

ONE-STOP CALL CENTER SOLUTION THAT HELPS BUILD CUSTOMER LOYALTY



Let us show you what our team of professionals can do for you and your business.

ARIA CALL CENTER SOLUTIONS

ARIA is the leading answer to automating customer service transactions via telephony. Enables centralization for any organization through technology aided contact center. ARIA uses IVR system to identify and segmentize callers resulting to customized services according to each customer's profile.



TELEMARKETING

Easily executed, seamless and customized telemarketing activities and campaigns.

BILL REMINDER

Effective reminders to increase collection and cash flow without complexity.

RETENTION

Delivering customer retention and loyalty programs that sustains customer base.

SIMPLIFYING BUSINESS COMMUNICATIONS WITH ARIA

Quality Excellence
Innovative
Reliable

Our solutions and services include:

- Interactive Voice Response
- Self Service IVR
- Service Notification / Announcement
- Voice Messaging
- Customer Identification
- ACD
- Agent Skill based Routing
- Agent Break Aux Out/In
- Call Recording
- Agent Monitoring
- Call Center Wallboard
- Call Center Management Report
- Call Traffic Report
- IVR Menu Selection Reporting
- Supports Major PBXs and Databases
- Supports Analog or Digital or SIP Network Interface
- Modularly Designed
- Scalable
- Flexible configuration
- Robust
- Proven Platform
- Excellent Investment Payback



Inbound
Call Center



Outbound
Call Center



Interactive
Voice Response



Automatic
Call Distribution



Computer Telephony
Integration



Voice
Mail



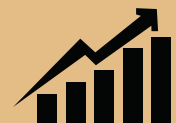
Voice
Recording



Call Center
Wallboard



Auto
Email



Management
Reporting

Visit our website at www.ctapps.com for more information about our company's services. Email us at sales@ctapps.com for inquiries.

