

# CONTAQUE<sup>TM</sup> ccs

REVOLUTION IN TELECOM  
REVOLUTION IN TELECOM



*Contact Centre Solution*

*By : AVIS e Solutions*

# INTRODUCTION

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- Today we are witnessing dramatic and sometimes revolutionary change in nearly every aspect of the traditional outbound call center, from its mission to its position in the enterprise.
- No longer a single-function (telephony-only operation), the outbound call center, like its inbound counterpart, is being transformed at an unprecedented rate into a multifunctional, multimedia, customer service contact center.
- Thus Predictive Dialer serves as a vital ingredient in laying foundation of the modern outbound contact center; making it an ultimate technology of choice for telemarketing, telesales, fundraising campaigns etc.
- The Dialer should have the flexibility of taking inbound campaigns and should also allow for the outbound agents to take inbound calls ( Blending).
- Contaque Blended Solutions takes care of Inbound and outbound calling needs of the call centers with inbuilt features of predictive dialing, AMD, IVR and ACD. By Contaque blended Solution an agent has ability to take both inbound and outbound calls in one session.



# “CONTAQUE” BENEFITS

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- **Engage in personalized, efficient interactions** that produce a positive experience and promote future sales opportunities.
- **Maximize productivity** and provide premium service to customers using predictive dialing and sophisticated call processing tools.
- **Effectively manage campaigns** using flexible, robust list management & decision support tools.
- **Improve agent efficiency and Reduced idle time** - Significant reduction of unproductive agent time.
- **Leverage existing investments with Computer Telephony Integration (CTI)** and third-party product integrations.
- **Increase productivity** by ensuring agents spend their time talking to customers and prospects, rather than non-live contacts.
- **Employ security measures** that support adherence to corporate and industry regulations.



# “CONTAQUE” VARIANTS

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## CONTAQUE VOICE LOGGER SOLUTIONS [VL] :

Contaque Voice Logger takes care of voice recording only while agent make manual calls with added features of call conferencing and call barging. There is no auto dialing and progressive dialing with voice logger. VL comes bundled with ATA box per seat if the number of seats are more than 10 .

## CONTAQUE ENTRY LEVEL SOLUTIONS [EL] :

Contaque Entry Level Solution helps call center in automating the dialing process without predictive dialing and AMD.

## CONTAQUE ADVANCED LEVEL SOLUTIONS [AL] :

Contaque Advanced Level Solution automates the dialing process and at the same time does predictive dialing for the agents and detects answering machine and fax machine tone and does not transfer the call to agents.



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### **CONTAQUE BLENDED SOLUTIONS [BS] :**

Contaque blended Solution takes care of Inbound and outbound calling needs of the call centers with inbuilt features of predictive dialing, AMD, IVR and ACD. By Contaque blended Solution an agent has ability to take both inbound and outbound calls in one session.

### **CONTAQUE FRENCH VERSION :**

Contaque is the first Contact Center Solutions which has a French Variant. All Agent Screens & Admin is available in French language & the solution is already implemented in a Call Center in Mauritius.



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# Contaque Outbound Solutions

# WHY SWITCH to: PREDICTIVE DIALING

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- **Call Efficiency!**

The more prospects an agent speaks to, the more results he will see. Predictive dialing produces, on average three times the results of manual dialing. In addition enhances call quality (particularly important when considering customer service issues)

- **Agent Retention Rate and Morale!**

Reducing the tediousness of telemarketing will greatly increase your agent retention rate as well as agent productivity. Also, by seeing his own results, an agent's morale will increase dramatically, which will only add to his efficiency.

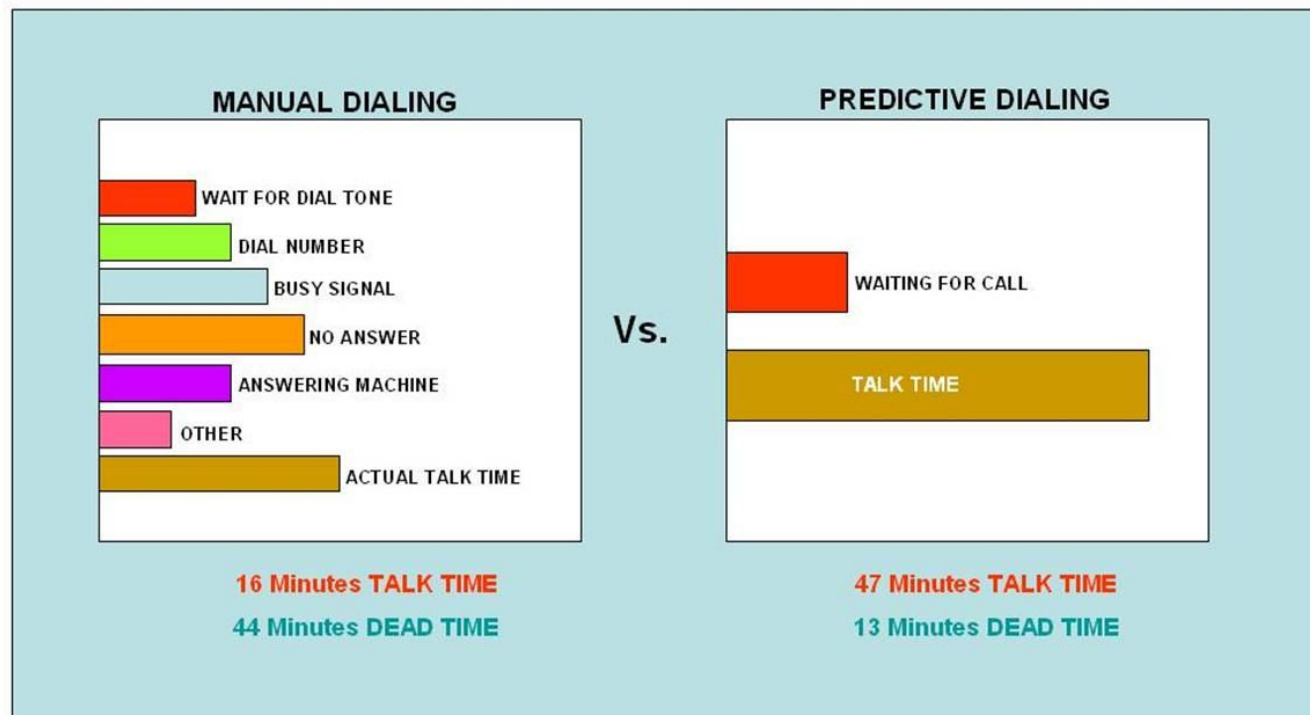
- **Profitability!**

Efficiency and agent morale and retention lead to increase in productivity and in turn profit. The fact is simple, if you talk to more people, you will get more leads.

**Predictive Dialing** : *An ideal dialing pattern to be adopted or switched over for any outbound Contact Centre to survive today's cutthroat communications market.*

# MANUAL DIALING VS PREDICTIVE DIALING

Manual dialing phone numbers wastes over 75% of each hour.





# “CONTAQUE” OVERVIEW

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- **CONTAQUE** is a comprehensive customer contact product that seamlessly integrates with your existing voice and data systems, whether VOIP or TDM or a mix of both.
- It delivers a world-class application that not only automates the handling of failed calls but also offers :
  - Campaign Development tools, Web Scripting , Call Popup,
  - Offers **Manual, Preview, Progressive and Predictive** Dialing,
  - Recording, **Chat** Feature (priced extra)
  - Call Processing facilities, **Ring** and **Non-Ring** Features (where music on idle and even mp3s can be played),
  - **Real-Time** statistics & reporting, **Graphical** Reporting (priced extra)
  - Remote **monitoring, Barging etc**
  - All designed to maximize agent productivity and enhance the overall efficiency of your contact center.
- It comes with a powerful, accurate, and flexible **Answering Machine Detection**, a must have tool to survive today's cutthroat communications market.



# “CONTAQUE” HIGHLIGHTS

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- **Run Multiple Campaigns Simultaneously!**  
Run separate campaigns on the server simultaneously.
- **Supports AMD & SIT Frequency Detection!**  
Auto Detection of Fax Machine, Answering Machine, Busy Tone and Telco Tones.
- **Supports Multiple Dialing Methods!**  
The flexible architecture allows the user to concurrently operate campaigns in: Predictive, Progressive, Preview or Manual Modes.
- **Sophisticated Call Processing features!**  
Dial Next Number, 100 % digital call recording, Park Call, Web Call Back, Call Transfer, Third party Verification ,Music or Message on hold etc.
- **Facilitates Calls Recording and Conferencing!**  
Supports 100% digital agent wise call recording and multi party call conferences.
- **“Real-time” Statistics and Reports (CDRs)!**  
The system displays both campaign and all agent statistics and reports easily. Facilitates remote (Web based) monitoring of real time traffic and statistics.
- **DNC Upload/ Search/Delete Options:**  
Contaque provides you a simple and foolproof mechanism to upload DNC list, search whether a number is in DNC list or not and delete any specific DNC number from the list



# “CONTAQUE” Features

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- **Multiple Dialing Methods:**

The flexible architecture allows the user to concurrently operate campaigns in: *Predictive, Progressive, Preview or Manual Mode.*

The Predictive has the following categories: -

- 1) The normal dialing over a number of lines for Active agents as per the set *Pacing*.
- 2) Dial predicatively up to the dropped percentage and then not allow aggressive dialing once the drop limit is reached until the percentage goes down again.
- 3) Allows for running over the dropped percentage in the first half of the shift (as defined by Call Time selected for campaign) and gets more strict as the shift goes on.
- 4) Average method tries to maintain an average or the dropped percentage not imposing hard limits as aggressively as the other two methods.
- 5) Automatic Dialing Algorithm, which dials on the basis of agent wait time and drop percentage.



**Contd...**

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○ **Seamless Predictive Dialing:**

- Most advanced dialing system capable of connecting to the agent at the shortest time.
- Optimized to minimize the wait time of agents between live calls,
- Supports *Answering Machine and S.I.T. Frequency Detection enabling Auto Detection of Answering Machine, Busy Tone and Telco Tones.*

○ **Multiple Campaigns:**

- Runs *multiple campaigns simultaneously.*
- Each campaign can be assigned its own unique set of agent scripts and call disposition codes that agents use when calls are completed.
- It also supports **Broadcast Campaign for Outbound Solution** that plays an **IVR** to the customer and if the customer is interested he can go ahead with the call or else can disconnect it.
- Also facilitates **Lead churning** and automatic **Lead Recycling** within a campaign



## Contd...

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- **PC-Based Telephony, Call Processing features :**
  - Facilitates basic telephony functions such as **dial, answer, transfer, hold, conference, auto-wrap-up and record calls** – all from the PC workstation and without using the telephone.
- **Call Recording, Monitoring and Conferencing:**
  - Manages *100 %* **digital recording** of conversations between call center agents and contacts.
  - Monitor calls discretely, agent wise calls recorded to the database for real time and future reporting and analysis.
  - Supports **three party call conferencing** or agents can **transfer calls**.
  - Apart from this there is a **TPV** option available that automatically connects to the pre-feed number for conference purpose.
- **Database Integration:**
  - The software is controllable by, and can be integrated with, host or legacy **Database Systems** and **CRM's** via its flexible interface.



**Contd...**

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○ **Real Time Call and Agent/Campaign Reporting (CDRs):**

- Displays both campaign and agent wise *reports and statistics*.
- Monitors *call progress in real-time* as well as dispositions and results simultaneously.
- Keeps *track of multiple events* as it dials, including agents log in/log out, online reports, agent wise reports, campaign wise reports, disposition reports, etc.
- *Provision of Carrier Switch CDR Reconciliation Reports.*
- Supports *Remote (Web based) monitoring* of real time traffic and statistics.
- Facilitates basic telephony functions such as *dial, answer, transfer, hold, conference and record calls* – all from the PC workstation and without using the telephone.



***Contd...***

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○ **CRM Builder:**

- Ability to customize your own CRM according to the Process needs.
- Can upload Images as well with the CRM.
- Reports available on the basis of CRM.
- Email can also be sent thru CRM Builder.



*Contd...*

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○ **Real Time Monitoring:**

- Ability to monitor multiple campaigns simultaneously.
- Triggers can be managed thru Designing Screen.
- Drop Percentage, Lead Status can be viewed.
- Dialing Stop/Start option available.
- Manage Agents activity [Logout/Ready/Pause].



## New Additional Features....

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- *In-built Dash Board*
- *Different Colorful Interface*
- *Advanced Call Back Management*
- *New Lead Generation*
- *Option for Campaign Switching without Logout/Login*
- *One Click Disposition*
- *Campaign wise DNC Management*
- *Break Codes*
- *Alternate Number Dialing*



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# Contaque Inbound Solutions



# “CONTAQUE” Features

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- **CONTAQUE supports complete *Blended (Inbound/outbound)* solutions**
- *CONTAQUE inbound solution is an industry standard solution, complete with configurable IVRS, **Automatic Call Distribution (ACD)**, If the caller reaches an IVRS where transfer of call is required, the call is transferred to an eligible agent through Automatic Call Distribution System.*
- *Advanced call handling features and easy integration with client CRM*
- *System generated Call Details*
- *Records with details like Calling Number (Needs CLID support by the phone line provider), Called Number, Called Extension, Call Start Time, Duration of the call, etc.*
- **Dynamic Routing** – *skill based, Priority based. If the caller does not select an option, the call If all the agents are busy, the call is put on park with music (or any sound file) till an agent becomes.*
- *Available. Automatically Transfers to a default group of agents.*



## Contd...

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- **Multi level** call flow options.
- Plays messages, IVR broadcasting- greetings, announcements, advertisements.
- Customizable to meet any business requirements.
- Auto attendant
- Caller ID display.
- IVR Integration
- Integrated Voice Response System can be integrated with Contaque with required IVR Flow.
- Call Queuing, Call parking with Caller ID.
- Can hold Customer with some greetings message and any music, a caller put on hold either by the system or by an agent will get this message (any sound file).



## Contd...

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- *Inbound Report*
- *Additional Report for like Park Report, Closely Hourly Report, Graphical Report.*
- *Database Integration*
- *Integrate your Existing Database, CONTAQUE provides you with an Interface that enables your agents to view details of the calling party.*
- *Missed calls, abandoned call notification and reporting.*
- *Multiple hold music can be set.*



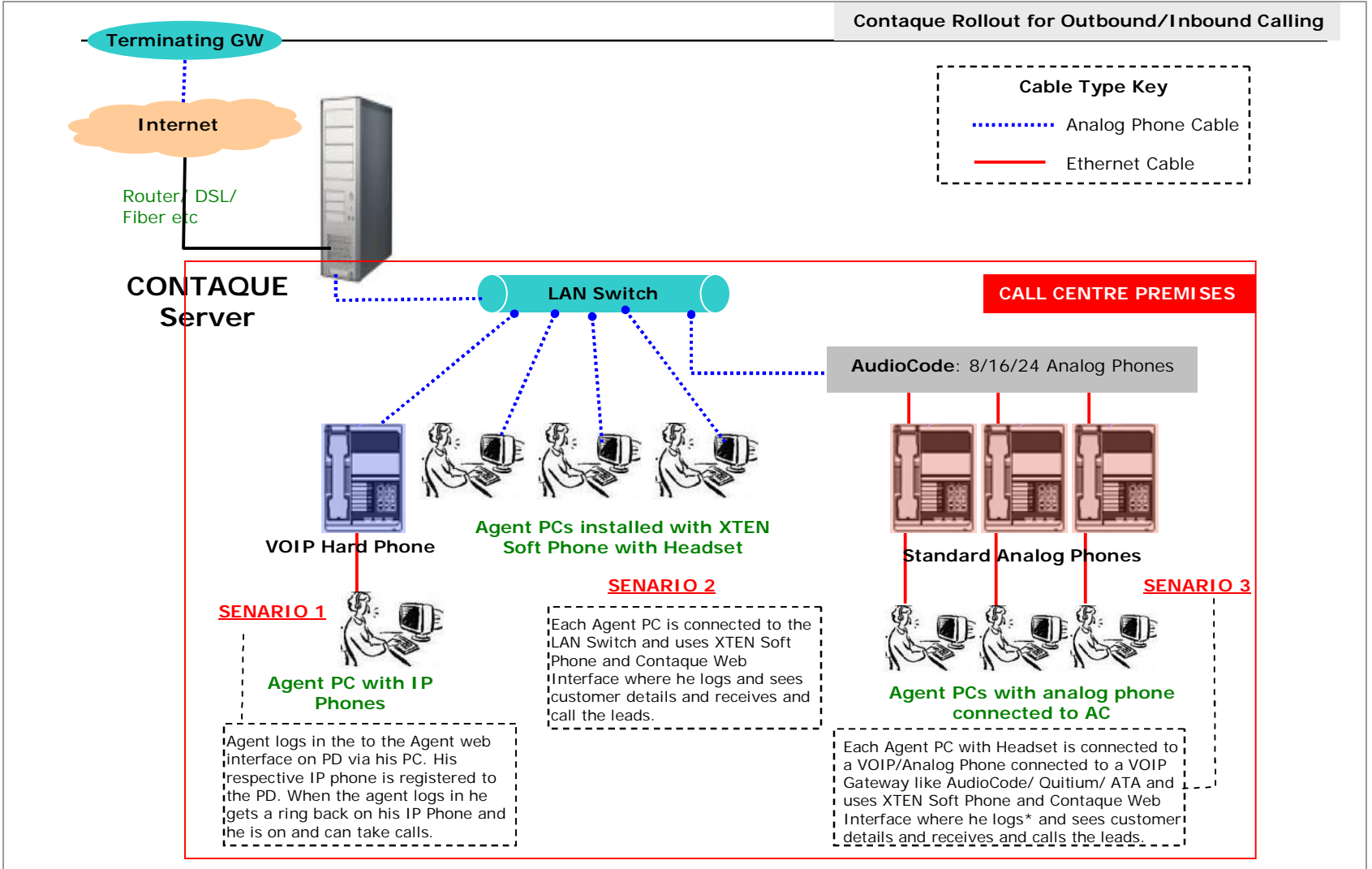
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# **CONTAQUE:** Network Deployments

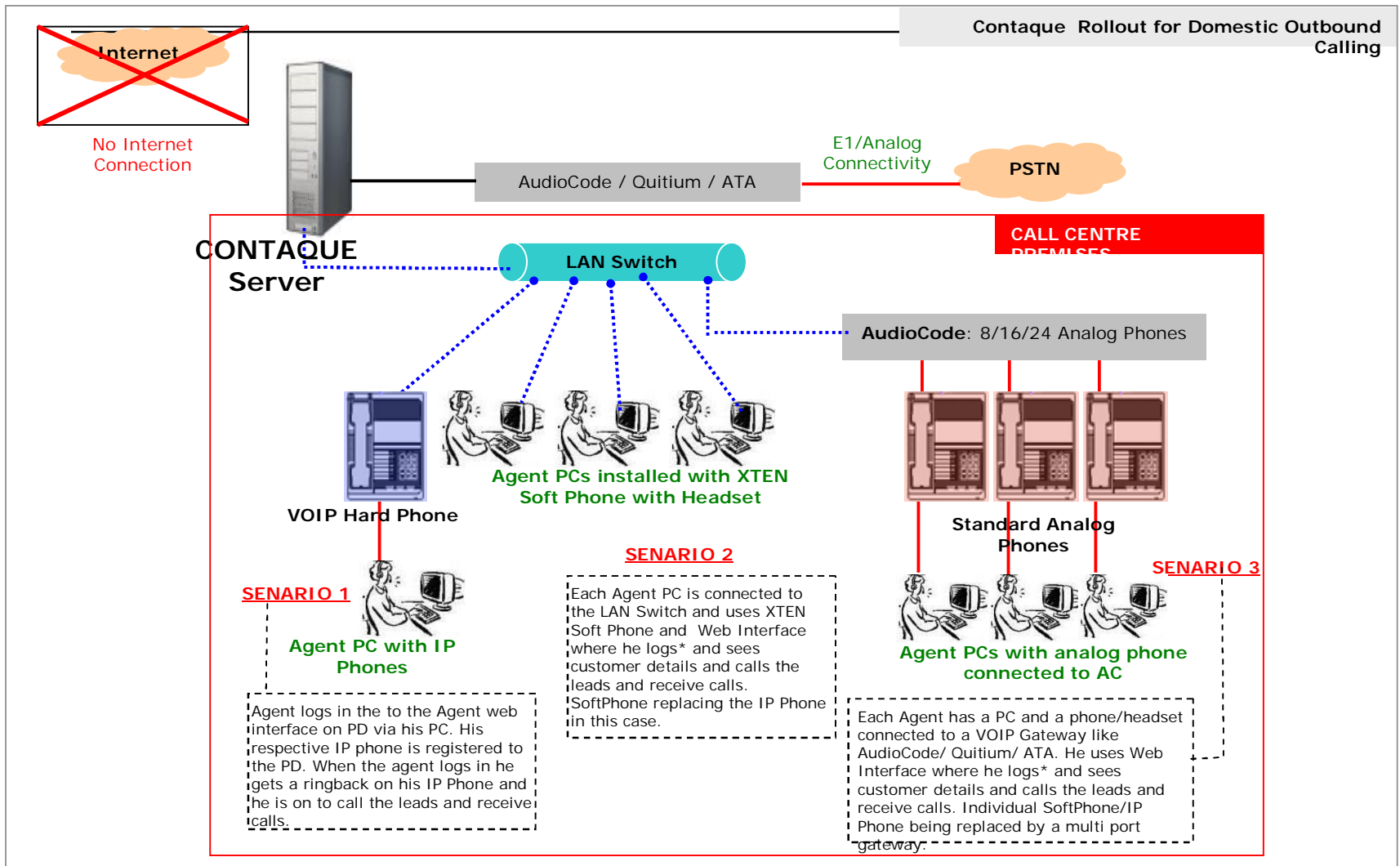


# International Call Centre

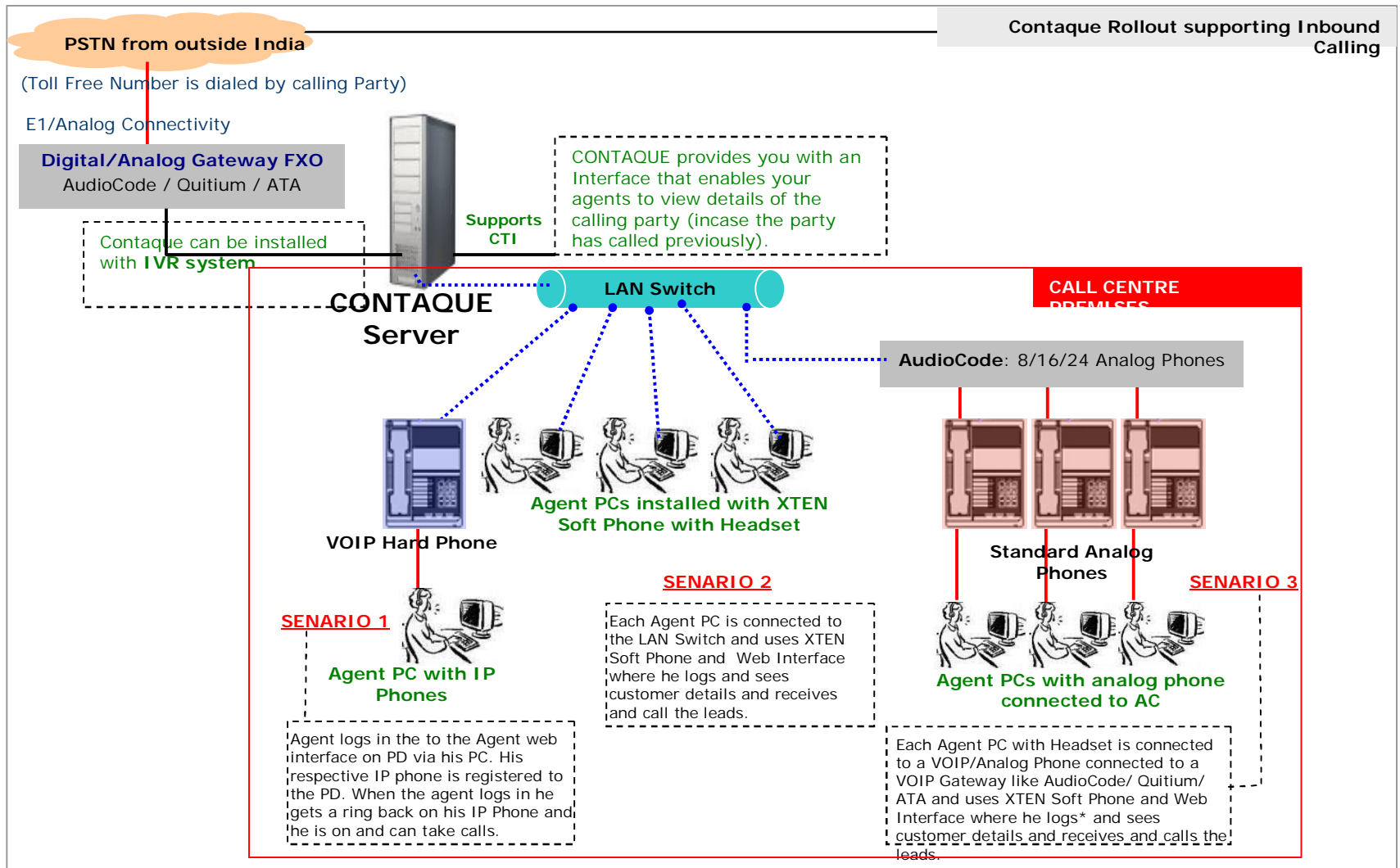
Contaque Rollout for Outbound/Inbound Calling



# Outbound Domestic Call Centre



# “CONTAQUE” Inbound Call Center





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## Contaque Screen Shots...



# “CONTAQUE” APPLICATION: AGENT

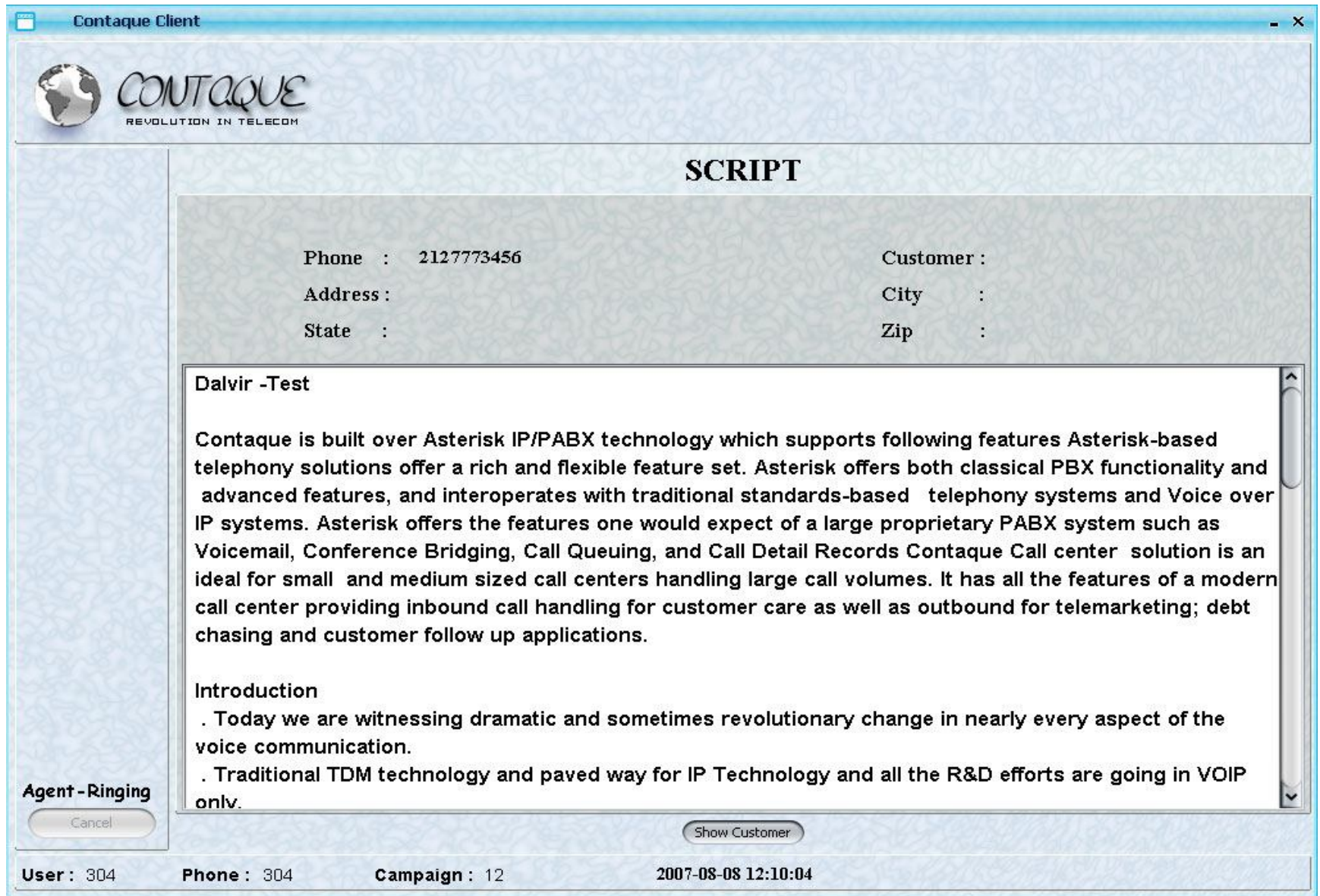
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## ○ Agent Interface:

The Agent Interface allows agents to easily view Customer Information clearly and quickly on their monitor. It also shows the call status, time, channel details and recording status. This "one-click" interface allows the agent to maximize time efficiency and maximize call volume. It also allows agents to select from **Multiple themes** for appropriate look and feel during login time.

- Agents ***take and disposition calls, schedule callbacks, capture contact information and notes, and update legacy databases.***
- They have access to sophisticated call processing features such as ***Start Recording (Record Call) & Transfer – Conf (Call Transfer). Agents can park (pause) a call, with Music or Message On Hold facility.***
- They can set up ***conferencing of calls to third parties*** as well as receive inbound calls and "make" ***predictive or automatic calls***. All this can be done from a single, simple user interface.

# SCREEN SHOTS: Agent Interface



The screenshot displays the 'Contaque Client' application window. At the top left is the Contaque logo with the tagline 'REVOLUTION IN TELECOM'. The main area is titled 'SCRIPT' and contains customer information and a script body.

**Customer Information:**

Phone :	2127773456	Customer :	
Address :		City :	
State :		Zip :	

**Script Content:**

**Dalvir -Test**

Contaque is built over Asterisk IP/PABX technology which supports following features Asterisk-based telephony solutions offer a rich and flexible feature set. Asterisk offers both classical PBX functionality and advanced features, and interoperates with traditional standards-based telephony systems and Voice over IP systems. Asterisk offers the features one would expect of a large proprietary PABX system such as Voicemail, Conference Bridging, Call Queuing, and Call Detail Records Contaque Call center solution is an ideal for small and medium sized call centers handling large call volumes. It has all the features of a modern call center providing inbound call handling for customer care as well as outbound for telemarketing; debt chasing and customer follow up applications.

**Introduction**


- . Today we are witnessing dramatic and sometimes revolutionary change in nearly every aspect of the voice communication.
- . Traditional TDM technology and paved way for IP Technology and all the R&D efforts are going in VOIP onlv.

**Agent - Ringing**

Buttons: Cancel, Show Customer

**User :** 304      **Phone :** 304      **Campaign :** 12      **2007-08-08 12:10:04**

Contaque Client




### Customer Information

<p>Conference</p> <p><b>00:01</b></p> <p>Cust - Up</p> <p>Cancel</p>	<p><b>Title</b> <input type="text"/> <b>First</b> <input type="text"/> <b>Middle</b> <input type="text"/> <b>Last</b> <input type="text"/></p> <p><b>Address1</b> <input type="text"/></p> <p><b>Address2</b> <input type="text"/></p> <p><b>Address3</b> <input type="text"/></p> <p><b>City</b> <input type="text"/></p> <p><b>State</b> <input type="text"/></p> <p><b>Postcode</b> <input type="text"/></p> <p><b>Province</b> <input type="text"/></p> <p><b>Comment</b> <input type="text"/></p>	<p><b>Vendor Id</b> <input type="text"/></p> <p><b>Dial Code</b> <input type="text" value="1"/></p> <p><b>Phone</b> <input type="text" value="2127773456"/></p> <p><b>Alt Phone</b> <input type="text"/></p> <p><b>Show</b> <input type="text"/></p> <p><b>Email</b> <input type="text"/></p>
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Show Script

**User : 304    Phone : 304    Campaign : 12    2007-08-08 12:14:54**

Contaque Client

 **CONTAQUE**  
REVOLUTION IN TELECOM

## Call Disposition

DONT WANT PD CALLS

- A - Answering Machine
- CALLBK - Call Back
- CONF - CONFERENCE
- DNC - DO NOT CALL
- FAX - FAX Machine
- LL - Local Language
- N - No Answer
- NI - Not Interested
- NotAVA - Not Available
- SALE - Sale Made
- TEST - Testing
- WRONG - Wrong Number

**Customer Down**

**User :** 304      **Phone :** 304      **Campaign :** 12      **2007-08-08 12:11:48**

# Admin Interface



**CONTAQUE™**  
REVOLUTION IN TELECOM

Main Menu ▶

LOGOUT

### Create new user

User Alias	Password	Full Name	Priority	Inbound Group	User Group	Create new group
<input type="text"/>	<input type="text"/>	<input type="text"/>	1	111 - testing 123 - Creditcontrol - Creditcontrol	ADMIN - Administrato	<input type="checkbox"/>
<input type="submit" value="Submit"/>						

### Manage User

Index	User Alias/Name	Priority	Inbound Group	User Group	Operation
1	101	9	No Inbound group selected	AGENT	
2	102	9	No Inbound group selected	AGENT	
3	103	9	No Inbound group selected	AGENT	
4	104	9	No Inbound group selected	AGENT	
5	105	9	No Inbound group selected	AGENT	
6	106	9	No Inbound group selected	AGENT	
7	107	9	No Inbound group selected	AGENT	
8	108	9	No Inbound group selected	AGENT	
9	109	9	No Inbound group selected	AGENT	
10	111	9	No Inbound group selected	AGENT	
11	112	9	No Inbound group selected	AGENT	
12	113	1	No Inbound group selected	AGENT	
13	114	9	No Inbound group selected	AGENT	
14	115	9	No Inbound group selected	AGENT	
15	116	9	No Inbound group selected	AGENT	
16	117	1	No Inbound group selected	AGENT	



# Outbound Reports



Main Menu ▶

LOGOUT

## Agent Summary Report

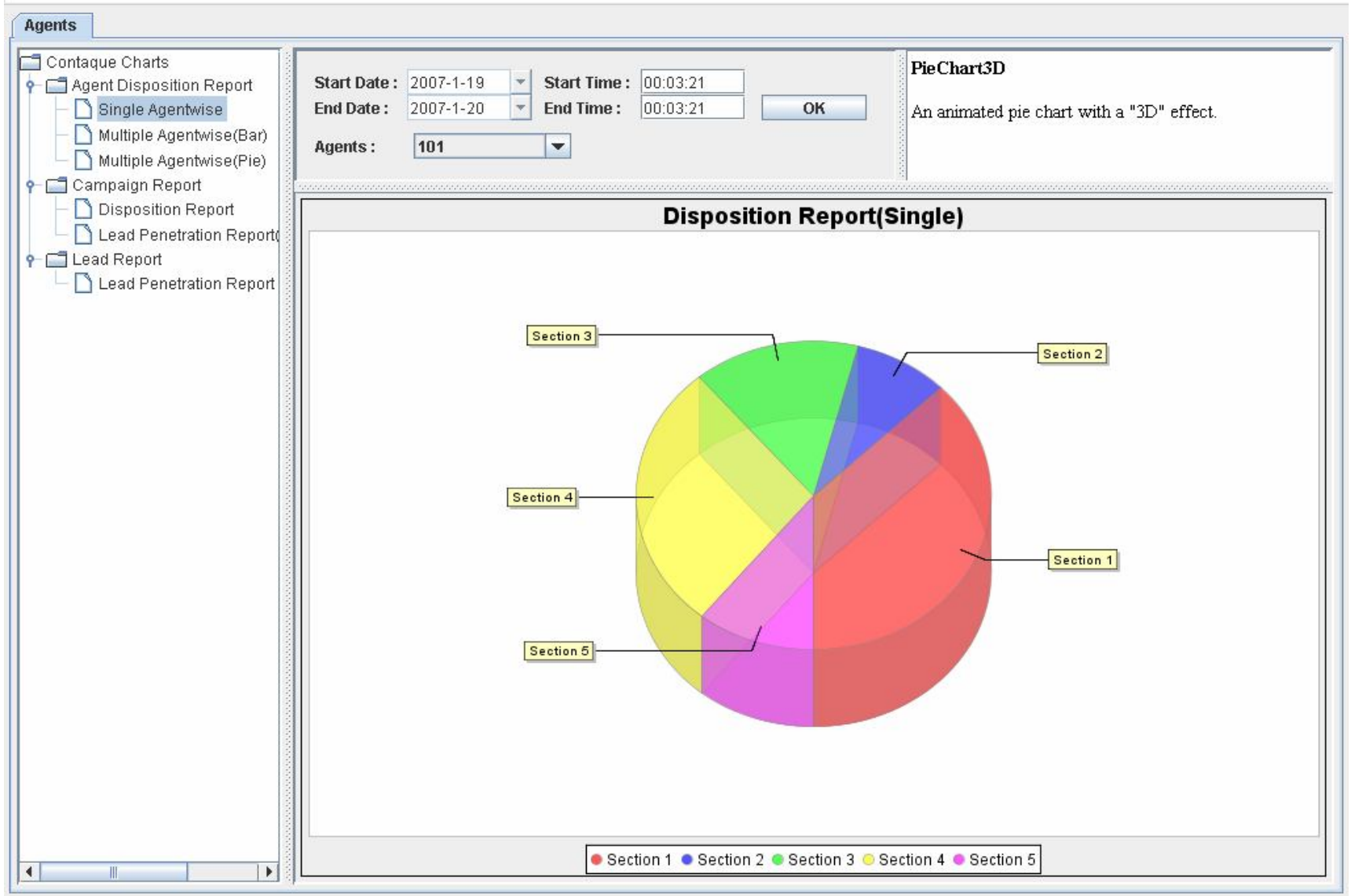
Select Date	Select User	Start Time	Shift Hour
25-01-2008	609	08	07
Submit		Back	

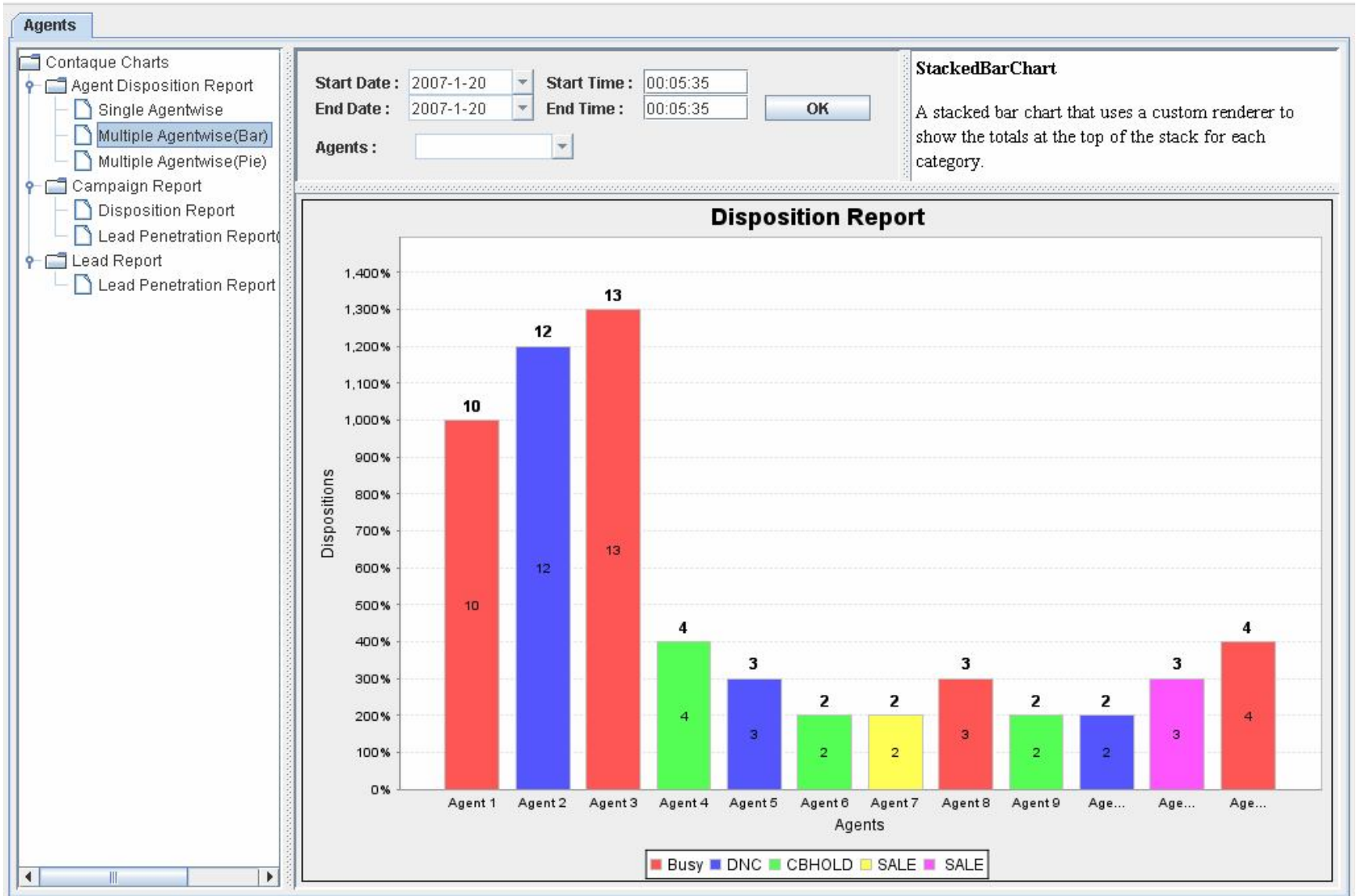
Browser window showing a calendar for January 2008. The date 25 is selected. The URL is http://192.16...

Download


DATE	TIME	CAMP	WAIT_MANL	WAIT_DIALR	WRAP_MANL	WRAP_DIALR	BREAK_MANL	BREAK_DIALR	
2008-01-25	upto 9.00	44444	0:0:00	0:12:01	0:0:00	0:01:47	0:0:00	0:03:24	
2008-01-25	upto 10.00	44444	0:0:00	0:23:54	0:0:00	0:02:54	0:0:00	0:03:33	
2008-01-25	upto 10.00	44444	02:18:36	0:0:00	01:47:14	0:0:00	0:23:54	0:0:00	0:03:41
2008-01-25	upto 11.00	44444	02:23:26	0:0:00	01:47:14	0:0:00	0:23:54	0:0:00	0:03:41
2008-01-25	upto 12.00	44444	02:56:53	0:0:00	02:11:07	0:0:00	0:30:56	0:0:00	0:03:56
2008-01-25	upto 13.00	44444	03:56:53	0:0:00	02:42:14	0:0:00	0:35:52	0:0:00	0:03:56
2008-01-25	upto 13.00	44444	04:03:36	0:0:00	02:42:14	0:0:00	0:35:52	0:0:00	0:32:52
2008-01-25	upto 14.00	44444	04:56:11	0:0:00	03:11:11	0:0:00	0:43:23	0:0:00	0:33:01
2008-01-25	upto 15.00	44444	05:56:11	0:0:00	04:07:57	0:0:00	0:52:49	0:0:00	0:43:38

# Graphical Reporting





# Inbound Reports



Main Menu ▶
LOGOUT

### Closer Hourly Graphical Report

Select Date	Start Time	Shift Hour	Select Group
01-05-2008	09 <input type="button" value="v"/>	12 <input type="button" value="v"/>	All Groups <input type="button" value="v"/>

■ -DONE
 ■ -DROP

DATE	TIME		TOTAL
2008-05-01	09.00-10.00		0
2008-05-01	10.00-11.00		0
2008-05-01	11.00-12.00	<span style="color: yellow;">■</span> <span style="color: red;">■</span>	5
2008-05-01	12.00-13.00	<span style="color: yellow;">■</span> <span style="color: red;">■</span>	7
2008-05-01	13.00-14.00		0
2008-05-01	14.00-15.00		0
2008-05-01	15.00-16.00		0
2008-05-01	16.00-17.00	<span style="color: red;">■</span>	3
2008-05-01	17.00-18.00		0
2008-05-01	18.00-19.00		0
2008-05-01	19.00-20.00		0
2008-05-01	20.00-21.00		0



Closer Hourly Report

Select Date	Start Time	Shift Hours	Select Group
01-05-2008	09 ▾	12 ▾	All Groups ▾
<input type="button" value="Submit"/> <input type="button" value="Back"/>			

DATE	TIME	DONE	DROP
2008:05:01	09:00-10:00	0	0
2008:05:01	10:00-11:00	0	0
2008:05:01	11:00-12:00	4	1
2008:05:01	12:00-13:00	5	2
2008:05:01	13:00-14:00	0	0
2008:05:01	14:00-15:00	0	0
2008:05:01	15:00-16:00	0	0
2008:05:01	16:00-17:00	0	3
2008:05:01	17:00-18:00	0	0
2008:05:01	18:00-19:00	0	0
2008:05:01	19:00-20:00	0	0
2008:05:01	20:00-21:00	0	0
<b>TOTALS:</b>		<b>9</b>	<b>6</b>



Park Report

Start Date	Start Time	End Date	End Time	Select Group:
01-05-2008	11 <input type="text"/> 00 <input type="text"/> 00 <input type="text"/>	02-05-2008	11 <input type="text"/> 00 <input type="text"/> 00 <input type="text"/>	All Groups <input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Back"/>				

DATE/TIME	PHONE NUMBER	AGENT	PARK TIME	TALK TIME	STATUS	CAMPAIGN NAME
2008-05-01 11:22:27	9871588995	303	1.08	5	DONE	IDEA
2008-05-01 11:24:04	9871588995	303	11	8	DONE	IDEA
2008-05-01 11:30:05	1204367421	VDCL	2	0	DROP	IDEA
2008-05-01 11:48:30	301	301	0	43	DONE	IDEA
2008-05-01 11:51:34	301	301	0	19	DONE	IDEA
2008-05-01 12:04:33	301	301	0	9	DONE	IDEA
2008-05-01 12:06:52	301	301	0	4	DONE	IDEA
2008-05-01 12:26:13	301	301	0	11	DONE	IDEA
2008-05-01 12:26:46	301	301	0	5	DONE	IDEA
2008-05-01 12:29:00	9810560962	VDCL	0	0	DROP	IDEA
2008-05-01 12:34:19	301	301	0	6	DONE	IDEA
2008-05-01 12:38:43	1204356517	VDCL	20	0	DROP	IDEA
2008-05-01 16:35:10	9756339887	VDCL	20	0	DROP	IDEA
2008-05-01 16:36:47	9756339887	VDCL	59	0	DROP	IDEA
2008-05-01 16:37:51	9756339887	VDCL	21	0	DROP	IDEA
2008-05-02 07:24:46	9756136817	VDCL	2	0	DROP	IDEA
2008-05-02 08:43:08	9756339887	VDCL	0	0	DROP	IDEA
2008-05-02 08:44:05	9756339887	VDCL	0	0	DROP	IDEA
2008-05-02 08:44:48	9756339887	VDCL	1	0	DROP	IDEA
2008-05-02 08:49:22	9756339887	VDCL	2	0	DROP	IDEA
2008-05-02 09:03:22	9756339887	VDCL	10	0	DROP	IDEA

# SOFT PHONE: VALUE ADDED FEATURE

- An extremely thin end point PC Software Plug n Play device.
- Makes a PC or laptop computer to operate as a regular extension of the phone system, with the ability to switch easily between modes of communication.
- It enables your agents to call via Soft Phone from their respective PCs.





# NOC SUPPORT

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**Contaque** is dedicated to setting and maintaining the highest level of customer support standards. "**AVIS**" has effectively managed complex product integration campaigns.

**Contaque** support team has received accolades from various clients both from Domestic and International centers.

## **Highlights -**

- 24 x 6 NOC Support.
- 24 x 7 on Demand.
- Online - On Chat Support.
- Telephonic Support.
- Onsite Support.
- Three Layer Support for all customers
- Integration & Customized CRM Support.



# Some Case Studies

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## ○ **CSC Financial :**

A 800 Seater Domestic Center based out of Delhi is running “Contaque” on over 250 seats for multiple processes for telecom and financial sectors.

## ○ **Nibbana Global :**

- Mauritius based International call center runs a French version of “Contaque” for various French Processes.

## ○ **Cheque Point :**

- London based company into financial sector has setup its Inbound Call center in NCR and is running its mission critical International operations on “Contaque”.



## Contd...

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- **Duncan & Lewis :**
  - One of the biggest Solicitors in U.K., runs their complete Inbound setup in India on “Contaque”.
- **Reo Tek Solutions :**
  - Runs a 50 Seater Center in Hyderabad for captive Australian Processes.
- **Electropac Industries Ltd :**
  - Runs a 60 Seater Center in DHAKA, Bangladesh, runs their complete Outbound setup on “Contaque”.
- **Data Direct :**
  - 30 Seater Outbound Call Center in DUBAI, runs for AIG Company .



## Contd...

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- **I Call :**
  - Morocco, Algeria based Call Centers, running various seats [50-100] on multiple locations for outbound sales calling & inbound as well.
- **MAIA Group :**
  - UK Based Call Center running 100 Seats for Outbound & 30 Seats for Inbound Calling.
- **MGS Global :**
  - Mumbai Based Domestic Call Center currently running 300+ Seats for different Banking/Insurance/Telecom Process for outbound sales calling.



*Thanks...*

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**We are at.....**

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