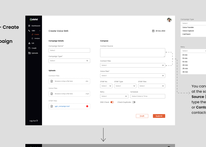
Dashboard

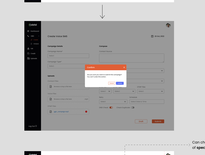
It calculates the success rate of previous campaign, and can be changed according to the selected period of date i.e. **Today**, **This Week**, **This Month**, **This Year** & can set **specific date** as well.

This filter changes **Success Rate**, **Answered Calls**, **Declined Calls**, **Response & Campaign Performance** graph accordingly.

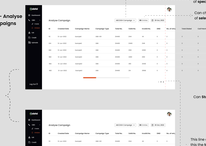
OBD - Create new campaign



You cannot use both these functions at the same time, it's either **Contact Group** or **Contact File**. Contact Group type the numbers or copy/paste it), or **Contact File** where you upload contacts in excel file.



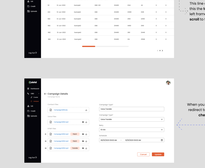
OBD - Analysis Campaigns



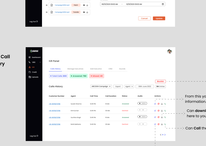
Can change this filter to see data of **specific campaign**.

Can change this filter to see data of **selected entries**.

Can **Stop/Pause** on on-going campaign.

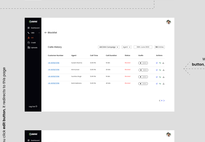


This line denotes the border, after this the **table fields** this shown in the **table** will be **hidden** when **horizontal scroll** to this table as well.



When you click the **Edit button**, it will redirect to this page where you can **check/update** your **on-going campaign** details.

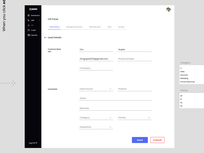
IVR - Call History



From this you can **add/edit** user information.

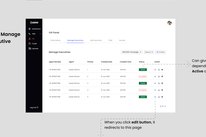
Can **download value file** from here to your system.

Can **Call** the user from here only.

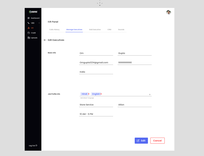


When you click the **blacklist button**, it will redirect to this page.

When you click **edit button**, it redirects to this page

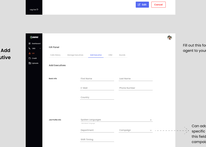


IVR - Manage Executive

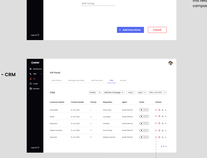


Can give different state to agents depending upon their activity i.e. **Active** or **In-Active**.

When you click **edit button**, it redirects to this page



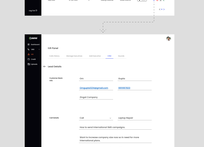
IVR - Add Executive

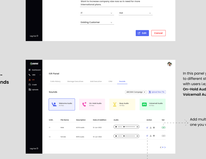


Fill out this form to add a new agent to your profile.

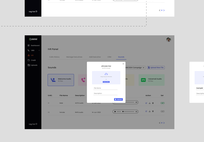
Can add any agent to just one specific campaign or just leave this field empty for any campaign be given to the agent.

IVR - CRM



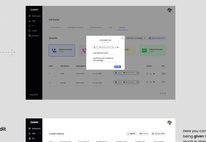


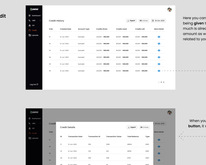
IVR - Sounds



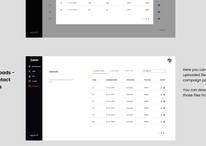
In this panel you can add music to different stages of your call with users i.e. **Welcome Audio**, **On-hold Audio**, **Busy Audio** & **Voicemail Audio**.

Add multiple files and can **Set** the one you want as audio.





Credit



Here you can check the Credit being **given** to you and how much is already **used**, **left**, amount as well and everything related to your **credit history**.

When you click the **Eye button**, it will redirect to this page.

Uploads - Contact Files

Here you can see all your uploaded files from create campaign page.

You can download or delete those files from here.

Uploads - Voice Files

DTMF Filter Actions will be same as the **Voice File** ones.

End of this PDF