



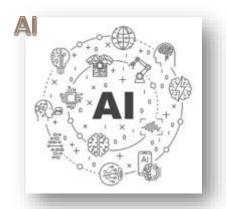
Mission: Transform R&D | Best Practices | Pioneer in R&D Solutions | Industrial growths

ASCENTYA plays an active role in capturing and spreading best practices of its members by using specific methodologies i.e. knowledge management, benchmarking, etc.

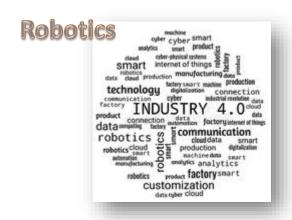
Building Initiatives to Address Cross-Industrial Big Challenges



We don't just change industries. We help invent new ones.

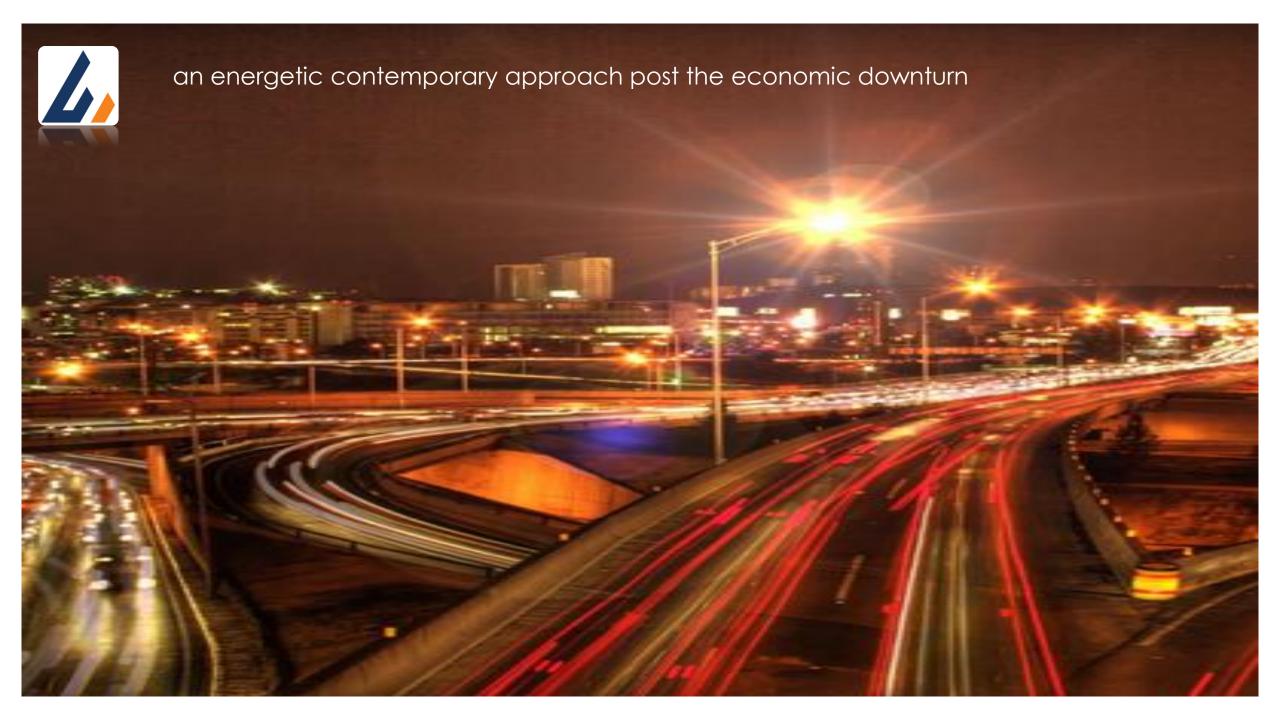














Scalable Business Model

 ASCENTYA business model is based in part on its strategy of acquiring, integrating, and growing niche IT companies with valuable customers, complementary and proprietary products, and dedicated promoters.

Experienced Promoters and Management Team

• The company's founders each have over 20+ years of experience, and are supported by executives with strong experience across all aspects of the business.

India Advantage

- India-centric back offices with experts to support the onshore teams whilst leveraging a lower cost base
- Addressing the rapidly growing IT requirements in India's domestic industry

Proven in-house Product Development Capacity

■ In addition to offering services related to licensed 3rd party products, ASCENTYA offers Innovative proprietary solutions.





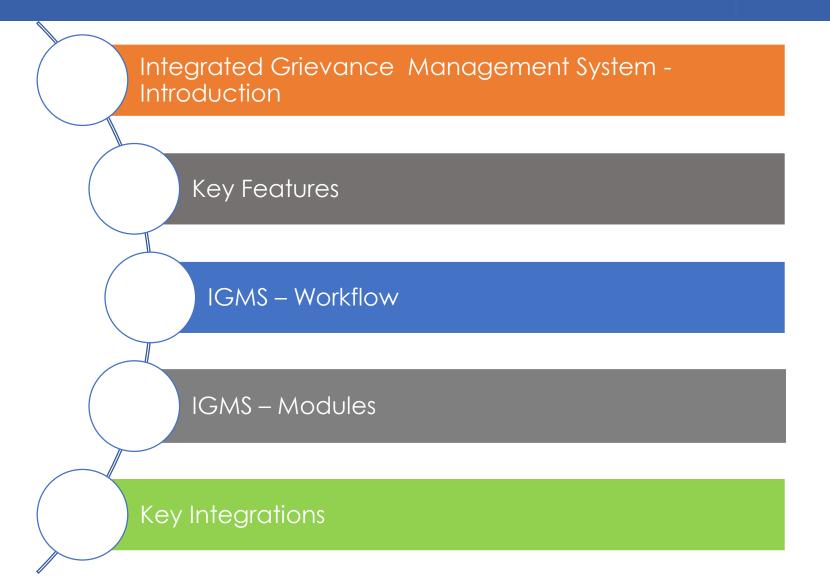
On-device AI can help everyone leap forward.

ASCENTYA is on a mission to make devices, machines and, well, pretty much everything, more intelligent. We created Artificial Intelligence (AI) Platform designed to learn and adapt to your behavior and environment. So get ready for smartphones, cars and even everyday household items, to deliver intuitive, highly personalized user experiences.

Introducing devices that simply get you.

The next generation of devices will boast enhanced privacy, improved reliability, low latency, efficient use of bandwidth and dynamic computing capabilities. These improvements will accommodate all sorts of AI features and applications. So as handy as smartphones are right now, the integration of AI into these devices will have the potential to transform them from passive tools to engaging partners, helping us make decisions —or even making decisions for us.







Integrated Grievance Management System is a centrally hosted web based call centre solution which provides a central platform for a citizen to login his grievance through

- ➤ Phone call/ SMS/ email/ web portal
- > Grievance related to all government functions
- Grievance redressal is an automated process of Allotment, Escalation, Disposal, Feedback, Verification and Monitoring



End to End Application

- Lodge Grievance anywhere, anytime (24X7)
- Web (Self / Dept. Users)
- Phone(IVRS)
- Call Centre (181)
- E-Mitra
- Mobile App

System Characteristics

- A Multichannel, Multilingual
- speedy resolution,
- timely update and showcases
 Customized MIS reports.
- Centralized Real Time Based Dashboard for Monitoring.

High Load Handling Capacity

Application is tested for handling

- 300 thousand Grievances per day
- 10 thousand Applications per Hour.
- 15 to 20 thousand simultaneous hits

One Stop Shop

- User can check Status,
- Send Reminder,
- Provide Suggestion and
- Request to Reopen the disposed grievance if he is not satisfied with the resolution.

Integrated Workflow

- An Integrated workflow based GMS
- Auto Allocation
- Auto Escalation'
- SMS / E-Mail Updates
- Reminder



Register your Grievance

1

Grievance Entry

Short Entry Form (Citizen)
Detail Entry Form (CCC /
Dept.)



Auto Allocation / Escalation

2

Bottom Up Approach

Grievance gets auto assigned to the lowest level officer for that subject and location.

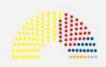


Grievance Disposal

3

Effective Redressal

Relief – Resolved Reject – Can't Resolved



Verification
Process by CCC

4

Verify

CCC Agent call citizen and verify, then Finally Disposed it.



Feedback & Suggestions

5

Feedback / Reopen

Citizen may provide feedback and suggestions to improve disposal processes.



Request to Reopen

6

Reopen

When Citizen is not with the Resolution provided the he can raise Request to Reopen.





Citizen Call Centre

- Inbound Call Centre : Register Grievance
- Outbound Call Centre
 Verification by Citizen for
 partially Disposed Grievances
- Convey Grievance Status to Citizen
- Send Reminder on Citizen's Behalf



- Citizen (Short Entry Form)
- Department Users (Detail Form)
- Call Centre (Toll Free Number)
- · Mobile Application
- E-Mitra Kiosk
- · E-Mail / SMS
- Phone (IVRS)

Chatbot

- Natural Language Processing based solution
- Multilingual
- Options to display text, video, document, Sections and hyperlink to external sites
- Save Historical data to device
- User can select from Ranked Questionnaires









- Rural Location Hierarchy upto Village Level
- Urban Location Hierarchy upto Ward Level
- Location wise Subject Mapping (Single and Multiple subjects)
- User wise Subject and Level Mapping (Single and Multi subjects to single user)

Subject & Location Mapping



- · Dashboard for Department User
- Citizen Dashboard
- Timeline wise, Department wise, District wise Grievance Status
- Dashboard for Higher Authority for Monitoring & Decision Making
- Subject wise Grievance Status
- Area wise Grievance Status

Intelligent Dashboard

Profile Management

- Location wise User Profile
 Management
- · Department Wise Management
- Designation wise
- Multiple Dept. Single User Profile Management
- User Login ID and Password Management



KEY INTEGRATIONS

Some key applications which can be integrated with the IGMS:

- ✓ SSO Integration
- ✓ eVault (DMS) Integration
- ✓ Kiosk Integration
- ✓ Email & SMS Gateway Integration
- ✓ CTI (Computer Telephony Integration)
- ✓ Chatbot Integration
- ✓ Mobile App Integration
- ✓ GIS Integration
- ✓ IVRS Integration





Intelligence Augmentation

For further assistance please connect @

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