Ideal SR Pitch

What is a Super Receptionist ?

PBX Systems for MSME

- SR is a "phone number" given to a Business Owner.
- On calling that number the callers are greeted with a professional greeting - "the IVR"
- Depending upon the "key press" by the caller, SR
  - Transfers call to a extension number given by MSME
  - Asks caller to record a message : " Voice Mail "

SR Advantages

- Helps convey a "Big Company" image
- Never loose Business Leads – "Handle Multiple Calls"
- Collate Business Leads – "Call Logs"
- After Hours Support (Time slot)

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Super Receptionist – Benefits and Features

Why would a MSME buy a SR ?

Big Company Image

- Helps MSME owner convey a "Big Company" image
- Callers are welcome by a "Professional Greeting"

Never Loose Business Leads

- Access to Instant "Call Logs"
- Call Waiting / Call Forwarding : Call is routed even if a number is busy
- After Hours Call Routing

Features offered by SR
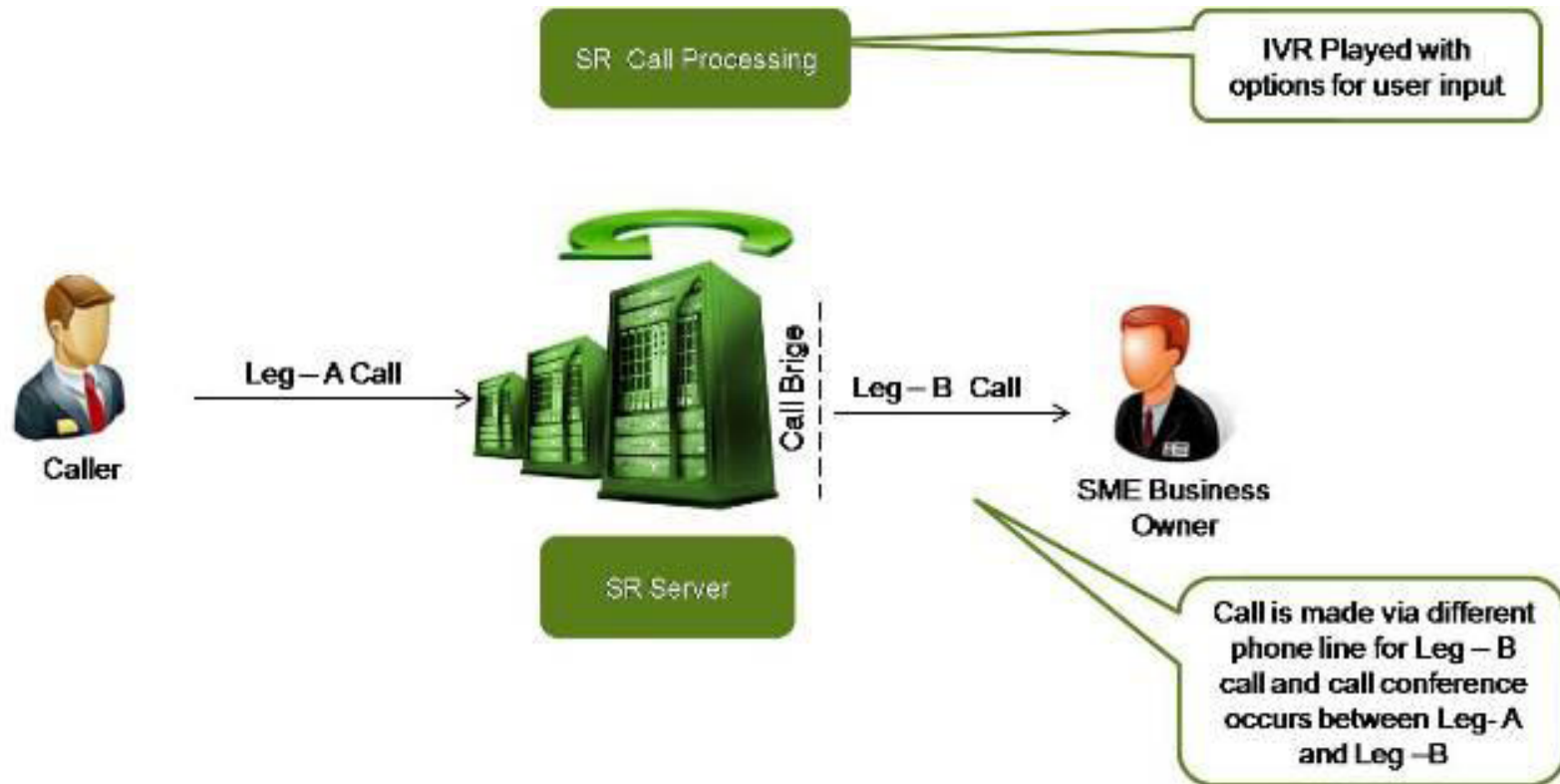
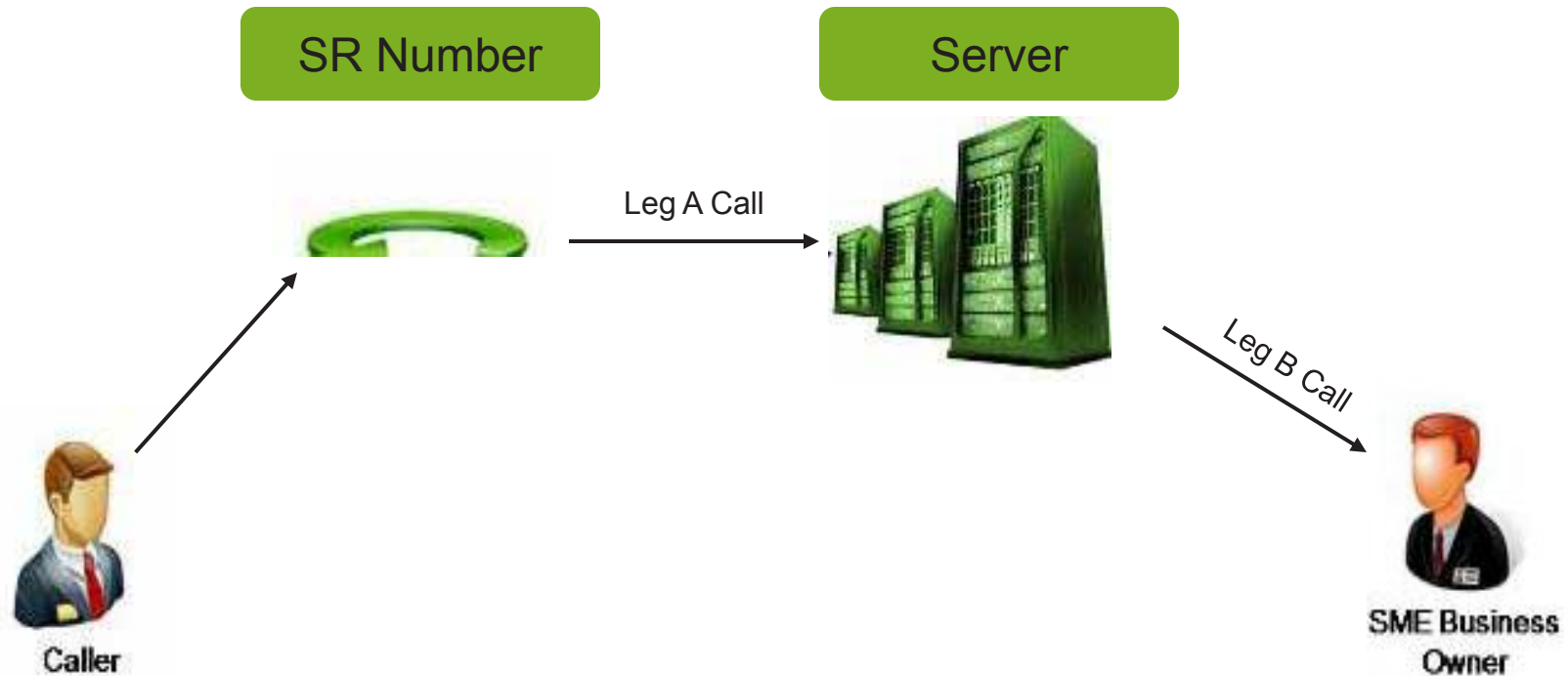| Call Forwarding	Call Recordings	Call Logs	After Hours Support

Click to Call	Phone Book	Mini CRM Integration

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How SR Handles Call Flow

How SR Handles Call Flow

When a caller calls on SR Number that call is forwarded to Server / DID number and from the server call is forwarded to agent's or business owner's phone.

Call generated from SR Number to Server is Leg A Call.

Call generated from Server to agent's number is Leg B Call.

Leg A is free unlimited. For Leg B we give 1000 minutes worth of call free with every channel per month.
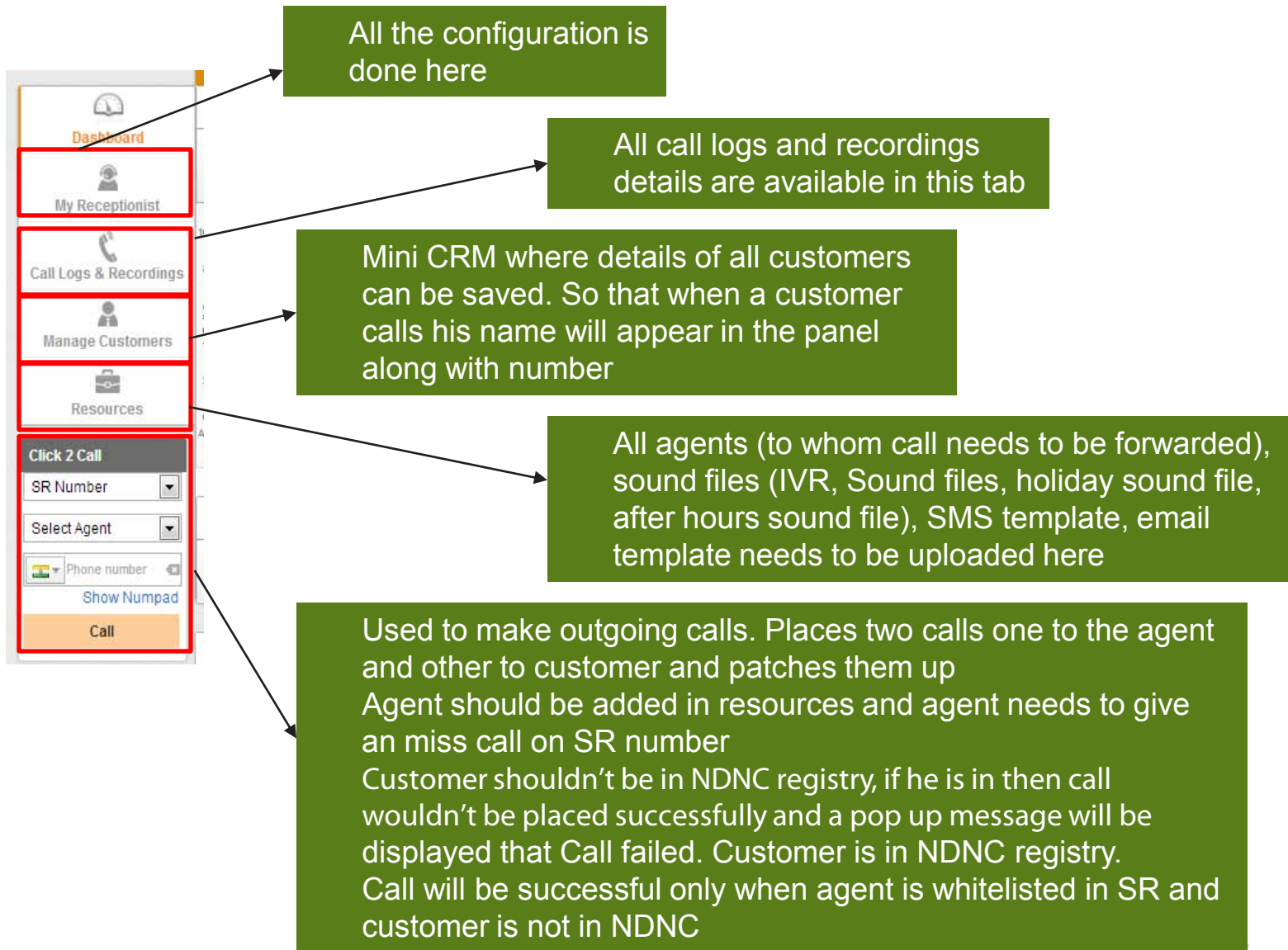
Dashboard

Dashboard shows following details:
  Summary of last 30 days in graphical view
  5 latest calls on SR. (Live Snapshot)
  Call details of 24 hour, 7 days, 30 days, 90 days

Tabs for different plans available in single panel. Configuration for each plan can be done separately
Gives plan expiry date when cursor is hovered on the plan

Gives the total coin balance for all the plans together

Dashboard

All the configuration is done here

All call logs and recordings details are available in this tab

Mini CRM where details of all customers can be saved. So that when a customer calls his name will appear in the panel along with number

All agents (to whom call needs to be forwarded), sound files (IVR, Sound files, holiday sound file, after hours sound file), SMS template, email template needs to be uploaded here

Used to make outgoing calls. Places two calls one to the agent and other to customer and patches them up
Agent should be added in resources and agent needs to give an miss call on SR number
Customer shouldn't be in NDNC registry, if he is in then call wouldn't be placed successfully and a pop up message will be displayed that Call failed. Customer is in NDNC registry.
Call will be successful only when agent is whitelisted in SR and customer is not in NDNC

SR – My Receptionist

All Rules (Configuration) are set in – My Receptionist tab

Before Answer Rule - First action that is taken when call lands on the server

After Answer Rule - All actions / configurations after before answer rule are done here like Multi level IVR

Default: Default works in 2 cases. 1. When caller presses wrong input. 2. When Enable fallback is activated in particular extension

Post Call Hooks: If customer needs data from SR, then he needs to hook API here

Before Answer Rule – First action that is taken when someone calls on SR number
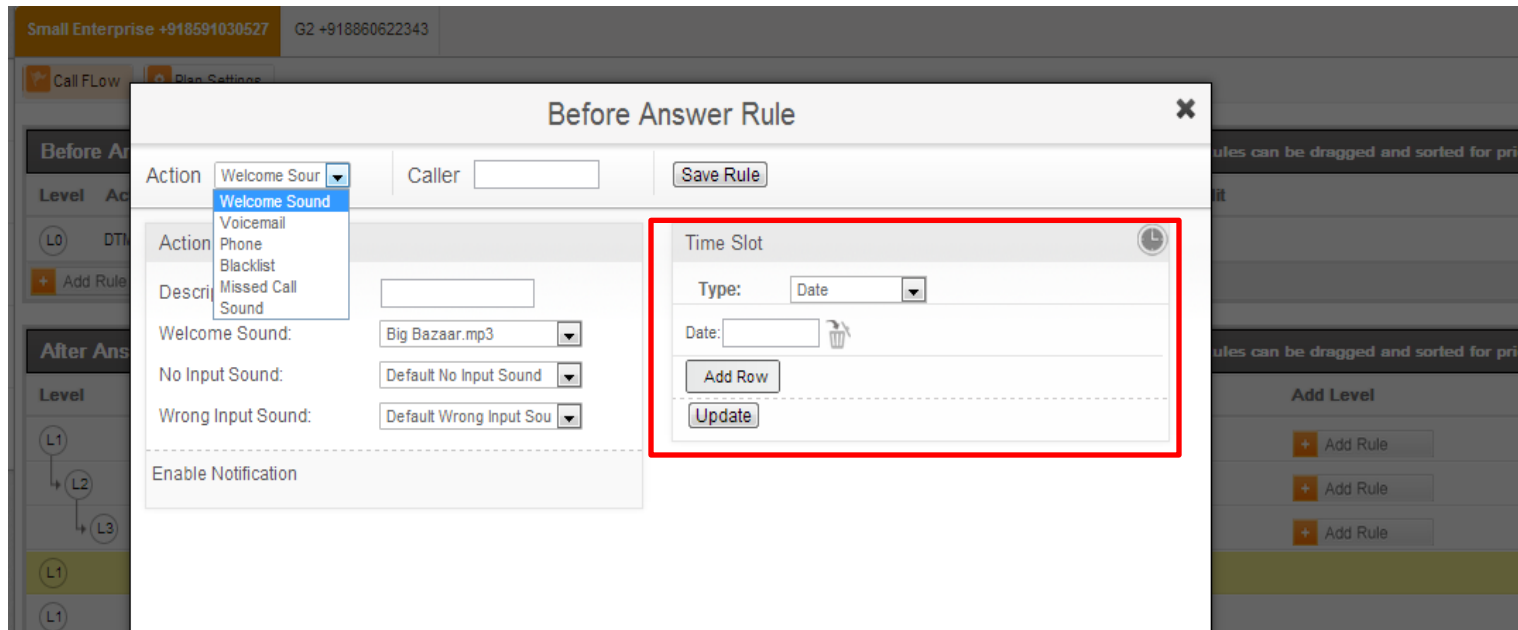
Can be a welcome message like "Welcome to Knowlarity Communications. Press 1 for Hindi and Press 2 for English or calls can be directly forwarded to a phone based on the action selected

Only one action will be performed for one call

Action performed can be on the basis of caller calling or on the time (day, date) on which call is received

Caller – Action will be performed on the number put here. Like if I have selected phone in action and have put some number in caller, for that number call will always be forwarded to the selected agent without any IVR being played

SR – My Receptionist – Before Answer Rule

Time Slotting – We can decide the action on the basis of time like if someone calls between 9 am – 6 pm, welcome sound can be set. If someone calls between 6 pm – 12 am , that can be directly forwarded to agent (phone). If someone calls between 12 am – 9 am caller can be asked to leave a voicemail.

Similarly we can do slotting for days and dates like if someone calls on weekends, different action like a voicemail or a sound can be played

SR – My Receptionist – Before Answer Rule

Actions

Welcome Sound – A IVR will be played

Voicemail - Plays a sound file and asked to leave a message

Phone – Directly forwarded to agent's phone

Blacklist – If customer wants to block someone from calling him, he can select blacklist option and puts his number to block that number

Miss Call – When someone calls on SR number and miss call is selected for that number, call will get cut after couple of rings and will appear as miss call in call logs and resources

Sound – A sound file will be played. It is used when SR owner wants that anyone who is calling on the SR number should listen to some message

Action selected is Welcome Sound

> This welcome sound can be played to a set of caller (put phone numbers in caller or in some specific time interval (time slotting) or to all the callers, all the time – by leaving caller and time slotting blank

> We need to give a description of the welcome sound an to select the welcome sound from the drop down

SR – My Receptionist – Before Answer Rule

Action selected is Voicemail

This welcome sound can be played to a set of caller (put phone numbers in caller or in some specific time interval (time slotting) or to all the callers, all the time – by leaving caller and time slotting blank

We need to give a description of the action, a email sound, a pre sound like "We are can't take your call right now, please leave a message after the beep" and once the customer has left the message a post sound will be played like "Thanks for your message, we shall get back to you as soon as possible"

Action selected is Phone

Call will be directly forwarded to the agents assigned without any welcome message or sound file being played. Call can be forwarded to a set of caller (put phone numbers in caller) or at some specific time interval (time slotting) or to all the callers, all the time – by leaving caller and time slotting blank

Need to give a description of the action. Add agents to whom the call need to be forwarded, select the call mode and set the pre sound, hold sound and error sound.

Pre sound is sound file that is played before call is transfered like "Welcome to Knowlarity Communications"

Hold Sound is sound file that is played while call is getting connected like "Please wait while we connect your call"

Error sound is the sound file that is played if customer is not picking up the call, like "We can't take your call right now, please call after some time"

Call Mode - Sequential
   All calls will be forwarded to Agent A
   first, if he doesn't pick then call will go to
   Agent B, if he doesn't pick then call will
   go to agent C

Caller

Call 1

A

Call 1

B

Call 1

C

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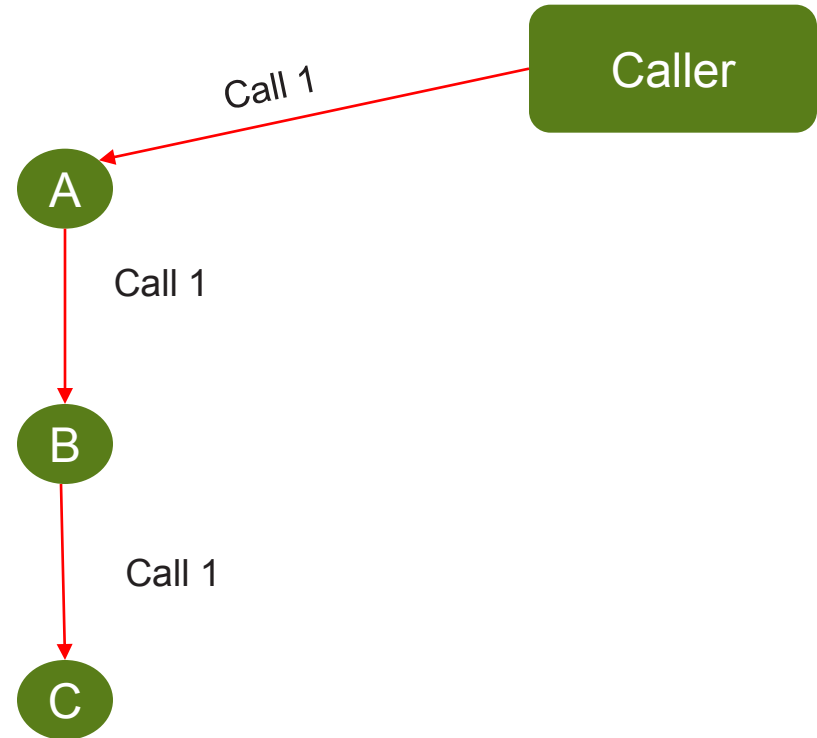
Call Mode - Round Robin

First call will go to agent A, second call will go to agent B, third call will go to agent C

If agent B doesn't pick his call (2nd call) that call will go to agent C, next call (3rd call) will come to agent C

Equal distribution of calls will happen, if everyone picks all of their calls

Caller

Call 1

A

Call 2

B

Call 2 (If Agent B hasn't picked)

C

Call 3
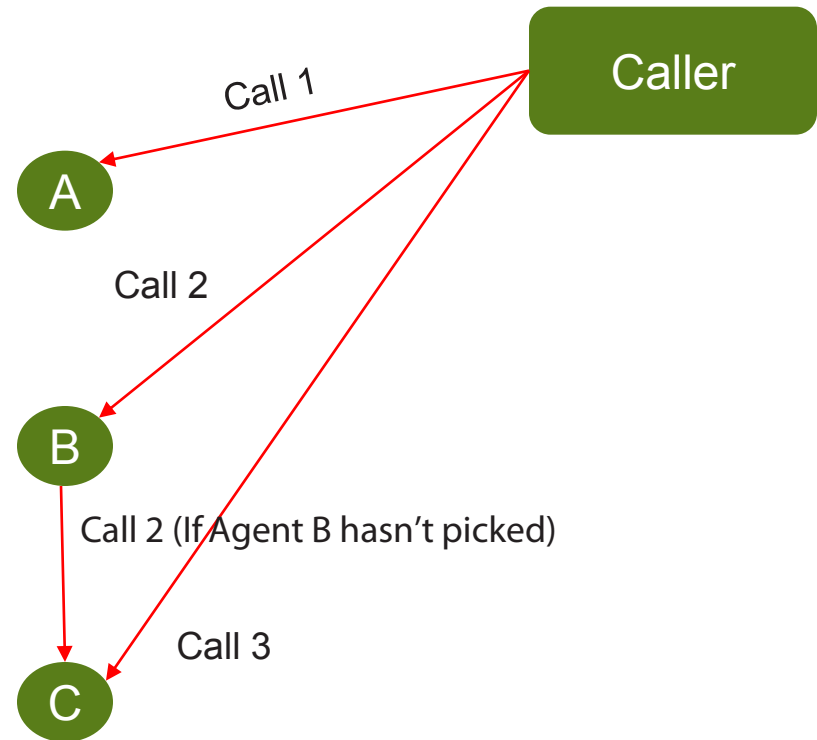
Call Mode - Parallel
   All calls will simultaneously go to all the agents
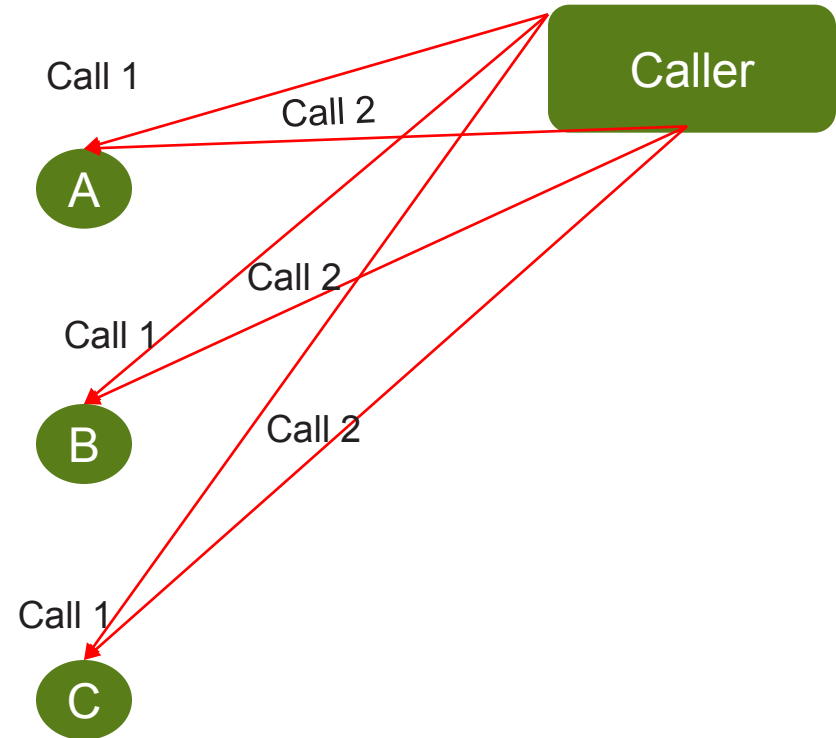
Call 1

Call 2

Caller

A

Call 2

Call 1

B

Call 2

Call 1

C

SR – My Receptionist – Before Answer Rule

Action selected is Blacklist

> Call will be blocked and will not be able to call on the SR number. Similarly it can be time slotted like a particular number can be blocked at some specific time interval (time slotting)

> Can put multiple numbers in the caller box separated by a comma

> Also if we want to block multiple numbers of a series it can be done like 98765432** (blocks all the numbers between 201 – 299)

> Need to give a description of the action.

SR – My Receptionist – Before Answer Rule

Action selected is Missed Call

Call will get disconnected after couple of rings. We can put the phone numbers in caller box and for that number call will be missed. Similarly it can be time slotted like call from a particular number will be missed at some specific time interval (time slotting)

Can put multiple numbers in the caller box separated by a comma

Need to give a description of the action.

SR – My Receptionist – Before Answer Rule

Action selected is Sound

Whenever someone calls on a SR number, a sound file is played. We can put the phone numbers in caller box and for that number sound file will be played. Similarly it can be time slotted like for a particular number sound file will be played at some specific time interval (time slotting)

Can put multiple numbers in the caller box separated by a comma

Need to give a description of the action.

SR – My Receptionist – After Answer Rule

After Answer Rule

Configuration that are done after before answer rule and before the call is terminated are done in after answer rule

We can create multilevel IVR in after answer rule. Up to 5 levels can be created in after answer rule. In each level ten extensions can be created and under each extension further ten ten extensions can be created. For example in Level 1, ten Level 2 can be created, in each level 2 further ten level 3 can be created

Actions

Welcome Sound – A IVR will be played

Phone – Directly forwarded to agent's phone

Voicemail - Plays a sound file and asked to leave a message

Conference – SR number can be used to conference between anyone who is calling on SR number. Maximum number of people who can do conference on SR is the maximum number of channels allocated in SR plan

Fax - SR number can be used to receive fax. We need to give the email address on which fax needs to be delivered

Sound – A sound file will be played. It is used when SR owner wants that anyone who is calling on the SR number should listen to some message

Goto – Used to go to previous levels in multi level IVR

Action selected is Goto

      Can go to previous levels in SR

      In this case we are doing configuration for Level 4, so we can go to L1 or L2

      We can't go to L0 (Before Answer Rule)

      If at L4, we can't go back to L3

If Enable fall back is YES, then default rule will work

 In case selected action doesn't work (like in case of phone, no one is picking phone) then default rule will work

 Select the action as Phone, Voicemail or Sound

 In case of phone – agents need to be assigned and call mode needs to be selected

SR – Call Logs and Recordings

Customers can see all the call logs of last 30 days in Call logs and recording tabs

Tells whether call was incoming or outgoing

On which SR number call came

What was the date and time when call came

What was the number of caller

Duration of the call

How many coins were deducted for that call

What was the action taken on that call

Recording of the call

What finally happened to the call, if it was picked or missed and if picked who picked that call (Number of the agent who picked the call)

Resources

SR – My Receptionist (Default & Post Call Hooks)

Call logs and Recordings

Call logs and Recordings

Manage Customers – (CRM Integration)   Phone Book

Manage Customers – Follow Up

Manage Customers – Status View

- Thank You