













## Help Manual for Leads

Leads help tremendously in the promotion of a business. They can be personal referrals or other sources. It is very important that Leads are identified and all the information about them are stored. Omnichannel offers state-of-the-art Lead management solution.

Lead Management						
<input type="text"/>						
S.no	Name	Phone Number	Email	Date	Contact In	Actions
1	 John Doe	9876	john.doe@example.com	2023-05-27 08:00:00	Self	  
2	 John Doe	9876	john.doe@example.com	2023-05-27 08:00:00	John Doe, John Doe	  
3	 John Doe	9876	john.doe@example.com	2023-05-27 08:00:00	John Doe	  

### How to manage Leads?

Go to **Settings** menu and click on **App Settings** sub-menu.

Scroll down to **Lead Management**.

You will find a set of codes in: **“Post the value like the following”**.

```
{  
  "operation": "lead",  
  "moduleType": "lead",  
  "api type": "web",  
  "element data":  
  {  
    "action": "add lead",  
    "lead token": "Rashid_12345",  
    "name": "vaitheesh",  
    "email": ve@example.com,  
    "phone": "123456",  
    "city": "****",  
    "country": "US",  
    "message": "test"  
  }  
}
```

In the above code, just fill in **"lead token"**; **"name"**; **"email"**; **"phone"**; **"phone"**; **"country"**; **"message"** and send to us through the **api** given to you exclusively by us.

You will find the above mentioned **api** in **"Use the below api to post the data"**

**For example:** <https://omni.mconnectapps.com/api/v1.0/index.php>

The leads thus added will be stored and displayed in the **Leads submenu** of **Manage menu**.

There is a quick option to search by simply entering the name of the Lead in the **Search** option.

### How to Convert Lead Contacts:

You provided for easy conversation to leads were assigned for which contacts like **Predictive Dialer** Contacts or Normal **Contacts**.