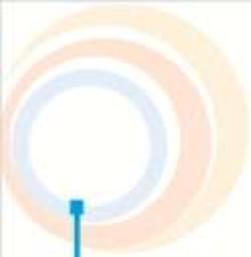




**Enabling On Line, Real Time communication for
Educational Institutes**



Challenges faced by Schools

- Unlike the good old days, communication between the parents and the school has increased, with people wanting more and on-line information about their children.
- Schools are finding it tough to handle the increased volume, as they are not wired to handle calls !
- Tests and exams are conducted all throughout the year and parents might find it difficult to keep tab of their child's performance either due to lack of time, and sometimes due to the fact that the child does not reveal his/her results.
- Parents of older children also like to have real time info on the attendance record of the child
- Schools also find it difficult to get through important messages to the parents through the kid regarding the kid's performance/behaviour



Need of the hour!

🕒 Peak time call handling Auto attendant system

An effective in bound call handling system which has auto attendant with an IVR, that can handle 80% of the calls, without human intervention

- 🕒 Parents can reach out and get information, from anywhere/anytime.
- 🕒 Like most other institutions, schools also provide state of the art communication using IVR technology

The Solution



Parent calls the school's Bizphone Number

2



Auto Attendant

The Auto attendant picks up the calls

3



An IVR plays asking the for the option input & pupil's roll number

4



BizPhone makes an API request to pull data

5

The school management inputs exam results, attendance records etc. into the database



School Management

1

Using Text to Speech the details of the student are played out



TTS

6



Kookoo API pulls out the details of the student from the database

The Result

The advanced solutions help schools to automate their entire parent interaction and communication management system

As a result of this schools can achieve 80% increase in operational efficiency

Bizphone enables the schools with a scalable and reliable solution that could handle high call volumes and deliver expected results

Key benefits:

- ✓ *Effective information management*
- ✓ *Overall improvement in operational efficiency by 80%*
- ✓ *Reduced man power costs*
- ✓ *Improved revenues*
- ✓ *Enhanced trust established*



ABOUT OZONETEL

Ozonetel is a leading provider of Cloud Telephony services in India, specializing in Unified communications space and cloud contact center space through its solutions BizPhone, Cloud Agent and Kookoo. Ozonetel provides Consulting, Integration, Implementation, Support and Training services in the Contact center space. To know more visit www.ozonetel.com.

Contact: sales@ozonetel.com | 1800 200 0820