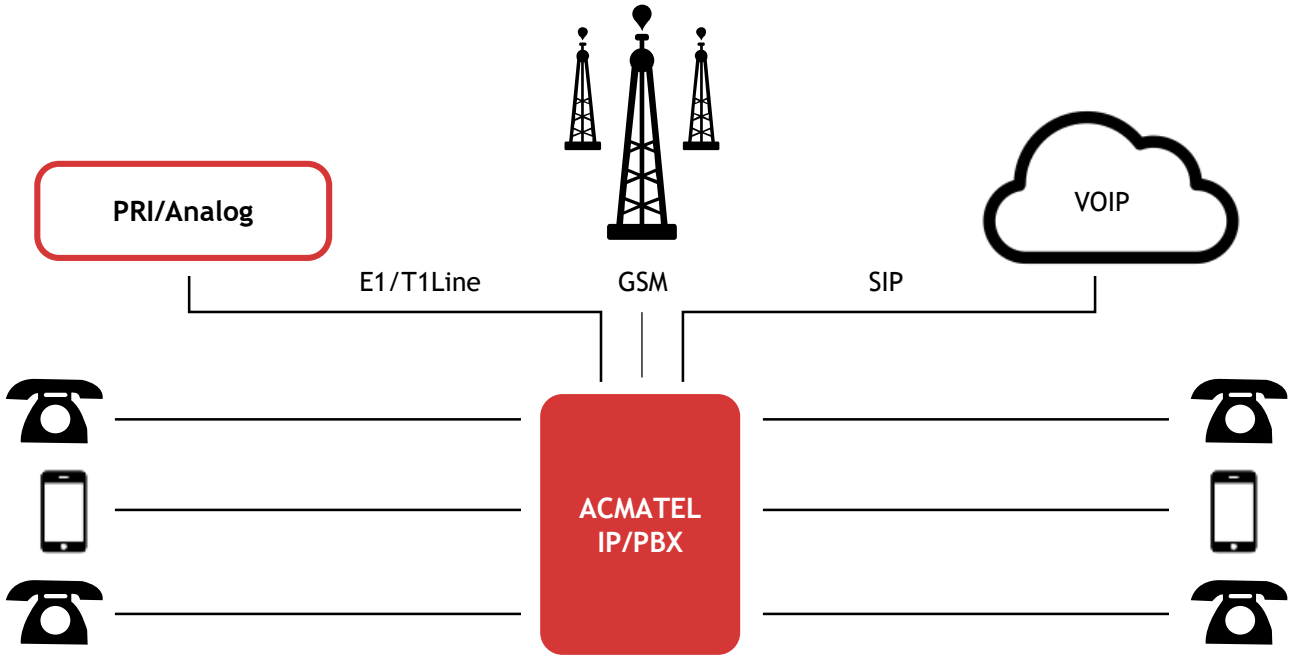
To take advantage of advanced communication features offered by the VoIP communication solution we use this IP PBX solution. This solution integrates a seamless communication mechanism and brings collaborates different branches. The major benefit is that this system can be used from multiple premises and the whole communication solution can be controlled from a central control station. Therefore, this solution can be used for providing IP PBX service to multiple clients at the same time.

AcmaTel offers the development service of a Custom Featured Multi-Client IP PBX system with custom features required by the customer from simple to advanced. AcmaTel provides the customization as well new module development and integration service for open source IP PBX solutions.

We provide a complete package of IP/PBX which helps corporates and small business for More cost effective options for voice traffic, Enterprise Data and Phone networks merged, Lower cost Moves, Adds, and Changes etc.

Key Offering of AcmaTel PBX System

Web Based Administration	Call Filters & Blocking	Auto Attendant Routing	Extension Range Flexibility
Group Extension Management	Name directory	Inbound/Outbound calling	Music on hold
IP phone connectivity	DID support	Video call and Active call	Dial by Name/Extension
3rd party API support	Voicemail	Call Screening/Recording	Emergency number support
Caller ID	Find Me/Follow Me	Call Parking/Pickup/Call-back	Voicemail to Email
Call Waiting/Transfer/ Forwarding/Baring	Multiparty Conference Call and Bridge	IVR (Interactive Voice Response) System	Multiple Codec and Protocol support



Customer Care Ticket ID System

Call Efficiency

The more prospects an agent speaks to, the more results he will see. Predictive dialing produces, on average three times the results of manual dialing. In addition enhances call quality (particularly important when considering customer service issues)

Agent Retention Rate and Morale

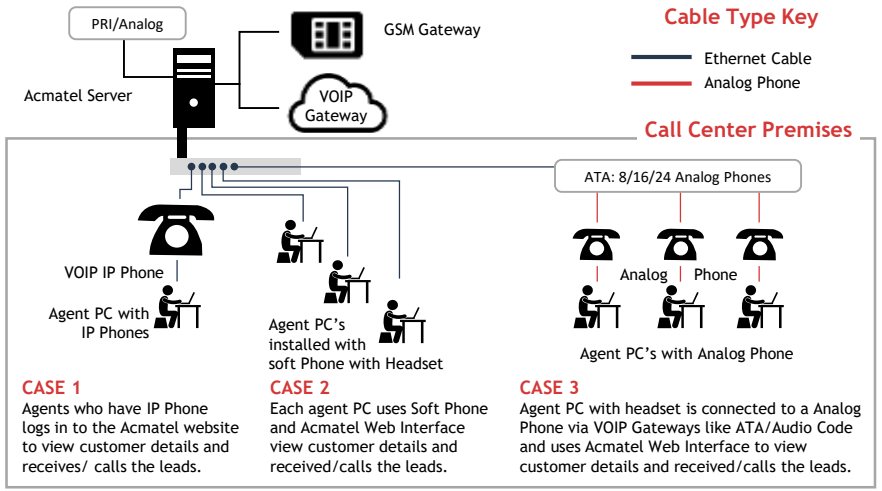
Reducing the tediousness of telemarketing will greatly increase your agent retention rate as well as agent productivity. Also, by seeing his own results, an agent's morale will increase dramatically, which will only add to his efficiency.

Profitability

Efficiency and agent morale and retention lead increase in productivity and in turn profit. The fact is simple, if you talk to more people, you will get more leads.

Key offering of Customer Care ticket ID System

- Support Multiple Dialing Mode The flexible architecture allows the user to concurrently operate campaigns in Automated outbound mode like Auto/Predictive/Manual Preview Dialing
- Live "Real-time" Monitoring of agent statistics & performance metrics for Quality Analysis.
- Scheduled Callbacks for Agent only
- IVR (Interactive Voice Response) & Automatic Call Distribution - automate interaction with client and distribution of calls.
- Time Zone Dialing as per each country criteria
- Multi -purpose Report for measuring Agent Performance & Call centre metrics at your fingertips and wallboards with real time metrics in a visual format
- Scalable to no. of agents seats
- CTI (Computer Telephony Integration) Ability to use Telco PSTN/PRI lines, GSM Gateway & VOIP trunks



- DNC Scribing Management
- Robust Digital Recording & Logging in the .wav, .gsm & .mp3 format along with Multiple Search options
- SMS/Email Management for sending SMS to customer once call is completed EMAIL Management is for sending Emails to customer with all required details of company.
- CRM Integration - Capable to integrate with 3rd Party CRM.
- Supports AMD & SIT Frequency Detection: Auto Detection of Fax Machine, Answering Machine, Busy Tone and Telco Tones.

Live Chat (Live IM)

Turn browsing into sales and increase conversions by over 30% . A Complete Live Chat System, which includes functionality required by businesses that are serious about an efficient live chat operation for their customer service needs. Better sales conversions, happier customers and long-term customer retention are all just a chat away with our Chat System. Chat with potential clients in real time. Start talking to your e-shoppers an let your sales people deliver a live shop experience . There's never been a better way to maximize online sales and customer satisfaction. Our live chat software let you easily connect with your website visitors during high-stakes situations. Whether they're searching for specific items or hesitating at checkout, you can chat with them to ensure they get exactly what they're looking for – as if you are right in front of them.

Key Offering of AcmaTel Live Chat System

- Live Chat Operators can log in 24/7 from anywhere around the world
- Transfer Chats
- Works on all Browsers
- Internal Operator Chat
- Multiple Chats
- User-Friendly Interface
- Real-time chat (without page refresh)
- Unlimited departments (groups of operators)
- Runs on your server and domain
- Unlimited operators, chats, and users
- Priority queue of visitors

Faster way to reach your customer in real time

Click2Call

Telephony communication has revolutionized marketing and information campaigns across the globe. Here we present a dynamically designed tool which simplifies instant calling with intensified PBX based back end support. Place our widget on your website and we'll ensure you are connected to your leads whenever they look up to you! Trigger a call between your agent and customer at the click of a button as soon as the customer drops his number! Experience the utilities of swift reach outs to you customers and diminish conversion time rationally . Click 2 Call Solution puts a link on your site so that customers can call you directly by providing click-through connectivity from your web site direct to your contact centre.

Offers Real-time Voice Assistance

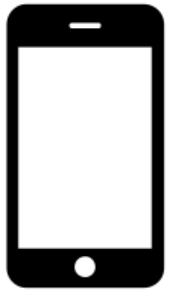
Convert website visitors into potential clients using our click to call software. AcmaTel's click to talk system is easy to implement in your websites or portals resulting in improved user experience, active website engagement and more sales leads . The software offered by us lets you have an effective management of customer support and consumers feedback functions and more. It is well equipped with all advanced features.

Simple Yet Efficient Way To Connect Two Phones

It lets users click a button placed on websites that will instantly let them speak with a customer service and sales representative. Click to call services allow companies the best way for their website visitors to connect to their company representatives/agents/ departments.

Key Offering of AcmaTel Voice Broadcasting System

- No additional Investment
- Analytics and Statistics
- Pay for number of minutes used
- CDR Report generation
- Choose Your Click-to-Call Interface
- Use Your Own Phone Numbers
- Saves time and money
- Improves quality of customer experience
- Maximizes online sale opportunities
- Hosted as a Software as a Service (SAAS). Just need to integrate the API Link.
- Easy integration with any existing website in simple HTML code.



1 Website visitor click on Click-2-call button & enter his phone number.

2 Click-2-call will call website visitors phone number.

3 Your phone rings and call is connected with website visitor.

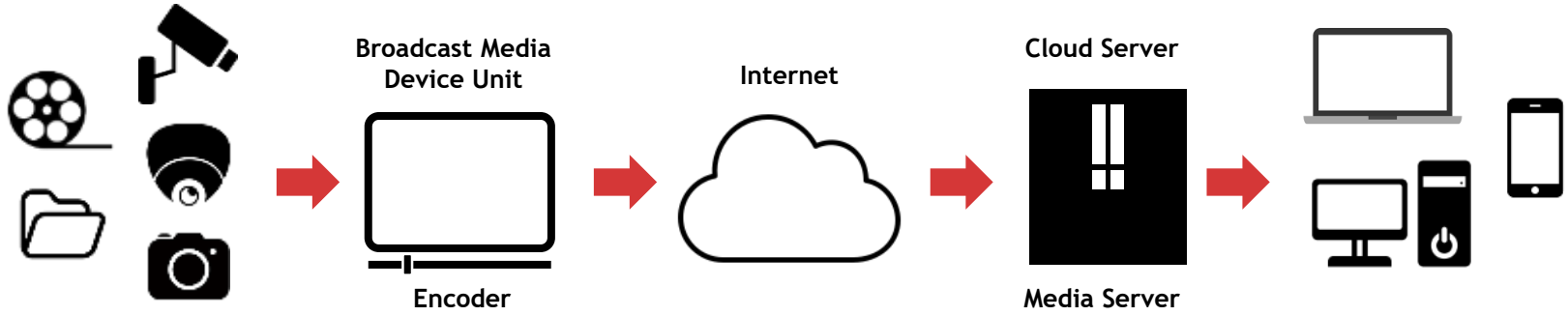
Web Casting

A webcast is a media file distributed over the Internet using streaming media technology. A webcast may either be distributed live or on demand. Essentially, webcasting is “broadcasting” over the Internet. A webcast uses streaming media technology to take a single content source and distribute it to many simultaneous listeners/viewers. The generally accepted use of the term webcast is the “transmission of linear audio or video content over the Internet”.

Webcasting is used extensively in the commercial sector for investor relations presentations (such as Annual General Meetings), in E-learning (to transmit seminars), and for related communications activities. However, webcasting does not bear much, if any, relationship to the idea of web conferencing which is designed for many-to-many interaction.

Broadcast your live event over secure web, giving everyone front row seat at their PC, Smartphone’s, and Tablets. Using high quality video, per-produced video, and even your own PowerPoint slides, we can produce live show that looks and feels more like professional network TV Shows, not a fuzzy, poorly produced webinar.

We extend the reach of your event using Live or On-Demand technology called webcasting to share the event experience with anyone, anywhere at any time. Furthermore, we can help you customize every aspect of your webcast so you can maintain brand consistency.



Key Applications

- Interact live non-intrusively through online polling, Q&A, etc.
- Securely broadcast corporate events / meetings to your global offices.
- Multicast / Intranet / Internet Broadcast can be easily Integrate with MNC’s own network.
- Advertisement / Marketing Company can use the platform to reach global audience.
- Social events can be customized with designer themes and slide shows.
- Eliminate your travelling costs.
- Extend the life of your event through on-demand playback.
- Understand who attended through detailed reporting.

Features

Interactive
Webcasting enables audience feedback, information sharing and annotation via Video & PPT Presentation

Participation
Allows Question and answer participation & Audience polling. It allows you to connect & interact instantly with a new or existing virtual audience.

Branding
It will customize your entire Event with your company logo

Real time recording
It provides Real-time recording for future playback

Safety & Privacy
It secures encryption to ensure safety and privacy.

Separation
It separates host and attendee views so you can better manage your meeting

Compatibility
It is Compatible with Windows, MAC, Linux, Solaris and others Innovative Boost your company image and reputation

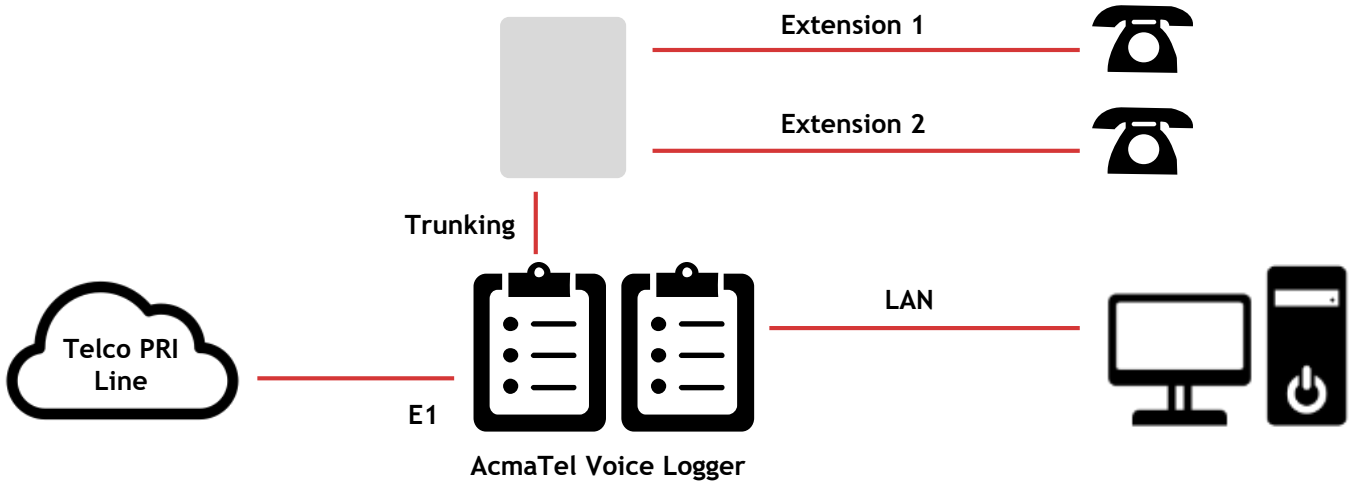
Innovative
Boost your company image and reputation

Voice Logger

Voice Logging is an important tool for recording interactions between contact Centre agents, supervisors, and managers on one hand and prospects, leads or customers on the other. Our Voice Logging System is designed to work seamlessly with Predictive Dialer, IVR (Interactive Voice Response) and ACD (Automatic Call Distributor) solution, it is perfect for contact centres or enterprises that need an end-to-end solution, or just a standalone voice recording solution that integrated with their current setup. So, whether you wish to start with a simple set-up or extend your current capabilities, our solution will enable you to do so with the shortest TTI time-to-implementation), without upgrading or replacing your hardware and software, or incurring additional infrastructure and IT costs.

Key Offering of AcmaTel Voice Logger System

- Record limitlessly: Automatically record all conversations and keep a track of inbound and outbound interactions between agents and customers for quality assurance with our no-bar recording.
- Search effortlessly: Search through voice records without going through endless menus and buttons and save up on your valuable time.
- Back-up data: Just mount a simple back-up drive and save all the records, or select records to be backed up regularly.
- Security: Don't fret over security only provide access to supervisors, managers, administrators or other qualified users. Any sensitive information in the wrong hands could wreak havoc on your company's image.
- Store in multiple formats: If you wish to save space, convert the voice logs in MP3 format. You can also go with the conventional WAV format.
- Online reporting and viewing: The AcmaTel CRM allows you to access voice logs online and with comprehensive reports



Web Conference

Enabling individuals or groups to meet communicate and collaborate with each other seamlessly and instantly, is becoming a primary requirement for efficient organizational communication. This solution allows people in groups to collaborate virtually and share information, it also provides facilities to record and capture formal or ad hoc collaborative interactions for later Tracking and reuse.

AcmaTel's Web Conferencing Solution allows participants in a meeting to see and hear each other, making for an interactive conference. It is also used for educational training, surveillance, emergency response and security. Use the internet to its fullest potential, work across the world, in a blink of an eye with our state of the art Web conferencing solutions.

Key Application

- Coordinate distributed business activities.
- Reach more people.
- Enhance productivity.
- Save Money and Time.
- Increase Adaptiveness and Responsiveness.
- Meeting Recording and Playback.
- File Sharing.
- Whiteboard WebRTC audio.
- End to End Encryption for Security.
- Desktop Sharing.
- Use Our Public Cloud /Your Own Private Cloud.
- Multi-Vendor, Multi-Device Interoperability.
- Rich- The Next Generation of HD Video.
- Local Dial-in Number.

Features

Desktop Sharing
Go beyond sharing only slides. The presenter can broadcast their desktop for all people to seeor just a region of desktop. Works on Mac, Unix and PC

Rich- The Next Generation of HD Video
Share your latest marketing slides or budget-tracking sheet in high definition. Dual-stream support ensures the quality of both the video feed and shared content

WebRTC Audio
Users of Chrome & Firefox browsers will benefit from high-quality, low-latency WebRTC audio. (Users of other browsers will seamlessly use Flash-based audio.)

Multi-Vendor, Multi-Device Interoperability
With AcmaTel's video conference solution all parties can easily connect to the same meeting using their platform of choice

Share Documents, Presentations, Videos, & More
Share virtually anything accessible to your computer: entire documents, presentations, videos, applications

Web Cam
Multiple users can share their webcam at the same time. There is no built-in limit on the number of simultaneously active webcams

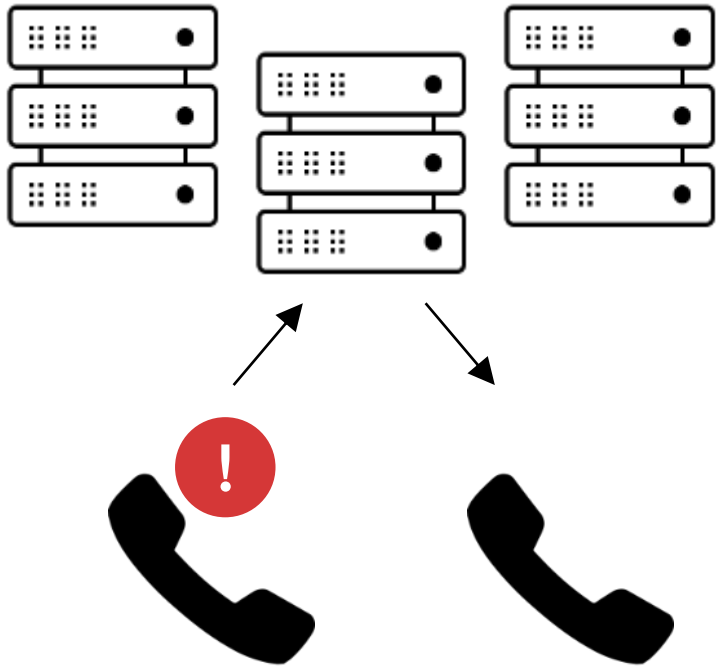
Use Our Public Cloud /Your Own Private
Cloud Choose what is best for your business from two deployment models

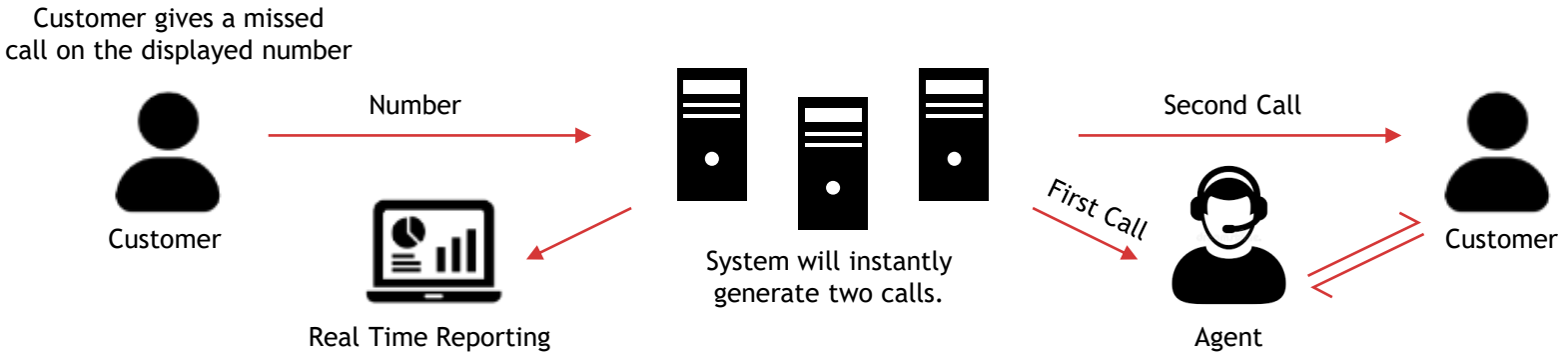
Meeting Recording and Playback
With AcmaTel's VC you can record, watch and share your meetings, including the video, audio and content being shared

Whiteboard
The whiteboard controls let you annotate key parts of your presentation

Missed Call Systems

Now your audience can reach you instantly with a Missed Call from their phone and you can respond back via Call, SMS or IVR. The Missed Call Solution is completely automated web based platform that enables you to create business lead, feed backs, voting campaigns, awareness campaigns. Now Never miss a single lead and create a quality leads database.





Key Benefits

- Works 24/7
- User-Friendly
- Solution for landline owners.
- No extra infrastructure required at your end.
- The customer/caller is not charged
- Quicker Solution

Uses

Lead Capture

Marketers who advertise across mediums still find a challenge to judge ROI's. Missed calls help to capture 100% of the leads coming from across different mediums which allow businesses to make strategic and cost effective decisions.

Survey/Feedbacks

Businesses can get real time feedback on customer experience on service/product and if required alerts can be built on SLA's and action can be taken. The surveys/ feedback can be in the language of choice by brands .

Number Verification

Missed call service is used by businesses for number verification and for giving detailed information. Ecommerce companies use missed call service before confirming cash on delivery order, retail companies use it give any information like current balance status.

New user activations

Generate interest and get new users engaged with the brands via different kinds of campaigns

Polling

Using missed call campaign you can do live poll campaigns

Run Contests

Incentivize users / target audience to engage with the brand

Content on Demand

Bring content on demand to users on information like help material, new offers, new products etc

Innovative

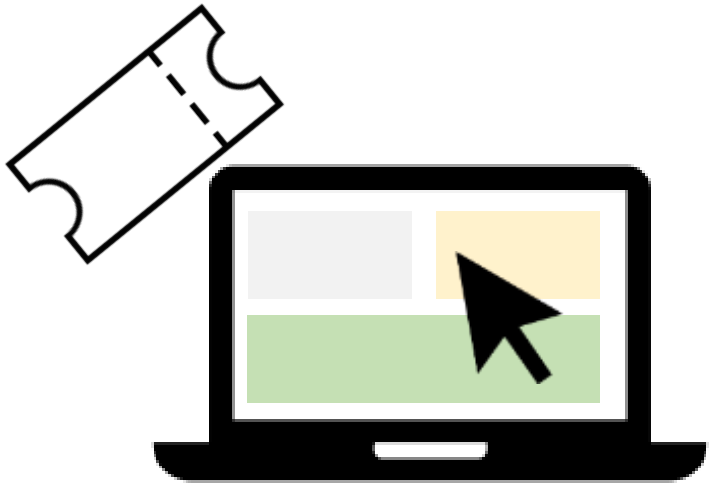
Boost your company image and reputation

Helpdesk Ticket ID System

The Customer Care Ticket ID System is an automated way to create a helpdesk or technical support ticket for reference of the reported issue and solution, which streamlines and quickens the technical support.

This system can create automated or manual tickets for support via emails, web forms, IVR Call and API which can be reviewed any time in future. The ticketing solution comes with the advanced features which help in logging each activity performed by different agents and support people for resolving an issue.

AcmaTel can provide a complete new Customer Care Ticket ID System with basic to advanced features.



Features

- User Portal
- Automated Response
- Priority Setting
- Ticket Filtering
- Ticket Locking
- Dashboard
- Automated reminders and notifications
- Reassign or Transfer Tickets
- Easy-Ticket Editing and Updating
- Detailed reports

Soft Switch Solution

AcmaTel provides a complete solution for any telecoms company wanting to provide residential, business and wholesale voice over IP, calling card services, call-back and DID (telephone number) resale.

We can provide is a class 4 and/or class 5 Soft Switch developed for an intelligent billing mechanism with detailed logging of wholesale and individual VoIP services, calling cards and similar services. It can be used with other third-party software and/or application to improve ROI of your VoIP business.

The architecture consists of a database server, Asterisk telephony server and a web-server for administration, agent, customer and online sign-up. Usually these servers are hosted on the same physical hardware, but can be distributed across multiple servers to increase the capacity. A SIP proxy kamalio is added to load balance calls across multiple Asterisk servers and assist with NAT traversal.

Routing | Border Control | Billing | Switching

Career grade class 4/5 Soft switch with Billing & Routing

VOIP Billing & Termination

Residential VoIP - Providing VoIP services, VoIP Billing and DID redirection to the general public. The endpoint is usually a PC-Dialer (or softphone) a physical VoIP phone or ATA.

Business VoIP - Providing VoIP termination to IP-PBX systems for companies, billing the calls, as well as providing invoices for VoIP services as well as supplying DID directed to the IP-PBX via VoIP or PSTN.

Wholesale VoIP - Terminating and billing large numbers of calls from a customer who has an Soft Switch or similar class 4 or class 5 switch.

Features

- Online Sign Up
- Traffic Reporting
- Customer Portal
- Rating Engine
- Customer Management
- Billing Invoicing & Payments
- Calling Card & Call-Back
- Reseller Functionality

Support Protocol / Codecs /Trunks: It support SIP/IAX protocol with flexible authentication methods like user/pwd & IP based with customer Caller ID manipulation. It also supports codecs like g729, ulaw, alaw, ilbc, gsm etc. It also supports telco lines like Analog, PRI, BRI, GSM with failover trunk.

Emergency Alert Solutions

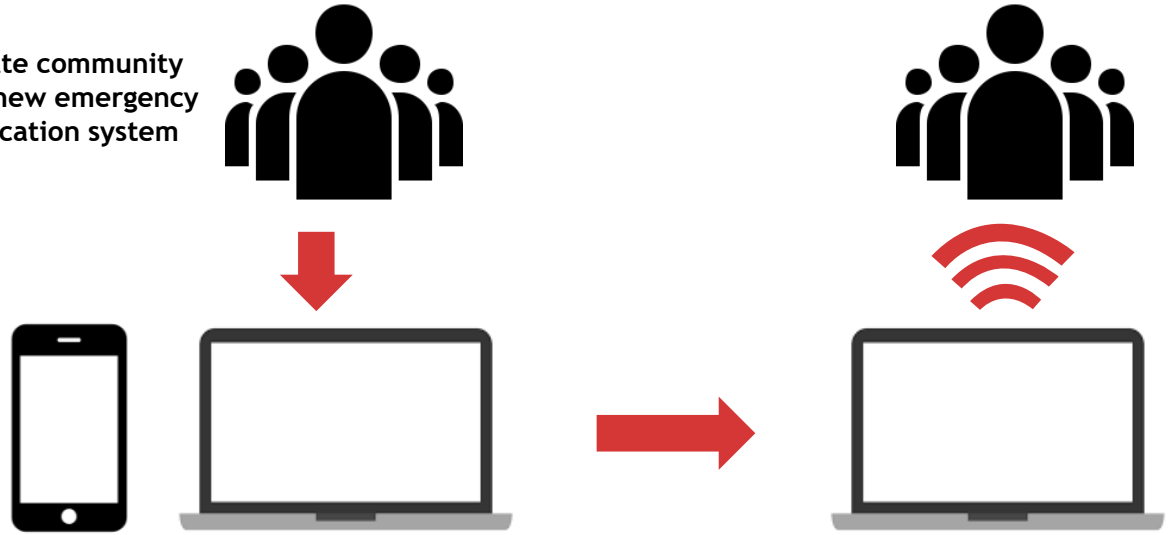
AcmaTel provides expert Emergency Alert Solutions so that whenever an emergency takes place, relevant group of people can be informed about the crisis within a few clicks, so they can start the rescue operation. This can be used with respect to Hospitals, NGOs, Police Stations, Fire Stations, Security Services, etc.

AcmaTel creates different codes called emergency code and configures the relevant extension number for each with details of concerned rescue operators. Based on the received information, the system will locate the type and location of the emergency and will generate a quick alert SMS and send it to all relevant members of the concerned group. It will also make an entry to keep logs of the emergency and relevant details.

The Emergency Alert System also provides several reports ranging from Activity, Task, Failure and Call Log Reports. These can be reviewed on demand and automated reports can be provided on a weekly or daily basis.

INFORM COMMUNITY

Educate community about new emergency notification system



Register for Service

Community members can sign up online or through their mobile phones

REACH COMMUNITY

Alerts are sent and delivered in seconds with vital information to community members

Emergency personnel can send alert via computer or cell phone

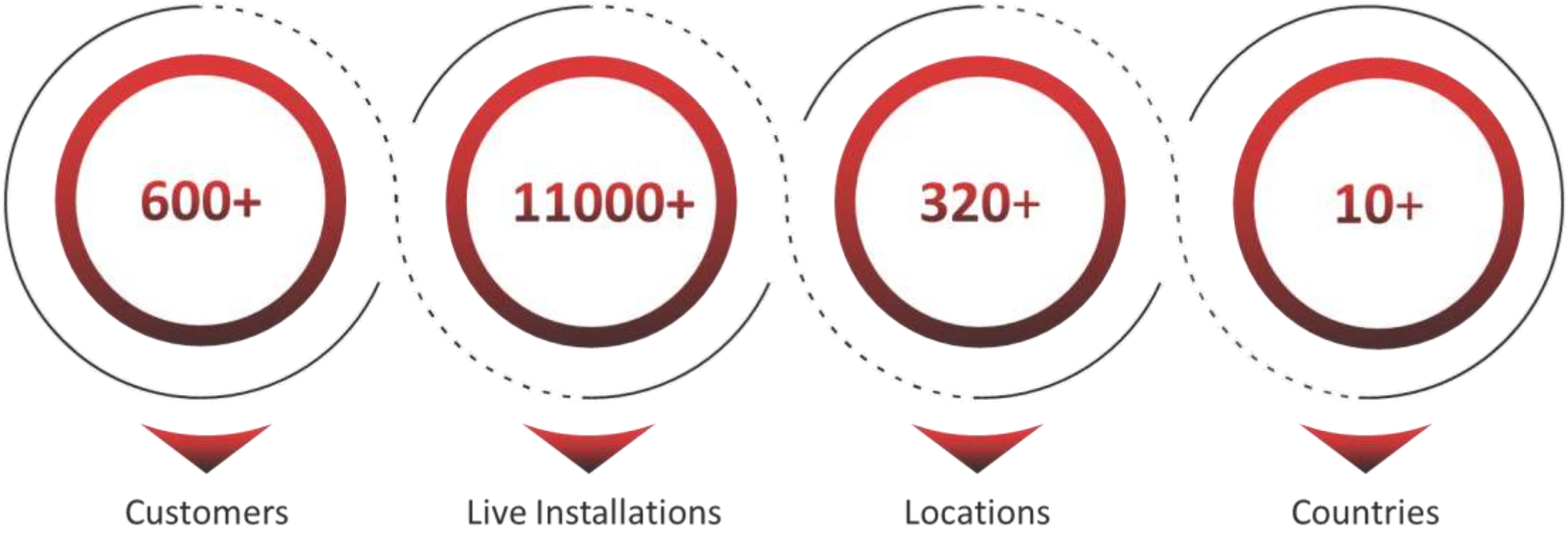
Send Emergency Alert

Features

- Quick Alerts
- Automated
- Custom Configurations
- Detailed Location
- Detailed Reporting and Logs

Benefits of Our Partnership

Our Presence



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