If req.

Status/Dispo of

The call

DialLang - wise

Existing

Customer?

CCD – Auto Lead

Push (Missed Calls)

2 or 3 ringsDrop the call

Fetch Customer Details &

Display

Store Customer Number in

DB along with Date

Acknowledge SMS

Acknowledge Greet

X

No

Yes

Dial numbers from general campaign

Display Edit Screen to

Fill the customer details & Save(If required we can fetch details

Through VM number)