

Medagg System – Project Progress Update

Phase: System Integration & Operational Readiness

Date: January 02, 2026

1. Backend System & Data Management

The core system infrastructure has been completed and is operating reliably with structured data handling, automation, and security controls.

- Completed full cleanup of previous development and test data.
- Introduced fresh, realistic test data to validate system workflows.
- Leads include Indian customer profiles with correct mobile formats and target cities such as Chennai, Bangalore, and Mumbai.
- Automated lead allocation based on customer location to ensure correct routing.
- Defined and implemented complete lead status flow including booking and conversion stages.
- Integrated secure role-based access to protect administrative and caller operations.

2. Admin Control Panel

The administrative system is ready for daily operations, monitoring, and management.

- Central dashboard for monitoring overall lead activity and system performance.
- Complete lead visibility with search, filtering, and reassignment controls.
- Centralized management of caller accounts and operating locations.
- Individual caller activity and performance tracking.

3. Caller Mobile Application

A dedicated mobile application has been developed to support the calling team with real-time lead handling.

- Personalized access for each caller.
- Clear view of assigned leads only.
- Direct calling functionality from the application.
- Automatic call logging and activity tracking.
- Real-time lead status updates after each interaction.

4. Call Tracking & Transparency

- Every call made through the system is automatically recorded.
- Complete call history is stored against each lead.
- Ensures operational transparency, reporting accuracy, and accountability.

Current Status: All listed features are implemented, tested, and ready for live usage.