# Dialpad integration mock-up

Some proposed mock-ups are given below that show what the user interface will look like. In order to keep the development duration short, basic Business Central entities/forms have been used to the extent possible with addition of fields.

There are 3 basic type of areas proposed in this integration:

1. Manual dialing
2. List (or mass) dialing
3. Interaction logs (or audit trail)

## Manual Calling

* Clicking on any number will start dialling call to the individual (patient selected). This is like a manual call.

## List Calling

Call list

* List calling is mass calling feature where the system will allow agents to select a patient list based on filters.
* Apply filters like primary disease e.g., ICD = Diabetes Mellitus and click on Call list. It will start dialling each Patients fulfilling this criteria one-by-one.
* Multiple filters can be applied on the list to narrow down the list of patients. Once finalized the system will dial out the list one-by-one.
* To trigger dial out, the user will click on an Icon like the one shown in the figure below. This will launch Dialpad application from Business Central.

Graphical user interface, text, application, email

Description automatically generated

## Interaction detail

Once call is ended the Dialpad integration functionality will create an ‘interaction log’. This is basically an audit trail containing information like:

* Who initiated the call?
* What was type of call was it (incoming, outgoing etc.)?
* What number was called (for outgoing)?
* Time of call
* Duration
* Call success status
* Comments

An example of the interaction log is shown below

Graphical user interface, text, application, email

Description automatically generated