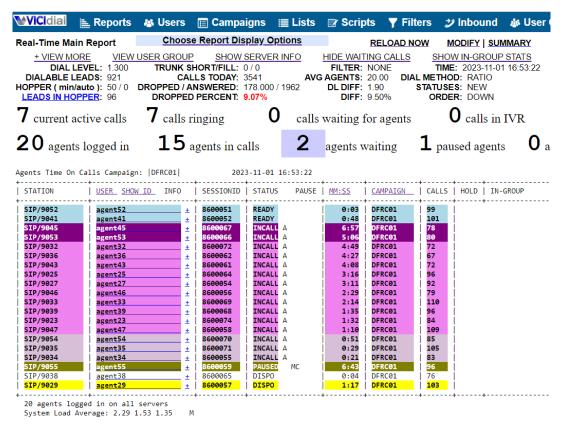
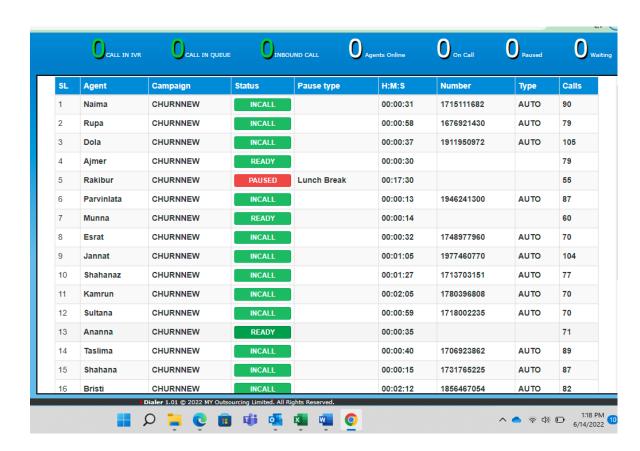
## Requirement 1.1 Realtime Dashboard Agent Monitoring



Current View Required View



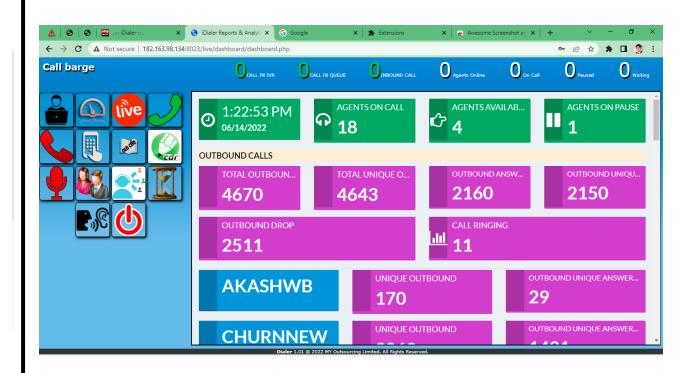
#### **Requirement 1.1 Realtime Dashboard**

### **Agent Monitoring-Explanation and Required Data**

- a. Total OB Call Status and Campaign wise status will be reflected at single dashboard.
- b. Dashboard Data:
  - i. Agent Monitoring:
    - 1. Agent Name
    - 2. Campaign Name (Campaign Wise Data should be segregated)
    - 3. Agent Call Status (In Call or Idle)
    - 4. Pause Type (As per pause Code)
    - 5. H:M:S of Logged in Time
    - 6. Number (current connected customer number
    - 7. Dial Type (Auto/Manual)
    - 8. Campaign Wise Total Call
    - 9. All Campaign Cumulative Total Call (Irrespective of all Campaign) per agent.

## Requirement 1.2 Realtime Dashboard Campaign Monitoring





Current View Required View

### **Requirement 1.2 Realtime Dashboard**

### **Campaign Monitoring-Explanation and Required Data**

#### i. Dashboard:

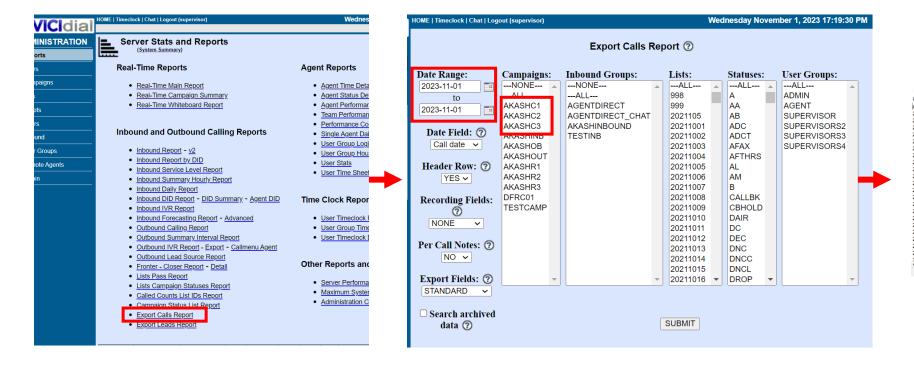
#### 1. Overall View

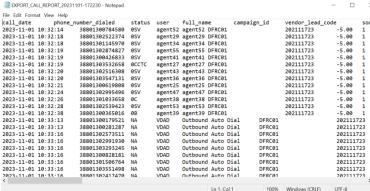
- a. Date and Time
- b. Agents on Call
- c. Agents Available
- d. Agents on Pause
- e. Total Outbound
- f. Total Unique Outbound
- g. Outbound Answered
- h. Outbound Unique Answered
- i. Outbound Dropped
- j. Call Ringing

### 2. Campaign Wise View: (Separately for All Campaign)

- a. Dialable Lead
- b. Calls Being Placed
- c. Calls Ringing
- d. Calls Waiting For Agents
- e. Calls In IVR
- f. Agents Logged In
- g. Agents in Calls
- h. Agents Waiting
- i. Paused Agents

## Requirement 2 CDR Report Export Call Report at ViciDial





**Current View** 

# Requirement 2 Export Call Report Export Call Report-Requirement

Selection Option:

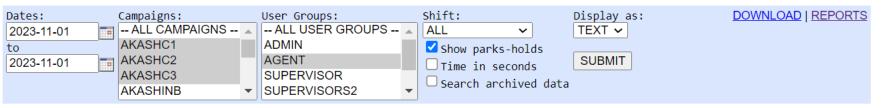
- 1. Date
- 2. Campaign
- 3. Agent ID

	SL	Lead ID	Subcriptio n_id	sub_id	Agent	Date	Phone	Campaign	Status	Status Full Form	Length	Length (HH:MM:SS )	List ID	Comment	
	13451	4223541	729	33210569	VDAD	6/14/2022 10:42	194510515 3	AKASH WINBACK	AB	Busy Auto	0	0:00:00	5263	AUTO	
		Export Call Report Header													
Remarks	Need to add as per total data	Lead ID	Address	Last_name	User	Call Date	phone_nu mber_diale d	campaign_ id	Status	status_na me	length_in_ sec		list_id	Comments	

**Required View** 

## Requirement 4 Agent Login Log out Report Current TAB At ViciDial=Agent Time Detail

Agent Time Detail ?



Agent Time Detail 2023-11-01 17:40:54 (M)
Time range: 2023-11-01 00:00:00 to 2023-11-01 23:59:59

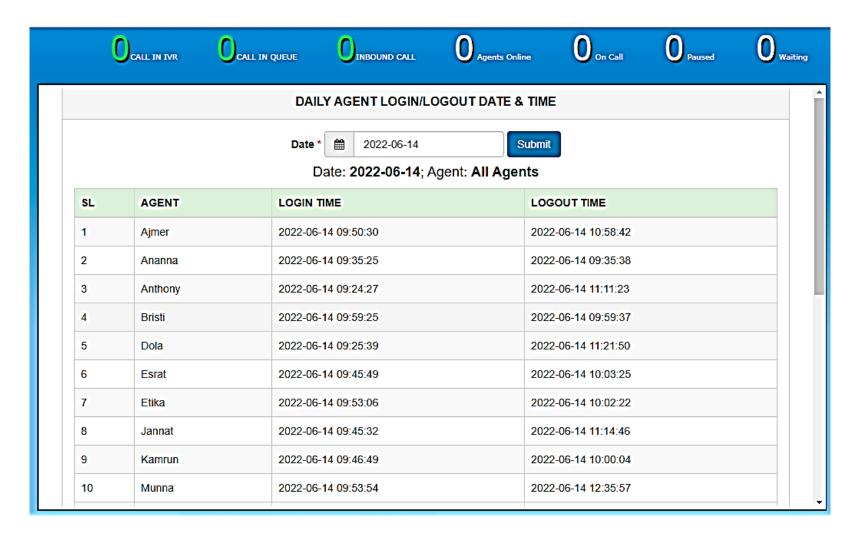
1mc runger 2023 11 01 00100100 c

AGENT TIME BREAKDOWN:

USER NAME		ID	CALLS	TIME CLOCK	LOGIN TIME	PARKS	PARK TIME	AVG PARK	PARKS/CALL	WAIT	WAIT %	TALK	TALK TIME %		DISPOTIME %		PAUSETIME %		DEAD TIME %  0
agent55		agent55	101	0:00	7:30:16	0	0:00:00	0:00:00	0.00	1:26:43	19.26%	4:27:43	59.46%	0:19:35	4.35%	1:16:15	16.93%	0:13:18	2.95%
agent54		agent54	95	0:00	7:25:20	j 0	0:00:00	0:00:00	0.00	1:14:38	16.76%	4:36:31	62.09%	0:40:06	9.00%	0:54:05	12.14%	0:03:04	0.69%
agent53		agent53	87	0:00	7:25:10	0	0:00:00	0:00:00	0.00	1:17:00	17.30%	5:08:03	69.20%	0:10:33	2.37%	0:49:34	11.13%	0:04:45	1.07%
agent52		agent52	110	0:00	7:28:39	0	0:00:00	0:00:00	0.00	1:23:07	18.53%	5:10:58	69.31%	0:11:54	2.65%	0:42:40	9.51%	0:01:12	0.27%
agent48		agent48	73	0:00	7:29:48	0	0:00:00	0:00:00	0.00	2:34:22	34.32%	3:14:44	43.29%	0:20:34	4.57%	1:20:08	17.82%	0:00:59	0.22%
agent47		agent47	122	0:00	7:30:15	0	0:00:00	0:00:00	0.00	1:29:57	19.98%	4:31:52	60.38%	0:09:01	2.00%	1:19:25	17.64%	0:02:11	0.48%
agent46		agent46	81	0:00	7:22:46	0	0:00:00	0:00:00	0.00	1:15:15	17.00%	4:33:32	61.78%	0:11:42	2.64%	1:22:17	18.58%	0:01:50	0.41%
agent45		agent45	84	0:00	7:24:22	0	0:00:00	0:00:00	0.00	1:09:31	15.64%	4:18:31	58.18%	0:44:20	9.98%	1:12:00	16.20%	0:00:40	0.15%
agent43		agent43	84	0:00	7:30:06	0	0:00:00	0:00:00	0.00	1:15:34	16.79%	3:47:09	50.47%	0:31:57	7.10%	1:55:26	25.65%	0:05:00	1.11%
agent42		agent42	73	0:00	7:29:27	0	0:00:00	0:00:00	0.00	4:03:46	54.24%	2:28:49	33.11%	0:18:42	4.16%	0:38:10	8.49%	0:00:49	0.18%
agent41		agent41	107	0:00	7:27:59	0	0:00:00	0:00:00	0.00	1:22:24	18.39%	5:01:54	67.39%	0:11:36	2.59%	0:52:05	11.63%	0:01:41	0.38%
agent39		<u>agent39</u>	105	0:00	7:26:49	0	0:00:00	0:00:00	0.00	1:24:48	18.98%	4:27:03	59.77%	0:32:37	7.30%	1:02:21	13.95%	0:02:07	0.47%
agent38		agent38	82	0:00	7:29:21	1	0:00:25	0:00:25	0.01	1:03:48	14.20%	4:48:23	64.18%	0:31:09	6.93%	1:06:01	14.69%	0:03:45	0.83%
agent36		agent36	76	0:00	7:26:48	0	0:00:00	0:00:00	0.00	1:16:19	17.08%	4:31:11	60.69%	0:19:57	4.47%	1:19:21	17.76%	0:01:33	0.35%
agent35		agent35	112	0:00	7:20:31	0	0:00:00	0:00:00	0.00	1:21:23	18.47%	4:09:25	56.62%	0:25:29	5.78%	1:24:14	19.12%	0:03:25	0.78%
agent34		agent34	96	0:00	7:30:35	0	0:00:00	0:00:00	0.00	1:18:36	17.44%	4:49:23	64.22%	0:41:49	9.28%	0:40:47	9.05%	0:01:38	0.36%
agent33		agent33	120	0:00	7:25:18	0	0:00:00	0:00:00	0.00	1:32:04	20.68%	4:25:13	59.56%	0:31:59	7.18%	0:56:02	12.58%	0:02:35	0.58%
agent32		agent32	83	0:00	6:50:50	0	0:00:00	0:00:00	0.00	1:13:01	17.77%	3:45:41	54.93%	0:33:08	8.06%	1:19:00	19.23%	0:04:08	1.01%
agent29		agent29	112	0:00	7:30:55	0	0:00:00	0:00:00	0.00	1:30:33	20.08%	3:44:40	49.82%	1:09:11	15.34%	1:06:31	14.75%	0:02:51	0.63%
agent28		agent28	68	0:00	7:08:19	0	0:00:00	0:00:00	0.00	2:38:55	37.10%	2:22:23	33.24%	0:50:11	11.72%	1:16:50	17.94%	0:01:21	0.32%
agent27		agent27	97	0:00	7:30:18	0	0:00:00	0:00:00	0.00	1:19:47	17.72%	4:15:02	56.64%	0:34:13	7.60%	1:21:16	18.05%	0:18:32	4.12%
agent25		agent25	102	0:00	7:28:39	. 0	0:00:00	0:00:00	0.00	1:23:54	18.70%	4:30:25	60.27%	0:23:54	5.33%	1:10:26	15.70%	0:03:15	0.72%
agent24		agent24	67	0:00	7:29:00	. 0	0:00:00	0:00:00	0.00	3:24:18	45.50%	3:02:31	40.65%	0:09:00	2.00%	0:53:11	11.84%	0:01:06	0.24%
agent23		agent23	92	0:00	6:54:24	0	0:00:00	0:00:00	0.00	1:03:50	15.40%	4:24:53	63.92%	0:14:53	3.59%	1:10:48	17.08%	0:01:16	0.31%
	AGENTS: 24		2229	0:00:00	177:35:55	1	0:00:25	0:00:25	0.00	39:03:33	21.99%	100:35:59	56.64%	10:47:30	6.08%	27:08:53	15.29%	1:23:01	0.78%

**Current View** 

## Requirement 4 Agent Login Log out Report Requirement



**Required View**