



Prudent: Technical Document

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Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 31/01/2017 | RadhikaSolgama | Technical Document |
| 1.0 | 30/03/2018 | DhavalGol | Development Point |
| 1.0 | 10/04/2018 | Vinay Solanki |  |
| 1.0 | 14/04/2018 | Puja Gediya | API Integration Points |
| 1.0 | 20/04/2018 | KartikJagani | Call Log API |

1. Company Details

Company name:Prudent

City:Ahmedabad

State:Gujarat

Country:India

Address:Head-Customer Service | Prudent Corporate Advisory Services Ltd.703, Sears Tower, GulbaiTekra, Off C.G. Road, Ahmedabad-380 006.

1. Project & Client Details

**Clients Details**:

**Client Name:**Herat Gandhi

**Contact Person:**

**Mobile No:**+91-9979858944

**Project Details:**

1. Git Repository

**Server:**

**Link:**

**Git clone link:**[git@gitlab.com:elision-prudent/elision-dialer.git](mailto:git@gitlab.com:elision-prudent/elision-dialer.git)

1. Roles And Responsibility

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Role** | **Responsibility** |
| 1 | Installation | Hardik Patel |
| 2 | Feasibility Check | Urmi Lakkad |
| 3 | Tested By |  |
| 4 | Insert Registered Users GUI | Radhika Solgama |

1. Initial Requirement

## Dialer Setup:

Elision provided solutions for 20 seats inbound and outbound Dialer.

## Reports:

Elision Provide various types of reports Log in, Log out, Pause time,agent performance report, Drop report, Misscall Report, Existing reports of call-back etc, admin can see all the reports in admin panel.

## Conference and transfer facility

Elision provides the conference and transfer call facility.

## Call Recording feature.

Elision provides the live call recording facility and also provides the recording module from where admin can download and listen the recording for inbound and out bound call.

## Multiple dispositions on screen.

As of prudent’s need Elision provide the multiple types of disposition on agent’s screen.

## Multi Level IVR.

Elision configure multi levels of ivr for fundbazar and prudent campaign

Elision configure feedback IVR for that call is transferred on feedback IVR.

## Different Campaign for the existing and the new customers

Elision create the different campaign according to prudent’s need.

## Form customization on agent screen according to their need

Agent should have two column, One for question and another one for answer in the form screen on agent panel.

## Audio store

Elision provide the audio store to keep the recording file in admin panel

## Portal development

* Elision develop a portal for adding registered users.
* Panel should be provided to add register partner numbers who are eligible to call on the contact center pilot number. (Number more than 10 digits shouldn’t be registered.)

## Push Drop call Data

Elision provides a facility to push the drop call data to outbound campaign.

## Daily basis Mail send activity

Elision set the cron to send the agent performance report on mail.

## VM call Recording

## Voice broadcasting with 5 options.

## Push call details with recording on CRM and vice versa

* Elision configure the API to push the call details in CRM if the the call is disposed as “query “then dialer will push the call details with call recording to your backend system (CRM) . For that you have to REST API to integrate with our dialer.
* To PUSH the data from your backend system (CRM) to dialer we will provide REST API. So the registered details will display.

## SMS broadcasting

Elision configures the SMS broadcasting feature for prudent.

## Call will be dialed from Voicemail Panel of Agent by clicking on the phone number of customer.

## Provide the call notes and call log in agent panel.

## Provide Time of Call at Agent Side for Missed Calls. (At what time call got missed)

## Call Duration is not Coming (Time taken for Call in Live) at agent Level.

Elision do the development to showcase the live call duration on agent panel.

## check PRI Down details.

## GUI to Insert the registered customers

As per clients requirement we create the GUI to insert the registered customer. So when ever customers inbound call is lend it will check the number is present in register customers list. If number is not present in registered customer list then phone will be hang up.

We create form to insert the registered customer details. We create the table (elision\_registered\_customer) to insert the data in table. Below is the field description of table

**Table:**elision\_registered\_customer

**Field Description:**

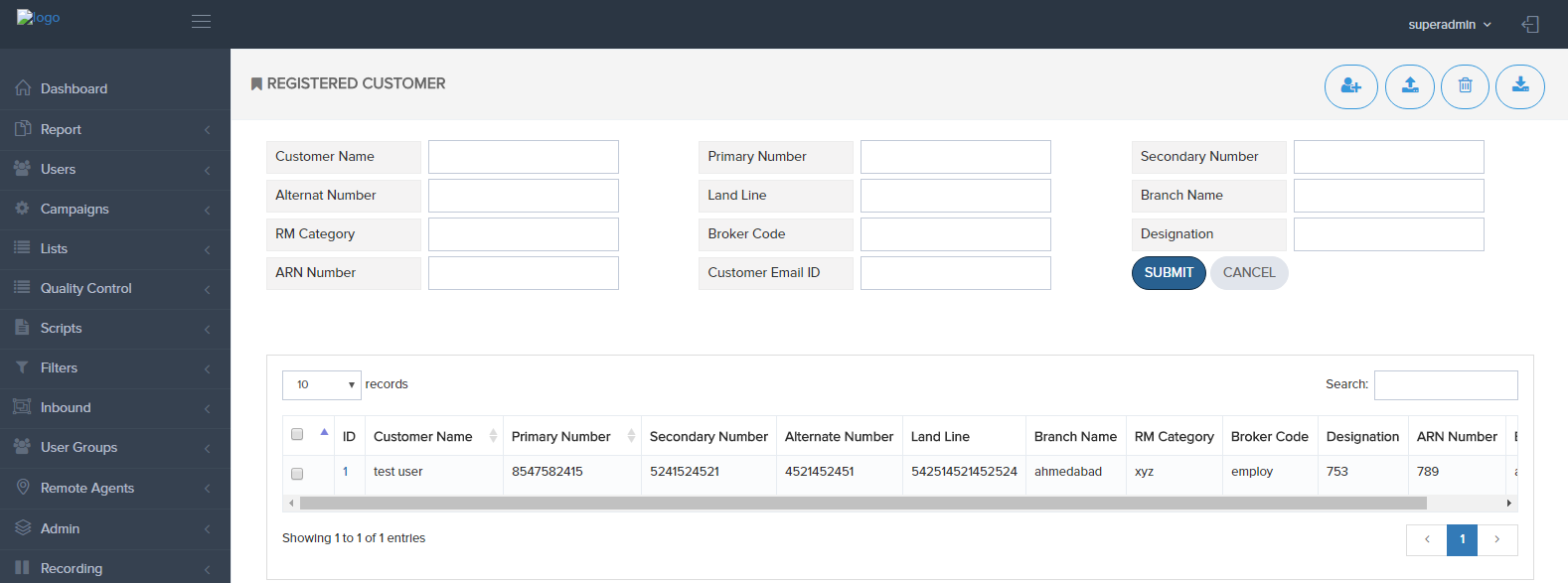
1. Id = this field is auto increment field. Auto increment start with 1.
2. cust\_name =  customer name
3. pri\_number = primary number of customer. Unique key is set on this field. (limit = 10)
4. sec\_number = another number of customer (limit = 10)
5. alt\_number = alt number of customer (limit = 10)
6. land\_line = landline number of customer (limit = 15)
7. branch\_name = branch name
8. rm\_category =  insert the category
9. designation = insert the designation
10. broker\_code = broker code (limit =10)
11. arn\_number = limit = 10 it will accept only numeric value
12. email\_address = email address of customer
13. active = its value is either ‘Y’ or ‘N’

User can access this module by clicking on **Registered Customer link** from the side bar.

User can insert the registered users by using form. If user has bulk data of registered users then user can add the data by uploading the .csv file of data.

* Insert the Registered Customer using form

Look into below screenshots:



Here validation is set on customer name, numbers, and on ARN number (accept only numeric data).

To edit the records click on the ID and update your details and click on update button and user gets updated successfully alert when details is updated successfully.

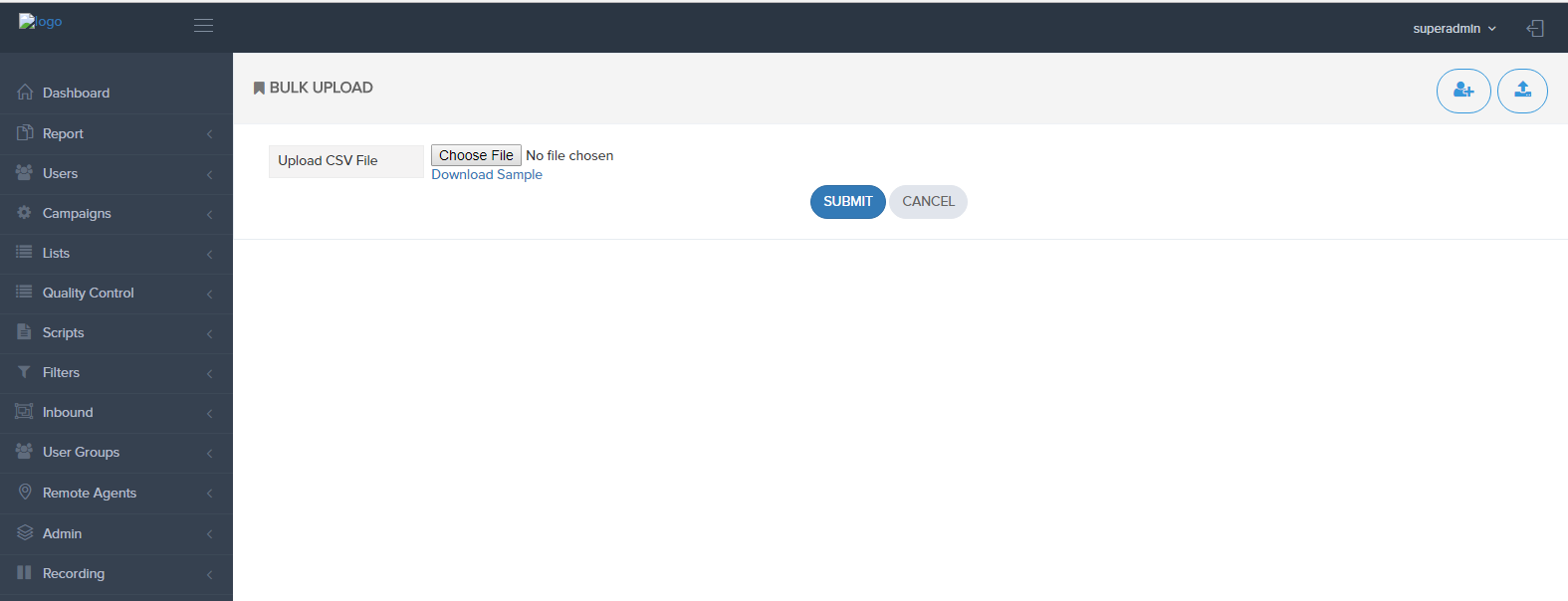
To delete the records check mark the checkbox which you have to delete the record and click on the delete icon which is shown in top of the right side.

when user delete the records actually records not deleted but we update the active flag value to N. and we display only that records which active flag is set to ‘Y’.

To download the registered customer click on the download icon this is shown on the top of the right side.

* Insert Bulk Registered Customer

To insert the bulk data of registered customer. Click on the upload icon from the top of the right side. See the below screenshot:



User can download the sample file by clicking on the Download sample.

And to insert the multiple data chose the .csv file of data and click on the submit button. User can see the alert of how many records are inserted successfully or how many records gets failed to insert.

Below are the files for Registered Customer GUI:

/var/www/html/clients/elision-prudent/elis-dialer/admin/ajax/registered\_client\_mapping\_ajax.php  
 /var/www/html/clients/elision-prudent/elision-dialer/admin/registered\_client\_mapping.php  
 /var/www/html/clients/elision-prudent/elision-dialer/admin/upload\_registered\_users.php   
 /var/www/html/clients/elision-prudent/elision-dialer/admin/files/prudent\_sample\_file.csv

 /var/www/html/clients/elision-prudent/elision-dialer/admin/download\_registered\_client.php

### Missed Call On Agent Panel Logic Change Request

* + Show Missed Call Logs on Agent Panel on of User’s Logged in Campaign’s allowed In-group.
  + So that, Logged in agent will able to show those missed call logs whose In-groups are allowed to his Logged in Campaign.
  + In this, we are fetching allowed In Groups based Logged-in Campaign ID
  + Modified File: /var/www/html/clients/elision-prudent/elision-dialer/agent/vdc\_db\_query.php

### Broadcast SMS Module Bug Fixing

* + In this, there were issue in fetching Broadcast SMS Configuration Data.
  + Updated .sql tables and issue fixed files are as below:
    - /clients/elision-prudent/elision-dialer/modules/SMS/BroadcastSMS/sql/elision\_broadcastsms\_config.sql
    - /clients/elision-prudent/elision-dialer/modules/SMS/BroadcastSMS/sql/elision\_broadcastsms\_data.sql
    - /clients/elision-prudent/elision-dialer/modules/SMS/BroadcastSMS/broadcastsms\_class.php
  + Cron: \*/5 \* \* \* \* /usr/bin/php /var/www/html/clients/elision-prudent/elision-dialer/modules/SMS/BroadcastSMS/**cron/broadcastsms\_cron.php**
  + Some Notes
    - Create table Broadcast SMS Tables; sql file names are given
    - SMS API details are required from Client
    - For Logs, you can check vicidial admin log as well as Broadcast SMS Data Table w.r.t. Broadcast SMS Configuration ID.
    - SMS Module is required to test Broadcast SMS feature
* Call Log API:
  + We call one API which contain two parameters which is action and lead\_ID.
  + Here we pass Lead ID through API which is given records in response.it contains lead\_id, capaign\_id, user, call\_date, length\_in\_sec as duration and status.
  + Here we getting response from two tables that is vicidial\_closer\_log(Inbound Call Log) and vicidial\_log(Outbound Call Log)
  + If we have pass lead ID and any of table has this lead\_ID then records will display in response.
  + Here we Pass Lead\_ID like:

[http://system IP/clients/elision-prudent/elision-dialer/scripts/leadID\_Check\_api.php?action=fetchLeadID&lead\_ID=8](http://192.168.0.32/clients/elision-prudent/elision-dialer/scripts/leadID_Check_api.php?action=fetchLeadID&lead_ID=8)

* + We can check response in Jason validator.

1. scope of work

## VM call recording.

VM Call recording create table support team and provide development team then after we are develop in agent penal add in miss call list add voice mail recording play functionality.

## Agent Performance Reports should be sent to the email id directly of reports

We are develop Agent Performance Report Cron File This cron file send agent performance report send base on client email address.

File Name :AST\_agent\_performance\_detail\_email.php

Git File Location : /var/www/html/clients/elision-prudent/elision-dialer/admin/AST\_agent\_performace\_detail\_email.php

## Provide Time of Call at Agent Side for Missed Calls.

We are provide Missed call Date time in Agent penal miscall list in misscall penal.

## Call Duration is not Coming (Time taken for Call in Live) at agent Level

We are Provide when call live second in during live call in agent penal.

## API integration on agent panel to sent lead details to crm.

We have integrated client’s API in agent panel which is used to send below parameter to client crm when call launch on agent panel .We have integrated below API ,

**API URL:** http://prudentcorporate.com/NEFTRecon/CallReceivedDetails

Note: In API Headers is Authenticate by BasicAuthetication Mode.

Headers : Username : Prudent

Password : Prudent@123

**Parameter Like:**

LeadID:\*\*\*\* (Must be a digit.)

MobileNo:\*\*\*\*\*

BrokerID:\*\*\*\*\*\*

CampaignID:\*\*\*\*\*\*

AgentID:\*\*\*\*\*\*\*

LeadDate:\*\*\*\*\*\*\*\*(Must be valid format like "MM/dd/yyyy")

**SUCCESS Response (See Like Below Message) :**

Insert Successfully!

**FAIL Response (See Like Below Result) :**

1)If Header Authentication Fail(See below Message):

Header Authentication Failed!

2)IfLeadID not in int format (See below Message):

Please enter only digit!

3)IfLeadDate not in valid format (See below Message):

Please enter valid date!

4)IfLeadID already exists (See below Message):

Record already exists!

**BADREQUEST Response (See Like Below Result) :**

{

"Response":[{

"result":"BADREQUEST"

}]

}

* We are Keeping log into /tmp/elision\_insertleadapi.log file.

## At time of Call Hang Up we provide API call that API will Provide Call details.

We have to send data to Client at time of call hang UP for that we make script which we set in dispo call URL and we are passing require details in it.

We have integrated below API in dispo call URL ,

**API URL:** http://prudentcorporate.com/NEFTRecon/CallHangUPDetails

Note: In API Headers is Authenticate by BasicAuthetication Mode.

Headers : Username : Prudent

Password : Prudent@123

**Parameter Like:**

LeadID:\*\*\*\* (Must be a digit.)

CallDuration:\*\*\*\*\*

CallFilename:\*\*\*\*\*\*

Status:\*\*\*\*\*\*

AgentID:\*\*\*\*\*\*\*

CallDate:\*\*\*\*\*\*\*\*(Must be valid format like "MM/dd/yyyy")

**SUCCESS Response (See Like Below Message) :**

Insert Successfully!

**BADREQUEST Response (See Like Below Result) :**

{

"Response":[{

"result":"BADREQUEST"

}]

}

**Dispo Call URL :**

<http://192.168.0.11/clients/elision-prudent/elision-dialer/scripts/dispo_api.php?dispo_action=update_call_details&lead_id=--A--lead_id--B--&call_duration=--A--talk_time--B--&call_filename=--A--recording_filename--B--&agent_id=--A--user--B--&status=--A--dispo--B-->

1. Test cases

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr.No | Particulars | Status | Comments | Tested By support |
| 1 | Lead id contain inbound and outbound both records. | Done |  |  |
| 2 | Lead id contain only inbound Records | Done |  |  |
| 3 | Lead id contain only outbound Records | Done |  |  |
| 4 | Lead id contain no records if lead id is invalid. | Done | it will display ["Not valid Lead ID"] |  |

