



**Never miss a lead and work
from anywhere.**

Cloud Based Telephony Solutions

ENHANCING 
Y O U R R E A C H

About us

- **MCube**
 - Cloud Based Phone Systems For the 24x7 Business
- **Product owned by VMC Technologies**
 - Headquartered in Bangalore, with a nationwide presence, and offices in Noida, Hyderabad , Mumbai, Pune and MP, upcoming offices in Chennai and Kolkatta . VMC Technologies is engaged in creating cloud-based communication solutions for service intensive businesses
- **VMC Promoted by**
 - Sundeep Misra
 - With 21-odd years of technology experience in India and overseas, Sundeep has been with Goldman Sachs previously. Find him at in.linkedin.com/in/sundeepmisra
 - Praveen Varma
 - Also with 21-plus years of experience in international finance and strategy, Praveen was last with Moody's, NYC. Find him at in.linkedin.com/in/praveenvarma

Simply Save and Scale



- More than 6000+ installations all over India for Mcube Track. 95% of the solutions are in Real estate & allied industries.
- Clients like: **DLF, Prestige, Salarpuria SATTVA, Divyashree, Ramky Estates & Farms, Sumadhura Group, Ramkrishna Housing, Accurate Group, Asset Guru, EIPL Projects, Headyway Properties, Jupiter Infrastructures India, Praneeth Group, Pacifica companies Pvt Ltd, Peram Group, Prestige Builders, Hallmark Builders, Matrubhumi Farmlands, Prime Constructions, A1 Township, ChaiPoint, Chef Bakers, Just Bake, Paragon, HDFC Realty, HFC, TATA Housing, Mahindra SSG, TATA GLOBAL BEVERAGES LTD, Future Group, Mars chocolate, UNIBIC Biscuits, Ozone group, Aisshwarya group, RBD group, HDFC Realty, Supertech builders, Address Makers- Piramal Group, Proptiger, Pride Group, Jumbo Kids & Mars Chocolate, CHAI POINT, Just BAKE, Royal Oak, Mars chocolate, and many more**
- **MCube has created a niche by offering creative customized solutions which can help the customer to enhance productivity, & customer experience. Hence, VMC has been admired by our clients for out of box thinking & cost-effective solutions**



Who is using MCube?



Shaping real estate globally since 1978



This Is The Office That Never Sleeps

With MCube Track Can

MEASURE ROI

- Do you ever wonder how which leads are coming from which media advertisements? What is your cost per lead per media? **CallTrack analytics can help you compute number of leads per media and calculate ROI for your media spend.**

ENHANCED CUSTOMER EXPERIENCE

- Every call coming to Organization gets attended by executive who is free.
- Enhanced experience through IVRS, SMS, Repeat call functionality & single POC.

HANDLE AUTOMATIC CALL DISTRIBUTION

- Have you ever missed a important call or a lead because you or someone else was not available to take the call? MCube Track allows your team to stay mobile and connected to your sales or support number. **Call is automatically distributed to next available representative.**

NEVER MISS ANY LEAD

- Like any fortune 500 company all incoming calls are auto distributed between your sales executives or support executives. Result better performance and ROI. **You never miss a important business call.**

RECORD THE CONVERSATION

- Train the Sales executives on communication with client
- Enhanced the effectiveness of sales team by recording the every incoming call

MOBILITY & FLEXIBILITY

- MCube Track allows your **employees work from their home, office, hotel room, road yet serving incoming callers in timely manner.**

Why MCube Track

- Do you invest lot of money to attract customers to call you back & every incoming call has big cost for attracting customer?
- Would it benefit your company if you could identify which of your executives regularly attending calls & which are not attending calls?
- Would it benefit your company if you could record the conversation between customer and staff member for analysis and training purposes?
- Would it benefit company's brand if you attend all incoming calls & offer them a exceptional experience without missing even a single call?
- Would it benefit your company to adjust the advertising spend if you know which campaign is generating revenue/ leads for the company?
- Would it benefit your company if you could monitor every single incoming enquiry to enhance the sales productivity?
- Would it benefit your company's image if system sends auto generated SMS to the customers who had called your company for enquiry
- Would it benefit if you can directly track executives Mobile numbers for the conversations and calls they are making?

If the answer to above questions is Yes then Mcube Track can help you in enhancing Sales & Marketing productivity

Call Track Inbound Process



Step 1: VMC will provide separate Number for each company/ project/ ad to be published in various media.

Step 2: Customers will call on advertised numbers.

Step 3: Based on Algorithm, System will divert the call to respective Sales agent's mobile phone.

Step 4: Sales agents will receive the call & respond to the query.

Step 5: System will send Branding SMS to Customers & Call information through SMS, EMAIL.

Step 6: System will record the call information & give statistics for advertising mapping & tracking of calls.



MCube Reporting

Actions ▾

Manage Incoming Caller [29]

Clearsearch

Unique By: ☐ Number ☐ Group ☐ Employee

All

Basic

More ▾



#	Action	✓	Client No	Group	Executive	Start Time	End Time	Customer Name	Remarks	Pulse	Duration	Call Status
1	▾	☐	09538893337	Outbound	Ajay	2018-11-22 17:04:18	2018-11-22 17:05:21			2	63	ANSWER
2	▾	☐	09538893337	Outbound	Ajay	2018-11-22 17:03:28	2018-11-22 17:03:50			1	22	ANSWER
3	▾	☐	006301180652	HT Media	ASHOK KUMAR	2018-11-12 16:20:57	2018-11-12 16:23:49			3	172	ANSWER
4	▾	☐	09948888055	HT Media	vijay kumar	2018-11-12 13:22:01	2018-11-12 13:22:07			1	6	CANCEL
5	▾	☐	09491025034	HT Media	Pooja Kumari	2018-11-10 17:57:50	2018-11-10 17:59:48			2	118	ANSWER
6	▾	☐	09533779309	HT Media	MOUNIKA	2018-11-10 17:48:39	2018-11-10 17:49:09			1	30	ANSWER
7	▾	☐	09533779309	HT Media	vijay kumar	2018-11-10 17:47:29	2018-11-10 17:48:19			1	50	CANCEL
8	▾	☐	09014221971	HT Media	MOUNIKA	2018-11-10 17:45:22	2018-11-10 17:46:57			2	95	ANSWER
9	▾	☐	09533779309	HT Media	vijay kumar	2018-11-10 17:12:11	2018-11-10 17:12:23			1	12	ANSWER
10	▾	☐	09533779309	HT Media	vijay kumar	2018-11-10 17:11:19	2018-11-10 17:11:40			1	21	ANSWER
11	▾	☐	09533779309	HT Media	Rajeshwar	2018-11-10 13:43:43	2018-11-10 13:44:18			1	35	ANSWER
12	▾	☐	09014221971	HT Media	Ajay	2018-11-10 13:32:39	2018-11-10 13:34:43			3	124	ANSWER
13	▾	☐	09533779309	HT Media	vijay kumar	2018-11-10 13:29:14	2018-11-10 13:30:36			2	82	ANSWER
14	▾	☐	09032282728	HT Media	Rajeshwar	2018-11-10 13:27:15	2018-11-10 13:27:56			1	41	ANSWER
15	▾	☐	09032282728	HT Media	Ajay	2018-11-10 10:48:56	2018-11-10 10:50:03			2	67	ANSWER
16	▾	☐	09014221971	HT Media	Rajeshwar	2018-11-10 10:44:33	2018-11-10 10:45:08			1	35	ANSWER
17	▾	☐	08855883345	Outbound	Ajay	2018-11-08 17:29:30	2018-11-08 17:29:51	Rohit		1	21	CANCEL

MCube Dashboard

MCube Track Dashboard

Day Week Month

Recent 10 Calls

From	Group	Employee Name
9071983500	Space Station	Chandrahasa
9016340340	Space Station	Chandrahasa
9538893337	Outbound	Ajay
9538893337	Outbound	Ajay
06301180652	Space Station	ASHOK KUMAR
9948888055	Space Station	vijay kumar
9491025034	Space Station	Pooja Kumari
9533779309	Space Station	MOUNIKA
9533779309	Space Station	vijay kumar
0014221071	Space Station	MOUNIKA

Call Details For Last 30 Days

Call Type	Total Calls	Unique Calls
Attended Calls	19	16
Missed Calls	6	5
Qualified Calls	5	3
UnQualified Calls	20	16

Average Calls Detail For Last 30 Days

Call Type	Count	Average	Percentage
Attended Calls	19	0.63	76%
Missed Calls	6	0.2	24%
Total Calls	25	0.83	100%
Calls Duration	1236	41.2	

Follow ups For Next 30 Days

CallFrom	Followup Date
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Groupwise Calls For Last 30 Days

Group	Call Count
Total Calls	25
Outbound	8
Space Station	17

Employee Wise Report For Last 30 Days

Employee	Call Count	Unique Call Count
Ajay	10	7
Chandrahasa	2	2
Rajeshwar	3	3
Pooja Kumari	2	2

MCube Analytics



CallBack Request

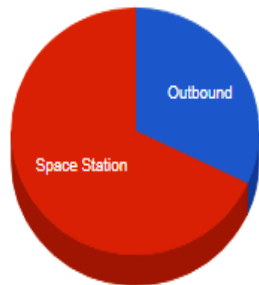
MCube

Live Calls - 0 Dialer Ajay ▾

Group Wise calls For Last 30 Days

Group Wise calls

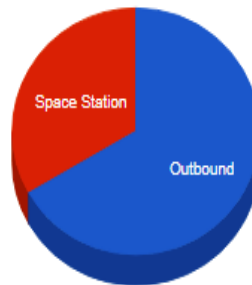
● Outbound ● Space Station



Missed Calls By Group For Last 30 Days

Missed Calls By Group

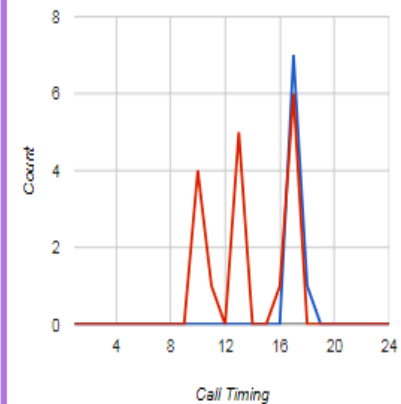
● Outbound ● Space Station



Calls By Time for Last 30 days

Calls by time

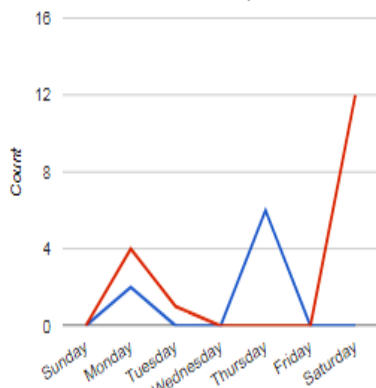
— Outbound — Space Station



Calls By Day for Last 30 days

Calls by Day

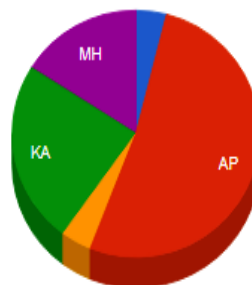
— Outbound — Space Station



Calls By Region for Last 30 days

Calls By Region

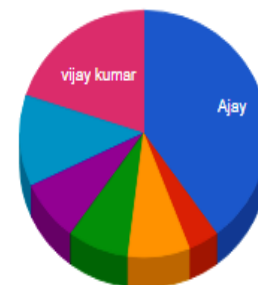
● AP ● GJ ◀ 1/2 ▶



Calls By Employee for Last 30 days

Calls By Employee

● Ajay ● ASH... ◀ 1/6 ▶

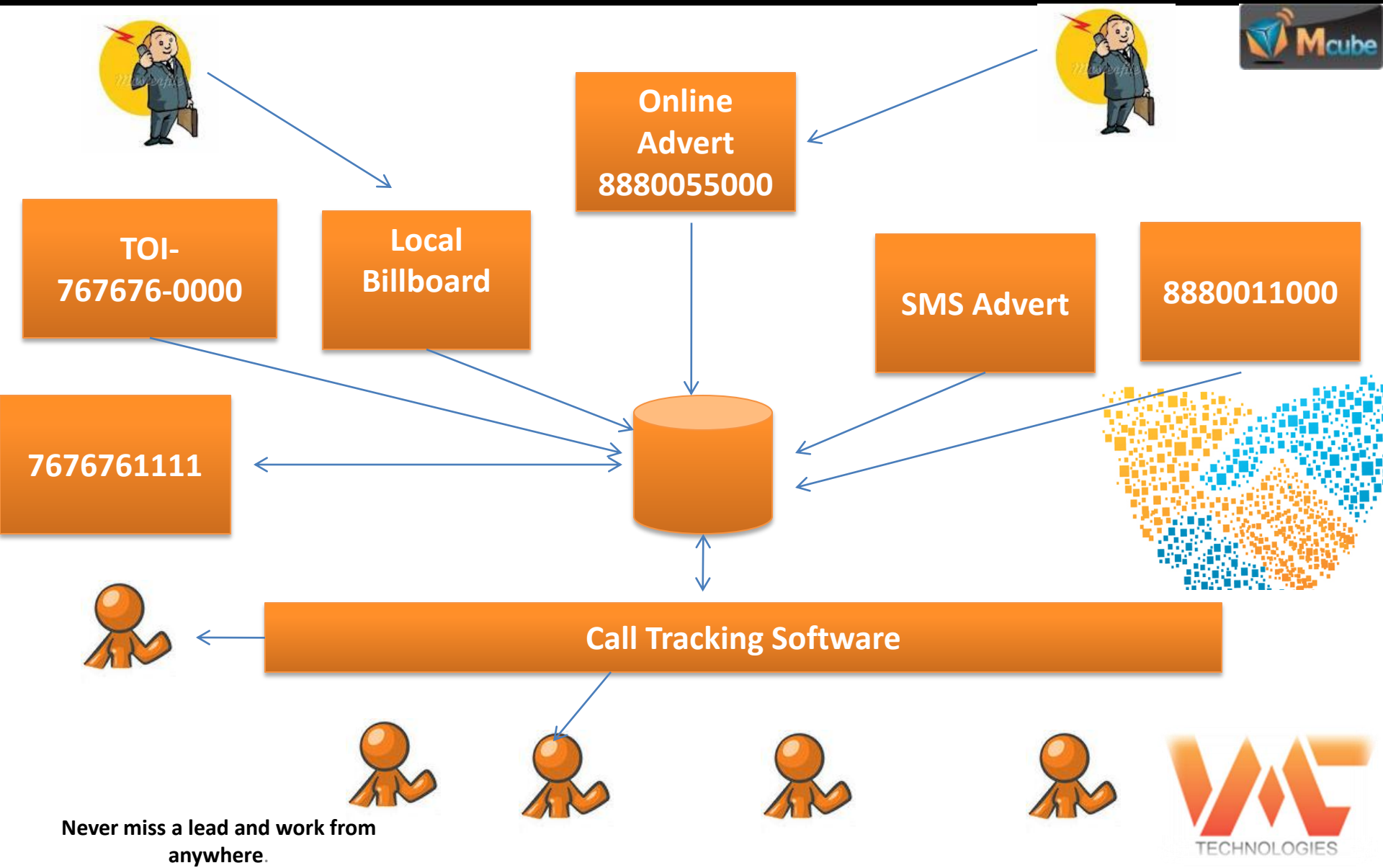


MCube Benefits



- Cost Effective and no start up cost
- Flexibility to add or reduce the numbers at any point of time.
- Easy to manage
- Zero capital cost
 - No Startup cost
 - No Hardware Cost
 - No Software Cost
 - No IT Personnel Cost
- 24/7 System availability.
- 99.99% up time
- No human cost
- No maintenance cost
- Customization as per customer needs
- No hidden charges
- Customizable to business needs
- Secure, Scalable, Reliable
- Continuous Innovation and up-gradation of system to match changing business needs at no cost
- CRM integration partner [Homebuy360](#) to have single window platform & experience.

Virtual inbound– How it works?



Possible Customizations



Unlimited Executive configuration on each number

Sticky Calls

IVRS Integration

Conversation Recording

Voice Mail.

SMS Notification for each call

Regional forwarding support.

Business hours and after business hours options.

Call logs accessible from anywhere.

Outbound Solutions

- Click 2 Call
 - Call through dailer from the panel
 - Or click a button from the respective lead
 - Server initiates the call connecting both the executive and customer/client and patching the call.
 - Call log and recording details are reflected in the panel.
- MTracker Mobile App (Andriod)

MTracker Mobile App

MCube

4:10 PM 91% 3G



Email
demo@vmc.in

Password
.....

☒ Remember Me

Login

3:31 PM 95% 3G

Home Demo User

M Tracker 5/5

Today 0 Week 11 Month 500

NUMBER	ACCOUNT	OFFLINE
LandingNo	Title	Used
08033689178	vmc demo	8
08043445102	lvrs testing	0
08038390002	demo	2
08038390004	IVRs	0 More

MCube Track

Home

3:34 PM 95% 3G

Contacts List

Name leadtwo
Number 9611185678
Email

Edit
Delete
ClickToConnect

Name leadfour
Number 7897653456
Email

Name Amuda
Number 9742034626
Email amudha_nandhini@yahoo.co.in

Name Mr Suhail
Number 8023387755
Email anc@vahoo.co.in

MTracker Mobile App

- **Call logs accessible from anywhere by the Management.**
- Can track Inbound calls, Outbound calls and also missed calls for that particular executive.
- Mobile App for tracking all calls on executive direct mobile phone
- Employee Location Tracking – Employees can be tracked through the Geo Location functionality.
- Automated call logs for admin as well as call recordings.
- Android based Mobile app to feed the data in the system, view the reports or caller details on mobile.
- The App also works Offline for temporary purpose and will store the data in the phone memory. Once connected to Internet, will sync and transfer all the data to the dashboard.

Manage Incoming Caller

#	Call From	Group	Employee	Start Time	End Time	Pulse	Source	Counter	Action
1	 08049083079 	Metrix test	Tapan Chatterjee	2011-09-23 10:07:21	2011-09-23 10:07:21	0	IVRS	10	  
2	 09739351606 	Click To Call	Siva	2011-09-20 12:00:54	2011-09-20 12:01:00	0	clickToCall	1	  
3	 09739351606 	Click To Call	Tapan Chatterjee	2011-09-20 11:54:42	2011-09-20 11:54:42	0	clickToCall	2	  
4	 01206133800 	Metrix test	Siva	2011-09-06 10:33:43	2011-09-06 10:34:26	1	calltrack	3	  
5	 01206133800 	Metrix test	Arif	2011-09-05 16:40:50	2011-09-05 16:40:50	0	calltrack	4	  
6	 01206133800 	Metrix test	Tapan Chatterjee	2011-09-05 15:00:43	2011-09-05 15:02:16	2	calltrack	1	  
7	8884976982	Metrix test	Siva	2011-09-01 12:06:48	2011-09-01 12:06:48	0	clickToCall	1	  
8	 08049083079 	Metrix test	Siva	2011-08-29 14:40:15	2011-08-29 14:40:15	0	calltrack	7	  
9	 01206133700 	Metrix test	Arif	2011-08-24 11:06:18	2011-08-24 11:06:18	0	calltrack	1	  
10	 01206133700 	Metrix test	Siva	2011-08-24 11:05:03	2011-08-24 11:05:03	0	calltrack	1	  

- Mcube Reporting and Analytics gives details of incoming calls
 - Details including the caller, Name of the Employee who spoke to the caller, source of call, duration etc.
 - The user of the system can qualify the calls by further adding information like Caller Name, phone number, email, description etc.
 - The reports are customizable: The admin can add more fields, remove fields, rename fields to what make sense for business
 - Only entitled people can see the reports. The entitlements are customizable and controlled by the admin.
 - Can play and download recorded conversation.

Terms & Conditions

- Fancy number cost will be extra on actual.
- Minutes will be offered on monthly basis
- Extra Usage will be billed monthly and all payments should be made in advance at every billing cycle
- GST as applicable.
- Welcome Greeting Message will be provided as complementary.
- Time line for implementation: 6-7 days from the date of PO & payment.

Note: Time will required to activate the numbers, approval from TRAI & setting up software & hardware as well as integrating the numbers with system.

- Training will be arranged as per requirement.

Thank you

Contact : JOHN M

Email me: M.JOHN@vmc.in

