

INTRODUCTION TO C-ZENTRIX

C-Zentrix is a flagship product of Towards Vision Technologies Private Limited (TVT) a company incorporated in the year 2002. TVT is among the leading software product companies providing contact center software and enterprise level software applications for voice and data.

Our products and solutions are extensively used for Predictive Dialing, Inbound/Outbound call routing, Interactive voice response system (IVR), IPBX, Voice Loggers, CRM etc. TVT also has expertise on Voice Commerce solutions and mobile based applications. Our complain management and lead management solutions help customers across the various industry verticals to provide a better experience to their end customers.

TVT has presence in 5 continents with special focus on emerging markets. We today can be proud of serving some of the top enterprises in India as our customers like Max Life Insurance Limited, ICICI Lombard, Reliance General Insurance, Berkshire India ,SMC India, NSE Mumbai, NIIT Limited, Amity University, Kohler India, Pidilite Industries, Snap Deal, Quikr, Red Bus , Videocon Next, MNREGA Rajasthan, DIAL 100 Mumbai and many more.

C-ZENTRIX FOR INTERNATIONAL CALLING

C-Zentrix has been used by several customers for VOIP calling. Some of the names are-

- Amedio BPO, Gurgaon
- Manthan Systems , Bangalore
- Technova BPO, Gurgaon
- Visnova BPO, NOIDA
- Travel and Ravel BPO, Gurgaon
- SLK Global , PUNE
- Vantage BPO, Mumbai
- Hindserv, New Delhi

CASE STUDY IN BRIEF

AMEDIO BPO (GURGAON)

Amedio is an international BPO running IT helpdesk for desktop and Microsoft software support running out of Gurgaon. The customer uses C-Zentrix Contact center Solution with IVRs, ACD (with Skill based routing), Voice Logger, Basic CRM and MIS reporting for their operations. The advanced C-Zentrix' s **Interactive Voice Response System** provides the customer to opt for the right option on the IVR (choice of language and choice of products and services). After the customer has made the selection on the IVR the call is routed to the **ACD** where the decision on whom the call should be connected to is taken by the **Skill Decision Engine** based on the input of the customer. This makes sure that the customer is connected to the right agent and gets the right support for their complain and query. The **call is recorded 100%** for quality and training purposes.

The moment call lands on the agent-desk, based on the CLI the customer information and **past interaction history** is displayed on the agent machine for his reference. **Advanced reporting system** helps the customer to pull out reports and analyze various key parameters like Agent Performance, Call Volume, Day of time traffic volume, customer disposition details. **Live reporting** helps the customer to constantly monitor the call center floor, Agent state etc live from any corner of the globe. Supervisors can **live barge in** to calls remotely and listen to live calls for monitoring purposes and even download voice logs and reports sitting in any corner of the globe. **Remote Agents** facility is available for agents to remotely login and take call sitting in any corner of the globe by logging in to the central ACD hosted in customers premise. Internal Chat system helps the supervisors and the agents to communicate to each other for various helps and support during a call.

MANTHAN SYSTEMS (BANGALORE)

Manthan Systems is a pharma market research company with its own BPO for market research over calls running out of Bangalore. The customer uses C-Zentrix Contact center Solution with Predictive Dialer, IVRs, ACD (with Skill based routing), Voice Logger, Basic CRM and MIS reporting for their operations. The advanced C-Zentrix's Predictive Dialer helps the customer to dial out automatically and connect to the agent on the floor. All **busy, not reachable, Answering Machines, switch off** etc are filtered on the C-Zentrix server itself and only answered calls where there is a positive human voice detection is connected to the agent.

The moment call lands on the agent desk, based on the **CLI** the customer information and **past interaction history** is displayed on the agent machine for his reference. The complete survey form which has been designed and customized as per Manthan's need pop up for the agent to fill and submit by asking the survey question to the customer. In case the call is disconnected midway then the partial survey is saved and the call is again redialed for completion of the survey. The agent can setup next call date and time or a call back to the customer as per his request. Agent while setting a call back can mark **Strict or Dialer** option which helps the call back to be given to the same agent in case of strict option and any free agent in case of dialer option. **Advanced reporting system** helps the customer to pull out reports and analyze various key parameters like Agent Performance, Call Volume, Day of time traffic volume, customer disposition details and survey completion details. **Live reporting** helps the customer to constantly monitor the call center floor, Agent state etc live from any corner of the globe. Supervisors can **live barge in** to calls remotely and listen to live calls for monitoring purposes and even download voice logs and reports sitting in any corner of the globe. **Remote Agents** facility is available for agents to remotely login and take call sitting in any corner of the globe by logging in to the central ACD hosted in customers premise. Internal Chat system helps the supervisors and the agents to communicate to each other for various helps and support during a call.

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