



CONTACT CENTER SOLUTION FEATURES

Prepared By:



i-HelpBD

House # 01,Road # 15 (new)

Dhanmondi R/A

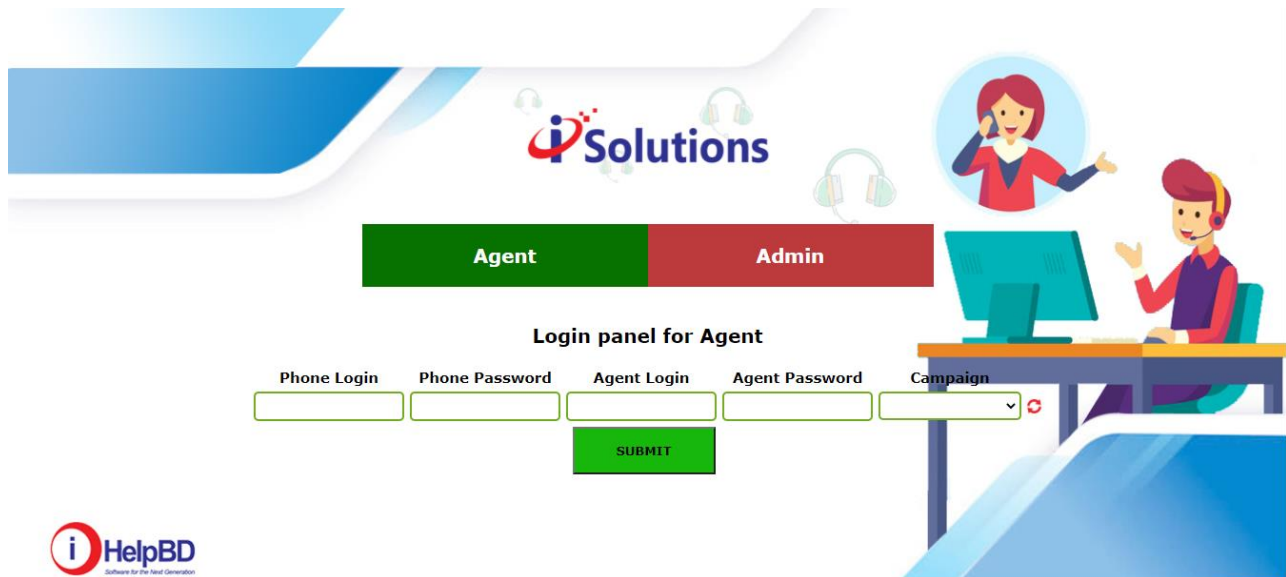
Dhaka-1205, Bangladesh

Email: info@ihelpbd.com

Web: www.ihelpbd.com

Agent Panel

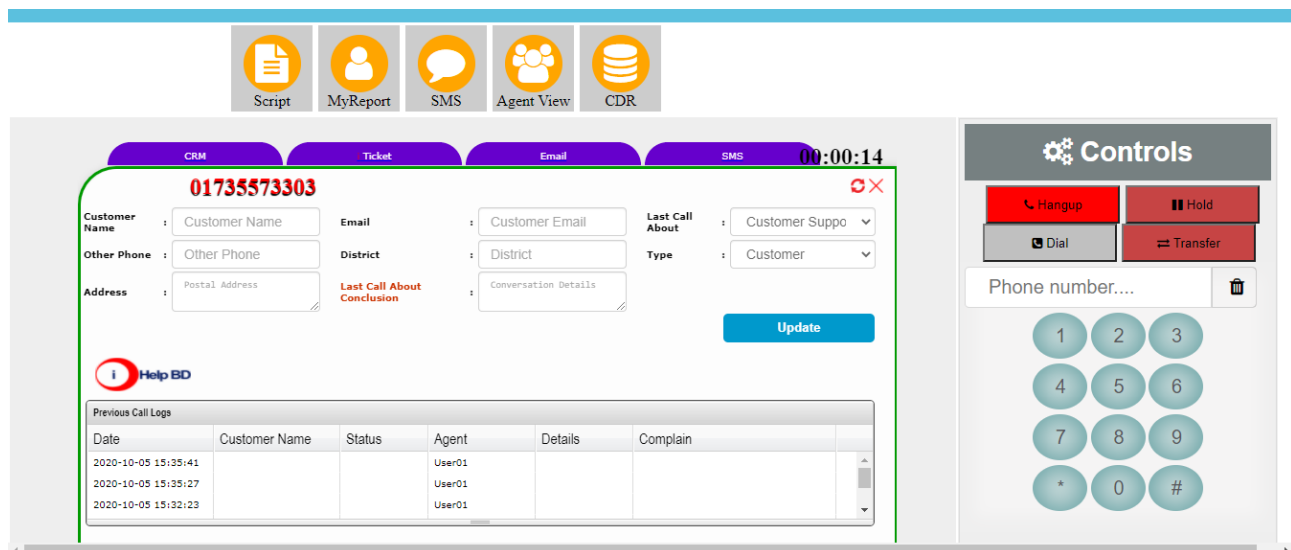
Agent Login and Admin Login



The interface features a header with the 'iSolutions' logo and a navigation bar with 'Agent' (green) and 'Admin' (red) buttons. Below the navigation bar is the 'Login panel for Agent' section. It includes input fields for 'Phone Login', 'Phone Password', 'Agent Login', 'Agent Password', and a 'Campaign' dropdown menu. A green 'SUBMIT' button is positioned below the 'Agent Login' and 'Agent Password' fields. The background includes an illustration of a customer service agent at a desk with a headset and a computer monitor. The 'iHelpBD' logo is visible in the bottom left corner.

Script

CRM



The CRM interface features a top navigation bar with icons for 'Script', 'MyReport', 'SMS', 'Agent View', and 'CDR'. Below this is a main content area with tabs for 'CRM', 'Ticket', 'Email', and 'SMS'. The 'CRM' tab is active, displaying a form for customer information. The form includes fields for 'Customer Name', 'Email', 'Other Phone', 'Address', 'Customer Email', 'District', 'Conversation Details', 'Last Call About', 'Customer Suppo', and 'Type'. A blue 'Update' button is located at the bottom right of the form. To the right of the form is a 'Controls' panel with buttons for 'Hangup', 'Hold', 'Dial', and 'Transfer', along with a 'Phone number....' input field and a numeric keypad. Below the form is a 'Previous Call Logs' table.

Date	Customer Name	Status	Agent	Details	Complain
2020-10-05 15:35:41			User01		
2020-10-05 15:35:27			User01		
2020-10-05 15:32:23			User01		

Disposition Status

DISPOSITION CALL : 01735573303

Hangup Again

minimize

[B - Busy](#)
[N - No Answer](#)
[NP - No Pitch No Price](#)

[XFER - Call Transferred](#)
[AReach - Reached](#)

[BUnrea - Unreached](#)

☐ PAUSE AGENT AFTER DIALING
[CLEAR FORM](#) [SUBMIT](#)

Agent View

Solutions

2020-10-05 15:38:50

YOUR SESSION PAUSED

SECONDS: 182

CALL HUNGUP

CALL REACHED!!!(017)355-73303

USER01 (MHADI)

Script

MyReport

SMS

Agent View

CDR

Present Agent's Status

shanjida - Shanjida Rahman 276:47

User01 - User01 3:10

READY

INCALL

PAUSED

Controls

Hangup

Hold

Dial

Transfer

Phone number....

1

2

3

4

5

6

7

8

9

*

0

#

My Report

Own Information

Welcome test

Date : 2019-04-29 Report : -Select report type- View

Total result found : 17

Date/Time	Pause	Wait	Talk	Dispo	Dead	Customer	Status	Lead	Campaign	Pause Code
2019-04-29 11:12:18	0	23	0	0	0	0			INBOUND	LOGIN
2019-04-29 11:12:41	5	1	0	0	0	0			INBOUND	TeaBr
2019-04-29 11:12:47	0	45	0	0	0	0			INBOUND	Mainte
2019-04-29 11:13:32	4	4	7	4	0	7	CALLBK	248301	INBOUND	Meetin
2019-04-29 11:13:53	0	0	40	5	19	21	DC	253992	INBOUND	
2019-04-29 11:14:39	0	1	3	3	0	3	Others	254014	INBOUND	
2019-04-29 11:14:46	0	1	0	0	0	0		254018	INBOUND	
2019-04-29 11:14:50	0	0	0	0	0	0			INBOUND	
2019-04-29 12:51:35	30	0	0	0	0	0			OUTGOING	LOGIN
2019-04-29 13:30:17	24	0	8	3	0	8	DNC	254972	OUTGOING	LOGIN
2019-04-29 13:30:52	0	0	0	0	0	0			OUTGOING	
2019-04-29 13:30:58	16	0	0	0	0	0			OUTGOING	LOGIN
2019-04-29 13:31:43	21	4	2	5	0	2	A	248301	OUTGOING	LOGIN
2019-04-29 13:32:15	3	0	0	0	0	0			OUTGOING	
2019-04-29 16:14:53	19	0	1	2	0	1	NI	248301	OUTGOING	LOGIN
2019-04-29 16:15:15	25	4	1	8	0	1	B	248301	OUTGOING	
2019-04-29 16:15:53	0	0	0	0	0	0			OUTGOING	
00:02:27 00:01:23 00:01:02 00:00:30 00:00:19 00:00:43										

POWERED BY iHelpBD

SMS

SMS Option

iHelpBD YOUR SESSION PAUSED TEST (INBOUND)

MyReport Script SMS Agent View Calls Queue CDR

Seconds: NO LIVE CALL

Send an SMS

Type : English

Write Message here...

Send SMS

Controls

Now Pause

Hangupx Hold

Dial 2 Transfer

Phone number....

1 2 3

4 5 6

7 8 9

* 0 #

CDR


Agent Call Log



2019-09-28
16:49:53


YOUR SESSION: INITIATE


AGENT001 (INBOUND)

 Script

 My Report


 SMS

 Agent View

 Calls Queue

 CDR

 Ingroup

 Mute OFF

Seconds:
NO LIVE CALL

CALL HISTORY

2019-09-28

2019-09-27

2019-09-26

SEARCH

SL	DATE/TIME	LENGTH	STATUS	PHONE	CAMPAIGN	IN/OUT	ALT	HANGUP	DIAL
1	2019-09-28 11:28:20	56	DC	01675342612	INBOUND	OUT-MANUAL	MANUAL	CALLER	
2	2019-09-28 12:51:40	0	B	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
3	2019-09-28 14:54:26	65	B	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
4	2019-09-28 15:06:10	30	B	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
5	2019-09-28 15:11:59	0	B	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
6	2019-09-28 15:12:47	48	B	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
7	2019-09-28 15:13:28	41	Reach	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
8	2019-09-28 15:14:35	67	Reach	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
9	2019-09-28 15:14:55	25	B	01675342612	INBOUND	OUT-MANUAL	MANUAL	AGENT	
10	2019-09-28 15:16:18	3664	Reach	01675342612	INBOUND	OUT-MANUAL	MANUAL	CALLER	

Controls

Now Pause

Hangup

Hold

Dial

Transfer

Phone number....

1

2

3

4

5

6

7

8

9

*

0

#

ENTER A PAUSE CODE

Thank You