

Innovative Communications Solutions



Packaging **more features** into a
single solution to help you
manage your customer interactions



Managing Business Communications

Every business revolves around customer interactions for product selling, support services, collections market research etc. These processes require multiple communications across multiple channels. Managing the expectations, garnering efficiency in each process, and minimizing of the costs incurred are the challenge each organization faces.

Business Expectations for

Telemarketing & Sales Processes

- Maximizing Lead Conversions
- Penetration of Current as well New Markets

Customer Support Processes

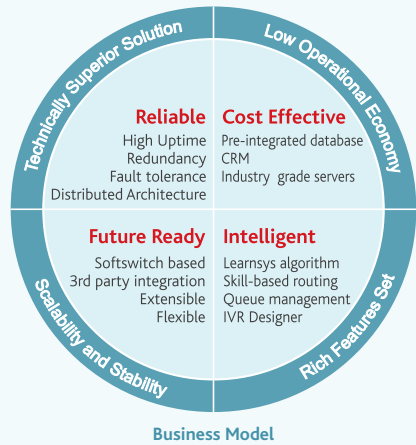
- High Customer satisfaction levels
- Maximized First Call/ Contact Resolution

Collection Processes

- Personalized Customer Service
- Increase Collection Rates

A distinguishing point for good Contact Center Software is its ability to mould itself as per process or customer requirement with ease and flexibility, while ensuring most superior economy.

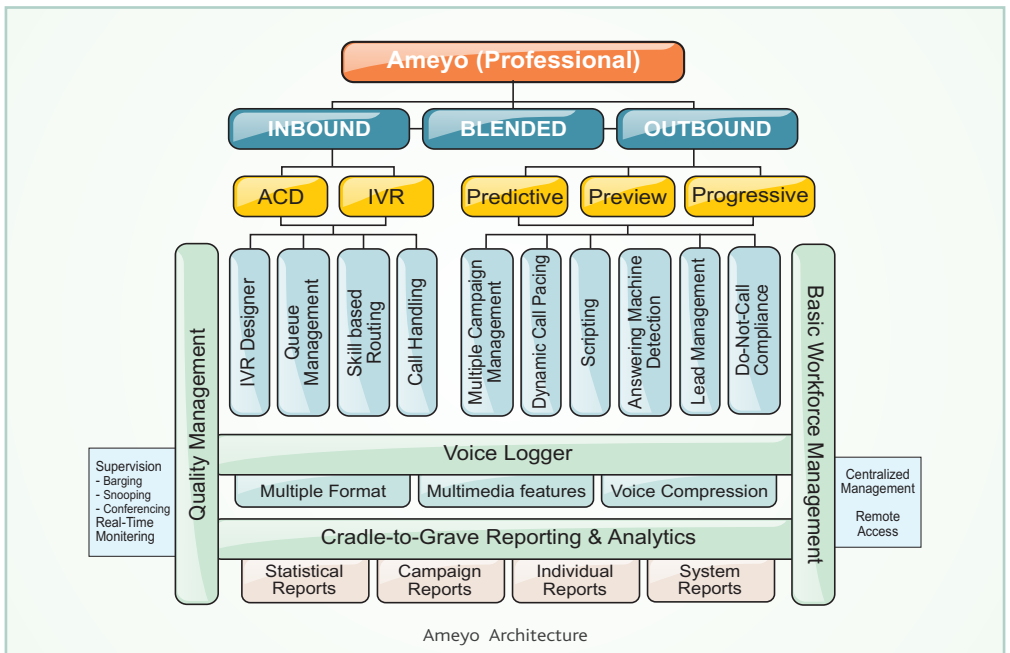
However, most contact center solutions fail to package the right tools for interwoven business interactions. As a result, you are left with no choice but to run to multiple vendors and assimilate a solution to power your processes. This again is a risk considering the criticality of process deliveries. The solution is simple – Ameyo (Pro)



Smart Technology at unbeatable cost

Ameyo is an innovatively packaged communication suite for specific business needs of customer facing organizations. The all-inclusive solution empowers Contact Centers (both Captive and outsourced) to deliver superior customer experience, enable virtualization and minimize operational costs while enhancing process efficiencies and business productivity.

Ameyo is a Reliable, Flexible, and Scalable Call Center Software. The host of value-added features Ameyo provides and efficiency deliverables obtained explain the reliability of the solution. It also offers deployment flexibility for VoIP and TDM based networks. UI, SOA and MDA based open architecture of Ameyo makes it easily scalable to process and organization growth. It also provides seamless integration with any third party applications making it ideal for Enterprise Communications as well.



Architectural Flexibility

The architecture and core platform of Ameyo has been created from ground up using **latest communications technology**. It is extremely flexible and extensible because of its multi-switch setup.

The architecture allows various modules of Ameyo (Pro) to interact with each other on a well-defined interface. This provides **easy integration** with existing applications and infrastructure, **high up-time** and **faster development** of custom made applications.

It enables **redundancy at multiple levels** of the infrastructure thereby providing high **scalability** from 10 to 10,000 seats or more. Ameyo (Pro) builds on the existing infrastructure and offers easy extensibility without heavy investments into telephony equipment and hardware **saving** up to 70% of the operating system costs.

Minimum TCO (Total Cost of Ownership)

Ameyo technology has been developed keeping in mind the ever-evolving Call Center requirements with pressures of cost efficiency. The solution builds on your existing infrastructure and equipments. Ameyo (Pro) provides **cost containment** without compromising on technology.

Ameyo requires industry grade servers thereby refuting the need for expensive propriety hardware, although it works seamlessly with it. **Ease-of-use** is the underlying principle for any Ameyo application.

The single unified interface of Ameyo (Pro) simplifies call routing & treatment, reporting, recording and management functions. It is easy to learn, operate and maintain at all levels be it user, supervisor, manager or IT administrator since it requires no programming knowledge.

Advanced Feature-set

Ameyo empowers organizations to effectively manage processes, customers, workforce and performances. Full featured ACD and IVR with multi-extension, multi-channel, multi-media routing and queuing allow automated call management.

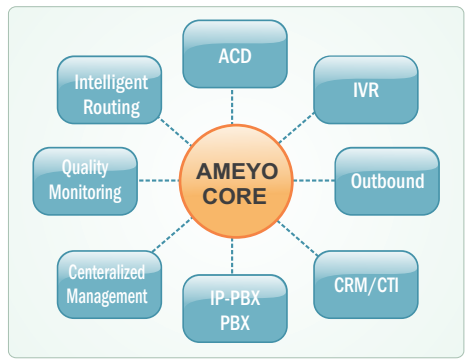
The outbound dialer feature of Ameyo provides predictive, preview, progressive and rule-based dialing capabilities (Powered by propriety Learnsys algorithm).

Other capabilities of Ameyo include IP-PBX, pre-integrated custom CRM, Voice Logger, Unified Contact Messaging, quality monitoring and cradle to grave reporting.

Value Ads

Besides these, certain value added features include CTI with screen pop of customer details and single-click dispositions, Multiple extensions mapping to single number, Escalations, Prioritization based routing and queuing, Missed call alert pop-up to all agents, Customizable Agent voice prompts, Self Monitoring, Customer List Management, and more as per organization level requirement.

Ameyo is a powerful value proposition to the customers as it provides easy scalability, ease-of-use, superior operational economy and ability to work seamlessly over TDM or VOIP.

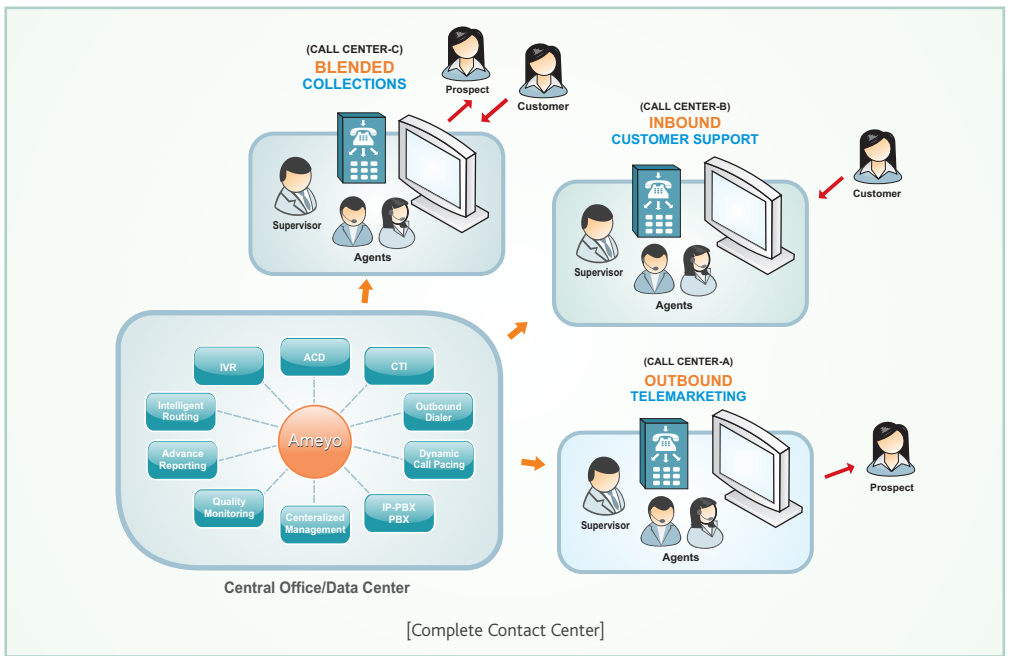


Latest Contact Center Applications

Taking the day-to-operations to an altogether new level of business efficiency are the following brand new applications:

- **PACE** - Adding next-level of business intelligence to outbound dialing, PACE or Pro Active Connect Enhancer promises to be the successor to Predictive Dialer.
- **Parallel Predictive Dialer** - With PPD in action, apply skill-based dialing for targeted outbound campaigns.
- **International Toll-free Customer Care** - Ameyo + Skype for transforming your customer care/ support center into a full-featured contact center with an international toll-free in-reach
- **VQ-Pass** - An advanced queue management solution, VQ-Pass enables virtual queuing, reduces call abandons and decreases wait time

Innovative Technology	Stability & Extensibility	Superior Operational Economy	24*7 Support by Professional Engineers
<ul style="list-style-type: none"> ✓ SOA, MDA based distributed architecture enables easy integration with most third party applications ✓ Works seamlessly with TDM/ VOIP, any external CRM/ Database/ Switch/ Call Manager/ PBX/ Media Gateway and most analog or IP Phones 	<ul style="list-style-type: none"> ✓ Self-managing Software, which means it can run constantly for months and does not require machines for rebooting ✓ Standards based architecture guarantees unparallel scalability and minimum hardware requirements 	<ul style="list-style-type: none"> ✓ Minimal hardware investment and No OS Cost since it is Linux based ✓ Integrated user-friendly CRM, PostGreSQL Database, basic workforce and quality management tools and features with real-time Reporting and Voice Logging 	<ul style="list-style-type: none"> ✓ Award-winning technical help desk and support services available 24 X 7 ✓ 3 Different levels of support – Silver, Gold, Platinum with facility to sign Support Service Agreement (SSA) with client to ensure trouble-free calling at their end



Multiple simultaneous interactions

Armed with a host of innovative features, Ameyo pro is ideal for inbound, outbound and blended customer interactions.

For outbound communications, the dialer offers multiple dialing modes – progressive, predictive and preview with easy switchover. Advanced lead management, number management and scripting enable management of customer interactions easy and efficient.

Ameyo intelligently handles compliance to various regulations. The solution can also effectively manage DNC compliance at local as well as national level. Besides these, AMD and call progress analysis reports help in cleansing of the dialing lists by elimination of unproductive calls so that your agents engage with only profitable customers.

Ameyo's IVR module automates inbound call processes by enabling self-service and reducing average call processing time. Intelligent routing of the inbound calls via ACD facilitates flexible call queue management. Call can be routed based on the following criteria:

- Using CLI (Caller Line Identification) calls can be routed to specific agents or work groups
- Defining agents' skill-set for attending to high priority customers
- Enabling customer-to-agent mapping so that the customer can connect with the same agent he/ she interacted with previously

With advanced features like pre-recorded welcome greetings, music-on-hold, wait-time notification and office hours configuration; customer service achieves a next level efficiency.

Ameyo (Pro) offers integration with Voicemail and Email to notify the agents of missed calls so that they can schedule callbacks accordingly. This is a specific feature of blended dialing capability of Ameyo.

With default workforce management, quality management and strong supervision, reporting and analytics tools, Ameyo (Pro) completes the package as a quality solution for next generation Contact Centers.

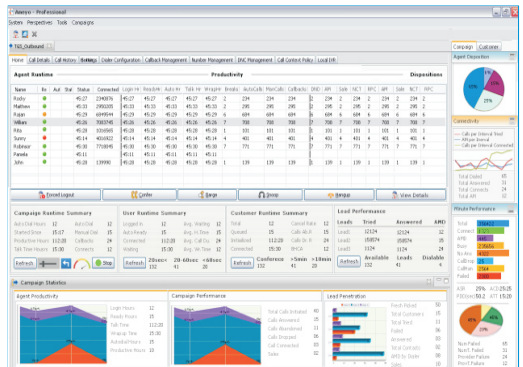
How does it benefit you?

Ameyo (Pro) is an exhaustive Contact Center Solution that ensures superior customer service while lowering cost per contact. The comprehensive Inbound and Outbound capabilities of Ameyo maximize business productivity.

Easy interoperability between each component of Ameyo makes resource and process management absolutely hassle-free. The solution integrates advanced Contact Center applications like Voice logger, Reporting, Web Callback, Broadcasting, Wall Board and Multimedia Integrations adding to the value proposition.

Ameyo (Pro) Supervisor

Ameyo (Pro) allows supervisors to have a holistic view of information across campaigns or agents, call statistics and minute management. Details down to the level of call duration for every call, and list of agents and customers are accessible via a single screen - thereby leading to superior quality monitoring. Supervisors can also join an agent in a live interaction using conference, listen to a live conversation without agent's knowledge (snooping), or simply take over a call (barging).



Supervision Perspective

Ameyo (Pro) Features Checklist

Inbound

- ✓ ACD with Dynamic Queuing
- ✓ IVR with Intelligent Routing
- ✓ Queue Management
- ✓ Customer Prioritization
- ✓ Customizable IVR Prompts
- ✓ IVR integrated with Database
- ✓ Caller Authentication
- ✓ Auto-attendant with Music on Hold

Dialer

- ✓ Algorithm based Dialing
- ✓ Predictive/ Preview/ Progressive
- ✓ Rule-based Dialing
- ✓ Least Cost Routing
- ✓ Dynamic Call Pacing
- ✓ DNC Compliance/ Exclusion
- ✓ Configurable Agent Voice Prompts
- ✓ Campaign Management
- ✓ Lead Management

Quality Monitoring

- ✓ Agent Voice Tagging
- ✓ Agent Scoring (by defining KPI)
- ✓ Live Reporting
- ✓ Centralized Management
- ✓ Barge/ Snoop/ Confer for any interaction

Comprehensive Voice Logger

- ✓ 100% IP-based Active Voice Recording
- ✓ Automatic Archiving
- ✓ Optimal Compression Techniques
- ✓ Multiple format support (mp3, wav)
- ✓ Multimedia Operations

CTI

- ✓ Comprehensive Call Management
- ✓ Pre-integrated Screen Pop
- ✓ Missed Call Alerts
- ✓ Callback Scheduling
- ✓ Inter-Agent Chat
- ✓ Voice Prompt Management
- ✓ Knowledgebase

Cradle-to-grave Reporting

- ✓ Over 200 Customizable Reports
- ✓ Web-based Access
- ✓ Component Based Reports
- ✓ System Based Reports
- ✓ User Based Reports
- ✓ Performance Based Reports

Queue	Login	Avail	CIQ	AHT	LWC	SLA
Network Pro	34	34	34	0:02:10	0:08:04	96.80%
Queue1	28	26	28	0:01:18	0:04:31	99.20%
Queue2	54	44	23	0:01:15	0:03:24	99.30%
Agents						
Logged in	86	Break		0:00:00	Auto off	13.00%
Calls						
Total	64	IVR		10	Agent	54

World Clock
India

Quick Disposition

Set Disposition
 Disposition Code
 Self Callback
 Local Time Zone
 Customer Timezone

After (days/hrs/mins)
 Days: 01 | Hr: 01 | Min: 01

Personal Information
 First Name: John | Last Name: Doe
 Middle Name: Prince | Salutation: Mr.
 DOB: 12-07-1976 | Company: XYZ Inc.

Address
Local Address
 Address1: Apt No. 3241
 Address2: South Wabash
 City: Chicago
 State: Illinois
 Country: USA
 Postal Code: 60616
Permanent Address
 Address1: Apt No. XXX
 Address2: South Wabash
 City: Chicago
 State: Illinois
 Country: USA
 Postal Code: 60616

Contact Details
 Home Phone: 312-XXX-XXXX | Office Phone: 312-XXX-XXXX
 Mobile: 312-XXX-XXXX | Alternate No.: 312-XXX-XXXX
 Fax: 312-XXX-XXXX | Email: email@example.com

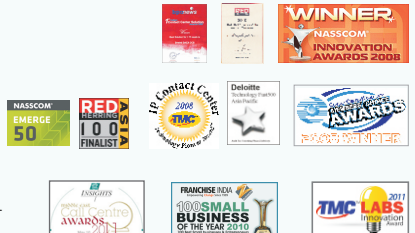
Advanced Features

- ✓ Web Chat, Email, SMS, Voicemail, Skype Integration
- ✓ Blended Dialing Capabilities
- ✓ Broadcasting
- ✓ PACE
- ✓ VQ Pass
- ✓ Parallel Predictive Dialing (PPD)
- ✓ Wall Board
- ✓ Conferencing
- ✓ Web Callback



Awards and Appreciation

- 🏆 Winner of "NASSCOM Innovation Awards 2008" for Market Facing Innovation
- 🏆 Awarded "Pioneers in IP Contact Center Technology" by TMCNet (2008)
- 🏆 Awarded "Best In Class Overall Category Winner for Best ACD/Switch, Best Outbound Solution and after Sales Support " By Contact Center World (APAC-2008)
- 🏆 Awarded "Best Contact Center Suite" by BPO News (2007)
- 🏆 Deloitte Fast 500 company in APAC
- 🏆 Red Herring Top 100 for the year 2008
- 🏆 NASSCOM - EMERGE 50 for the year 2009
- 🏆 IT & ITES Business of the Year at Small Business Awards 2010
- 🏆 Red Herring Asia Top 100 Tech Startup 2010 Winner
- 🏆 Awarded "Best Contact Center Technology Platform" at MECC 2011
- 🏆 TMC Labs - Innovation Award for the year 2011



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