# dialshree01.jpg

Riddhi Corporation

Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 2/07/2018 | Palak Panchal | Development Document |

# Table of Contents

[Table of Contents 3](#_Toc523395330)

[1. Basic Plan Details 5](#_Toc523395331)

[2. Company Details 7](#_Toc523395332)

[3. Project & Client Details 8](#_Toc523395333)

[4. Git Repository 9](#_Toc523395334)

[5. Initial Requirement 10](#_Toc523395335)

[6. Additional Requirement 11](#_Toc523395336)

[6.1 Add reason sub reason By Radhika Solgama on 27/08/2018 13](#_Toc523395337)

[6.2 changes in outbound Customized form. 13](#_Toc523395338)

[7. Change Request 15](#_Toc523395339)

[8. Roles And Responsibility 16](#_Toc523395340)

[9. Testing 17](#_Toc523395341)

1. Basic Plan Details

* Standard call features

Elision Provides Best Call Features and according to that provide call details reports.

**Below is the list of Features:**

* Inbound
* Outbound
* Manual call
* Transfer call
* Park call

• All modes of dialing (preview, manual and predictive mode)

Elision provides different types of call mode like:

* Preview - Agent able to see customer details before dial the number.
* Manual – Agent able to manually dial number to the customer.
* Predictive – When Agent is logged in on agent Panel then he/she is using call facility on Ready and Pause status.

• Call monitoring

Elision provides facility to Admin will monitors to all agents like LIVE call, Pause call, Ready for call etc.

• Call recording

Elision Provides Call recording report, which contain inbound/outbound call recording and other details and also Agent can download single or multiple recording also Play that recording.

• Lead management

Elision Provide Lead management facility in that Admin has to upload all data one campaign when agent logged in and he/she is on ready then automatically call is fire according to that campaign.

• Multi-level IVRS

Elision Provide IVRS facility according to customers requirement like:

* For Example: When customer calling then IVR playing Welcome message then ask for language selection like Press 1 for English then Press 2 for Hindi then Press 3 for Gujarati.

• Standard reports and other range of reports

Elision Provides multiples reports like inbound, outbound, real time, Agent report, Export report etc. And Also Provide Reports according to the customers’ requirements.

• Graphical reports

Elision provides Multiple Graphical report Like Based on call disposition, Total State Performance Report and Also Create graphical Report as per Customer requirement.

• DID management

Elision provides DID management solutions to configure incoming number to handle the inbound call on agent panel.

• Multilingual support

Elision provides solutions to configure multi language support IVR.

• Real-time call status

Elision provides Real Time Reports which is display all agents call status.

• Voicemail

Elision provides facility in unavailability of agent, here customer will send voice mail to voice mail box.

* For Example: When agent is not available and customer calling then IVR paly like agent is not able to receive your call Please Leave Your message after Beep sound and then customer speak after that beep sound and message will be sent to the Voice mail box.

• Dashboard

Elision provides different-different Dashboard Like:

* Ping Dashboard – Here Admin see the network connectivity of agent machine with server.
* System Dashboard – Here Admin see the server utilization verification.
* Broadcast Dashboard – Here Admin see the all broadcast Process in detail using select Particular campaign

• Productivity sale graph

Elision provides Productivity Sale Graph where you compare your selling based on Disposition like SALE.

1. Company Details

**Company name: Riddhi Corporation**

**City:**

**State:**

**Country:**

**Address:**

1. Project & Client Details

**Clients Details:**

**Client Name:**

**Contact Person:**

Project Details:

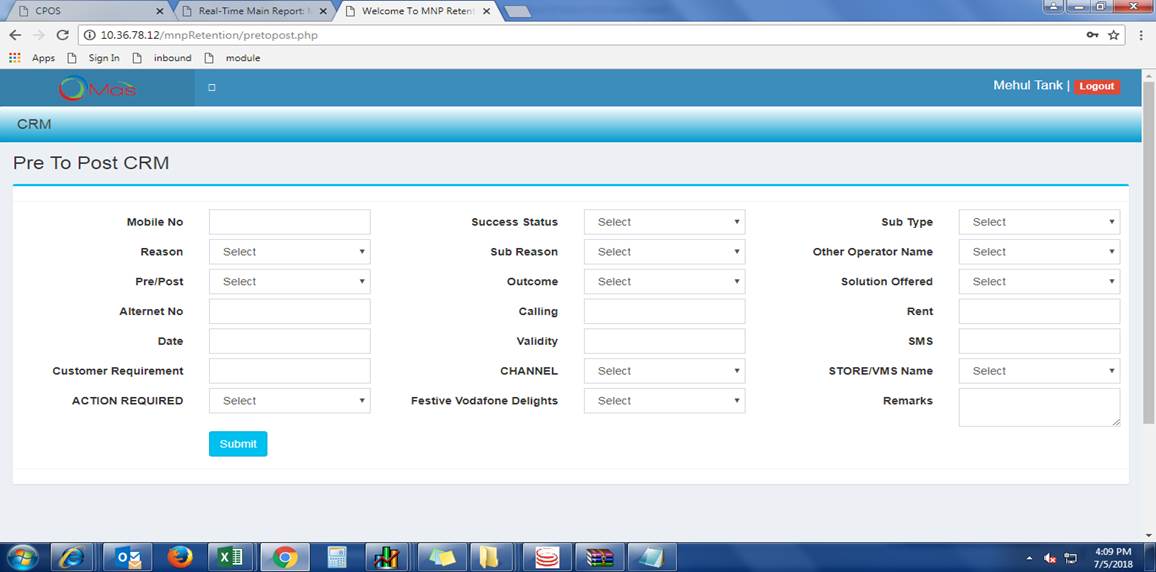
1. Git Repository

**Git clone link:** git@gitlab.com:elision-riddhicorpvodafone/elision-dialer.git

1. Initial Requirement
2. Additional Requirement

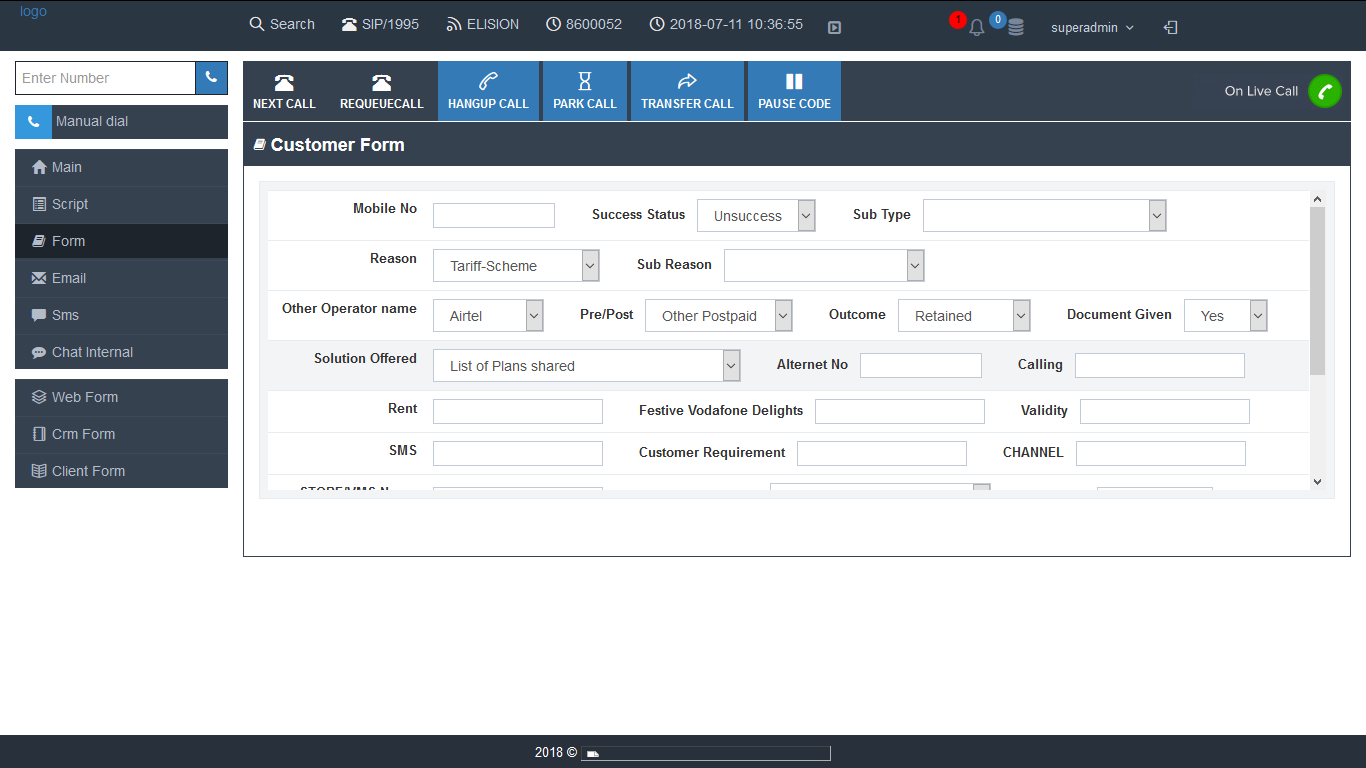
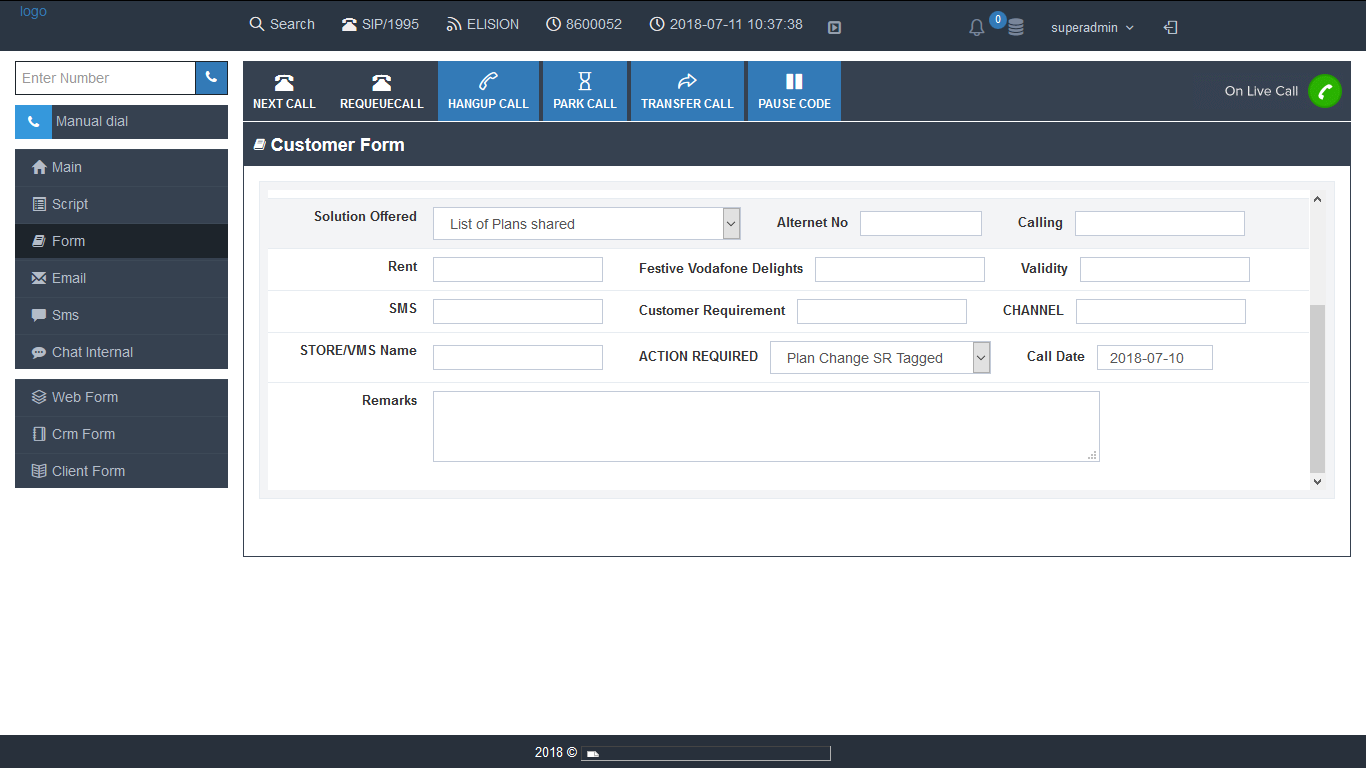
We create a custom form according to the Client requirement

* **Below is the Screenshot of the custom form Requirement.**



We make Custom form on Agent Panel

* **Below is the Screenshot of Agent Panel.**

****

Here we make Reason based on Sub Reason drop down and Success Status based on Sub Type drop down. We add one addition field which name is Document Given as per Client requirement.

## Add reason sub reason By Radhika Solgama on 27/08/2018

As per client’s request we add the reason and sub reason in outbound campaign default list id is 7102018.

Below is the reason and sub reason which we added

|  |  |
| --- | --- |
| **REASONS** | **SUB-REASONS** |
| Rental Costly | Rental Costly |
| Low Usage | Low Usage |
| Not In Use |
| Postpaid Offer | Better Airtel Offer |
| Better Competiton Offer |
| Better CUG Offer |
| Better Idea Offer |
| Better Jio Offer |
| Other Opertaor - Post |
| Service Issues | Change User |

## changes in outbound Customized form.

As per clients request we do the changes in mnpcocp campaigns customized custom form default list ID is 7102018. We set the Not Contactable when agent selects the Un success and in outcome we set the call back by default. When agent select Success all the reason are open to select and in out come two different values are set.

1. Change Request

1. Roles And Responsibility

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Role** | **Responsibility** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. Testing

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Status** | **Comments** | **Tested By Pratik** |
|  |  |  |  |  |
|  |  |  |  |  |



