



# Services Overview Document

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## Voice Solution & Services



# Voice Solution & Services

## Inside this document:

- ✓ PRP's competence & abstract about Voice solutions & offerings

✓ *Make communication more effective!!!*

## Abstract / Overview

At PRP Services Pvt. Ltd., we emphasize on the innovations in telecommunication and related Value Added Services (VAS). The development and seamless integration of which help us deliver fully-automated, in-vogue and best in-class communication systems to clients all across the globe.

Our carefully structured solutions and offerings are framed to effectively raise the profitability of our clients. We provide elite quick-to-implement systems for our consumers to gain the best benefits without getting into the troubles of on-site hefty implementations and maintenance.

On top of all, customer satisfaction is our chief goal which is why our highly specialized team of experts aims to customize an individual client's communication channel to the Nth level so as to make the client feel as if the system is made exclusively for his needs. That's who we are and that's the spirit we hold for our dedicated work!

### *Make communication more effective!!*

- *Find the right channels for communication with customers*
- *Effective business implementation*

## Our Services & Solution offerings in Voice:

- PRP Mobility - A cloud based PBX & Business Communication Platform for SME.
- IVR & Call Routing Solutions
- Missed Call & Mobile Number Verification Platform
- OBD (Blast Dialing)
- Voice SMS
- Enterprise Conferencing Solution
- Toll free Numbers

## PRP Mobility



A cloud based PBX & Business Communication Platform for SME, enabling business communication easier and affordable.

### Key Points:

- Connects the Right People
- Increased Productivity
- Reduces Operational Costs
- Increased Professionalism
- Create a lasting impression on your customers
- No hardware costs
- Easy to scale

### PRP Advantage

- Work 24\*7
- Easy to remember local number provided
- Professionally recorded welcome message
- Can route calls both to mobile phones and landline numbers
- Designed to record all incoming calls
- Voice Mail service

PRP Mobility is a patent product of PRP Services Private Limited. PRP Mobility is designed to empower business owners & help them scale their business and productivity in hassle free approach. Our service is highly scalable and completely customizable as per Business needs and customer requirements. Our

PRP Mobility comes with pre-enabled integration & support with our other service offerings, as required :-

- Mobile number & Missed call verification solutions
- Voice SMS
- OBD (Blast Dialing)
- Toll Free Number integration
- Enterprise Conferencing Solution

## Miss Call Solution & services



**Missed Call Alert Service** helps Business to increase their customer engagement by providing unique services at no cost to customers.

### Key Points:

- Mobile Number Verification
- Lead Verification
- Online Voting
- Subscription to Services
- Polling campaigns
- Enable/Disable subscription alerts
- Order confirmation/SMS Alerts signup : used by E-commerce websites, taxi services, food chains, courier services etc.

### PRP Advantage

- Integrated SMS response
- comprehensive management and reporting UI
- URL integration for sharing CDR & call stats
- MIS export facility to Excel, CSV, ZIP, Text
- premium number availability
- Can be integrated with your Toll Free/Long code/Short code number to enhance your customer experience.

Create your campaign in 2 minutes with PRP by a simple sign-up process and take your customer satisfaction to next level.

Talk to our customer service experts to discover how this service can benefit your Business.

## Voice SMS Services



Bulk voice SMS service or OBD calls allows you to blast a recorded message across a database of customers.

Our service uses a pre-recorded message which is transmitted across hundreds or even thousands of numbers on your database. Also, you can integrate this call with an IVR or call center agent after customers acknowledge via DTMF.

### Advantages :

- It is instantaneous
- Can be customised to suit the section of population you are reaching out to
- Customers only need to listen to the message
- You can reach out to a large section of your target audience in less amount of time.

Most customers find it annoying when a customer care executive calls them in the middle of their work to inform them of a new offer or service. Use our services to enhance customer experience without annoying them.

*Customise your messages in different languages and help you expand your reach to target each and every person in your audience.*

# Contact Us

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