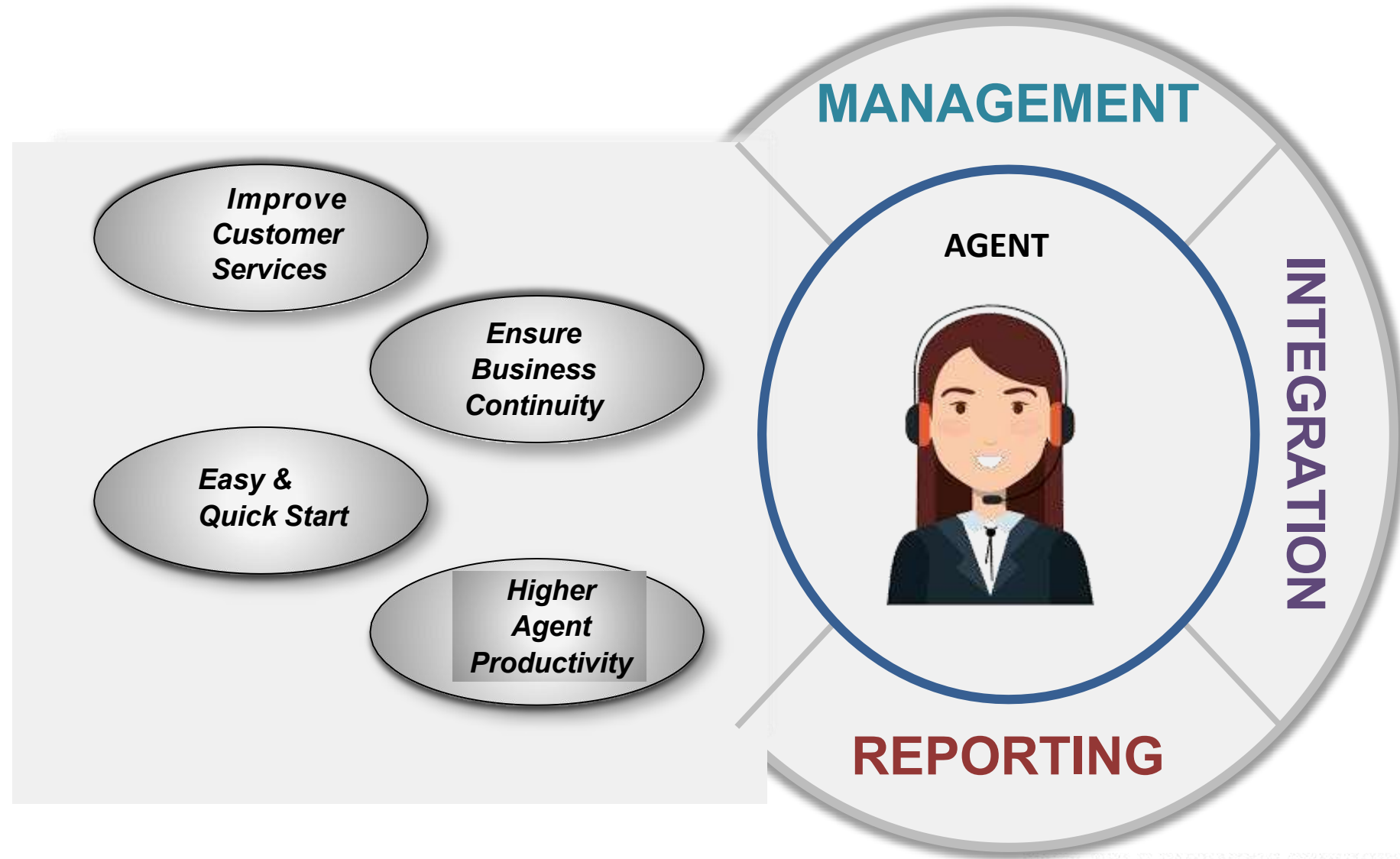www.ariatelecom.net

WORK AT HOME AGENT SOLUTION
FOR BPO INDUSTRY
(WAHA SOLUTION)

ARIA TELECOM SOLUTIONS PVT. LTD.

Why Do Businesses Require WAHA Solution?

The solution makes it easy to communicate with customers and co-workers from any location

Improve Customer Services

Ensure Business Continuity

Easy & Quick Start

Higher Agent Productivity

MANAGEMENT

AGENT

INTEGRATION

REPORTING

Features of WAHA Solution

►Agent Login Mobile

After login the application in desktop/laptop, a pop-up will be displayed to login the agent in mobile app.
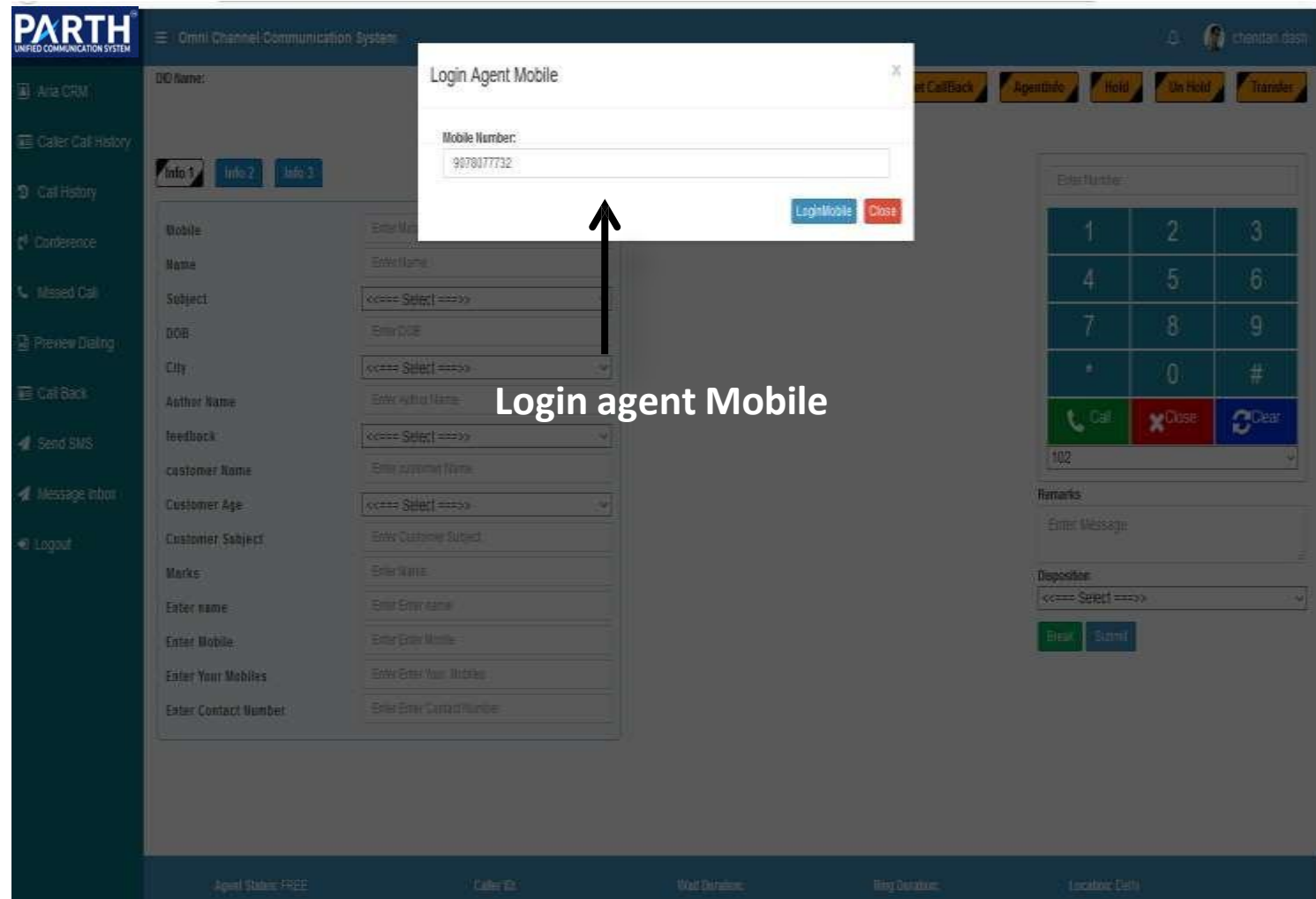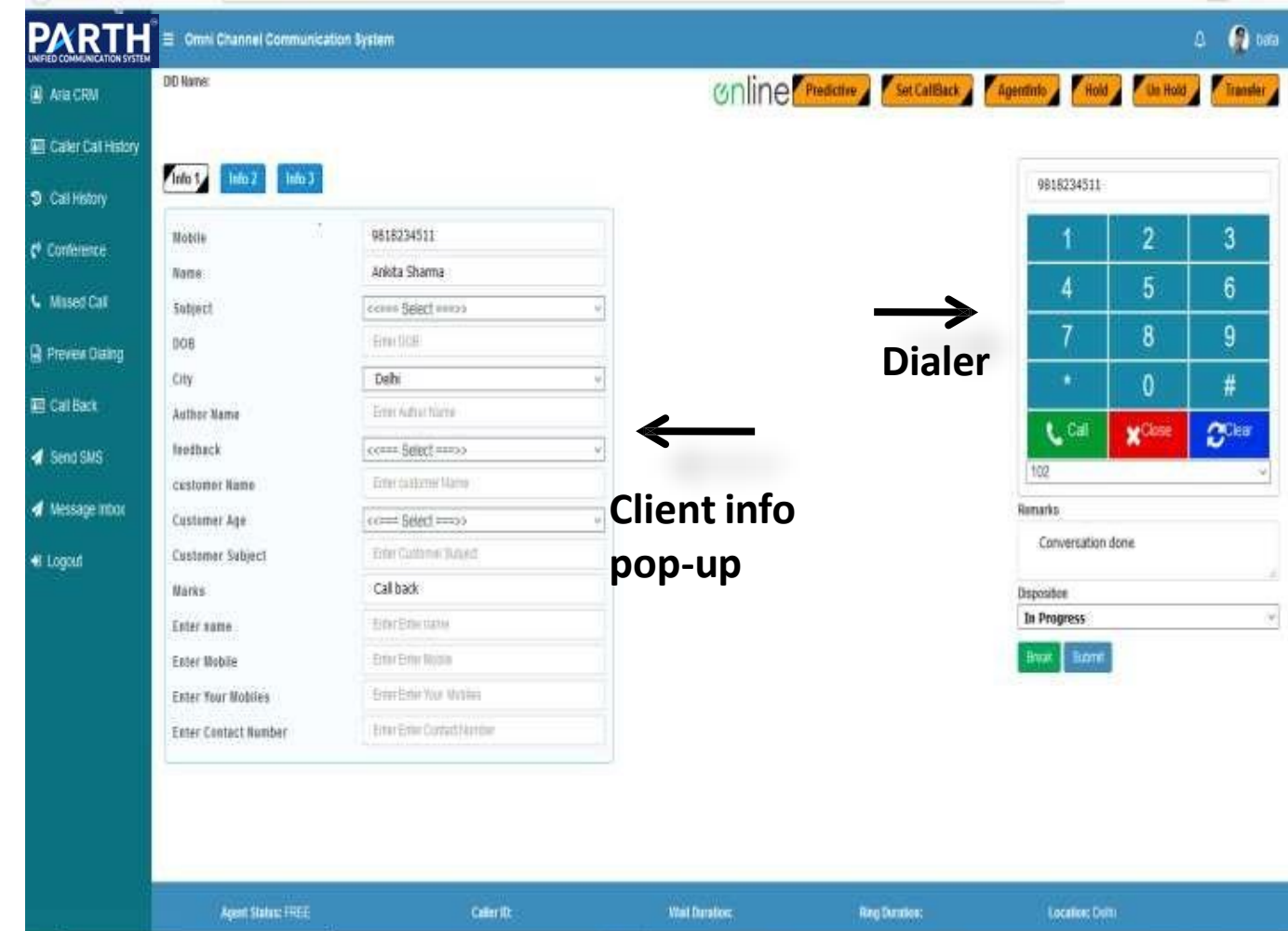

Login agent Mobile

►Agent UI:

After logged in, you will get agent user interface. Enter contact number in the dialer and dial the number.
You will get client/customer info pop-up to be filled. You can hold, un-hold and transfer the call.

Dialer

Client info pop-up

Features of WAHA Solution

►Predictive Dialing

With a Predictive Dialer mode, an agent is connected to a live contact as soon as they are free .

Predictive mode

Select disposition

►Preview Dialing

The preview dialer selects a customer record from a call list and proposes this call record to an agent. The agent can then look at the customer record (the "preview" phase) and decide to call this customer.
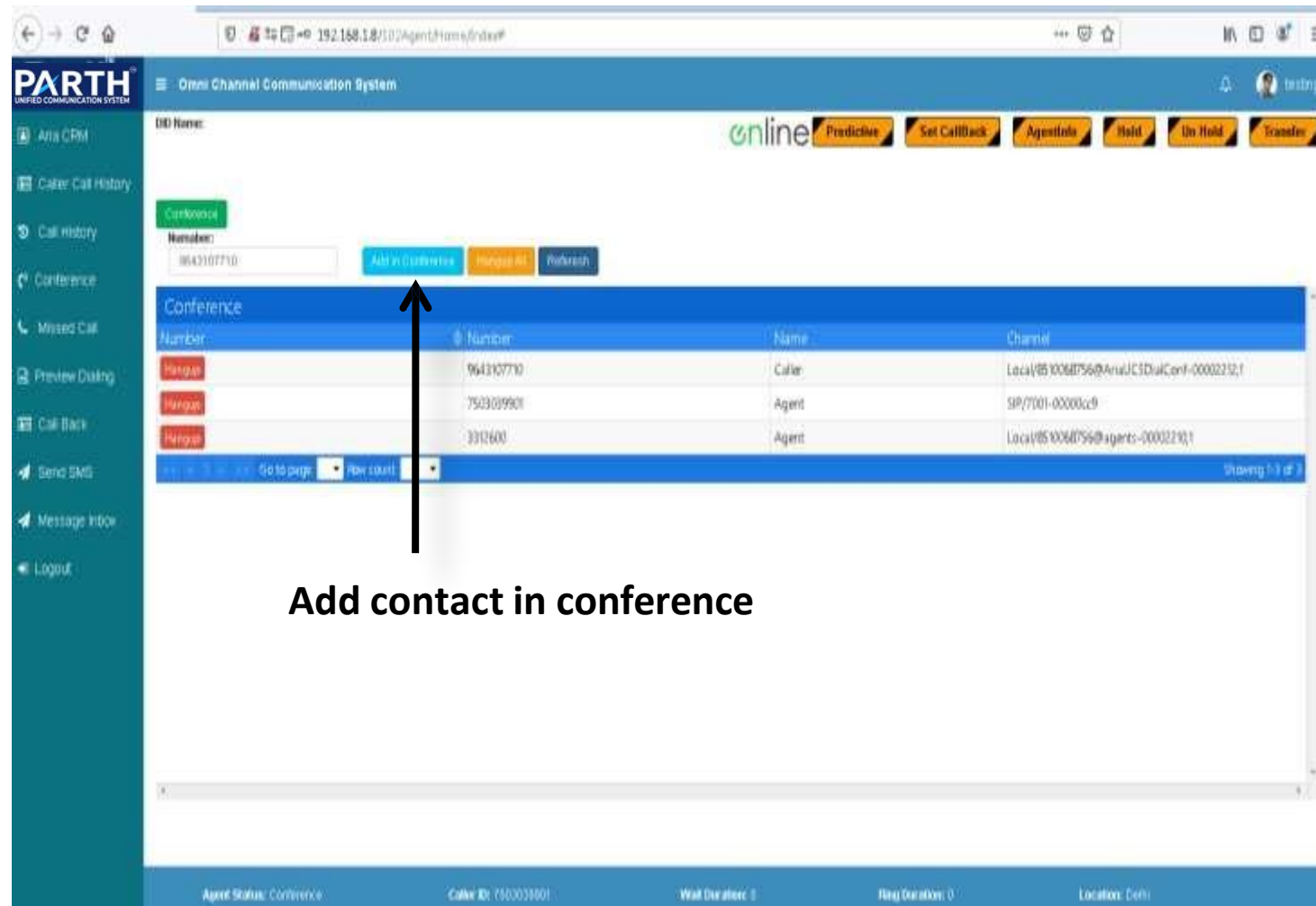

Dial

Preview records

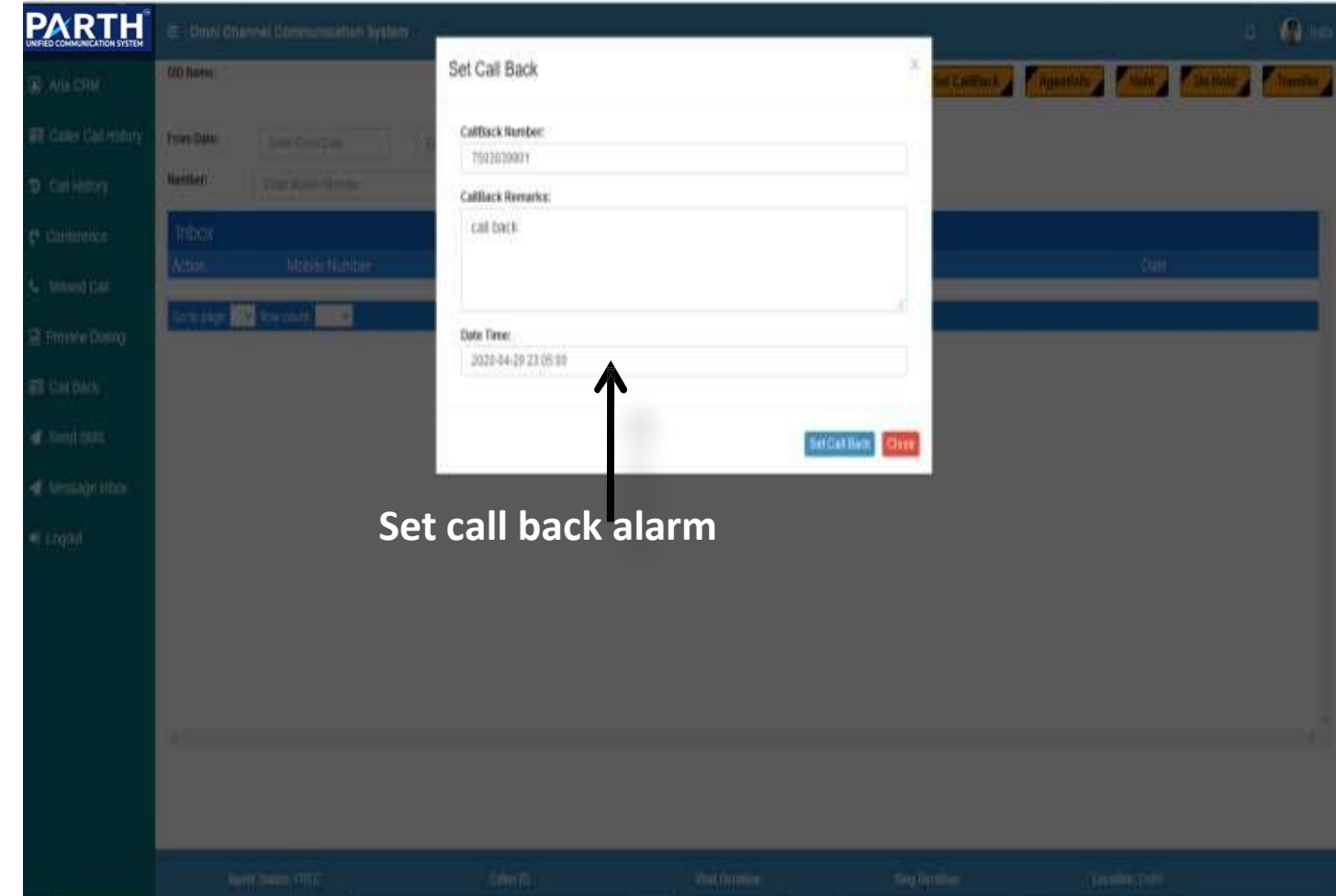# Features of WAHA Solution

►Conference

Agent can start conference call by adding multiple contact number in the call.

Add contact in conference

►Call Back Scheduling

A call back reminder can be set by filling details like contact number, date & remarks

Set call back alarm

Features of WAHA Solution

► Live Monitoring & Barge in

Manager/admin can monitor the performance of individual agents by keeping a track on the conversations. He/she can also barge in when necessary, ensuring that both customers and agents are satisfied with the interaction.

Admin can barge in when necessary

Live Agent Information

► MIS Reports

MIS Reports that will help in business decision making and ensure high efficiency of the call center operations.
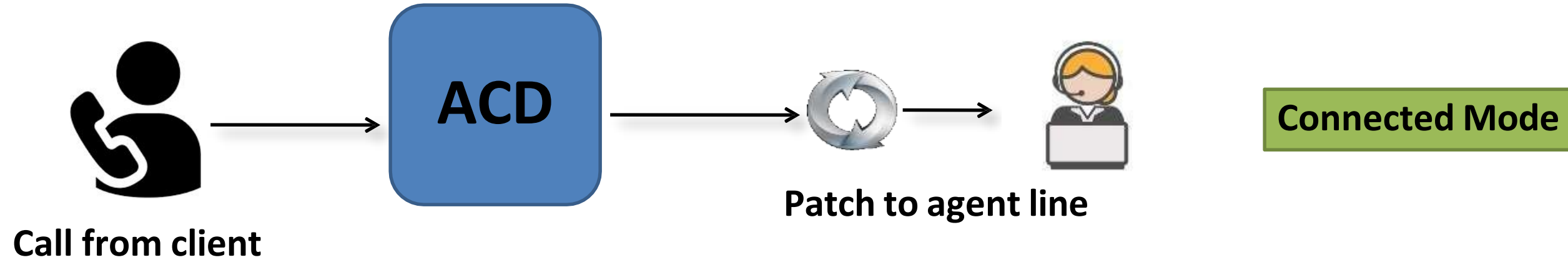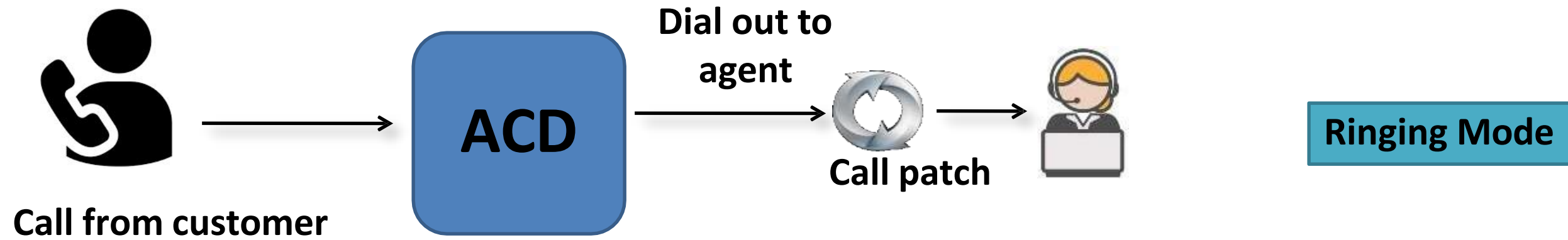
Features of WAHA Solution

►Call Recording

Monitor the performance of individual agents by keeping a track on the call conversations, improve the quality of response to customers with efficient training provisions.
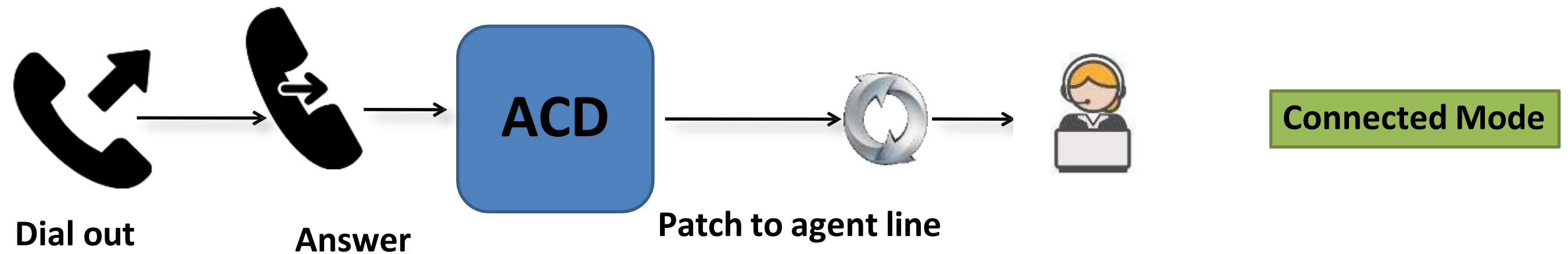
Inbound Call ACD

Call from customer → **ACD** → **Dial out to agent** → **Call patch** → Agent → **Ringing Mode**

Call from client → **ACD** → **Patch to agent line** → Agent → **Connected Mode**

Predictive Dialing

Dial out   **Answer**   **ACD**   **Patch to agent line**   **Connected Mode**

Thank you!

+91-9818234511   www.ariatelecom.net