



Whitepaper

New Generation Solution for **Contact Centers**

Introduction

Hardware is passé, software is avant gardé

The emerging paradigm in technology trends the world over show technologies moving away from a hardware based approach to software centric implementations. Software (and other products like it) is increasingly replacing now-outdated hardware components. This is true for any vertical or Industry from radios to accounting hardware is being shown the door. Case in Point - Instead of adding machines and store counters we have now have tally, similarly software radio appears to offer an elegant solution to what has been a vexing problem: how to have a single handset, like a cell phone, communicate across multiple networks.

The contact center industry is not alien to this migration either. We now see more and more contact centers and an enterprise moving from LEGACY PBX's and boxed solutions to IP – PBX's. This is not just a natural course of evolution. There are clear indicators as to why software is being preferred over hardware.

A few obvious points for the argument are:

	Hardware	Software
Function:	Hardware serve as the delivery system for software solutions. The hardware of a computer is infrequently changed, in comparison with software and data, which are “soft” in the sense that they are readily created, modified, or erased on the computer.	To perform the specific task you need to complete. Software is generally not needed to for the hardware to perform its basic level tasks such as turning on and responding to input.
Reliability:	Hardware is reliable, only till it fails once it fails the whole system comes down crashing. There are no restore points.	Software due to constant testing and upgrades shows better reliability, also in the off chance that it does crash usually there are restore points thus saving a complete system crash.
Failure:	Hardware failure is random. Hardware failure can happen at any stage even when the process is in mission critical stage.	Software failure is systematic. Software does not have an increasing failure rate.
Fault:	Hardware faults are physical and need to be replaced as the only option.	Software faults are not.
Lifetime:	Hardware wears out over time.	Software does not wear out over time.
Scalability:	Hardware is setup based on static requirements and usually scalability means additional boxes need to be setup, maintained and managed. Scalability is seen as a hassle than feature.	Software's is the best option for any scalable business, all you need to do is procure additional licenses.

Narrowing down specifically to the voice domain and to contact centers and enterprises; In largescale operations as commonly seen with Enterprise businesses face further challenges of solutions that can scale and provide enhanced customer experience. Enterprise businesses require configurable solutions that can easily be managed by the IT team with minimal effort to avoid productivity issues. Downtime due to complexity in systems, rigid infrastructure resulting in overall mismanagement in intensive business scenarios stagnates productivity and efficiency, in turn resulting to business loss. The right technological infrastructure needs address this issue as well as cater to specific business needs with a robust and flexible architecture that enables quick and easy management of the entire contact center system.

Customer Experience

In today's technology driven economy, organizations are struggling to achieve differentiation from their competitors. Unique to every organization, the customer experience is close to impossible to imitate. Customer experience has become the only differentiating factor and the source of competitive advantage. There is a proven correlation between customer service and loyalty. Customer loyalty is strongly associated with customer experience that strengthens the company's reputation and brand image that is capable to transform customers to brand advocates.

The root causes of bad experience can be traced back to the following problems:

- **Customer Experience Inconsistent Across Customer Journey**

Organizations that fail to invest in improving customer experience and still rely on outdated legacy solutions would feel the backdrop in customers. The result would be disconnected and impersonal experiences with the customers across different touch points. For optimal journeys, customers are to be delivered with consistent quality service across all customer touch points.

- **Imperfect interactions across Customer Channels**

When new customer channels emerge, they are often treated in isolation; where each interaction is completely unrelated with future interactions. Organizations that treat customer interactions separately are often at a significant competitive disadvantage.

- **Underutilized Enterprise Resources**

The lack of context from previous customer interactions would lead to misaligned tasks and processes. When customer issues or queries are not handled in timely and accurate manner it would harm the fragile customer experience. Underutilized manpower would harm the organization productivity and workforce morale. Without managing underutilized manpower, organizations will fail to climb up the ladder.

Automation of these processes is the only solution in overcoming these limitations to achieve optimized management of limited resources and gain market share.

- **Single View of Customers**

Gaining knowledge of customers is critical in understanding customer journey. Extracting insights and information from each interaction point and channel is the only way in achieving this. This would allow organizations to deliver personalized experiences to each customer strengthening their brand preference. This will have a positive impact in promoting powerful word-of-mouth recommendations to positively impact the organizations bottom-line revenue.

Drishti

Drishti Soft is an Indian company, which is registered and is an active member of NASSCOM. Drishti has been awarded by the body for NASSCOM Innovation Awards 2008 and Nasscom Emerge 50 listing in the “Domestic Market” category. From international benchmarking bodies Drishti also holds the Deloitte fast 500 Company in the Asia Pacific Region. Drishti has contact center technology deployments in 40 countries with 1000+ installations spanning 6 years in contact center technology. Drishti's Clientele includes Acer Computers Australia, Frontier Utilities USA, State Bank of India, Govt of Abu Dhabi.

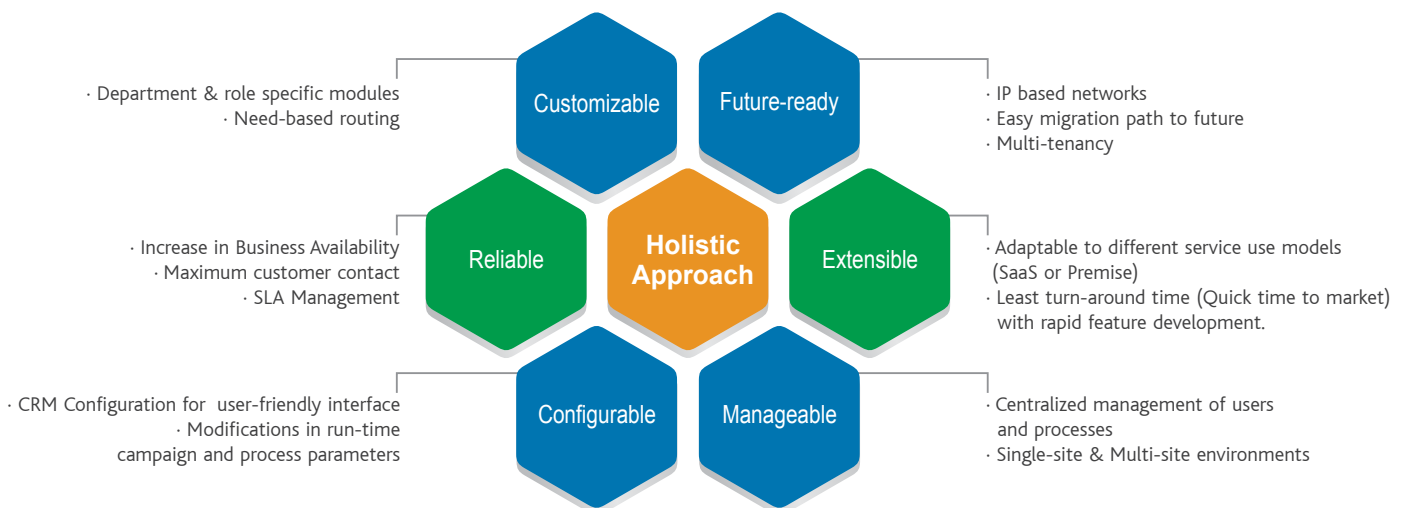
AMEYO

The need for real-time, event-driven, multi-channel software for customer interaction management is what most business need for fuel. To propel your business forward, innovate and value-add, AMEYO is the future of ICT in one feature rich platform.

Simplifying delivery of quality to your customers, We bring to you - an IP-based powerful contact center technology solution that innovates along your business for maximised benefits in your operational environments.

AMEYO is an all-in-one software based communication solution for managing interactions to improve customer experience, business efficiency and monitor productivity. The latest technology is differentiated by the superior architecture which enables new age businesses to constantly innovate around their business processes.

The architecture and core platform of AMEYO has been developed from ground up using latest technology concepts including Service Oriented Architecture as backbone. AMEYO provides scope for innovation and intelligibly integrates with enterprise applications through its extensible APIs, thus simplifying the entire interaction management for your businesses.



Architecture

Ameyo superior architecture purpose - A future proof scalable solution to meet next generation enterprise automation need in the domain of CIM. Overwriting the multi-boxed approach of legacy contact center technology, AMEYO powers customer interactions for both contact centers and enterprises with intelligence, scalability and cost effectiveness.

Intelligent

- SDK for application development and not only IVR or call flow customizations
- Advanced real-time analytics in dashboards or wallboards
- Multi-level privileged based calling / event handling capability
- Plugin based algorithms and implementations
- MDA generated APIs and interfaces
- Cradle-to-grave reports

Reliable

- Auto-failover support
- Load-balancing with N+1 as well as N+N components, both kinds of deployment are in one setup
- Application robustness guaranteed by AMEYO labs with automated test beds
- Detailed benchmarking of individual components before general availability
- Remote NOC and automated maintenance on-demand

Future Ready

- Based on SOA, its technology can keep on upgrading as per future trends and advancements
- Highly scalable (distributed architecture)
- Setup flexibility (centralized, distributed or hybrid setups) as per growing business needs

Cost Effective

- No proprietary hardware, utilizes industry standard server machines
- Low Total Cost of Ownership (TCO)
- Gives choice to use proven open-source components including OS and DB
- Open standards and APIs
- Detailed component wise flexible pricing

Why AMEYO

All-in-one

Unlike boxed solutions, AMEYO being IP-based is feature-rich providing inbuilt business-specific capabilities in a single platform. This solution is capable of providing functionalities for all processes including inbound (intelligent routing, IVRS), outbound (predictive dialing, campaign management, contact list management). The added benefit of AMEYO being an all-in-one solution versus disparate components in boxed solutions provides customers with inbuilt Voicelogger, Realtime Graphical Analysis and comprehensive reports.

Easy to use

The flexibility that AMEYO brings to the table irradicates the complexity in managing boxed solutions. The configurable design of AMEYO further provides businesses with the added benefit of tweaking the solution to their specific requirements.

AMEYO achieves this easily through integrations with various components in the backend. Being based on open standards such as SOA and MDA, AMEYO enables on the fly configurations, where changes can be made easily and quickly on the fly.

Dynamic

In an Inbound scenario where IVRS is a key component in directing incoming calls to the right group of agents, this normally would be a fixed IVRS where the entire tree works only how it was originally deployed. This approach to customer interactions where enhancing experience of interactions is of the utmost importance makes it detrimental to the overall objective of the process. AMEYO helps businesses operate more dynamically by providing them with the Nodeflow Designer which allows management to define the entire tree as their business requires to service their customers which includes mapping to internal structural changes.

Tailor-fit

In the event of Design-Your-Own-Solution (DYOS), where businesses pick and choose features and components specific to their business requirements. Boxed solutions as common with Legacy PBX fail to deliver a cohesive and effective platform where contact centers can thrive in challenging business environments. The dynamic nature of AMEYO as a solution makes it ideal for a DYOS requirement where-in all necessary components and features are inbuilt. AMEYO provides the necessary flexibility for business to avail only the features and components that is essential for their processes to perform at peak performance, therefore optimizing costs.

Comparison Matrix

Product	Drishti Ameyo	Aspect Unified IP	Genesys Agent Desktop	Cisco IPCC	Avaya Aura Call Center
Deployment Model	On-Premise Hosted (SaaS) Managed Services	On-Premise Hosted(SaaS)	On-Premise Hosted (SaaS)	On-Premise	On-Premise
Businesses Size/Client Profile	Large/Medium/Small Enterprise SOHO Startups	Large/Medium Enterprise	Large/Medium Enterprise	Large/Medium Enterprise	Large/Medium Enterprise
Industry Presence	International/Domestic BPOs Customer Service Telemarketing Collections Aviation Govt. Sector Logistics Banking Financial Services Entertainment Real Estate Education Hospitality/Travel Transportation Services Law Enforcement (Police) Telecommunications	International/Domestic BPOs Customer Service Telemarketing Financial Services Hospitality/Travel Transportation Services	International/Domestic BPOs Telemarketing Financial Services Hospitality/Travel	International/Domestic BPOs Customer Service Telemarketing Collections Financial Services Entertainment Telecommunications	International/Domestic BPOs Customer Service Govt. Sector Banking Financial Services Transportation Services Telecommunications
Solution Type	State-of-the-art IP Platform	Legacy/IP Platform	Legacy/IP Platform	Legacy PBX/IP Platform	Legacy PBX/IP Platform
Platforms Supported	Windows (User) Macintosh (User) Linux/Unix (User/Server)	Windows	Windows Linux/Unix	Windows	Windows
Operating Systems	CentOS Red Hat Linux Ameyo OS (Custom CentOS) Windows XP, Vista, 7 Macintosh Leopard, Tiger, Lion (Agent Web Access Only)	Windows XP, 7 Windows Server 2008	CentOS Fedora Solaris x86 Platform Edition Ubuntu Windows 7 Windows Server 2008 R2 Windows XP Professional	Windows XP, 7 Windows Server 2008	Windows XP, 7 Windows Server 2008
Contact Center Type	Blended Contact Center	Blended Contact Center	Blended Contact Center	Blended Contact Center	Inbound Contact Center
Communication Modes	Phone Chat Email SMS Fax over IP VoIP Web Portal (Ticket Logging) Video	Phone Chat Email SMS VoIP	Phone Chat Email SMS VoIP	Phone Email SMS VoIP	Phone VoIP
Interactive Voice Response Features	Self-help with TTS and ASR IVR Designer with Scripting Capabilities Multi-language Support E-mail/SMS/Fax Integration Personalized IVR Priority Routing IVR Jump Customizable IVR prompts Caller Blacklisting	Self-help with TTS and ASR IVR Designer Multi-language Support Personalized IVR Customizable IVR prompts	Self-help with TTS and ASR IVR Designer Multi-language Support Personalized IVR Customizable IVR prompts	Self-help with TTS and ASR IVR Designer Multi-language Support Personalized IVR Customizable IVR prompts	Self-help with TTS and ASR IVR Designer Multi-language Support Personalized IVR Customizable IVR prompts
Inbound Calling/ACD Features	ANI/ DNIS based routing Multiple Skills/Queues Music-On-Hold/Transfer Office Hours Configuration Compliant with standard PBX, Media Gateways & Soft/Hard IP Phones Detailed ACD Reports Agent Web Access Skill based routing Quality Score based routing Account-based routing - Priority, FIFO and Preferred routing Estimated Wait Time/Queue Position Announcement Pre-integrated with CTI & IVR Pre-integrated with Voice Logger enabling advanced custom reports Calendar integration Abandoned Call Automated Callback/Virtual Queueing Same Agent Call Connect	ANI/ DNIS based routing Multiple Skills/Queues Music-On-Hold/Transfer Office Hours Configuration Proprietary hardware needed ACD Reports Agent Web Access Skill based routing Estimated Wait Time/Queue Position Announcement Pre-integrated with CTI & IVR Pre-integrated with Voice Logger	ANI/ DNIS based routing Multiple Skills/Queues Music-On-Hold/Transfer Office Hours Configuration Standard Hardware supported ACD Reports Agent Web Access Skill based routing Estimated Wait Time/Queue Position Announcement Pre-integrated with CTI & IVR	ANI/ DNIS based routing Multiple Skills/Queues Music-On-Hold/Transfer Office Hours Configuration Proprietary hardware needed, ACD Reports Agent Web Access Skill based routing Estimated Wait Time/Queue Position Announcement	ANI/ DNIS based routing Multiple Skills/Queues Music-On-Hold/Transfer Office Hours Configuration Proprietary hardware needed, ACD Reports Agent Web Access Skill based routing Estimated Wait Time/Queue Position Announcement
Automated Outbound Dialing Modes	Predictive Preview Timed-Preview Automatic Power Progressive Fixed-Pacing Parallel Predictive Dialing (Mapping leads to agents/locations etc. Skill-based routing on Outbound call) Pro-Active Enhance Connector (Best time to Call)	Predictive Preview Timed-Preview Automatic Power	Predictive Preview Timed-Preview Automatic Power	Predictive Preview Automatic Power	NA
Automated Outbound Dialing Features	Customizable Rule-based dialing Voice Broadcast Dialing Dynamic Call Pacing Complete & Selective DNC Management Answering Machine Detection Real-time DNC check automation Multiple Minute/PRI Providers Integration Intelligent IP Telephony & VoIP handling Callback Scheduling/Same Agent Callback/Promote to Campaign	Customizable Rule-based dialing Complete & Selective DNC Management Answering Machine Detection Multiple Minute/PRI Providers Integration Callback Scheduling	Customizable Rule-based dialing Voice Broadcast Dialing Complete & Selective DNC Management Answering Machine Detection Multiple Minute/PRI Providers Integration Callback Scheduling	Customizable Rule-based dialing Complete & Selective DNC Management Answering Machine Detection Multiple Minute/PRI Providers Integration Callback Scheduling	NA

Voice Logger Features	Pre-integrated & Proprietary Voice Logging 100% Blind Recording Multi-format voice recording Automatic Compression and Archiving Web based access for remote users Built-in Quality Monitoring and Quality Scoring modules Multimedia Control Supports wav, mp3, VOX, ALAW formats Extensible with mixer with Codec Plug-in Support	Pre-integrated/ 3rd Party Voice Logging 100% Blind Recording Automatic Compression and Archiving Built-in Quality Monitoring and Quality Scoring modules Supports VOX format	3rd Party Voice Logging 100% Blind Recording Automatic Compression and Archiving 3rd Party Quality Monitoring and Quality Scoring modules Supports VOX format	3rd Party Voice Logging 100% Blind Recording Automatic Compression and Archiving 3rd Party Quality Monitoring and Quality Scoring modules Supports VOX format	3rd Party Voice Logging 100% Blind Recording Automatic Compression and Archiving 3rd Party Quality Monitoring and Quality Scoring modules Supports VOX format
Reporting Features	Cradle to Grave Reporting Over 200 Default Templates Generation of business-oriented comprehensive reports at Agent, Campaign, System and Resource levels Web-based access for remote users Real-time and Historical Data Analysis Automatic Maintenance and Backup Management Report Designer - Advanced Report Designing Module No need for in-depth knowledge of SQL. Configurable for multiple outputs for reports	Cradle to Grave Reporting Generation of comprehensive reports at Agent, Campaign, System and Resource levels Real-time and Historical Data Analysis Automatic Maintenance and Backup Management Report Designer Available	Cradle to Grave Reporting Generation of comprehensive reports at Agent, Campaign, System and Resource levels Web-based access for remote users Real-time and Historical Data Analysis Automatic Maintenance and Backup Management Report Designer Available	Cradle to Grave Reporting Generation of comprehensive reports at Agent, Campaign, System and Resource levels Real-time and Historical Data Analysis Automatic Maintenance and Backup Management	Cradle to Grave Reporting Generation of comprehensive reports at Agent, Campaign, System and Resource levels Real-time and Historical Data Analysis Automatic Maintenance and Backup Management
CTI Screenpop/CRM Features	Inbuilt CTI and CRM pre-integrated with IVR & ACD to enable customer profiling Integration with any third-party database, CRM or tool CTI with pop-up agent workbench screen Knowledgebase Disparate Interface for call handling, Call disposition, Conferencing, N-way Call Transfer Missed Call Alerts IVR Navigation can be displayed on ScreenPop Last Interaction History	Inbuilt CTI Screenpop, No CRM Integration with any third-party database, CRM or tool CTI with pop-up agent workbench screen Knowledgebase Disparate Interface for call handling, Call disposition, Conferencing, N-way Call Transfer	Inbuilt CTI Screenpop, No CRM Integration with any third-party database, CRM or tool CTI with pop-up agent workbench screen Knowledgebase Disparate Interface for call handling, Call disposition, Conferencing, N-way Call Transfer	CTI Screenpop to be integrated, No CRM Integration with any third-party database, CRM or tool CTI with pop-up agent workbench screen Knowledgebase Disparate Interface for call handling, Call disposition, Conferencing, N-way Call Transfer	CTI Screenpop to be integrated, No CRM Integration with any third-party database, CRM or tool CTI with pop-up agent workbench screen Knowledgebase Disparate Interface for call handling, Call disposition, Conferencing, N-way Call Transfer
Supervision/Real-time Monitoring Features	Birds eye view of telephony, Agent, ACD/Dialer and Lead performance Independent supervisor interfaces for Inbound & Outbound campaigns Complete MIS management for device, voice log, services and systems Graphical analysis of real-time and historical data Real-time Alert management for SLA, Performance and System Monitoring Call Snoop/Confer Force Agent Logout AHT, APR, CS Score to define KPIs Quality Score Tagging Additional Wallboard/Ticker provided with custom data	Birds eye view of telephony, Agent, ACD/Dialer and Lead performance Combined supervisor interfaces for Inbound & Outbound campaigns Complete MIS management for voice log, services and systems Text based analysis of real-time and historical data Real-time Alert management for SLA, Performance and System Monitoring Call Snoop/Confer AHT, APR, CS Score to define KPIs Quality Score Tagging Additional Wallboard/Ticker provided	Birds eye view of telephony, Agent, ACD/Dialer and Lead performance Combined supervisor interfaces for Inbound & Outbound campaigns Complete MIS management for voice log, services and systems Text based analysis of real-time and historical data Real-time Alert management for SLA, Performance and System Monitoring Call Snoop/Confer AHT, APR, CS Score to define KPIs Quality Score Tagging Additional Wallboard/Ticker provided	Birds eye view of telephony, Agent, ACD/Dialer and Lead performance Combined supervisor interfaces for Inbound & Outbound campaigns Complete MIS management for voice log, services and systems Text based analysis of real-time and historical data Real-time Alert management for SLA, Performance and System Monitoring Call Snoop/Confer AHT, APR, CS Score to define KPIs Quality Score Tagging Additional Wallboard/Ticker provided	Birds eye view of telephony, Agent, ACD/Dialer and Lead performance Combined supervisor interfaces for Inbound & Outbound campaigns Complete MIS management for voice log, services and systems Text based analysis of real-time and historical data Real-time Alert management for SLA, Performance and System Monitoring Call Snoop/Confer AHT, APR, CS Score to define KPIs Quality Score Tagging Additional Wallboard/Ticker provided
Unified Communications	Email: Ticketing System (Amevo Care) with Escalation management Email Queues (integrated with Voice/ SMS queues) SLA Management Email templates/Bulk Emails Chat: Web queues Escalation and SLA Web: Web Callback Integration with web apps/Meshups SMS: Bulk SMS Customized SMS Campaign & Media level exclusion Fax over IP Voice Broadcasting	Email: Email Queues SLA Management Email templates/Bulk Emails Chat: Web queues Escalation and SLA Co-Browsing Web: Web Callback SMS: Bulk SMS Customized SMS Campaign & Media level exclusion Voice Broadcasting	Email: Email Queues SLA Management Email templates/Bulk Emails Chat: Web queues Escalation and SLA Co-Browsing Web: Web Callback SMS: Bulk SMS Customized SMS Campaign & Media level exclusion Voice Broadcasting	Email: Email Queues Email templates/Bulk Emails SMS: Bulk SMS Customized SMS Campaign & Media level exclusion	Not Available
Connectors and APIs	DB Connector Webservices Connector URL Based CRM/ERP Integration API Socket based CRM/ERP Integration API Customer Manager API for external control of Dialer MRCP TTS and ASR Connector SalesForce Connector Talisma Connector Microsoft Dynamics Connector Siebel Connector Stats Manager API for Wallboards/Tickers Core billing System Connector (OSS,BSS) Core Banking Integration	DB Connector Webservices Connector MRCP TTS and ASR Connector Microsoft Dynamics Connector Standard CRM Connector	CTI Connector DB Connector Standard CRM Connector 3rd party TTS Connector Platform SDK	DB Connector Webservices Connector MRCP TTS Connector Microsoft Dynamics Connector Unified CRM Connector	CCE CCXML Contact Center Control Manager Web services API HDX (Host Data Exchange) API JTAPI (Java Telephony API) Open Interfaces Web services RSM (Real-time Statistics Multicast) API VXML (Voice XML) XML Contact Center Reporting interface

Development Tools	GUI based toolkit Industry standard practices Ease of use/Non-IT API for Management tools	GUI based toolkit Industry standard practices	GUI based toolkit Industry standard practices	GUI based toolkit Industry standard practices	GUI based toolkit Industry standard practices
Database Management	Multi vendor Database Integration (PostgreSQL/IBM DB2) Allows integration with external ETL tools VLDDB Management present	Only MS SQL	Multi vendor Database Integration (MS SQL/Oracle)	UCCX informix	Oracle
Vendor Neutrality	Integration with external PBXs/Switches CTI integration with TDM suite of solutions Choice of vendor selection for ecosystem Integration with thirdparty soft/IP phones	Proprietary product dependency	Proprietary product dependency	Proprietary product dependency	Proprietary product dependency
Routing Strategies	Multi-site Routing & Network Routing Business Process Routing Global Routing Strategies Integrated Routing Platform	Global Routing Strategies	Global Routing Strategies	Multi-site Routing & Network Routing Global Routing Strategies	Multi-site Routing & Network Routing Global Routing Strategies
Professional Services Engagement	Highly Flexible and Innovative Local Presence for R&D, Quality, Engineering and Support Integration with mostly all 3rd party relevant applications Services directly from OEM	Quite Rigid and Legacy oriented R&D, Quality and Engineering scattered across the world Limited integration capabilities with selective applications only Services mostly from System Integrators and resellers	Quite Rigid and Legacy oriented R&D, Quality and Engineering scattered across the world Limited integration capabilities with selective applications only Services mostly from System Integrators and resellers	Quite Rigid and Legacy oriented R&D, Quality and Engineering scattered across the world Limited integration capabilities with selective applications only Services mostly from System Integrators and resellers	Quite Rigid and Legacy oriented R&D, Quality and Engineering scattered across the world Limited integration capabilities with selective applications only Services mostly from System Integrators and resellers
Technical Support	Multimedia Support – Chat, E- mail, Phone, Web Portal Create, edit operations Visibility of all actions Logging and tracing Auto-escalation by the system Complete tracking from anywhere via http://dca.drishti-soft.com Feedback Management Single Portal for Service & Support High responsiveness and accountability eliminates delay	Support – E-mail, Phone, Visibility of limited actions Logging and tracing Auto-escalation by the system Moderate responsiveness and accountability Service and Support are separate teams and processes	Support – E-mail, Phone, Visibility of limited actions Logging and tracing Auto-escalation by the system Moderate responsiveness and accountability Service and Support are separate teams and processes	Support – E-mail, Phone, Visibility of limited actions Logging and tracing Auto-escalation by the system Moderate responsiveness and accountability Service and Support are separate teams and processes	Support – E-mail, Phone, Visibility of limited actions Logging and tracing Auto-escalation by the system Moderate responsiveness and accountability Service and Support are separate teams and processes

Case Studies



VADS Berhad (VADS) is one of Malaysia's leading Managed ICT Service provider. Today they are a wholly owned subsidiary of TM; serving medium to large businesses across industries. VADS implemented the Ameyo communications suite that provided them with a centralized pre-integrated solution, integrating process flow from different sites and processes.

[DOWNLOAD CASE STUDY](#)



Indovision is one of the biggest subscription-based direct broadcast satellite (DBS) or direct-to-home satellite television and radio service in Indonesia. Since their inception, Indovision had a centralized billing system and subscriber management system deployed at their premises. With the Ameyo Communication Suite from Drishti, Indovision benefitted by maximizing their agent efficiency and automated their processes.

[DOWNLOAD CASE STUDY](#)



Shinning Gulf for Marketing & Business Solutions Ltd. (SolexPLUS) is a professional Business Process Outsourcing (BPO) company which has been set up in Jeddah with the purpose of providing an unmatched process outsourcing experience for leading organizations. With Ameyo they were able to streamline their business since their customer connects were increased which further uplifted customer satisfaction.

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Our Customers



Awards and Appreciation



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