



Mantra tech: Technical Document

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Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 30/03/2018 | Radhika Solgama | Technical Document |

1. Company Details

Company name:

City:

State:

Country: India

Address: Head office :

1. Project & Client Details

**Clients Details**:

**Client Name:**

**Contact Person:**

**Mobile No:** 9106567747

**Project Details:**

1. Git Repository

**Server:** 43.228.96.125

**Link:** <http://43.228.96.125/elision-dialer>

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

1. Roles And Responsibility

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

1. Initial Requirement

## 5.1 Dialer Setup :

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

## 5.2 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.

## Standard Call features

We provide the standard call feature to client manual dial, auto dial and give the park and grab the call facility and also give the transfer functionality to client.

## All modes of dialling ( preview, manual and predictive mode)

We provide the different modes to dial the number. agent can use the preview, manual and predictive mode.

## Call monitoring

We provide the Real time report to monitoring the agent’s status.

## Call recording

We provide the inbound and outbound call recording module to show the recording and client also download the recording file from recording module.

## Lead management

Using this module user can add the lead and also upload the multiple leads.

## Multi-level IVRS

## Standard reports and other range of reports

We also provide the multiple reports like agent reports, inbound and outbound reports and also provide some custom reports.

## 5.10 Graphical reports

**5.11 DID management**

## Multilingual support

## 5.11 Real-time call status

* 1. **Voicemail**

## Dashboard

* 1. **Productivity Sale Graph**

## SMS Module

We integrate the sms module. Using this functionality user can send the sms from agent panel.

* 1. **Email Module**

We integrate the email module. Using this functionality user can send the email.

* 1. **Sticky Agent**
  2. **Skill based Routing with Agent Ranking**

## Remote Agent

* 1. **Internal Chat Module**

Using this functionality agent can chat internally with other agent.

1. Additional Requirement

