

Requirement 1.1 Realtime Dashboard Agent Monitoring

VICIdial
Users Campaigns Lists Scripts Filters Inbound Users

Real-Time Main Report

[+ VIEW MORE](#)

DIAL LEVEL: 1.300
DIALABLE LEADS: 921
HOPPER (min/auto): 50 / 0
[LEADS IN HOPPER:](#) 96

Choose Report Display Options

[VIEW USER GROUP](#)
[SHOW SERVER INFO](#)
[HIDE WAITING CALLS](#)
[SHOW IN-GROUP STATS](#)

TRUNK SHORT/FILL: 0 / 0
CALLS TODAY: 3541
DROPPED / ANSWERED: 178.000 / 1962
DROPPED PERCENT: 9.07%

RELOAD NOW

FILTER: NONE
AVG AGENTS: 20.00
DL DIFF: 1.90
DIFF: 9.50%

MODIFY | SUMMARY

TIME: 2023-11-01 16:53:22
DIAL METHOD: RATIO
STATUSES: NEW
ORDER: DOWN

7 current active calls

7 calls ringing

0 calls waiting for agents

0 calls in IVR

20 agents logged in

15 agents in calls

2 agents waiting

1 paused agents

0 agents on hold

Agents Time On Calls Campaign: [DFRC01] 2023-11-01 16:53:22

STATION	USER SHOW ID	INFO	SESSIONID	STATUS	PAUSE	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
SIP/9052	agent52	±	8600051	READY		0:03	DFRC01	99		
SIP/9041	agent41	±	8600052	READY		0:48	DFRC01	101		
SIP/9045	agent45	±	8600067	INCALL A		6:57	DFRC01	78		
SIP/9053	agent53	±	8600066	INCALL A		5:06	DFRC01	80		
SIP/9032	agent32	±	8600072	INCALL A		4:49	DFRC01	72		
SIP/9036	agent36	±	8600062	INCALL A		4:27	DFRC01	67		
SIP/9043	agent43	±	8600061	INCALL A		4:08	DFRC01	72		
SIP/9025	agent25	±	8600064	INCALL A		3:16	DFRC01	96		
SIP/9027	agent27	±	8600054	INCALL A		3:11	DFRC01	92		
SIP/9046	agent46	±	8600056	INCALL A		2:29	DFRC01	79		
SIP/9033	agent33	±	8600069	INCALL A		2:14	DFRC01	110		
SIP/9039	agent39	±	8600068	INCALL A		1:35	DFRC01	96		
SIP/9023	agent23	±	8600074	INCALL A		1:32	DFRC01	84		
SIP/9047	agent47	±	8600058	INCALL A		1:10	DFRC01	109		
SIP/9054	agent54	±	8600070	INCALL A		0:51	DFRC01	85		
SIP/9035	agent35	±	8600071	INCALL A		0:29	DFRC01	105		
SIP/9034	agent34	±	8600055	INCALL A		0:21	DFRC01	83		
SIP/9055	agent55	±	8600059	PAUSED MC		6:43	DFRC01	96		
SIP/9038	agent38	±	8600065	DISPO		0:04	DFRC01	76		
SIP/9029	agent29	±	8600057	DISPO		1:17	DFRC01	103		

20 agents logged in on all servers

System Load Average: 2.29 1.53 1.35 M

Current View

<div> <div>0 CALL IN IVR</div> <div>0 CALL IN QUEUE</div> <div>0 INBOUND CALL</div> <div>0 Agents Online</div> <div>0 On Call</div> <div>0 Paused</div> <div>0 Waiting</div> </div>									
SL	Agent	Campaign	Status	Pause type	H:M:S	Number	Type	Calls	
1	Naima	CHURNNEW	INCALL	Lunch Break	00:00:31	1715111682	AUTO	90	
2	Rupa	CHURNNEW	INCALL		00:00:58	1676921430	AUTO	79	
3	Dola	CHURNNEW	INCALL		00:00:37	1911950972	AUTO	105	
4	Ajmer	CHURNNEW	READY		00:00:30			79	
5	Rakibur	CHURNNEW	PAUSED		00:17:30			55	
6	Parvinlata	CHURNNEW	INCALL		00:00:13	1946241300	AUTO	87	
7	Munna	CHURNNEW	READY		00:00:14			60	
8	Esrat	CHURNNEW	INCALL		00:00:32	1748977960	AUTO	70	
9	Jannat	CHURNNEW	INCALL		00:01:05	1977460770	AUTO	104	
10	Shahanaz	CHURNNEW	INCALL		00:01:27	1713703151	AUTO	77	
11	Kamrun	CHURNNEW	INCALL		00:02:05	1780396808	AUTO	70	
12	Sultana	CHURNNEW	INCALL		00:00:59	1718002235	AUTO	70	
13	Ananna	CHURNNEW	READY		00:00:35			71	
14	Taslima	CHURNNEW	INCALL		00:00:40	1706923862	AUTO	89	
15	Shahana	CHURNNEW	INCALL		00:00:15	1731765225	AUTO	87	
16	Bristi	CHURNNEW	INCALL		00:02:12	1856467054	AUTO	82	

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

Real-Time Main Report

Choose Report Display Options

RELOAD NOW

MODIFY | SUMMARY

refresh: 2

+ VIEW MORE

VIEW USER GROUP

SHOW SERVER INFO

HIDE WAITING CALLS

SHOW IN-GROUP STATS

SHOW PHONES

SHOW CUSTPHONES

SHOW CUST INFO

DIAL LEVEL: 1,300

TRUNK SHORTFILL: 0 / 0

FILTER: NONE

TIME: 2023-11-01 16:59:32

SHOW PHONES

SHOW CUSTPHONES

SHOW CUST INFO

DIALABLE LEADS: 12356

CALLS TODAY: 4295

AVG AGENTS: 6.95

DIAL METHOD: RATIO

STATUSES: NEW

ORDER: DOWN

HOPPER (min/aut): 50 / 0

DROPPED / ANSWERED: 217,000 / 2280

DL DIFF: 0.91

DIFF: 13.13%

LEADS IN HOPPER: 339

DROPPED PERCENT: 9.52%

current active calls

calls ringing

calls waiting for agents

calls in IVR

Call Offered

Call Abandoned

Call Answered

callback queue calls

agents logged in

agents in calls

agents waiting

paused agents

agents in dead calls

agents in dispo

Service Level

Max Wait Time

Agents Time On Calls Campaign:

2023-11-01 16:59:32

Current View

Call barge

CALL IN IVR

CALL IN QUEUE

INBOUND CALL

Agents Online

On Call

Paused

Waiting

1:22:53 PM

06/14/2022

AGENTS ON CALL

18

AGENTS AVAILAB...

4

AGENTS ON PAUSE

1

OUTBOUND CALLS

TOTAL OUTBOUN...

4670

TOTAL UNIQUE O...

4643

OUTBOUND ANSW...

2160

OUTBOUND UNIQU...

2150

OUTBOUND DROP

2511

CALL RINGING

11

AKASHWB

UNIQUE OUTBOUND

170

OUTBOUND UNIQUE ANSWER...

29

CHURNNEW

UNIQUE OUTBOUND

2212

OUTBOUND UNIQUE ANSWER...

1104

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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

ADMINISTRATION

Reports

Campaigns

Agents

Groups

Photo Agents

in

HOME | Timeclock | Chat | Logout (supervisor) Wednesday November 1, 2023 17:19:30 PM

Server Stats and Reports
(System Summary)

Real-Time Reports

- Real-Time Main Report
- Real-Time Campaign Summary
- Real-Time Whiteboard Report

Inbound and Outbound Calling Reports

- Inbound Report - v2
- Inbound Report by DID
- Inbound Service Level Report
- Inbound Summary Hourly Report
- Inbound Daily Report
- Inbound DID Report - DID Summary - Agent DID
- Inbound IVR Report
- Inbound Forecasting Report - Advanced
- Outbound Calling Report
- Outbound Summary Interval Report
- Outbound IVR Report - Export - Callmenu Agent
- Outbound Lead Source Report
- Frontier - Closer Report - Detail
- Lists Pass Report
- Lists Campaign Statuses Report
- Called Counts List IDs Report
- Campaign Status List Report
- Export Calls Report
- Export Leads Report

Agent Reports

- Agent Time Data
- Agent Status De
- Agent Performar
- Team Performan
- Performance Co
- Single Agent Dai
- User Group Logi
- User Group Hou
- User Stats
- User Time Sheet

Time Clock Report

- User Timeclock I
- User Group Time
- User Timeclock I

Other Reports and

- Server Performa
- Maximum Syster
- Administration C

Export Calls Report ?

Date Range:

2023-11-01 to 2023-11-01

Date Field: ?
Call date

Header Row: ?
YES

Recording Fields: ?
NONE

Per Call Notes: ?
NO

Export Fields: ?
STANDARD

☐ Search archived data ?

SUBMIT

Campaigns:

---NONE---
ALL
AKASHC1
AKASHC2
AKASHC3
AKASHIND
AKASHOB
AKASHOUT
AKASHR1
AKASHR2
AKASHR3
DFRC01
TESTCAMP

Inbound Groups:

---NONE---
---ALL---
AGENTDIRECT
AGENTDIRECT_CHAT
AKASHINBOUND
TESTINB

Lists:

---ALL---
998
999
20211005
20211001
20211002
20211003
20211004
20211005
20211006
20211007
20211008
20211009
20211010
20211011
20211012
20211013
20211014
20211015
20211016

Statuses:

---ALL---
A
AA
AB
ADC
ADCT
AFAX
AFTHRS
AL
AM
B
CALLBK
CBHOLD
DAIR
DC
DEC
DNC
DNCC
DNCL
DROP

User Groups:

---ALL---
ADMIN
AGENT
SUPERVISORS2
SUPERVISORS3
SUPERVISORS4

EXPORT_CALL_REPORT_20231101-172230 - Notepad

call_date	phone_number_dialed	status	user	full_name	campaign_id	vendor_lead_code	so
2023-11-01 10:32:14	38801300784580	05V	agent52	agent52 DFRC01		202111723	-5.00 1
2023-11-01 10:32:18	38801302522374	05V	agent29	agent29 DFRC01		202111723	-5.00 1
2023-11-01 10:32:18	38801301145970	05V	agent34	agent34 DFRC01		202111723	-5.00 1
2023-11-01 10:32:19	38801302874827	05V	agent55	agent55 DFRC01		202111723	-5.00 1
2023-11-01 10:32:19	38801300426833	05V	agent41	agent41 DFRC01		202111723	-5.00 1
2023-11-01 10:32:19	38801303532658	0CCTC	agent27	agent27 DFRC01		202111723	-5.00 1
2023-11-01 10:32:20	38801302516308	05V	agent43	agent43 DFRC01		202111723	-5.00 1
2023-11-01 10:32:20	38801303547131	05V	agent36	agent36 DFRC01		202111723	-5.00 1
2023-11-01 10:32:21	38801300619808	05V	agent25	agent25 DFRC01		202111723	-5.00 1
2023-11-01 10:32:24	38801302995496	05V	agent47	agent47 DFRC01		202111723	-5.00 1
2023-11-01 10:32:26	38801301033658	0C	agent38	agent38 DFRC01		202111723	-5.00 1
2023-11-01 10:32:28	38801302539423	05V	agent53	agent53 DFRC01		202111723	-5.00 1
2023-11-01 10:32:38	38801300365016	0B	agent39	agent39 DFRC01		202111723	-5.00 1
2023-11-01 10:33:13	38801300179521	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:13	38801300281287	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:16	38801302573511	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:16	38801302991930	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:16	38801303293245	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:16	38801300828181	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:16	38801301506764	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:16	38801303551498	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	
2023-11-01 10:33:16	38801302417478	NA	VDAD	Outbound Auto Dial	DFRC01	202111723	

Current View

Requirement 2 Export Call Report

Export Call Report-Requirement

Selection Option:

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

	SL	Lead ID	Subscription_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	1945105153	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_number_dialed	campaign_id	Status	status_name	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 ?

Dates:
2023-11-01
to
2023-11-01

Campaigns:
-- ALL CAMPAIGNS --
AKASHC1
AKASHC2
AKASHC3
AKASHINB

User Groups:
-- ALL USER GROUPS --
ADMIN
AGENT
SUPERVISOR
SUPERVISORS2

Shift:
ALL
☒ Show parks-holds
☐ Time in seconds
☐ Search archived data

Display as:
TEXT
SUBMIT

[DOWNLOAD](#) | [REPORTS](#)

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

AGENT TIME BREAKDOWN:																			
USER NAME	ID	CALLS	TIME CLOCK	LOGIN TIME	PARKS	PARK TIME	AVG PARK	PARKS/CALL	WAIT	WAIT %	TALK	TALK TIME %	DISPO	DISPOTIME %	PAUSE	PAUSETIME %	DEAD	DEAD TIME %	
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	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	agent39	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%	
TOTALS	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

0 CALL IN IVR

0 CALL IN QUEUE

0 INBOUND CALL


0 Agents Online

0 On Call

0 Paused

0 Waiting

DAILY AGENT LOGIN/LOGOUT DATE & TIME

Date *  2022-06-14

Date: 2022-06-14; Agent: All Agents

SL	AGENT	LOGIN TIME	LOGOUT TIME
1	Ajmer	2022-06-14 09:50:30	2022-06-14 10:58:42
2	Ananna	2022-06-14 09:35:25	2022-06-14 09:35:38
3	Anthony	2022-06-14 09:24:27	2022-06-14 11:11:23
4	Bristi	2022-06-14 09:59:25	2022-06-14 09:59:37
5	Dola	2022-06-14 09:25:39	2022-06-14 11:21:50
6	Esrat	2022-06-14 09:45:49	2022-06-14 10:03:25
7	Etika	2022-06-14 09:53:06	2022-06-14 10:02:22
8	Jannat	2022-06-14 09:45:32	2022-06-14 11:14:46
9	Kamrun	2022-06-14 09:46:49	2022-06-14 10:00:04
10	Munna	2022-06-14 09:53:54	2022-06-14 12:35:57

Required View