



ULTRA-FLEXIBLE
ANYTIME
ANYWHERE



**IS YOUR
BUSINESS A
POTENT PLAYER IN
THE NEW CONNECTED
WORLD?**

**ARE YOU
OFFERING SEAMLESS
INTERACTIONS TO YOUR
CUSTOMERS WHILE
YOUR TEAMS WORK
REMOTELY?**

**IS THERE
A REAL-TIME
SEAMLESS FLOW OF
INTERACTIONS WITH
YOUR CUSTOMERS
ACROSS PLATFORMS,
DEVICES AND
CHANNELS?**

- FLOW FORWARD WITH OUR CLOUD COMMUNICATION SOLUTIONS FOR A BUSINESS WORLD WITHOUT BOUNDARIES.
- A SMART, MULTI-MODAL, MULTI-FUNCTIONAL, FLEXIBLE, SCALABLE, SECURE AND RELIABLE SUITE OF CLOUD BASED COMMUNICATION SOLUTIONS.
- IT IS A SOPHISTICATED SMARTFLO OF DIGITAL CONNECTIVITY, BUSINESS INTELLIGENCE AND PRODUCTIVITY.





Why Smartflo

→ **Anytime, Anywhere Communication**

- Allows business minds to go farther from their cubicles
- Frees employees from their desks
- Allows employees to communicate on the go

→ **Get Business Intelligence**

- Reports and analytics to track agent/project progress
- Call notes, live calls and data insights
- Voice-to-text, keyword mapping and sentiment analysis

→ **Reduce Operational & Capital Costs**

- No bulky infrastructure and storage, only cloud and phone
- Works across devices from landlines to smartphones
- No infrastructure and maintenance cost

→ **On-demand scalability**

- Ultra-flexible, enables you to adapt quickly
- Works efficiently in changing business conditions

→ **Enterprise Grade Security & Reliability**

- RESTful API features: Click2Call and number masking
- Business continuity with 99.5% uptime
- Customisable admin portal and access rights

→ **Enhanced Customer Experience**

- Provides seamless and frictionless customer experience
- AI manages call routing with smart IVR menus
- Plug-n-Play API integrations with multiple applications



Smartflo Solutions Suite

→ **INTEGRATED TOLL FREE COMMUNICATION**

Single platform solution for an integrated communication suite

- Built-in Virtual PBX powered by sticky agent and barging / whispering / transfer
- Uses same pilot number for both outbound and inbound flow
- API and webhook advanced integration and reporting

→ **HOSTED CONTACT CENTRE**

Complete Call Center Operations Management suite

- Inbound and outbound, progressive and preview dialing
- Built-in CRM integrations for a seamless experience
- Sentiment analysis and word-cloud powered analytics

→ **OUTBOUND MARKETING SOLUTIONS**

Integrated Marketing platform for all Outbound Campaigns

- Voicemail transcription supported by text to speech personalized messages
- Customised campaign flow which can be fed back into IVR flows
- OBD prompts with DTMF inputs that can be coupled with API integration to dip into any database

→ **HOSTED CALL CONNECT**

Complete virtual PBX environment

- Outbound and inbound calling with call patching
- User management with role based access
- API and webhook, detailed call logs and call management dashboard

→ **MULTI-LEVEL IVR**

Outbound and Inbound Call Management suite with customised routing functions

- Sticky agent coupled with barging/whispering/transfer
- Uses same pilot number for both outbound and inbound flows
- API and webhook integration with number masking for secure interactions

→ **MISSED CALL SOLUTIONS**

Never miss a call from your customers

- Bespoke IVRs for missed calls
- Automated call backs and scheduled SMS
- Integrated email reports

→ **CLICK2CALL SOLUTIONS**

Integrated single click based communication for end customers

- Website and panel integration which can feed into the IVR flow
- OTP based calling and verification solution for agent call patching
- Number masking for customer privacy at all ends



Use Cases:

Time To Re-imagine Your Work Without Boundaries With Smartflo

→ BFSI

BACKGROUND: A large enterprise in non-life insurance sector is facing following challenges:

- How to scale up leads?
- How to provide 24/7 customer service?
- How to ensure customer privacy when agents work remotely?

HOW SMARTFLO CAN SOLVE THEIR CHALLENGES:

- Hosted Call Connect offers an integrated solution which allows efficient lead management by way of intelligent call prioritizing, calendarized call back, sticky agent feature, multiple and dynamic caller IDs for better pick-up rate
- Hosted Call Connect enables routing of calls to customer care agents who are available thereby enabling anytime, anywhere communication
- Missed Call Solution offers IVR setup and automated call backs
- Customer privacy is ensured by number masking

→ IT / ITES

BACKGROUND: A large enterprise in BPO sector, working across multiple processes, like customer service, lead management, vendor on-boarding and document verification is facing following challenges:

- How to scale up the business outcome across multiple lead generation campaigns and customer service processes?
- How to ensure security of customer data while agents work from home?

HOW SMARTFLO CAN SOLVE THEIR CHALLENGES:

- Hosted Contact Centre offers complete call center operations management with features like blended queue management (inbound and outbound, progressive and preview dialing), built in CRM integrations, agent panel, call barging, prioritizing call back, sticky agent, ring-me anywhere, sentiment analysis and detailed analytics and reporting
- AI manages call routing with smart IVR menus
- Customer privacy is ensured by number masking



→ HEALTHCARE

BACKGROUND: Healthcare business model is completely changed due to the pandemic and therefore faces following challenges:

- How to enable regular consultation and health check-up of patients with doctors?
- How to ensure security of staff and patients?

HOW SMARTFLO CAN SOLVE THEIR CHALLENGES:

- Hosted Call Connect and IVR solution for healthcare can connect doctors and patients in real-time. Doctors can get details of caller's IVR inputs when they answer the call. Calls can be tracked and analyzed
- Hosted Contact Centre helps setup patient follow-ups and payment collection. Doctors can collect feedback from the patient after every visit via calls or SMS
- Missed Call Solution helps to generate an automated reminder call to the patient 30 mins prior to the appointment or report collection

→ LOGISTICS

BACKGROUND: Logistics is one of the fastest growing industry in India and is facing following challenges:

- How to ensure timely delivery at correct address?
- How to manage end-to-end delivery operations and ensure complete tracking?
- How to engage with end-customers and vendors with data privacy assurance?

HOW SMARTFLO CAN SOLVE THEIR CHALLENGES:

- Click2Call Solutions enables timely delivery and end-to-end tracking
- Hosted Call Connect helps customer connect with the logistic company to check their delivery status and register complaint. OBD/SMS helps to inform customer thereby enabling contact-less delivery
- Number masking solution ensures customer data is secure and not visible to drivers and delivery staff It helps to engage customer without any privacy breach

→ E-COMMERCE

BACKGROUND: An e-commerce company with operation in multiple cities is facing following challenges:

- How to ensure customer preference through customer engagement?
- How to manage and monitor communication with customer delivery staff?
- How to ensure security of customer data?

HOW SMARTFLO CAN SOLVE THEIR CHALLENGES:

- Number masking solution ensures customer data is secure and not visible to delivery staff
- Management of COD (Cash on Delivery) service basis the requirement of each customer. Customer can select the mode of payment. OBD and SMS will trigger to customer for COD confirmation
- Hosted Contact Centre allows e-commerce company to support their delivery staff, registered vendors and suppliers by offering different or single number



→ EDUCATION

BACKGROUND: A large enterprise in education sector is facing following challenges:

- Inability to manage enquiries for new courses as their sales and support staff is working remotely
- Inefficient manual fee collection system

HOW SMARTFLO CAN SOLVE THEIR CHALLENGES:

- Virtual PBX enables intelligent call routing to relevant staff in admission, sales or support team. Routing can be done to mobile or landline numbers thus enabling anytime, anywhere communication
- Click2Call Solution allows instant connection to subject matter experts like teachers to solve queries
- Missed Call Solution allows calendarized SMS based reminders for fee collection

Smartflo Solution Suite Options

SMARTFLO HOSTED CALL CONNECT

- Call patching with details of calling agent, call duration, missed call, call back and tracking
- Client number masking for agent
- ACD
- Standard IVR
- Encrypted communication
- CTA pop-ups
- Multi-campaigns
- Basic reports available

SMARTFLO MULTI-LEVEL IVR

Smartflo Hosted Call Connect



- Multi-level IVR
- SMS integration
- API integration
- Dual Authentication for agent
- Web RTC
- Customised access to portal
- Agent status toggle
- Call list filters
- Customised reports with email integration

SMARTFLO HOSTED CONTACT CENTRE

Smartflo Multi-level IVR



- Text-to-speech
- Call barging and whispering
- Sticky agent

