

DOTE - TNEA CALL CENTER

(1800-425-0110)



OVERVIEW

Directorate of Technical Education conducts the Tamil Nadu Engineering Admissions process each year to support engineering seat allocation across the state. During TNEA 2022, the department required a centralized call centre to assist students and parents with counselling procedures, schedules, and admission related queries.

With counselling timelines fixed and public communication critical, the department needed a fully functional call centre deployed within a short timeframe.



FROM IMPOSSIBLE TIMELINES TO A LANDMARK ACHIEVEMENT !!

The Challenge:

To build a **statewide Call Center** that could virtually support **lakhs of Higher Secondary students applying for Engineering admissions** across Tamil Nadu. With the entire admission process shifted online post-COVID. The task was massive—**civil, electrical, and interior works**, along with **IT hardware supply, SIP trunk line, internet connectivity, custom call center application software, and trained manpower**—all to be delivered as a **turnkey solution**.

OBJECTIVES

➤ ENSURE CONTINUOUS SUPPORT

Provide uninterrupted assistance to students and parents during counselling.

➤ HANDLE PEAK CALL VOLUMES

Enable smooth handling of high enquiry traffic during critical dates.

➤ DELIVER A TURNKEY SOLUTION

Implement end to end infrastructure within a fixed schedule.

CONNECT WITH US



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EXCELLENCE IN EVERY SOLUTION

We took up the challenge and worked with speed and precision:

- Civil, electrical, and interiors executed in record time
- Enterprise-grade IT hardware provisioned and installed
- SIP trunk lines and internet connectivity established
- Custom call center application developed and deployed
- Manpower trained and onboarded for operations

All this was completed in just 15 days.

THE IMPACT

When the Honourable Minister for Higher Education inaugurated the facility, it was more than a launch—it was proof of how innovation, commitment, and execution excellence can turn an impossible deadline into a statewide success story.

👉 What others couldn't achieve in 3 months, we delivered in 15 days.

CONCLUSION

The TNEA 2022 Call Centre deployment demonstrates Mentor Infocomm's ability to deliver time bound, mission critical communication infrastructure for government admission processes. The turnkey solution enabled the Directorate of Technical Education to provide reliable and responsive support to thousands of engineering aspirants across Tamil Nadu.

Let's Build What Matters.

Partner with Mentor Infocomm to strengthen public facing communication systems.