



HALOOCOM

VOICE . VIDEO . VERSATILITY

**CO^QPLAINT
MANAGEMENT TOOL**

www.haloocom.com

www.haloocom-usa.com

COMPLAINT MANAGEMENT SOLUTION



TICKETING
SYSTEM



SLA
MANAGEMENT



SOCIAL MEDIA
INTEGRATION



AUTO
ESCALATION



TELEPHONY &
CALL LOGS

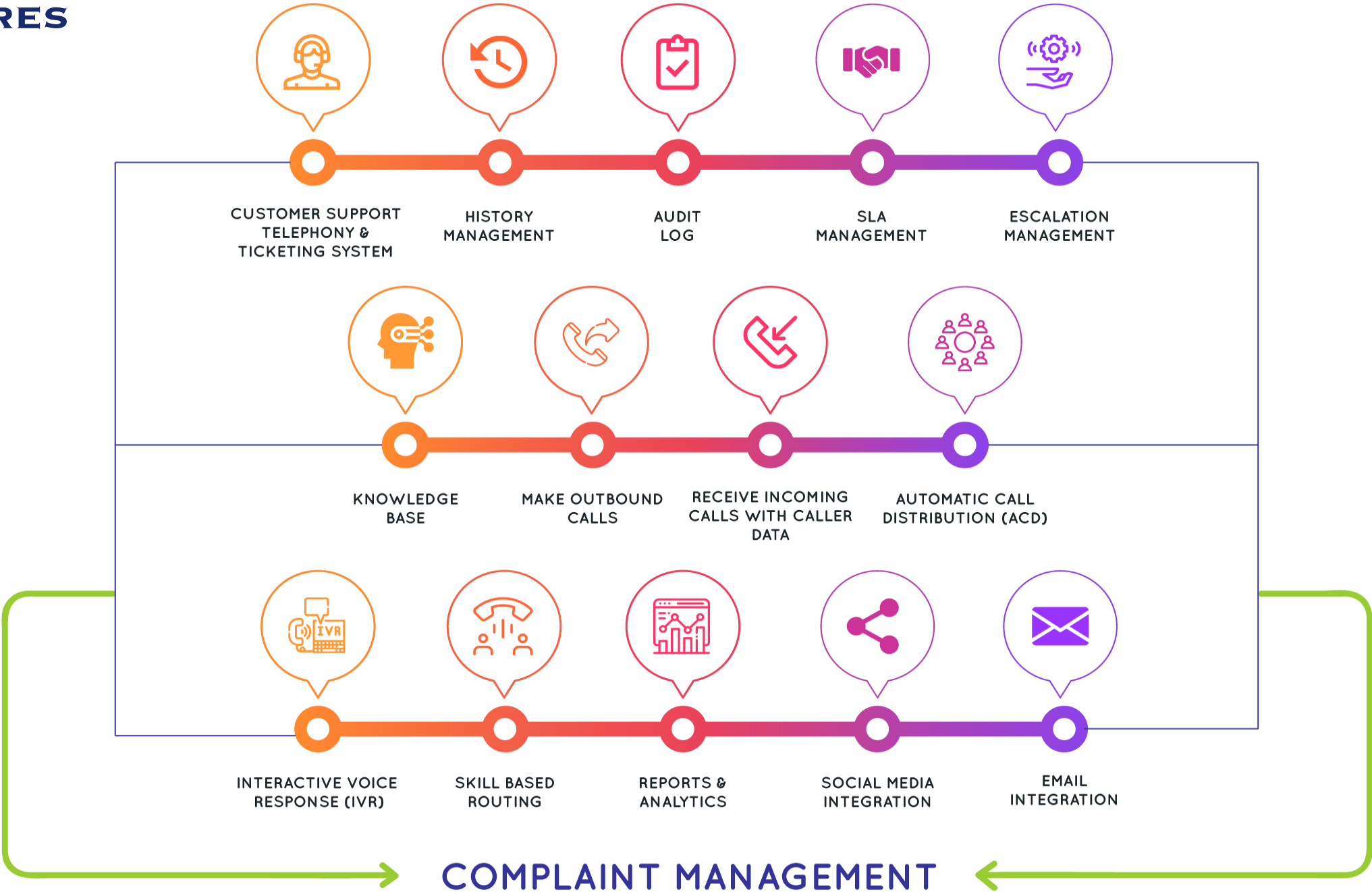


WHATSAPP
CHAT



HALOOCOM

FEATURES



SIMPLIFIED UI



COPLAIN MANAGEMENT TOOL

Today Ticket New

ID	Title	Requestor	Priority	Customer Name	Location	Product	Subject	Status	Start Date	End Date	Start Time
2341	Support	sachin.kabade@halocom.com	Low	DealMoney	Delhi	Connect-10	Meli nagar agent cant login	Closed	Jul 6, 2020	Jul 6, 2020	10:41 AM
2342	Internal	sachin.kabade@halocom.com	Low	Hathway	Mumbai	Connect-S/W	Call count report for Mumbai & Delhi location	Closed	Jul 6, 2020	Jul 6, 2020	1:05 PM
2343	Support	sachin.kabade@halocom.com	Low	Bima_depot	Mumbai	Connect-10	Outgoing Call not connecting	Closed	Jul 6, 2020	Jul 7, 2020	2:48 PM
2344	Support	sachin.kabade@halocom.com	Low	Strado_Solutions	Mumbai	Connect-S/W	White list IP & SIP PBX Call connection	Closed	Jul 6, 2020	Jul 7, 2020	5:02 PM
2345	Support	sachin.kabade@halocom.com	Low	VU	Mumbai	Connect-30	Call disconnecting issue	Closed	Jul 7, 2020	Jul 7, 2020	4:55 PM
2346	Demo	sachin.kabade@halocom.com	Low	Halocom	Mumbai	Connect-S/W	Bipin sir customer demo	Closed	Jul 7, 2020	Jul 7, 2020	4:26 PM
2347	Support	sachin.kabade@halocom.com	Low	Bima_depot	Mumbai	Connect-S/W	Export report of last month net revenue	Closed	Jul 7, 2020	Jul 7, 2020	7:14 PM

Halocom

Default (Admin) This is the default dashboard

Total tickets: 2324 My tickets: 0 New tickets: 5 Open tickets: No List Layout found Pending tickets: 2 Resolved tickets: 0 Closed tickets: 2310

All tickets by status (count)

New	5
Closed	2310
Pending	2
Open	0

All tickets by priority (count)

High	0
Low	0
Priority1	0
Medium	0
Priority2	0
Critical	0

- Dashboard
- Tickets
- Chats
- Teams
- Manage Users
- Accounts
- Knowledge Base
- Modules
- Pager
- Reports
- Company Settings



CMS 10
For 10 Users

CMS 30
For 30 Users

PRODUCTS

CMS 60
For 60 Users

CMS 120
For 120 Users

ABOUT US

PART OF THE CORPORATE GROUP – ESTONTEC

ESTONTEC is derived from the Spanish Word. Estonteco: Means "THE FUTURE"

The Executive Management Team alone brings in more than 100 years of combined experience in Telecom. Mission-critical Government projects to Interconnectivity of multi-located offices under a single roof to Turnkey solutions, we have the expertise of implementing 5000+ projects worldwide.



LARGEST IMPLEMENTATION OF ENTERPRISE TELECOM SOLUTIONS

We have a highly competent & professional team that brings in the expertise of implementing the largest telecom projects around the globe. Haloocom team brings in the Hunger for Innovation & Passion.

5464

Number Of Projects

2.35

Cost Optimization (Mn)



COMPLETE ENTERPRISE TELECOM SOLUTIONS

Haloocom provides a complete telecom solution for all your communication needs. Whether you need a robust Contact Center software, IP PBX, Video Conferencing solution or Business Communication app, we have a world-class solution for you. Our Core team with deep expertise in the telecommunication can transform the way your business operates.

XCHANG
UNIFIED
COMMUNICATIONS

CONNECT
CONTACT CENTER
SUITE

GO LIVE
VIDEO
CONFERENCE

CAMPUS
SMART CAMPUS
COMMUNICATION SYSTEM

**WORK FROM
HOME**
#BUSINESSASUSUAL

HALO WAY
TASK - TRACK - TALK

**CONFERENCE
BRIDGE**

ROB CALL
AUTOMATED CALLING

**COMPLAINT
MANAGEMENT TOOL**

ALL PRODUCTS ARE HYBRID

AVAILABLE IN CLOUD & ON-PREMISE



Business Cloud Service

UCaaS – Unified Communication as a Service

Haloocom's Business Cloud Solution offers End to End Managed service for companies. We can set up the entire business phone system in less than 48 hours for extensions ranging from 10 to 10000. Features like Haloocom's Global Media transcoders & WAF for premium plans ensure Data Encryption.



High Availability

99.99%** Service uptime throughout with High Availability dedicated support channel.



Data Security

Dedicated instance to ensure your data is always safe & secure.



API & Integrations

Haloocom has over 50+ ready APIs for you to integrate Telephony with your CRM/ERP/Ticketing system or any collaboration tools.



On-Premise Service

The Entire Product at your Office

We have a range of products starting with 50 to 1024 extensions, that can be implemented within your office/premises network, allowing you to integrate with your existing EPABX. Give your existing infrastructure the wings with the latest features, which will also lead to huge cost savings.



MARQUEE CLIENTS



Amitabh Bachchan
Corporation Ltd



BOSCH
Invented for life

hathway
Broadband and Digital Cable TV



shaadi.com
The World's Largest Matrimonial Service



Pearl Academy



Linedata



Mylan



VIACOM



OUR PRESENCE :



Halocom has 2 state of the art Global Technical Support Centers that operate round the clock 24x7. Our centers are located in India and Qatar.





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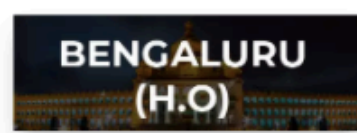
<https://halocom.com/contact/>

<https://halocom.com/blog/>

<https://halocom.com/work-from-home/>

<https://halocom-usa.com/>

https://www.youtube.com/watch?v=z0bF_kY_xU0



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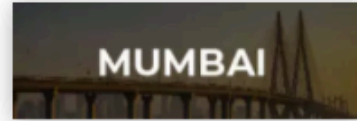
#3-6-290, 1st Floor, Malik Chambers, Basheerbagh, Hyderguda, Hyd-500029

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104, Divyansh, Gaur City 2 Greater Noida, Delhi – 201318

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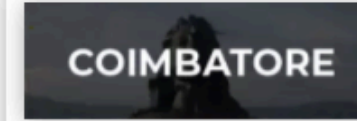
#7, Ground, Washington Plaza Nr. Ratna Hotel, Goregaon (W). Mumbai-400062

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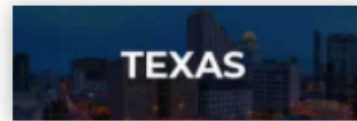
#692, Taboot street, Camp, Pune, Maharashtra-411001

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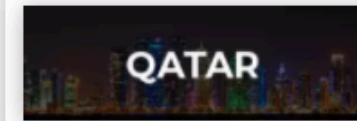
#25, Krishna Garden Park Road, Uppilipalayam, Coimbatore -641015

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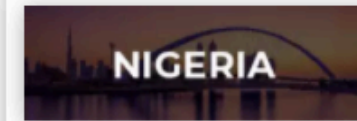
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+974 55840915



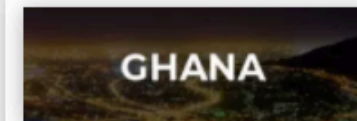
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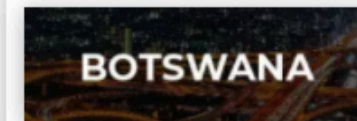
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