Deepija Telecom

ConVox 3.3
Admin Manual

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1.0 ExecutiveSummary

1.1 Introduction

ConVox CCS 3.3 solution of Deepija Telecom Pvt. Ltd. presents a range of features to suite each kind of call center operations. ConVox is based on open-source components. Its flexible design and comprehensive reporting can adapt to any call center process without much customization.

1.2 Introduction to Deepija Telecom Pvt. Ltd.

Deepija Telecom Pvt. Ltd. is consulting engineering firm specialized in the field of Telecom applications. Deepija has extensive experience in developing telecom solution for different industry segments majorly contact centers. Deepija's headquarters are in Madhapur, Hyderabad with its branch offices in Bangalore and Mumbai. The customer base is present in almost all major cities in India that includes major PSUs like IOCL, HPCL, BHEL, Indian Immunological Limited, Center for Good Governance and major companies like 3i Infotech, Apollo Health Street, ICICI Lombard, Nagarjuna Group, India Infoline, Country Club, Bill Desk, SPML, Dr Batra's and many more. Deepija's strength is in designing robust and cost effective telecom solutions using open source

2.0 Solution Overview

ConVox CCS 3.3 presents a versatile platform for Inbound/ Outbound/ Blended Call Center. ConVox can be used for domestic (through Analog / ISDN trunk lines) as well as international (using VoIP trunks) call centers. ConVox redefines the way a traditional call center works with the effective use of VoIP technology. Users get all the features of an advanced call center and much more for a much lower price than traditional call centers. With completely web-based management, you can operate your call center from anywhere in the world. Reports can be customized to any extent to exactly suit your process.

Figure: ConVox Functional Diagram

2.1 ConVox 3.3 Setup Option

Figure: ConVox Setup on PRI link

Setup Description

The above setup diagram shows ConVox call center setup. PRI lines from telecom operator directly terminates in the ConVox switching server. A typical server can terminate up to 8 PRIs. IVRS server can be configured in the same or a different server machine depending upon the load.

2.2 General Call Flow Diagram for Inbound Calls

Figure: ConVox CCS 3.3 handling incoming calls

2.3 Telecom Interface

The following table displays the Telecom Interfaces supported by ConVox CCS 3.3

S. No	Interface Type	Technical Specifications	Remarks
1	Analog FXS (External Box)	Protocol – Asterisk/ SIP (RFC 3261) compatible. LAN - 100 Mbps auto-sensing RJ45 port Codecs – G.711, G.729 A/B, G723, DTMF Detection, Telecom Interface – RJ11, 50 pin telco connector.	
2	Analog FXS Internal Card	Protocol - Asterisk/ SIP (RFC 3261)compatible. PC interface - PCI, PCI Express, Codecs – G.711, G.729 A/B, G723, DTMF Detection, Telecom Interface – RJ11, 50 pin telco connector.	
3	Analog FXO Internal Card	Protocol - Asterisk/ SIP (RFC 3261) compatible. PC interface - PCI, PCI Express, Codecs – G.711, G.729 A/B, G723, DTMF Detection, Telecom Interface – RJ11, 50 pin telco connector.	
4	ISDN PRI Internal Card	- 1/2/4/8 E1 ports - ISDN protocol with Euro ISDN support - PCI/ PCI Express Interface - Asterisk Compatibility - RJ45 Interface for E1	
5	ISDN PRI External Box	- 1/2/4/8 E1 ports - ISDN protocol with Euro ISDN support 100 Mbps LAN with autosensing RJ45 port - Asterisk Compatibility - RJ45 Interface for E1	

3.0 ConVox Features

3.1 General Features

1. **Web-Based Architecture for easy installation and management.**
2. **Inbuilt IP-PBX, no external EPABX required.**
3. **Soft phone+ Headphone Extensions or Analog Extensions.**
4. **Complete and high-quality voice recording of conversation between agent and customer.**
5. **Agents can log in remotely and calls can be directed to any SIP phone.**
6. **Agent Pop-Up with Dynamic CRM (or) External CRM.**
7. **Comprehensive CRM interface and disposition of calls.**
8. **Ability to handle Queues based on DTMF inputs per inbound process.**
9. **Ability to handle Queue Overflow Calls.**
10. **Ability to handle Auto Fall Queue per inbound process.**
11. **Ability to transfer calls with customer data to other agents/queues/processes.**
12. **Real time monitoring of agents Login / Logout for effective Call Center management.**
13. **Comprehensive and customizable reporting to track the agents and calls in your call center.**
14. **Handling of multiple processes from a single server.**
15. **Agent can login withmultiple processes.**

3.2 Inbound Calling Features

1 **IVRS.**

2 **ACD (Skill based Automatic Call Distribution).**

3 **Agent Pop-Up with customer database Integration.**

3.3 Active Call Management Features

1 **Auto Answering.**

2 **Call Holding.**

3 **Call Transfer.**

4 **Incoming Call Beep (Configurable).**

3.4 Comprehensive Reporting

1 **Completely Web Based Reporting gives you the flexibility to get the reports on any system capable of running web browser.**

2 **Reports are Live! You can take the reports as snapshots, while the system is in operation.**

3 **Get the Agent Reports in the form of summary as well as individual detailed reports.**

4 **Agent Performance Report.**

5 **Agent Login Report.**

6 **Agent Disposition.**

7 **Agent/Dialer Disposition Report.**

8 **Search the individual records based on many criteria.**

9 **Password Secure Access to the Reports.**

3.5 External CRM Integration

1 **Quick and easy integration of web based External CRM.**

2 **Web based CRM can be installed in a separate location, with any OS.**

4.0 ConVox Administration

Login to the ConVox CCS 3.3 Application using your Firefox browser. URL would be the IP Address configured in the initial installation of the operating system. If you don't have the login information, check with your system administrator.

Figure: - Administrator login screen

4.1 Home

After you log in, the main page of the Administrator Interface is displayed.

CRM
CRM
Lists
Callback Assignments
Scripts
Block Caller
Auto Email Settings
IvrCallback Lead Settings
IVR
Audio Files
Recording Studio
IVRS
Notification
Settings
Extenal Sources
Templates

Figure: 4.1 Home Page

Admin Panel Features

Updated GUI Design

1. **Ability to add Users per Process.**
2. **Ability to add call Dispositions per Process.**
3. **Ability to add call Breaks per Process.**
4. **Ability to add Lists per Process.**

5 **Ability to block the callers in server.**

6 **Ability to add queues per process.**

7 **Ability to handle Dynamic CRMs.**

8 **Ability to handle Call Routing.**

9 **Ability to handle IVRS i.e. customize your own IVRS.**

10 **Ability to Record and create voice prompts through Recording studio.**

11 **Ability to upload Voice files through GUI.**

12 **Ability to add the Schedulers in both Business/non-Business Hours.**

13 **Ability to forward your calls to specified phone number.**

14 **Ability to forward calls to Voicemails.**

15 **Handling ACD (Automatic Call Distribution) and Call Queue techniques.**

16 **Real time monitoring status of Queues.**

17 **Dynamic running status of Process and System Status**

18. **Real time monitoring status of dynamic asterisk server through convox web panel.**

Add- On's Feature in ConVoxCCS3.3

- **Auto Outbound feature**
- **Auto Missed feature**
- **Auto First Logging feature**
- **Lead Re-attempt for progressive dialing**
- **Hold button/Mute button in Agent console**
- **IVR call back Feature.**
- **Call forward for multiple mobile numbers in Routes.**
- **Multiple Process (Login/Logout).**
- **Abandoned Auto Dialing with SMS.**
- **5 party Conference feature**
- **Disposition, sub disposition & sub-sub disposition.**
- **Data Upload API.**

4.2 System Configure:

In system Configure, here you configure a server, web servers, stations and Internal stations.

4.2.1 Asterisk Servers

Asterisk Server allows us to communicate with each other remotely. Agents connect through an Asterisk server to communicate with the callers/customers.

SNO	Database IP	Database Web Port	Voice IP	Voice Web Port	Server Description	Active	ACTION
1	192.168.1.24	24	192.168.1.24	24	Normal Server	Y	

Configuring Servers from GUI

Go to System configure -> Servers ->Modify Server Icon, Following are the fields to be modified.

1 Database IP Address: The field where you put the Network IP address of the Asterisk server.

2. Database Web port: The field where you put the Web port of the Asterisk server.

3. Voice IP: The field where you put the Voice IP Address of the Asterisk server.

4. Voice Web port: The field where you put the Voice Web port of the Asterisk server.

4.Server Description: The field where you use a small phrase to describe the Asterisk server.

3.Active: Set whether the Asterisk server is active or inactive.

4 Preferred Log: Set to "N".

5 Telnet Host: This is the address or name of the Asterisk server and is how the manager applications connect to it from where they are running. If they are running on the Asterisk server, then the default of 'localhost' is fine.

6 Telnet Port: This is the port of the Asterisk server connection and is how the manager applications connect to it from where they are running. The default of '5038' is fine for a standard install.

7 Manager Username and Password: Place your convox user and password for this server here.

8 Update: The username or login used to connect to the Asterisk server optimized for the Update scripts. Default is 'update convox' and assumes the same secret as the generic user.

9 Send: The username or login used to connect to the Asterisk server optimized for scripts that only send Actions to the manager. Default is 'send convox' and assumes the same secret as the generic user.

10 Server Log: 1 Setting this option to Y will enable logging of all ConVox related scripts to their text log files. 2 Setting this to N will stop writing logs to files for these processes, also the screen logging of asterisk will be disabled if this is set to N when Asterisk is started.
3 Default Setting is N.

11 Output: Setting this option to NONE will disable output from all Convox related AGI
1 scripts.
2 Setting this to STDERR will send the AGI output to the Asterisk CLI.
3 Setting this to FILE will send the output to a file in the log's directory.
4 Setting this to BOTH will send output to both the Asterisk CLI and a log file.
5 The default Setting is FILE.

NOTE: Administrator is not allowed to Add/Modify a server, it will be already there. Contact our Support Engineers for configuration of Servers

4.2.2 Web Servers:

In Web Servers, Here Admin and Agent can login through web server IP.

SNO	Web Server IP	Web Port	Server Description	Active	Action
1	192.168.1.24	24	Normal Server	Y	

Configuring Servers from GUI

Go to System configure -> Web Servers ->Modify Server Icon, Following are the fields to be modified.

1 Web server IP Address: The field where you put the IP address of the Web server.

2. Web port: The field where you put the Web port of the Web server.

3. Server Description: The field where you use a small phrase to describe the web server.

4. Active: Set whether the web server is active or inactive.

NOTE: Administrator is not allowed to Add/Modify a server, it will be already there. Contact our Support Engineers for configuration of Servers

4.2.3 Stations (Agent)

Agent uses Stations ID for dialing process. Use the stations available from the view stations page. Ensure that stations are placed on sip account as well.

STATIONS

SNO	Station	Password	Context	Voice IP	Active	Action
1	1001	BX!367	sip-agent	192.168.1.24	Y	
2	1002	IA!082	sip-agent	192.168.1.24	Y	
3	1003	QZ#156	sip-agent	192.168.1.24	Y	
4	1004	pA!404	sip-agent	192.168.1.24	Y	
5	1005	gI$846	sip-agent	192.168.1.24	Y	
6	1006	tl$908	sip-agent	192.168.1.24	Y	
7	1007	qV@395	sip-agent	192.168.1.24	Y	
8	1008	tF*660	sip-agent	192.168.1.24	Y	
9	1009	vd@615	sip-agent	192.168.1.24	Y	
10	1010	fS@871	sip-agent	192.168.1.24	Y	
11	1011	do@405	sip-agent	192.168.1.24	Y	
12	1012	wK#541	sip-agent	192.168.1.24	Y	
13	1013	Wu#817	sip-agent	192.168.1.24	Y	
14	1014	ME#319	sip-agent	192.168.1.24	Y	
15	1015	ov#080	sip-agent	192.168.1.24	Y	

Configuring agent stations from GUI

1 Go to System Config-> Stations ->Add Station Icon

2 Complete these fields:

1. **Stations - Give the station number.**
2. **Password- Set password for station Id.**
3. **Context- Give context of Sip.**
4. **Voice IP- Give Voice IP Address for stations.**
5. **Active- Set Station to "Y".**
6. **Click on the ADD button to save the new agent server. 3 Created Station can be viewed on the list page.**

NOTE: Administrator is not allowed to Add/Modify a station from the GUI. Stations are defined in the beginning when ConVox CCS 3.3 is installed at your premises. Please contact our Support Engineers for you need to change their configuration.

4.2.4 Internal Stations:

Admin uses Internal stations to barge the call, here you can listen conversation between agent and customer through his/her internal stations. Use the stations available from the view stations page.

INTERNAL STATIONS

SNO	Station	Password	Context	Voice IP	Active	Action
1	501	zt#963	barge	192.168.1.24	Y	
2	512	FR*463	barge	192.168.1.24	Y	

Configuring Internal stations from GUI

1 Go to System Config-> Stations ->Add Station Icon

2 Complete these fields:

1. **Stations - Give the station number.**
2. **Password- Set password for station Id.**
3. **Context- Give context of Sip.**
4. **Voice IP- Give Voice IP Address for stations.**
5. **Active- Set Station to "Y".**
6. **Click on the ADD button to save the new station. 3 Created Station can be viewed on the list page.**

NOTE: Administrator is not allowed to Add/Modify a station from the GUI. Stations are defined in the beginning when ConVox CCS 3.3 is installed at your premises. Please contact our Support Engineers for you need to change their configuration.

4.3 Call Routing

Call Routing offers the flexibility to direct incoming phone calls according to your business needs. The forwarding and distribution of calls is done on the basis of definable criteria. In this way, it is possible to control the path of incoming calls globally and also added Service Providers settings in call Routing.

4.3.1 Inbound Routes:

Inbound Routes allow calls on DID numbers to be allocated to a particular destination. Destination can be a process, a Scheduler, an IVR, a Call-forward, or a Voicemail box.

Key Features of Call Routing

Route calls by schedule: Time of day, day of week, Holidays:

Looking to route calls by schedule? Using our simple interface, you can easily create routing for office hours, after office hours, weekends, holidays and more.

Route calls by process:

Set the process that you want to route your calls to.

Route calls by responses to IVR menus:

Set the desired IVR which should be played during office or non-office hours or on holidays.

Route calls by call forward:

Want to screen calls to your mobile number then create routing rules for specific phone numbers? This feature enables you to route calls to an assigned mobile number.

Route calls by Voicemail:

If the voicemail option is defined, the call will be directed to voicemail box to hear and leave a message by following the prompt.

Select "Call Routing" and click on "Inbound Routes".

INBOUND ROUTES

SNO	Route Name	DID Number	iApplication_Type	Application_Value	Active	Active
1	test_Route	49325583	Transfer To Process	ConVox_Process	Y	
2	ConVox_InBound_Route	49325586	Transfer To Process	ConVox_Process	Y	

Update Routes as follows

You can select any route path to land call on your DID, Following are two route paths where your call can be routed.

1. **Application**
2. **Schedule**
3. **Call forward route**

Figure 1: Inbound Routes

* **Route Name: Pass a unique name for the route.**

* **Call Forward Route: select the call forward route name and the related truck name will be displayed.**

* **DID Number: Provide incoming DID here if this route should pertain to a specified DID.**

***Channels: Channels define the number of simultaneous inbound calls you can receive on a DID. Suppose if your DID includes two channels, then you are able to receive two inbound calls at the same time, Specify the channels based on your requirement.**

* **Active: Select "Y" to maintain Route in active state or select "N" for inactive state.**

1 Application

By default, Incoming call routes to any one of the following actions specified in this Application.

<u>Application Pull-down includes following actions</u>

Transfer to Process: Directs the call to the selected

Process. Transfer to Queue: Directs the call to the selected

Queue.

Transfer to IVR: Transfers this call to specified IVRS.

Call Forward: Transfers this call to specified phone number.

Transfer to Voice mail: This action sends the caller to the voice mail

box. Transfer to Extension: Transfers this call to specified Extension

number.

Direct IP Dial: Directs the call to the specified IP. **Play Voice file:** selected Voice file will be played. **Complete call:** Hangup the call.

2 Handling Schedulers

Incoming calls landing on Route can also be operated using the Scheduler. Scheduler lets you define different Schedules each covering a certain time period and the day. The route can then be set up to act differently based on which of these Schedules matches the call arrival time.

Most obvious usage of Scheduler is to provide different functionality for Business Hours & Non-Business Hours. You can always edit or delete these schedules and create new ones as per your requirements.

Creating a New Scheduler

To define a new schedule, click on Scheduler hyperlink from modify Route Screen. Before clicking on the Scheduler link be sure that the Schedule? is set to "Yes".

The Scheduler page consists of 3 different sections; one each for today, weekly and holiday Schedulers.

Today, Schedule

This section lets you define a Scheduler for current date i.e. today. Select desired hour range and then specify the action you want to schedule during that hour. Today Scheduler lets you schedule different actions depending on the time of the day.

Week Schedule

This section lets you define a Scheduler for each day of the week. If needed, multiple schedules can be defined for each of the weekdays.

Holiday Schedule

This section lets you define a holiday and then schedule a certain action for that day. You can define schedules for 3 different holidays. Only one action is permitted to be attached to the entire day.

Column Headers:

The following headers are applicable for all the above 3 sections mentioned.

From Time & To Time: Specify the hour range under these columns. The scheduler will act during this Time Period.

Action: Specify the action which needs to be taken for this schedule. In other words, call will route to the action you will specify here.

Action includes following options:

Transfer to Process: Directs the call to the selected Process. **Transfer to Queue:** Directs the call to the selected Queue. **Transfer to IVR:** Transfers this call to specified IVRS.

Call Forward: Transfers this call to specified phone number.

Transfer to Voice mail: This action sends the caller to the voice mail box. **Transfer to Extension:** Transfers this call to specified Extension number. **Direct IP Dial:** Directs the call to the specified IP.

Play Voice file: selected Voice file will be played.

Complete call: Hangup the call.

Save: Put a check mark in this box in order to keep this schedule active. Uncheck to deactivate.

Add: This gives you the ability to define multiple schedules for the same day. You have the added flexibility of activating only a subset of these at a given time.

Delete: Identify the schedule you want to delete and put a check mark on its Delete box. Schedule will be deleted when you click on Save. ConVox will double check with you before deleting any schedule.

Note: you can delete two or more schedules together.

Modify Scheduler:

Modify Scheduler definition for a given route by accessing the Scheduler from Modify Route screen.

4.3.2 Outbound Trunks:

In Outbound trunks, here you can test the outbound calls by selecting trunk type like Direct-IP, VOIP, PSTN.

Created outbound trunk will be displayed in view list page.

Click on '+' icon to add

OUTBOUND TRUNKS

SNO	Trunk Name	Trunk Type	Active	Action
1	bct_test	Direct-IP	Y	
2	dinstar_150	Direct-IP	Y	
3	outgoing31	Direct-IP	Y	
4	outgoing65	VOIP	Y	
5	test	Direct-IP	Y	
6	test150	VOIP	Y	
7	test_03072017	PSTN	Y	

Figure 1: Outbound Trunk.

Click on '+' icon to add

1: Add Outbound Trunk

Complete the following fields for Adding Outbound Trunk:-

Trunk Name: **Enter the Name of the Trunk**

Trunk Description: **Additional information you would like to record about this Trunk.**

Trunk Active: **This is where you set the Trunk in Active or Inactive.**

Channels: **Enter the Number of channels**

Trunk Type: **Select the Trunk type like VOIP, PSTN and Direct-IP from drop down.**

Technology: **select the technology like dahdi or Zap from drop down.**

Dahdi/Zap Id: **Enter the range of Dahdi (e.g.: r0, r1)**

Modify/Test/delete Outbound Trunk:

Outbound Trunk can be modified or deleted or Test from Outbound trunk list page. click on the needed icon under the Action column.

Trunk Testing:

Enter the prefix digit and Phone number and click on dial button, here you can see the call details. You can test the trunk type.

Description of call details:

Phone number: Dialed phone number will be displayed.

Status: Displays the call status like Answered, Abandoned.

Duration: displays the Call Duration.

channel: channel description will be displayed

Hangup cause code: code of Hangup cause.

Hangup Cause: Displays the hangup cause of phone number.

4.3.3 Outbound Routes:

In Outbound routes, to decide from which trunk to use for an outbound call and used to specify what numbers are allowed to go out a particular route.

OUTBOUND ROUTES

SNO	Route Name	Route Description	Active	Action
1	ConVox_OutBound_Route	ConVox_OutBound_Route	Y	
2	test33	test33	Y	
3	test_03072017	test_03072017	Y	

Click on '+' icon to add

Figure 1: Outbound Route.

1: Add Outbound Route:

Complete the following fields for Adding Outbound Route:-

Route Name: **Enter the Route Name**

Route Description: **Additional information you would like to record about this Route.**

Add Digits: **Enter the digits (before dialing phone number)**

Route Active: **This is where you set the Route in Active or Inactive.**

Route Method: **select the route method like serial or random from drop down.**

Trunk set: **Select the Available Trunks by shifting arrows (>,>>) towards right.**

Modify/delete Outbound Route:

Outbound Route can be modified or deleted from Outbound Route list page. click on the needed icon under the Action column.

4.3.4 Call forward Routes:

In call forward routes, to decide from which trunk to use for a call forward and used to specify what numbers are allowed to go out a particular route. Call forwarding may allow incoming calls to be route calls through a number of different phone numbers.

SNO	Route Name	Route Description	Active	Action
1	8585	8585	Y	
2	ConVox_CallForward_Route	ConVox_CallForward_Route	Y	
3	demo	demo	Y	
4	outboundroute	outboundroute	Y	
5	test	test	Y	

Click on '+' icon to add

Figure 1: Call forward Route.

1: Add Call forward Route:

Complete the following fields for Adding Call Forward Route: -

Route Name: **Enter the Route Name**

Route Description: **Additional information you would like to record about this Route.**

Add Digits: Enter the digits (before dialing phone number)

Route Active: This is where you set the Route in Active or Inactive.

Route Method: select the route method like serial or random from drop down.

Trunk set: Select the Available Trunks by shifting arrows (>,>>) towards right.

Modify/delete Call forward Route:

Call forward Route can be modified or deleted from Call forward Route list page. click on the needed icon under the Action column.

4.3.5 Hot Transfer Route:

In Hot Transfer Routes, to decide from which trunk to use for a Hot Transfer and used to specify what numbers are allowed to go out a particular route. Here you (Agent) can hot transfer call to external number

Click on '+' icon to add

Figure 1: Hot Transfer Route

1: Add Hot Transfer Route:

Complete the following fields for Adding Call Forward Route:-

Route Name: Enter the Route Name

Route Description: Additional information you would like to record about this Route.

Add Digits: Enter the digits(before dialing phone number)

Route Active: This is where you set the Route in Active or Inactive.

Route Method: select the route method like serial or random from drop

down. **Trunk set:** Select the Available Trunks by shifting arrows (>,>>)

towards right. **Modify/delete Hot Transfer Route:**

Hot Transfer Route can be modified or deleted from Hot Transfer Route list page. click on the needed icon under the Action column.

4.4 ACD and Queues

ACD will automatically route calls to agents or extensions based on how the call was handled from the beginning. ACD will direct the call to a "queue" for a work group to handle.

Following features are managed under ACD and Queue

4.4.1 Creating Users

This Option manages all Agents and Supervisors

accounts. Select “ACD and Queue” and then click on

“Users”.

To add a new User, click the + icon.
This displays a form with the following fields (See after figure1: Add User Page for description of options):

USERS ALL (61) | SUPERVISOR (8) | MIS (4) | AGENT (49)

SNO	User ID	Process	Web Server IP	Type	Action
1	admin	--	192.168.1.24	ADMIN	
2	super1	Deepija_Support	192.168.1.24	SUPERVISOR	
3	agent2	ConVox_Process	192.168.1.24	AGENT	
4	kiran	Deepija_Support	192.168.1.24	AGENT	
5	Abubakar	Deepija_Support	192.168.1.24	AGENT	
6	Report	Deepija_Support	192.168.1.24	MIS	
7	muzamil	HPanytime	192.168.1.24	AGENT	
8	krishnaveni	HPanytime	192.168.1.24	AGENT	
9	Venkat	Deepija_Support	192.168.1.24	AGENT	
10	ayaz	Deepija_Support	192.168.1.24	AGENT	
11	Rita	Deepija_Support	192.168.1.24	AGENT	
12	Naresh	Deepija_Support	192.168.1.24	AGENT	
13	kiran_ch	Deepija_Support	192.168.1.24	AGENT	
14	Reeta	HPanytime	192.168.1.24	AGENT	
15	aiyaz	Deepija_Support	192.168.1.24	AGENT	
16	Suresh	Deepija_Support	192.168.1.24	AGENT	
17	iaffar	ConVox_Process	192.168.1.24	SUPERVISOR	

1. Create Agents

Agents: Agents are those users who handle calls in the call center.

1: Add User Page

Complete the following fields for creating agent:-

User ID: Enter the User ID.

Username: Enter the name of the Agent.

Password: Enter the Password of the

Agent

User Type: User Type must be selected as

"Agents". **Active:** Set "Y" to maintain the

account as active.

Server IP: Select the ConVox Server IP to give access to this agent.

Process: Select the Process that you want to allocate for this agent.

Show Recent Calls: Select "Yes" to show the recent call history for this agent.

Call Mode: Select the type of call mode i.e. either Process or Inbound or outbound mode to assign for this agent.

Queues->Available Queues: All queues which are allocated to the process you have selected above, will be displayed here. Select which ones should be assigned to this agent using arrow buttons.

Queues->Selected Queues: Queues listed here will be assigned to this agent when he/she logs in next.

Agent Only Follow Ups: - This option allows an agent to set up a follow-up so that they are the only Agent that can call the customer back. This also allows the agent to see their callback listings and call them back any time they want to.

Manual Outbound: - This option allows an agent to manually enter any phone number and allows the calling of any phone number from the agent screen.

Hot Transfer: - This option allows an agent to Hot transfer the call.

2. Create Supervisors

Supervisors: Supervisors are users who monitor or manage the application. They have the power to give limited or full feature access to other users of the application.

Complete the following fields for creating Supervisor: -

User ID: Enter the User ID.

Username: Enter the name of the User.

Active: Set "Y" to maintain the account as

active.

Active: Set “N” to maintain the account as inactive.

User Type: User Type must be selected as "Supervisor".
Process: Select the Process that you want to allocate for this

"Supervisor". **Server IP:** Select the ConVox Server IP to give access

to this User.

User Access: Check mark the features that you want to give access to for this creating user. So that this user when login can be able to see only the features access given by supervisor.

Modify/Delete User:

Users can be modified or deleted from the Users list page. Find the user you want to process and click on the needed icon under the Action column.

4.4.2 Creating Process

Process is an entry point to the dialing system. It is a workflow where administrators can view all existing processes.

Click on '+' icon to Add Process

Process: **Enter the name of the process.**

Active: **This is where you set the Process to Active or Inactive. If Inactive, no one can log into it.** **Process Description:** **Additional information you would like to record about this Process.**

NOTE: **Clicking on Add button prompts to Modify Process Screen.**

Modify Process:

Type: **Select the type of call to be assigned for this process.** **CRM:** **Select the desired CRM ID by pulling CRM drop down.**

Auto Wrap up: **Enabling this will put the agents in to available state after they have completed their call work required, saves the customer data and automatically turns agents to available state after specified seconds are completed.**

List selection (serial& shuffle): **select the list from drop down as serial or shuffle.**
Serial: Auto dialer will pick the leads serially and place the calls.
Shuffle: Auto dialer dials the leads on priority Wise

MODIFY PROCESS

*Process : ConVox_Process

Active : Y

Type : Blended - Predictive

Auto Wrapup : ☑ TimeOut 10 (Range : 5-600)

Auto Missed : ☑ TimeOut 10 (Range : 5-600)

Auto FirstLogin : ☑ TimeOut 15 (Range : 5-600)

DNC Enable : Y

Number Maskiing : N

NDNC Enable : N

*Inbound DID : 101

Process Description : ConVox_Process

CRM : select

Script : --select--

Auto Outbound : ☑ TimeOut 15 (Range : 5-600)

List Selection : Serial

	Parameter Value	Label Name	URL
Web Form	AgentID :		
	CallerID :		
	CallReferenceID :		
	DID :		
	ConvoxID :		
	Process :		
	TypeOfCall :		

Channels : 30 (Range : 1-30)

Web Form Type : SHOW

TAB ORDER

Available Tabs: Script, WebForm, SMS, Email

Selected Tabs: CRM

Top, Up, Down, Bottom

RECORDING FILE NAME ORDER

Available Fields: Process, Queue, AgentID, Extension, CallMode

Selected Fields:

Top, Up, Down, Bottom

1. Incoming

Here is where you select the inbound mode to receive calls and to make manual outbound calls.

1.1 Inbound & Manual Outbound Process

Type: Inbound & Manual Outbound.

Inbound Fields

Greeting File: Specify the voice file which will be played right after the call is connected.

Accept Input Greeting: - Select "Y" to allow your process to DTMF or select "N" to reach your process to default Queue.

Drop Play File: Specify the file to be played while the call is being dropped.

Allow Caller to Enter into Queue when no agent is logged in: Enable this to "Yes" to reach the specified queue even though agents are not logged in.

Available Queues: Queues can be created right here; you just need to click on Add Queue.

NOTE: Created Queues will be listed under Available Queues.

Selected Queues: Queues which are moved from Available queues and attached to this process will be listed here.

Queue Overflow: The Queues under Selected queues will be listed here with their overflowed queues. Specify the Queue to be overflowed on Add Queue.

DTMF: Specify the DTMF for each of the queues you have assigned to this process. Once set, the call will reach the corresponding queue based on which DTMF Input is pressed.

NOTE: Accept Input must be "Y" for this Process to allow DTMF for the

callers. Time Out:

Timeout is how long the application should wait to receive a response from the caller. It is specified in seconds. If the timeout value is 5 seconds, the application will wait for 5 seconds for the response before timing out.

Retries:
Retries relates to the number of times a caller is prompted for a response. Keeping (Retries = 1) indicates a maximum of two attempts. Here you need to specify the desired number of retries for this process.

Auto Fall Queue: Call reaches to this queue if there is No input or Invalid Input from

the caller. Default Queue: Set this if you want all your calls to reach just one queue.

NOTE: Accept Input for this process must be set to "N" for your calls to reach this default queue.

Dispositions Set:
Add the dispositions you need for this process, by clicking here on Add Disposition

link. Break Set:

Add the breaks you need for this process, by clicking here on Add Break link.

The following screen will be displayed if you select Type as Inbound and Manual Outbound Mode.

2. Only Outgoing

2.1 Outbound Predictive

An automated System that makes many outbound calls without customers/callers dialing the calls i.e. transfers an automated phone call from a list of numbers and the call redirects to an agent when a caller responds. The agent can see a display pop-up on their computer screen with information about the person they have called.

Type: Outbound Predictive.

Dial Prefix: Enter the digits to prepend to the phone number. This field allows for more easily changing a path of dialing to go out through a different method without doing a reload in Asterisk.

Caller Id: This field allows for the sending of a custom caller id number on outbound calls. This is a number that would show up on the caller id of the person you are calling.

Buffer Level: Specify the number of leads to be assigned for this process. These leads will be divided based on the number of agents available and with the assigned pacing.

Lead Order: Select the desired lead order from the drop down provided.

Lead by Ascending: Auto dialer will place your calls in to ascending order based on the lead id. Lead by Descending: Auto dialer will place your calls in to descending order based on the lead id
.

Random: Auto dialer will pick the leads randomly and place the calls. First Dial Least Called: Starts with least called leads

First Dial Max Called: Starts with most called leads

Pacing: Total number of channels to be used for dialing each available agent. For example, if 5 agents log in to a process, and Pacing is set at 3, the Dialer will use 15 channels for dialing.

Available Statuses: - This tab will show the available lead statuses.

Selected Statuses: - Statuses which are moved from Available Statuses will be listed here. Lists in this Process: - The list if activated from the Menu->CRM-> list tab will be displayed here

Inbound Fields
Refer Inbound Fields section on page 26.

Dispositions Set:
Add the dispositions you need for this process, by clicking here on Add Disposition link.

Break Set:
Add the breaks you need for this process, by clicking on Add Break link.

2.2 Outbound Preview

Preview Dialer allows the agents to review (preview) information about the contact and can choose when to dial the outbound call.

Note: - Setting the buffer level will show the same number of list of contacts on the agent interface. Type: Outbound Preview

Outbound fields

Refer Outbound fields section on page 40, same fields will be applicable here except the inbound fields section.

2.3 Outbound Progressive:

An automated System that makes many outbound calls without customers/callers dialing the calls i.e. transfers an automated phone call from a list of numbers and the call redirects to an agent if the caller responds or doesn't respond. If a caller responds to the call, then the agent can see a display pop-up on their computer screen with information about the person they have called and if caller doesn't respond then CRM will not pop up in Agent Screen.

Type: Outbound Progressive

Dial Prefix: Enter the digits to prepend to the phone number. This field allows for more easily changing a path of dialing to go out through a different method without doing a reload in Asterisk.

Caller Id: This field allows for the sending of a custom caller id number on outbound calls. This is a number that would show up on the caller id of the person you are calling.

Buffer Level: Specify the number of leads to be assigned for this process. These leads will be divided based on the number of agents available and with the assigned pacing.

Lead Order: Select the desired lead order from the drop down provided.

Lead by Ascending: Auto dialer will place your calls in to ascending order based on the lead id. Lead by Descending: Auto dialer will place your calls in descending order based on the lead id.

Random: Auto dialer will pick the leads randomly and place the calls. First Dial Least Called: Starts with least called leads

First Dial Max Called: Starts with most called leads

Pacing: Total number of channels to be used for dialing each available agent. For example, if 5 agents log in to a process, and Pacing is set at 3, the Dialer will use 15 channels for dialing.

Available Statuses: - This tab will show the available lead statuses

Selected Statuses: - Statuses which are moved from Available Statuses will be listed here. Lists in this Process: - The list if activated from the Menu->CRM-> list tab will be displayed here

Inbound Fields

Dispositions Set:
Add the dispositions you need for this process, by clicking here on Add Disposition link.

Break Set:
Add the breaks you need for this process, by clicking on Add Break link

Type : Outbound - Progressive

Auto Wrapup : TimeOut 10 (Range : 5-600)

Auto Missed : TimeOut 10 (Range : 5-600)

Auto FirstLogin : TimeOut 15 (Range : 5-600)

DNC Enable : Y

Number Maskiing : N

Progressive dialing Secs : 03

Here you set the secs for progressive dialing

NDNC Enable : N

CRM : select

Script : --select--

Auto Outbound : TimeOut 15 (Range : 5-600)

List Selection : Serial

Y

Outbound Fields

Dial Prefix (Strictly 4 digits) 3301

Caller Id 1234

Buffer Level 5

Lead Order : Lead By Ascending

The Buffer level which is setted herewill display the same number of list contacts on agent interface

Pacing : 10

Answering Machine Detection N

Outbound Routes

Outbound Route : ConVox_OutBound_Route

Related Trunks : ConVox_OutBound_Trunk -- Direct-IP

Dialable Statuses

Available Statuses

AUTOWRAPUP
CNA--Ringing/No Answer
Ringing/No Answer

Selected statuses

NEW
NI
Test

Lists in this Process

SNO	List ID	List Name	Leads Dialed	Leads To be Dialed	Total Leads	Active	%
22	101	ConVox_List	16	0	16	Y	

Disposition Set

Add Disposition

Available Dispositions

DNC-Do Not Call

Selected Dispositions

Test-Test Call
NI-Not Interested

Break Set

Available Breaks

Selected Breaks

Lunch
Tea

MODIFY CANCEL

3. Blended

3.1 Blended-Predictive

Blended Predictive allows agents to make both auto dial outgoing calls and receive incoming calls. Combining automatic call distribution for incoming calls and with predictive dialing for outbound calls, it makes more efficient use of an agent as each can handle the overflow of the other.

For Outbound fields & inbound Fields description refer Outbound Predictive Process, Same Process fields will be applicable here.

3.2 Blended- Preview

Blended Preview allows agents to make both outgoing calls and receive incoming calls i.e., combining call distribution of incoming calls & preview dialing of outbound calls.

For Outbound fields & inbound Fields description refer Outbound Predictive Process, Same Process fields will be applicable here.

3.3 Blended-Progressive

Blended Progressive allows agents to make both auto dial outgoing calls and receive incoming calls. Combining automatic call distribution for incoming calls and with progressive dialing for outbound calls, it makes more efficient use of an agent as each can handle the overflow of the other.

For Outbound fields & inbound Fields description refer Outbound Predictive Process, Same Process fields will be applicable here.

4.4.3 Handling Queues

Queue provides a way for a ConVox to queue up incoming calls from a group of users/members: it aggregates multiple calls into a holding pattern and assigns each call a rank that determines the order in which that call should be delivered to an available agent (typically, first in first out).

QUEUES

SNO	Queue Name	Queue Type	Queue Did	Process	Action
1	SalesQ	executive	101	ConVox_Process	
2	SupportQ	executive	102	ConVox_Process	
3	Deepija_support	executive	103	Deepija_Support	
4	HPCL1	executive	104	HPanytime	
5	disconnect	executive	105	ConVox_Process	
6	Android	executive	106	Deepija_Support	
7	Deepija_sales_queue	executive	107	Deepija_sales	
8	test	executive	108	Daily_Thandi	
9	Boardnumber	executive	109	Deepija_Support	

Creating a Queue: -

Create a simple ACD queue. It will accept callers and attempt to deliver them to a member of the queue.

ADD QUEUE

* Queue Name	:	SalesQ	Queue Type	:	Executive
DID	:	101	* Greeting File	:	Silence
* Waiting Message	:	SalesQ	*Queue Drop Time	:	30 sec
Queue Drop Action	:	Play Voicefile	*Queue Drop Value	:	Silence
*Queue Length	:	20	*Process	:	ConVox_Process
Play Queue No ☑	:	QueueID	Play Hold Duration ☑	:	AverageTime
PlayBack Frequency	:	4 sec	Queue Overflow	:	Select

ADD CANCEL

*Note : 1. If Queue Length is zero, then queue can take unlimited calls. Greeting File, Play Queue No, Play Hold Duration, PlayBack Frequency will not be affected in Predictive Mode. 2. In Queue Drop Action Call Forward, Transfer To Extension, Direct IP Dial and Transfer To Queue will not be affected in Predictive Mode.

Figure: Add Queue screen

Complete the following fields: -

* **Queue Name:** Enter the name of the queue.

* **Queue Type:** Specify the type of the queue to either "Executive" or "Verifier".

* **DID:** Queue is assigned an internal DID by default. It will be displayed here.

* **Greeting file:** Specify the voice file to be played when a call reaches this queue.

* **Waiting Message:** Specify the music file to be played while calls are waiting in this queue.

* **Queue Drop Time:** Specify the number of seconds after which you want to drop a waiting call from the queue.

* **Queue Drop Action:** Specify the action which will be taken while a call is being dropped. Options are Play file and Voice mail.

* **Queue Drop Play/Voicemail File:** Specify the file to be played for the action specified on Queue Drop Action.

* **Queue Length:** Specify the number of callers to be allowed on queue.

* **Process:** Specify the process to be allocated to this queue.

* **Play Queue No:** Specify the Queue no to be allowed on queue.

* **Play Hold duration**: Play hold duration for specified queue.

* **Play back frequency:** Specify play back frequency seconds

* **Queue Overflow:** Specify the Queue to be overflowed after queue length seconds are completed.

Modify/Delete Queue

Queues can be modified or deleted by finding that queue on the list page and then clicking on the needed icon under Action column.

4.4.4 Scheduling Agent Breaks

This is the place to Schedule Agent Breaks. Breaks created within the process will be visible to the agent who is logged on to this process. He/she can then use the one which seems appropriate to indicate the reason while going away from the workstation.

BREAKS

SNO	Break	Break Time	Break Description	Process	Action
1	Lunch	00:30:00	Lunch Break	Deepija_Support	
2	Tea	00:15:00	Tea Break	Deepija_Support	
3	Lunch	00:30:00	Lunch	HPanytime	
4	Tea	00:15:00	Tea	HPanytime	
5	TEA	00:03:00	TEA	ConVox_Process	
6	Dev_Support	00:30:00	Developer Support	Deepija_Support	
7	tea	00:15:00	tea	Deepija_sales	
8	test	00:06:00		Daily_Thandi	
9	tea	00:10:00	tea	Demo	
10	Lunch	00:30:00	Lunch	BANG_TEST	

Defining Breaks

click + icon to create a break.

Figure: Add Break Screen

Break: Enter the name of the break.

Description: Give the description of the break.

Break Timings: Specify the timings of a break within the

process. Process: Assign the break to a required process.

Modify/Delete Breaks

Breaks can modify or deleted from list page by finding and clicking on that corresponding entry

4.4.5 Agent Dispositions:

Agent needs to specify a disposition before hanging up a call on CRM Pop Up Screen. Typically, dispositions are determined and predefined in the system for a given process. This is how you can create dispositions from GUI.

SNO	Disposition Code	Disposition Name	Process	Active	Action
1	ANA	Agent Not Answered	Dialer	N	
2	CNA	Customer Not Answered	Dialer	N	
3	AMD	Answering Machine Detection	Dialer	N	
4	ARC	Agent Rejected Call	Dialer	N	
5	DNC	Do Not Call	Dialer	Y	
6	REDIAL	REDIAL Call	Dialer	Y	
7	HotTransfer	Hot Transfer Call	Dialer	Y	
8	AUTOWRAPUP	Auto Wrapup Call	Dialer	Y	
9	ALTDIAL	Alternate Call	Dialer	Y	
10	Test	Test Call	Deepija_Support	Y	
11	NI	Not Interested	Deepija_Support	Y	
12	BDP	Booking Download problem	HPanytime	Y	

Defining a new Disposition: -

Figure: Add Disposition Screen (Click here to go back on page)

Disposition Code: Enter the Disposition code

Disposition Name: Enter the name of the

disposition Process: Assign the disposition to a

required process.

Active: Set the disposition to "Y" to keep it active. Select "N" to deactivate.

Modify/Delete Dispositions

Dispositions can be modified or deleted from list page by finding and clicking on the corresponding modify or delete icon under Action column from view list page.

4.4.6 Sub- Dispositions:

Agent needs to specify a disposition and sub disposition before hanging up a call on CRM Pop Up Screen. We will show Sub -dispositions related to Main disposition.

SNO	Sub Disposition	Disposition Code	Process	Active	Action
1	123123133	Test	ConVox_Process	Y	
2	Test	Test	ConVox_Process	Y	

Defining a Sub-Disposition:-

Figure: Add Sub Disposition Screen

Disposition Code: Select the Disposition code

Sub Disposition Code: Enter the name of the Sub Disposition

Code Process: Assign the disposition to a required process.

Active: Set the disposition to "Y" to keep it active. Select "N" to deactivate.

Modify/Delete Sub Dispositions

Sub Dispositions can be modified or deleted from list page by finding and clicking on the corresponding modify or delete icon under Action column from view list page.

4.4.7 Sub sub- Dispositions:

Agent needs to specify a disposition, Sub disposition and sub sub disposition before hanging up a call on CRM Pop Up Screen. We will show SubSub-dispositions related to Main disposition & Sub disposition.

SNO	Sub Sub Disposition	Sub Disposition	Disposition Code	Process	Active	Action
1	54	123123133	Test	ConVox_Process	Y	
2	Test231	123123133	Test	ConVox_Process	Y	

Defining a Sub sub- Disposition:-

Figure: Add Disposition Screen

Disposition Code: Select the Disposition code

Sub Disposition Code: Select the Sub Disposition Code

Sub Sub Disposition Code: Enter the Sub Sub Disposition

Code Process: Assign the disposition to a required

process.

Active: Set the disposition to "Y" to keep it active. Select "N" to deactivate.

Modify/Delete Dispositions

Sub Sub Dispositions can be modified or deleted from list page by finding and clicking on the corresponding
modify or delete icon under Action column from view list page.

4.4.8 Lead Re-Attempts

ConVox lets you create Lead Re-Attempts. Once created, you can assign this to the process & list Name/Id you want to work with.

Process: select Process from drop down list

List Name & ID: select List name from drop

down **Call Interval:** Enter the call Interval Time

in Minutes **Attempts:** Enter Attempts Number to

make call.

Dispositions: select the Available dispositions.

Active: Set the disposition to "Y" to keep it active. Select "N" to deactivate.

Modify/Delete Lead Re-Attempts:

Lead Re-Attempts can be modified or deleted from Lead page by finding and clicking on the corresponding modify or delete icon under Action column from view Lead page.

4.5 CRM

Customer relationship management (CRM) manages customer information, it is a widely implemented strategy for managing a company's interactions with customers.

CRM, Lists, Block Caller features, Callback Assignments under CRM are described below

4.5.1 Defining a new CRM

ConVox lets you create Dynamic CRM. Once created, you can assign this CRM to the process you want to work with.

SNO	CRM ID	CRM Name	Process	No of CRM Fields	Action
1	1001	ConVox_CRM	ConVox_Process	6	
2	1001	ConVox_CRM	Deepija_Support	6	
3	1001	ConVox_CRM	Deepija_sales	6	
4	1001	ConVox_CRM	Daily_Thandi	6	
5	1001	ConVox_CRM	BANG_TEST	6	
6	1001	ConVox_CRM	BANG_TEST1	6	

Click to create a CRM

Enter CRM ID, CRM Name and enter required No of CRM fields then click on CREATE button, below screen would appear. Define dynamic fields you require on this CRM screen and then click on the save button to save your settings.

Edit: Check this if this field should be editable on Agent Pop Up screen. If left checked, this field will be disabled.

Label: Name this dynamic CRM field.

Type: Specify the data type for this field. Options are Text, long text, and select.

Text: Select this if agent should enter some text for the chosen field. **Long text:** Select this if agent should enter long text for the chosen field.

Select: Select this if a drop-down menu should appear next to this CRM field. **Action:** Click on '+' to Add field

Click on '-' to Delete field

CRM Logo: Browse to the desired CRM logo on your machine. This logo will be shown while this dynamic CRM is running.

Modify/Delete CRM

CRM can be modified or deleted by finding and clicking on that corresponding entry.

Preview CRM

Click on Middle Icon under Action column from VIEW CRM screen to view the CRM you have just created.

4.5.2 List

To display a customer's phone number as well as other information on CRM Pop Up of Predictive or Preview or Progressive Process, you must have that data available with the application. Lists provide a way to upload bulk customer data through a single file.

Select "CRM" and then click on "list".

CREATE LIST

Click on + icon to create e the list

List Name: Enter the list name

CRM: Select the CRM this list should belong to.

Process: Select the process this list should

belong to. Start Time: Set the start time.

End Time: Set the End time.

Multiple No's Dialing: Select the 'Yes or No' to dial Multiple No.

Status: Set the status "Y" if want to keep your list as Active or else sent it to "N".

Upload:

Once the list is defined, attach data to it through the Upload button. First create customer information in .csv or .xls or .txt file and then click on Browse button to point to that file. If this file has column headers, check "Has Header" checkbox and then click on Next to proceed further.

The following Screen will be displayed after clicking on Next button, use this screen if want to show your data on this mapping fields of CRM Pop Screen.

You will see uploaded data under different ROWS, Use "Save as Custom Mapping" to save your mappings in a particular format, so that when you upload a list for next time you can select that saved mapping under "Use Saved Mapping" which reflects the fields under Mapping Pull down.

Click on the Continue button to save your uploaded list.

Modify/Delete Lists:

List can be modified or deleted from list page b finding and clicking on that corresponding entry.

4.5.3 Call Back Assignments:

To display callback assignments.

Single Call Back: **To display customer name, phone number, callback time, Agent Id, process and comments where admin can assign single callback to agents from drop down.**

Multiple Call Back: **To display Agent Id, process and no of callbacks where admin can assign multiple callbacks to agents from drop down.**

4.5.4. Scripts:

Once Admin created Script, you can select script in process where agent can view the script in agent screen.

SNO	Script Name	Script Content	Script URL	Active	Action
1	rupa	Good Morning, Thank you for calling Deepija		Y	
2	Test_Venkat	1.Test Script. 2.Test Script 3.Test Script. 4.Test Script. 5.Test Script. 6.Test Script.		Y	
3	tetst	1. what is crm 2. what calls		Y	
4	test_03032017	HAPPY INDEPENDENCE DAY TO SAY ALL THE CUSTOMERS WHILE TAKING THE CALLS		Y	
5	test		https://www.google.co.in/?	Y	

Click to create a Script

Figure: Add Script Screen

Script Name: **Enter the Script Name.**

Active: **Set the Script to "Y" to keep it active. Select "N" to deactivate.**

URL: **Enter the URL.**

Text Content: Enter the content

Modify/Delete Scripts:

Scripts can be modified or deleted from script page by finding and clicking on the corresponding modify or delete icon under Action column from view script page.

4.5.5 Block caller List

When a customer call is received on the server, the server first checks whether this customer number is present on the blocked caller list. If yes, customers with this number will not be allowed to enter the inbound process, instead call will be hung up.

Add DNC

The following screenshot displays the fields to be filled for creating the DNC list.

Phone Number: Give the Phone Number to be blocked. **Active:** Set the status to "Y" for active state.

Click on "Add" button to save your data.

Upload DNC

To upload a DNC list, click on the Browse button to locate the list on your machine. Now click on the Upload button to load this list in the ConVox database.

NOTE: Only .csv or .xls or .txt files can be uploaded.

4.5.6 Missed Lead Settings:

- **This feature is very unique in our ConVoxCCS as it not only allows the Abandoned auto dialing but also sends the SMS with it.**
- **Incoming Missed Leads automatically insert in "Missed Lead Settings" Leads List and dial out automatically when agent is available. Auto dial will happen after duplicate check for every 2 hours.**

Configure:

The following screenshot displays the fields to be filled for configuring the Missed Lead settings. Once admin person does settings "Missed Lead Settings" then leads insert in list.

Process: Select the Process.

List Id: Select the **List Id**.

Active: Set the status to "Y" for active state. **Click on "Add" button to save your data.**

4.5.7 Custom Missed Settings:

- **When Customer calls to Incoming DID Number then server disconnects the call and store those leads in Custom Missed Settings.**
- **Customer missed Leads automatically insert in "Custom Missed Settings" Leads List and dial out automatically when agent is available. Auto dial will happen after duplicate check for every 2 hours.**

Configure:

The following screenshot displays the fields to be filled for configuring the Custom settings. Once admin person do settings "Missed Lead Settings" then leads insert in list.

Process: **Select the Process.**

List Id: Select the List Id.

DID Number: Select the DID Number

Click on "Add" button to save your data.

4.5.8 Auto Email Settings:

After the admin configures the settings, the reports will be automatically emailed on a daily basis or just once. ⌧does sent

Configure:

The following screenshot displays the fields to be filled for configuring the Auto Email settings. Once admin person does settings "Auto Email Settings" then Reports will be sent.

Email: Enter the Email Id.

Process: Select the **Process.**

Every day or Day wise:

Choose between receiving daily (Every Day) or only once for the specified date range (Day Wise).

Reports: Move selected reports from left to Right side.

4.6 Steps to start Outbound Predictive dialing

Create a new Process, add a list, load leads, add users and start dialing.

1. **Click on the PROCESS icon under the Home->ACD and Queue and click on the Add Process + from the top of the screen, enter the Process name say TESTPROCESS, enter process description and set Active= "Y", Click Add button to create this new process.**

2. **Now Add Process screen will be redirected to modify Process screen, select the Type of the process to either outbound or blended predictive Specify the dial prefix, caller id, enter the max number of leads to be stored in Buffer Level, enter the pacing value. Select the available statuses, Create the inbound process by selecting queues, dispositions and breaks, now click on save button.**

3. **Now come back to List Tab under Home->CRM->List, click on the add + icon at the top of the screen, create the list, enter the list name, select the CRM from the drop down, select the recently created process from the Process drop down.**

4. **From the list page click on upload icon. From here you can import leads in the simple Excel spreadsheet. Click on the "Browse" button and select the file to import on your computer then click submit. If you would likethe lead-loader to check for and remove duplicate records as it is loading, then select the "CHECK DUPLICATES" option. Now select the mapping and click on the continue button. If the leads loaded properly, you would see a count of the number of leads imported at the bottom of the page.**

5. **Now you have successfully imported leads, From the View list page you can start the dialer. First click on the activate (This defines whether the list is to be dialed on or not) button to make this list active for the process you are using and click on the start dialer icon as shown below.**

Figure: - View List Page

6. Now come back to modify process screen you can see the active list assigned with in this process

You can also start the dialer from the Process list page, before starting the dialer from process list page or view list page, you need to create a user to put your agents and process into. Click on the Users tab under Home->ACD and Queue, then click on the Add a User and create the user (agent) by assigning process. From the Process list page, click on the icon to start the dialer. Now you can see the leads information on the process list page.

Figure: - Process List page

7. Now you can have your agent login, On the agent login screen, enter username (Agent name), password, and station that your phone registered with. Now your phone should ring to place you into the active dialer session. select ready button so that auto dial calls will be called

8. Now your caller phone should ring, after he/she picks the calls, The customer's information should now appear, and you (agent) will hear the call ringing. Pick up the call. When you are done with the call select the appropriate disposition, click on the HANGUP or End call button to continue your auto dialing.

NOTE: - Same above steps will be applicable for Blended Predictive dialer, in this type of dialing you can receive the inbound calls along with the outbound auto dial calls.

4.7 Steps to start Outbound Preview dialing

Follow the same "steps of Outbound/Blended Predictive dialing" from point 1 to point 7.

Now on agent interface, you will be able to see the My Bucket tab, click on this tab to see the leads and select the contact to make the outbound call. In the preview dialer, the first call reaches an agent pickuping up the call will connect the call to the Caller/Customer.

NOTE: - Same steps will be applicable for Blended Preview dialer, in this type of dialing you can receive the inbound calls along with the preview outbound calls.

4.8 Steps to start Outbound Progressive dialing

1. Outbound Progressive dialing is same as Outbound predictive dialing, but the difference is calling first land to Agent.

2. Now you (Agent) phone should ring, after he/she (Agent picks the calls, The customer's information should now appear, and customer will hear the call ringing. Pick up the call. When you are done with the call select the appropriate disposition, click on the HANGUP or End call button to continue your auto dialing.

NOTE: - Same above steps will be applicable for Blended Progressive dialer, in this type of dialing you can receive the inbound calls along with the outbound auto dial calls.

4.9 Handling IVRs

IVR or Interactive Voice Response automates the interaction (retrieval and input of data) with a database, typically through the use of a touch-tone (DTMF) telephone. It's an automated telephone system that interacts with callers, gathers information and gives you the ability to route calls according to the caller's DTMF response.

4.9.1 Audio Files

You can create a library of audio files for ConVox server to use wherever you need them. Get to this menu item to add new files to this library or remove the ones which are no longer needed.

SNO	File Name	File Size	Action
1	SupportQ	8.35 KB	
2	SalesQ	8.15 KB	
3	QueueID	2.71 KB	
4	AverageTime	3.13 KB	
5	Silence	1.64 KB	
6	Welcome_Deepija_support	5.2 MB	
7	welcome_board	11.73 KB	
8	hpclEid	124.26 KB	

Add File

Click on + icon to upload the file.

File Name: **Enter the name of the file.**

Upload: **Click on the Browse button and select the sound file to be uploaded.**

☞ **NOTE: Only gsm and wave format files are accepted into this library.**

Delete file:

To delete a File, go to the relevant list page, find your entry then click on the Delete icon. Be sure that you do indeed want to delete this entry, before clicking on the Delete icon.

4.9.2 Recording Studio

ConVox CCS 3.3 comes with its own Recording Studio which means you cut the cost of going to a professional recording studio & save plenty of time by doing it instantly. Generated recordings are visible on the web interface for you to be able to attach them to IVRS, Process or Queue based on your requirements.

Recording Settings:

These are the settings you need to do in order to set up your own recording studio. Click on the edit button to configure these.

DID Number: DID Number on which you want to set up the recording studio
Phone Number: This is the only phone number which can reach the recording studio, when it dials above DID. Specify the phone number you think will be suitable for the purpose.

Next click on the save button to save your settings. If you wish to test your set up, dial above configured DID from the Phone Number you have configured above. Your call will connect to the recording studio, prompts are in place guiding you to record and then save your voice.

You should then login to the web portal, find the recording studio link on the side menu. Click it and you will see the recording you have just done listed at the top.

SNo	Creation Time	Recording File	Size (in KB)	Caller ID	DID	Action
1	2016-10-10 11:20:46	7569737151-recording122.wav	520.51 KB	7569737151	49325550	
2	2016-10-10 11:23:31	7569737151-recording123.wav	133.64 KB	7569737151	49325550	
3	2016-10-10 11:27:05	7569737151-recording124.wav	494.57 KB	7569737151	49325550	
4	2016-10-10 11:28:05	7569737151-recording125.wav	161.14 KB	7569737151	49325550	
5	2016-10-10 11:51:04	7569737151-recording127.wav	451.45 KB	7569737151	49325550	
6	2016-10-10 15:43:44	7569737151-recording128.wav	74.57 KB	7569737151	49325550	
7	2016-10-10 15:44:26	7569737151-recording129.wav	110.82 KB	7569737151	49325550	

Filters

Start Date – End Date: **Use this filter to fetch all recordings done in the studio during a specific time period, for instance last one week or last month. By default, all recordings done today are shown. Dates can be selected through pop up calendar menus.**

Caller ID: **Specify a Caller ID to fetch all recordings done through this phone. Note: This is optional filter which means leave this filter blank and you can still generate a recording report for the specified period.**

Output Columns:

Creation Time: **Shows the date and time when this recording was saved in the**

studio **Recording File:** **System generated name for this recording**

Size (in KB): **Size of this recording in kilo bytes**

Caller ID: **Caller ID of the phone which called and saved this recording**

DID: **Incoming DID on which Studio was invoked to save this**

recording **Action:**

Action->Add to Audio files

a) Add to Audio files: **This is a tool to add one or more of these recordings to your audio library. Once it is there in the library, it can be used anywhere in the system in the same manner as any other audio file in the library would be used.**

Find the recording you want to add to one of your IVRS and click on "Add to IVRS". You are prompted to name this recording; it will be visible in the library and other parts of the system with this name. On successful completion, you will see your file under "Audio Files" when you visit it next time.

NOTE: **All prompts added to the library through "Add to IVRS" need to have unique names so they do not conflict with any of the existing prompts inside the library.**

Delete: **To delete a File, go to the relevant list page, find your entry then click on the Delete icon.**

4.9.3 IVR

Interactive Voice Response System, or IVRS, is an automated menu system that you can program to greet and interact with your callers.

Creating a new IVRS:-

Click on "+" icon to add a new IVR

Name: Enter a unique name for this IVRS.

Description: Additional information you might want to record.

Voice File: Specify the voice file which will be played right after the call connects to this IVRS. Typically, this file would play a welcome greeting for the callers followed by a menu of choices.

Wait Seconds: Specify the number of seconds IVRS should wait for the caller to press his/her input. If time has elapsed without any input from the caller, IVRS will hang up the call.

Options: This section allows you to configure your IVRS for a menu of 10 choices. In addition to these, you can also specify actions in case your IVRS receives Invalid Input, or when it is hanging up the call or if it timed out while waiting for the caller to enter some input.

There are a number of actions to choose from and depending on the action you choose; you have the space to provide relevant parameters.

IVRS Actions

Transfer to Extension: This action dials an extension you select from Parameter. The call leaves the IVRS and rings that extension. This point onwards extension's Call Rules apply.

Transfer to Process: Redirects call to the Process you select from the parameter.

Transfer to Queue: Redirects call to the Queue you select from the parameter.

Transfer to Voice Mail: This action sends the caller to the voice mail box

of incoming DID.

Complete Call: This action prevents the call.

Transfer to IVRS: Redirects current call to another IVRS.

Direct IP Dial: This action dials the IP phone specified under Parameter.

Call Forward: This action forwards the call to an external Phone number.

Play Voice file: This action plays voice file specified under Parameter to the caller.

SMS: This action sent SMS

Call Back: This action store Callback leads and do auto dial

When you are done building your IVRS, click on Add IVR towards the bottom. This will save your IVRS definition inside ConVox database and you will be taken to IVRS List page with newly added IVRS appearing on this page.

Modifying and Deleting an IVRS

Find your IVRS on the IVRS List page. Towards the right, you will find modify and delete options for your IVRS. Click on them to carry out the necessary action.

Notifications:

There are two different Notifications. They are

1. Settings

2. Templates

4.9.4 Settings:

You need to configure SMS settings.

A) SMS Settings:

Integration of SMS Module with the Convox, enter following fields such as SMS Host, SMS Username, SMS PWD, Requested Labels and Static label values.

4.9.5 Templates:

Once you created Template in convox server, by clicking 'Mobile Icon' created template will be displayed.

SNO	Template Name	Template Type	Template Process	Active	Action
1	EMAIL	EMAIL	Test_Process	Y	
2	SS	SMS	Test_Process	Y	
3	FB	SMS	DSNR	Y	
4	sms	SMS	test12	Y	

The following Screenshot displays the fields to be filled for creating the Template.

Figure: ADD Template

Template Name: **Enter the template name.**

Template Process: **Select process from drop down.**

Template Active: **Set the Template to "Y" to keep it active. Select "N" to deactivate.**

Template description: **Enter the description by selecting dynamic labels.**

Dynamic Labels: **select the dynamic labels from drop down such as Agent Id, station, Processed**

Template Type: **Select template type as "SMS" or "EMAIL" if you select "Email"**

attached the file. Click "Add" button to save your data.

Modifying and Deleting a Template

Towards the right, you will find modify and delete options for your Template. Click on them to carry out the necessary action.

By selecting 'SMS' or 'Email' will be sent based on disposition wise.

4.10 Monitoring Tools

There are 3 different tools each monitoring a specific aspect of your ConVox CCS 3.3 system in real time.

1. **Live Status**
2. **Backup Tools**
3. **Debug Tools**

4.10.1 Live Status:

There are 4 different Status each monitoring a specific aspect of your ConVox CCS 3.3 system in real time.

A) Process status
B) Trunk status
C) Queue Status
D) Dashboard

A) Process Status:

Open Process Status to monitor all the agents who are currently logged in. Process wise statistics such as agent count for states like Idle/On-call/Wrap Up / Break/Missed/Hold/Ringing calls, or number of calls which are currently queued up are shown here.

Column Headers:

Agent: **Shows Name of the agent within the process**

Agent Mode: **Displays the Agent mode (process mode, inbound and outbound mode) assigned for this Agent**

Process: **Displays the name of the process assigned for this agent**

Extension: **Shows the Agent Phone Number**

Status: **Displays the status of the call whether it is Idle, on call, wrap up, Break, Hold, Missed, Ringing Calls, etc.**

Phone no: **Displays caller's Phone Number.**

Last Call Time: **Displays Last received call Time of the agent.**

Time: **This Option displays the time based on the status performed by Agent. Suppose if Agent is during on- call state then timer starts from 00:00:00 onwards, like wise for every status Timer restarts from 00:00:00 onwards.**

Total Calls: **Number of calls received by agent.**

On call Queue: **When the agent is on call, this will display the name of the Queue which sent him this call, queue priority for this agent will also be shown.**

Action: **In action by clicking symbol, you can logout, barge and chat**

Calls Waiting: **The Incoming phone number of callers who are waiting in queue will be displayed here.**

Figure : - Process Status

B) Trunk Status:

Trunk Status is another monitoring tool giving you real time insight into various states of all Trunks within the system. Status like number of Total Trunks, Used Trunks, Total Channels and Used Channels

Column Headers

Trunk Name: Shows name of the Trunk

Trunk Type: Displays Trunk Type like VOIP, PSTN and Direct IP for this Trunk name.

Total Channels: Displays Total Number of Channels for this Trunk

Used Channels: Displays Used Channels for this Trunk

Trunk Name: ALL

Total Trunks 6 | Used Trunks 0 | Total Channels 102 | Used Channels 0

Sno	Trunk Name	Trunk Type	Total Channels	Used Channels
1	outgoing65	VOIP	30	0
2	outgoing31	Direct-IP	30	0
3	test_03072017	PSTN	30	0
4	dinstar_150	Direct-IP	2	0
5	test150	VOIP	4	0
6	bct_test	Direct-IP	6	0

Figure: -Trunk Status

C) Queue Status

Queue Status is another monitoring tool giving you real time insight into various states of all queues within the system. Status like number of Waiting / Abandoned / Answered / Total calls from each queue are monitored.

Queue Status Process: ALL Time: Last 1Hour GO

Process : ConVox_Process

SNO	Queue Name	Waiting Calls	Abandoned Calls	Answered Calls	Total Calls
1	SalesQ	0	0	0	0
2	SupportQ	0	0	0	0
3	disconnect	0	0	0	0

Process : Deepija_Support

SNO	Queue Name	Waiting Calls	Abandoned Calls	Answered Calls	Total Calls
1	Deepija_support	0	11	31	42
2	Android	0	0	0	0
3	Boardnumber	0	0	0	0
4	Chevronne	0	0	0	0
5	supervisor	0	0	0	0

Figure: - Queue Status

Column Headers

Queue Name: Shows name of the Queue

Waiting Calls: Number of calls waiting for this queue.

Abandoned Calls: An incoming ACD call is counted as abandoned if the caller hangs up before the call is answered by an agent. Here you will see all calls abandoned in this queue

Answered Calls: A call that is routed to an ACD queue and then answered by an agent is counted as answered. This column shows the count of all answered calls in this ACD queue.

Total Calls: Number of abandoned and answered calls through this queue.

C) Dashboard: By clicking Dashboard a new Tab will be opened where you can view status.

Admin can monitor Real Time Dashboard Status of Agents like Calls Handled by Top Five Agents, Inbound calls status(Total calls, Answered calls, un Answered Calls), Out bound Calls Status(Total Calls, Answered calls, un Answered Calls, Ringing Calls), Agent Status(Total Agents idle state, On call state, Others), Abandoned Rate status, Disposition Status, Total calls in Queue, Lead Status(dialed leads, leads to be dialed).

Debug Tools:

There are 3 different Tools, each monitoring a specific aspect of your ConVox CCS 3.3 system in real time.

A) ConVox Web Panel
B) Database Status
C) Convox Screens

A) ConVox Web Panel:

ConVox Web Panel lets you monitor the status of complete Asterisk server through the Web GUI. The ability to know what is happening in the system helps locate the problem area quickly, saving you a large amount of time while troubleshooting any issue.

This tool renders itself in a tabbed manner where each tab is categorical representation of different aspects of your system. The first tab that opens up by default is called the Main tab, it shows states of primary system components together on the same screen. Idea is to give you a quick insight into the system and determine which

component/resource might need attention. Once you have identified the component, you can then browse component specific tab to delve further.

This tool provides a snapshot of the current system state with usage details of resources such as CPU, RAM, Swap Memory.

CPU Utilization:

CPU usage can be monitored to see how much of the processor's capacity is in use.

Load Average:

The load average is to determine the amount of use for CPU.

Memory Utilization:

RAM Utilization is a term used to describe how much memory is used. RAM usage can be monitored to see how much of the memory's capacity is in use.

Swap Utilization:

Swap space can be defined as a temporary storage location that is used when a system's memory requirements exceed the size of available RAM.

Bottom Section: Graphically shows the updated hard disk space and displays the Total Space, Used, Free space in MB and GB respectively and also Used space of the disk in percentage

4.11.3.1 Main:

System options:

Here you can directly shutdown and restart the system.

Server Status

Here you will see how long your asterisk server has been running. You will also know if the web (http) and database (MySQL) servers are running or stopped for some reason.

MySQL Variables:

Following variables from the MySQL server are shown indicating its configuration: -

Max_Connections: The maximum permitted number of simultaneous client connections. This is set to 100 by default.

Table Cache: This suggests how many file descriptors are required by this database server.

Mysql Variables	
Variable Name	**Value**
Max_connections	100
Table_cache	64

Http Variables:

This section displays web server configuration.

Http Variables	
KeepAlive	**Off**
KeepAliveTimeout	**15**
ServerLimit	**256**
MaxClients	**150**
LogLevel	**warn**

Keep Alive Off

Keep Alive indicates whether the web server will allow more than one request per connection (in other words, whether it will allow persistent connections). Set it appropriately to prevent any one client from consuming too much of the server's resources. When marked "Off", it is deactivated.

Keep Alive Timeout 15

Number of seconds to wait for the next request from the same client on the same connection.

Server Limit 256

This directive sets the maximum configured value for Max Clients for the lifetime of the Apache Web Server.

MaxClients 150

This variable sets a limit on the total number of server processes (i.e. simultaneously connected clients) that can run at one time. The purpose of this variable is to keep a runaway web server from crashing into your operating system.

LogLevel warn

LogLevel controls the number of messages logged to the error_log. LogLevel can be set to emerge, alert, crit, error, warn, notice, info or debug.

PHP Variables:

These variables relate to PHP setup on the web server and are shown here so you can evaluate if one or more of these need to be changed in order to handle the load more efficiently. A small description is provided below for each of these.

PHP Variables	
max_execution_time	600
max_input_time	600
memory_limit	500M
post_max_size	10M
upload_max_filesize	500M

Max_execution_time

This determines the maximum time in seconds a script is allowed to run before it is terminated by the parser. This helps prevent poorly written scripts from tying up the server.

Max_input_time

This one controls the maximum time in seconds a script is allowed to parse input data, like POST and GET. It is measured from the moment of receiving all data on the server to the start of script execution.

Memory_limit

This variable sets the maximum amount of memory in bytes that a script is allowed to allocate. This helps prevent poorly written scripts from eating up all available memory on a server.

Post_max_size

This is to set maximum allowed size of POST data. It also affects the size of uploaded files. To upload large files, this value must be larger than the next setting i.e. upload_max_filesize.

Upload_max_filesize

Use this variable to define the maximum permissible size of the file for upload.

SELinux Status:

SELinux must be disabled to ensure high level of security

SELinux Status
Disabled

Processor and RAM Utilization

Being able to monitor the performance of your system is essential. If system resources become too low, it can cause a lot of problems. The ability to know what is happening can help determine whether system upgrades are needed or if some services need to be moved to another machine.

In order to know whether servers are up and running at peak performance, we need to monitor the CPU & Memory usage closely and this is exactly what is shown here: graphical representation of their usage followed by the data from underlying parameters.

Graphical	Mount	Total Space	Used	Free	Used %
	/	72G	37G	31G	55%
	/boot	99M	11M	83M	12%
	/dev/shm	248M	0	248M	0%

Network Status

This tab displays current statistics of your network interface

Network Status											
Iface	MTU	Met	RX-OK	RX-ERR	RX-DRP	RX-OVR	TX-OK	TX-ERR	TX-DRP	TX-OVR	Flg
eth0	1500	0	141446	0	0	0	61189	0	0	0	BMRU
lo	16436	0	1494118	0	0	0	1494118	0	0	0	LRU

The MTU and Met columns are quite obvious, they display current MTU and metric values for the interface.

The RX and TX columns show

how many packets have been received or transmitted error-free (RX-OK/TX-OK), and how many packets have been received or transmitted damaged (RX-ERR/TX-ERR), and how many were dropped (RX-DRP/TX-DRP), and how many were lost because of an overrun (RX-OVR/TX-OVR).

The last column shows the flags that have been set for this interface. Each character represents one flag. Typically, these flags have long names, you can see their names when you display the interface configuration.

4.11.3.2 CPU Info

This tab provides easy information about CPU and their speed. This is a collection of CPU and system architecture dependent items. Two common entries are processor which gives CPU number and bogomips;

It will display information like:

- Number of CPUs
- Cores
- Sockets
- Information about CPU caches.
- CPU family, model and stepping.
- Bogomips Measurements.

4.11.3.3 Asterisk Card

Status of the asterisk card is displayed under

this tab. Card: It is your PRI card name

Status: This one displays the status of PRI span. It turns RED when the span is configured, and kernel module is loaded; and when it is configured correctly, and a circuit or channel bank is connected it turns GREEN.

Active Calls: It displays the number of active calls which are received on your PRI span.

4.11.3.4 Sip Users

This tab lists all SIP clients which are registered to your Asterisk server along with their respective status and connection details.

Name/Username	Host	Dyn Nat ACL	Port	Status		
1001/1001	192.168.1.202	D	50140	OK	(26	ms)
1002/1002	192.168.1.202	D	5066	OK	(24	ms)
1003/1003	(Unspecified)	D	5060	UNKNOWN		
1005/1005	192.168.1.50	D	5064	OK	(23	ms)
1006/1006	(Unspecified)	D	5060	UNKNOWN		
1007/1007	192.168.1.213	D	5064	OK	(24	ms)
1010/1010	(Unspecified)	D	5060	UNKNOWN		
1011/1011	(Unspecified)	D	5060	UNKNOWN		
1012/1012	(Unspecified)	D	5060	UNKNOWN		
1111/1111	(Unspecified)	D	5060	UNKNOWN		
1113/1113	(Unspecified)	D	5060	UNKNOWN		
1123/1123	(Unspecified)	D	5060	UNKNOWN		
1234/1234	(Unspecified)	D	5060	UNKNOWN		
501/501	(Unspecified)	D	5060	UNKNOWN		
502/502	(Unspecified)	D	5060	UNKNOWN		
503/503	192.168.1.202	D	5064	OK	(23	ms)
504/504	192.168.1.220	D	5064	OK	(30	ms)
505/505	192.168.1.213	D	50090	OK	(22	ms)

4.11.3.5 Sip Registry

This Tab displays the list of registered SIP users.

Main | CPU Info | Interrupt Info | Asterisk Card | Sip Users | Sip Registry | Channels | Asterisk Commands | Asterisk Logs | Asterisk Settings

Host	Username	Refresh	State	Reg.Time
192.168.1.25:5060	9017	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9016	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9015	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9014	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9013	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9024	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9023	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9022	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	9026	105	Registered	Thu, 22 Dec 2011 11:19:20
202.53.91.4:5060	914088111108	105	Registered	Thu, 22 Dec 2011 11:19:24
192.168.1.25:5060	6000	105	Registered	Thu, 22 Dec 2011 11:19:20
192.168.1.25:5060	2524	105	Registered	Thu, 22 Dec 2011 11:19:20

4.11.3.6 Channels

The Channels tab shows all channels which are active currently.

Main | CPU Info | Interrupt Info | Asterisk Card | Sip Users | Sip Registry | Channels | Asterisk Commands | Asterisk Logs | Asterisk Settings

Channel	Context	Extension	Prio	State	Application	Data	CallerID	Duration	Accountcode	BridgedTo
DAHDI/18-1	XpressIVR	30749016	6	Up	AGI	xpressivr/xpressivr_beta1	9391920491	00:01:04	(None)	
DAHDI/17-1	XpressIVR	30749016	6	Up	AGI	xpressivr/xpressivr_beta1	9393771405	00:01:49	(None)	
DAHDI/13-1	XpressIVR	30749016	6	Up	AGI	xpressivr/xpressivr_beta1	9032493738	00:07:03	(None)	
3	active	channels								
3	active	calls								

4.11.3.7 Asterisk commands

This tab lets you monitor results of asterisk commands. Just type in the command you wish on this GUI and click on "Execute Query".

Main | CPU Info | Interrupt Info | Asterisk Card | Sip Users | Sip Registry | Channels | Asterisk Commands | Asterisk Logs | Asterisk Settings

Enter Command: sip show peers

Execute Query

4.11.3.8 Asterisk logs

This tab lets you display the call log for the date you select via the GUI here.

4.11.3.9 Asterisk Settings

This GUI allows you to configure the following settings for your asterisk server.

B) Database Status:

Here will show you database status if there is any error in tables, you can Check the table, Repair, Refresh Screen and Clear logs in front end.

Database IP: you can select the Database from drop down list.

Table Name: select ConVox table from drop down list

If you find any error in the table, error will be displayed in My SQL Error log.

Figure: B) Database Status

c) ConVox Screens:

Here will show you ConVox Screens, screen should be in running status, in front end you can start or stop the convox screens.

Screen	Inbound	Manual Outbound	Predictive	Preview	Progressive	Status
convox-listen (26179)	✓	✓	✓	✓	✓	Running
convox-send (5625)	✓	✓	✓	✓	✓	Running
convox-spon (5759)	–	–	✓	–	–	Running
convox-preview (5819)	–	–	–	✓	–	Running
convox-progressive (5576)	–	–	–	–	✓	Running
convox-leads-reattempt (5808)	–	–	✓	–	–	Running
convox-sms (5603)	✓	✓	✓	✓	✓	Running
convox-move-buffer-logs (5561)	✓	✓	✓	✓	✓	Running
convox-move-application-logs (5583)	✓	✓	✓	✓	✓	Running
convox-campaign-stats (5569)	–	–	✓	✓	✓	Running
convox-clear-calls (5701)	✓	–	✓	–	–	Running
convox-mysqld-log-permissions (5672)	✓	✓	✓	✓	✓	Running
convox-gdrive (5517)	–	–	–	–	–	Running

Figure) ConVox Screens

4.11 Reports

ConVox3.3 provides real time reports, these are accessible through the GUI and reports can be selected by date & time interval and by selecting agents and process group. Also, they can be delivered in Excel sheet format.

<u>Following 5 are the different report sections where all reports can be</u> accessible: -

1. **Agent Analysis**
2. **Process Analysis**
3. **Call Traffic Analysis**
4. **Conference Reports**
5. **Notifications Reports.**

4.11.1 Agent Analysis

The Agent Analysis section consists of 9 types of Reports. These reports will allow you to see summary data for specific Agents.

4.11.1.1. Agent Daily Login Report

Agent Daily Login report shows login-logout occurrences of each agent for specific days ~~days from the selected start date)~~. This report shows the times at which these events occurred. Events include working, break and login duration respectively.

Full Name	Agent ID	Process	Date & Day	No. Of Logins	First Login Time	Last Logout Time	Working Duration	Break Duration	Login Duration
suchith	suchith	ConVoxProcess	2024-01-01 Mon	0	---	---	---	---	---
suchith	suchith	ConVoxProcess	2024-01-02 Tue	2	2024-01-02 14:17:17	2024-01-02 16:24:37	02:04:57	00:00:58	02:05:55
suchith	suchith	ConVoxProcess	2024-01-03 Wed	2	2024-01-03 11:33:50	2024-01-03 14:44:12	02:09:19	00:59:55	03:09:14
suchith	suchith	ConVoxProcess	Total	4			04:14:16	01:00:53	05:15:09
GRAND TOTAL				4			04:14:16	01:00:53	05:15:09

Figure 1: Agent Daily Login Report

This report can change depending on the filtered values. Start by selecting a start date, selecting process and selecting number of days options. A report will be generated with the following fields (See the following for a description of options):

Description of options

Start Date: Filter Call Start Dates

Process: Select the Processes from the drop down

No. of Days: Select the number of days that you want to display the report data with.

Fields description of Agent Daily Login report

Full Name - Name of the selected Agent.

Agent ID - Login Id of the selected agent.

Process - Process group assigned to the

agent.

Date & Day - Selected date and day.

Number of Logouts - Shows the number (count) of logouts made by the agent.

First Login Time - The date and time that the agent logged in.

Last Logout Time - The date and time that the agent logged out.

Working Duration – The (Difference in the) time duration between the Login duration and break duration is working duration.

Break Duration - The time the agent was on break for. The time duration between the Login duration and working duration is Break duration. (The total time consumed by the Agent on the different BREAKs)

Login Duration - Elapsed time between login Time and Logout Time.

4.12.1.2 Agent Weekly Login Report

Agent Weekly Login report displays login-logout statistics of agents for a specific week from the selected start Date.

Full Name	Agent ID	Process	Date	Week	No. Of Logins	First Login Time	Last Logout Time	Working Duration	Break Duration	Login Duration
agent1	agent1	ConVoxProcess	2023-12-27 To 2024-01-02	1	0	---	---	---	---	---
agent1	agent1	ConVoxProcess	Total		0			---	---	---
suchith	suchith	ConVoxProcess	2023-12-27 To 2024-01-02	1	3	2023-12-29 14:48:11	2023-12-29 17:43:41	02:50:37	00:01:56	02:52:33
suchith	suchith	ConVoxProcess	Total		3			02:50:37	00:01:56	02:52:33
GRAND TOTAL					3			02:50:37	00:01:56	02:52:33

Figure 2: Agent Weekly Login Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options):

Description of options

Start Date: Filter Call Start Dates.

Process: Select the Processes from the drop down provided

No. of Weeks: Select the number of weeks that you want to display the report data with.

NOTE: Refer the Fields description of Agent Daily Login report to know about the report fields in detail.

4.12.1.3. Agent Custom Login Report

Agent Custom Login report displays login-logout statistics of agents for a specific date range (duration)

Figure 3: Agent Custom Login Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options):

Description of options

Start Date: Filter Call Start

Dates.

End Date: Filter Call End Dates.

Process: Select the

Processes from the

dropdown provided

NOTE: Refer the Fields description of Agent Daily Login report to know about the report fields in detail.

4.12.1.4. Agent Daily Performance Report

Agent Performance Report shows summarized performance for a specific agent. You can use this report to compare overall productivity and measure the time agents spend at their positions and how often they are busy/idle during a shift. Finally, in depth, this report gives an overview of ACD call total details as well as the login, averages and break details respectively.

The following is an Agent Daily performance report displayed with Call Details and Login Details modes.

Agent Details			Date & Day	Calls	In Calls			Out Calls			Received Transfer Calls		
FULL NAME	AGENT ID	PROCESS	DATE DAY	TOTAL CALLS	ANSWERED	MISSED	TOTAL IN CALLS	CONNECTED	NOT CONNECTED	TOTAL OUT CALLS	ANSWERED	MISSED	TOTAL RECEIVED TRANSFER CALLS
suchith	suchith	demo	2024-01-03 Wed	6	0	0	0	3	3	6	0	0	0
suchith	suchith	demo	TOTAL	6	0	0	0	3	3	6	0	0	0
GRAND TOTAL				6	0	0	0	3	3	6	0	0	0

Figure 4: Agent Daily Performance Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Description of Options.Start Date: Filter Call Start Dates.

Process: Select the Processes from list given beside the date column

No. of Days: Select the number of days that you want to display the report data with.

Call Details, Login Details, Averages, Login Users and Breaks: In order to display report according to the enabled modes you have to select these 4 modes.

NOTE: -Call Details mode will be selected by default.

Fields description of Agent Daily Performance report

AGENT DETAILS

FULL NAME - Full name of the selected agent.

AGENT ID - Login ID of the agent.

PROCESS - Assigned Process of the agent.

DATE & DAY

DATE & DAY - Displays specified date and Time.

CALLS

TOTAL CALLS - Total calls received by agent and made by the Agent.

IN CALLS

ANSWERED - The number of calls answered by the agent.

MISSED - Number of unanswered calls by agent.

TOTAL IN CALLS = Answered calls + Missed calls.

OUT CALLS

CONNECTED - Number of calls connected to the caller.

NOT CONNECTED - Number of calls that are not connected to the caller.

TOTAL OUT CALLS = Connected calls + Not connected calls.

Received Transfer Calls

ANSWERED - The number of calls answered by the agent.

MISSED - Number of unanswered calls by agent.

TOTAL RECEIVED TRANSFER CALLS = Answered calls + Missed calls.

LOGIN DETAILS

LOGGED IN DURATION - Elapsed time between login Time and Logout Time.

IDLE TIME - The time agent spends waiting for calls; that is, not busy with customers on the line or not doing after-call work.

TALK TIME - The elapsed time from when an agent answers a call until the agent disconnects.

HOLD TIME - The Time agent kept calling in Hold.

WRAPUP TIME - The time after a call is completed, that the agent needs to complete administrative work related to the call.

RINGING – Ringing duration of call

DIALING- The time from when an agent Dialing a number.

BREAK TIME - The total time the agent was on break for.

Average

IDLE TIME - The average idle time of the agent.

TALK TIME - The average time per call the agent spent talking to the caller.

Hold TIME- The Average Hold time of agent.

WRAP UP - The Average Wrap Up time of the Agent.

AHT - AVERAGE HANDLE TIME (AHT) is the sum of the Average Talk Time and Average Wrap Up Time for a specified time period.

BREAKS

Lunch, Meeting and Tea are some of the breaks which were added for the Process. The time shown below each break is the total time that the agent was on pause for that particular break code.

First Login is the time the agent was on pause for after they log in and before they take their first call.

Outbound is the time the agent was on pause for after they click on outbound button and before agent dialing the phone number of the customer.

4.12.1.5. Agent Weekly Performance Report

This report provides an agent performance statistic with their Call Details, Login Details, Average and Break Details for a specific number of weeks.

The following is an Agent weekly performance report displayed with Averages and Break modes.

Agent Details			Date & Week		Calls	In Calls			Out Calls			Received T		
FULL NAME	AGENT ID	PROCESS	DATE	WEEK	TOTAL CALLS	ANSWERED	MISSED	TOTAL IN CALLS	CONNECTED	NOT CONNECTED	TOTAL OUT CALLS	ANSWERED	MISSED	TOTAL
suchith	suchith	demo	2023-12-29 00:00:00 To 2024-01-04 23:59:59	1	6	0	0	0	3	3	6	0	0	
suchith	suchith	demo	TOTAL		6	0	0	0	3	3	6	0	0	
GRAND TOTAL					6	0	0	0	3	3	6	0	0	

Figure 5: Agent Weekly Performance Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Description of Options

Start Date: Filter Call Start Dates

Process: Select the Processes from list given beside the date column.

No. of weeks: Select the number of weeks that you want to display the report data with.

Call Details, Login Details, Averages, and Breaks: To display report according to the enabled modes, you must select these 4 modes

NOTE: - Call Details mode will be selected by default.

NOTE: Refer them Fields description of Agent Daily Performance report to know about the report fields in detail.

4.12.1.6. Agent Custom Performance Report

This report provides agent performance statistics with their Call Details, Login Details, Average and Break Details for a specific date range.

Following is an Agent custom performance report displayed with Call Details, Averages, Login details, Login Users and Break modes.

Figure 6: Agent Custom Performance Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options):

Description of Options

Start Date: Filter Call Start Dates.

End Date: Filter Call End Dates.

Process: Select the Processes from Drop down provided.

Call Details, Login Details,Averages,Login

Users and Breaks:

In order to display report according to the enabled modes, you have to select these 4 modes

NOTE: -Call Details mode will be selected by default.

NOTE: Refer the in detail.

4.12.1.7. Agent Disposition Report

Agent Disposition report displays the total calls that agents dispositioned for a specific date and time range.

Figure 7: Agent Disposition Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options):

Description of Options

Start Date: Filter Call Start Date.
End Date: Filter Call End Dates.
Process: Select the Processes from the drop down provided

Fields description of Generated report.

Agent Details

Full Name - Name of the selected agent

Agent ID - Login ID of the Agent

Process - Displays assigned process of the agent.

Total calls:

Total Calls - Total Calls are the sum of total dispositioned status codes.

Disposition

Lead Success, Not Interested, Enquiry, DNC, Redial, Hot Transfer, Auto Wrap up are some of the dispositions added for the Process, but dispositions may vary. The number of calls shown below each Disposition status is the calls that the agent was disposed with that appropriate status.

4.12.1.8. Queue Custom Performance Report:

This report provides Queue agent performance statistics with their Call Details, Login Details , Average and Break Details for a specific date and Time range.

Queue Details		Calls	In Calls			Out Calls			Received Transfer Calls		
Queue NAME	Process	Total Calls	Answered	Missed	Total IN Calls	Connected	Not Connected	Total Out Calls	Answered	Missed	Total Received Transfer Calls
SalesQ	ConVoxProcess	0	0	0	0	0	0	0	0	0	0
SupportQ	ConVoxProcess	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0

Figure 8: Queue Custom Performance Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options):

Description of Options

Start Date: Filter Call Start Dates.
End Date: Filter Call End Dates.
Process: Select the Processes from the drop down provided

Fields description of Agent Daily Performance report

AGENT DETAILS

QUEUE NAME - Queue name.

PROCESS - Assigned Process of the Queue.

CALLS

TOTAL CALLS - Total calls received by agent and made by the Agent.

IN CALLS

ANSWERED - The number of calls answered by the agent.

MISSED - Number of unanswered calls by agent.

TOTAL IN CALLS = Answered calls + Missed calls.

OUT CALLS

CONNECTED - Number of calls connected to the caller.

NOT CONNECTED - Number of calls that are not connected to the caller.

TOTAL OUT CALLS = Connected calls + Not connected calls.

Received Transfer Calls

ANSWERED - The number of calls answered by the agent.

MISSED - Number of unanswered calls by agent.

TOTAL RECEIVED TRANSFER CALLS = Answered calls + Missed calls.

4.13 Process Analysis

The Process Analysis section covers 7 types of reports, these reports will allow you to see summary data based on the specific Process.

1. **Hourly Process Report**
2. **Daily Process Report**
3. **Predictive Outbound Report**
4. **Preview Outbound Report**
5. **Progressive Outbound Report**
6. **Call Recording Report**
7. **Dump Report**

4.11.1.2. Hourly Process Report

The Hourly Process Report shows a detailed view of all incoming and outgoing calls. This report gives the calls details based on Hour-to-Hour basis.
This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options):

Description of Options
Start Date: Filter Call Start Dates.
End date: Filter Call End dates.
Process: Select the Process from the drop down provided, by default ALL will be selected.

Process - DATE		CALL DETAILS							
PROCESS	DATE - HOUR	TOTAL PROCESS WISE	INCOMING ACD				MANUAL OUTGOING		
			Offered Calls	Answered	Agent Abandoned	Abandoned	Total	Connected	Not Connected
Deepija_Support	19-05-2017 - 09	38	27	18	0	9	11	8	3
	19-05-2017 - 10	92	59	34	3	22	33	20	13
	19-05-2017 - 11	52	30	27	2	1	22	14	8
	19-05-2017 - 12	46	23	22	0	1	23	15	8
	19-05-2017 - 13	21	11	10	1	0	10	6	4
	19-05-2017 - 14	10	5	5	0	0	5	1	4
	19-05-2017 - 15	0	0	0	0	0	0	0	0
	19-05-2017 - 16	0	0	0	0	0	0	0	0
	19-05-2017 - 17	0	0	0	0	0	0	0	0
	19-05-2017 - 18	0	0	0	0	0	0	0	0
	19-05-2017 - 19	0	0	0	0	0	0	0	0
	19-05-2017 - 20	0	0	0	0	0	0	0	0
	19-05-2017 - 21	0	0	0	0	0	0	0	0
	19-05-2017 - 22	0	0	0	0	0	0	0	0
	19-05-2017 - 23	0	0	0	0	0	0	0	0
Total Calls		259	155	116	6	33	104	64	40

Figure 1: Hourly Process Report

Fields description of Hourly Process report

DATE -TIME

DATE - Displays selected date.

START HOUR-END HOUR - Displays selected start and end hour. By default, 0 to 24 hours records will be displayed

CALL- DETAILS

Total Calls = Total in Calls + Total Out Calls.

Answered - Number of calls answered by the

agent. Missed - The calls which are not

answered by the agent.

Abandoned - The calls that are hung up by the caller before reaching an agent.

Total-In-Calls = Answered calls + Missed calls + Abandoned calls.

Connected - Number of calls connected to the caller.

Not Connected - Number of calls which are not connected to the caller.

Total-Out-Calls = Connected calls + Not connected calls.

4.11.1.3. Daily Process Report

The Daily Process Report shows a detailed view of all incoming and outgoing calls. This report gives the call details based on a daily basis.

PROCESS - DATE		TOTAL PROCESS WISE	INCOMING ACD				MANUAL OUTGOING		
PROCESS	DATE	TOTAL PROCESS WISE	Offered Calls	Answered	Agent Abandoned	Abandoned	Total	Connected	Not Connected
ConVoxProcess	2024-01-03	1	0	0	0	0	1	0	1
Total Calls		1	0	0	0	0	1	0	1

Figure 2: Daily Process Report

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Description of Options:

Start Date: Filter Call Start Dates.

No. of Days: Select the number of days that you want to display the report data with.

Process: Select the Process from the drop down provided, by default ALL will be selected.

NOTE: Refer the Fields <u>description of Hourly Process report</u> to know about the report fields in detail.

4.11.1.4. Predictive Outbound Report

Predictive Outbound report will display the autodial outbound calls details. This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Description of Options

Start Date: Filter Call Start Dates.
End Date: Filter Call End Dates.
Process: Select the Process from the drop down provided, by default ALL will be selected.

List: Select the list name from the drop down provided, by default ALL will be selected.

Figure 3: Predictive Outbound Report

Agent Disposition

As the name defines it's a call type behavior disposed of by an agent.
Agent Disposition: - Displays the disposed status of an agent.
Count: - Gives the call count details of each corresponding disposed status of an agent.

Dialer Disposition

The status which is disposed by dialer (System) itself is a dialer disposition.

4.11.1.5. Preview Outbound Report

Preview Outbound report will display the agent click a number to dial outbound calls details. This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Figure 4: Preview Outbound Report

Description of Options:

Start Date: Filter Call Start Dates.
End Date: Filter Call End Dates.
Process: Select the Process from the drop down provided, by default ALL will be selected.
List: Select the list name from the drop down provided, by default ALL will be selected
Connected Calls: Displays the total count of connected calls
Not Connected Calls: Displays the total count of connected calls

4.11.1.6. Progressive Outbound Report:

Progressive Outbound report will display the auto dial outbound calls details. This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Figure 5: Progressive Outbound Report

Description of Options:

Start Date: Filter Call Start Dates
End Date: Filter Call End Dates.
Process: Select the Process from the drop down provided, by default ALL will be selected.
List: Select the list name from the drop down provided, by default ALL will be selected
Connected - Number of calls connected to the caller.
Not Connected - Number of calls which are not connected to the caller.

4.11.1.7. Call Recording Report

Call Recording Report will show you the recordings (conversations) done between agent and the caller. This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Description of Options

Start Date: Filter Call Start Dates.

End Date: Filter Call End Dates.

Process: Select the Process from the drop down provided, by default ALL will be selected.

Agent: Select the Agents from the drop down provided, by default ALL will be selected.

Disposition: Select the Dispositions from the drop down provided, by default ALL will be selected.

Keyword: You can search for the data on Agent Name, Agent ID, Phone No, Process, Status, Call Type columns respectively.

SNO	Agent ID	Phone No	Process	Status	Call Type	Call Mode	Call Time	Duration	Recording File
1	suchith	9392492291	demo	abc	OUTGOING	PROGRESSIVE	2024-01-03 18:02:36	00:00:03	2024-01-03/out/9392492291_demo_demo_suchith_9502586032_PROGRESSIVE_20240103180226.WAV
2	suchith	8885599441	demo	abc	OUTGOING	PROGRESSIVE	2024-01-03 18:02:11	00:00:04	2024-01-03/out/8885599441_demo_demo_suchith_9502586032_PROGRESSIVE_20240103180200.WAV
3	suchith	8686790156	demo	abc	OUTGOING	PROGRESSIVE	2024-01-03 17:59:46	00:00:40	2024-01-03/out/8686790156_demo_demo_suchith_9502586032_PROGRESSIVE_20240103175916.WAV
4	suchith	7732062056	ConVoxProcess	ANA	OUTGOING	manual	2024-01-02 14:25:30	00:00:24	2024-01-02/out/7732062056_SalesQ_suchith_ConVoxProcess_9502586032_20240102142523.WAV
5	suchith	9133071436	ConVoxProcess	NI	OUTGOING	manual	2023-12-29 14:50:48	00:00:25	2023-12-29/out/9133071436_SalesQ_suchith_ConVoxProcess_9502586032_20231229145040.WAV
6	agent1	7799443826	ConVoxProcess	NI	OUTGOING	manual	2023-12-13 12:21:02	00:01:44	2023-12-13/in/7799443826__agent1__1001_20231213122059.WAV
7	karthik	7799443826	ConVoxProcess	NI	OUTGOING	manual	2023-12-13 12:20:45	00:00:12	2023-12-13/out/7799443826_SalesQ_karthik_ConVoxProcess_9959869498_20231213122038.WAV
8	karthik	7799443826	ConVoxProcess	NI	OUTGOING	manual	2023-12-13 12:20:03	00:00:11	2023-12-13/out/7799443826_SalesQ_karthik_ConVoxProcess_9959869498_20231213121957.WAV
9	agent1	9704359771	ConVoxProcess	AUTOWRAPUP	OUTGOING	manual	2023-12-13 12:14:03	00:10:32	2023-12-13/out/9704359771_SalesQ_agent1_ConVoxProcess_1001_20231213121355.WAV
10	agent1	9959869498	ConVoxProcess	NI	OUTGOING	manual	2023-12-13 12:08:50	00:00:15	2023-12-13/out/9959869498_LeadQ_agent1_ConVoxProcess_9704359771_20231213120843.WAV
11	karthik	7799443826	ConVoxProcess	NI	OUTGOING	manual	2023-12-13 11:49:13	00:00:16	2023-12-13/out/7799443826_SalesQ_karthik_ConVoxProcess_9959869498_20231213114902.WAV
12	agent1	8688089287	ConVoxProcess	NI	INCOMING	inbound	2023-12-12 19:00:25	00:00:17	2023-12-12/in/8688089287__agent1__9704359771_20231212190018.WAV

Figure 6: Call Recording Report

Fields description of Call Recording report

Agent Name - Name of the selected Agent.

Agent ID - Login ID of the Agent.

Phone No - Phone number of the caller.

Process - Process name assigned for the agent.

Status - Type of the status that the agent was disposed to.

Call Type - Call Type includes Inbound ACD or Outbound ACD.

Call Mode- Call mode includes redial, inbound, outbound

Call Time - Shows call received time of the agent or call made time by the agent.

Duration - The time duration that agent was talking on the phone with the caller.

Recording File - Call recording capability allows capture of the agent contact with the customer. Individual recordings can be played back, or you can be saved to disk.

4.11.1.8. Dump Report:

Dump report will allow you to see summary data of all the fields of Agent CRM screen for specified date and time. Under the generated report you can see the customer details by having a click on View link.

No of Records : 105 Call Details

S. No.	Call Date	Agent ID	Phone Number	Status	Sub Status	Sub-Sub Status	Duration	Phone Order No	Dialer Status	Comments	title	first_name	middle_name	last_name	date_of_birth	gender	designation	e
1	2024-01-03 15:07:36	suchith	8184849814	ANA			00:00:00	Primary Number	NOT-ANSWERED	.								
2	2024-01-03 13:06:09	suchith	7732062056	ANA			00:00:00	Primary Number	NOT-ANSWERED	.								
3	2024-01-02 14:25:30	suchith	7732062056	ANA			00:00:24	Primary Number	ANSWERED	.								
4	2023-12-29 14:50:48	suchith	9133071436	NI			00:00:25	Primary Number	ANSWERED									
5	2023-12-13 12:24:25	agent1	9959869498				00:00:00	Primary Number	NOT-ANSWERED									
6	2023-12-13 12:23:25	karthik	9959869498				00:00:00	Primary Number	NOT-ANSWERED									
7	2023-12-13 12:21:02	agent1	7799443826	NI			00:01:44	Primary Number	ANSWERED	test								
8	2023-12-13 12:20:45	karthik	7799443826	NI			00:00:12	Primary Number	ANSWERED	test								
9	2023-12-13 12:14:03	agent1	9704359771	AUTOWRAPUP			00:10:32	Primary Number	ANSWERED									
10		karthik	7799443826				00:00:00	Primary Number	NOT-ANSWERED									

Figure 7: Dump Report

This report view would typically contain rows of data with the following information

Description of Options

Start Date: Filter Call Start Dates.
End Date: Filter Call End Dates.
Process: Select the Process from the drop down provided, .

Fields description of Dump report

Details

Call Date - Displays selected Date.

Agent ID - Login Id of the selected agent.

Customer Name - Name of the caller/customer.

Phone Number - Phone Number of the caller.

Status - Type of the disposition status updated by agent.

Duration - The time duration that agent was talking on the phone with the caller.

Phone Order No: Displays Phone order no (Primary name)

CRM DETAILS:

First Name: First name of the customer/caller

Last Name: Last name of the customer

City: Name of the city of caller/Customer

Comments - Here comments work will be updated by the agent after the call conversation with caller.

Detail View

Customer Details - Caller information details of the CRM screen will be displayed here by clicking

Call Details	
Call Date	2017-05-19 21:18:47
Agent ID	chaitanya
Customer Name	Mr.Rishi
Phone Number	9130063407
Status	TC
Duration	00:01:11
Phone Order No	Primary Number
Dialer Status	ANSWERED
CRM Details	
First name	Mr.Rishi
Last name	HRISHIKESH DHIWAR
Gender	MALE
Designation	
Phone 1	
Land mark	
Address 1	Pune
Company Name	DBS Mintik
test	
email id	
Acc No	
CLOSE	

Above Call and CRM details will be displayed once having a click on View link.

4.11.2 Call-Traffic Analysis

The Call-Traffic Analysis section consists of 3 types of reports, this reports will allow you to see summary data for a specific Agent/Process.

1. **Hourly Call Hits**
2. **Daily Call Hit**
3. **DID wise Report**
4.

4.11.2.1. Hourly Call Hits

Hourly Call Hits Report shows summary information about calls hit on ACD i.e., shows information about calls presented to, handled by, and abandoned from ACD and also the information about the calls which ended through IVR node (menu options), call forward, voice mail, recording studio and undefined application will display here.

ConVox
Call Center Solution

Home | Monitoring Tools | System Settings | Reports

CALL HITS HOURLY REPORT

Start Date 08-12-2023 Start Hour : 00 End Hour : 23

SUBMIT

Date Time	Total Call Hits	Incoming ACD Calls				Manual Outgoing Calls			Incoming Non-ACD Calls					
DATE	Total Call Hits	Offered calls	Answered	Agent Abandoned	Abandoned	Total	Connected	Not Connected	IVR	CallForward	VoiceMail	Recording Studio	Undefined	Misscall
08-12-2023 - 00	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 01	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 02	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 03	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 04	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 05	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 06	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 07	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 08	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 09	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 11	4	0	0	0	0	4	0	4	0	0	0	0	0	0
08-12-2023 - 12	5	0	0	0	0	5	2	3	0	0	0	0	0	0
08-12-2023 - 13	7	0	0	0	0	7	7	0	0	0	0	0	0	0
08-12-2023 - 14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-12-2023 - 15	3	0	0	0	0	3	2	1	0	0	0	0	0	0

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Figure 1: Hourly Call Hits Report

This report can change depending on the filtered values. Start by selecting a start date, start hour and by end hour . A report will be generated on the following fields (See the following for a description of options).

Description of Options

Start Date: Filter Call Start Dates.

Start Hour: Filter Call Start Hour.

End Hour: Filter Call End Hour.

Fields description of Hourly Calls Hits report

DATE-TIME

DATE - Displays selected Date.

START HOUR – END HOUR - Displays selected start and end hour. By default, 0 to 24 hours records will be displayed

TOTAL CALLS = ACD calls + IVR +Call forward + Voice Mail + Recording studio + Undefined calls.

CALL DETAILS

ACD: - The number of calls received, made and handled by agents. It also includes abandon and Missed Calls. In short displays total number of incoming and outgoing calls of all the agents.

IVR: - The number of calls ending through **IVR** node will display here.

Call Forward: - The number of calls received on **the Call Forward** node will be displayed here.

Voice Mail: - Callers who reaches at **voice mail** stage will be displayed here.

Recording Studio: - Users (Clients) who made recordings through **Recording Studio** tab will display here.

Undefined: - The numbers disconnected at initial route will dispose as **undefined** status. Number of calls that reached undefined status will be displayed here.

Missed: - The numbers of calls at initial route will dispose as Missed status. Number of calls that reached Missed status will be displayed here.

4.11.2.2. Daily Call Hits

Daily Call Hits Report will show you the number of calls hit on the ACD and also calls last ended through IVR (menu options), call forward, voice mail, recording studio and undefined application path will display here, this report can be generated based on the specified days.

Date Time	Total Call Hits	Incoming ACD Calls					Manual Outgoing Calls			Incoming Non-ACD Calls					
DATE	Total Call Hits	Offered calls	Answered	Agent Abandoned	Abandoned	Total	Connected	Not Connected	IVR	CallForward	VoiceMail	Recording Studio	Undefined	MissedCall
2023-12-08	31	0	0	0	0	31	17	14	0	0	0	0	0	0
Total Calls	31	0	0	0	0	31	17	14	0	0	0	0	0	0

Figure 2: Daily Call Hits Report

This report can change depending on the filtered values. Start by selecting a start date and by selecting the number of days. A report will be generated with the following fields (See the following for a description of options):

Description of options

Start Date: Filter Call Start Dates

No. of Days: Select the number of days that you want to display the report data with.

NOTE: Refer them Fields description of Hourly Calls Hits report to know about the report fields in detail.

4.11.2.3. DID Wise Report:

DID Wise Report will show you the number of calls offered by Particular DID Number. This report can be generated based on the specified days.

This report view would typically contain rows of data with the following information

Description of Options

Start Date: Filter Call Start Dates.

End Date: Filter Call End Dates.

DIDS: Select the DIDs from drop

down

Figure 3: DID wise Report

This report can change depending on the filtered values. Start by selecting a start date and end Date . A report will be generated on the following fields (See the following for a description of options).

Fields description of DID Wise report

Route Name: Displays route name.

DID Number: Displays selected DID number

Offered Calls: calls offered by DID number.

Answered: Displays Answered calls by agent.

Agent Abandoned: calls abandoned by agent.

Abandoned: calls abandoned by customer.

4.11.2.4. Follow Up Report:

Follow UP Report will show you the call backs set by Agents This report can be generated based on the specified days.

Figure 5: Follow Up Report

This report can change depending on the filtered values. Start by selecting a start date, and end date . A report will be generated on the following fields (See the following for a description of options).

Fields description of Follow Up report

Agent Name: Displays Agent name.

Agent ID: Displays Agent ID

Process Name: Displays Process

Total Number of calls: Displays Total Number of calls

Completed Calls: Displays Answered calls by agent.

Pending Calls: Displays Pending Calls

Upcoming calls: Displays Upcoming calls by agent

4.11.3 Missed calls Reports:

This report will show the report of Missed call by all DID's

NOTE: Refer to the Missed call Report to know about the report fields in detail.

4.11.4 Notification Reports:

The Notification Reports section will allow you to see summary data for a specific Agent/Process/disposition.

1. **SMS Report**

4.11.4.1. SMS Report:

SMS Report will show you the summary report based on dispositions Messages sent by agent to caller. This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Figure 1. SMS Report

Description of Options

Start Date: Filter Call Start Dates.

End Date: Filter Call End Dates.

Process: Select the Process from the drop down provided, by default ALL will be selected.

Agent: Select the Agents from the drop down provided, by default ALL will be selected.

Disposition: Select the Dispositions from the drop down provided, by default ALL will be selected.

Fields description of SMS report

Phone No - Phone number of the caller.

Message: Message sent to caller.

Process - Process name assigned for the agent.

Agent ID - Login ID of the Agent.

Disposition: Selected disposition

Status - Type of the disposition status updated by agent.

Respond code: Respond code of caller.

Sent date: Message sent date

4.11.5 Conference Reports:

Conference Report will show you the recordings (conversations) done between agent and the caller and third-party person. This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

Description of Options

Start Date: Filter Call Start Dates.

End Date: Filter Call End Dates

Process: Select the Process from the drop down provided, by default ALL will be selected.

Keyword: You can search for the data on Agent Name, Agent ID, Phone No, Process, Status, Call Type columns respectively.

Fields description of Call Recording report

Agent Name - Name of the selected Agent.

Agent ID - Login ID of the Agent.

Line 1 Phone No - Phone number of the caller.

Process - Process name assigned for the agent.

Status - Type of the status that the agent was disposed to.

Call Type - Call Type includes Inbound ACD or Outbound ACD.

Call Time - Shows call received time of the agent or call made time by the agent.

Line 1 Duration - The time duration that agent was talked on the phone with the caller.

Recording File - Call recording capability allows capture of the agent contact with the customer. Individual recordings can be played back, or you can be saved to disk.

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