



Hottrix Contact Center Solutions



**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.

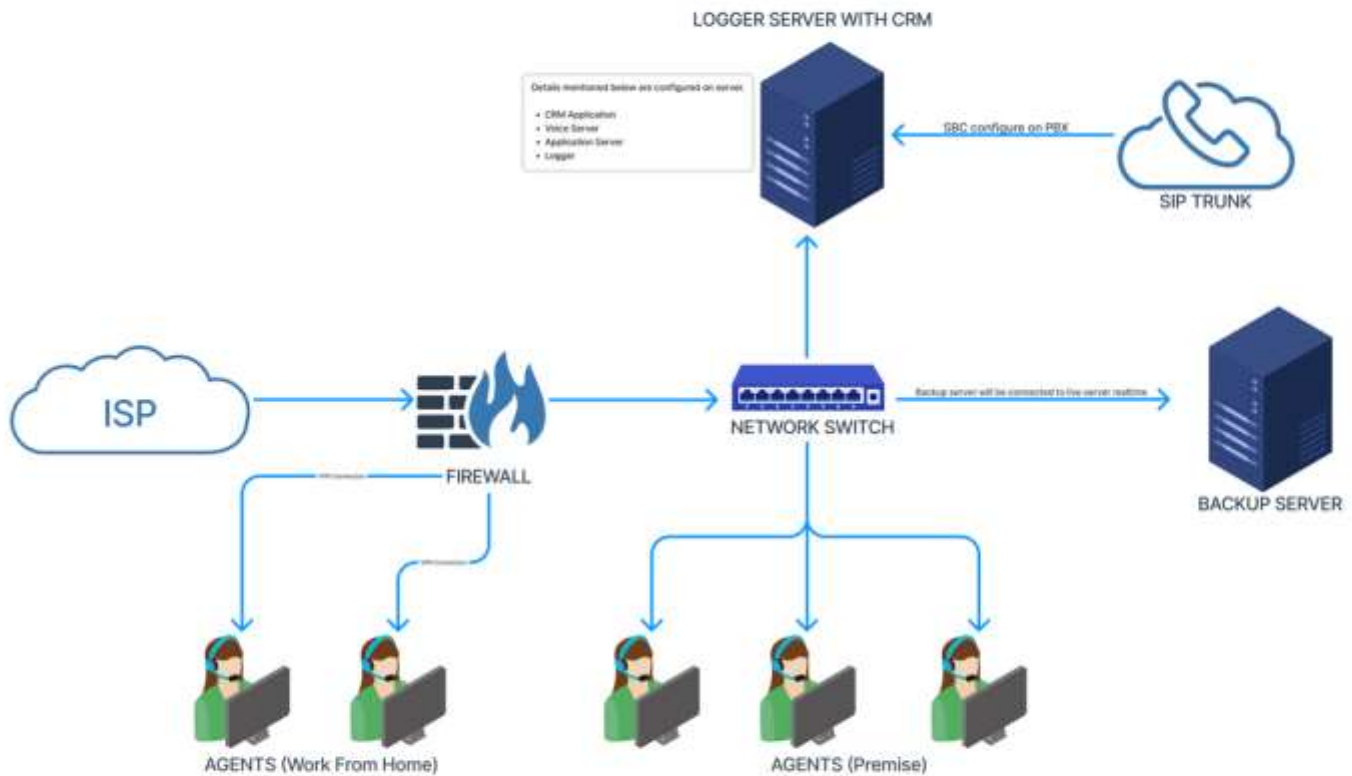
Enhanced Productivity: Agents can handle more calls in less time.

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

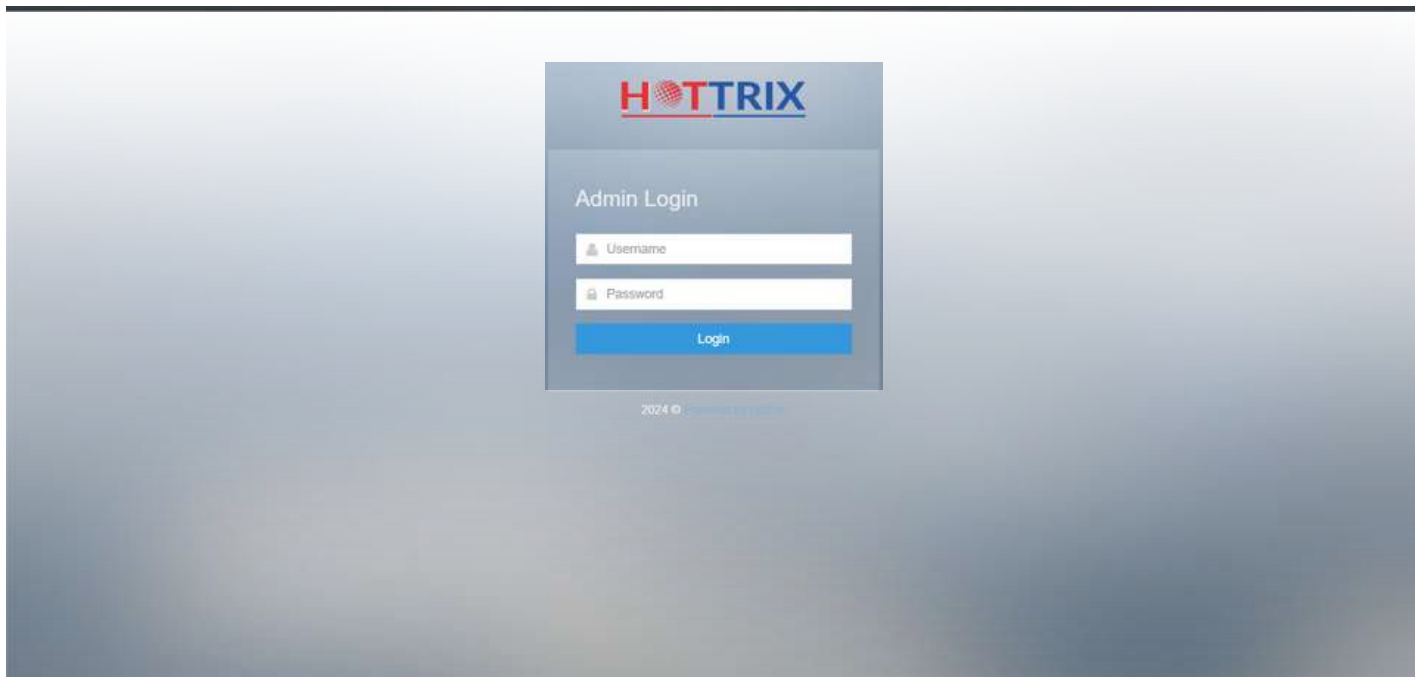
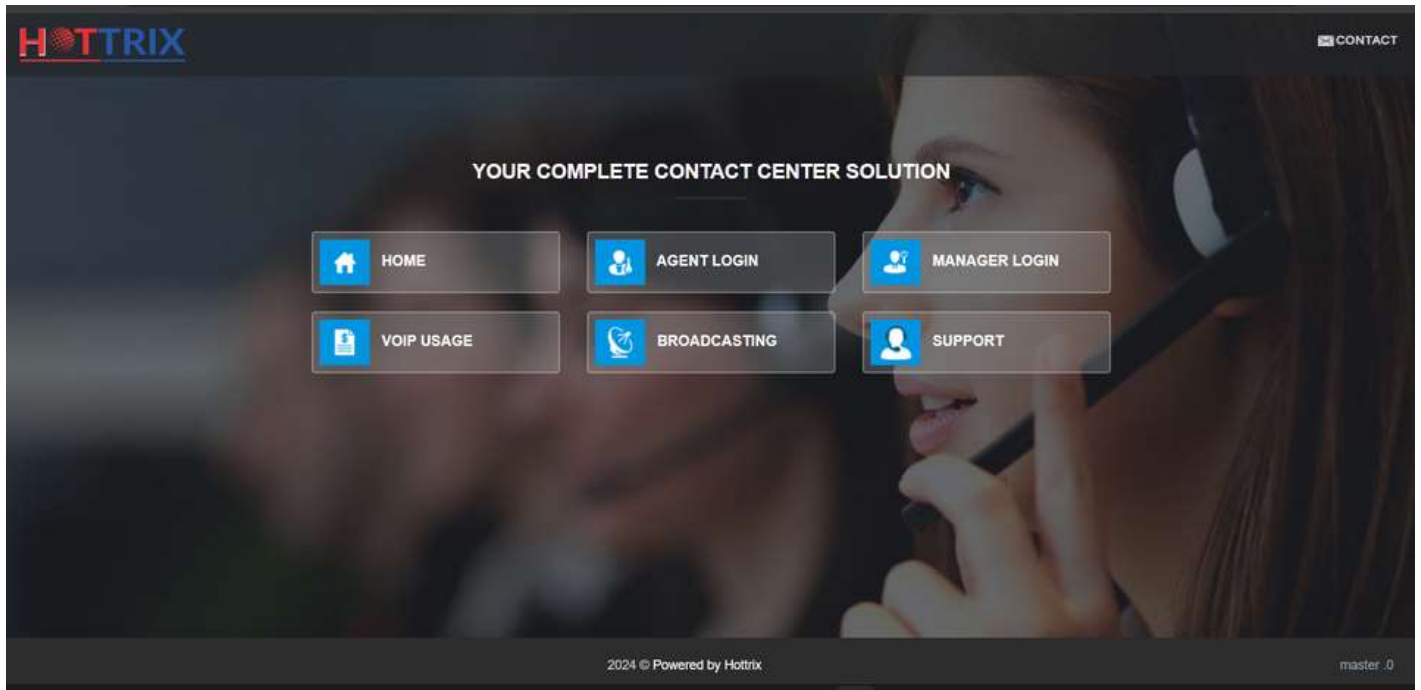


Details mentioned below are configured on server.

- CRM Application
- Voice Server
- Application Server
- Logger

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

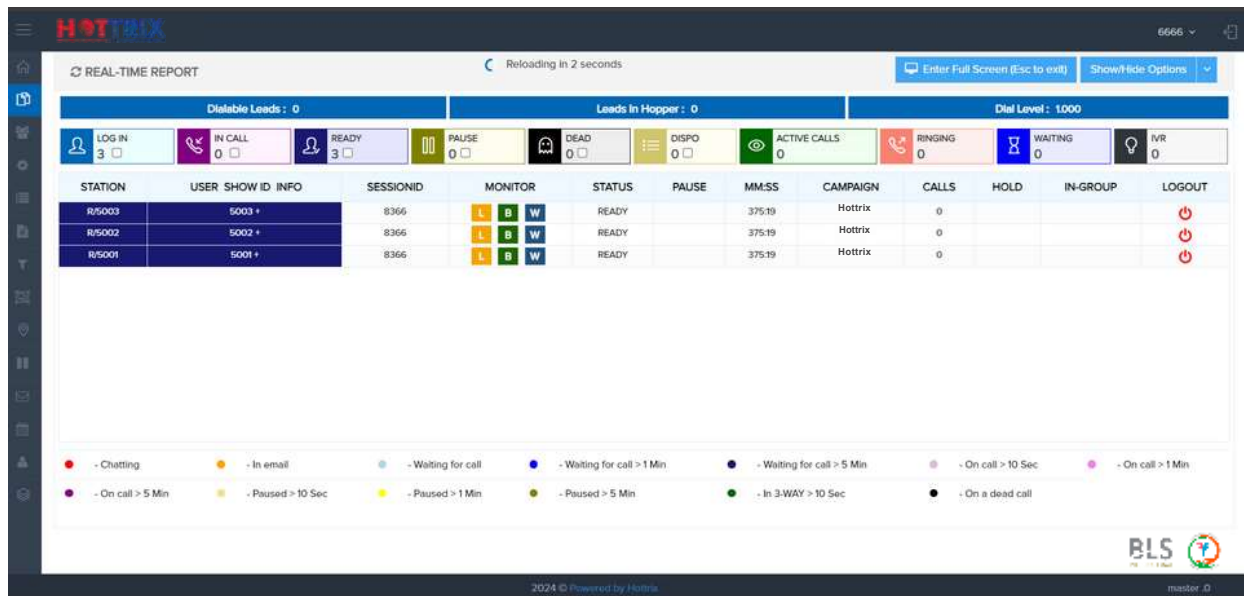
Log-In Module



Admin Capabilities

1. Admin Dashboard

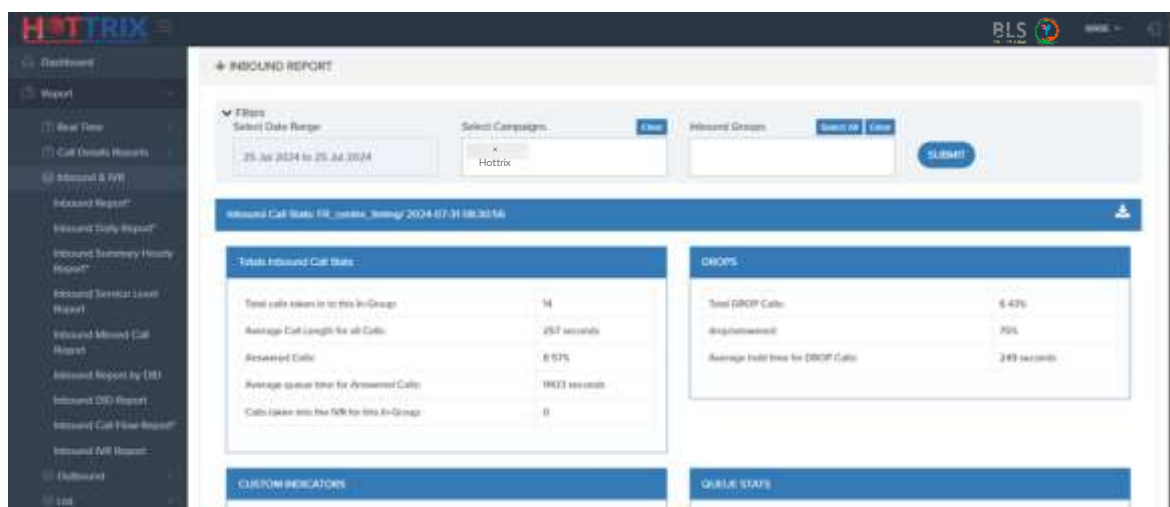
The Admin can see all the real-time status of the process.



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 - 3		2	0:03:54	0:01:57	0:07:17	0:02:26	0:05:41	1
Hungary_Alge_Frenc								
TOTALS	3	2	0:03:54	0:01:57	0:07:17	0:02:26	0:05:41	1
In-Groups: 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

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 screenshot displays the 'MODIFY A CALL MENU RECORD : ENGLISH' form in the Hottrix system. The form is divided into two main sections for configuration.

Left Section (Menu ID: English):

- Admin User Group: --ALL--
- Menu Timeout: 10
- Menu Invalid Prompt: NONE
- Track Calls in Real-Time Report: 1 - Realtime Tracking
- Log Key Press: 0 - No DTMF Logging
- Alt DTMF Log: 0 - Alt DTMF Logging Di
- Menu Time Check: 0 - No Time Check

Right Section (Menu Name):

- Menu Prompt: IVREN5IVRTree
- Menu Timeout Prompt: IVREN6Noreponse
- Menu Repeat: 2
- Tracking Group: CALLMENU
- Log Field: NONE
- Question: 0
- Call Time: -

Buttons: SUBMIT, CANCEL

Call Menu Options:

Option	1	Description	Route
In-Group	En_applicati_status		INGROUP
Search Method	LB		CID
			998

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

4. In-Groups Assigning

The screenshot displays the 'INBOUND GROUP LISTINGS' interface. It includes a search bar and a table of inbound groups.

Search:

IN-GROUP	NAME	PRIORITY	ADMIN GROUP	TIME	COLOR	ACTIVE
afterhrs	afterhrs	0	--ALL--	CalltimeAI	●	Active
testincoming	testincoming	0	--ALL--	24hours	●	Active

Showing 1 to 2 of 2 records (filtered from 17 total records)

Navigation: < 1 >

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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

The screenshot displays the 'OUTBOUND CALL RECORDING' section of the Hottrix CRM. It features a sidebar with navigation icons and a top header with the Hottrix logo and user information (BLS, 6666). The main area contains a filter section with fields for 'Select Date Range' (30 Jul 2024 to 30 Jul 2024), 'Select Campaign', 'Select Agent', 'Phone Number', and 'Select Status'. There is also a 'Search Archived Data' checkbox and a 'SUBMIT' button. Below the filters is a table titled 'Outbound Call Recording' showing 10 records. The table columns are Sr No., Date/Time, Campaign, Agent, Status, Phone Number, Length In Sec, Location, and Play. The data shows five records for the date 2024-07-30, all with status 'CC' and agent '1005'.

Sr No.	Date/Time	Campaign	Agent	Status	Phone Number	Length In Sec	Location	Play
1	2024-07-30 09:11:31	HOTTRIX	1005	CC	0550996696	134	http://192.168.1.63/RECORDINGS/MP3/20240730-091123_0550996696_1005_HOTTRIX-all.mp3	▶
2	2024-07-30 09:14:18	HOTTRIX	1005	CC	0540036909	300	http://192.168.1.63/RECORDINGS/MP3/20240730-091410_0540036909_1005_HOTTRIX-all.mp3	▶
3	2024-07-30 09:17:38	HOTTRIX	1002	CC	0561738520	100	http://192.168.1.63/RECORDINGS/MP3/20240730-091730_0561738520_1002_HOTTRIX-all.mp3	▶
4	2024-07-30 09:19:29	HOTTRIX	1005	CC	0554587906	13	http://192.168.1.63/RECORDINGS/MP3/20240730-091915_0554587906_1005_HOTTRIX-all.mp3	▶
5	2024-07-30 09:19:41	HOTTRIX	1005	CC	0554587906	6	http://192.168.1.63/RECORDINGS/MP3/20240730-091934_0554587906_1005_HOTTRIX-all.mp3	▶

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 screenshot displays the 'INBOUND CALL RECORDING' section of the Hottrix CRM. It features a sidebar with navigation icons and a top header with the Hottrix logo and user information (BLS, 6666). The main area contains a filter section with fields for 'Select Date Range' (30 Jul 2024 to 30 Jul 2024), 'Select Campaign/Inbound-Groups' (ALL), 'Select Agent', 'Phone Number' (0773162264), and 'Select Status'. There is also a 'Search Archived Data' checkbox and a 'SUBMIT' button. Below the filters is a table titled 'Inbound Call Recording' showing 10 records. The table columns are Sr No., Date/Time, Campaign, Agent, Status, Phone Number, Length In Sec, Location, and Play. The data shows one record for the date 2024-07-30, with status 'CC' and agent '1004'.

Sr No.	Date/Time	Campaign	Agent	Status	Phone Number	Length In Sec	Location	Play
1	2024-07-30 08:30:27	AR_applicati_status	1004	CC	0773162264	277	http://192.168.1.63/RECORDINGS/MP3/20240730-083242_0773162264_1004_HOTTRIX-all.mp3	▶

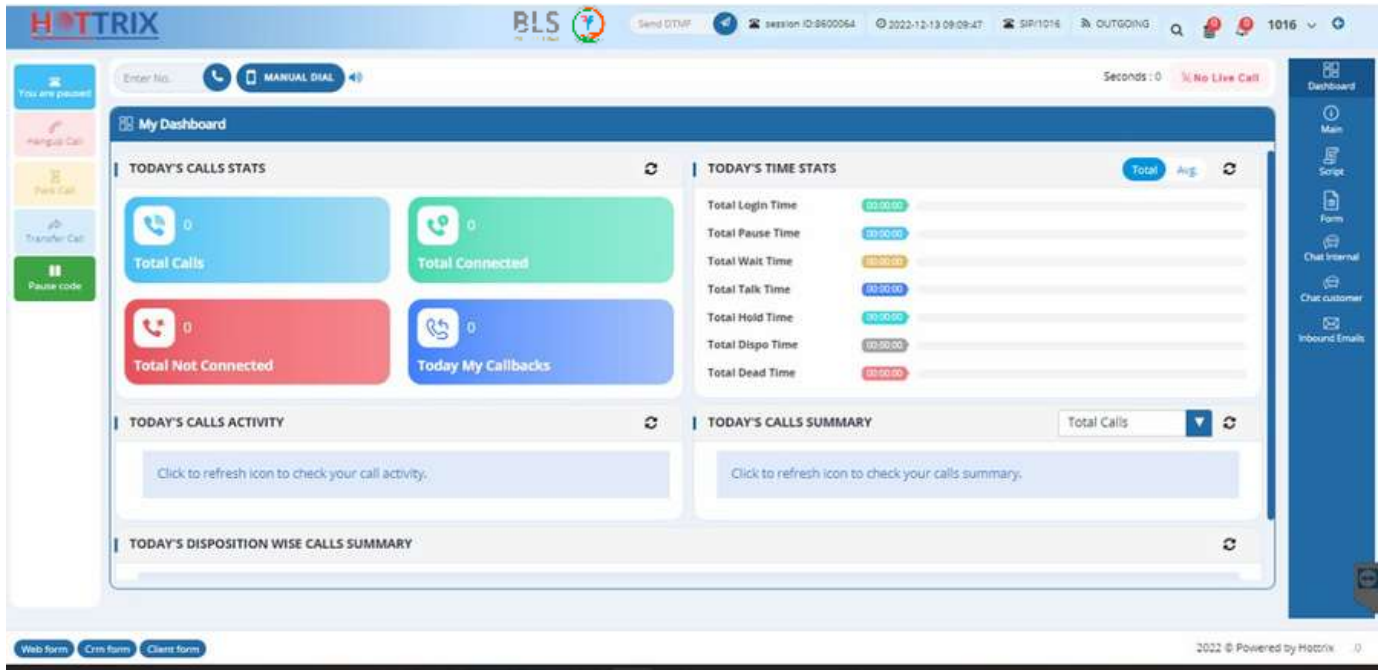
Showing 1 to 1 of 1 entries

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

Agent Capabilities

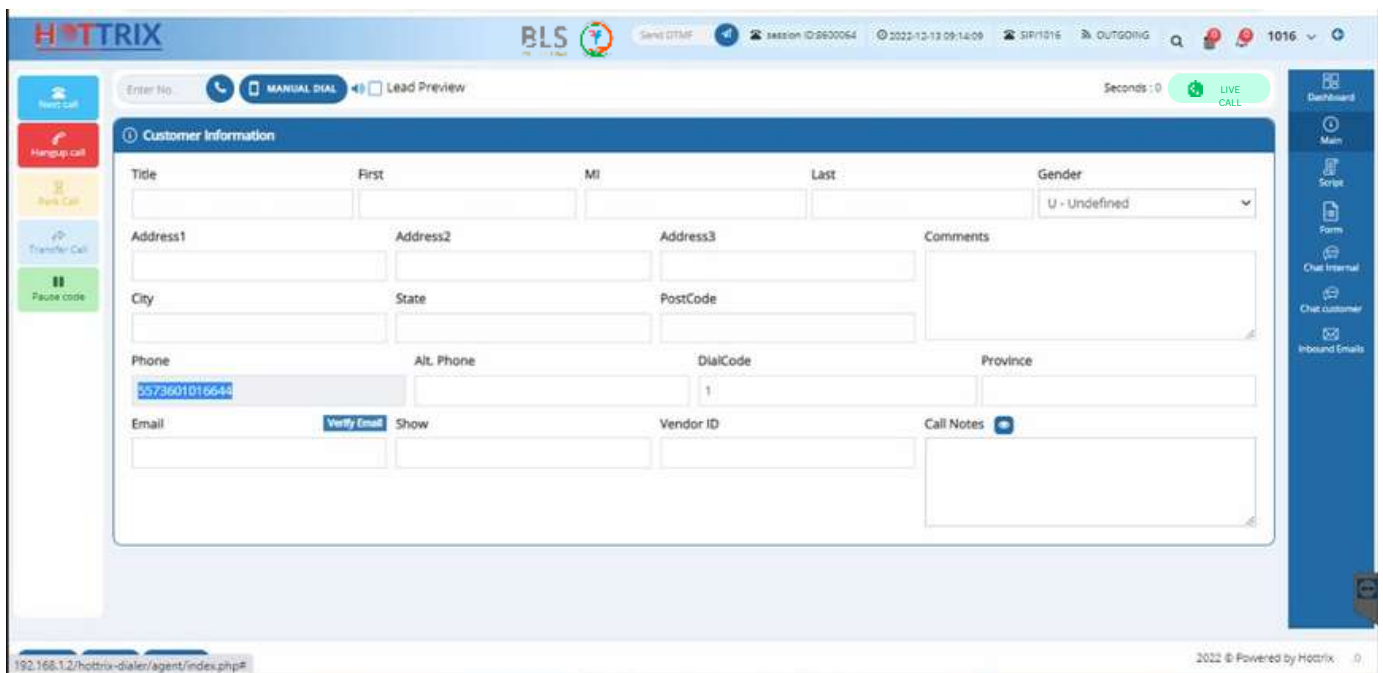
1. Agent Dashboard

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.



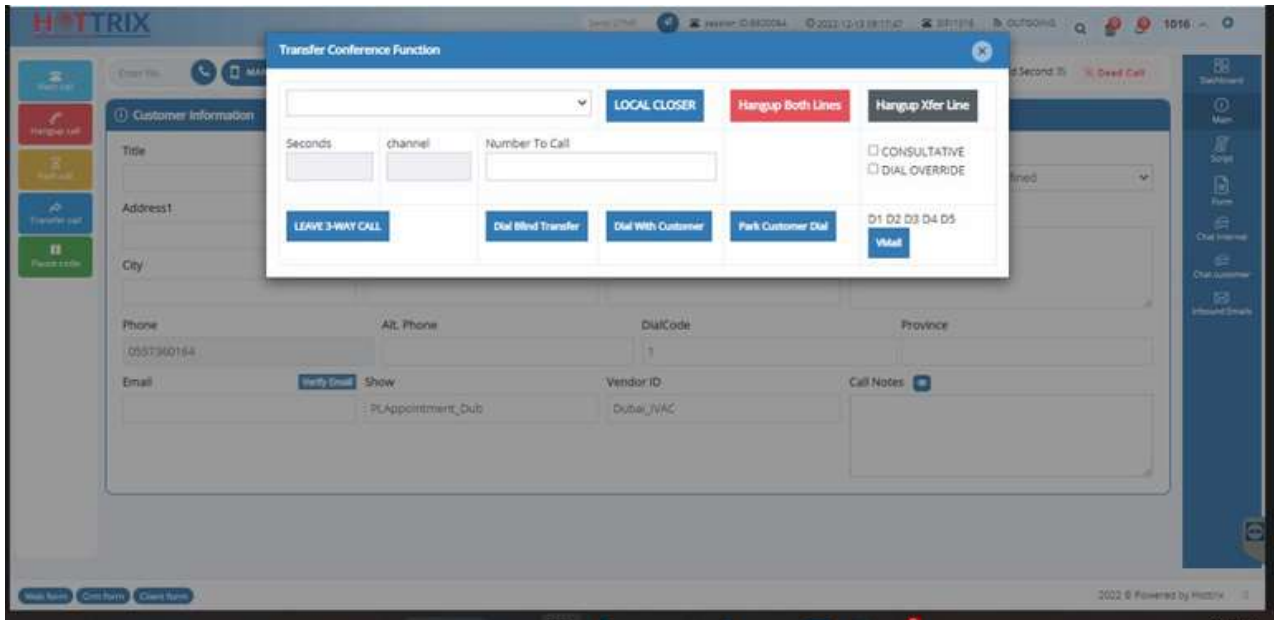
The screenshot displays the Hottrix On Call Customized CRM interface. The top navigation bar is identical to the dashboard. The main area is titled 'Customer Information' and contains a form with the following fields:

- Title:** First, MI, Last, Gender (dropdown menu with 'U - Undefined' selected).
- Address:** Address1, Address2, Address3, Comments (text area).
- City:** City, State, PostCode.
- Phone:** Phone (3573601016644), Alt. Phone, DialCode (1), Province.
- Email:** Email (Verify Email button), Show, Vendor ID, Call Notes (text area).

The bottom of the form shows the URL '192.168.12/hottrix-dialer/agent/index.php#' and the footer '2022 © Powered by Hottrix'.

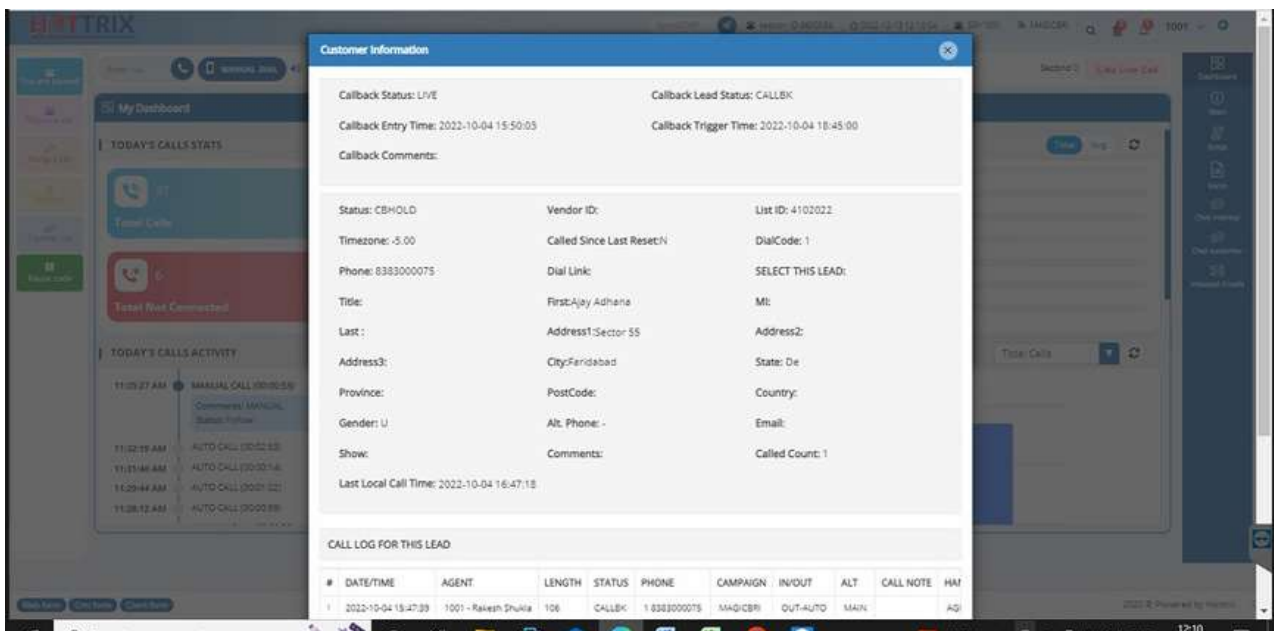
3. Call Transfers

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



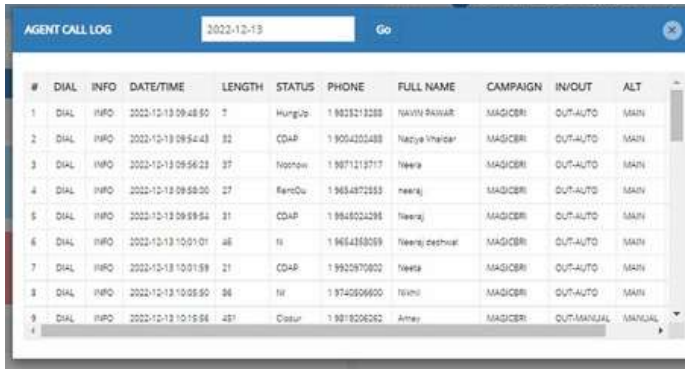
4. Customer Information for Predictive Dialing

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.



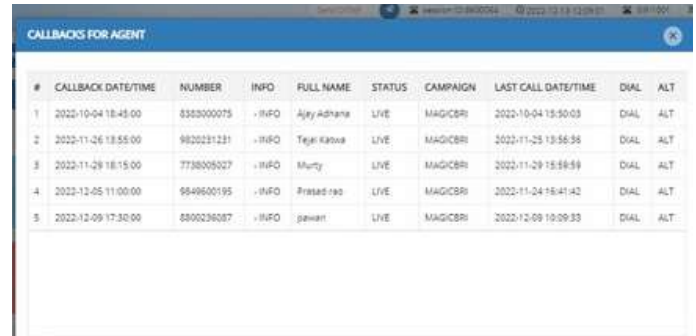
5. Call Logs and Call Back Reminders

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.



#	DIAL	INFO	DATE/TIME	LENGTH	STATUS	PHONE	FULL NAME	CAMPAIGN	IN/OUT	ALT
1	DIAL	INFO	2022-12-13 09:48:50	7	Hangup	1 8923213288	NAVIN KAVAR	MAGICBR	OUT-AUTO	MAIN
2	DIAL	INFO	2022-12-13 09:54:43	32	CDAR	1 9054205488	Natya Vhalcar	MAGICBR	OUT-AUTO	MAIN
3	DIAL	INFO	2022-12-13 09:56:23	37	Notans	1 9871218717	Neeta	MAGICBR	OUT-AUTO	MAIN
4	DIAL	INFO	2022-12-13 09:58:00	27	Beetou	1 9634872553	neeraj	MAGICBR	OUT-AUTO	MAIN
5	DIAL	INFO	2022-12-13 09:59:54	31	CDAR	1 9646024294	Neeraj	MAGICBR	OUT-AUTO	MAIN
6	DIAL	INFO	2022-12-13 10:01:01	46	FI	1 9654350559	Neeraj deshpai	MAGICBR	OUT-AUTO	MAIN
7	DIAL	INFO	2022-12-13 10:01:59	21	CDAR	1 9920970002	Neeta	MAGICBR	OUT-AUTO	MAIN
8	DIAL	INFO	2022-12-13 10:05:50	36	NI	1 9740506600	Neeraj	MAGICBR	OUT-AUTO	MAIN
9	DIAL	INFO	2022-12-13 10:15:56	487	Distur	1 9018006262	Amey	MAGICBR	OUT-MANUAL	MANUAL

Call Logs

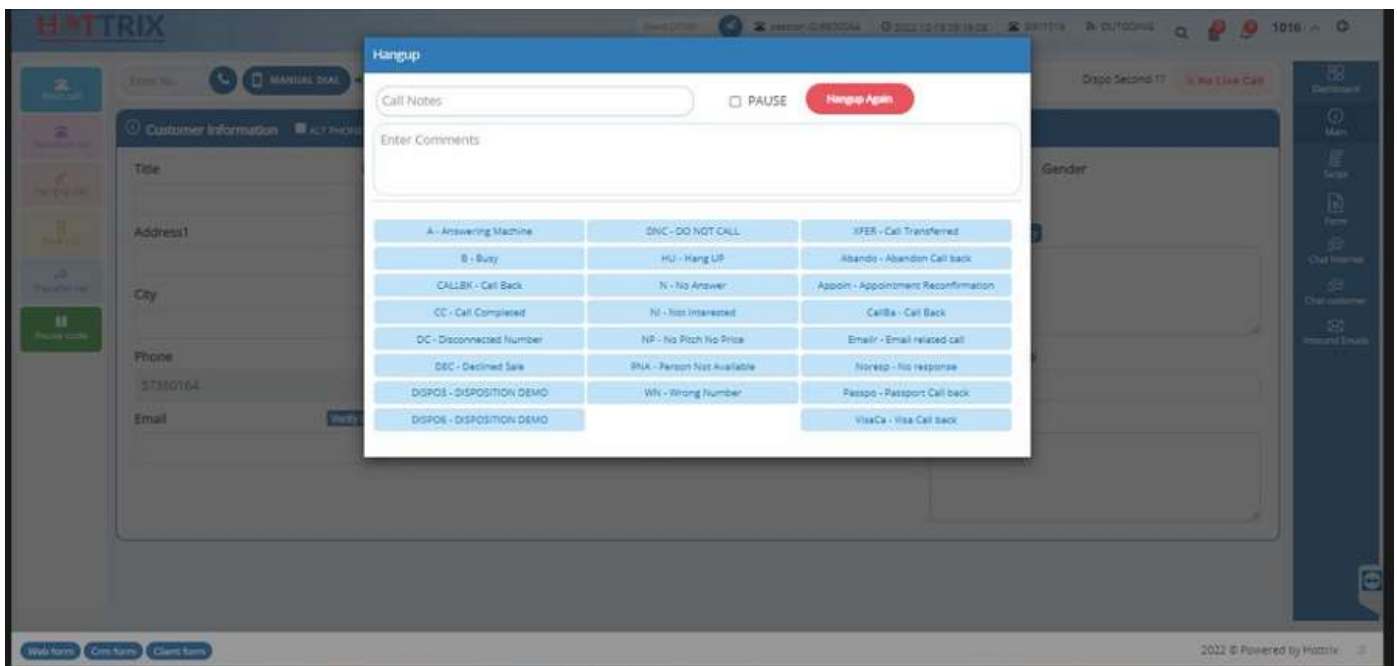


#	CALLBACK DATE/TIME	NUMBER	INFO	FULL NAME	STATUS	CAMPAIGN	LAST CALL DATE/TIME	DIAL	ALT
1	2022-10-04 18:45:00	8353000075	INFO	Ajay Adhane	LIVE	MAGICBR	2022-10-04 15:50:03	DIAL	ALT
2	2022-11-26 13:55:00	9820231231	INFO	Tejal Karkha	LIVE	MAGICBR	2022-11-25 13:56:36	DIAL	ALT
3	2022-11-29 18:15:00	7738005027	INFO	Murty	LIVE	MAGICBR	2022-11-29 15:58:59	DIAL	ALT
4	2022-12-05 11:00:00	9849600195	INFO	Prasad rao	LIVE	MAGICBR	2022-11-24 16:41:42	DIAL	ALT
5	2022-12-09 17:30:00	8800236087	INFO	pawan	LIVE	MAGICBR	2022-12-09 10:09:33	DIAL	ALT

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



Hottrix Contact Center Solutions



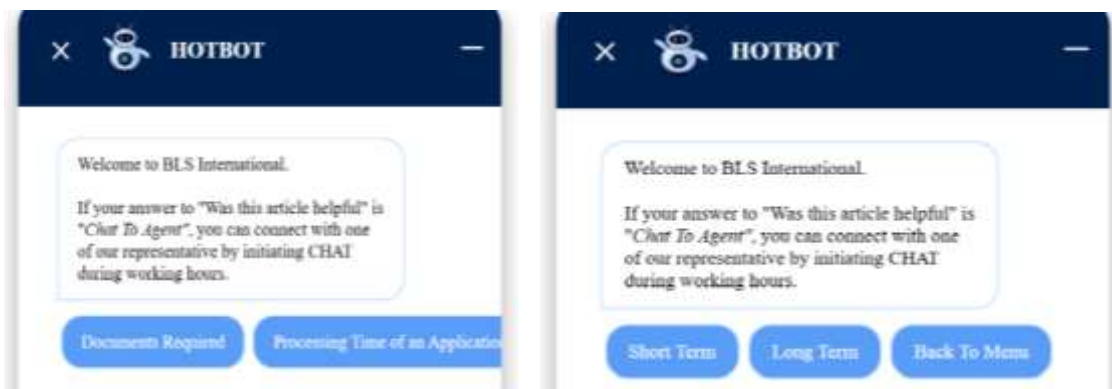
**CHAT BOT & LIVE
CHAT**

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.



- Live Chat with Agents

- Real-time communication with human agents.
- Typing indicators and live session continuity.

- User Feedback Integration

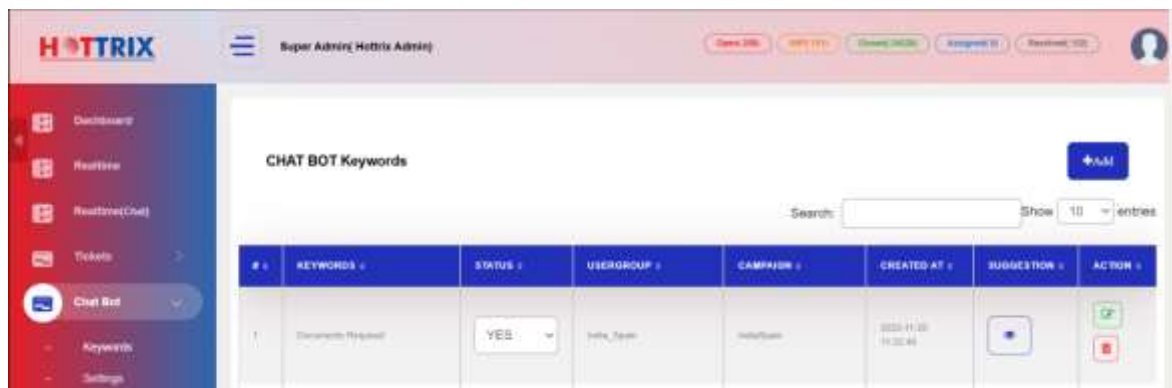
- Option for users to rate if the article/answer was helpful.
- Directs unsatisfied users to live agents.



2. Back-End (Admin Panel) Functionalities

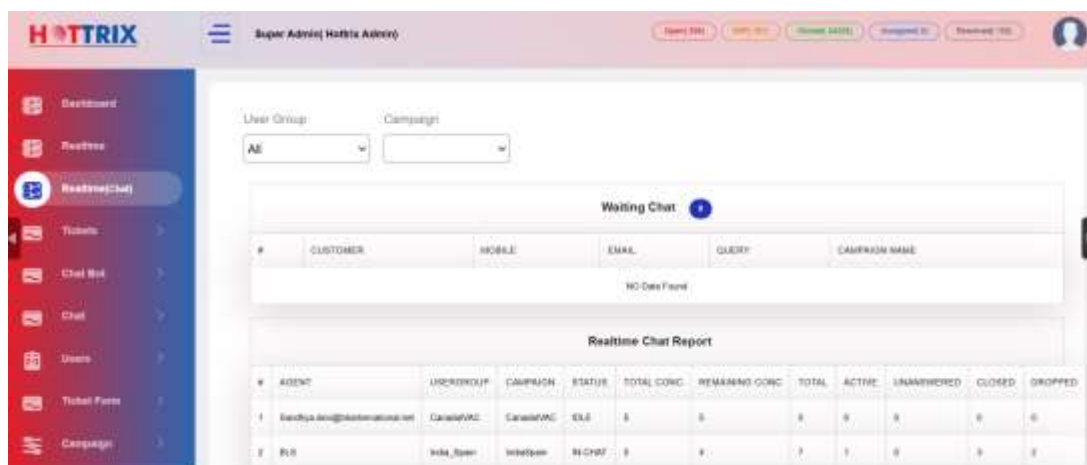
- Dashboard Overview

- 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.



Hottrix Contact Center Solutions



TICKETING SYSTEM

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

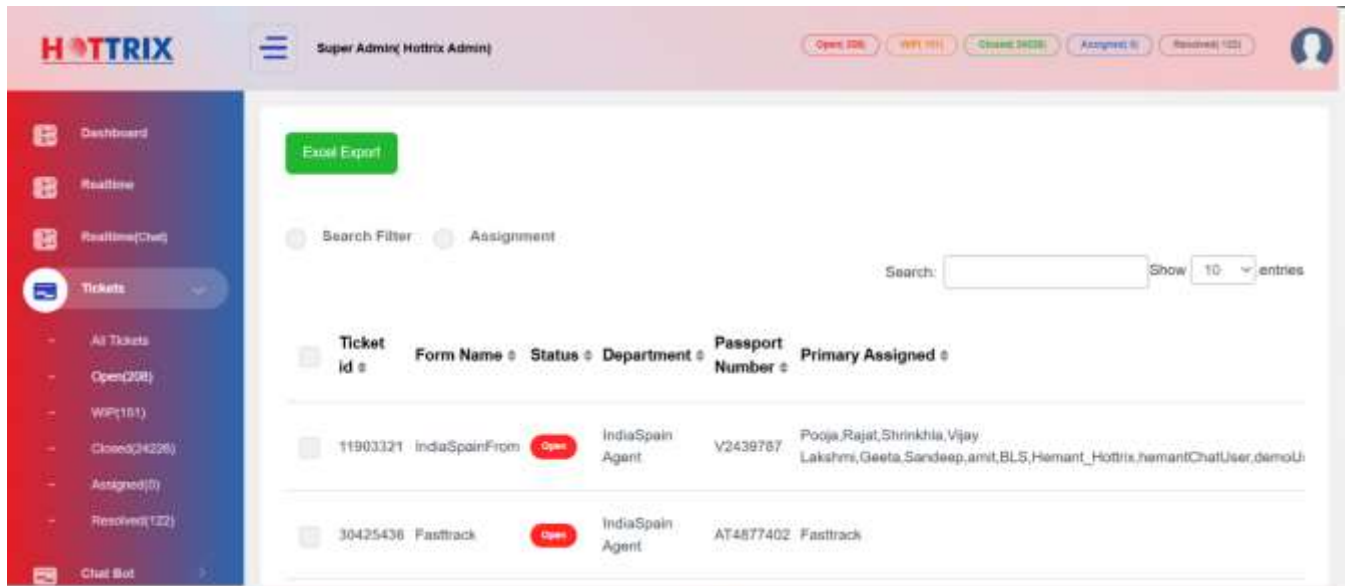
- Automatically generates tickets from chatbot escalations or direct inputs.
- Supports manual ticket creation by admins or agents.

The form for creating a new ticket includes the following fields and options:

- Form Name ***: A text input field with the placeholder 'Enter Form Name'.
- Select User Group ***: A dropdown menu with 'BLSCSC' selected.
- What you want to Add in your Ticket Form**: A list of checkboxes for selecting form fields:
 - ☐ Ticket Subject
 - ☒ Applicant Email address
 - ☐ Applicant Phone number
 - ☐ Applicant Passport No
 - ☒ Applicant name

- Ticket Status Tracking

- Status categories: Open, Work In Progress (WIP), Closed, Assigned, Resolved.
- Real-time update of ticket lifecycle.

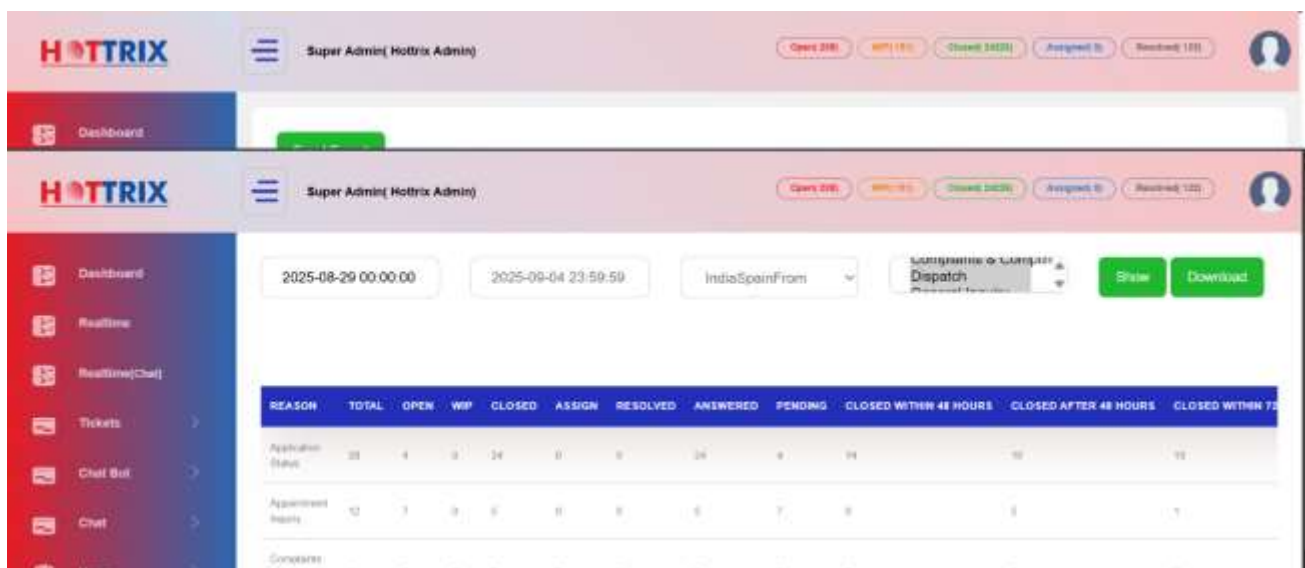


- Agent Assignment & Monitoring

- 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.



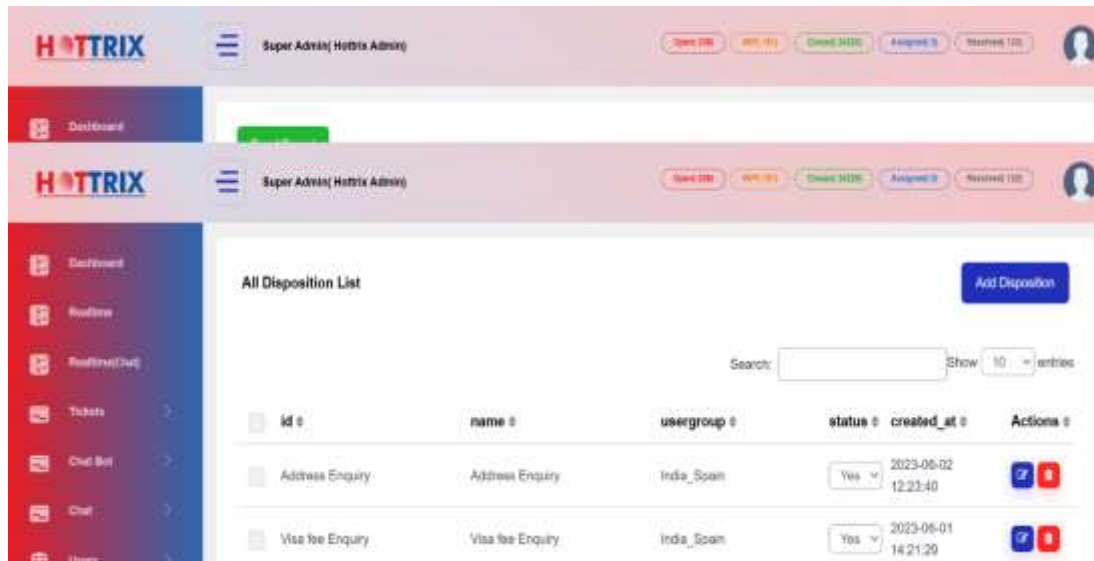
REASON	TOTAL	OPEN	WIP	CLOSED	ASSIGN	RESOLVED	ANSWERED	PENDING	CLOSED WITHIN 48 HOURS	CLOSED AFTER 48 HOURS	CLOSED WITHIN 72 HOURS
Application Status	20	4	0	16	0	0	16	0	16	0	16
Appointment Report	10	3	0	7	0	0	0	7	0	0	7
Complaints	4	0	0	4	0	0	0	0	0	0	4

- 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.



Hottrix Contact Center Solutions



**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



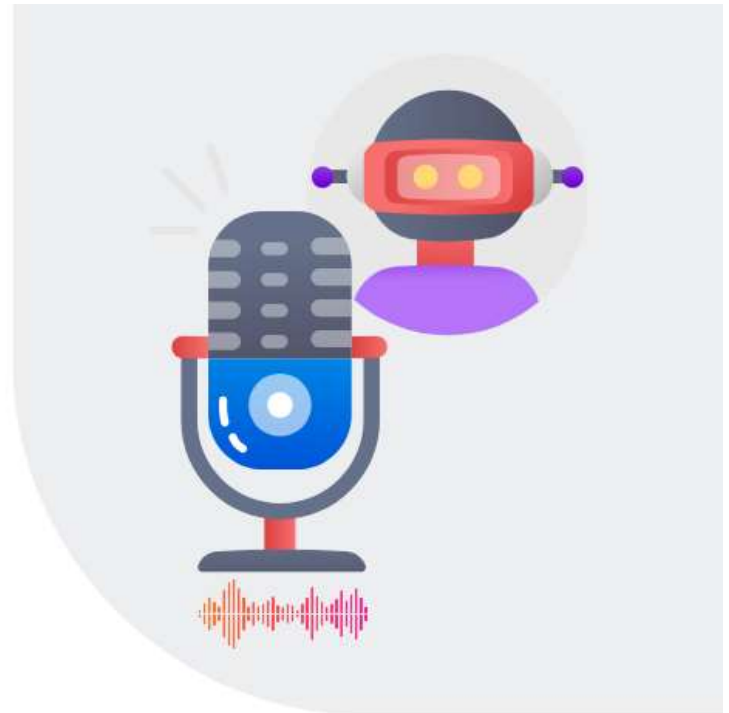
Security

Identification &
Verification

HOTTRIX SUPER BOT

Conversational Virtual Assistant

Super Bot is an independent platform to understand and respond queries on the fly .

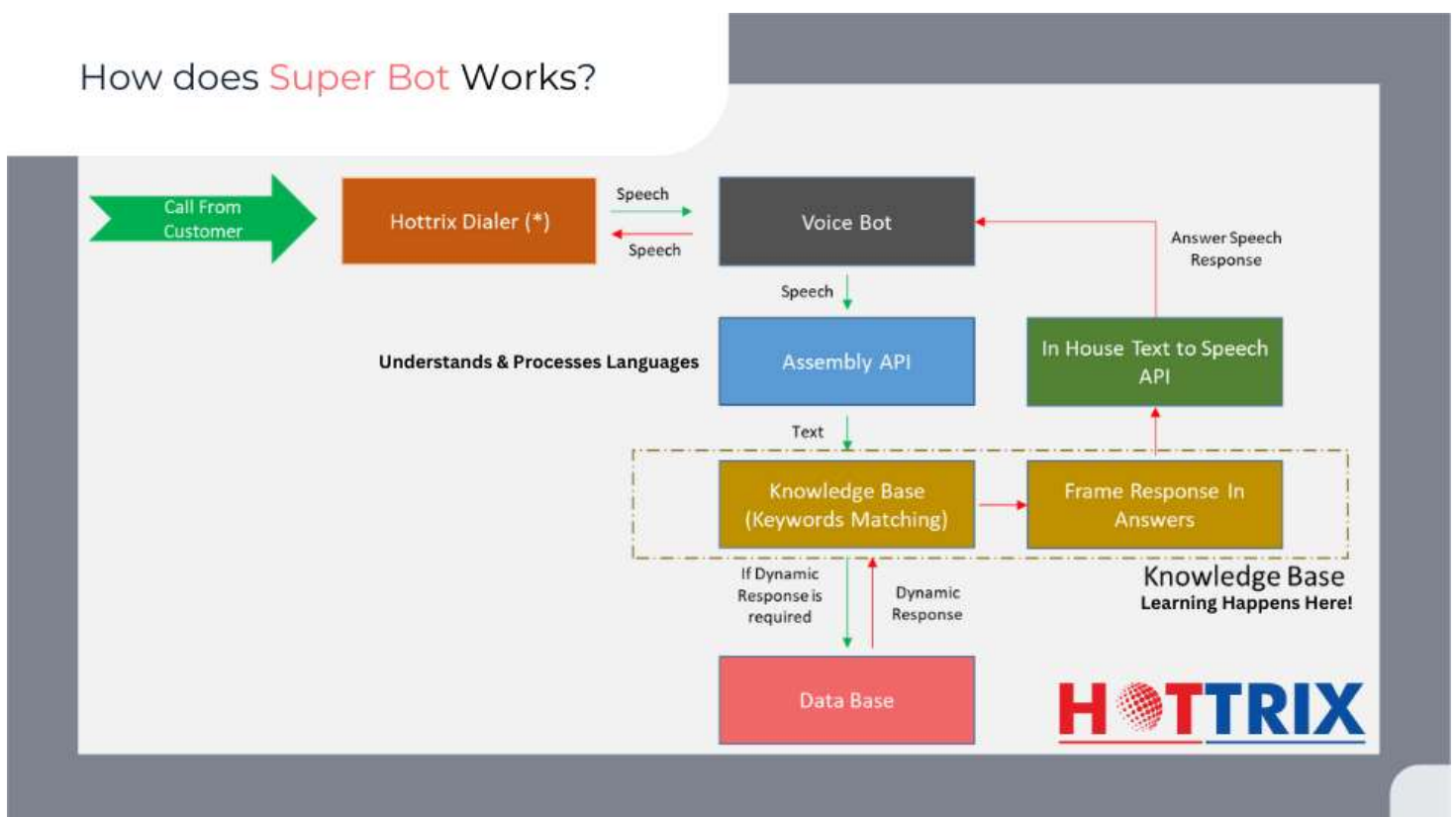


Highly available solution for customer facing environment

Ability to converse in Multiple Languages

Integration with Dialer

How does Super Bot Works?



CONVERSATIONAL AI IS THE SOLUTION TO MANY PROBLEMS



Major Problems

- 1 Call Waiting while connecting to a representative
- 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	Project Stats	Possible Improvement Highlights								
<ul style="list-style-type: none"> Voice Bot with ASR & TTS for custom Surveys Ability to mimic conversations Integrated solution with various Dialer Language Capabilities : Hindi, English 	<table border="1"> <tr> <td>Concurrency</td> <td>Asterisk</td> <td>2</td> <td>Efficiency</td> </tr> <tr> <td>One Bot- Multiple Customers</td> <td>Open Source</td> <td>Languages</td> <td>Productivity /Savings/ Efficiency Increase</td> </tr> </table>	Concurrency	Asterisk	2	Efficiency	One Bot- Multiple Customers	Open Source	Languages	Productivity /Savings/ Efficiency Increase	<p>Using real-time surveys we can get inputs from citizen in less than 24 hours for various departments</p>
Concurrency	Asterisk	2	Efficiency							
One Bot- Multiple Customers	Open Source	Languages	Productivity /Savings/ Efficiency Increase							

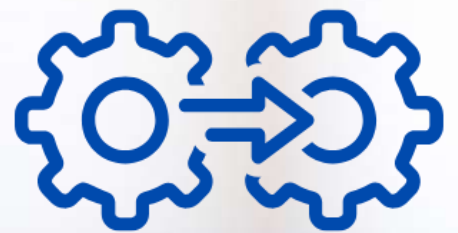
Background

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





Hottrix Contact Center Solutions



**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**

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!

CONTACT US :



+91-99999-88143



www.hottrixdigital.com



info@hottrix.in



***B-230, Logix Technova Business Park,
Sector 132, NOIDA-201301***