

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.

OUR VISION

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

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.

OUR MISSION

OUR VALUES

D I V A T E L



Dedication



Integrity



Versatility



Ambitious



Transparency



Equity



Legacy

DIVACC CLOUD

Omnichannel Contact Center On Cloud

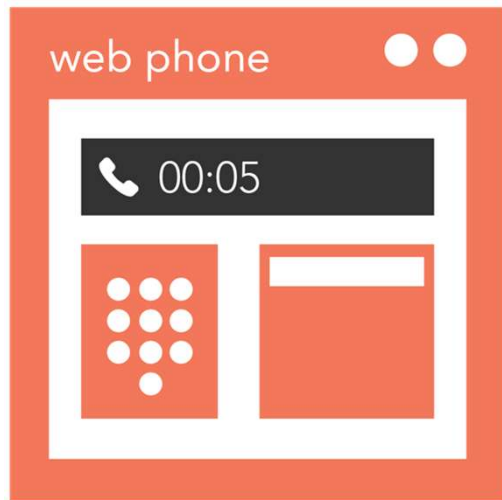


Highlights

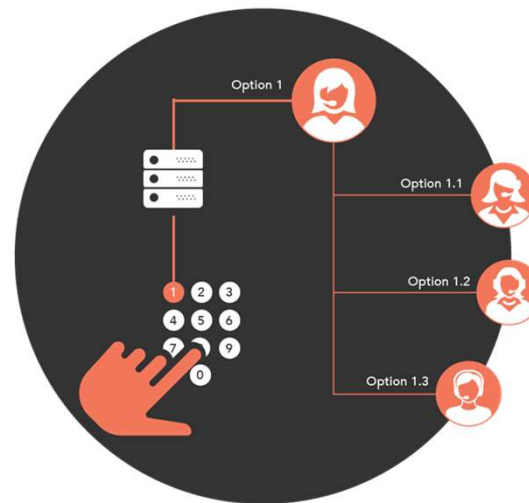
Omnichannel

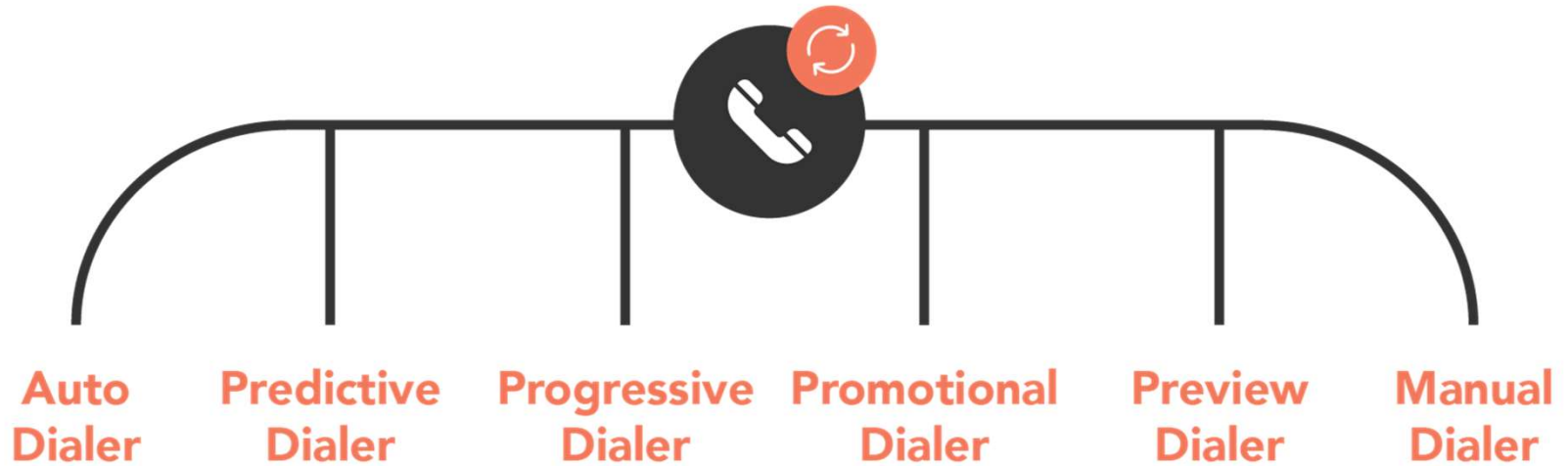


Inbuilt WebRTC Webphone

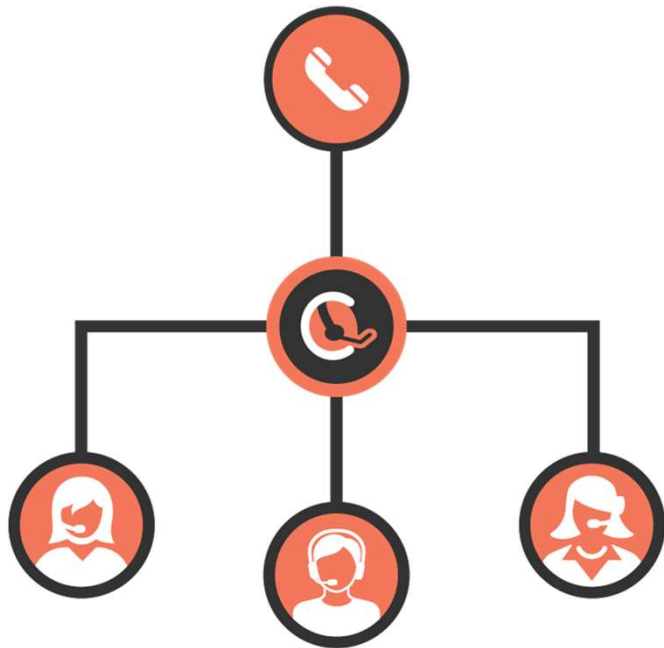


Multi-level IVR

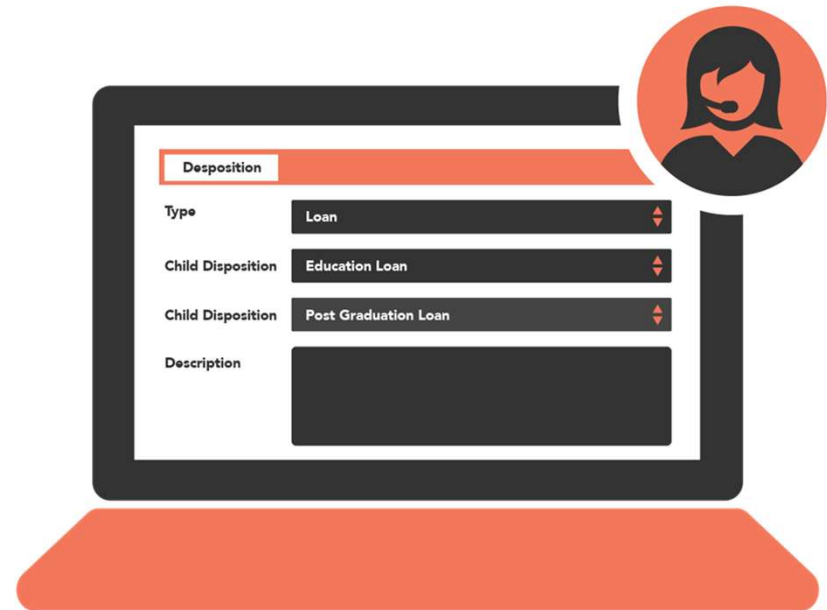




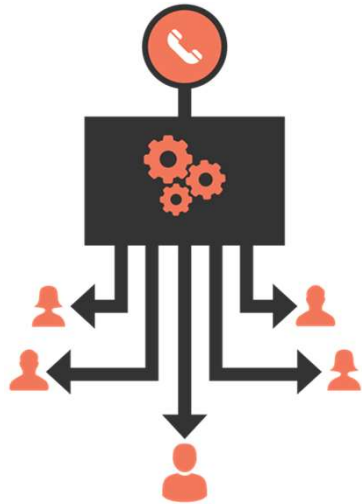
Skill Based Mapping



Multi-level Disposition



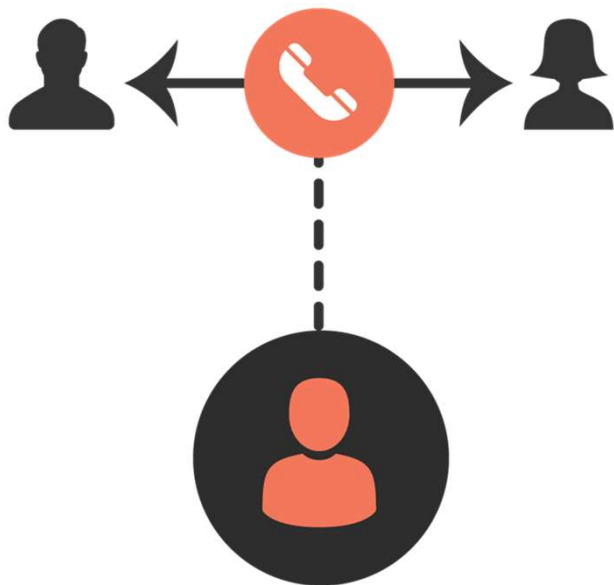
Automated Call Distribution (ACD)



Remote Agent



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



Real-time Analytics & Reports



Third Party Software Integration



DIVACC CLOUD Features

- ✓ 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

- ✓ 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



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.

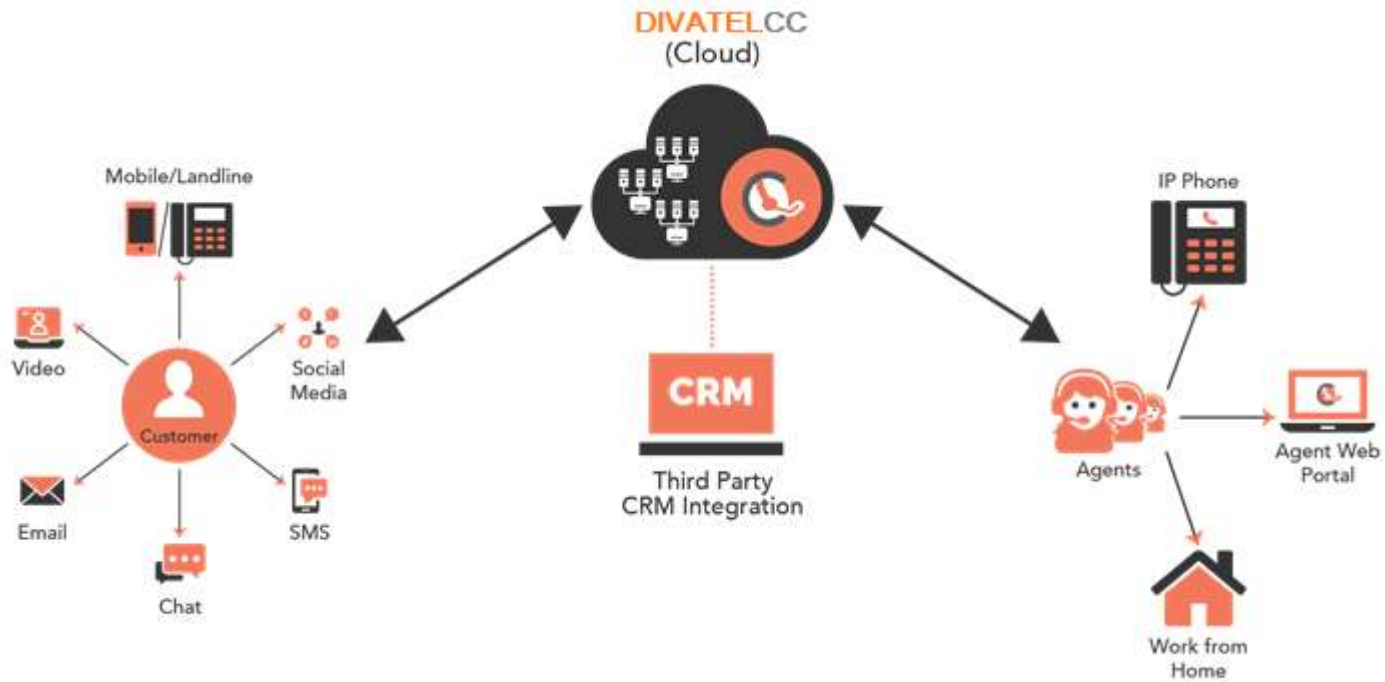


SMS BROADCASTING

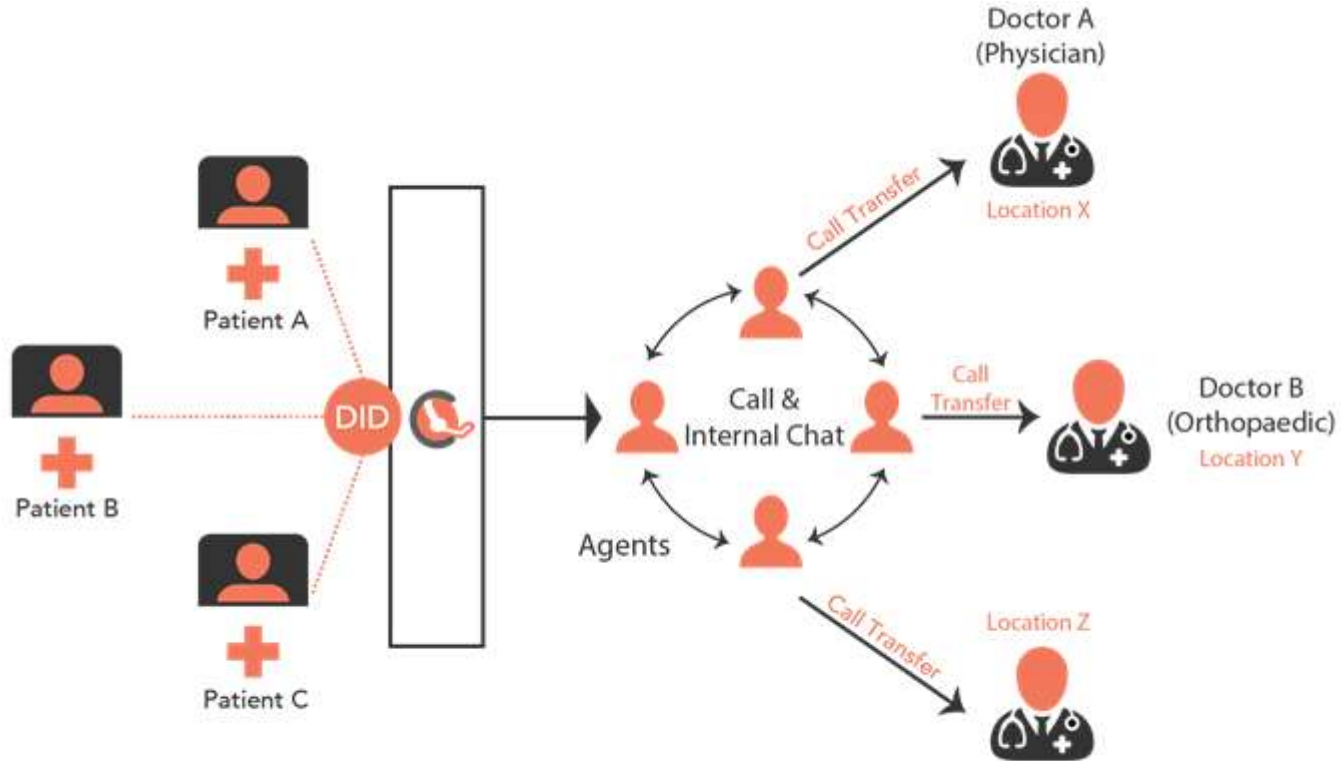
SMS broadcasting functionality admin can create the SMS campaign and type the text which they wants to broadcast to their customers.

Architecture

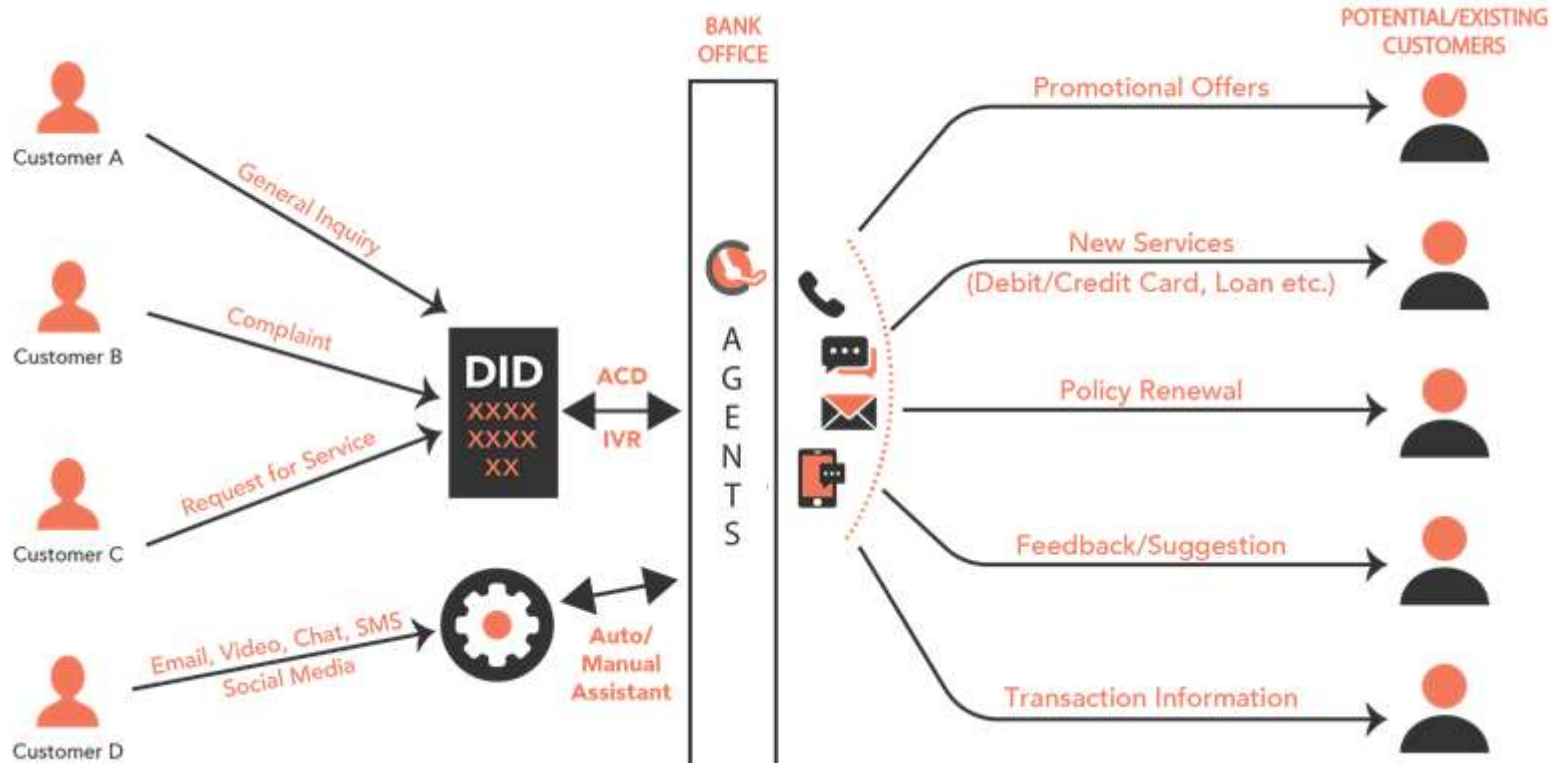
Generic Use-case Scenario



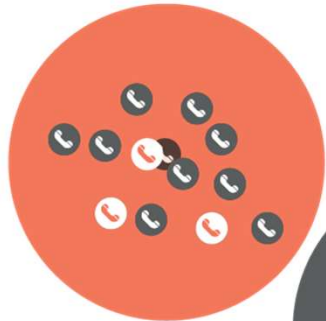
Healthcare Industry Use-case Scenario



Banking Industry Use-case Scenario



DIVATELCC Strengths



1000+
Concurrent
Calls

250+
Agents



Secure

Easy
Deployment



Attractive
UI /UX

Product
Customization



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.

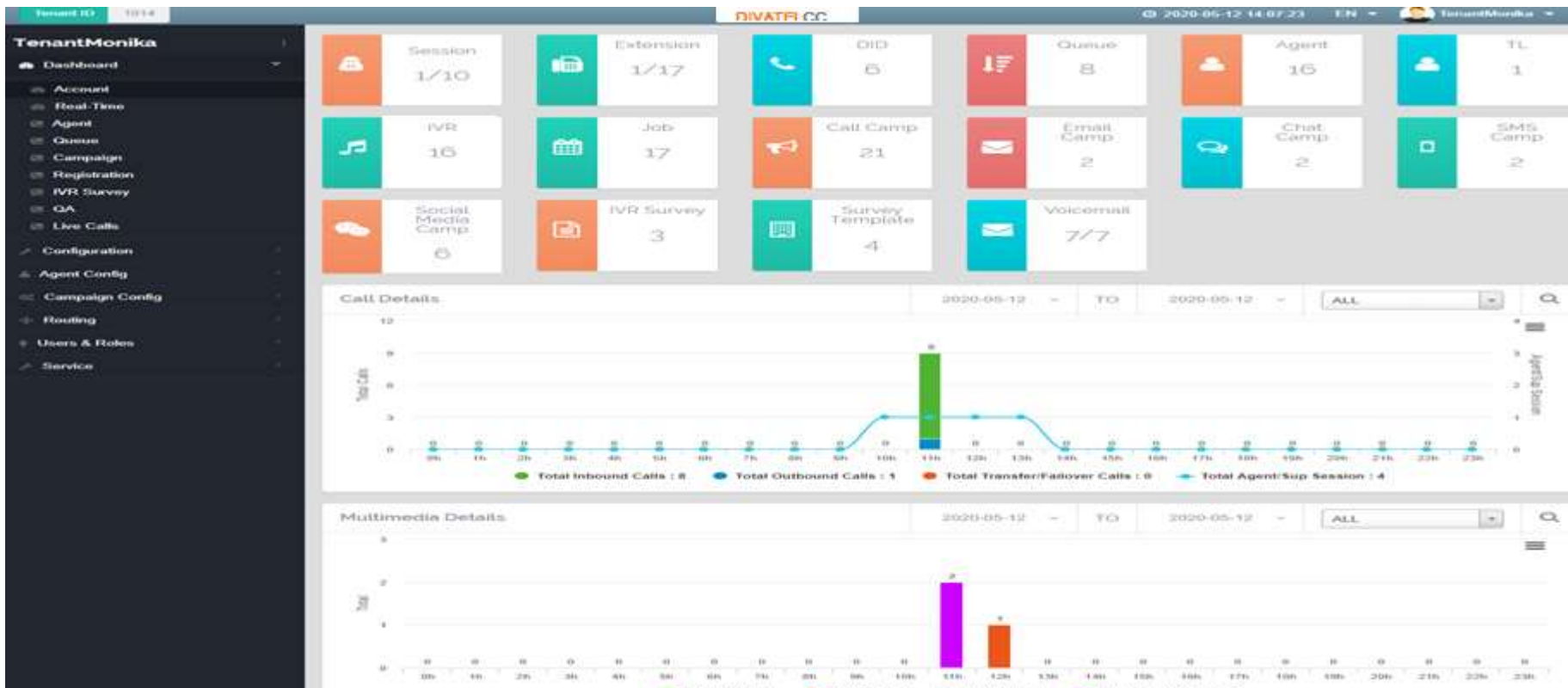
- **Support Timings**

- 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.

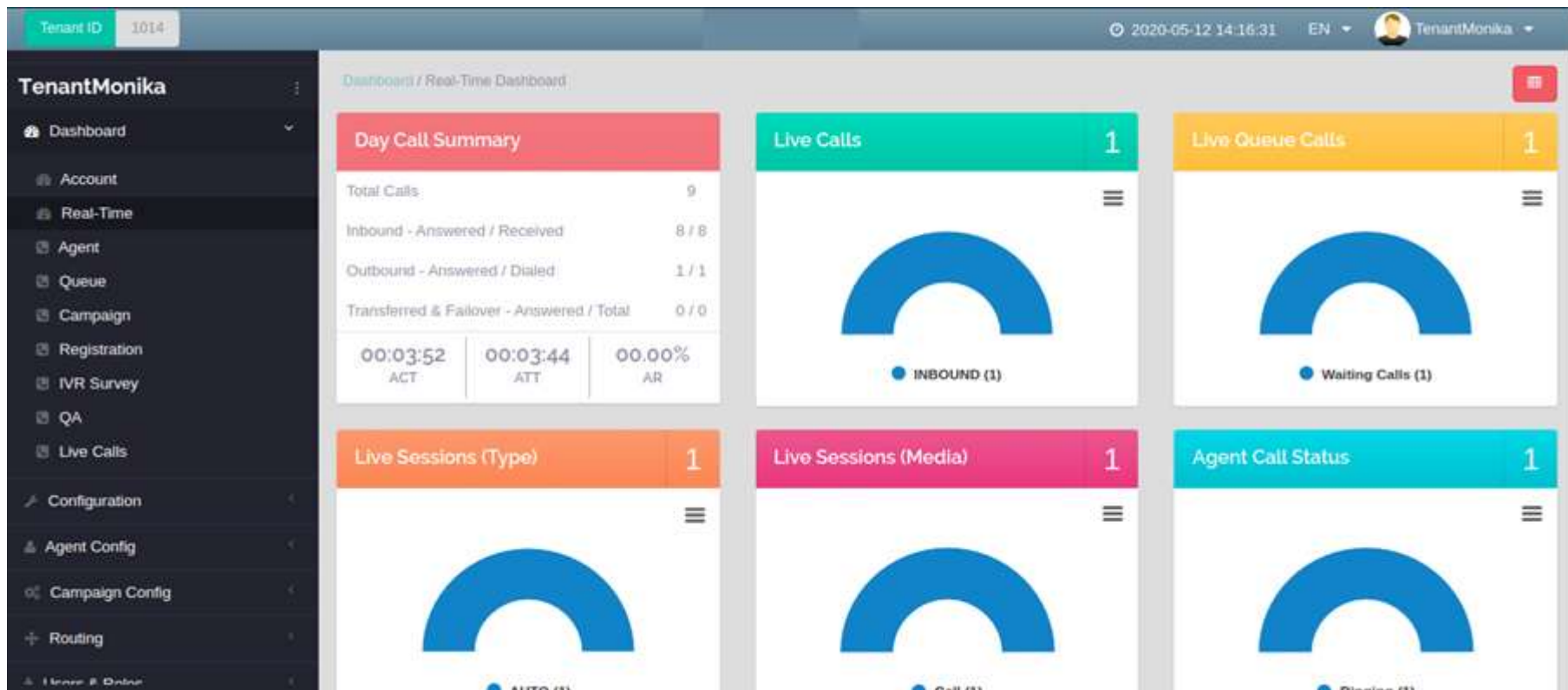
- **Support and Maintenance Details**

- 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




DIVATELCC   Waiting For Call...      EN  SupMonika...

2020-05-12 14:28:33

- Dashboard
- Real-Time
- Agent
- Queue
- QA
- Live Calls
- Client History
- Customer Details
- Call History
- Callback Details
- Missed Call
- Session Details
- Agent

Critical **Warning** All Queue All Agent 

Live Calls : 1

Audit Action	Phone No	Call Type	DID	Trunk	Rule	Destination	Destination Name	Queue	Agent	Call Start Time	Call Queue Time	Call Agent Time	Call Duration	Agent Duration
  	7700170021	INBOUND	7700170046	-	-	QUEUE	-	Sales	Monu (Monu)	2020-05-12 14:28:02	2020-05-12 14:28:02	2020-05-12 14:28:12	00:00:34	00:00:24

2020-05-12 14:26:56



monikatl

Dashboard / Account Dashboard

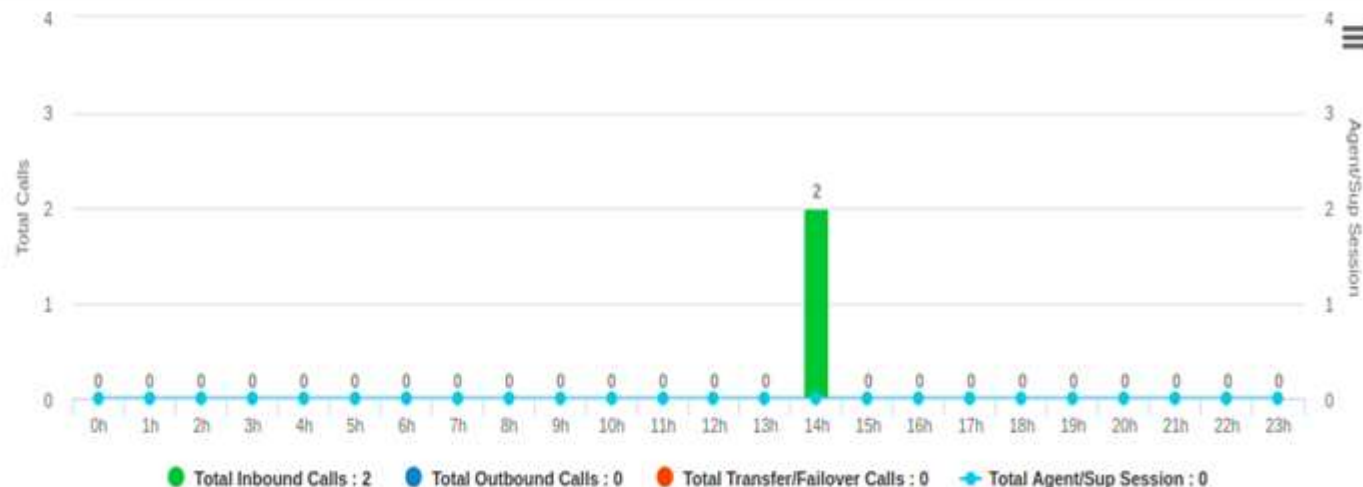
Call Details

2020-05-12

TO

2020-05-12

ALL



● Total Inbound Calls : 2 ● Total Outbound Calls : 0 ● Total Transfer/Failover Calls : 0 ● Total Agent/Sup Session : 0

Dashboard

Account

Real-Time

Agent

QA

Live Calls

QA

Send Notification

Agent

Reports

Add New Call Campaign

General Settings

? Name *
Inbound_Call_Campaign

? Customer Group *
Support_customer

? TimeZone
Asia/Bangkok (+7:00)

? Description
Inbound Campaign

? 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)

Add New Call Campaign

General Settings

? Name *
outbound_Call_Campaign

? Customer Group *
Support_customer

? Language *
ENGLISH

? Description
outbound Campaign

Call Settings

? Type *
OUTBOUND

? Default Activity *
Queue

? Activity Name
support

? Dialer *
AUTO

? Dial Rule
x agent campaign rule

Caller ID Settings

? Caller ID Type
Random

? Caller ID *
ANI_support

? Caller ID Name
DIVATEL

Add New Call Campaign

General Settings

? Name *

Blended_call_campaign

? Customer Group *

Support_customer

? TimeZone

Asia/Bangkok (+7.00)

? Description

Blended_call_campaign

? Language *

ENGLISH

Call Settings

? Type *

BLENDED

? Default Activity *

Queue

? Activity Name

support

? Weekoff Activity

Voicemail

? Weekoff Activity Name

Platform-9001

? Dialer *

AUTO

? Dial Rule

× agent campaign rule

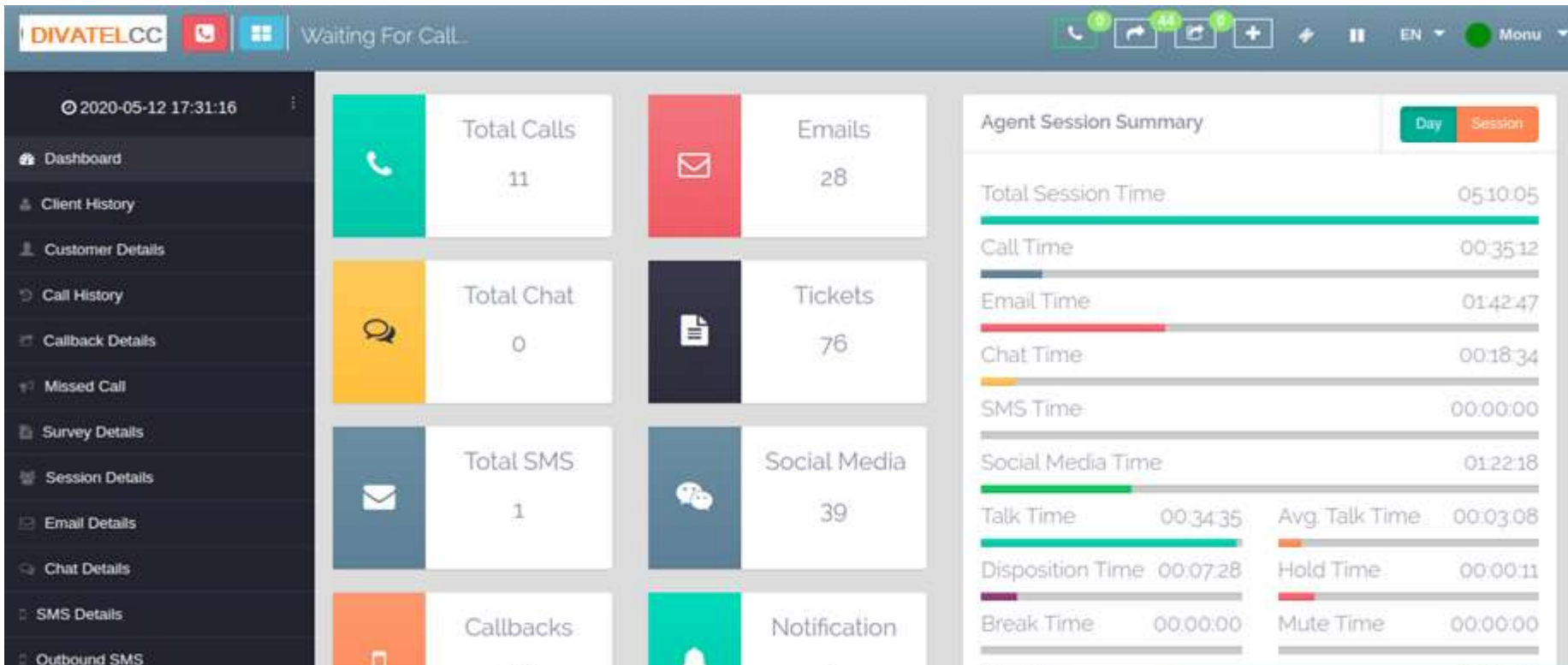
? Holiday Activity

Agent

? Holiday Activity Name

dhika 9001 (9001)

Agent Panel Dashboard



DIVATELCC   Waiting For Call...       EN  Menu

- 2020-05-11 16:55:41
- Dashboard
- Client History
- Customer Details**
- Call History
- Callback Details
- Missed Call
- Survey Details
- Session Details
- Email Details
- Chat Details
- SMS Details
- Outbound SMS

Customer Details

Add New +










First Name	<input type="text" value="First Name"/>	Type	General
Contact No	<input type="text" value="Contact No"/>		
Customer Group	Default Customer Group	Select Campaign	Outbound_Manual
CRM Custom Field	ALL	CRM Custom Value	
<input type="button" value="Search"/>		<input type="button" value="Reset"/>	

15

Displaying 1-25 of 27 results.

	First Name	Last Name	Contact No	Address	Email ID	Agent	Priority	date	com
	Arief		1234			-	LOW	2019-08-20	abcc

Agent Panel Survey Details



DIVATELCC   Waiting For Call... 0 44 0       EN  Menu

Survey Details

From: 2020-05-13 00:00 To: 2020-05-13 23:00


Survey Template: feedback Campaign: Select


15 Displaying 1-1 of 1 result.

Call ID	Phone Number	Survey Template	Campaign	Created Time	
 	83081	0090145	feedback	Outbound_Manual	2020-05-13 10:42:39
Survey Questions			Survey Answer		
When did the representative respond to you?			Immediately		
When did you approached ?			2020-05-15		
demo			YES		







Agent Panel Ticket Details

DIVATELCC















Waiting For Call...

EN Monu

- Customer Details
- Call History
- Callback Details
- Missed Call
- Survey Details
- Session Details
- Email Details
- Chat Details
- SMS Details
- Outbound SMS
- Social Media Details
- Outbound Whatsapp

	Ticket ID	Ticket Subject	Agent	Queue	Ticket Source	Status	Disposition	Category
	TKT-1014186072	testing	Monu (Monu)	-	CALL	IN PROGRESS	loan2	Emergency >> Important client >> demo >> VIP
	TKT-1014186066	customer quires	Monu (Monu)	-	CALL	IN PROGRESS	Issue regarding calls	Emergency >> Important client >> demo >> VIP
	TKT-1014186031	kabir issue	Monu (Monu)	-	CALL	IN PROGRESS	Issue regarding calls	Emergency >> Important client >> demo >> VIP
	TKT-1014186002	call	Monu (Monu)	-	CALL	IN PROGRESS	issue regarding calls	Emergency >> Important client >> demo >> VIP
	TKT-1014185992	rushi issue	Monu (Monu)	-	CALL	IN PROGRESS	Issue regarding calls	Emergency >> Important client >> demo >> VIP
	TKT-1014185989	test	Monu (Monu)	-	CALL	IN PROGRESS	issue regarding	Emergency >> Important client >> demo >> VIP

Social Media (43)

Nidhi 2391528610956027 TKT-1014185129	demo Customer: demo Channel : FACEBOOK (Test Page) Post : demo post for demo session
Nidhi 2391528610956027 TKT-1014185127	 demo post for demo session
Nidhi 2391528610956027 TKT-1014185126	Reply for the demo post 
Rushi 3895883683762470 TKT-1014185099	 Hello Testtt
918980035588 TKT-1014185040	 Hello there
918980035588 TKT-1014185039	Hello there 123456 
	Send a message

Social Media (44)

17567808686

TKT-101418607

1971435047

TKT-1014185980

1898003558

TKT-1014185979

1971435047

TKT-1014185978

1971435047

TKT-1014185974

28151070400

TKT-1014185958

Prashan

1359042164439

TKT-1014185905

Prashan

13590421644399

917567808686

Channel : WHATSAPP (Whatsapp DIVATEL 1)



Hello



Hello I hope everything is fine.



Yes



I want to inquire about product

Which product you want to see.

Send a message



Social Media (43)

TKT-1014185832

1971435047

TKT-1014185829

1971435047

TKT-1014185816

DIVATEL

.78414285827329

TKT-1014185806

DIVATEL

_78414285827329

TKT-1014185805

DIVATEL

.784142858273293

TKT-1014185796

1756780868

TKT-1014185784

6281510704000

TKT-1014185783

Channel : INSTAGRAM (Voice)



Hello



Hello Team

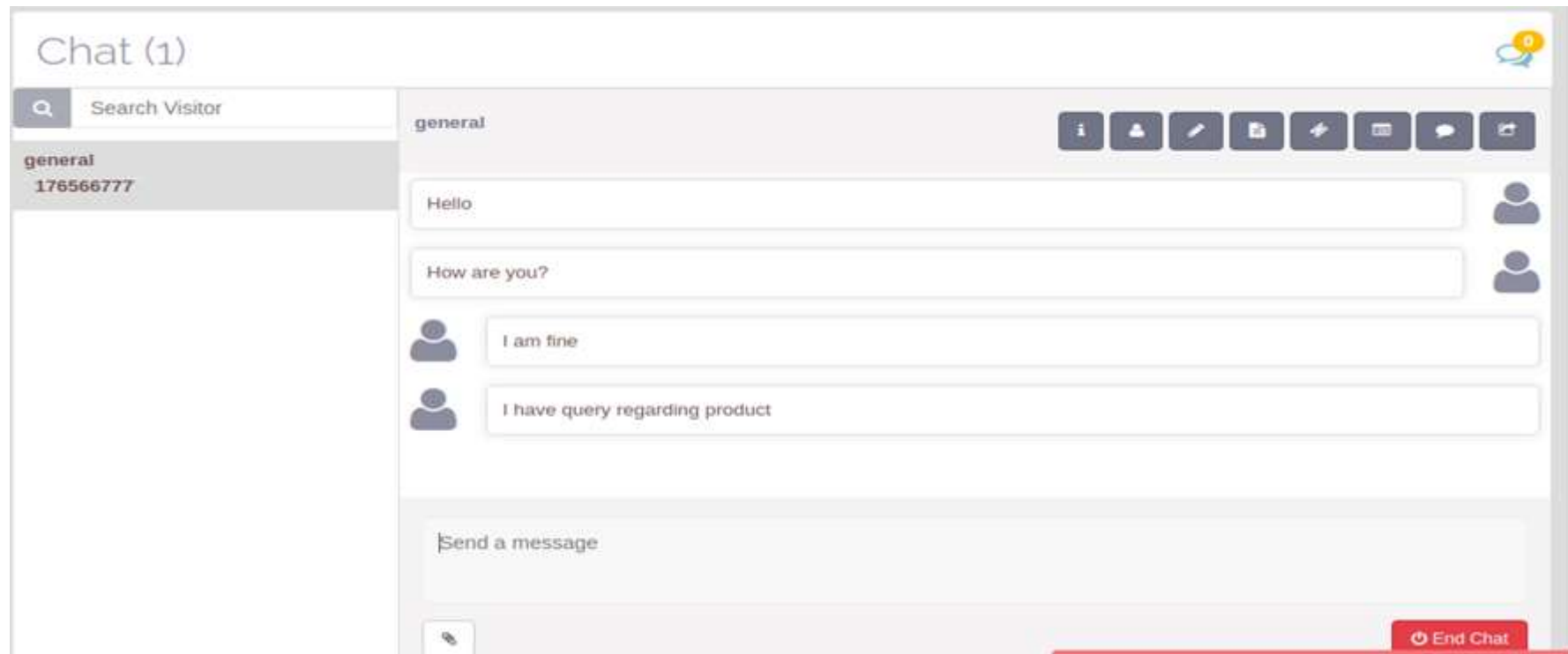


@divatel yes team

Send a message



Customer Chat Agent Panel View



The screenshot displays a chat agent panel interface. At the top left, the title "Chat (1)" is shown. Below it is a search bar labeled "Search Visitor". A sidebar on the left lists a chat session with the name "general" and the phone number "176566777". The main chat area features a header with the name "general" and a row of icons for chat functions. The message history shows a sequence of messages: "Hello", "How are you?", "I am fine", and "I have query regarding product". At the bottom, there is a text input field with the placeholder "Send a message" and a red "End Chat" button.

Chat (1)

Search Visitor

general
176566777

general

Info, Add, Edit, Delete, Refresh, Send, End Chat icons

Hello

How are you?

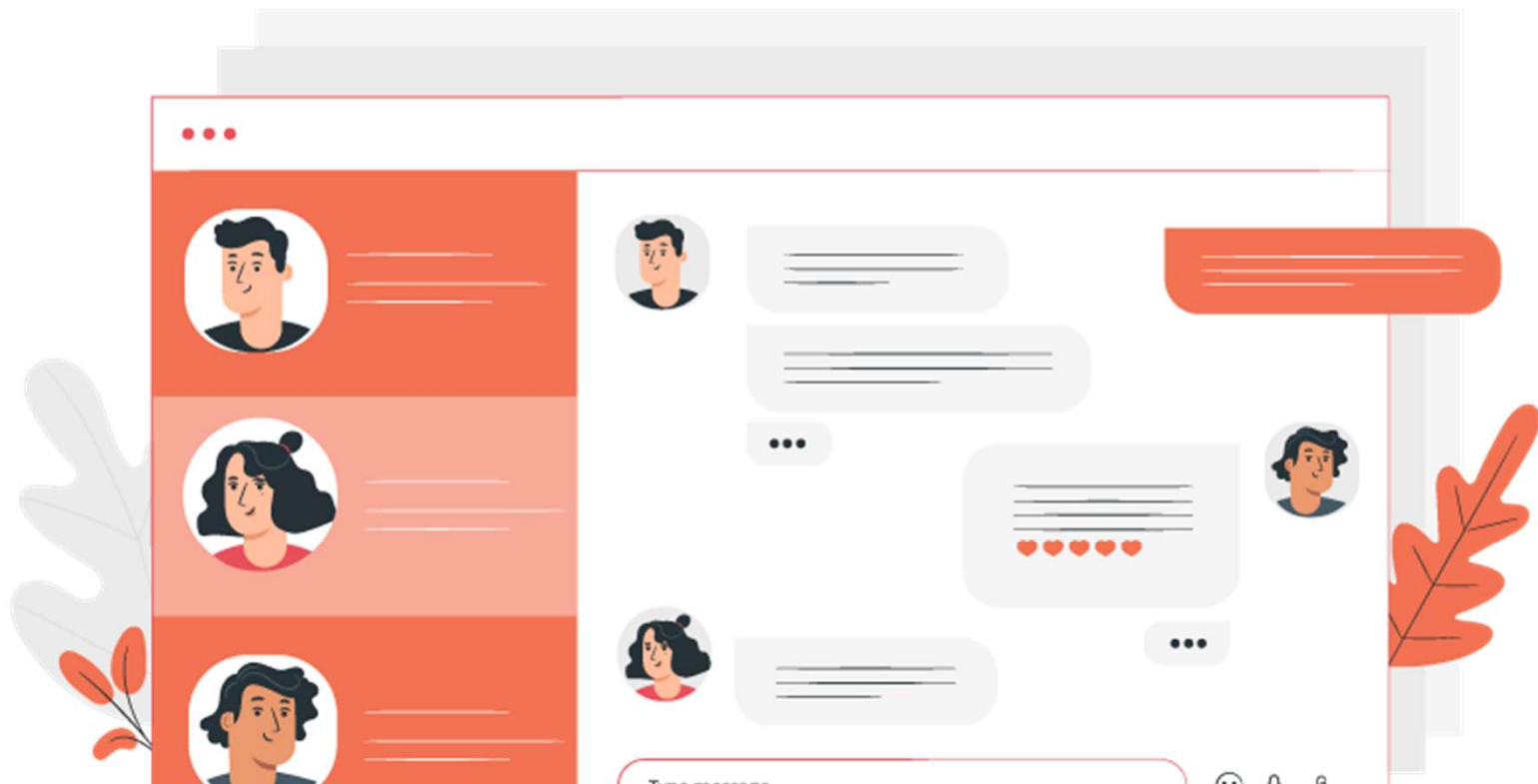
I am fine

I have query regarding product


Send a message

End Chat

Customer chat Visitor view





Internal Chat (5)


 Search Agent


- Monika
AgentMonika
- mona
mona
- Shweta
SupervisorMonika
- Ghanshyam
AgentGS
- Shweta
SupMonikaV**


Shweta

Hello Team 


 I hope every thing is fine.


yes I need some pdf file 

 which pdf file you want?

Product Information file 

Send a message



 End Chat

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

SMS (2)

+2547848[REDACTED]
TKT-1014167282

+178624[REDACTED]

+178624[REDACTED]



Can I call you later ? - in a meeting at this moment. Estoy en reunion en este momento, permiteme llamarte mas tardar

sure please



Send a message

Total Length: 0

End Conversation

Compose Email

? Subject *

test

? Customer

shweta (101)

? Select Template

Thank you

? Content *



Styles - | Format - | Font - | Size - | **A** - **A** -

Thank you for writing to us. We will get back to you on this.

? Campaign *

Email

? Email ID

info@divatel.co.id

Email Details(28)



Grow your brand with Instagram TKT-1014185854	2020-02-19 16:42:46	OPEN
Voip technology TKT-1014185807	2020-02-05 11:11:32	OPEN
Grow your brand with Instagram TKT-1014185798	2020-01-31 16:51:14	OPEN
Welcome! Confirm your email. TKT-1014185785	2020-01-27 19:17:54	OPEN
It's done TKT-1014185773	2020-01-15 13:17:26	OPEN
Uttarayan TKT-1014185772	2020-01-15 12:06:41	OPEN
Security alert TKT-1014185771	2020-01-10 18:07:49	OPEN

TKT-1014185854

Customer: <business-noreply@mail.instagram.com>

Grow your brand with Instagram

From: <business-noreply@mail.instagram.com>
To: <abcx63399@gmail.com>

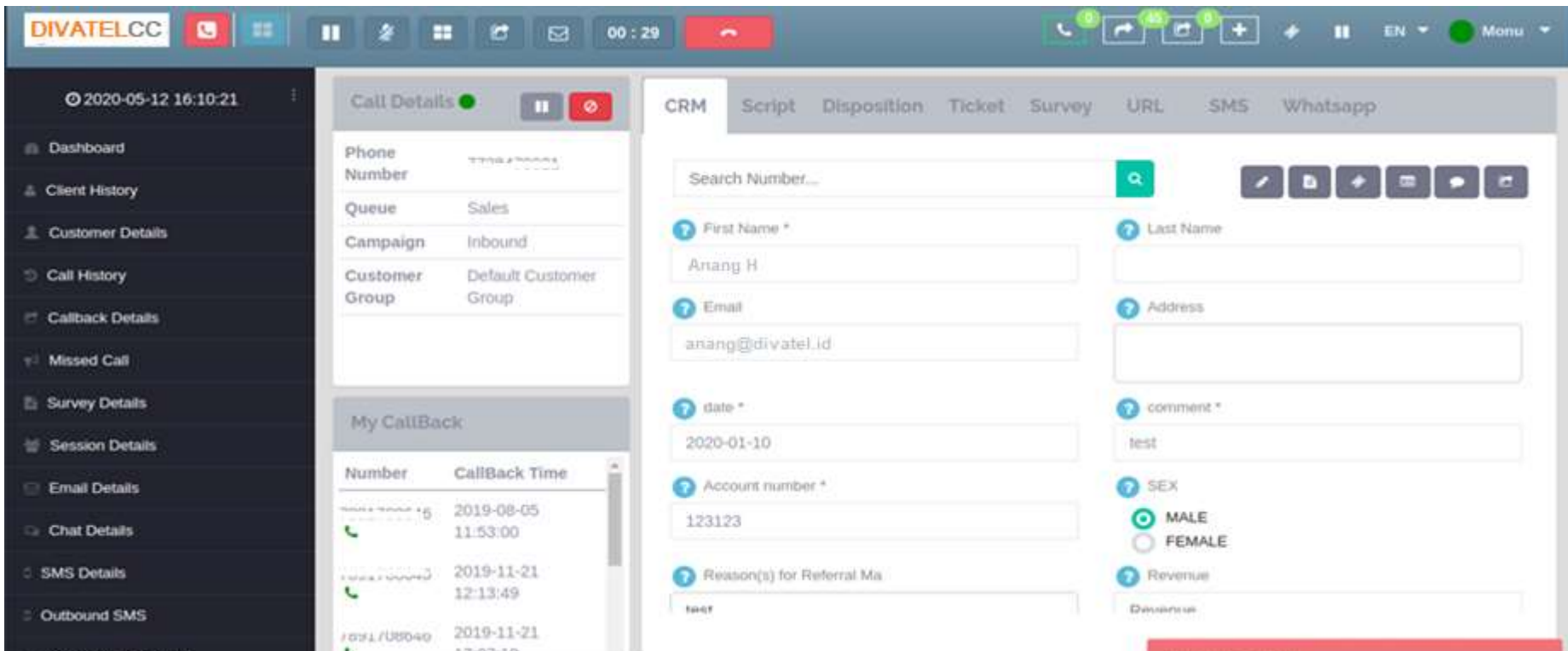
2020-02-19 16:42:46

Instagram | Business



Promote your brand on

Customer Details & Inbuilt Web Phone

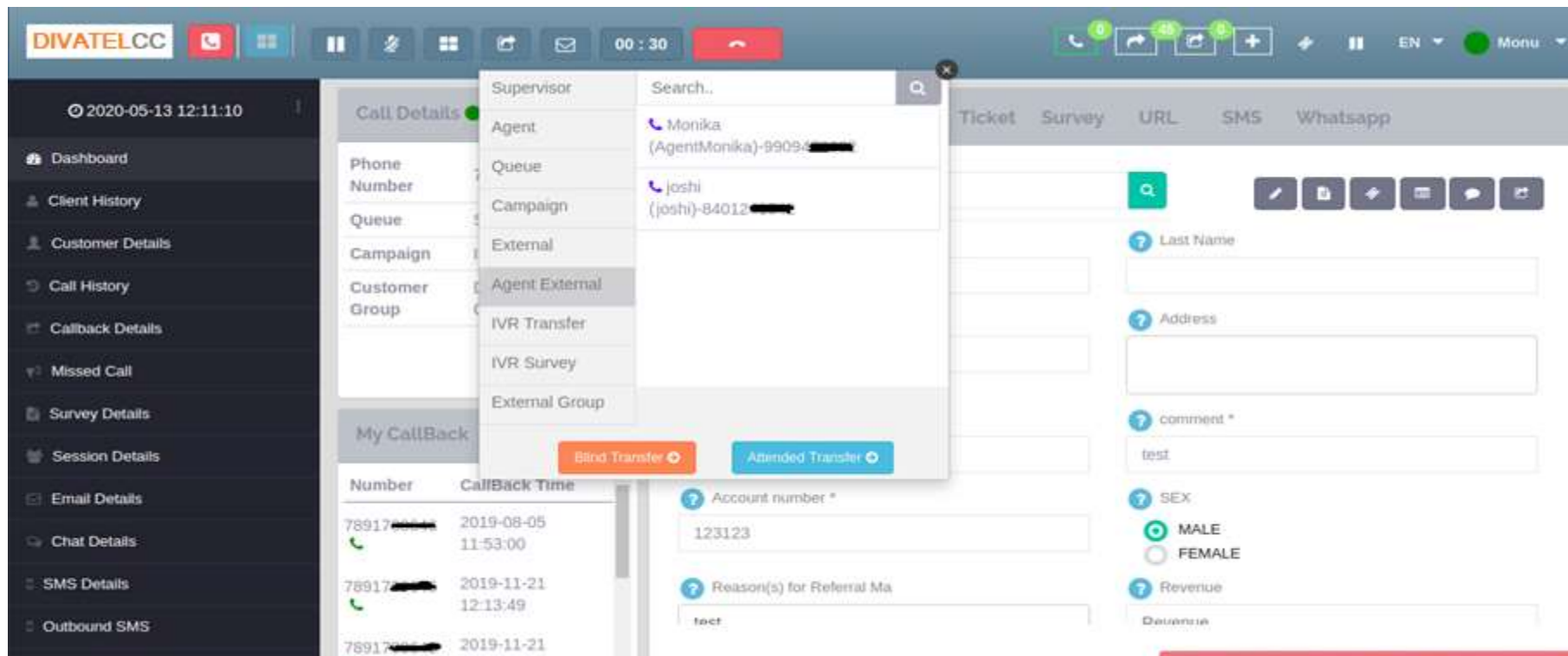


The screenshot displays the Divatel CRM interface. At the top, there is a header bar with the company name 'DIVATELCC', a status bar showing '00 : 29', and various call control icons. The left sidebar contains a navigation menu with options like Dashboard, Client History, Customer Details, Call History, Callback Details, Missed Call, Survey Details, Session Details, Email Details, Chat Details, SMS Details, and Outbound SMS. The main content area is divided into several sections:

- Call Details:** Shows information for a specific call, including Phone Number, Queue (Sales), Campaign (Inbound), and Customer Group (Default Customer Group).
- My CallBack:** A table listing callback records with columns for Number and CallBack Time.
- CRM Form:** A form for entering customer details, including fields for First Name (Anang H), Email (anang@divatel.id), Last Name, Address, date (2020-01-10), comment (test), Account number (123123), and Reason(s) for Referral (test). There are also radio buttons for SEX (MALE/FEMALE) and a Revenue field.

Number	CallBack Time
0815110000005	2019-08-05 11:53:00
0815110000003	2019-11-21 12:13:49
0815110000040	2019-11-21 12:02:00

Call Transfer Feature on Agent Panel



The screenshot displays the Divatel agent interface. At the top, there's a header with the logo 'DIVATELCC', a status bar showing '00:30', and various call control icons. A left sidebar contains navigation options like Dashboard, Client History, Customer Details, Call History, Callback Details, Missed Call, Survey Details, Session Details, Email Details, Chat Details, SMS Details, and Outbound SMS. The main area is divided into 'Call Details' and 'My CallBack' sections. A 'Call Details' popup is open, showing a search bar and a list of agents: 'Monika (AgentMonika)-9909...' and 'Joshi (joshi)-84012...'. Below the list are buttons for 'Blind Transfer' and 'Attended Transfer'. The background shows a form with fields for 'Last Name', 'Address', 'comment *', 'Account number *', 'Reason(s) for Referral Ma', 'SEX' (MALE/FEMALE), and 'Revenue'.

Call Details

Supervisor	Search..
Agent	Monika (AgentMonika)-9909-██████
Queue	Joshi (joshi)-84012-██████
Campaign	
External	
Agent External	
IVR Transfer	
IVR Survey	
External Group	

My CallBack

Number	CallBack Time
78917-██████	2019-08-05 11:53:00
78917-██████	2019-11-21 12:13:49
78917-██████	2019-11-21

Blind Transfer **Attended Transfer**

Form Fields:

- Account number *
123123
- Reason(s) for Referral Ma
fact
- SEX: MALE FEMALE
- Revenue
Data

Team ID: 1014
2018-09-07 10:37:17 TimestMonika

Dashboard / Call Record Report

Search

From	2018-08-01	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)		

Search
Clear
Apply

Call Record Report

Displaying 1-5 of 5 results.

Phone Number	Access Number	Call Type	Trunk	Rule	Queue	Agent	Campaign	Job	Extension Number	Start Time	Queue Time	Agent Time	Hangup Time	Call Duration	Agent Duration	Disposition Type	Call Status	Sticky Agent Call	Hangup Re
919000960672	0000000000	OUTSOUND	Telco	Telco	Sales	Monika (AgentMonika)	Outbound_Manual		101	2018-09-06 18:02:53	2018-09-06 18:02:54	2018-09-06 18:03:08	2018-09-06 18:04:00	00:01:07	00:00:52	GENERAL	Agent	NO	NORMAL_E
918000960672	0000000000	OUTSOUND	Telco	Telco	Sales	Monika (AgentMonika)	Outbound_Manual		101	2018-09-06 18:55:27	2018-09-06 18:55:24	00:00:00-00 00:00:00	2018-09-06 18:55:38	00:00:16	00:00:00	GENERAL	Done	NO	ORIGINAL
						Monika				2018-09-17	2018-09-17	2018-09-17	2018-09-17						

API Guide



Our Clients



Balai
Sertifikasi
Elektronik

nielsen
.....



POLLUX
CHADSTONE



ROSE BRAND



Thank You



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Menara Kuningan 6th Floor, Jl. HR. Rasuna Said Blok X-7 Kav.5, Jakarta Selatan 12940.



+62 21 30022777



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