



# neox

## Dial Center

## NEOX Dial Center

Neox Dial Centre Solution is a part of Contact Center solution that unites Outbound, Inbound and Blended voice processes. In addition, Neox Dial Centre delivers Interactive Voice Response (IVR), Recording, Quality Management, Comprehensive Reporting and Administrative Capabilities. Neox Dial Centre Solution helps customer service and support operators, inside salespeople, telemarketers, collections agents and other phone-based teams to increase sales, save money and improve customer satisfaction. The solution automates the call center processes allowing you to focus more on running your business and keeping your customers completely satisfied.

### **Inbound Process -Automatic Call Distribution (ACD)**

ACD allows contact centers to answer calls as they enter the contact center, play some Welcome Message and intelligently route them to available agents based on the dialed number (DNIS), calling party identification (ANI), Agent Selection Algorithm or customized business rules. Inbound Agents can participate simultaneously in Outbound dialing to provide Blended support. Sequential, Round Robin (Circular agent selection), Skill Based Routing, Random & Most Idle are few of the components of ACD.

### **Outbound Process – Manual/Auto/Preview/Predictive Dialer**

Outbound Service utilizes multiple Predictive, Preview, Progressive and Manual dialing options to manage pacing and compliance with legal regulations. Outbound Service operates a variety of campaign and list management strategies and ensures accurate voice, fax and answering machine detection. In addition, Outbound Service also provides Do Not Call List Management, Time Zone Management and Scheduled Callback.

### **Automated Voice Blaster**

Voice Blaster is an automated outbound voice messaging service that delivers pre-recorded voice messages for voice notifications, alerts and reminder messages. When Neox Dial Center Blasts voice calls, the subscriber can simply leave a message by recording their voice answers, asking or can ask for a response or by transferring them to a live Agent or Operator. Your prerecorded voice message can be blasted to thousands of phones simultaneously (depending on your PRI/SIP channels) without any human intervention.

### **Key Highlights**

- › Low-cost method for mass calling
- › Send reminders, notifications, alerts.
- › Customized customer lead management
- › Uses Ms Excel Contact Lists
- › Easy call recording
- › Interface with Third Party CRM System
- › Detailed custom reports and statistics.

# Product Highlights



## Interactive Voice Response (IVR) Server

Customer service must be available 7x24x365 to accommodate today's always-on, connected & tech-savvy customers. Without the ability to handle customer requests after hours, or when live agents are busy assisting other customers, service levels would surely plummet.

Neox IVR technology helps to automate the process of customer interaction by enabling customers to serve themselves; it interacts with callers, gathers information & routes calls to the appropriate recipient.



## Call Monitoring

Call Monitoring is a feature that provides authorized users the ability to listen in on calls, & also “barge” into the call to help facilitate a discussion. This secure feature ensures that only approved users can monitor calls on their company's account. Administrators can also track call monitoring behavior to ensure that the system is being used appropriately.



## Comprehensive Reporting

Neox understands the importance of reports very well & provides variety of comprehensive reports. Neox's flexible reporting can be customized as per organizational needs i.e. agent wise, campaign wise etc. Neox provides detailed reports of agent performance, agent activity, abandon and connected call detailed report, call distribution report and a lot more.



## Auto Call Distribution

Neox Automatic Call Distribution is a robust system, allowing you to distribute queued calls equally, round robin, longest idle a different style for each & every call center need! With automatic call distribution, you can instantly manage all the important configurations of each call queue within your system while also tracking an array of beneficial queue statistics on the performance of both individual agents & each individual queue.



## Call Recording

Neox Call Recording helps in; recording communication between agent & customer through multiple algorithms i.e. Record all or specific calls either passively or on demand. With the help of this, facility managers can easily identify frequently reported issues & take necessary actions on the same.



## Skill-based routing & Most Idle

Skill-based routing & most idle are components of ACD. Skill based routing directs incoming inquiries to call center agents with the highest skill level to handle that interaction. Most Idle Agent routing is a load balancing mechanism in which the agent who has been idle the longest will get the call automatically.



## Customized GUI

Neox is a flexible product which facilitates you to add your company logo in the user interface. With the help of this facility, you can give a personalized touch to your user interface.



## CRM Integration

It simplifies agent customer interaction and helps businesses increase productivity, reduce cost of customer acquisition & provide Superior customer support.

Agents can manage, maintain and update unified customer contact history. It also provides screen pop-up with customer information available to the agent prior to calling the customer. Neox CRM lists all relevant fields to the agent so that the customer can be serviced in the fastest possible time span. The agent can transfer the call to another party, put the caller on hold and dispose of the call accordingly. Customers also have the option to integrate their existing CRM with our system.



## Customer Call Back Scheduling

Waiting for an agent to become available is one of the biggest causes of caller dissatisfaction and managing staffing in-line with demand is one of the biggest challenges for contact centre managers. Call Back Manager increases customer satisfaction by offering the caller - call back option. Agents can call back the customer at the time specified by them. The result is reduced contact centre staffing by smoothing demand.



## Administer Call Disposition Status

Through the use of Disposition Status, you can assign status to calls for that campaign i.e. whether the call was: answered, sale was made; call was from DNC list, customer not interested, or customer not reachable etc. All the disposition statuses can be customized as per organizational needs.



## Managerial Dashboard

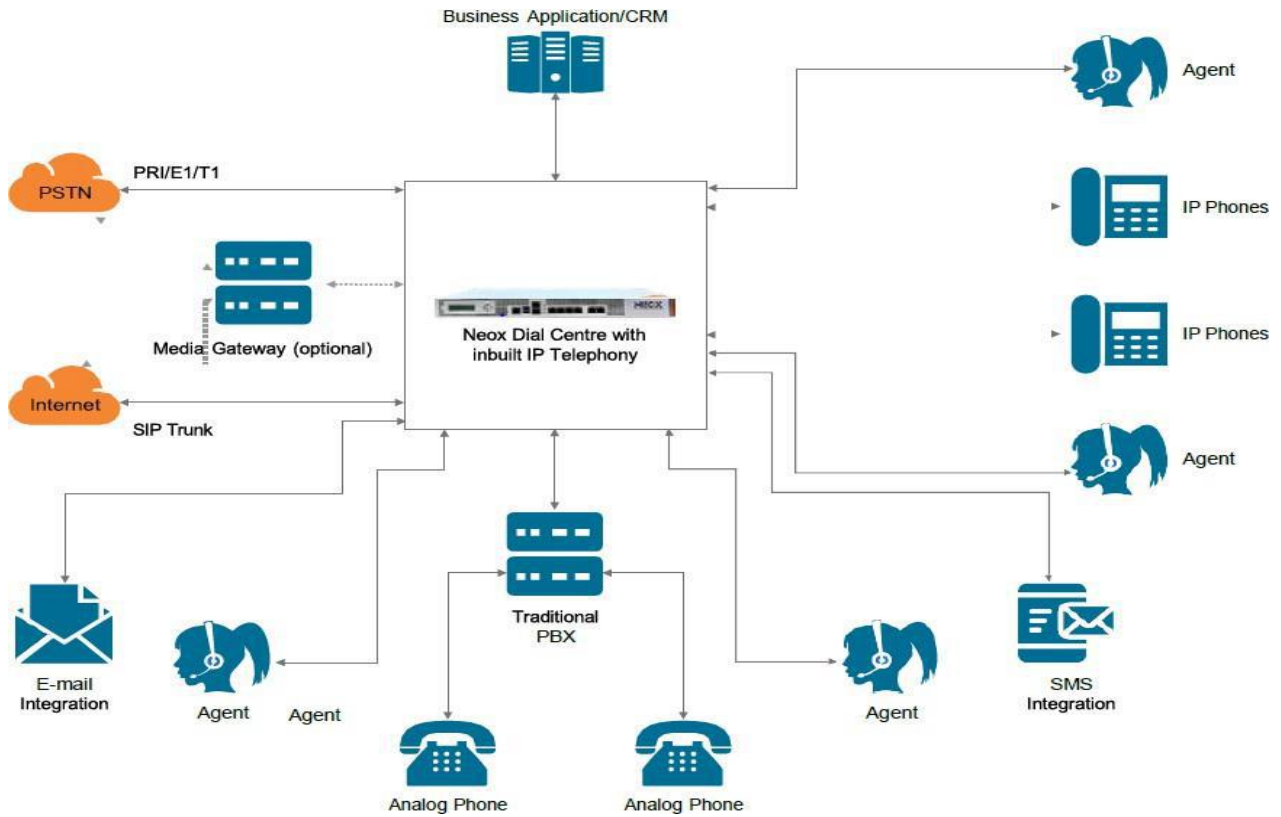
Manager dashboard is a specialized feature designed & developed specially for call centers which helps in managing & monitoring daily/monthly activities, agents, complaints or tasks with a click of a button (inbuilt CTI). The dashboard displays all frequently visited menus & enables each user to see the data they have access to in a simplified & comprehensive format. The dashboard provides updated status of all agents who are online. Whenever team members enter information, the Dashboard updates automatically to provide an up-to-date view of the current complaints of the caller, while it's happening. The dashboard also provides managers with the functionality to disconnect any live call and logout any live agent with just a click of a button.



## Real Time Queue Position Statistics

With Neox Contact Centre Solution the caller will get live queue statistics i.e. their approx waiting time, No. in Queue; thereby giving the caller complete control over the waiting time. If required, the company can play customized IVR (advertisement) or give the caller an option of Agent Call Back.

# Dial Center Deployment



# Dial Center Architecture

<b>Application Management &amp; Integration</b>	Predictive - Auto	Preview	Manual	Progressive	Voice Blaster	ACD	Skill Based	Most Idle
	Outbound					Inbound		
<b>Application Management &amp; Integration</b>	Agent Management	Inbound Group Management	Campaign Management	Lead / List Management	CRM Integration*	E-Mail Integration	SMS Integration	
	Application				Integration			
<b>Communication Platform</b>	Self-Service IVR	Multi-level IVR Designer	Call Routing	Call Recording	Call Monitoring	Customized Reporting	Customer Queue Position	
<b>Other Features</b>	AMD*	DNC & Exclusion	Managerial Dashboard	Callback Management	Ticketing & Helpdesk*	Disposition Administration	Time Zone Administration	
	Miss call to call back	Transfer to specific people from Agent GUI		Alternate No. Dialing support in Preview & Predictive Dialing Methods				

# Features

- Call Transfer
- Skill Based Routing & Dynamic Skill Allocation
- Most Idle
- Campaign and List Management
- 3 Party CRM and Business Application Integration via API / Web Service and Screen Pop-up
- Multi-level IVR Call Routing
- Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
- DNIS Routing
- Routings as per Day of Week
- Campaign wise Music On Hold
- Miss Call to Call Back
- Real Time and Flexible Historic Reporting with advance filters in tabular or graphical formats downloadable in PDF or CSV
- Rule based storage
- Priority on Incoming & Outgoing Calls
- Platform Independent Web-based Management
- Passive and On-Demand Call Recording
- Call Monitoring
- Call Barge-In
- Managerial Dashboard
- Interactive/Dynamic Voice Blaster
- Outbound Calling Modes: Predictive, Preview, Progressive and Manual
- Do Not Call List Management
- Alternate No. Dialing Support
- Call Whispering
- IVR and ACD designing via GUI
- Call Parking
- Queue Position/Queue Wait
- Inbuilt Customizable Customer Lead Management CRM
- Callback Scheduling
- Call Threshold Indicators
- Feedback IVR
- 100 % Voice Recording
- Synchronized transfer of Agent Screen and Data
- Supports Cloud based Deployment
- Time Zone Administration
- Shift Management
- Disposition Administration
- Logical Partitioning
- Omni-Channel Module for Non-Voice Channels (SMS, Email, social media)
- Webchat
- Internal Chat
- SMS Integration
- Email Integration
- Compliant Registration Module
- Payment Gateway Integration (Optional)
- Remote Agents
- Call Conferencing
- Multi Digit IVR support
- Customized Reports
- Inbound, Outbound and Blended Voice Process

# Why Neox?

**Unified Platform Solution** Neox offers an all-inclusive solution on a single platform.

**Market Excellence** Backed by extensive market references and penetration.

**Certified and Made in India** Neox is DoT and ISO certified, proudly contributing to the Make in India initiative.

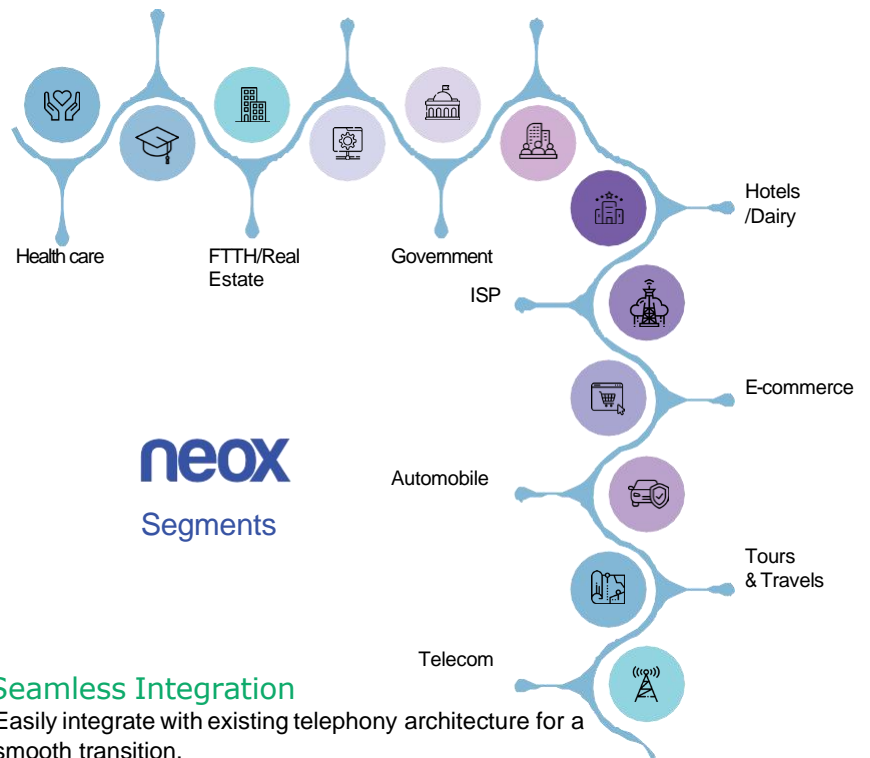
**In-House R&D Expertise** We boast an in-house Research and Development center, ensuring cutting-edge technology.

**Open SIP Protocol** Developed on an Open SIP Protocol for adaptable and advanced solutions.

**Scalable Deployment** Our flexible deployment model allows for growth at your preferred pace.

**Comprehensive Professional Services** Access 24/7 expert services to support your operations.

**White Labeling for Brand Promotion** Customize Neox as your own for effective brand promotion.



**Seamless Integration** Easily integrate with existing telephony architecture for a smooth transition.

**Tailored Value Propositions** We offer unique value propositions tailored for enterprises, telcos, and data centers.

**Integration Expertise** Seamlessly integrate with O/BSS, IMS Core, and 5G core networks for a connected experience.

## Segments



Healthcare



ISP



Builder



IT Industry



Government



Manufacturing Companies



Large Enterprises



Education Institutions



Tours and Travels



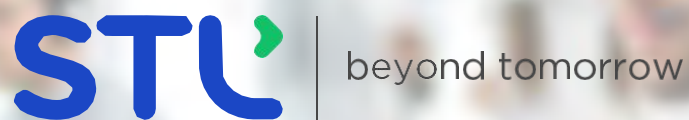
Automobile



E-commerce



Telecom



### About STL - Sterlite Technologies Ltd

STL is a leading global optical and digital solutions company providing advanced offerings to build 5G, Rural, FTTx, Enterprise, and Data Centre networks. The company, driven by its purpose of 'Transforming Billions of Lives by Connecting the World', designs and manufactures in 4 continents with customers in more than 100 countries. Telecom operators, cloud companies, citizen networks, and large enterprises recognise and rely on STL for advanced capabilities in Optical Connectivity, Global Services, and Digital and Technology solutions to build ubiquitous and future-ready digital networks. STL's business goals are driven by customer-centricity, R&D and sustainability. Championing sustainable manufacturing, the company has committed to achieve Net Zero emissions by 2030.



#### Contact us at:

Phone: +91 9712900567

For queries or

demo email us: [presales.neox@stl.tech](mailto:presales.neox@stl.tech)