KingAsterisk® Technologies

WE HELP GROW FASTER BUSINESS

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Who We Are

We are working on voip based opensource plateform since 2009, we are providing our solutions, services and supports on several solutions like Asterisk, Freeswitch, vicidial, A2billing, Freepbx, Elastix, Call Centre solutions, Hylafax Solutions, Advanced IVR, web-meetme , Cloud solution using asterisk, training on asterisk, SoundBox Dialer, voice Broadcast, GoAuto Dialer and lots more.

We are KingAsterisk Technologies where we are developing lots of voip based solutions. Software development, research and issues resolution supports are like our blood in vains, we are keep supporting to our client to achieve their goal in their own decided plateform and models.

We work hard to ensure that our company provides world-class business support services to each of our clients. Our solution-oriented vision drives us to take an extra step to deliver the most coveted results to the clients.

We offer 24×7 support to our client to make sure that their services are up and running always.

As we don't want any of the client to suffer, we have created a dedicated team to offer Asterisk Support & Services.

We Expert in

Here at Kingasterisk, we have the expertise, experience and the latest technologies to make your business communication simple, better and faster. We offer 24×7 support to our client to make sure that their services are up and running always.

|	
✓ **VICIDial Configuration**	✓ **Asterisk Installation**
✓ **Asterisk Configuration**	✓ **Dial Plan Designing**
✓ **IVR Designing**	✓ **AGI Programming**
✓ **Call monitoring and recording**	✓ **Custom API and CRM integration**
✓ **Conference System**	✓ **VICIDial Installation**
✓ **PBX Installation & Configuration**	✓ **Asterisk Configuration & Installation**

Our Solutions

❖ Call Center Dialer Solution

A call center dialer is an solution that automates the process of dialing numbers in call centers. Unlike manual dialing, it automatically dials the phone numbers pertaining to a selected list of contacts on behalf of the agents. A call center dialer, also known as an outbound dialer, connects the customer to either an IVR or to a live call center representative, thereby increasing the call connect ratio and agent talk time.
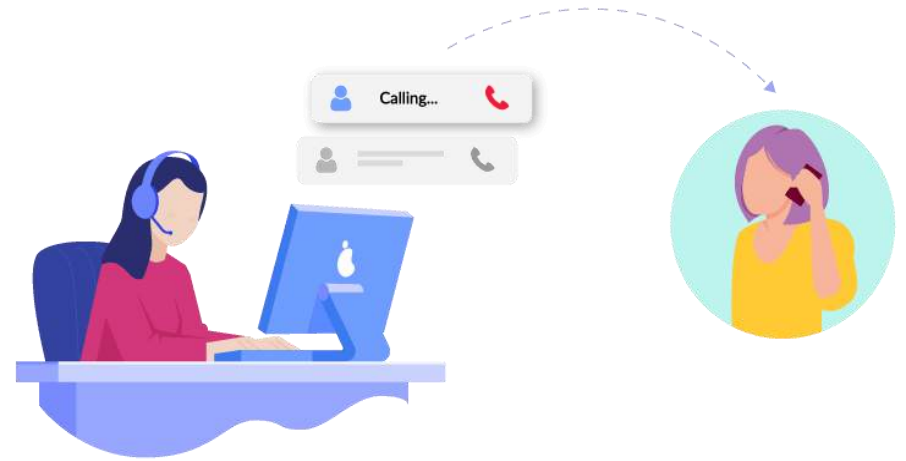
• Features •

➢ **Customized Dial Time**	➢ **Filter-Based Calling**
➢ **Inbound and Outbound Dialer**	➢ **Multiple Campaign Management**
➢ **Real-time Call Reports and Monitoring**	➢ **Call Recording**
➢ **Suit CRM Integration**	➢ **Reports & Analytics**

❖ Voice Broadcasting Solution

Voice broadcasting is a mass communication technique which you lets you send automated calls to a large number of people at once. You can use call blasting service for notifications, alerts, offers, announcements, surveys and more. Kingasterisk's Voice Broadcasting Solution Manage multiple voice campaigns seamlessly on our easy-to-use web portal. Use pre-defined message templates or customize campaign messages with our text-to-speech feature.

Features

➢ **Easy import of Contacts**

➢ **Press 1 Campaign**

➢ **Detailed Broadcast Reports**

➢ **Run Multiple Campaign**

➢ **Call Tracking**

➢ **Text-to-Speech**

➢ **Live Answer Messages**

➢ **Real-time Reporting**

➢ **Call Recording**

➢ **Speak to Live Agent**

❖ IVR Solution

Interactive Voice Response is a technology that allows a pre-recorded voice to interact with humans through voice and DTMF tones input via the keypad. Meaning, when you call, the voice on the other end will be computer-generated. You can use your phone's keyboard to create a certain outcome. Let our IVR system do more - gather information, get detailed reports of your business calls, speak to your customers, offer self-service or connect them to the right agent, both inbound and outbound campaigns.
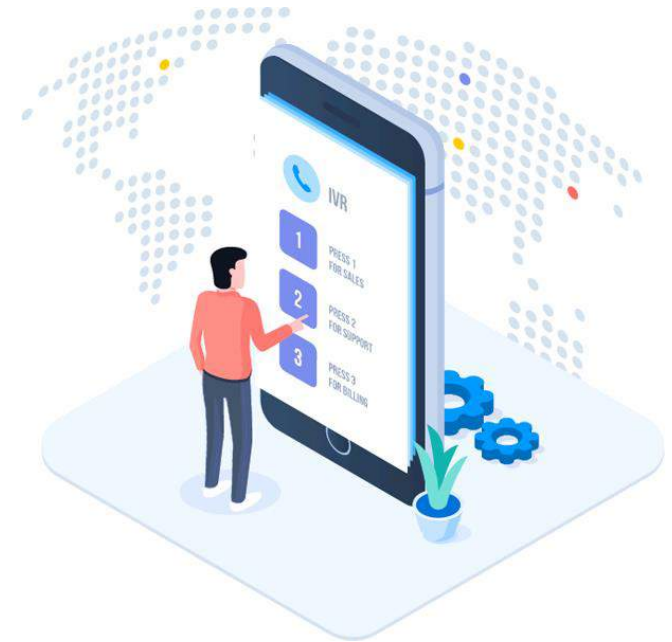
Features

➢ **Customized, web-based admin panel**

➢ **Multi-level IVR**

➢ **Unlimited Call Recording**

➢ **CRM Integration**

➢ **Intelligent Call Routing**

➢ **Call Recording**

➢ **Increase Customer Service**

➢ **24*7 Availability**

❖ VOIP Billing Solution

The KingAsterisk Technologies VoIP server built-in billing was designed with carrier grade customers in mind. We offer a complete suite of billing and switching solutions that support the whole range of common VoIP business models. VoIP billing solutions include detailed analytics, flexible billing cycles, customer self-care, DID management, and prepaid and postpaid billing services. Beyond simple origination and termination charges, VoIP billing solutions can assist VoIP providers in better handling more sophisticated billable.

Features

- ➢ **Easy Customization**
- ➢ **Automatic Generate Invoicing**
- ➢ **Real-time Call Management**
- ➢ **Customer-interface Management**

- ➢ **Multiple Currencies**
- ➢ **Performance Reporting**
- ➢ **Real-time Billing**
- ➢ **Scalable**

❖ IPPBX Solution

In simple words, IP PBX/ VoIP PBX, is a telephone switching system within an enterprise, which alternates calls between VoIP (voice over Internet Protocol or IP) users on local lines while allowing all users to share a certain number of external phone lines. Unlike the PBX system, the IP PBX uses the Internet Protocol to transmit calls. Kingasterisk IP PBX is an Open Source based Unified communication solution with packed High end features which enables your business to be future ready, flexible, innovative and competitive.

Features

➢ **Real-time Dashboard**	➢ **Call Forwarding**
➢ **Reporting & Analytics**	➢ **Call Hold / Call Transfer**
➢ **Call Recording**	➢ **Voice Messaging**
➢ **Easy to Install and Configure**	➢ **Cost Efficient**
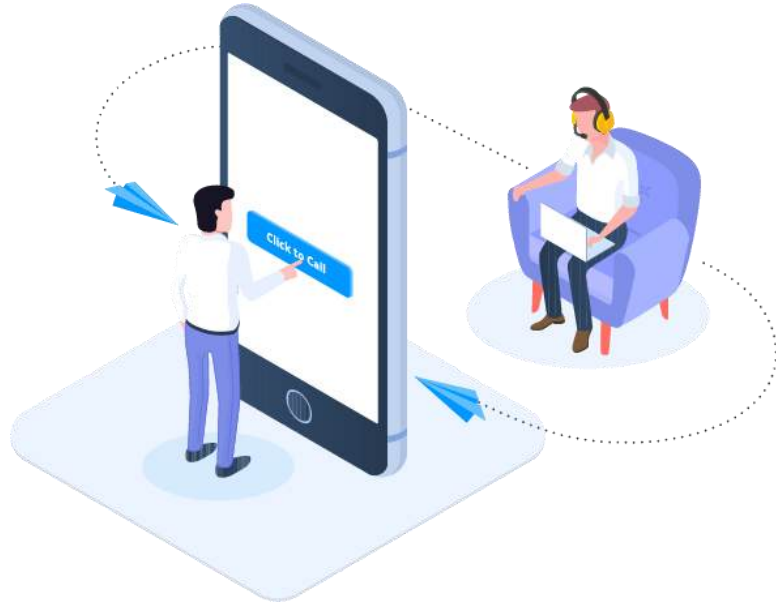
❖ **Click To Call Service**

Click to Call is an advanced telephony solution feature. It lets you dial a customer's number by just clicking on the number, without the need of manually dialing. Kingasterisk's click to call solution adds to agents' productivity by saving their time to dial out customer numbers. This cuts manual tasks for Agents and leads to a dramatic improvement in agent productivity. Click to call service also ensures that you miss out no potential customers.

Features

➢ **No Manual Dialing**	➢ **Detailed Call Reporting**
➢ **Improve Operational Efficiency**	➢ **Call Tracking**
➢ **No Missed Calls**	➢ **CRM Integration**
➢ **Call Recording**	➢ **Easy Track of the Conversation**
➢ **Live to Monitor**	➢ **Schedule Callbacks**

❖ VOIP Call Recording Solution

VoIP call recording is a secure and reliable method to record two-way audio of a phone conversation in the cloud. This technology has made its way from enterprise-grade call centers to everyday small businesses. Recording phone calls, even today, is quite challenging if you don't have the right tools. Kingasterisk's call recording feature is activated every time your team picks up the phone. Understand the full story with clear, complete audio recordings, and customize your inbound and outbound call recording settings at any time.
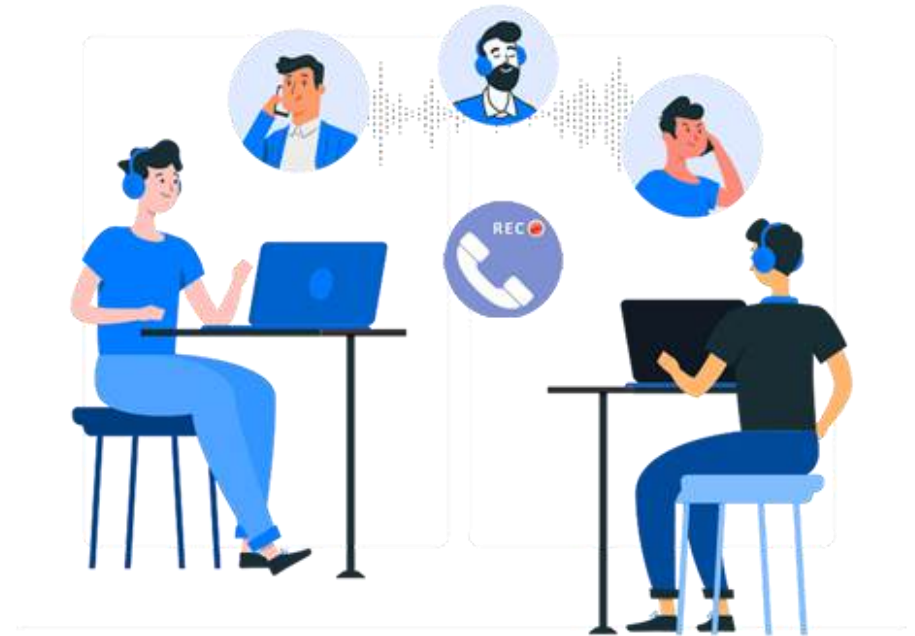
Why to Use Call Recording Solution

➢ **Quality Control**

➢ **Improved Security**

➢ **Employee Performance Review**

➢ **Workforce Management**

➢ **Customer Satisfaction**

➢ **Compliance**

❖ **Call Forwarding Solution**

Forward your calls to the concerned agent/department and ensure a smooth customer calling experience. Call forwarding is a phone system feature that works by redirecting any incoming call to another phone number or service. This facilitates your team to attend multiple calls simultaneously and reduces the chances of missing any customer call. Kingasterisk's Call Forwarding feature ensures that all of your company's incoming calls are taken care of, even when a specific agent is busy or unavailable.

Features

➤ **Easy setup**	➤ **Multiple admin & user creation**
➤ **DID Management**	➤ **Failover functionality**
➤ **Custom call routing**	➤ **Call recording**
➤ **Automated call redirection**	➤ **CDR Reports**

❖ SuiteCRM Integration

SuiteCRM is a Customer Relationship Management software (CRM). Its functionality includes sales force automation, marketing campaigns, customer support, mobile CRM, social CRM, reporting etc. CRM systems are technologies used to understand customers by collecting customer data, overseeing interactions, and managing business processes related to the customer lifecycle. The goal with CRM integration is to host complete, accurate data from your business software to give you a complete picture of your business and customers.

Features

➤ **Call Forwarding**	➤ **Dial Pad**
➤ **Disposition Status**	➤ **Call Hold & Retrieve**
➤ **Automated Lead Management**	➤ **Call mute / un-mute**
➤ **Customer History**	➤ **Analytics & Reporting**

❖ Calling Card Solution

Kingasterisk's Calling Card platform is a complete system enabling selling physical cards with PIN as well as offering online managed PINless services. A provider can also combine both PIN and PINless or even share accounts with other services deployed on VoipSwitch. It lets you track and monitor long distance call traffic from different carriers and networks. The PIN-less dialing and callback services have always been in demand. To run a calling card business, it is very important to manage all entities accurately and keep the billing process fast and accurate.

Features

- ➢ **Customization**
- ➢ **PIN and PINless**
- ➢ **Multiple Account Creation**
- ➢ **Quick Calling**

- ➢ **Speed Dial**
- ➢ **Multi-lingual IVR Support**
- ➢ **Flexible Recharge Option**
- ➢ **Multiple Payment Gateway**

❖ SoundBox Dialer Solution

Sound Box Dialer is that it ensures perfect quality sales pitch by using sound bites. Once the predictive dialer connects to the customer, live agents do not speak directly to the customer. Instead, they would just click from the soundboard and let the Sound Box Dialer does all the talking in perfect English, based on market location – may be it be in USA, UK, Australia or any English Speaking country. This software is ideal for call centers that handle large volumes of incoming international calls as well as marketing companies and customer service hubs that make thousands of outbound calls.
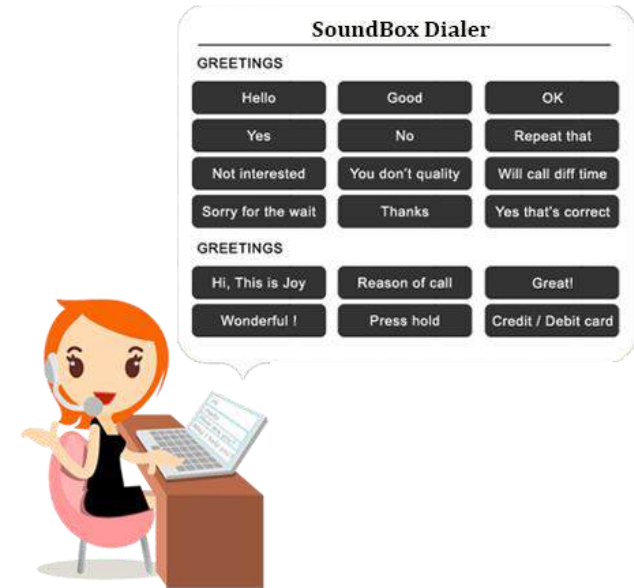
Features

➢ **Inbound & Outbound Call Handling**	➢ **Broadcast and survey dialing**
➢ **Scalable to hundreds of seats**	➢ **Full call recording**
➢ **Web based application**	➢ **Analytics & Reports**

❖ SMS Broadcasting Solution

SMS broadcasting helps you send bulk text messages to users. Text message broadcasting can be used for brand announcements, promoting offers, notifications & much more. SMS broadcasting is one of the best ways for effective customer communication & building brand loyalty. SMS broadcasting is the best way to save time because you don't need to call several people or compose a long email for promotion. Reach all your customers at one go, any time and anywhere. Kingasterisk's fully customized sms broadcasting solution is advanced automated software with state-of-the-art features and is well suited for both small and large enterprises.

Features

➢ **Easy To Use**	➢ **Personalized Message**
➢ **Flexible**	➢ **Track Performance**
➢ **Full Detailed Reports**	➢ **Quickly Send Messages**
➢ **Call Recording**	➢ **Quick Response**

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