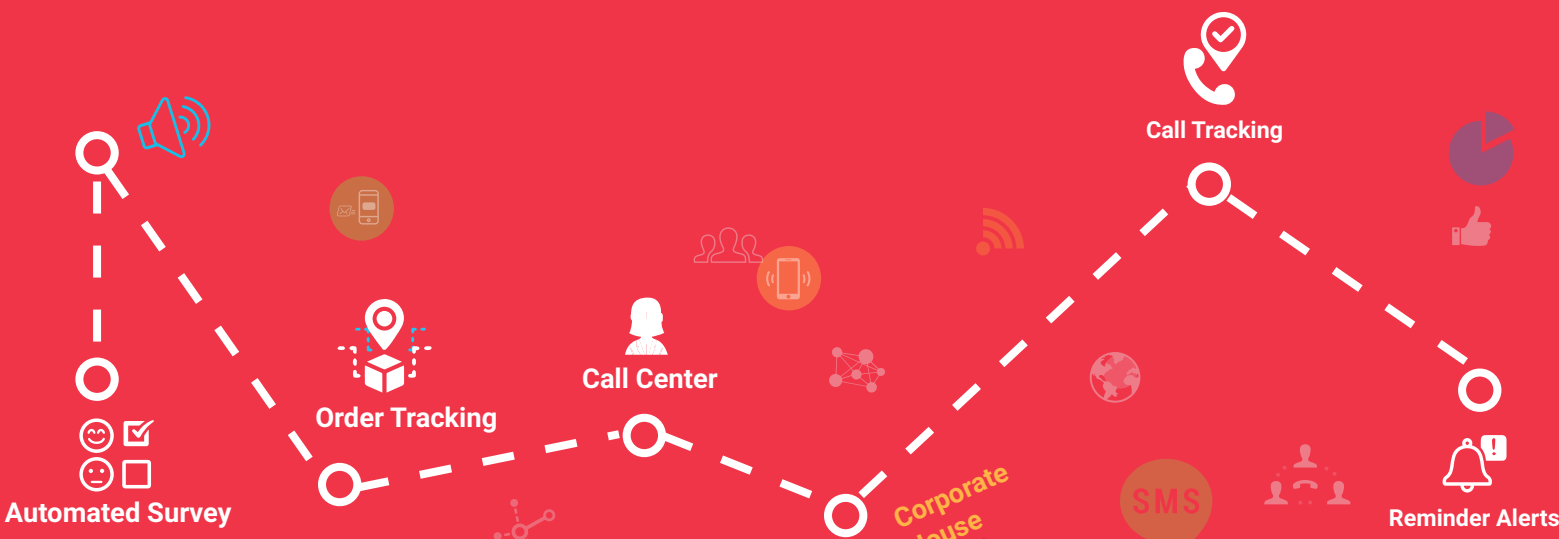


Cloud Voice Communication Platform



Deskotel Communications Pvt Ltd.



Address

G-20,LGF, Sector 63 Noida,
Uttar Pradesh 201307



Email

info@callerdesk.io



Customer Care

+91-927-888-3000

ABOUT US

CallerDesk is a Cloud Communication Solution Provider which provides Ready-to-use Voice communication platform for businesses. The platform helps in tracking all incoming/outgoing calls of employees, lets your team add notes, track follow-up actions & customer feedback.

CallerDesk makes communication simplified by providing a range of voice communication services over the cloud with pay per use model as well. We have a globally usable API's to build a complex communications system for the companies and can be integrated with other softwares too.

What's New?

Unlike our competitors, we analyze each organization's actual requirement and deliver an apt solution for the same. On an average, 95 percent of our clients are happy with our existing solution and for the rest 5 % we customize as per their requirement making it a 100% happy customer base.



Multi-level Security Protocols
To Keep Data Safe & Confidential.



Honest & Transparent Pricing.



Simple & Pay as You Go Model.



Flexibility to Choose Setup as
Per Requirements.



Elegant, Clean & Sleek
Control Panel.



Powerful REST APIs Built For
Developers.

Industries



Financial Services



Travel



Real Estate



Healthcare



Food & Beverages



Retail



Automobile



Politics



New Venture

Our Track History..

2016

First callerdesk platform launched in india

2016

Callerdesk was selected to be featured in TATA DO BIG STORIES initiative with ET NOW.

2017

Recommendation Letter from IIM Lucknow Enterprise Incubation centre that callerdesk business is innovative in nature.

2017

Callerdesk (Deskotel communications Pvt Ltd) officially recognized as start-up company & received Start-up India recognition certificate (DIPP No. 2310).

2018

Callerdesk Platform was selected in "top 10 most promising IVR technology provider companies" by Silicon India.

2019

Recently incubated in "Atal incubation centre" Shiv Nadar University through "venture challenge 2.0" competition.

2019

Selected for Pre-incubation program @ American Center, Supported by US Embassy & the University of Texas.

2020

Become an official resource partner now. with startupIndia portal.

2020

Become an official resource partner now with 10000 startups as well as for whole Nasscom community.

10M-15M

Voice Flows p.a

1000+

Services Deployed

5000+

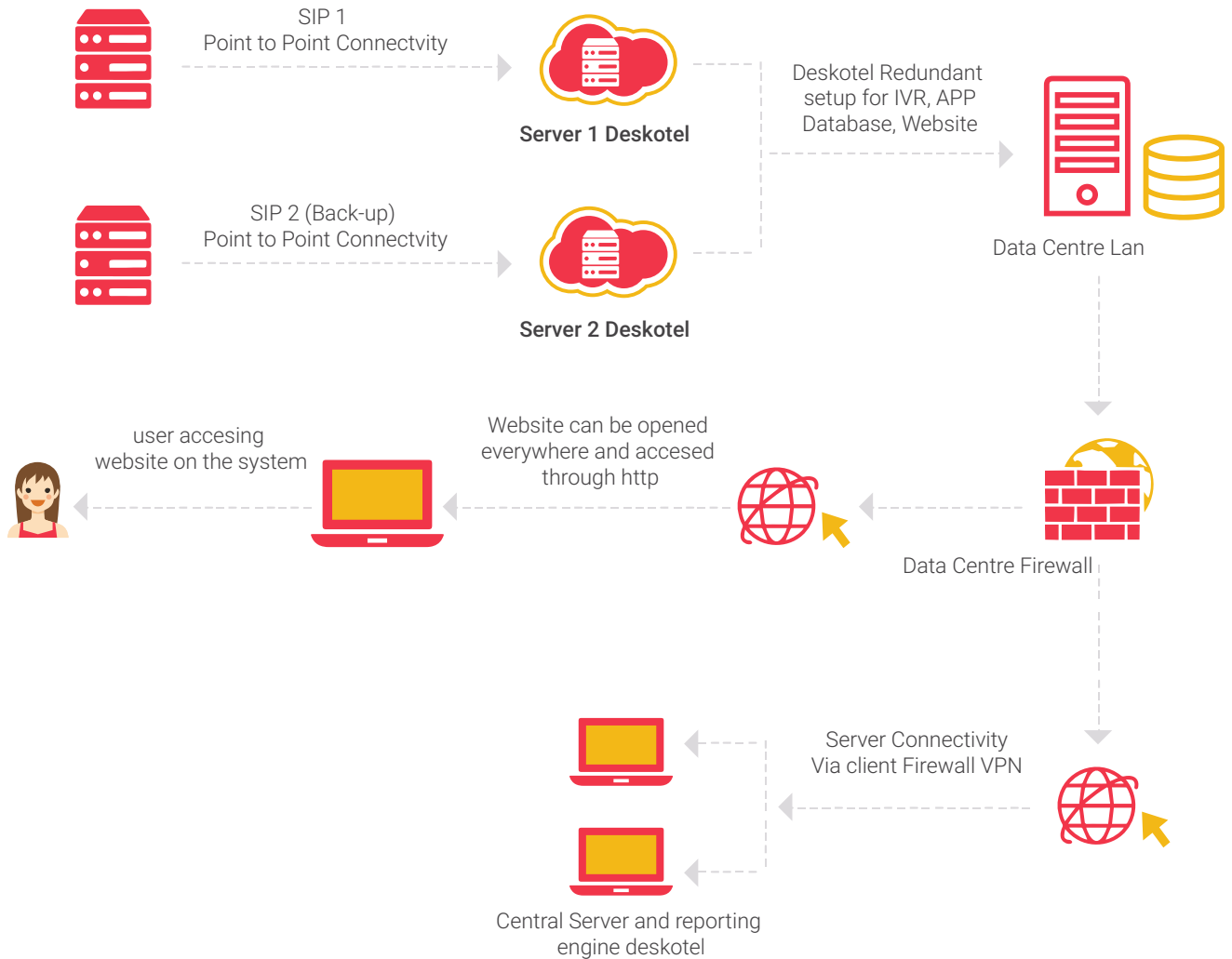
Support Agents Using Our Platform Daily

100M

Messages p.a

Hosted in Private Data Centre With Managed Service Infrastructure Across India.

Callerdesk Back-End Architecture



Platform Implementations...

- Inbound call Handling Solution
- Outbound call Handling Solution
- SMS & Voice Based Promotion services
- Customer Opt-in/Opt-out managed services
- Key Based Voice Lead Capture Solution
- Transactional/Information SMS & Voice OTP Services
- Whatsapp Business API Integration
- Voice Auto Dialer Solution
- Voice Auto-Feedback Survey Solution
- Complete Cloud Call Centre Solution

OUR CLOUD

PRODUCTS



Desk Talk

It is useful for gathering actionable customer information and meeting customer expectations



Desk Ring

It helps companies to organize Vote and Poll system, Get instant feedback and Aid lead generation.



Two-way Authentication

Through it, companies can ensure authentication of any type of account registration and confirm client details.



Desk Finder

It helps companies who wish to give flexibility to clients to track their sale through cloud-based voice automation.



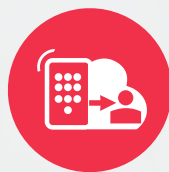
Desk Phone

It can configure with DeskTALK that helps to track and get detailed reports of all inbound/outbound business calls.



Desk Voice

Mass Reach with Personalized video call.



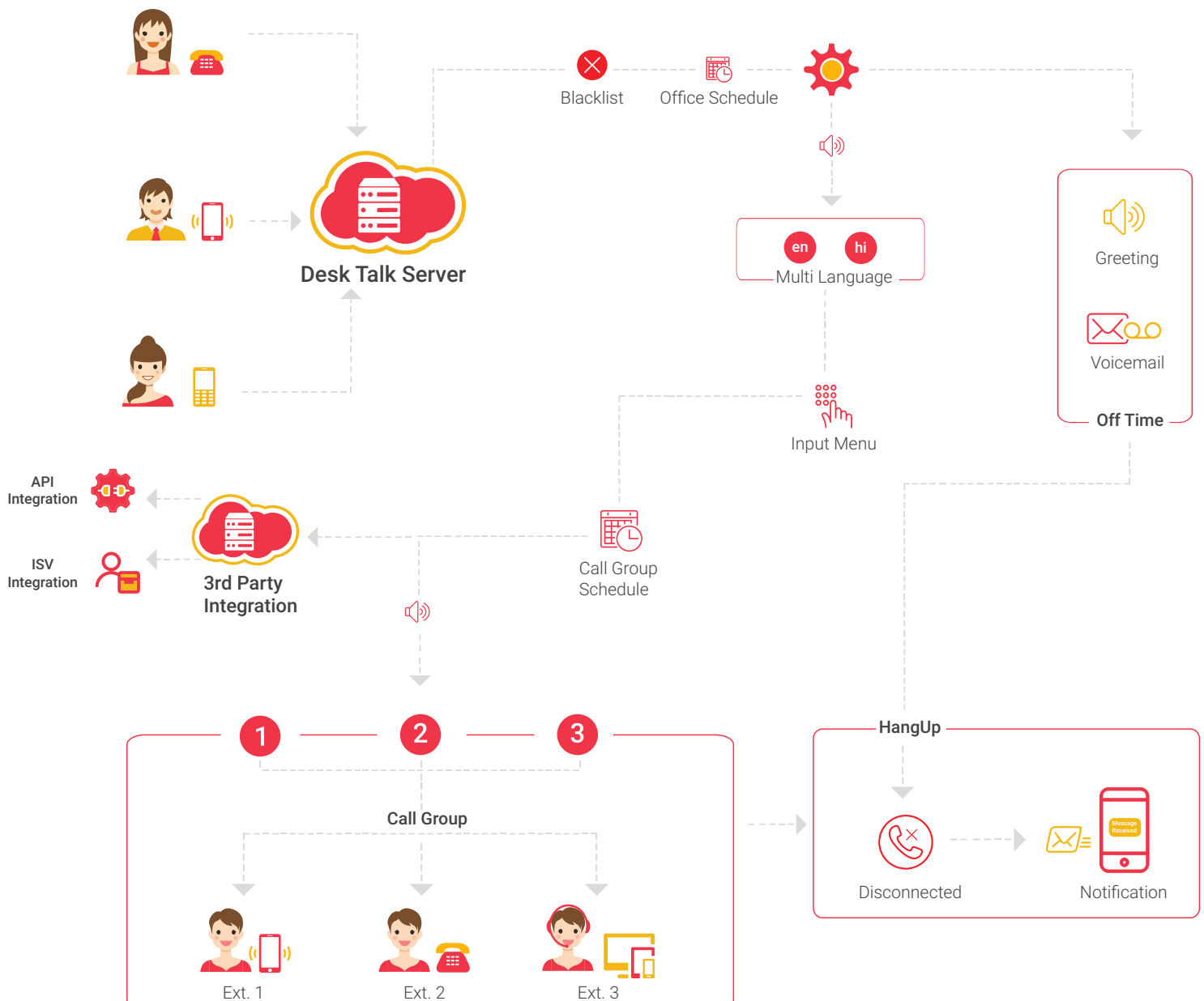
Desk Click

Connect your customer with just one click

Desk Talk

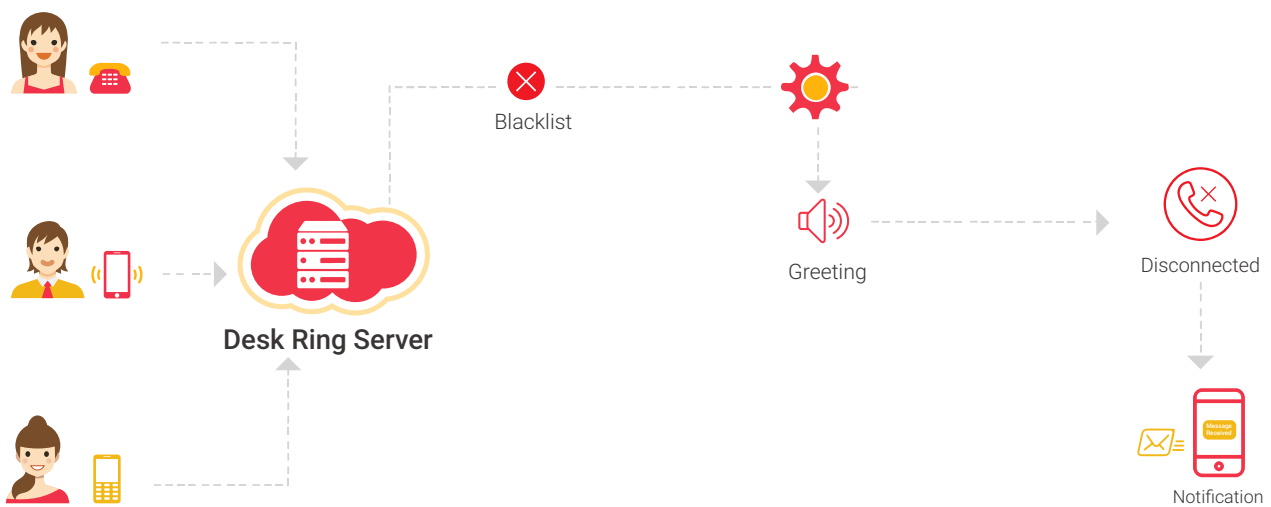
Desk TALK is designed especially for businesses to help them intelligently manage callers and for automate self-service options. It can be useful for gathering actionable customer information and meeting customer expectations in a timely manner, thus eliminating wait-times and increasing chances of giving continuous business. A graphical user interface enables administrators to easy drag-and-drop workflow activities in the platform and streamlines dynamic processes.

Graphical Workflow



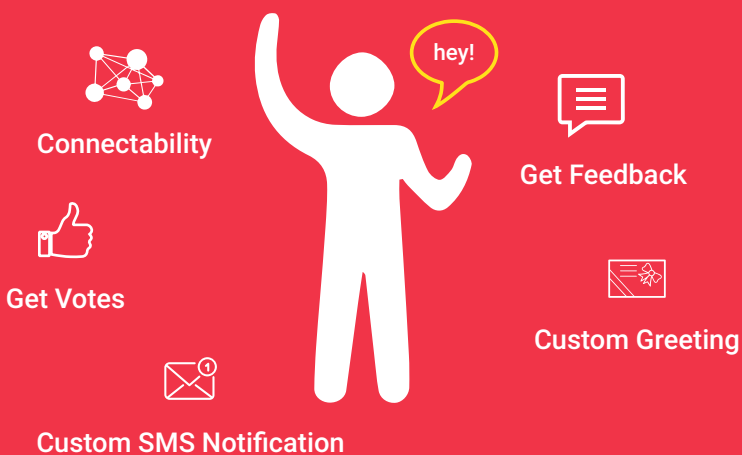
Desk Ring

DeskRing is a cloud-based missed call alert service, which helps companies to organize Vote and Poll system, Get instant feedback and Aid lead generation. DeskRing can be easily integrated with any applications. Its design architecture highly scalable to meet all your custom requirement.



Graphical Workflow

Features

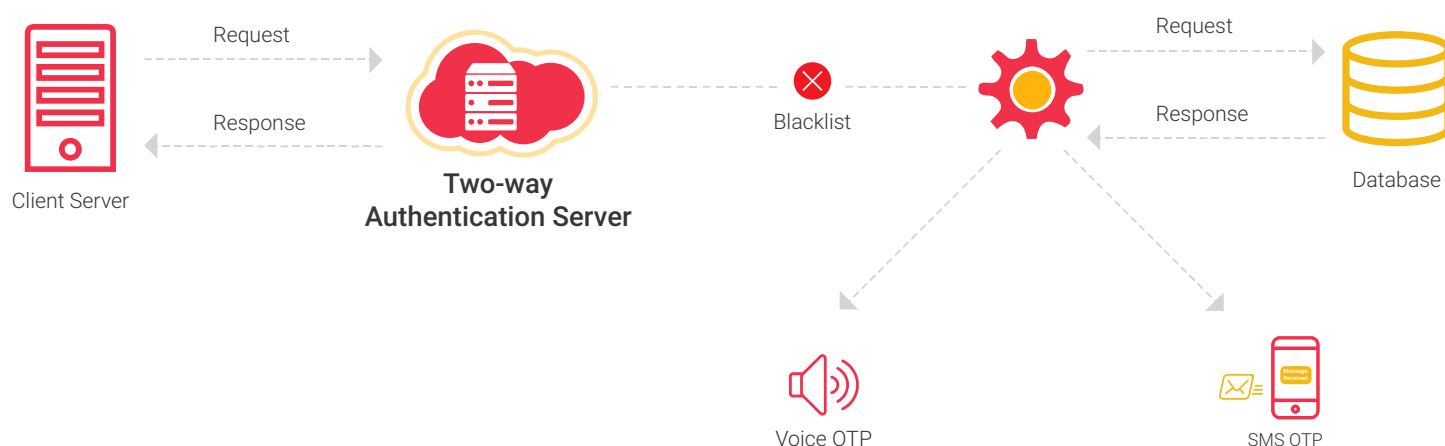


Benefits

- ✓ Call Back Service.
- ✓ Lead Generation.
- ✓ Opt-in List Building.
- ✓ Surveys & Poll Campaigns.
- ✓ Alert Subscriptions.
- ✓ Coupon Delivery.
- ✓ Information Pooling.
- ✓ Best In Subscription Based Model.
- ✓ Help in Getting User Registration.

Two-way Authentication

Two-Way authentication is a 'One-Time Password' that is randomly generated and sent to the client provided mobile number via SMS and voice call for number validation. This is to provide an enhanced level of security to substantiate the correctness of the mobile number. Through two-way authentication, companies can ensure authentication of any type of account registration and confirm client details.



Graphical Workflow

Features

- Flexi Expiry Time
- Two Mode Verification
- Real Time Reports



Inbound/Outbound Flexibility

Customizable Template

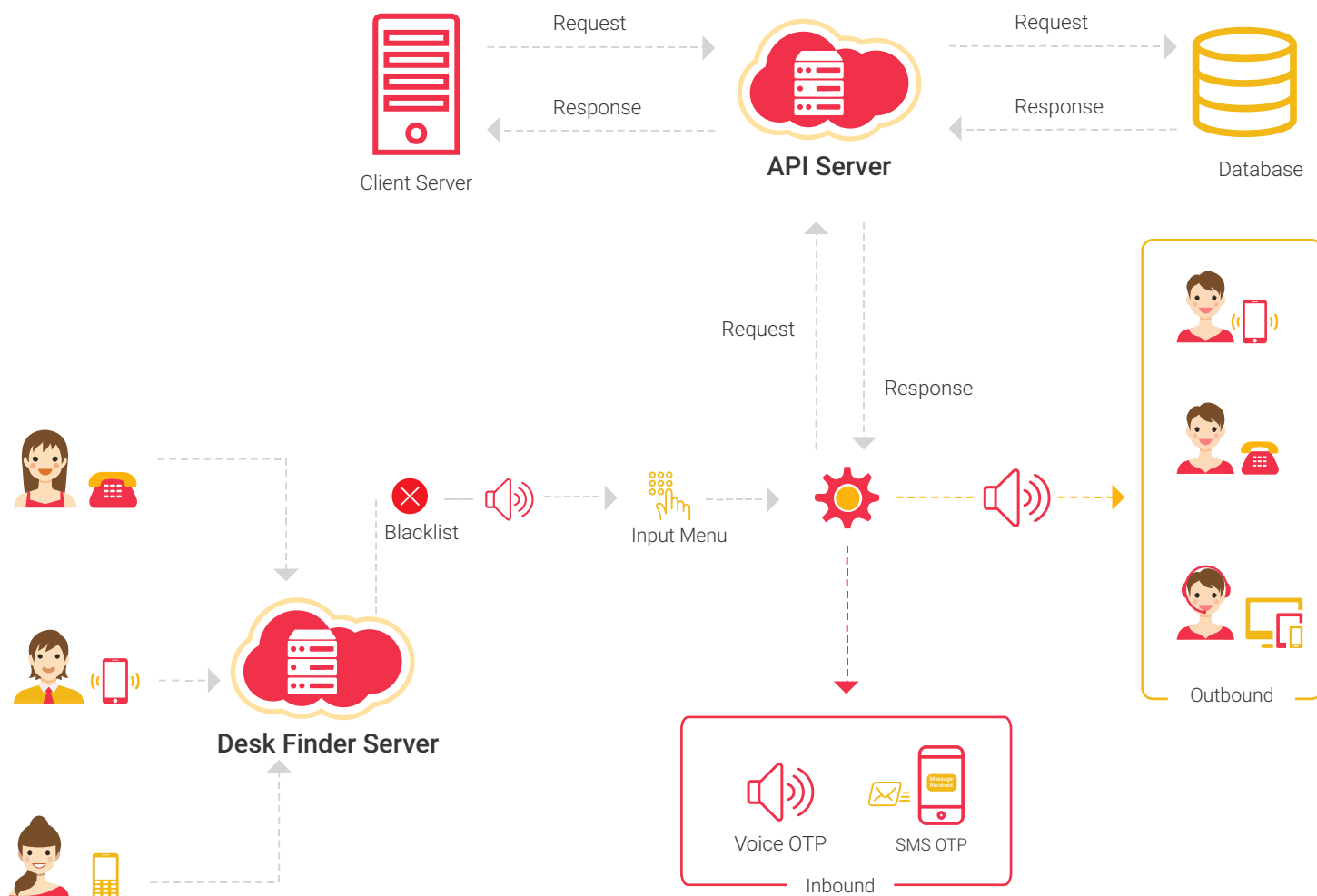
Data Privacy

Benefits

- It makes activation processes seamless by providing instant OTP.
- Helps to lower user acquisition costs while optimizing every activation.
- Easy automated process from mobile verification to online transaction.
- Business can make this step mandatory for users during registration.
- It safeguards customers' transactions by adding OTP as security layer.
- Helps in meeting business grade standards & highest uptime in the industry.

Desk Finder

It is particularly for those companies who wish to give flexibility to their clients to track their sale through cloud-based voice automation. It comes with an exceptional solution in which monitoring activities for any of product/service can be done in a very efficient manner with utmost control. It helps to automate various processes that further can increase sales while minimizing human efforts.



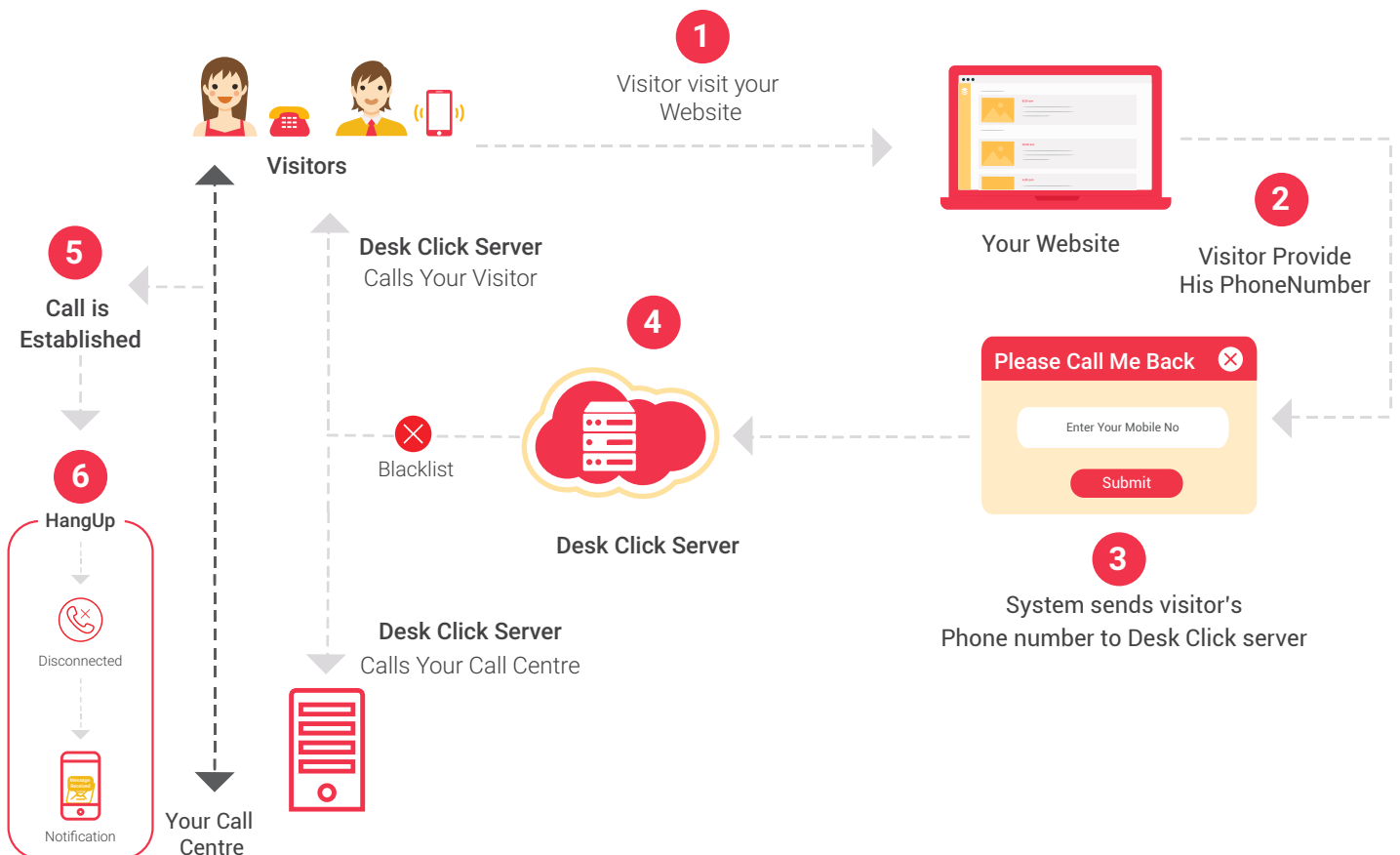
Graphical Workflow

Desk Click

Desk Click is a cloud-based Click to Call solution which helps companies to get connected with their website or app visitors in real-time, without actually dialing the number. In this solution, businesses can integrate Desk Click API on their website/app so that whenever visitor or prospect customers drop their number, it will instantly generate two way call i.e one to company representative & one to visitor number and further both calls will be patch automatically to connect.

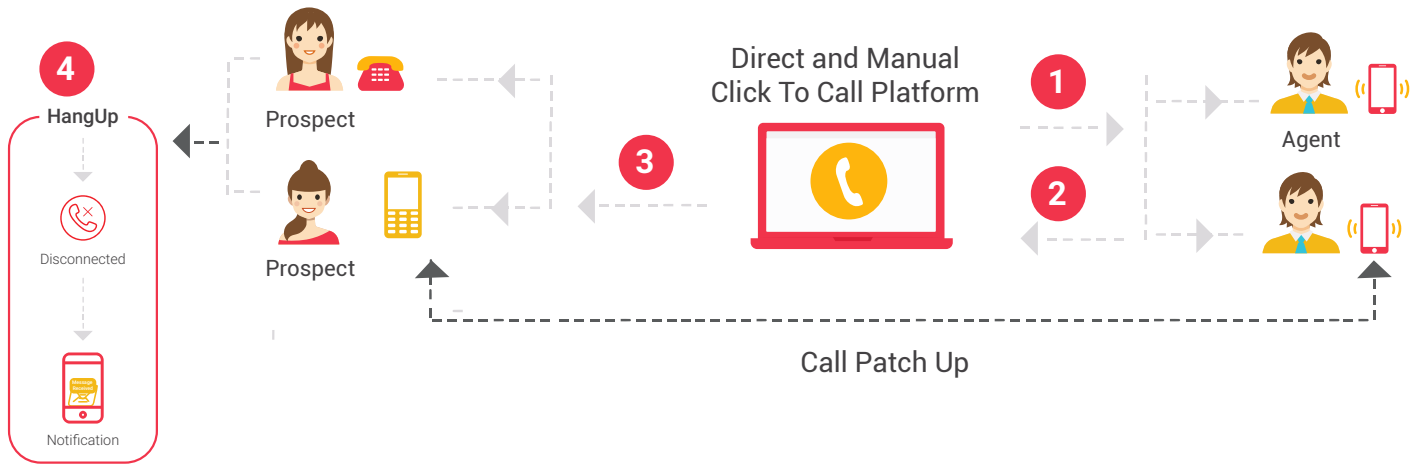
Website Graphical Workflow

Flexible Rest APIs are integrated with the web portal which helps companies to give instant call back to interested website visitor via automatically bridges a call between a business employee and the visitor.



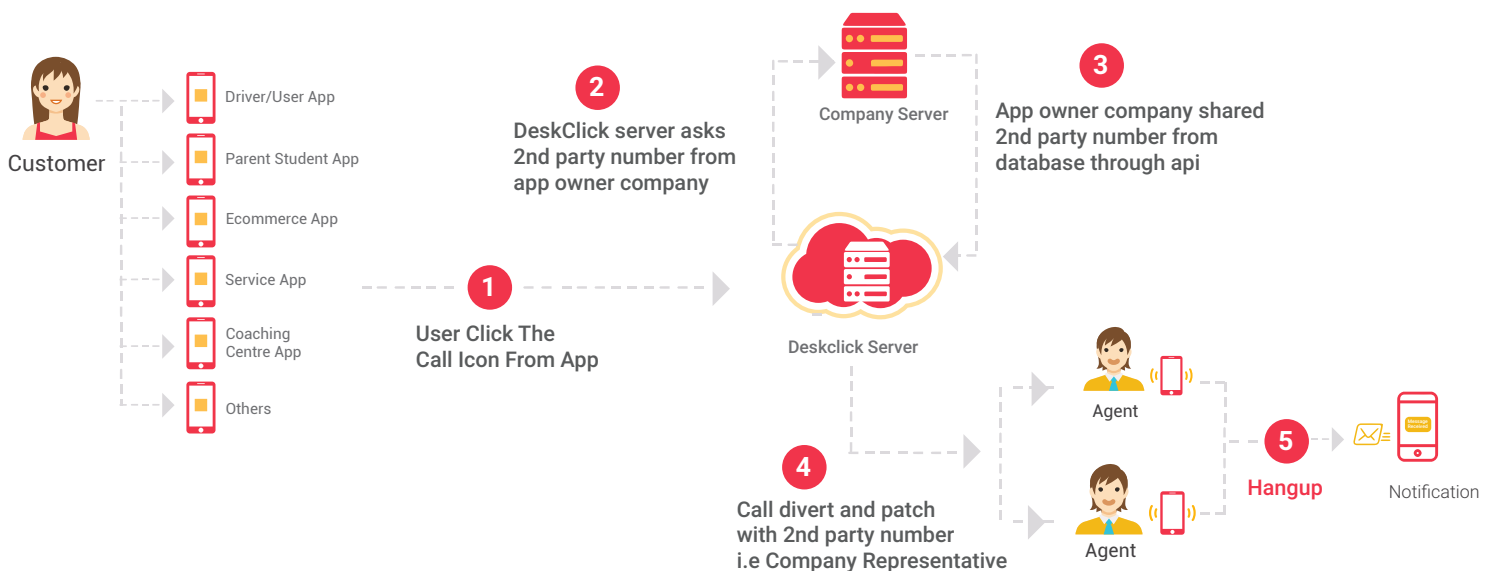
Platform Graphical Workflow

In-Build Desk-click integration which helps companies to give instant call back to all callers (Direct DeskClick) as well as manually entering the customers number (Manual DeskClick) for automatically bridges a call between a business representative and the End user.



3rd Party App Based Graphical Flow:

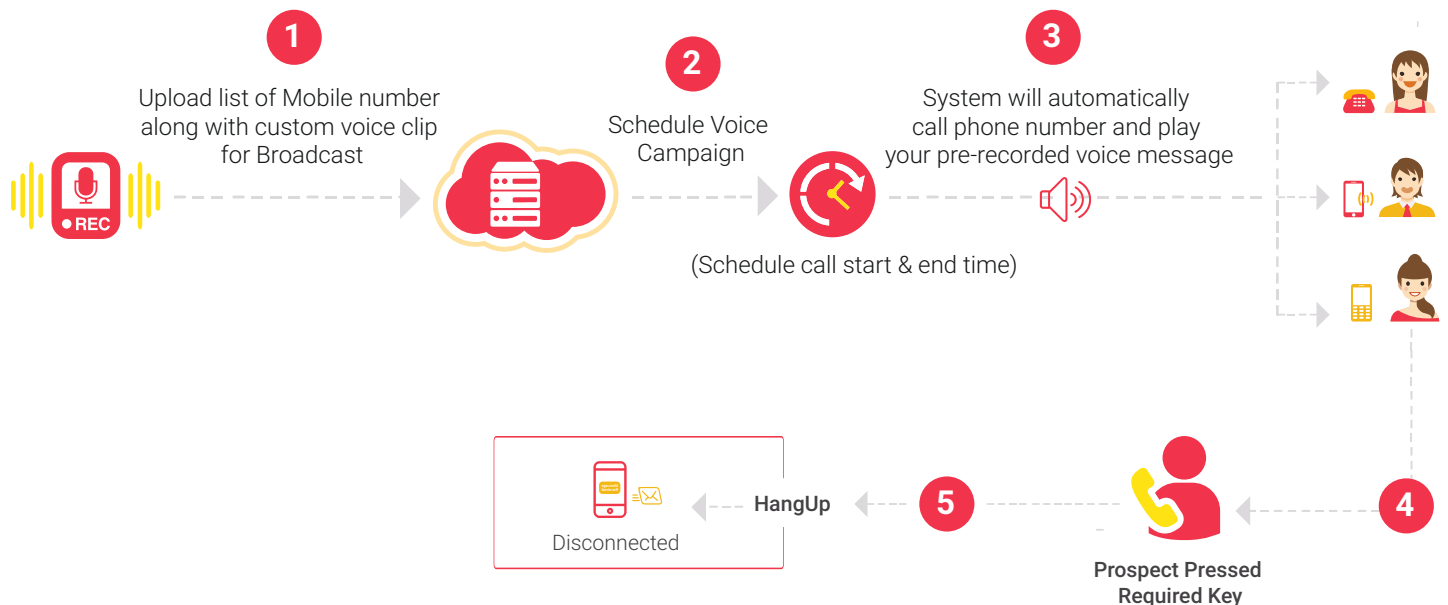
Flexible Rest APIs are integrated with the 3rd party app which helps companies to stay connected with already registered database through just a single click and without actual dialing by user side.



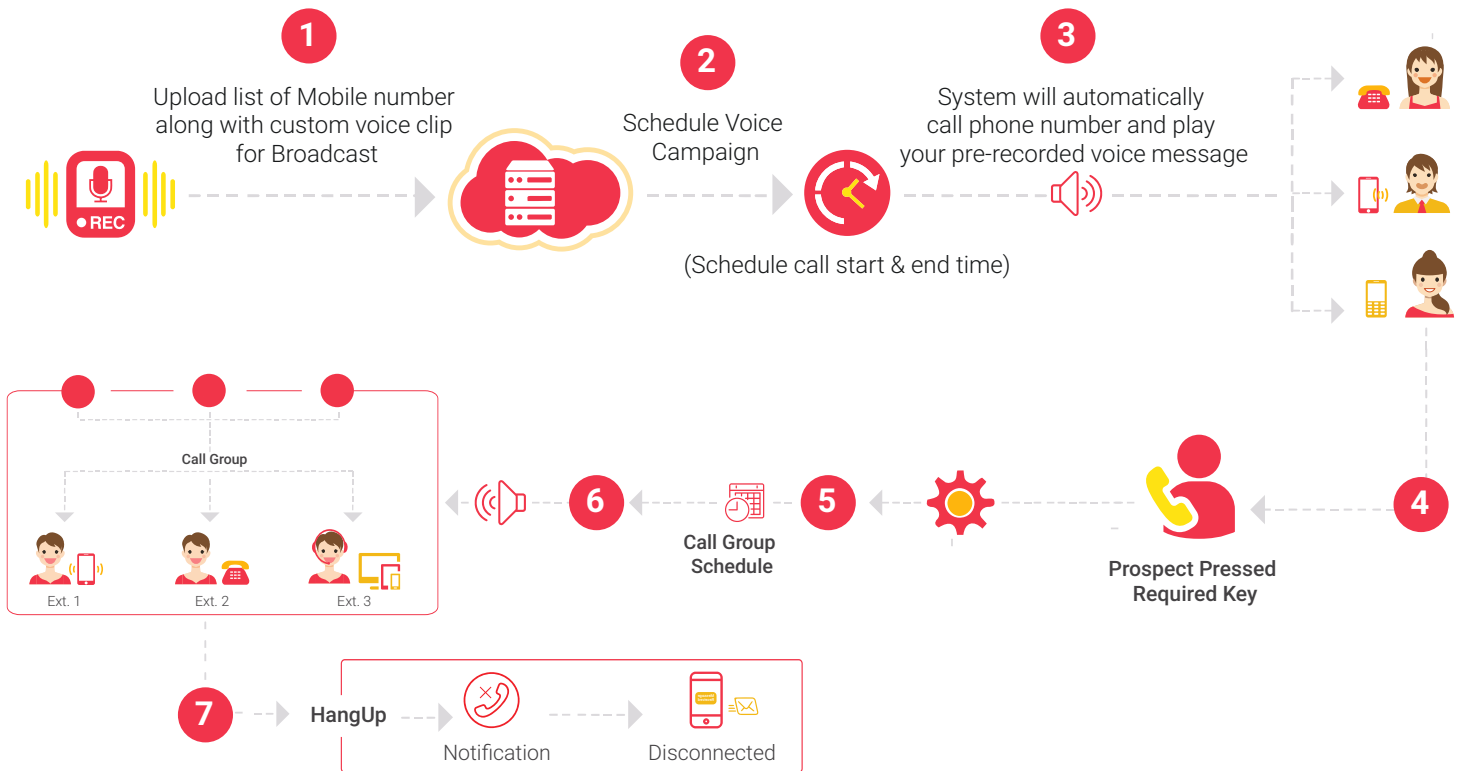
Desk Voice

Desk Voice is a cloud-based auto voice broadcast solution which helps companies to send recorded voice messages to multiple phone numbers simultaneously which can be used to create leads or as a follow-up method to their existing or past customers and/or current prospects. Prospect can also interact with the sender company by pressing keys on the phone keypad, predefined by the company.

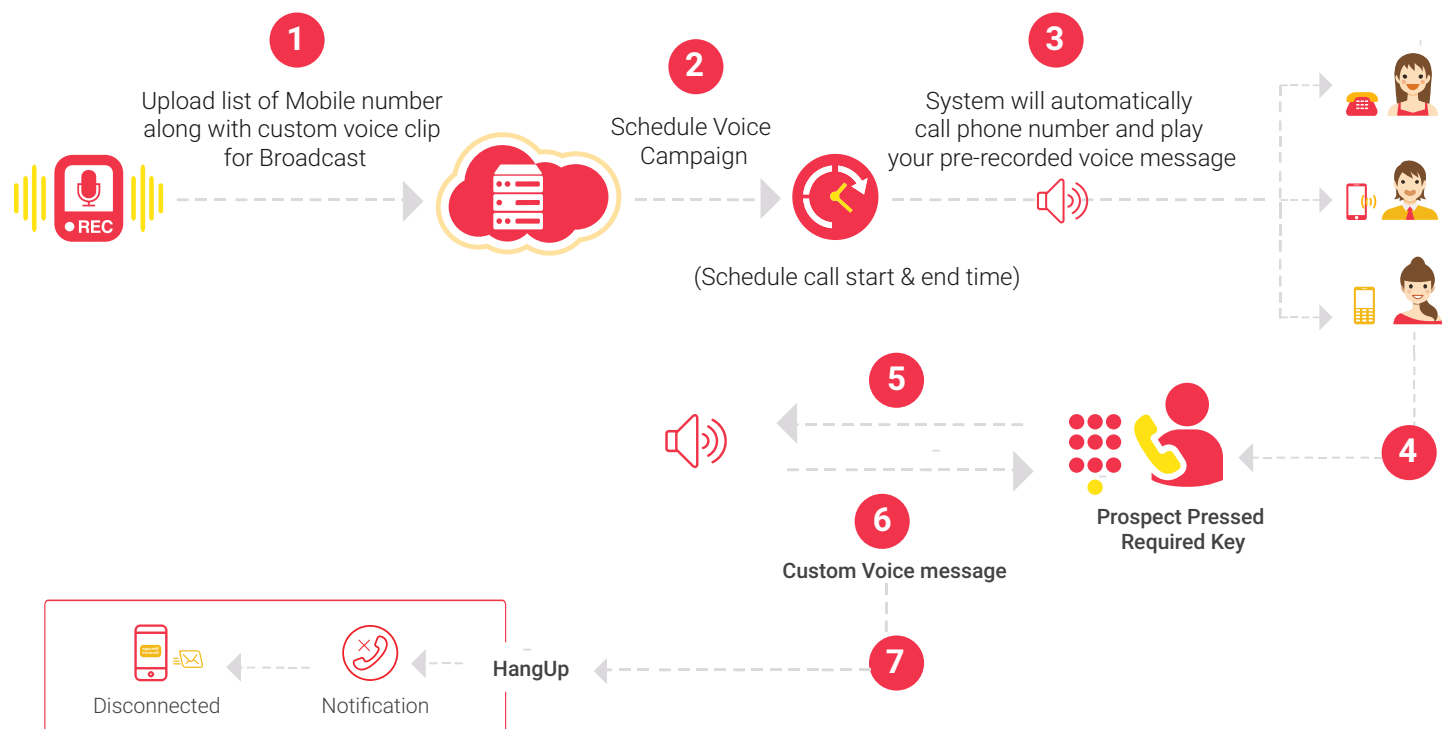
- One pulse = 30 second
- Two legs = if Press Key functionality
- Promo campaign only on Non-DND numbers



Bulk Voice Notification Workflow



DTMF Response Capture Workflow

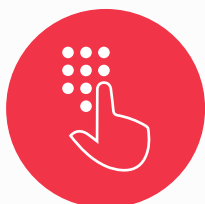


Auto Survey Workflow

Desk PHONE

A Desk Phone is a virtual number that is not associated to any physical handset or mobile connection and is hosted over the cloud platform. Companies can track and get detailed reports of all inbound/outbound business calls. A cloud number can configure with DeskTALK IVR application that helps customers to map Departments or employees on Cloud IVR using extensions.

Desk Phone are of three different types:



Mobile Number

Mobile Number is a 10-digit usual phone number that is routed and configured to the CallerDesk products.



Toll-Free Number

A toll-free number allows clients to connect with the enterprise from anywhere in the country without any extra cost.






Landline Number

Landline Number increases client's faith as the number looks like a real landline base number.

Thank You!

CallerDesk[📶]
Communication Simplified

Deskotel Communications Pvt Ltd.

 Address G-20,LGF, Sector 63 Noida Uttar Pradesh 201307	 Email info@callerdesk.io	 Customer Care +91-927-888-3000
--------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------

Connect with us

 [/callerdesk](#)

 [/callerdesk](#)

 [/callerdesk](#)