



PRODUCT OF AGNOINTEL

---

## USER GUIDE

<b>1. DOCUMENT CONTROL .....</b>	<b>3</b>
1.1. REVISION HISTORY.....	3
<b>2. INTRODUCTION .....</b>	<b>4</b>
<b>3. USER LOGIN .....</b>	<b>5</b>
3.1. SIGN-IN.....	5
3.2. LOGIN .....	ERROR! BOOKMARK NOT DEFINED.
3.2.1. Forget Password.....	7
3.3. ADVERTISER MODULE.....	8
3.3.1. Dashboard.....	8
3.3.2. Date Range Filter.....	8
3.4. CAMPAIGNS .....	9
3.5. TEMPLATES .....	15
3.6. AUDIENCES .....	17
3.7. CHANNELS .....	18
3.8. USER PROFILE:.....	19
3.8.1. Add New Workspace .....	20
3.8.2. PROFILE SETTINGS:.....	22
3.8.3. Workspaces : .....	25
3.8.4. Transaction:.....	25
3.8.5. LOGOUT:.....	26
<b>4. ADMIN MODULE: .....</b>	<b>27</b>
4.1. HOME:.....	27
4.2. ACCOUNTS: .....	27
4.3. CAMPAIGNS: .....	28
4.4. AUDIENCES:.....	29
4.5. CHANNELS .....	29
4.6. TEAM:.....	30
4.7. PLANS: .....	30
4.8. ADVERTISER:.....	31
<b>5. MOBILE OPERATOR MODULE .....</b>	<b>32</b>
5.1. DASHBOARD:.....	32
5.2. CAMPAIGNS: .....	
5.3. DATA: .....	33
5.4. MEMBERS : .....	34
5.5. CALLBACK HISTORY.....	34
5.5.1. Personal CallBack .....	35
5.5.2. IVR Callback.....	35
<b>6. PRODUCT MODULE – SUPERVISOR DESKTOP .....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
6.1. GENERAL .....	36
6.2. HOME .....	38
6.3. VOICE INTERACTION .....	39
6.4. INTERACTION HISTORY .....	41
6.5. CAMPAIGN REPORT.....	42
6.6. CALLBACK HISTORY.....	43
6.6.1. Personal CallBack .....	43
6.6.2. IVR Callback.....	43

**1.1. REVISION HISTORY**

Date	Version	Status	Description	Author
April 15th	V1.0	Initial Version	Click2GO- WhatsApp and SMS Channels	Click2Go Product Team



## 2. Introduction

### Welcome to Click2Go – AI-Powered Omnichannel Marketing at Its Best!

In today's fast-paced digital world, reaching your audience effectively requires more than just marketing, it demands intelligence. At Click2Go we revolutionize customer engagement with AI-powered omnichannel marketing, ensuring your brand connects with the right audience at the right time through WhatsApp campaigns, SMS marketing, voice outreach, and more.

#### Why Choose Us?

- ✓ AI-Driven Personalization – Deliver targeted, data-driven campaigns with precision.
- ✓ Omnichannel Reach – Seamlessly connect via WhatsApp, SMS, voice, and beyond.
- ✓ Automation & Efficiency – Streamline communication with smart automation.
- ✓ Higher Engagement & Conversions – Maximize customer interaction with AI-optimized strategies.

Whether you're a small business or an enterprise, we empower you to amplify your marketing, boost engagement, and drive growth like never before.

Let's transform your customer outreach- smarter, faster, and more effective!

Get Started Today!

#### 3.1. Sign-In

To Sign-In to the Click2Go follow the steps given below,

**Step 1:** Open the Chrome browser.

**Step 2:** Enter <https://click2go.ai/> in the address bar to access the console.

**Step 3:** Click on the Sign Up button on the top right corner of the page. And the below page will be viewed.

**Step 4:** Enter your email ID and password.

**Step 5:** Click **Sign Up with Email**.

**Step 6:** Check your email for an OTP and enter it in the designated field. As given in the below page.



**Step 7:** Once the verification is completed, the subscription page will appear as below. Fill in your details and complete the subscription.

1/2

**Let us get to know you**

Profile picture  
Choose File No file chosen [Upload image](#)  
\*.png, \*.jpeg files up to 5MB at least 400px by 400px

First name  
Enter your first name..

Last name  
Enter your last name..

Email  
sebastian@nike.com

Subscribe to product update emails  
Get the latest updates about features and product updates. ☐

[Continue](#)

**Step 8:** Click **Continue** to finalize the sign-up process. You will be notified once registration is complete.

## 1.1 Login

To Login to the Click2Go follow the steps given below,

**Step 1:** Enter your email and password on the login page.

Sign up

**Log in to Click2Go**  
Enter your email below to access your account

name@example.com

Password

[Log in with company email](#)

[Forgot Password](#)

By clicking continue, you agree to our [Terms of Service](#) and [Privacy Policy](#).

**Step 2:** An OTP will be sent to your email. Enter it in the designated field.

**Step 3:** After successful verification, you will be redirected to the admin console.

Forget Password.

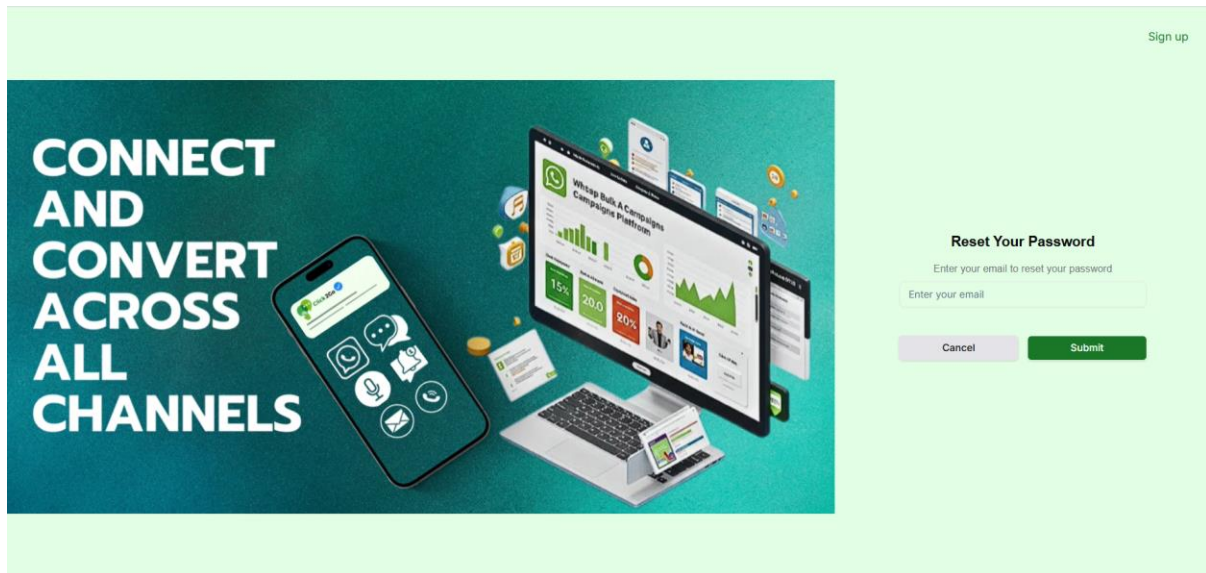




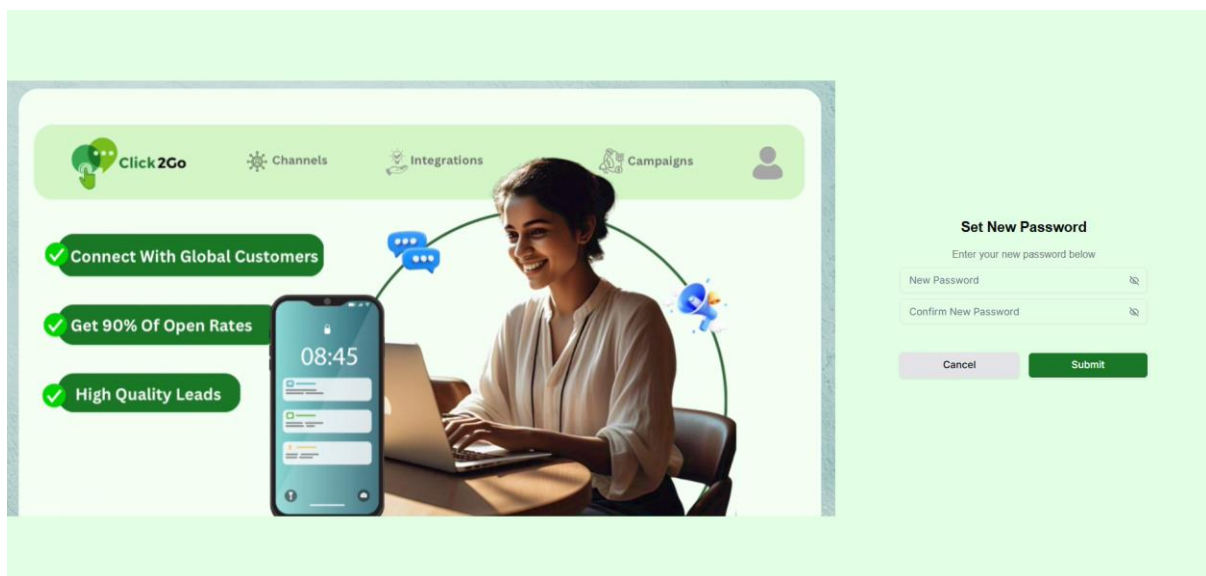
### 1.1.1 Forget Password

**Step 1:** On the login page, click the **Forgot Password** option which will redirect to the Reset Your Password Page.

**Step 2:** Enter your registered email ID.



**Step 3:** Open the link sent to your email and follow the instructions to create and confirm a new password.



**Step 4:** Use your newly created password to log in to the admin console.

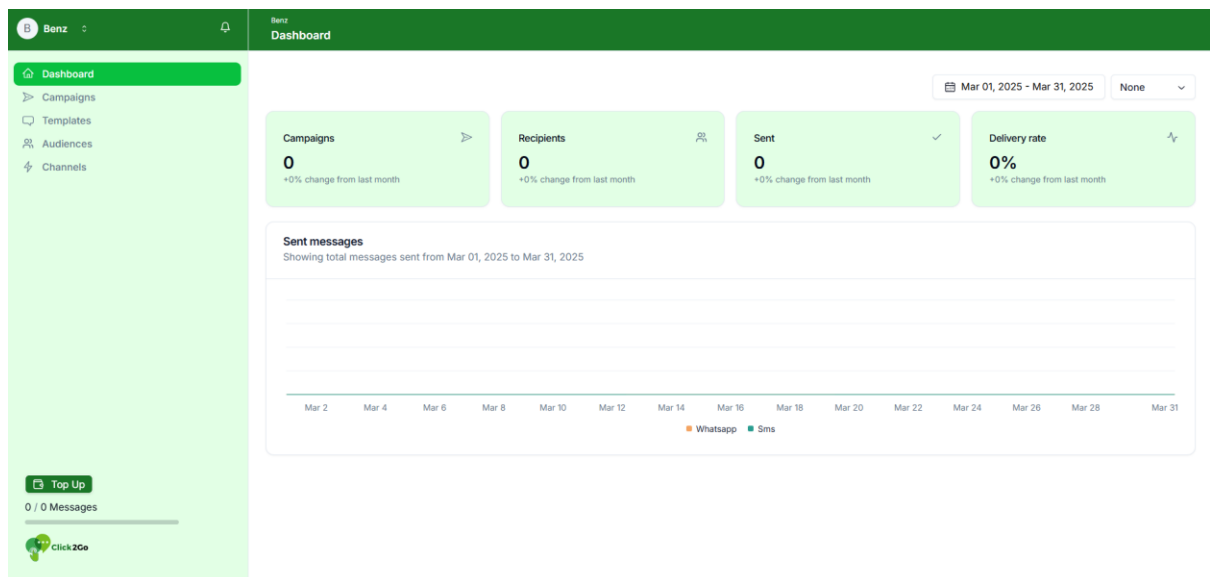
## 1.2 Advertiser Module

### 1.2.1 Dashboard

The **Click2Go Dashboard** provides a comprehensive view of messaging campaign performance, displaying key metrics such as the number of campaigns, recipients, sent messages, and delivery rate. A graphical representation tracks message trends over time, categorized into SMS and WhatsApp.

The left-side navigation allows easy access to **Campaigns, Templates, Audiences, and Channels**, while a **Top-Up** feature helps manage message limits.

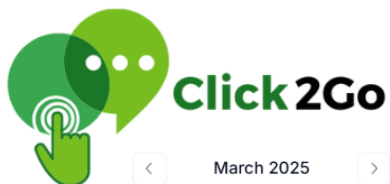
With date filters for customized insights, this dashboard offers a clear and efficient way to monitor and optimize communication efforts.



### 1.2.2 Date Range Filter

The **date range selection** allows users to filter data, track performance within a specific time frame.

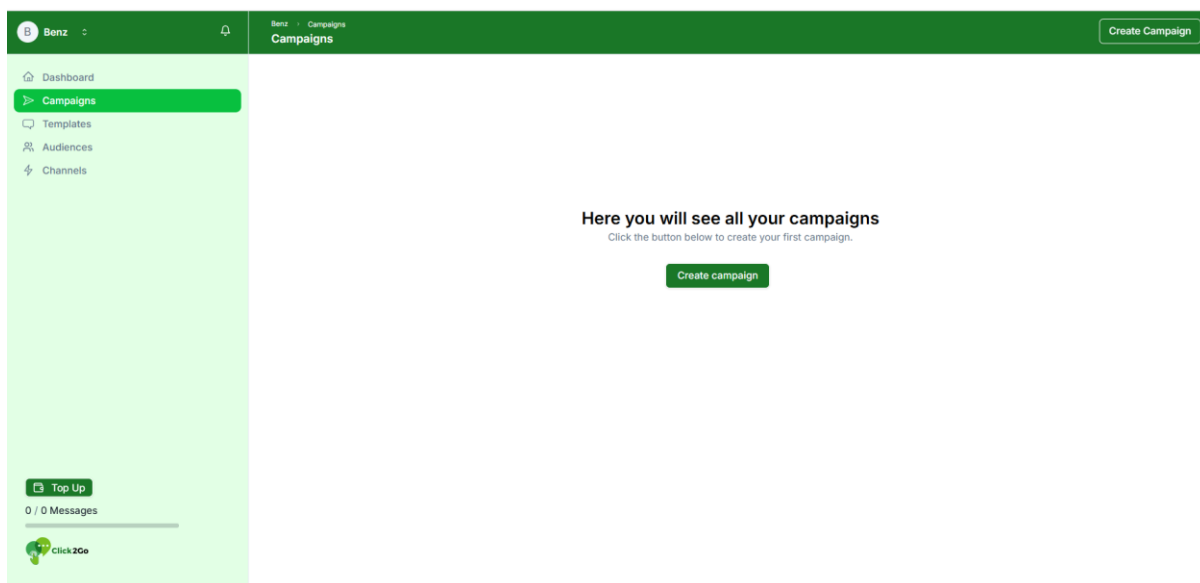




## 1.3 Campaigns

A Description of the features and the steps to create a campaign are given as follows,

**Step 1:** Click on the Campaigns Tab in the Side Panel, which will navigate to the Campaign Lists Page



**Step 2:** Select the required campaign from the list, if created.

**Step 3:** To create a new Campaign, Click on the **Create Campaign Button**.



**Create campaign**

**Campaign name**

New campaign - Mar 28, 2025 at 18:28

**Channel**

Select your campaign channel

**Template**

Select your template to send

Note: To start a campaign, you must first create and add a template. Campaigns can only be initiated after a template has been successfully added.

**Target audience**

Our ad technology automatically finds your audience.

**Reach people from**

Select country

**Reach people traveling to**

Select country

**Predefined audiences**

None

**Budget & schedule**

**Budget type**

Select budget type

**Campaign budget**

≤ 10.00 AED

**Campaign start date**

dd/mm/yyyy

**Campaign end date**

dd/mm/yyyy

**Frequency & caps**

Control how your campaign messages are delivered to recipients.

**Daily recipient limit**

25 %

Percentage of total recipients to message each day

**Message frequency**

Select sending frequency

Define how often the campaign messages should be sent

**Message delivery schedule**

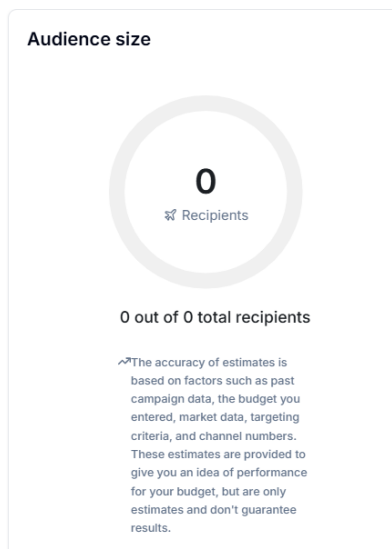
☐ Enable sequential delivery

☒ Prevent duplicate messages **Recommended**

**Delivery time window**

Start time End time

Messages will only be sent during this time window



**Step 4:** Fill in the required details displayed on the page.

## Create Campaign

**Step 4.1:** Enter a Campaign name as desired and Select the type of channel to be created for the campaign.



**Create campaign**

**Campaign name**

New campaign - Mar 29, 2025 at 10:35

**Channel**

Select your campaign channel

SMS

WhatsApp

Note: To start a campaign, you must first create and add a template. Campaigns can only be initiated after a template has been successfully added.

**Step 4.2:** Search and select for the required templates or select the Create a new message template to create your own message template.

Results

Dubai Mall 20% Off Promo...

Salon Summer Specials...

Ferrari World Winter Offer...

Create a new message template

## Target Audience

**Step 4.3:** Select Country to reach people from the provided dropdown menu.

Select country

Search...

☐ (Select All)

☐ India

☐ United States

☐ United Arab Emirates

☐ Russia

☐ Kazakhstan

Close

Based on the selected countries, **Target Segment** details will be asked to be filled in.

**Target segment (Russia and Kazakhstan only)**  
Select from the options below.

**Demographics**

Age  Gender  IncomeLevel

**Location**

Select city

**Interests**

Select interest

**Behaviours**

Select Behaviour

**Device**

Select operating system  Select device

**Step 4.3.1:** Fill in the data as per your requirements from the each dropdowns listed Demographics, Location, Interests, Behaviours and Device.

**Behaviours**

Select Behaviour

- Car owners
- Active users of social networks
- Doing repairs
- Have children
- Have pets
- Order delivery of ready meals and groceries
- Do sports and fitness
- Play video games
- Learn a foreign language
- Investors
- Visit fast food restaurants
- Watch rutube

**Device**

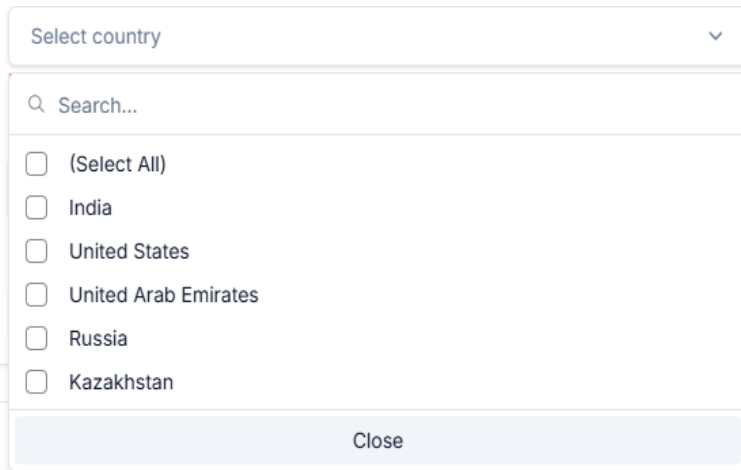
Select operating system

- Andriod
- Linux
- macOS
- Windows
- ChromeOS
- Unix

Select device

- Mobile
- Desktop
- Tablet

**Step 4.4:** Select Country to reach people from the provided dropdown menu.



A dropdown menu titled "Select country" with a downward arrow. Below the title is a search bar with a magnifying glass icon and the text "Search...". A list of countries is shown with checkboxes: (Select All), India, United States, United Arab Emirates, Russia, and Kazakhstan. A "Close" button is at the bottom.

**Step 4.5:** If you have predefined audience, you can select it.

### Budget and Schedule

**Step 4.6:** Select the budget type from the dropdown.

Based on the selection, you can enter the amount based on your country's currency.



A dropdown menu for budget type with options "Daily budget" and "Lifetime budget". Below it, two input fields are shown: "Daily budget" with a value of "\$ 10.00" and currency "AED", and "Lifetime budget" with a value of "\$ 10.00" and currency "AED".

**Step 4.7:** Select the start and end date of the Campaign.



Two date input fields labeled "Campaign start date" and "Campaign end date". Both fields have a placeholder "dd/mm/yyyy" and a calendar icon.


### Frequency and Caps

**Step 4.8:** You can control your campaign messages that are delivered to the recipients. By entering the daily recipient limit.



A text input field labeled "Daily recipient limit" with the value "25" and a percentage symbol "%".

**Step 4.9:** You can also select the frequency of the messages sent.

Select sending frequency 

Every day

Every 2 days

Every 3 days

Once a week

Every 2 weeks

Once a month

**Step 4.10:** You can schedule your message delivery to be sequential or to prevent duplicate messages.

#### Message delivery schedule

☐ Enable sequential delivery


☒ Prevent duplicate messages Recommended

**Step 4.10:** You can also manage the time window for the messages to be sent by setting the start and end time.

09:00

10:00


11:00

Start time 

17:00

18:00

19:00

End time 

Once you have created the campaign you can review and finalize your campaign details, you can also filter the campaign, export as document based on time intervals selected.

The created campaign will now be listed in the campaigns page, which can also be paused, edited and deleted by selecting these features under action button.



Search campaign by name...

Jan 20, 2024 - Oct 20, 2024

Filter

Export

<input type="checkbox"/>	Campaign name	Channel	Status	Schedule	Amount	Sent	
<input checked="" type="checkbox"/>	Dubai Mall 20% Off Promo...	WhatsApp	▶ Live	2 Sep, 2024 → 19 Oct, 2024	\$316.00	2,436	...
<input type="checkbox"/>	Salon Summer Specials...	SMS	⌚ Pending	3 Sep, 2024 → 14 Oct, 2024	\$0.00	-	...
<input type="checkbox"/>	Ferrari World Winter Offer...	Push	⏸ Paused	10 Aug, 2024 → 23 Dec, 2024	\$837.00	12,873	...
<input type="checkbox"/>	Dubai Police Welcome...	SMS	🔍 In review	17 Aug, 2024 → 1 Sep, 2024	\$874.00	23,938	...
<input type="checkbox"/>	Welcome to Palm Jumeir...	RCS	✅ Completed	26 Mar, 2024 → 12 May, 2024	\$721.00	1,826	...

1 of 100 row(s) selected.

Rows per page5Page 1 of 20

⏸ Pause

✎ Edit

🗑 Delete

## 1.4 Templates

A Description of the features and the steps to create a template are given as follows,

**Step 1:** Click on the Templates Tab in the Side Panel, which will navigate to the Template Lists Page.



**Here you will see all your templates**

Click the button below to create your first template.

Create template

**Step 2:** Select the required template from the list, if created.

**Step 3:** To create a new template, Click on the **Create Template Button**.

[Home](#)
[Templates](#)

[Discard](#)
[Save and exit](#)

**Platform**  
Select your Template channel

**Template name and language**  

**Template**  
Name your message template 0/512

**Language**  
English

**Template id**  
Name your Template id

**Sender id**  
Name your sender id

**Content**  

**Header** Optional

**Body**  
Hello 0/1024

**Footer** Optional  
Enter text

**Buttons** Optional  
+ Add button

**Template Preview**  

**Mobile screen**  
Preview varies based on platform selection

**Step 3:** Fill in the necessary details.

**Step 3.1:** You can select your channel platform

**Step 3.2:** You can select your Template name and select your language

**Step 3.3:** You can add header, body and Footer to your content Template

**Step 4:** After entering the details add interactive buttons for customer responses.

**Step 5:** You can see Template preview based on your platform selection

**Step 6:** You can discard or save & exit your template

Once you have created the templates, you can review and finalize your template details, you can also filter the template.

The created template will now be listed in the templates page, for which the status can be approved, rejected, paused, in review, completed by selecting these statues under action button.

A Description of the features and the steps to create a Audiences are given as follows,

**Step 1:** Click on the Audiences Tab in the Side Panel, which will navigate to the Audiences Lists Page.



### Here you will see all your audience lists

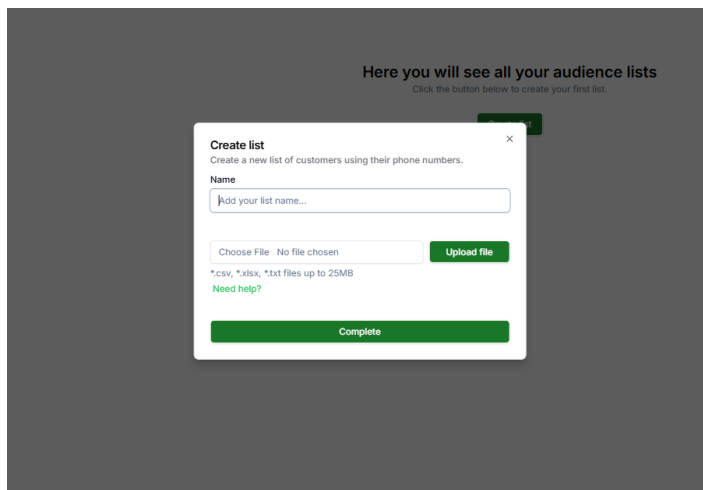
Click the button below to create your first list.

Create list

**Step 2:** Select the required audiences from the list, if created.

**Step 3:** To create a new Audience list, Click on the **Create List Button**.

**Step 4:** The below pop up will open to add list. Create the name of the list and add the list of audience to the workspace.





**Step 3:** Click on the Complete button once uploaded.

Once you have created the list, you can review and finalize your audience list, you can also filter the list, export as document based on time intervals selected.

The created list will now be listed in the Audiences page, along with the updated at time and recipient count.

<input type="checkbox"/>	Name	Updated at	Recipients	
<input type="checkbox"/>	Testsms	19/03/2025 · 12:51	2	...
<input type="checkbox"/>	Smsnewlist	17/03/2025 · 16:49	2	...
<input type="checkbox"/>	Smslist	13/03/2025 · 15:25	1	...

1-3 of 3 row(s) selected

Rows per page: 10 Page 1 of 1

## 1.6 Channels

Our product includes an integrated feature to create and manage WhatsApp campaigns, enabling seamless communication and engagement with your audience.

### Benz > Channels

## Channels

### SMS

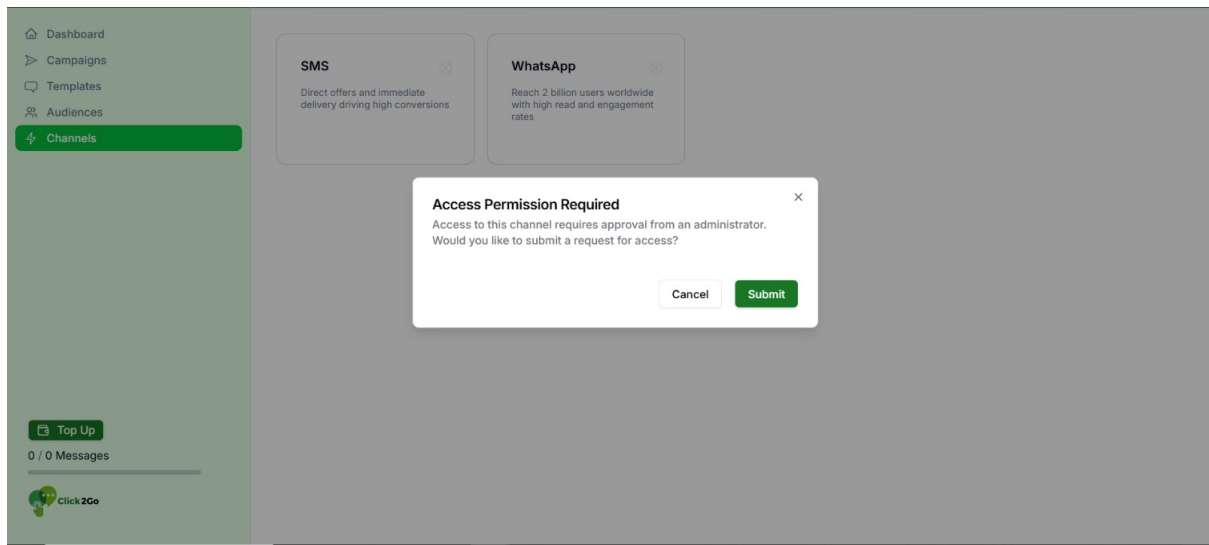
Direct offers and immediate delivery driving high conversions

### WhatsApp

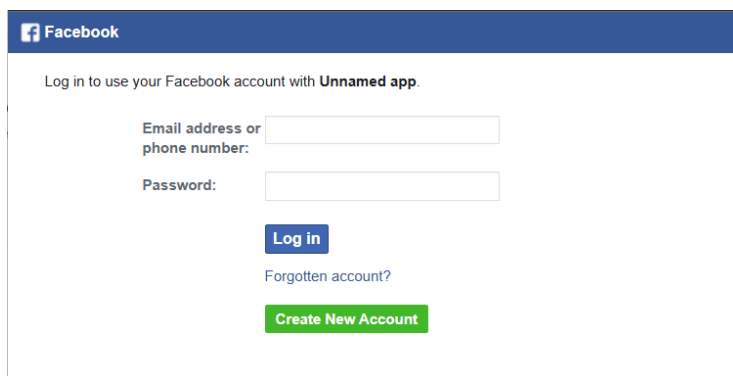
Reach 2 billion users worldwide with high read and engagement rates



**Step 1:** Select **WhatsApp** from the Channels menu.



**Step 3:** Click connect button, the below pop up screen will appear follow the embedded sign up flow from META to connect your WhatsApp business account with Click2Go

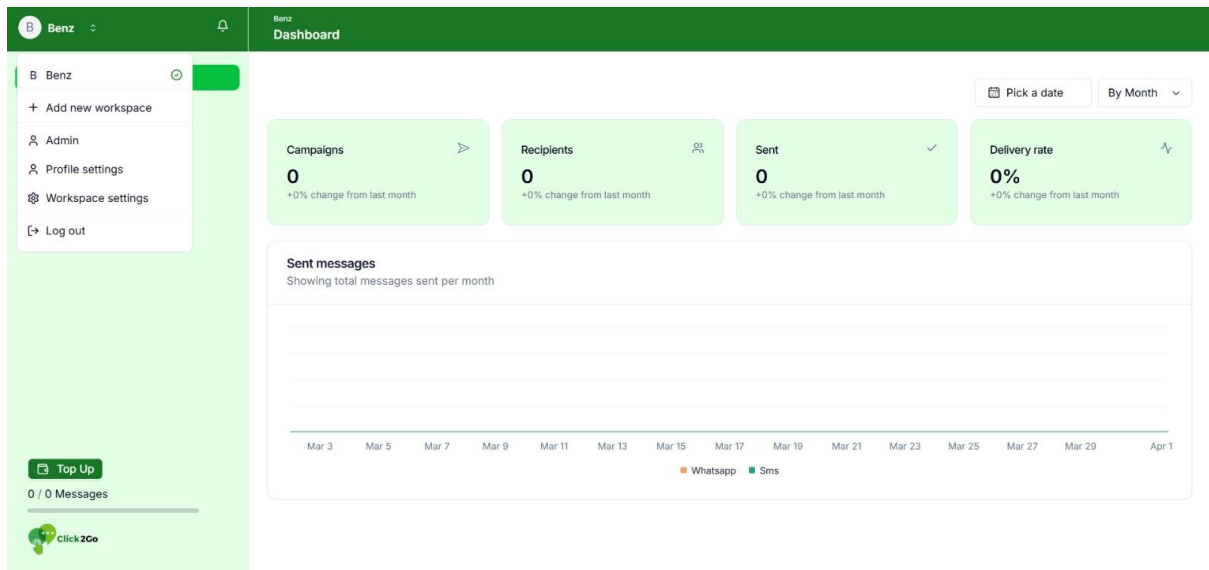


Now you can check the Status , Quality and Messaging limit to your account

Account details					
Meta Business Manager Account ID: 1220893125736174					
WhatsApp Business Account ID: 372353905960915					
<input checked="" type="checkbox"/>	Phone number	Display name	Status	Quality	Messaging limit
<input checked="" type="checkbox"/>	+971509344215	Dubai Mall	Connected	High	1K customers/24 hr
<input type="checkbox"/>	+971459343266	Dubai Mall Offers	Pending	Medium	Unavailable

## 1.7 User Profile:

Click your profile in the dropdown various menu will be there.



## 1.7.1 Add New Workspace

**Step 1:** Click add new workspace

**Step 2:** Fill the below details to add new workplace to your profile

**Step 3:** Upload company logo and enter your company name

Create a new workspace

×

Create a new workspace to manage your campaigns and members.

Company logo

No file chosen
 

Upload image

\*.png, \*.jpeg files up to 5MB at least 400px by 400px

Company name

Billing country

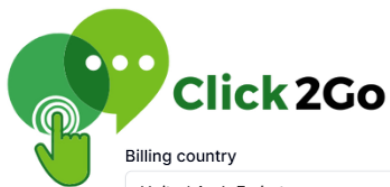
Company industry

Workspace type

Complete

**Step 4:** You can select your billing country from below dropdown





Billing country

United Arab Emirates

India

United States

United Kingdom

Canada

Australia

Germany

Japan

**Step 5:** You can select industry of your company from below dropdown

Company industry

Tourism

Real Estate

Transportation

Energy

Entertainment

Tourism ✓

**Step 6:** You can select your workspace type from below dropdown

Workspace type

Advertiser

Advertiser ✓

Telecom Operator

Personal

## 1.7.2 PROFILE SETTINGS:

**Step 1:** Update your profile details in the **Profile Settings** section.

**Your profile picture**  
Please choose a photo to upload as your profile picture.

\*.png, \*.jpeg files up to 5MB at least 400px by 400px

**Your name**  
Update your name to be displayed on your profile.

**Update your password**  
Update your password to keep your account secure.

**Danger zone**  
Some actions cannot be undo. Please be careful.

**Delete team**  
This will delete your account and the accounts you own. Furthermore, we will immediately cancel any active subscriptions. This action cannot be undone.

### 1.7.2.1 NOTIFICATIONS:

Toggle email and app notifications on or off as per your preferences

**Campaigns:** Status of the campaign on email or app

**Security:** security of account through email or app

**Billing:** Receive emails about account activity on email or app

Settings

Profile

Notifications

Workspace

Members

Billing

Top Up

0 / 0 Messages

Click2Go

Benz

Settings

Notifications

Campaigns

Campaign status changed

Email

App

Receive emails about account activity

Email

App

Security

Receive emails about account activity

Email

App

Billing

Receive emails about account activity

Email

App

Update notifications

### 1.7.2.2 Workspace Settings for Organisation:

Provide the necessary information to configure the workspace settings.

Company logo

Update your team's logo to make it easier to identify

No file chosen

Upload Image

\* .png, \* .jpeg files up to 5MB at least 400px by 400px

Update Image

Company name

Update your team's name

Benz

Update Company Name

Company address

Update your company address

Street name

Street number

City

Postal Code

State

United Arab Emirates

Update Company address

Company industry

We collect this information for analytics and to provide more accurate guidance for your account.

Tourism

Update Industry

Danger zone

Some actions cannot be undo. Please be careful.

Delete team

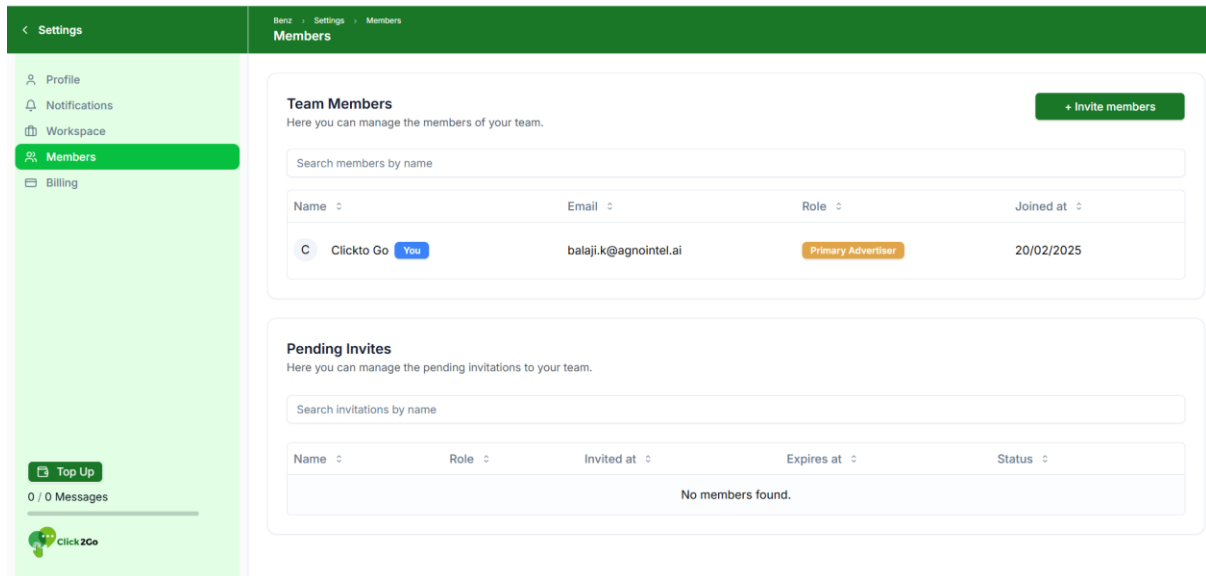
This action cannot be undone. All data associated with this team will be deleted.

Delete your workspace

### 1.7.2.3 MEMBERS:

**Step 1:** You can invite members to the workspace and manage members of your team

**Step 2:** The team member who you invited is not accepted, it will be displayed in Pending invites section

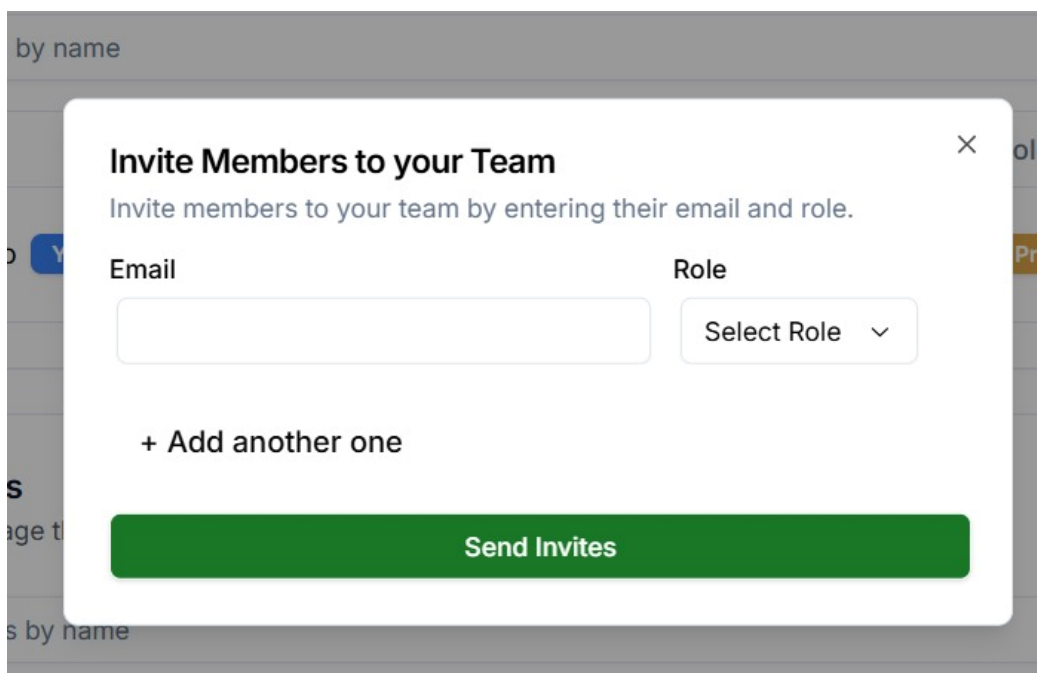


The screenshot shows the 'Members' section of the Click2Go interface. On the left is a sidebar with navigation links: Profile, Notifications, Workspace, **Members**, and Billing. Below these is a 'Top Up' button and a message count '0 / 0 Messages'. The main content area has a breadcrumb 'Home > Settings > Members' and a title 'Members'. It features a '+ Invite members' button and a search bar 'Search members by name'. Below is a table of team members:

Name	Email	Role	Joined at
C Clickto Go You	balaji.k@agnointel.ai	Primary Advertiser	20/02/2025

Below the table is a 'Pending Invites' section with a search bar 'Search invitations by name' and a table with columns: Name, Role, Invited at, Expires at, and Status. The table currently shows 'No members found.'

**Step 3:** You can invite members to your team through Email and role .



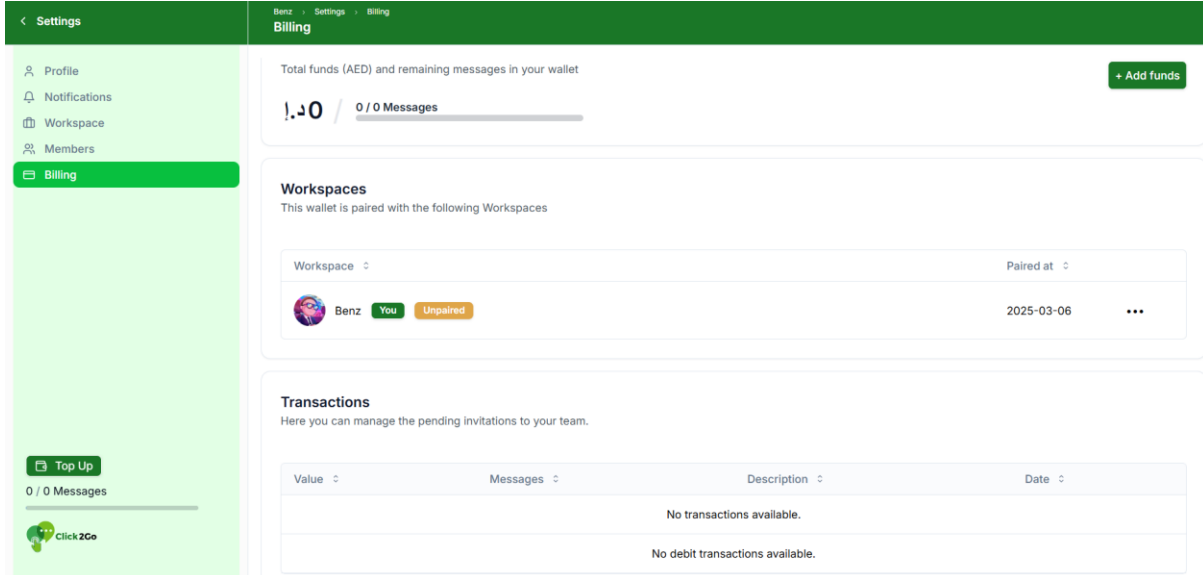
The screenshot shows a modal titled 'Invite Members to your Team' with a close button (X). The subtitle reads 'Invite members to your team by entering their email and role.' There are two input fields: 'Email' and 'Role'. The 'Role' field is a dropdown menu currently showing 'Select Role'. Below the inputs is a link '+ Add another one'. At the bottom is a large green button labeled 'Send Invites'.

#### 1.7.2.4 BILLINGS:

We can pay for our campaigns through stripe integration

**Step 1:** Wallet dash will provide as total amount in the wallet based for country selection

**Step 2:** Advertiser can create various campaign



The screenshot shows the 'Billing' section of the Click2Go dashboard. On the left is a sidebar with navigation links: Profile, Notifications, Workspace, Members, and Billing (highlighted). Below the sidebar is a 'Top Up' button and a '0 / 0 Messages' indicator. The main content area has a green header with 'Benz', 'Settings', and 'Billing'. Below this, it shows 'Total funds (AED) and remaining messages in your wallet' with a balance of '1.50' and '0 / 0 Messages', and a '+ Add funds' button. The 'Workspaces' section states 'This wallet is paired with the following Workspaces' and shows a table with one entry: 'Benz' (You, Unpaired) paired at '2025-03-06'. The 'Transactions' section has a sub-header 'Here you can manage the pending invitations to your team.' and a table with columns 'Value', 'Messages', 'Description', and 'Date'. The table is empty with the message 'No transactions available.' and 'No debit transactions available.'

#### 1.7.3 Workspaces :

The workspace action based wallet

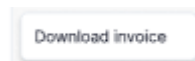
**Step 3:** There are two options

**Step 3.1:** Paired-The admin can access amount when it is paired

**Step 3.2:** Unpaired-The admin cannot access amount when it is unpaired



**Step 4 :** You can download your payment invoices



#### 1.7.4 Transaction:

Here you can manage your payment activity and plans that you bought to send campaign to the customers

**Step 5:** You can credit and debit the amount

**Value** - The amount you spend in credit and debit

**Messages** – For how many messages that you have bought that plan

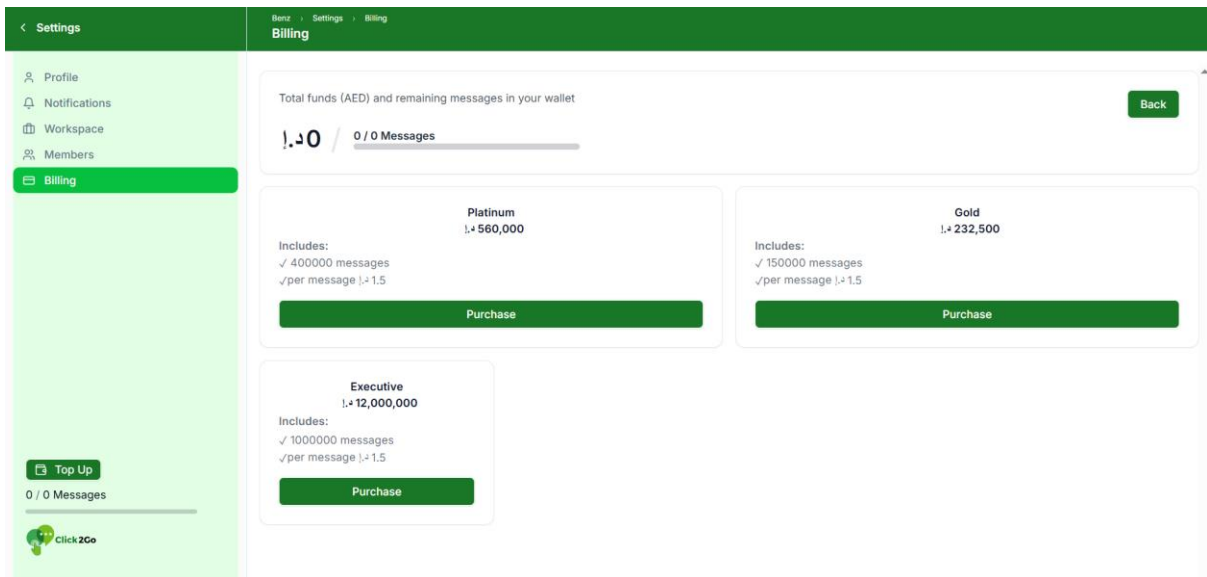
**Description** – The name of the plans



**Date &Time** – The date and time of plans that you bought

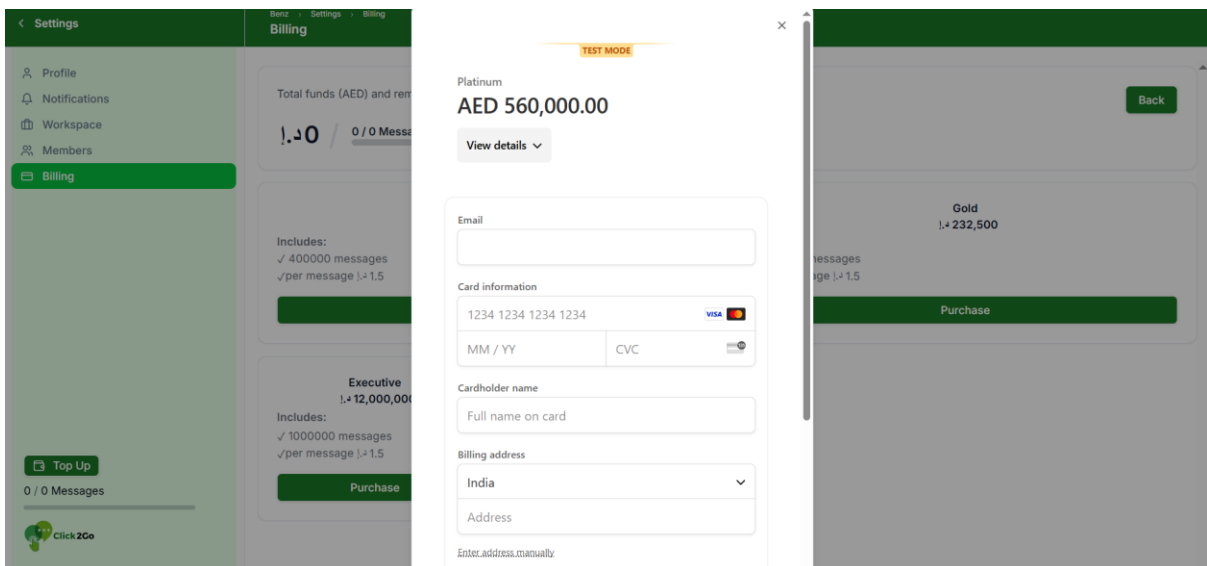
**Step 6:** Various purchase plan will appear,you can buy based on your choice

**Step 7:** You can transact the amount based on your purchase plan



**Step 8:** Click purchase

**Step 9:** Fill the below details and pay for your campaign



### 1.7.5 LOGOUT:

Log out option will be there, you can logout from the page.



## 4. Admin Module:

### 4.1. Home:

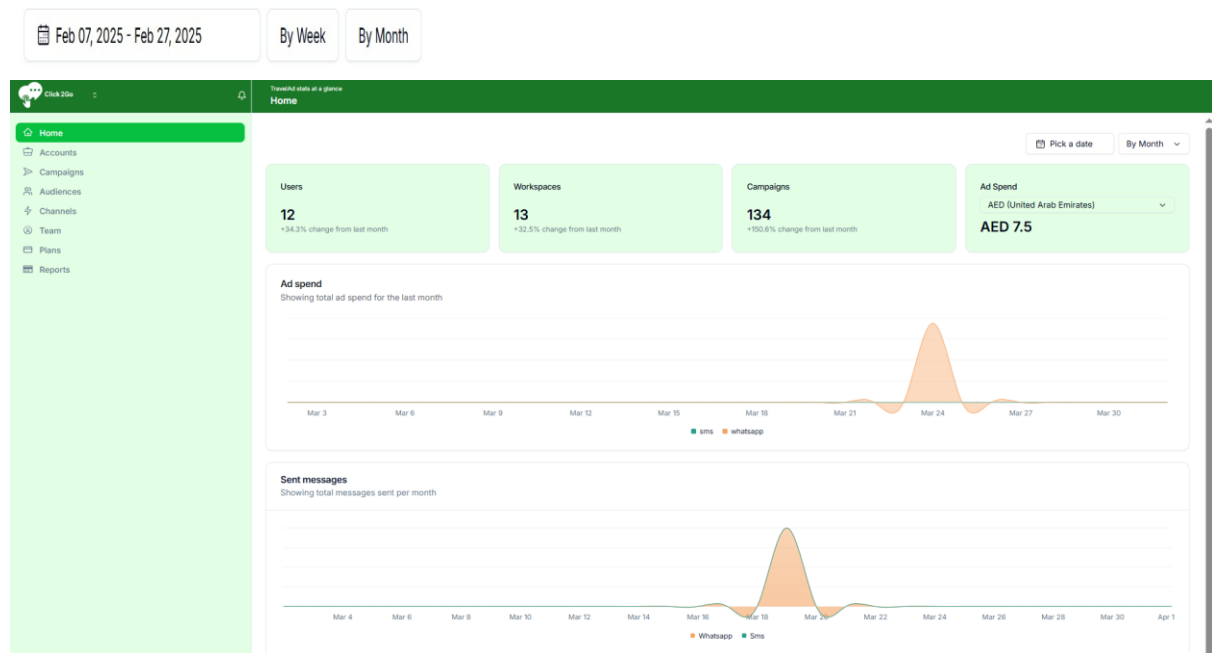
Data Analytics of all the workspaces will be displayed in Home.

**USERS** - All the users in Click2Go

**WORKSPACES** - All the workspaces in Click2Go

**CAMPAIGNS** - Total Campaign sent to workspace users

**AD SPEND** -Amount spend in Ad



### 4.2. ACCOUNTS:

Manage all account details including personal, Advertiser, Telecom type in Click2Go

Home
Accounts
Campaigns
Audiences
Channels
Team
Plans
Reports

Search account by name...
All Accounts

<input type="checkbox"/>	Name	Email	Type	Created at	Updated at	
<input type="checkbox"/>	Nour Atassi	nour@slbiotech.com	Personal	04/12/2024 10:26	04/12/2024 10:26	...
<input type="checkbox"/>	Sebastian Swaczynski	sebastian@slbiotech.com	Personal	10/12/2024 07:20	10/12/2024 07:20	...
<input type="checkbox"/>	Dev Test	leoaru7@gmail.com	Personal	15/12/2024 13:51	15/12/2024 13:51	...
<input type="checkbox"/>	Fazil Ahamed	fazil@agnointel.ai	Personal	17/12/2024 13:57	17/12/2024 13:57	...
<input type="checkbox"/>	Marwa Jafari	marwa@slbiotech.com	Personal	19/12/2024 06:15	19/12/2024 06:15	...
<input type="checkbox"/>	Manikandan Kanganuthu	mani@agnointel.ai	Personal	26/12/2024 05:05	26/12/2024 05:05	...
<input type="checkbox"/>	Varshini V	varshinibe2002@psnacet.edu.in	Personal	09/01/2025 09:55	09/01/2025 09:55	...
<input type="checkbox"/>	Sarvash SS	sarvash7094@gmail.com	Personal	18/01/2025 07:22	18/01/2025 07:22	...
<input type="checkbox"/>	Ragul Kumar	ragul@agnointel.ai	Personal	25/03/2025 06:58	25/03/2025 06:58	...
<input type="checkbox"/>	John William	maadumitha@agnointel.ai	Personal	20/01/2025 07:44	22/01/2025 18:05	...

1-10 of 89 row(s) selected
Rows per page: 10
Page 1 of 9

Type option provides various selection method such as

- Account selection option will helps us to choice various account based on user

#### All Accounts

Personal

Advertiser

Telco

- Personal Account editing option

View

Impersonate

Delete Personal Account

- Advertiser Account editing option

View

Delete Advertiser Account

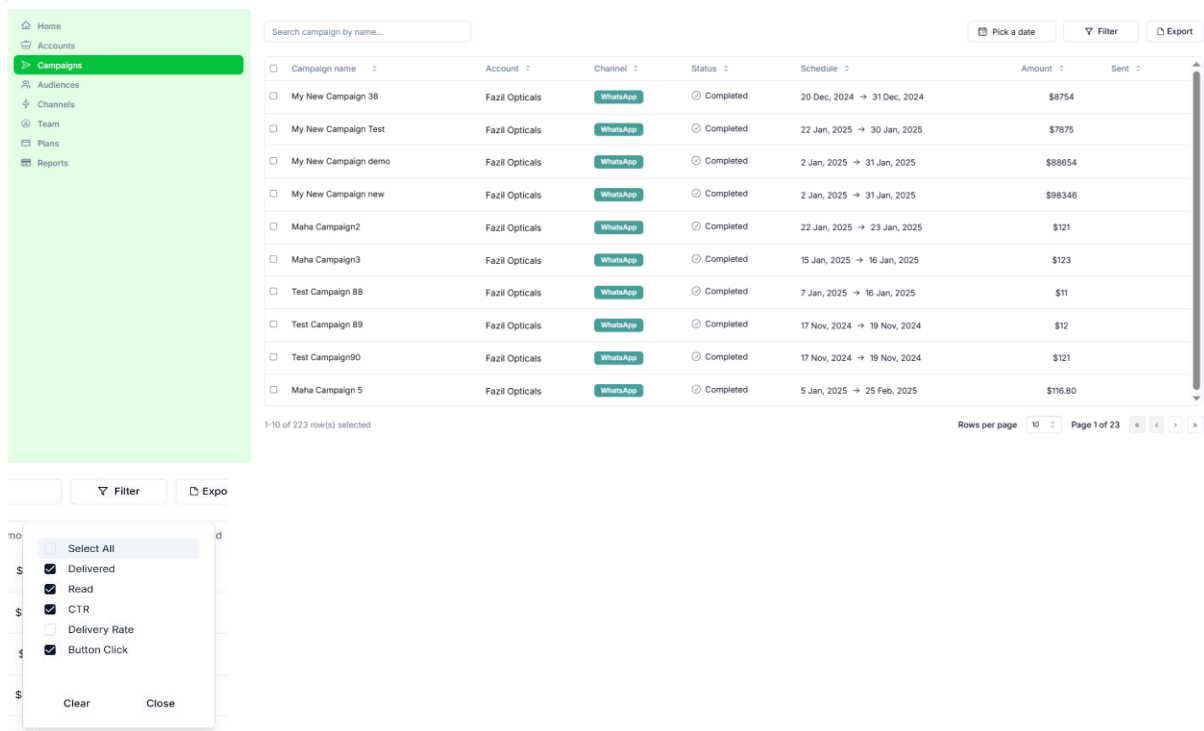
- Telecom Account editing option

View

Delete Telco Account

## 4.3. CAMPAIGNS:

Campaign page helps us to view all campaign details created in Clic2Go

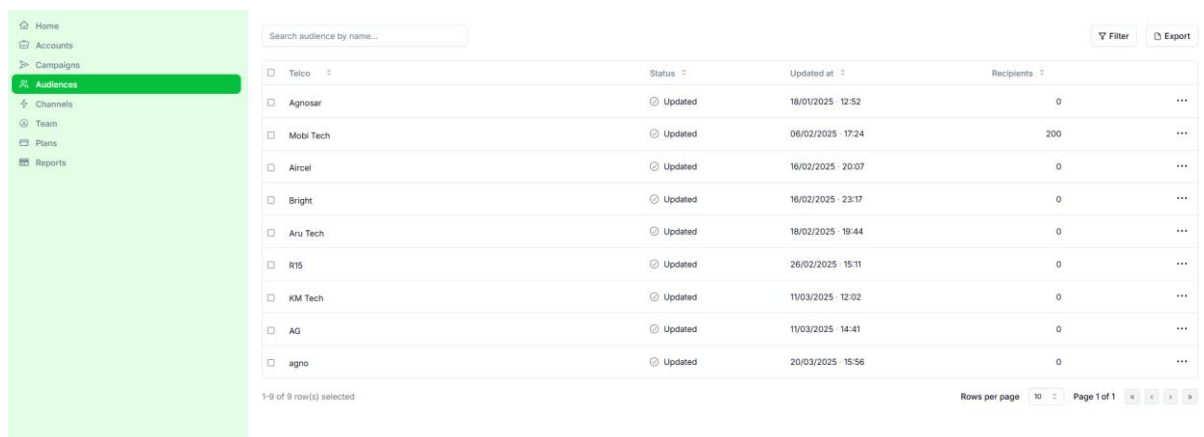


Campaign name	Account	Channel	Status	Schedule	Amount	Sent
My New Campaign 38	Fazil Opticals	WhatsApp	Completed	20 Dec, 2024 → 31 Dec, 2024	\$8754	
My New Campaign Test	Fazil Opticals	WhatsApp	Completed	22 Jan, 2025 → 30 Jan, 2025	\$7875	
My New Campaign demo	Fazil Opticals	WhatsApp	Completed	2 Jan, 2025 → 31 Jan, 2025	\$88654	
My New Campaign new	Fazil Opticals	WhatsApp	Completed	2 Jan, 2025 → 31 Jan, 2025	\$98346	
Maha Campaign2	Fazil Opticals	WhatsApp	Completed	22 Jan, 2025 → 23 Jan, 2025	\$121	
Maha Campaign3	Fazil Opticals	WhatsApp	Completed	15 Jan, 2025 → 16 Jan, 2025	\$123	
Test Campaign 88	Fazil Opticals	WhatsApp	Completed	7 Jan, 2025 → 16 Jan, 2025	\$11	
Test Campaign 89	Fazil Opticals	WhatsApp	Completed	17 Nov, 2024 → 19 Nov, 2024	\$12	
Test Campaign90	Fazil Opticals	WhatsApp	Completed	17 Nov, 2024 → 19 Nov, 2024	\$121	
Maha Campaign 5	Fazil Opticals	WhatsApp	Completed	5 Jan, 2025 → 25 Feb, 2025	\$116.80	

View details of all campaigns, including their status, schedule, and spending.

## 4.4. AUDIENCES:

Audiences helps to view all the Audience list of Click2Go



Audience name	Status	Updated at	Recipients
Telco	Updated	18/01/2025 - 12:52	0
Agnosar	Updated	06/02/2025 - 17:24	200
Mobi Tech	Updated	16/02/2025 - 20:07	0
Aircel	Updated	16/02/2025 - 23:17	0
Bright	Updated	18/02/2025 - 19:44	0
Aru Tech	Updated	26/02/2025 - 15:11	0
RIS	Updated	11/03/2025 - 12:02	0
KM Tech	Updated	11/03/2025 - 14:41	0
AG	Updated	20/03/2025 - 15:56	0
agno	Updated		0

Access a complete list of audience groups with status updates, last modified dates, and recipient details.

## 4.5. CHANNELS

The admin channel displays the different medium of channels to run campaigns by the advertiser.

**SMS**

Direct offers and immediate delivery driving high conversions

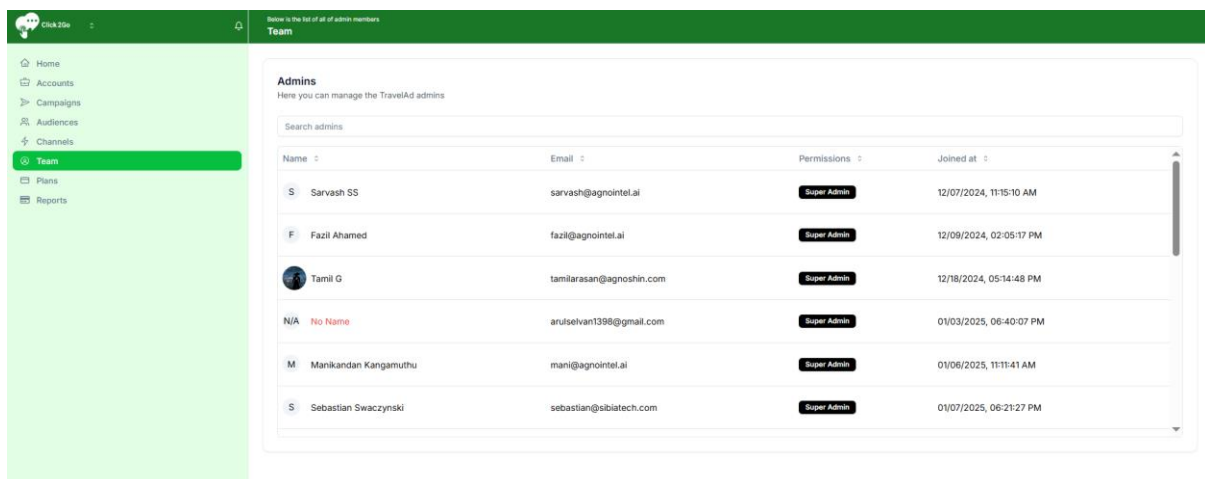
**WhatsApp**

Reach 2 billion users worldwide with high read and engagement rates

## 4.6. TEAM:

Now you are in Team page. In this

1. Invite administrators to the workspace.
2. You can also check whether the invite is active or else in pending status



**Admins**  
Here you can manage the TravelAd admins

Search admins:

Name	Email	Permissions	Joined at
S Sarvash SS	sarvash@agnointel.ai	Super Admin	12/07/2024, 11:15:10 AM
F Fazil Ahmed	fazil@agnointel.ai	Super Admin	12/09/2024, 02:05:17 PM
Tamil G	tamilarasan@agnoshin.com	Super Admin	12/18/2024, 05:14:48 PM
N/A No Name	arulselvan1396@gmail.com	Super Admin	01/03/2025, 06:40:07 PM
M Manikandan Kangamuthu	mani@agnointel.ai	Super Admin	01/06/2025, 11:11:41 AM
S Sebastian Swaczynski	sebastian@sibiatech.com	Super Admin	01/07/2025, 06:21:27 PM

3. You can update and remove the invitation by clicking (...)

## 4.7. PLANS:

This page helps you to get the overall analytics of list of plans purchased by the advertiser

Click2Go

Home

Accounts

Campaigns

Audiences

Channels

Team

**Plans**

Reports

Plans

New Plan

Name	Status	Price	Messages	Updated at	
<input type="checkbox"/> Platinum	<input checked="" type="checkbox"/>	560,000 AED	400,000	23/01/2025 15:14	...
<input type="checkbox"/> Gold	<input checked="" type="checkbox"/>	232,500 AED	150,000	23/01/2025 15:14	...
<input type="checkbox"/> Silver	<input type="checkbox"/>	85,000 AED	50,000	23/01/2025 15:14	...
<input type="checkbox"/> Blue	<input type="checkbox"/>	36,800 AED	20,000	23/01/2025 15:14	...
<input type="checkbox"/> Pay as you Go	<input type="checkbox"/>	20,000 AED	N/A	02/02/2025 22:42	...
<input type="checkbox"/> Executive	<input type="checkbox"/>	999,999 USD	100,000	05/03/2025 12:32	...
<input type="checkbox"/> Executive	<input type="checkbox"/>	100,000 USD	100,000	05/03/2025 12:33	...
<input type="checkbox"/> Executive	<input type="checkbox"/>	100,000 USD	100,000	05/03/2025 12:36	...
<input type="checkbox"/> Gold	<input checked="" type="checkbox"/>	232,500 EUR	150,000	06/01/2025 12:52	...
<input type="checkbox"/> Platinum	<input checked="" type="checkbox"/>	560,000 EUR	400,000	08/01/2025 16:27	...

1-10 of 37 row(s) selected

Rows per page
10
Page 1 of 4

## 4.8. REPORTS:

In the reports page, you can gather all the information about all account details such as

Click2Go

Home

Accounts

Campaigns

Audiences

Channels

Team

Plans

**Reports**

SmsCampaign

01/03/2025 - 31/03/2025

Retrieve

Date	Time	Name	Phone No	Status
27/03/2025	16:28:44	divya	9551011126	Delivered
27/03/2025	16:45:45	varsha	9150265889	Delivered
27/03/2025	16:27:11	ragul	6381884055	Delivered

1-3 of 3 row(s) selected

Rows per page
10
Page 1 of 1

## 5. Mobile Operator Module

### 5.1. DASHBOARD:

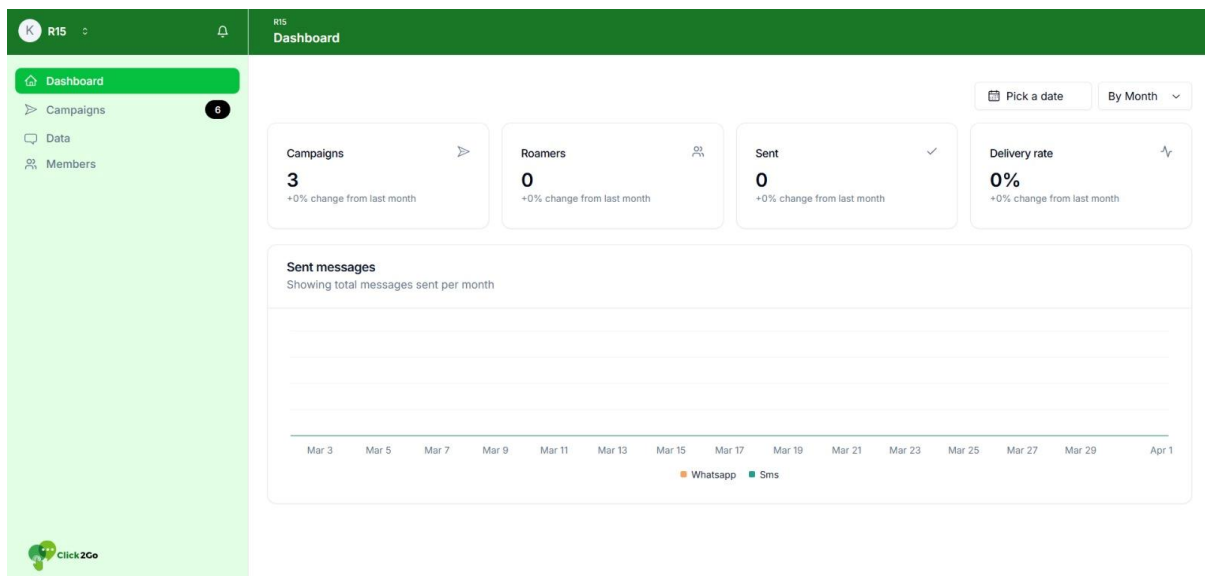
Data Analytics of all the campaigns will be displayed

**CAMPAIGNS** - Total number of Campaign sent by advertisers

**ROAMERS** - Total number of roaming contacts

**SENT** - Total Number of messages sent to roamers

**DELIVERY RATE** - Total rate of messages sent to roamers



### 5.2. CAMPAIGNS:

Total number of Campaign sent to the conduct list

**Campaign name** - Name of your campaign

**Account** - Name of your Account

**Channel** - Channel you selected to make a campaign

**Status** - Status of your campaign whether is(In review or Active)

**Schedule** - The scheduled date to the campaign

**Amount** - The amount that you spend to the campaign



K R15

Dashboard

Campaigns 6

Data

Members

R15 Campaigns

Campaigns

Search campaign by name...

Pick a date

Filter

Export

<input type="checkbox"/>	Campaign name	Account	Channel	Status	Schedule	Amount
<input type="checkbox"/>	testcamp8	TestOyee11	WhatsApp	Completed	15 Mar, 2025 → 16 Mar, 2025	\$50
<input type="checkbox"/>	camp-3	Agno	WhatsApp	Completed	26 Mar, 2025 → 27 Mar, 2025	\$12
<input type="checkbox"/>	camp-4	Agno	SMS	Completed	25 Mar, 2025 → 26 Mar, 2025	\$12

1-3 of 3 row(s) selected

Rows per page 10

Page 1 of 1

When the campaign is selected ,the campaign details will be displayed

### 5.3. DATA:

The operator uploads the contact file to the S3 bucket, where it undergoes validation. If the validation is successful, the validated data file is stored in the updated table. If validation fails, the file is stored in the failure table.

The successfully validated file will be displayed in the following format:

- **Connection:** [Successfully validated file name]
- **Type:** S3
- **Status:** Updated file from the S3 bucket
- **Updated at:** [Date and time of file update]
- **Recipients:** Total number of recipients in the updated file

Search data by connection...

Filter

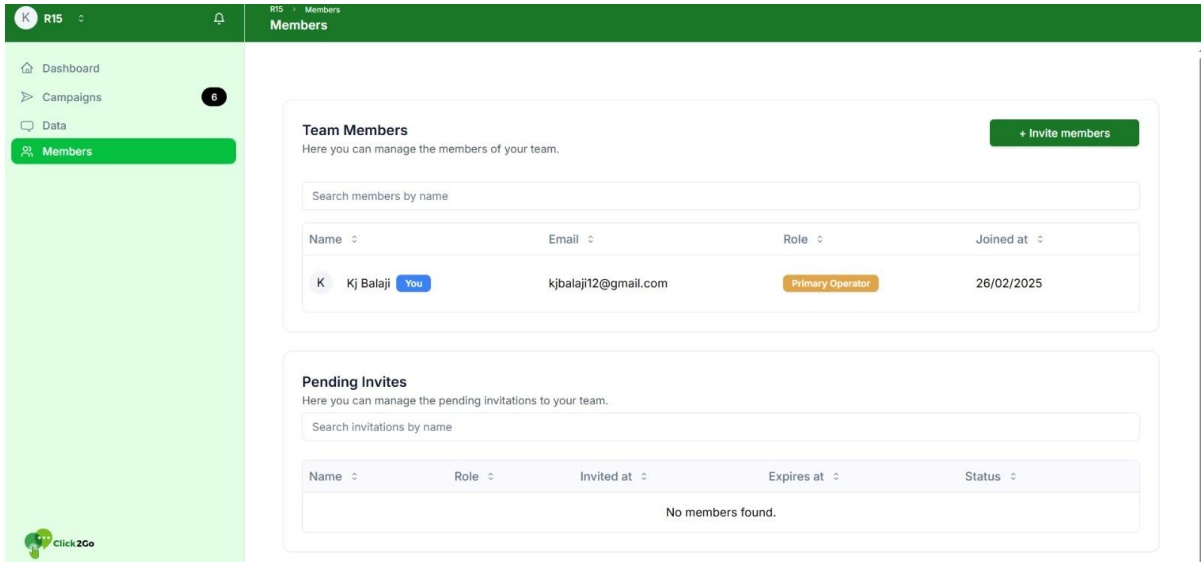
<input type="checkbox"/>	Connection	Type	Status	Updated at	Recipients
<input type="checkbox"/>	Meta Tech_contacts.csv_2025-02-10_12-34-37	S3	Updated	10/02/2025 · 12:34	90

1-5 of 5 row(s) selected

Rows per page 5

Page 1 of 1

1. You can invite the members to your team and manage them
2. **Primary advertiser** who invite the others is the owner of the workspace.
3. If member did not accept the invitation, then it will be in the **Pending invites** section.



## 5.5. CALLBACK HISTORY

The page provides a log of personal callback and IVR callback history for tracking and follow-up. Agents can view, filter, and analyze callback records based on key details such as date, time, call type, caller number, call answered time, duration, scheduled callback time, and remarks.

The date range filter is visible in the top-right corner, allows the user to filter callback records for a specific date range.

**S No:** Serial number of the callback entry.

**Date:** The date of the callback.

**Time:** The time the callback was initiated.

**Call Answered Time:** The exact time the call was answered.

**Call Type:** Indicates the type of call (e.g., Outbound Manual Dial).

**Caller Number:** Displays the caller's phone number.

**Duration:** Shows the call duration.

**Callback:** Specifies the scheduled callback time and date.

**Remarks:** Additional notes or comments (e.g., "Test callback function").

## 5.5.1. Personal CallBack

AgnoCon<sup>®</sup> Logged In 00:04:43 Agent s

Home > Callback

Personal Callback IVR Callback

Filter by keyword 09/12/2024 - 09/12/2024

S No	Date	Time	Call Answered time	Call Type	Caller Number	Duration	Callback	Remarks
1	2024-12-09	18:12:13	18:12:21	Outbound Manual dial	09047692784	00:04:05	2024-12-09 18:20:00	Test callback function

Showing 1 to 1 of 1 entries << < 1 > >> 10

## 5.5.2. IVR Callback

AgnoCon<sup>®</sup> Logged In 00:03:51 Agent s

Home > Callback

Personal Callback IVR Callback

Filter by keyword 01/09/2024 - 06/12/2024

S No	Date	Time	Call Answered time	Call Type	Caller Number	Duration	Callback	Remarks
1	2024-09-17	01:08:41	01:08:41	Inbound	919150260889	00:00:33	2024-09-17 15:39:03	
2	2024-09-17	01:16:22	01:16:22	Inbound	919150260889	00:01:03	2024-09-25 15:46:03	
3	2024-09-24	00:18:34	00:18:34	Inbound	919150403889	00:00:27	2024-09-24 14:57:00	test call
4	2024-09-25	04:00:33	04:00:35	Inbound	918381318694	00:00:18	2024-09-25 19:30:00	final test call
5	2024-10-08	15:11:07	15:11:07	Inbound	919150260889	00:00:30	2024-10-09 15:11:00	test call
6	2024-10-11	14:32:29	14:32:29	Inbound	919150260889	00:00:24	2024-10-12 14:32:00	test call
7	2024-10-18	18:04:04	18:04:04	Inbound	919150403889	00:00:25	2024-10-19 18:04:00	test call
8	2024-10-19	11:51:09	11:51:09	Inbound	919150260889	00:00:46	2024-10-19 14:54:00	test call
9	2024-10-24	10:11:04	10:11:04	Inbound	919150260889	00:00:22	2024-10-24 12:11:00	testing call
10	2024-11-02	10:03:15	10:03:21	Outbound Manual dial	09150300889	00:00:54	2024-11-02 11:03:00	technical issue pending

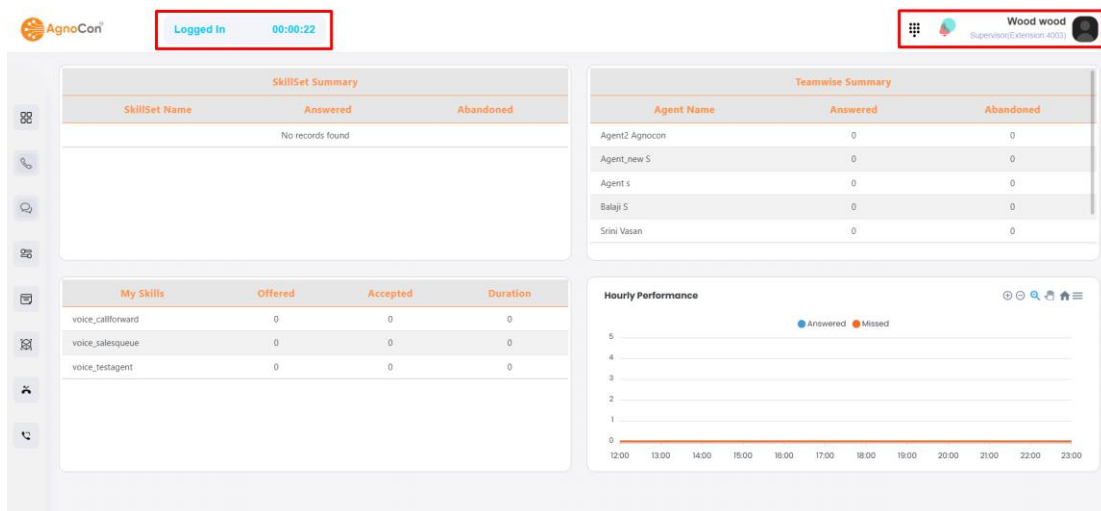
Showing 1 to 10 of 10 entries << < 1 > >> 10

## 6. Supervisor Module

The supervisor can monitor the overall performance of the contact center, the team, and individual agents. With access to reports and analytics, they can efficiently evaluate performance. Additionally, the supervisor can silently barge into live calls, speaking either with the agent or the customer without the other party being aware.

### 6.1. GENERAL

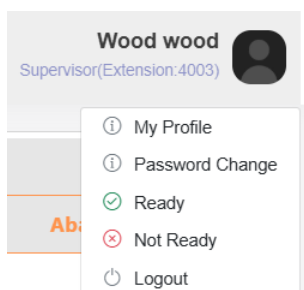
The Highlighted features show the common function in the overall Supervisor Desktop.



**Status** – There are 3 status available **Logged In, Ready, Not Ready**. Once the user logs in to the system it will be viewed as Logged In.

**Dialpad** – Helps the agents to make manual outbound call

**Profile** – When we click on the Profile the below features will be listed.



**My Profile** - The profile details of the user will be viewed here. These are all the details that are collected while creating the user under **Administration> User Management** in Admin Login.

AgnoCon® Not Ready 00:02:17 Wood wood Supervisor(Extension:4003)

Home > Profile details

First Name: Wood, Last Name: wood, Gender: Female

Date Of Birth: 2024-09-06T00:00:00, Mobile Number: 9789091883, Mail Id: abc@gmail.com, Address: abc, State: In

**Change Password** – By entering the all the fields and clicking the **Save Details** button the password will be changed and reflected when the user logs in again.

AgnoCon® Not Ready 00:02:44 Wood wood Supervisor(Extension:4003)

Home > Password change

Current password\*

New Password\*

Confirm Password\*

Save Details

**Ready** – Clicking on Ready will make the status as Ready

Ready 00:00:56

**Not Ready** - Clicking Not Ready will view the reasons to keep as not ready. And change the status to Not Ready when reason is selected, in our case we have the options **Break, Lunch**.

Wood wood Supervisor(Extension:4003)

My Profile

Password Change

Ready

Not Ready

Logout

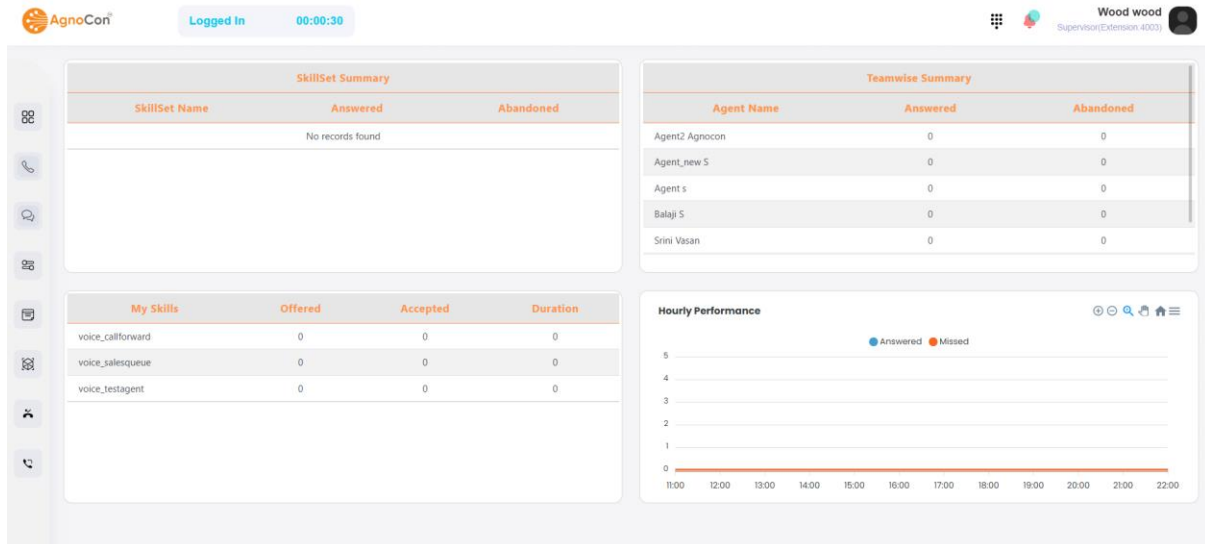
Break

Lunch

Not Ready 00:00:01

**Logout** – Clicking on the logout button pops a confirmation message and logs out when given confirm.

The dashboard provides a real-time overview of agent and skillset performance metrics, enabling supervisors to monitor activities and performance across the team.



The supervisor can also handle calls.

### ❖ Skillset Summary

- SkillSet Name, Answered, Abandoned:
  - This panel summarizes call statistics grouped by different skill sets

### ❖ Teamwise Summary

- Agent Name, Answered, Abandoned:
  - Provides a breakdown of performance by agent.
  - Each agent's name is listed (e.g., Agent2 Agnocon, Agent\_new S)

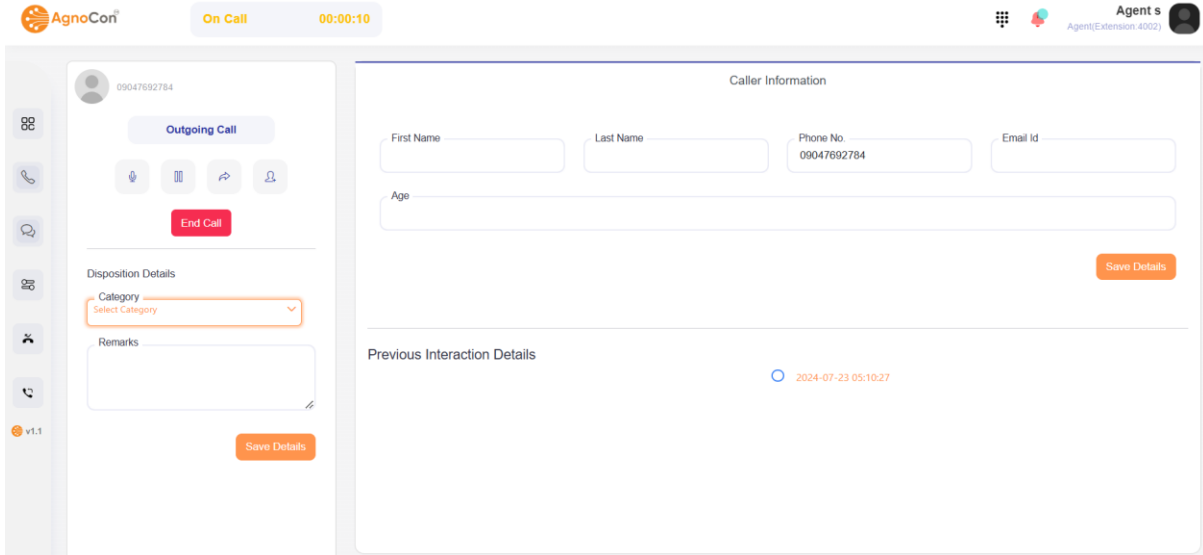
### ❖ My Skills

- Skills (e.g., voice\_callforward, voice\_salesqueue):
  - Shows the specific skills assigned to the supervisor
- **Offered:** Calls for that particular skill.
- **Accepted:** Calls accepted or handled.
- **Duration:** Total handling time for that particular skill.

### ❖ Hourly Performance

- A real-time performance visualization of answered and missed calls over time.
- Metrics for the day are plotted with:
  - **Blue Dots:** Representing answered calls.
  - **Orange Dots:** Representing missed calls.

The Voice Interaction interface handles incoming calls and provides essential call control features for contact centers, including tools for processing customer information and after-call tasks. It also supports manual outbound and campaign calls. The interface keeps live calls active, allowing agents to navigate to other sections and return at any time to continue or complete the call.

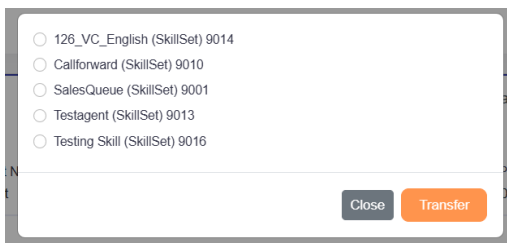


When the agent is on a call,

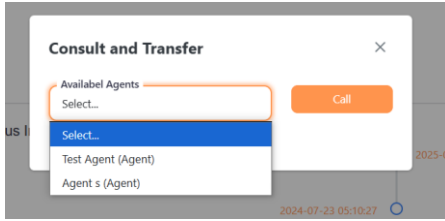
- If the caller has previously contacted the contact center, the details saved by the previous agent, along with information about the prior interaction, will be displayed in the caller information section. The agent can also edit the details provided by the previous agent.
- If the caller is new, the agent can manually enter the details into the fields.
- The agent can do the following



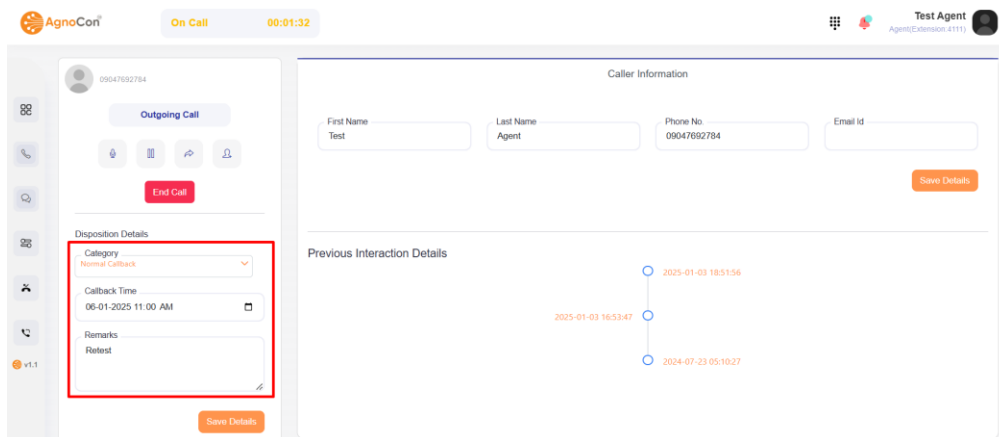
- The agent can mute the call
- The agent can hold the call
- The agent can transfer the call to another Agent, By selecting the skill set to whom the agent wants to transfer



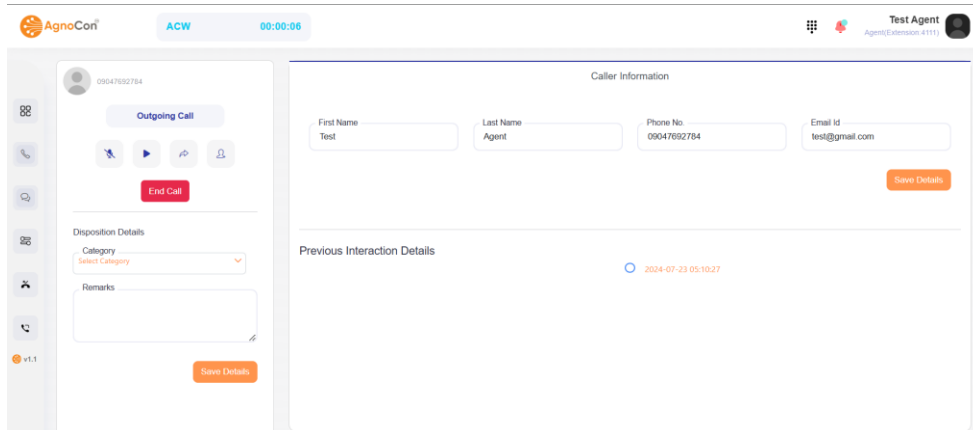
- The agent can consult and transfer the call to another agent or can continue with the call, From the available agents drop down the agent can select to whom they want to consult by selecting and clicking on the call button, Will connect the agent on call to the other agent.



- **Disposition details** – This is also a configuration that is made by the admin, Dispositions added by the admin will be listed in the category field, and the agent can select the disposition based on the category that is related to the call.
  - The agent can also add additional remarks that is related to the call given by the customer or for their reference if needed.
  - This disposition has a call-back feature (This is to be activated from the backend side), we can select the respective date and time requested by the customer in the Callback time field.
  - Only by clicking the save details button, the disposition details will be saved



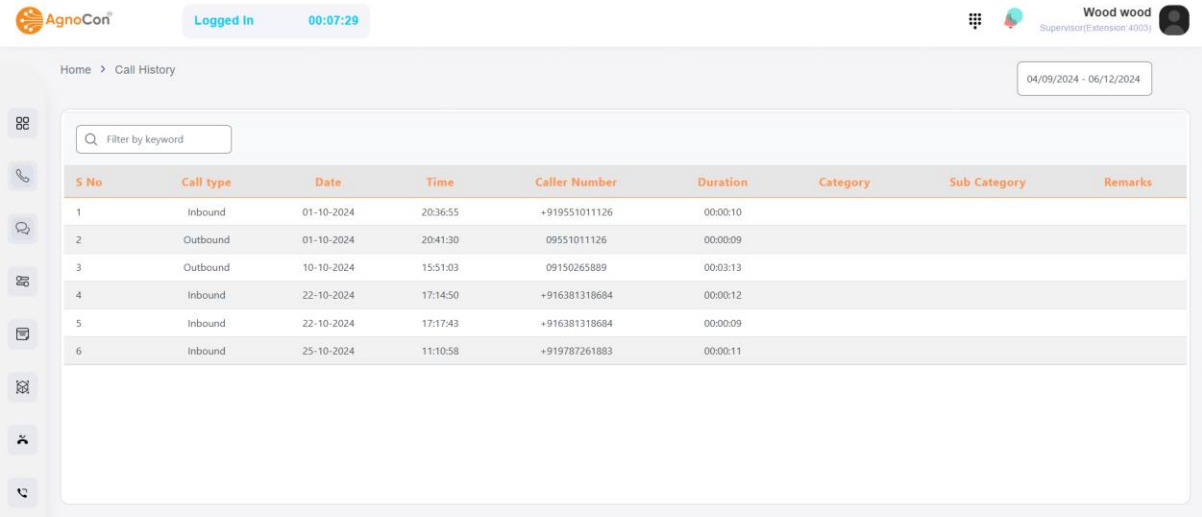
The interaction detail and disposition details can be done while the agent is on a call with the customer Or it can also be done during the ACW state that is when the customer or the agent disconnects the call the agent will be given this ACW duration will be configured by the admin.





## 6.4. INTERACTION HISTORY

The page provides a log of historical call records for tracking and analysis. Supervisors can view, filter, and analyse calls based on key details such as type, time, duration, and remarks.



The screenshot shows the 'Call History' page in the AgnoCon system. The interface includes a sidebar with navigation icons, a top header with the AgnoCon logo, a 'Logged In' status bar showing '00:07:29', and a user profile for 'Wood wood' (Supervisor | Extension 4003). The main content area displays a table of call records for the date range '04/09/2024 - 06/12/2024'. The table has columns for S No, Call type, Date, Time, Caller Number, Duration, Category, Sub Category, and Remarks. A search bar 'Filter by keyword' is located above the table.

S No	Call type	Date	Time	Caller Number	Duration	Category	Sub Category	Remarks
1	Inbound	01-10-2024	20:36:55	+919551011126	00:00:10			
2	Outbound	01-10-2024	20:41:30	09551011126	00:00:09			
3	Outbound	10-10-2024	15:51:03	09150265889	00:03:13			
4	Inbound	22-10-2024	17:14:50	+916381318684	00:00:12			
5	Inbound	22-10-2024	17:17:43	+916381318684	00:00:09			
6	Inbound	25-10-2024	11:10:58	+919787261883	00:00:11			

By selecting the date range, we can view the call history details of the selected period.

**S No:** Serial number for reference.

**Call Type:** Indicates whether the call was Inbound or Outbound.

**Date:** The date the call occurred (e.g., 01-10-2024).

**Time:** The time the call was initiated (e.g., 20:36:55).

**Caller Number:** The customer's phone number (e.g., +919551011126).

**Duration:** The call duration in HH:MM:SS (e.g., 00:00:10).

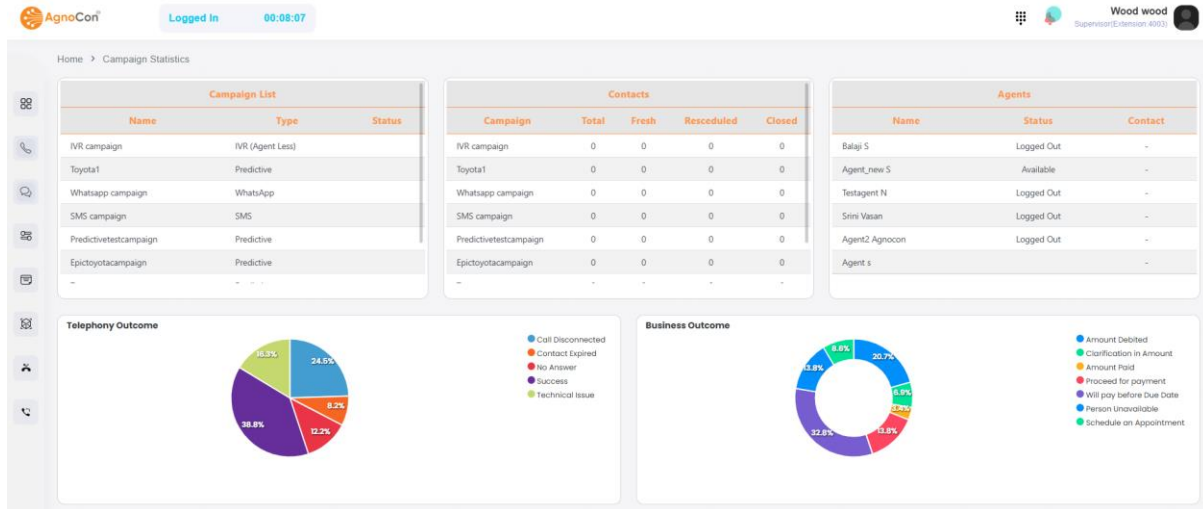
**Category:** Classifies the call (e.g., Sales, Support, etc.)

**Sub Category:** A more specific breakdown of the category.

**Remarks:** Additional notes or comments about the call.

## 6.5. CAMPAIGN REPORT

The dashboard provides a high-level overview of campaign performance, contact statistics, agent availability, and outcomes.



### ❖ Campaign List Table:

- This section lists the Campaigns that are available and its type

### ❖ Contacts:

- Displays contact-related metrics for each campaign.

### ❖ Agents:

- Shows agent details, including names and their statuses

### ❖ Telephony Outcome:

The chart visualizes the outcomes of telephony interactions for the campaigns, breaking down call-related results into specific categories.

- Call Disconnected
- Contact Expired
- Success
- Technical Issue
- No Answer

### ❖ Business Outcome:

The chart shows the business impact, giving insights into customer actions and resolutions. Each segment represents a specific type of customer response or outcome.

- Amount Debited
- Clarification in Amount
- Amount Paid
- Proceed for Payment
- Will Pay Before Due Date
- Person Unavailable
- Schedule an Appointment

## 6.6. CALLBACK HISTORY

The page provides a log of personal callback and IVR callback history for tracking and follow-up. Agents can view, filter, and analyze callback records based on key details such as date, time, call type, caller number, call answered time, duration, scheduled callback time, and remarks.

The date range filter is visible in the top-right corner, allows the user to filter callback records for a specific date range.

**S No:** Serial number of the callback entry.

**Date:** The date of the callback.

**Time:** The time the callback was initiated.

**Call Answered Time:** The exact time the call was answered.

**Call Type:** Indicates the type of call (e.g., Outbound Manual Dial).

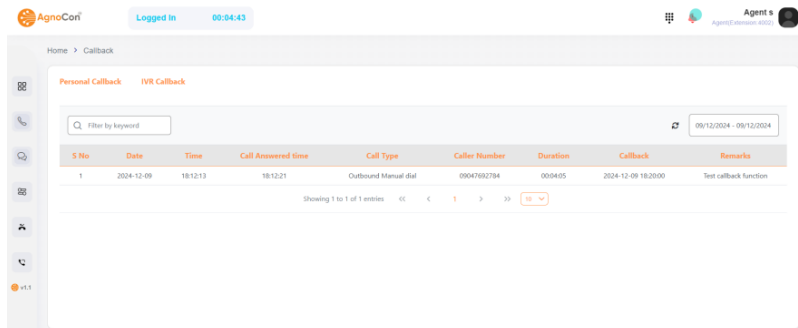
**Caller Number:** Displays the caller's phone number.

**Duration:** Shows the call duration.

**Callback:** Specifies the scheduled callback time and date.

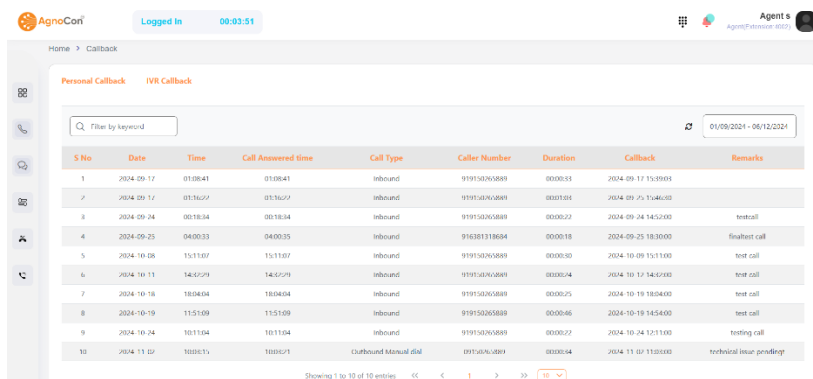
**Remarks:** Additional notes or comments (e.g., "Test callback function").

### 6.6.1. Personal Callback



S No	Date	Time	Call Answered time	Call Type	Caller Number	Duration	Callback	Remarks
1	2024-12-09	18:12:13	18:12:21	Outbound Manual dial	09047602794	00:04:05	2024-12-09 18:20:00	Test callback function

### 6.6.2. IVR Callback



S No	Date	Time	Call Answered time	Call Type	Caller Number	Duration	Callback	Remarks
1	2024-09-17	01:08:41	01:08:41	Inbound	919150260889	00:00:53	2024-09-17 15:39:03	
2	2024-09-17	01:16:27	01:16:27	Inbound	919150260889	00:01:01	2024-09-17 15:46:03	
3	2024-09-24	00:18:34	00:18:34	Inbound	919150260889	00:00:22	2024-09-24 14:52:00	test call
4	2024-09-25	04:00:33	04:00:35	Inbound	916381318684	00:00:18	2024-09-25 18:30:00	final test call
5	2024-10-08	15:11:07	15:11:07	Inbound	919150260889	00:00:30	2024-10-08 15:11:00	test call
6	2024-10-11	14:42:29	14:42:29	Inbound	919150260889	00:00:24	2024-10-11 14:42:00	test call
7	2024-10-18	18:04:04	18:04:04	Inbound	919150260889	00:00:25	2024-10-18 18:04:00	test call
8	2024-10-19	11:51:09	11:51:09	Inbound	919150260889	00:00:46	2024-10-19 14:54:00	test call
9	2024-10-24	10:11:04	10:11:04	Inbound	919150260889	00:00:22	2024-10-24 12:11:00	testing call
10	2024-11-07	10:01:11	10:01:11	Outbound Manual dial	091516761089	00:00:04	2024-11-07 11:03:00	technical issue pending

[End of Document]