HOTTRIX

Hottrix Contact Center Solutions

HOTTRIX

TELEPHONY SOLUTION

Key Capabilities of Hottrix Telephony System:

Automated Dialing:

Predictive Dialing: Predictive dialers use algorithms to dial multiple numbers simultaneously, connecting agents only when a live person answers. This minimizes idle time and maximizes talk time.
Power Dialing: Power dialers call one number at a time and automatically move to the next number on the list once a call is completed, ensuring a continuous workflow.
Preview Dialing: Agents are given a brief overview of the customer's information before the call is dialed, allowing for personalized interactions.

Call Routing and Management:

Call Queuing: Calls are placed in a queue and routed to the next available agent, ensuring efficient call distribution.
Skill-Based Routing: Calls are directed to agents based on their skills and expertise, enhancing the customer experience.
Holiday and Out-of-Office Management: Hottrix Dialer can be configured to recognize holidays and out-of-office schedules, automatically rerouting calls or scheduling callbacks for a later time.

Integrated CRM System:

Hottrix Telephony System has a integrated Customer Relationship Management (CRM) systems, enabling agents to access customer information in real-time and update records automatically.

Analytics and Reporting:

Detailed analytics and reporting capabilities allow managers to track call performance, agent productivity, and campaign effectiveness. Metrics such as call duration, connection rates, and conversion rates provide insights for continuous improvement.

Call Recording:

Calls can be recorded for quality assurance, training, and compliance purposes. This helps in maintaining high standards of customer service and adherence to regulatory requirements.

Benefits of Using Hottrix Telephony System:

**Increased Efficiency:** Automates repetitive tasks, reducing agent downtime.
Enhanced Productivity: Agents can handle more calls in less time.
Improved Customer Engagement: Personalization and skill-based routing lead to better customer interactions.
Cost Savings: Reduces operational costs by minimizing manual dialing and idle times.
Scalability: Easily scales with the business needs, supporting small teams to large call centers.
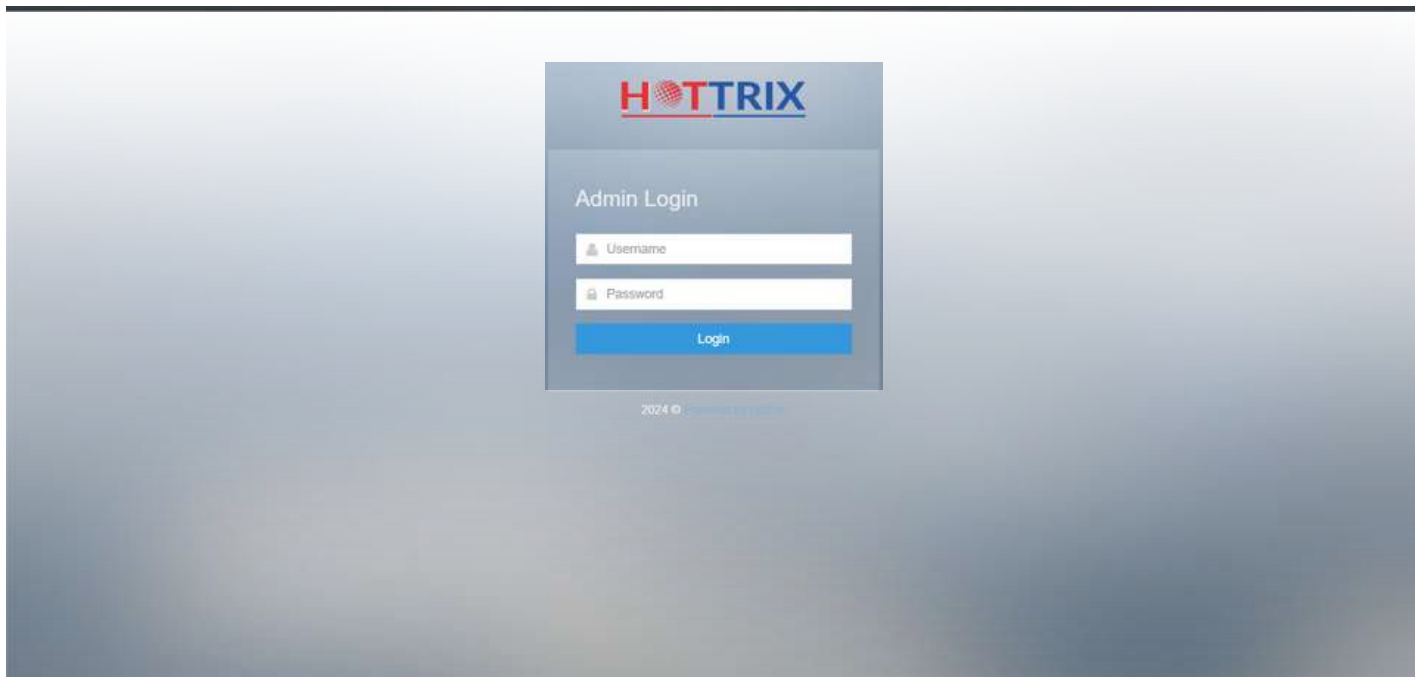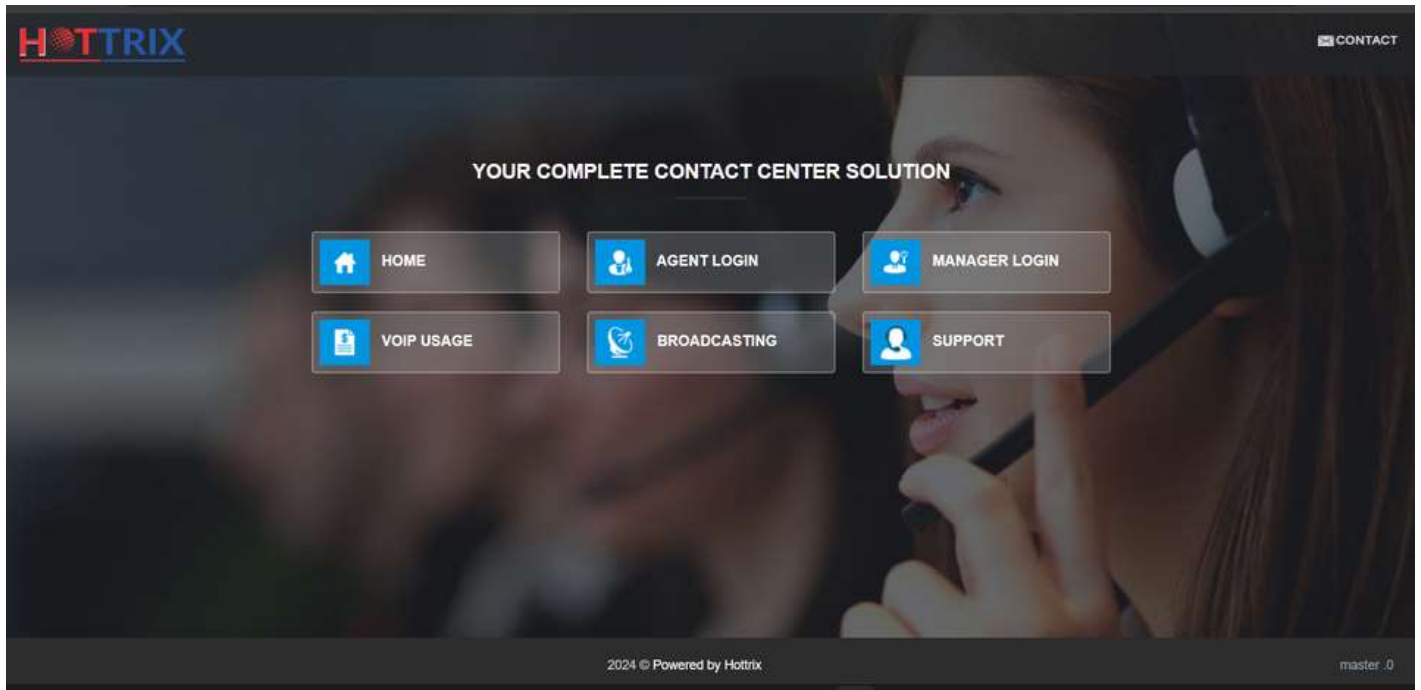
Network Diagram
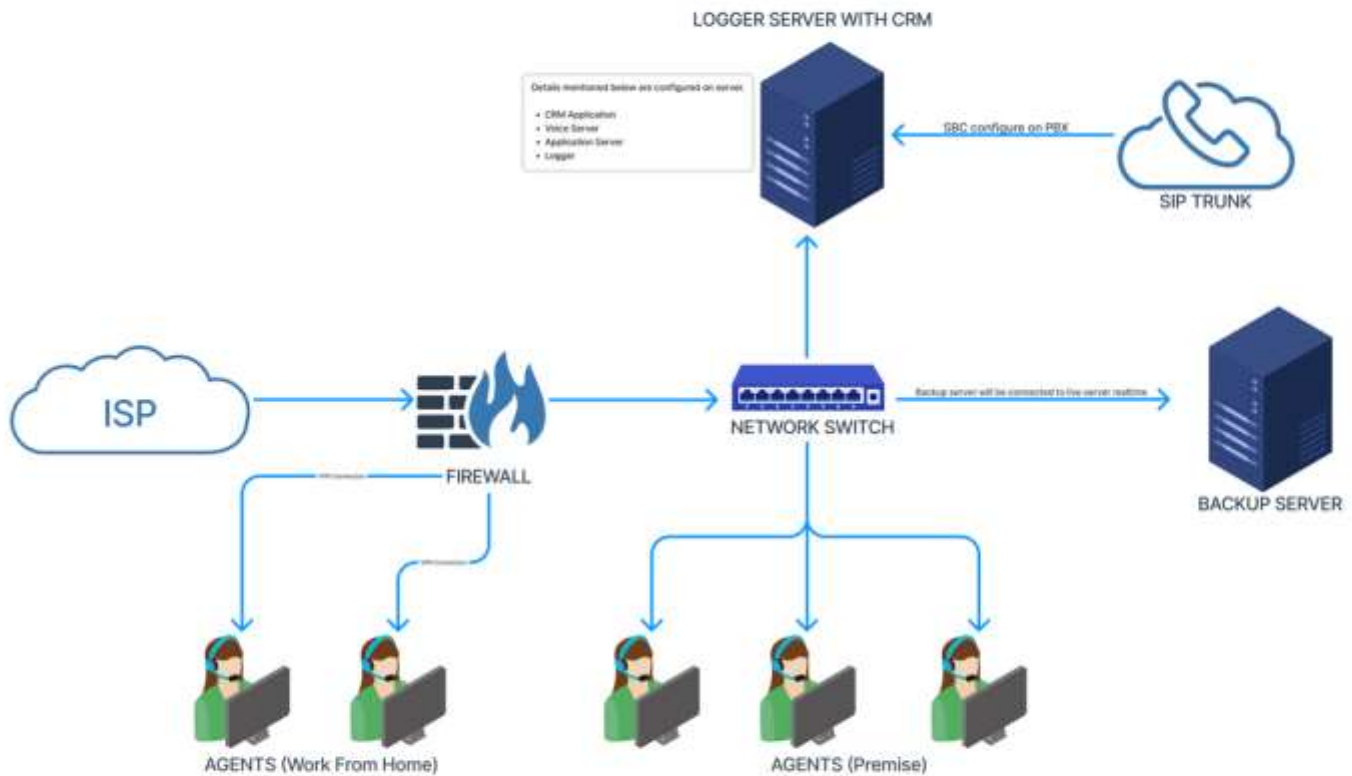
Details mentioned below are configured on server.

- **CRM Application**
- **Voice Server**
- **Application Server**
- **Logger**

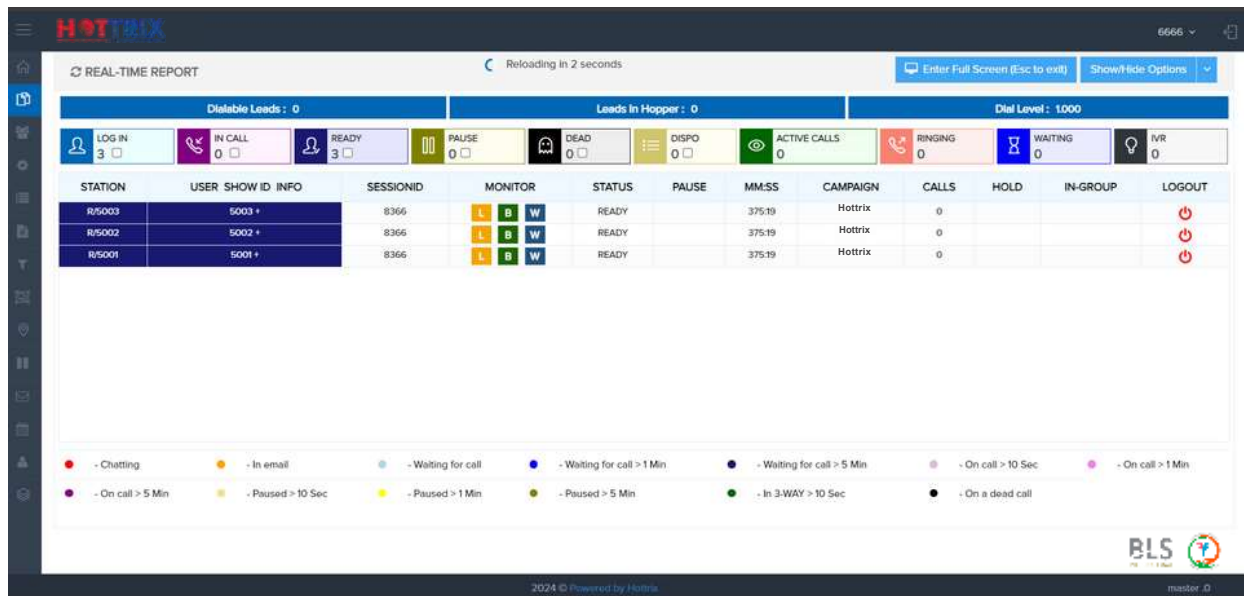**NOTE: Backup server will be connected to live server real-time.**

Log-In Module

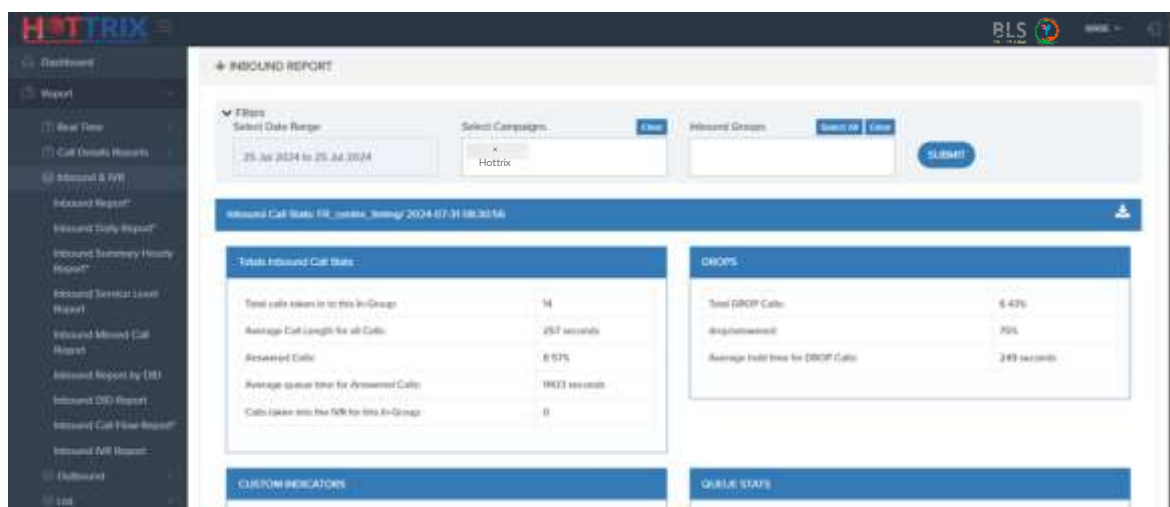# Admin Capabilities

1. Admin Dashboard

The Admin can see all the real-time status of the process.

Details Displayed on Dashboard:

1. **Login-** Number of Agents Logged In.
2. **In Call-** Number of Agents on Call.
3. **Ready-** Number of Idle Agents.
4. **Pause-** Number of Agents on Break.
5. **Dead-** Number of Dead Calls.
6. **Dispo-** Number of Completed Dispositions.
7. **Active Calls-** Number of Calls Active in Real-time.
8. **Ringing-** Number of Calls Ringing.
9. **Waiting-** Number of Calls in Queue.
10. **IVR-** Number of Calls at IVR Stage.

2. In-Bound & Out-Bound Call Reports

In-Bound Report Dashboard

Detailed analytics and reporting capabilities allow managers to track call performance, agent productivity, and campaign effectiveness. Metrics such as call duration, connection rates, and conversion rates provide insights for continuous improvement.

INBOUND SUMMARY HOURLY REPORT

> Filters

MULTI-GROUP BREAKDOWN

IN-GROUP	TOTAL CALLS	TOTAL ANSWER	TOTAL TALK	AVERAGE TALK	TOTAL QUEUE TIME	AVERAGE QUEUE TIME	MAXIMUM QUEUE TIME	TOTAL ABANDON CALLS
Hungary_Alge_French - Hungary_Alge_Frenc	3	2	0:03:54	0:01:57	0:07:17	0:02:26	0:05:41	1
TOTALS In-Groups: 1	3	2	0:03:54	0:01:57	0:07:17	0:02:26	0:05:41	1

Hungary_Alge_French - Hungary_Alge_French HOURLY BREAKDOWN

HOUR	TOTAL CALLS	TOTAL ANSWER	TOTAL TALK	AVERAGE TALK	TOTAL QUEUE TIME	AVERAGE QUEUE TIME	MAXIMUM QUEUE TIME	TOTAL CALLS
0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0
11	2	1	0:01:18	0:01:18	0:01:36	0:00:48	0:01:11	1
13	1	1	0:02:36	0:02:36	0:05:41	0:05:41	0:05:41	0
TOTALS	3	2	0:03:54	0:01:57	0:07:17	0:02:26	0:05:41	1

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Hourly Reports

0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL
3	0	0	0	0	0	1	0	0	0	0	0	0	1	9	14

CALL DROP TIME BREAKDOWN IN SECONDS

0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL
0	0	0	0	0	0	1	0	0	0	0	0	0	0	5	6

CALL ANSWERED TIME AND PERCENT BREAKDOWN IN SECONDS

	0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL
INTERVAL	3													1	4	8
INT %	21%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	29%	
CUMULATIVE	3	3	3	3	3	3	3	3	3	3	3	3	3	4	8	8
CUM %	21%	21%	21%	21%	21%	21%	21%	21%	21%	21%	21%	21%	21%	29%	57%	
CUM ANS %	38%	38%	38%	38%	38%	38%	38%	38%	38%	38%	38%	38%	38%	50%	100%	

Analytical Reports

3. IVR Setup

The Admin can design custom IVR Tree from IVR menu based on the process requirements.

4. In-Groups Assigning

The Hottrix Telephony System CRM allows the Admins to create and manage different User Groups as per the demand of Process. These User Groups can be modified by Admins only.

5. Call Recordings

Calls can be recorded for quality assurance, training, and compliance purposes. This helps in maintaining high standards of customer service and adherence to regulatory requirements.

The Hottrix Telephony System CRM allows to Record both In-Bound & Out-Bound Calls.

Agent Capabilities

1. Agent Dashboard

The Agent can see and monitor the call flows to the Logged-in Extension. The Agent is also able to overview his/her overall performance.
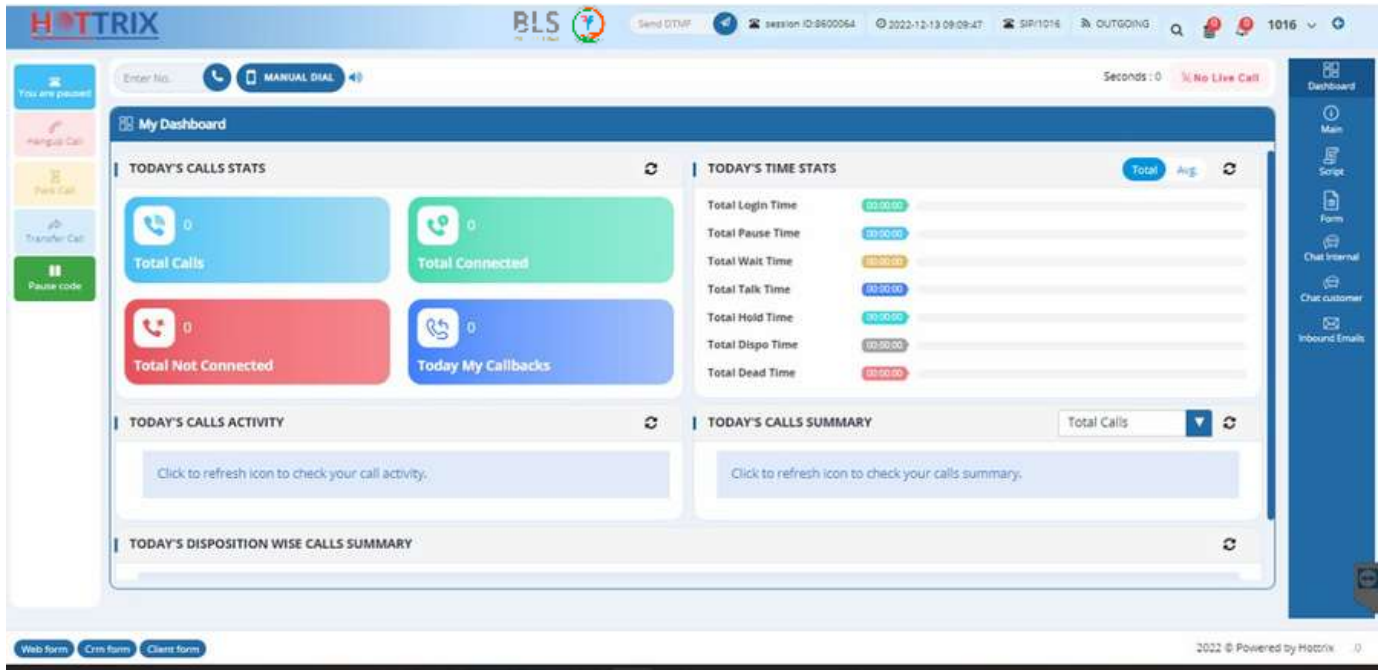
2. On Call Customized CRM with Call Notes

The Agent can fill required values during Live Call in an integrated Customized CRM as required by the process. The CRM also provides the liberty to put customized call notes for future reference.

3. Call Transfers

The Agent can Park, Grab, Conference or Transfer the calls as per the requirements.

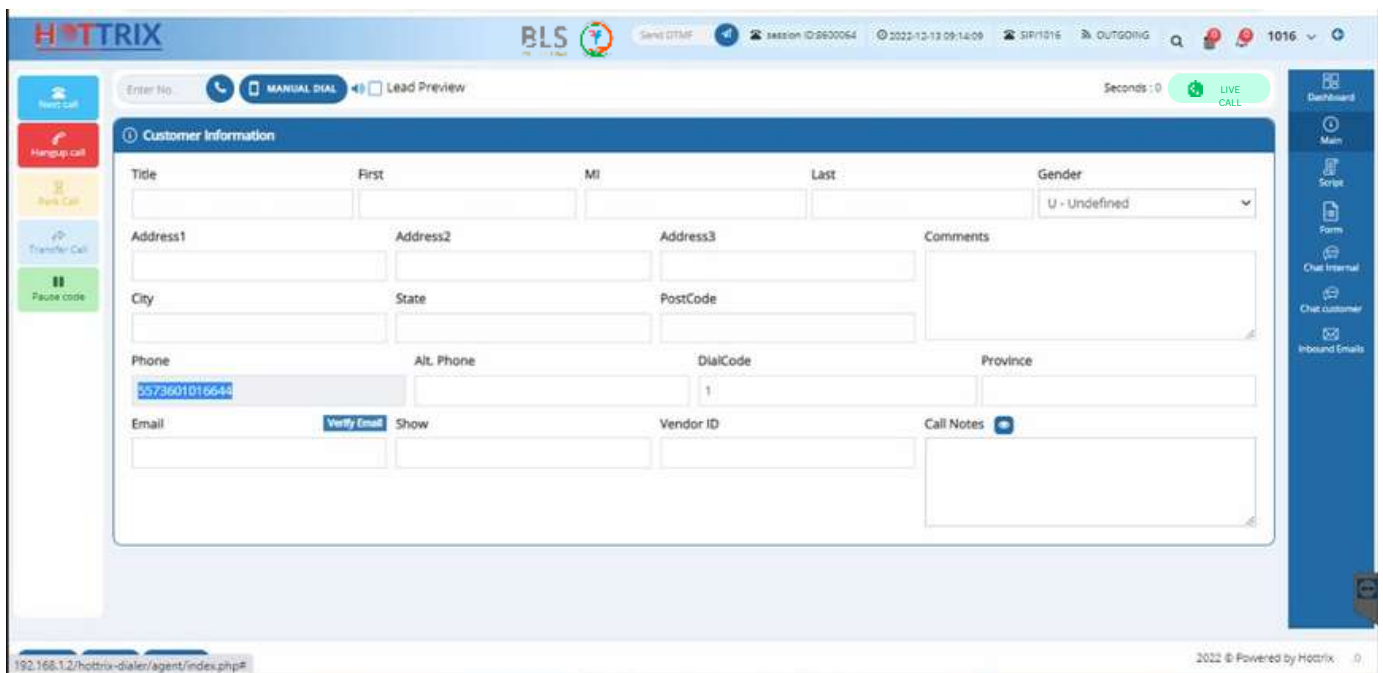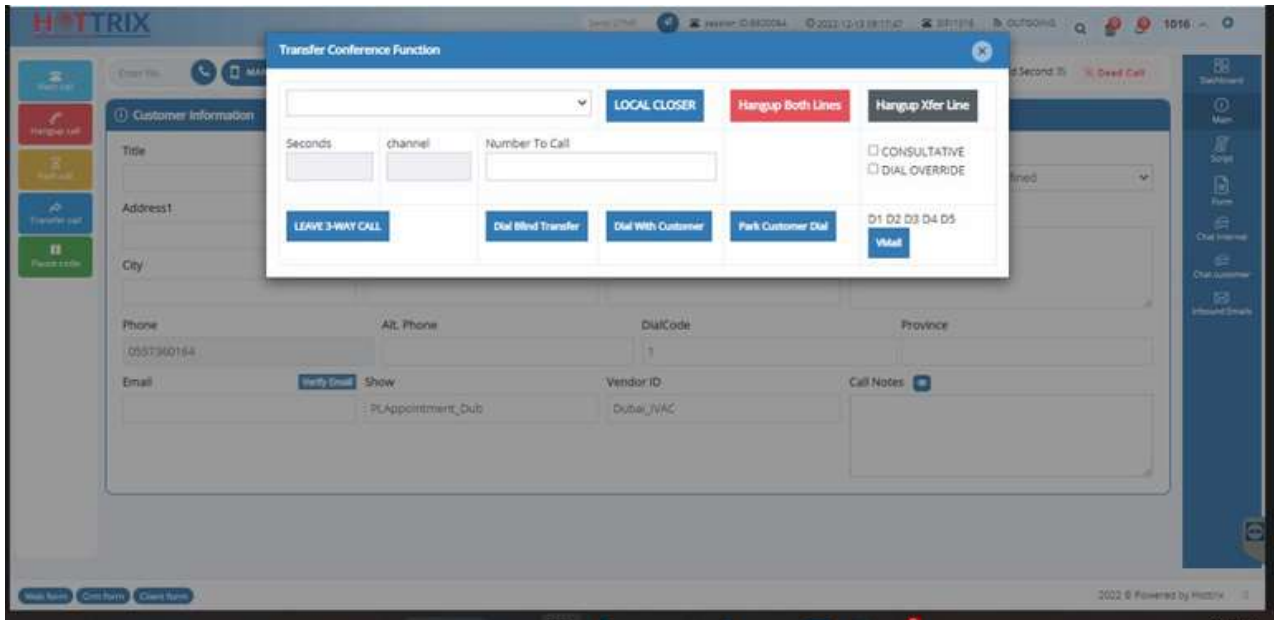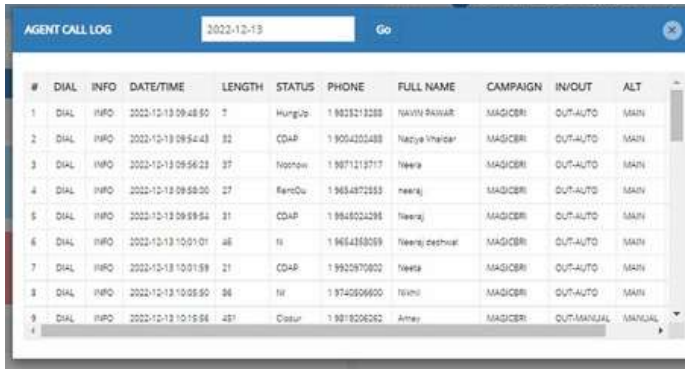## 4. Customer Information for Predictive Dialing

The Agent is able to view the required customer data before answering or dialing the calls if the information is uploaded in data base. This helps the agent to better understand and resolve the customer query.
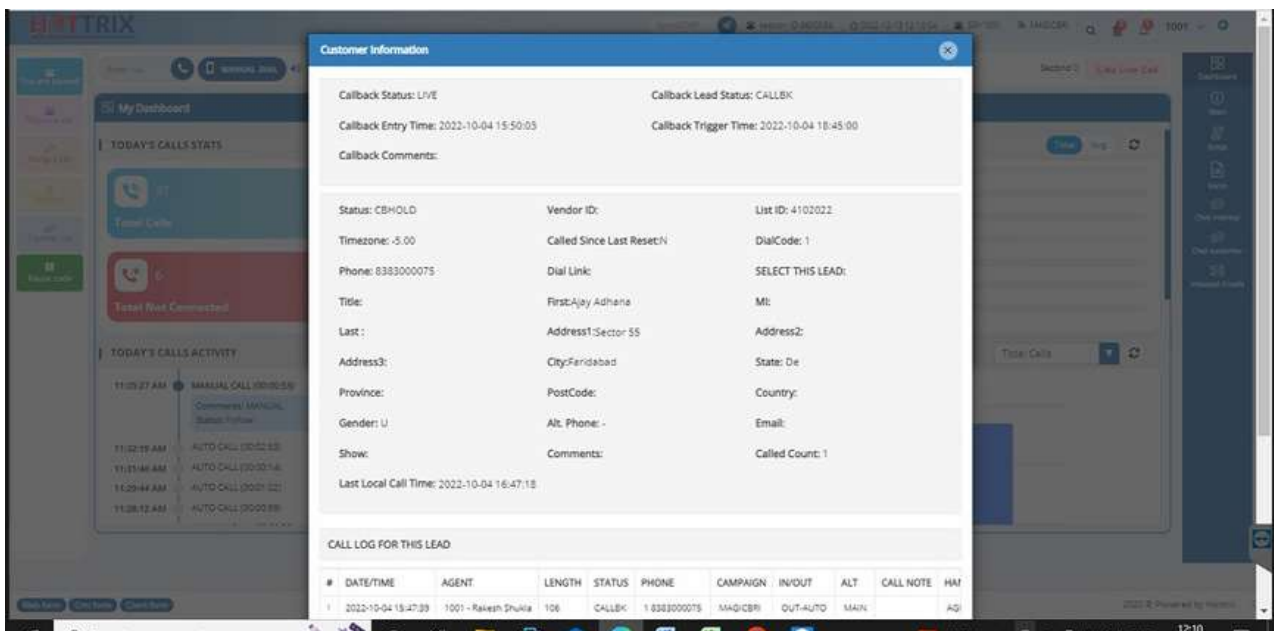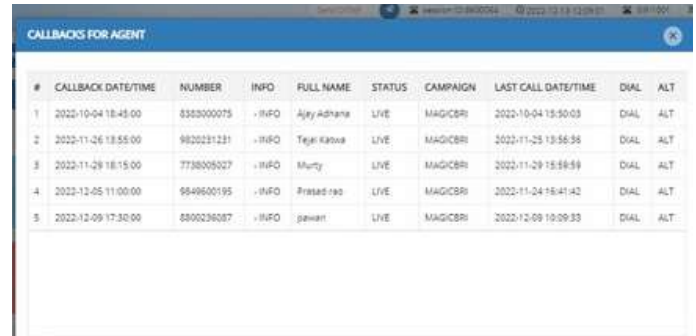
5. Call Logs and Call Back Reminders

The Agent as well as Admin is able to view the attended calls and details associated with them. The Agent can also set a Call-Back reminder as per the time suggested by the customers for better follow-up response.

Call Logs

Scheduled Call Backs

6. Dispositions

Instead of typing the response for each call, the agent can select from a pre-defined list of standard dispositions. The Dispositions list is created by the admin as per the process requirements and helps to filter the reports better.
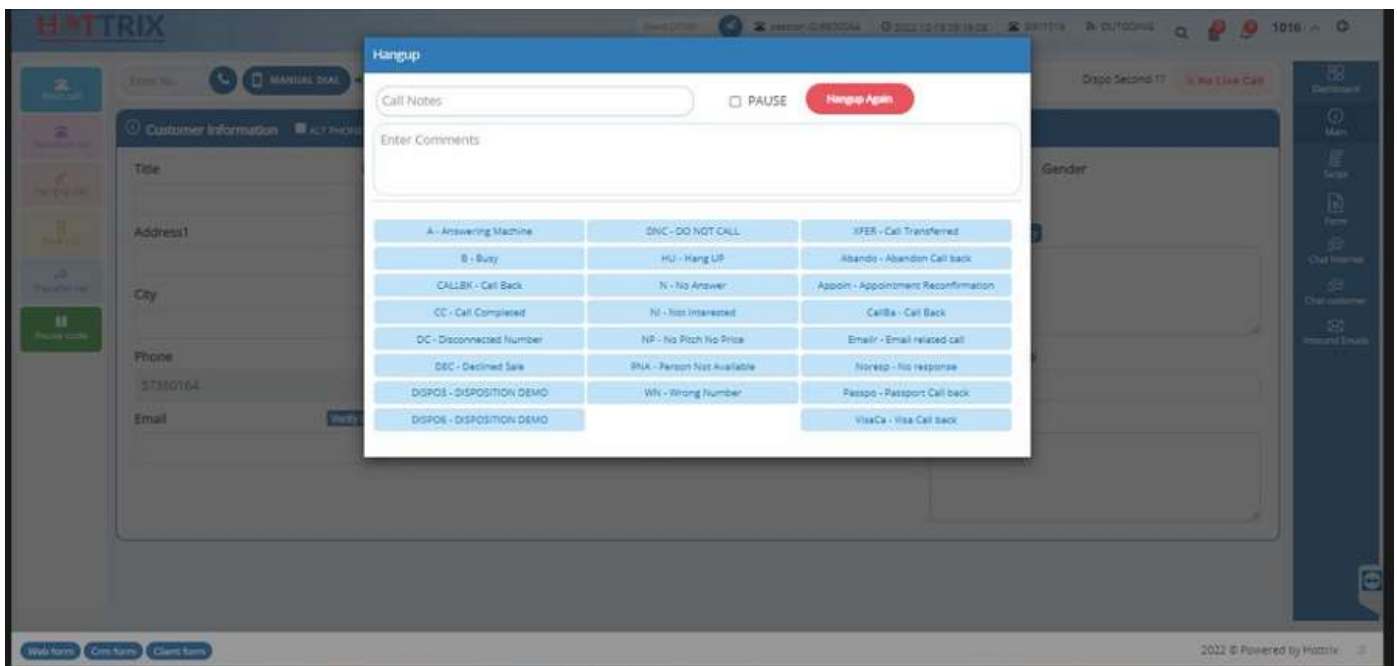
Apart from these basic features, the Hottrix Telephony System supports functions like:

- **Lead Search**
- **Whispering**
- **Barging**
- **Call Notes**
- **Customized CRM**

7. STS IVR BLASTER

1. Overview
The **STS IVR Blaster** is an advanced telephony module that enables automated outbound calling, integrated with any CRM system. It ensures instant communication with users by triggering pre-recorded voice messages whenever specific events or status updates occur.

2. Core Functionalities
- **CRM Integration via API**
  - Seamlessly integrates with existing CRMs and databases.
  - Automatically picks user contact numbers when triggered by specific events (e.g., application updates, service changes).
- **Automated Outbound Calls**
  - Initiates calls without human intervention.
  - Delivers pre-recorded, customized messages to users.
- **Event-Based Notifications**
  - Works on pre-defined triggers (e.g., application approval/rejection, major changes in submitted documents, service downtime).
  - Ensures timely and consistent information delivery.
- **Custom Pre-Recorded Messages**
  - Personalized audio messages for different scenarios.
  - Multilingual support for user convenience.
- **Reporting & Analytics**
  - Call success/failure logs.
  - User response tracking (DTMF input collection if required).

3. Key Benefits
- Proactive user engagement with **zero manual effort**.
- Ensures **instant communication** during critical updates.
- **Customizable & multilingual** voice alerts.
- Works with **any CRM or database system**.
- Improves customer experience and trust.

4. Use Cases
- **Application Updates** – Notify applicants about approval, rejection, or changes in process.
- **Service Notifications** – Inform customers about planned downtime, maintenance, or outages.
- **Promotional Campaigns** – Deliver marketing or awareness campaigns through automated voice calls.
- **Payment Reminders** – Trigger reminders for pending dues or renewals.

8. QUALITY MANAGEMENT TOOL (QMT)

Overview
- Advanced quality monitoring tool for contact centers
- Automates **voice analysis, scoring, and feedback sharing**
- Enhances transparency, compliance, and performance improvement

Key Features
- Calls Analysis with detailed insights
- Centralized Dashboard for monitoring performance
- Sentiment Analysis (positive, neutral, negative)
- Parameter-based scoring for process-specific evaluation
- Word Searching & Word Cloud for keyword trends
- Full Call Transcripts for accuracy & review
- Agent Account & Call Details management
- Requirement-based custom reports

Requirements Supported
- Parameters configurable as per process requirement
- Foreign language analysis support
- Sentiment Reports – consolidated sentiment of all calls in one view
- Scoring reports shared directly with agents
- Agents can accept feedback or raise disputes
- Agent Feedback Acknowledgment report
- Word cloud generation across all calls
- Flexible, requirement-based reporting

Benefits
- Improves **agent performance and compliance**
- Transparent feedback process with agent participation
- Faster identification of **customer sentiment & pain points**
- Real-time insights through dashboards & reports
- Enhances **training & coaching** via parameter-based scoring
- Multi-language capability for global operations

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CHAT BOT & LIVE CHAT

Key Capabilities of Hottrix Chatbot (HOTBOT) :

1. Front-End (User Interface) Functionalities

- Welcome & Guided Navigation
  • Displays a welcome message with menu options eg. Documents Required, Processing Time, Short Term, Long Term, etc.
  • Provides button-based navigation for ease of use.
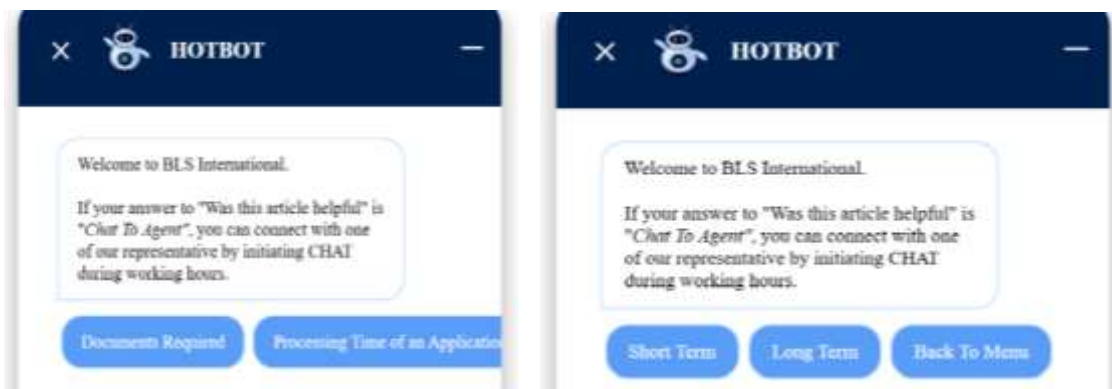
-    **Interactive FAQ Handling**
     • Auto-responds with pre-configured answers to common queries.
     • Provides follow-up options like Yes/No for helpfulness.

- Chat-to-Agent Option
  • Seamless escalation to a live agent when the bot cannot resolve the query.
  • Request form to capture user details (Name, Contact Number, Email) before initiating live chat.
  • Displays live connection status once an agent is connected.

Hottrix Chatbot (HOTBOT)

- **Live Chat with Agents**
  - • Real-time communication with human agents.
  - • Typing indicators and live session continuity.

  - **- User Feedback Integration**
  - • Option for users to rate if the article/answer was helpful.
  - • Directs unsatisfied users to live agents.

2. Back-End (Admin Panel) Functionalities

- **Dashboard Overview**
  - • Ticket status: Open, WIP, Closed, Assigned, Resolved with real-time counts.
  - • Performance tracking of live chats and bot activity.
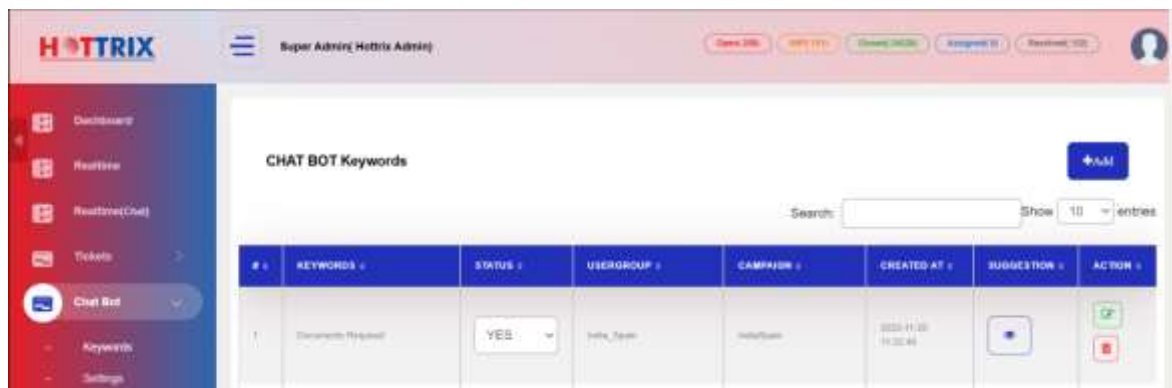
- Real-Time Monitoring
 • Realtime chat monitoring for supervisors/admins.
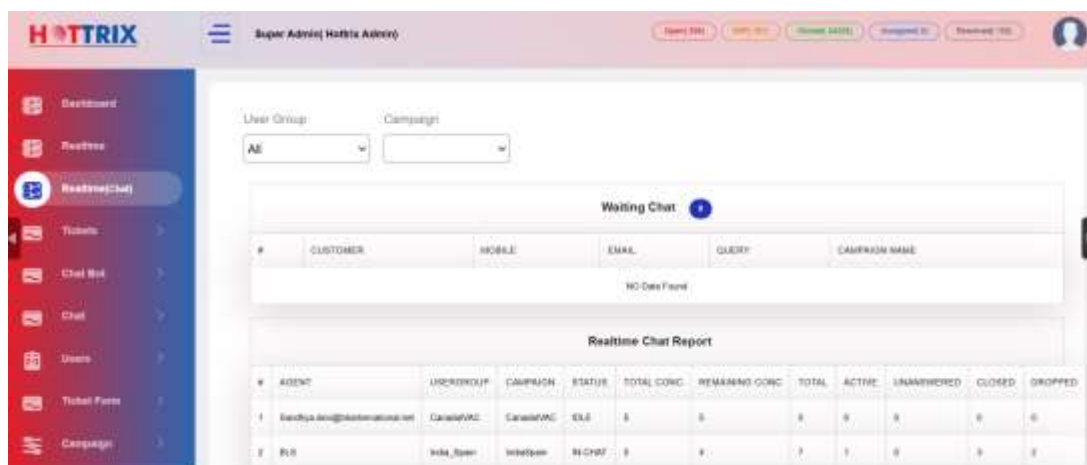 • Ticket creation and tracking from live sessions.

- **Chatbot Management**
  - • Keyword Management: Add, edit, delete, and assign keywords for auto-responses.
  - • Customizable Responses: Configure welcome messages, invalid response messages, and bot replies.
  - • Brand Personalization: Change chatbot name, theme color, and bot avatar.

- BOT Reports & Analytics
- • Track chatbot performance across campaigns.
- • Keyword effectiveness reporting.
- • User engagement statistics.

- Settings & Filters
- • Define word filters for inappropriate or restricted words.
- • Configure language-specific responses.

3. Core Functional Benefits

- 24x7 availability for first-level support.
- Reduces load on live agents by handling repetitive FAQs.
- Multilingual & multi-campaign support.
- Improves response time and customer satisfaction.
- Provides detailed analytics for business decisions.
- Fully customizable to brand requirements.

4. Use Cases

- Customer Support Automation – Handling visa queries, ticketing, and FAQs.
- Lead Generation – Collecting customer details before live transfer.
- Ticket Management – Direct integration with ticketing system.
- Business Intelligence – Insights into customer pain points and support trends.

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TICKETING SYSTEM

HOTTRIX Ticketing Management System (TMS)

1. Overview

The Hottrix Ticketing System is a robust platform designed to manage, track, and resolve customer queries efficiently.
It integrates seamlessly with the chatbot (HOTBOT) to convert unresolved chats into support tickets, ensuring no query goes unanswered.

2. Core Functionalities

-Ticket Creation & Management
- Automatically generates tickets from chatbot escalations or direct inputs.
- Supports manual ticket creation by admins or agents.

- Ticket Status Tracking
  • Status categories: Open, Work In Progress (WIP), Closed, Assigned, Resolved.
  • Real-time update of ticket lifecycle.
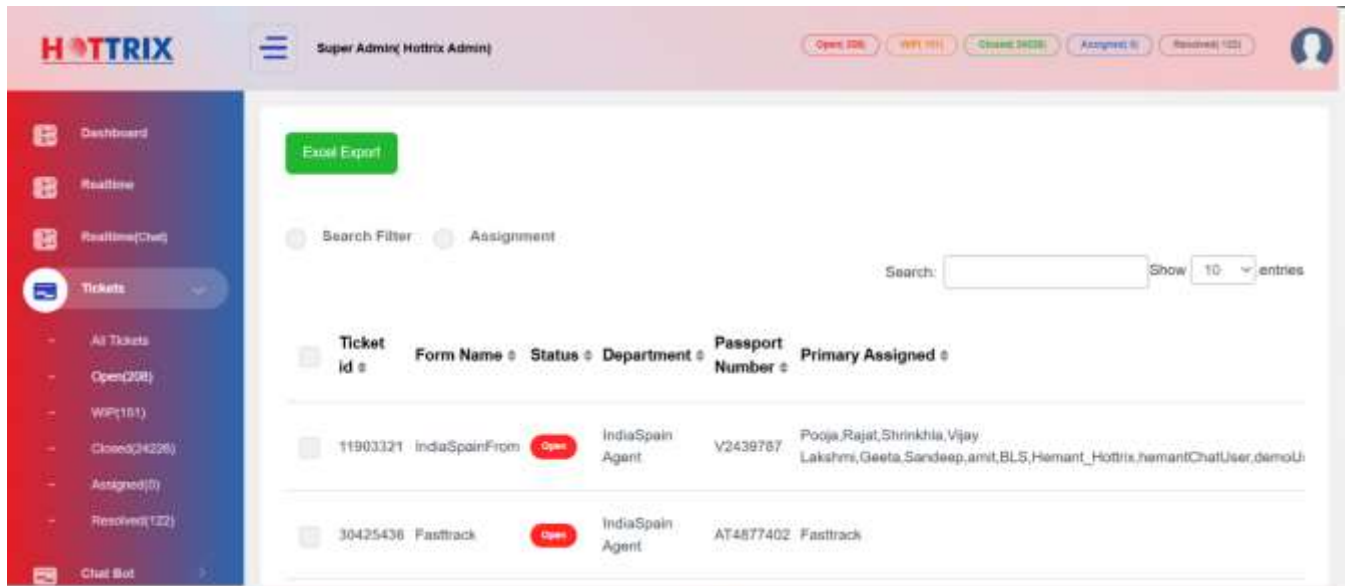
- Agent Assignment & Monitoring
  • Tickets can be assigned to specific agents or groups.
  • Tracks agent login status and ticket allocation in real-time.

- Query-wise Reporting
  • Reports categorized by type of query (application status, complaints, appointments, etc.).
  • Filters by date, user group, or form type.

- Dashboard Analytics
  • Visual reports for agents, customer/guest users, and ticket status distribution.
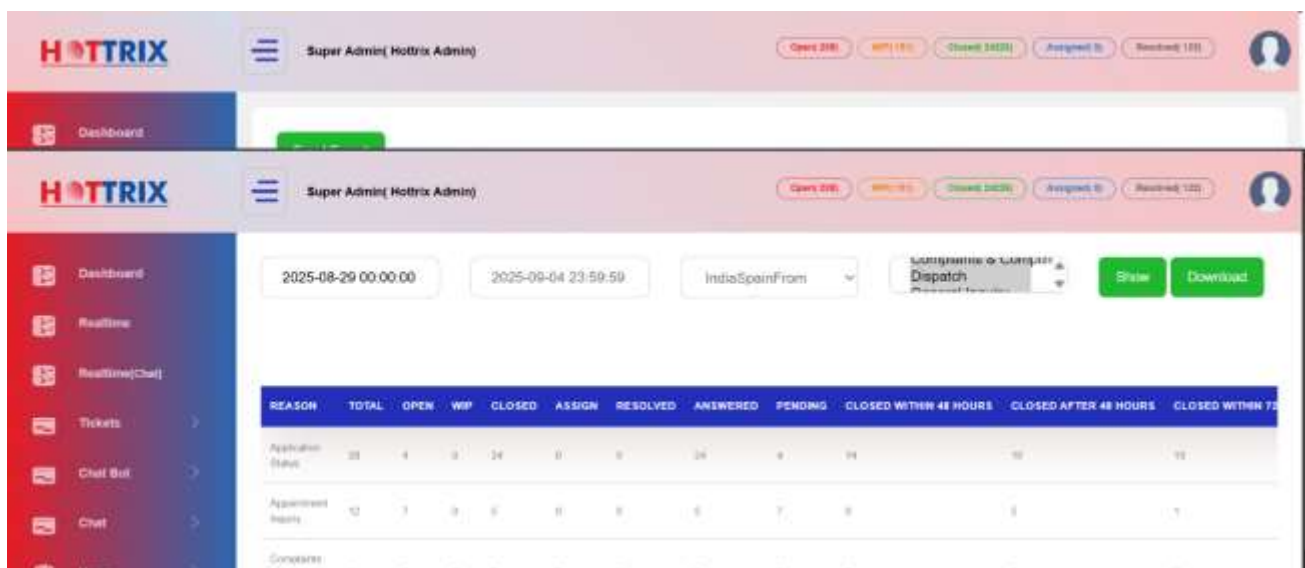 • Performance metrics: tickets answered within SLAs (48/72 hours).

- Disposition & Categorization
  • Maintain custom dispositions like Address Enquiry, Visa Fee Enquiry, etc.
  • Helps classify and resolve tickets systematically.
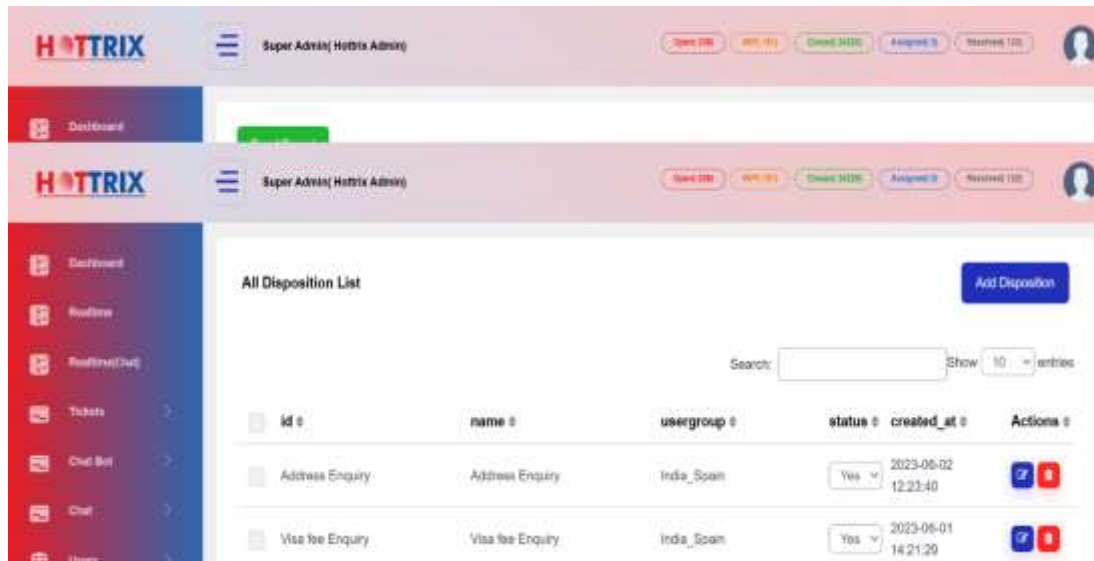
  - Ticket Form Customization
    • Create custom ticket forms with required fields (email, phone, passport number, applicant name, etc.).
    • Assign forms to specific user groups.

3. Key Benefits

- Centralized system for handling customer issues.
- SLA-based monitoring for timely resolution.
- Enhanced productivity through real-time tracking and reports.
- Custom forms and dispositions tailored to business needs.
- Provides actionable insights for improving service delivery.

4. Use Cases

- Customer service desk – tracking complaints and inquiries.

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CONVERSTAIONAL AI

Conversational AI Defined

Conversational, intuitive interactions across multiple use cases and much more .....

POWERED BY Hottrix

Open Possibilities!

Following are the major capabilities as per use cases

Knowledge Base Learning

Human Identification

Text to Speech

Speech to Text

Voice Credential Verification

Complete
automation
For standard queries

Queue
handling
For calls across different campaigns

Omni Channel Use of Knowledge Base

Digital
- Virtual Assistant
- Live Chat
- Automated Call Scripts
- Automated Guides

Voice
- Conversational IVR
- Automatic Speech Recognition
- Text-to-Speech Call
- Steering

Outbound
- Inform and Remind
- Collections Automation
- Message On-Demand
- Incident Communications

Security
- Identification & Verification

HOTTRIX
SUPER BOT
Conversational Virtual Assistant

Super Bot is an independent platform to understand and respond queries on the fly .
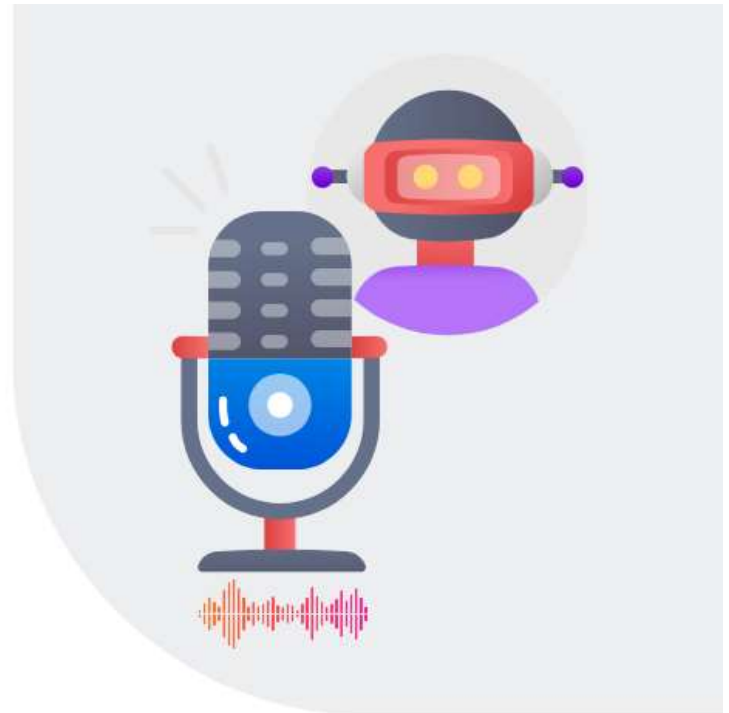
Highly available solution for customer facing environment	Ability to converse in Multiple Languages	Integration with Dialer

How does Super Bot Works?

Call From Customer → Hottrix Dialer (*) — Speech → Voice Bot — Answer Speech Response

Speech ↓

Understands & Processes Languages → Assembly API → In House Text to Speech API

Text ↓

Knowledge Base (Keywords Matching) → Frame Response In Answers

Knowledge Base Learning Happens Here!

If Dynamic Response is required ↓   Dynamic Response ↑

Data Base

HOTTRIX
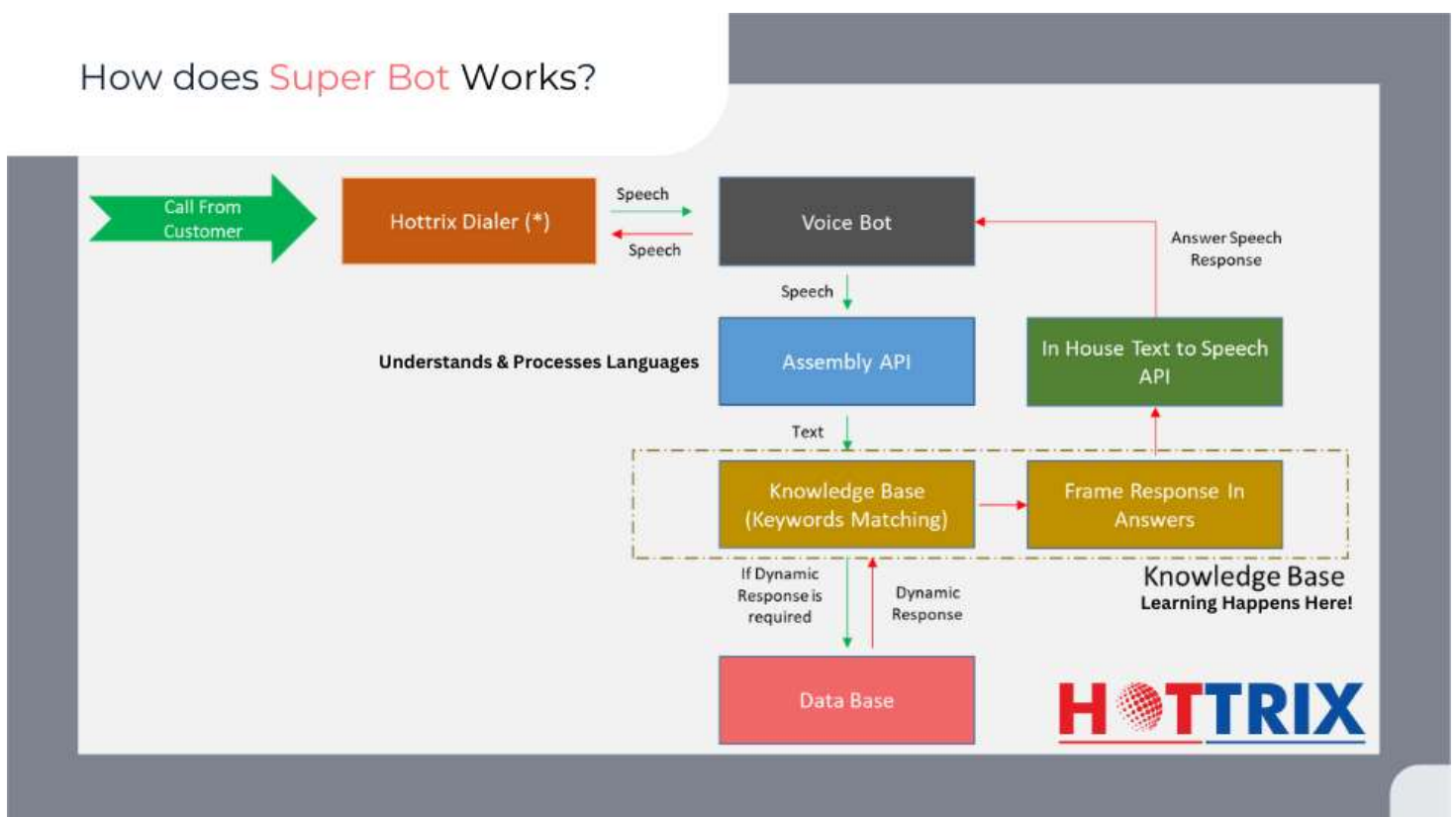
CONVERSATIONAL AI IS THE SOLUTION TO MANY PROBLEMS

Major Problems

1. Call Waiting while connecting to a represenative
2. Navigating through large and complex call flows
3. Poor Cross Integration with Technology
4. Dis-satisfaction of customer due to no-standard response

Reality Checker Application

Our Solution Uses

- Voice Bot with ASR & TTS for custom Surveys
- Ability to mimic conversations
- Integrated solution with various Dialer
- Language Capabilities : Hindi, English

Project Stats

Concurrency	Asterisk	2	Efficiency
One Bot-Multiple Catomers	Open Source	Languages	Productivity /Savings/ Efficiency Increase

Possible Improvement Highlights

Using real-time surveys we can get inputs from citizen in less than 24 hours for various departments

Background

Client can implement a generic speech and DTMF input based telephonic survey application. This generic survey application would enable various departments to create survey/citizen feedback campaigns. These campaigns would include lists of questions and their answer options to be prompted to the list of citizens provided in the campaign. The result of such campaign would be provided with list of phone number and its associated responses

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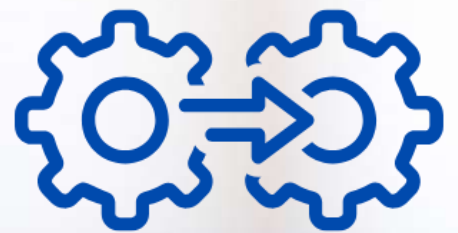
INTEGRATION WITH SOCIAL MEDIA

HOTTRIX Dialer – WhatsApp Integration

Capability
The CRM supports **non-verified WhatsApp integration**.

Features Supported
Send **message templates, attachments & contacts** on WhatsApp
Provide **manual replies** to incoming WhatsApp messages
Trigger **predefined templates automatically** based on missed calls or dispositions

Benefit
Seamless customer communication on one of the world's most widely used messaging platforms
Enables **personalized, real-time engagement** with customers
Automates repetitive communication for efficiency

HOTTRIX Dialer – Facebook Integration

Capability
The CRM provides **direct Facebook integration** for engagement.

Features Supported
Agents can **create posts directly from the CRM**
Reply to comments on posts in real-time
Manage **direct messages (DMs)** from within the CRM

Benefit
Consolidated social media engagement without switching platforms
Ensures **faster response times** to customer comments and queries
Enhances agent productivity with a **single interface for engagement**

HOTTRIX

GET IN TOUCH

We'd love to hear from you! Whether you have questions about our services, need support, or want to discuss a potential project, feel free to reach out.

Connect with us and let's explore how we can drive your business towards digital success together!

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