


Standard Operating Procedure

A standard operating procedure (SOP) provides clear cut directions and instructions as to the steps necessary to complete a specific task or process


A decorative graphic consisting of several overlapping, wavy, curved shapes in shades of orange and yellow, positioned in the lower half of the slide.

Database List

- 192.168.0.57
 - 192.168.0.166
 - 192.168.0.56
 - 192.168.0.31 (use to save all employee details)
 - 172.24.11.31
 - 172.24.11.26
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Location

- **Note** : - This database are use to uploading the data for calling and also show's the information in the CRM
 - Mumbai - 192.168.0.57
 - Gurgaon - 172.24.11.31

 - **Note** :- This database are retrieve the data from uploading database it's only retrieve the unique id and phone no.
 - Mumbai - 192.168.0.56
 - Gurgaon - 172.24.11.26
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Calling Flow Diagram



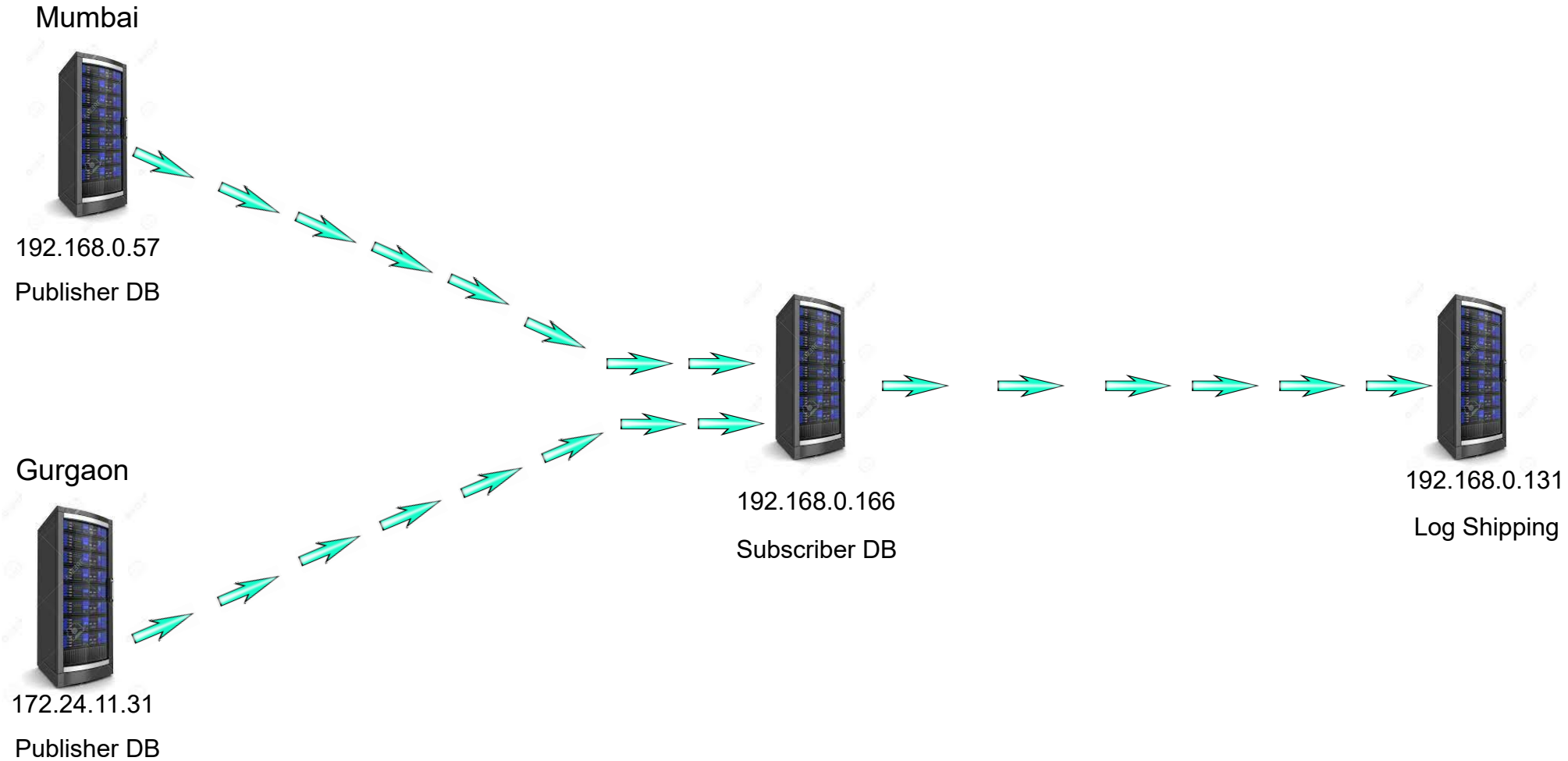
Upload data →



Upload data



Replication Flow of data to store In the Database & log Shipping



Report Source

In the reporting server all location report's are pull here



192.168.0.166

A screenshot of a 'Daily Call Report' software interface. The table displays call data with columns for various metrics. The data is as follows:

Call ID	Call Date	Call Time	Call Duration	Call Status	Call Type	Call Location	Call Agent	Call Result
1001	2023-10-27	10:00:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1002	2023-10-27	10:01:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1003	2023-10-27	10:02:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1004	2023-10-27	10:03:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1005	2023-10-27	10:04:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1006	2023-10-27	10:05:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1007	2023-10-27	10:06:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1008	2023-10-27	10:07:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1009	2023-10-27	10:08:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1010	2023-10-27	10:09:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1011	2023-10-27	10:10:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1012	2023-10-27	10:11:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1013	2023-10-27	10:12:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1014	2023-10-27	10:13:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1015	2023-10-27	10:14:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1016	2023-10-27	10:15:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1017	2023-10-27	10:16:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1018	2023-10-27	10:17:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1019	2023-10-27	10:18:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%
1020	2023-10-27	10:19:00	00:01:00	Success	Outbound	192.168.0.166	John Doe	100%