Brief Synopsis of our Web App Solutions....

- Our solution is a cloud based Web App, which can be easily configured on local in-house servers as well, based on clients requirements
- We host our services on Virtual Machines taken from market leaders like Google Cloud Services and Amazon Web Services which are fully secured
- All our solutions are protected through **SSL (Secure Socket Layers)** so that all the transactions happen in encrypted format pushing the hackers to a corner
- Server VM that we use is on **Ubuntu 20.04.3 OS** (hosted on Google Cloud or AWS)
- Current Database server : **MySQL 8.0.29**
- Front end is on Apache Web Server (this gives a flexibility of accessing the services from any platform through any web browser like Chrome, Safari, Firefox etc)
- Web Server version: **Apache/2.4.41 (Ubuntu)**. Server built: 2022-06-14T13:30:55
- Entire application is developed in PHP on **LARAVEL** frame work
- All the queries are protected for **CSRF (Cross Site Request Forgery)** making it absolutely safe to host the data on Google or AWS platforms / Datacenters
- In case our clients want to host the services on their in house servers, the option is very much available through clients IT teams

Common Challenges We Cater....

- Timely Data Allocation to team
- Priority Cases Allocation
- Customer Information Search on the move
- Real time field remark updation / view
- Telecalling remark capturing (real time)
- Sanctity of field visits
- Easy reminders for :
  - Meetings for the day
  - PTPs for the day
  - Broken PTPs till date
- Field picture capturing and management
- Voice recorded messages from field (our USP)
- Field Location Capturing
- Customer Interaction History on the move
- Online performance monitoring even for FEs
- WORK FROM HOME

Serving Industries....

- Collection Process Management
- Sales Team Monitoring
- Telecalling Setup Management
- Customer Verification
- Employee Verification
- DSA Process Management
- Medical Rep Team Monitoring
- Pharma Delivery Management
- Feedback Capturing (Our USP)

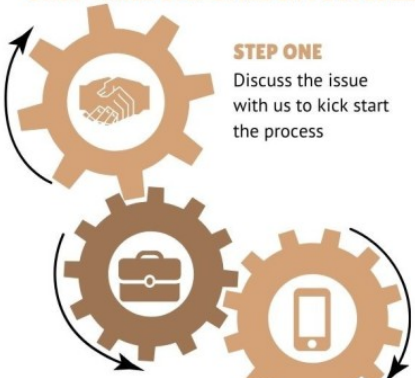
OUR STRENGTH

OFFICE / PROCESS AUTOMATION

Does your business involve managing Field Staff and their backend Support team

Then, you are with right PEOPLE

ONLY THREE STEPS ARE INVOLVED.....



STEP ONE
Discuss the issue with us to kick start the process

STEP TWO
Upload the DATA on our Web App

STEP THREE
Our app takes over to help you GROW with minimum backend intervention. Information flow and updation in real time due to automation.

SALIENT FEATURES:

- Secure Cloud Solution
- Accessible 24x7x365 on the move
- Login based data security & visibility
- Fully Customizable
- Powered with Work from home

LET'S GET STARTED

WHAT CHALLENGES ARE YOU FACING

OUR WEB APP STRENGTHS....

SECURE CLOUD SOLUTION
Web app is hosted on Google OR AWS Cloud (fully secured with SSL encryption). Daily backup of your important data happens by default without human intervention.

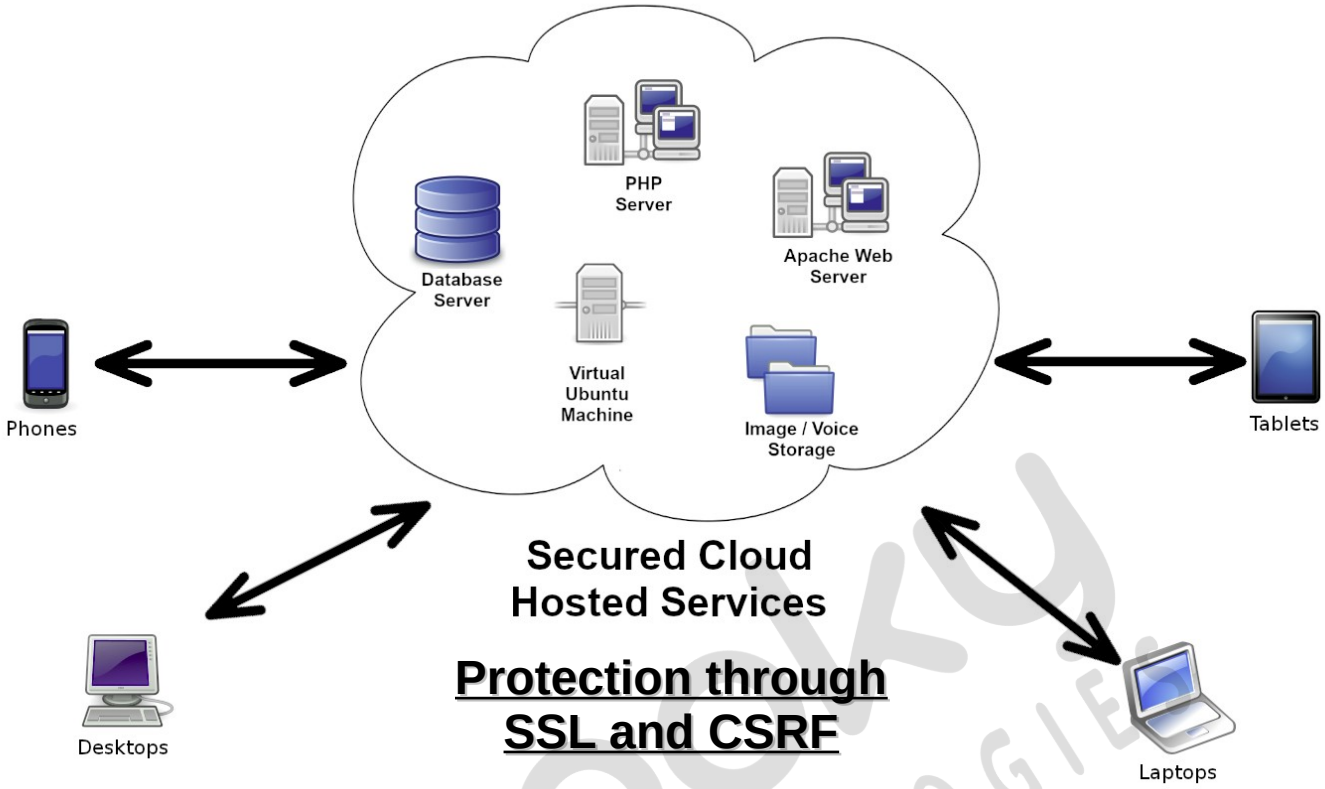
ACCESSIBLE 24 X 7 X 365
Web app available on the move with almost negligible down time hosted at Global Market Leaders data centers.

LOGIN BASED SECURITY
Access rights can be controlled based on the login itself. Full control on who can access what?

FULLY CUSTOMIZABLE
Apart from the features inbuilt, one can have customized features based on individuals requirement.

WORK FROM HOME
Web app can be very helpful in work from home scenarios and that too Cost Effectively.

PROCESS FLOW



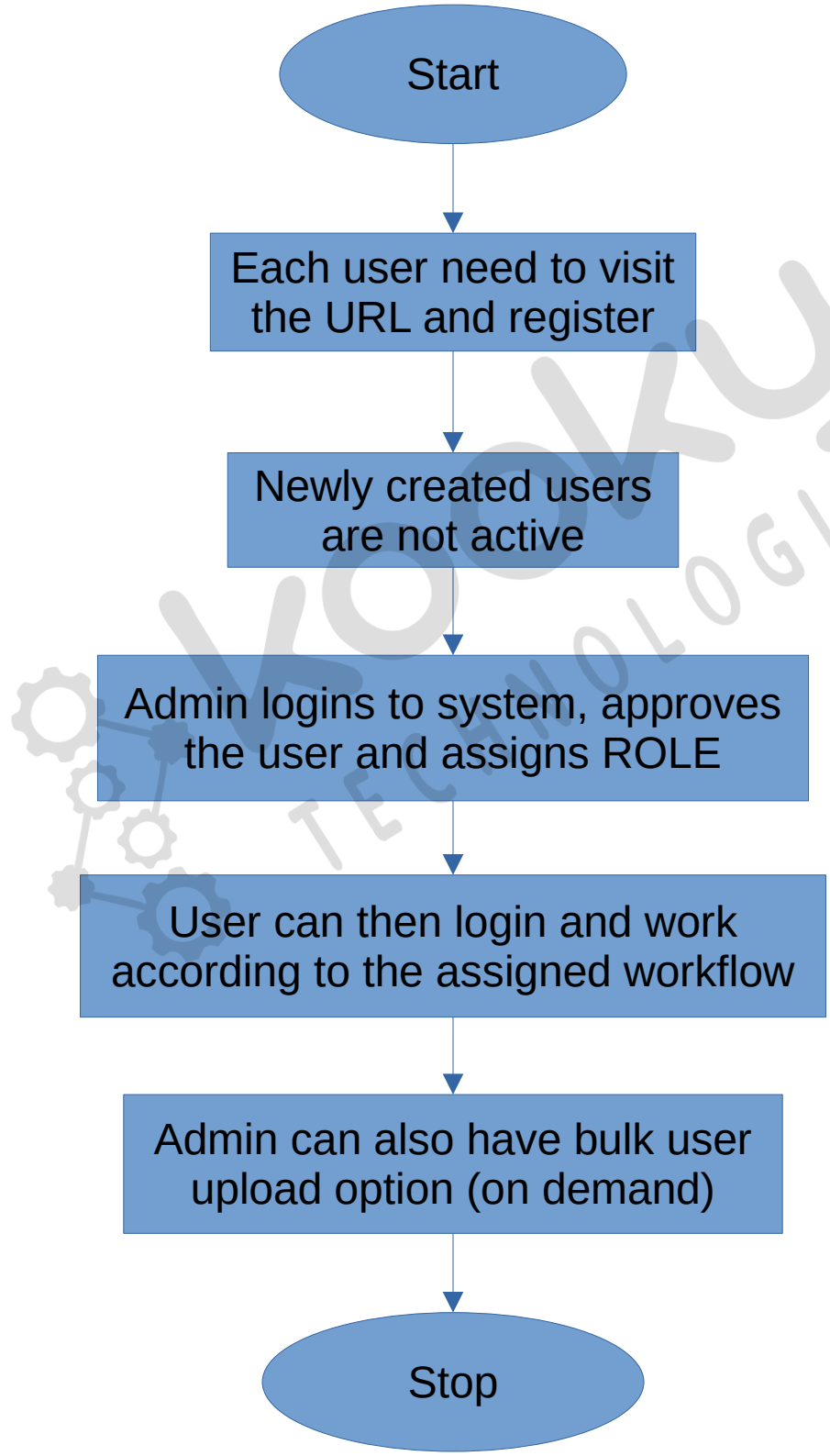
Entire functionality of the app is login based. Each user is defined a specific role having relevant rights. These users can perform the activities as defined for the roles given. Typically, we have following roles:

1) Admin
2) Manager
3) Supervisor
4) Tele – Caller (TC)
5) Field Executive (FE)

These roles & rights can be customized as per clients requirements

PROCESS FLOW

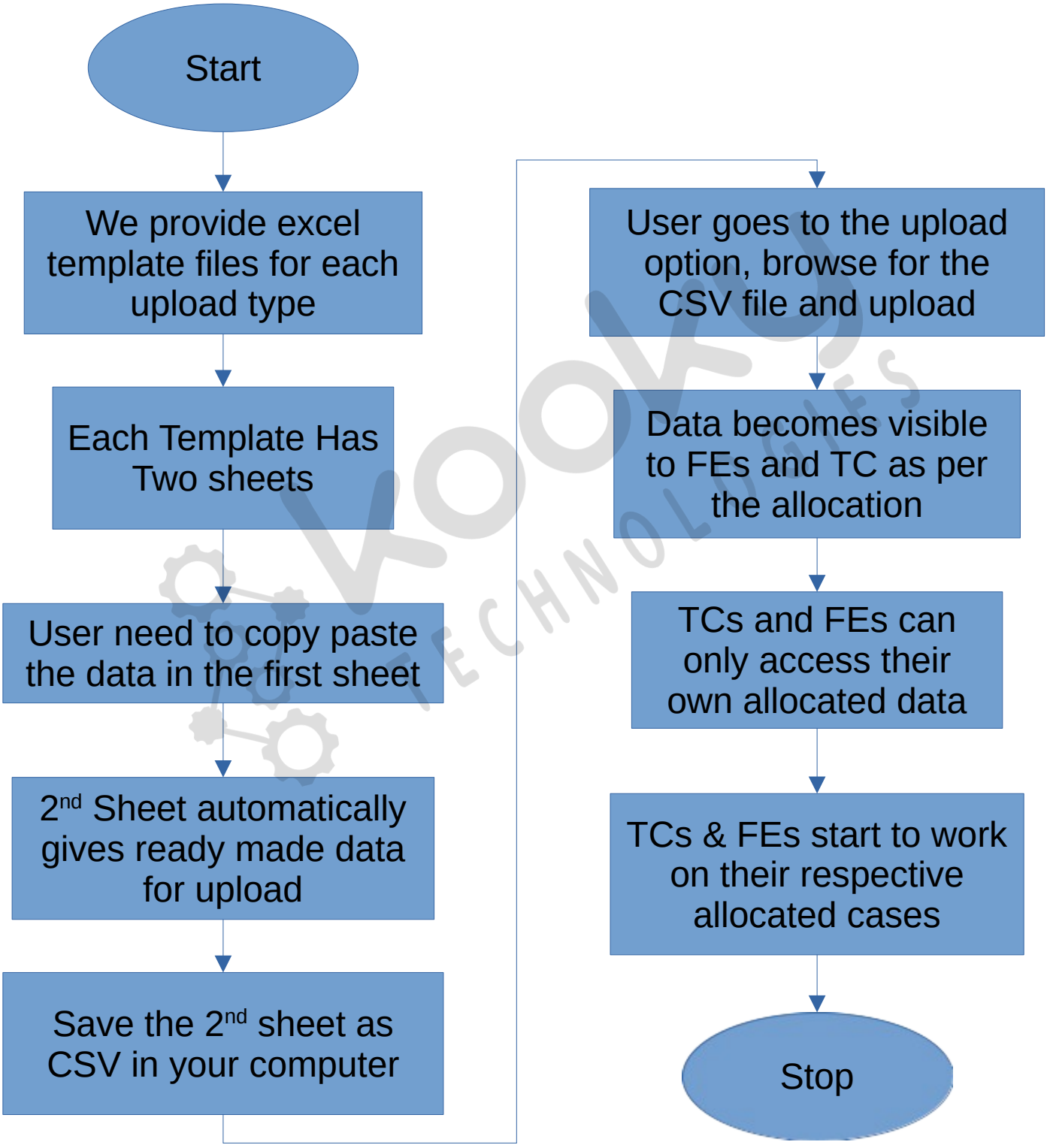
Once the Web App Is Live
Process Starts With
User Creation



Any user can be deactivated to stop data access (this happens real time)

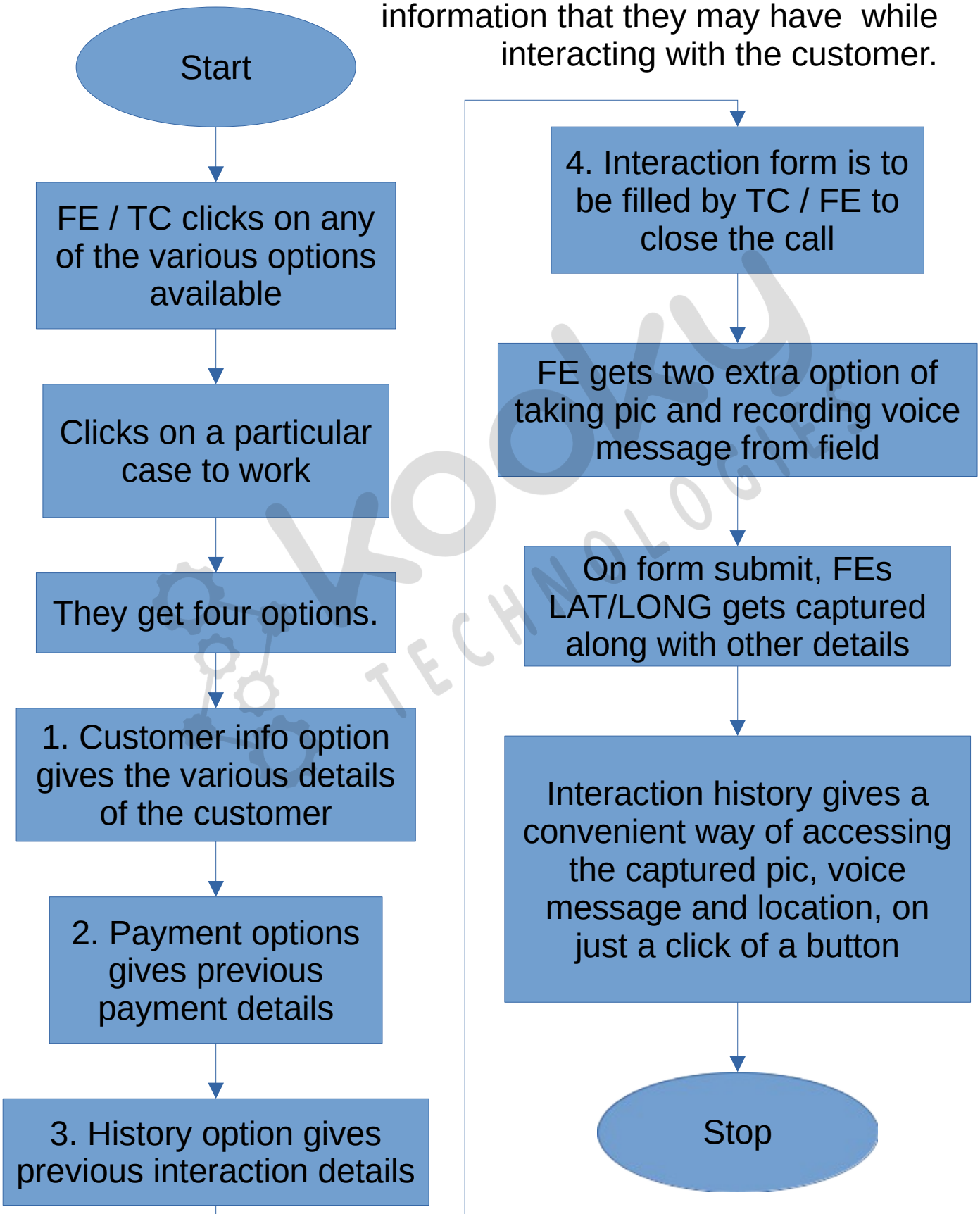
PROCESS FLOW

Once the users are created, it is time for the data upload. Data upload option will appear only for the designated roles.



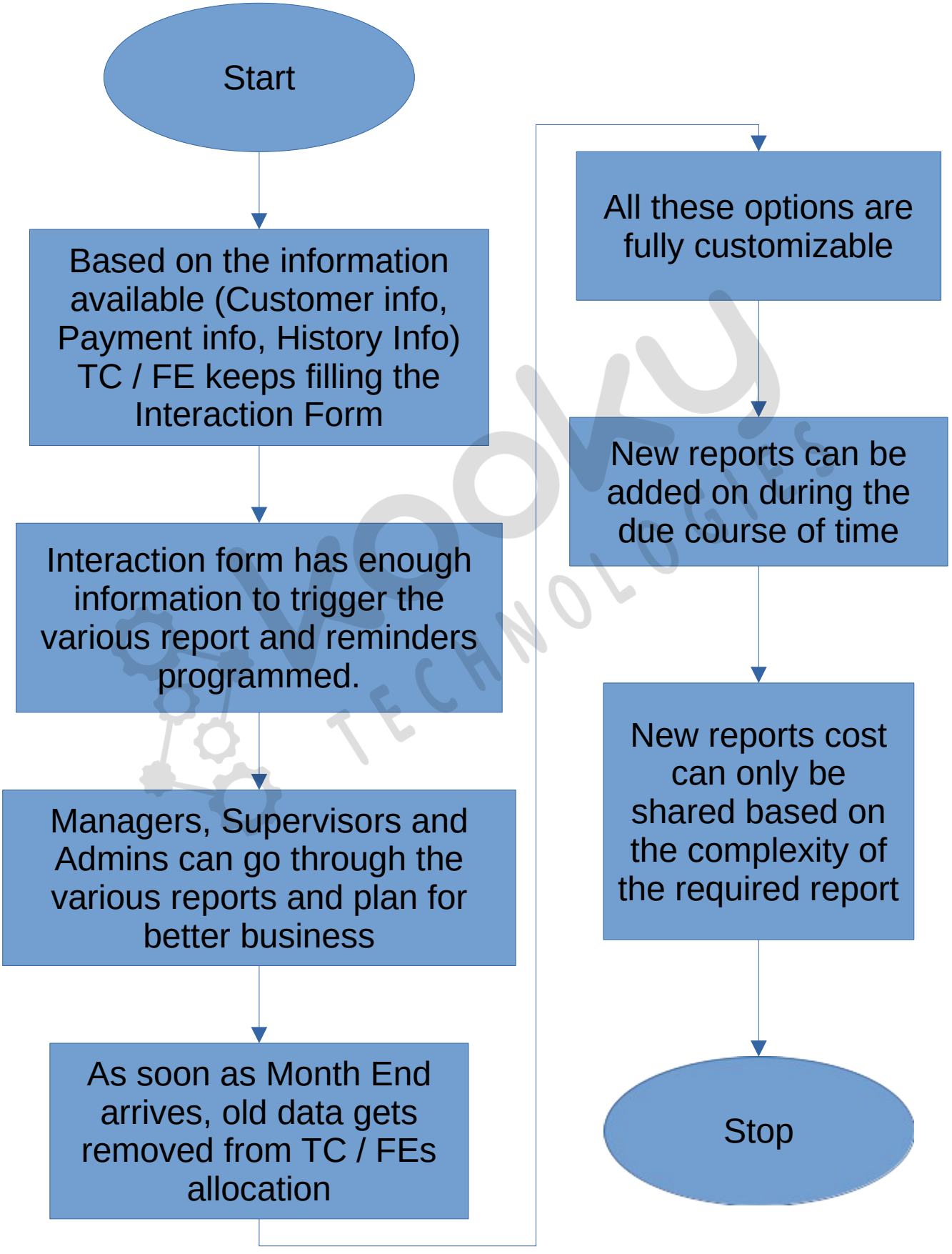
PROCESS FLOW

On getting the allocation, TC and FE just need to click on a case or they have an option of searching any customer through any information that they may have while interacting with the customer.



PROCESS FLOW

Various Other Options



Thanks for your patience and Time.

Happy Business.....

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