Diagram A: Main screen of a program

Ticket #30276					Driver data				
Status: CALL ENDED					Name		Daniels, Hugh		
+1 (929) 273-6782	D	(X	/	City		New York, New York		
Date & Time		Ticket	Status		Work areas	Brooklyn, Queens			
5 May 2021 09:38:03 AM EST		Call	ended		Car brand	Mitsubishi			
5 May 2021 09:38:03 AM EST	Inter	Interview notification sent via SMS			Car model	Lancer CY			
5 May 2021 09:37:07 AM EST	Interview scheduled			Car production year	2008				
5 May 2021 09:34:32 AM EST	Driver data edited				Car colour		White		
5 May 2021 09:30:46 AM EST	Call picked up			Car fits for the job	Yes				
5 May 2021 09:30:17 AM EST	Calling				Nero Services 1877 Ocean Ave, Brooklyn, NY 11		0		
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				Nero Services	1451 52nd St, Brooklyn, NY 11219			
5 May 2021 09:06:32 AM EST	Call picked up			Car service availability	Callista Mega	193 E 4th St, Brooklyn, NY 11218			
5 May 2021 09:05:27 AM EST	Calling								
5 May 2021 09:05:18 AM EST	Active					Callista Mega	87-71 Lefferts Blvd, Jamaica, NY 114	18	
5 May 2021 08:50:02 AM EST	D	Delayed to: end of the list						l	
5 May 2021 08:49:50 AM EST		Call ended,	no respons	e					
5 May 2021 08:48:30 AM EST		Ca	lling		Schedule an interview				
5 May 2021 08:48:22 AM EST		Ac	tive						
5 May 2021 08:46:42 AM EST	D	elayed to:	end of the li	st		Send an interview notification via SMS			
5 May 2021 08:46:37 AM EST		Incoming c	all: line bus	У					

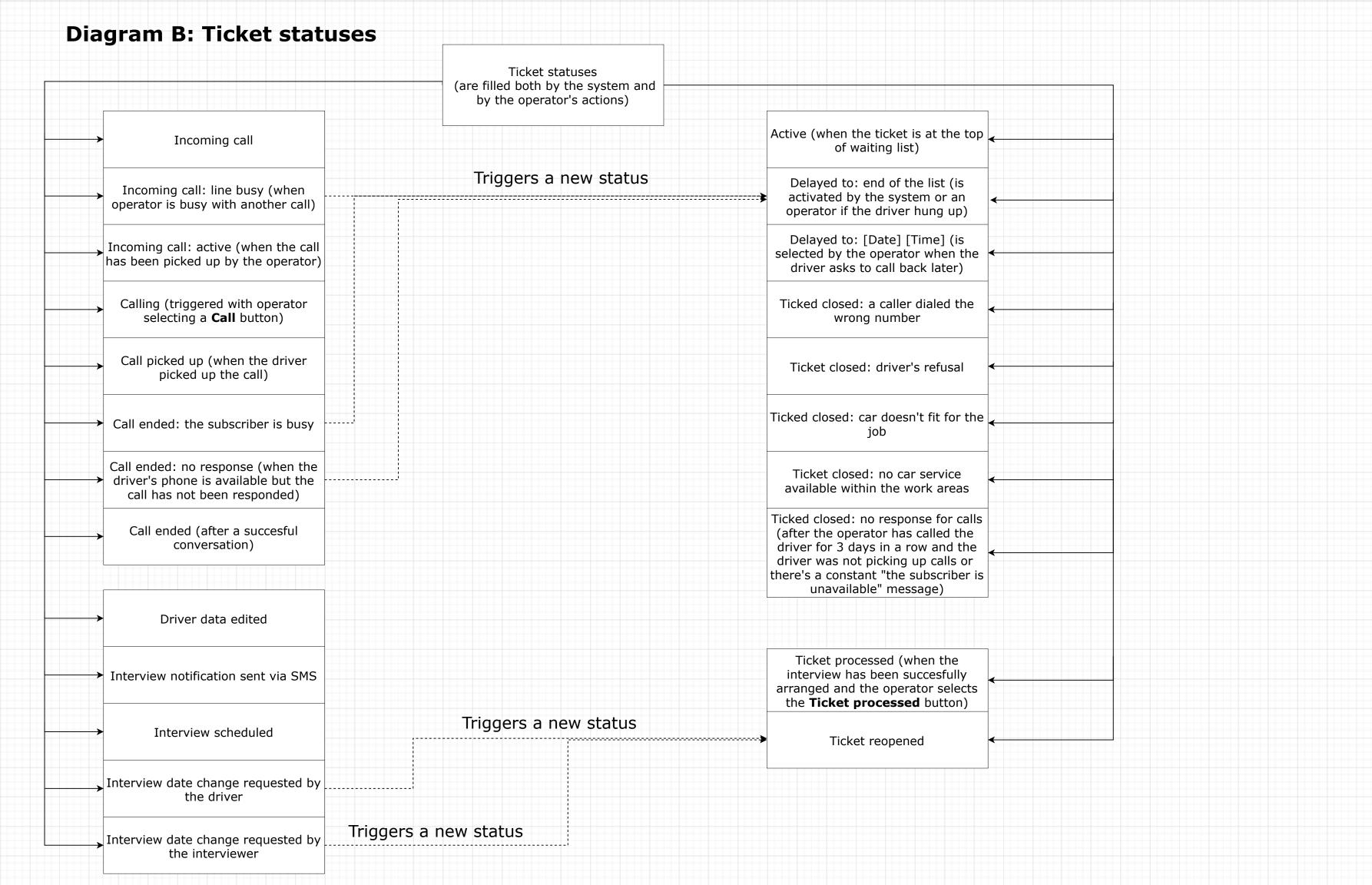
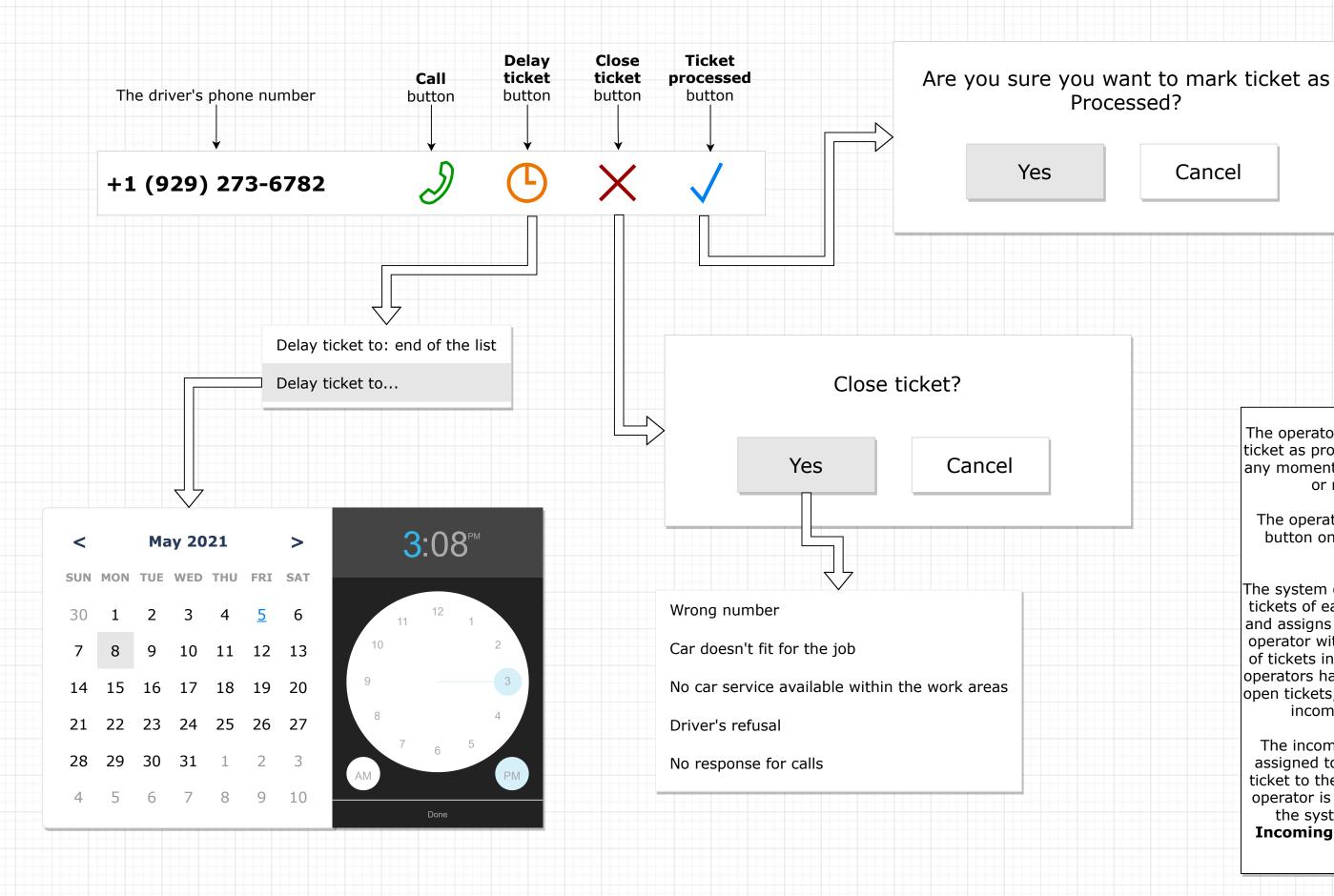


Diagram C: Main actions panel



The operator can delay ticket, mark ticket as processed or close ticket at any moment of time (during the call or not in the call).

The operator cannot activate call button on the panel during the active call.

The system evaluates the number of tickets of each operator's ticket list and assigns the incoming call to the operator with the smallest quantity of tickets in the list. If two or more operators have the same quantity of open tickets, the system assigns the incoming call randomly.

The incoming call that has been assigned to the operator puts the ticket to the end of their list. If the operator is busy with another call, the system assigns a status

Incoming call: line busy to the ticket.

Diagram D: Main screen in calls

Ticket #30276

Status: CALL ENDED

+1 (929) 273-6782

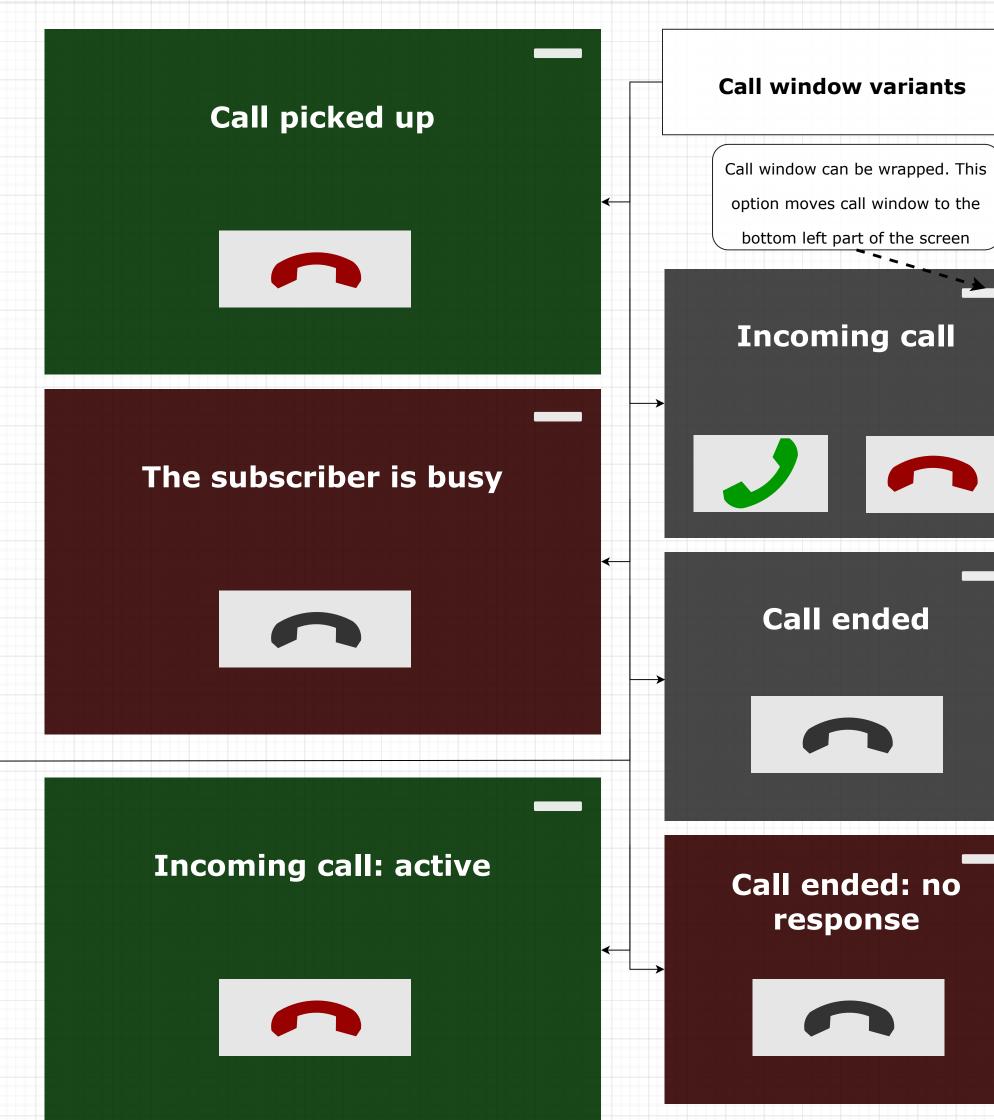








+1 (929) 2/3-6/82	
Date & Time	Ticket Status
5 May 2021 09:38:03 AM EST	Call ended
5 May 2021 09:38:03 AM EST	Interview notification sent via SMS
5 May 2021 09:37:07 AM EST	Interview scheduled
5 May 2021 09:34:32 AM EST	Driver data edited
5 May 2021 09:30:46 AM EST	Call picked up
5 May 2021 09:30:17 AM EST	Calling
5 May 2021 09:30:05 AM EST	Active 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	Call picked up
5 May 2021 09:05:27 AM	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



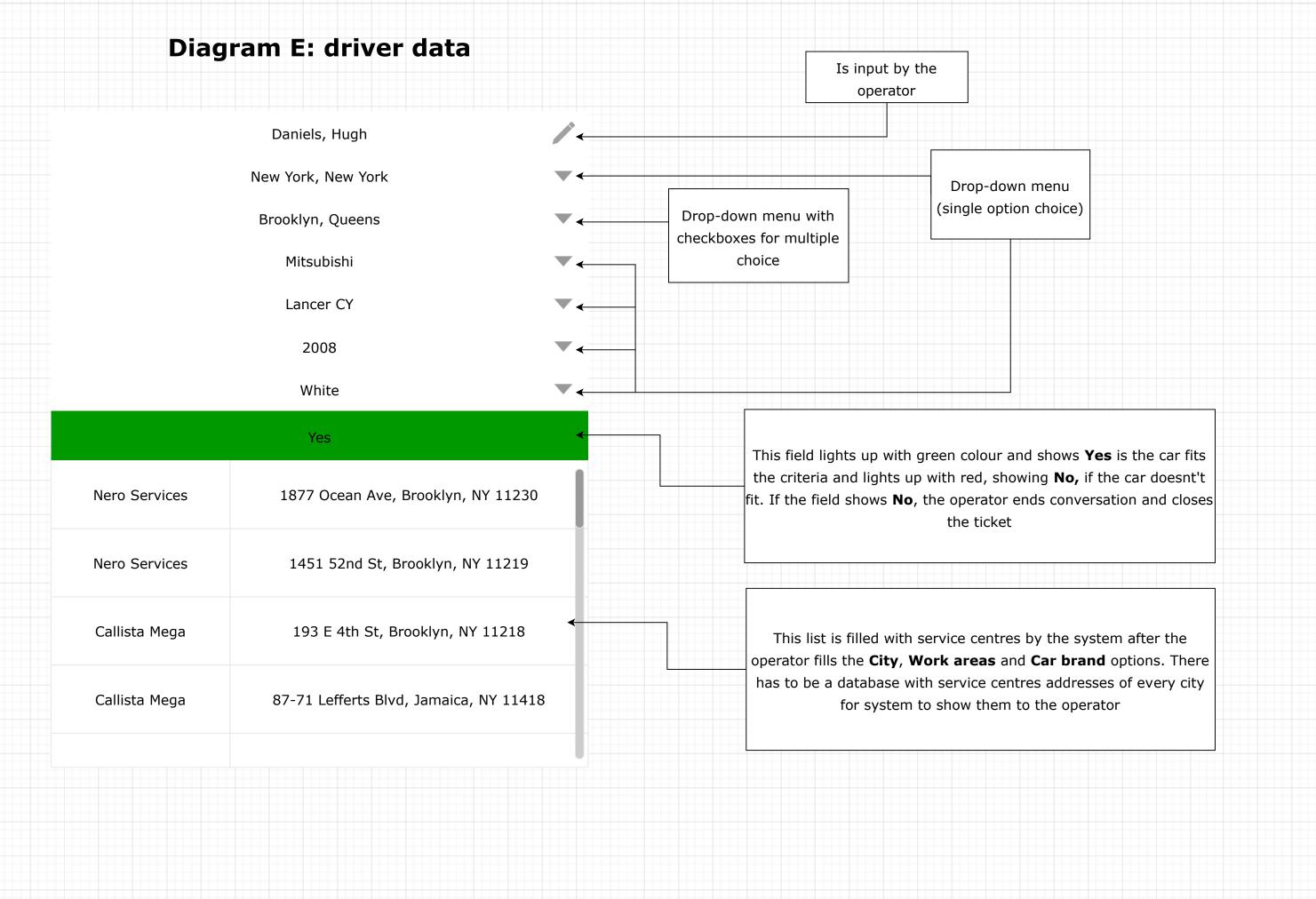


Diagram F: scheduling an interview

