

Capability Document



For

Vajja Technologies Pvt Ltd

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Vajja Tech Services

Vajja Technologies has strong proficiency in Aviation, Telecom, Banking, Financial Institutions and Call Center Technology with both Technological and Operational expertise. Talking about Call Center Operations, we have vast experience in handling both Inbound and Outbound Operations viz., customer care, tech support, help desk, collections & telemarketing of different programs.

Software Development

Vajja Tech is into software development with niche area of GIS & GPS services. We have ample of experience in Geo-referencing and Vectorization and handling a project from one of the top MNC in GIS industry. We have developed a core expertise and serving our clients with best and quality deliverables reaching deadlines with client fulfillment.

Vajja has another core area in this industry i.e. IVR Application development. We have strong expertise in application development of IVR analyzing client requirements and served our clients with best outcomes which is presented below in detail.

Technology services

IVRS – Interactive Voice Response Systems

Vajja Tech has a substantial expertise in building various Interactive Voice Response (IVR) systems. IVR allows callers to interact with your communication system over the telephone. IVR is used to enable the caller to retrieve information from a database, enter information into a database, or both. IVR systems allow you to efficiently exchange information, reducing clerical processing. An IVR system talks to callers following a recorded script. It prompts a response and allows the caller to respond either verbally or



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by pressing a touch-tone key, and supplies the caller with information based on responses made. VAJJA TECH has expertise in IVR solutions.

IVR Systems Consultancy

IVRS is the face of organisations that would interact with customers to bestow required information claimed by the caller in an effective manner. It is very important to have an efficient IVRS for any organization to take the incoming calls load and at the same time it should be economical for the organization to have the IVRS. For this Vajja Tech study starts with organization functional features, its customer interaction, customer database, most frequent enquiries from customer, availability of online data etc. Based on these facts and figures it would suggest the most appropriate IVRS which could be of 2 ports to 250 ports and so on.

IVR Systems Customization

Most of the telecom switches (PABX) would come with built in IVRS that works mostly like “Auto Attendant” even though it is more powerful and capable of handling may routine tasks. Most of the organizations who are into customer service would have an IVRS to handle customer’s routine queries. With an efficient IVRS, the organization can have more customers who would feel more comfortable with Self-service features of IVRS instead of speaking with an executive if IVRS is customized in such way that customer can get the required information within three to four options.

Vajja Tech with its expertise in IVRS would customize the existing IVRS by studying the IVRS log files to understand the customer needs.

IVR Systems Design & Customized Application Development

Vajja Tech studies the organization business and its customer’s requirements based on which it would design IVRS and develop customized applications to support any language based on the requirements. Designs the complete system to integrate with telecom switch (PABX, dialogic interface etc), any type of database, call center/contact center system etc.



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Vajja Technologies offers advanced, IVR applications with scalable Self-Service features to meet the requirements of customers of all sizes - small businesses, large enterprises, as well as service providers.

IVR Systems Integration & Application Deployment

Vajja Tech has infrastructure to do offshore development and once application development is done and tested in test environment, it would take the responsibility to do integration with all backend systems, telecom switch to collect "Caller ID", database for caller authentication & queries, CTI (Computer Telephony Integration) for pop-up screens on agent's desktop to integrate with CRM. Our team would take the responsibility of the integration onsite and deploy the application to the customer satisfaction.

IVR Systems Maintenance

Vajja Technologies can offer its remote services to the worldwide customers remotely in maintaining their IVRS, which is supposed to be very dynamic. The "Greetings", "messages", "voice in different options" can be managed remotely. Based on business requirements like during promotional campaigns, holiday seasons any branch in IVR can be made active or inactive on fly when the system is live and functioning.

Contact/Call Center Technology

Call Center Technology consultancy

Vajja Tech understands the client's business and its requirements based on which it can offer its technology consultancy in the area of identifying the most suitable technology, Hardware software, Voice & Data network, Switches and Gateways. Vajja Tech consultants are also specialized in telecom service industry requirements, capable of designing Call Center with Call Blending feature to handle inbound customer calls as well as Outbound calls for bill collection or follow-up or promotional calls as and when



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required. Our consultants take a creative and hands-on approach to meet client's Call/Contact Center needs.

Call Center Technology integration

Vajja Technologies can proudly state that it has the technical 'know-how' in call center solution design. We offer highly skilled and experienced team who worked on different types of switches like Siemens Hicom, Nortel Meridian etc. integrated with variety of IVR, CTI and Call center systems. Vajja Tech can provide Call Center solutions specially designed for **Inbound Customer Care Requirement** with **CRM** integration.

Call Center Operations

Process Outsourcing

Vajja tech with expert team in projects handling can take up any software project in the area of data processing, report generation, developing customized report generation tools.

Call Center Services

Vajja Technology has State of Art technology equipment and software for its offshore Call Center and Back Office operations. Sourced from world-class vendors like Cisco, IBM this infrastructure has been designed to deliver maximum uptime with a focus on creating a suitable work environment for call center service delivery.

Vajja Tech infrastructure incorporates high-speed, redundant, reliable voice and data networks to suit call center requirement, best-in-class technologies and support from a highly skilled technology support team experienced in call center.

Our IT and telecom infrastructure is fully redundant and easy-to-upgrade. This ensures that services are consistently available for diverse operations and can be scaled as per the customer's requirements within expected timelines.



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Vajja Tech with its core competency and experience in Call Centre would be offering the following services:

- Inbound Services
- Outbound Services
- Web based Services
- Data capture
- Data encoding

Inbound

The Inbound Services include:

- Web Management
- Technical Support
- Catalogue and Order Fulfillment.
- Customer Service.
- Help Desk

Outbound

The Outbound Services include:

- Telephone and Web based Business Development.
- Telemarketing and Product Promotion.
- Lead Generation/Qualification/Management.
- Campaign Management.

Data Entry and Data Capture

Vajja Tech offers one-stop solution to all your offshore data entry needs and it can guarantee a minimum accuracy level of 99.99%.

It offers services like Full text Data Entry and Form Based Data Entry.

Full Text Data Entry:



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- Data entry of text, numeric or mixed data.
- Data entry from images, from paper and from handwritten forms.
- Scanning and OCR cleanup.
- Proof Reading.
- Data base Indexing Services

Some Typical Applications are:

- Legal Databases.
- Books/Research Journals
- Catalogs/Brochures
- Technical Manuals/Resumes.

Form based Data Entry:

Vajja Tech offers its services in data capture from handwritten forms.

Some Common Applications are:

- Airway Bills
- Attendance Records/Birth and marriage records
- Credit Card Applications
- Customer Survey Forms
- Rebate Coupons
- Direct Mail Responses
- Subscription Forms etc.

Our Achievements

Vajja Technologies is one among very few companies who got OSP (Other Service Provider) license from DOT (Department Of Telecommunication, Govt. of India) for 20years for its International ITES Operations.



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Vajja Technologies is recognised by **AP State Government** as IT & ITES Organization. We also got Trade Licensing Identification Number from GHMC (Greater Hyderabad Municipal Corporation).

Vajja Tech with **Executive Director Mrs. Rajasree** is honored with an award at national level as **"Indian Achievers Award for Corporate Leadership"** from All India Achievers Foundation in August 2008.

Vajja started implementing **ISO 9001:2008** QMS Standards from September 2008 and successfully fulfilled certification Audit done by TUV-SUD. We have been recommended for Certification against International standard as we are following to the score.

Track Record & Focus Area

Vajja Tech has got strong track record in handling Technology Consultancy projects, Call center operations with our esteemed clients.

- Offered Technical consultancy service to propose Contact/Call Center solution to "CRIS" for Indian Railways and Rajiv Gandhi International Airport 'RGIA'.
- Ample of experience in handling Inbound and Outbound operations with better productivity.
- Expertise in handling 24*7 Operations with state-of-the-art technology.
- Strong base in developing IVR systems, implementing and maintaining.

Our focused area is into Aviation Industry with Airlines & Airports, Telecom Sector and Financial trade, GIS and Education Industries as our directors are well-versed in this backgrounds with Aviation, Telcom and Call Center Technology.

We are excellent in handling collection projects and any telemarketing programs at both International & Domestic levels.