TCall Admin Django Panel – User Manual
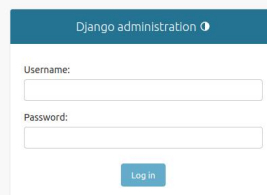
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Introduction

The **TCall Admin Django Panel** is a specialized administrative interface designed to manage tasks that cannot be performed through the standard Admin or Client Dashboard. This panel is **exclusively used** for advanced configurations such as:

- Adding pre-made prompts for the TCall marketing webpage

- Assigning agents specifically for the TCall homepage trial calls

- Managing purchase numbers, pricing plans, and other backend settings

Use this panel carefully, as it provides access to core configuration elements of the TCall system that directly affect live functionality.
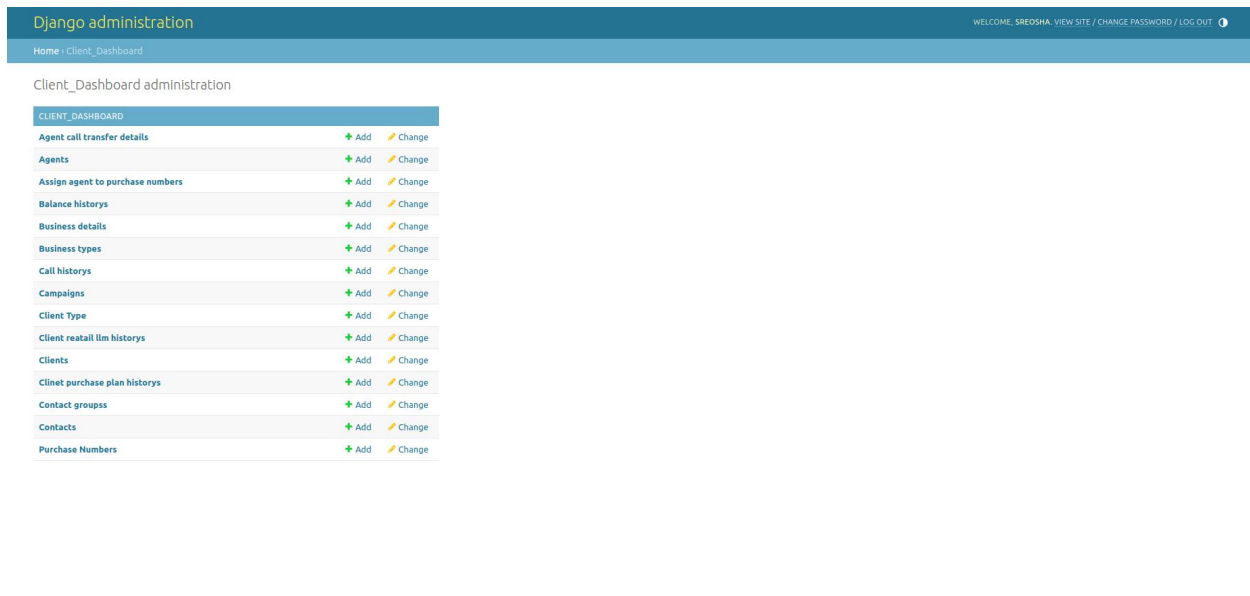
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1. Login

Use the appropriate environment link:

- **Production:**
  https://dev.backend.tcall.ai/admin/client_dashboard/

- **Development:**
  https://api.dev.tcall.ai/admin/login/?next=/admin/tcall_dashboard/client_dashboard/

Steps:

1. Click the appropriate link above.

2. Log in with your **admin credentials**.

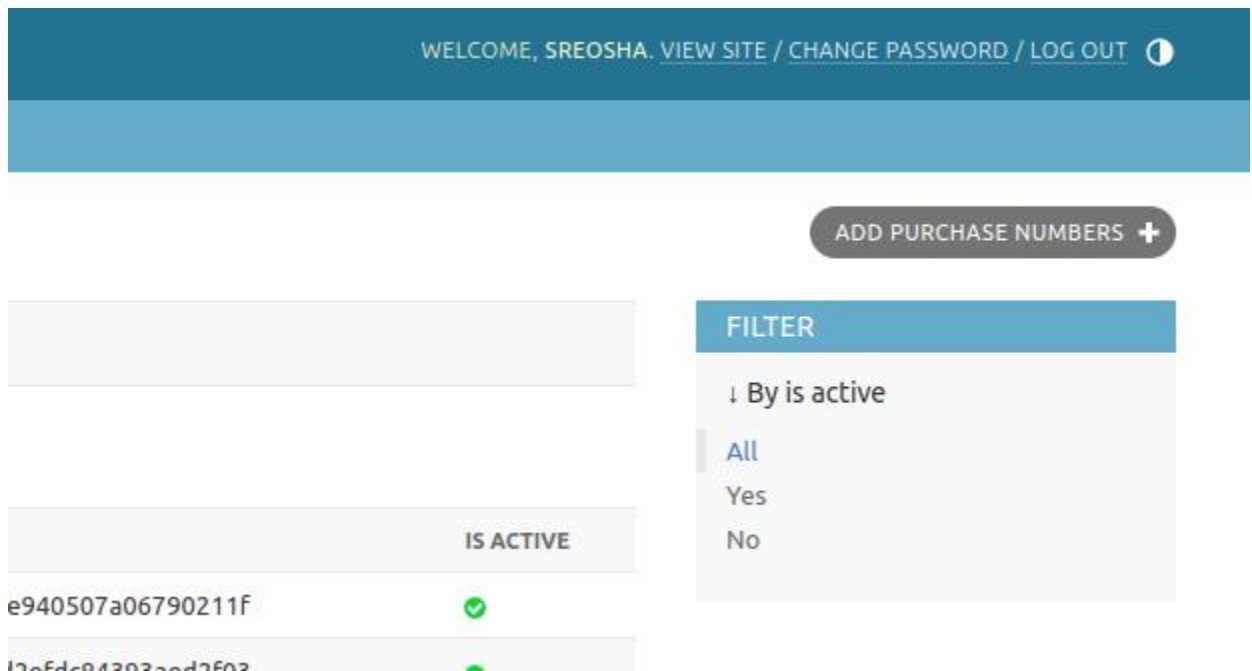3. You'll be directed to the dashboard.
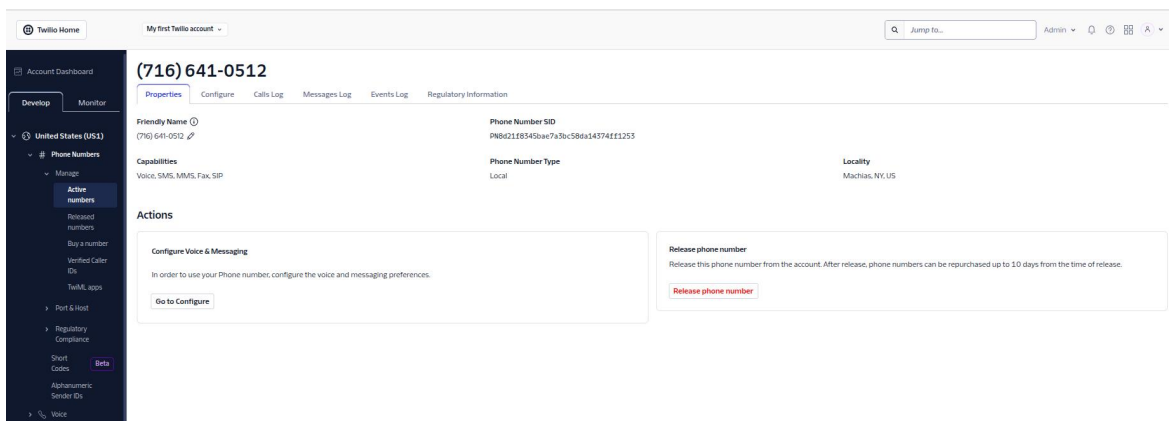

2. Add Purchase Number

Links:

- **Prod:** https://dev.backend.tcall.ai/admin/client_dashboard/purchasenumber/

- **Dev:** https://api.dev.tcall.ai/admin/client_dashboard/purchasenumber/

Steps:

1. Click on **Purchase Numbers**.

2. Click **"Add Purchase Numbers"** (top-right corner).

WELCOME, SREOSHA. VIEW SITE / CHANGE PASSWORD / LOG OUT

ADD PURCHASE NUMBERS +

FILTER

↓ By is active

All
Yes
No

IS ACTIVE

e940507a06790211f   ✓

l2ofdc84393aod2f03   •

3. Open the **Twilio Console**:
   https://console.twilio.com/

4. Navigate:
   United States (US1) → **Phone Numbers** → **Manage** → **Active Numbers**
   Select number → go to **Properties** → **Copy the SID**.

5. Paste the SID into the Purchased **SID** field in the Django panel.

6. If the number is for the marketing site, tick **"Is for marketing website"**.
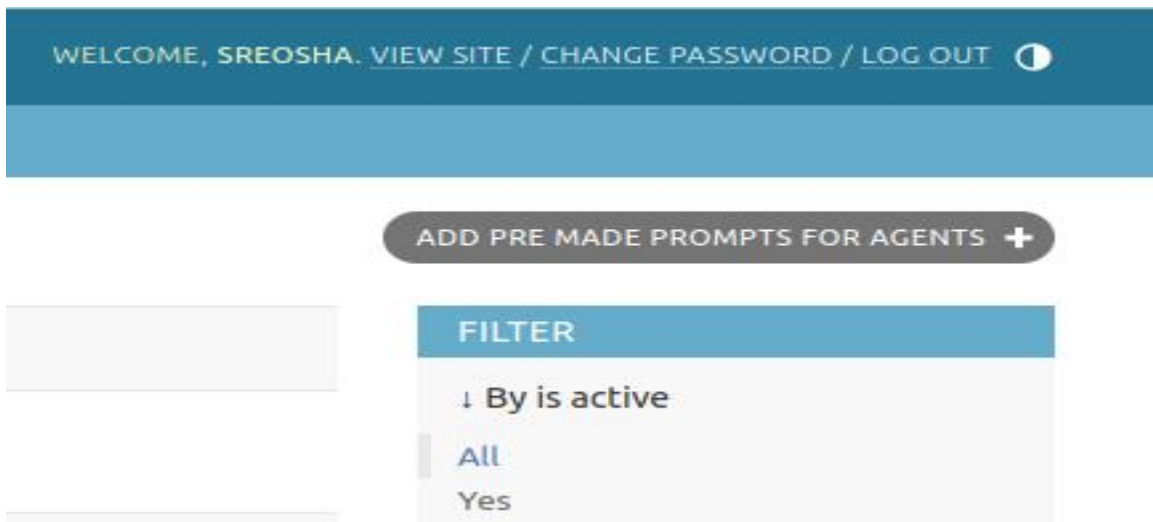
7. Click **Save** or **Save and add another**.

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3. Add Pre-made Prompt

Links:

- **Prod:** https://dev.backend.tcall.ai/admin/tcall_dashboard/premadepromptsforagents/

- **Dev:** https://api.dev.tcall.ai/admin/tcall_dashboard/premadepromptsforagents/

Steps:

1. Click **"Add premade prompts for Agents"**.

WELCOME, SREOSHA. VIEW SITE / CHANGE PASSWORD / LOG OUT

ADD PRE MADE PROMPTS FOR AGENTS +

FILTER

↓ By is active

All

Yes

2. Fill out the form:

   ○ **Title**

   ○ **General Prompt** and **State Prompt**
     Format reference:
       Prompt Format Guide (Retell)

- Tick **"Is for homepage"** if for the marketing site.

- Tick **"Is inbound"** if the prompt is for inbound agents.

- Use **{{placeholder}}** in the General Prompt for dynamic content.

3. Click **Save** or **Save and add another**.
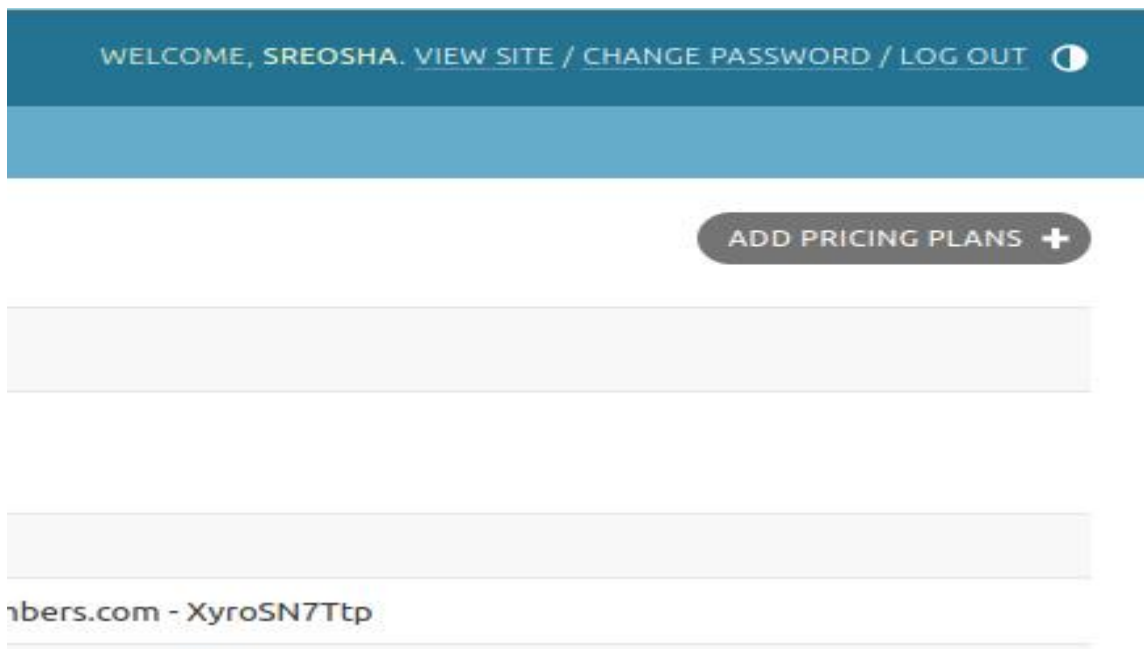
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4. Add Pricing Plans

Links:

- **Prod:** https://dev.backend.tcall.ai/admin/tcall_dashboard/pricingplans/

- **Dev:** https://api.dev.tcall.ai/admin/tcall_dashboard/pricingplans/

Steps:

1. Click **"Add Pricing Plans"**.

WELCOME, SREOSHA. VIEW SITE / CHANGE PASSWORD / LOG OUT

ADD PRICING PLANS +

nbers.com - XyroSN7Ttp

2. Fill in the following fields:

- ○ **Code** (unique identifier)

- ○ **Title**

- ○ **Price**

- ○ **Auto Recharge Amount**

- ○ **Bonus Amount**

3. Click **Save** or **Save and add another**.

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5. Assign Agent for Marketing Website

Links:

- **Prod:** https://dev.backend.tcall.ai/admin/client_dashboard/agents/

- **Dev:** https://api.dev.tcall.ai/admin/client_dashboard/agents/

Steps:

1. Click on the agent you wish to configure.

☐ anton@goghr.ai - YrTJPYmBim	Kate_41_094937	agent_5765526e353bff59f643a56ab7	✖	Retell	llm_4dbec52746ddf670ecbb4e8ef271
☐ anton@goghr.ai - YrTJPYmBim	Kate_41_094912	agent_c4e546e825daa755834a6de115	✖	Retell	llm_36832f369bfdeb80c2dced1e3d18
☐ sterilsaglik@gmail.com - HsWQHaJTCb	Eva_Beach_Dubai	agent_18d8a728afb704ff398debb67b	✔	Retell	llm_5bbbc215f3697c54f782b3f9939e
☐ anton@goghr.ai - YrTJPYmBim	Kate_41_155645	agent_028726febc5b3b7e784c465023	✖	Retell	llm_2a0eb9722b4db812ce28f421e58f
☐ anton@goghr.ai - YrTJPYmBim	Kate_41_155357	agent_abd90fab56c7daa0aa4dc92f48	✖	Retell	llm_c2ab0992dd386867d25f140cb13d
☐ anton@goghr.ai - YrTJPYmBim	Kate_41_152346	agent_5e5e5a76aa0ec3e5bb762274c4	✖	Retell	llm_c7e5ab7f010f7df54b4855a69afc
☐ anton@goghr.ai - YrTJPYmBim	Kate_41_141705	agent_798d73c750851883b79e98c54b	✖	Retell	llm_9949ab9d4418cb105774fdd7b47c
☐ anton@goghr.ai - YrTJPYmBim	Kate_41_141156	agent_0ab0694b933b1d2588fb907ddd	✖	Retell	llm_8c63dc59fb758b988b00555c1711
☐ rubi.taj@timesinternet.in - hBSF6B6XJU	Monika (en-IN)	agent_daf51e76a7f3b7998836f2afa1	✖	Retell	llm_e7b10de57a2c2167f48b9ad0a00a
☐ dmitry@smplsinnovation.one - nhcD7H9UzG	Kate_AUS_Scenario_1	agent_28bbcc4518a5cbe86f9e4fd628	✖	Retell	llm_6d661b1c6d4c2a13588bdcc584c7
☐ dmitry@smplsinnovation.one - nhcD7H9UzG	Kate_AUS_Scenario_2	agent_611320995fe7794ce0e0a44831	✖	Retell	llm_6d60267e38618238151062a8c363
☐ dmitry@smplsinnovation.one - nhcD7H9UzG	Kate_Aus_Scenario_3	agent_8be3de0a9b18fa61468f10db32	✖	Retell	llm_e6247c357cbfd8e54e8c6ecf4e6b
☐ dmitry@smplsinnovation.one - nhcD7H9UzG	Kate_Aus_Scenario_5	agent_3d29639656298125c8b8f1204e	✖	Retell	llm_180e8eb9e28a0b70c3bdf66530f6

2. In the agent profile:

- ○ **Untick** "Is inbound"

- ○ **Tick** "Is for homepage"

3. Click **Save**.

Notes

- Use **{{placeholder}}** syntax in prompts to allow dynamic text insertion.

- Always copy the correct SID from Twilio for the phone number to work.

- Confirm agent configurations match their intended use (homepage or inbound).