

# TCall Website & Client Dashboard – User Manual

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# 1. Introduction

Welcome to **TCall.ai**! This user manual is designed to assist you in navigating the website and dashboard, managing your account, and leveraging the full range of platform features.

## Purpose

To provide a comprehensive guide for accessing and effectively using TCall's platform.

## Key Features

- Web-based access for convenience and flexibility
- Intuitive, user-friendly dashboard
- Real-time data and analytics for informed decision-making
- Human-like AI agent voices and behaviors
- Multilingual agent support (32+ languages, 50+ accents)
- Multi-country phone number availability
- Seamless inbound and outbound call handling
- Post-call features: transcription, recordings, and review
- Flexible solutions adaptable to any use case

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## 2. Accessing the Website

- **Website URL:** [www.tcall.ai](http://www.tcall.ai)
- **Supported Browsers:** Chrome, Firefox, Safari, Edge
- **Recommended Screen Resolution:** Standard/Conventional resolution

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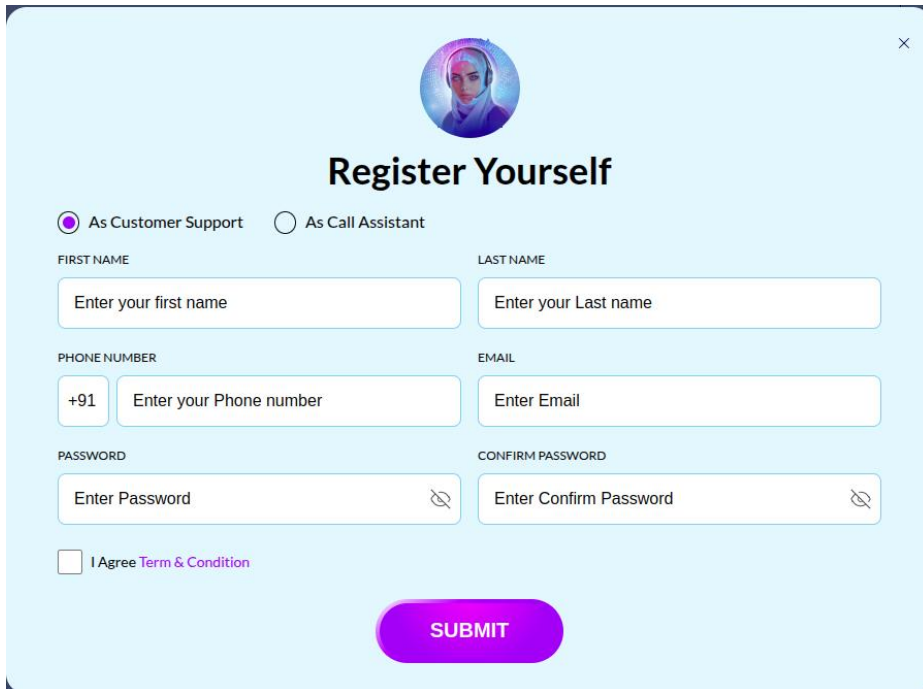
### 3. System Requirements

- **Internet Connection:** Conventional speed
  - **Supported Devices:** Desktop, Laptop, Tablet, Mobile
  - **Browser Requirements:** Modern, up-to-date browser versions
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### 4. Account Creation and Login

#### Creating an Account

1. Visit <https://www.tcall.ai>
2. Click on **Login / Registration** at the top left
3. In the modal, click **Don't have an account? Register Now**
4. Fill out the registration form and click **Submit**



The image shows a registration form titled "Register Yourself" with a close button (X) in the top right corner. At the top center is a circular profile picture of a person wearing a headset. Below the title, there are two radio buttons: "As Customer Support" (selected) and "As Call Assistant". The form contains several input fields: "FIRST NAME" (placeholder: "Enter your first name"), "LAST NAME" (placeholder: "Enter your Last name"), "PHONE NUMBER" (with a "+91" dropdown and placeholder: "Enter your Phone number"), "EMAIL" (placeholder: "Enter Email"), "PASSWORD" (placeholder: "Enter Password" with an eye icon), and "CONFIRM PASSWORD" (placeholder: "Enter Confirm Password" with an eye icon). At the bottom left, there is a checkbox labeled "I Agree Term & Condition". A large purple "SUBMIT" button is centered at the bottom.

## Logging In

1. Go to <https://www.tcall.ai>
2. Click on **Login / Registration**
3. Enter your credentials and log in

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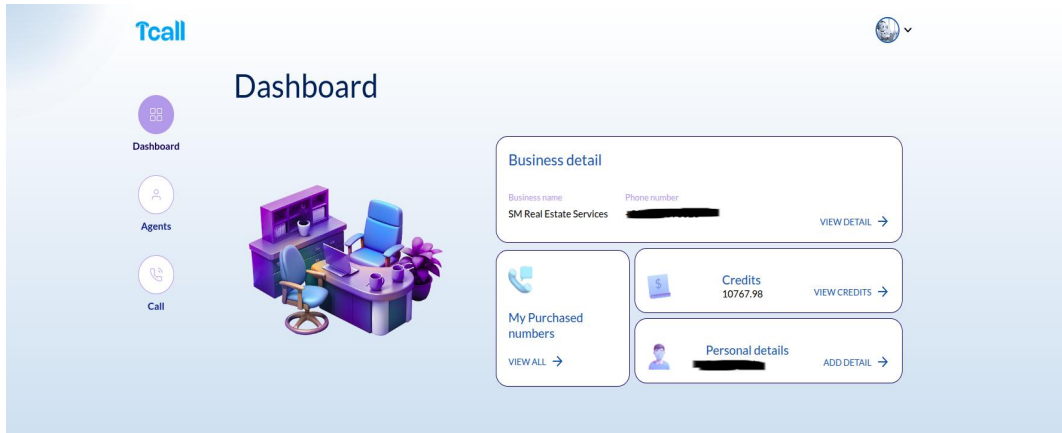
## 5. Dashboard Overview

*Note: Full dashboard access is granted only after your account is approved and users subscribe with a plan.*

### Dashboard Layout

- **Business Details:** Business name, phone number, and other information
- **My Purchased Numbers:** List of phone numbers purchased
- **Credits:** Current credit balance

- **Personal Details:** Name and contact details
- **Dashboard Section:** Redirects to dashboard overview
- **Agents Section:** Redirects to agent management
- **Calls Section:** Redirects to call records and management



## Key Features

- Charts and analytics
- Real-time data and insights

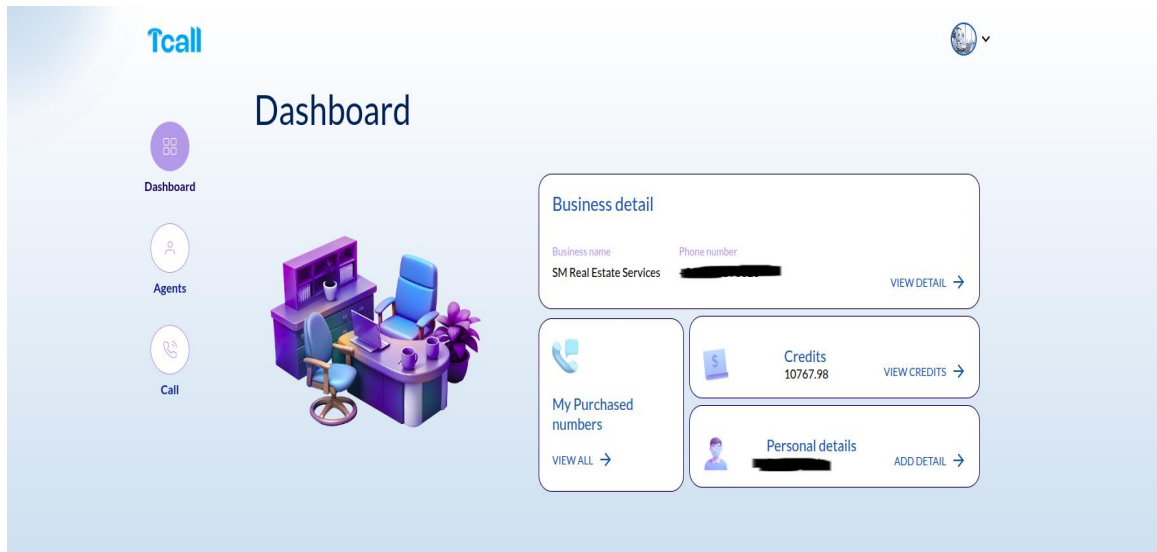
## 6. Dashboard Navigation

This section explains how to navigate the key areas of the platform.

### Main Menu Sections

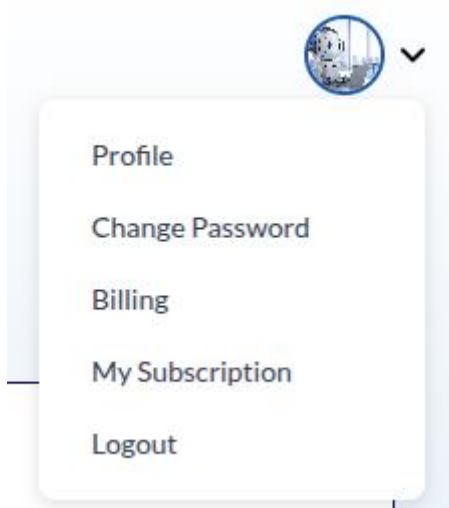
- **Dashboard:** View account activity and performance
- **Agents:** Manage agent profiles and permissions
- **Calls:** Access history, recordings, and transcripts
- **Business Details:** Manage company information

- **My Purchased Numbers:** View and assign purchased numbers
- **Credits:** Check balance and buy more credits



## User Profile Section

- **User Profile:** Access and update personal settings



## Profile

- View First Name, Last Name, Client ID, Mobile Number, and Email

### **Change Password**

- Reset or update your password securely

### **Billing**

- View and manage active/saved payment methods

### **My Subscription**

- View current subscription plan and status

### **Logout**

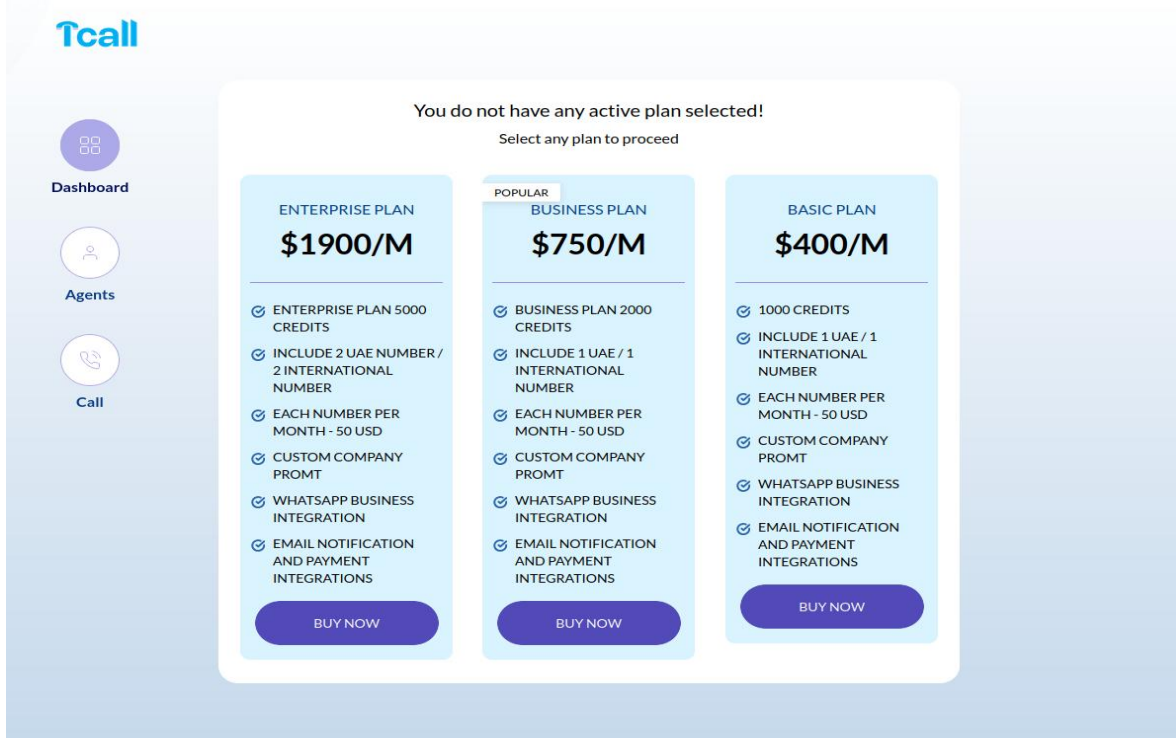
- Log out securely from the dashboard

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## **7. Using the Dashboard**

### **Common Tasks**

1. Select a plan → Choose a payment method → Submit plan request



2. Wait for account approval
3. Once approved, check assigned phone numbers

## Advanced Features

- Use filters
- Export data
- Schedule reports

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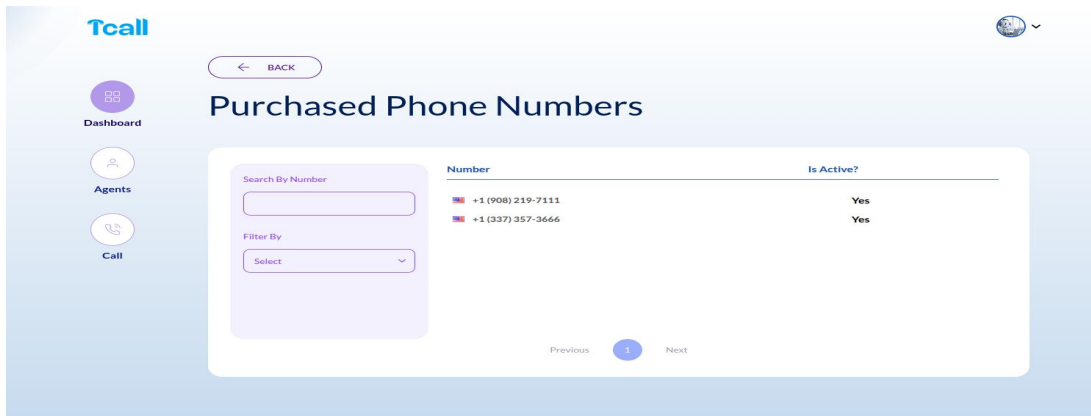
## 8. Performing Key Tasks of Dashboard

### 8.1 Check Assigned Phone Numbers

- Go to **My Purchased Phone Numbers**

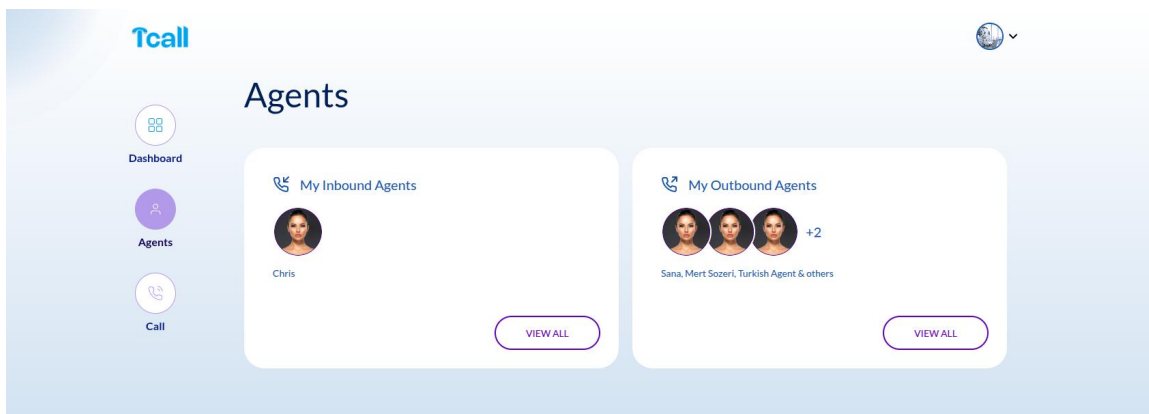


- View assigned numbers, country, and status
- Search by number or status (Active/Inactive)

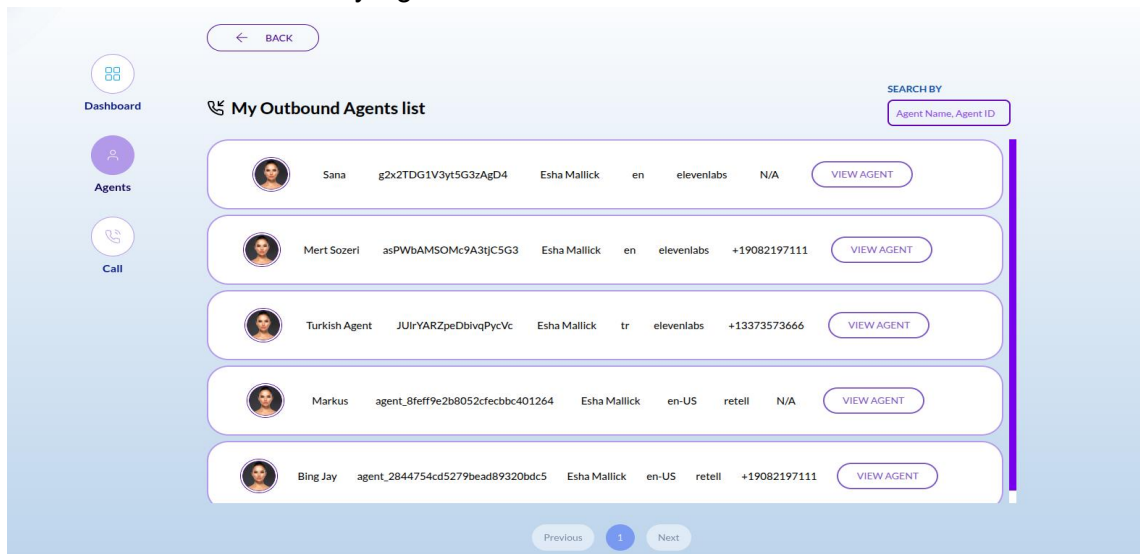


## 8.2 Agent View & Update

1. Navigate to the **Agents** section
2. Choose agent type (e.g., My Inbound Agents / My Outbound Agents)



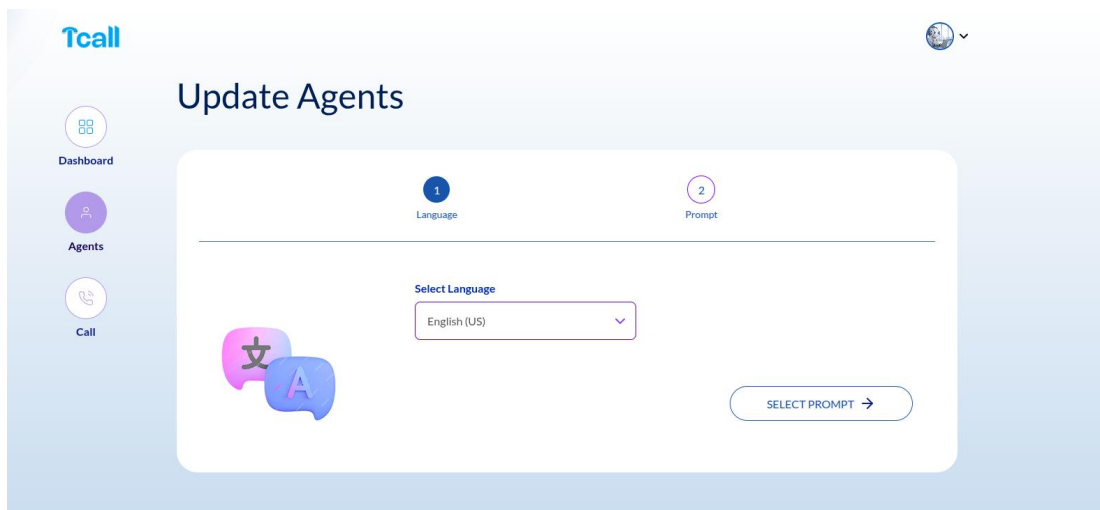
3. Click **View All** → Search by Agent Name or ID



4. Click **View Agent**

5. Update:

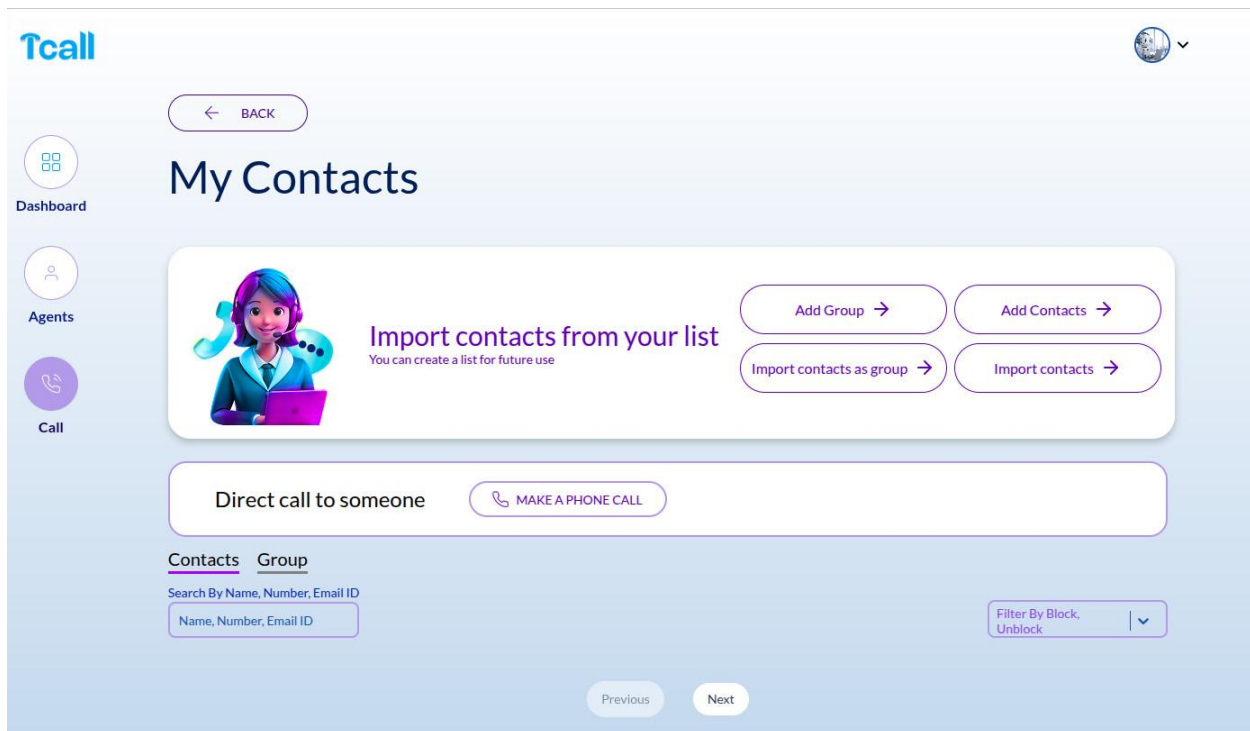
- **Language**
- **Prompt:** Modify placeholders, agent name, and start message



6. Click **Update Agent**

## 8.3 Add Phone Number(s)

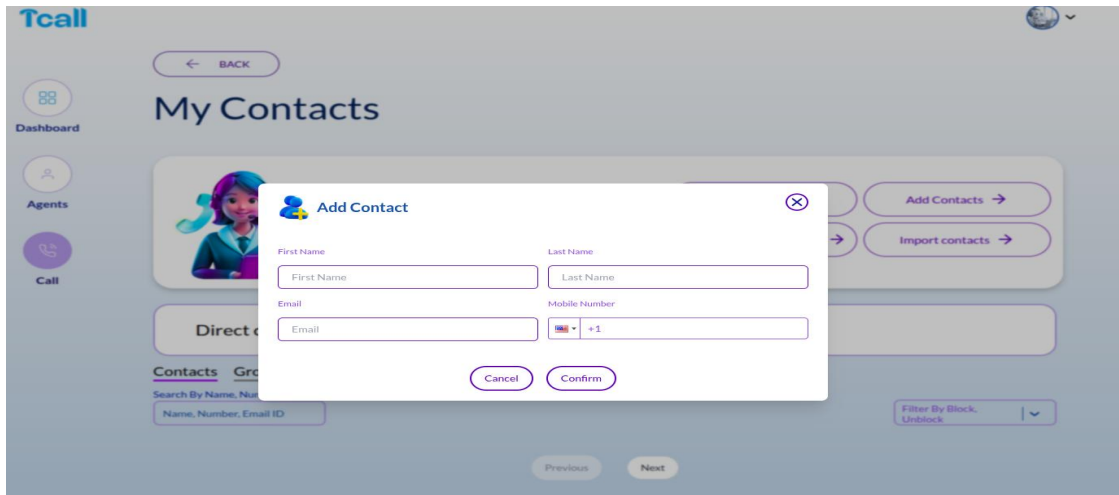
Go to the Call Section → Contacts



TCall offers several options:

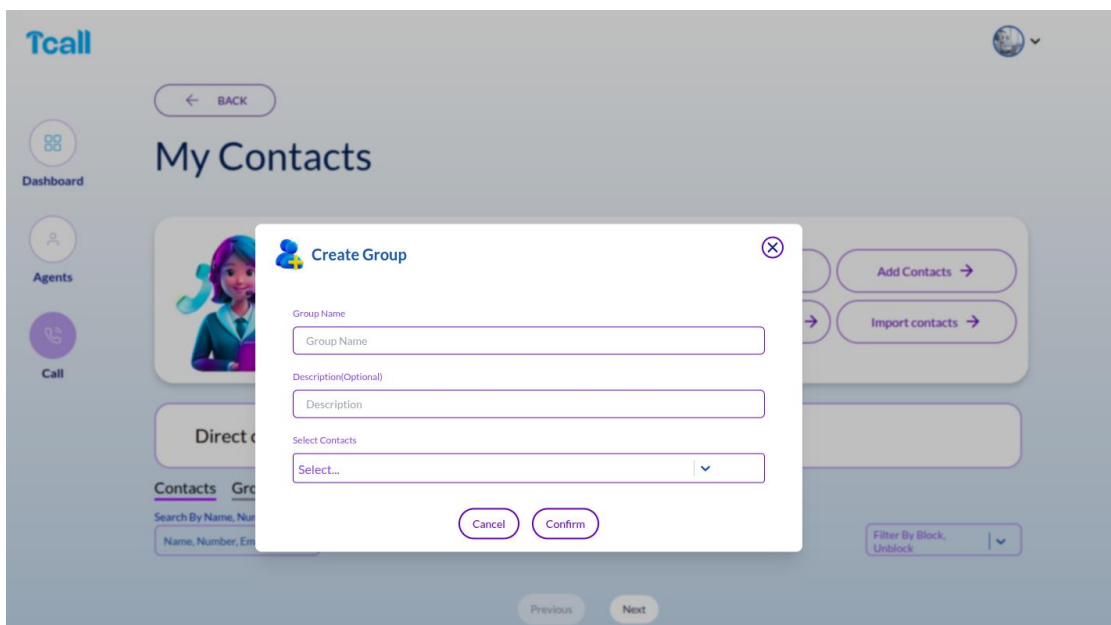
### a) Add Contacts

- Add a single contact manually
- Input: First Name, Last Name, Email, Phone Number → Confirm



## b) Add Group

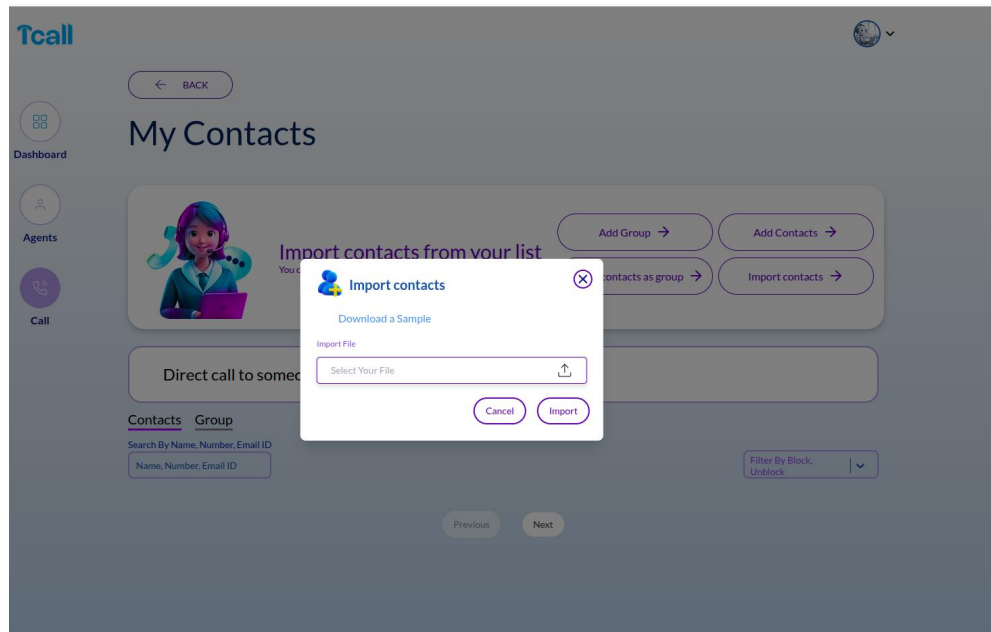
- Create a contact group from existing contacts
- Input: Group Name → (Optional) Description → Select Contacts → Confirm



## c) Import Contacts

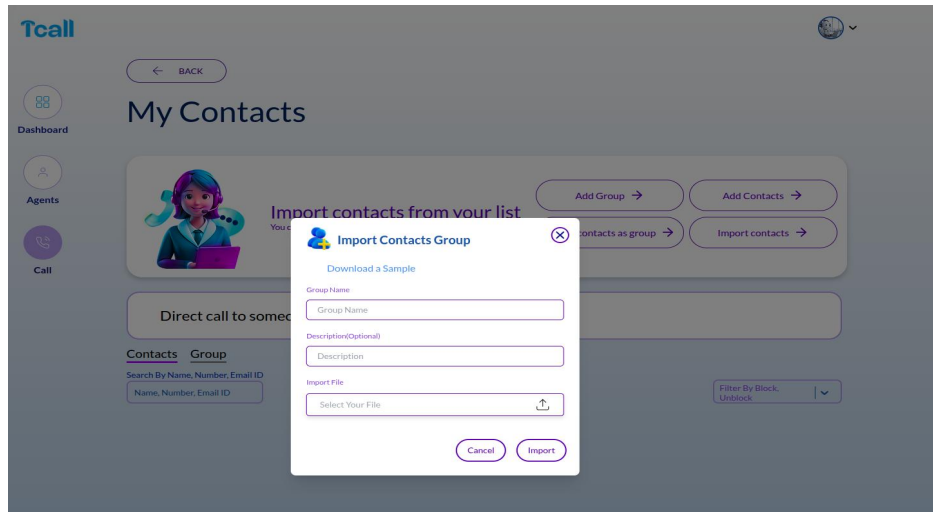
- Upload a spreadsheet of contacts
- Steps:

1. Click **Download a Sample** to get the required format
2. Fill out the sample sheet
3. Upload using **Select a File (Import File)** → Confirm



#### d) Import Contacts as Group

- Create a group and import contacts at the same time
- Steps:
  1. Input Group Name → (Optional) Description
  2. Download sample → Fill out → Upload and Confirm



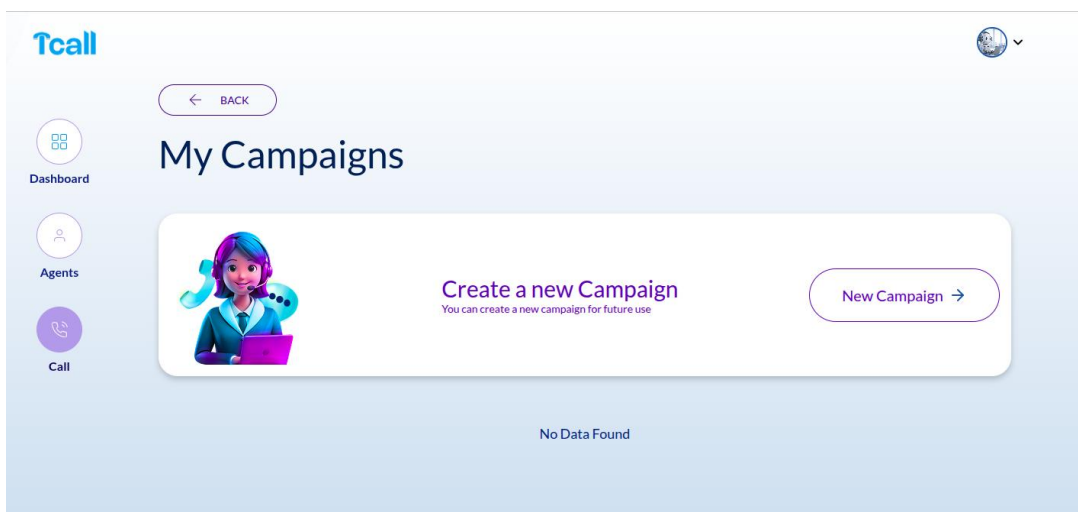
## 8.4 Create a Campaign

This module allows scheduling of batch outbound calls using a contact group.

*Note: A contact group must exist. This is not for inbound calls.*

### Steps:

1. Go to **Dashboard** → **Call** → **Campaign**
2. Click **New Campaign**



3. Input:

- Campaign Title
- Budget
- Date & Time
- Select Contact Group
- Select Agent

4. Click **Create**

The screenshot shows the Tcall application interface. On the left is a sidebar with icons for Dashboard, Agents, and Call. The main area is titled 'My Campaigns' and features a 'BACK' button and a 'New Campaign' button with a right arrow. A modal window titled 'Add Contact a New Campaign' is open in the center. The modal contains the following fields: 'Title' (text input), 'Budget' (text input), 'Select Date & Time' (two date/time pickers), 'Contact Group' (dropdown menu), 'Agent' (dropdown menu), and 'Purchased number' (text input). At the bottom of the modal are 'Cancel' and 'Create' buttons.

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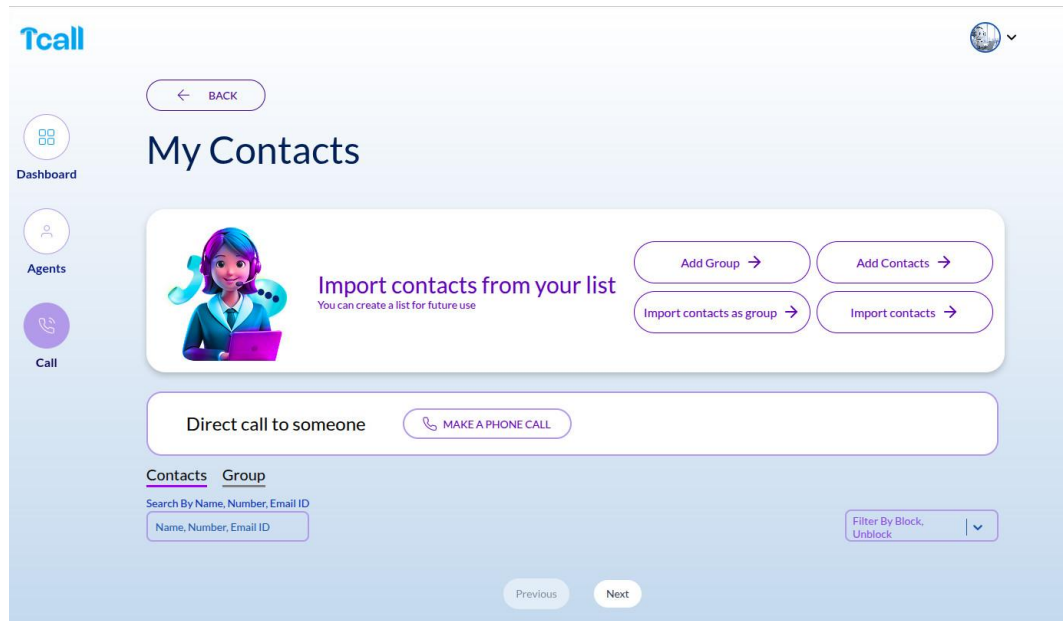
## 8.5 Make an Outbound Call

Two methods:

- **Direct Call:** Make a call at any time to a known number
- **Campaign:** Use the Campaign module (as explained above)

### Steps for Direct Call:

1. Go to **Dashboard** → **Call** → **Contact**
2. Navigate to **Direct call to someone** section



3. Input:
  - Phone Number
  - Select Agent
  - Click **Make a Call**

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## 8.6 Call Logs & Call History

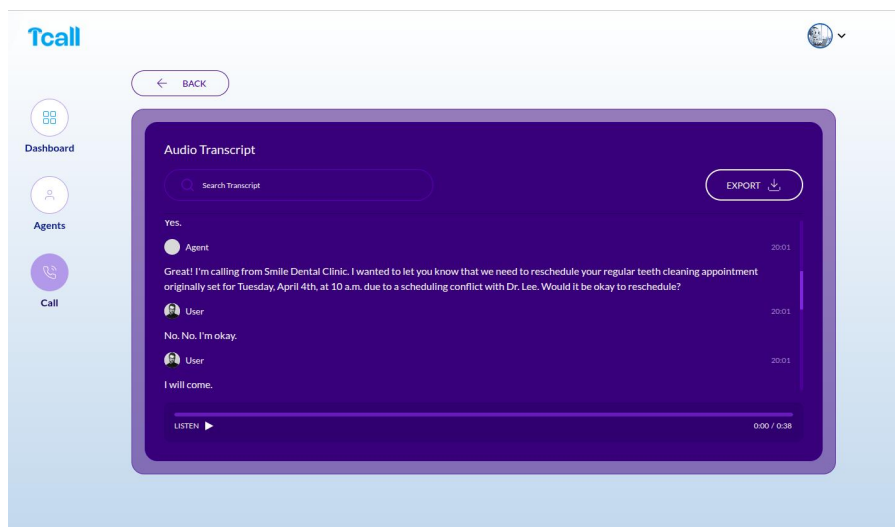
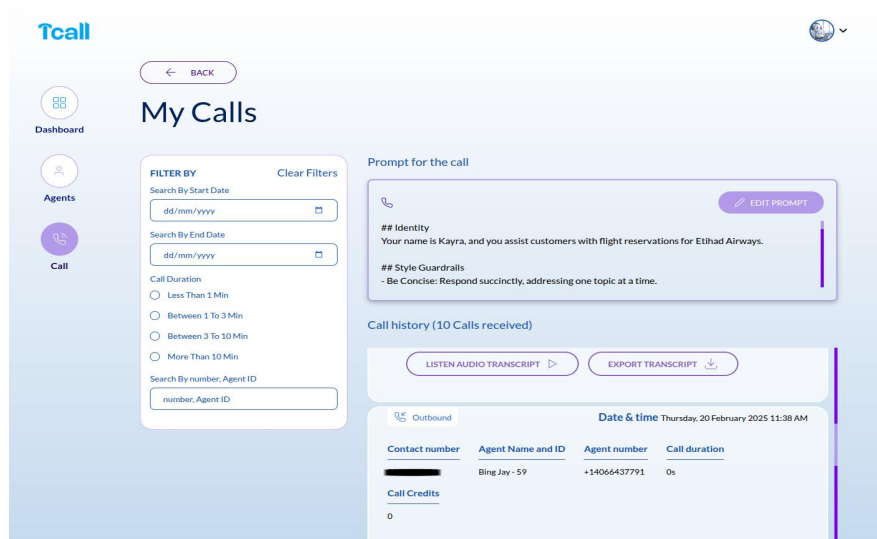
1. Go to **Dashboard** → **Call** → **Calls**
2. Filter by:
  - Start/End Date
  - Duration



- Agent ID or Agent Number

### 3. Access:

- **Listen to Audio Transcript**
- **Export Transcript**
- **Search within Transcript**
- **Export to Excel (includes audio URL)**

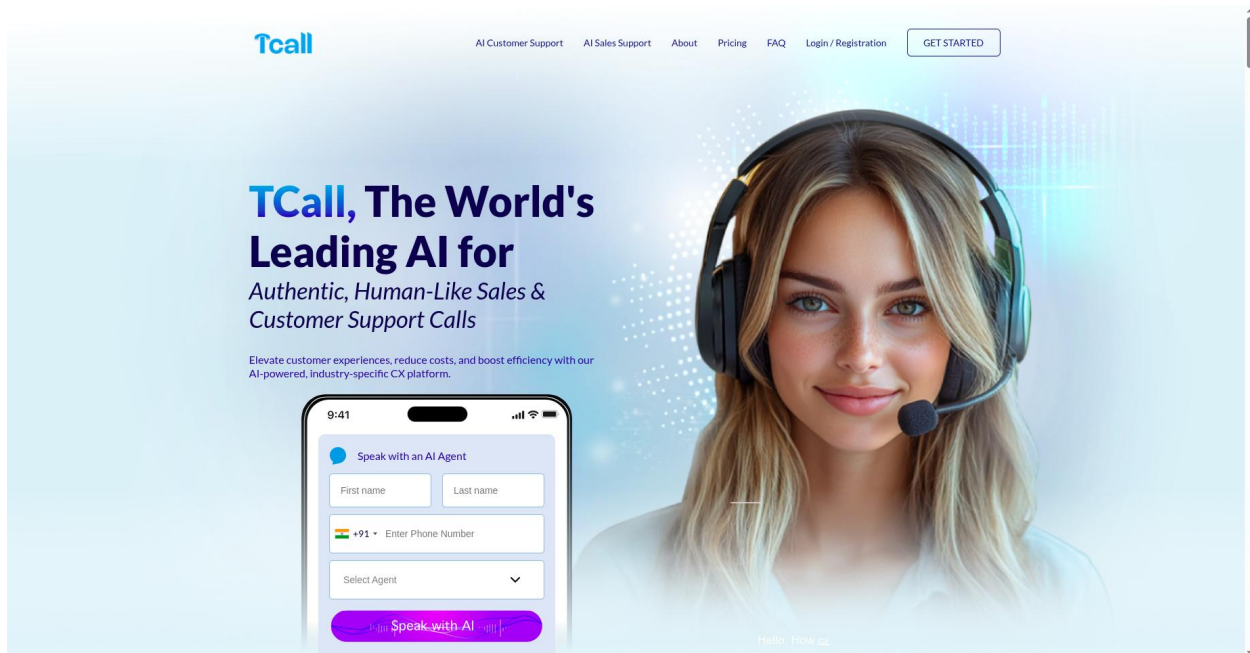


### 4. Paste the URL in a browser to download the audio

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## 9. Website Navigation

This section provides an overview of the **TCall website's primary navigation menu**, helping users quickly access important areas before logging into the dashboard.



### 9.1 Website Header Sections

- **AI Customer Support**  
Learn how TCall's AI agents handle customer service with human-like conversations and instant responses.
- **AI Sales Support**  
Discover how TCall's AI agents support sales activities, including outreach, qualification, and lead nurturing.
- **About**  
Read about TCall's mission, vision, and the team behind the platform.
- **Pricing**  
Compare available subscription plans and choose the one that fits your business needs.

- **FAQ**  
Find answers to frequently asked questions about features, setup, and usage.
- **Login / Registration**  
Sign in to your existing account or register a new one to access the dashboard.
- **Get Started**  
Quickly begin your journey with TCall, including account setup and onboarding.

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## 9.2 Speak with an AI Agent

This feature allows you to **experience a live trial outbound call** from one of TCall's AI agents.

### Steps:

1. Fill in your **First Name**
2. Fill in your **Last Name**
3. Enter **Your Phone Number**
4. **Select your preferred AI Agent** from the dropdown list
5. Click "**Speak with AI**" to initiate a trial outbound call to your number

This is a quick and interactive way to test the capabilities of TCall's AI voice agents before registering.

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## 10. Using the Website

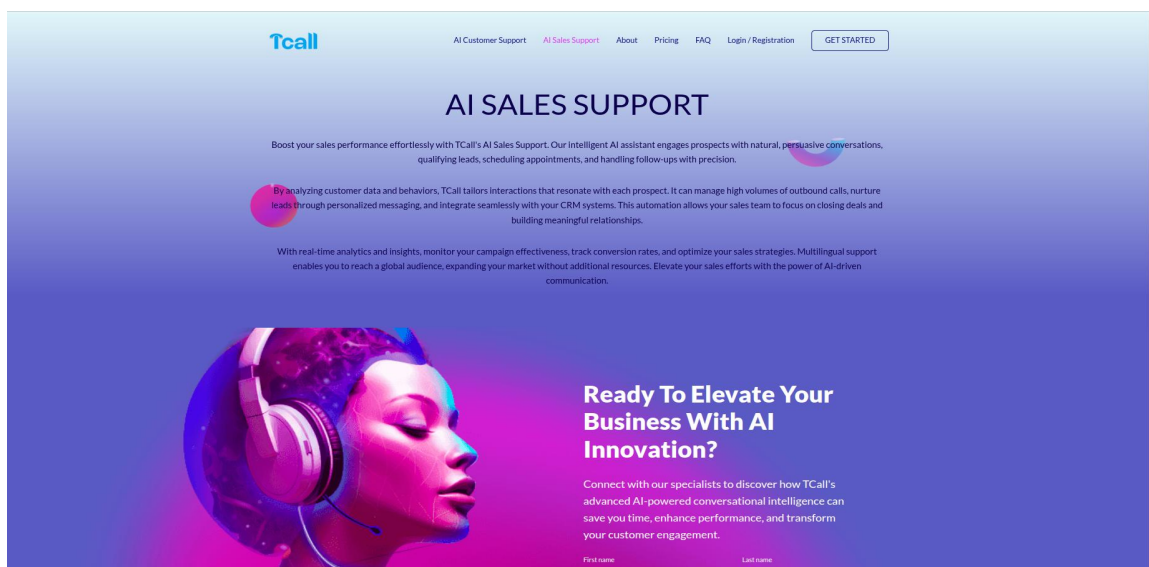
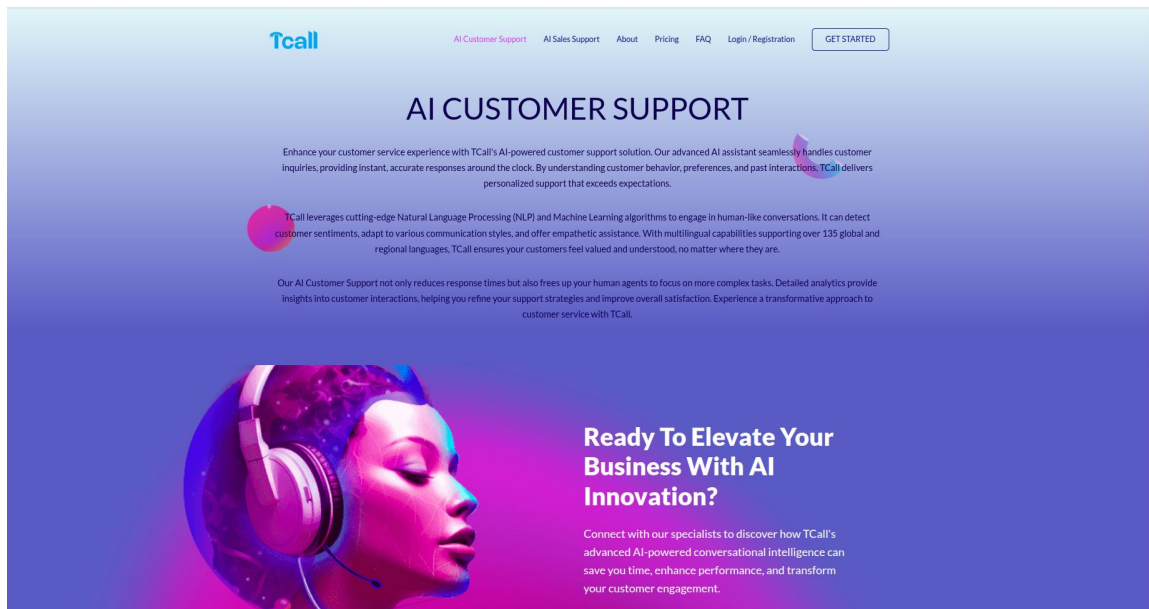
This section outlines the essential tasks and interactive features available on the **TCall public-facing website** before logging into the client dashboard.

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## Common Tasks

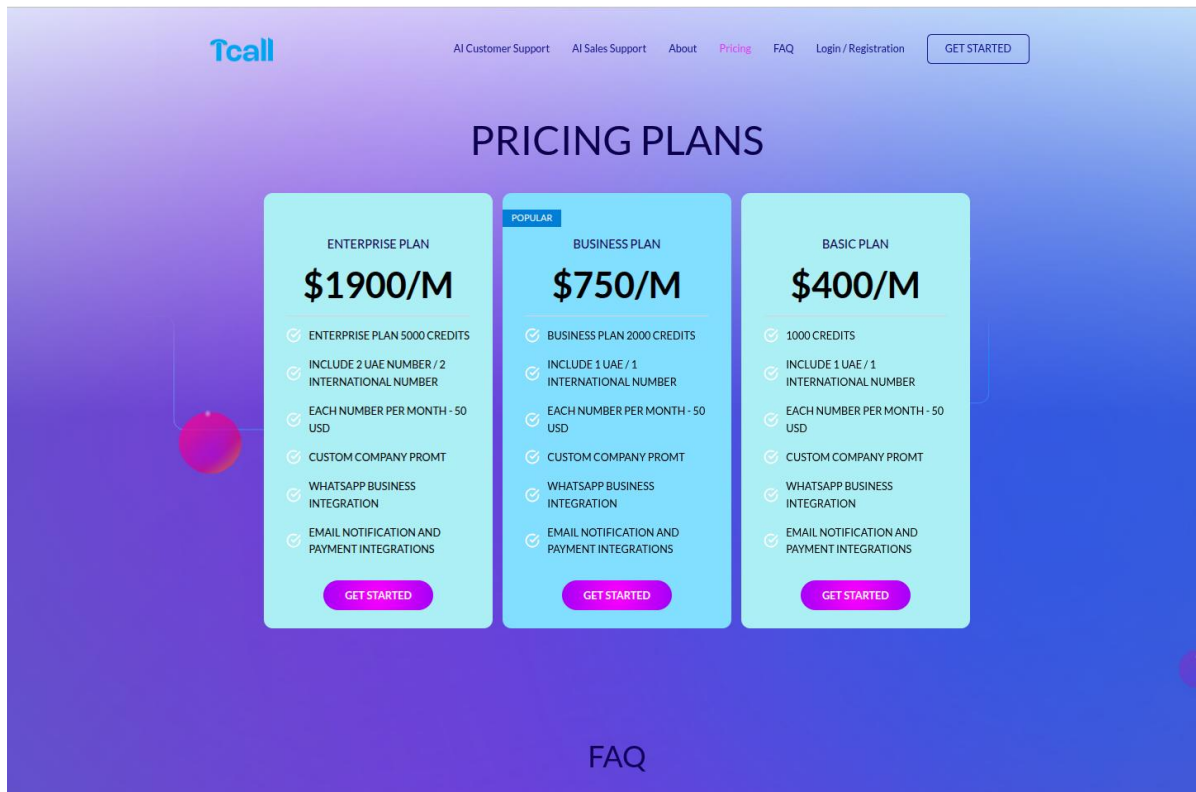
### Task 1: Explore AI Solutions

- Navigate to **AI Customer Support** or **AI Sales Support**
- Read about how TCall's AI agents enhance customer experience and sales workflows
- Contact Sales



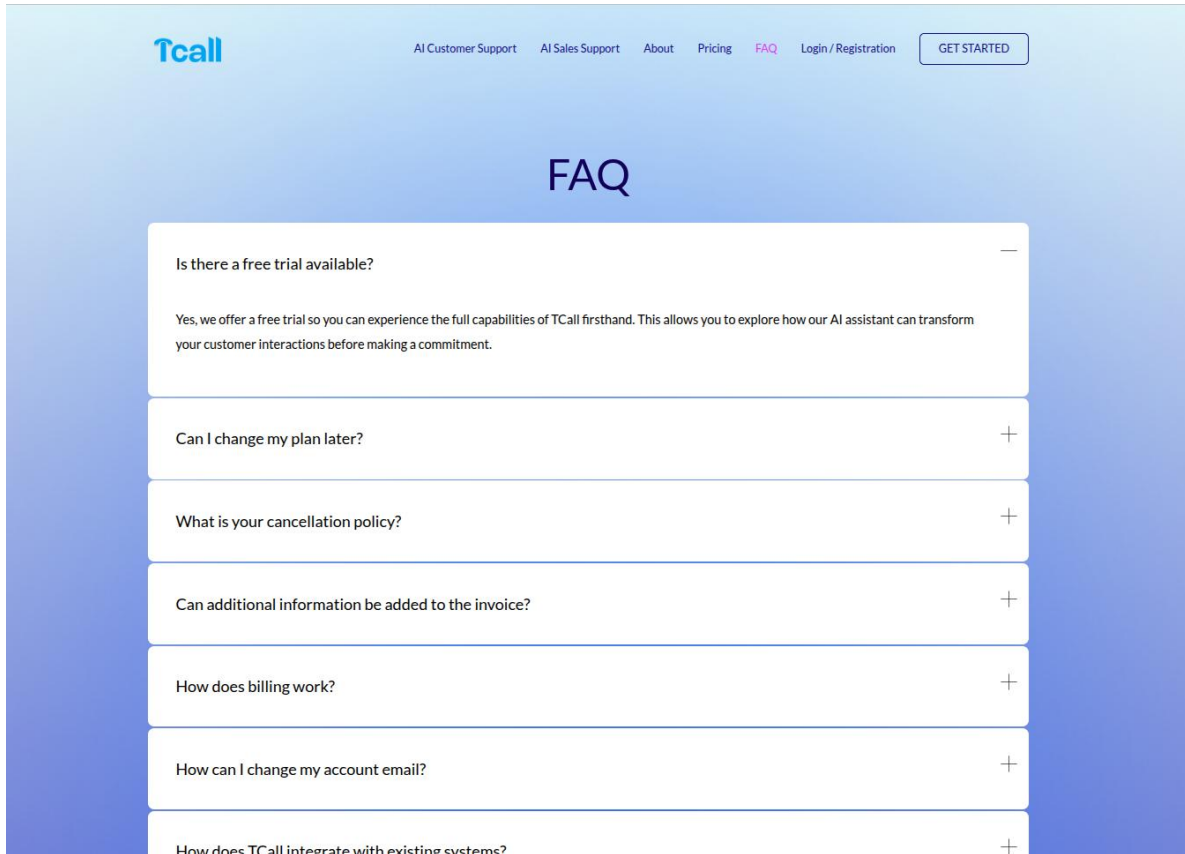
## Task 2: Review Pricing Plans

- Click on **Pricing** in the main navigation bar
- Compare available subscription tiers
- Understand which features are included in each plan
- Choose the most suitable plan for your business size and goals



## Task 3: Read FAQs and Learn More

- Navigate to **FAQ**
- Browse commonly asked questions
- Get quick answers related to platform usage, billing, technical issues, and onboarding



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## Interactive Features

### Try the AI Agent (Trial Call Feature)

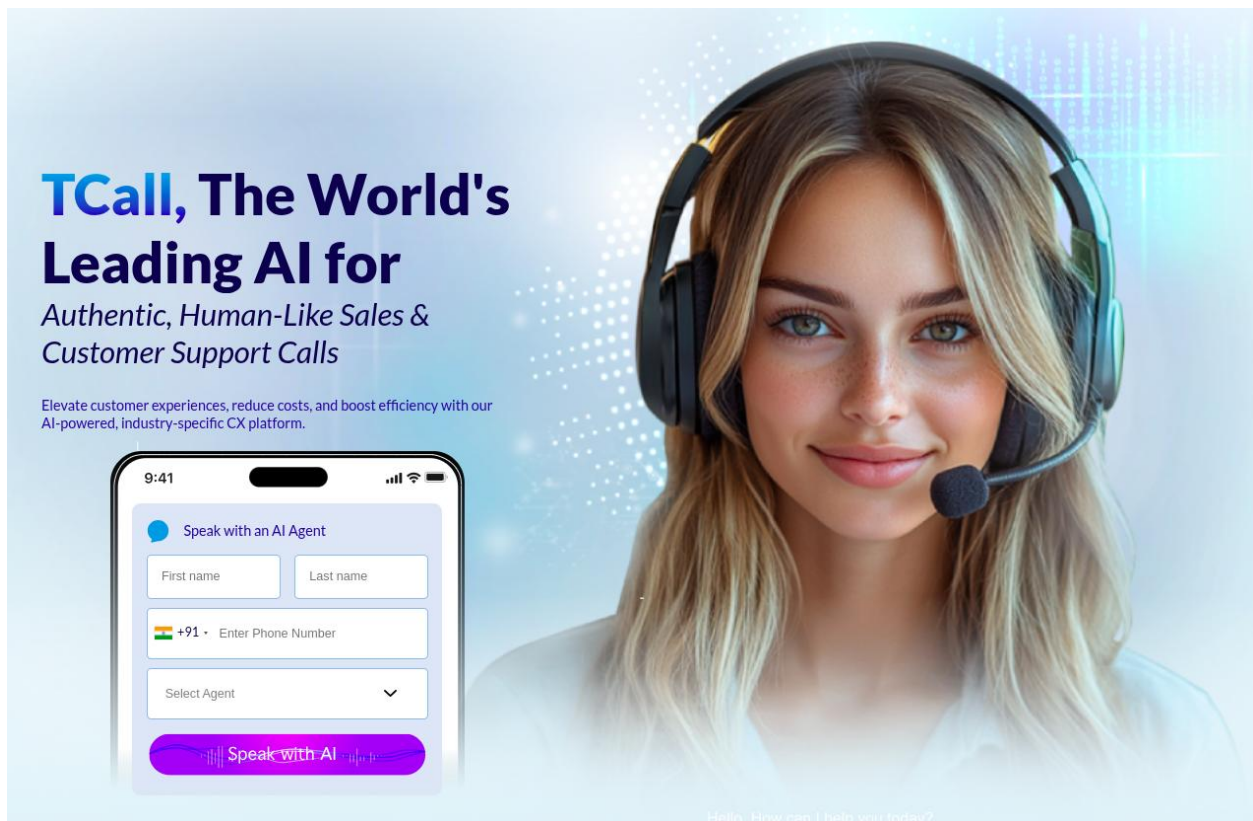
Use the **“Speak with an AI Agent”** option to experience how TCall agents communicate in real-time.

#### Steps:

1. Fill in:
  - First Name
  - Last Name
  - Your Phone Number
  - Select your preferred AI Agent from the list

2. Click **“Speak with AI”**
3. You will receive a trial outbound call from the selected AI agent

This demo helps you understand the voice, tone, and interaction style of the AI agents before making a purchase.



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## Login / Registration

- Click on **Login / Registration** in the top navigation
  - Access the client dashboard if you already have an account
  - Register a new account to get started with TCall
-

## Get Started Button

- Clicking **Get Started** redirects to the onboarding or registration process
  - Ideal for new users looking to explore the platform and begin a trial
-