

Knowlarity Solutions

Knowlarity is biggest provider of business telephony solutions for SMBs and enterprises and started in 2009.

Knowlarity brings the best in business telephony solutions. State-of-the-art Knowlus cloud telephony platform allows businesses to stay connected 24x7

Xtelesis Datacom is [Channel Partner](#) for knowlarity, involved in below activities

- Identify prospective customer
- Understand customer requirements and provide suitable and cost effective solutions.
- Help to provide Knowlarity SmartIVR, SuperReceptionist ,SuperFax, SuperConference solutions.

How knowlarity useful to SMBs & Enterprises

Key advantages of knowlarity

- No more missed leads
- Calls are handled efficiently, routed to the right agent
- Internal quality control through call recordings
- Better customer engagement round the clock, seven days a week
- Improved agent performance
- Increase in revenue as more orders can be taken

A SOLUTION FOR EVERY PROBLEM

- **OPERATIONS:**
our call data is a business gold mine. Are you using it well?
- **SALES:**
Boost your sales with a VIP phone number
- **MARKETING:**
Track your marketing ROI with virtual number
- **SUPPORT:**
Connecting with your customer

Super Receptionist:

Acts as virtual receptionist with greeting voice message, direct to right department and allow caller to leave voicemail. Records the call, analyse the flow and creates memos and reminders.

Resolves complex business problems for example inventory keeping. An automated call at the end of the day prompts distributor to key in his day's figures. These figures are updated in company database which is accessible to stakeholders in real time.

How knowlarity useful to SMBs & Enterprises

Missed Dial Solution: *Actively engage customers and generate more leads.*

Missed Dial solution lets you verify phone numbers during registration (improving lead quality); spark engagement during marketing campaigns; and allow customers to sign up for SMS alerts or to opt-in/opt-out of a feature. In addition to this, the solution is great for surveys and polls; integrates with your CRM; gives real-time customer feedback; and is free of cost to your caller.

Toll free number to call you for free. It also ups business enquires by 40%

Virtual number to track which advertising channel is drawing maximum revenue in real time.

Hosted IVR (Smart IVR) – customised call handling solution that routes, records, and analyse your calls.

Click to call: Connect with your site visitors instantly and reduces lead conversion time.

Outbound phone campaign: Helps to reach out to masses by sending automated SMS and personalised voice mail campaigns about the business offers, enterprise products and services etc.,

Android MobileApp: Users can easily track the progress in real-time using business health indicator; seamlessly integrate personal and professional calls on a single device; extract insights into customer geographical locations; check the available coin balance and ensure high data security.

SmartIVR – HOSTED IVR SOLUTION FOR ENTERPRISES



SmartIVR strengthens enterprises with the power of a comprehensive marketing, sales, and customer support solution



CRM Integration



Marketing ROI tracking



Emergency communication



Cloud based Call center



Customer mobile verification



Customer feedback



Data collection Through IVR



Missed call back

SmartIVR – FEATURES



Text to Speech



Call Distribution



Conference Call



Call Recording



API Integration: Create call flow and routing, amend the call flow, with a set of powerful APIs which can be called before, during, or after a call



Multi-level IVR: Set-up custom menus and a variety of call routing options for the agents to handle customer queries



Automated Speech Recognition: Capture caller inputs from Speech in addition to key press



Call Queues: Manage and route large volumes of inbound calls with dynamic call routing and get access to real time call statistics

SuperReceptionist – HOSTED PBX FOR BUSINESS



SuperReceptionist is your personal receptionist hosted virtually, having economic and operational advantages over traditional PBX systems. You get an exclusive telephone number that operates 24x7



Professional greeting



Mini CRM
integration



Voicemail



Vanity & Toll-free
numbers



Conferencing



Number portability

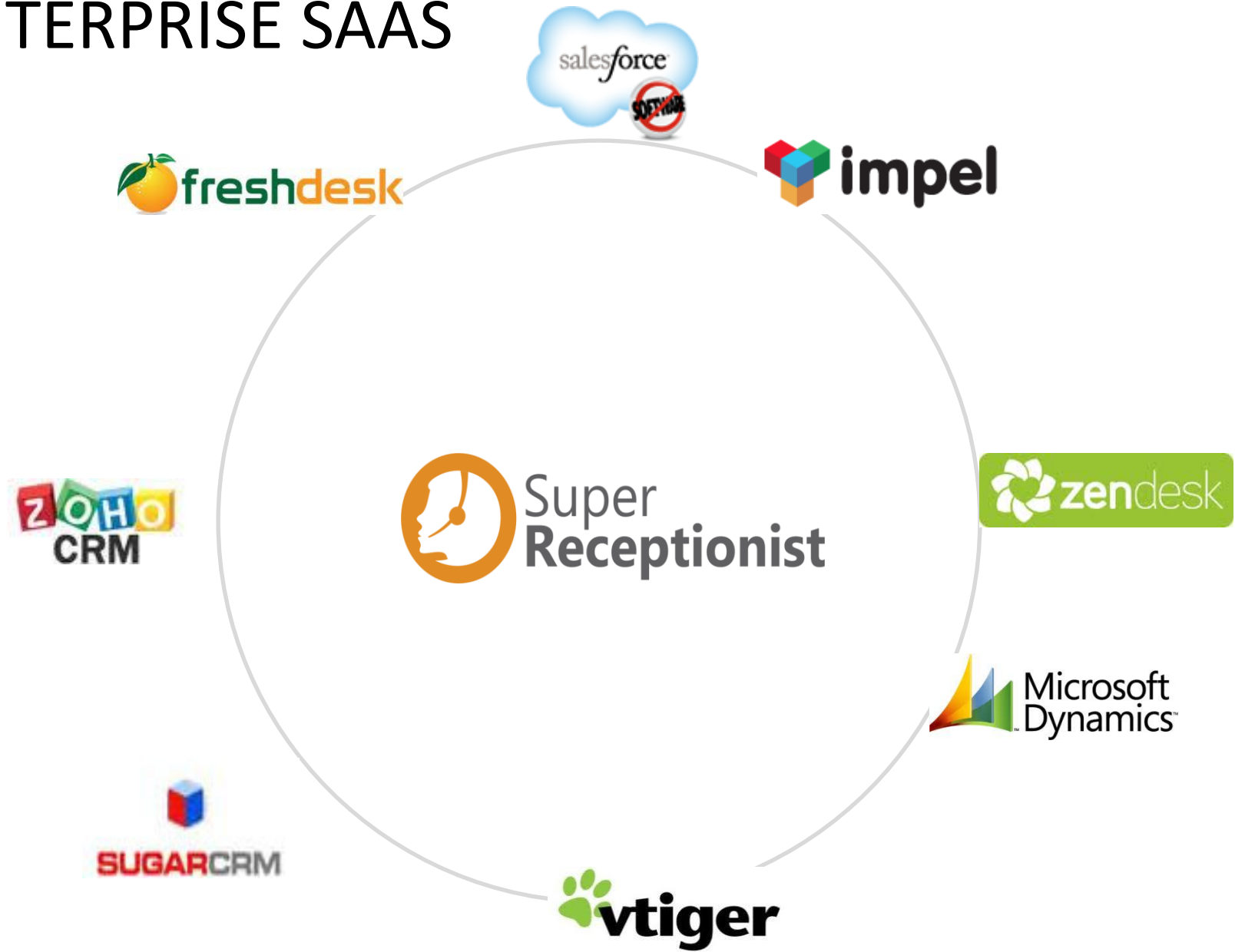


Click-to-call



Call recording

SuperReceptionist – INTEGRATED WITH ENTERPRISE SAAS



SuperFax- SEND FAXES ANYTIME, ANYWHERE



SuperFax is the powerful and affordable faxing solution that's as easy as checking your email! Perfect for today's businesses that demand simplicity, affordability, and power.



Personalized
Phone number



Receive faxes
in your email



Send faxes
Via email



Send fax to
multi recipients



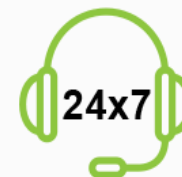
Incoming fax to PDF



Online fax security



SMS alert on
email notification



24x7 customer
support

SuperConference- VIRTUAL AUDIO CONFERENCE ROOM ON CLOUD



Super Conference is your **virtual meeting room** on cloud connecting your teams anytime anywhere in seconds



Unlimited
conferencing



Professional
greeting



Secured dial in



Unique Pin



Blacklist
feature



Whitelist
feature



Call recording



Generate reports
in real time

SuperReceptionist - Features

Included Feature		Basic	Advanced	Premium
	User Included (Forwarding Numbers)	2	4	6
	Channels Included	4	8	12
	Free Usage(min/month)	400	1200	3500
Product Interface	Web Interface	Yes	Yes	Yes
	128 Bit Security	Yes	Yes	Yes
	MobileApp	Yes	Yes	Yes
	CRM Integration	No	No	Yes
	Email Report	Yes	Yes	Yes
	Customized Reports	No	No	No
	SMS Alert	Yes	Yes	Yes

Talk to us for customized hosted IVR plan and Missed call plan

SuperReceptionist - Features

Included Feature		Basic	Advanced	Premium
Basic IVR	Programmable Extensions	Yes	Yes	Yes
	VoiceMail	Yes	Yes	Yes
	Welcome Message	Yes	Yes	Yes
	Click to Call	Yes	Yes	Yes
	Time Based Routing	Yes	Yes	Yes
	Free Teleconference PIN	Yes	Yes	Yes
	Advanced Call Forwarding(SEQ/ROU/PAR)	No	Yes	Yes
Advanced IVR	Multilevel IVR	No	Yes	Yes
	SuperConference	No	Yes	Yes
	MultiAgent Login	No	No	Yes
	Sticky Agent	No	No	Yes
	Circle Based Routing	No	No	No
	Past Data Visibility(unlimited recording durarion)	1 month	3 months	Unlimited
	Total (per month Excluding taxes)	900/-	1650/-	3350/-

Enterprise Customers

healthkart.com

mettl

dealsandyou.com

mycity4kids

shine.com

CarWale®

zomato

MAX HEALTHCARE
Caring for you... for life

RBS
The Royal Bank of Scotland

Contact Us

India Office - Xtelesis Datacom Pvt. Ltd.
443, 6th Main, 8th Cross, Mico Layout, BTM
2nd Stage, Bangalore - 560 076.
Tel: +91-80-41574262 Fax: +91-80-41202731
Website : www.xtelesis.in
E-Mail : sales@xtelesis.in

USA Office - Xtelesis Corporation
1640 Gilbreth Road Burlingame, CA 94010,
USA
Phone: 1-650-239-1400 Fax: 1-650-239-1410
Website : www.xtelesis.com
E-mail: sales@xtelesis.com

