



Bluu Ocean

ARCHITECTING COMPLEX IT SOLUTIONS BEYOND TECHNICAL BARRIERS

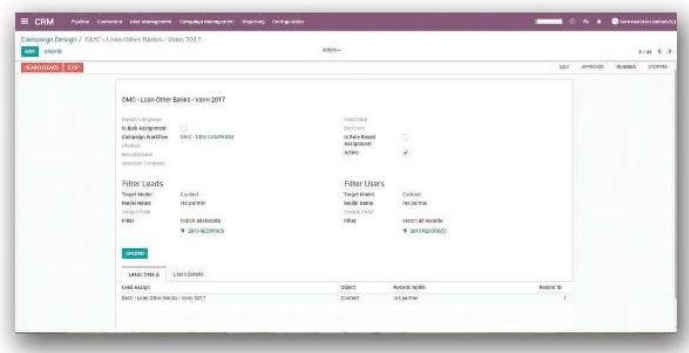
Bluu Ocean with its delivery partner Entiovi strives to bring in the best of breed and state of the art solutions to its coveted clientele and add value in its ability to grow with the client. We have a team of experienced & competent Software Developers across latest technology platforms who can help in designing & developing the right solution for our customers and implement & support the same. We are continuously upgrading our skill sets & technical pool.

CRM

Customer relationships are essential to your success. Whether you're identifying new leads or staying current with existing customers, you need a complete view of customer interactions across your sales, marketing, customer service, and support teams. With EntioCRM, you can create excellent customer experiences whether you are working in the cloud, on-premise, or on a mobile device.

Features :

- User Management
- Campaign Management
- Lead Management and execution
- QA Management
- Configuration of the parameters require



The user can set up the following features :

- Product
- Sub Product
- Calculator
- Disposition
- Sub Disposition
- Question Template

DIALER

Dialer is a feature rich tele-communication module fully integrated with the campaign management and contact re-cording system. The prerequisites are-CentOS 7, Asterisk 13, EyeBeam(SoftPhone).

Features :

- Ability to hand off a list of customers for click to trigger an API for call.
- Each attempt will be assigned to a unique number which will be returned to the Contact Management system for future review.
- Listen
- Whisper
- Barge-In

ID	Agent ID	Name	Date	Time	Location	Lead ID	CAR ID	Response	Check/Update
3405517	0202	0790297873	2018-03-28	02:14:00	09:07:55	08932328	08975028	+	+
3420015	8807	0911028139	2018-02-21	09:20:24	09:32:27	21902819	08975403	+	+
3425519	8216	0909614900	2018-11-03	09:26:24	09:33:33	25443324	08975402	+	+
3405522	0202	0901502276	2018-03-28	08:16:40	09:21:27	0	0	+	+
3420021	8216	0909614900	2018-03-28	08:24:08	09:21:49	21902819	08975403	+	+
3420022	0202	0901502276	2018-03-28	09:20:47	09:22:44	20181820	08975409	+	+
3419523	8808	0901902207	2018-03-28	08:08:50	09:23:43	20701738	08975413	+	+
3405527	0202	0901502276	2018-03-28	08:30:00	09:23:01	09182241	08975410	+	+

MOBILE APP INTEGRATION

The mobile application for sales agent (FSR/ FPC/ VFSR) is designed with a purpose to improve the sales process, tracking sales funnel and best monitoring the big sale team members.

Features :

- View all old / new Appointments
- Location tracking
- Submit customer information directly via the app

FMS

A solid financial foundation for the businesses to streamline financial operations by maintaining ledgers and journal entries, handling tax calculations and multi-currency transactions plus by managing banking activities.

Features :

- Linked GL
- Account Creation
- Chart Of Accounts
- Statement Reconciliation
- Accurate Profit Analysis
- Allocation Accounts
- GST Compliance
- Tax Management
- Fixed Asset Add-on
- Invoicing (Sales/Purchases)
- Accounts Receivable (AR) & Accounts Payable (AP)
- Real-Time Insights

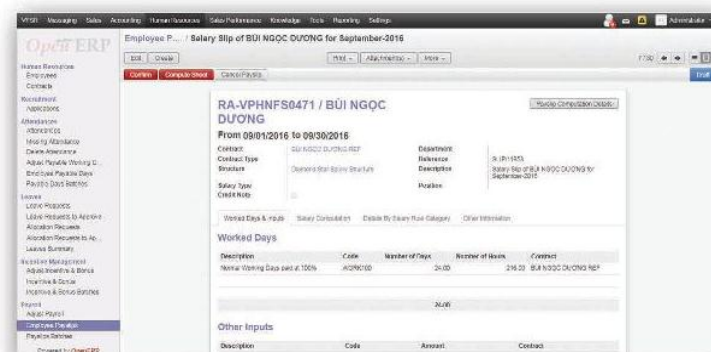
- Simplified Banking
- Enhanced Decision Making
- Quick & Automatic Journal Posting
- Easy Data Entry
- Enhanced Co-ordination
- List of Reports(General Ledger, Trial Balance, Balance Sheet, Profit & Loss, Partner's Aged Balance Report)

HRMS

Entire human resource management cycle is a cost efficient and reliable system. Beginning with recruitment, our solution assists you through various phases of resource management in your organization. The solution also helps you keep track of the career development of employees through promotions, appraisals, transfers, etc. and tracks parameters such as leave, advances, claims and so on.

Features :

- Definition of parameters like Holiday calendar ,Grade, Designation, Category
- User Access Management
- Workflow Configuration
- Online Requisition
- Recruitment Workflow
- Online Application Forms
- Interview Process
- Employee Code Generation
- Employee Management
- Attendance
- Leave
- Training
- Payroll generation with Incentive, Bonus, Contest & KPI



ENTIO ERP & DIALER INTEGRATION

(Channels EmadsISMS Mobdes web OTT Interface Contact Center)

