

Intelligent Communication Platform For Your Campus

INTELLIZEN Help Desk



C-Zentrix Help Desk Solution is a combination of C-Zentrix Contact Center Solution and the Trouble Ticketing CRM which provides a 360 degree interface for the students, staff members, parents and prospects for any complain and queries. The help desk can be reached by call, email, SMS or chat.

Some of the Important Utilities of the Solution are

- Simple queries students, staff members, parents and prospects related to the institute
- Queries pertaining to course fees and course details etc by students, staff members, parents and prospects
- Result announcements over automated interactive voice response system
- Holiday list announcement, session start date/session schedule announcement
- Information regarding placements, events in the institute

INTELLIZEN Lead Management System



C-Zentrix Lead Management Solution is a combination of C-Zentrix Contact Center Solution and the Lead Management CRM which helps the educational institution to collate leads from various sources like web portals, and other marketing campaigns and push them in real time to the C-Zentrix dialer for instant connect to the prospect.

Some of the Important Utilities of the Solution are

- Integration of various lead sources like website, Just Dial etc
- Instant automated connect to the prospect within 2 minutes of his query dropping on to any campaign
- End to end follow up of the leads from the time the lead hit the source to the physical walk-in of the prospect at the campus or college center
- Standard reporting for analysis of the quality of leads received from various sources and the conversion ratios for the marketing and sales teams

INTELLIZEN Teleconferencing Solution



C-Zentrix Teleconferencing Solution is a multi-party audio conferencing platform with 100% call recording facility which can be utilized for internal conferences for the staff members and administrators or external conferences between staff members and parents.

- Guest lectures over phone
- Parents teacher meeting
- Internal use of college for meetings of staff and administrators

INTELLIZEN Missed Call & Robo Call Solution



C-Zentrix Missed Call & Robo Call solution is an innovative way to engage students and staff members. The institute can flash missed call number for various services where Students, Staff members, Parents or Prospects can give a call for showing interest in any particular activity of the institution, whereas Robo Call can be used for proactively communicating important messages to the students and parents.

Some of the Important Utilities of the Solution are

- Event participation/ admission and examination registration using missed call
- Simple call back for any query or interest using missed call
- Teacher feedback using missed call
- Class rescheduling and exam result update using Robo Call
- Disaster management- Crisis communication on sudden closure of the institution using Robo Call



INTELLIZEN Security System



C-Zentrix's Mobile App based Security System can be used for setting up disaster help desk for students and staff inside the institutions' premise.

- Emergency call by student or staff through an app in a disaster situation like ragging, accident etc.
- Google map based central help desk tracker of student and staff in emergency
- Auto SMS alert push to stake holders in emergency
- C-Zentrix PC Screen Logger helps to record the entire activity on PC and laptops as a video for safety and evaluation purposes

Sunil Sirohi
Vice President- Information Resources, NIIT Limited

NIIT

"Using C-Zentrix has given us lot of leverage for customizing the product and integrating it with our existing lead management system. It was wonderful working with the C-Zentrix team who were patient to our changing needs and requirements and made sure that all the customizations along with the product were delivered as per the agreement. The C-Zentrix team's innovative ideas helped us further improve the utility of the solution for our requirements and create value adds for our business team. We never miss a call now. We have benefited from this association. C-Zentrix team is like a partner, I wish them all the very best."

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