BRINGS NEXT GEN SOLUTIONS AND DELIVER WHAT IT COMMITS!
About
Elision Technologies Pvt. Ltd
One-stop provider for technology and communication needs of companies!

It is a renowned IT company that has been catering to its customers since 2007. The company has expertise and experience in the latest technologies to make your business communication simple, better and faster.

In its more than a decade long journey...

1500+ customers  50+ countries  serve 25,000 users  handle 3.5 million calls/day

Partners and clients are our most important assets at Elision and the company takes pride in developing long-term and strategic relations with them.

The company has more than 10 ready to use products to offer which is in use by 100s of businesses all across the world. Elision has been one of the popular names in the VoIP, Call Center and telephony industry and it has got featured on prestigious media and platforms.

The company has grown due to the hard work of its team and leaders. Thus, it is worth taking a look at its journey.
The company is growing by leaps and bounds under the leadership of its visionary CEO and MD - Mr. Mehul Shah. The company follows a slogan of “We deliver what we commit”. Elision empowers its staff located in 6 different branches across India, Mexico, and the USA and benefits its customers all across the world.

**Mission**
Growing as a customer-centric company, in which customers or individuals can discover and obtain anything they want to in regards to communication and collaboration, which adds tremendous value in their Business & Personal life at economical rates along with hoards of added benefits.

**Vision**
- Develop personalized relations with the customer to build a strong rapport with them
- Provide outstanding product quality & unsurpassed service which bring premium value to our customers
- Work together across the team to meet the needs of our customers and help companies and organizations to win
- Value our Team with timely rewards and appreciation to motivate and help them with career shaping

**Values**
- Client centric
- Passionate
- Innovative
- Loyal
- Honest
- Trustworthy
- Fun
- Professional
- Teamwork
- Adaptable
- Growing
DialShree is not just a call center software, it is a complete omnichannel contact center solution. Build smartly to meet the communication needs of all types. We have been transforming this call center software to let its users stay ahead in the market. We understand the urge of the market and command of customers these days. Thus, we have incorporated all major communication channels in DialShree: An Innovative Call Center Software.

DialShree is one of those rarely available call center systems that are highly flexible and scalable.

DialShree: Futuristic Solution Burgeons Hours & Revenues

DialShree is built with an amalgamation of futuristic vision, latest trends, and robust technologies. Thus, it has an amazing range of features to empower different organizations so they can increase performance, productivity, and revenues.

Major Features of DialShree:

**USPs:**

- Agent Screen Capture
- Collection module
- Internal Chat Module
- AI-based Speech to Text in multiple languages
- Survey Module
- Encryption Security
- Remote Agent support
- Recording Word Spotter
- WebRTC based Web Phone
- Multilingual Text to Speech
- Soundboard Avatars
- Security Module
- Firewall Security
- Disposition bucket

DialShree can be used to run all different types of campaigns:
The integration of CRM solution with DialShree provide value added features:

- Single Sign on
- Automatic Customer CRM Record Popup
- Data push from CRM to Contact Center Solution
- Click to call functionality in CRM

More Features

- Web-based
- Campaign management
- Lead management
- Agent management
- Multiple call routing rules
  (ACD, Skill-based, Sticky Agent, Longest-idle agent)
- Multiple dialers
  (Auto, Predictive, Power, Progressive, Preview, Manual)
- Agent performance statistics
- Nested IVRS
- Unlimited call queues
- Voice logging and playback
- Call Monitoring / Whisper / Barge-in
- Conferencing
- Agent intercom
- Call forwarding
- Graphical Reports
- Call parking & retrieve
- Do Not Call (DNC) list Management
- Standard reports
- Call summary
- Performance report
- System dashboard
- Voice broadcasting
- SMS broadcasting
- Agent ranking
- Hotkeys
- Auto callback

DialShree can be set up on any infrastructure:

- On Premises
- Cloud Hosting

We provide top to bottom services and customization to let DialShree users leverage abundant benefits. You can acquire it as per your choice of model:

- One time Cost
- SaaS
- Rental
- White label solution
Being a unified communication service provider, we offer the most advanced tools and solutions to meet business communication and collaboration needs. Our IP PBX software is built with the most robust VoIP technologies to provide a secure and robust communication system for businesses. We offer single-tenant and multi-tenant IP PBX solutions.

Multiple business branches can be connected to the central headquarters or one can use this system to run the business as a hosted PBX service provider using a multi tenant IP PBX solution. Single Tenant IP PBX software can be used to enhance communication and collaboration in the company.

Our proprietary multi tenant IP PBX solution has top to bottom features you would expect from the best multi tenant IP PBX software. Empower your staff by offering unparalleled communication and collaboration tool.

**Major Features of IP PBX Solution:**

- Web based system
- Support multiple codecs
- Support multiple protocols
- Support 3rd party APIs
- Support DID
- Support IP phone connectivity
- Support emergency number (E-911)
- Extension range
- Extension group management
- Caller ID
- Name directory
- Dial by extension
- Dial by name
- Calling (Inbound & Outbound)
- Voice calls
- Video calls
- Nested IVR
- Call barring
- Call forwarding
- Call transfer
- Call screening
- Call recording
- Call hold
- Music on Hold
- Voicemail
- Callback
- Find me Follow me
- Voicemail to email
- Call filter
- Conference bridge
- 3-way conferencing
- Multi-party conferencing
- Reports
All IT businesses deal with many technicalities. However, all customers that are using IT solutions and services are not so tech-savvy. Also, IT solutions users may require some sort of troubleshooting and technical support at certain points. To make the job of IT engineers easier, we have developed a feature rich IT Help Desk Solution.

Our IT Help Desk solution is designed and developed to automate non-technical tasks so the efforts of engineers can be saved to benefit customers and company, both. This IT Help Desk solution is built to benefit businesses in managing their incidents, problems, and concern management in the most streamlined manner.

**More Features**

- Incident management
- Centralized knowledge base
- Dashboard
- Workflow automation
- Support multiple modes of communication (SMS, Email, Web App)
- Department wise tickets
- Ticket label
- Ticket custom fields
- Priority assignment to tickets
- Personal note
- Agent details
- Ticket attachments
- Notifications
- Filters
- Ticket locking
- Canned response
- Rich HTML support
- Service Level Agreements
- Service desk operation support
- Reports
- Agent Collision Avoidance
- Agent Transfer & Referrals
- Auto-Responder
- Categorize tickets
- Prioritize tickets
- Assign tickets
- Remote desktop asset analysis

**IT Help Desk Process Flow**

- **Close Incident**
  - Manual/Automated closure
  - User acknowledgement
  - Survey
- **Communicate with End User**
  - Chat
  - Reply template
  - Email conversation within tickets
- **New Incident**
  - Email
  - Self service portal
  - Chat
- **Categorize Prioritize Assign**
  - SLA
  - Business rule
  - Technician auto assign
- **Analysis**
  - Remote desktop
  - Asset information
Communicating with distant people without leaving your space sounds like a dream, but we have transformed this dream into a reality. You can communicate and collaborate with masses using MassMeet.

MassMeet is our proprietary conferencing solution that is built to bridge the communication gap professionally and cost-effectively. It is built to help its users reach any nook or corner of the world without spending any time, money, or efforts to reach there. Just grab your laptop, tablet, or smartphone, join the MassMeet meeting, and connect with anyone at any time. It is available with the customization and to let you get a perfect web conferencing system.

MassMeet can be used in multiple scenarios in different business segments:

Education | Product launch | Corporate meeting | Webinar | Presentation
Online support | Product demonstration | Training | Recruitment | And more

To make sure users of MassMeet get everything they need to communicate with distant professionals with enhanced quality of video and voice, we have added an impressive range of features in this video and web conferencing system:

- Dashboard
- Conference rooms (groups)
- Audio conferencing
- Video conferencing
- Internal chat
- Presentation mode with essential tools
- Screen sharing
- Conference recording and playback
- Transfer control
- Whiteboard
- Raise hand
- Shared notes
- Emoticons in chat
- Screen captions
- Live polling
- Live voting
- Conference controls
- Conference logs
Save time and resources by sending your message to thousands of people with a single click with our voice broadcasting software. You will send the same message, but still, you can engage your audiences to convey your message more effectively. You can also collect feedback to review the response of your caller.

This advanced voice broadcasting, also known as call broadcasting system, is made easy to use so it can benefit all businesses. You can run various campaigns using this effective communication tool:

- Announcement
- Public awareness
- Notifications
- Alerts
- Reminders
- Greetings

We have built a scalable and feature-rich voice broadcasting solution which can help you leverage abundant benefits:

**More Features**

- Multilingual
- Multi tenant
- Custom message creation
- Text to speech
- Upload voice message
- Record voice message
- Multiple attempts on failure
- Custom caller ID
- Web-based
- Contact import & export
- Nested IVR
- Press 1 campaign commencement
- Survey
- Polling
- Standard reports
- Graphical reports
- And more

**Code Blue: Emergency Solution to Tackle Emergencies Effectively**

Fundamentally designed to cater to emergency situations in the healthcare segment, now, benefiting major industry verticals with its top offerings is our Code Blue solution. With a single SMS or call, all key officials or personnel will be notified about the emergency situation so they can take the necessary steps to handle the emergency situation quickly and effectively.

**Major Users of Code Blue**

- Hospitals
- Police
- Fire station
- NGOs
- Political Parties

**Major Features of Code Blue: Emergency Solution**

- Create & assign code
- Reach one or more key personnel with a single call or message
- Reports
Elision has developed multiple VoIP solutions to provide simpler, faster, and enhanced communication to businesses and enterprises.

Elision Solutions

Elision has developed multiple VoIP solutions to provide simpler, faster, and enhanced communication to businesses and enterprises.

Open Sources

Elision is one of the pioneers that started working on various open source solutions. The company has experienced engineers that work on various open source solutions to benefit different businesses.

Integrations with DialShree: Contact Center Solution

DialShree is the most flexible call center software. It is compatible with various third party applications, hardware, and solutions. We can integrate any APIs and hardware in DialShree.
### Accreditations

- ISO 9001:2015
- Trade Connect Asia 2018
- Trade Connect Education 2018
- Trade Connect Asia 2017
- Trade Connect Asia 2016
- Trade Connect Asia 2015
- Trade Connect Asia 2014
- Trade Connect Asia 2013
- Trade Connect Asia 2012
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- Trade Connect Asia 1970
Cleint's Portfolio

Banking & Finance
- PM Bank
- SBI
- ICICI
- HDFC
- ICICI
- SBI
- Kotak
- ICICI
- SBI
- Mahindra
- SBI

Automobile
- Mahindra
- Tata
- Hyundai
- Honda
- Toyota
- Ford
- Mercedes
- BMW
- Audi
- Tesla

Healthcare
- CIMS
- ACCURIS
- Lifecare
- ICare
- Emcare
- Hello Doctor
- Healthcare Home
- Indus Health

BPO
- Aegis
- iSON
- Spry
- Iping
- Calling 24/7
- Taurus BPO
- MBA

Real Estate
- Tata Housing
- Kanakia
- Ganesha Housing
- Aavas
- Indoasian
- Maple

Service Industry
- Mahindra
- Wipro
- Collectedunia
- Hem
- Incense
- RSCS
- Qarnatek

E-Commerce
- Nykaa
- CarDekho
- BikeDekho
- WholesaleBox
- Emart Solutions
- TCI
- Swissherp

International
- First Flight
- TalkIP
- Voiceteam USA
- Insurd
- Order Hero

Government Projects
- Elision Technologies Pvt. Ltd.

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