



Kode blue: Technical Document

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Document Revision History

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 17/11/2017 | Radhika Solgama | Technical Document |

1. Company Details

Company name: Kode Blue techno service

City: Mumbai

State: Maharastra

Country: India

Address: Head office - navrang pura Ahmedabad

1. Project & Client Details

**Clients Details**:

**Client Name:**

**Contact Person:** Sam

**Mobile No:** 8779649482

**Project Details:**

1. Git Repository

**Server:** 103.51.26.22

**Link:** [103.51.26.22/elision-dialer](http://103.51.26.22/elision-dialer)

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

1. Roles And Responsibility

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Role** | **Responsibility** |
| 1 | Installation | Nikhil Nimje |
| 2 | Tested By | Pratik Prajapati |

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:

Elision team will integrate VOIP account on Dialer for outbound calling purpose.

## 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

