



SAN SOFTWARES

A COMPLETE SOLUTION

SanCCS

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About

SAN Softwares is a leading name in the telecom industry ever since its inception in the year 1998. Promoted by group of young professional with vast experience in Telecom . SAN has emerged as one of the dominant market players offering total solutions to its customers- be it Voice or Data.

- SAN portfolio of solutions cover the full range of communication needs, delivering highly flexible, reliable and cost effective solutions to suite the various needs of its customers with extensive scalability for investment”
- We have emerged as a global software developer. The company is rapidly growing as a quality player in delivering both inshore and offshore software services.
- We have expertise in Telecommunication Solution, IPPBX , Call Center Solutions, Unified Communications Call Billing Software, Call Logger Application .

Our Products

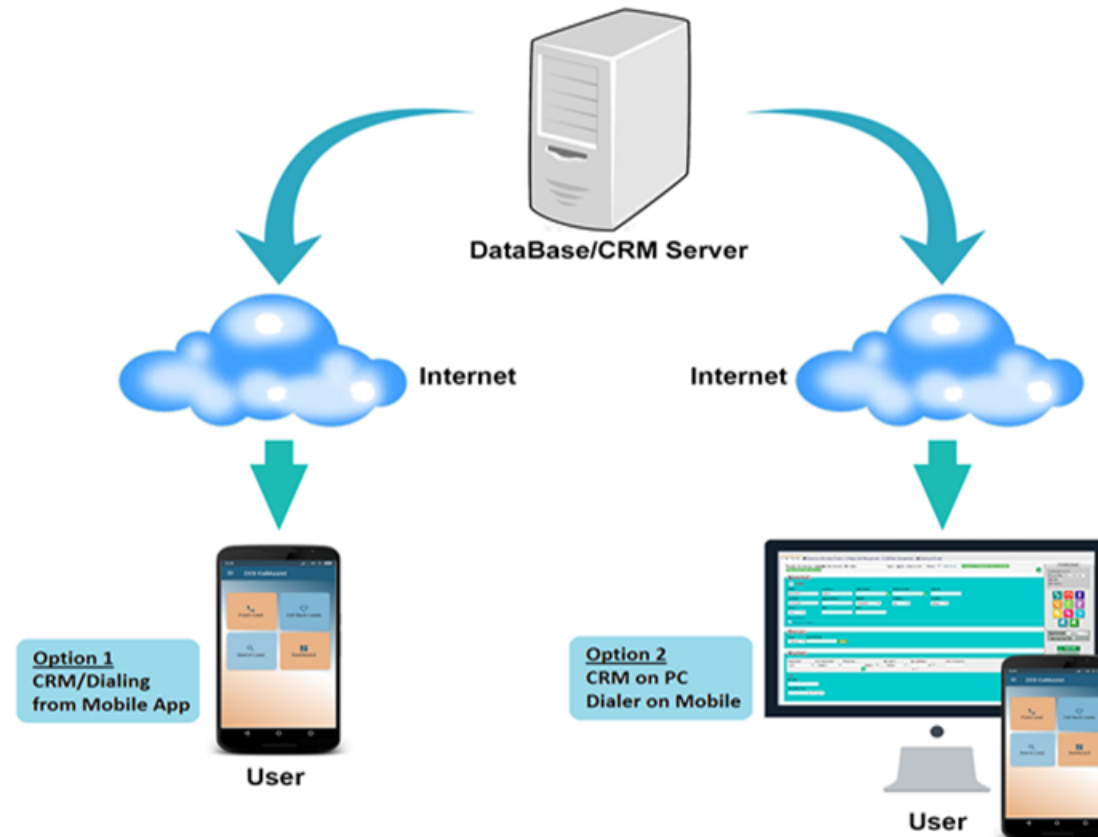


SanCCS

- Inbound and Outbound Dialer CRM
- CTI Integration/CLI Integration
- Call Flow Management
- Predictive, Progressive Dialing
- Complaint Management
- Lead Management
- CSI CSAT and SSI Survey
- External CRM integration through API
- IVR
- Missed Call Management
- Automated SMS and Email Integration
- IVR Blast
- Scheduled Call Back
- Escalation email matrix
- Customize Reporting
- Reporting Portal
- Ticket Management
- Report Scheduler
- Quality Monitoring
- SMS Feedback URL Based
- Voice Mail
- Conference Bridge



SanCCS Call Assist

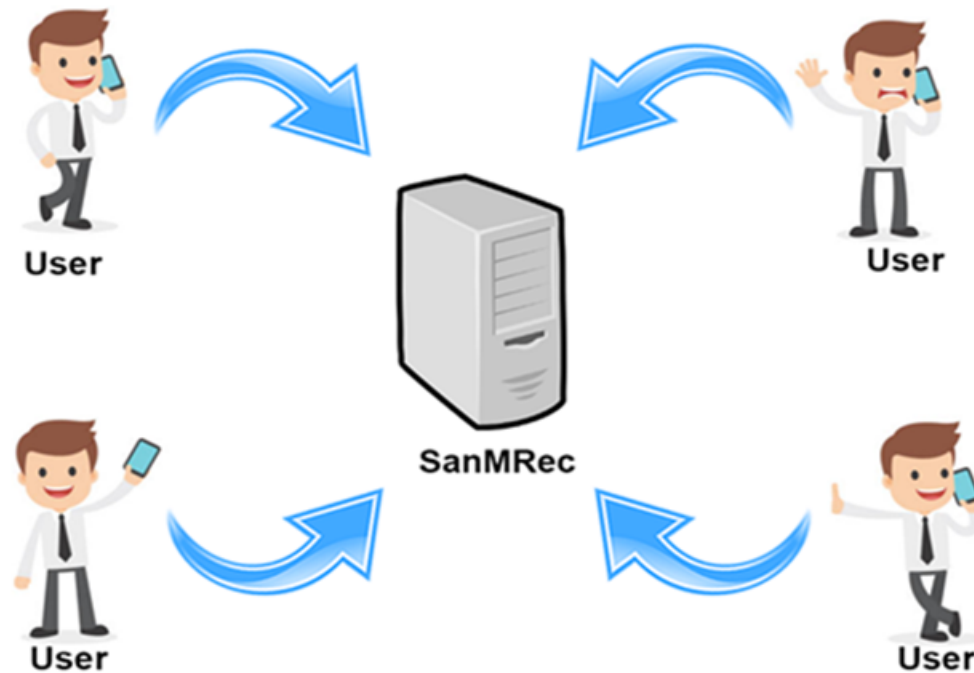


FEATURES & BENEFITS

- Centralized Recording with CDR Report
- Access from multiple location
- Work from home
- Hardware not required
E.g PRI or GSM Gateway

- Call Center solution through Mobile App
- Incoming and Outbound campaigns
- Secured Database
- Custom Reporting

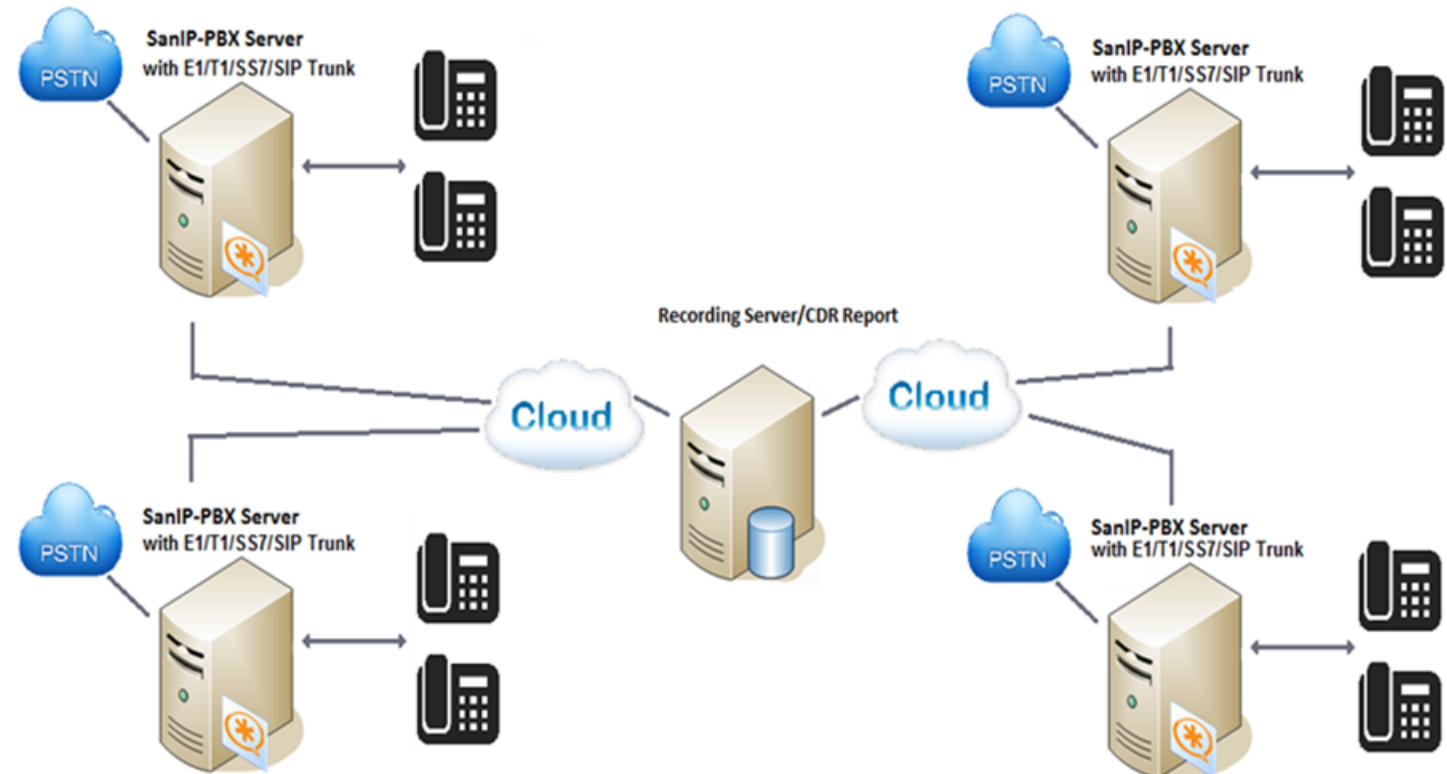
SanMRec



FEATURES & BENEFITS

- Centralized Recording with CDR Report
- Recording capture condition
- Recording app for mobile user
- Data filtering for recording

IPPBX



FEATURES & BENEFITS

- Centralized Recording with CDR Report
- Support Analog Phone Via FSX Gateway
- Call Pick up from any extension
- Budget Allocation per extension
- Remote Extension
- Call Transfer /Call Forwarding
- DID Creation
- Remote Barging

The Octo-Functionality System

■ OFFICE PBX

■ CRM

■ QUALITY MANAGEMENT

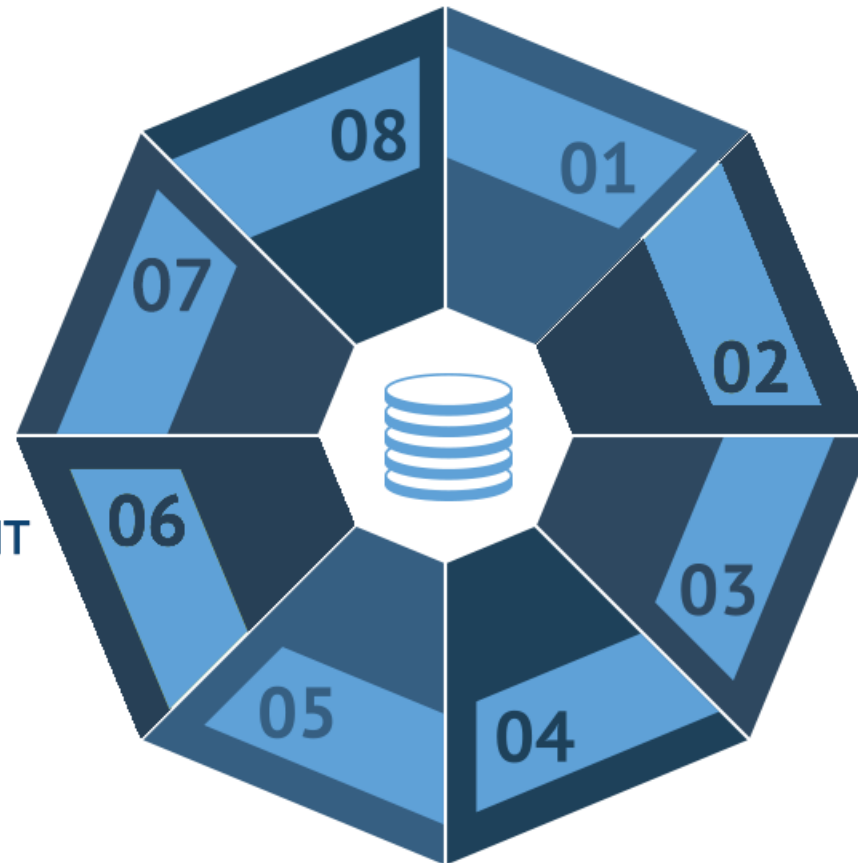
■ SMS

INBOUND ■

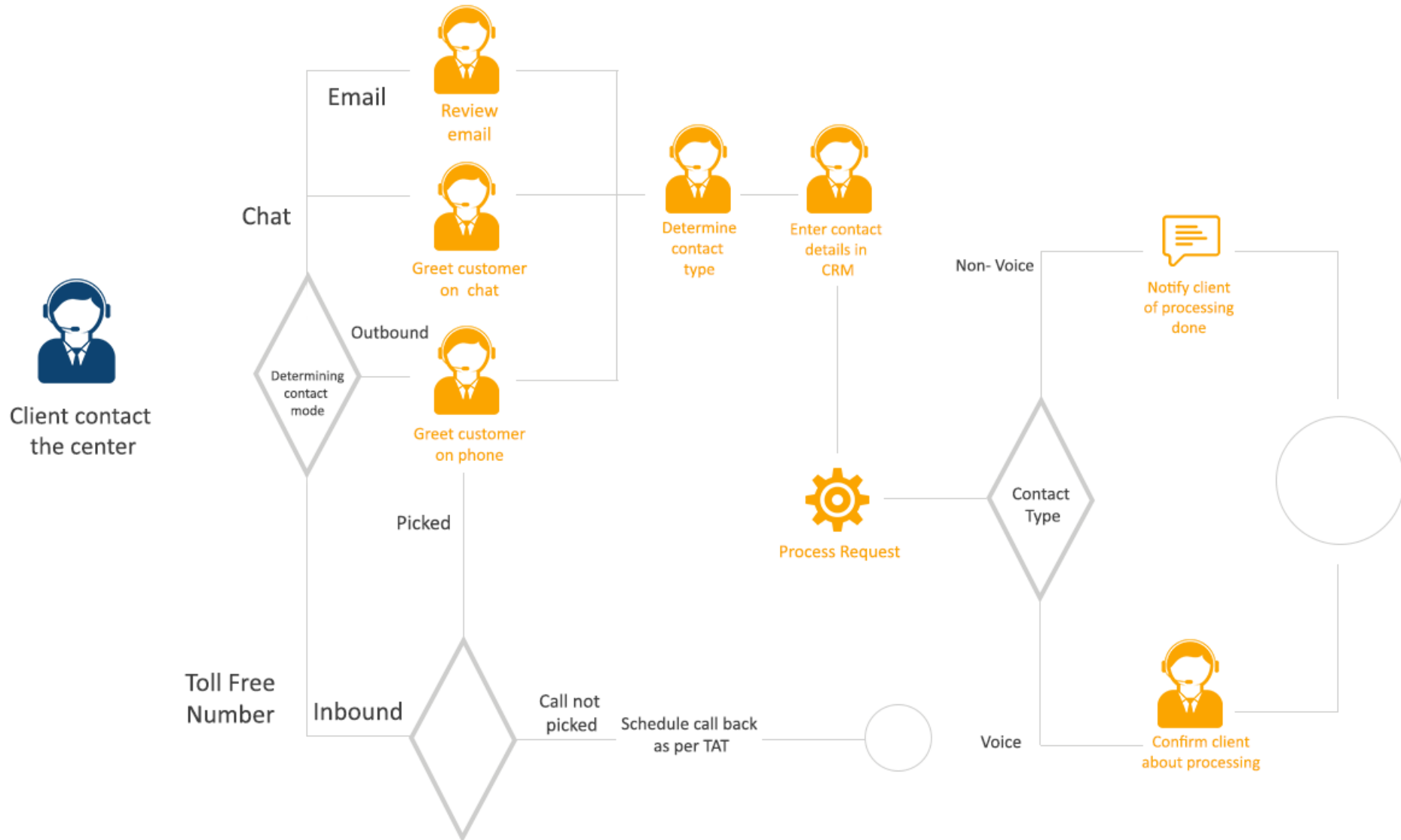
OUTBOUND ■

TMS ■

E-MAIL ■



CALL FLOW





Inbound

- IVR
- ACD
- Intelligent Routing
- Skill Based Routing
- Multi Campaign
- CRM Popup
- Voice Logger
- ACD Reports
- Report Designer
- IVR Designer
- Popup with Call Log



IVR

- IVR Designer
- Time Condition
- Multi Level Tree
- DNI Based Routing



ACD

- Intelligent Routing
- Skill Based Routing
- Mode : Round Robin, Ring All, Least Recent
- Multi ACD Login
- ACD Queue



AGENT DESK

- Screen Popup
- Call Log
- Disposition Entry
- Set Call Back
- SMS/E-Mail



SUPERVISOR

- MIS Reports
- Voice Logger
- Quality Management
- Lead Management



Outbound

- Dialer
- Mode Predictive, Progressive, Preview, Manual, Blended)
- Multi Process
- Multi Campaign
- CTI
- Third Party Integration
- Voice Logger
- Lead Mangement
- Web Call Back



DB SERVER

- Campaign Management
- Pacing
- Rule Based Dialing
- Third Party Integration



DIALER

- Check for Free Trunk
- Mode : Predictive, Progressive, Preview
- Transfer Positive Voice Calls



AGENT DESK

- Screen Popup
- Call Log
- Disposition Entry
- Set Call Back
- SMS/E-Mail



SUPERVISOR

- MIS Reports
- Voice Logger
- Quality Management
- Lead Management

Customer Relationship Management



Office PBX



Support Model

We offer 2 kind of support model as per client requirement.

- Online Support Model
- Onsite Support Model

Online Support Model :- In this kind of support we install remote support application on client's server. After installing this application we can take remote anytime when client needs support. Client can Enable/Disable remote permission whenever required.

Onsite Support Model :- In this kind of support if complaint is launched in working hours will be attended within 4 hours .

Working Hours : 10AM to 6PM (Monday to Saturday)

Non Working hours complaints will be attended on next working day.



Our Journey

When we started this company we use to develop customised software solution. In 1999 we started telecom billing solution for hardware based EPABX. In span of 4-5 years we almost covered half of India who were using CBS.

In 2005 EPABX manufacturer approached us to develop a Call Center Solution on their Telcom Switch. Since then we are into Call Center Solution .

In 2008 we switched to Asterisk the globally recognized platform for telephony in which we can integrate VOIP, SS7, ISDN. We developed our own CRM with keeping all the scenarios related to call centers. Day by day we are developing new features to become a leader in this field.

Our future plan is to expand globally. We have signed a first contract in Australia and many more to come.



Testimonials



"I have 1st hand experience of SAN Softwares. It is innovation at its best. The brain behind this concept of the call centre solution in my words has created a Miracle. It is like magic you can get any of your processes automated at a click of the button. What makes you guys the best is your after sale service. your turn around time on any requirement or support asked. You guys are By far the best in my experience :) So keep up the GREAT work."

Veena Krishnan
HOD - Tele Sales Operations
Frankfinn Air Hostess Training Institute

Canon

"S.A.N has provided us the best services to setup a 24 PRI for 250 Users total CTI Applications including Inbound, Outbound, Email unification, Chat, IVR, Voice Logger, QMS, User Application, Live Monitoring, SMS Facilities and much more. There have also been numerous times that S.A.N Softwares have gone the "extra mile" to fulfill our requirements and performed tasks exceptionally. I consider the S.A.N Software to be a true business partner in every sense of the work".

Tarun Arora
HOD – Sales & Marketing
Canon India Pvt. Ltd.

Our Clients

Auto Industry



Medical Industry



Education and Institutions



EduExcellence



राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान
National Institute of Open Schooling
(The Largest Open Schooling System in the World)



Other Clients



Global Assistance



Other Clients



Other Clients



Contact Details



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