



**Thinking Beyond  
Business...**  
**Heading Towards a  
Better World...**

**mSecured, Helpline Case Management System on BOT Model**

mSecured is a unique and innovative Helpline Case Management System developed by Techno Brain BPO / ITES based on the Build, Operate and Transfer (BOT) model. With mSecured, NGOs and Government organizations working towards children rights and protection can ensure that children live in a safe, secured and non-threatening environment.

## mSecured USPs

- ❖ Advanced ICT Infrastructure Setup
- ❖ Customized Children Case Management System
- ❖ Case Management System integrated with high-end Predictive Dialing System
- ❖ SMS & Chat Portal Designs for Helplines
- ❖ Solution Enabler With or Without Fiber Connectivity
- ❖ Effective Data Analysis and Report Customization



## Features

- ❖ Open Source Platform
- ❖ IP based Digital Telephony Technology
- ❖ Country Specific Customization
- ❖ Compatibility with SIP phones (Soft & Hard)
- ❖ Caller ID Enabled
- ❖ Auto Pop up of detailed records of Children at call entry
- ❖ Call Records Logs and History
- ❖ Voice Logger (Automated Audio Recording Feature)
- ❖ Inbuilt Quality Management System
- ❖ Intelligent Call Queue Management
- ❖ Integrated SMS & Chat Features
- ❖ Voice & Chat Conferencing with Simultaneous Interactions
- ❖ Echo Cancellation & Call Muting Functionality
- ❖ Integrated Voice Response (IVR) & on hold music
- ❖ Report Generator (unlimited number of reports)
- ❖ Real Time Monitoring & Agent Time Scheduling & Monitoring

## Benefits

- ❖ Counsellor Friendly
- ❖ Increased Productivity
- ❖ Improved Efficiency & Service Delivery
- ❖ Real Time Data Access
- ❖ Easy integration
- ❖ Fully Scalable



## BPO Presence

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## GLOBAL PRESENCE

Burundi | Ethiopia | Ghana | India | Kenya | Malawi | Mauritius | Mozambique | Namibia | Nigeria | Rwanda  
Saudi Arabia | South Africa | South Sudan | Swaziland | Tanzania | UAE | Uganda | UK | USA | Zambia | Zimbabwe