



Contact Center Software | Enterprise Communications Applications | Vertical Specific Applications



The new paradigm in Enterprise Communications

Businesses constantly strive to enhance customer interaction experiences in the face of conflicting demands, ever-increasing customer expectations and increasing operational costs. Segmenting and prioritizing customers, and providing personalized services ensure a high level of serviceability that increases customer satisfaction and operational efficiencies. Constantly increasing customer service expectations, changes in communications technologies and market requirements call for adaptive solutions. Thus, an integrated, flexible, responsive and cost-effective infrastructure is imperative to cater to ever-evolving business requirements.

Ameyo is a comprehensive Communications Suite for Contact Centers and Enterprises with need for advanced collaboration capabilities. Ameyo is an all-in-one suite for businesses to manage their workforce, departments, customers, processes and performance parameters. The future-ready solution incorporates sophisticated all-in-one functionality and ensures business availability while simplifying customer interaction management.

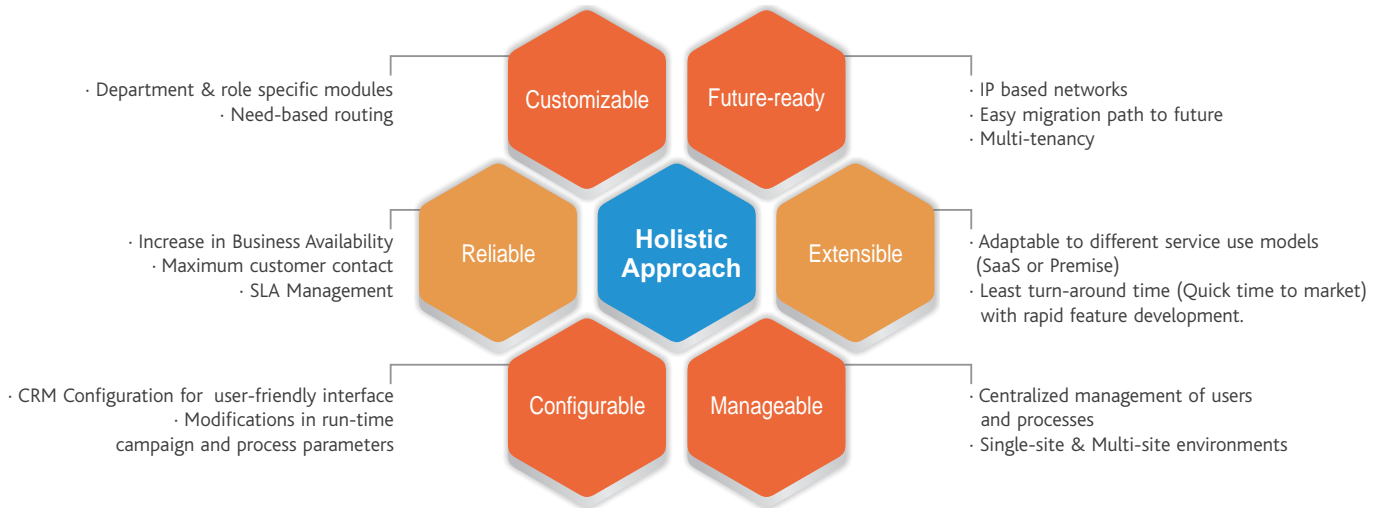


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Ameyo Communications Suite allows Enterprises to circumscribe their communications requirements into one integrated solution giving their customers a consistent experience throughout.

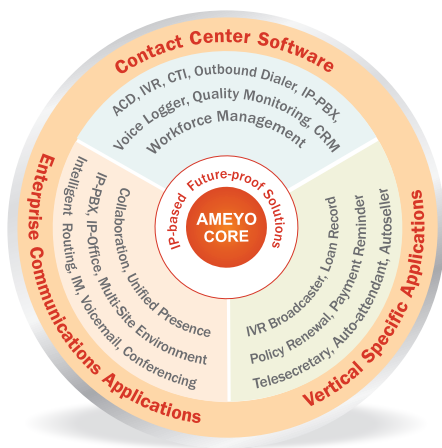


Technology	TDM
	Hybrid
	VoIP
Campaign	Inbound
	Blended
	Outbound
Type	Outsourced
	Co-sourced
	Captive
Model	Premise
	Hybrid
	SaaS
Size	Small
	Medium
	Large

Ameyo is an all-in-one next-generation Communications suite that empowers businesses to become more agile and adaptable. The solution dynamically responds to the challenges faced by emerging Enterprises, by ensuring business availability for maximum customer contact and reducing operational complexities for effortless management. Built from ground-up using standards-based software, it ensures complete extensibility, reliability and availability. The future-proof solution is adaptable as far as service delivery mechanisms (SaaS or Premise), size (tens to thousands), technology (VoIP or TDM), and process types are concerned. Moreover, it allows for complete manageability, and scalability owing to SOA, and Model Driven Architecture (MDA).

Ameyo automates complex routine tasks so that users can spend more time engaging with profitable customers while simultaneously giving complete management control and improved price-performance. Its rich feature-set offers innovative capabilities to Contact Centers and Enterprises with unique requirements, operational complexities, performance bottlenecks, and automation issues.

Intelligent Routing | IP-PBX processing | Rule-based Dialing | Multiple dialing modes | Multiple Campaign Management | Robust Lead Management | Multimedia Queuing | Nodeflow Designing Scripting | Quality Monitoring | CTI | Unified Messaging | Presence Management | Find-Me Follow-Me Workforce Management | Single-Site & Multi-Site | Self & Assisted Service | Voicemail | Conferencing Web Agents | Web Callback | Wallboard | GUI based Reporting | Web based IT Management | Voice Logging



“ Customer Experience is of utmost importance in our business. We required a technology solution that could deliver good customer experience and help us attain our goal. We chose Drishti due to their competence and the way they moved to have in -depth understanding of our specific business requirements. The speed of execution from their end was superb. We are glad to have chosen Drishti. ”

Anuragi Raman,
Sr. Vice President (Business
Process Excellence & IT)
Motilal Oswal Securities Ltd.

All-in-one Communications Suite

Unlike the conventional silo approach with disparate systems that lead to bad interfacing, data duplication, operational inefficiency, and high TCO, Ameyo eliminates loose integration and operational rigidity that is characteristic of many Contact Centers today.

To serve today's multi-contact customer, Ameyo's all-in-one approach leverages seamless component integration, and offers next-generation capabilities for inbound, outbound and blended campaigns for customer support, telemarketing or collections in Contact Centers, or communication requirements in Enterprises.

Ameyo offers holistic contact management with integrated ACD & IVR, Dialer, Unified messaging, Report Designer, IVR Designer, Voice Logger, CRM, and advanced CTI features.

Superior Customer Interactions

ACD and IVR integration follow intelligent routing algorithms that allow you to connect your customers to the right resource - even someone outside the Contact Center premises such as branch experts or field workers thereby leading to increased First-Contact Resolution rates.

With real-time scripting and integrated CRM, agents are thoroughly aware of what to say, thereby increasing their efficiency. Moreover, Work group creation based on defined skill-sets allows your agents to solve customer queries in minimum time with self & assisted service.

Optimum Productivity

Ameyo allows businesses to increase their market share via rule-based dialing administration. So, you can focus on targeted groups defined on the basis of age, geographies or other demographic details. Real-time dialing configuration allows managers to assess the campaign's productivity enabling them to modify settings in order to increase productivity.

Ameyo's dialer uses a complex algorithm as per agent availability, customer responsiveness and average interaction time allowing the users to configure dropped and abandoned calls thereby maximizing agents' efficiency and controlling idle time.

Easy Migration to the next level

Ameyo, with its open architecture, incorporates seamless integration with your existing systems CRM, Databases, switches and IP environments, lowers costs on telephony equipment such as gateways and networking cards and third party tools and applications such as Reporting & analytics tools, Voice loggers, CRMs and databases.

You can effortlessly scale up from tens to thousands of seats without heavy investment on telephony equipment. Additionally, it cuts back on expenditure on proprietary hardware and applications, as most of its features are provided by disparate systems.

Need-based Business package

Ameyo is a package-based solution that allows customers to specify the desired feature-set and model (SaaS or Premise) thereby offering total business advantage.

The all-in-one solution offers absolute functionality to basic Call Center requirements for Inbound, Outbound and Blended campaigns. Moreover, it offers future-proof adaptability to serve next-generation Enterprises.

- [ACD with Dynamic Queuing](#)
- [IVR with Intelligent Routing](#)
- [IVR Pre-integrated CRM](#)
- [IVR Designer](#)
- [Scripter](#)
- [Predictive/ Preview/ Progressive Dialer](#)
- [Rule-based Dialing](#)
- [Dynamic Call Pacing](#)
- [High AMD Rates](#)
- [DNC Compliance/ Exclusion](#)
- [CLI](#)
- [Multiple Minutes Providers Integration](#)
- [Voice Logger](#)
- [Optimal Compression of Voice Logs](#)
- [Multi-media operations on Voice Logs](#)
- [Custom Agent Workbench](#)
- [CTI with Knowledgebase URL](#)
- [GUI-based pop-up Interface](#)

ACD and IVR

The ACD queues and intelligently routes inbound queries to the available formal and remote agents, workgroups or branch experts ensuring uniform call distribution and balancing load across multiple locations. It enables advanced call handling actions such as transferring to or starting a conference with other system users or any third party.

An efficient speech recognition system and IVR can service customers with personalized voice prompts. Customized informative messages about other products and services, can also be configured with the IVR thereby encouraging cross selling and up selling.

Dialer

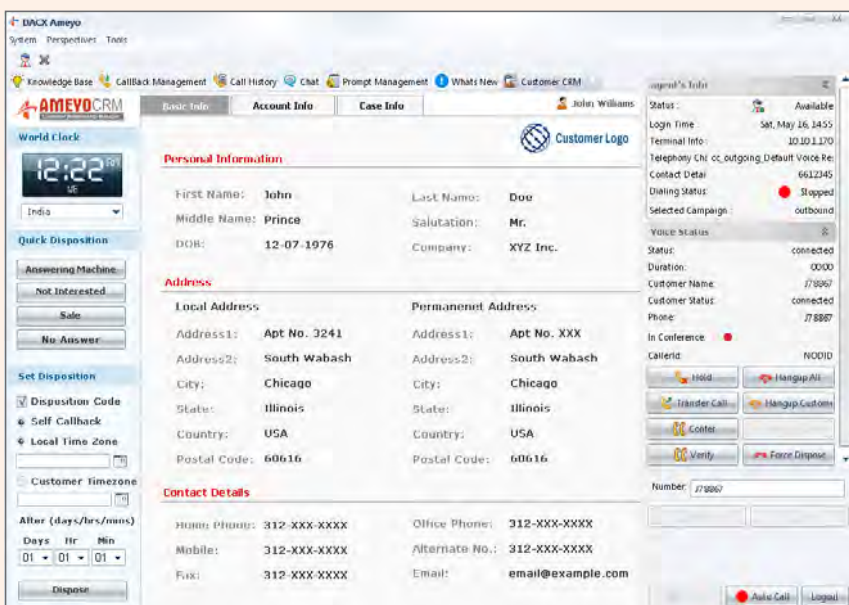
The dialer uses a complex algorithm as per agent availability; customer responsiveness and average interaction time allowing the users to configure dropped and abandoned calls. This maximizes agents' efficiency and controls idle time. Offering multiple dialing modes such as Predictive and Precision Dialing and flexible switch over to Manual, Preview and Power Dialing, Ameyo gives a wide array of campaign configuration choices to your managers. With high AMD rates, the dialer throws maximum live calls to the agents thereby optimizing agent talk time. Moreover, the dialer dynamically manages Multiple Minute Providers allowing Contact Centers to improve price-performance ratios.

Voice Logger

Ameyo gives a pre-integrated Voice Logger that enables voice logging for Policy/ Government Regulation compliance. You can listen to or download agents' and customers' voice recordings for quality assurance, contention resolution, process evaluation, data mining and personnel training. Optimal compression techniques eliminate silence, pauses or other sections of a record that take up unnecessary space. Additionally, it allows conversion of audio files from MP3 format to WAV and vice versa. The voice logger also provides multimedia capabilities with play/ pause/ rewind/ forward functions for the voice logs recorded.

CTI

Pre-integrated database, CRM (Customer Relationship Management) and complete Call management functionalities make Ameyo's CTI an ideal solution to maintain multiple client relations with dexterity. Screen pops and knowledgebase URL allow the agents to access customer information in real-time mapping it into a GUI based interface through the database.

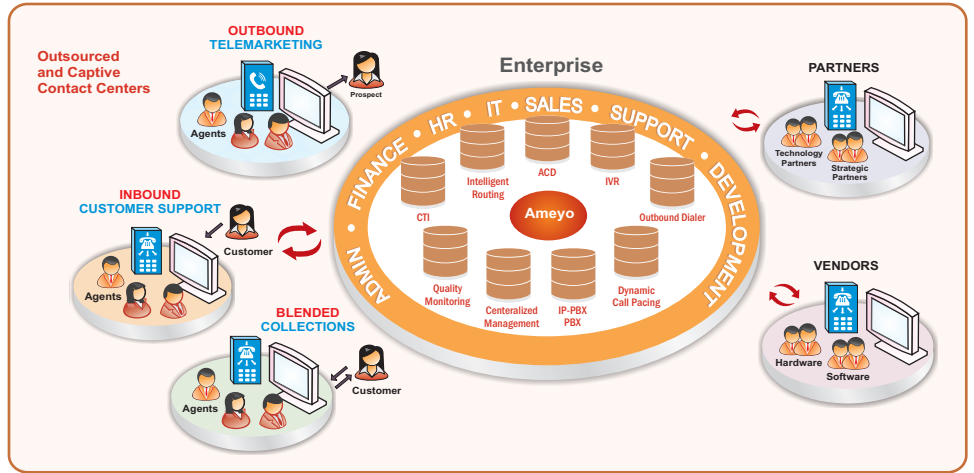


Agent Workbench

With integrated CRM and CTI functionalities Ameyo's Agent Workbench is ideal for inbound, outbound and blended campaigns, and helps agents to serve customers in an efficient manner. It offers complete call treatment features like Call transfer to co-users in the campaign or even third party, Conferencing; Call routing to multiple IVR Menus, Music on Hold, Missed Call alerts etc.

Features like same agent callback and remote agent support increases productivity as well as customer satisfaction levels. Workbench can also be customized for specific requirements such as queue view to enable agents to choose and attend to priority customers. For outbound campaigns, Ameyo incorporates predictive as well as preview dialing modes providing flexibility as per the requirement.

- Real-time configuration
- Queue Management
- Multiple Campaign Management
- One-click Transfer
- Multiple Simultaneous Interactions
- Barge/Snoop/ Confer Supervision
- Agent Scoring (by defining KPI)
- Cradle-to-Grave Reporting
- Real-time & Historical Report Generation
- Report Designer
- Over 200 Default Reports
- User/ System/ Component/ Performance Based Reports
- Real-time Monitoring
- Supervisor Graphs/ Charts



Access Templates

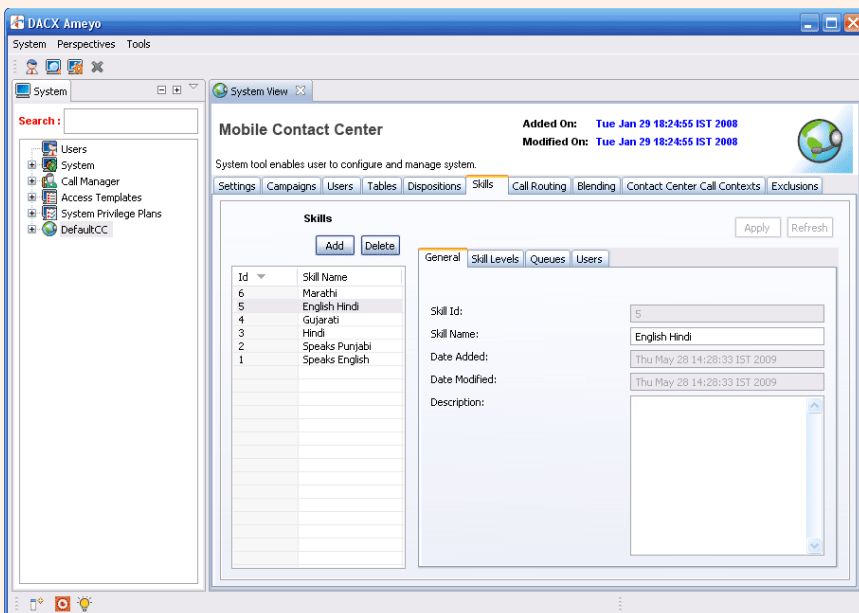
Ameyo licenses are based on client-customized Access Template which is a Super-set of all the features that Ameyo offers – generic as well as client-specific features. Enterprises can choose the desired operations and feature-set and pay in accordance. From the chosen access templates, each user is assigned a Privilege Plan based on which his role, actions, authority and access is defined in the system.

Multiple Campaign Management

Ameyo provides holistic view of campaigns with campaign summary across agents as well as processes. Call details such as total call count, status summary, and disposition summary can be viewed along with minute details such as minute summary with average call duration, Post Dial Delay (PDD), Answer Seizure Ratio (ASR). Here the Administrator can manage users across various system entities right from the system to various campaigns and queues.

Reporting & Quality Monitoring

Ameyo provides a GUI-based supervision interface that allows real-time monitoring of operations in statistical as well as graphical forms. Besides this the powerful cradle-to-grave reporting application empowers you to design and generate business-oriented comprehensive reports to track necessary information for agent productivity, process efficiency, organizational performance and metric tracking. Reports can be generated using real-time as well as historical data locally or via web-interface remotely. The Report Designer allows generation of specific reports based on chosen parameters.



Configuration

Managers can view or modify different entities such as processes, privilege plans, users, skills, dispositions and other settings from a single unified interface. Users can be assigned to different processes, privilege plans, skill sets in just a single click. Moreover, real-time configuration allows managers to improve overall campaign performance and productivity. With Cradle-to-Grave Reporting you can constantly monitor users, campaigns or call behavior and further improve resource allocation.

- Pre-integrated CRM
- Real-time Data Access
- Customizable CRM Interface
- Multiple Number Management
- Lead Prioritization
- Call Transfer
- Call Forwarding
- Conferencing
- Skill-based & need based routing
- Auto-attendant
- Wait time notification with - Music-on-hold
- Voicemail
- Voicemail to Email
- Missed Call Alerts
- Call Back Scheduling
- Find-Me-Follow-Me
- Remote Agent Login
- Web Agent
- Agent Queue View
- DNC Exclusion/ Compliance

Lead Management

Ameyo allows quick data access and data input. With Ameyo's pre-integrated CRM, your agents can have access to complete customer information including historical data of the customer interaction cycles. Designed for easy lead management, tracking and status updates, the CRM builder allows you to create your customized interface for inbound, outbound as well as blended campaigns. Ameyo also allows you to manage multiple numbers of a single contact and also same-agent call back so as to ensure maximum contact. The agents are empowered to schedule callbacks; this ensures that no prospective lead is missed out. Moreover, the Exclusion Management technique allows you to distinctively identify and respect the Do-Not-Call leads and other non-business-generating prospects thereby allowing you to zero in only on the valuable leads.

Queue Management

With Dynamic Multimedia Queuing, Ameyo allows you to rationally service your valued customers. It enables your agents to offer personalized services to your customers via intelligent routing algorithms and priority-based queuing. Additionally, customers are informed of wait time simultaneously listening to music or customized informative messages about your other offerings allowing you to cross-sell and up-sell. During long wait-times, customers are allowed to leave voicemail or request for a callback so that the agents can revert to them at their preferred time. For specific process requirements, agents can view the entire queues and self-route priority customers with due knowledge of the Supervisor.

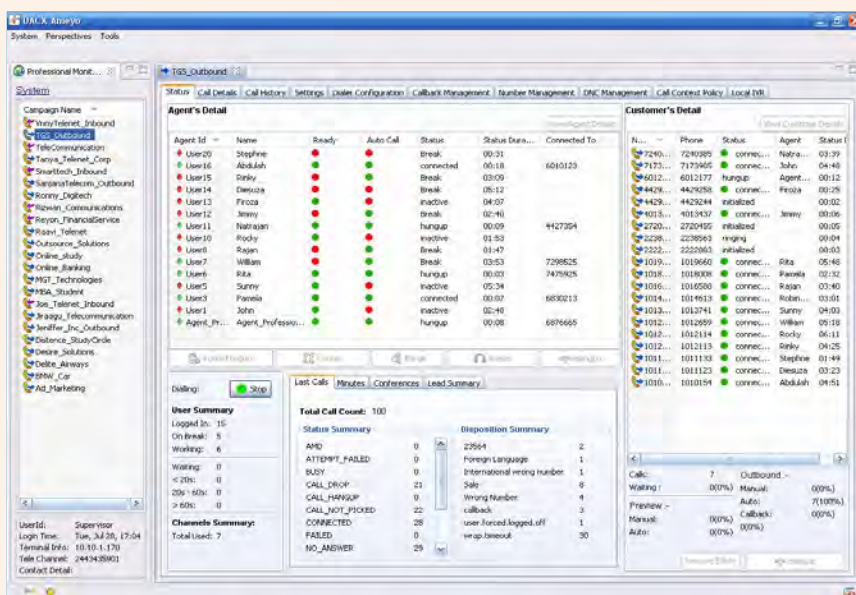
Exclusion

Ameyo enables a focused business approach via the Exclusion Principle. Contacts can be excluded from various campaigns, across multiple channels. For compliance, as well as quality, the call lists will ignore the excluded contacts during live calling. Apart from excluding the Do-not-call leads, you may disregard customers based on different criteria such as, individual or business, scale of income, demographic details or other process requirement based details. Enabling you to focus your business planning and resources towards the right customer-mix, Ameyo ensures higher revenues with increased market penetration.

Quality Monitoring

To view agent activities and performance in real time, Ameyo provides a strong administration framework via Supervision interface. Monitor agents across various campaigns and access vital information regarding agent status, call status, call history, dialing configuration, voice settings, customer interaction, lead management and campaign management in real-time. Listen to voice logs or enter into live interaction via conferencing, snooping or barging.

With Real-time monitoring, managers can glance at the prevalent call behavior and agent performance. With information about key metrics, Ameyo allows your managers to modify campaign configurations, voice settings or dialing modes thereby improving overall productivity.



- Unified IT Set-up
- Web-based administration access
- Work Group creation
- Multi-site Routing
- Logged-in users Notification
- Multi-Channel Support
- Web Chat/ Email/ SMS Integration
- Wallboard
- Web Callback
- Video Conferencing
- Enhanced AMD and SIT Detection
- Configurable Shift Support
- Customer Contact Management Module
- Multiple Numbers Support
- Enhanced CRM Integration Support

Centralized Work Force Management

Whether you have all your agents at a single location or distributed across the globe, Ameyo empowers you to transform distributed locations into a single virtual entity. Distributed workforce can be systematically and remotely managed via web-based administration interface of Ameyo. Thus users can create workgroups, access records or reports, view real-time activity, monitor agents, queues, and customers from a single administration point.

Presence Management

Ameyo provides automated notification of logged in users' presence status over unified communications platform to all the users thereby maximizing contact. This is also a powerful supervision tool, as all the presence details are recorded and considered for defining KPIs (Key Performance Indices) and quality monitoring.

Advanced Features

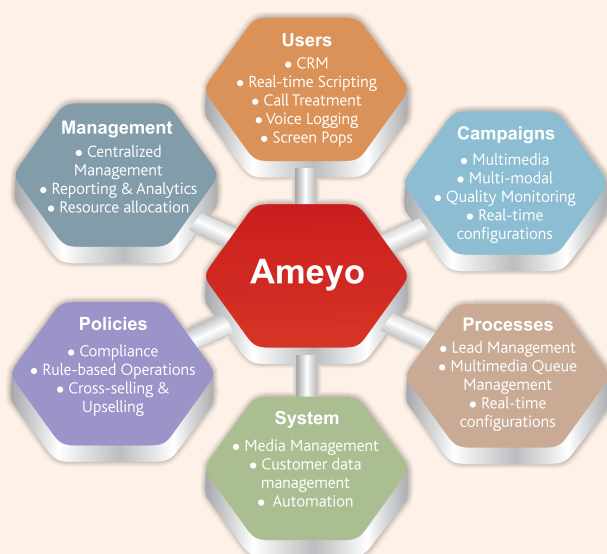
Some of the latest capabilities added to Ameyo include:

Multi-Channel Support: Multi-channel support covers SMS, Chat, Email, Voicemail integration with the Voice processes. Also Wallboard, Web Callback, Video Conferencing etc. add to the next generation communication applications specific to enterprise usage.

Configurable Shift Support: Most of the Enterprises work round the clock with multiple-shifts workforce. Complete shift management is now possible through a single set-up with user management and campaign management being handled from the same supervision interface. Quality Monitoring statistics can be generated for individual shifts.

Customer Contact Management Module: Through the customer contact management module of Ameyo, advanced number management is possible wherein multiple contact numbers of a single customer can be managed. The customer data pertaining to each number including number of inbound or outbound calls attempted or connected, last dialed time, call status, agent user ID and disposition can be fetched, modified and used as per requirement. Besides this, through this module, post call processing can be designed within the nodeflow by setting the customer state and defining the rule for number fetching for fresh calling as well as retry calling.

Enhanced CRM Integration Support: The web client of Ameyo- WebAccess has been advanced to Javascript library-based web client for easier integration with other Web-based applications such as SugarCRM.



For any enterprise, day-to-day intra-organization interactions as well as customer interaction include six prime aspects – System, Processes, Campaigns, Users, Management and Policies. Efficient operability of these in addition to smooth working in tandem with each other is mandatory to maximize the overall efficiency of the enterprise.

Ameyo integrates these aspects seamlessly besides enhancing the performance and efficiency of individual units. Open architecture of Ameyo allows extensibility and customizations at each level as per requirements of the business processes. Our award-winning 24 x 7 Tech Support Service enables real-time troubleshooting in case of any incongruity.

Contact Center Software

Best-of-breed inbound capabilities such as advanced Multi-site Intelligent Routing, Dynamic Queue Management with Queue View, and Multi-Channel Support.

Exhaustive Outbound capabilities for voice-only campaign as well as a multi-channel contact process such as Predictive/ Preview/ Progressive and rule-based Dialing modes, Robust Lead Management, Exclusion/ Call Compliance

Effective Workforce Management and Quality Management with Strong Supervision, Integrated Voice Recording, Reporting and Analytics

Enterprise Communications Applications

IP based contact management system built on open standards allowing agility and extensibility.

Built-in SIP functionality allows easy migration to VoIP and adaptability to Multi-Site and multi departmental environments

Voice mail configuration and Inter-user and inter-department Call Transfer

Find me Follow me, Multi-modal and multi-channel capabilities to ensure that users are accessible on-site and off-site

IP Office and multi-channel support offers complete collaboration capabilities for enterprises

Vertical Specific Applications

Hybrid architecture allowing total adaptability for organizations of all types and sizes

Customized CRM and specific functionalities offer tailor-made applications like Telesecretary, Appointment Scheduler, Dial-n-Trade etc. to verticals such as Telecom, BFSI, Trading & Advisory, Healthcare, Entertainment, Education, Travel, Hospitality and many more

Reduced Operational Costs by automation of time-consuming tasks and special applications development

Increased Process Efficiency and Customer satisfaction with vertical specific advanced application development in minimal time

Awards and Appreciation

- Winner of "NASSCOM Innovation Awards 2008" for Market Facing Innovation
- Awarded "Pioneers in IP Contact Center Technology" by TMCNet (2008)
- Awarded "Best In Class Overall Category Winner for Best ACD/Switch, Best Outbound Solution and after Sales Support " By Contact Center World (APAC-2008)
- Awarded "Best Contact Center Suite" by BPO News (2007)
- Deloitte Fast 500 company in APAC
- Red Herring Top 100 for the year 2008
- NASSCOM - EMERGE 50 for the year 2009



Headquarters
Drishti-Soft Solutions Pvt. Ltd.
GP 62-A, Sec-18, Gurgaon, India
☎ +91-124-4771000
☎ +91-124-4039120

Drishti Philippines Inc.
14-B, Rufino Pacific Tower, 6784 Ayala Avenue,
cor.Rufino St., Makati City, 1200 Philippines
☎ +632-923-8136;
☎ +63-905-331-5418



97, F.I.E., Patparganj
Industrial Area,
New Delhi-110092
info@cohtechnologies.com
Ph.: 011-49400000
Fax: 011-45874257
www.cohtechnologies.com

Product Information
www.dacxameyo.com

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<http://dca.drishti-soft.com>

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