# 01.jpg

Sai Service - Pune

Document Revision History

This table holds record of signification changes made to the document.

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 29/05/2018 | Palak Panchal | Development Document |
| 1.0 | 30/05/2018 | Radhika Solgama | Add Basic Points |

# Table of Contents

[Table of Contents 3](#_Toc515449138)

[1. Initial Requirement 4](#_Toc515449139)

[**1.1** **Dialer Setup:** 4](#_Toc515449140)

[**1.2** **Inbound and Outbound Blended system :** 4](#_Toc515449141)

[**1.3** **Internal Setup :** 4](#_Toc515449142)

[**1.4** **Recording Module :** 4](#_Toc515449143)

[**1.5** **Basic Reports :** 4](#_Toc515449144)

[2. Additional Requirement 5](#_Toc515449145)

[**2.1** **Functionality to add the leads in multiple list ID** 5](#_Toc515449146)

[3. Change Request 6](#_Toc515449147)

1. Initial Requirement

## **Dialer Setup:**

* Elision provided solutions for 5 seats with 1 super wiser inbound and outbound Dialer.

## **Inbound and Outbound Blended system :**

* Elision Provides Inbound and Outbound Blended functionality with the help of this functionality agent can able to handle inbound and outbound call flow in single process.

## **Internal Setup :**

## **Recording Module :**

* We provided recording modules for inbound and outbound call agent can play the recording files and also download the wav file of call recording.

## **Basic Reports :**

* Elisions provided Basic Reports of inbound calls, outbound calls, and provide agent reports.

1. Additional Requirement

## **Functionality to add the leads in multiple list ID**

Elision develops the functionality to upload the leads in to multiple List ID using one sheet. For this below is the modified files.

**Local Path :**

* <http://192.168.0.38/clients/elision-saiservicepune/elision-dialer/admin/admin_listloader_third_gen.php>  
    
  **Modified File Path :**
* elision-saiservicepune/elision-dialer/admin/admin\_listloader\_third\_gen.php
* elision-saiservicepune/elision-dialer/admin/AST\_admin\_template\_maker.php
* elision-saiservicepune/elision-dialer/admin/leadloader\_template\_display.php

1. Change Request

* On admin side in campaign Manual Preview Dial has selected PREVIEW\_AND\_SKIP option then agent side display Lead preview option.
* On Agent Side If Lead preview option is check then you see two type of dial i.e. skip lead and dial lead.
* If Lead preview option is uncheck then cannot access Lead Preview functionality.
* Manual Preview Dial allows the agent in manual dial mode to see the lead information when they click Dial Next Number before they actively dial the phone call. There is an optional link to SKIP the lead and move on to the next one if selected.

**Below is modify file:**

/var/www/html/clients/elision-saiservicepune/elision-dialer/agent/index.php



