Neengal Nalamaa

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Project development overview

Overview

1. CRM & Reporting Console
2. Contact Centre Solution
3. AI- Chatbot

CRM & Reporting Console

- Cutting-edge CRM module leveraging a PostgreSQL Server for seamless integration with diverse e-Governance ecosystems.

- Bilingual communication capabilities (English and Tamil) facilitated by sophisticated multilingual processing algorithms.

- AI-driven features for intelligent profiling, dynamic feedback capture, and real-time analytics to identify trends and patterns.

CRM & Reporting Console

- Comprehensive reporting suite offering insightful MIS reports, customizable analytics dashboards, and interactive visualizations for actionable insights.

- Advanced functionalities encompassing automated indexing, partitioning, and materialized views for optimized data management and performance.

Contact Centre Solution

- Real-time call recording with encrypted files to prevent tampering.

- Integration with ACD or PBX API for efficient recording interface.

- Single license supporting recording on all IP Phones, including various trunk lines and internal calls.

Contact Centre Solution

- Advanced features like rules-based storage, call tagging, and search/replay capabilities.

- Additional functionalities such as online/offline storage options, archival to network drives, and high availability configuration.
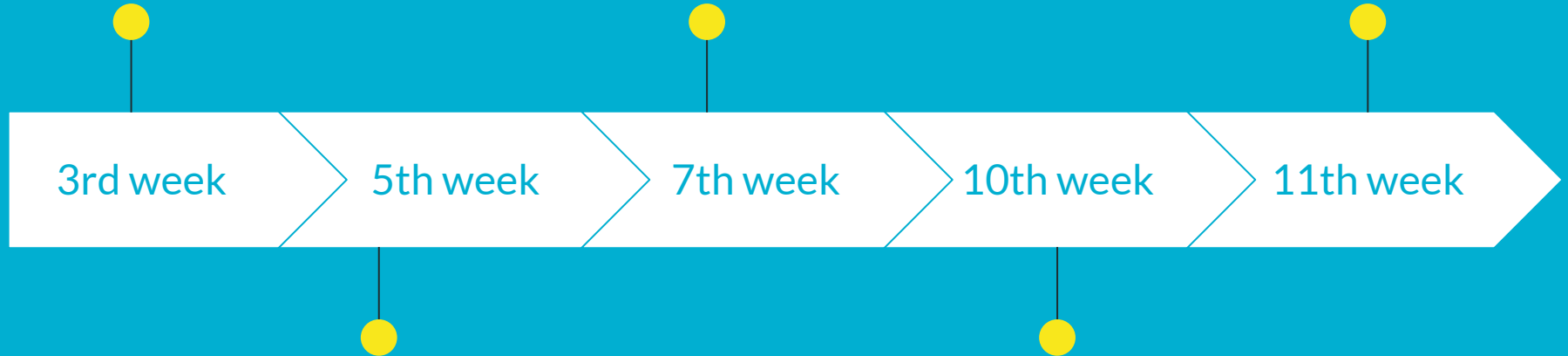
A.I Enhanced Chatbot

- Conversational capabilities for citizen support and machine learning for enhanced accuracy.

- Logging and timestamping all bot-citizen conversations with provision for live agent escalation

Implementation Plan