



GIASK: 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 | 15/09/2018 | Radhika Solgama | Technical Document |

1. Company Details

Company name: GIASK IT SOLUTION PVT. LTD

City:

State:

Country: India

Address: Head

1. Project & Client Details

**Clients Details**:

**Client Name:**

**Contact Person:**

**Mobile No:**

**Project Details:**

1. Git Repository

**Server: 192.168.1.16**

**Link:** 122.180.252.114/elision-dialer

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

1. Roles And Responsibility

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Role** | **Responsibility** |
| 1 | Installation | Ankit Mehta |
| 2 | Tested By | Ankit Mehta |

1. Initial Requirement

**Basic Plan**

• Standard call features

Elision Provides Best Call Features and accordingto 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 providesfacility 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. Additional Requirement

