

# Client

**Crystal Forex Services** 

## **Vertical**

**Banking & Finance** 

## Location

Mumbai

## **Switch**

**Panasonic** 





# Case Study

## Hot-Line Console

#### Introduction

At Crystal Forex services is one of the leading institutional brokers in the Indian Foreign Exchange markets. Best n timely service is their motive.

#### The Need

Crystal Forex had requirement for solution which enables their Agents to reach potential clients, Banks and partners over Hot-Line without hassle of multiple attempt and long wait for answering.

Answering every call and connecting each call is essential.

#### The Solution

TELESOFT have customized and developed Hot-Line Console.

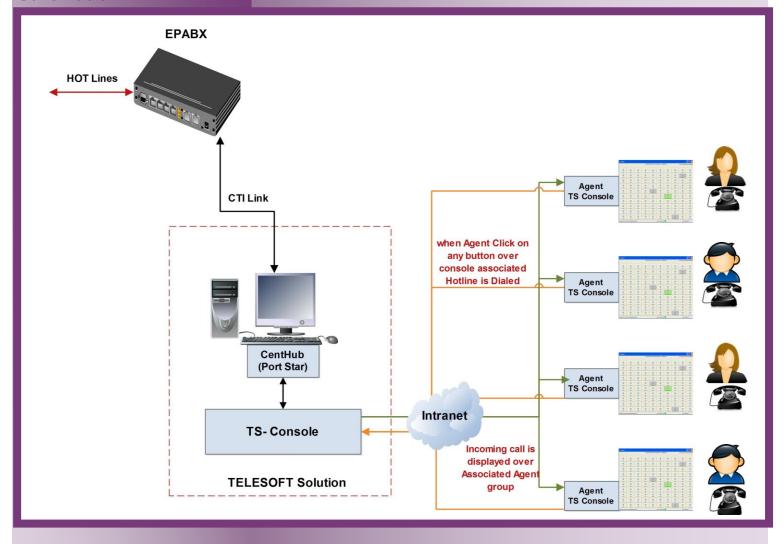
Hot-Line Console is a soft console which offers dedicated button on console scree for every client/ Partner/ Bank, which on dialing connects agents over associated Hot line. Agent console status will be fetched over CTI Link.

Any incoming call will be flashed in red on all the logged-in agents screen, as soon as any agent answers the call it turned Green changing status to connected.

Hot-Line console offers to defined Campaign specific set of clients. This will facilitate to avail buttons based on Logged-in agent's campaign.

			Kanji	Kanji Forex-TS Console - Hotlines				04/08/2014 3:57:20 PM, Monday		
BANK	BANK	BANK	DEUTSCHE BANK	OBS BANK	CITI BANK	CREDIT SUISSE	BANK	BANK	В	
BANK	BANK	BANK	CHTO-S	LAXMI VILAS	BANK BANK OF INDIA	BARCLAYS BANK	BANK	BANK	В	
BANK	BANK	BANK	UCO BANK	OENA BANK	BANK BANK OF BARODA	KARNATAKA BANK	BANK	BANK	В	
BANK	BANK	BANK	INDOS BANK	CRRPI	JAMMU AND KASHMIR	DEVELOPMENT CREDIT	BANK	BANK	В	
BANK	BAHK	BANK	SBLF	DHANLAXMI	AXIS BANK	HSBC	BANK	BANK	В	
BANK	BANK	BANK	SCOTIA-F	ALLAHABAD	ANZ GRINDLAYS	SARASWAT BANK	BANK	BANK	В	
BANK	BANK	BANK	MAURITIUS BANK	STATE BANK OF INDIA	FIRST RAND BANK	CANARA BANK	BANK	BANK	В	
BANK	BANK	BANK	BOMBAY MERCHANTILE	ANDHRA BANK	HDFC-F	YES BANK	BANK	BANK	В	
BANK	BANK	BANK	ABHU DHABI	STATE BANK OF HYDERABAD	STATE BANK OF PATYIALA	JP MORGAN BANK	BANK	BANK	В	
BANK	BANK	BANK	CENTRAL BANK OF INDIA	MAHARASTRA STATE CO-OPERATIVE	UNION BANK	BANK	BANK	BANK	В	

### **Schematic**



## **Conclusion**

This customized console, gives hassle free dialing facility. Connecting to clients/partners is just a one click away.

Incoming call is accessible to all available agents will make sure, no call will be unanswered or missed.

These facilities will ensure maximum efficiency n high recourse utilization.

