

IOVOX Real Estate Product

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1. Introduction

loVox is a smart communication solution developed by Alliance Telecom Solutions mainly to support the communication needs of the real estate industry.

In real estate, every incoming call is important, so loVox helps businesses respond quickly and ensures no customer inquiry is ignored.

The solution provides 24/7 call capture and management, helping companies handle calls even outside working hours and improving lead follow-up.

loVox reduces dependency on traditional phone systems and supports remote working, which improves customer engagement and increases lead conversion.



Key Objectives

Designed for Real Estate Businesses

- Helps handle real estate customer inquiries effectively.

24/7 Call Capture and Management

- Ensures no incoming call or lead is missed anytime.

Eliminates Traditional Phone Dependency

- Works without landlines or old phone systems.

Supports Remote Working & Engagement

- Allows teams to manage calls from anywhere and respond faster.



2. Business Challenge – Reaching You When Require



1

1. Smart Communication Solution for Real Estate

- Developed specially for real estate businesses
- Helps manage property inquiry calls professionally
- Improves communication between agents and customers
- Supports sales and customer service teams

2

2. 24/7 Call Handling and Lead Capture

- Captures every incoming call without missing any
- Works even after office hours and on holidays
- Reduces chances of losing potential customers
- Helps businesses respond faster to inquiries



3

3. No Dependency on Traditional Phone Systems

- No need for landline connections
- Avoids heavy telephone infrastructure setup
- Reduces maintenance and operational costs
- Ensures smooth communication without interruptions



4

4. Remote Working Support and Better Customer Engagement

- Allows call handling from any location
- Supports mobile and location-independent working
- Improves customer satisfaction with quick response
- Increases lead conversion and builds customer trust

3.Feature Lists



4.IOVOX Real Estate Admin Login Screen



The screenshot shows a web browser window with the following elements:

- Browser Address Bar:** Shows "Not secure" and the URL "https://192.168.1.110".
- License Notification:** A red text message at the top right states "Licence will expire on 31 Dec, 2026 - Please Renew Your Licence" and "336 - Days are Remaining".
- IOVOX Logo:** The IOVOX logo is centered on the page, featuring a stylized blue and red icon above the text "IOVOX".
- Welcome Message:** The word "Welcome" is displayed in a dark blue font.
- Login Buttons:** Two blue buttons are visible: "Agent Login" and "Administration".
- Left Panel:** A dark blue vertical panel on the left contains an illustration of a customer service representative wearing a headset and holding a laptop. Below the illustration, the text "Keeping you always connected" is written in white.

5.IOVOX Real Estate the Real Time DashBoard



IOVOX Wed Jan 28, 26 16:18:58 PM 6666

- Home
- Reports
- Users
- Campaigns
- Lists
- Scripts
- Filters
- Inbound
- User Groups
- Remote Agents
- Admin

Call Ringing 0

Inbound Calls 0

Outbound Calls 2174

Total Calls 2174

Leads In Hopper 0

Dialable Leads 0

Agents Logged In
11

Agents In Calls
4

Agents Waiting
0

Paused Agents
7

Agents In Dead Calls
0

Agents In Dispo
1

DIAL LEVEL:	0.667	TRUNK SHORT/FILL:	0 / 0	FILTER:	NONE	TIME:	2026-01-28 16:19:08
DIALABLE LEADS:	0	CALLS TODAY:	2173	AVG AGENTS:	0.35	DIAL METHOD:	ADAPT_HARD_LIMIT
HOPPER (min/auto):	1834 / 0	DROPPED / ANSWERED:	0.000 / 1133	DL DIFF:	0.00	STATUSES:	DROP, AB, NA, NEW
LEADS IN HOPPER:	0	DROPPED PERCENT:	0.00%	DIFF:	0.00%	ORDER:	DOWN

Dial
Incall
Paused
Paused Since Long
Dead
Dispo

Station	User	SessionID	Status	PauseCode	MM:SS	Campaign	Calls	Listen	Brge	Whisper	ForceLogout
SIP/8014	Nagmani	8600052	INCALL	M	2:36	1002	126				
SIP/8009	A Hargude	8600060	DIAL	M	0:26	DAV	188				
SIP/8023	Kriti Adgale	8600059	DIAL	M	0:22	DAV	228				
SIP/8002	Namita	8600056	DIAL	M	0:07	DAV	176				

6. Key Features Overview

loVox offers a complete set of advanced communication features that create a strong call management ecosystem. These features help route calls correctly, track every interaction, and monitor performance in real time. Supervisors and administrators get full control over call flow and agent activity for better management. Overall, loVox improves service quality, operational transparency, and customer experience.

1. Smart Call Routing & Customer Handling

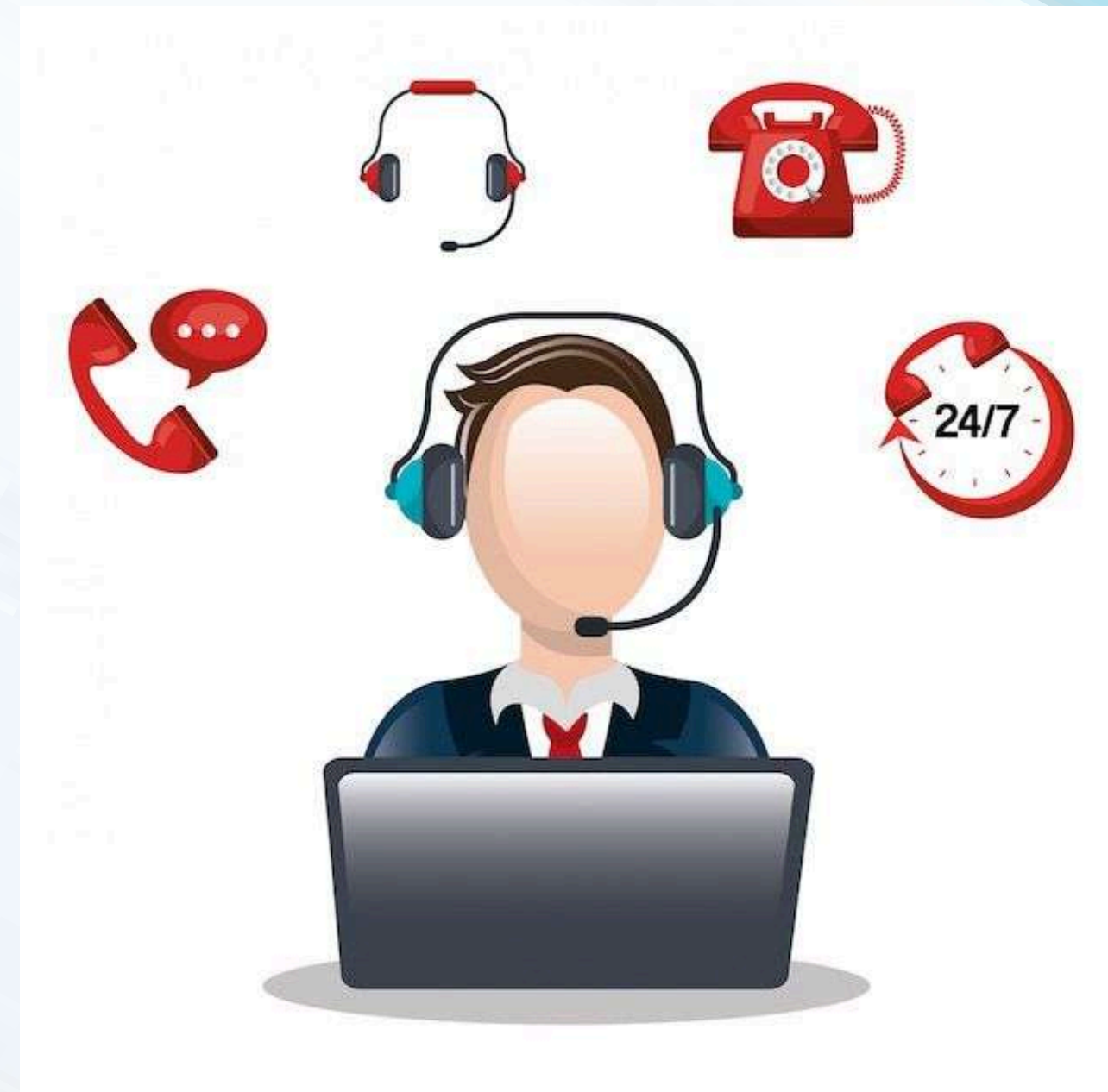
- ACD skill-based routing connects callers to the right agent
- IVR system guides customers automatically
- DID assignment helps manage multiple numbers/projects
- Voice mail ensures messages are not missed

2. Monitoring & Performance Control

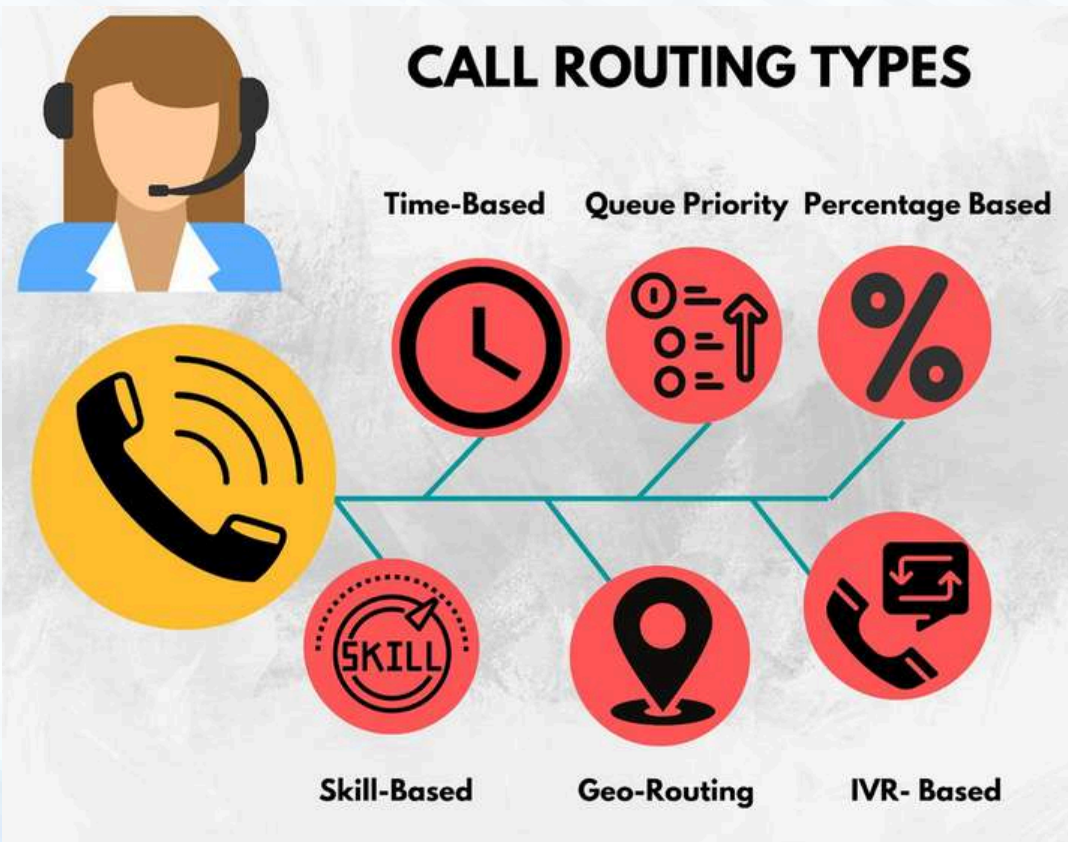
- Real-time monitoring of live calls and agent activity
- Admin/supervisor control over call flow
- Login page with role-based access for security
- Helps evaluate agent performance and service quality

3. Alerts & Multi-Channel Communication Support

- Missed call alerts ensure quick customer follow-up
- SMS facility supports customer updates and reminders
- Improves response time and customer satisfaction
- Increases transparency in communication tracking



8. Call Handling & Routing Features



1. Skill-Based Call Routing

- Calls are assigned to agents based on expertise
- Improves customer handling quality

2. Faster Call Distribution

- Quickly connects callers to available agents
- Reduces call delays and improves response time

3. ACD (Automatic Call Distribution) Support

- Automatically distributes calls in an organized way
- Balances call load among agents

DID Assignment for Virtual Call Center

- Enables virtual call center operations without physical lines
- Supports multiple business numbers/projects

5. IVR with Customizable Prompts

- Guides callers through automated voice menus
- Audio prompts can be customized as per business needs

6. Reduced Waiting Time & Better First-Call Resolution

- Minimizes customer waiting time in call queues
- Increases chances of resolving queries in the first call

9. Communication & Monitoring Features

ConVox ensures that every customer interaction is captured and managed using strong communication and monitoring tools. Missed call details are immediately shared through SMS so agents can follow up quickly. Voice mail support allows customers to leave messages when agents are unavailable. Post-call SMS notifications improve transparency and keep customers informed. Real-time monitoring helps supervisors track live call activities and evaluate agent performance effectively.



1. Strong Customer Communication Support

- Post-call SMS facility keeps customers updated
- SMS notifications improve communication clarity
- Builds customer trust through timely information
- Supports better customer engagement

2. Missed Call Handling & Voice Mail

- Missed call SMS alerts are sent instantly
- Helps agents call back without delay
- Voice mail records customer messages safely
- Ensures no inquiry is lost even when agents are busy

3. Real-Time Monitoring & Performance Tracking

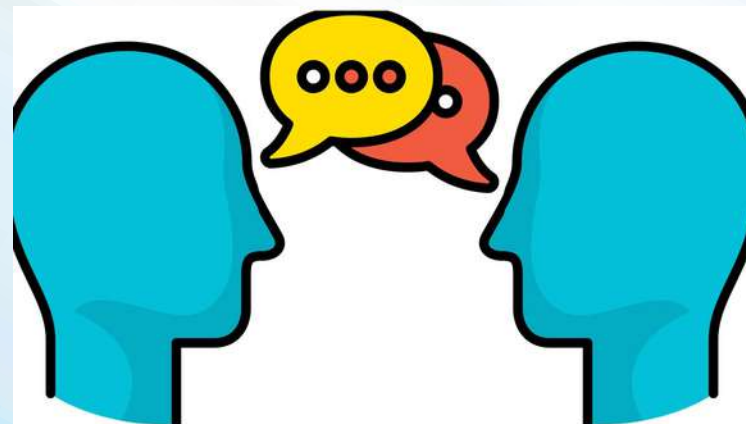
- Supervisors can monitor live operations anytime
- Tracks agent activity and call performance
- Improves service quality through observation
- Helps maintain operational control and efficiency

10 .Web Admin & Monitoring Interface

ConVox offers a secure, web-based admin interface that allows authorized users to access the system easily. With role-based permissions, administrators can control user access and manage call flows efficiently. Supervisors can remotely monitor agent performance, call queues, and daily operations in real time. The interface reduces manual supervision by providing live dashboards and clear reporting. Overall, it improves control, accountability, and management efficiency.

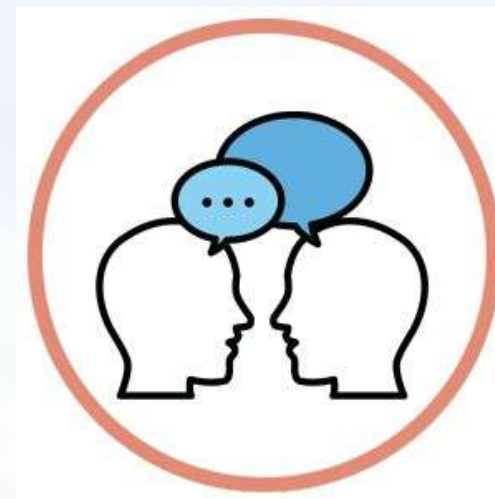
1. Secure Web-Based Administration

- Admin login is accessible through a web portal
- Provides secure system access for authorized users
- Easy management without physical infrastructure
- Supports centralized control of operations



2. Role-Based Permissions & User Management

- Role-based access controls system security
- Admins can manage users and assign permissions
- Prevents unauthorized access to sensitive features
- Supports structured workflow and accountability



3. Remote Supervision with Live Dashboards

- Supervisors can monitor agents remotely
- Live dashboards show call flow and call queue status
- Helps track agent performance in real time
- Reduces manual supervision effort and improves efficiency





11. Company Behind IoVox – Alliance Telecom Solutions

Alliance Telecom Solutions Pvt. Ltd. is a trusted leader in enterprise communication solutions, providing innovative platforms that enable organizations to communicate efficiently and reliably. Specializing in IP-based technologies and unified communication systems, the company supports modern business needs with scalable and future-ready solutions. Its customer-centric approach ensures solutions are aligned with real-world workflows, while a strong technical support infrastructure guarantees smooth operations. With continuous innovation and expertise across multiple domains, Alliance Telecom empowers businesses to enhance connectivity and productivity.

Advanced Communication Technologies

- Expertise in IP PBX, IVRS, Dialers, and Voice Logging.
- CTI (Computer Telephony Integration) capabilities.
- Unified Communication platforms for seamless collaboration.
- High-quality, reliable voice and messaging systems.
- Scalable solutions for organizations of any size.
- Integration with existing enterprise infrastructure.
- Future-ready architecture supporting evolving business needs.

Innovation and R&D

- Continuous research to adopt emerging communication technologies.
- Development of new features to meet market demands.
- Focus on enhancing user experience and operational efficiency.
- Implementation of automation and AI-driven tools.
- Regular system updates for improved performance.
- Proprietary solutions tailored for industry-specific requirements.
- Encouragement of innovation in communication strategies.

Customer-Centric Support

- Reliable and responsive technical support team.
- On-site and remote assistance for installations and troubleshooting.
- Comprehensive training programs for administrators and end-users.
- Dedicated account management for enterprise clients.
- Multi-channel support including phone, email, and chat.
- Transparent communication and issue resolution tracking.
- Ensures minimal downtime and uninterrupted business communication.

11. Our Reputed Clients



13. Closing Note



The IOVOX Bulk Communication Solution is a powerful, scalable platform that enables organizations to communicate smarter, faster, and more effectively. By automating bulk communication across voice, SMS, email, and fax channels, it reduces operational effort while ensuring reliable and consistent message delivery. Designed with innovation, reliability, and customer-centricity in mind, the solution helps businesses strengthen engagement and improve overall efficiency. It empowers organizations to stay competitive in an increasingly digital and fast-paced environment. With robust features, multi-channel support, and actionable insights, Alliance Telecom Solutions ensures that communication drives measurable results and business success.

1. 📞 Multi-channel communication support: voice, SMS, email, and fax.
2. 💻 Easy deployment with web-based administration and unified dashboard.
3. 🗂️ Dynamic IVR and automation for reliable campaign execution.
4. 📊 Comprehensive MIS reports and real-time analytics for informed decisions.
5. 🔒 Secure, role-based access ensuring data confidentiality and accountability.
6. 👤 Targeted customer engagement through segmentation and contact management.
7. 🔄 Automatic retry mechanisms for failed calls and messages.
8. 📈 Scalable architecture suitable for small to large enterprises.
9. 💰 Cost-effective pay-per-delivery model with reduced operational overhead.
10. 🛠️ Dedicated installation, training, and support for seamless adoption.

Closing Note

