



HELLO IVR

Tracking and Recording Calls!

IVR SOLUTION PACKAGE FOR 1-YEAR

IVR

Interactive
Voice
Response

Time and cost saving solution for
customer service automation

Customer
Calling



PACKAGE COST @

₹16,000/-

- ▶ CALL LIMITS - 11000 FREE MINUTES
- ▶ Post Consumption Charges 90 paisa/Minute
- ▶ SMS - 4000 FREE SMS
- ▶ (Post Consumption Charges 20 paisa/SMS).
- ▶ GST - 18 % EXTRA
- ▶ Others – Rs. 2000/- for Professional Voice Recording.

Specification Details

- ▶ APP All incoming calls on the IVR number are greeted with a welcome tone and integrated voice message like “**Welcome to ABC Pvt. Ltd** please wait while we connect your call to our representative”.
- ▶ Now, there are two option of the call forwarding:
 - 1) **Direct call forwarding.**
 - 2) **DTMF (Dual-tone multi-frequency) Service:**
 - >> **PRESS-1** for Booking
 - >> **PRESS-2** for Delivery Status etc .
- ▶ You can make your own mobile number/ toll free number as a virtual number and map executives to it.
- ▶ You can add ‘n’ number of executive against a Virtual Number
- ▶ No Call Drop.
- ▶ You will get Call tracking panel to track inbound calls.
- ▶ You can set call pick priority according to you for Sales Team.
- ▶ You can provide access to your executive also, so that they can see their own call record.

Specification Details

- ▶ You can access your call tracking panel anywhere any time online.
- ▶ 100% voice recording of each picked call with play/download option.
- ▶ User Friendly Control Panel.
- ▶ 2-way prompt sms. After conversations both executive and client gets the message mobile number of each other.
- ▶ You can download reports into excel from panel.
- ▶ Showing name and Stick Agent Facility also available
- ▶ 100% data security.

Demo Panel Details:

URL : www.apps.helloivr.in

UserName : demo@helloivr.in

Password : qwerty

Samaresh Web Solutions Pvt Ltd is pleased to submit the proposal for all of our services.

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