

# EMPLOYEE TRAINING MODULE - 4

A development course to set you  
up for success at work

Presentation by Hafsa Khan



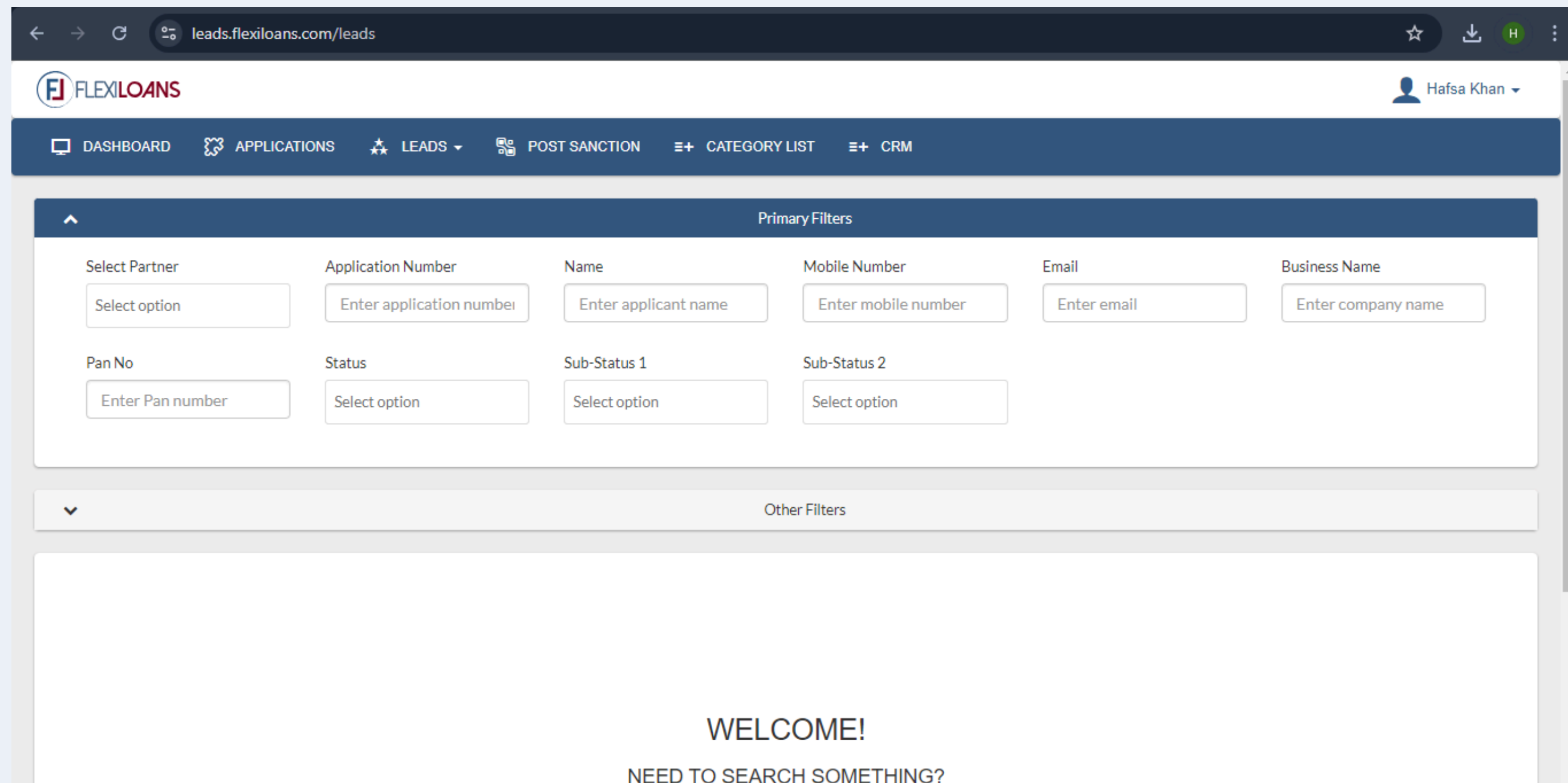
# WHAT WE WILL TALK ABOUT

- OPC Navigation
- LOS Navigation
- Web Console Navigation



# OPC NAVIGATION

Search the  
Application



The screenshot shows the FlexiLoans OPC Navigation interface. The browser address bar displays "leads.flexiloans.com/leads". The FlexiLoans logo is in the top left, and the user "Hafsa Khan" is logged in at the top right. A navigation bar contains links for DASHBOARD, APPLICATIONS, LEADS (selected), POST SANCTION, CATEGORY LIST, and CRM. The main content area features a "Primary Filters" section with the following fields:

Select Partner	Application Number	Name	Mobile Number	Email	Business Name
<input type="text" value="Select option"/>	<input type="text" value="Enter application number"/>	<input type="text" value="Enter applicant name"/>	<input type="text" value="Enter mobile number"/>	<input type="text" value="Enter email"/>	<input type="text" value="Enter company name"/>

Pan No	Status	Sub-Status 1	Sub-Status 2
<input type="text" value="Enter Pan number"/>	<input type="text" value="Select option"/>	<input type="text" value="Select option"/>	<input type="text" value="Select option"/>

Below the filters is an "Other Filters" section, which is currently collapsed. At the bottom of the page, a large white box contains the text:

WELCOME!  
NEED TO SEARCH SOMETHING?

# OPC NAVIGATION

Enter the Phone Number

leads.flexiloans.com/leads

DASHBOARD

APPLICATIONS

LEADS

POST SANCTION

CATEGORY LIST

CRM

Primary Filters

Select Partner

Application Number

Name

Mobile Number

Email

Business Name

Pan No

Status

Sub-Status 1

Sub-Status 2

Other Filters

Lead Pool

Top up

Renewal

SHOW 100 RECORDS

« 1 »

BULK ACTION

MORE

	Created at	Actions	Number	Applicant Name	Status	Sub-Status 1	Sub-Status 2	Partner	Loan Amount	Referral Date	Colender OnHold Date	Colender Approved Date
<input type="checkbox"/>	06-08-2024		PNF-MAF...	MAHEND...	In Progress	Qualified L...	Doc Pending	BankOpen	₹15,00,000	---	---	---

# OPC NAVIGATION

Click on Open CRM Page

Pan No

Enter Pan number

Status

Select option

Sub-Status 1

Select option

Sub-Status 2

Select option

Other Filters

Lead Pool

Top up

Renewal

SHOW 100 RECORDS

« 1 »

BULK ACTION

MORE

<input type="checkbox"/>	Created at	Actions	Number	Applicant Name	Status	Sub-Status 1	Sub-Status 2	Partner	Loan Amount	Referral Date	Colender OnHold Date	Colender Approved Date
<input type="checkbox"/>	06-08-2024	<div><div></div><div>Send Email</div><div>Send SMS</div><div>Request Documents</div><div>Upload Document</div><div>Open CRM page</div><div>Calculate Eligibility</div></div>		MAHEND...	In Progress	Qualified L...	Doc Pending	BankOpen	₹15,00,000	---	---	---

# OPC NAVIGATION

## CRM Page

FlexiLoans

Welcome Hafsa Khan

Own Application

Reopened Case

Rejection Reason: Banking Norms Not Met

App Installed: No

Last Seen: --

RELOAD

PAN verified

HVC not tagged

Enable WhatsApp updates

Send AA Link

Send Email

Send SMS

PNF-MAFES-000-AUG24-00001

APPLICATION ID

In Progress - Qualified Lead - Doc Pending

14-08-2024 11:08:34 LAST CHANGED STATUS

BankOpen

PARTNER & SUB-USER

Platform : loanwiser

PENDING - 0 | NOT VERIFIED - 0

TOTAL DOCUMENTS REQUIRED : 3

MAHENDRA RAGHUNATH P

Fes Bhade

Name

MAHENDRA RAGHUNATH PATEL

Father's Name

RAGHUNATH UKHA PATEL

Phone Number

Business Details

Business Name

BRAHMANDNAYAK PETROLEUM

Business PAN (for non-proprietors)

AKOPP7466M

Type of business (Retailer/Wholesaler ...)

Retailer

Eligibility Calculator

Monthly Turnover

500000

Margin Percentage

9

Current Obligations

0

Language Barrier

Preferred Language

SAVE

Missing Application Data

Save

# OPC NAVIGATION

## Documents Checklist and Remarks

The screenshot displays the OPC NAVIGATION interface. At the top, there's a header with a user profile dropdown (brahmandhayak1972@gmail.com), a product category dropdown, and an eligibility status bar showing ₹4,05,000. Below this is a 'Document Checklist' section with two buttons: 'REQUEST DOCUMENT' and 'UPLOAD DOCUMENT'. A table lists various document types with their verification status and the number of documents. To the right, a 'Remarks' section shows a log of system messages regarding parsing milestones.

Documents	Document Type	Date & Time	Verified	Ops Remarks	Reason	Action
> Business KYC			✓ Verified		2 Documents	
> Residential Address Proof			✓ Verified		4 Documents	
> KYC			✓ Verified		2 Documents	
> Business Address Proof			✓ Verified		1 Documents	
> Bank statement			✓ Verified		7 Documents	
> Others			✓ Verified		1 Documents	
> CIBIL			✓ Verified		3 Documents	
> Additional CIBIL			✓ Verified		1 Documents	

**Remarks**

- #milestoneCheck 11:30:48 AM  
System All  
Parsing initiated after passing Banking autoparse milestone
- #milestoneCheck 11:30:48 AM  
System All  
Parsing initiated after passing Banking autoparse milestone
- #milestoneCheck 11:30:48 AM  
System All  
Parsing initiated after passing Banking autoparse milestone

Update Remarks

#Interested #AdditionalBankingSent

# OPC NAVIGATION

## Activity History

APPLICATION HISTORY		ACTIVITY HISTORY		
loan_status_change	06-08-2024 11:30 loanwiser	06-08-2024 11:30 loanwiser	IP_QUALIFIED_FORM_PENDING	-
lead_application_create	06-08-2024 11:30 loanwiser	06-08-2024 11:30 loanwiser	-	-
loan_status_change	06-08-2024 11:30 loanwiser	06-08-2024 11:30 loanwiser	IP_FRESH_REGISTRATION	-
new_application	06-08-2024 11:30 loanwiser	06-08-2024 11:30 loanwiser	-	-



# LOS NAVIGATION

## LOS Page

FLEXILOANS

DASHBOARD

APPLICATIONS

LEADS

POST SANCTION

CATEGORY LIST

CRM

Customer Details

HISTORY

Remarks

System

All

Parsing initiated after passing Banking autoparse milestone

#milestoneCheck

02:55:00 pm

mohamed sadiq

CRM

Owned By me || Docs Req || Firm - Proprietorship || Business profile - Petrol Pumps || Vintage - 2020 || MTO - 50-60 lakh || Residence proof - Aadhar || Residence Ownership - Owned || Business proof - GST

Applicant Details PNF-MAFES-000-AUG24-00001

CAUTIOUS PROFILE

Transaction Date : 2024-02-01 to 2024-08-05 (186 Days)

Banking Norms Not Met

ABFL\_DIRECT

CAUTIOUS\_PROFILE

DIRECT

VIVRITI\_DIRECT

Policy

Experiment

Tags

Application Tags:

Select tag

PAN Verified

VCIP - Pending

AA Connect-Pending

Reference - Negative

PINCODE CATEGORY(R): DOABLE

PINCODE CATEGORY(B): DOABLE

PD Officer:None

CPA Officer:TEJAL WALAM

Credit Experiment:CAUTIOUS\_PROFILE\_V2.0

Document Officer:Omkar Surve

Co-Lending Partner:EpiMoney

Eligible Co-Lending Partner:

Platform:loanwiser

Preferred Language:None

In Progress - Qualified Lead - Doc Pending

IN PROGRESS

APPROVE

NOT APPROVED

CLOSED

MORE

App Installed: No

Last Seen: --

# LOS NAVIGATION

## Stages of Qualified Lead

Update Status

×

Select Status 2

Qualified Lead

Select Status 3

-- Select Status 3 --

-- Select Status 3 --

Awaiting Bank Confirmation

Awaiting Confirmation Form Filled

Awaiting Hot Lead Form Confirmed

Doc Pending

Form Pending

Reassigned Doc Pending

Recheck Awaiting Hot Lead

# LOS NAVIGATION

## Applicant Details Tab

PD Officer: None	CPA Officer: None	Credit Experiment: None	Document Officer: Adarsh Lakhawade
Co-Lending Partner: EpiMoney	Eligible Co-Lending Partner:	Platform: Web	Preferred Language: None
Post PD Officer: None			
Name: Sandeep Khurana	Mobile No: 9311950809	Alternate No:	
<input type="text" value="Sandeep Khurana"/>	<input type="text" value="9311950809"/>	<input type="text" value="8178874885"/>	
Education:	PAN:	Monthly Turnover:	
<input type="text" value="--"/>	<input type="text" value="AOVPK8197D"/>	<input type="text" value="--"/>	
Date of Birth:	Aadhaar No (Last 4 digits)	Referred By:	
<input type="text" value="1975-07-25"/> Age: 49	<input type="text" value="--"/>	<input type="text" value="--"/>	
Gender:	Marital Status:	Email:	
<input type="text" value="Male"/>	<input type="text" value="--"/>	<input type="text" value="sandeepkhurana2017@gmail.com"/>	
Current Address:			
<input type="text" value="Z 702 LUCKNOW ROAD NEAR NDPL TIMAR PUR TIMARPUR 110054 Civil Lines North Delhi Delhi"/>			
Address Reference Document:			
<input type="text" value="Aadhaar"/>			

# LOS NAVIGATION

## Business Details Tab

Basic Details			
Loan Amount * 1500000	Loan Type None	Partner * Other	Loan Category --
Business Details			
Company Name * GLOBAL ACCESSORIES	Legal Status * Proprietorship	Establishment Year --	Nature Of Business * Wholesaler
Selling Products * Bags,Wallets, Bags,Wallets,	No of Sourcing Vendor --	Employees Count --	Partner Count * --
Current Business Address * SHOP NO -9 SHOP NO -9 , KRISHNA MARKET OPP . GURUDWARA LUCKNOW ROAD , TIMAR PUR , West Delhi , Delhi , 110054 GURUDWARA LUCKNOW ROAD TIMAR PUR Chand Nagar Delhi 110018	Address Reference Document GST Registration Certificate	Bank Name --	
Ownership Status * Rented	No of POS Machines --	Terminal Activation Date --	Date of Incorporation * 2019-10-17
Seller Type * --	Merchant Tier * --	Registered City * --	Partner Enrollment Date * --
Website --	Drug License --	Food License (fssai) --	TIER 1

# LOS NAVIGATION

## Documents

UNVERIFIED<sup>1</sup>

PENDING<sup>1</sup>

CLEARED<sup>9</sup>

DISCREPANT<sup>3</sup>

DELETED<sup>3</sup>

Map Document<sup>1</sup>

Add Docs

Upload Docs

Download Docs

Document Type	Document Name	Source	Received By & Time	Ops Remarks	Action
Business KYC					1 Documents

# LOS NAVIGATION

CKYC

## KYC Verification

Proof of Identity	Proof of Address	Proof of Business
<div>Success</div> <div>Applicant Name SANDEEP KHURANA</div> <div>Father Name N/A</div> <div>PAN AOVPK8197D</div> <div>Gender Male</div> <div>Verified At N/A</div> <div>Verified By NSDL</div>	<div>Success</div> <div>Applicant Name Sandeep Khurana</div> <div>Residence Address Z 702 LUCKNOW ROAD NEAR NDPL TIMAR PUR TIMARPUR, Civil Lines North Delhi, Delhi</div> <div>Verified At N/A</div> <div>Verified By CKYC</div>	<div>Success</div> <div>Business Name GLOBAL ACCESSORIES</div> <div>Business Vintage 5 Year</div> <div>Nature of Business Wholesaler</div> <div>Business Address SHOP NO -9, SHOP NO -9, KRISHNA MARKET OPP. GURUDWARA LUCKNOW ROAD, TIMAR PUR, West Delhi, Delhi, 110054, GURUDWARA LUCKNOW ROAD, TIMAR PUR, Chand Nagar, Delhi, 110018</div> <div>Verified By GSTIN verified</div>

## KYC Evaluation Report

# LOS NAVIGATION

## GST Details

GST DETAILS

PAN Number

AOVPK8197D

GET GSTIN

SELECT GSTIN TO GET INFO

07AOVPK8197D1Z9

07AOVPK8197D2Z8

GST INFORMATION

GSTIN Number

07AOVPK8197D1Z9

GSTIN Name

SANDEEP KHURANA

Date of Registration

2017-08-04

Last Updated Date

2020-11-26

Center Jurisdiction

RANGE - 2

State Jurisdiction

DL005 - Ward 5

Constitution Of Business

Sole Proprietorship

TaxPayer Type

Regular

GSTIN Status

Cancelled

Nature Of Business Activity

Office / Sale Office,Retail Business,Wholesale Business,Factory / Manufacturing,Bonded Warehouse,S

Trade Name

KHURANA BAGS

Address

10703/9/10, JHANDEWALAN ROAD, NABI KARIM, 3, Delhi, 110055










Additional Address

--



# LOS NAVIGATION

## Bank Statement Tab

 <div>State Bank of India A/C XXXXXXXXXXXX0635 Type: Current</div>	NO:	Vendor: Setu	Parsed By: System Name Verified: Yes	Date Range 📅 01/02/2024 TO 📅 31/07/2024	 Processed	RESYNC  
 <div>State Bank of India A/C XXXXXXXXXXXX0635 Type: Current</div>	NO:	Vendor: perfios	Parsed By: System Name Verified: Yes	Update Date Range 📅 01/02/2024 TO 📅 31/07/2024	 Processed	PARSE 
 <div>IDFC First Bank A/C NO: XXXXXX3947 Type:</div>		Vendor: perfios	Parsed By: System Name Verified: No	Update Date Range 📅 01/02/2024 TO 📅 31/07/2024	Pending	PARSE 



# LOS NAVIGATION


## Bank Analysis Tab

Decline in BTO by 7%

BANKING ELIGIBILITY

₹3,08,000

Three Lakhs Eight Thousand




Decline in ABB by 79%

ABB ELIGIBILITY

₹2,11,000

Two Lakhs Eleven Thousand



Select bank statement

☐

REMOVE

GLOBAL ACCESSORIES

● CA-GOLD-PUB-OTH-ALL-INR

● 00000041697670635


●

State Bank of India

DOWNLOAD EXCEL

ADD KEYWORDS

REMARKS



# LOS NAVIGATION

## Bank Analysis Tab - BTO

OVERVIEW		
BANKING ELIGIBILITY		ABB ELIGIBILITY
Parameter	Values	Input
Cash Tx	₹0 /₹0	<input type="text" value="0.00"/> %
Ecom Partner Credits	₹0	<input type="text" value="1.00"/> X
Other Ecom Partner Credits	₹0	<input type="text" value="1.00"/> X
Escrow Credits	₹0	<input type="text" value="1.00"/> X
POS Credits	₹0	<input type="text" value="1.00"/> X
Offline Credits	₹3,97,170	
Total Monthly BTO	₹3,97,170	
Net Margins	₹39,717	<input type="text" value="10.00"/> %
Existing EMI	₹3,610	

OVERVIEW	
BANKING ELIGIBILITY	ABB ELIGIBILITY
Parameter	Values
Monthly Median	₹32,125
Monthly Median Percent	<input type="text" value="60.00"/> %
Monthly Median (Percent Calculated)	₹19,275
Loan Tenure	<input type="text" value="12"/> Month(s)
Loan Interest	<input type="text" value="18.00"/> %
ABB Eligibility	₹2,10,242

## Bank Analysis Tab - ABB

# LOS NAVIGATION

## Bank Analysis Tab - Monthly BTO

MONTHLY BTO						
Month ->	2024 Jul	2024 Jun	2024 May	2024 Apr	2024 Mar	2024 Feb
Offline	₹5,71,116	₹3,17,868	₹3,34,340	₹6,08,028	₹2,49,999	₹4,59,999
Ecom Credits	₹0	₹1	₹0	₹0	₹0	₹0
POS	₹0	₹0	₹0	₹0	₹0	₹0
Escrow Credits	₹0	₹0	₹0	₹0	₹0	₹0
Total	₹5,71,116	₹3,17,869	₹3,34,340	₹6,08,028	₹2,49,999	₹4,59,999
Annualised Credits : ₹50,82,702						
◀						

## Bank Analysis Tab - Monthly ABB

ABB VIEW						
Month	1 st	5 th	16 th	25 th	Average	Credit Instances
2024 02	₹2,53,738	₹3,34,739	₹10,498	₹498	₹1,49,868	9
2024 03	₹498	₹498	₹2,49,849	₹2,49,849	₹1,25,173	3
2024 04	₹1,24,849	₹4,851	₹14,580	₹13,165	₹39,361	4
2024 05	₹4,803	₹4,803	₹84,415	₹5,533	₹24,889	4
2024 06	₹42,606	₹7,606	₹18,606	₹14,236	₹20,764	8
2024 07	₹2,976	₹2,976	₹92	₹75,092	₹20,284	4
MEDIANS	₹23,705	₹4,827	₹16,593	₹13,701	₹32,125	4

# LOS NAVIGATION

## Cibil Tab - Loan Track

EMI Summary

DELETE SELECTEDADD EMISAVE ALL

	Sr.No.	Bank Name	Account Type	Sanctioned Date	Sanctioned Amount	Outstanding	EMI	CPA EMI	Source	Remarks
▼ □	1	--	--	2024-07-08	₹200,000	₹200,000	₹13,438	₹13,438	Bureau	
▼ □	2	--	Personal Loan	2023-09-07	₹575,000	₹223,810	₹21,369 - ₹13,983	₹17,676	Bureau	
▼ □	3	--	Personal Loan	2023-04-07	₹400,000	₹162,389	₹22,758	₹22,758	Bureau	
▼ □	4	--		--	₹5,775	₹5,500	₹0	₹209	Banking	
▼ □	5	--		--	₹3,150	₹3,000	₹0	₹114	Banking	
	Total				₹1,183,925	₹594,699	₹53,872	₹54,195		

\* - Upto 6 installments pending.  
# - Overdraft accounts not considered.

E Excluded from calculation

Dashboard

Credit Score : V3 - 00746

# LOS NAVIGATION

## Cibil Tab - Dashboard

Dashboard

Front Sheet

Personal

Employment

Account Summary

Account

Enquiries

Variations

Credit Score : V3 - 00746

Score	00746	N/A	N/A
Age	68	N/A	N/A
Gender	Male	N/A	N/A
Total Accounts	40	N/A	N/A
Overdue Accounts	0	N/A	N/A
Zero Balance Accounts	37	N/A	N/A
Highest Credit/ Sanction Amount	₹3746017	N/A	N/A
Current Balance	₹586199	N/A	N/A
Overdue Amount	₹0	N/A	N/A
Recent Account Date	08-07-2024	N/A	N/A
Total Enquiries	64	N/A	N/A
Enquiries in past 30 days	3	N/A	N/A
Enquiries in past 12 months	26	N/A	N/A
Enquiries in past 24 months	18	N/A	N/A
No. of mobiles changed	3	N/A	N/A

## Cibil Tab - Frontsheet

Front Sheet	
Name	UDAY PRATAP SINGH
Score	00746
Vintage with Bureau	6 years
Total No. of Accounts	40
No. of Open Secured Accounts	N/A
No. of Open Unsecured Accounts	2
No. of Closed Accounts	37
No. of Overdue Accounts	N/A
No. of Zero Balance Accounts	37
Highest Credit/Sanction Amount	₹3746017
Current Balance	₹586199
Total Outstanding on Open Secured Accounts	0
Total Outstanding on Open Unsecured Accounts	0
Total Overdue Amount	₹0
Recent Account Date	08-07-2024
Oldest Account Date	11-09-2017

# LOS NAVIGATION

## Cibil Tab - Enquiries

Enquiries				
Member Name	Enquiry Date	Enquiry Purpose	Ownership	Enquiry Amount
NOT DISCLOSED	25-07-2024	Other	N/A	₹100000
NOT DISCLOSED	21-05-2024	Used Car Loan	N/A	₹1200000
NOT DISCLOSED	30-04-2024	Consumer Loan	N/A	₹65000
NOT DISCLOSED	27-03-2024	Credit Card	N/A	₹100
NOT DISCLOSED	28-02-2024	Credit Card	N/A	₹1000
NOT DISCLOSED	27-02-2024	Business Loan - General	N/A	₹100
NOT DISCLOSED	24-02-2024	Credit Card	N/A	₹50000
NOT DISCLOSED	24-02-2024	Personal Loan	N/A	₹5000
NOT DISCLOSED	14-01-2024	Business Loan - General	N/A	₹100
NOT DISCLOSED	05-01-2024	Credit Card	N/A	₹10000
NOT DISCLOSED	16-12-2023	Personal Loan	N/A	₹5000
NOT DISCLOSED	25-11-2023	Credit Card	N/A	₹50000
NOT DISCLOSED	08-11-2023	Personal Loan	N/A	₹5000
NOT DISCLOSED	02-11-2023	Consumer Loan	N/A	₹61700

## Cibil Tab - Account

Account			
Member Name	NOT DISCLOSED	Account Open Date	24-05-2024
Account Number	N/A	Account Closed Date	N/A
Account Type	Used Car Loan	Payment Start Date	01-07-2024
Ownership	Joint	Payment End Date	01-05-2024
Current Balance	₹593682	Sanction Amount	₹610000
Disbursed On	24-05-2024	Overdue Amount	00
Credit Limit	N/A	Actual Amout Paid	₹28236
Cash Limit	N/A	Report Date	31-07-2024
Suit Filed/ Wilful Default	N/A	Settlement Amount	N/A
Written Off/ Settled	N/A	Written Off Amount	N/A
Written Off (Principal)	N/A	Written Off (Interest)	₹0
000 07-24	000 06-24	000 05-24	

# LOS NAVIGATION

## Eligibility Module

ELIGIBILITY DETAILS			
BANKING CASH FLOW		BANKING ABB DAILY BALANCE	
Product	Fabrications	Bank Statement Selected	Bank : HDFC Bank Account Type : -- A/C No : 50200073524448
Median BTO	₹17,08,731.59	Monthly Median	₹64,368.86
Final Margin	8.5%	FOIR	70%
Net Income / Net Margin	₹1,45,242.19	Serviceable EMI	₹45,058.2
FOIR	₹29,048.44	ROI	18%
Existing EMIs	₹54,450	Risk Tenure (Months)	36
Serviceable EMI	₹61,743.75	Abb Eligibility as per Risk Tenure	₹12,46,340.7
ROI	18%	Tenure (Months)	36
Risk Tenure (Months)	36	ABB Eligibility (Derived)	₹12,46,340.7
Banking Eligibility as per Risk Tenure	₹17,07,874.32	POS	--
Tenure (Months)	36	Multinlier	--
Banking Eligibility (Derived)	₹17,07,874.32		

HL	QUALIFIED
----	-----------

ELIGIBILITY SUMMARY	
Banking Cash flow	₹14,51,693
Banking ABB Daily Balance	₹10,59,390
Final Eligibility	₹14,51,693
Final Eligibility Rounded	₹14,50,000

LOAN DETAILS		
Policy ABFL_DIRECT	Location Bengaluru, Karnataka	Risk Grade B
CIBIL Score 00757	Primary OD/CC No	Product Fabrications
NTC No	Risk Type C+B	Experiment CAUTIOUS_PROFILE_V2.0
Applicant Address Ownership Status Owned	Business Address Ownership Status Rented	Business Vintage --



# LOS NAVIGATION

## Personal Discussion

Shareholding

Risk Category

B

You Can Offer C Dayananda

42.00%

Max

42.00%

Annually

Min

42.00%

3.50%

Max

3.50%

Monthly

Min

3.50%

Reducing

Flat

As On: Aug 14, 2024 3:10:29 PM

## Activity History

Lead Application Update

2024-08-13 6:18:30 pm

Loan Code: 66b9da4btw3bv

Changed By: onepagecrm

Updated By: Shahid Ahmed

Change Details

Field Name	Old Value	New Value
loanApplication->amount	1000000	1500000
loanApplication->serviceable_flag	---	1
loanApplicant->dob	1981-07-07	1985-07-10
loanApplicant->address_flat_no	---	no26 27 5 cross brindavan nagar
loanApplicant->address_pincode	560054	560073
loanApplicant->address_city	Bengaluru	Chikkabidarkal
loanApplicant->address_reference_document	Residential Address Proof *	Aadhaar
loanBusiness->legal_status	Other	Private Limited
loanBusiness->partner_count	1	2



# WEB CONSOLE NAVIGATION

The screenshot displays a web console interface for FlexiLoans. The browser address bar shows the URL `192.168.4.6:9006/webagent/agentchangestatus`. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links for "Leads" and "WebAgent". Below these, a status bar shows "9659" and "Response Time 3:12:45 PM (145)". A "Manual Call" section is active, displaying "FLDirect" and a phone number "9845780422" with a "Dial" button. Below this, a "Source" and "Type" section shows "9845780422" and "M".
- Top Header:** Features the "In" logo and a "Call received" notification for "50688608".
- Breadcrumb:** Shows the path "WEBAGENT > AGENTCHANGESTATUS".
- Service Information:** Displays "Service : FLDirect / 4 | Call Type : Manual | Lead Id : 0 | Call Number : 50688608".
- CRM Section:** Includes tabs for "CRM", "History", and "Script".
- FlexiLoans Header:** A blue bar with the "FlexiLoans" logo and a welcome message "Welcome Sagarika debnath".
- Application Status:** Shows "Own Application", "App Installed: --", "Last Seen: --", and a "RELOAD" button. A warning icon indicates "PAN verification pending" and a status "HVC policy under analysis".
- Actions:** Includes a toggle for "Enable WhatsApp updates" and buttons for "Send AA Link", "Send Email", and "Send SMS".
- Application Details:** A grid of cards showing "APPLICATION ID", "LAST CHANGED STATUS", "PARTNER & SUB-USER", and "PENDING - 0 | NOT VERIFIED - TOTAL DOCUMENTS REQUIRED : 0".
- Business Details:** A form with fields for "Business Name", "Business PAN (for non-proprietors)", and "Father's Name".
- Eligibility Calculator:** A form with fields for "Monthly Turnover" and "Margin Percentage", and a button labeled "Eligibility ₹0".
- Language Barrier:** A section for "Preferred Language".
- Bottom Right:** A small window titled "X-Lite" showing "Talking to: LITE" and a "Hang up" button.

# WEB CONSOLE NAVIGATION

Manual Call ▲

FLDirect ▼

0 9845780422 Dial

Source	Type
9845780422	M

✕ Close Call 📞 🎤

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Manual Call ▲

FLDirect ▼

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Source	Type
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✕ ↶ Hang-Up 🎤

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Manual Call ▲

FLDirect ▼

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Manual Call ▲

FLDirect ▼

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