



PMC: 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: Punjab Maharastra Bank

City: Mumbai

State: Maharastra

Country: India

Address: Head office -

1. Project & Client Details

**Clients Details**:

**Client Name:**

**Contact Person:** Raman /Rupali

**Mobile No:** 02261284346

**Project Details:**

1. Git Repository

**Server:** 192.168.1.50

**Link:** [192.168.1.50/elision-dialer](http://103.51.26.22/elision-dialer)

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

1. Roles And Responsibility

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

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. Inbound IVR
2. Hot Marking
3. Dialer Default field with Custom form for inbound and outbound
4. Logic of after hour call will be transfer on another call
5. Customized Report
6. Centralized IVR

