



TechnoWizards

CPaaS Services

www.Technowizards.co.in

CPaaS

Cloud Communications Platform by Technowizards allows you to add real-time communication features to your existing web and mobile applications easily, using secure and scalable SDKs/APIs.

Using cPaaS, you no longer have to invest in backend infrastructure and interfaces (or) no need to build the applications from scratch (or) no hassle to hire huge resources to build communication SDKs and APIs.

They can just integrate the required SDKs/APIs and customize the application accordingly.

CPaaS Services



SMS / CHAT



VOICE / VIDEO



EMAIL



OMNICHANNEL



SOCIAL MEDIA

SMS Services

SMS / CHAT



Deliver fast and ultimate consumer experience and accelerate team performance using advanced communication workflows. Group texting with Defined Rules for Hierarchy or Pre-sets for Turn around Time.

Chat histories can be saved on the private cloud for 1-5 years.

User Presence can be tracked, and logs can be maintained to know when a message was read and when the recipient was last online.

BULK SMS for Elections

Arrangements for political parties to interact with huge audience and party volunteers/members in fraction of time.

SMS Campaign :

Candidates can simply send personalized SMS in Indian languages to voters/public seeking their vote and support.

- 1500 Dedicated TPS to effectively handle huge volume.
- Cloud Tele Platform ensures 99.99% platform uptime
- Easy & Effective Online Campaign Manager with Unlimited Scheduling Option
- Free DND Filtering and Number Validations.

BULK SMS for Elections

Know Your Candidates

Lets public call or missed call to a number to "Know their Candidates" and election manifesto, when a calls arrive it simply reject the call and initiate immediate call back and play the audio of election manifesto and candidate details.

Know the Trend

Include a Simple IVR in the Voice Blast or include Missed Call number in the SMS and collects the statics and tabulate the trend how many voters are expressed their interest.

Follow Your Candidates

Lets public follow their candidates by simply subscribing through SMS or Miss Call and get regular updates from Candidates via SMS or Voice Calls

BULK SMS for Elections

Booth Reporting

Lets election volunteers/ committee members reports to higher authorities through Smart 2 Way Messaging & Mobile Applications or WAP Sites

Virtual Meeting

Lets candidates/party leaders communicate and conduct meetings with party volunteers/ committee member's upto 25 members through our Cloud Call Conference Technology

Campaign For Me

Campaign For Me is a multi compatible smart phone application once downloaded party volunteers/public can promote their favourite party or candidates by sending Free SMS & Voice Calls to their phone contacts.

call for More Details:

BULK Whatsapp Campaign

Connect to Customer on WhatsApp Channel

Use our API to connect a bot, or team up with a trusted partner to develop the solution that suits you.

Get your customers feedbacks and reviews. View where is your weak points or problems. Improve your customer relationships.

API - Receive and Send Messages using HTTP requests

Rich Media - Enrich your messages with images, audio, video, and files

Work Everywhere - We can take care of everything after you add a number to our system. It works in any country and with any phone number

Analytics - You can view or export your chat usage data anytime you want.

BULK Whatsapp Campaign

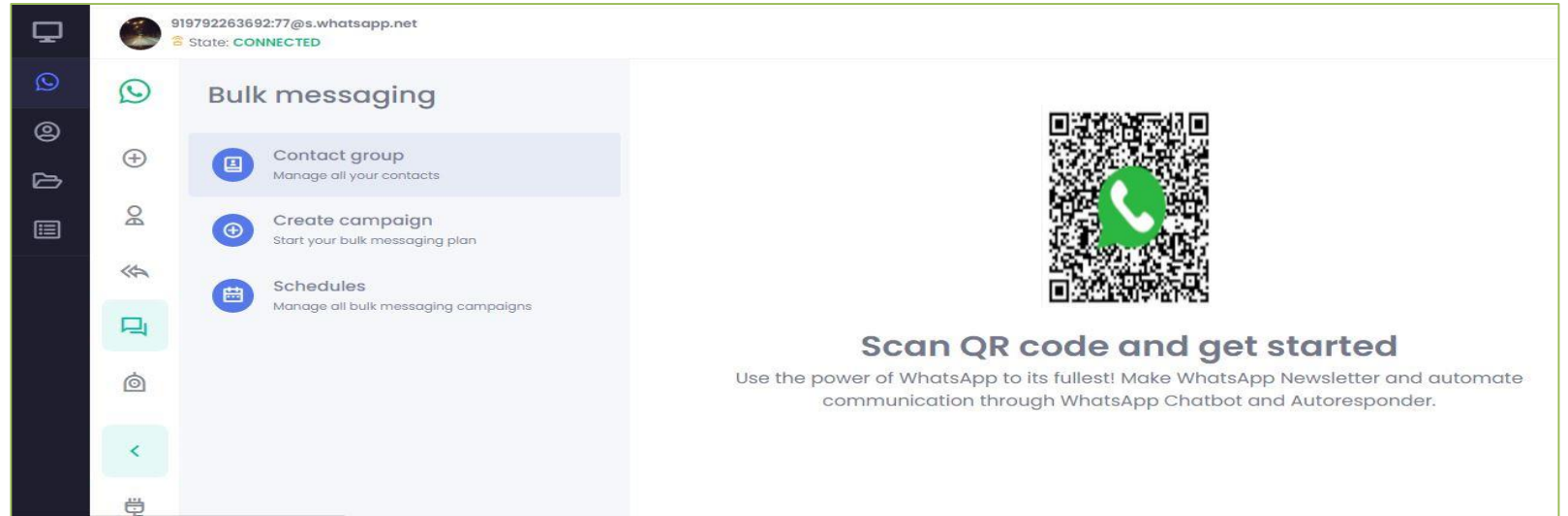
Increase your customers satisfaction

Get your customers feedbacks and reviews. View where is your weak points or problems. Improve your customer relationships.

Connect in Minutes - Turn WhatsApp to an API & best customer support in one minute instead of weeks.

Run your campaign through our Whatsapp campaign manger


BULK Whatsapp Campaign



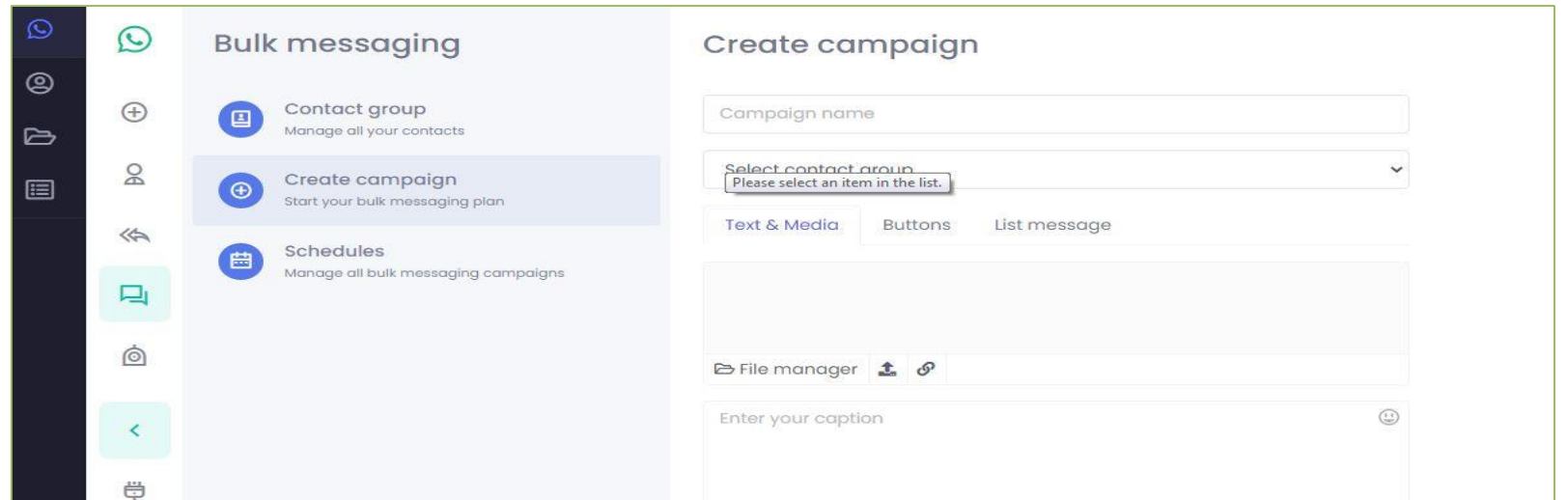
919792263692:77@s.whatsapp.net
State: **CONNECTED**

Bulk messaging

- Contact group
Manage all your contacts
- Create campaign
Start your bulk messaging plan
- Schedules
Manage all bulk messaging campaigns



Scan QR code and get started
Use the power of WhatsApp to its fullest! Make WhatsApp Newsletter and automate communication through WhatsApp Chatbot and Autoresponder.



Bulk messaging

- Contact group
Manage all your contacts
- Create campaign
Start your bulk messaging plan
- Schedules
Manage all bulk messaging campaigns

Create campaign

Campaign name

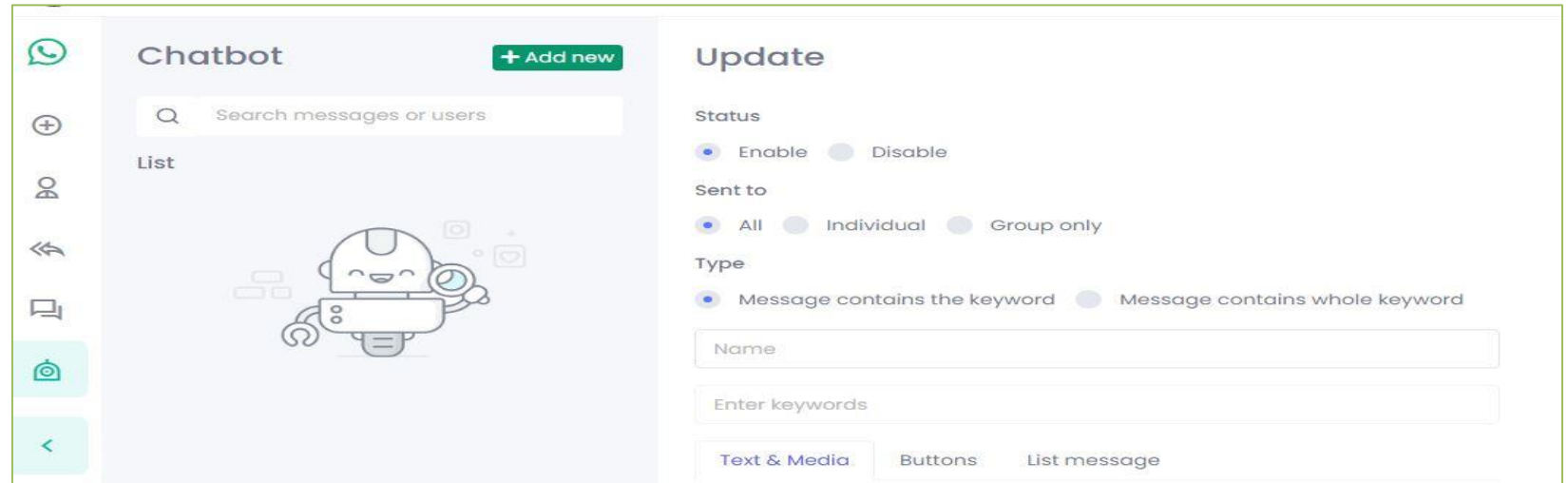
Select contact group
Please select an item in the list.

Text & Media Buttons List message

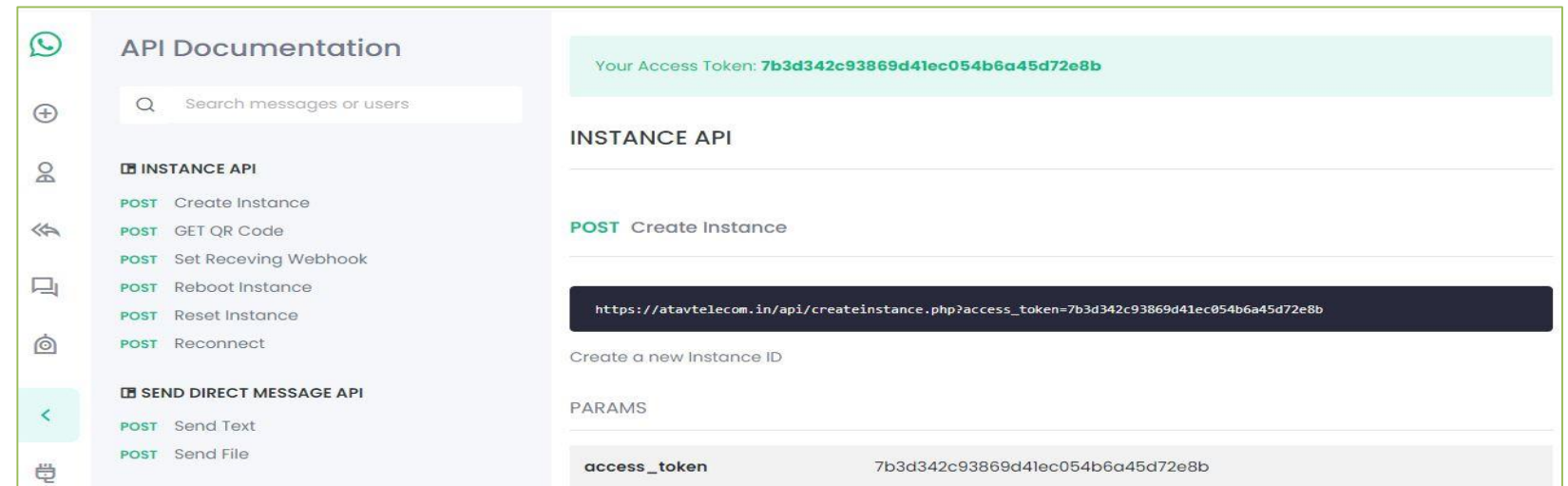
File manager

Enter your caption

BULK Whatsapp Campaign



The screenshot shows a 'Chatbot' management interface. On the left is a sidebar with navigation icons. The main area is split into two panels. The left panel, titled 'Chatbot', has a search bar 'Search messages or users' and a 'List' section containing a cartoon robot icon. The right panel, titled 'Update', contains configuration options: 'Status' with 'Enable' (selected) and 'Disable' radio buttons; 'Sent to' with 'All' (selected), 'Individual', and 'Group only' radio buttons; 'Type' with 'Message contains the keyword' (selected) and 'Message contains whole keyword' radio buttons. Below these are input fields for 'Name' and 'Enter keywords', and three tabs: 'Text & Media', 'Buttons', and 'List message'.



The screenshot shows an 'API Documentation' interface. The left sidebar lists API endpoints under two categories: 'INSTANCE API' and 'SEND DIRECT MESSAGE API'. The 'INSTANCE API' section includes: 'POST Create Instance', 'POST GET QR Code', 'POST Set Receiving Webhook', 'POST Reboot Instance', 'POST Reset Instance', and 'POST Reconnect'. The 'SEND DIRECT MESSAGE API' section includes: 'POST Send Text' and 'POST Send File'. The main content area shows 'Your Access Token: 7b3d342c93869d41ec054b6a45d72e8b' in a green box. Below this is the 'INSTANCE API' section with a 'POST Create Instance' endpoint. A dark box displays the URL: `https://atavtelecom.in/api/createinstance.php?access_token=7b3d342c93869d41ec054b6a45d72e8b`. Below the URL is the text 'Create a new Instance ID'. The 'PARAMS' section shows a table with one entry: 'access_token' with the value '7b3d342c93869d41ec054b6a45d72e8b'.

Voice / Video

Voice and Video Calling



Privacy being the main factor in focus we harness our enterprise voice and video calling with unified communications to ensure secure and internal voice communication.

Since this is internal communication there is complete privacy and all data and recordings reside on the private cloud.

Collaboration Whiteboard for sharing meetings and discussions during the implementation of what was discussed during the meeting.

Email

Email



Use our omnichannel platform to efficiently manage the huge volumes of emails, track and control the categorization of messages, to ensure the quality of the email replies.

Let your service team find it easy to manage the emails and use the single-agent desktop to expedite all the digital channels in one go.

Secure File Sharing can enable secure transfer of files within the organisation without the use of external software. These files will be stored in the private cloud only for departmental use.

Anti-SPAM, Anti-Phishing And Message Filtering

Omnichannel

Omnichannel Communication



The omnichannel platform connects all the communication channels like Voice, SMS, email, online chat, etc. and advanced communications like Whatsapp, Viber, Telegram, Line, etc. with a unified platform.

Omnichannel messaging can be explained by referring to it as a Multiplatform Communication Platform.

Live Chat

Live Chat With Chat Bot



With the live chat with chat bots, customers can seamlessly communicate with the chat bot thus filtering the customer query to the right department.

You can allow the users to trigger communications and use the unified platform to respond to their queries in real-time with Omnichannel Technology.

Social








Social



Leverage the features of social media B2C communications with advanced channels like Whatsapp, Google RCS, Instagram, Facebook, WeChat, Viber, Line, Telegram, and many more, through our Omnichannel communications platform.

Advantages of CPAAS

Benefits

-  Cost Effectiveness Multi Channel Platform
-  Simple Configuration Options
-  Secure Platform on the Private Cloud
-  Modern Infrastructure without need to update
-  Regulatory Compliance with DOT
-  Promised security at all levels
-  Real-time integrations with latest platforms

Customers Served

Customers and Industries Served

Talk Now - Integrated voice/chat SDK Apps implemented on Android, with a capacity of 0.2 million concurrent voice calls

Shaadi.com - Integrated Video/Chat SDK to enable video calling over the app for better user engagement serving 1.5mn subscribers.

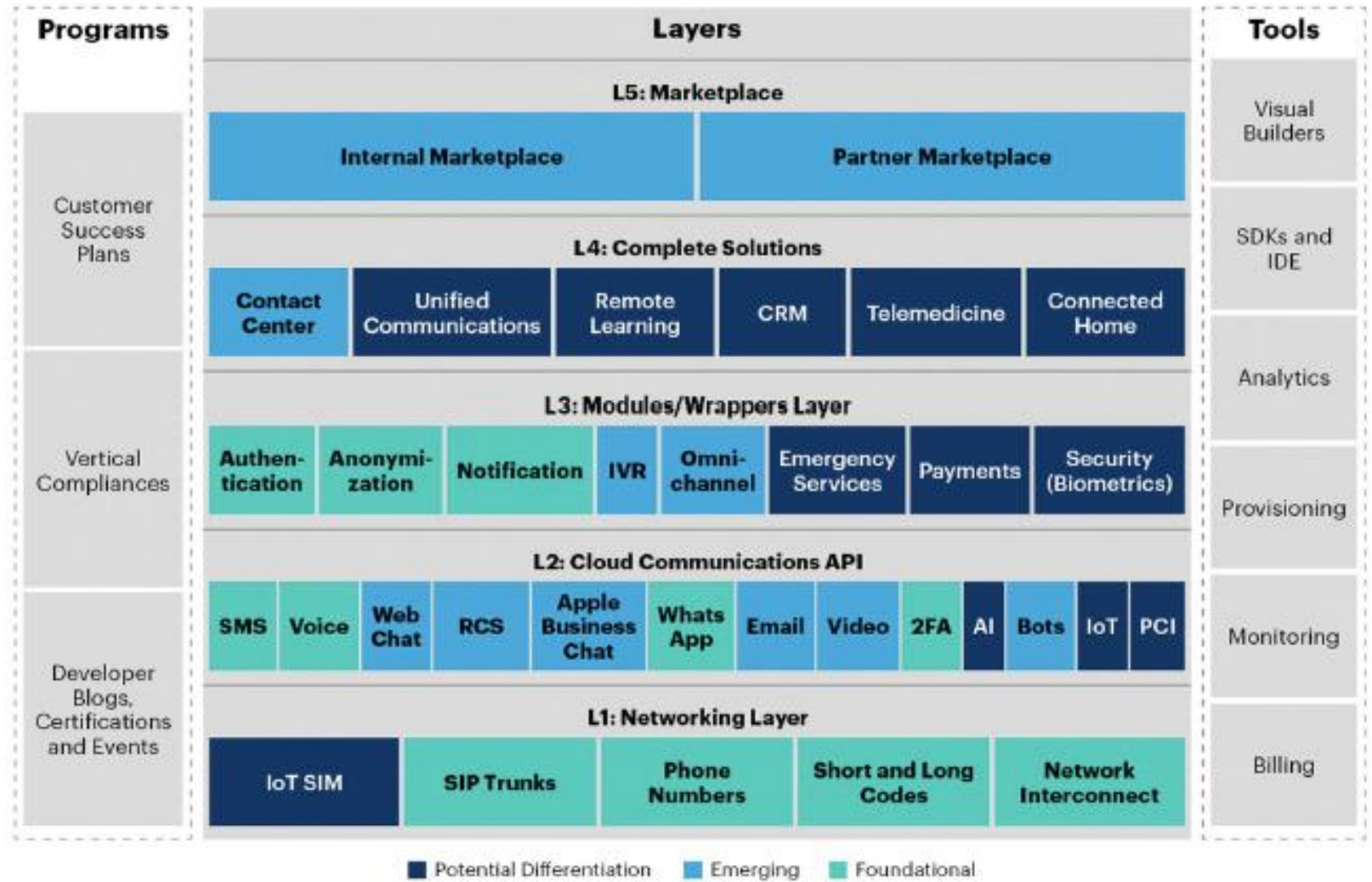
E-commerce, Bankers, Hospitals, Schools, CRM, Logistics, Hotels, Telemarketing etc. - Provided Rest API and SMPP based solutions, bulk SMS through the portal for promotions, Setup IVR to announcement call detail records, call recordings, make call, receive can happen from customer native application, Customer can trigger SMS content followed by payment release notification.

Technical
Slides

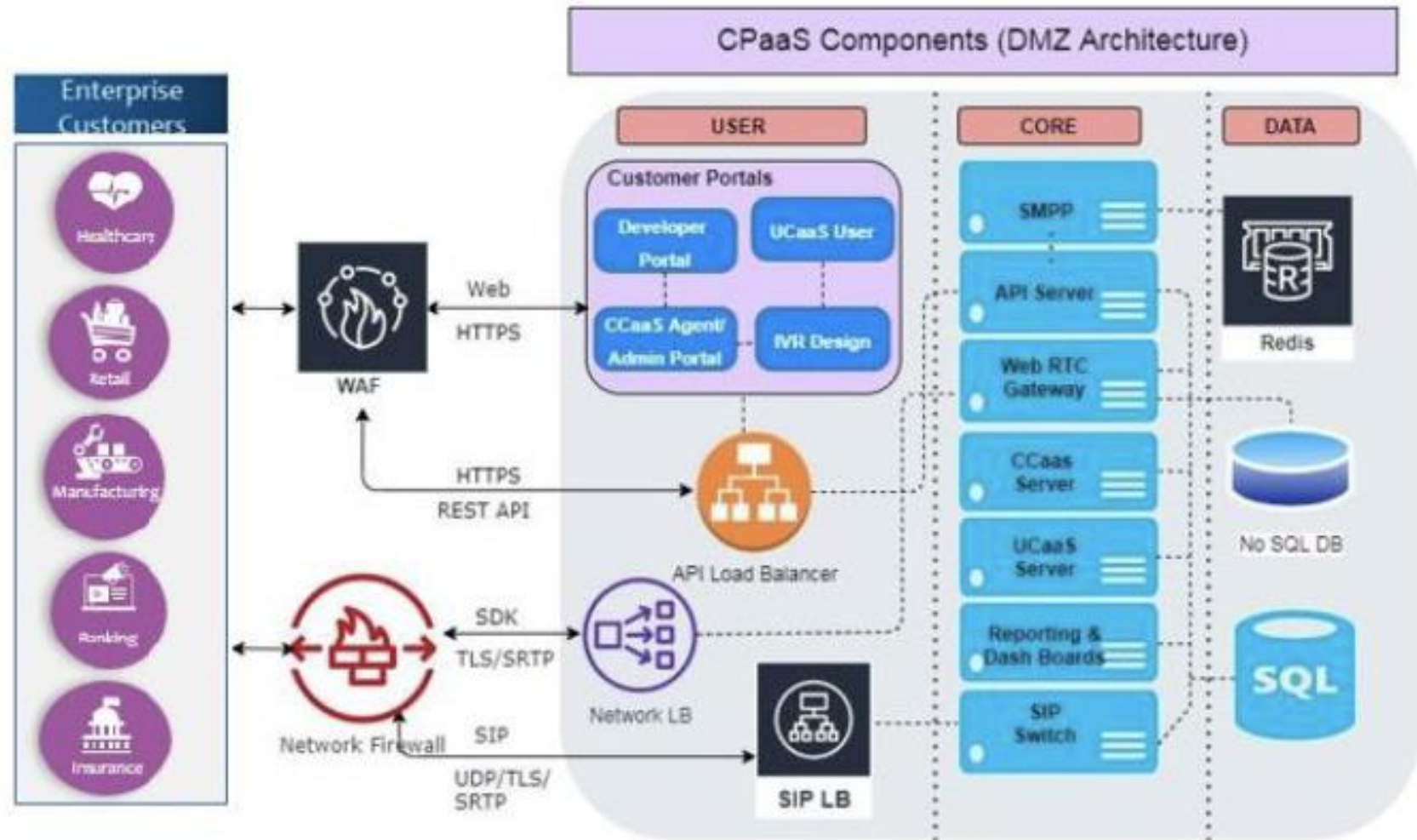
Component and Platform Architecture

Architecture

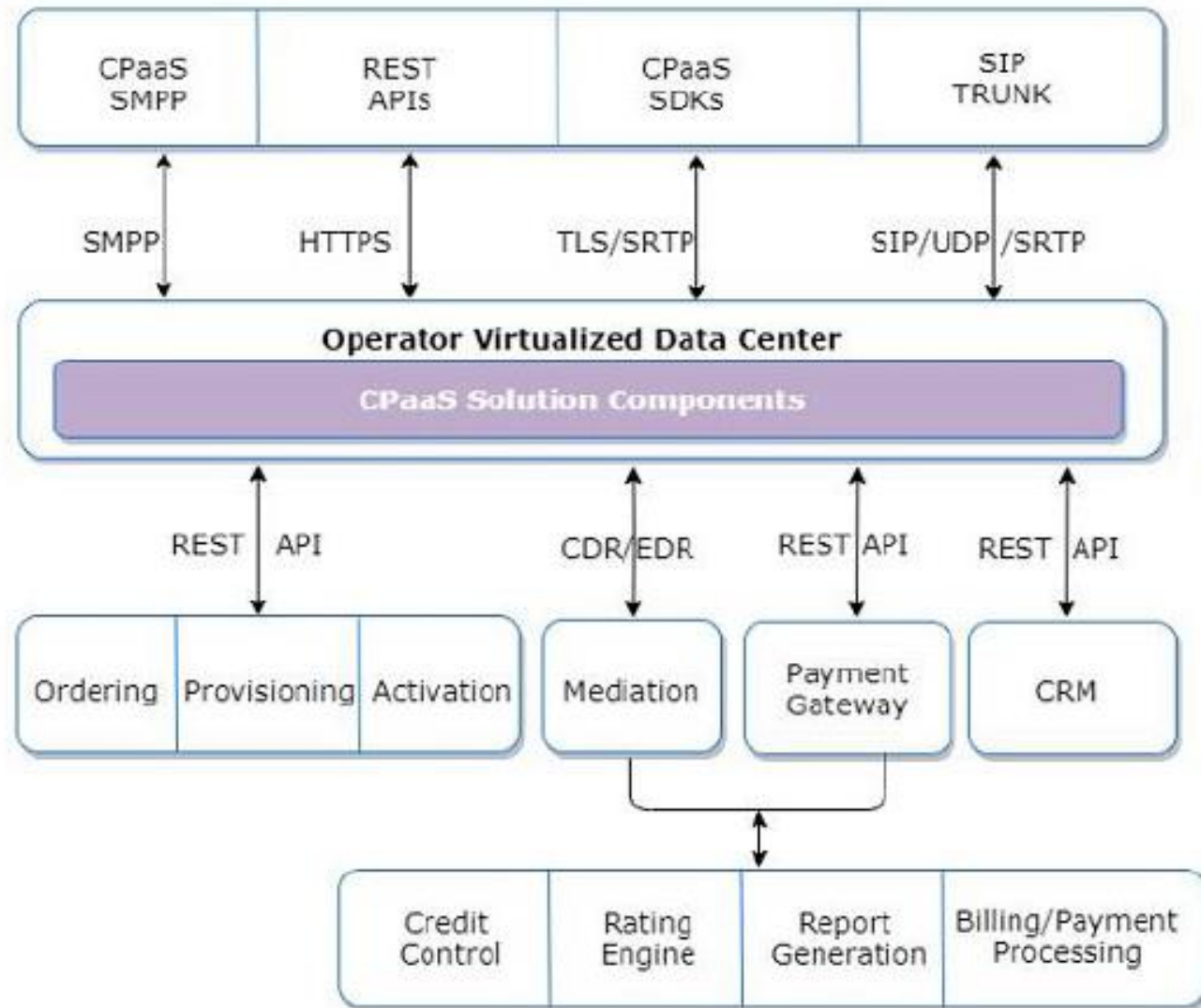
Five-Layer CPaaS Architecture



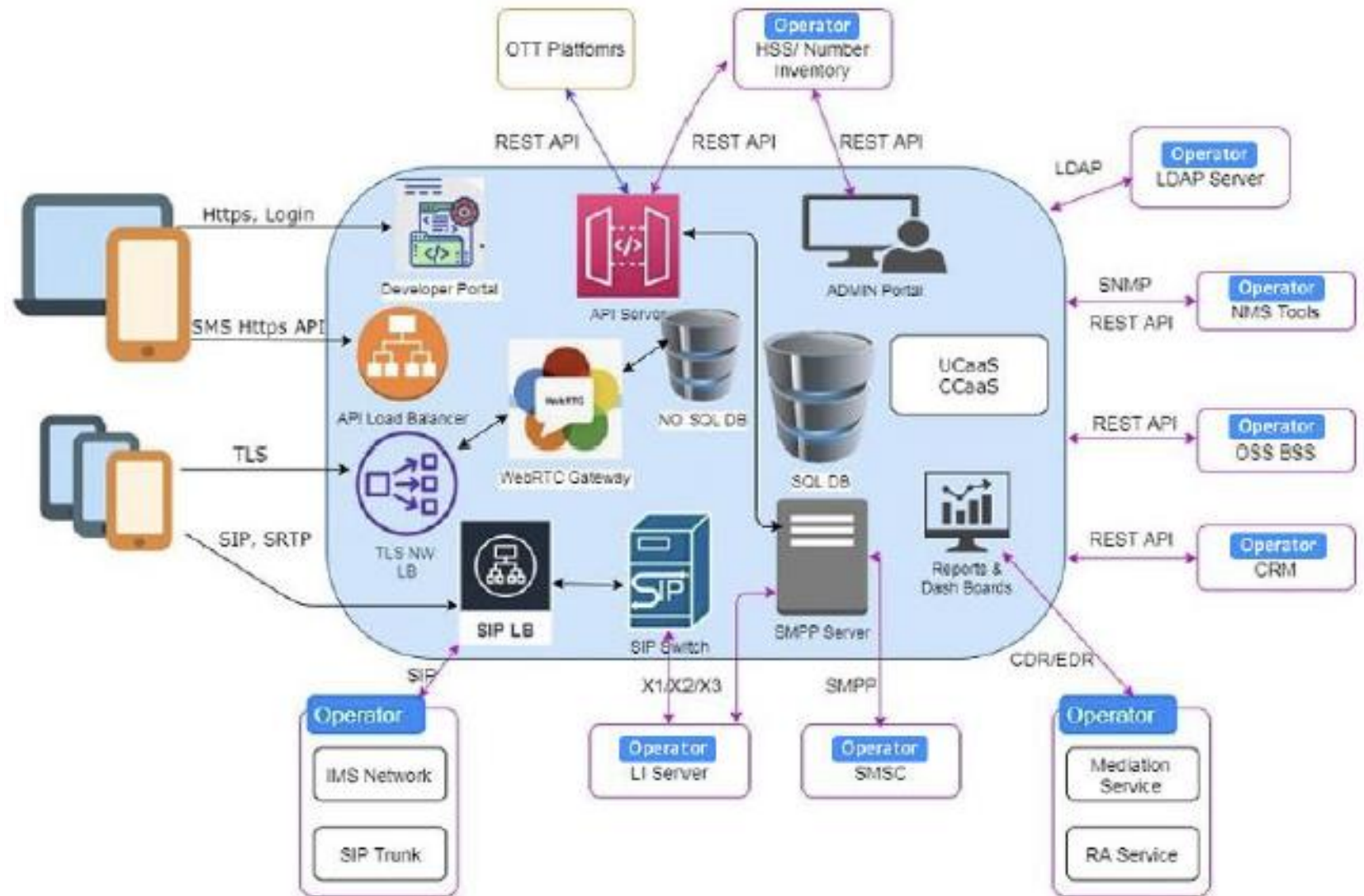
DMZ Architecture



BSS Integration



Network Integration



Contact Us

Head Office

Office No 906, 9th floor, Clover hills plaza,

NIBM-Kondhwa road Pune 411048

INDIA