# 01.jpg

Elision Plans

Document Revision History

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 21/06/2018 | Palak Panchal | Plan Details Document |

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1. Basic Plan

• Standard call features

Elision Provides Best Call Features and according to that provide call details reports.

**Below is the list of Features:**

* Inbound
* Outbound
* Manual call
* Transfer call
* Park call

• All modes of dialing (preview, manual and predictive mode)

Elision provides different types of call mode like:

* Preview - Agent able to see customer details before dial the number.
* Manual – Agent able to manually dial number to the customer.
* Predictive – When Agent is logged in on agent Panel then he/she is using call facility on Ready and Pause status.

• Call monitoring

Elision provides facility to Admin will monitors to all agents like LIVE call, Pause call, Ready for call etc.

• Call recording

Elision Provides Call recording report, which contain inbound/outbound call recording and other details and also Agent can download single or multiple recording also Play that recording.

• Lead management

Elision Provide Lead management facility in that Admin has to upload all data one campaign when agent logged in and he/she is on ready then automatically call is fire according to that campaign.

• Multi-level IVRS

Elision Provide IVRS facility according to customers requirement like:

* For Example: When customer calling then IVR playing Welcome message then ask for language selection like Press 1 for English then Press 2 for Hindi then Press 3 for Gujarati.

• Standard reports and other range of reports

Elision Provides multiples reports like inbound, outbound, real time, Agent report, Export report etc. And Also Provide Reports according to the customers’ requirements.

• Graphical reports

Elision provides Multiple Graphical report Like Based on call disposition, Total State Performance Report and Also Create graphical Report as per Customer requirement.

• DID management

Elision provides DID management solutions to configure incoming number to handle the inbound call on agent panel.

• Multilingual support

Elision provides solutions to configure multi language support IVR.

• Real-time call status

Elision provides Real Time Reports which is display all agents call status.

• Voicemail

Elision provides facility in unavailability of agent, here customer will send voice mail to voice mail box.

* For Example: When agent is not available and customer calling then IVR paly like agent is not able to receive your call Please Leave Your message after Beep sound and then customer speak after that beep sound and message will be sent to the Voice mail box.

• Dashboard

Elision provides different-different Dashboard Like:

* Ping Dashboard – Here Admin see the network connectivity of agent machine with server.
* System Dashboard – Here Admin see the server utilization verification.
* Broadcast Dashboard – Here Admin see the all broadcast Process in detail using select Particular campaign

• Productivity sale graph

Elision provides Productivity Sale Graph where you compare your selling based on Disposition like SALE.

1. Professional Plan

• All basic features

In Professional Plan Elision Provide All Basic Plan with Some Other Plan

• SMS Module

Elision provides SMS features, here we integrate customer provided API, SMS gateway. Also we make Template for that. Also provided facility to send SMS from agent panel and also send message on disposition.

• Email Module

Elision provides Email features, here we integrate customer Provided API, SMTP Detail. Also make Template for that. Also provided facility to send Email from agent panel and send Email on disposition.

• Sticky Agent

Elision provides the facility to agent can (Outbound) call customer that time customer not able to receive that call, but after few time customer call back to the agent that time call received by same agent.

• Skill based Routing with Agent Ranking

Elision provides Rank base and grade base incoming and outbound call distribution to the agents according the agent skills.

• Remote Agent

Elision provides Facility of Remote Agent, here Agent no need to Login in Agent panel, Admin has to active a Particular Campaign And then automatically Call fire according to lead. Also it’s Playing predefine voice message

• Internal Chat Module

Elision provides Best future which is Internal Chat Module, Here Admin and Agent can chat together. Using select single Agents or multiple Selected Agents or All Live Agents

1. Enterprise Plan

• All basic and Professional Features

• Widget

Elision provide solution that agent panel and CRM both are on same page then agent able to handle the call and CRM activity at same time.

• Agent Screen Capture Module

Elision Provide the facility to record the agent screen on live call .

• Word Spotting Module from Recording

Elision Provide the facility to agent to start recording o particular word.

* For Example: Admin set the word SALE .when agent talk with the customer and agent speak SALE then automatically recording will be started.

• PCI-Compliant based Solution

• CTI Integrated with almost all top EPABX Company

• CRM Integration

Elision Provide Third party CRM integration with dialer.

• WebRTC based web phone

Elision Provide web phone for agent Rather than using softphone.

• Avatar Module

Elision Provide facility to paly predefine message on click of button on Agent Panel.

For Example:

* Button 1 for Hello.
* Button 2 for how can I help you.
* Button 3 for Thank you.

• Text to Speech

Elision Provide the facility to client using Text to speech Module then Text converted into voice file and it will play message.

