



DEEPIJA TELECOM (P) LTD.

# ConVox 3.2

## Admin Manual

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## **1.0 Executive Summary**

### **1.1 Introduction**

ConVox CCS 3.0 & 3.2 solution of Deepija Telecom Pvt. Ltd. presents a range of features to suite each kind of call center operations. ConVox is based on open source components. Its flexible design and comprehensive reporting can adapt any call center process without much customization.

### **1.2 Introduction to Deepija Telecom Pvt. Ltd.**

Deepija Telecom Pvt. Ltd. is consulting engineering firm specialized in the field of Telecom applications. Deepija has extensive experience in developing telecom solution for different industry segments majorly contact centers. Deepija's headquarters are in Madhapur, Hyderabad with its branch offices in Bangalore and Mumbai. The customer base is present in almost all major cities in India that includes major PSUs like IOCL, HPCL, BHEL, Indian Immunological Limited, Center for Good Governance and major companies like 3i Infotech, Apollo Health Street, ICICI Lombard, Nagarjuna Group, India Infoline, Country Club, Bill Desk, SPML, Dr Batra's and many more. Deepija's strength is in designing robust and cost effective telecom solutions using open source.

## 2.0 Solution Overview

ConVox CCS 3.0 & 3.2 presents a versatile platform for Inbound/ Outbound/ Blended Call Center. ConVox can be used for domestic (through Analog / ISDN trunk lines) as well as international (using VoIP trunks) call centers. ConVox redefines the way a traditional call center works with the effective use of VoIP technology. Users get all the feature of an advanced call center and much more for a much lower price than traditional call centers. With completely web based management you can operate your call center from anywhere from the world. Reports can be customized to any extent to exactly suit your process.

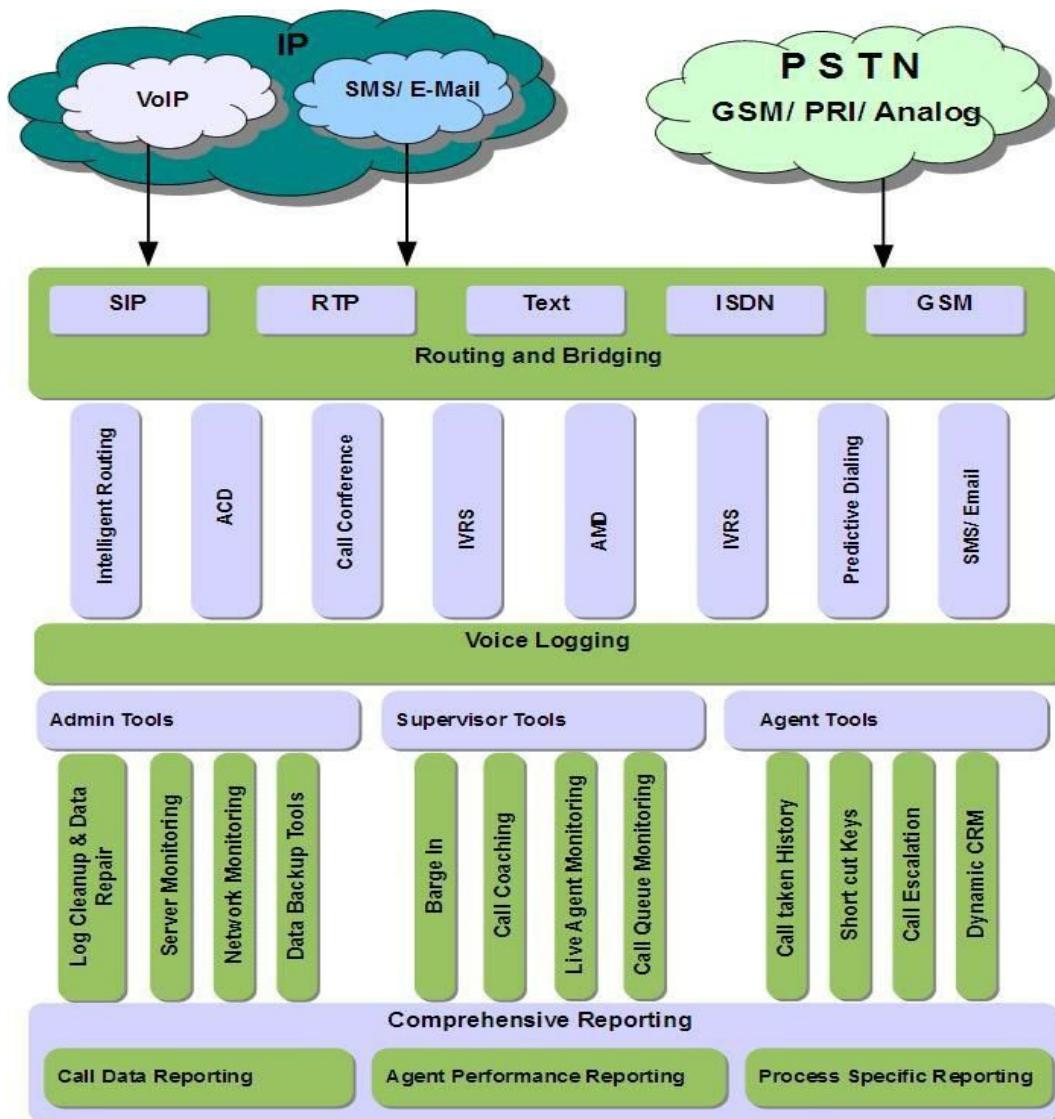
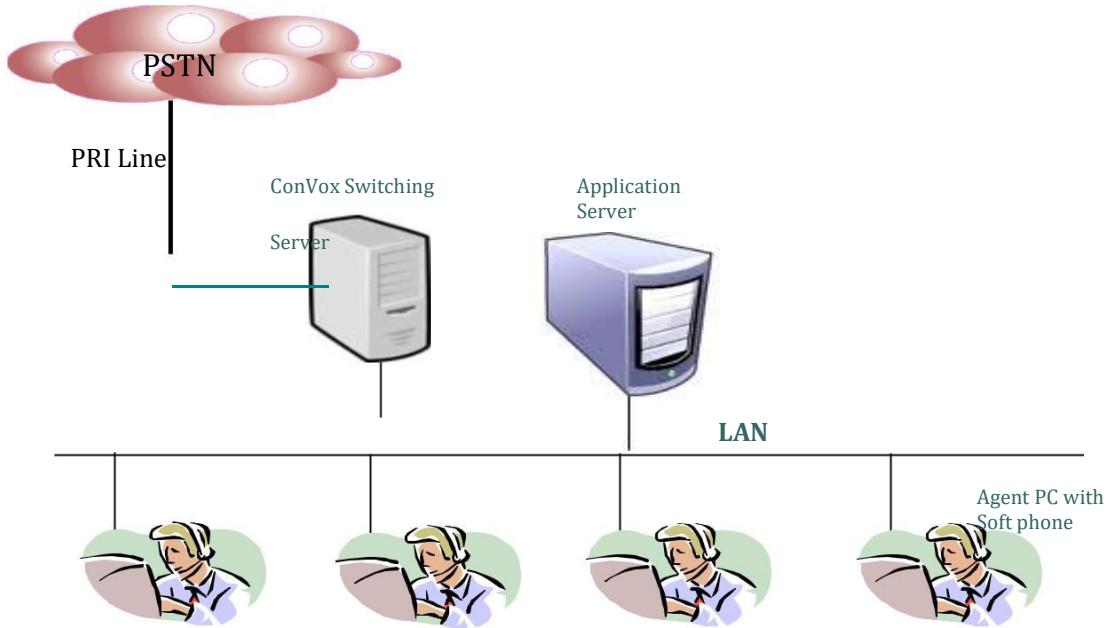


Figure: ConVox Functional Diagram

## 2.1 ConVox 3.2 Setup Option



**Figure: ConVox Setup on PRI link**

### Setup Description

Above setup diagram shows ConVox call center setup. PRI lines from telecom operator directly terminates in the ConVox switching server. A typical server can terminates up to 8 PRIs. IVRS server can be configured in the same or a different server depending upon the load.

## 2.2 General Call Flow Diagram for Inbound Calls

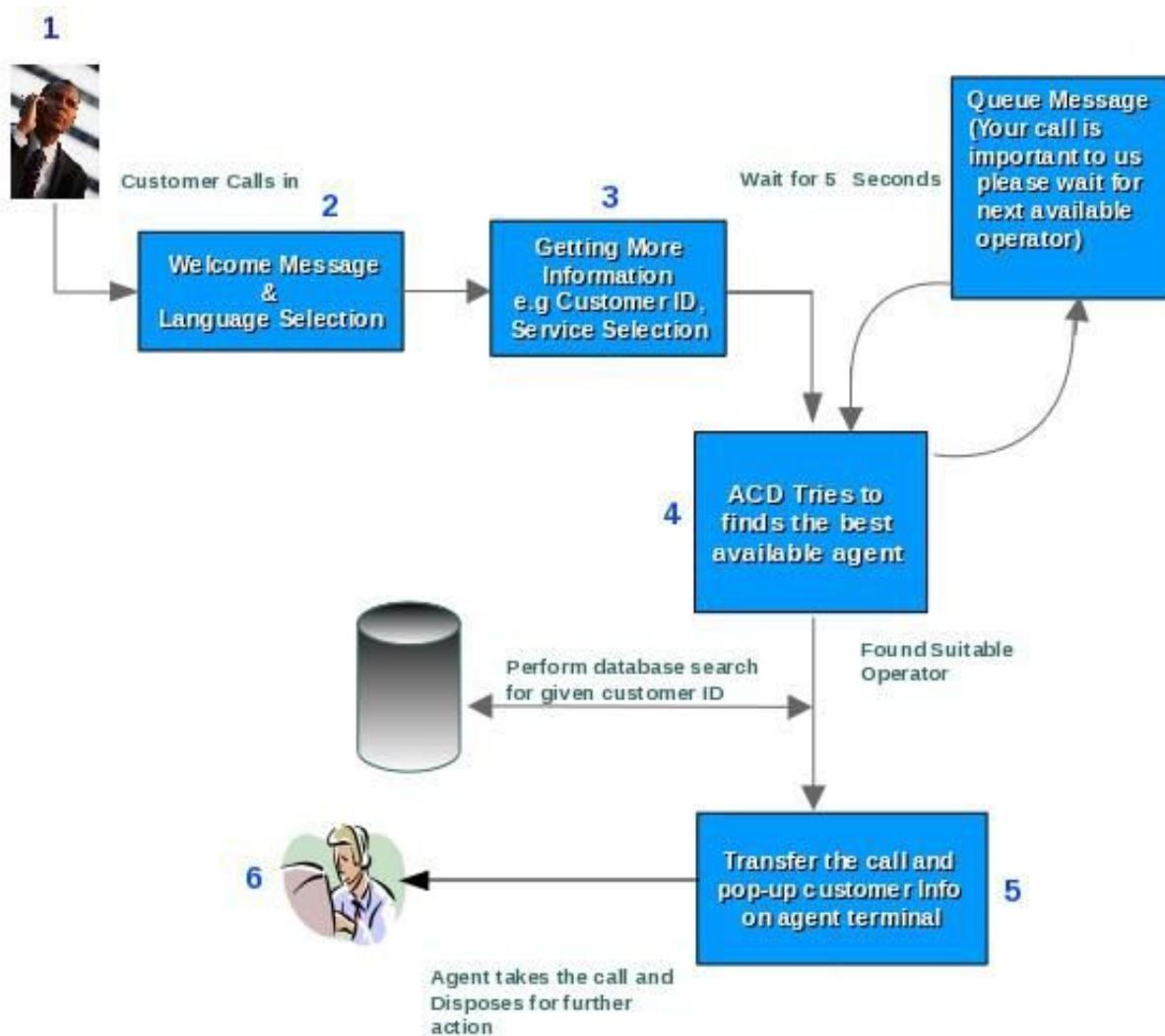


Figure: ConVox CCS 3.2 handling incoming calls

## 2.3 Telecom Interface

Following table displays the Telecom Interfaces supported by ConVox CCS 3.2.

| S. No | Interface Type             | Technical Specifications                                                                                                                                                                             | Remarks |
|-------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1     | Analog FXS ( External Box) | Protocol – Asterisk/ SIP (RFC 3261) compatible.<br>LAN - 100 Mbps auto-sensing RJ45 port<br>Codecs – G.711, G.729 A/B, G723,<br>DTMF Detection,<br>Telecom Interface – RJ11, 50 pin telco connector. |         |
| 2     | Analog FXS Internal Card   | Protocol - Asterisk/ SIP (RFC 3261)compatible.<br>PC interface - PCI, PCI Express,<br>Codecs – G.711, G.729 A/B, G723,<br>DTMF Detection,<br>Telecom Interface – RJ11, 50 pin telco connector.       |         |
| 3     | Analog FXO Internal Card   | Protocol - Asterisk/ SIP (RFC 3261) compatible.<br>PC interface - PCI, PCI Express,<br>Codecs – G.711, G.729 A/B, G723,<br>DTMF Detection,<br>Telecom Interface – RJ11, 50 pin telco connector.      |         |
| 4     | ISDN PRI Internal Card     | - 1/2/4/8 E1 ports<br>- ISDN protocol with Euro ISDN support<br>- PCI/ PCI Express Interface<br>- Asterisk Compatibility<br>- RJ45 Interface for E1                                                  |         |
| 5     | ISDN PRI External Box      | - 1/2/4/8 E1 ports<br>- ISDN protocol with Euro ISDN support<br>100 Mbps LAN with auto-sensing RJ45 port<br>- Asterisk Compatibility<br>- RJ45 Interface for E1                                      |         |

## 3.0 ConVox Features

### 3.1 General Features

- 1 Web-Based Architecture for easy installation and management.
- 2 Inbuilt IP-PBX, no external EPABX required.
- 3 Soft phone+ Head Phone Extensions or Analog Extensions.
- 4 Complete and high quality voice recording of conversation between agent and customer.
- 5 Agents can log in remotely and calls can be directed to any SIP phone.
- 6 Agent Pop-Up with Dynamic CRM (or) External CRM.
- 7 Comprehensive CRM interface and disposition of calls.
- 8 Ability to handle **Queues** based on **DTMF inputs** per inbound process.
- 9 Ability to handle **Queue Overflow Calls**.
- 10 Ability to handle **AutoFall Queue** per inbound process.
- 11 Ability to transfer calls with customer data to other **agents/queues/processes**.
- 12 Real time monitoring of agents Login / Logout for effective Call Center management.
- 13 Comprehensive and customizable reporting to track the agents and calls in your call center.
- 14 Handling of multiple processes from the single server.
15. Agent can login with **Multiple Process**.

### 3.2 Inbound Calling Features

- 1 IVRS.
- 2 ACD (Skill based Automatic Call Distribution).
- 3 Agent Pop-Up with customer database Integration.

### 3.3 Active Call Management Features

- 1 Auto Answering.
- 2 Call Holding.
- 3 Call Transfer.
- 4 Incoming Call Beep (Configurable).

### **3.4 Comprehensive Reporting**

- 1 Completely Web Based Reporting gives you the flexibility to get the reports on any system capable of running web browser.
- 2 Reports are Live!. You can take the reports as snapshot, while system is in operation. 3 Get the Agent Reports in the form of summary as well as individual detail reports.
- 4 Agent Performance Report.
- 5 Agent Login Report.
- 6 Agent Disposition.
- 7 Agent/Dialer Disposition Report.
- 8 Search the individual records based on many criteria.
- 9 Password Secure Access to the Reports.

### **3.5 External CRM Integration**

- 1 Quick and easy integration of web based External CRM.
- 2 Web based CRM can be installed in a separate location, with any OS.

## 4.0 ConVox Administration

Login to the ConVox CCS 3.2 Application using your Firefox browser. URL would be the IP Address configured in the initial installation of the operating system. If you don't have the login information, check with your system administrator.

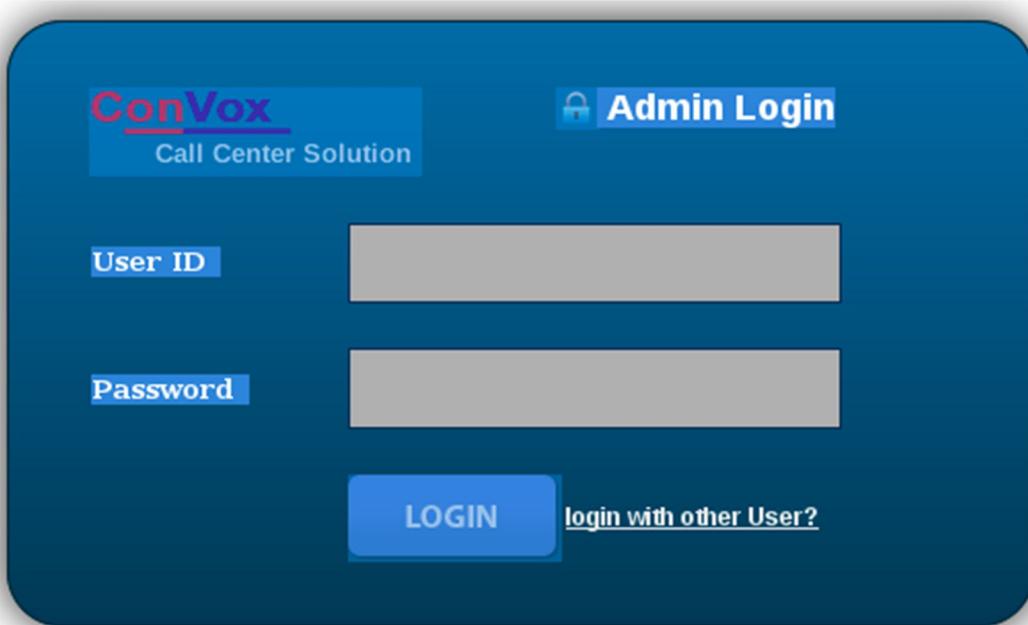


Figure: Administrator login screen

## 4.1 Home

After you log in, The main page of the Administrator Interface is displayed.

The screenshot displays the ConVox Administrator Interface home page, organized into several sections:

- Top Navigation:** Home, Monitoring Tools, System Settings, Reports, and a user icon.
- Live Status:** Process Status, Trunk Status, Queues Status, Dash Board.
- Backup Tools:** Backup Settings, Backup Details.
- Debug Tools:** ConVox Web Panel, Database Status, ConVox Screens.
- System Config:** Servers, Web Servers, Stations, Internal Stations, PRI Groups.
- Call Routing:** Inbound Routes, Outbound Trunks, Outbound Routes, Callforward Routes.
- ACD and Queue:** Users, Process, Queues, Breaks, Dispositions, Lead Re-Attempts.
- CRM:** CRM, Lists, Callback Assignments, Scripts, Block Caller.
- IVR:** Audio Files, Recording Studio, IVRS.
- Agent Analysis:** Agent Daily Login Report, Agent Custom Login Report, Agent Weekly Performance Report, Agent Disposition Report, Agent Internal Broadcasting Report, Agent Weekly Login Report, Agent Daily Performance Report, Agent Custom Performance Report, Queue Custom Performance Report.
- Process Analysis:** Hourly Process Report, Predictive Outbound Report, Daily Process Report, Preview Outbound Report.

## Figure: 4.1 Home Page

### Admin Panel Features

1. Ability to add **Users** per Process.
- 2 Ability to add call **Dispositions** per Process.
- 3 Ability to add call **Breaks** per Process.
- 4 Ability to add **Lists** per Process.
- 5 Ability to **block** the callers in server.
- 6 Ability to add **queues** per process.
- 7 Ability to handle **Dynamic CRMs**.
- 8 Ability to handle **Call Routing**.
- 9 Ability to handle **IVRS** i.e customizes your own IVRS.
- 10 Ability to Record and create voice prompts through **Recording studio** .
- 11 Ability to upload **Voice files** through GUI.
- 12 Ability to add the **Schedulers** in both Business/non Business Hours.
- 13 Ability to forward your **calls** to specified phone number.
- 14 Ability to forward calls to **Voicemails**.
- 15 Handling ACD( Automatic Call Distribution) and Call Queue techniques.
- 16 Real time monitoring status of **Queues**.
- 17 Dynamic running status of **Process** and **System** Status
18. Real time monitoring status of **dynamic asterisk server** through convox web panel .



## 4.2 System Configure:

In system Configure, here you configure a servers, web servers, stations, Internal stations and PRI Groups.



### 4.2.1 Asterisk Servers

Asterisk Server allows us to communicate with each other remotely. Agents connect through an Asterisk server to communicate with the callers/customers .

| SNO | Database IP  | Database Web Port | Voice IP     | Voice Web Port | Server Description | Active | ACTION |
|-----|--------------|-------------------|--------------|----------------|--------------------|--------|--------|
| 1   | 192.168.1.24 | 24                | 192.168.1.24 | 24             | Normal Server      | Y      |        |

### Configuring Servers from GUI

Go to System configure -> Servers ->Modify Server Icon , Following are the fields to be modified.

**1 Database IP Address:** The field where you put the Network IP address of the Asterisk server.

**2.Database Web port :** The field where you put the Web port of the Asterisk server.

**3. Voice IP :** The field where you put the Voice IP Address of the Asterisk server.

**4. Voice Web port :** The field where you put the Voice Web port of the Asterisk server.

**4.Server Description:** The field where you use a small phrase to describe the Asterisk server.

**3.Active:** Set whether the Asterisk server is active or inactive.

**4 Preferred Log:** Set to "N".

**5 Telnet Host:** This is the address or name of the Asterisk server and is how the manager applications connect to it from where they are running. If they are running on the Asterisk server, then the default of 'localhost' is fine.

**6 Telnet Port:** This is the port of the Asterisk server connection and is how the manager applications connect to it from where they are running. The default of '5038' is fine for a standard install.

**7 Manager UserName and Password:** Place your convox user and password for this server here.

**8 Update:** The username or login used to connect to the Asterisk server optimized for the Update scripts. Default is 'update convox' and assumes the same secret as the generic user.

**9 Send:** The username or login used to connect to the Asterisk server optimized for scripts that only send Actions to the manager. Default is 'send convox' and assumes the same secret as the generic user.

**10 Server Log:** 1 Setting this option to Y will enable logging of all ConVox related scripts to their text log files.

2 Setting this to N will stop writing logs to files for these processes, also the screen logging of asterisk will be disabled if this is set to N when Asterisk is started.

3 Default Setting is N.

**11 Output:** 1 Setting this option to NONE will disable output from all Convox related AGI scripts.

2 Setting this to STDERR will send the AGI output to the Asterisk CLI.

3 Setting this to FILE will send the output to a file in the logs directory.

4 Setting this to BOTH will send output to both the Asterisk CLI and a log file.

5 Default Setting is FILE .



**NOTE :** Administrator is not allowed to Add/Modify a server, it will be already there. Contact our Support Engineers for configuration of Servers

#### 4.2.2 Web Servers:

In Web Servers, Here Admin and Agent can login through web server IP.

| WEB SERVERS |               |          |                    |        |        |
|-------------|---------------|----------|--------------------|--------|--------|
| SNO         | Web Server IP | Web Port | Server Description | Active | Action |
| 1           | 192.168.1.24  | 24       | NormalServer       | Y      |        |

#### Configuring Servers from GUI

Go to System configure -> Web Servers ->Modify Server Icon , Following are the fields to be modified.

**1 Web server IP Address:** The field where you put the IP address of the Web server.

**2.Web port :** The field where you put the Web port of the Web server.

**3.Server Description:** The field where you use a small phrase to describe the web server.

**4.Active:** Set whether the web server is active or inactive.



**NOTE :** Administrator is not allowed to Add/Modify a server, it will be already there. Contact our Support Engineers for configuration of Servers

### 4.2.3 Stations( Agent)

Agent uses Stations ID for dialing process. Use the stations available from view stations page. Ensure that stations are placed on sip account as well.

| STATIONS |         |          |           |              |        |        |
|----------|---------|----------|-----------|--------------|--------|--------|
| SNO      | Station | Password | Context   | Voice IP     | Active | Action |
| 1        | 1001    | BX1367   | sip-agent | 192.168.1.24 | Y      |        |
| 2        | 1002    | IA1082   | sip-agent | 192.168.1.24 | Y      |        |
| 3        | 1003    | QZ#156   | sip-agent | 192.168.1.24 | Y      |        |
| 4        | 1004    | pAI404   | sip-agent | 192.168.1.24 | Y      |        |
| 5        | 1005    | gI\$846  | sip-agent | 192.168.1.24 | Y      |        |
| 6        | 1006    | tl\$908  | sip-agent | 192.168.1.24 | Y      |        |
| 7        | 1007    | qV@395   | sip-agent | 192.168.1.24 | Y      |        |
| 8        | 1008    | tf#660   | sip-agent | 192.168.1.24 | Y      |        |
| 9        | 1009    | vd@615   | sip-agent | 192.168.1.24 | Y      |        |
| 10       | 1010    | fs@871   | sip-agent | 192.168.1.24 | Y      |        |
| 11       | 1011    | do@405   | sip-agent | 192.168.1.24 | Y      |        |
| 12       | 1012    | wK#541   | sip-agent | 192.168.1.24 | Y      |        |
| 13       | 1013    | Wu#817   | sip-agent | 192.168.1.24 | Y      |        |
| 14       | 1014    | ME#319   | sip-agent | 192.168.1.24 | Y      |        |
| 15       | 1015    | ov#080   | sip-agent | 192.168.1.24 | Y      |        |

#### Configuring agent stations from GUI

- 1 Go to System Config-> Stations ->Add Station Icon
- 2 Complete these fields:
  - 1. Stations** - Give the station number.
  - 2. Password**- Set password for station Id.
  - 3. Context**- Give context of Sip.
  - 4. Voice IP**- Give Voice IP Address for stations.
  - 5. Active**- Set Station to "Y".
  - 6. Click on ADD button to save the new agent server.**
- 3 Created Station can be viewed on list page.



**NOTE :** Administrator is not allowed to Add/Modify a station from the GUI. Stations are defined in the beginning when ConVox CCS 3.2 is installed at your premises. Please contact our Support Engineers for you need to change their configuration.

#### **4.2.4 Internal Stations:**

Admin uses Internal stations to barge the call, Here you can listen conversation between agent and customer through his/her internal stations. Use the stations available from view stations page.

| SNO | Station | Password | Context | Voice IP     | Active | Action |
|-----|---------|----------|---------|--------------|--------|--------|
| 1   | 501     | z#963    | barge   | 192.168.1.24 | Y      |        |
| 2   | 512     | FR*463   | barge   | 192.168.1.24 | Y      |        |

#### **Configuring Internal stations from GUI**

1 Go to System Config-> Stations ->Add Station Icon

2 Complete these fields:

- 1. Stations** - Give the station number.
- 2. Password**- Set password for station Id.
- 3. Context**- Give context of Sip.
- 4. Voice IP**- Give Voice IP Address for stations.
- 5. Active**- Set Station to "Y".

**6.** Click on ADD button to save the new station.

3 Created Station can be viewed on list page.



**NOTE :** Administrator is not allowed to Add/Modify a station from the GUI. Stations are defined in the beginning when ConVox CCS 3.2 is installed at your premises. Please contact our Support Engineers for you need to change their configuration.

#### **4.2.5 PRI Groups:**

In PRI Groups, here you can view the details of PRI card.

| PRI GROUPS              |            |             |       |            |            |             |             |
|-------------------------|------------|-------------|-------|------------|------------|-------------|-------------|
| Voice IP : 192.168.1.24 |            |             |       |            |            |             |             |
| SNO                     | Switchtype | Context     | Group | Echocancel | Signalling | Channel     | Action      |
| 1                       | euroisdn   | from-ConVox | 40    | yes        | pri_cpe    | 1-15,17-31  | <b>EDIT</b> |
| 2                       | euroisdn   | from-ConVox | 13    | yes        | pri_cpe    | 32-46,48-62 | <b>EDIT</b> |

### Configuring PRI from GUI

1 Go to System Config-> PRI Groups->Edit

2 Complete these fields:

- 1. Switchtype** - Give the station number.
- 2. Context**- Give context of Sip.
- 3. Group**-Create group of PRI line.
- 4. Echo cancel**- set the echo cancel 'yes' or 'No'
- 5. Signaling**- Give the name of signaling of PRI
- 6. Channel**: Give channel Number(One PRI line content 30 channels)

 **NOTE :** Administrator is not allowed to Add/Modify a station from the GUI. Stations are defined in the beginning when ConVox CCS 3.2 is installed at your premises. Please contact our Support Engineers for you need to change their configuration.

### **4.3 Call Routing**

Call Routing offers the flexibility to direct incoming phone calls according to your business needs. The forwarding and distribution of calls is done on the basis of definable criteria. In this way, it is possible to control the path of incoming calls globally.



### **4.3.1 Inbound Routes:**

Inbound Routes allow calls on DID numbers to be allocated to a particular destination. Destination can be a process, a Scheduler, an IVR, a Call-forward, or a Voicemail box.

#### **Key Features of Call Routing**

##### **Route calls by schedule: Time of day, day of week,Holidays:**

Looking to route calls by schedule? Using our simple interface, you can easily create routing for office hours, after office hours, weekend, holidays and more.

##### **Route calls by process:**

Set the process that you want to route your calls to.

##### **Route calls by responses to IVR menus:**

Set the desired IVR which should be played during office or non office hours or on holidays .

##### **Route calls by call forward:**

Want to screen calls to your mobile number then create routing rules for specific phone numbers? This feature enables you to route calls to assigned mobile number.

##### **Route calls by Voicemail:**

If voicemail option is defined, call will be directed to voicemail box to hear and leave a message by following the prompt.

Select “Call Routing” and click on “Inbound Routes” .

| INBOUND ROUTES |               |             |                     |                   |        |                                                                                                                                                                             |
|----------------|---------------|-------------|---------------------|-------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SNO            | Route Name    | DID Number  | Application Type    | Application Value | Active | Action                                                                                                                                                                      |
| 1              | Support       | 04079410377 | Transfer To Process | Deepija_Support   | Y      |   |
| 2              | incoming_150  | 9696        | Transfer To Process | Deepija_Support   | Y      |   |
| 3              | 4545          | 4545        | Transfer To Process | ConVox_Process    | Y      |   |
| 4              | 1111          | 1111        | Transfer To Process | Deepija_Support   | Y      |   |
| 5              | 9999          | 9999        | Transfer To Process | Deepija_Support   | Y      |   |
| 6              | Chevronne     | 49325582    | Transfer To Queue   | Chevronne         | Y      |   |
| 7              | Anamika       | 9949929421  | Call Forward        | 9652223303        | Y      |   |
| 8              | dinstar_67    | 7777        | Transfer To Queue   | test              | Y      |   |
| 9              | dinstar_67    | 6666        | Transfer To Queue   | test              | Y      |   |
| 10             | abu321        | 4321        | Transfer To Process | Deepija_Support   | Y      |   |
| 11             | SoumyaCallFwd | 04079410364 | Call Forward        | 9032032164        | Y      |   |
| 12             | CilmartIVRS   | 49325578    | Transfer To IVR     | Welcometospade    | Y      |   |
| 13             | 49325575      | 49325575    | Call Forward        | 9030210803        | Y      |   |
| 14             | dinstar67test | 8888        | Transfer To Process | ConVox_Process    | Y      |   |
| 15             | Dinstar67     | 5555        | Transfer To Queue   | test              | Y      |   |

#### **Update Routes as follows**

You can select any route path to land call on your DID ,Following are two route paths where your call can be routed.

1. Application
2. Schedule
3. Call forward route

INBOUND ROUTES  

---

**ADD ROUTE**

|                                                                                                                                                                                                                                                                                                                                            |                                                                        |                                                              |                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------|----------------------|
| * Route Name:                                                                                                                                                                                                                                                                                                                              | <input type="text"/>                                                   | * DID Number:                                                | <input type="text"/> |
| * Call Forward Route:                                                                                                                                                                                                                                                                                                                      | --Select-- <input type="button" value="--Select--"/>                   | * Related Trunks:                                            |                      |
| * Schedule?                                                                                                                                                                                                                                                                                                                                | No <input type="button" value="No"/>                                   | * Active: Y <input type="button" value="Y"/>                 |                      |
| * Application:                                                                                                                                                                                                                                                                                                                             | Transfer To Process <input type="button" value="Transfer To Process"/> | ConVox_Process <input type="button" value="ConVox_Process"/> |                      |
| <input style="background-color: #008000; color: white; border: none; padding: 2px 10px; border-radius: 5px; font-weight: bold; margin-right: 10px;" type="button" value="ADD"/> <input style="background-color: red; color: white; border: none; padding: 2px 10px; border-radius: 5px; font-weight: bold;" type="button" value="CANCEL"/> |                                                                        |                                                              |                      |

**Figure 1: Inbound Routes**

- \* **Route Name:** Pass a unique name for the route.
- \* **Call Forward Route :** select the call forward route name and related truck name will be displayed.
- \* **DID Number:** Provide incoming DID here if this route should pertain to a specified DID.
- \* **Channels:** Channels defines the number of simultaneous inbound calls you can receive on a DID. Suppose if your DID includes two channels ,then you are able to receive two inbound calls at the same time, Specify the channels based on your requirement.
- \* **Active :** Select “Y” to maintain Route in active state or select “N” for inactive state.

## 1 Application

By default Incoming call routes to any one of the following action specified in this Application.

### Application Pull-down includes following actions

**Transfer to Process:** Directs the call to the selected Process.

**Transfer to Queue:** Directs the call to the selected Queue.

**Transfer to IVR:** Transfers this call to specified IVRS.

**Call Forward:** Transfers this call to specified phone number.

**Transfer to Voice mail:** This action sends the caller to the voice mail box.

**Transfer to Extension:** Transfers this call to specified Extension number.

**Direct IP Dial:** Directs the call to the specified IP.

**Play Voice file:** selected Voice file will be played.

**Complete call:** Hangup the call.

## 2 Handling Schedulers

Incoming calls landing on Route can also be operated using the Scheduler. Scheduler lets you define different Schedules each covering a certain time period and the day. Route can then be set up to act differently based on which of these Schedules is matching with the call arrival time.

Most obvious usage of Scheduler is to provide different functionality for Business Hours & Non-Business Hours. You can always edit or delete these schedules, and create new ones as per your requirements.

### Creating a New Scheduler

To define a new schedule, click on Scheduler hyperlink from modify Route Screen. Before clicking on Scheduler link be sure that the Schedule? is set to "Yes".

| MODIFY ROUTE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |           |                                            |                     |                |                          |                     |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
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| * Route Name : Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |           | * DID Number : 04079410377                 |                     |                |                          |                     |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| * Call Forward Route : ConVox_CallForward_Route                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |           | * Related Trunks : outgoing31 -- Direct-IP |                     |                |                          |                     |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| * Schedule? : Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |           | * Active : Y                               |                     |                |                          |                     |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| <table border="1"><thead><tr><th colspan="2">Today</th><th colspan="2">From Time</th><th colspan="2">To Time</th><th colspan="2">Application</th><th>Save</th><th>Action</th></tr><tr><th>Day</th><th></th><th>Hrs</th><th>00</th><th>Mins</th><th>00</th><th>Hrs</th><th>00</th><th>Mins</th><th>00</th><th>Transfer To Process</th><th>ConVox_Process</th><th><input type="checkbox"/></th><th><a href="#">add</a></th></tr></thead><tbody><tr><td>Today</td><td></td><td>Hrs</td><td>00</td><td>Mins</td><td>00</td><td>Hrs</td><td>00</td><td>Mins</td><td>00</td><td>Transfer To Process</td><td>ConVox_Process</td><td><input type="checkbox"/></td><td><a href="#">add</a></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |           |                                            |                     |                | Today                    |                     | From Time |        | To Time             |                | Application              |                     | Save | Action | Day     |  | Hrs                 | 00             | Mins                     | 00                  | Hrs     | 00 | Mins    | 00 | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> | Today |  | Hrs | 00 | Mins | 00 | Hrs | 00 | Mins | 00 | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Today                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | From Time |                                            | To Time             |                | Application              |                     | Save      | Action |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
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| Week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | From Time |                                            | To Time             |                | Application              |                     | Save      | Action |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Mon                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Tue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Wed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Thu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Fri                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Sat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Sun                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Hrs       | 00                                         | Mins                | 00             | Hrs                      | 00                  | Mins      | 00     | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| <table border="1"><thead><tr><th colspan="2">Holidays</th><th colspan="2">Date</th><th colspan="2">Application</th><th>Save</th><th>Action</th></tr><tr><th>Day</th><th></th><th>Holiday</th><th></th><th>Transfer To Process</th><th>ConVox_Process</th><th><input type="checkbox"/></th><th><a href="#">add</a></th></tr></thead><tbody><tr><td>Holiday</td><td></td><td>Holiday</td><td></td><td>Transfer To Process</td><td>ConVox_Process</td><td><input type="checkbox"/></td><td><a href="#">add</a></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |           |                                            |                     |                | Holidays                 |                     | Date      |        | Application         |                | Save                     | Action              | Day  |        | Holiday |  | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> | Holiday |    | Holiday |    | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Holidays                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | Date      |                                            | Application         |                | Save                     | Action              |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Holiday   |                                            | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| Holiday                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | Holiday   |                                            | Transfer To Process | ConVox_Process | <input type="checkbox"/> | <a href="#">add</a> |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |
| <b>MODIFY</b> <b>CANCEL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |           |                                            |                     |                |                          |                     |           |        |                     |                |                          |                     |      |        |         |  |                     |                |                          |                     |         |    |         |    |                     |                |                          |                     |       |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |     |  |     |    |      |    |     |    |      |    |                     |                |                          |                     |

Scheduler page consists of 3 different sections; one each for today, weekly and holiday Schedulers.

### Today Schedule

This section lets you define a Scheduler for current date i.e. today. Select desired hour range and then specify the action you want to schedule during that hour. Today Scheduler lets you schedule different actions depending on the time of the day.

| Today |                    |                    |                                        |                          |                     |
|-------|--------------------|--------------------|----------------------------------------|--------------------------|---------------------|
| Day   | From Time          | To Time            | Application                            | Save                     | Action              |
| Today | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |

### Week Schedule

This section lets you define a Scheduler for each day of the week .If needed, multiple schedules can be defined for each of the week days.

| Week |                    |                    |                                        |                          |                     |
|------|--------------------|--------------------|----------------------------------------|--------------------------|---------------------|
| Day  | From Time          | To Time            | Application                            | Save                     | Action              |
| Mon  | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |
| Tue  | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |
| Wed  | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |
| Thu  | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |
| Fri  | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |
| Sat  | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |
| Sun  | Hrs 00 ▾ Mins 00 ▾ | Hrs 00 ▾ Mins 00 ▾ | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |

### Holiday Schedule

This section lets you define a holiday and then schedule a certain action for that day. You can define schedules for 3 different holidays. Only one action is permitted to be attached to the entire day.

| Holidays |                      |                                        |                          |                     |  |
|----------|----------------------|----------------------------------------|--------------------------|---------------------|--|
| Day      | Date                 | Application                            | Save                     | Action              |  |
| Holiday  | <input type="text"/> | Transfer To Process ▾ ConVox_Process ▾ | <input type="checkbox"/> | <a href="#">add</a> |  |

[MODIFY](#) [CANCEL](#)

### **Column Headers:**

**Following headers are applicable for all the above 3 sections mentioned .**

**From Time & To Time:** Specify the hour range under these columns. Scheduler will act during this Time Period.

**Action:** Specify the action which needs to be taken for this schedule. In other words, call will route to the action you will specify here.

Action includes following options :

**Transfer to Process:** Directs the call to the selected Process.

**Transfer to Queue:** Directs the call to the selected Queue.

**Transfer to IVR:** Transfers this call to specified IVRS.

**Call Forward:** Transfers this call to specified phone number.

**Transfer to Voice mail:** This action sends the caller to the voice mail box.

**Transfer to Extension:** Transfers this call to specified Extension number.

**Direct IP Dial:** Directs the call to the specified IP.

**Play Voice file:** selected Voice file will be played.

**Complete call:** Hangup the call.

**Save:** Put a check mark in this box in order to keep this schedule active. Uncheck to deactivate.

**Add:** This gives you ability to define multiple schedules for the same day. You have the added flexibility of activating only a subset of these at a given time.

**Delete:** Identify the schedule you want to delete and put a check mark on its Delete box. Schedule will be deleted when you click on Save. ConVox will double check with you before deleting any schedule.

Note: you can delete two or more schedules together.

### **Modify Scheduler :**

Modify Scheduler definition for a given route by accessing the Scheduler from Modify Route screen.

#### **4.3.2 Outbound Trunks:**

In Outbound trunks, here you can test the outbound calls by selecting trunk type like Direct-IP, VOIP, PSTN. Created outbound trunk will be displayed in view list page.

**Click on '+' icon to add**

| SNO | Trunk Name    | Trunk Type | Active | Action |
|-----|---------------|------------|--------|--------|
| 1   | bct_test      | Direct-IP  | Y      |        |
| 2   | dinstar_150   | Direct-IP  | Y      |        |
| 3   | outgoing31    | Direct-IP  | Y      |        |
| 4   | outgoing65    | VOIP       | Y      |        |
| 5   | test          | Direct-IP  | Y      |        |
| 6   | test150       | VOIP       | Y      |        |
| 7   | test_03072017 | PSTN       | Y      |        |

Click on '+' icon to add

OUTBOUND TRUNKS

ADD TRUNK

|                                                     |                                                                          |
|-----------------------------------------------------|--------------------------------------------------------------------------|
| * Trunk Name : <input type="text" value="Test234"/> | Trunk Description : <input type="text" value="testing"/>                 |
| Trunk Active : <input type="button" value="Y"/>     | * Channels : <input type="text" value="2"/>                              |
| Trunk Type : <input type="button" value="PSTN"/>    |                                                                          |
| Technology : <input type="button" value="dahdi"/>   | * dahdi/zap ID : <input type="text" value="r1"/> (ex: r0,r1..,g0,g1....) |

**ADD** **CANCEL**

**Figure 1: Outbound Trunk.**

### 1 : Add Outbound Trunk

[Complete the following fields for Adding Outbound Trunk :-](#)

**Trunk Name:** Enter the Name of the Trunk

**Trunk Description:** Additional information you would like to record about this Trunk.

**Trunk Active:** This is where you set the Trunk in Active or Inactive.

**Channels:** Enter the Number of channels

**Trunk Type:** Select the Trunk type like VOIP, PSTN and Direct-IP from drop down.

**Technology:** select the technology like dahdi or Zap from drop down.

**Dahdi/Zap Id:** Enter the range of Dahdi ( eg: r0,r1.....)

### **Modify/Test/delete Outbound Trunk:**

Outbound Trunk can be modified or deleted or Test from Outbound trunk list page. click on needed icon under Action column.

#### **Trunk Testing:**

Enter the prefix digit and Phone number and click on dial button , here you can see the call details. You can test trunk type.

---

| TRUNK TESTING       |               |               |                                                                                               |
|---------------------|---------------|---------------|-----------------------------------------------------------------------------------------------|
| Trunk Name :        | test_03072017 |               |                                                                                               |
| Trunk Type :        | PSTN          |               |                                                                                               |
| Phone Number :      | Dial Prefix   | 9963869950    |  <b>DIAL</b> |
|                     |               | <b>HANGUP</b> |                                                                                               |
| <b>Call Details</b> |               |               |                                                                                               |
| Phone Number:       | 9963869950    | Status:       | ABANDONED                                                                                     |
| Duration:           | 00:00:10      | Channel:      | Local/9963869950@convox-trunk-test-359a.2                                                     |
| Hangup Cause Code:  | 16            | Hangup Cause: | Normal Call Clearing                                                                          |
| <b>Done</b>         |               |               |                                                                                               |

---

#### **Description of call details:**

**Phone number:** Dialed phone number will be displayed.

**Status:** Displays the call status like Answered, Abandoned.

**Duration:** displays the Call Duration.

**channel:** channel description will be displayed

**Hangup cause code:** code of Hangup cause.

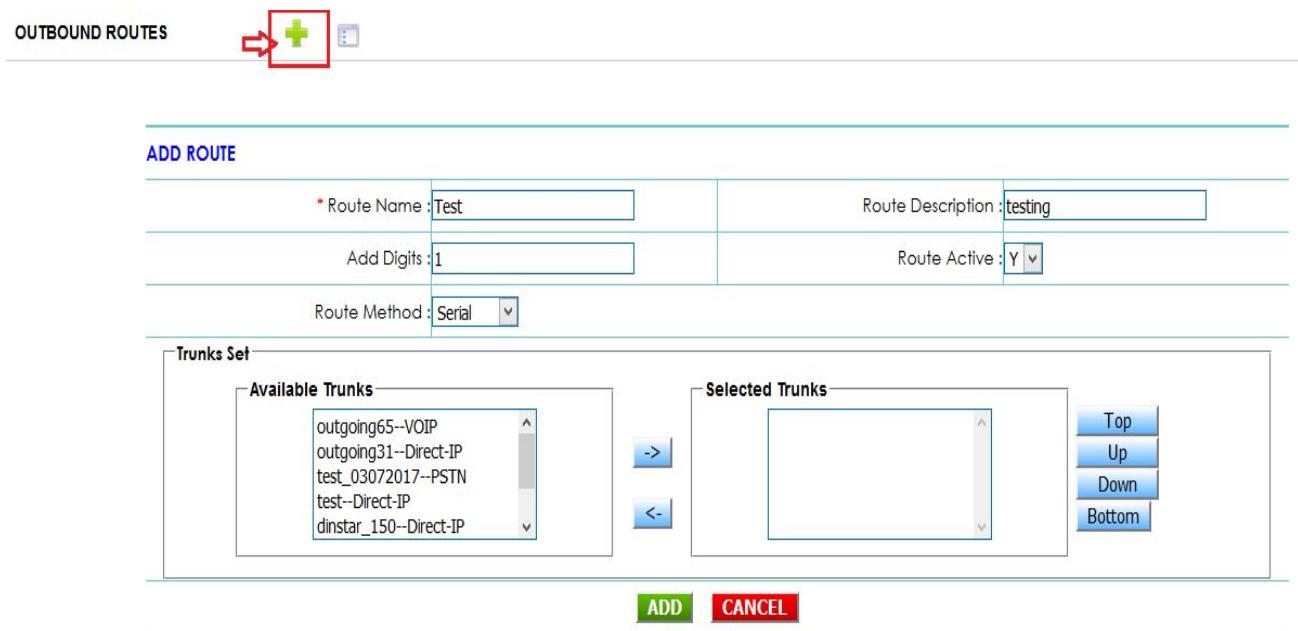
**Hangup Cause:** Displays the hangup cause of phone number.

#### **4.3.3 Outbound Routes:**

In Outbound routes, to decide that from which trunk to use for an outbound call and used to specify what numbers are allowed to go out a particular route.

| OUTBOUND ROUTES |                       |                       |        |                                                                                                                                                                         |
|-----------------|-----------------------|-----------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SNO             | Route Name            | Route Description     | Active | Action                                                                                                                                                                  |
| 1               | ConVox_OutBound_Route | ConVox_OutBound_Route | Y      |   |
| 2               | test33                | test33                | Y      |   |
| 3               | test_03072017         | test_03072017         | Y      |   |

**Click on '+' icon to add**



**OUTBOUND ROUTES**

**ADD ROUTE**

|                                                      |                                                           |
|------------------------------------------------------|-----------------------------------------------------------|
| * Route Name : <input type="text" value="Test"/>     | Route Description : <input type="text" value="testing"/>  |
| Add Digits : <input type="text" value="1"/>          | Route Active : <input checked="checked" type="checkbox"/> |
| Route Method : <input type="button" value="Serial"/> |                                                           |

**Trunks Set**

Available Trunks

- outgoing65--VOIP
- outgoing31--Direct-IP
- test\_03072017--PSTN
- test--Direct-IP
- dinstar\_150--Direct-IP

->

<-

Selected Trunks

Top

Up

Down

Bottom

**ADD** **CANCEL**

**Figure 1: Outbound Route.**

**1 : Add Outbound Route:**

[Complete the following fields for Adding Outbound Route :-](#)

**Route Name:** Enter the Route Name

**Route Description:** Additional information you would like to record about this Route.

**Add Digits:** Enter the digits( before dialing phone number)

**Route Active:** This is where you set the Route in Active or Inactive.

**Route Method:** select the route method like serial or random from drop down.

**Trunk set :** Select the Available Trunks by shifting arrows (>,>>) towards right.

## **Modify/delete Outbound Route:**

Outbound Route can be modified or deleted from Outbound Route list page. click on needed icon under Action column.

### **4.3.4 Call forward Routes:**

In call forward routes, to decide that from which trunk to use for an call forward and used to specify what numbers are allowed to go out a particular route. call forwarding may allow incoming calls to be route calls through a number of different phone numbers.

| SNO | Route Name               | Route Description        | Active | Action                                                                                                                                                                    |
|-----|--------------------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | 8585                     | 8585                     | Y      |     |
| 2   | ConVox_CallForward_Route | ConVox_CallForward_Route | Y      |     |
| 3   | demo                     | demo                     | Y      |     |
| 4   | outboundroute            | outboundroute            | Y      |     |
| 5   | test                     | test                     | Y      |   |

**Click on '+' icon to add**



The screenshot shows the 'ADD ROUTE' interface. At the top, there is a red arrow pointing to the green '+' icon located next to the 'CALLFORWARD ROUTES' header. The main form has fields for 'Route Name' (set to 'test1'), 'Route Description' (set to 'testing'), 'Add Digits' (set to '1'), and 'Route Active' (set to 'Y'). Below the form is a 'Trunks Set' section. On the left, a list of 'Available Trunks' includes: outgoing65--VOIP, outgoing31--Direct-IP, test--Direct-IP, dinstar\_150--Direct-IP, and test150--VOIP. On the right, a list of 'Selected Trunks' contains: test\_03072017--PSTN. Between these lists are two buttons: a blue double-right arrow button and a blue double-left arrow button. To the right of the selected trunks is a vertical stack of four buttons labeled 'Top', 'Up', 'Down', and 'Bottom'. At the bottom of the form are 'ADD' and 'CANCEL' buttons.

**Figure 1: Call forward Route.**

#### **1 : Add Call foward Route:**

**Complete the following fields for Adding CallForward Route :-**

**Route Name:** Enter the Route Name

**Route Description:** Additional information you would like to record about this Route.

**Add Digits:** Enter the digits( before dialing phone number)

**Route Active:** This is where you set the Route in Active or Inactive.

**Route Method:** select the route method like serial or random from drop down.

**Trunk set :** Select the Available Trunks by shifting arrows (>,>>) towards right.

### Modify/delete Call forward Route:

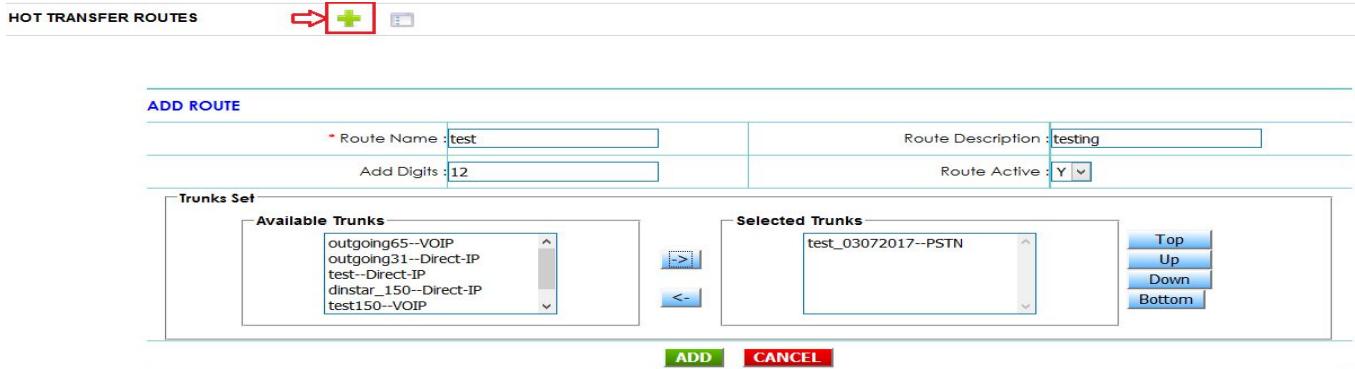
Call forward Route can be modified or deleted from Call forward Route list page. click on needed icon under Action column.

#### **4.3.5 Hot Transfer Route:**

In Hot Transfer Routes, to decide that from which trunk to use for an Hot Transfer and used to specify what numbers are allowed to go out a particular route. Here you (Agent) can hot transfer call to external number

| HOT TRANSFER ROUTES |            |                   |        |                                                                                                                                                                             |
|---------------------|------------|-------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SNO                 | Route Name | Route Description | Active | Action                                                                                                                                                                      |
| 1                   | 123        |                   | Y      |    |
| 2                   | test       | testing           | Y      |   |

**Click on '+' icon to add**



The screenshot shows the 'ADD ROUTE' form. At the top, there are fields for 'Route Name' (set to 'test'), 'Route Description' (set to 'testing'), 'Add Digits' (set to '12'), and 'Route Active' (set to 'Y'). Below these, the 'Trunks Set' section shows two lists: 'Available Trunks' (containing 'outgoing65--VOIP', 'outgoing31--Direct-IP', 'test--Direct-IP', 'dinstar\_150--Direct-IP', and 'test150--VOIP') and 'Selected Trunks' (containing 'test\_03072017--PSTN'). Between the lists are two sets of arrows: '>' and '>>' pointing from Available to Selected, and '<' and '<<' pointing from Selected back to Available. To the right of the Selected list are four buttons: 'Top', 'Up', 'Down', and 'Bottom'. At the bottom of the form are 'ADD' and 'CANCEL' buttons.

**Figure 1: Hot Transfer Route**

#### **1 : Add Hot Transfer Route:**

[Complete the following fields for Adding Call Forward Route :-](#)

**Route Name:** Enter the Route Name

**Route Description:** Additional information you would like to record about this Route.

**Add Digits:** Enter the digits( before dialing phone number)

**Route Active:** This is where you set the Route in Active or Inactive.

**Route Method:** select the route method like serial or random from drop down.

**Trunk set :** Select the Available Trunks by shifting arrows (>,>>) towards right.

### **Modify/delete Hot Transfer Route:**

Hot Transfer Route can be modified or deleted from Hot Transfer Route list page. click on needed icon under Action column.

## **4.4 ACD and Queues**

ACD will automatically route calls to agents or extensions based on how the call was handled from the beginning. ACD will direct the call to a "queue" for a work group to handle.

### **Following features are managed under ACD and Queue**



### **4.4.1 Creating Users**

This Option manages all Agents and Supervisors accounts.

Select “ACD and Queue” and then click on “Users” .

To add a new User, click the + icon .

This displays a form with the following fields (See after [figure1 : Add User Page](#) for description of options):

USERS   ALL (61) | SUPERVISOR (8) | MIS (4) | AGENT (49)  

| SNO | User ID     | Process                        | Web Server IP | Type       | Action                                                                                                                                                                      |
|-----|-------------|--------------------------------|---------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | admin       | --                             | 192.168.1.24  | ADMIN      |       |
| 2   | super1      | Deepija_Support                | 192.168.1.24  | SUPERVISOR |       |
| 3   | agent2      | ConVox_Process                 | 192.168.1.24  | AGENT      |       |
| 4   | kiran       | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 5   | Abubakar    | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 6   | Report      | Deepija_Support                | 192.168.1.24  | MIS        |       |
| 7   | muzamil     | HPAnytime                      | 192.168.1.24  | AGENT      |       |
| 8   | krishnaveni | HPAnytime                      | 192.168.1.24  | AGENT      |       |
| 9   | Venkat      | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 10  | ayaz        | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 11  | Rita        | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 12  | Naresh      | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 13  | kiran_ch    | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 14  | Reeta       | HPAnytime                      | 192.168.1.24  | AGENT      |       |
| 15  | aiyaz       | Deepija_Support                | 192.168.1.24  | AGENT      |       |
| 16  | Suresh      | Deepija_Support                | 192.168.1.24  | AGENT      |      |
| 17  | jaffar      | ConVox_Process                 | 192.168.1.24  | SUPERVISOR |   |
| 18  | manoj       | ConVox_Process,Deepija_Support | 192.168.1.24  | SUPERVISOR |   |

## 1. Create Agents

**Agents:** Agents are those users who handle calls in the call center .

USERS   ALL (68) | SUPERVISOR (9) | MIS (4) | AGENT (55)  



|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------|------------|--------------------|--------------------------------------|------------------------------------|--------------------------------------|-----------------------------------|--|-------------------------------------|--|---------------------------------------|
| * User ID : <input type="text" value="agent2"/>                            | * User Name : <input type="text" value="agent2"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| * Password : <input type="text" value="1234"/>                             | * User Type : <input type="dropdown" value="AGENT"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| * Active : <input type="dropdown" value="Y"/>                              | * Web Server IP : <input type="dropdown" value="192.168.1.24"/>                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| Process : <input type="dropdown" value="ConVox_Process"/>                  | Call Mode : <input type="dropdown" value="Process Mode"/> Show Recent Calls : <input type="dropdown" value="No"/>                                                                                                                                                                                                                                                                                                                                                                                    |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| Queues :                                                                   | <table border="1"> <tr> <td>Available Queues</td> <td>Selected Queues</td> </tr> <tr> <td>disconnect</td> <td>SalesQ<br/>SupportQ</td> </tr> <tr> <td><input type="button" value="-&gt;"/></td> <td><input type="button" value="Top"/></td> </tr> <tr> <td><input type="button" value="&lt;-"/></td> <td><input type="button" value="Up"/></td> </tr> <tr> <td></td> <td><input type="button" value="Down"/></td> </tr> <tr> <td></td> <td><input type="button" value="Bottom"/></td> </tr> </table> | Available Queues | Selected Queues | disconnect | SalesQ<br>SupportQ | <input type="button" value="-&gt;"/> | <input type="button" value="Top"/> | <input type="button" value="&lt;-"/> | <input type="button" value="Up"/> |  | <input type="button" value="Down"/> |  | <input type="button" value="Bottom"/> |
| Available Queues                                                           | Selected Queues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| disconnect                                                                 | SalesQ<br>SupportQ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| <input type="button" value="-&gt;"/>                                       | <input type="button" value="Top"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| <input type="button" value="&lt;-"/>                                       | <input type="button" value="Up"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
|                                                                            | <input type="button" value="Down"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
|                                                                            | <input type="button" value="Bottom"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| Enable Follow Ups : <input type="dropdown" value="No"/>                    | Auto CallBacks : <input type="dropdown" value="No"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| Allow Manual Outbound : <input checked="" type="checkbox"/> Enable/Disable | Allow Hot Transfer : <input type="checkbox"/> Enable/Disable                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |
| <b>MODIFY</b>                                                              | <b>CANCEL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                  |                 |            |                    |                                      |                                    |                                      |                                   |  |                                     |  |                                       |

### 1 : Add User Page

Complete the following fields for creating agent :-

**User ID:** Enter the User ID.

**User Name:** Enter name of the Agent.

**Password:** Enter Password of the Agent.

**User Type:** User Type must be selected as “Agents”.

**Active:** Set “Y” to maintain the account as active.

**Server IP:** Select the **ConVox Server IP** to give access for this agent.

**Process:** Select the **Process** that you want to allocate for this agent.

**Show Recent Calls:** Select “Yes” to show the recent call history for this agent.

**Call Mode:** Select the type of the call mode i.e either **Process** or **Inbound** or **outbound mode** to assign for this agent.

**Queues->Available Queues:** All queues which are allocated to the process, you have selected above, will be displayed here. Select which ones should be assigned to this agent using arrow buttons.

**Queues->Selected Queues:** Queues listed here will be assigned to this agent when he/she logs in next.

**Agent Only Follow Ups:-** This option allows an agent to set a followup so that they are the only Agent that can call the customer back. This also allows the agent to see their callback listings and call them back any time they want to.

**Manual Outbound:-** This option allows an agent to manually enter any phone number and allows the calling of any phone number from agent screen .

**Hot Transfer :-** This option allows an agent to Hot transfer the call.

## 2. Create Supervisors

**Supervisors:** Supervisors are users who monitor or manage the application. They have the power to give limited or full feature access to other users of the application.

### Complete the following fields for creating Supervisor:-

**User ID:** Enter the User ID.

**User Name:** Enter name of the User.

**Active:** Set “Y” to maintain the account as active.

**Active:** Set “N” to maintain the account as inactive.

**User Type:** User Type must be selected as “Supervisor”.

**Process:** Select the **Process** that you want to allocate for this “Supervisor”.

**Server IP:** Select the **ConVox Server IP** to give access for this User.

**User Access:** Check mark the features that you want to give access for this creating user. So that this user when login can able to see only the features access given by supervisor.

USERS    +    ALL(68) | SUPERVISOR(9) | MIS(4) | AGENT(55)

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| * User ID: super1                     | * User Name: super1                                                                                                                                                                                                                                                                                                                                                                                                                               |
| * Password: 1234                      | * User Type: SUPERVISOR <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                       |
| * Active: Y                           | * Web Server IP: 192.168.1.24                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Process: <input type="checkbox"/> ALL | <div style="display: flex; align-items: center;"> <div style="flex: 1;"> <b>Available Processes</b><br/>           BANG_TEST<br/>           BANG_TEST1<br/>           ConVox_Process<br/>           Daily_Thandi<br/>           Deepija_sales         </div> <div style="margin: 0 10px;">           -&gt;<br/>           &lt;-<br/> </div> <div style="flex: 1;"> <b>Selected Processes</b><br/>           Deepija_Support         </div> </div> |

User Access

**System Settings**

**System Configuration**

- Servers(  Add  Modify  Delete)
- Stations(  Add  Modify  Delete)
- PRI Groups(  Add  Modify  Delete)

**Call Routing**

- Inbound Routes(  Add  Modify  Delete)
- Outbound Routes(  Add  Modify  Delete)
- Hot Transfer Routes(  Add  Modify  Delete)

**ACD and Queue**

- Users(  Add  Modify  Delete)
- Queues(  Add  Modify  Delete)

- Dispositions(  Add  Modify  Delete)
- Lead Re-Attempts(  Add  Modify  Delete)

**CRM**

- CRM(  Add  Modify  Delete)
- Callback Assignments(  Add  Modify  Delete)
- Block Caller(  Add  Modify  Delete)

**IVR**

- Audio Files(  Add  Modify  Delete)
- IVRS(  Add  Modify  Delete)

**Notification**

- Settings(  Add  Modify  Delete)
- Templates(  Add  Modify  Delete)

**Monitoring Tools**

**Live Status**

- Process Status
- Trunk Status

Queues Status Dash Board**Debug Tools** ConVox Web Panel Database Status ConVox Screens**Reports****Agent Analysis** Agent Daily Login Report Agent Weekly Login Report Agent Custom Login Report Agent Daily Performance Report Agent Weekly Performance Report Agent Custom Performance Report Agent Disposition Report Queue Custom Performance Report Agent Internal Broadcasting Report**Process Analysis** Hourly Process Report Daily Process Report Predictive Outbound Report Preview Outbound Report Progressive Outbound Report Call Recording Report Dump Report**Call Traffic Analysis** Hourly Call Hits Daily Call Hits DID Wise Report PBX Report**Notification Reports** SMS Report**MODIFY****CANCEL****Modify/Delete User:**

Users can be modified or deleted from Users list page. Find the user you want to process and click on needed icon under Action column.

## 4.4.2 Creating Process

Process is an entry point to the dialing system. It is a work flow where administrator can view all existing processes.

| SNO | Process        | Active | Process Description | Process Type | Dialed Leads | Leads To be Dialed | Total Leads | Dial Status | Action |
|-----|----------------|--------|---------------------|--------------|--------------|--------------------|-------------|-------------|--------|
| 1   | ConVox_Process | Y      | ConVox_Process      | inbound      | 0            | 4                  | 4           | Stopped     |        |
| 2   | Deepja_Support | Y      | Deepja Support      | inbound      | 0            | 0                  | 0           | Stopped     |        |
| 3   | HPanytime      | Y      | HPCL_inbound        | inbound      | 0            | 0                  | 0           | Stopped     |        |
| 4   | Deepja_sales   | Y      | Deepja sales        | inbound      | 0            | 0                  | 0           | Stopped     |        |

**Process:** Enter the name of the process .

**Active:** This is where you set the Process to Active or Inactive. If Inactive, no one can log into it.

**Process Description:** Additional information you would like to record about this Process.



**NOTE :** Clicking on Add button prompts to Modify Process Screen.

### Modify Process:

**Type:** Select the type of the call to be assigned for this process.

**CRM:** Select the desired CRM ID by pulling CRM drop down.

**Auto Wrap up :** Enabling this will put the agents in to available state after they have completed their call work required, **saves the customer data** and automatically turns agents to available state after specified seconds are completed .

**List selection(serial& shuffle):** select the list from drop down as serial or shuffle.

**Serial:** Auto dialler will pick the leads serially and place the calls.

**Shuffle:** Auto dialler dials the leads on priority Wise

### 1. Incoming

Here is where you select the inbound mode to receive calls and to make manual outbound calls.

## 1.1 Inbound & Manual Outbound Process

Type: Inbound & Manual Outbound.

### Inbound Fields

Greeting File : Specify the voice file which will be played right after the call is connected.

Accept Input Greeting:- Select “Y” to allow your process to DTMF or select “N” to reach your process to default Queue.

Drop Play File: Specify the file to be played while call is being dropped.

Allow Caller to Enter into Queue when no agent is logged in: Enable this to “Yes” to reach the specified queue even though agents are not logged in.

Available Queues: Queues can be created right here, you just need to click on [Add Queue](#).

---



**NOTE :** Created Queues will be listed under [Available Queues](#) .

Selected Queues: Queues which are moved from **Available queues** and attached to this process will be listed here.

Queue Overflow: The Queues under **Selected queues** will be listed here with their overflowed queues.  
Specify the Queue to be overflowed on [Add Queue](#).

DTMF: Specify the DTMF for each of the queues you have assigned to this process. Once set, call will reach to the corresponding queue based on which DTMF Input is pressed.



**NOTE :** Accept Input must be “Y” for this Process to allow DTMF for the callers.

### Time Out:

Timeout is how long the application should wait to receive a response from the caller.  
It is specified in seconds. If the timeout value is 5 seconds, application will wait for 5 seconds for the response before timing out.

### Retries :

Retries relates to the number of times a caller is prompted for a response. Keeping (Retries = 1) indicates a maximum of two attempts. Here you need to specify desired number of retries for this process.

Auto Fall Queue: Call reaches to this queue if there is No-input or Invalid Input from the caller.

Default Queue: Set this if you want all your calls to reach just one queue.



**NOTE :** Accept Input for this process must be set to “N” for your calls to reach this default queue.

### Dispositions Set:

Add the dispositions, you need for this process, by clicking here on [Add Disposition](#) link.

### Break Set:

Add the breaks, you need for this process, by clicking here on [Add Break](#) link.

Following screen will be displayed if select Type as **Inbound and Manual Outbound Mode** .

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------|---------------------------|-----------------------------|-------------------------------|--|
| Type <input type="button" value="Inbound &amp; Manual Out Dial"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input checked="" type="checkbox"/> CRM <input type="button" value="ConVox_CRM"/>                                                                                            |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| Auto Wrapup <input type="checkbox"/> TimeOut <input type="text" value="10"/><br>(Range : 5-600)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Script <input type="button" value="rupa"/>                                                                                                                                   |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Inbound Fields</b> <table border="1"> <tr> <td>Greeting File <input type="button" value="interested"/></td> <td>Accept Input Greeting <input type="button" value="N"/></td> </tr> <tr> <td>Drop Play File <input type="button" value="-----"/></td> <td>Allow Caller to Enter into Queue when no agent<br/>is logged in: <input type="button" value="Yes"/></td> </tr> <tr> <td colspan="2"> <b>Queues</b> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><a href="#">Add Queue</a></td> </tr> <tr> <td style="vertical-align: top;"> <b>Available Queues</b><br/> <input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> </td> <td style="vertical-align: top;"> <b>Selected Queues</b><br/> <input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> </td> </tr> <tr> <td colspan="2"> <b>Queue Overflow</b> <table border="1"> <tr> <td>SalesQ -----&gt; Undefined</td> </tr> <tr> <td>SupportQ -----&gt; Undefined</td> </tr> <tr> <td>disconnect -----&gt; Undefined</td> </tr> </table> </td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> DTMF         </td> </tr> </table> </td> </tr> </table> |                                                                                                                                                                              | Greeting File <input type="button" value="interested"/> | Accept Input Greeting <input type="button" value="N"/> | Drop Play File <input type="button" value="-----"/>                                                                                                | Allow Caller to Enter into Queue when no agent<br>is logged in: <input type="button" value="Yes"/>                                                                           | <b>Queues</b> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><a href="#">Add Queue</a></td> </tr> <tr> <td style="vertical-align: top;"> <b>Available Queues</b><br/> <input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> </td> <td style="vertical-align: top;"> <b>Selected Queues</b><br/> <input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> </td> </tr> <tr> <td colspan="2"> <b>Queue Overflow</b> <table border="1"> <tr> <td>SalesQ -----&gt; Undefined</td> </tr> <tr> <td>SupportQ -----&gt; Undefined</td> </tr> <tr> <td>disconnect -----&gt; Undefined</td> </tr> </table> </td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> DTMF         </td> </tr> </table> |  | <a href="#">Add Queue</a> |                           | <b>Available Queues</b><br><input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> | <b>Selected Queues</b><br><input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> | <b>Queue Overflow</b> <table border="1"> <tr> <td>SalesQ -----&gt; Undefined</td> </tr> <tr> <td>SupportQ -----&gt; Undefined</td> </tr> <tr> <td>disconnect -----&gt; Undefined</td> </tr> </table> |  | SalesQ -----> Undefined | SupportQ -----> Undefined | disconnect -----> Undefined | <input type="checkbox"/> DTMF |  |
| Greeting File <input type="button" value="interested"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Accept Input Greeting <input type="button" value="N"/>                                                                                                                       |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| Drop Play File <input type="button" value="-----"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Allow Caller to Enter into Queue when no agent<br>is logged in: <input type="button" value="Yes"/>                                                                           |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Queues</b> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><a href="#">Add Queue</a></td> </tr> <tr> <td style="vertical-align: top;"> <b>Available Queues</b><br/> <input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> </td> <td style="vertical-align: top;"> <b>Selected Queues</b><br/> <input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> </td> </tr> <tr> <td colspan="2"> <b>Queue Overflow</b> <table border="1"> <tr> <td>SalesQ -----&gt; Undefined</td> </tr> <tr> <td>SupportQ -----&gt; Undefined</td> </tr> <tr> <td>disconnect -----&gt; Undefined</td> </tr> </table> </td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> DTMF         </td> </tr> </table>                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                              | <a href="#">Add Queue</a>                               |                                                        | <b>Available Queues</b><br><input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/> | <b>Selected Queues</b><br><input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/>                            | <b>Queue Overflow</b> <table border="1"> <tr> <td>SalesQ -----&gt; Undefined</td> </tr> <tr> <td>SupportQ -----&gt; Undefined</td> </tr> <tr> <td>disconnect -----&gt; Undefined</td> </tr> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | SalesQ -----> Undefined   | SupportQ -----> Undefined | disconnect -----> Undefined                                                                                                                        | <input type="checkbox"/> DTMF                                                                                                                     |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <a href="#">Add Queue</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Available Queues</b><br><input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Selected Queues</b><br><input type="button" value="SalesQ"/> <input type="button" value="SupportQ"/> <input type="button" value="disconnect"/>                            |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Queue Overflow</b> <table border="1"> <tr> <td>SalesQ -----&gt; Undefined</td> </tr> <tr> <td>SupportQ -----&gt; Undefined</td> </tr> <tr> <td>disconnect -----&gt; Undefined</td> </tr> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                              | SalesQ -----> Undefined                                 | SupportQ -----> Undefined                              | disconnect -----> Undefined                                                                                                                        |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| SalesQ -----> Undefined                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| SupportQ -----> Undefined                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| disconnect -----> Undefined                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <input type="checkbox"/> DTMF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| Default Queue : <input type="button" value="SalesQ"/> Time Out : <input type="text" value="1"/> sec<br>Retries : <input type="text" value="2"/> Auto Fall Queue: <input type="button" value="SupportQ"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Disposition Set</b> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><a href="#">Add Disposition</a></td> </tr> <tr> <td style="vertical-align: top;"> <b>Available Dispositions</b><br/> <input type="button" value="DNC-Do Not Call"/> </td> <td style="vertical-align: top;"> <b>Selected Dispositions</b><br/> <input type="button" value="CR-CRekjhskskd"/> <input type="button" value="cnf-confirmed"/> <input type="button" value="ncnf-not_confirmed"/> </td> </tr> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                              | <a href="#">Add Disposition</a>                         |                                                        | <b>Available Dispositions</b><br><input type="button" value="DNC-Do Not Call"/>                                                                    | <b>Selected Dispositions</b><br><input type="button" value="CR-CRekjhskskd"/> <input type="button" value="cnf-confirmed"/> <input type="button" value="ncnf-not_confirmed"/> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <a href="#">Add Disposition</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Available Dispositions</b><br><input type="button" value="DNC-Do Not Call"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Selected Dispositions</b><br><input type="button" value="CR-CRekjhskskd"/> <input type="button" value="cnf-confirmed"/> <input type="button" value="ncnf-not_confirmed"/> |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Break Set</b> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><a href="#">Add Break</a></td> </tr> <tr> <td style="vertical-align: top;"> <b>Available Breaks</b><br/> <input type="button" value="TEA"/> </td> <td style="vertical-align: top;"> <b>Selected Breaks</b><br/> <input type="button" value="TEA"/> </td> </tr> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                              | <a href="#">Add Break</a>                               |                                                        | <b>Available Breaks</b><br><input type="button" value="TEA"/>                                                                                      | <b>Selected Breaks</b><br><input type="button" value="TEA"/>                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <a href="#">Add Break</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                              |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |
| <b>Available Breaks</b><br><input type="button" value="TEA"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Selected Breaks</b><br><input type="button" value="TEA"/>                                                                                                                 |                                                         |                                                        |                                                                                                                                                    |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                           |                           |                                                                                                                                                    |                                                                                                                                                   |                                                                                                                                                                                                      |  |                         |                           |                             |                               |  |

[MODIFY](#) | [CANCEL](#)

## 2.Only Outgoing

### 2.1 Outbound Predictive

An automated System that makes many **outbound** calls without customers/callers dialing the calls i.e transfers an automated phone call from a list of numbers and the call redirects to an agent when a caller responds. The agent can see a display pop-up on their computer screen with information about the person they have called.

Type: Outbound Predictive.

**Dial Prefix:** Enter the digits to prepend to the phone number. This field allows for more easily changing a path of dialing to go out through a different method without doing a reload in Asterisk.

**Caller Id :** This field allows for the sending of a custom caller id number on the outbound calls. This is number that would show up on the caller id of the person you are calling.

**Buffer Level:** Specify the number of leads to be assign for this process . This leads will be divided based on the number of agents available and with the assigned pacing.

**Lead Order:** Select the desired lead order from the drop down provided.

**Lead by Ascending:** Auto dialer will place your calls in to ascending order based on the lead id .

**Lead by Descending:** Auto dialer will place your calls in to descending order based on the lead id .

**Random:** Auto dialer will pick the leads randomly and place the calls.

**First Dial Least Called:** Starts with least called leads

**First Dial Max Called:** Starts with most called leads

**Pacing:** Total number of channels to be used for dialing for each available agent. For example, if 5 agents log in to a process, and Pacing is set at 3, the Dialer will use 15 channels for dialing.

**Available Statuses:-** This tab will show the available lead statuses.

**Selected Statuses:-** Statuses which are moved from **Available Statuses** will be listed here.

**Lists in this Process:-** The list if activated from the Menu->CRM-> list tab will be displayed here

## Inbound Fields

Refer **Inbound Fields** section on page 26.

### Dispositions Set:

Add the dispositions, you need for this process, by clicking here on [Add Disposition](#) link.

### Break Set:

Add the breaks, you need for this process, by clicking on [Add Break](#) link.

| SNO | List ID | List Name | Leads Dialed | Leads To be Dialed | Total Leads | Active | % of leads |
|-----|---------|-----------|--------------|--------------------|-------------|--------|------------|
| 22  | 107     | hyma      | 0            | 2                  | 2           | Y      |            |

## 2.2 Outbound Preview

Preview Dialer allows the agents to review (preview) information about the contact and can choose when to dial the outbound call.

**Note:-** Setting the buffer level will show the same number of list contacts on the agent interface.

Type: Outbound Preview

### Outbound fields

Refer Outbound fields section on page [28](#), same fields will be applicable here **except** the inbound fields section.

| <p>Type <b>Outbound - Preview</b></p> <p>Auto Wrapup <input type="checkbox"/> TimeOut 10<br/>(Range : 5-600)</p> <p>DNC Enable Y</p> <p>Number Masking N</p>                                                                                                                                                                                                                                                                                                          | <p>CRM ConVox_CRM</p> <p>Script rupa</p> <p>List Selection Serial</p> <p>Agent Wise Dialing Y</p> |           |              |                    |              |                    |             |        |            |    |     |      |   |   |   |   |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------|--------------|--------------------|--------------|--------------------|-------------|--------|------------|----|-----|------|---|---|---|---|--|
| <b>Outbound Fields</b> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Dial Prefix (Strictly 4 digits) 3301</p> <p>Caller Id 1234</p> <p>Buffer Level 7</p> <p>Lead Order Lead By Ascending</p> <p>Pacing :1.5</p> <p>Answering Machine Detection N</p> <p>The Buffer level which is setted here will display the same number of list contacts on agent interface</p> <p><b>Outbound Routes</b></p> <p>Outbound Route : --Select-- Related Trunks :</p> </div> |                                                                                                   |           |              |                    |              |                    |             |        |            |    |     |      |   |   |   |   |  |
| <p><b>Dialable Statuses</b></p> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Available Statuses</b></p> <p>bangtest<br/>Call_Back<br/>CB<br/>cnf<br/>HotTransfer</p> <p><b>Selected statuses</b></p> <p>NEW<br/>CNA--Ringing/No Answer<br/>ANA--Ringing/No Answer<br/>BDP<br/>BLO</p> </div>                                                                                                                                                             |                                                                                                   |           |              |                    |              |                    |             |        |            |    |     |      |   |   |   |   |  |
| <p><b>Lists in this Process</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>SNO</th> <th>List ID</th> <th>List Name</th> <th>Leads Dialed</th> <th>Leads To be Dialed</th> <th>Total Leads</th> <th>Active</th> <th>% of leads</th> </tr> </thead> <tbody> <tr> <td>22</td> <td>107</td> <td>hyma</td> <td>0</td> <td>2</td> <td>2</td> <td>Y</td> <td></td> </tr> </tbody> </table>                                      |                                                                                                   | SNO       | List ID      | List Name          | Leads Dialed | Leads To be Dialed | Total Leads | Active | % of leads | 22 | 107 | hyma | 0 | 2 | 2 | Y |  |
| SNO                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | List ID                                                                                           | List Name | Leads Dialed | Leads To be Dialed | Total Leads  | Active             | % of leads  |        |            |    |     |      |   |   |   |   |  |
| 22                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 107                                                                                               | hyma      | 0            | 2                  | 2            | Y                  |             |        |            |    |     |      |   |   |   |   |  |
| <p><b>Disposition Set</b></p> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Available Dispositions</b></p> <p>DNC-Do Not Call</p> <p><b>Selected Dispositions</b></p> <p>CR-CRekjhjskhd<br/>cnf-confirm<br/>nncnf-not_confirmed</p> </div>                                                                                                                                                                                                                |                                                                                                   |           |              |                    |              |                    |             |        |            |    |     |      |   |   |   |   |  |
| <p><b>Break Set</b></p> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Available Breaks</b></p> <p>TEA</p> <p><b>Selected Breaks</b></p> </div>                                                                                                                                                                                                                                                                                                            |                                                                                                   |           |              |                    |              |                    |             |        |            |    |     |      |   |   |   |   |  |
| <input type="button" value="MODIFY"/> <input type="button" value="CANCEL"/>                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                   |           |              |                    |              |                    |             |        |            |    |     |      |   |   |   |   |  |

## 2.3 Outbound Progressive:

An automated System that makes many **outbound** calls without customers/callers dialing the calls i.e transfers an automated phone call from a list of numbers and the call redirects to an agent if caller responds or doesn't respond. If caller responds the call then agent can see a display pop-up on their computer screen with information about the person they have called and if caller doesn't respond then CRM will not pop up in Agent Screen.

**Type:** Outbound Progressive

**Dial Prefix:** Enter the digits to prepend to the phone number. This field allows for more easily changing a path of dialing to go out through a different method without doing a reload in Asterisk.

**Caller Id :** This field allows for the sending of a custom caller id number on the outbound calls. This is number that would show up on the caller id of the person you are calling.

**Buffer Level:** Specify the number of leads to be assigned for this process . This leads will be divided based on the number of agents available and with the assigned pacing.

**Lead Order:** Select the desired lead order from the drop down provided.

**Lead by Ascending:** Auto dialer will place your calls in to ascending order based on the lead id .

**Lead by Descending:** Auto dialer will place your calls in to descending order based on the lead id .

**Random:** Auto dialer will pick the leads randomly and place the calls.

**First Dial Least Called:** Starts with least called leads

**First Dial Max Called:** Starts with most called leads

**Pacing:** Total number of channels to be used for dialing for each available agent. For example, if 5 agents log in to a process, and Pacing is set at 3, the Dialer will use 15 channels for dialing.

**Available Statuses:-** This tab will show the available lead statuses

**Selected Statuses:-** Statuses which are moved from **Available Statuses** will be listed here.

**Lists in this Process:-** The list if activated from the Menu->CRM-> list tab will be displayed here

### Inbound Fields

**Dispositions Set:**

Add the dispositions, you need for this process, by clicking here on [Add Disposition](#) link.

**Break Set:**

Add the breaks, you need for this process, by clicking on [\*\*Add Break\*\*](#) link.

|                                                  |                               |                                 |                    |            |
|--------------------------------------------------|-------------------------------|---------------------------------|--------------------|------------|
| Type                                             | Outbound - Progressive        | <input type="button" value=""/> | CRM                | ConVox_CRM |
| Auto Wrapup                                      | TimeOut<br>(Range : 5-600)    |                                 | Script             | rupa       |
| DNC Enable                                       | Y                             |                                 | List Selection     | Serial     |
| Number Masking                                   | N                             |                                 | Agent Wise Dialing | Y          |
| Here you set the seconds for progressive dialing | Progressive Dialing Sec<br>03 | <input type="button" value=""/> |                    |            |
| NDNC Enable                                      | N                             |                                 |                    |            |

**Outbound Fields**

|                                 |      |                             |                   |
|---------------------------------|------|-----------------------------|-------------------|
| Dial Prefix (Strictly 4 digits) | 3301 | Caller Id                   | 1234              |
| Buffer Level                    | 7    | Lead Order                  | Lead By Ascending |
| Pacing                          | 1.5  | Answering Machine Detection | N                 |

The Buffer level which is setted here will display the same number of list contacts on agent interface

**Outbound Routes**

|                  |            |                  |
|------------------|------------|------------------|
| Outbound Route : | --Select-- | Related Trunks : |
|------------------|------------|------------------|

**Dialable Statuses**

|                                                   |                                                                     |
|---------------------------------------------------|---------------------------------------------------------------------|
| <b>Available Statuses</b>                         | <b>Selected statuses</b>                                            |
| bangtest<br>Call_Back<br>CB<br>cnf<br>HotTransfer | NEW<br>CNA-Ringing/No Answer<br>ANA-Ringing/No Answer<br>BDP<br>BLO |

| Lists in this Process |         |           |              |                    |             |        |            |
|-----------------------|---------|-----------|--------------|--------------------|-------------|--------|------------|
| SNO                   | List ID | List Name | Leads Dialed | Leads To be Dialed | Total Leads | Active | % of leads |
| 22                    | 107     | hyma      | 0            | 2                  | 2           | Y      |            |

**Disposition Set**

[Add Disposition](#)

|                               |                                                     |
|-------------------------------|-----------------------------------------------------|
| <b>Available Dispositions</b> | <b>Selected Dispositions</b>                        |
| DNC-Do Not Call               | CR-CRekjhjskhd<br>cnf-confirm<br>ncnf-not_confirmed |

**Break Set**

[Add Break](#)

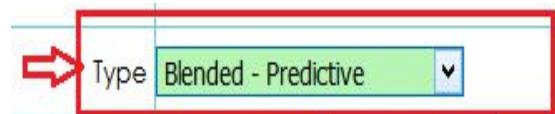
|                         |                        |
|-------------------------|------------------------|
| <b>Available Breaks</b> | <b>Selected Breaks</b> |
|                         | TEA                    |

[MODIFY](#) [CANCEL](#)

### **3.Blended**

#### **3.1 Blended-Predictive**

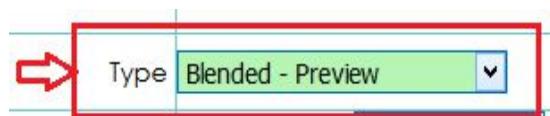
Blended Predictive allows agents to make both auto dial outgoing calls and receive incoming calls. Combining automatic call distribution for incoming calls and with predictive dialing for outbound calls, it makes more efficient use of an agent as each can handle the overflow of the other.



For **Outbound fields & inbound Fields** description refer Outbound Predictive Process, Same Process fields will be applicable here.

#### **3.2 Blended- Preview**

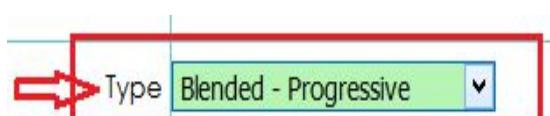
Blended Preview allows agents to make both outgoing calls and receive incoming calls i.e, combining call distribution of incoming calls & preview dialing of outbound calls.



For **Outbound fields & inbound Fields** description refer Outbound Predictive Process, Same Process fields will be applicable here.

#### **3.3 Blended-Progressive**

Blended Progressive allows agents to make both auto dial outgoing calls and receive incoming calls. Combining automatic call distribution for incoming calls and with progressive dialing for outbound calls, it makes more efficient use of an agent as each can handle the overflow of the other.



For **Outbound fields & inbound Fields** description refer Outbound Predictive Process, Same Process fields will be applicable here.

### 4.4.3 Handling Queues

Queue provides a way for a ConVox to queue up incoming calls from a group of users/members; it aggregates multiple calls into a holding pattern and assigns each call a rank that determines the order in which that call should be delivered to an available agent (typically, first in first out).

| SNO | Queue Name          | Queue Type | Queue Did | Process         | Action                                                                                                                                                                  |
|-----|---------------------|------------|-----------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | SalesQ              | executive  | 101       | ConVox_Process  |   |
| 2   | SupportQ            | executive  | 102       | ConVox_Process  |   |
| 3   | Deepija_support     | executive  | 103       | Deepija_Support |   |
| 4   | HPC1                | executive  | 104       | HPanftime       |   |
| 5   | disconnect          | executive  | 105       | ConVox_Process  |   |
| 6   | Android             | executive  | 106       | Deepija_Support |   |
| 7   | Deepija_sales_queue | executive  | 107       | Deepija_sales   |   |
| 8   | test                | executive  | 108       | Daily_Thandi    |   |
| 9   | Boardnumber         | executive  | 109       | Deepija_Support |   |

#### Creating a Queue:-

Create a simple ACD queue. It will accept callers and attempt to deliver them to a member of the queue.

| ADD QUEUE                                                                                 |                                                                                                    |
|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| * Queue Name : <input type="text" value="SalesQ"/>                                        | Queue Type : <input type="button" value="Executive"/>                                              |
| DID : <input type="text" value="101"/>                                                    | * Greeting File : <input type="button" value="Silence"/>                                           |
| * Waiting Message : <input type="button" value="SalesQ"/>                                 | * Queue Drop Time : <input type="text" value="30"/> sec                                            |
| Queue Drop Action : <input type="button" value="Play Voicefile"/>                         | * Queue Drop Value : <input type="button" value="Silence"/>                                        |
| * Queue Length : <input type="text" value="20"/>                                          | * Process : <input type="button" value="ConVox_Process"/>                                          |
| Play Queue No <input checked="" type="checkbox"/> QueueID <input type="button" value=""/> | Play Hold Duration <input checked="" type="checkbox"/> AverageTime <input type="button" value=""/> |
| PlayBack Frequency : <input type="text" value="4"/> sec                                   | Queue Overflow : <input type="button" value="Select"/>                                             |
| <input type="button" value="MODIFY"/> <input type="button" value="CANCEL"/>               |                                                                                                    |

**Note :** 1. If Queue Length is zero, then queue can take unlimited calls. Greeting File, Play Queue No, Play Hold Duration, PlayBack Frequency will not be affected in Predictive Mode.

2. In Queue Drop Action Call Forward, Transfer To Extension, Direct IP Dial and Transfer To Queue will not be affected in Predictive Mode.

### **Figure: Add Queue screen**

#### **Complete the following fields :-**

- \* **Queue Name :** Enter the name of the queue.
- \* **Queue Type :** Specify the type of the queue to either "Executive" or "Verifier".
- \* **DID:** Queue is assigned an internal DID by default. It will be displayed here.
- \* **Greeting file:** Specify the voice file to be played when a call reaches this queue.
- \* **Waiting Message:** Specify the music file to be played while calls are waiting in this queue.
- \* **Queue Drop Time:** Specify the number of seconds after which you want to drop a waiting call from the queue.
- \* **Queue Drop Action:** Specify the action which will be taken while call is being dropped. Options are **Play file** and **Voice mail**.
- \* **Queue Drop Play/Voicemail File:** Specify the file to be played for the action specified on **Queue Drop Action**.
- \* **Queue Length:** Specify the number of callers to be allowed on queue.
- \* **Process:** Specify the process to be allocated to this queue.
- \* **Play Queue No:** Specify the Queue no to be allowed on queue.
  - \* **Play Hold duration:** Play hold duration for specified queue.
- \* **Play back frequency:** Specify play back frequency seconds
- \* **Queue Overflow:** Specify the Queue to be overflowed after queue length seconds are completed .

#### **Modify/Delete Queue**

Queues can modified or deleted by finding that queue on the list page and then clicking on needed icon under Action column.

#### 4.4.4 Scheduling Agent Breaks

This is the place to Schedule Agent Breaks. Breaks created within the process will be visible to the agent who is logged on to this process. He/she can then use the one which seems appropriate to indicate the reason while going away from the workstation.

| SNO | Break       | Break Time | Break Description | Process         | Action                                                                                                                                                                  |
|-----|-------------|------------|-------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Lunch       | 00:30:00   | Lunch Break       | Deepjia_Support |   |
| 2   | Tea         | 00:15:00   | Tea Break         | Deepjia_Support |   |
| 3   | Lunch       | 00:30:00   | Lunch             | HPanytime       |   |
| 4   | Tea         | 00:15:00   | Tea               | HPanytime       |   |
| 5   | TEA         | 00:03:00   | TEA               | ConVox_Process  |   |
| 6   | Dev_Support | 00:30:00   | Developer Support | Deepjia_Support |   |
| 7   | tea         | 00:15:00   | tea               | Deepjia_sales   |   |
| 8   | test        | 00:06:00   |                   | Daily_Thandi    |   |
| 9   | tea         | 00:10:00   | tea               | Demo            |   |
| 10  | Lunch       | 00:30:00   | Lunch             | BANG_TEST       |   |
| ..  | .           | .....      |                   |                 |                                                                                                                                                                         |

#### Defining Breaks

click + icon to create a break.



**ADD BREAKS**

|                                                                           |     |               |          |             |                 |
|---------------------------------------------------------------------------|-----|---------------|----------|-------------|-----------------|
| * Break :                                                                 | Tea | Description : | Tea Time |             |                 |
| * Break Time:                                                             | 00  | 20            | 00       | * Process : | Testing process |
| <input type="button" value="Save"/> <input type="button" value="Cancel"/> |     |               |          |             |                 |

**Figure: Add Break Screen** (Click here to go back on page [27](#))

**Break:** Enter the name of the break.

**Description:** Give the description of the break.

**Break Timings:** Specify the timings of a break within the process.

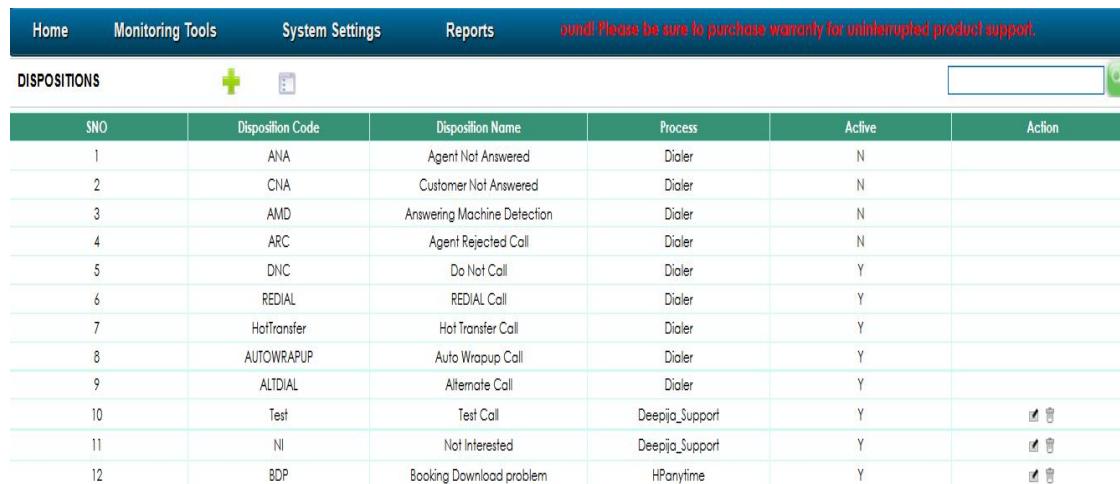
**Process:** Assign the break to a required process.

#### Modify/Delete Breaks

Breaks can be modified or deleted from the list page by finding and clicking on that corresponding entry

#### 4.4.5 Agent Dispositions:

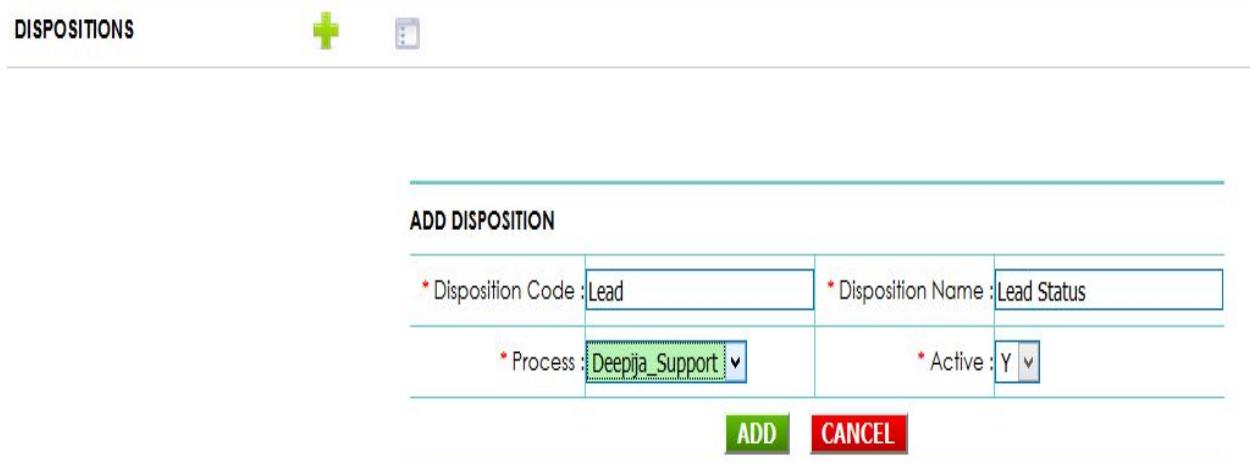
Agent needs to specify a disposition before hanging up a call on CRM Pop Up Screen. Typically dispositions are determined and predefined in the system for a given process. This is how you can create dispositions from the GUI.



The screenshot shows a table titled "DISPOSITIONS" with columns: SNO, Disposition Code, Disposition Name, Process, Active, and Action. The rows list various dispositions such as ANA, CNA, AMD, ARC, DNC, REDIAL, HotTransfer, AUTOWRAPUP, ALTDIAL, Test, NI, and BDP, each associated with a specific process like Dialer or Deepjia\_Support and an active status (Y or N).

| SNO | Disposition Code | Disposition Name            | Process         | Active | Action |
|-----|------------------|-----------------------------|-----------------|--------|--------|
| 1   | ANA              | Agent Not Answered          | Dialer          | N      |        |
| 2   | CNA              | Customer Not Answered       | Dialer          | N      |        |
| 3   | AMD              | Answering Machine Detection | Dialer          | N      |        |
| 4   | ARC              | Agent Rejected Call         | Dialer          | N      |        |
| 5   | DNC              | Do Not Call                 | Dialer          | Y      |        |
| 6   | REDIAL           | REDIAL Call                 | Dialer          | Y      |        |
| 7   | HotTransfer      | Hot Transfer Call           | Dialer          | Y      |        |
| 8   | AUTOWRAPUP       | Auto Wrapup Call            | Dialer          | Y      |        |
| 9   | ALTDIAL          | Alternate Call              | Dialer          | Y      |        |
| 10  | Test             | Test Call                   | Deepjia_Support | Y      |        |
| 11  | NI               | Not Interested              | Deepjia_Support | Y      |        |
| 12  | BDP              | Booking Download problem    | HPonytime       | Y      |        |

#### Defining a new Disposition :-



The screenshot shows the "ADD DISPOSITION" form with the following fields:

- \* Disposition Code: Lead
- \* Disposition Name: Lead Status
- \* Process: Deepjia\_Support
- \* Active: Y

At the bottom are "ADD" and "CANCEL" buttons.

**Figure: Add Disposition Screen** (Click here to go back on page [27](#))

**Disposition Code:** Enter the Disposition code

**Disposition Name:** Enter the name of the disposition

**Process:** Assign the disposition to a required process.

**Active:** Set the disposition to "Y" to keep it active. Select "N" to deactivate.

## Modify/Delete Dispositions

Dispositions can be modified or deleted from list page by finding and clicking on the corresponding modify or delete icon under Action column from view list page.

### 4.4.6 Lead Re-Attempts

ConVox lets you create Lead Re-Attempts. Once created, you can assign this to the process & list Name/Id you want to work with.

| SNO | Process        | List Name & ID | Disposition | Call Interval (Mins) | Attempts | Active | Action |
|-----|----------------|----------------|-------------|----------------------|----------|--------|--------|
| 1   | Deepjija_sales | Dinesh (124)   | NEW         | 60                   | 2        | Y      |        |

Click to create a Lead Re-Attempts

**ADD LEADS**

\* Process : Deepjija\_sales \* List Name : Dinesh

Dispositions :

Available Dispositions : Selected Dispositions : NEW

\* Call Interval : 60 (Minutes) \* Attempts : 3

\* Active : Y

**ADD CANCEL**

**Process:** select Process from drop down list

**List Name:** select List name from drop down

**Dispositions:** select the Available dispositions.

**Call Interval:** Enter the call Interval Time in Minutes

**Attempts:** Enter Attempts Number to make call.

**Active:** Set the disposition to "Y" to keep it active. Select "N" to deactivate.

### **Modify/Delete Lead Re-Attempts:**

Lead Re-Attempts can be modified or deleted from Lead page by finding and clicking on the corresponding modify or delete icon under Action column from view Lead page.

## **4.5 CRM**

Customer relationship management (CRM) manages the customer information, it is a widely implemented strategy for managing a company's interactions with customers.

### **CRM, Lists ,Block Caller features under CRM are described below**



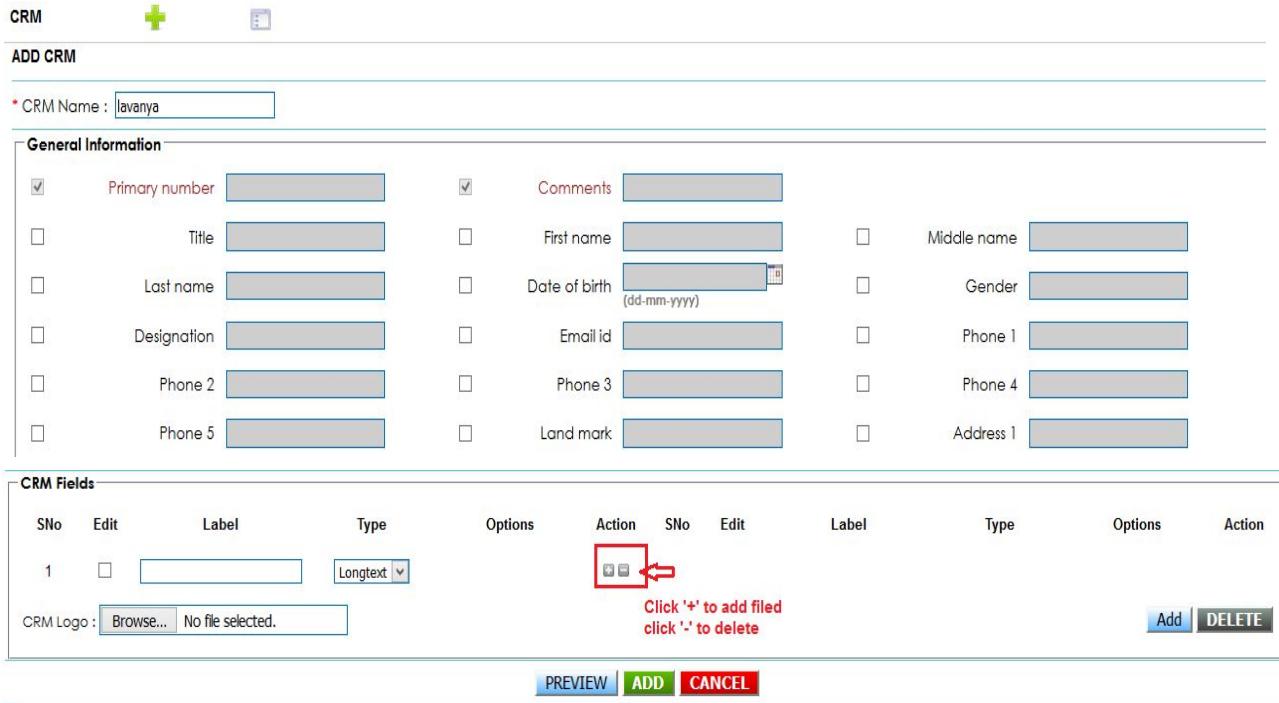
### **4.5.1 Defining a new CRM**

ConVox lets you create Dynamic CRM. Once created, you can assign this CRM to the process you want to work with.

| CRM |        |            |                 |                  |        |
|-----|--------|------------|-----------------|------------------|--------|
| SNO | CRM ID | CRM Name   | Process         | No of CRM Fields | Action |
| 1   | 1001   | ConVox_CRM | ConVox_Process  | 6                |        |
| 2   | 1001   | ConVox_CRM | Deepija_Support | 6                |        |
| 3   | 1001   | ConVox_CRM | Deepija_sales   | 6                |        |
| 4   | 1001   | ConVox_CRM | Daily_Thandi    | 6                |        |
| 5   | 1001   | ConVox_CRM | BANG_TEST       | 6                |        |
| 6   | 1001   | ConVox_CRM | BANG_TEST1      | 6                |        |

Click  to create a CRM

Enter **CRM ID**, **CRM Name** and enter required **No of CRM fields** then click on **CREATE** button, Below screen would appear. Define dynamic fields you require on this CRM screen and then click on save button to save your settings.



The screenshot shows the 'ADD CRM' interface. At the top, there are tabs for 'CRM' (selected), a green plus sign icon, and a search icon. Below the tabs, the title 'ADD CRM' is displayed. A required field 'CRM Name' is set to 'lavanya'. The 'General Information' section contains various checkboxes and input fields for personal details like Primary number, Comments, Title, First name, Last name, Date of birth, Designation, Email id, Phone 2, Phone 3, Phone 5, Middle name, Gender, Phone 1, Phone 4, Land mark, Address 1, and Phone 4. The 'CRM Fields' section lists one field (SNo 1) with a label 'CRM Logo', type 'Longtext', and an action button with a red '+' sign. A note below says 'Click '+' to add field click '-' to delete'. At the bottom, there are buttons for 'PREVIEW', 'ADD' (highlighted in green), and 'CANCEL'.

| SNo | Edit                     | Label                | Type                                         | Options | Action                                                                              | SNo | Edit | Label | Type | Options | Action |
|-----|--------------------------|----------------------|----------------------------------------------|---------|-------------------------------------------------------------------------------------|-----|------|-------|------|---------|--------|
| 1   | <input type="checkbox"/> | <input type="text"/> | Longtext <input checked="" type="checkbox"/> |         |  |     |      |       |      |         |        |

**Edit:** Check this if this field should be editable on Agent Pop Up screen. If left checked, this field will be disabled.

**Label:** Name this dynamic CRM field.

**Type:** Specify the data type for this field. Options are **Text**, **long text**, and **select**.

**Text :** Select this if agent should enter some text for the chosen field.

**Long text:** Select this if agent should enter long text for the chosen field.

**Select:** Select this if a drop down menu should appear next to this CRM field.

**Action:** Click on '+' to Add field

Click on '-' to Delete field

**CRM Logo:** Browse to the desired CRM logo on your machine. This logo will be shown while this dynamic CRM is running.

### Modify/Delete CRM

CRM can modified or deleted by finding and clicking on that corresponding entry.

## Preview CRM

Click on Middle Icon under Action column from **VIEW CRM** screen to view the CRM you have just created.

PREVIEW CRM

CRM Name ConVox\_CRM

General Information

|                |           |           |
|----------------|-----------|-----------|
| Primary number | Comments  |           |
| First name     | Last name | Gender    |
| Designation    | Phone 1   | Land mark |
| Address 1      | City      | State     |
| Pin code       |           |           |

CRM Fields

| SNo | Edit                                | Label     | Type      | SNo | Edit                     | Label    | Type |
|-----|-------------------------------------|-----------|-----------|-----|--------------------------|----------|------|
| 1   | <input checked="" type="checkbox"/> | Product   | ConVox3.0 | 4   | <input type="checkbox"/> | test     |      |
| 2   | <input checked="" type="checkbox"/> | Ticket No |           | 5   | <input type="checkbox"/> | email id |      |

## 4.5.2 List

To display customer's phone number as well as other information on **CRM Pop Up** of Predictive or Preview or Progressive Process, you must have that data available with the application. Lists provide a way to upload bulk customer data through a single file.

Select “**CRM**” and then click on “**list**”.

| SNo | List Id | List Name  | CRM        | DIALED | To Be DIALED | No of Leads | Active     | Action |
|-----|---------|------------|------------|--------|--------------|-------------|------------|--------|
| 1   | 116     | test1      | ConVox_CRM | 0      | 0            | 0           | Deactivate |        |
| 2   | 108     | dataupload | ConVox_CRM | 0      | 2            | 2           | Deactivate |        |
| 3   | 107     | hyma       | ConVox_CRM | 0      | 2            | 2           | Deactivate |        |

| SNo | List Id | List Name | CRM        | DIALED | To Be DIALED | No of Leads | Active     | Action |
|-----|---------|-----------|------------|--------|--------------|-------------|------------|--------|
| 4   | 118     | naveen    | ConVox_CRM | 0      | 0            | 0           | Deactivate |        |

**CREATE LIST**

Click on + icon to create the list

UPLOADED LISTS

**List Name:** Enter the list name

**CRM:** Select the CRM this list should belong to.

**Process:** Select the process this list should belong to.

**Start Time:** Set the start time.

**End Time:** Set the End time.

**Multiple No's Dialing:** Select the 'Yes or No' to dial Multiple No.

**Status:** Set the status “Y” if want to keep your list as Active or else set it to “N” .

**Upload :**

Once the list is defined, attach data to it through Upload button. First create customer information in **.csv** or **.xls** or **.txt** file and then click on Browse button to point to that file. If this file has column headers, check “**Has Header**” checkbox and then click on Next to proceed further.

**UPLOADED LISTS**

**List Upload**

List : testnaga  
Crm : ConVox\_CRM  
File : Browse... No file selected.  
choose only .csv,.txt, No file selected.

Has Header  **NEXT** **CANCEL**

Following Screen will be displayed after click on Next button, Use this screen if want to show your data on this mapping fields of CRM Pop Screen..

Use Saved Mapping: -- NA --

Check Duplicates

Save as Custom Mapping: lavanya

| Duplication Key | Mapping                                        | Header        | Row1       | Row2       |
|-----------------|------------------------------------------------|---------------|------------|------------|
|                 | Mobile Number <input type="button" value="▼"/> | Mobile number | 9948933191 | 8217382476 |
|                 | First Name <input type="button" value="▼"/>    | Name          | lavanya    | sri devi   |
|                 | City <input type="button" value="▼"/>          | City          | Hyderabad  | chennai    |

**Back** **CONTINUE**

You will see uploaded data under different **ROWS**, Use “**Save as Custom Mapping**” to save your mappings in a particular format, So that when you upload a list for next time you can select that saved mapping under “**Use Saved Mapping**” which reflects the fields under **Mapping Pull down** .

UPLOADED LISTS

Use Saved Mapping: lavanya

Check Duplicates

Save as Custom Mapping:

| Duplication Key | Mapping                                        | Header        | Row1       | Row2       |
|-----------------|------------------------------------------------|---------------|------------|------------|
| ✓               | Mobile Number <input type="button" value="▼"/> | Mobile number | 9948933191 | 8217382476 |
| ✓               | First Name <input type="button" value="▼"/>    | Name          | lavanya    | sri devi   |
| ✓               | City <input type="button" value="▼"/>          | City          | Hyderabad  | chennai    |

**BACK** **CONTINUE**

Good : 0 Bad : 0 Duplicate : 2

**Done**

**Click on Continue button to save your uploaded list.**

### **Modify/Delete Lists:**

List can be modified or deleted from list page b finding and clicking on that corresponding entry.

### **4.5.3 Call Back Assignments:**

To display callback assignments.

**Single Call Back:** To display customer name, phone number, callback time, Agent Id, process and comments where admin can assign single callback to agents from drop down.

| CALLBACK ASSIGNMENTS |                    |              |                     |          |         |                     |            |
|----------------------|--------------------|--------------|---------------------|----------|---------|---------------------|------------|
| SNO                  | Customer           | Phone Number | Callback Time       | Agent ID | Process | Comments            | Assign     |
| 1                    | chiranjivi battula | 0523177689   | 2017-04-27 10:30:00 | John     | naveen  | Testing DEMO        | --Choose-- |
| 2                    |                    | 132131       | 2017-04-23 18:00:00 | test1    | naveen  | n  k  k  k  knlnmnl | --Choose-- |
| 3                    |                    | 9833029555   | 2017-04-12 15:00:00 | murali   | Demo    |                     | --Choose-- |
| 4                    |                    | 932263971    | 2017-03-25 17:00:00 | murali   | Demo    |                     | --Choose-- |

**Multiple Call Back:** To display Agent Id, process and No of callbacks where admin can assign multiple callback to agents from drop down.

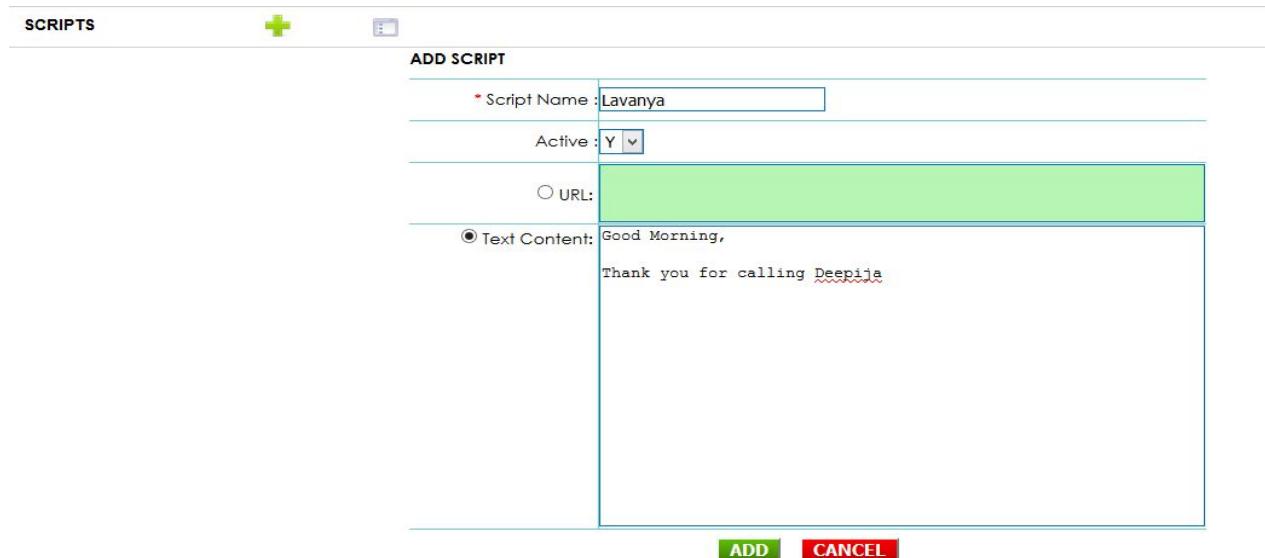
| CALLBACK ASSIGNMENTS |         |          |                  |            |  |
|----------------------|---------|----------|------------------|------------|--|
| SNO                  | Process | Agent ID | No. of Callbacks | Assign     |  |
| 1                    | Demo    | murali   | 2                | --Choose-- |  |
| 2                    | naveen  | John     | 1                | --Choose-- |  |
| 3                    | naveen  | test1    | 1                | --Choose-- |  |
|                      |         |          |                  | --Choose-- |  |
|                      |         |          |                  | John       |  |
|                      |         |          |                  | naveen12   |  |

#### 4.5.4. Scripts:

Once Admin created Script, you can select script in process where agent can view the script in agent screen.

| SCRIPTS |               |                                                                                          |                            |        |                                                                                                                                                                         |
|---------|---------------|------------------------------------------------------------------------------------------|----------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SNO     | Script Name   | Script Content                                                                           | Script URL                 | Active | Action                                                                                                                                                                  |
| 1       | rupa          | Good Morning, Thank you for calling Deepjija                                             |                            | Y      |   |
| 2       | Test_Venkat   | 1.Test Script. 2.Test Script 3.Test Script. 4.Test Script. 5.Test Script. 6.Test Script. |                            | Y      |   |
| 3       | test          | 1. what is crm 2. what calls                                                             |                            | Y      |   |
| 4       | test_03032017 | HAPPY INDEPENDENCE DAY TO SAY ALL THE CUSTOMERS WHILE TAKING THE CALLS                   |                            | Y      |   |
| 5       | test          |                                                                                          | https://www.google.co.in/? | Y      |   |

Click  to create a Script



The screenshot shows the 'ADD SCRIPT' form. The 'Script Name' field contains 'Lavanya'. The 'Active' dropdown is set to 'Y'. The 'URL' field is empty. The 'Text Content' field contains the text 'Good Morning, Thank you for calling Deepjija'. At the bottom, there are 'ADD' and 'CANCEL' buttons.

**Figure: Add Script Screen**

**Script Name:** Enter the Script Name.

**Active:** Set the Script to "Y" to keep it active. Select "N" to deactivate.

**URL:** Enter the URL.

**Text Content:** Enter the content

### Modify/Delete Scripts:

Scripts can be modified or deleted from script page by finding and clicking on the corresponding modify or delete icon under Action column from view script page.

### 4.5.5 Block caller List

When a customer call is received on the server, server first checks whether this customer number is present on the blocked caller list. If yes, customer with this number will not be allowed to enter the inbound process, instead call will be hung up.

| DNC NUMBERS       |              |        |        | Search  |  |
|-------------------|--------------|--------|--------|---------|--|
| SNO               | Phone Number | Active | Action | Actions |  |
| No records found. |              |        |        |         |  |

### Add DNC

The following screenshot displays the fields to be filled for creating the DNC list.

DNC NUMBERS

|                          |                        |
|--------------------------|------------------------|
| ADD DNC NUMBER           |                        |
| * Phone Number :         | <input type="text"/>   |
| * Active :               | <input type="text"/> Y |
| <b>ADD</b> <b>CANCEL</b> |                        |

**Phone Number:** Give the Phone Number to be blocked .

**Active:** Set the status to “Y” for active state .

Click on “Add” button to save your data.

## Upload DNC

To upload a DNC list, click on Browse button to locate the list on your machine. Now click on Upload button to load this list in the ConVox database.

DNC NUMBERS

DNC NUMBERS UPLOAD

File :  No file selected.  
**(choose only .csv,.txt formats)**

Uploading Format  
Phone Number

**NEXT**   **CANCEL**



**NOTE :** Only .csv or .xls or .txt files can be uploaded.

## 4.6 Steps to start Outbound Predictive dialing

Create a new Process, add a list, load leads, add users and start dialing.

1. Click on the **PROCESS** icon under the **Home->ACD and Queue**, and click on the Add Process **+** from the top of the screen, enter the Process name say TESTPROCESS, enter process description and set Active= "Y", Click **Add** button to create this new process.
2. Now Add Process screen will be redirected to modify Process screen, select the **Type** of the process to either **outbound or blended predictive**. Specify the dial prefix, caller id, enter the max number of leads to be stored in Buffer Level, enter the pacing value. Select the available statuses, Create the inbound process by selecting queues, dispositions and breaks, now click on **save** button.
3. Now come back to List Tab under **Home->CRM->List**, click on the add **+** icon at the top of the screen, create the list, enter the list name, select the CRM from the drop down, select the recently created process from the **Process** drop down.
4. From the list page click on upload icon. From here you can import leads in the simple Excel spreadsheet. Click on the "**Browse**" button and select the file to import on your computer then click submit. If you would like the lead-loader to check for and remove duplicate records as it is loading, then select the "**CHECK DUPLICATES**" option. Now select the mapping and click on **continue** button. If the leads loaded properly you will see a count of the number of leads imported at the bottom of the page.
5. Now you have successfully imported leads, From the **View list** page you can start the dialer. First click on the **activate** (This defines whether the list is to be dialed on or not) button to make this list active for the process you are using and click on the start dialer **icon** as shown below.

| LISTS             |         |                             |                      |             |              |             |            |        |
|-------------------|---------|-----------------------------|----------------------|-------------|--------------|-------------|------------|--------|
| Process : ConVox  |         | Type : Blended (Predictive) | To be Dialed : 9     | Dialed : 11 | Stopped      |             |            |        |
| SNo               | List Id | List Name                   | CIM                  | DIALED      | To be DIALED | No of Leads | Active     | Action |
| 1                 | 46      | ConVoxList                  | ConvoxCRM            | 11          | 9            | 20          | Activate   |        |
| Process : Convox1 |         | Type : Blended (Predictive) | To be Dialed : 10105 | Dialed : 3  | Running...   |             |            |        |
| SNo               | List Id | List Name                   | CIM                  | DIALED      | To be DIALED | No of Leads | Active     | Action |
| 2                 | 47      | convox1list                 | ConvoxCRM            | 3           | 7            | 10          | Deactivate |        |
| 3                 | 50      | convox1                     | ConvoxCRM            | 0           | 10098        | 10098       | Activate   |        |

Figure:- View List Page

6. Now come back to modify process screen you can see the active list assigned with in this process

**Outbound Fields**

|              |         |            |                   |
|--------------|---------|------------|-------------------|
| Dial Prefix  | 9900123 | Caller Id  | 1234              |
| Buffer Level | 3       | Lead Order | Lead By Ascending |
| Pacing       | 2       |            |                   |

**Dialable Statuses**

|                           |                                 |
|---------------------------|---------------------------------|
| <b>Available Statuses</b> | <b>Selected statuses</b>        |
| N1234<br>NI               | CNA<br>NEW<br>ANA<br>Lead<br>CR |

**Lists in this Process**

| SNO | List ID | List Name  | Leads Dialed | Leads to be Dialed | Total Leads | Active |
|-----|---------|------------|--------------|--------------------|-------------|--------|
| 11  | 46      | ConVoxList | 11           | 9                  | 20          | Y      |

Activated list will be displayed here

You can also start the dialer from the Process list page, before start the dialer from process list page or view list page, you need to create a user to put your agents and process into. Click on the Users tab under **Home->ACD and Queue**, then click on the **Add a User** and create the user (agent) by assigning process. From Process list page, click on the icon to start the dialer. Now you can see the leads information on process list page.

| SNO | Process           | Active | Process Description | Process type         | Dialed Leads | Leads To be Dialed | Total leads | Call Status | Action |
|-----|-------------------|--------|---------------------|----------------------|--------------|--------------------|-------------|-------------|--------|
| 1   | ConVox_Process    | Y      | Process description | blended - Predictive | 11           | 9                  | 20          | Stopped     |        |
| 2   | Deepjyoti_Support | Y      | Convox1             | outbound - Preview   | 3            | 10105              | 10108       | Running     |        |
| 3   | HPAnytime         | Y      |                     | inbound              | 0            | 0                  | 0           | Stopped     |        |

Figure:- Process List page

7. Now you can have your agent login, On the agent login screen, enter username (Agent name),password, and station that your phone registered with. Now your phone should ring to place you into the active dialer session. select **ready** button so that auto dial calls will be called

8. Now your caller phone should ring, after he/she picks the calls, The customer's information should now appear and you (agent) will hear the call ringing. Pick up the call When you are done with the call select the appropriate disposition, click on the HANGUP or End call button to continue your auto dialing.

**NOTE:-** Same above steps will be applicable for **Blended Predictive dialer**, In this type of dialing you can receive the inbound calls along with the outbound auto dial calls.

## 4.7 Steps to start Outbound Preview dialing

Follow the same "steps of Outbound/Blended Predictive dialing" from point 1 to point 7.

Now on agent interface, you will able to see the **MyBucket** tab, click on this tab to see the leads and select the contact to make the outbound call. In the preview dialer, first call reaches to an agent pickuping up the call will connect the call to the Caller/Customer.

**NOTE:-** Same steps will be applicable for **Blended Preview dialer**, In this type of dialing you can receive the inbound calls along with the preview outbound calls.

## 4.8 Steps to start Outbound Progressive dialing

1. Outbound Progressive dialing is same as Outbound predictive dialing but the difference is call first land to Agent.
2. Now you (Agent) phone should ring, after he/she(Agent picks the calls, The customer's information should now appear and customer will hear the call ringing. Pick up the call When you are done with the call select the appropiate disposition, click on the HANGUP or End call button to continue your auto dialing.

**NOTE:-** Same above steps will be applicable for **Blended Progressive dialer**, In this type of dialing you can receive the inbound calls along with the outbound auto dial calls.

## 4.9 Handling IVRs

IVR or Interactive Voice Response automates the interaction (retrieval and input of data) with a database, typically through the use of a touch-tone (DTMF) telephone. Its an automated telephone system that interacts with callers, gathers information and gives you the ability to route calls according to the caller's DTMF response.



#### 4.9.1 Audio Files

You can create a library of audio files for ConVox server to use wherever you need them. Get to this menu item to add new files to this library or remove the ones which are no longer needed.

| SNO | File Name               | File Size | Action                                                                                                                                                                  |
|-----|-------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | SupportQ                | 8.35 KB   |   |
| 2   | SalesQ                  | 8.15 KB   |   |
| 3   | QueueID                 | 2.71 KB   |   |
| 4   | AverageTime             | 3.13 KB   |   |
| 5   | Silence                 | 1.64 KB   |   |
| 6   | Welcome_Deepjyo_support | 5.2 MB    |   |
| 7   | welcome_board           | 11.73 KB  |   |
| 8   | hpcEid                  | 124.26 KB |   |

#### Add File

Click on  icon to upload the file.

**AUDIO FILES**  

---

**AUDIO FILE UPLOAD**

\* File Name :

Browse... No file selected.

\*Upload : **(Please upload wav (or) gsm format & file size <= 10MB.  
Also file name should not contain spaces.)**

**UPLOAD**    **CANCEL**

**File Name:** Enter name of the file .

**Upload :** Click on Browse button and select the sound file to be uploaded .



**NOTE :** Only gsm and wave format files are accepted into this library.

## Delete file:

To delete a File, go to the relevant list page ,Find your entry then click on the Delete icon. Be sure that you do indeed want to delete this entry, before clicking on the Delete icon.

## 4.9.2 Recording Studio

ConVox CCS 3.0 comes with its own Recording Studio which means you cut cost of going to a professional recording studio & save plenty of time by doing it instantly. Generated recordings are visible on the web interface for you to be able to attach them to IVRS, Process or Queue based on your requirements.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                  |                                                 |                                                                                         |                                                 |     |                                       |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------|-----|---------------------------------------|--------------------|--|--|--|--|--|--|----------------------------------------------------|--|-------------------------------------------------|--|-------------------------------------|--|--|------------------|--|--|--|--|--|--|-------------------------------------------------------------------------------------------|--|--|-----------------------------------------------------------------------------------------|--|--|---------------------------------------|-----|---------------|----------------|--------------|-----------|-----|--------|-------------------|--|--|--|--|--|--|
| Home                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Monitoring Tools | System Settings                                 | Reports                                                                                 | No warranty found! Please be sure to purchase w |     |                                       |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |
| <table border="1"><tr><td colspan="3">RECORDING SETTINGS</td><td colspan="4"></td></tr><tr><td colspan="2">DID Number :<input type="text" value="49325555"/></td><td colspan="2">Phone Number :<input type="text" value="505"/></td><td colspan="3"><input type="button" value="EDIT"/></td></tr><tr><td colspan="7">RECORDING REPORT</td></tr><tr><td colspan="3">* Start Date :<input type="text" value="01-04-2017"/> <input type="button" value="cal"/></td><td colspan="3">* End Date :<input type="text" value="17-05-2017"/> <input type="button" value="cal"/></td><td><input type="button" value="SUBMIT"/></td></tr><tr><td>SNo</td><td>Creation Time</td><td>Recording File</td><td>Size (in KB)</td><td>Caller ID</td><td>DID</td><td>Action</td></tr><tr><td colspan="7">No records found.</td></tr></table> |                  |                                                 |                                                                                         |                                                 |     |                                       | RECORDING SETTINGS |  |  |  |  |  |  | DID Number : <input type="text" value="49325555"/> |  | Phone Number : <input type="text" value="505"/> |  | <input type="button" value="EDIT"/> |  |  | RECORDING REPORT |  |  |  |  |  |  | * Start Date : <input type="text" value="01-04-2017"/> <input type="button" value="cal"/> |  |  | * End Date : <input type="text" value="17-05-2017"/> <input type="button" value="cal"/> |  |  | <input type="button" value="SUBMIT"/> | SNo | Creation Time | Recording File | Size (in KB) | Caller ID | DID | Action | No records found. |  |  |  |  |  |  |
| RECORDING SETTINGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                  |                                                 |                                                                                         |                                                 |     |                                       |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |
| DID Number : <input type="text" value="49325555"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                  | Phone Number : <input type="text" value="505"/> |                                                                                         | <input type="button" value="EDIT"/>             |     |                                       |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |
| RECORDING REPORT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                  |                                                 |                                                                                         |                                                 |     |                                       |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |
| * Start Date : <input type="text" value="01-04-2017"/> <input type="button" value="cal"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                                                 | * End Date : <input type="text" value="17-05-2017"/> <input type="button" value="cal"/> |                                                 |     | <input type="button" value="SUBMIT"/> |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |
| SNo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Creation Time    | Recording File                                  | Size (in KB)                                                                            | Caller ID                                       | DID | Action                                |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |
| No records found.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |                                                 |                                                                                         |                                                 |     |                                       |                    |  |  |  |  |  |  |                                                    |  |                                                 |  |                                     |  |  |                  |  |  |  |  |  |  |                                                                                           |  |  |                                                                                         |  |  |                                       |     |               |                |              |           |     |        |                   |  |  |  |  |  |  |

### Recording Settings:

These are the settings you need to do in order to set up your own recording studio. Click on edit button to configure these.

|                                     |                                                    |                                                 |
|-------------------------------------|----------------------------------------------------|-------------------------------------------------|
| RECORDING SETTINGS                  |                                                    |                                                 |
| <input type="button" value=""/>     | DID Number : <input type="text" value="49325555"/> | Phone Number : <input type="text" value="505"/> |
| <input type="button" value="SAVE"/> |                                                    |                                                 |

**DID Number:** DID Number on which you want to set up the recording studio

**Phone Number:** This is the only phone number, which can reach recording studio, when it dials above DID. Specify the phone number you think will be suitable for the purpose.

Next click on save button to save your settings. If you wish to test your set up, dial above configured DID from the Phone Number you have configured above. Your call will connect to the recording studio, prompts are in place guiding you to record and then save your voice.

You should then login to the web portal, find recording studio link on the side menu. Click it and you will see the recording you have just done listed at the top.

| RECORDING SETTINGS |                     |                                 |               |            |                                 |        |
|--------------------|---------------------|---------------------------------|---------------|------------|---------------------------------|--------|
| DID Number :       | 49325555            | Phone Number :                  | EDIT          |            |                                 |        |
| RECORDING REPORT   |                     |                                 |               |            |                                 |        |
| * Start Date :     | 09-10-2016          | <input type="button" value=""/> | * End Date :  | 17-05-2017 | <input type="button" value=""/> |        |
| Caller ID :        |                     |                                 | <b>SUBMIT</b> |            |                                 |        |
| SNo                | Creation Time       | Recording File                  | Size (in KB)  | Caller ID  | DID                             | Action |
| 1                  | 2016-10-10 11:20:46 | 7569737151-recording122.wav     | 520.51 KB     | 7569737151 | 49325550                        |        |
| 2                  | 2016-10-10 11:23:31 | 7569737151-recording123.wav     | 133.64 KB     | 7569737151 | 49325550                        |        |
| 3                  | 2016-10-10 11:27:05 | 7569737151-recording124.wav     | 494.57 KB     | 7569737151 | 49325550                        |        |
| 4                  | 2016-10-10 11:28:05 | 7569737151-recording125.wav     | 161.14 KB     | 7569737151 | 49325550                        |        |
| 5                  | 2016-10-10 11:51:04 | 7569737151-recording127.wav     | 451.45 KB     | 7569737151 | 49325550                        |        |
| 6                  | 2016-10-10 15:43:44 | 7569737151-recording128.wav     | 74.57 KB      | 7569737151 | 49325550                        |        |
| 7                  | 2016-10-10 15:44:26 | 7569737151-recording129.wav     | 110.82 KB     | 7569737151 | 49325550                        |        |

## Filters

**Start Date – End Date:** Use this filter to fetch all recordings done in studio during a specific time period for instance last one week or last month. By default, all recordings done today are shown. Dates can be selected through pop up calendar menus.



**Caller ID:** Specify a Caller ID to fetch all recordings done through this phone. Note: This is optional filter which means leave this filter blank and you can still generate a recording report for the specified period.

## Output Columns:

**Creation Time:** Shows the date and time when this recording was saved in the studio

**Recording File:** System generated name for this recording

**Size (in KB):** Size of this recording in kilo bytes

**Caller ID:** Caller ID of the phone which called and saved this recording

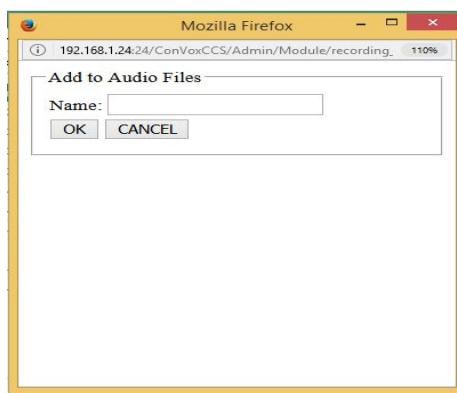
**DID:** Incoming DID on which Studio was invoked to save this recording

Action:



Action->Add to Audio files

- a) Add to Audio files : This is a tool to add one or more of these recordings to your audio library. Once it is there in the library, it can be used anywhere in the system in the same manner as any other audio file in the library would be used.



Find the recording you want to add to one of your IVRs, and click on "Add to IVRS". You are prompted to name this recording, it will be visible in the library and other places of the system with this name. On successful completion, you will see your file under "Audio Files" when you visit it next time.



**NOTE :** All prompts added to the library through "Add to IVRS" need to have unique names so they do not conflict with any of the existing prompts inside the library.

**Delete:** To delete a File, go to the relevant list page ,Find your entry then click on the Delete icon.

### 4.9.3 IVR

Interactive Voice Response System, or IVRS, is an automated menu system that you can program to greet and interact with your callers.

The screenshot shows a software application for managing IVRS. At the top, there are four tabs: Home, Monitoring Tools, System Settings, and Reports. A red banner across the top right reads "No warranty found! Please be sure to purchase war...". Below the tabs, there's a search bar with a magnifying glass icon and a green 'Search' button. On the left, there's a sidebar with a green plus sign icon and a blue document icon. The main area displays a table with columns: SNO, IVRS Name, Description, Voice File, Action, and a column for options. The table contains seven rows of data:

| SNO | IVRS Name  | Description                                        | Voice File           | Action                                                       |  |
|-----|------------|----------------------------------------------------|----------------------|--------------------------------------------------------------|--|
| 1   | test       |                                                    | SupportQ             | <input checked="" type="checkbox"/> <input type="checkbox"/> |  |
| 2   | hpcl       | hpcl                                               | hpcl                 | <input checked="" type="checkbox"/> <input type="checkbox"/> |  |
| 3   | cilmartivs | pls dont delete it is demo ivrs for client 30-08-2 | welcomecilmartmenu   | <input checked="" type="checkbox"/> <input type="checkbox"/> |  |
| 4   | Telugu     | Telugu                                             | locationhydguntur    | <input checked="" type="checkbox"/> <input type="checkbox"/> |  |
| 5   | hindi      | hindi                                              | locationhydgunturhin | <input checked="" type="checkbox"/> <input type="checkbox"/> |  |
| 6   | english    | english                                            | locationhydguntureng | <input checked="" type="checkbox"/> <input type="checkbox"/> |  |
| 7   | hydeng     | hydeng                                             | ordermenueung        | <input checked="" type="checkbox"/> <input type="checkbox"/> |  |

To the right of the table, there is a vertical column of text explaining the icons: 'Create' (green plus), 'Edit' (blue document), 'Delete' (red bin), 'View' (green eye), 'IVR S :-' (green plus), 'Click on' (green eye), 'Icon to add a new IVR S.' (green plus).

**Name:** Enter a unique name for this IVRS.

**Description:** Additional information you might want to record.

**Voice File:** Specify the voice file which will be played right after the call connects to this IVRS. Typically this file would play a welcome greeting for the callers followed by a menu of choices.

**Wait Seconds:** Specify number of seconds IVRS should wait for the caller to press his/her input. If time is elapsed without any input from the caller, IVRS will hang up the call.

**Options:** This section allows you to configure your IVRS for a menu of 10 choices. In addition to these, you can also specify actions in case your IVRS receives Invalid Input, or when it is hanging up the call or if it timed out while waiting for the caller to enter some input.

There are number of actions to choose from and depending on the action you choose, you have the space to provide relevant parameter.

#### IVRS Actions

**Transfer to Extension :** This action dials an extension you select from Parameter. The call leaves the IVRS and rings that extension. This point onwards extension's Call Rules apply.

**Transfer to Process:** Redirects call to the Process you select from the parameter.

**Transfer to Queue:** Redirects call to the Queue you select from the parameter.

**Transfer to Voice Mail:** This action sends the caller to the voice mail box of incoming DID.

**Complete Call:** This action hangs up the call.

**Transfer to IVRS:** Redirects current call to another IVRS.

**Direct IP Dial:** This action dials IP phone specified under Parameter.

**Call Forward:** This action forwards the call to an external Phone number.

**Play Voice file:** This action plays voice file specified under Parameter to the caller.

IVRS  

**ADD IVR**

| * IVR Name : testivr                   | Description : testivr  |                     |
|----------------------------------------|------------------------|---------------------|
| * Voice File : Welcome_Deepija_support | * Wait Seconds : 10    |                     |
| DTMF                                   | Action                 | Parameter           |
| 0                                      | Transfer to Extension  | 1001                |
| 1                                      | Transfer to Process    | ConVox_Process      |
| 2                                      | Transfer to Queue      | Bang_test           |
| 3                                      | Transfer to Voice Mail |                     |
| 4                                      | Complete Call          | Hangup Call         |
| 5                                      | Transfer to I/R        | test                |
| 6                                      | DirectIP Dial          | 198.168.1.2         |
| 7                                      | Call Forward           | 9845231651          |
| 8                                      | Play Voicefile         | SupportQ            |
| 9                                      |                        |                     |
| Invalid                                | Play Voicefile         | Welcome_Deepija_sup |
| Time out                               | Play Voicefile         | Welcome_Deepija_sup |
| Hangup                                 |                        |                     |

**ADD** **CANCEL**

When you are done building your IVRS, click on Add IVR towards the bottom. This will save your IVRS definition inside ConVox database and you will be taken to IVRS List page with newly added IVRS appearing on this page.

### Modifying and Deleting an IVRS

Find your IVRS on the IVRS List page. Towards the right, you will find modify and delete options for your IVRS. Click on them to carry out necessary action.

## 4.10 Notifications:

There are two different Notifications. They are

- 1.Settings
2. Templates

### 4.10.1 Settings:

You need to configure SMS and Email settings.

#### A) SMS Settings:

Integration of SMS Module with the Convox, enter following fields such as SMS Host,SMS User Name, SMS PWD, Requested Labels and Static label values.

| SMS Settings                      |                                                                                                                                                                                                       |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SMS Host :                        | <input type="text" value="http://api.SMS.com/"/>                                                                                                                                                      |
| SMS UserName :                    | <input type="text" value="dtel_support"/>                                                                                                                                                             |
| SMS PWD :                         | <input type="password" value="*****"/>                                                                                                                                                                |
| Requested Labels :                | <input type="text" value="User_name,password,phone_number"/><br><small>Enter Requested URL label names separated by comma(,).<br/>Ex:user_name,password,phone_number,message,static labels...</small> |
| Static Label Values :             | <input type="text" value="SUPPORT, Y,N"/><br><small>Enter repeated Static values as mentioned in static labels.</small>                                                                               |
| <b>GENERATE URL</b> <b>CANCEL</b> |                                                                                                                                                                                                       |

#### B) Email Settings:

Integration of SMS Module with the Convox, enter following fields such as SMTP Host, Email ID, Email PWD ,Email Subject, Email As

| Email Settings            |                                                   |
|---------------------------|---------------------------------------------------|
| SMTP Host :               | <input type="text" value="http://api.email.com"/> |
| Email ID :                | <input type="text" value="deepija@gmail.com"/>    |
| Email PWD :               | <input type="password" value="*****"/>            |
| Email Subject :           | <input type="text" value="deepija_support"/>      |
| EmailAs :                 | <input type="text" value="test"/>                 |
| <b>SAVE</b> <b>CANCEL</b> |                                                   |

## 4.10.2 Templates:

Once you created Template in convox server, by clicking 'Mobile Icon' created template will be displayed.

| SNO | Template Name | Template Type | Template Process | Active | Action |
|-----|---------------|---------------|------------------|--------|--------|
| 1   | EMAIL         | EMAIL         | Test_Process     | Y      |        |
| 2   | SS            | SMS           | Test_Process     | Y      |        |
| 3   | FB            | SMS           | DSNR             | Y      |        |
| 4   | sms           | SMS           | test12           | Y      |        |

Click to create a Template

The following Screenshot displays the fields to be filled for creating the Template.

**ADD TEMPLATE**

|                           |                                                                                                                                                                                                                                  |                                                                                                                      |                                                                                                                         |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| *Template Name :          | SMS                                                                                                                                                                                                                              | Template Active :                                                                                                    | Y                                                                                                                       |
| *Template Process :       | Deepija_Support                                                                                                                                                                                                                  | Dynamic Labels :                                                                                                     | --Select--                                                                                                              |
| Hello {AgentID} {Process} |                                                                                                                                                                                                                                  |                                                                                                                      |                                                                                                                         |
| *Template Description :   |                                                                                                                                                                                                                                  |                                                                                                                      |                                                                                                                         |
| Template Type :           | <input style="background-color: #008000; color: white; border: none; padding: 2px 10px; margin-right: 10px;" type="button" value="SMS"/> <input style="border: 1px solid #ccc; padding: 2px 10px;" type="button" value="EMAIL"/> | Email Attachment :                                                                                                   | Browse... No file selected.                                                                                             |
|                           |                                                                                                                                                                                                                                  | <input style="background-color: #008000; color: white; border: none; padding: 2px 10px;" type="button" value="ADD"/> | <input style="background-color: #cc0000; color: white; border: none; padding: 2px 10px;" type="button" value="CANCEL"/> |

**Figure: ADD Template**

**Template Name:** Enter the template name.

**Template Process:** Select process from drop down.

**Template Active:** Set the Template to "Y" to keep it active. Select "N" to deactivate.

**Template description:** Enter the description by selecting dynamic labels.

**Dynamic Labels:** select the dynamic labels from drop down such as Agent Id, station, Process..etc

**Template Type:** Select template type as "SMS" or "EMAIL" if you select "Email" attach the file.

Click "Add" button to save your data.

#### Modifying and Deleting an Template

Towards the right, you will find modify and delete options for your Template. Click on them to carry out necessary action.

| TEMPLATE ASSIGNMENTS |                  |                  |                |                                           |                                           |
|----------------------|------------------|------------------|----------------|-------------------------------------------|-------------------------------------------|
| SNO                  | Disposition Code | Disposition Name | Process        | SMS                                       | Email                                     |
| 1                    | bangtest         | bangtest         | BANG_TEST      | <input type="button" value="--Select--"/> | <input type="button" value="--Select--"/> |
| 2                    | test             | testcall         | BANG_TESTI     | <input type="button" value="--Select--"/> | <input type="button" value="--Select--"/> |
| 3                    | Test             | Test Call        | ConVox_Process | <input type="button" value="--Select--"/> | <input type="button" value="--Select--"/> |

By selecting 'SMS' or 'Email' will be sent based on disposition wise.

#### 4.11 Monitoring Tools

There are 3 different tools each monitoring a specific aspect of your ConVox CCS 3.2 system in real time.

1. Live Status
2. Backup Tools
3. Debug Tools

The screenshot shows the 'Monitoring Tools' section of the ConVox CCS 3.2 interface. It is divided into three main horizontal sections: 'Live Status', 'Backup Tools', and 'Debug Tools'. Each section contains several status indicators with corresponding icons and labels.

- Live Status:** Contains four items: 'Process Status' (blue square icon), 'Trunk Status' (blue square icon), 'Queues Status' (blue triangle icon), and 'Dash Board' (blue square icon).
- Backup Tools:** Contains two items: 'Backup Settings' (blue circular icon) and 'Backup Details' (blue cylinder icon).
- Debug Tools:** Contains three items: 'ConVox Web Panel' (blue gear icon), 'Database Status' (blue cylinder icon), and 'ConVox Screens' (blue gear icon).

#### **4.11.1 Live Status:**

There are 4 different Status each monitoring a specific aspect of your ConVox CCS 3.2 system in real time.

- A) Process status**
- B) Trunk status**
- C) Queue Status**
- D) Dash Board**



#### **A) Process Status:**

Open Process Status to monitor all the agents who are currently logged in. Process wise statistics such as agent count for states like Idle/On-call/Wrap Up / Break/Missed/Hold/Ringing calls, or number of calls which are currently queued up are shown here.

##### **Column Headers :**

**Agent :** Shows **Name of the agent** within the process

**Agent Mode:** Displays the **Agent mode**(process mode, inbound and outbound mode) assigned for this Agent

**Process :** Displays the **name of the process** assigned for this agent

**Extension:** Shows the **Agent Phone Number**

**Status :** Displays the **status** of the call whether it is **Idle, On call, Wrap up, Break, Hold, Missed, Ringing Calls, etc.**

**Phone no:** Displays **caller's Phone Number .**

**Last Call Time :** Displays Last received call Time of the agent.

**Time :** This Option displays the time based on the **status** performed by **Agent**. Suppose if Agent is during **on-call** state then timer starts from 00:00:00 onwards ,Like wise for every status Timer restarts from 00:00:00 onwards.

**Total Calls:** Number of calls received by **agent**.

**On call Queue :** When the agent is on call, this will display name of the Queue which sent him this call, queue priority for this agent will also be shown.

**Action :** In action by clicking symbol, you can logout , barge and chat



**Calls Waiting:** The Incoming phone number of callers who are waiting in queue will be displayed here.

| ALL NA          |    | Process : ALL |   | Process Type : ALL |   | Pacing : NA |   | Buffer Level : NA |   | Process Channels : NA |   | Trunk Channels : NA |   | Server Status |  |               |  |               |  |
|-----------------|----|---------------|---|--------------------|---|-------------|---|-------------------|---|-----------------------|---|---------------------|---|---------------|--|---------------|--|---------------|--|
|                 |    | Logins        |   | Idle               |   | OnCall      |   | Hold              |   | WrapUp                |   | Missed              |   | Break         |  | Ringing Calls |  | Waiting Calls |  |
| ConVox_Process  | NA | 10            | 0 | 4                  | 0 | 0           | 0 | 0                 | 0 | 6                     | 0 | 0                   | 1 |               |  |               |  |               |  |
| Deepija_Support | NA |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| HPanystime      | NA |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| Deepija_sales   | 0  |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| Daily_Thandi    | NA |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| BANG_TEST       | 0  |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| Demo            | 0  |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| BANG_TEST1      | 0  |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| naveen          | 0  |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| sony            | NA |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| TEST_07032017   | NA |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |
| test            | NA |               |   |                    |   |             |   |                   |   |                       |   |                     |   |               |  |               |  |               |  |

| Calls Waiting |       |          |    |
|---------------|-------|----------|----|
| Phone No      | Queue | Duration | IP |
| 9987586276    | HPCLI | 00:01:38 | 24 |

**Figure:- Process Status**

## B) Trunk Status:

Trunk Status is another monitoring tool giving you real time insight into various states of all Trunks within the system. Status like number of **Total Trunks, Used Trunks, Total Channels and Used Channels**

### Column Headers

**Trunk Name:** Shows name of the Trunk

**Trunk Type:** Displays Trunk Type like **VOIP,PSTN and Direct IP** for this Trunk name.

**Total Channels:** Displays Total Number of Channels for this Trunk

**Used Channels:** Displays Used Channels for this Trunk

| Trunk Name: ALL |               | Total Trunks 6 | Used Trunks 0  | Total Channels 102 | Used Channels 0 |
|-----------------|---------------|----------------|----------------|--------------------|-----------------|
| Sno             | Trunk Name    | Trunk Type     | Total Channels | Used Channels      |                 |
| 1               | outgoing65    | VOIP           | 30             | 0                  |                 |
| 2               | outgoing31    | Direct-IP      | 30             | 0                  |                 |
| 3               | test_03072017 | PSTN           | 30             | 0                  |                 |
| 4               | dinstar_150   | Direct-IP      | 2              | 0                  |                 |
| 5               | test150       | VOIP           | 4              | 0                  |                 |
| 6               | bct_test      | Direct-IP      | 6              | 0                  |                 |

**Figure:-Trunk Status**

## C) Queue Status

Queue Status is another monitoring tool giving you real time insight into various states of all queues within the system. Status like number of Waiting / Abandoned / Answered / Total calls from each queue are monitored.

| Queue Status              | Process: ALL    | Time: Last 1Hour | GO              |                |             |
|---------------------------|-----------------|------------------|-----------------|----------------|-------------|
| Process : ConVox_Process  |                 |                  |                 |                |             |
| SNO                       | Queue Name      | Waiting Calls    | Abandoned Calls | Answered Calls | Total Calls |
| 1                         | SalesQ          | 0                | 0               | 0              | 0           |
| 2                         | SupportQ        | 0                | 0               | 0              | 0           |
| 3                         | disconnect      | 0                | 0               | 0              | 0           |
| Process : Deepija_Support |                 |                  |                 |                |             |
| SNO                       | Queue Name      | Waiting Calls    | Abandoned Calls | Answered Calls | Total Calls |
| 1                         | Deepija_support | 0                | 11              | 31             | 42          |
| 2                         | Android         | 0                | 0               | 0              | 0           |
| 3                         | Boardnumber     | 0                | 0               | 0              | 0           |
| 4                         | Chevronne       | 0                | 0               | 0              | 0           |
| 5                         | supervisor      | 0                | 0               | 0              | 0           |

**Figure:- Queue Status**

### Column Headers

**Queue Name:** Shows name of the Queue

**Waiting Calls:** Number of calls waiting for this queue.

**Abandoned Calls:** An incoming ACD call is counted as abandoned if the caller hangs up before the call is answered by an agent. Here you will see all calls abandoned in this queue

**Answered Calls:** A call that is routed to an ACD queue and then answered by an agent is counted as answered. This column shows the count of all answered calls in this ACD queue.

**Total Calls:** Number of abandoned and answered calls through this queue.

### C) Dash Board:

By clicking Dashboard new Tab will be opened where you can view status.

Admin can monitor Real Time Dashboard Status of Agents like Calls Handled by Top Five Agents, Inbound calls status( Total calls, Answered calls, un Answered Calls), Out bound Calls Status( Total Calls, Answered calls, un Answered Calls,Ringing Calls), Agent Status(Total Agents idle state, On call state, Others), Abandoned Rate status, Disposition Status, Total calls in Queue,Lead Status( dialed leads, leads to be dialed).



## 4.11.2 Backup Tools:

There are 2 different Tools each monitoring a specific aspect of your ConVox CCS 3.2 system in real time.

### A) Process status

### B) Backup Details



### A) Backup Settings:

Here you can do backup settings by setting the setup time and setup limit (40000 records) by selecting from drop down list. Once you setup then click on save button.

### Backup Settings

Setup Time :     

Setup Limit :     

SAVE CANCEL

### A) Backup Details:

Admin Can view Backup details by selecting Duration(last 6 months) from drop down list

| Backup Details           |                                             |                                         |                                       |                                       |                                       |
|--------------------------|---------------------------------------------|-----------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Select Duration          | <input type="button" value="Last 6 Month"/> | <input type="text" value="From Date:"/> | <input type="text" value="To Date:"/> | <input type="text" value="Search :"/> | <input type="button" value="submit"/> |
| S.No                     | Entry Time                                  | file Id                                 | File Name                             | File Size(MB)                         | Status                                |
| <b>No records found.</b> |                                             |                                         |                                       |                                       |                                       |

### Output Columns:

**Entry Time:** Shows the time when this file was saved in the backup server

**File Id:** Displays ID of file.

**File Name:** Displays Name of file.

**Size (in MB):** Size of this file in mega bytes

**Status:** Displays Status.

### **4.11.3 Debug Tools:**

There are 3 different Tools each monitoring a specific aspect of your ConVox CCS 3.2 system in real time.

- A) ConVox Web Panel**
- B) Database Status**
- C) Convox Screens**



### **A) ConVox Web Panel:**

ConVox Web Panel lets you monitor the status of complete Asterisk server through the Web GUI. The ability to know what is happening in the system helps locate the problem area quickly saving you a large amount of time while troubleshooting any issue.

This tool renders itself in a tabbed manner where each tab is categorical representation of different aspects of your system. First tab that opens up by default is called **Main** tab, it shows states of primary system components together on the same screen. Idea is to give you a quick insight into the system and determine which component/resource might need attention. Once you have identified the component, you can then browse component specific tab to delve further.

This tool provides a snapshot of current system state with usage details of resources such as CPU, RAM, Swap Memory.

#### CPU Utilization:

CPU usage can be monitored to see how much of the processor's capacity is in use.

#### Load Average :

Load average is to determine the amount of use for CPU.

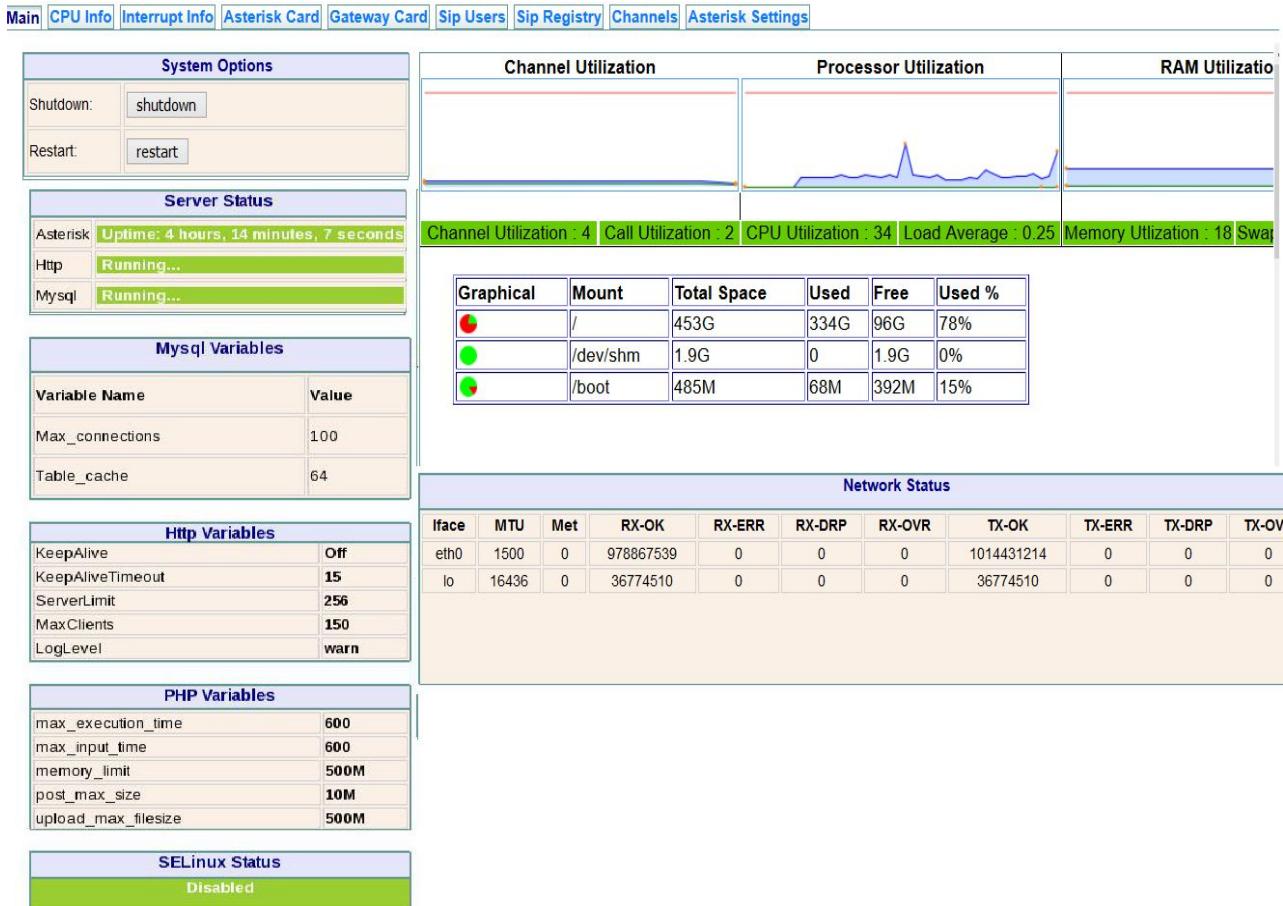
#### Memory Utilization:

RAM Utilization is a term used to describe how much the memory is using. RAM usage can be monitored to see how much of the memory's capacity is in use.

#### Swap Utilization :

Swap space can be defined as a temporary storage location that is used when system's memory requirements exceed the size of available RAM.

**Bottom Section:** Graphically shows the updated hard disk space and displays the Total Space, Used ,Free space in MB and GB respectively and also Used space of the disk in percentage



#### 4.11.3.1 Main:

##### System options:

Here you can directly shutdown and restart the system.

| System Options |                 |
|----------------|-----------------|
| Shutdown:      | <b>shutdown</b> |
| Restart:       | <b>restart</b>  |

##### Server Status

Here you will see how long your asterisk server has been running. You will also know if the web (http) and database (mysql) servers are running or stopped for some reason.

| Server Status |                                               |
|---------------|-----------------------------------------------|
| Asterisk      | <b>Uptime: 4 hours, 14 minutes, 7 seconds</b> |
| Http          | <b>Running...</b>                             |
| Mysql         | <b>Running...</b>                             |

##### Mysql Variables:

Following variables from the MySQL server are shown indicating its configuration:-

**Max\_Connections:** The maximum permitted number of simultaneous client connections. This is set to 100 by default.

**Table\_Cache:** This suggests how many file descriptors are required by this database server.

| Mysql Variables |       |
|-----------------|-------|
| Variable Name   | Value |
| Max_connections | 100   |
| Table_cache     | 64    |

##### Http Variables:

This section displays web server configuration.

| Http Variables   |             |
|------------------|-------------|
| KeepAlive        | <b>Off</b>  |
| KeepAliveTimeout | <b>15</b>   |
| ServerLimit      | <b>256</b>  |
| MaxClients       | <b>150</b>  |
| LogLevel         | <b>warn</b> |

### **Keep Alive Off**

Keep Alive indicates whether the web server will allow more than one request per connection (in other words, whether it will allow persistent connections). Set it appropriately to prevent any one client from consuming too much of the server's resources. When marked "Off", it is deactivated.

### **Keep AliveTimeout 15**

Number of seconds to wait for the next request from the same client on the same connection.

### **Server Limit 256**

This directive sets the maximum configured value for Max Clients for the lifetime of the Apache Web Server.

### **MaxClients 150**

This variable sets a limit on the total number of server processes (i.e. simultaneously connected clients) that can run at one time. Purpose of this variable is to keep a runaway web server from crashing your operating system.

### **LogLevel warn**

LogLevel controls the number of messages logged to the error\_log. LogLevel can be set to emerg, alert, crit, error, warn, notice, info or debug.

## **PHP Variables :**

These variables relate to PHP setup on the web server and are shown here so you can evaluate if one or more of these need to be changed in order to handle the load more efficiently. A small description is provided below for each of these.

| PHP Variables       |      |
|---------------------|------|
| max_execution_time  | 600  |
| max_input_time      | 600  |
| memory_limit        | 500M |
| post_max_size       | 10M  |
| upload_max_filesize | 500M |

### **Max\_execution\_time**

This determines the maximum time in seconds a script is allowed to run before it is terminated by the parser. This helps prevent poorly written scripts from tying up the server.

### **Max\_input\_time**

This one controls the maximum time in seconds a script is allowed to parse input data, like POST and GET. It is measured from the moment of receiving all data on the server to the start of script execution.

### **Memory\_limit**

This variable sets the maximum amount of memory in bytes that a script is allowed to allocate. This helps prevent poorly written scripts from eating up all available memory on a server.

### **Post\_max\_size**

This is to set maximum allowed size of POST data. It also affects size of uploaded files. To upload large files, this value must be larger than the next setting i.e. upload\_max\_filesize.

### **Upload\_max\_filesize**

Use this variable to define maximum permissible size of the file for upload.

## **SELinux Status:**

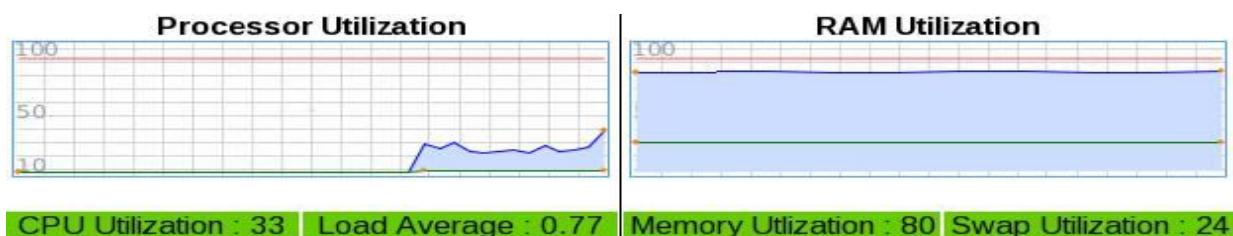
**SELinux** must be disabled to ensure high level of security



## **Processor and RAM Utilization**

Being able to monitor the performance of your system is essential. If system resources become too low it can cause a lot of problems. The ability to know what is happening can help determine whether system upgrades are needed or if some services need to be moved to another machine.

In order to know whether servers are up and running at peak performance, we need to monitor the **CPU & Memory** usage closely and this is exactly what is shown here: graphical representation of their usage followed by the data from underlying parameters.



| Graphical | Mount    | Total Space | Used | Free | Used % |
|-----------|----------|-------------|------|------|--------|
| ●         | /        | 72G         | 37G  | 31G  | 55%    |
| ●         | /boot    | 99M         | 11M  | 83M  | 12%    |
| ●         | /dev/shm | 248M        | 0    | 248M | 0%     |

## **Network Status**

This tab displays current statistics of your network interface

| Network Status |       |     |         |        |        |        |         |        |        |        |      |  |
|----------------|-------|-----|---------|--------|--------|--------|---------|--------|--------|--------|------|--|
| Iface          | MTU   | Met | RX-OK   | RX-ERR | RX-DRP | RX-OVR | TX-OK   | TX-ERR | TX-DRP | TX-OVR | Flg  |  |
| eth0           | 1500  | 0   | 141446  | 0      | 0      | 0      | 61189   | 0      | 0      | 0      | BMRU |  |
| lo             | 16436 | 0   | 1494118 | 0      | 0      | 0      | 1494118 | 0      | 0      | 0      | LRU  |  |

The MTU and Met columns are quite obvious, they display current MTU and metric values for the interface.

The RX and TX columns show

how many packets have been received or transmitted error-free (RX-OK/TX-OK), and how many packets have been received or transmitted damaged (RX-ERR/TX-ERR), and how many were dropped (RX-DRP/TX-DRP), and how many were lost because of an overrun (RX-OVR/TX-OVR).

The last column shows the flags that have been set for this interface. Each character represents one flag. Typically these flags have long names, you can see their names when you display the interface configuration.

#### 4.11.3.2 CPU Info

This tab provides easy information about CPU and their speed. This is a collection of CPU and system architecture dependent items. Two common entries are processor which gives CPU number and bogomips;

It will display information like:

- Number of CPUs
- Cores
- Sockets
- Information about CPU caches.
- CPU family, model and stepping.
- Bogomips Measurements.

| Main                   | CPU Info | Interrupt Info                                                                                                                                                                          | Asterisk Card | Sip Users | Sip Registry | Channels | Asterisk Commands | Asterisk Logs | Asterisk Settings |
|------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------|--------------|----------|-------------------|---------------|-------------------|
| <b>CPU Information</b> |          |                                                                                                                                                                                         |               |           |              |          |                   |               |                   |
| processor              | :        | 0                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| vendor_id              | :        | GenuineIntel                                                                                                                                                                            |               |           |              |          |                   |               |                   |
| cpu family             | :        | 15                                                                                                                                                                                      |               |           |              |          |                   |               |                   |
| model                  | :        | 6                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| model name             | :        | Intel(R) Pentium(R) 4 CPU 3.00GHz                                                                                                                                                       |               |           |              |          |                   |               |                   |
| stepping               | :        | 5                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| cpu MHz                | :        | 2400.000                                                                                                                                                                                |               |           |              |          |                   |               |                   |
| cache size             | :        | 2048 KB                                                                                                                                                                                 |               |           |              |          |                   |               |                   |
| physical id            | :        | 0                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| siblings               | :        | 2                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| core id                | :        | 0                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| cpu cores              | :        | 1                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| fdt_bug                | :        | no                                                                                                                                                                                      |               |           |              |          |                   |               |                   |
| htt_bug                | :        | no                                                                                                                                                                                      |               |           |              |          |                   |               |                   |
| too_f_bug              | :        | no                                                                                                                                                                                      |               |           |              |          |                   |               |                   |
| coma_bug               | :        | no                                                                                                                                                                                      |               |           |              |          |                   |               |                   |
| fpu                    | :        | yes                                                                                                                                                                                     |               |           |              |          |                   |               |                   |
| fpu_exception          | :        | yes                                                                                                                                                                                     |               |           |              |          |                   |               |                   |
| cpuid level            | :        | 6                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| wp                     | :        | yes                                                                                                                                                                                     |               |           |              |          |                   |               |                   |
| flags                  | :        | fpv vme de pse tsc msr pae mce cx8 apic mtrr pge mca cmov pat pse36 clflush dts acpi mmx fxsr sse sse2 ss ht tm pbe nx lm constant_tsc pn1 monitor ds_cpl est tm2 cid cx16 xtpr lahf_lm |               |           |              |          |                   |               |                   |
| bogomips               | :        | 5990.63                                                                                                                                                                                 |               |           |              |          |                   |               |                   |
| processor              | :        | 1                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| vendor_id              | :        | GenuineIntel                                                                                                                                                                            |               |           |              |          |                   |               |                   |
| cpu family             | :        | 15                                                                                                                                                                                      |               |           |              |          |                   |               |                   |
| model                  | :        | 6                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| model name             | :        | Intel(R) Pentium(R) 4 CPU 3.00GHz                                                                                                                                                       |               |           |              |          |                   |               |                   |
| stepping               | :        | 5                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| cpu MHz                | :        | 2400.000                                                                                                                                                                                |               |           |              |          |                   |               |                   |
| cache size             | :        | 2048 KB                                                                                                                                                                                 |               |           |              |          |                   |               |                   |
| physical id            | :        | 0                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| siblings               | :        | 2                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| core id                | :        | 0                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| cpu cores              | :        | 1                                                                                                                                                                                       |               |           |              |          |                   |               |                   |
| fdt_bug                | :        | no                                                                                                                                                                                      |               |           |              |          |                   |               |                   |
| htt_bug                | :        | no                                                                                                                                                                                      |               |           |              |          |                   |               |                   |

#### 4.11.3.3 Asterisk Card

Status of the asterisk card is displayed under this tab.

**Card :** It is your PRI card name

**Status :** This one displays the status of PRI span. It turns RED when the span is configured and kernel module is loaded; and when it is configured correctly and a circuit or channel bank is connected it turns GREEN.

**Active Calls:** It displays number of active calls which are received on your PRI span.

| Main | CPU Info | Interrupt Info               | Asterisk Card | Sip Users                                                                                                                 | Sip Registry | Channels     | Asterisk Commands | Asterisk Logs | Asterisk Settings |
|------|----------|------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------|--------------|--------------|-------------------|---------------|-------------------|
|      |          | Card                         |               | Status                                                                                                                    |              | Active Calls |                   |               |                   |
|      |          | Digium Wildcard TE110P T1/E1 |               |  : <span style="color: green;">OK</span> |              | 3            |                   |               |                   |

#### 4.11.3.4 Sip Users

This tab lists all SIP clients which are registered to your Asterisk server along with their respective status and connection details.

| Name/Username | Host          | Dyn Nat | ACL | Port  | Status  |         |
|---------------|---------------|---------|-----|-------|---------|---------|
| 1001/1001     | 192.168.1.202 | D       |     | 50140 | OK      | (26 ms) |
| 1002/1002     | 192.168.1.202 | D       |     | 5066  | OK      | (24 ms) |
| 1003/1003     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1005/1005     | 192.168.1.50  | D       |     | 5064  | OK      | (23 ms) |
| 1006/1006     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1007/1007     | 192.168.1.213 | D       |     | 5064  | OK      | (24 ms) |
| 1010/1010     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1011/1011     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1012/1012     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1111/1111     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1113/1113     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1123/1123     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 1234/1234     | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 501/501       | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 502/502       | (Unspecified) | D       |     | 5060  | UNKNOWN |         |
| 503/503       | 192.168.1.202 | D       |     | 5064  | OK      | (23 ms) |
| 504/504       | 192.168.1.220 | D       |     | 5064  | OK      | (30 ms) |
| 505/505       | 192.168.1.213 | D       |     | 50090 | OK      | (22 ms) |

#### 4.11.3.5 Sip Registry

This Tab displays the list of registered SIP users.

| Main              | CPU Info     | Interrupt Info | Asterisk Card | Sip Users | Sip Registry         | Channels | Asterisk Commands | Asterisk Logs | Asterisk Settings |
|-------------------|--------------|----------------|---------------|-----------|----------------------|----------|-------------------|---------------|-------------------|
|                   |              |                |               |           |                      |          |                   |               |                   |
| Host              | Username     | Refresh        | State         | Reg.      | Time                 |          |                   |               |                   |
| 192.168.1.25:5060 | 9017         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9016         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9015         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9014         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9013         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9024         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9023         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9022         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 9026         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 202.53.91.4:5060  | 914088111108 | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:24 |          |                   |               |                   |
| 192.168.1.25:5060 | 6000         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |
| 192.168.1.25:5060 | 2524         | 105            | Registered    | Thu,      | 22 Dec 2011 11:19:20 |          |                   |               |                   |

#### 4.11.3.6 Channels

Channels tab shows all channels which are active currently.

| Main       | CPU Info  | Interrupt Info | Asterisk Card | Sip Users | Sip Registry | Channels                  | Asterisk Commands | Asterisk Logs | Asterisk Settings     |
|------------|-----------|----------------|---------------|-----------|--------------|---------------------------|-------------------|---------------|-----------------------|
|            |           |                |               |           |              |                           |                   |               |                       |
| Channel    | Context   | Extension      | Prio          | State     | Application  | Data                      | CallerID          | Duration      | Accountcode BridgedTo |
| DAHDI/18-1 | XpressIVR | 30749016       | 6             | Up        | AGI          | xpressivr/xpressivr_beta1 | 9391920491        | 00:01:04      | (None)                |
| DAHDI/17-1 | XpressIVR | 30749016       | 6             | Up        | AGI          | xpressivr/xpressivr_beta1 | 9393771405        | 00:01:49      | (None)                |
| DAHDI/13-1 | XpressIVR | 30749016       | 6             | Up        | AGI          | xpressivr/xpressivr_beta1 | 9032493738        | 00:07:03      | (None)                |
| 3          | active    | channels       |               |           |              |                           |                   |               |                       |
| 3          | active    | calls          |               |           |              |                           |                   |               |                       |

#### 4.11.3.7 Asterisk commands

This tab lets you monitor results of asterisk commands. Just type in the command, you wish, on this GUI and click on "Execute Query".

| Main                                                       | CPU Info | Interrupt Info | Asterisk Card | Sip Users | Sip Registry | Channels | Asterisk Commands | Asterisk Logs | Asterisk Settings |
|------------------------------------------------------------|----------|----------------|---------------|-----------|--------------|----------|-------------------|---------------|-------------------|
| Enter Command: <input type="text" value="sip show peers"/> |          |                |               |           |              |          |                   |               |                   |
| <input type="button" value="Execute Query"/>               |          |                |               |           |              |          |                   |               |                   |

#### 4.11.3.8 Asterisk logs

This tab lets you display call log for the date you select via the GUI here.

Main | CPU Info | Interrupt Info | Asterisk Card | Sip Users | Sip Registry | Channels | Asterisk Commands | Asterisk Logs | Asterisk Settings

Select Date: 22-12-2011

#### 4.11.3.9 Asterisk Settings

This GUI allows you to configure following settings for your asterisk server.

Asterisk Settings

|             |              |
|-------------|--------------|
| IP Address  | 192.168.1.24 |
| Port Number | 5038         |
| User        | convox       |
| Password    | *****        |

Edit

#### B) Database Status:

Here will show you database status if there is any error in tables , you can **Check** the table, **Repair**, **Refresh Screen** and **Clear logs** in front end.

**Database IP:** you can select the Database from drop down list.

**Table Name:** select ConVox table from drop down list

If you find any error in table, error will be displayed in My SQL Error log.

| Repair Tables                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                     |                                                |        |                |                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|------------------------------------------------|--------|----------------|----------------------------------|
| Database IP :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 192.168.1.24        | Database SQL File : | /var/log/convox/sql/convoxccs32_2017-05-20.sql |        |                |                                  |
| Table Name :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | convoxccs_agent_log | get Text Box        | Check                                          | Repair | Refresh Screen | Clear Email Log                  |
| <b>MySQL Error Log</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                     |                     |                                                |        |                | <b>Application Error Log (0)</b> |
| 170520 16:55:32 [Warning] Statement may not be safe to log in statement format. Statement: UPDATI ^<br>170520 16:55:46 [Warning] Statement may not be safe to log in statement format. Statement: UPDATI<br>170520 16:55:46 [Warning] Statement may not be safe to log in statement format. Statement: update<br>170520 16:57:41 [Warning] Statement may not be safe to log in statement format. Statement: UPDATI<br>170520 16:57:41 [Warning] Statement may not be safe to log in statement format. Statement: update<br>170520 17:00:01 [Warning] Statement may not be safe to log in statement format. Statement: DELETI<br>170520 17:00:01 [Warning] Statement may not be safe to log in statement format. Statement: DELETI<br>170520 17:00:01 [Warning] Statement may not be safe to log in statement format. Statement: DELETI<br>170520 17:00:01 [Warning] Statement may not be safe to log in statement format. Statement: DELETI<br>170520 17:00:17 [Warning] Statement may not be safe to log in statement format. Statement: UPDATI<br>170520 17:00:17 [Warning] Statement may not be safe to log in statement format. Statement: update |                     |                     |                                                |        |                | Message                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |                     |                                                |        |                | No records found.                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |                     |                                                |        |                | Subject                          |

**Figure:B) Database Status**

### c) ConVox Screens:

Here will show you ConVox Screens, screen should be in running status, in front end you can start or stop the convox screens.

| CONVOX SCREENS                       |         |                 |            |         |             |                                                                                               |
|--------------------------------------|---------|-----------------|------------|---------|-------------|-----------------------------------------------------------------------------------------------|
| DB & Voice Server: 192.168.1.24      |         |                 |            |         |             |                                                                                               |
| Screen                               | Inbound | Manual Outbound | Predictive | Preview | Progressive | Status                                                                                        |
| convox-listen (26179)                | ✓       | ✓               | ✓          | ✓       | ✓           |  Running |
| convox-send (5625)                   | ✓       | ✓               | ✓          | ✓       | ✓           |  Running |
| convox-spon (5759)                   | —       | —               | ✓          | —       | —           |  Running |
| convox-preview (5819)                | —       | —               | —          | ✓       | —           |  Running |
| convox-progressive (5576)            | —       | —               | —          | —       | ✓           |  Running |
| convox-leads-reattempt (5808)        | —       | —               | ✓          | —       | —           |  Running |
| convox-sms (5603)                    | ✓       | ✓               | ✓          | ✓       | ✓           |  Running |
| convox-move-buffer-logs (5561)       | ✓       | ✓               | ✓          | ✓       | ✓           |  Running |
| convox-move-application-logs (5583)  | ✓       | ✓               | ✓          | ✓       | ✓           |  Running |
| convox-campaign-stats (5569)         | —       | —               | ✓          | ✓       | ✓           |  Running |
| convox-clear-calls (5701)            | ✓       | —               | ✓          | —       | —           |  Running |
| convox-mysqld-log-permissions (5672) | ✓       | ✓               | ✓          | ✓       | ✓           |  Running |
| convox-gdrive (5517)                 | —       | —               | —          | —       | —           |  Running |

**Figure:C) ConVox Screens**

## 4.12 Reports

ConVox3.0 provides real time reports, These are accessible through the GUI and reports can be selected by date & time interval and by selecting agents and process group. Also they can be delivered in Excel sheet format.

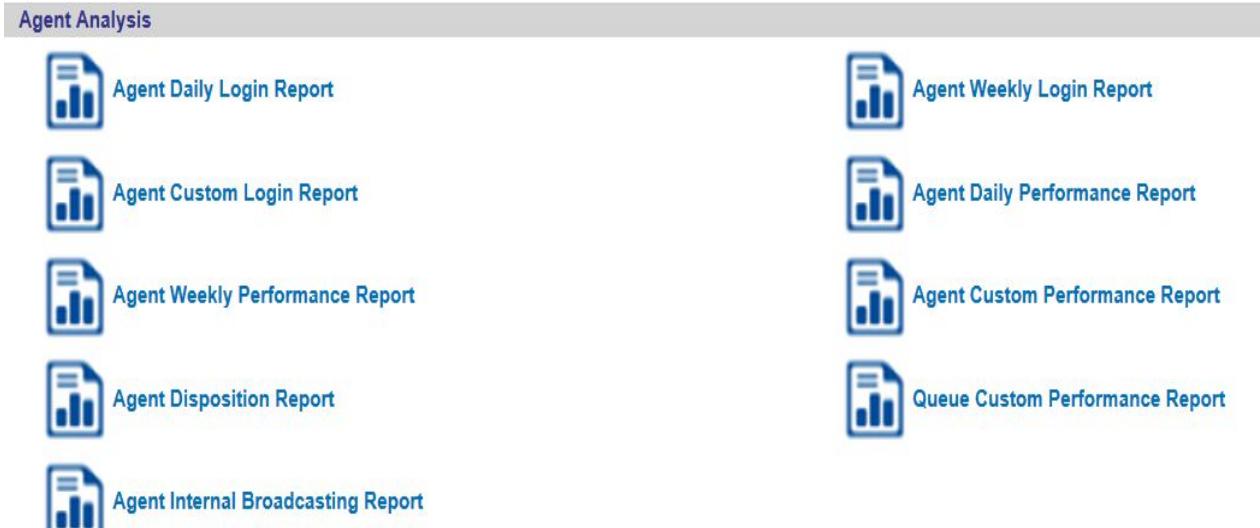
Following 4 are the different report sections where all reports can be accessible :-

1. Agent Analysis
2. Process Analysis
3. Call Traffic Analysis and
4. Notification Reports .

| Agent Analysis                                                                        |                                    |
|---------------------------------------------------------------------------------------|------------------------------------|
|      | Agent Daily Login Report           |
|      | Agent Custom Login Report          |
|      | Agent Weekly Performance Report    |
|      | Agent Disposition Report           |
|    | Agent Internal Broadcasting Report |
| <hr/>                                                                                 |                                    |
| Process Analysis                                                                      |                                    |
|    | Hourly Process Report              |
|    | Predictive Outbound Report         |
|    | Progressive Outbound Report        |
|    | Dump Report                        |
| <hr/>                                                                                 |                                    |
| Call Traffic Analysis                                                                 |                                    |
|    | Hourly Call Hits                   |
|    | DID Wise Report                    |
| <hr/>                                                                                 |                                    |
| Notification Reports                                                                  |                                    |
|    | SMS Report                         |
|  | Email Report                       |

#### 4.12.1 Agent Analysis

Agent Analysis section consists of 9 types of Reports. This reports will allow you to see summary data for specific **Agents**.



##### 4.12.1.1. Agent Daily Login Report

Agent Daily Login report shows login-logout occurrences of each agent for specific **days**. This report shows the times at which these events occurred. Events include working, break and login duration respectively.

The screenshot shows the "Agent Daily Login Report" interface. It includes the following components:

- Search parameters:
  - Start Date :
  - No of Days :
  - Login Users :
- Process selection dropdown: BANG\_TEST1, ConVox\_Proc, Daily\_Thandi, Deepija\_sales, Deepija\_Supp
- Agent selection dropdown: kiran, Abubakar, Venkat, ayaz, Rita
- Submit button
- Results table:

| Full Name | Agent ID | Process         | Date & Day     | No. Of Logins | First Login Time    | Last Logout Time    | Working Duration | Break Duration  | Login Duration  |
|-----------|----------|-----------------|----------------|---------------|---------------------|---------------------|------------------|-----------------|-----------------|
| kiran     | kiran    | Deepija_Support | 2017-05-18 Thu | 0             | --                  | --                  | --               | --              | --              |
|           |          |                 |                | <b>Total</b>  | <b>0</b>            |                     |                  |                 |                 |
| Abubakar  | Abubakar | Deepija_Support | 2017-05-18 Thu | 3             | 2017-05-18 10:19:09 | 2017-05-18 15:20:15 | 04:06:35         | 00:40:38        | 04:47:13        |
|           |          |                 |                | <b>Total</b>  | <b>3</b>            |                     | <b>04:06:35</b>  | <b>00:40:38</b> | <b>04:47:13</b> |
| Venkat    | Venkat   | Deepija_Support | 2017-05-18 Thu | 1             | 2017-05-18 10:00:36 | 2017-05-18 16:19:59 | 05:49:57         | 00:29:26        | 06:19:23        |
|           |          |                 |                | <b>Total</b>  | <b>1</b>            |                     | <b>05:49:57</b>  | <b>00:29:26</b> | <b>06:19:23</b> |

Figure 1 : Agent Daily Login Report

This report can change depending on the filtered values. Start by selecting a start or end date, selecting process, agent and selecting number of days options. A report will be generated with the following fields ( See the following for a description of options):

### Description of options

**Start Date:** Filter Call Start Dates

**Process:** Select the Processes by shifting arrows (>,>>) towards right.

**Agent:** Select the Agents by shifting arrows (>,>>) towards right.

**No. of Days:** Select the number of days that want to display the report data with.

### Fields description of Agent Daily Login report

**Full Name** - Name of the selected Agent.

**Agent ID** - Login Id of the selected agent.

**Process** - Process group assigned to the agent.

**Date & Day** - Selected date and day.

**Number of Logouts** - Shows the number (count) of log-outs made by the agent.

**First Login Time** - The date and time that the agent logged in .

**Last Logout Time** - The date and time that the agent logged out .

**Working Duration** - The time duration between the Login duration and break duration is working duration.

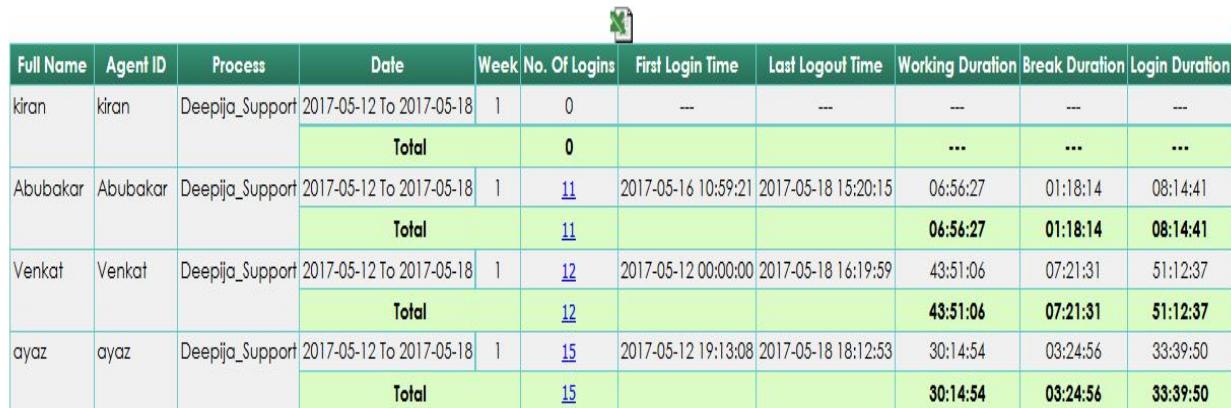
**Break Duration** - The time the agent was on break for. The time duration between the Login duration and working duration is Break duration .

**Login Duration** - Elapsed time between login Time and Logout Time.

#### 4.12.1.2 Agent Weekly Login Report

Agent Weekly Login report displays login-logout statistics of agents for a specific week.

| Agent Weekly Login Report |            |                                                                                |                                             |
|---------------------------|------------|--------------------------------------------------------------------------------|---------------------------------------------|
|                           |            | Process                                                                        | Agent                                       |
| Start Date :              | 12-05-2017 | BANG_TEST1 ^<br>ConVox_Proc<br>Daily_Thandi<br>Deepija_sales<br>Deepija_Supp v | kiran<br>Abubakar<br>Venkat<br>ayaz<br>Rita |
| No of Weeks :             | 1          | ><br>>><br><<<br><                                                             | <b>SUBMIT</b>                               |



| Full Name | Agent ID | Process         | Date                     | Week         | No. Of Logins | First Login Time    | Last Logout Time    | Working Duration | Break Duration  | Login Duration  |
|-----------|----------|-----------------|--------------------------|--------------|---------------|---------------------|---------------------|------------------|-----------------|-----------------|
| kiran     | kiran    | Deepija_Support | 2017-05-12 To 2017-05-18 | 1            | 0             | --                  | --                  | --               | --              | --              |
|           |          |                 |                          | <b>Total</b> | <b>0</b>      |                     |                     | ---              | ---             | ---             |
| Abubakar  | Abubakar | Deepija_Support | 2017-05-12 To 2017-05-18 | 1            | 11            | 2017-05-16 10:59:21 | 2017-05-18 15:20:15 | 06:56:27         | 01:18:14        | 08:14:41        |
|           |          |                 |                          | <b>Total</b> | <b>11</b>     |                     |                     | <b>06:56:27</b>  | <b>01:18:14</b> | <b>08:14:41</b> |
| Venkat    | Venkat   | Deepija_Support | 2017-05-12 To 2017-05-18 | 1            | 12            | 2017-05-12 00:00:00 | 2017-05-18 16:19:59 | 43:51:06         | 07:21:31        | 51:12:37        |
|           |          |                 |                          | <b>Total</b> | <b>12</b>     |                     |                     | <b>43:51:06</b>  | <b>07:21:31</b> | <b>51:12:37</b> |
| ayaz      | ayaz     | Deepija_Support | 2017-05-12 To 2017-05-18 | 1            | 15            | 2017-05-12 19:13:08 | 2017-05-18 18:12:53 | 30:14:54         | 03:24:56        | 33:39:50        |
|           |          |                 |                          | <b>Total</b> | <b>15</b>     |                     |                     | <b>30:14:54</b>  | <b>03:24:56</b> | <b>33:39:50</b> |

**Figure 2 : Agent Weekly Login Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options):

#### Description of options

**Start Date :** Filter Call Start Dates

**Process :** Select the Processes by shifting arrows (>,>>) towards right.

**Agent:** Select the Agents by shifting arrows (>,>>) towards right.

**No. of Weeks:** Select the number of weeks that want to display the report data with.



**NOTE :** Refer the [Fields description of Agent Daily Login report](#) to know about the report fields in detail.

#### 4.12.1.3. Agent Custom Login Report

Agent Custom Login report displays login-logout statistics of agents for a specific **date** and **Time** range.

| Agent Custom Login Report |                          |                  |          |            |    |          |    |  |        |
|---------------------------|--------------------------|------------------|----------|------------|----|----------|----|--|--------|
| Date                      |                          |                  |          | Process    |    | Agent    |    |  |        |
| Start Date :              | 18-05-2017               | Start Time:      | 00:00:00 | BANG_TEST  |    | kiran    | >  |  | SUBMIT |
| End Date :                | 18-05-2017               | End Time:        | 23:59:59 | BANG_TEST1 |    | Abubakar | >> |  |        |
| Login Users:              | <input type="checkbox"/> | ConVox_Proc      |          | Venkat     | << | ayaz     | <  |  |        |
|                           |                          | Daily_Thandi     |          | Rita       |    | Naresh   |    |  |        |
|                           |                          | Deepjija_sales   |          |            |    |          |    |  |        |
|                           |                          | Deepjija_Support |          |            |    |          |    |  |        |
|                           |                          |                  |          |            |    |          |    |  |        |

| Full Name | Agent ID | Process          | No. Of Logins | First Login Time    | Last Logout Time    | Working Duration | Break Duration | Login Duration |
|-----------|----------|------------------|---------------|---------------------|---------------------|------------------|----------------|----------------|
| kiran     | kiran    | Deepjija_Support | 0             | ---                 | ---                 | ---              | ---            | ---            |
| Abubakar  | Abubakar | Deepjija_Support | 3             | 2017-05-18 10:19:09 | 2017-05-18 15:20:15 | 04:06:35         | 00:40:38       | 04:47:13       |
| Venkat    | Venkat   | Deepjija_Support | 1             | 2017-05-18 10:00:36 | 2017-05-18 16:19:59 | 05:49:57         | 00:29:26       | 06:19:23       |
| ayaz      | ayaz     | Deepjija_Support | 6             | 2017-05-18 11:16:41 | 2017-05-18 18:12:53 | 04:17:08         | 01:30:33       | 05:47:41       |

**Figure 3 : Agent Custom Login Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options):

##### Description of options

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**Process :** Select the Processes by shifting arrows (>,>>) towards right.

**Agent:** Select the Agents by shifting arrows (>,>>) towards right.



**NOTE :** Refer the [Fields description of Agent Daily Login report](#) to know about the report fields in detail.

#### 4.12.1.4. Agent Daily Performance Report

Agent Performance Report shows summarized performance for a specific agent. You can use this report to compare overall productivity and can measure the time agents spend at their positions and how often they are busy/idle during a shift. Finally in depth this report gives an overview of ACD call total details as well as the login, averages and break details respectively.

Following is a Agent Daily performance report displayed with [Call Details](#) and [Login Details](#) modes.

| Agent Performance Daily Report                                                                                                              |  |  |                                                                                                                                                                                                                                             |                                             |                                                                                                                                                                                                                 |  |  |  |  |
|---------------------------------------------------------------------------------------------------------------------------------------------|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
|                                                                                                                                             |  |  | Process                                                                                                                                                                                                                                     | Agent                                       |                                                                                                                                                                                                                 |  |  |  |  |
| Start Date : <input type="text" value="18-05-2017"/> <input type="button" value="Calendar"/><br>No of Days : <input type="text" value="1"/> |  |  | BANG_TEST1<br>ConVox_Proc<br>Daly_Thandi<br>Deepjia_sales<br><b>Deepjia_Supp</b><br><input type="button" value="&gt;"/> <input type="button" value="&gt;&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="&lt;"/> | kiran<br>Abubakar<br>Venkat<br>ayaz<br>Rita | <input checked="" type="checkbox"/> Call Details <input checked="" type="checkbox"/> Login Details<br><input type="checkbox"/> Averages <input type="checkbox"/> Breaks<br><input type="checkbox"/> Login Users |  |  |  |  |
| <input type="button" value="SUBMIT"/>                                                                                                       |  |  |                                                                                                                                                                                                                                             |                                             |                                                                                                                                                                                                                 |  |  |  |  |

| AGENT DETAILS |          |                 | DATE & DAY |     | CALLS        |           | IN CALLS |                |           | OUT CALLS     |                 |          | RECEIVED TRANSFER CALLS |                               |          |
|---------------|----------|-----------------|------------|-----|--------------|-----------|----------|----------------|-----------|---------------|-----------------|----------|-------------------------|-------------------------------|----------|
| FULL NAME     | AGENT ID | PROCESS         | DATE       | DAY | TOTAL CALLS  | ANSWERED  | MISSING  | TOTAL IN CALLS | CONNECTED | NOT CONNECTED | TOTAL OUT CALLS | ANSWERED | MISSING                 | TOTAL RECEIVED TRANSFER CALLS | LOGG     |
| kiran         | kiran    | Deepjia_Support | 2017-05-18 | Thu | 0            | 0         | 0        | 0              | 0         | 0             | 0               | 0        | 0                       | 0                             | 0        |
|               |          |                 |            |     | <b>TOTAL</b> | <b>0</b>  | <b>0</b> | <b>0</b>       | <b>0</b>  | <b>0</b>      | <b>0</b>        | <b>0</b> | <b>0</b>                | <b>0</b>                      | <b>0</b> |
| Abubakar      | Abubakar | Deepjia_Support | 2017-05-18 | Thu | 18           | 9         | 2        | 11             | 1         | 3             | 4               | 2        | 1                       | 3                             |          |
|               |          |                 |            |     | <b>TOTAL</b> | <b>18</b> | <b>9</b> | <b>2</b>       | <b>11</b> | <b>1</b>      | <b>3</b>        | <b>4</b> | <b>2</b>                | <b>1</b>                      | <b>3</b> |
| Venkat        | Venkat   | Deepjia_Support | 2017-05-18 | Thu | 10           | 3         | 1        | 4              | 3         | 3             | 6               | 0        | 0                       | 0                             | 0        |
|               |          |                 |            |     | <b>TOTAL</b> | <b>10</b> | <b>3</b> | <b>1</b>       | <b>4</b>  | <b>3</b>      | <b>3</b>        | <b>6</b> | <b>0</b>                | <b>0</b>                      | <b>0</b> |

**Figure 4 : Agent Daily Performance Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

#### Description of Options

**Start Date :** Filter Call Start Dates.

**Process :** Select the Processes by shifting arrows (>,>>) towards right.

**Agent:** Select the Agents by shifting arrows (>,>>) towards right.

**No. of Days:** Select the number of days that want to display the report data with.

**Call Details,Login Details,Averages ,Login Users and Breaks:** In order to display report according to the enabled modes you have to select these 4 modes. **NOTE:-**Call Details mode will be selected by default.

## Fields description of Agent Daily Performance report

### AGENT DETAILS

**FULL NAME** - Full name of the selected agent.

**AGENT ID** - Login ID of the agent.

**PROCESS** - Assigned Process of the agent.

### DATE & DAY

**DATE & DAY** - Displays specified date and Time.

### CALLS

**TOTAL CALLS** - Total calls received by agent and made by the Agent.

### IN CALLS

**ANSWERED** - The number of calls answered by the agent.

**MISSED** - Number of unanswered calls by agent.

**TOTAL IN CALLS** = Answered calls + Missed calls.

### OUT CALLS

**CONNECTED** - Number of calls connected to the caller.

**NOT CONNECTED** - Number of calls that are not connected to the caller.

**TOTAL OUT CALLS** = Connected calls + Not connected calls.

### Received Transfer Calls

**ANSWERED** - The number of calls answered by the agent.

**MISSED** - Number of unanswered calls by agent.

**TOTAL RECEIVED TRANSFER CALLS** = Answered calls + Missed calls.

### LOGIN DETAILS

**LOGGED IN DURATION** - Elapsed time between login Time and Logout Time.

**IDLE TIME** - The time agent spend waiting for calls; that is, not busy with customers on the line or not doing after-call work.

**TALK TIME** - The elapsed time from when an agent answers a call until the agent disconnects.

**HOLD TIME** - The Time agent kept call in Hold.

**WRAPUP TIME** - The time after a call is completed, that the agent needs to complete administrative work related to the call.

**RINGING** - Ringing duration of call

**DIALING**- The time from when an agent Dialing a number.

**BREAK TIME** - The total time the agent was on break for.

## Average

**IDLE TIME** - The average idle time of the agent .

**TALK TIME** - The average time per call the agent spent talking to the caller.

**Hold TIME**- The Average Hold time of agent.

**WRAP UP** - The Average Wrap Up time of the Agent.

**AHT** - AVERAGE HANDLE TIME (AHT) is the sum of the Average Talk Time and Average Wrap Up Time for a specified time period.

## BREAKS

**Lunch, Meeting and Tea** are some of the breaks which were added for the Process. The time shown below each **break** is the total time that the agent was on pause for that particular break code.

**First Login** is the time the agent was on pause for after they log in and before they take their first call .

**Outbound** is the time the agent was on pause for after they click on **outbound** button and before agent dialing the phone number of the customer.

#### 4.12.1.5. Agent Weekly Performance Report

This report provides an agent performance statistics with their Call Details, Login Details ,Average and Break Details for a specific number of weeks.

Following is a Agent weekly performance report displayed with **Averages** and **Break** modes.

| Agent Performance Weekly Report                                                                                                                                                 |          |                 |                                                                                   |      |                                                    |             |                                                                                                                                                                                                                 |          |                |           |               |                 |          |          |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------|-----------------------------------------------------------------------------------|------|----------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------|-----------|---------------|-----------------|----------|----------|-------|
|                                                                                                                                                                                 |          |                 | Process                                                                           |      | Agent                                              |             |                                                                                                                                                                                                                 |          |                |           |               |                 |          |          |       |
| Start Date : <input type="text" value="12-05-2017"/> <input type="button" value="Calendar"/><br>No of Weeks : <input style="width: 20px; height: 20px;" type="text" value="1"/> |          |                 | <b>BANG_TEST1</b><br>ConVox_Proc<br>Daily_Thandi<br>Deepija_sales<br>Deepija_Supp |      | <b>kiran</b><br>Abubakar<br>Venkat<br>ayaz<br>Rita |             | <input checked="" type="checkbox"/> Call Details <input checked="" type="checkbox"/> Login Details<br><input type="checkbox"/> Averages <input type="checkbox"/> Breaks<br><input type="checkbox"/> Login Users |          |                |           |               |                 |          |          |       |
| <input type="button" value="SUBMIT"/>                                                                                                                                           |          |                 |                                                                                   |      |                                                    |             |                                                                                                                                                                                                                 |          |                |           |               |                 |          |          |       |
|                                                                                                                                                                                 |          |                 |                                                                                   |      |                                                    |             |                                                                                                                                                                                                                 |          |                |           |               |                 |          |          |       |
| AGENT DETAILS                                                                                                                                                                   |          |                 | DATE & WEEK                                                                       |      |                                                    | CALLS       |                                                                                                                                                                                                                 | IN CALLS |                | OUT CALLS |               | RECEIVED TIME   |          |          |       |
| Full Name                                                                                                                                                                       | Agent ID | Process         | Date                                                                              | Week |                                                    | Total Calls | Answered                                                                                                                                                                                                        | Missed   | Total In Calls | Connected | Not Connected | Total Out Calls | Answered | Missed   | Total |
| kiran                                                                                                                                                                           | kiran    | Deepija_Support | 2017-05-12 00:00:00 To 2017-05-18 23:59:59                                        | 1    |                                                    | 0           | 0                                                                                                                                                                                                               | 0        | 0              | 0         | 0             | 0               | 0        | 0        | 0     |
|                                                                                                                                                                                 |          |                 | <b>TOTAL</b>                                                                      |      |                                                    | <b>0</b>    | <b>0</b>                                                                                                                                                                                                        | <b>0</b> | <b>0</b>       | <b>0</b>  | <b>0</b>      | <b>0</b>        | <b>0</b> | <b>0</b> |       |
| Abubakar                                                                                                                                                                        | Abubakar | Deepija_Support | 2017-05-12 00:00:00 To 2017-05-18 23:59:59                                        | 1    |                                                    | <b>32</b>   | <b>19</b>                                                                                                                                                                                                       | <b>2</b> | <b>21</b>      | <b>2</b>  | <b>4</b>      | <b>6</b>        | <b>4</b> | <b>1</b> |       |
|                                                                                                                                                                                 |          |                 | <b>TOTAL</b>                                                                      |      |                                                    | <b>32</b>   | <b>19</b>                                                                                                                                                                                                       | <b>2</b> | <b>21</b>      | <b>2</b>  | <b>4</b>      | <b>6</b>        | <b>4</b> | <b>1</b> |       |

**Figure 5 : Agent Weekly Performance Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

#### Description of Options

**Start Date :** Filter Call Start Dates

**Process :** Select the Processes by shifting arrows (>,>>) towards right.

**Agent:** Select the Agents by shifting arrows (>,>>) towards right.

**No. of weeks:** Select the number of weeks that want to display the report data with.

**Call Details,Login Details,Averages, and Breaks:** In order to display report according to the enabled modes, you have to select these 4 modes **NOTE:-**Call Details mode will be selected by default.



**NOTE:** Refer the [Fields description of Agent Daily Performance report](#) to know about the report fields in detail.

#### 4.12.1.6. Agent Custom Performance Report

This report provides agent performance statistics with their Call Details, Login Details ,Average and Break Details for a specific date and Time range.

Following is a Agent custom performance report displayed with [Call Details](#),[Averages](#), [Login details](#), [Login Users](#) and [Break](#) modes.

| Agent Performance Custom Report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |          |                 |                                                                                                                                                                                                             |           |          |                                                                                                                                                                                                                                                                                                                                              |           |               |                                                                                                                                                                                                                                                                                                               |          |          |                                                                                                    |                    |                                      |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------------------------------------------------------------------------------------------------|--------------------|--------------------------------------|--|--|-------|--|--|----------|--|--|-----------|--|--|-------------------------|--|--|-----------|----------|---------|-------------|----------|---------|----------------|-----------|---------------|-----------------|----------|---------|-------------------------------|--------------------|------|----------|----------|-----------------|---|---|---|---|---|---|---|---|---|---|----------|-------|----------|----------|-----------------|-----------|----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|-------|-------|-------|-----------------|---|---|---|---|---|---|---|---|---|---|----------|-------|---------|---------|-----------------|-----------|-----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|-------|
| Process                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |          |                 |                                                                                                                                                                                                             |           |          |                                                                                                                                                                                                                                                                                                                                              | Agent     |               |                                                                                                                                                                                                                                                                                                               |          |          |                                                                                                    |                    |                                      |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| Start Date : <input type="text" value="18-05-2017"/> <input type="button" value=""/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |          |                 | Start Time: <input type="text" value="00"/> <input type="button" value=""/> <input type="text" value="00"/> <input type="button" value=""/> <input type="text" value="00"/> <input type="button" value=""/> |           |          | <input type="button" value="&gt;"/> <input type="button" value="&gt;&gt;"/> <input type="button" value="^"/> <input type="button" value="BANG_TEST1"/><br><input type="button" value="ConVox_Proc"/> <input type="button" value="Daily_Thandi"/><br><input type="button" value="Deepjia_sales"/> <input type="button" value="Deepjia_Supp"/> |           |               | <input type="button" value="&gt;"/> <input type="button" value="&gt;&gt;"/> <input type="button" value="^"/> <input type="button" value="kiran"/><br><input type="button" value="Abubakar"/> <input type="button" value="Venkat"/><br><input type="button" value="ayaz"/> <input type="button" value="Rita"/> |          |          | <input checked="" type="checkbox"/> Call Details <input checked="" type="checkbox"/> Login Details |                    |                                      |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| End Date : <input type="text" value="18-05-2017"/> <input type="button" value=""/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |          |                 | End Time: <input type="text" value="23"/> <input type="button" value=""/> <input type="text" value="59"/> <input type="button" value=""/> <input type="text" value="59"/> <input type="button" value=""/>   |           |          |                                                                                                                                                                                                                                                                                                                                              |           |               |                                                                                                                                                                                                                                                                                                               |          |          | <input checked="" type="checkbox"/> Averages <input checked="" type="checkbox"/> Breaks            |                    | <input type="checkbox"/> Login Users |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| <input type="button" value="SUBMIT"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |          |                 |                                                                                                                                                                                                             |           |          |                                                                                                                                                                                                                                                                                                                                              |           |               |                                                                                                                                                                                                                                                                                                               |          |          |                                                                                                    |                    |                                      |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| <table border="1"> <thead> <tr> <th colspan="3">AGENT DETAILS</th> <th colspan="3">CALLS</th> <th colspan="3">IN CALLS</th> <th colspan="3">OUT CALLS</th> <th colspan="3">RECEIVED TRANSFER CALLS</th> </tr> <tr> <th>FULL NAME</th> <th>AGENT ID</th> <th>PROCESS</th> <th>TOTAL CALLS</th> <th>ANSWERED</th> <th>MISSSED</th> <th>TOTAL IN CALLS</th> <th>CONNECTED</th> <th>NOT CONNECTED</th> <th>TOTAL OUT CALLS</th> <th>ANSWERED</th> <th>MISSSED</th> <th>TOTAL RECEIVED TRANSFER CALLS</th> <th>LOGGED IN DURATION</th> <th>IDLE</th> </tr> </thead> <tbody> <tr> <td>Abhishek</td> <td>Abhishek</td> <td>Deepjia_Support</td> <td>0</td> <td>00:00:00</td> <td>00:00</td> </tr> <tr> <td>Abubakar</td> <td>Abubakar</td> <td>Deepjia_Support</td> <td><u>18</u></td> <td><u>9</u></td> <td><u>2</u></td> <td><u>11</u></td> <td><u>1</u></td> <td><u>3</u></td> <td><u>4</u></td> <td><u>2</u></td> <td><u>1</u></td> <td><u>3</u></td> <td>04:47:13</td> <td>03:00</td> </tr> <tr> <td>aiyaz</td> <td>aiyaz</td> <td>Deepjia_Support</td> <td>0</td> <td>00:00:00</td> <td>00:00</td> </tr> <tr> <td>Anamika</td> <td>Anamika</td> <td>Deepjia_Support</td> <td><u>42</u></td> <td><u>17</u></td> <td><u>2</u></td> <td><u>19</u></td> <td><u>11</u></td> <td><u>10</u></td> <td><u>21</u></td> <td><u>2</u></td> <td><u>0</u></td> <td><u>2</u></td> <td>07:40:14</td> <td>04:00</td> </tr> </tbody> </table> |          |                 |                                                                                                                                                                                                             |           |          |                                                                                                                                                                                                                                                                                                                                              |           |               |                                                                                                                                                                                                                                                                                                               |          |          |                                                                                                    |                    | AGENT DETAILS                        |  |  | CALLS |  |  | IN CALLS |  |  | OUT CALLS |  |  | RECEIVED TRANSFER CALLS |  |  | FULL NAME | AGENT ID | PROCESS | TOTAL CALLS | ANSWERED | MISSSED | TOTAL IN CALLS | CONNECTED | NOT CONNECTED | TOTAL OUT CALLS | ANSWERED | MISSSED | TOTAL RECEIVED TRANSFER CALLS | LOGGED IN DURATION | IDLE | Abhishek | Abhishek | Deepjia_Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00 | Abubakar | Abubakar | Deepjia_Support | <u>18</u> | <u>9</u> | <u>2</u> | <u>11</u> | <u>1</u> | <u>3</u> | <u>4</u> | <u>2</u> | <u>1</u> | <u>3</u> | 04:47:13 | 03:00 | aiyaz | aiyaz | Deepjia_Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00 | Anamika | Anamika | Deepjia_Support | <u>42</u> | <u>17</u> | <u>2</u> | <u>19</u> | <u>11</u> | <u>10</u> | <u>21</u> | <u>2</u> | <u>0</u> | <u>2</u> | 07:40:14 | 04:00 |
| AGENT DETAILS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |          |                 | CALLS                                                                                                                                                                                                       |           |          | IN CALLS                                                                                                                                                                                                                                                                                                                                     |           |               | OUT CALLS                                                                                                                                                                                                                                                                                                     |          |          | RECEIVED TRANSFER CALLS                                                                            |                    |                                      |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| FULL NAME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | AGENT ID | PROCESS         | TOTAL CALLS                                                                                                                                                                                                 | ANSWERED  | MISSSED  | TOTAL IN CALLS                                                                                                                                                                                                                                                                                                                               | CONNECTED | NOT CONNECTED | TOTAL OUT CALLS                                                                                                                                                                                                                                                                                               | ANSWERED | MISSSED  | TOTAL RECEIVED TRANSFER CALLS                                                                      | LOGGED IN DURATION | IDLE                                 |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| Abhishek                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Abhishek | Deepjia_Support | 0                                                                                                                                                                                                           | 0         | 0        | 0                                                                                                                                                                                                                                                                                                                                            | 0         | 0             | 0                                                                                                                                                                                                                                                                                                             | 0        | 0        | 0                                                                                                  | 00:00:00           | 00:00                                |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| Abubakar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Abubakar | Deepjia_Support | <u>18</u>                                                                                                                                                                                                   | <u>9</u>  | <u>2</u> | <u>11</u>                                                                                                                                                                                                                                                                                                                                    | <u>1</u>  | <u>3</u>      | <u>4</u>                                                                                                                                                                                                                                                                                                      | <u>2</u> | <u>1</u> | <u>3</u>                                                                                           | 04:47:13           | 03:00                                |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| aiyaz                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | aiyaz    | Deepjia_Support | 0                                                                                                                                                                                                           | 0         | 0        | 0                                                                                                                                                                                                                                                                                                                                            | 0         | 0             | 0                                                                                                                                                                                                                                                                                                             | 0        | 0        | 0                                                                                                  | 00:00:00           | 00:00                                |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |
| Anamika                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Anamika  | Deepjia_Support | <u>42</u>                                                                                                                                                                                                   | <u>17</u> | <u>2</u> | <u>19</u>                                                                                                                                                                                                                                                                                                                                    | <u>11</u> | <u>10</u>     | <u>21</u>                                                                                                                                                                                                                                                                                                     | <u>2</u> | <u>0</u> | <u>2</u>                                                                                           | 07:40:14           | 04:00                                |  |  |       |  |  |          |  |  |           |  |  |                         |  |  |           |          |         |             |          |         |                |           |               |                 |          |         |                               |                    |      |          |          |                 |   |   |   |   |   |   |   |   |   |   |          |       |          |          |                 |           |          |          |           |          |          |          |          |          |          |          |       |       |       |                 |   |   |   |   |   |   |   |   |   |   |          |       |         |         |                 |           |           |          |           |           |           |           |          |          |          |          |       |

**Figure 6 : Agent Custom Performance Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options):

##### Description of Options

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**Process :** Select the Processes by shifting arrows (>,>>) towards right.

**Agent:** Select the Agents by shifting arrows (>,>>) towards right.

**Call Details,Login Details,Averages,Login Users and Breaks:** In order to display report according to the enabled modes, you have to select these 4 modes **NOTE:-**Call Details mode will be selected by default.



**NOTE :** Refer the [Fields description of Agent Daily Performance report](#) to know about the report fields in detail.

#### 4.12.1.7. Agent Disposition Report

Agent Disposition report displays the total calls that agents dispositioned for a specific date and time range .

| Agent Wise Disposition Report                        |  |  |             |                                   |                                   |                                   |            |        |          |  |  |  |
|------------------------------------------------------|--|--|-------------|-----------------------------------|-----------------------------------|-----------------------------------|------------|--------|----------|--|--|--|
|                                                      |  |  |             |                                   |                                   | Process                           | Agent      |        |          |  |  |  |
| Start Date : <input type="text" value="18-05-2017"/> |  |  | Start Time: | <input type="button" value="00"/> | <input type="button" value="00"/> | <input type="button" value="00"/> | BANG_TEST  | >      | kiran    |  |  |  |
| End Date : <input type="text" value="18-05-2017"/>   |  |  | End Time:   | <input type="button" value="23"/> | <input type="button" value="59"/> | <input type="button" value="59"/> | BANG_TEST1 | >>     | Abubakar |  |  |  |
| Login Users: <input type="checkbox"/>                |  |  |             |                                   |                                   | ConVox_Proc                       | <<         | Venkat |          |  |  |  |
|                                                      |  |  |             |                                   |                                   | Daily_Thandi                      | <          | ayaz   |          |  |  |  |
|                                                      |  |  |             |                                   |                                   | Deepjija_sales                    |            | Rita   |          |  |  |  |
|                                                      |  |  |             |                                   |                                   | Deepjija_Supp                     |            | Naresh |          |  |  |  |
| <b>SUBMIT</b>                                        |  |  |             |                                   |                                   |                                   |            |        |          |  |  |  |

| Agent Details |          |                  | Total Calls |     | Dispositions |             |            |         |      |    |    |    |    |  |
|---------------|----------|------------------|-------------|-----|--------------|-------------|------------|---------|------|----|----|----|----|--|
| Full Name     | Agent ID | Process          | Total Calls | DNC | REDIAL       | HotTransfer | AUTOWRAPUP | ALTDIAL | Test | NI | TC | NT | CB |  |
| Abhishek      | Abhishek | Deepjija_Support | 0           | 0   | 0            | 0           | 0          | 0       | 0    | 0  | 0  | 0  | 0  |  |
| Abubakar      | Abubakar | Deepjija_Support | 12          | 0   | 0            | 0           | 0          | 0       | 0    | 0  | 0  | 12 | 0  |  |
| aiyaz         | aiyaz    | Deepjija_Support | 0           | 0   | 0            | 0           | 0          | 0       | 0    | 0  | 0  | 0  | 0  |  |
| Anamika       | Anamika  | Deepjija_Support | 30          | 0   | 1            | 0           | 0          | 0       | 0    | 0  | 0  | 29 | 0  |  |

**Figure 7: Agent Disposition Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options):

##### Description of Options

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**Process :** Select the Processes by shifting arrows (>,>>) towards right.

**Agent:** Select the Agents by shifting arrows (>,>>) towards right.

##### Fields description of Generated report

###### Agent Details

**Full Name** - Name of the selected agent

**Agent ID** - Login ID of the Agent

**Process** - Displays assigned process of the agent.

### Total calls:

**Total Calls** - Total Calls are the sum of total dispositioned status codes.

### Disposition

**Lead Success, Not Interested, Enquiry ,DNC, Redial, Hot Transfer, Auto Wrap up** are some of the dispositions added for the Process, but dispositions may vary. The number of calls shown below each **Disposition** status is the calls that the agent was disposed with that appropriate status.

### 4.12.1.8. Queue Custom Performance Report:

This report provides Queue agent performance statistics with their Call Details, Login Details ,Average and Break Details for a specific date and Time range..

| Queue Custom Performance Report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |             |            |           |                |           |               |                 |                 |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|------------|-----------|----------------|-----------|---------------|-----------------|-----------------|----------|-------------------------------|---------------|--|-------|--|--|----------|--|--|-----------|--|--|-------------------------|--|--|------------|---------|-------------|----------|---------|----------------|-----------|---------------|-----------------|----------|---------|-------------------------------|-----------------|-----------------|-----|-----|----|-----|----|----|-----|----|---|----|---------|-----------------|---|---|---|---|---|---|---|---|---|---|-------------|-----------------|---|---|---|---|---|---|---|---|---|---|-----------|-----------------|---|---|---|---|---|---|---|---|---|---|------------|-----------------|---|---|---|---|---|---|---|---|---|---|--------------|--|------------|------------|-----------|------------|-----------|-----------|------------|-----------|----------|-----------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |             |            |           |                | Process   | Queue         |                 |                 |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| Start Date : 18-05-2017                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                 |             | Start Time | 00        | 00             | 00        | BANG_TEST1    | >               | Deepija_support |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| End Date : 18-05-2017                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |             | End Time   | 23        | 59             | 59        | Convox_Proc   | >>              | Android         |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |             |            |           |                |           | Daily_Thandi  | <<              | Boardnumber     |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |             |            |           |                |           | Deepija_sales | <               | Chevronne       |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |             |            |           |                |           | Deepija_Supp  |                 | supervisor      |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| <b>SUBMIT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |             |            |           |                |           |               |                 |                 |          |                               |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| <table border="1"> <thead> <tr> <th colspan="2">QUEUE DETAILS</th> <th colspan="3">CALLS</th> <th colspan="3">IN CALLS</th> <th colspan="3">OUT CALLS</th> <th colspan="3">RECEIVED TRANSFER CALLS</th> </tr> <tr> <th>QUEUE NAME</th> <th>PROCESS</th> <th>TOTAL CALLS</th> <th>ANSWERED</th> <th>MISSSED</th> <th>TOTAL IN CALLS</th> <th>CONNECTED</th> <th>NOT CONNECTED</th> <th>TOTAL OUT CALLS</th> <th>ANSWERED</th> <th>MISSSED</th> <th>TOTAL RECEIVED TRANSFER CALLS</th> </tr> </thead> <tbody> <tr> <td>Deepija_support</td> <td>Deepija_Support</td> <td>351</td> <td>119</td> <td>33</td> <td>152</td> <td>95</td> <td>71</td> <td>166</td> <td>29</td> <td>4</td> <td>33</td> </tr> <tr> <td>Android</td> <td>Deepija_Support</td> <td>0</td> </tr> <tr> <td>Boardnumber</td> <td>Deepija_Support</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td> <td>3</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Chevronne</td> <td>Deepija_Support</td> <td>0</td> </tr> <tr> <td>supervisor</td> <td>Deepija_Support</td> <td>0</td> </tr> <tr> <td><b>TOTAL</b></td> <td></td> <td><b>357</b></td> <td><b>119</b></td> <td><b>33</b></td> <td><b>152</b></td> <td><b>98</b></td> <td><b>74</b></td> <td><b>172</b></td> <td><b>29</b></td> <td><b>4</b></td> <td><b>33</b></td> </tr> </tbody> </table> |                 |             |            |           |                |           |               |                 |                 |          |                               | QUEUE DETAILS |  | CALLS |  |  | IN CALLS |  |  | OUT CALLS |  |  | RECEIVED TRANSFER CALLS |  |  | QUEUE NAME | PROCESS | TOTAL CALLS | ANSWERED | MISSSED | TOTAL IN CALLS | CONNECTED | NOT CONNECTED | TOTAL OUT CALLS | ANSWERED | MISSSED | TOTAL RECEIVED TRANSFER CALLS | Deepija_support | Deepija_Support | 351 | 119 | 33 | 152 | 95 | 71 | 166 | 29 | 4 | 33 | Android | Deepija_Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Boardnumber | Deepija_Support | 6 | 0 | 0 | 0 | 3 | 3 | 6 | 0 | 0 | 0 | Chevronne | Deepija_Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | supervisor | Deepija_Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | <b>TOTAL</b> |  | <b>357</b> | <b>119</b> | <b>33</b> | <b>152</b> | <b>98</b> | <b>74</b> | <b>172</b> | <b>29</b> | <b>4</b> | <b>33</b> |
| QUEUE DETAILS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 | CALLS       |            |           | IN CALLS       |           |               | OUT CALLS       |                 |          | RECEIVED TRANSFER CALLS       |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| QUEUE NAME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | PROCESS         | TOTAL CALLS | ANSWERED   | MISSSED   | TOTAL IN CALLS | CONNECTED | NOT CONNECTED | TOTAL OUT CALLS | ANSWERED        | MISSSED  | TOTAL RECEIVED TRANSFER CALLS |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| Deepija_support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Deepija_Support | 351         | 119        | 33        | 152            | 95        | 71            | 166             | 29              | 4        | 33                            |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| Android                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Deepija_Support | 0           | 0          | 0         | 0              | 0         | 0             | 0               | 0               | 0        | 0                             |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| Boardnumber                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Deepija_Support | 6           | 0          | 0         | 0              | 3         | 3             | 6               | 0               | 0        | 0                             |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| Chevronne                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Deepija_Support | 0           | 0          | 0         | 0              | 0         | 0             | 0               | 0               | 0        | 0                             |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| supervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Deepija_Support | 0           | 0          | 0         | 0              | 0         | 0             | 0               | 0               | 0        | 0                             |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |
| <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 | <b>357</b>  | <b>119</b> | <b>33</b> | <b>152</b>     | <b>98</b> | <b>74</b>     | <b>172</b>      | <b>29</b>       | <b>4</b> | <b>33</b>                     |               |  |       |  |  |          |  |  |           |  |  |                         |  |  |            |         |             |          |         |                |           |               |                 |          |         |                               |                 |                 |     |     |    |     |    |    |     |    |   |    |         |                 |   |   |   |   |   |   |   |   |   |   |             |                 |   |   |   |   |   |   |   |   |   |   |           |                 |   |   |   |   |   |   |   |   |   |   |            |                 |   |   |   |   |   |   |   |   |   |   |              |  |            |            |           |            |           |           |            |           |          |           |

**Figure 8: Queue Custom Performance Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options):

### Description of Options

**Start Date** : Filter Call Start Dates.

**Start Time** : Filter Call Start Time.

**End Date** : Filter Call End Dates.

**End Time** : Filter Call End Time.

**Process** : Select the Processes by shifting arrows (>,>>) towards right.

**Queue:** Select the Queues by shifting arrows ( $>$ , $>>$ ) towards right.

### Fields description of Agent Daily Performance report

#### AGENT DETAILS

**QUEUE NAME** - Queue name.

**PROCESS** - Assigned Process of the Queue.

#### CALLS

**TOTAL CALLS** - Total calls received by agent and made by the Agent.

#### IN CALLS

**ANSWERED** - The number of calls answered by the agent.

**MISSED** - Number of unanswered calls by agent.

**TOTAL IN CALLS** = Answered calls + Missed calls.

#### OUT CALLS

**CONNECTED** - Number of calls connected to the caller.

**NOT CONNECTED** - Number of calls that are not connected to the caller.

**TOTAL OUT CALLS** = Connected calls + Not connected calls.

#### Received Transfer Calls

**ANSWERED** - The number of calls answered by the agent.

**MISSED** - Number of unanswered calls by agent.

**TOTAL RECEIVED TRANSFER CALLS** = Answered calls + Missed calls.

#### **4.12.1.9. Agent Internal Broadcasting Report:**

Agent Internal Broadcasting Report displays the messages received by Agent from Admin for a specific date and time range.

| Agent Internal BroadCasting Report |            |              |    |    |    |  |
|------------------------------------|------------|--------------|----|----|----|--|
| Start Date :                       | 19-05-2017 | Start Time : | 00 | 00 | 00 |  |
| End Date :                         | 19-05-2017 | End Time :   | 23 | 59 | 59 |  |
| <b>SUBMIT</b>                      |            |              |    |    |    |  |

| Total No. of Records : 4 |                 |          |          | Download Agent Internal BroadCasting Details  |                     |             |
|--------------------------|-----------------|----------|----------|----------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------|
| Sno                      | Process         | Sender   | Receiver | Message                                                                                                                          | Sent Time           | Is Received |
| 1                        | Deepija_Support | admin    | Naresh   | take the access                                                                                                                  | 2017-05-19 12:26:57 | RECEIVED    |
| 2                        | Deepija_Support | admin    | Naresh   | :)                                                                                                                               | 2017-05-19 12:27:17 | RECEIVED    |
| 3                        | Deepija_Support | admin    | Naresh_k | hi bro                                                                                                                           | 2017-05-19 12:33:04 | RECEIVED    |
| 4                        | Deepija_Support | Naresh_k | admin    | System info (Closed Chat by Naresh_...)                                                                                          | 2017-05-19 12:33:29 | RECEIVED    |

**Figure 9: Agent Internal Broadcasting Report**

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options):

#### **Description of Options**

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

#### **Fields description of Agent Internal Broadcasting report**

**Process:** Displays assigned process of the agent.

**Sender:** Displays Sender Name(Admin or Agent)

**Receiver:** Displays Sender Name(Agent or Admin)

**Message:** Displays the Message sent by admin or agent

**Sent Time:** Displays message sent time

## 4.12.2 Process Analysis

Process Analysis section covers 7 types of reports, This reports will allow you to see summary data based on the specific [Process](#).

1. Hourly Process Report
2. Daily Process Report
3. Predictive Outbound Report
4. Preview Outbound Report
5. Progressive Outbound Report
6. Call Recording Report
7. Dump Report

**Process Analysis**

|                                                                                                                                |                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|  <a href="#">Hourly Process Report</a>        |  <a href="#">Daily Process Report</a>    |
|  <a href="#">Predictive Outbound Report</a>   |  <a href="#">Preview Outbound Report</a> |
|  <a href="#">Progressive Outbound Report</a> |  <a href="#">Call Recording Report</a>  |
|  <a href="#">Dump Report</a>                |                                                                                                                             |

### 4.12.2.1. Hourly Process Report

Hourly Process Report shows the detailed view of all incoming and outgoing calls. This report gives the calls details based on [Hour-to-Hour](#) basis.

This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options):

#### Description of Options

**Start Date** : Filter Call Start Dates.

**Start Hour:** Filter Call End Time.

**End Hour:** Filter Call End Time.

**Process** : Select the Process from the drop down provided, By default ALL will be selected.

| PROCESS WISE HOURLY REPORT |                 |                           |            |                     |           |                                                                                  |                        |               |  |  |  |  |  |  |
|----------------------------|-----------------|---------------------------|------------|---------------------|-----------|----------------------------------------------------------------------------------|------------------------|---------------|--|--|--|--|--|--|
| Start Date : 19-05-2017    |                 |                           | Process :  |                     |           | BANG_TEST1<br>ConVox_Process<br>Daily_Thandi<br>Deepija_sales<br>Deepija_Support |                        |               |  |  |  |  |  |  |
| Start Hour : 00            |                 |                           |            |                     |           |                                                                                  |                        |               |  |  |  |  |  |  |
| End Hour : 23              |                 |                           |            |                     |           |                                                                                  |                        |               |  |  |  |  |  |  |
| SUBMIT                     |                 |                           |            |                     |           |                                                                                  |                        |               |  |  |  |  |  |  |
| <b>CALL DETAILS</b>        |                 |                           |            |                     |           |                                                                                  |                        |               |  |  |  |  |  |  |
| <b>Process - DATE</b>      |                 | <b>TOTAL PROCESS WISE</b> |            | <b>INCOMING ACD</b> |           |                                                                                  | <b>MANUAL OUTGOING</b> |               |  |  |  |  |  |  |
| PROCESS                    | DATE - HOUR     | Offered Calls             | Answered   | Agent Abandoned     | Abandoned | Total                                                                            | Connected              | Not Connected |  |  |  |  |  |  |
| Deepija_Support            | 19-05-2017 - 09 | 38                        | 27         | 0                   | 9         | 11                                                                               | 8                      | 3             |  |  |  |  |  |  |
|                            | 19-05-2017 - 10 | 92                        | 59         | 3                   | 22        | 33                                                                               | 20                     | 13            |  |  |  |  |  |  |
|                            | 19-05-2017 - 11 | 52                        | 30         | 2                   | 1         | 22                                                                               | 14                     | 8             |  |  |  |  |  |  |
|                            | 19-05-2017 - 12 | 46                        | 23         | 22                  | 0         | 23                                                                               | 15                     | 8             |  |  |  |  |  |  |
|                            | 19-05-2017 - 13 | 21                        | 11         | 10                  | 1         | 10                                                                               | 6                      | 4             |  |  |  |  |  |  |
|                            | 19-05-2017 - 14 | 10                        | 5          | 5                   | 0         | 5                                                                                | 1                      | 4             |  |  |  |  |  |  |
|                            | 19-05-2017 - 15 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 16 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 17 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 18 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 19 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 20 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 21 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 22 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
|                            | 19-05-2017 - 23 | 0                         | 0          | 0                   | 0         | 0                                                                                | 0                      | 0             |  |  |  |  |  |  |
| <b>Total Calls</b>         |                 | <b>259</b>                | <b>155</b> | <b>116</b>          | <b>6</b>  | <b>33</b>                                                                        | <b>104</b>             | <b>64</b>     |  |  |  |  |  |  |
|                            |                 |                           |            |                     |           |                                                                                  |                        |               |  |  |  |  |  |  |

**Figure 1: Hourly Process Report**

### Fields description of Hourly Process report

#### DATE -TIME

**DATE** - Displays selected date.

**START HOUR-END HOUR** - Displays selected start and end hour. By default 0 to 24 hours records will be displayed

#### CALL- DETAILS

**Total Calls** = Total In Calls + Total Out Calls.

**Answered** - Number of calls answered by the agent.

**Missed** - The calls which are not answered by agent.

**Abandoned** - The calls that hangs up by the caller before reaching an agent.

**Total-In-Calls** = Answered calls + Missed calls + Abandoned calls .

**Connected** - Number of calls connected to the caller.

**Not Connected** - Number of calls which are not connected to the caller.

**Total-Out-Calls** = Connected calls + Not connected calls .

#### 4.12.2.2. Daily Process Report

Daily Process Report shows the detailed view of all incoming and outgoing calls. This report gives the call details based on daily basis .

The screenshot displays the 'PROCESS WISE DAILY REPORT' interface. At the top, there are input fields for 'Start Date' (19-05-2017) and 'No of Days' (01), and a dropdown menu for 'Process' containing options like BANG\_TEST1, ConVox\_Process, Daily\_Thandi, Deepija\_sales, and Deepija\_Support. A green 'SUBMIT' button is located below the dropdown. Below this, a table titled 'CALL DETAILS' provides a summary of call statistics. The table has columns for Process, Date, Total Process Wise, Incoming ACD (Offered Calls, Answered, Agent Abandoned, Abandoned), and Manual Outgoing (Total, Connected, Not Connected). The data shows 260 total calls, 156 offered, 117 answered, 6 agent abandoned, 33 abandoned, 104 total manual outgoing, 64 connected, and 40 not connected.

| CALL DETAILS       |            |                    |               |            |                 |           |                 |           |               |
|--------------------|------------|--------------------|---------------|------------|-----------------|-----------|-----------------|-----------|---------------|
| PROCESS            | DATE       | TOTAL PROCESS WISE | INCOMING ACD  |            |                 |           | MANUAL OUTGOING |           |               |
|                    |            |                    | Offered Calls | Answered   | Agent Abandoned | Abandoned | Total           | Connected | Not Connected |
| Deepija_Support    | 2017-05-19 | 260                | 156           | 117        | 6               | 33        | 104             | 64        | 40            |
| <b>Total Calls</b> |            | <b>260</b>         | <b>156</b>    | <b>117</b> | <b>6</b>        | <b>33</b> | <b>104</b>      | <b>64</b> | <b>40</b>     |

**Figure 2 : Daily Process Report**

This report can change depending on the filtered values and will be generated with the following fields (See the following for a description of options).

##### Description of Options:

**Start Date :** Filter Call Start Dates.

**No. of Days:** Select the number of days that want to display the report data with.

**Process :** Select the Process from the drop down provided, By default ALL will be selected.



**NOTE :** Refer the Fields [description of Hourly Process report](#) to know about the report fields in detail.

#### 4.12.2.3. Predictive Outbound Report

Predictive Outbound report will display the autodial outbound calls details. This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

##### Description of Options

**Start Date** : Filter Call Start Dates.

**Start Time** : Filter Call Start Time.

**End Date** : Filter Call End Dates.

**End Time** : Filter Call End Time.

**Process** : Select the Process from the drop down provided, By default ALL will be selected.

**List**: Select the list name from the drop down provided, By default ALL will be selected.

| Predictive Outbound Report |            |             |     |        |    |
|----------------------------|------------|-------------|-----|--------|----|
| Start Date :               | 19-05-2017 | Start Time: | 00  | 00     | 00 |
| End Date :                 | 19-05-2017 | End Time:   | 23  | 59     | 59 |
| Process :                  | ALL        | List:       | ALL | SUBMIT |    |

| Predictive Outbound Calls |    |   |                    |                       |   |
|---------------------------|----|---|--------------------|-----------------------|---|
| Agent Disposition         |    |   | Dialer Disposition |                       |   |
| 1                         | CB | 1 | 1                  | CNA-Ringing/No Answer | 1 |
| Total                     |    | 1 | Total              |                       | 1 |

**Figure 3: Predictive Outbound Report**

##### Agent Disposition

As the name defines its a call type behaviour disposed by an agent .

**Agent Disposition** :- Displays the disposed status of an agent.

**Count** :- Gives the call count details of each corresponding disposed status of an agent.

##### Dialer Disposition

The status which is disposed by dialer(System) itself is a dialer disposition .

#### 4.12.2.4. Preview Outbound Report

Preview Outbound report will display the agent click a number to dial outbound calls details. This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

| Preview Outbound Report |            |             |                     |           |                       |
|-------------------------|------------|-------------|---------------------|-----------|-----------------------|
| Start Date :            | 01-05-2017 | Start Time: | 00                  | 00        | End Date : 19-05-2017 |
| Process :               | ALL        | List :      | ALL                 | SUBMIT    |                       |
| Preview Outbound Calls  |            |             |                     |           |                       |
| CONNECTED CALLS         |            |             | NOT CONNECTED CALLS |           |                       |
| 1                       | Call_Back  | 2           | 1                   | Call_Back | 8                     |
|                         |            |             | 2                   | NOANSWER  | 4                     |
| Total                   |            | 2           | Total               |           | 12                    |

Figure 4 : Preview Outbound Report

##### Description of Options:

**Start Date** : Filter Call Start Dates.

**Start Time** : Filter Call Start Time.

**End Date** : Filter Call End Dates.

**End Time** : Filter Call End Time.

**Process** : Select the Process from the drop down provided, By default ALL will be selected.

**List**: Select the list name from the drop down provided, By default ALL will be selected

**Connected Calls**: Displays the total count of connected calls

**Not Connected Calls**: Displays the total count of connected calls

#### 4.12.2.5. Progressive Outbound Report:

Progressive Outbound report will display the auto dial outbound calls details. This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

| Progressive Outbound Report                   |                                 |                                                                                                                      |                       |                                 |                                                                                                                    |                                       |
|-----------------------------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Start Date : 01-04-2017                       | <input type="button" value=""/> | Start Time: 00 <input type="button" value=""/> 00 <input type="button" value=""/> 00 <input type="button" value=""/> | End Date : 30-04-2017 | <input type="button" value=""/> | End Time: 23 <input type="button" value=""/> 59 <input type="button" value=""/> 59 <input type="button" value=""/> | <input type="button" value="SUBMIT"/> |
| Process : ALL <input type="button" value=""/> |                                 | List : ALL <input type="button" value=""/>                                                                           |                       |                                 |                                                                                                                    |                                       |

| Progressive Outbound Calls |   |                     |
|----------------------------|---|---------------------|
| CONNECTED CALLS            |   | NOT CONNECTED CALLS |
| Total                      | 0 | No Records Found    |

**Figure 5 : Progressive Outbound Report**

**Description of Options:**

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**Process :** Select the Process from the drop down provided, By default ALL will be selected.

**List:** Select the list name from the drop down provided, By default ALL will be selected

**Connected** - Number of calls connected to the caller.

**Not Connected** - Number of calls which are not connected to the caller.

#### 4.12.2.6. Call Recording Report

Call Recording Report will show you the **recordings** (conversations) done between agent and the caller .This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

**Description of Options**

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**Process :** Select the Process from the drop down provided, By default ALL will be selected.

**Agent:** Select the Agents from the drop down provided, By default ALL will be selected.

**Disposition:** Select the Dispositions from the drop down provided, By default ALL will be selected.

**Keyword:** You can search for the data on **Agent Name, Agent ID, Phone No, Process, Status, Call Type** columns respectively .

| CALLS RECORDING REPORT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |              |                 |               |           |            |                     |            |                                                   |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------|-----------------|---------------|-----------|------------|---------------------|------------|---------------------------------------------------|----|----|--------|-----|----------|----------|---------|--------|-----------|-----------|-----------|----------|----------------|--|--|--|---|---------|------------|-----------------|----|----------|--------|---------------------|----------|---------------------------------------------------|--|--|--|---|------|------------|-----------------|----|----------|--------|---------------------|----------|---------------------------------------------------|--|--|--|---|------|------------|-----------------|----|----------|---------|---------------------|----------|--------------------------------------------------|--|--|--|---|---------|------------|-----------------|----|----------|--------|---------------------|----------|---------------------------------------------------|--|--|--|---|------|------------|-----------------|----|----------|---------|---------------------|----------|--------------------------------------------------|--|--|--|
| Start Date :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 19-05-2017 | Start Time : | 00              | 00            | 00        | End Date : | 19-05-2017          | End Time : | 23                                                | 59 | 59 | SUBMIT |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
| Process :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ALL        | Agent :      | ALL             | Disposition : | ALL       | Keyword :  |                     |            |                                                   |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
|   Records Found: 491                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |              |                 |               |           |            |                     |            |                                                   |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
| <table border="1"><thead><tr><th>SNO</th><th>Agent ID</th><th>Phone No</th><th>Process</th><th>Status</th><th>Call Type</th><th>Call Mode</th><th>Call Time</th><th>Duration</th><th colspan="4">Recording File</th></tr></thead><tbody><tr><td>1</td><td>Mounika</td><td>9845377351</td><td>Deepija_Support</td><td>TC</td><td>OUTGOING</td><td>REDIAL</td><td>2017-05-19 18:57:37</td><td>00:03:04</td><td colspan="4">2017-05-19/out/9845377351_1010_20170519185725.WAV</td></tr><tr><td>2</td><td>devi</td><td>9550696008</td><td>Deepija_Support</td><td>TC</td><td>OUTGOING</td><td>manual</td><td>2017-05-19 18:56:19</td><td>00:00:35</td><td colspan="4">2017-05-19/out/9550696008_1009_20170519185607.WAV</td></tr><tr><td>3</td><td>devi</td><td>9550696008</td><td>Deepija_Support</td><td>TC</td><td>INCOMING</td><td>inbound</td><td>2017-05-19 18:44:34</td><td>00:09:03</td><td colspan="4">2017-05-19/in/9550696008_1009_20170519184413.WAV</td></tr><tr><td>4</td><td>Anamika</td><td>9922600708</td><td>Deepija_Support</td><td>TC</td><td>OUTGOING</td><td>manual</td><td>2017-05-19 18:30:45</td><td>00:15:52</td><td colspan="4">2017-05-19/out/9922600708_1003_20170519183032.WAV</td></tr><tr><td>5</td><td>devi</td><td>9553518830</td><td>Deepija_Support</td><td>TC</td><td>INCOMING</td><td>inbound</td><td>2017-05-19 18:30:06</td><td>00:00:13</td><td colspan="4">2017-05-19/in/9553518830_1009_20170519182955.WAV</td></tr></tbody></table> |            |              |                 |               |           |            |                     |            |                                                   |    |    |        | SNO | Agent ID | Phone No | Process | Status | Call Type | Call Mode | Call Time | Duration | Recording File |  |  |  | 1 | Mounika | 9845377351 | Deepija_Support | TC | OUTGOING | REDIAL | 2017-05-19 18:57:37 | 00:03:04 | 2017-05-19/out/9845377351_1010_20170519185725.WAV |  |  |  | 2 | devi | 9550696008 | Deepija_Support | TC | OUTGOING | manual | 2017-05-19 18:56:19 | 00:00:35 | 2017-05-19/out/9550696008_1009_20170519185607.WAV |  |  |  | 3 | devi | 9550696008 | Deepija_Support | TC | INCOMING | inbound | 2017-05-19 18:44:34 | 00:09:03 | 2017-05-19/in/9550696008_1009_20170519184413.WAV |  |  |  | 4 | Anamika | 9922600708 | Deepija_Support | TC | OUTGOING | manual | 2017-05-19 18:30:45 | 00:15:52 | 2017-05-19/out/9922600708_1003_20170519183032.WAV |  |  |  | 5 | devi | 9553518830 | Deepija_Support | TC | INCOMING | inbound | 2017-05-19 18:30:06 | 00:00:13 | 2017-05-19/in/9553518830_1009_20170519182955.WAV |  |  |  |
| SNO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Agent ID   | Phone No     | Process         | Status        | Call Type | Call Mode  | Call Time           | Duration   | Recording File                                    |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Mounika    | 9845377351   | Deepija_Support | TC            | OUTGOING  | REDIAL     | 2017-05-19 18:57:37 | 00:03:04   | 2017-05-19/out/9845377351_1010_20170519185725.WAV |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | devi       | 9550696008   | Deepija_Support | TC            | OUTGOING  | manual     | 2017-05-19 18:56:19 | 00:00:35   | 2017-05-19/out/9550696008_1009_20170519185607.WAV |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
| 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | devi       | 9550696008   | Deepija_Support | TC            | INCOMING  | inbound    | 2017-05-19 18:44:34 | 00:09:03   | 2017-05-19/in/9550696008_1009_20170519184413.WAV  |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
| 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Anamika    | 9922600708   | Deepija_Support | TC            | OUTGOING  | manual     | 2017-05-19 18:30:45 | 00:15:52   | 2017-05-19/out/9922600708_1003_20170519183032.WAV |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |
| 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | devi       | 9553518830   | Deepija_Support | TC            | INCOMING  | inbound    | 2017-05-19 18:30:06 | 00:00:13   | 2017-05-19/in/9553518830_1009_20170519182955.WAV  |    |    |        |     |          |          |         |        |           |           |           |          |                |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |   |         |            |                 |    |          |        |                     |          |                                                   |  |  |  |   |      |            |                 |    |          |         |                     |          |                                                  |  |  |  |

**Figure 6 : Call Recording Report**

#### Fields description of Call Recording report

**Agent Name** - Name of the selected Agent.

**Agent ID** - Login ID of the Agent.

**Phone No** - Phone number of the caller.

**Process** - Process name assigned for the agent .

**Status** - Type of the status that the agent was disposed to.

**Call Type** - Call Type includes Inbound ACD or Outbound ACD.

**Call Mode**- Call mode includes redial, inbound, outbound

**Call Time** - Shows **call received** time of the agent or **call made** time by the agent .

**Duration** - The time duration that agent was talked on the phone with the caller.

**Recording File** - Call recording capability allows capture of the agent contact with the customer. Individual recordings can be played back or you can be saved to disk.

#### 4.12.2.7. Dump Report:

Dump report will allow you to see summary data of all the fields of Agent CRM screen for specified date and time. Under the generated report you can see the customer details by having a click on View link.

| Dump Report                                                                                                                                                      |            |                                 |             |    |    |    |                 |                 |                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------------|-------------|----|----|----|-----------------|-----------------|---------------------------------------|
| Start Date :                                                                                                                                                     | 19-05-2017 | <input type="button" value=""/> | Start Time: | 00 | 00 | 00 | Process :       | Deepija_Support | <input type="button" value="SUBMIT"/> |
| End Date :                                                                                                                                                       | 19-05-2017 | <input type="button" value=""/> | End Time:   | 23 | 59 | 59 | Dialer Status : | ALL             |                                       |
| Note : You can customise this Report using 'CRM Report View' (  ) under 'CRM' |            |                                 |             |    |    |    |                 |                 |                                       |

| Call Details |                     |          |                           |              |        |          |                |               |                           |           |
|--------------|---------------------|----------|---------------------------|--------------|--------|----------|----------------|---------------|---------------------------|-----------|
| S. No.       | Call Date           | Agent ID | Customer Name             | Phone Number | Status | Duration | Phone Order No | Dialer Status | First name                | Last name |
| 1            | 2017-05-19 19:06:00 | Venkat   | Suresh-Vindya E-InfoMedia | 9845377351   | TC     | 00:01:51 | Primary Number | ANSWERED      | Suresh-Vindya E-InfoMedia | MALE      |
| 2            | 2017-05-19 19:04:57 | Naresh_K | shahid-deepija            | 9582253786   | TC     | 00:01:40 | Primary Number | ANSWERED      | shahid-deepija            |           |
| 3            | 2017-05-19 19:05:42 | devi     |                           | 9845377351   |        | 00:00:00 | Primary Number | NOT-ANSWERED  |                           |           |
| 4            | 2017-05-19 19:02:20 | devi     | Santosh Kumar. M          | 9550696008   | TC     | 00:01:53 | Primary Number | ANSWERED      | Santosh Kumar. M          | MALE      |
| 5            | 2017-05-19 19:04:24 | Venkat   |                           | 8989         | TC     | 00:00:00 | Primary Number | NOT-ANSWERED  |                           |           |

**Figure 7 : Dump Report**

This report view would typically contain rows of data with the following information

#### Description of Options

**Start Date** : Filter Call Start Dates.

**Start Time** : Filter Call Start Time.

**End Date** : Filter Call End Dates.

**End Time** : Filter Call End Time.

**Process** : Select the Process from the drop down provided, By default ALL processes will be selected.

#### Fields description of Dump report

##### Details

**Call Date** - Displays selected Date.

**Agent ID** - Login Id of the selected agent.

**Customer Name** - Name of the caller/customer.

**Phone Number** - Phone Number of the caller.

**Status** - Type of the disposition status updated by agent.

**Duration** - The time duration that agent was talked on the phone with the caller.

**Phone Order No:** Displays Phone order no (Primary name)

#### **CRM DETAILS:**

**First Name:** First name of the customer/caller

**Last Name:** Last name of the customer

**City:** Name of the city of caller/Customer

**Comments** - Here comments work will be updated by the agent after the call conversation with caller.

#### **Detail View**

**Customer Details** - Caller information details of the CRM screen will be displayed here by clicking on View Button

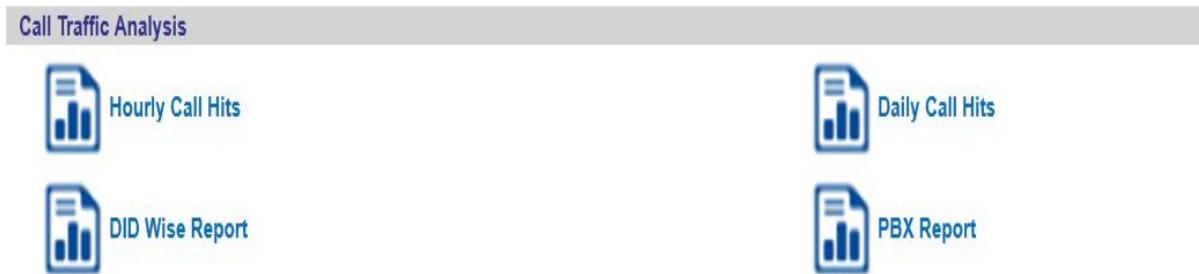
| Call Details   |                     |
|----------------|---------------------|
| Call Date      | 2017-05-19 21:18:47 |
| Agent ID       | chaitanya           |
| Customer Name  | Mr.Rishi            |
| Phone Number   | 9130063407          |
| Status         | TC                  |
| Duration       | 00:01:11            |
| Phone Order No | Primary Number      |
| Dialer Status  | ANSWERED            |
| CRM Details    |                     |
| First name     | Mr.Rishi            |
| Last name      | HRISHIKESH DHIWAR   |
| Gender         | MALE                |
| Designation    |                     |
| Phone 1        |                     |
| Land mark      |                     |
| Address 1      | Pune                |
| Company Name   | DBS Mintik          |
| test           |                     |
| email id       |                     |
| Acc No         |                     |

Above **Call** and **CRM** details will be displayed once having a click on [View](#) link .

### **4.12.3 Call-Traffic Analysis**

Call-Traffic Analysis section consists of 3 types of reports, This reports will allow you to see summary data for a specific [Agent/Process](#).

- 1.Hourly Call Hits
- 2.Daily Call Hit
- 3.DID wise Report
- 4.PBX Report



#### **4.12.3.1. Hourly Call Hits**

Hourly Call Hits Report shows summary information about calls hit on ACD i.e, shows information about calls presented to, handled by, and abandoned from ACD and also the information about the calls which ended through IVR node(menu options) ,call forward, voice mail,recording studio and undefined application will display here.

| CALL HITS HOURLY REPORT |            |              |    |            |    |  |  |  |
|-------------------------|------------|--------------|----|------------|----|--|--|--|
| Start Date              | 20-05-2017 | Start Hour : | 00 | End Hour : | 23 |  |  |  |
| <b>SUBMIT</b>           |            |              |    |            |    |  |  |  |



| DATE-TIME       | CALL DETAILS |                 |               |          |                 |           |                 |           |               |     |             |           |                  |           |
|-----------------|--------------|-----------------|---------------|----------|-----------------|-----------|-----------------|-----------|---------------|-----|-------------|-----------|------------------|-----------|
|                 | DATE - HOUR  | TOTAL CALL HITS | INCOMING ACD  |          |                 |           | MANUAL OUTGOING |           |               | IVR | CallForward | VoiceMail | Recording Studio | Undefined |
|                 |              |                 | Offered Calls | Answered | Agent Abandoned | Abandoned | Total           | Connected | Not Connected |     |             |           |                  |           |
| 20-05-2017 - 00 |              | 2               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 2           | 0         | 0                | 0         |
| 20-05-2017 - 01 |              | 1               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 1           | 0         | 0                | 0         |
| 20-05-2017 - 02 |              | 3               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 3           | 0         | 0                | 0         |
| 20-05-2017 - 03 |              | 0               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 0           | 0         | 0                | 0         |
| 20-05-2017 - 04 |              | 0               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 0           | 0         | 0                | 0         |
| 20-05-2017 - 05 |              | 3               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 3           | 0         | 0                | 0         |
| 20-05-2017 - 06 |              | 15              | 1             | 0        | 0               | 1         | 0               | 0         | 0             | 0   | 14          | 0         | 0                | 0         |
| 20-05-2017 - 07 |              | 8               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 8           | 0         | 0                | 0         |
| 20-05-2017 - 08 |              | 2               | 0             | 0        | 0               | 0         | 0               | 0         | 0             | 0   | 2           | 0         | 0                | 0         |
| 20-05-2017 - 09 |              | 27              | 24            | 17       | 1               | 6         | 3               | 2         | 1             | 0   | 0           | 0         | 0                | 0         |
| 20-05-2017 - 10 |              | 42              | 33            | 31       | 2               | 0         | 9               | 7         | 2             | 0   | 0           | 0         | 0                | 0         |
| 20-05-2017 - 11 |              | 65              | 34            | 33       | 1               | 0         | 31              | 17        | 14            | 0   | 0           | 0         | 0                | 0         |

**Figure 1 : Hourly Call Hits Report**

This report can change depending on the filtered values. Start by selecting a start date ,start hour and by end hour . A report will be generated with the following fields ( See the following for a description of options).

### Description of Options

**Start Date** : Filter Call Start Dates.

**Start Hour** : Filter Call Start Hour.

**End Hour** : Filter Call End Hour.

### Fields description of Hourly Calls Hits report

#### DATE-TIME

**DATE** - Displays selected Date.

**START HOUR – END HOUR** - Displays selected start and end hour. By default 0 to 24 hours records will be displayed

**TOTAL CALLS** = ACD calls + IVR +Call forward + Voice Mail + Recording studio + Undefined calls.

#### CALL DETAILS

**ACD** :- The number of calls received,made and handled by agents. It also include abandon and Missed Calls. In short displays total number of incoming and outgoing calls of all the agents.

**IVR** :- The number of calls ended through **IVR** node will display here.

**Call Forward**:- The number of calls received on **Call Forward** node will display here.

**Voice Mail** :- Callers who reaches at **voice mail** stage will display here.

**Recording Studio** :- Users(Clients) who made recordings through **Recording Studio** tab will display here.

**Undefined** :- The numbers disconnected at initial route will dispose as **undefined** status. Number of calls that reached undefined status will display here.

#### 4.12.3.2. Daily Call Hits

Daily Call Hits Report will show you the number of calls hit on the ACD and also calls last ended through IVR (menu options) ,call forward, voice mail,recording studio and undefined application path will display here,This report can be generated based on the specified [days](#).

| CALL HITS DAILY REPORT |                     |                     |                    |                   |                   |                    |                    |                    |   |                    |             |           |                  |           |
|------------------------|---------------------|---------------------|--------------------|-------------------|-------------------|--------------------|--------------------|--------------------|---|--------------------|-------------|-----------|------------------|-----------|
| DATE-TIME              |                     | CALL DETAILS        |                    |                   |                   |                    |                    |                    |   |                    |             |           |                  |           |
| DATE                   | TOTAL CALL HITS     | INCOMING ACD        |                    |                   |                   | MANUAL OUTGOING    |                    |                    |   | IVR                | CallForward | VoiceMail | Recording Studio | Undefined |
|                        |                     | Offered Calls       | Answered           | Agent Abandoned   | Abandoned         | Total              | Connected          | Not Connected      |   |                    |             |           |                  |           |
| 2017-05-20             | <a href="#">210</a> | <a href="#">107</a> | <a href="#">96</a> | <a href="#">4</a> | <a href="#">1</a> | <a href="#">70</a> | <a href="#">40</a> | <a href="#">30</a> | 0 | <a href="#">33</a> | 0           | 0         | 0                | 0         |
| Total Calls            | <a href="#">210</a> | <a href="#">107</a> | <a href="#">96</a> | <a href="#">4</a> | <a href="#">1</a> | <a href="#">70</a> | <a href="#">40</a> | <a href="#">30</a> | 0 | <a href="#">33</a> | 0           | 0         | 0                | 0         |

**Figure 2: Daily Call Hits Report**

This report can change depending on the filtered values. Start by selecting a start date and by selecting number of days. A report will be generated with the following fields ( See the following for a description of options):

##### Description of options

**Start Date** : Filter Call Start Dates

**No. of Days:** Select the number of days that want to display the report data with.

 **NOTE :** Refer the [Fields description of Hourly Calls Hits report](#) to know about the report fields in detail.

#### 4.12.3.3. DID Wise Report:

DID Wise Report will show you the number of calls offered by Particular DID Number. This report can be generated based on the specified [days](#).

This report view would typically contain rows of data with the following information

##### Description of Options

**Start Date** : Filter Call Start Dates.

**Start Time** : Filter Call Start Time.

**End Date** : Filter Call End Dates.

**End Time** : Filter Call End Time.

**DIDS** : Select the DIDs by shifting arrows (>,>>) towards right.

| DID Wise Report      |            |               |                                                                                               |                 |                                           |
|----------------------|------------|---------------|-----------------------------------------------------------------------------------------------|-----------------|-------------------------------------------|
|                      |            |               | DIDS                                                                                          |                 |                                           |
| Start Date :         | 20-05-2017 | Start Time :  | 00                                                                                            | 00              | 00                                        |
| End Date :           | 20-05-2017 | End Time:     | 23                                                                                            | 59              | 59                                        |
|                      |            |               | 04079410380-040794103<br>1111-1111<br>4079410380-407941038C<br>4545-4545<br>49325575-49325575 |                 | ConVox_InBound_Rou<br>HPanytime2-77997004 |
|                      |            |               | >                                                                                             | >>              | <<                                        |
|                      |            |               | <                                                                                             |                 | >                                         |
| <b>SUBMIT</b>        |            |               |                                                                                               |                 |                                           |
| DID DETAILS          |            |               |                                                                                               |                 |                                           |
| Route Name           | DID        | Offered Calls | Answered                                                                                      | Agent Abandoned | Abandoned                                 |
| ConVox_InBound_Route | 49325550   | 36            | 33                                                                                            | 3               | 0                                         |
| HPanytime2           | 7799700420 | 78            | 70                                                                                            | 1               | 2                                         |
| <b>TOTAL</b>         |            | <b>114</b>    | <b>103</b>                                                                                    | <b>4</b>        | <b>2</b>                                  |

**Figure 3: DID wise Report**

This report can change depending on the filtered values. Start by selecting a start date ,start hour and by end hour . A report will be generated with the following fields ( See the following for a description of options).

##### Fields description of DID Wise report

**Route Name:** Displays route name.

**DID Number:** Displays selected DID number

**Offered Calls:** calls offered by DID number.

**Answered:** Displays Answered calls by agent.

**Agent Abandoned:** calls abandoned by agent.

**Abandoned:** calls abandoned by customer.

#### 4.12.3.4.PBX Report:

PBX Report will show you the number of calls offered by Particular DID Number. This report can be generated based on the specified [days](#).

This report view would typically contain rows of data with the following information

##### Description of Options

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**DIDS :** Select the DID's by shifting arrows (>,>>) towards right.

The screenshot shows the 'Deepija PBX Report' interface. At the top left, there are date and time filters: 'Start Date' (20-05-2017), 'Start Time' (00:00:00), 'End Date' (20-05-2017), and 'End Time' (23:59:59). To the right is a 'DID' selection area with a list containing 'Board Number-49325555' and 'Toll Free-49325552'. Below these are shift arrows for moving items between lists. A green 'SUBMIT' button is located at the bottom right of this section. At the bottom, there is a 'PBX SUMMARY REPORT' table with the following data:

| ROUTE NAME   | DID      | OFFERED CALLS | ANSWERED | AGENT BUSY | MISSSED CALLS | TRANSFERRED TO DID |
|--------------|----------|---------------|----------|------------|---------------|--------------------|
| Board Number | 49325555 | 4             | 2        | 0          | 1             | 1                  |
| Toll Free    | 49325552 | 0             | 0        | 0          | 0             | 0                  |
| <b>TOTAL</b> |          | <b>4</b>      | <b>2</b> | <b>0</b>   | <b>1</b>      | <b>1</b>           |

**Figure 4: PBX Report**

This report can change depending on the filtered values. Start by selecting a start date ,start hour and by end hour . A report will be generated with the following fields ( See the following for a description of options).

##### Fields description of PBX report

**Route Name:** Displays route name.

**DID Number:** Displays selected DID number

**Offered Calls:** calls offered by DID number.

**Answered:** Displays Answered calls by agent.

**Agent Busy :** Displays No of Agent busy

**Missed calls:** Displays Missed calls.

#### 4.12.4 Notification Reports:

Notification Reports section consists of 2 types of reports, This reports will allow you to see summary data for a specific Agent/Process/disposition.

- 1.SMS Report
- 2.Email Report

##### 4.12.4.1.SMS Report:

**SMS** Report will show you the summary report based on dispositions Messages sent by agent to caller .This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

| SMS Report   |            |              |     |               |     |                                       |            |            |
|--------------|------------|--------------|-----|---------------|-----|---------------------------------------|------------|------------|
| Start Date : | 20-05-2017 | Start Time : | 00  | 00            | 00  | End Date :                            | 20-05-2017 | End Time : |
| Process :    | ALL        | Agent :      | ALL | Disposition : | ALL | <input type="button" value="SUBMIT"/> |            |            |

| Total No. of Records : 0 |              |         |         | Download SMS Details  |             |        |               |           |
|--------------------------|--------------|---------|---------|------------------------------------------------------------------------------------------------------------|-------------|--------|---------------|-----------|
| Sno                      | Phone Number | Message | Process | Agent ID                                                                                                   | Disposition | Status | Response Code | Sent Date |
| No Records Found         |              |         |         |                                                                                                            |             |        |               |           |

**Figure 1. SMS Report**

##### Description of Options

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**Process :** Select the Process from the drop down provided, By default ALL will be selected.

**Agent:** Select the Agents from the drop down provided, By default ALL will be selected.

**Disposition:** Select the Dispositions from the drop down provided, By default ALL will be selected.

### Fields description of SMS report

**Phone No** - Phone number of the caller.

**Message:** Message sent to caller.

**Process** - Process name assigned for the agent .

**Agent ID** - Login ID of the Agent.

**Disposition:** Selected disposition

**Status** - Type of the disposition status updated by agent.

**Respond code:** Respond code of caller.

**Sent Time:** Message sent time

### 4.12.4.2.Email Report:

**Email** Report will show you the summary report based on dispositions Email sent by agent to caller .This report can change depending on the filtered values and will be generated with the following fields ( See the following for a description of options).

| Email Report             |              |                   |         |               |                        |            |             |                        |           |
|--------------------------|--------------|-------------------|---------|---------------|------------------------|------------|-------------|------------------------|-----------|
| Start Date :             | 20-05-2017   | Start Time :      | 00      | 00            | 00                     | End Date : | 20-05-2017  | End Time :<br>23 59 59 |           |
| Process :                | ALL          | Agent :           | ALL     | Disposition : | ALL                    | SUBMIT     |             |                        |           |
| Total No. of Records : 0 |              |                   |         |               | Download Email Details |            |             |                        |           |
| Sno                      | Phone Number | Customer Email Id | Message | Attachment    | Process                | Agent ID   | Disposition | Status                 | Sent Date |
| No Records Found         |              |                   |         |               |                        |            |             |                        |           |

**Figure 2. Email Report**

#### Description of Options

**Start Date :** Filter Call Start Dates.

**Start Time :** Filter Call Start Time.

**End Date :** Filter Call End Dates.

**End Time :** Filter Call End Time.

**Process :** Select the Process from the drop down provided, By default ALL will be selected.

**Agent:** Select the Agents from the drop down provided, By default ALL will be selected.

**Disposition:** Select the Dispositions from the drop down provided, By default ALL will be selected.

## Fields description of Email report

**Phone No** - Phone number of the caller.

**Customer Email ID:** Email ID of Caller.

**Message:** Message sent to caller.

**Attachment:** Display the attachment which sent to caller.

**Process** - Process name assigned for the agent .

**Agent ID** - Login ID of the Agent.

**Disposition:** Selected disposition.

**Status** - Type of the disposition status updated by agent.

**Sent Time:** Email sent time.

====<<<END>>>=====