

# COMPANY PROFILE



**TELTURE  
SOLUTIONS**





## **About Telture Solutions**

We Telture Solutions, provide wide range of computer telephony solutions with the motive of upgrading the quality of an organisation. We deal with the latest cutting-edge technologies that are the near future essentials of every organisation. With our product range and services, we aim for complete customer satisfaction by fulfilling your specific requirements. Our offered products are of high and top grade quality.

## **Featured Products**

### **Voice Loggers**

The Voice Logger is used to monitor, record and save audio conversations occurring through Analog/Digital/VoIP-based telecommunication lines. Voice Logger automatically records the waves of all the incoming and outgoing calls and provides the full-fledged call details like caller number, called number, date, time, type of call, duration etc.

Voice Logger helps to improve service quality of any firm by providing access to all the call details and also the ability to review the conversation taken place with any customer, to ensure that the complete need of the customer is met with. The logged conversation can also be used as proof while overcoming any business disputes.

Being a highly useful device, its application spreads throughout many industries and firms. There are many applicable areas of a Voice Logger such as healthcare, financial sectors, travel and tourism, public security sector, government offices, education and many more.

### **Benefits**

- Enhance quality of services
- Review employee performance
- Effective dispute resolution
- Increase customer satisfaction
- Employee training and monitoring
- Review forgotten or missed details
- Keep audio data for security or proof



## **Call Center Solutions**

Call Center Solutions is used to optimise the handling of all the inbound and outbound calls in an organisation. It's a web-based software solution integrated with state-of-the-art features that help users to deliver quick service and exceed customer expectations. The software offers robustness, reliability and scalability. Incoming calls are attended by an inbuilt IVR and these calls can be automatically distributed to available agents or it can be transferred either internally or externally to a phone number in Call Center Solutions. The automatic call handling and call transfer saves the time of customer support personnel to a large extent, thus enabling the support staff to work more effectively.

The Call Center Solutions comprises of full-fledged outbound call management capabilities that ensures smooth delivery of information to an immense group of customers within fraction of seconds. It can be employed as a powerful telemarketing tool to promote various programs such as campaigns, advertisements, offers and value added services to customers with cost and time efficiency.

### **Benefits**

- Manage calls efficiently
- Enhance service quality
- Reduce call costs
- Improve agent productivity
- Increase customer satisfaction
- Reduce call abandonment
- Improve call quality

## **Interactive Voice Response**

IVR is a technology which helps the computer to interact with humans over phone and takes input from them through keypress or voice recognition. The system works on pre-recorded files depending on the input given by the user. The solution can be deployed to automatically handle the incoming calls in large volumes and also in areas where outbound dialling is needed.



The IVR uses an automated attendant to answer the call, takes input, processes it and depending on caller's request, routes the call for operator assistance. The IVR solution can be used as a front-end tool for simplifying the process of call handling and automatically managing high call volumes at lower cost. With the use of an IVR, incoming phone enquiries can be resolved without a live agent. If a caller requests for agent assistance, then the call can be transferred to an available agent.

IVR is used in different scenarios like weather telecasting, banking services, retail orders, utilities, medical applications, conveying bill information, travel status, payment reminders etc.

### **Benefits**

- Reduce operational costs
- Increase professionalism
- Enhance service efficiency
- Upgrade customer satisfaction
- Easily handle high call volumes

### **Gateways**

Gateways provide simple and cost-effective migration for small and medium businesses. Our powerful FXS, FXO, ISDN PRI and GSM gateways integrate with traditional telephone and IP for seamless voice communications and is capable to route calls accordingly to trunk/extension phones or cellular phones. It can be connected to PBX appliances for providing connections for analog/digital phone lines and the compatibility allows to connect SIP phones so that calls can be received and dialled without any hassle.

### **Benefits**

- Assures flexibility for your network as it can translate information from computers with different systems
- Economic solution for quickly connecting to IP lines
- Effectively handles the network traffic situations
- Establishes healthy connection between internal and external network



## **Call Accounting Software**

Call Accounting Software is an innovative telecommunication product that gives an overview of the cost incurred on incoming and outgoing calls. The software prepares call billing reports based on the calls happening in an organisation and provides comprehensive details relating to the call like trunk/extension, call type (Local, Long distance), caller/called id, date and time of calls, duration etc.

The call accounting tool helps to track phone usage, detect expensive calls and perform full-fledged analysis of billed reports. Call traffic can be analysed and if call cost is on the higher side, proper steps can be taken by the Supervisor to setup procedures for reducing cost and restricting unauthorised usage. Implementation enables to have complete visibility over the telecommunication network of an organisation for managing telecom budget more efficiently than ever before.

### **Benefits**

- Helps in creating effective telecom budget
- Analysis helps to reduce call cost
- Eliminate misuse and detect unused phones
- Reconcile bills with invoices/statements
- Improves productivity at workplace

## **Telephony Cards**

Telephony cards are the essential hardware components of telephone systems that integrate with computers. The PC-based telephony boards are hardware that connects computers directly to legacy phone lines, phones and PBX system.

Telephony cards fit into the PCI or PCI Express slots present in computers and it can perform all the main features of a telephone system.

Telephony cards can be used for developing IVR systems, call recording, voice mail, call transfer, bulk outbound dialling, etc.

## **Benefits**

- Highly scalable
- Easily integrates with current infrastructure
- Supports call center solutions
- Efficient and cost effective
- Improves customer service and productivity

## **Why Telture Solutions?**

- Wide range of proven solutions
- Extensive experience and technical knowledge
- Timely response to any issue
- Cost effective solutions
- Customer centric approach to achieve organisational goals

## **Contact Details**

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