

# VAC CBS

A COMPLETE BUSINESS SUITE

**SYSTEMATIC GROWTH IN PROFITS**



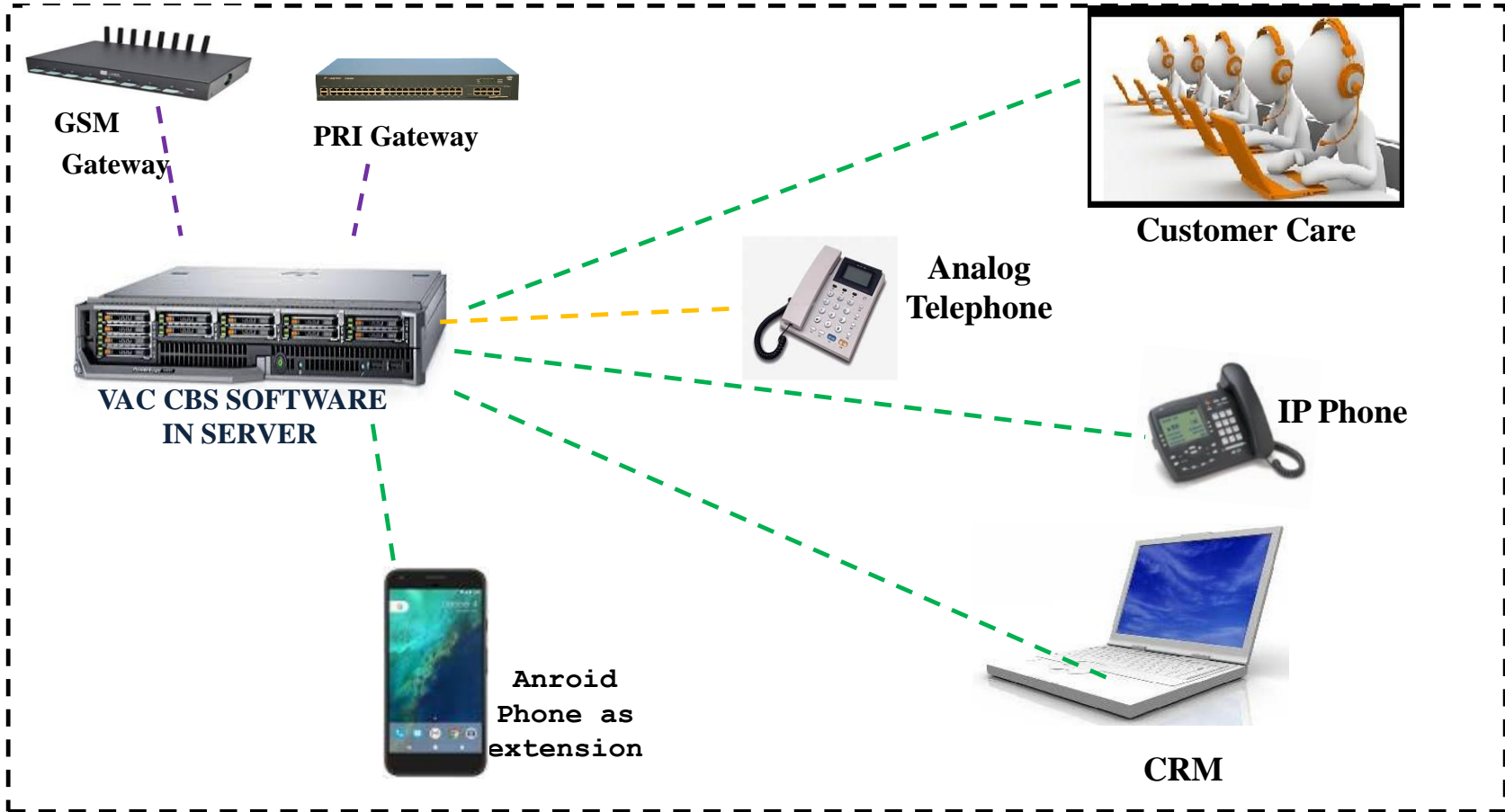
Customer centric Communications  
Customer Care  
Business Process  
Analytics.....



IPPBX + CUSTOMER CARE + CRM = CBS

**ALL IN ON CAPSULE**

# Complete Business Suite



# Customer Centric Communications & Customer Care

- Audio Conference ;
  - GUI based console (PC to be provided by customer)
  - Interactive Voice Response
  - Voice Logger
  - Voice Blast
  - Conference Bridge
  - Android Phone as extension ;
  - Parallel Ringing ;
  - Inter Branch Connectivity on IP ;
  - Distributed Office Setup;
  - Compatible to CRM ;
  - Voice Mail to Email
- Manual, Progressive and Predictive Dialing ;
  - Multiple campaign management ;
  - Call intervention ;
  - Call back scheduling ;
  - Idle based routing ;
  - Skill based routing ;
  - Auto Change of campaign as per time zone ;
  - Click to call ;
  - Multi party conference ;
  - Automatic Call Distribution ;
  - Live Agent Monitoring;

# Business Process and Analytics

- **Calender** : An organiser for the tasks, events and plans for the user;
- **Leads** : All datas of the lead generated shall be captured.
- **Opportunities** : Qualified leads will be converted in to opportunities. It can be further strengthened by adding value expected, date of closure. Multiple opportunities can be created for one organization.
- **Organisation** : While creating the opportunity, organisation datas will also be captured.
- **Contacts** : Every opportunity of an organization can have separate contacts.
- **Quote** : It can be prepared by converting data from opportunity.
- **Sales order** : is generated on receipt of order from the customer, by choosing the details either from opportunities or quote.
- **Invoice** : From the sales order, generate invoice ;
- **Products** : New products and its details can be added including image of the product. Quantity of the product is documented and shown.
- **Assets** : Movement of assets can be tracked ;
- **Payment** : Payments received for the orders executed and unexecuted will be shown separately ;
- **Analytics** : Professional dash board to give you complete picture of activities of the organisation