Requirement from VISPL for KRPH Project

1. **Dashboard**
   a. Single Dashboard for calling and ticketing system
   b. Congestion Report
   c. Red Flag reports and alerts to Supervisors, Agent & CSC SPV
      i. Calls more than 300 Seconds
      ii. Long Break (in total / breakwise)
      iii. Not taking calls since 15 minutes incase of calls are getting missed
   d. Outbound Calls
      i. Attempted
      ii. Attended
      iii. Busy
      iv. Not in Network
   e. Bifurcation of Call Drops
      i. Call dropped due to non-available of agents for more than 30 seconds
      ii. Calls Disconnected by Farmer within 30 Seconds
   f. Daily MIS reports in decided report
   g. Hourly MIS reports in decided report. Report may be downloaded on dashboard and sent on mail on EoD basis
   h. Bot wise report
   i. Daily count of calls being made by the farmers
      i. No of Farmers | No of times called
   j. Circlewise calls
   k. SLA Report
   l. An extensive Real Time Dasboard must be made available where we can see Name of Agent, Status of Agent, Aux Mode, Duration of Call, tickets generated and other Aux Mode, Calls in Wait etc
   m. Training hours should be visible in the dashboard

   All the above reports should have filters of date, circle, agents, center, state, district

2. **Manpower Support**
   a. Ministry requested for a SPOC as DBA & System Administrator to handle time to time issues
   b. Dedicated person not required

3. **Technical Enhancement in Ticketing System (KRPH)**

a. Single sing on for agents for ticketing & calling system
b. Tickets generated/sorted/issued
c. Status check should be available for farmers on the portal
d. For Supervisor only: An option shall be given to add comment & Modify Ticket on the Open Ticket
e. Agents should be able to copy and paste the Policy number To & From the Grievance Portal

4. **Technical Enhancement in Calling Solution**
   a. Callers profile needs to be shown to agent with call history and count of calling attempts & attended
   b. Option to map the supervisor with each group of agents
   c. Reporting of calls attended/dropped/missed to monitor the supervisor performance
   d. Online audit facility for SLA report purposes
   e. Call transfer option from one agent to another
   f. Automated campaign should be generated of Dropped Calls to outbound agents
   g. Force Logout option needs to be reviewed, it should get logged out if another session starts anywhere. A pop up may come up for permission. Due to this new calls are not coming up and screen is getting freezed.
   h. If Headset is not connected then the call must not get Drop, It should stay on the Agents ID until either the customer or the Agent Disconnects it
   i. Call congestion issue needs to identified and sorted
   j. Drop Down menu should be available on the Outbound CRM Form for State & District
   k.

5. **Invoicing Dashboard**
   a. ICs wise report based on their usage of minutes, ticket generated and manpower wise for invoicing purposes
   b. Till the detailed dashboard being designed, an option may be provided to upload the data in the pre decided format to provide the access to ICs to view the data on basis of which the invoices are being generated.
   c. Option to upload IC & month wise PDF of invoices

6. **Third Party Reports**
   a. Code Review Report of the IT applications
   b. Security Audit of the IT applications

    c. Security Audit of IT infrastructure

    d. Load Testing Report

7. WhatsApp ChatBot

    a. Crop Loss intimation & FAQ

    b. Registration of Ticket/Grievances through WhatsApp

    c. Status check using AI Bot (Voxomos)

8. Distribution of calls to other service provider incase of any technical issues

9. Technical team availability to technically support the raised issues