divatel
Redefine Communication

DIVACC CLOUD

CUSTOMER ENGAGEMENT SOFTWARE

Product Presentation

About DIVATEL

PT Divatel Pratama

Started in the year 2001 in the city of Jakarta, PT Divatel Pratama is well-known for being cost effective and the best solution provider that in turn makes your business successful.

As a business VoIP solutions provider with ITKP License, DIVATEL offers VoIP products which are flexible, simple and affordable, thus making it a one-stop-solution for its users.

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OUR VISION

Transform the way people communicate through innovative, user-friendly & value-centric platforms.

OUR MISSION

To provide platform with continuous innovation and easy to use interface for effective communication, which in turn helps our clients and business partners create value for their businesses.

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OUR VALUES

D I V A T E L

Dedication

Integrity

Versatility

Ambitious

Transparency

Equity

Legacy

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DIVACC CLOUD

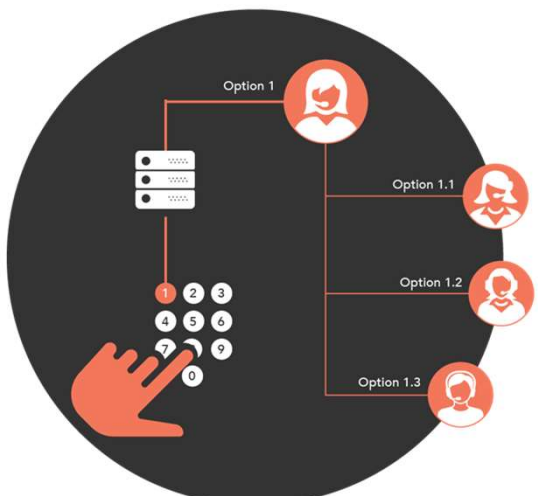
Omnichannel Contact Center On Cloud

Highlights

Omnichannel

Inbuilt WebRTC Webphone

Multi-level IVR



Advanced Dialers

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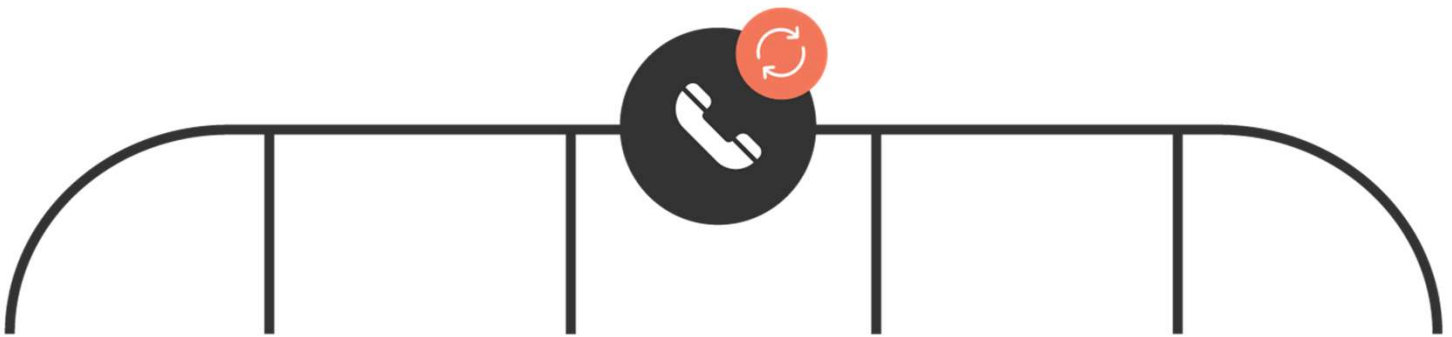

Auto Dialer

Predictive Dialer

Progressive Dialer

Promotional Dialer

Preview Dialer

Manual Dialer

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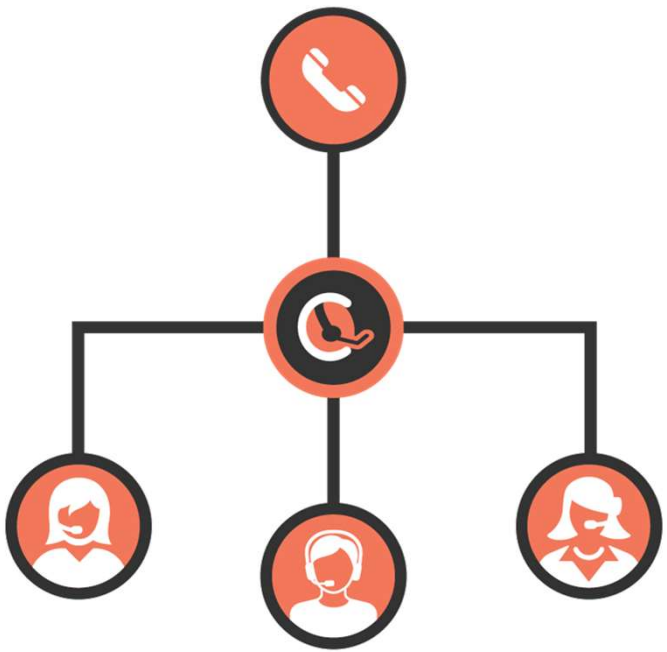
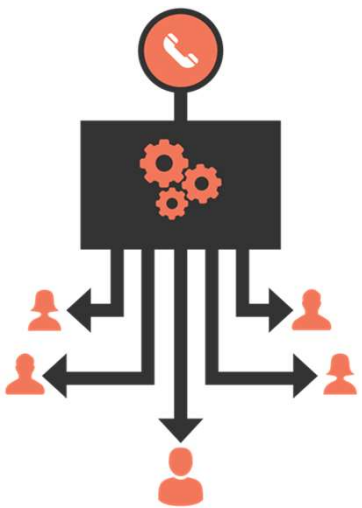
Skill Based Mapping



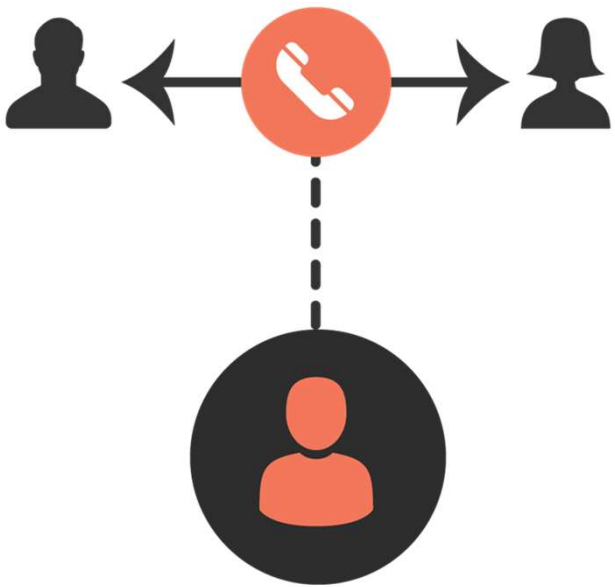
Multi-level Disposition

Automated Call Distribution (ACD)



Remote Agent

Live Call Monitoring (Barge-in/Coaching/Whisper)



Real-time Analytics & Reports

Third Party Software Integration

DIVACC CLOUD Features

More Features

- ✓ 100% Voice Logging
- ✓ Dashboard
- ✓
  - Real-time
  - Platform
  - Registration Status
  - Queue
  - Campaign

  Multi-lingual Support
- ✓ Trunk/Gateway Management
- ✓ DID Management
- ✓ Campaign Management
- ✓ Configurable Scripts
- ✓ Lead Management
- ✓ Easy Agent Management
- ✓ Inbuilt Basic CRM
- ✓ Priority based Routing

More Features

- External URL Configuration
- Inbuilt Ticketing system
- Agent Callback Management
- Outbound Job Scheduler
- Easy to Configure Call Routing
- Voicemail
- Music on Hold (MOH)
- Answering Machine Detection
- Sticky Agent
- Barge-in/Coaching/Monitor
- Queue Callbacks
- Internal Chat
- Internal Calls

More Features

- Call Conference with:
  - Supervisor/ Agent
  - External Number
  - Queue
  - External Group
- Automatic Missed Call/Abandoned Call Dialing
- DNC Control
- Multi Users Login
- User wise Time Zone
- Theme Selection
- Time Conditions based Inbound Call Routing
- Week Off Mode
- Holiday Mode
- Configurable Survey Template
- Configurable QA Template for Agent
- Job Query Filter
- Response Message Script

More Features

- SMS Templates
- Whats App Template
- Email Template
- Recording Encryption
- Call History
- Call Disposition Details
- Agent Break Details
- Recording Playback & Download Options
- Real Time Queue & Agent Status
- Real Time Call Status
- Real Time Campaign Monitor
- Report Section

Text To Speech

- Text to speech Converts text in to Audio. two types of text are possible to play during the call.

    1. Static Text
    2. Dynamic Text

TTS Integration :

- TTS as a call failover action
- Promotional calls with TTS

Add-on Features

IVR & AGENT SURVEY

Once regular communication between the customer & agent is over, the agent can transfer the call to IVR Survey. IVR Survey provides a set of survey questions to the customer. Survey Module (IVR & Agent)

QUALITY ANALYSIS

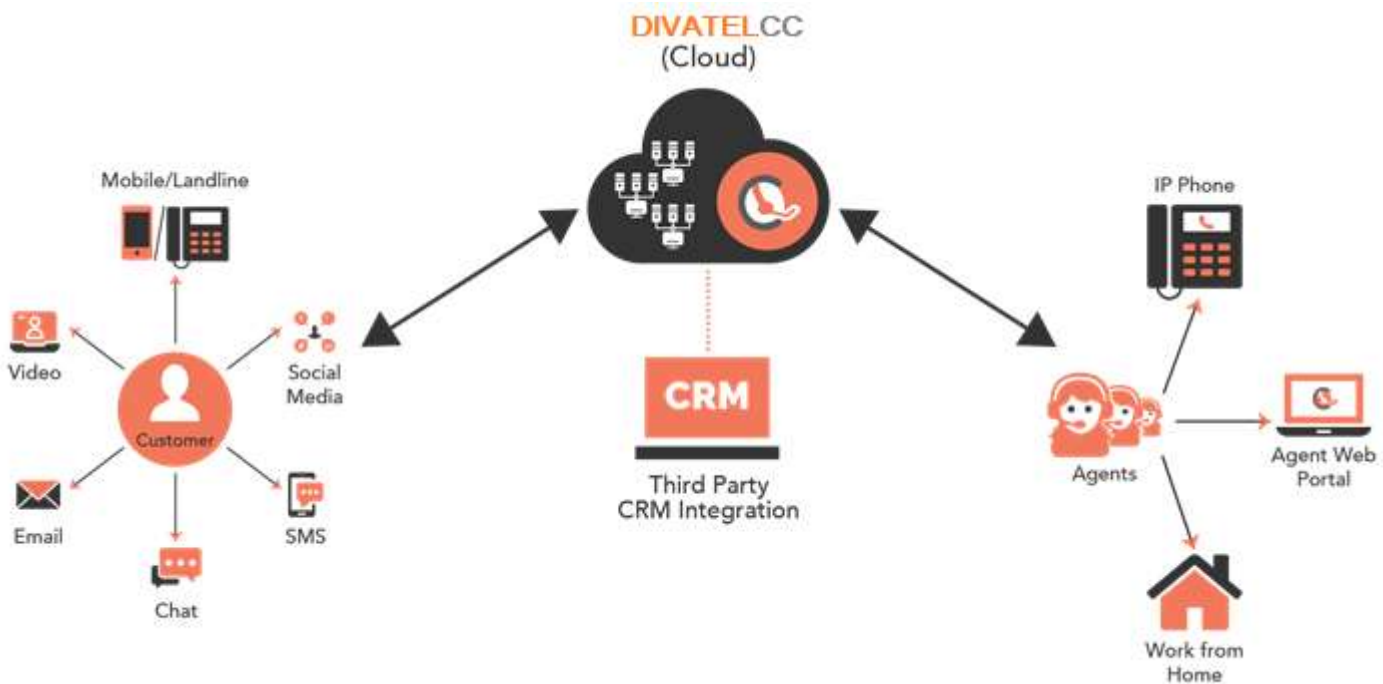
The QA (Quality Analysis) Module is an Add On module for ranking the agents based on their Voice Tone, Language Proficiency, Quality of query resolution or any Predefined ranking criteria for agents.

SMS BROADCASTING

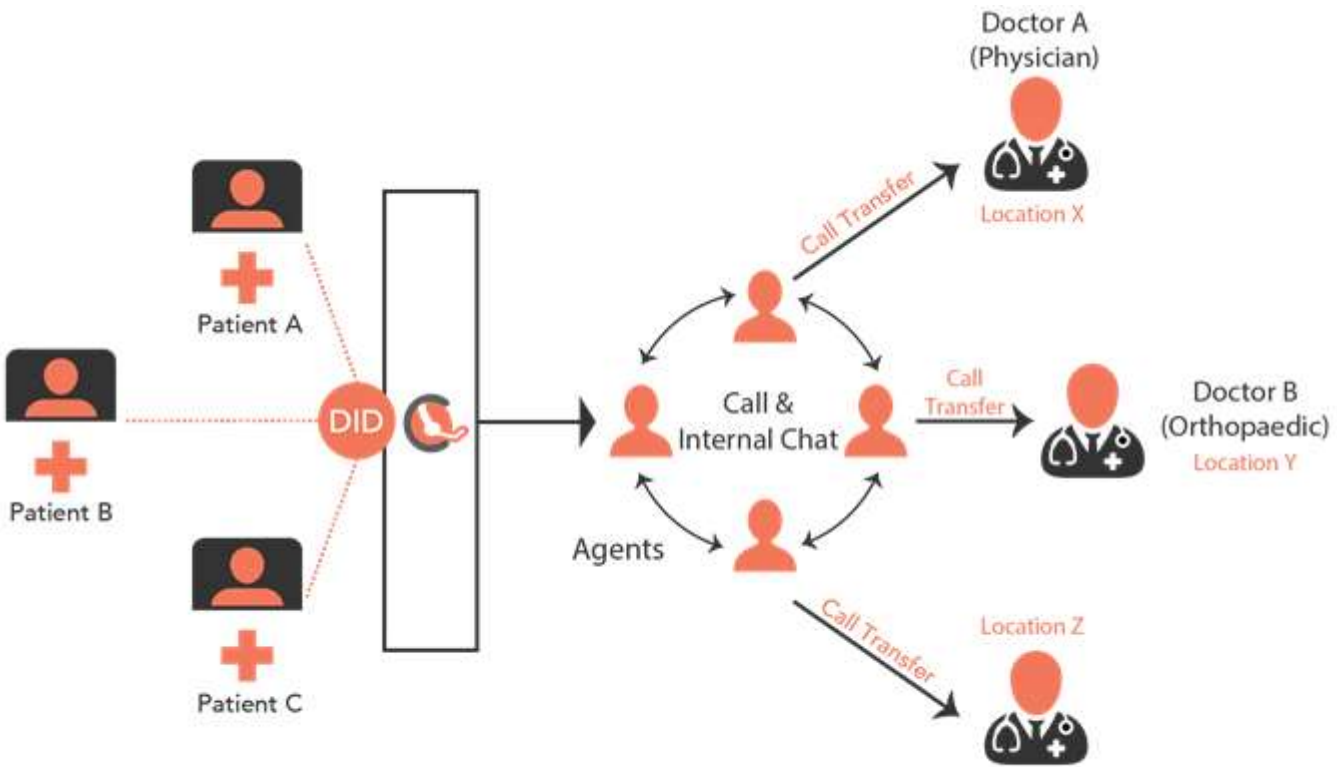
SMS broadcasting functionality
admin can create the SMS campaign and type the text which they wants to broadcast to their customers.

Architecture

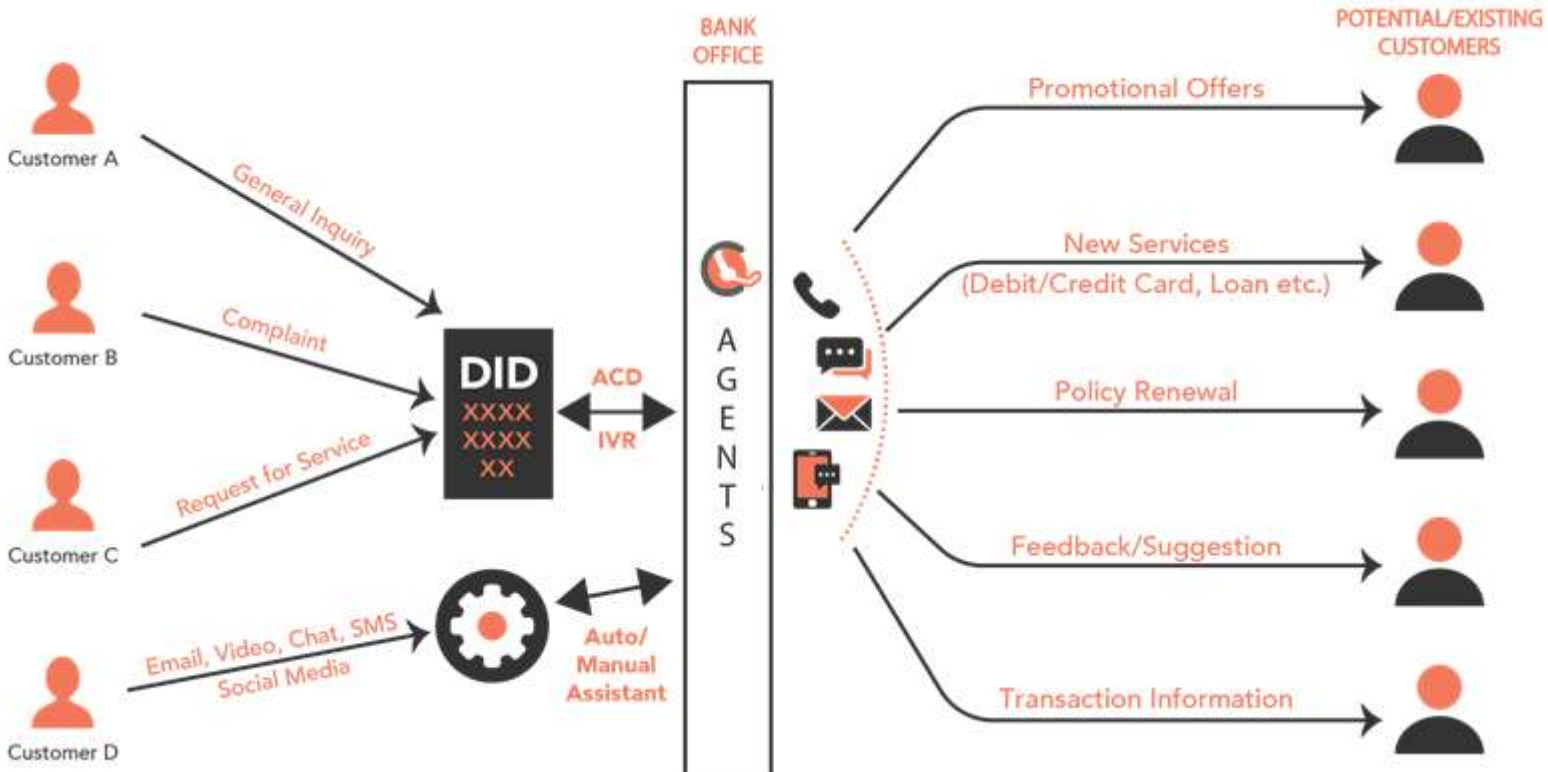
Generic Use-case Scenario



Healthcare Industry Use-case Scenario



Banking Industry Use-case Scenario



DIVATELCC Strengths

Hardware Specifications

Delivery Timeframe

- The product will be deployed on customer’s server within 7 working days.
- Custom features, if any, a separate timeline will be provided once the scope is finalized.

Annual Support & Maintenance

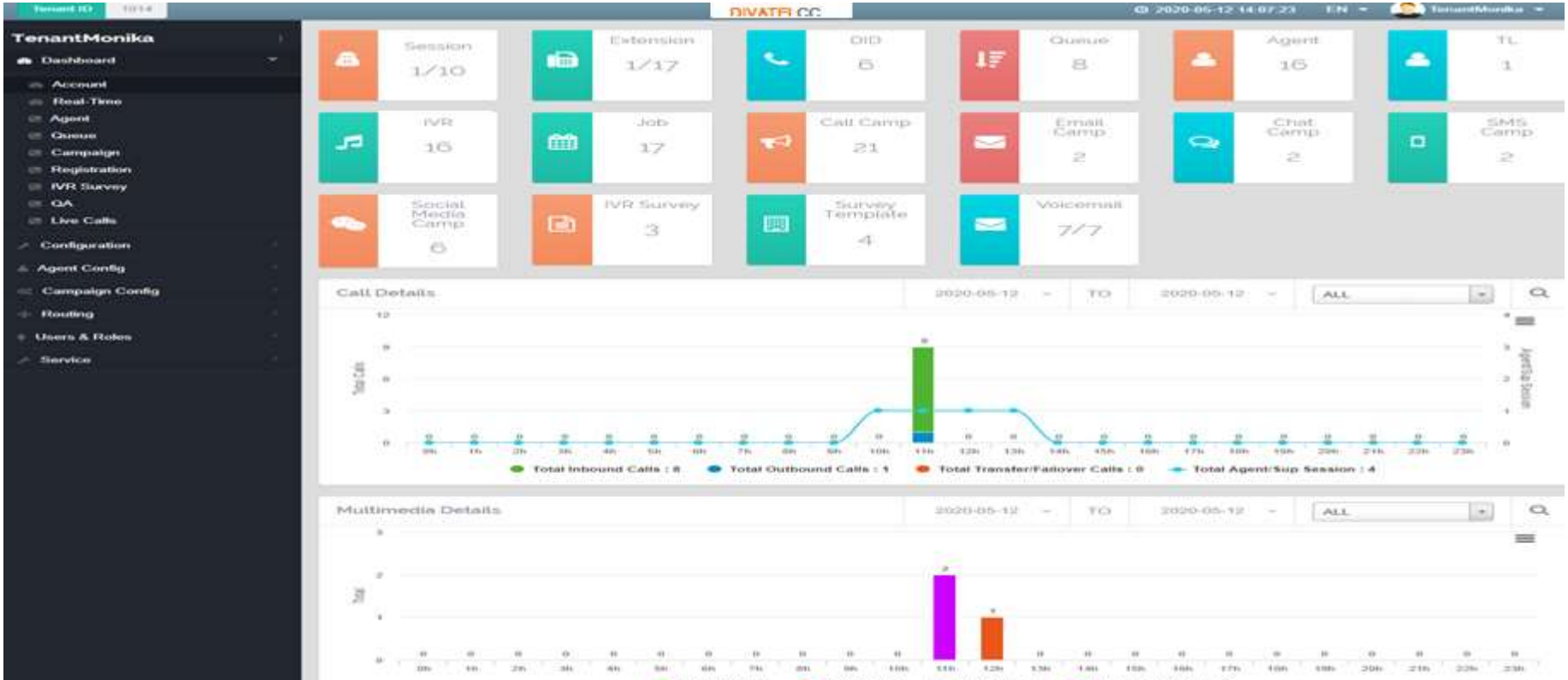
- **Support Timings**

- Monday to Friday – 10 AM to 12 AM, Indonesia Standard Time via Phone, Email and Skype.
  In case of emergency, instant support – 24x7 on Phone.

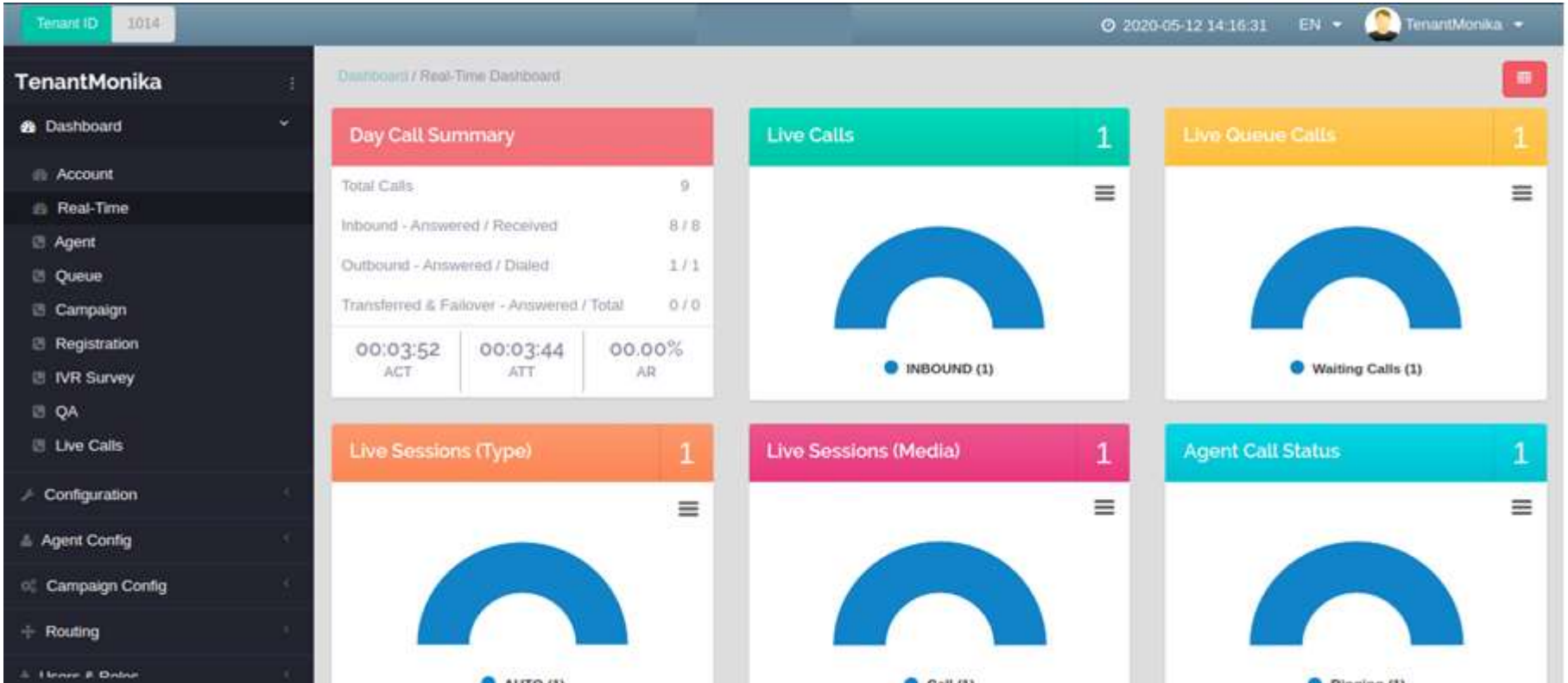
- **Support and Maintenance Details**

- Maintenance and Support includes, bug fixing, fixing issues, etc. In case there is any issue in the software with respect to bugs or fixes, we will provide support from the date of deployment of your cloud contact center.
- The regular online support will be provided by **Skype, Email and Phone.**
- Emergency support will be provided by **Phone.**
- Product updates will be a part along with support.

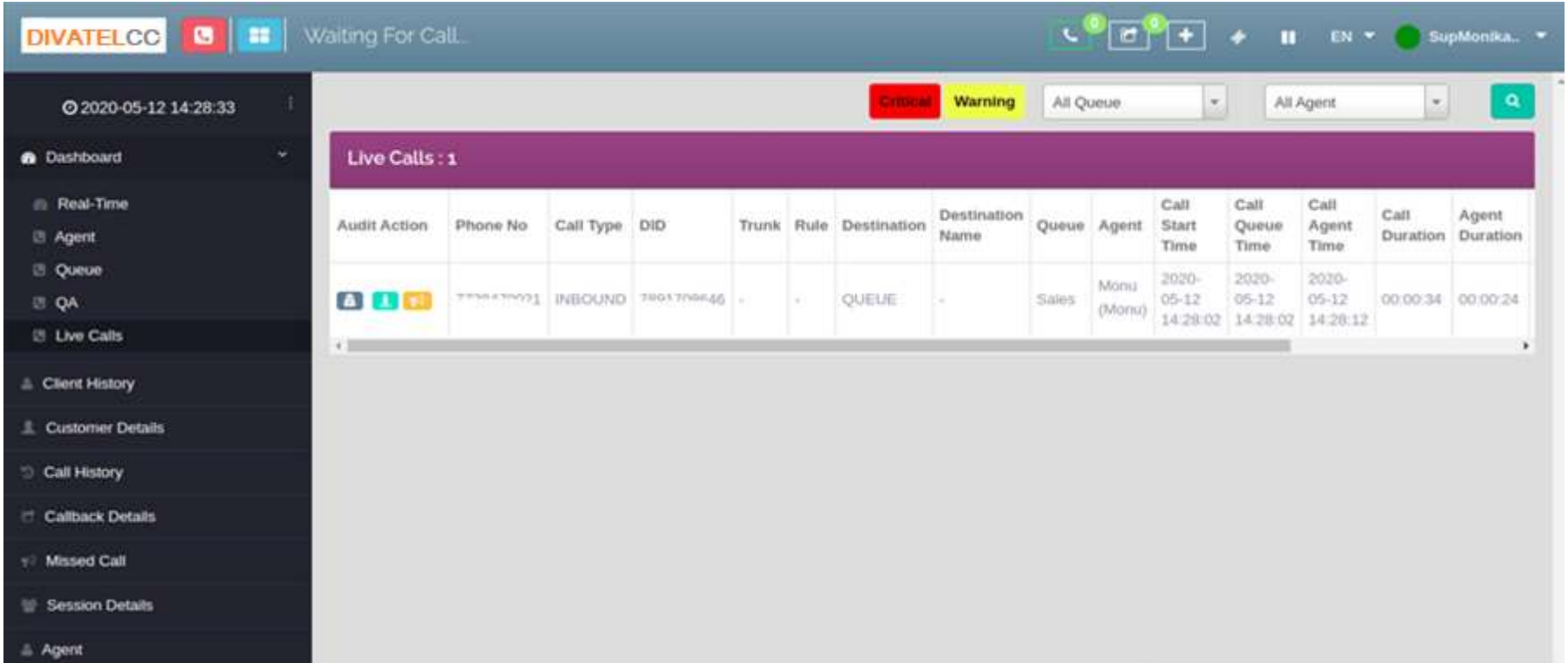
Account Dashboard



Real-Time Dashboard



Supervisor Panel



Team Lead Panel

Campaign Management - Inbound

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Add New Call Campaign

General Settings

Name *: Inbound_Call_Campaign

Description: Inbound Campaign

Customer Group *: Suport_customer

TimeZone: Asia/Bangkok (+7:00)

Language *: ENGLISH

Call Settings

Type *: INBOUND

Default Activity *: Queue

Activity Name: support

Dial Rule: × agent campaign rule

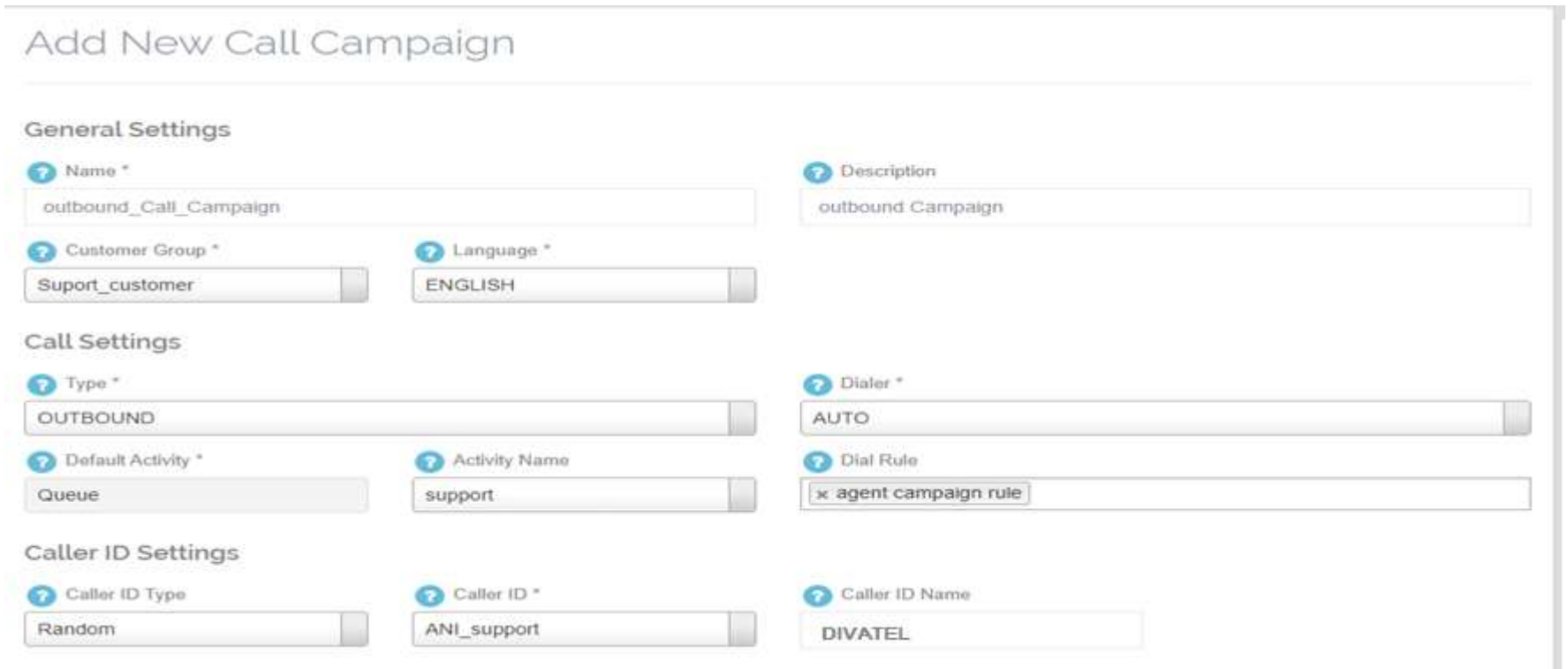
Weekoff Activity: Voicemail

Weekoff Activity Name: Platform-9001

Holiday Activity: Agent

Holiday Activity Name: dhika 9001 (9001)

Campaign Management - Outbound



Campaign Management - Blended

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Add New Call Campaign

General Settings

Name *
Blended_call_campaign

Description
Blended_call_campaign

Customer Group *
Suport_customer

TimeZone
Asia/Bangkok (+7:00)

Language *
ENGLISH

Call Settings

Type *
BLENDED

Dialer *
AUTO

Default Activity *
Queue

Activity Name
support

Dial Rule
× agent campaign rule

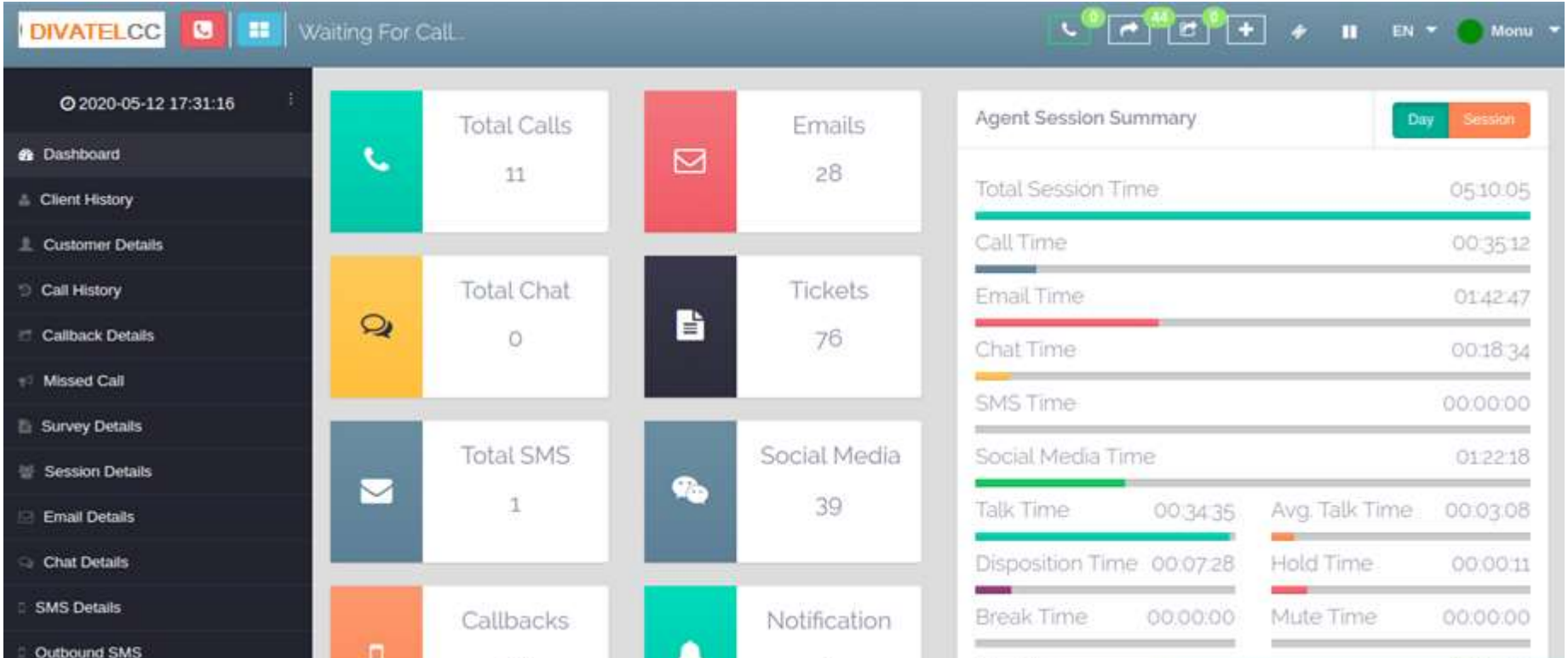
Weekoff Activity
Voicemail

Weekoff Activity Name
Platform-9001

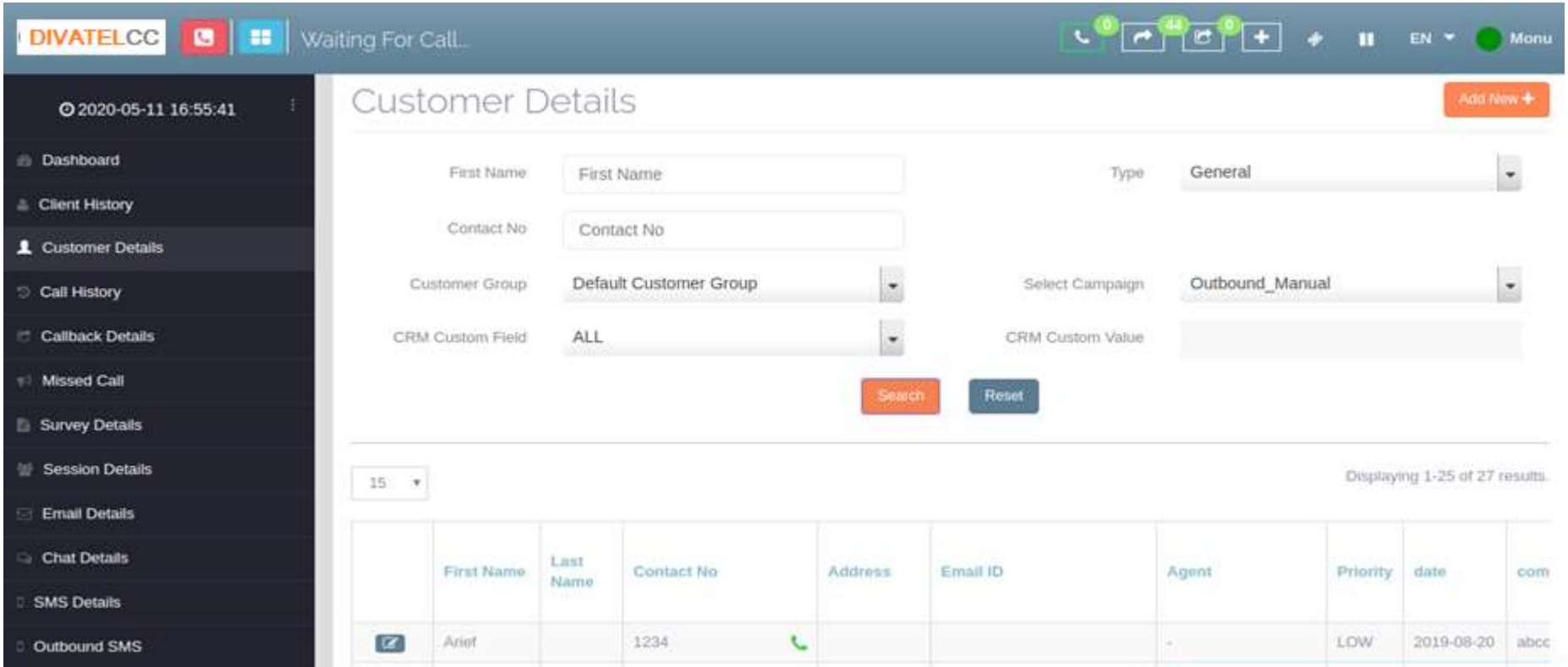
Holiday Activity
Agent

Holiday Activity Name
dhika 9001 (9001)

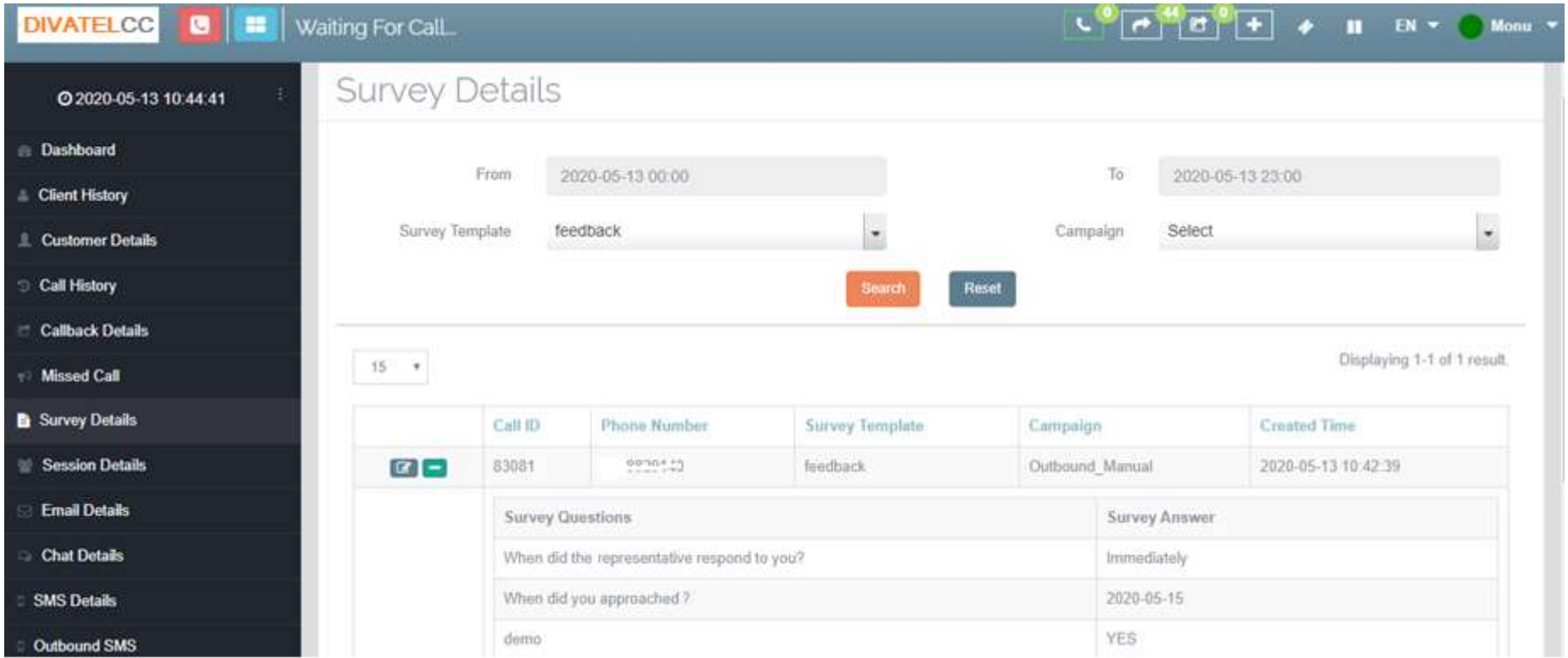
Agent Panel Dashboard



Agent Panel Customer Details

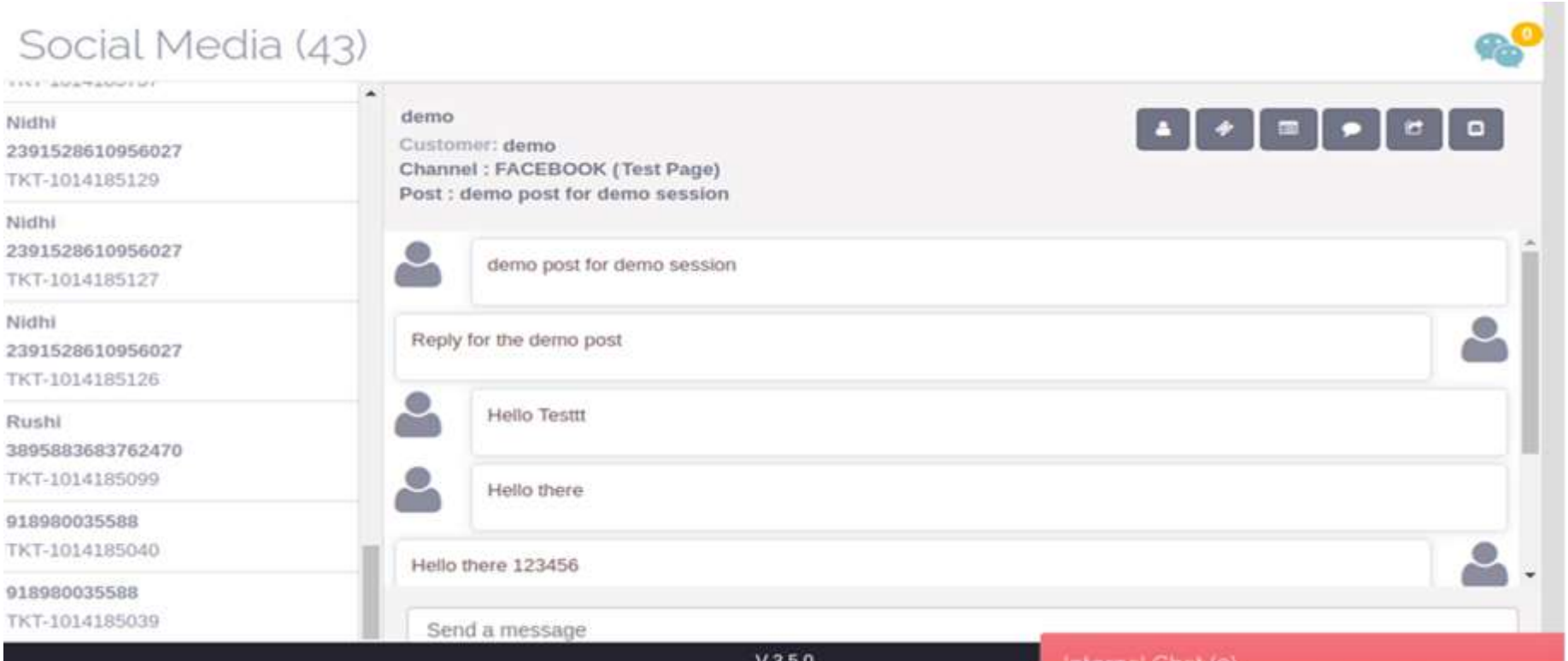


Agent Panel Survey Details

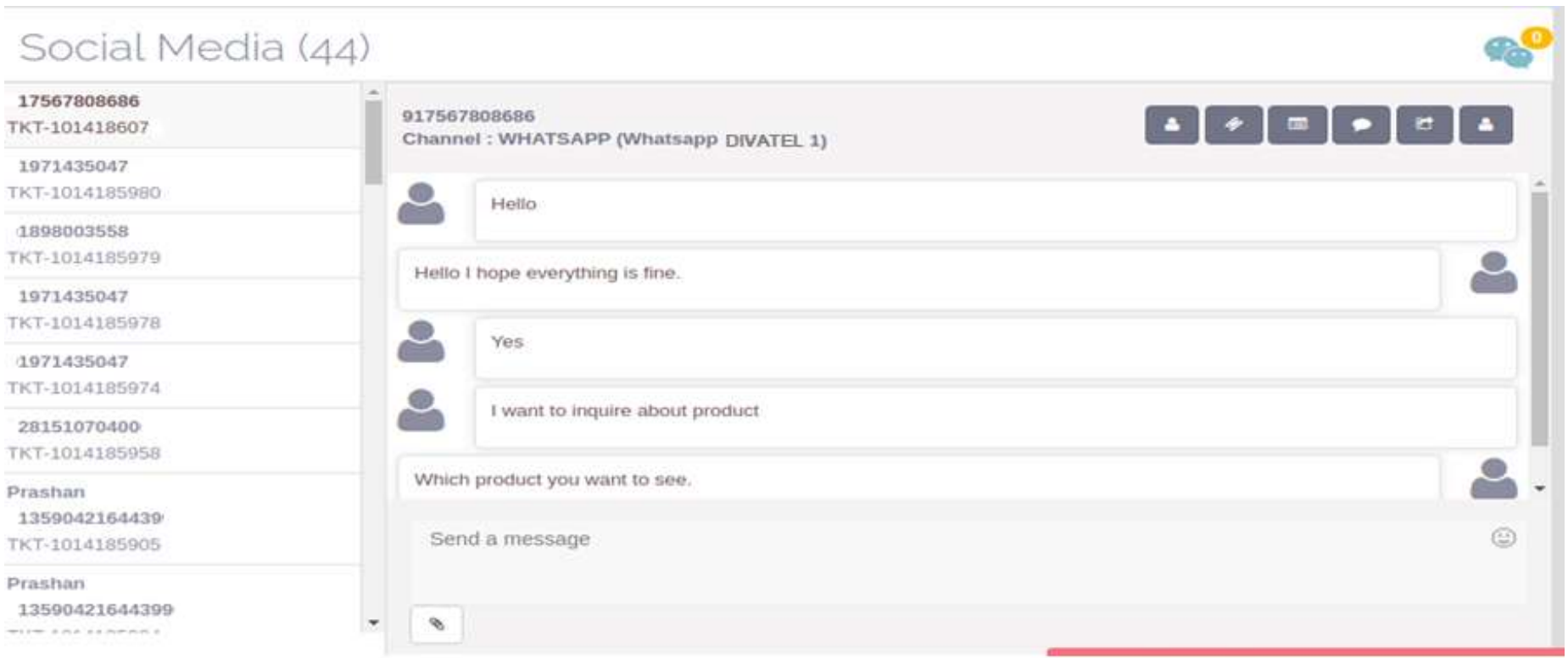


Agent Panel Ticket Details

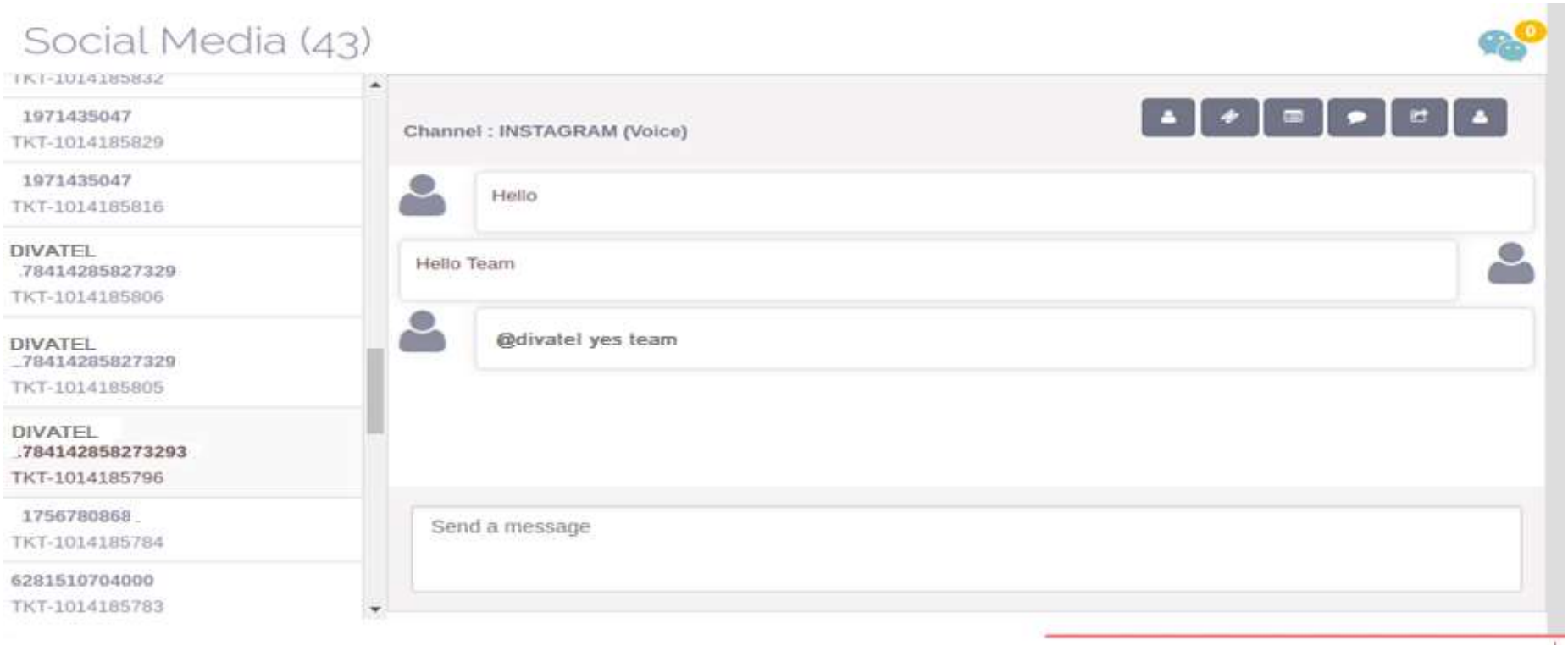
Social Media Facebook Request



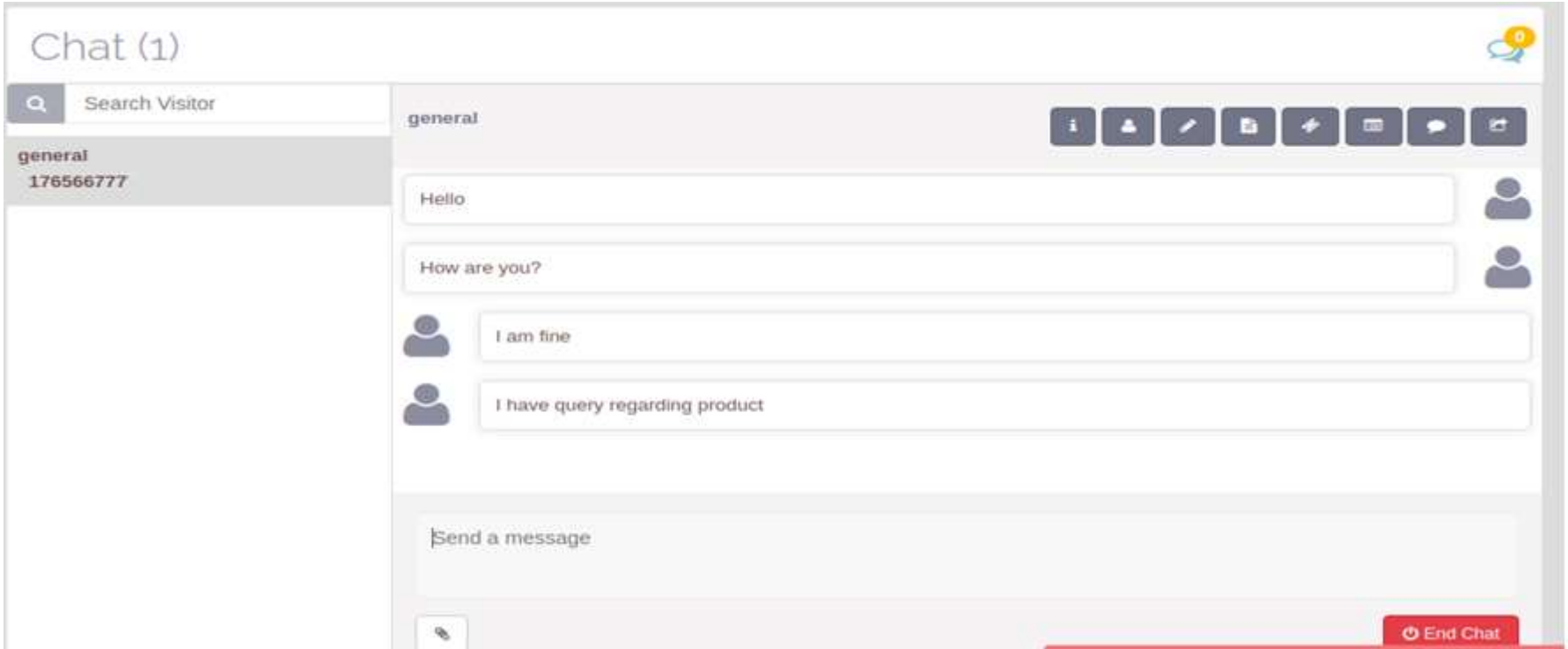
Social Media WhatsAPP Request



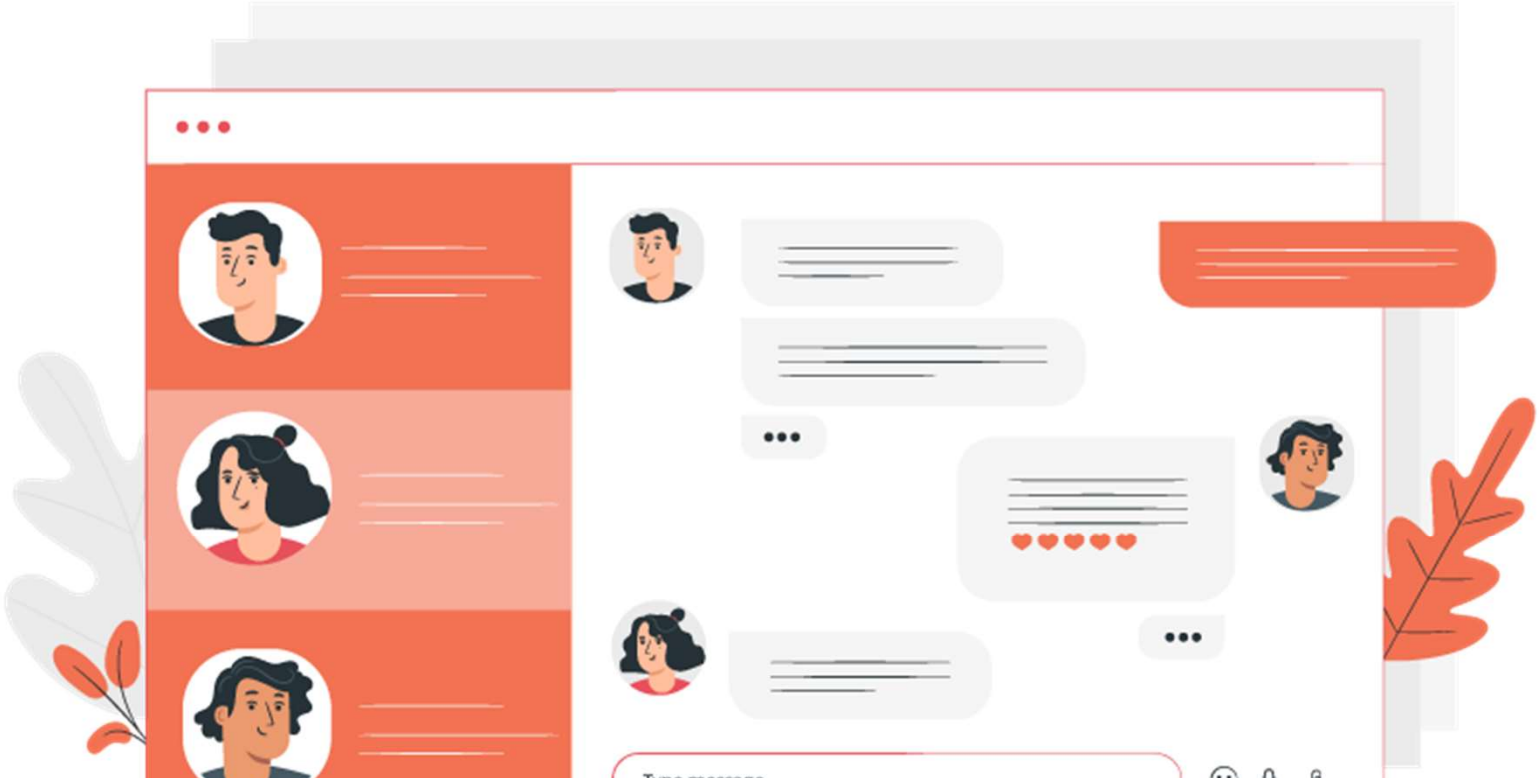
Social Media Instagram Request



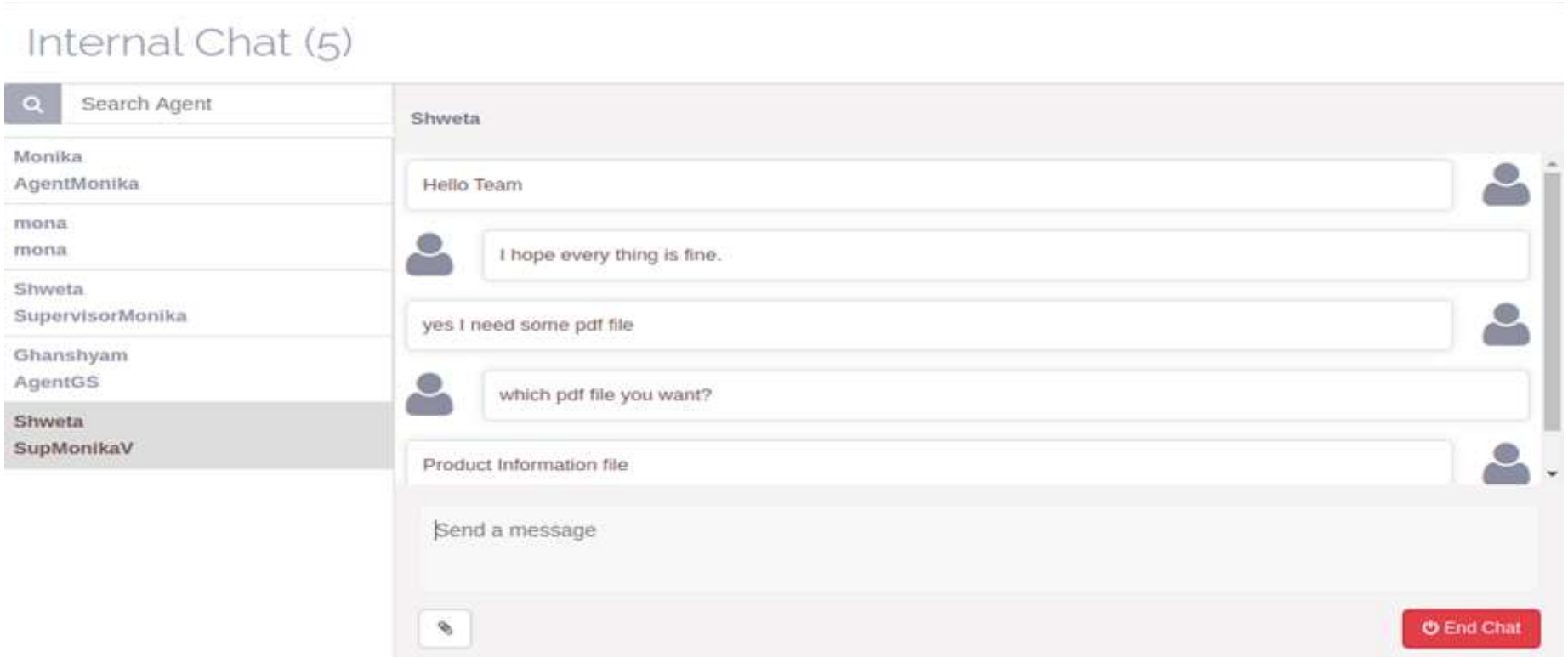
Customer Chat Agent Panel View



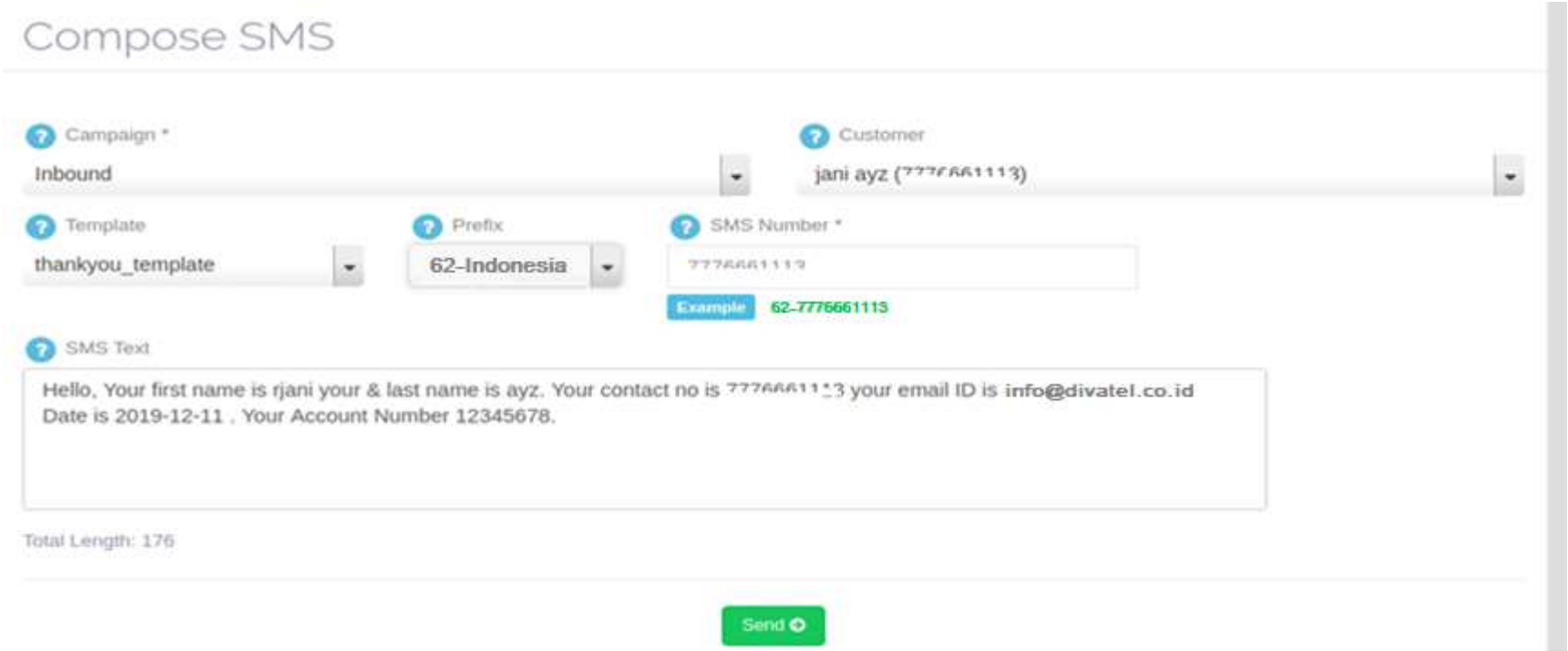
Customer chat Visitor view



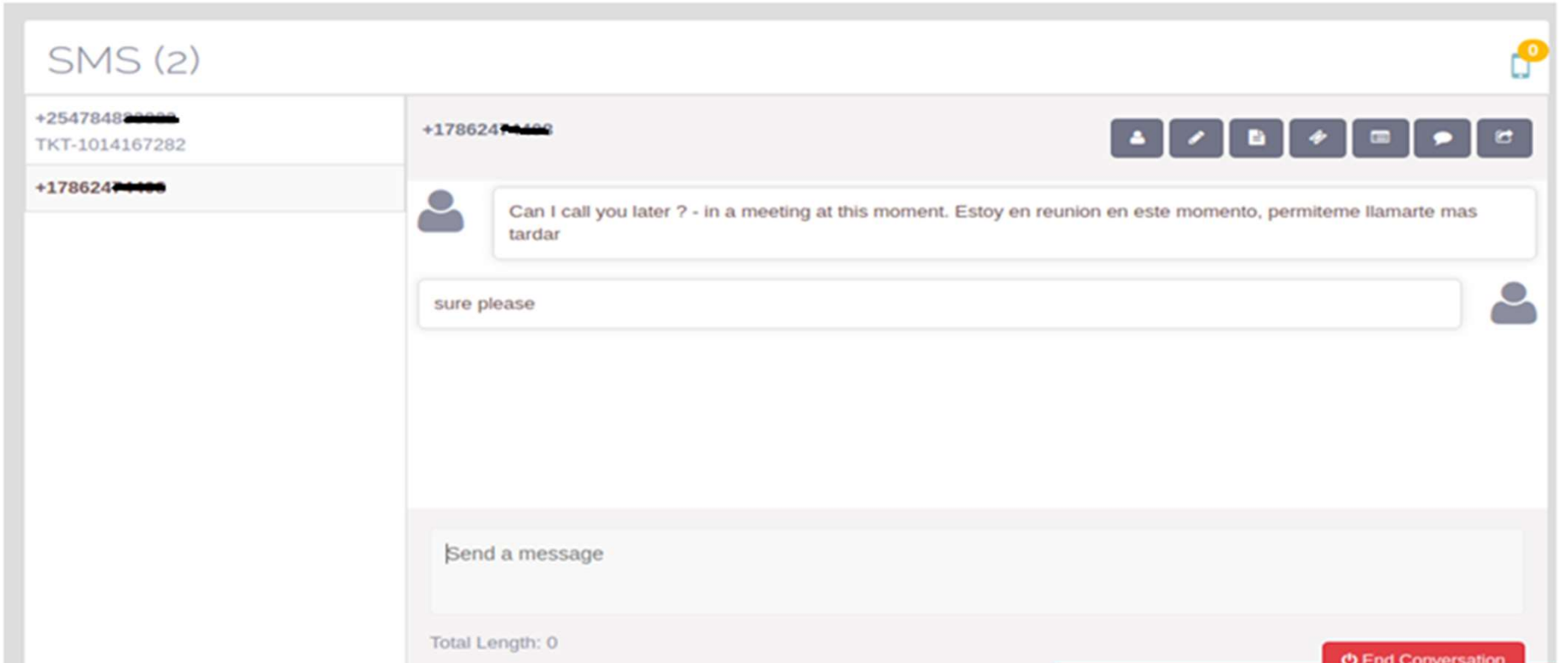
Internal Chat



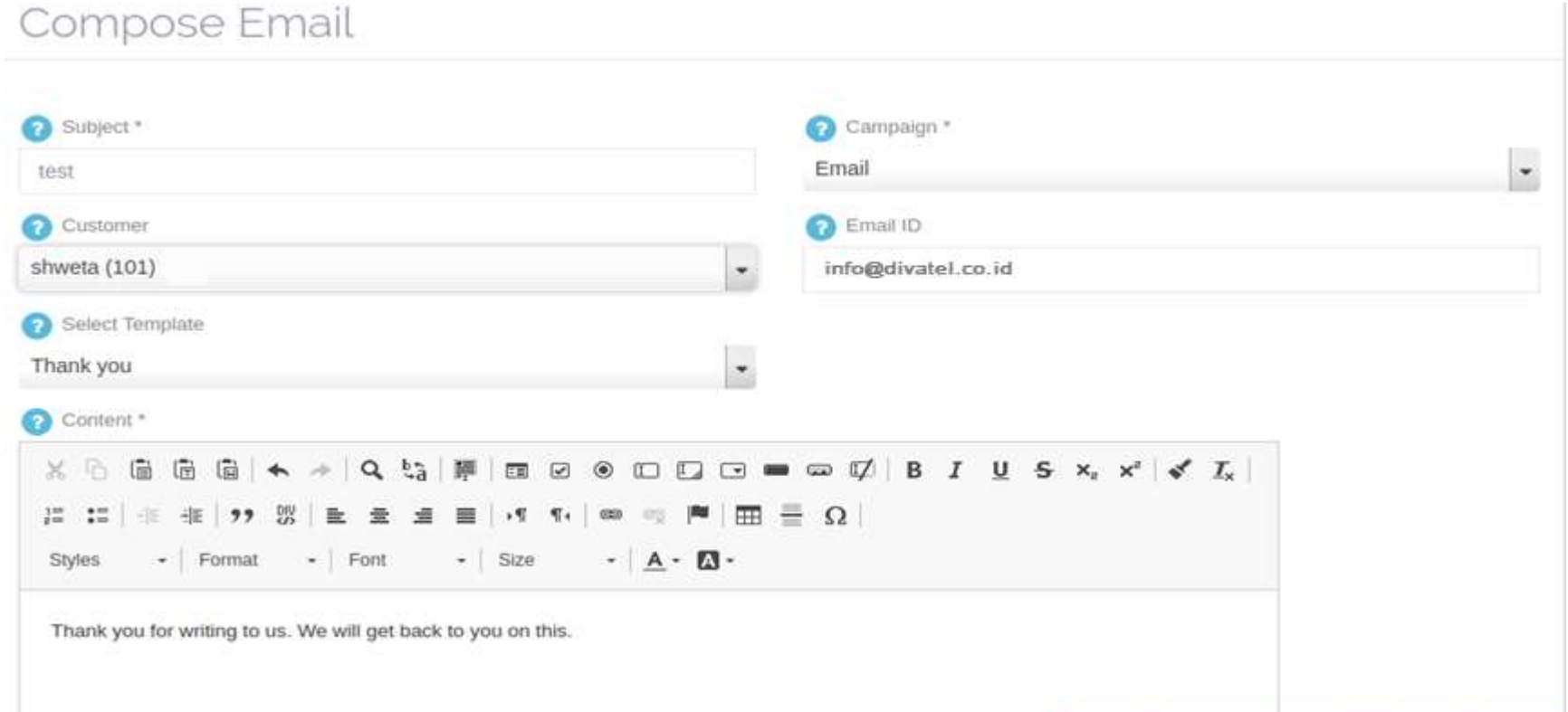
Compose SMS


Compose SMS
Campaign *
Inbound
Customer
jani ayz (7776661113)
Template
thankyou_template
Prefix
62-Indonesia
SMS Number *
7776661113
Example
62-7776661113
SMS Text
Hello, Your first name is rjani your & last name is ayz. Your contact no is 7776661113 your email ID is info@divatel.co.id
Date is 2019-12-11 . Your Account Number 12345678.
Total Length: 176
Send

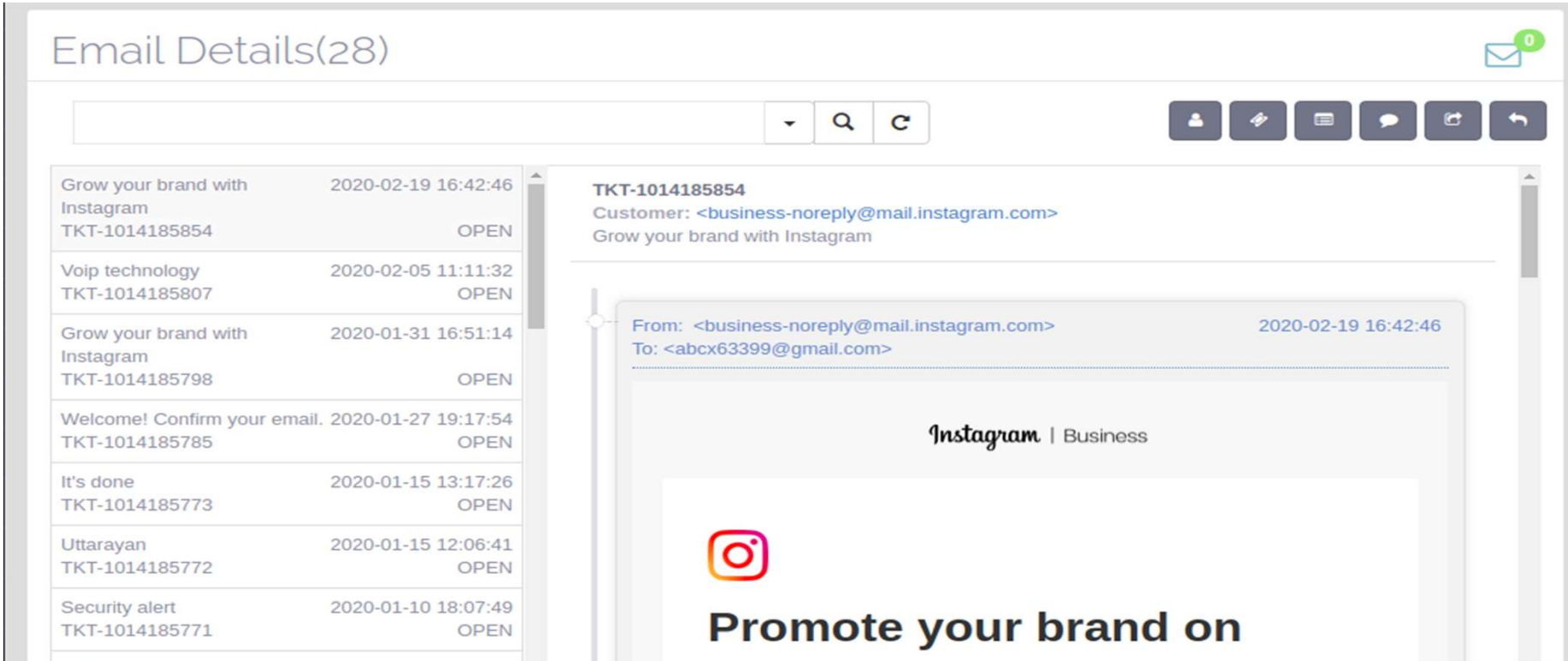
Incoming SMS Request



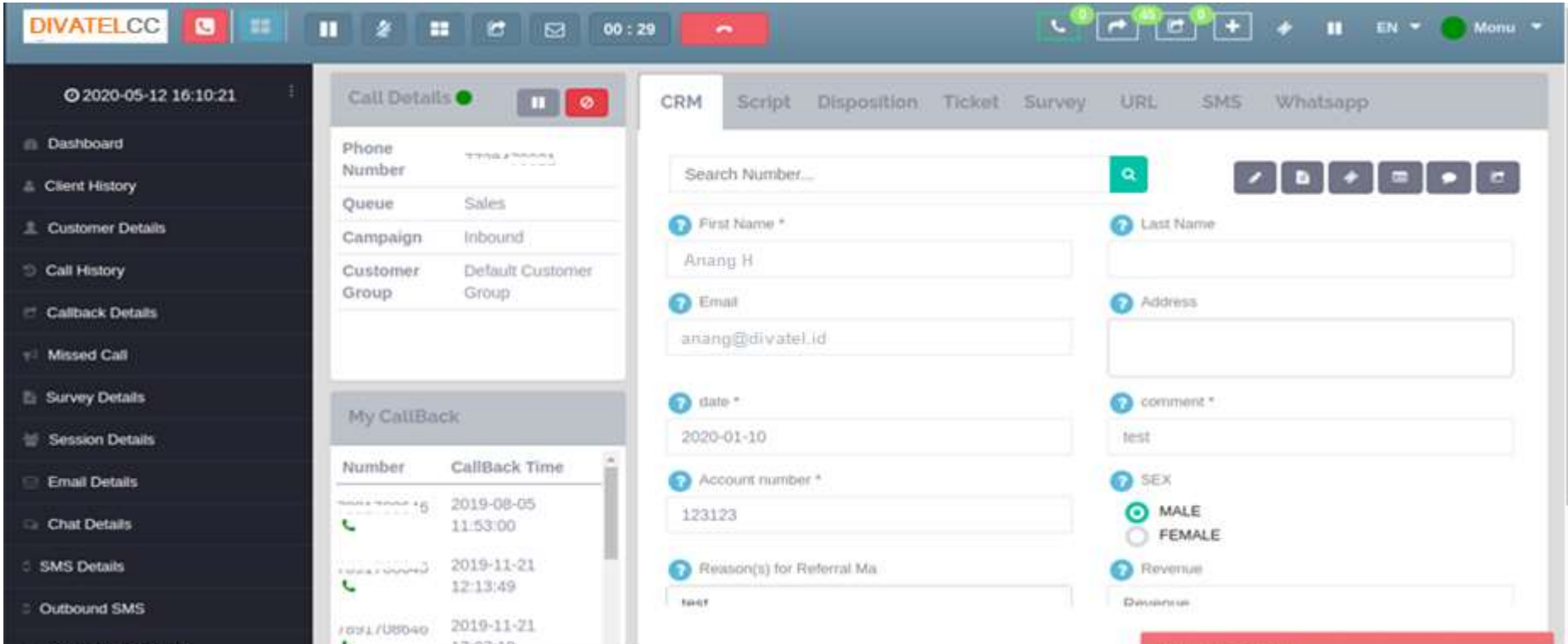
Compose Email



Inbound Email Request



Customer Details & Inbuilt Web Phone



Call Transfer Feature on Agent Panel

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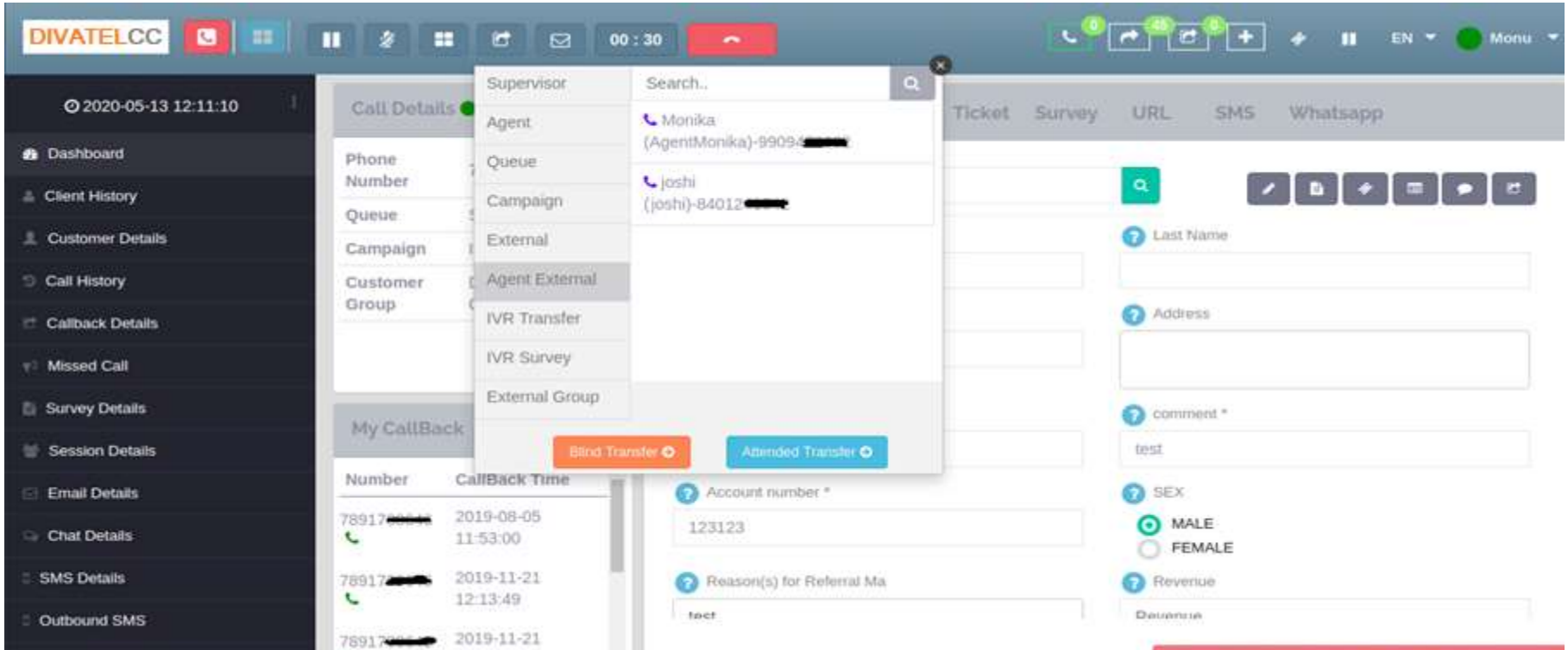
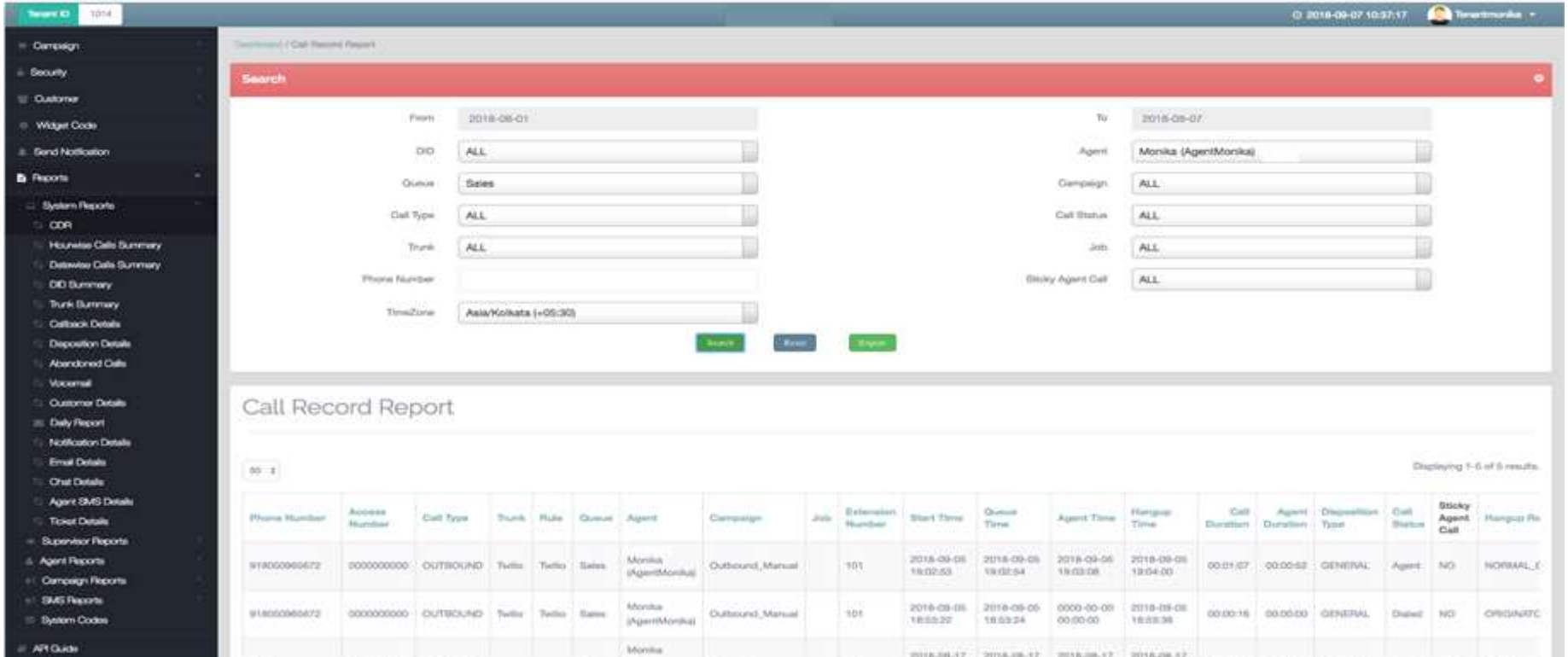


CDR Report


Campaign
Security
Customer
Widget Code
Send Notification
Reports
System Reports
CDR
Hourwise Calls Summary
Datewise Calls Summary
DID Summary
Trunk Summary
Callback Details
Disposition Details
Abandoned Calls
Voicemail
Customer Details
Daily Report
Notification Details
Email Details
Chat Details
Agent SMS Details
Ticket Details
Supervisor Reports
Agent Reports
Campaign Reports
SMS Reports
System Codes
API Guide
Search
From
2018-09-01
To
2018-09-07
DID
ALL
Agent
Monika (AgentMonika)
Queue
Sales
Campaign
ALL
Call Type
ALL
Call Status
ALL
Trunk
ALL
Job
ALL
Phone Number
Sticky Agent Call
ALL
TimeZone
Asia/Kolkata (+05:30)
Call Record Report

Our Clients

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Redefine Communication

Balai Sertifikasi Elektronik

nielsen

POLLUX CHADSTONE

PUSAT PELAPORAN DAN ANALISIS TRANSAKSI KEUANGAN
PPATK

ROSE BRAND

THE GOLDEN TREES
honey wine

Thank You

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