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**Scope of Work**

**Inbound Call Tracking**

**for**

**Michelin Tyre**

**By**

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# Objective

* To track the telephonic conversation between Customer & Dealer.
* Track store performance and productivity based on key metrics such as call received, calls answered, call missed, average conversation time etc.

# Detailed Requirements

# Inbound Calls

Call Flow

* Customer Calls the Dealer Virtual Number
* Waybeo dials the respective agent numbers

Require virtual numbers to track call activity at store facilities.

* Track store performance to push them to answer calls more proactively.   
  Ensure that a comprehensive log is maintained for all leads.
* Each Store facility needs to have a separate virtual number.
* Online portal to track the calls and also download comprehensive call logs.

**Virtual Number Working**

* Each virtual number will be mapped with store numbers.
* Store numbers are dialed in Priority Order.
* Once the call gets connected, the call recording should start.
* Different Call Statuses – Answered, Missed, & Offline.

**Call Routing Strategy**

* By default, the call routing strategy will be Priority ring for all types of calls and all stores.

## **Music on Hold**

* Instead of ring, there will be an MOH at the customer leg.

**Call Status**

* Call Status can have the following possible values
  + Answered
  + Missed
  + Offline

## **Answered Calls**

* Ensure calls are recorded and recording is made available in an online portal for review and quality assurance

## **Missed Calls**

* Audio should play a sorry message to customer and assure customer a call back would be initiated shortly

## **Offline Calls**

* An audio should play to customers who are calling after offline hours

# Login for different users

* ‘View only’ Admin login

# Mapping of AM and RSM

* Mapping of AM and RSM need not be aligned with each other. It can just be added as two different fields with no specific connection.

# Store Page Fields

|  |  |
| --- | --- |
| Dealer Code | 26635 |
| Dealer Name | Michelin Tyre |
| Dealer Type | Key Dealer |
| Virtual Number | 8879173902 |
| Dealer landing numbers | 9995866686, 9995866687 |
| AM | 8589858951 |
| RSM | 9995866686 |
| Working hours (Optional) | 9 am to 9 pm |
| Weekly Off (Optional) | Sunday |
| Locality (Hidden field) | Borivali west |
| City | Mumbai |
| State | Maharashtra |

# Call Log Fields

* Sample CDR (call log) fields as follows.

|  |  |
| --- | --- |
| Call start time | 6/28/2021 17:21 |
| Dealer Code | 26635 |
| Dealer Name | Michelin Tyre |
| Dealer Type | Key Dealer |
| Virtual number | 8879173902 |
| Customer number | 8589858951 |
| Connected to | 9995866686 |
| Status | Answered |
| Call recording | Https://waybeo-re.s3.ap-south-1.amazonaws.com/1624846214.3006.mp3 |
| Ring duration | 5 |
| Conversation duration | 10 |
| Total duration | 20 |
| Busy Callees | 9995866686, 9995866687 |
| AM | Raj Singh |
| RSM | Vimal Pasha |
| Locality (Hidden field) | Borivali west |
| City | Mumbai |
| Hang up | Agent |
| State | Maharashtra |
| Call end time | 6/28/2021 7:42 |

# Store Page Filters

* The following filters are required in the call log.
  + Store Type

# Reports Page Filters

* The following filters are required in the call log.
  + Date Range
  + State
  + City
  + Dealers (with ‘Dealer Code’ search option)
  + Dealer Type - Key Dealer, Retailer, MTS
  + Status
  + Customer Number

**Edit Feature**

No edit feature required in View only admin.

**SI Integration**

SI push required.