Dash Board - Management – Administrator (Name should be changed)

Agent Dashboard

Indian Red Cross Society
TAMIL NADU BRANCH

USER NAME
ONLINE

Home

Pickup

Dashboard

Unassigned Trips

District | Status | 🔍 C

Patient Name	Phone No	Area	Hospital	Issue	Status
Patient 1	09876543221	Ayanavam	Hospital 1	JSSK	Waiting
Patient 2	09876123221	Avadi	Hospital 2	JSSK	Waiting
Patient 3	09873243221	Perambur	Hospital 3	JSSK	Waiting
Patient 4	09872113221	Enore	Hospital 4	JSSK	Waiting
Patient 5	09834243221	Vadapalani	Hospital 5	JSSK	Waiting
Patient 6	09876213221	Managadu	Hospital 6	JSSK	Waiting

Avaliable Vans

District | Van No | 🔍 C

Van No	District	Thaluk	Area	Driver Name	Status
TN01D321	Chennai	Ayanavam	Ayanavam	Driver 1	Avaliable
TN02321	Chennai	Avadi	Avadi	Driver 2	Avaliable
TN01V234	Chennai	Perambur	Perambur	Driver 3	Avaliable
TN01D351	Chennai	Enore	Enore	Driver 4	Avaliable
TN01V298	Chennai	Vadapalani	Vadapalani	Driver 5	Avaliable
TN01V865	Chennai	Managadu	Managadu	Driver 6	Avaliable

Follow Up Cases

District | Van No | 🔍 C

Van No	District	Thaluk	Driver Name	Assigned time	Start time	Patient Name	Phone No	Hospital	Issue	Status	Driver No	Call
TN01D321	Chennai	Ayanavam	Driver 1	10:56	11:23	Patient 1	09876543221	Hospital 1	JSSK	Follow Up	09876123221	📞
TN02321	Chennai	Avadi	Driver 2	10:56	11:12	Patient 2	09876123221	Hospital 2	JSSK	Follow Up	09876123221	📞
TN01V234	Chennai	Perambur	Driver 3	10:56	11:33	Patient 3	09873243221	Hospital 3	Driver 3	Follow Up	09876123221	📞
TN01D351	Chennai	Enore	Driver 4	10:56	11:11	Patient 4	09872113221	Hospital 4	JSSK	Follow Up	09876123221	📞

Issues – Services

Agent Calling Screen

Indian Red Cross Society
TAMIL NADU BRANCH

USER NAME
ONLINE

Pickup / Pickup Me Registration / Mentally ill

PickMe PickMe Registration Mentally ill

Home Case History Feed Back District Map

Caller Information

Primary Caller Name *

Primary Phone Number *

Secondary Caller Name *

Secondary Phone Number *

Call Type *

Commands

Save

Deceased Details

Deceased Name *   None

Year *   Month   Date

○ Male   ○ Female   ○ Trans

Cause of Death

Deceased Name *

Deceased Name *

☐ Train Conversion   ☐ Train Conversion

Case Details

Case Types *

Case Category

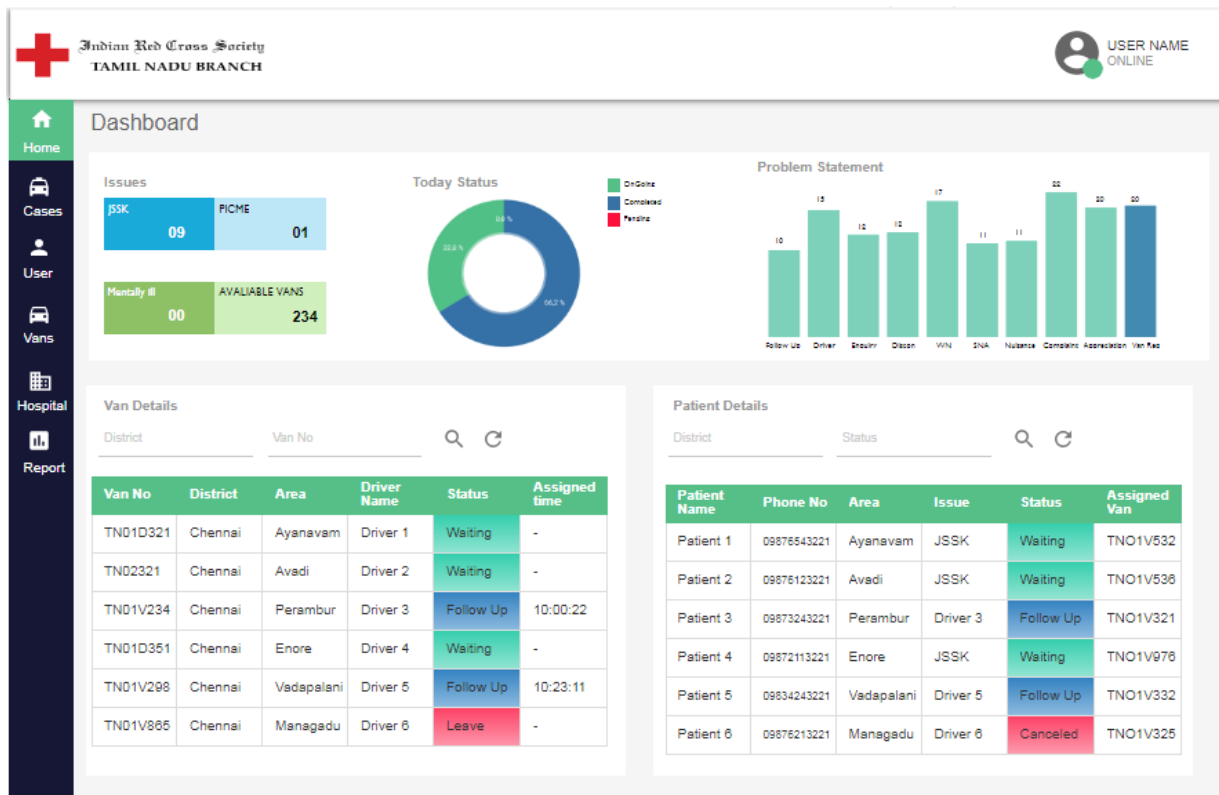○ Single   ○ Multiple

Desination Address

State

District

Thaluk

Address

Remove – ==Decease Details== (This Field Is not required)

Admin Dashboard

Indian Red Cross Society
TAMIL NADU BRANCH

USER NAME
ONLINE

Dashboard

Issues

JSSK	PICME
09	01

Mentally ill	AVALIABLE VANS
00	234

Today Status

OnGoing
Completed
Pending

Problem Statement

Van Details

District   Van No

Van No	District	Area	Driver Name	Status	Assigned time
TN01D321	Chennai	Ayanavam	Driver 1	Waiting	-
TN02321	Chennai	Avadi	Driver 2	Waiting	-
TN01V234	Chennai	Perambur	Driver 3	Follow Up	10:00:22
TN01D351	Chennai	Enore	Driver 4	Waiting	-
TN01V298	Chennai	Vadapalani	Driver 5	Follow Up	10:23:11
TN01V865	Chennai	Managadu	Driver 6	Leave	-

Patient Details

District   Status

Patient Name	Phone No	Area	Issue	Status	Assigned Van
Patient 1	09876543221	Ayanavam	JSSK	Waiting	TNO1V532
Patient 2	09876123221	Avadi	JSSK	Waiting	TNO1V536
Patient 3	09873243221	Perambur	Driver 3	Follow Up	TNO1V321
Patient 4	09872113221	Enore	JSSK	Waiting	TNO1V976
Patient 5	09834243221	Vadapalani	Driver 5	Follow Up	TNO1V332
Patient 6	09876213221	Managadu	Driver 6	Canceled	TNO1V325

==Agents availability Field is required   (Idle, On call etc..)==

Reports

Report

Call Log Report   Driver Trip Report   Agent performance Report   Statuswise Report

Id	Agent Name	Extension	Patient Name	Phone No	Hospital	Driver name	Driver Phone no	Status
1234545	User 1	101	Patient 1	9876543212	Hospital 1	Driver 1	9876543212	Follow Up
252542	User 2	102	Patient 2	9876543212	Hospital 2	Driver 2	9876543212	Follow Up
63563633	User 3	103	Patient 3	9876543212	Hospital 3	Driver 3	9876543212	Follow Up
454645	User 4	104	Patient 4	9876543212	Hospital 4	Driver 4	9876543212	Completed
2422555	User 5	105	Patient 5	9876543212	Hospital 5	Driver 5	9876543212	Completed
2522256	User 6	106	Patient 6	9876543212	Hospital 6	Driver 6	9876543212	Completed

Call Report - Missed call/ abandon call report

Should include voice log screen

Should include after call work   options

Also should Include the following :

   Backup & Restore option

   Agent status in agent screen (Number of calls, free time etc..)