



- **Productivity**
- **Improved customer service**
- **Increased efficiency**
- **Improved compliance**
- **Increased sales**

- **Reduced costs**
- **Call wait times**
- **customer complaints**

[WWW.CONVOQUE.COM](http://WWW.CONVOQUE.COM)

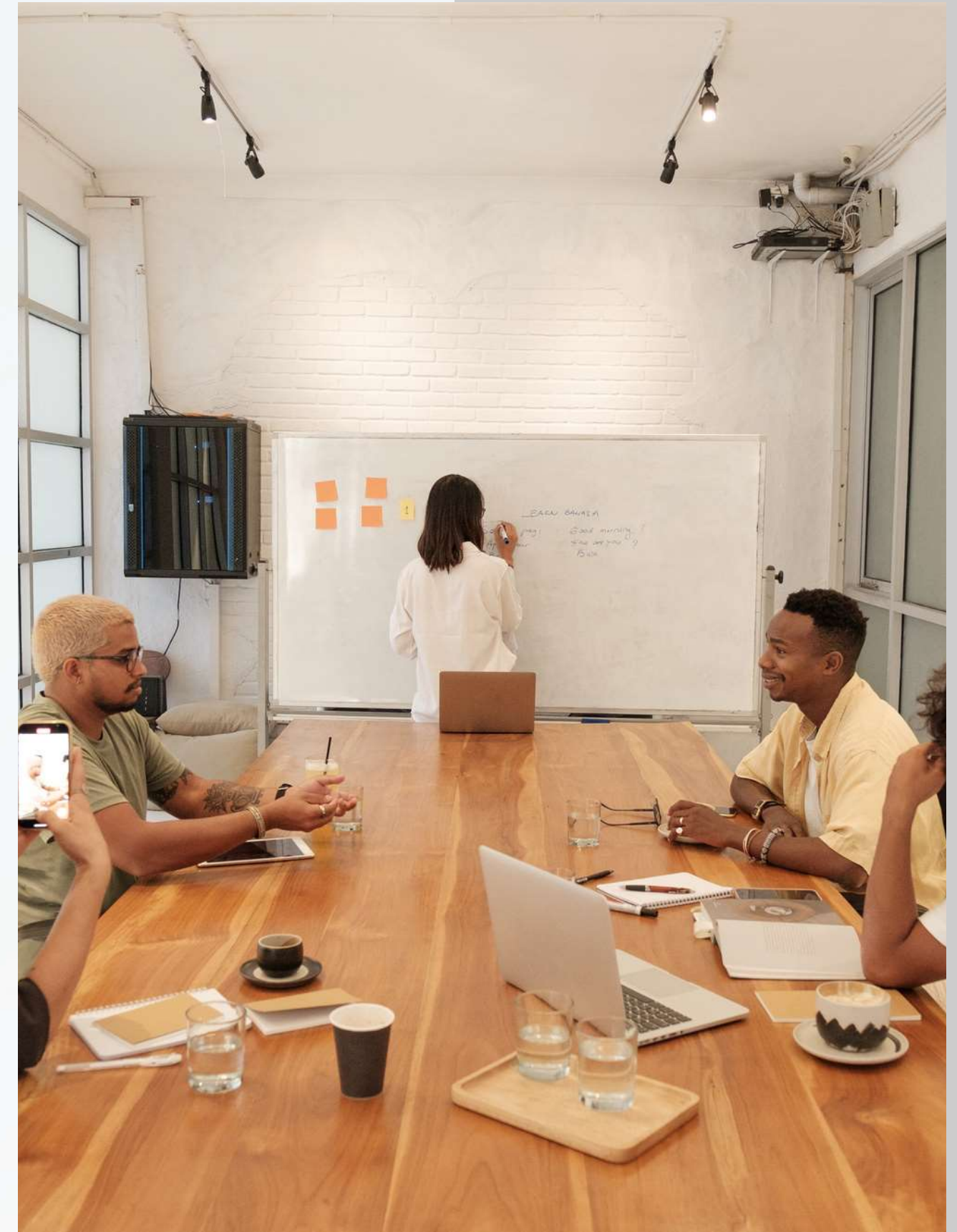
# ABOUT US



Convoque Call Center Suite or Call Center Solution can be referred as call center software Developed by Asfera Technologies Private limited, an indian organization having head office in Kalkaji new Delhi. Convoque came in market in the beginning of year 2012.



we have developed a range of solutions and gained ample experience in the services we offer: Custom Software Development, Telecom Solutions Development, Call Center Solutions Development, IVR System, Web development, Call Center Dialers, Payment Gateway Integration, Voice Blaster, Audio and Video Conferencing solutions.







# WHAT IS CONVOQUE

- Convoque is a complete inbound/outbound call center solutions that consist of Agent Interface, Admin/Manager Interface and a highly customizable process logic capable of handling various Cloud Software, PSTN, PRI, ISDN, VoIP trunking and connecting agents via Soft SIP Phone, IP Phone (Hard Sip Phone), PBX, IP-PBX, IAX, VoIP or even on traditional PSTN and Mobile Networks using our state-of-the-art computer call center technology.

# WHY CONVOQUE

## CUSTOMER

- Central Contact point for customers
- Better responsiveness to customers
- Higher first call resolution rate
- Excellent Customer Experience
- Faster Resolution

## PROFIT

- Reduced Support cost
- No more missing on sales opportunity
- Increased calls volume
- Efficient Monitoring of Agents



# BENEFITS OF CONVOQUE

- *Customer Service Management Should Be Improved*
- *Boost Productivity*
- *Cost-Effective*
- *Make A Professional First Impression*
- *Increase the number of sales deals*
- *Recognize Urgent Calls*
- *Outstanding Customer Service*
- *Boost Safety*

Other applications, like project management, CRM, and accounting, can be linked with call center software. Essentially, call center solutions software can make your entire business run more smoothly. It can also help with analytics, follow-up, delivery, and scheduling. It's an essential piece of equipment in your marketing strategy, and you'll want to ensure it's tailored to your specific requirements. Whether you use it to handle inbound customer service, outbound customer service, customer care, sales, or a combination of both, call center software can enhance your contact center in many ways. Here are just a few of the benefits of using call center software.

# OUR SOLUTIONS



Customized IVRS  
For Multiple Level



Skill Based  
Routing



Automatic Call  
Distribution



Blacklist And Whitelist  
Management



Business Hour  
Management



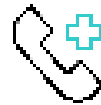
Holiday Profile  
Management



IVR/ACD/Missed Calls  
Management



Campaign  
Overflow



Max Waiting Calls  
Per Campaigns.



CallerID Manipulation  
For Last 10 Digits



Sticky  
Agents



Work From Home  
(WFH)



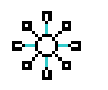
Email  
Integration



SMS  
Integration



Extension  
Management



Trunk And Trunk Groups  
Management

# FULL FEATURE LIST

- Ability to park the customer with custom music per campaign
- Ability to take inbound calls grabbing Caller ID
- Ability to start and stop recording an agent's calls at any time
- Ability to automatically record all calls
- Ability to manually or automatically call up to two other customer numbers for the same lead
- Ability to schedule a callback with a customer as either any-agent or agent-specific
- Faster hang-up and dispositioning of calls with one key press (Hotkeys)
- Admin web pages available in English.
- Web-based data export utilities
- Ability to have an agent take both inbound and outbound calls in one session(blended)


# FULL FEATURE LIST

- Customized IVRS for Multiple level.
- Skill Based Routing.
- Automatic Call Distribution.
- Blacklist and Whitelist Management.
- Business Hour Management.
- Holiday Profile Management.
- IVR/ACD/Missed Calls Management.
- Campaign overflow
- Max Waiting calls per campaigns.
- CallerID Manipulation for last 10 Digits or as recieved.
- Sticky Agents.
- Work From Home (WFH).
- Dialer Mode  
(Predictive/Progressive/Preview[Single/List])
- Email Integration
- SMS Integration.
- Extension Management.
- Trunk and Trunk Groups Management.
- Page Group management.
- Recording Path and recording file name for Recording Groups Management.


- User Management.
- Campaign Management.
- Disposition and Sub Disposition Management.
- Number Masking as per campaign.
- Call Recording
- Call Barging
- Call Transfer
- Call Hold.
- Voice Broadcasting.
- Automatic/Manual Data Churning
- Upload voice files to server and use them for later.
- Customized CRM Screent for Agents.
- Third Party CRM Integration  
[ZOHO/HubSpot (Officially Integrated)]
- EPABX/IPPBX Integration.
- Compatible with any Trunk Line and GSM Gateway.




# WHY CHOOSE US?



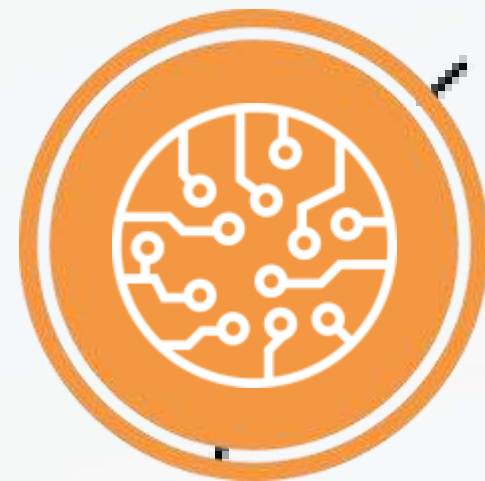
Convoque Call Center Solution is designed in the state of art technology as front end in java back end in mysql and is 100 % customizable as per clients requirement.



Convoque Call Center Solution is serving the industry for more than Ten years and have ample experience of almost everything in it that make its quality at its best in the class.



Convoque Call Center Solution provides its post sales service with just one phone call and have the quickest response time to attend the call i.e. just half an hour



# OUR CLIENTS

## GOVERNMENT

- Northern command vehicle
- Depot (Indian Army)
- 41 Vehicle Company (Indian Army)
- Station Workshop Guwahati (Indian Army)
- 1 Advance Base Workshop (Indian Army)
- 617 EME (Indian Army)
- Ordinance Depot Avadi (Indian Army)
- COD Mumbai (Indian Army)
- Jammu Municipal Corporation
- CM Helpline Uttarakhand
- PM Jan Aushadhi Yojna Helpline
- UP SDM Helpline
- UP SRTC Helpline
- National Anti Ragging Helpline
- Haryana Skill Development Mission Helpline

## PUBLIC

- State Bank Of India
- National Thermal Power Corporation
- Sumitomo Mitsui Banking Corporation
- Herofin Corp
- Data wind Corporation Ltd
- Indian Society of Healthcare Professional
- Indian Society of Agribusiness Professional
- KNM Partners

## PRIVATE

- Webtel Electro Soft
- Softage Information Technologies Limited (Vodafone Call Center)
- Konnexion (Airtel Call Center)
- Quick Fin Services (Tata Call Center)
- Radhey Investigation (Idea Call Center)
- My Recharge Pvt. Ltd.
- Sycorian Matrimonial
- AAA Vehicleads (Delhi/Jammu)
- Hira Automobiles LTD.
- Dew Solutions
- Computax Softech Private Limited

# CONTACT

 +91 9066677770 +91 1146579777

 +91 9066677770

 info@asfera.in



[www.asfera.in](http://www.asfera.in)

[www.convoque.com](http://www.convoque.com)

[www.gsmgateway.in](http://www.gsmgateway.in)