



**AIRTEL  
COLLABORATION  
PLATFORM**

Redefining the collaboration  
experience for the digital age

# AIRTEL COLLABORATION



Airtel Collaboration is a holistic and modern unified communications framework that is redefining the collaboration experience for the digital age. With this framework, businesses can leverage next generation unified collaboration services to foster quick and seamless communication amongst their employees, customers and partners globally, resulting in improved business agility and user engagement.

## MODULES:



**AUDIO  
CONFERENCING**



**VIDEO  
CONFERENCING**



**UNIFIED  
CONFERENCING**

zoom | WebEx



**HOSTED  
CONTACT CENTRE**

# AIRTEL UNIFIED CONFERENCING

## POWERED BY ZOOM AND WEBEX



Airtel's Unified Conferencing, powered by Zoom and WebEx, offers an integrated and secure cloud-based collaboration platform for audio, video and web conferencing, chat, and webinars across mobile devices, desktops, telephones, and room systems. With this, businesses can now leverage the next generation unified cloud service for an innovative one-stop shop conferencing solution to foster effective collaboration amongst their employees and teams globally.

Also, Airtel is the only telco reseller and TSP partner of Zoom in India. We enable enterprise customers to leverage exclusive benefits on Zoom, including Airtel's built-in audio conferencing for free. With this, customers can access local dial-in numbers for over 55 countries enabling all its call participants to join the conference easily over audio for unlimited minutes.

### KEY FEATURES:



**HD video and audio meetings that can support up to 1000 video participants.**



**Built-in collaboration tools like screens share and co-annotate for a more interactive meeting.**



**Support scheduling or starting meetings from Outlook, Gmail, or iCal.**



**Record your meetings locally or to the cloud, with searchable transcripts.**



**End-to-end encryption for all meetings, role-based user security, and password protection.**



**Reach up to 50,000 viewers with Webinar capabilities such as Live Broadcasting, Extensive Host Controls, and Event Assistance.**



**Zoom Rooms offering to convert your current Video Conference Room to a modern, easy-to-use, and powerful collaborative workspace.**

# AIRTEL ADVANTAGE



- ▶ Huge audio cost savings: Airtel brings down India's dial-in cost to 0.50p compared to INR 5/min charged by Zoom/other resellers.
- ▶ Unmatched coverage: Zoom is integrated with Airtel Audio Bridge which gets you India/International local (toll/toll free) dial-in on unlimited or pay-per-use model across 120+ countries.
- ▶ Taxation advantage: Flexible INR billing along with GST Input Tax Credit Reversal/Reclaim benefits.
- ▶ Support: End-to-end fully managed conferencing services with 24\*7 mail and phone support.
- ▶ Customised plans: A benefit of customised commercials that cater to the needs of every business segment.

# AIRTEL AUDIO CONFERENCING

Airtel Audio Conferencing Services with plug-and-play add-ons, superior network, and support, lets you make the most of conferencing to collaborate smarter and faster across different geographies.

## MODULES:

- ▶ Audio Call with customer portal integration
- ▶ Audio Call with 100+ countries ITFS access
- ▶ Audio Call with post call attendance customised reporting
- ▶ Password + Pin protected calls
- ▶ Audio Call with blast dial-out



## AIRTEL ADVANTAGE:



**#1 Conferencing Service Provider by Frost & Sullivan for 3 consecutive years.**

**One of the largest conferencing infrastructures (15000 ports) in APAC region with 20 local dial-ins in India.**

**Advanced Unified Conference Portal with optional free services such as recording, online call logs and online report.**

# AIRTEL VIDEO CONFERENCING

Airtel Video Conferencing enables you to participate in or host video conferencing sessions with several correspondents across the globe with a real time face-to-face meeting experience. It allows organisations to humanise communication by bringing employees, customers, and partners together to seamlessly collaborate with highly scalable voice and video conferencing capabilities.

## AIRTEL ADVANTAGE:



Managed Video Conferencing offering with bundled network services on the internet and MPLS.



Availability of Standard Definition and High Definition video services integrated with desktop/mobile collaboration and streaming servers.



Audio Conferencing integrated services - Local dial-in facility on unlimited or pay-per-use model, integrated with global voice.



Zero CAPEX provides the advantage of flexible payment options with a pay-as-you-grow model.



Video Network Operation Centre (VNOC) and VC express services for centralised management and support.

# AIRTEL HOSTED CONTACT CENTRE

Airtel Hosted Contact Centre (HCC) is a holistic customer experience solution that offers seamless omnichannel communication by integrating voice, SMS, email, chat, and social media channels. This integration offers a unified platform for agents to support multiple interactions simultaneously, regardless of the communication channel chosen by the customer. This results in an improved individualised service and a better customer experience.

## AIRTEL ADVANTAGE:



One-stop shop for customers looking for an end-to-end Hosted CC offering inclusive of DC/DR, HA solution, infrastructure, bandwidth, telecom lines, and billing/invoicing engines.



Wide service offering that covers Auto IVR Blast, email/social media integrations, outbound/inbound calls with multiple dialer options, and target marketing.



Unified Access Licenses which allow a unique differentiator for customers to use the centralised setup from any location within India.



Partnership with leading Global Contact Centre solution providers.



Flexible payment models offering a setup on both CAPEX and OPEX along with easy monthly/quarterly payment terms.



Flexibility to connect the Contact Centre solution on both IP/MPLS.



SLA driven end-to-end services covering 24/7 support Maintenance services, managed services and professional customisation services.



Proven track record with successful deployment of contact center capacity of 40k ports in India





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