

Diagram A: Main screen of a program

Ticket #30276

Status: CALL ENDED

+1 (929) 273-6782

Date & Time

Ticket Status

5 May 2021 09:38:03 AM EST

Call ended

5 May 2021 09:38:03 AM EST

Interview notification sent via SMS

5 May 2021 09:37:07 AM EST

Interview scheduled

5 May 2021 09:34:32 AM EST

Driver data edited

5 May 2021 09:30:46 AM EST

Call picked up

5 May 2021 09:30:17 AM EST

Calling

5 May 2021 09:30:05 AM EST

Active

5 May 2021 09:07:23 AM EST

Delayed to: 5 May 2021 09:30:00 AM EST

5 May 2021 09:06:32 AM EST

Call picked up

5 May 2021 09:05:27 AM EST

Calling

5 May 2021 09:05:18 AM EST

Active

5 May 2021 08:50:02 AM EST

Delayed to: end of the list

5 May 2021 08:49:50 AM EST

Call ended, no response

5 May 2021 08:48:30 AM EST

Calling

5 May 2021 08:48:22 AM EST

Active

5 May 2021 08:46:42 AM EST

Delayed to: end of the list

5 May 2021 08:46:37 AM EST

Incoming call: line busy

Driver data

Name

Daniels, Hugh

City

New York, New York

Work areas

Brooklyn, Queens

Car brand

Mitsubishi

Car model

Lancer CY

Car production year

2008

Car colour

White

Car fits for the job

Yes

Car service availability

Nero Services

1877 Ocean Ave, Brooklyn, NY 11230

Nero Services

1451 52nd St, Brooklyn, NY 11219

Callista Mega

193 E 4th St, Brooklyn, NY 11218

Callista Mega

87-71 Lefferts Blvd, Jamaica, NY 11418

Schedule an interview

Send an interview notification via SMS

Diagram B: Ticket statuses

Ticket statuses
(are filled both by the system and
by the operator's actions)

Triggers a new status

Triggers a new status

Triggers a new status

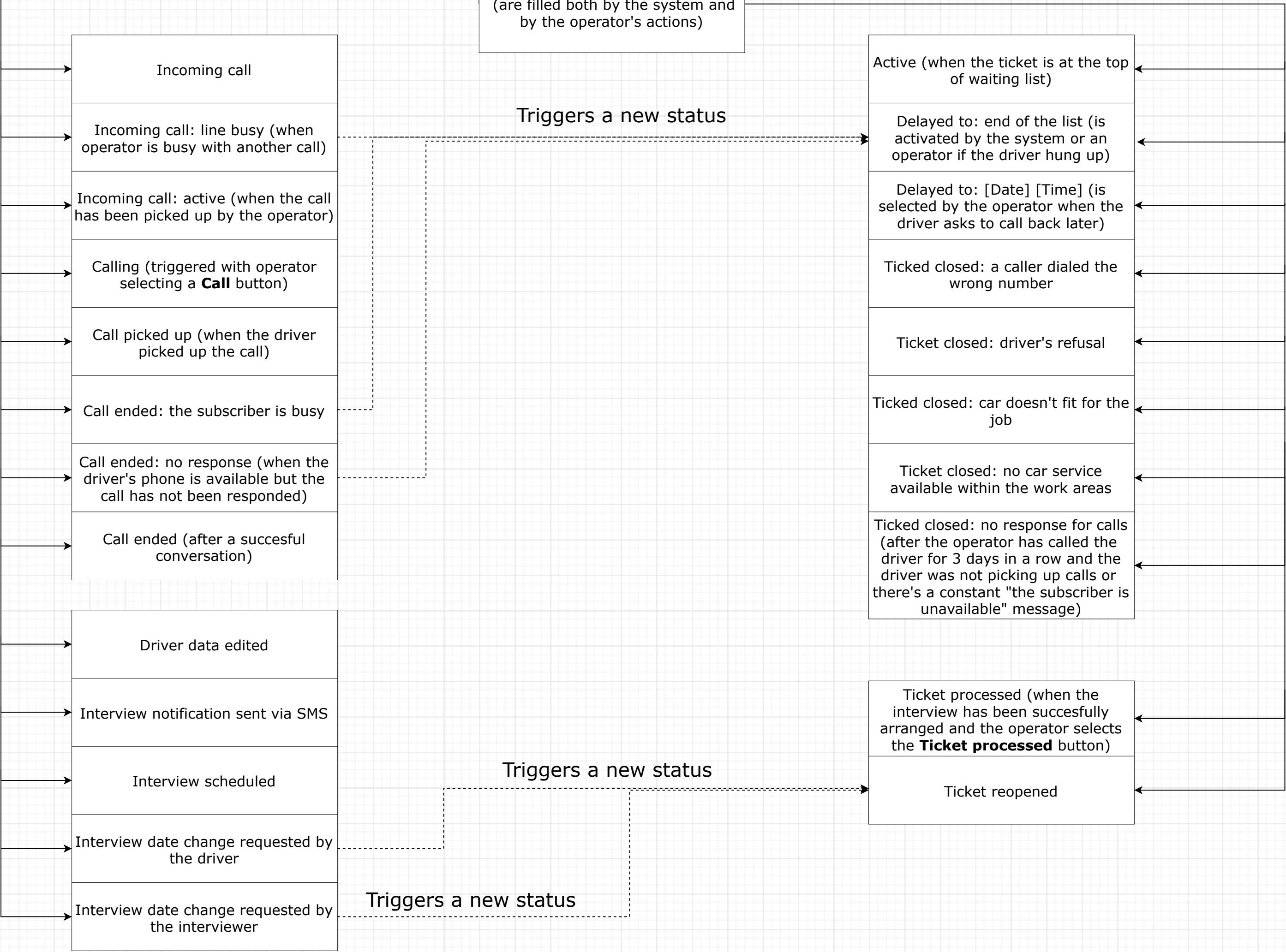


Diagram C: Main actions panel

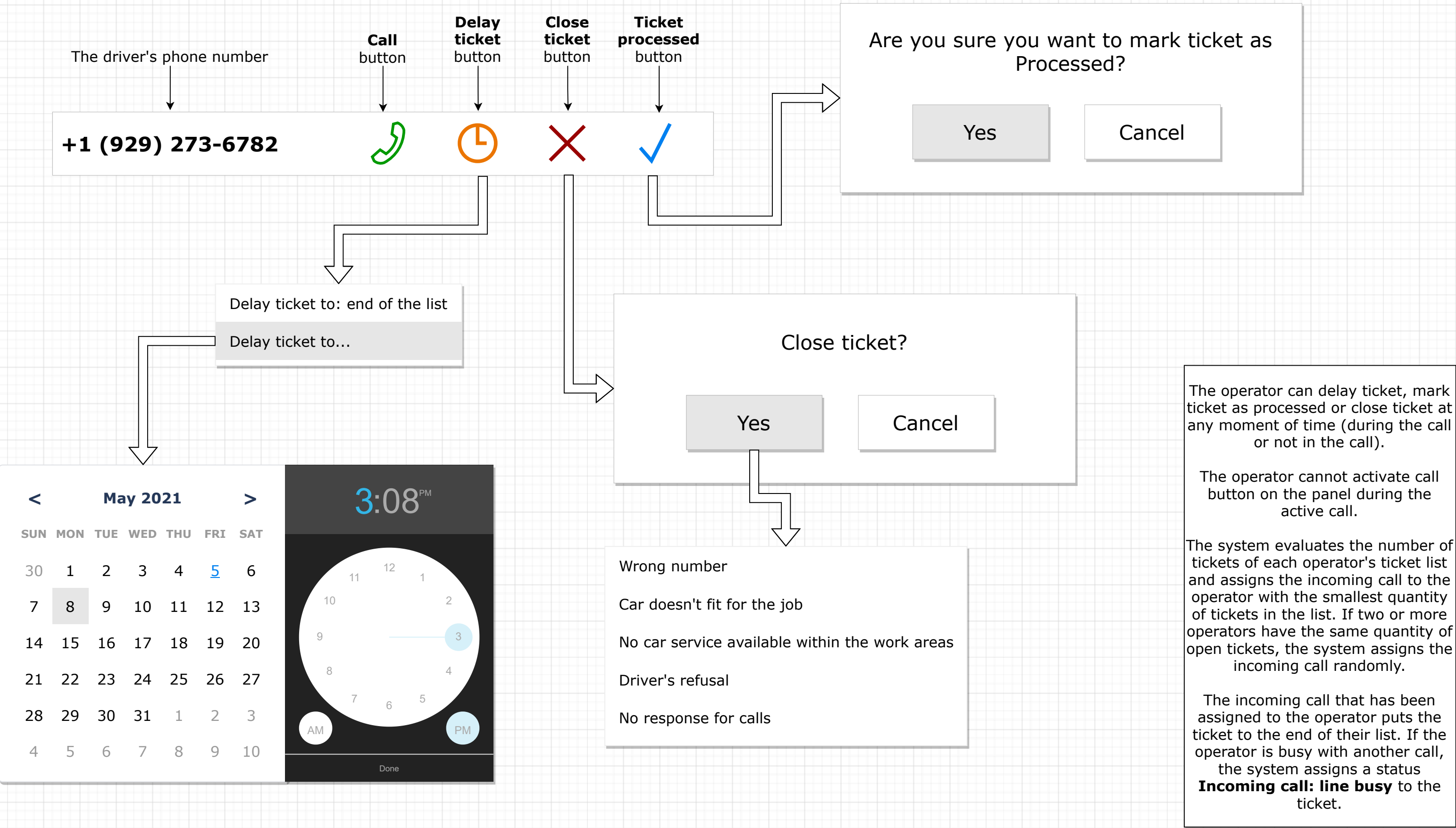


Diagram D: Main screen in calls

Ticket #30276

Status: CALL ENDED

+1 (929) 273-6782

Date & Time	Ticket Status
5 May 2021 09:38:03 AM EST	Call ended
5 May 2021 09:38:03 AM EST	Interview notification sent via SMS
5 May 2021 09:37:07 AM EST	Interview scheduled
5 May 2021 09:34:32 AM EST	Driver data edited
5 May 2021 09:30:46 AM EST	Call picked up
5 May 2021 09:30:17 AM EST	Calling
5 May 2021 09:30:05 AM EST	Active
5 May 2021 09:07:23 AM EST	Delayed to: 5 May 2021 09:30:00 AM EST
5 May 2021 09:06:32 AM EST	Call picked up
5 May 2021 09:05:27 AM EST	Calling
5 May 2021 09:05:18 AM EST	Active
5 May 2021 08:50:02 AM EST	Delayed to: end of the list
5 May 2021 08:49:50 AM EST	Call ended, no response
5 May 2021 08:48:30 AM EST	Calling
5 May 2021 08:48:22 AM EST	Active
5 May 2021 08:46:42 AM EST	Delayed to: end of the list
5 May 2021 08:46:37 AM EST	Incoming call: line busy

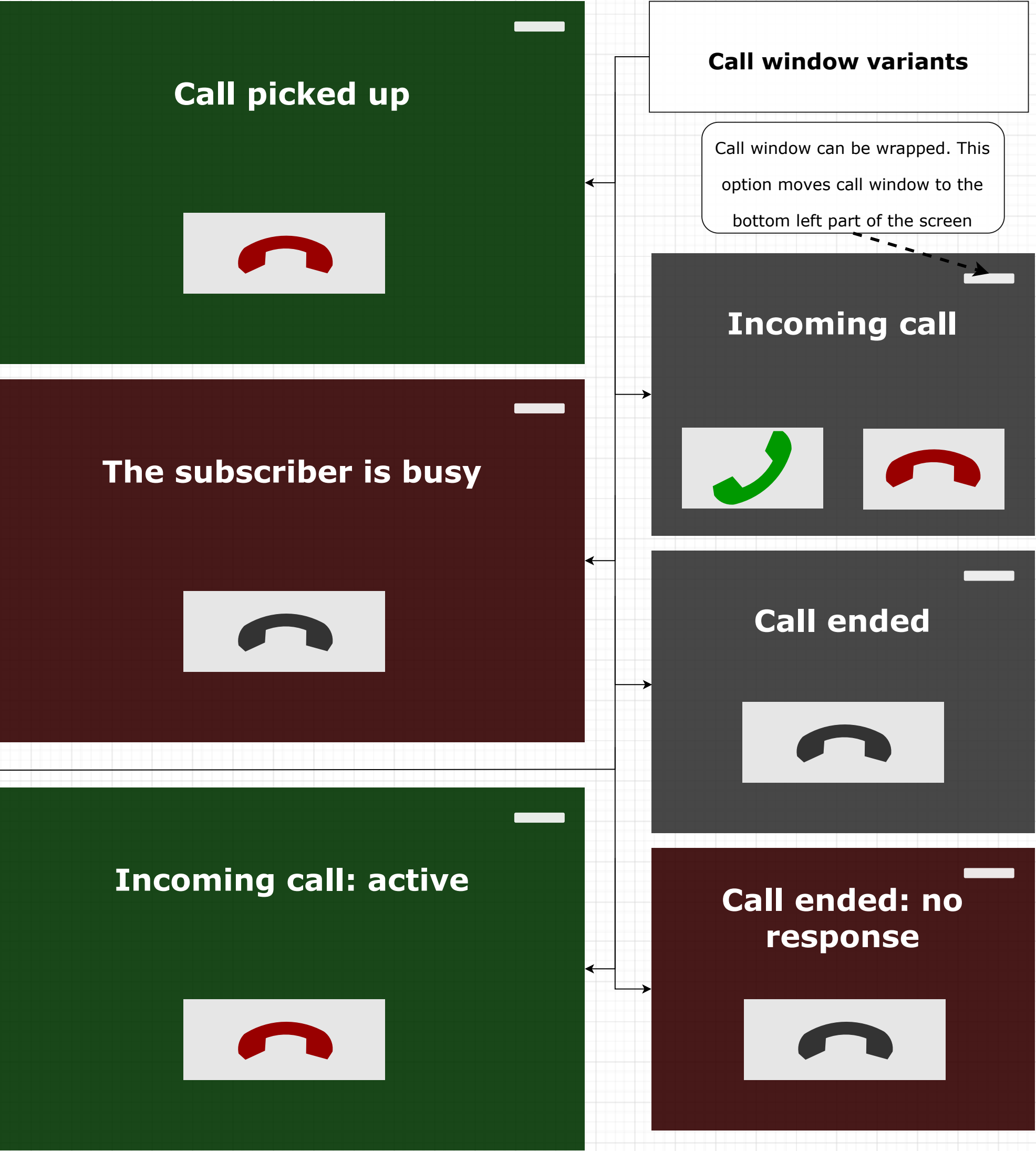


Diagram E: driver data

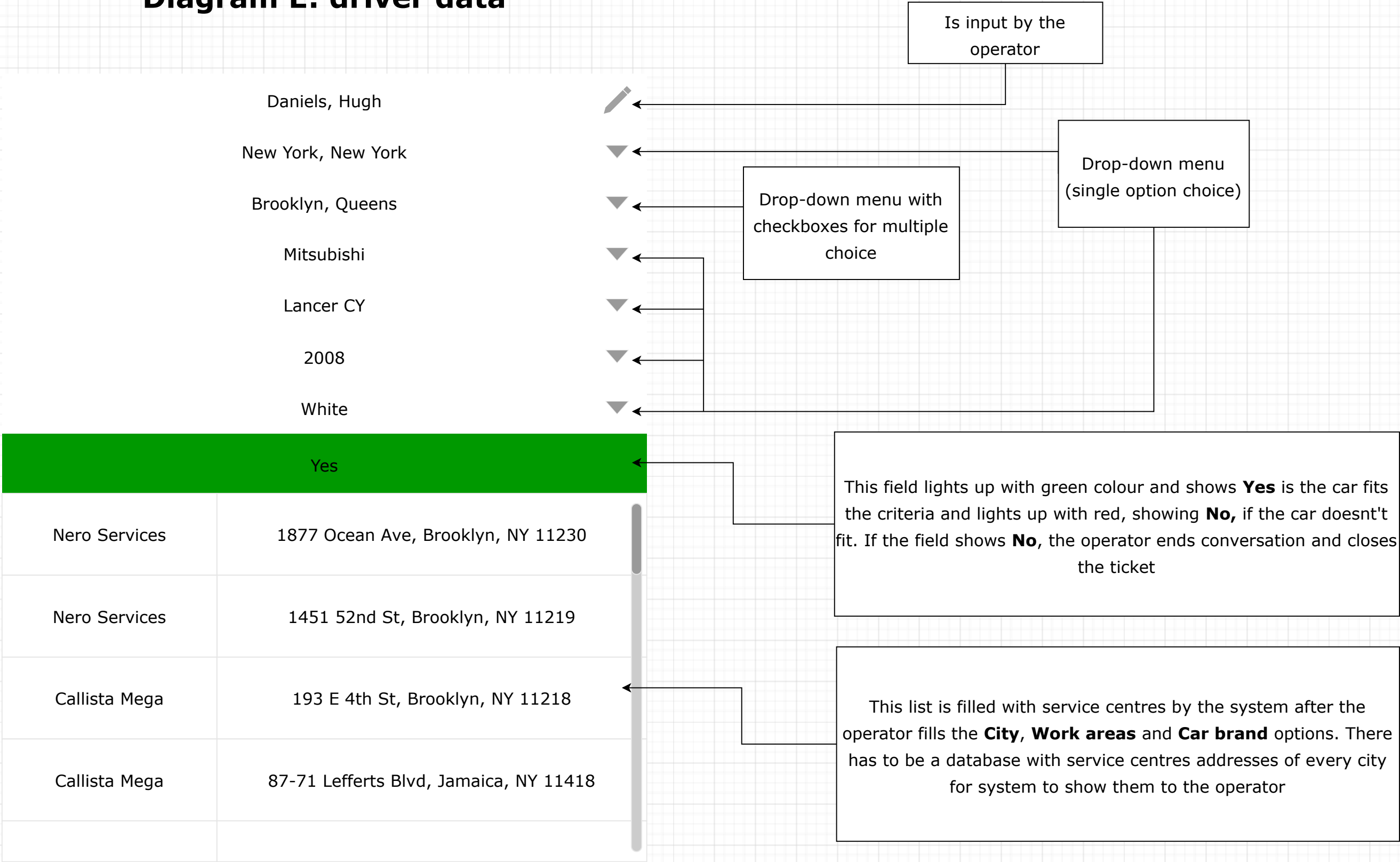


Diagram F: scheduling an interview

