



***astTECS** is a telecom centric enterprise headquartered in Bengaluru(Bangalore),with a vision to revolutionize the Call Center Dialer market with ASTERISK based Dialer solution which is considered to be the 'Future of Telephony'

***astTECS** today is geared to provide cost effective telephony solutions. Our asterisk solutions are feature rich, extremely versatile, flexible, customizable & scalable.

***astTECS** provides enterprise IP PBX solution, Call center dialer, Inbound ACD, Integrated IVR, Voice Logger, Voice Blasting and related services directly and through our channel partners to business and organizations across India.

***astTECS** call center solution has all the features including many advanced features that are often associated with high end and high cost proprietary Call Center Solutions.



KEY OFFERINGS

- Automatic Call Distribution
- Interactive Voice Response
- Voice Logger
- Voice Blasting
- Hosted Dialer Solution
- CRM Integration
- SMS Integration
- Live/Current agent monitoring
- Report and Campaign statistics
- Voice mail to email

***astTECS** Edge

- GSM Predictive Dialer
- Auto Change of Campaign according to time zone
- Automatic agent account lock – on late login
- IVR database retrieval
- Click to call functionality through website
- Dial – in / Dial out multiparty conference

TESTIMONIAL

We required Predictive Call Center Dialers to run our process. We thought of considering ***astTECS** Call Center Dialer and depend on their services. We are very happy with the solutions provided by ***astTECS**. The dialers work more than expected and the services provided are excellent. We would like to thank ***astTECS** for all the support provided to us, to ensure our business activities run smoothly and efficiently.

--- Mr. Jai , CEO , Covenant Info Solutions Private limited

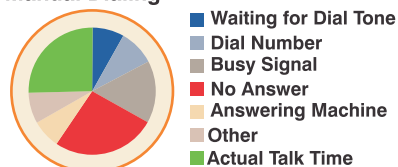


Your contact center operation's team requires a proactive, scalable, end to end solution to monitor and manage process and systems; one that ensures your business processes are not only up and running, but performing according to your most critical business requirements. ***astTECS** Call Center Dialer is just what you need. It provides visibility and control over the performance and productivity of your center.

***astTECS Outbound Call Center Suite**

***astTECS** outbound predictive dialer (PD) effectively integrates all outbound processes (telemarketing, Sales, Surveys, Collections etc.) with the process life cycle. It precisely manages outbound calling to achieve maximum productivity by supporting a variety of campaign and list management strategies.

Manual Dialing



15 Minutes Talk Time | 45 Minutes Dead Time



Predictive Dialing



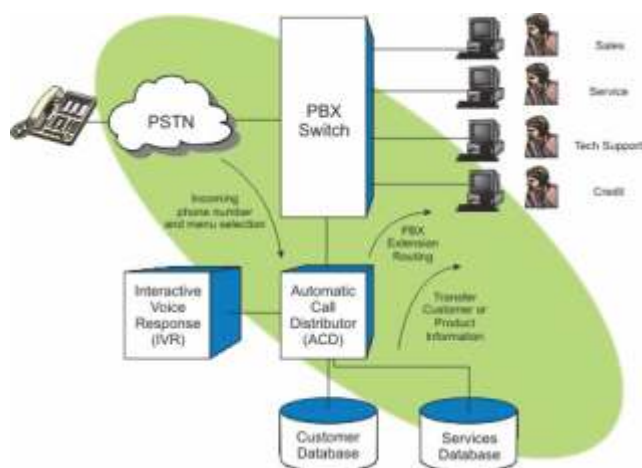
48 Minutes Talk Time | 12 Minutes Dead Time

FEATURES

- Manual, Progressive & Predictive Dialing
- Outbound ACD
- Longest idle agent based routing
- Call Back Scheduling
- Multiple Campaign management
- Multiple dialing modes
- Agent inter dialing support
- Call forward and Three way conferencing
- DNC List management
- Agent Call Intervention
- Real Time Supervision
- Music on Hold
- Call Transfer
- Call Retrieval

***astTECS Inbound Call Center Suite**

***astTECS** Inbound solution can provide sizeable improvement to the productivity of your contact center. Skill based routing organizes incoming contacts and sends them to the most appropriate agents.



FEATURES

- Interactive Voice Response (IVR)
- Automatic Call Distribution (ACD)
- Skill Based Routing
- Inbound Call POP up
- Most idle agent based routing
- Real time supervision
- Agent call intervention
- Call Back Scheduling
- Call Conferencing

TESTIMONIAL

" We at Capillary were using call center dialer from a vendor but was very unhappy with the solution as it was not meeting our business needs and the dialer was not functioning as expected. It was difficult to find a Call center dialer provider for our unique business, but well worth the wait. We've worked with ***astTECS** now for a year and trust their team to Meet our Telecom and call center needs by providing the most cost effective and efficient call center dialers. As a whole ***astTECS** team impressed us with their efficient & professional manner - an approach that not only inspired confidence, but generated the results we were looking for."

----- **Mr. Sachin Leumas, Manager Operation, Capillary**



REPORTING



Agent monitoring-Live/Current user status
 Agent performance report



campaign performance report
 Abandoned Call Statics



Agent Talk time | Agent Wait Time | Agent Pause Time



Call disposition time | Call Disposition report
 Login logout report | Call detail report

HOSTED DIALER SOLUTION

***astTECS** Hosted Dialer solution is a plug and play technology for international contact centers and is intended for those centers who want to operate on OPEX model.



*astTECS GSM DIALER

Run your domestic process with ***astTECS** GSM Dialer the only Dialer + GSM Gateway combination in India to reduce telecom expenses and increase the sales turnaround.



FEATURES

- Only GSM gateway which supports Predictive Dialing
- Reduce telecom expenses by 50%
- Increase in contact ratio
- Effective utilizations of leads

VOICE LOGGER

***astTECS** Voice Logger is digital multi - channel voice logging, call monitoring and recording software. You can search the files with Destination, Source, Duration, Date and Time.



LOGICAL PARTITIONING

***astTECS** Products are 100% logically partitioned as per the requirements of Indian Telecom Regulations. ***astTECS** logical partitioning features can control calls based on pre-defined configuration, thereby logically separating cross flow of calls between your private & public network.



*astTECS Product Bundles

- *ast c5 – for 5 Subscribers**
- *ast c10 – for 10 Subscribers**
- *ast c30 – For 30 Subscribers**
- *ast c60 – For 60 Subscribers**
- *ast c100 – For 100 Subscribers**

Upgradable by clustering and compatible with PRI, GSM & VoIP

Technical Specifications:

INTERFACES

Network Interface: 2X Ethernet

10/100 base-RJ-45

ISDN: PRI interface (optional)

Mobile: 4GSM (optional)

- 1 antenna/4 channels
- 1 SIM/ channel

PROTOCOLS

VoIP: SIP, H.323, MGCP, SCCP, IAX2

ISDN: PRI DSS 1 (Q931, National variant)

Mobile: GSM 850/1800/1900

Mhz channels

CODECS

ADPCM, G.711 (A-Law & u-Law) G.722, G.723.1 (pass through), G.726, G.729 (through purchase of a commercial license), GSM, iLBC, Linear, LPC-10 Speex
 PRI card: T1/E1 port with optimum PCI interface.

DIMENSIONS

4U Form factor chassis.

Size: 4U: 483x177x450 mm

Mounting: 19" Rack

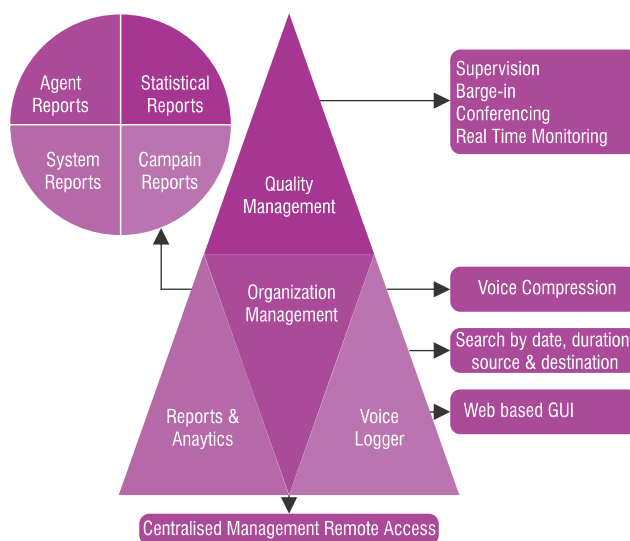
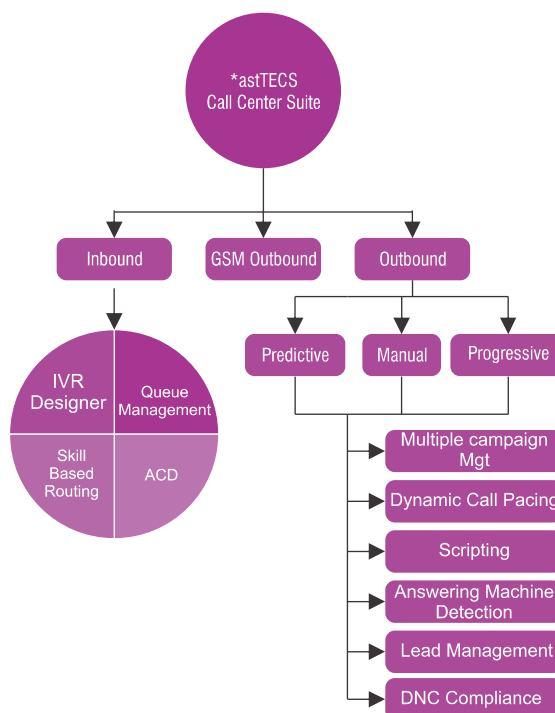
Power: 800 MA peak, operational 300

MA max at +3.3 V

4U – 100-240 VAC, 200 W

Temperature range: 0–50°C

ARCHITECTURE



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Lebanon	Saudi Arabia
Qatar	Kuwait

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