# definitions:

## Abstract:

## Features:

### Home:

1. Campaigns.
   1. Agent
      1. Each agent can be register to any given campaign by the Admin.
      2. System automatically load balance between agents under the same campaign (calling is done by campaign not the agent).
      3. Can see only relevant campaign.
      4. Statistics on the current campaign
   2. Admin
      1. Can insert/update/delete campaign
      2. Add Layout for each.
2. Callback to people to-do.
3. Search box for database
   1. Find contacts (city, name, phone etc…)
   2. Find agents by details.
   3. Find salesman.
   4. Find appointment.
   5. Recorded Call.
   6. Brands
   7. Offices
   8. Campaign
4. Email inbox
   1. See all inner messages.

### Layout:

1. Config options.
   1. Title
   2. Background Image.
   3. Background Color.
   4. Questions:
      1. Yes/No question.
      2. Single Selection question.
         1. Combo Box
         2. Radio Button.
      3. Mulitple Selecction question.
      4. Calendar. Date + hour.
      5. Notes question.
      6. All question can be marked mandatory.
   5. Data:
      1. Help scripts for agent.
      2. Help icons
      3. Text Formatting.
2. After layout is done, there will be an option to assign calendar appointment.

### Appointment Calendar:

1. Will show all office appointments
2. For each Time there can be more than one appointment
3. Will color and show the amount of outgoing agent occupied in that hour.
4. Admin will be able to configure the resolution of the calendar (cell every hour; cell every 30 min etc…).
5. Admin will be able to configure calendar to be weekly or monthly
6. Admin can assign Appointment to a given salesman.

### Appointment View:

1. Layout answers
2. Recorded Called
3. Date + Time.
4. Answering Agent(s)
5. Campaign
6. Assigned Salesman
7. Edit all fields according to permissions

### Contact View:

1. Form View + Client Details
2. Status bar of the predictive dialer
3. Connection status
4. Last Calls view
5. Header for current call.
6. Dial/Connect/Disconnect.
7. Manual dial.
8. Putting on Hold with mp3/wav
9. Local recording.
10. Transfer to a different agent.
11. Conference 3 people.
12. Send message to Admin
13. Block Current Agent

#### Disposition:

1. Status of current Call
   1. Absent
   2. Answering mission
   3. Not interested
   4. Meeting assign to calendar.
   5. Callback option.
   6. If agent is not in the day the callback supposed to be the call back should be in red in admin view. Reminder notification will be in inner message system.
   7. Configurable field.
2. Schedule callbacks
   * 1. Call client in X hours
     2. Call client tomorrow
     3. Configurable field by time
     4. Custom.
   1. transfer Call to another agent
3. Current Client History Details
4. Add Comments to Client.

### Setting:

1. Agent setting
   1. userame
   2. Full Name
   3. Password
   4. Company
   5. Time Zone
   6. Music on Hold (file or link)
2. Outbound settings
   1. Caller Id Phone
   2. Caller name
3. Voice Connection
   1. Sip Phone details
4. Music on hold adding viewing sound files/links
5. Agent Phone book
6. Agent Email template
7. Agent Script

### Admin:

1. User View
   1. New User
   2. Editing
      1. Permissions
      2. Setting
      3. Levels
      4. Login Name
      5. All Setting
   3. Delete
2. File uploading formats
   1. Add/remove fields
3. Configuration Disposition Toolbar
4. Statists
   1. Per Time
   2. Per Agent
   3. Per Office
   4. Per Brand
5. Incoming Calls(Inbound Did)
6. Black List
   1. Per Agent
   2. Per Office
   3. Per Brand

### Campaign:

1. Edit Setting
2. Create new.
3. Recycling options for and attended calls.
4. Manual Recycle.
5. Upload contact list.
6. Abounded message. Wav/mp3
7. Statists graph.

### Live Monitor:

1. Perfective dialer calls
   1. Status
   2. Phone number
   3. Name
   4. City
   5. Zip code
   6. Etc…
2. Agents
   1. Can see all calls by filter
      1. Agent name
      2. Callee name
      3. Call status
      4. Duration
   2. Can inrurpet/join/block call
   3. Can see call duration
   4. Online Agents
      1. Name,
      2. Last Login
      3. Last Call
      4. Appointment of today/week/month.
      5. Call count of today
      6. Average Call duration.

### Inner Messages System (Chat):

1. Live Chat with all users.
2. Online users by type.
3. Open/Close chat message
4. Send a message to user inbox
5. View old chats.
6. Status on Messages (Urgent, Medium).

### Alert Message:

1. Server:
   1. Down.
   2. Slow.
   3. Overloaded.
   4. Latency to big.
2. Agents:
3. Offices:
   1. Stop using for a given time.

### Statistcs:

1. Agents
   1. Timed (by day, by hour, by month etc..)
   2. About all info
2. Brands
   1. Timed
   2. About all info
   3. Including
   4. Exposded or not.