DeepCall

A User Guide On -

DeepCall Agent Campaigns

Author(s): Tanuj Gupta
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Agent Campaigns

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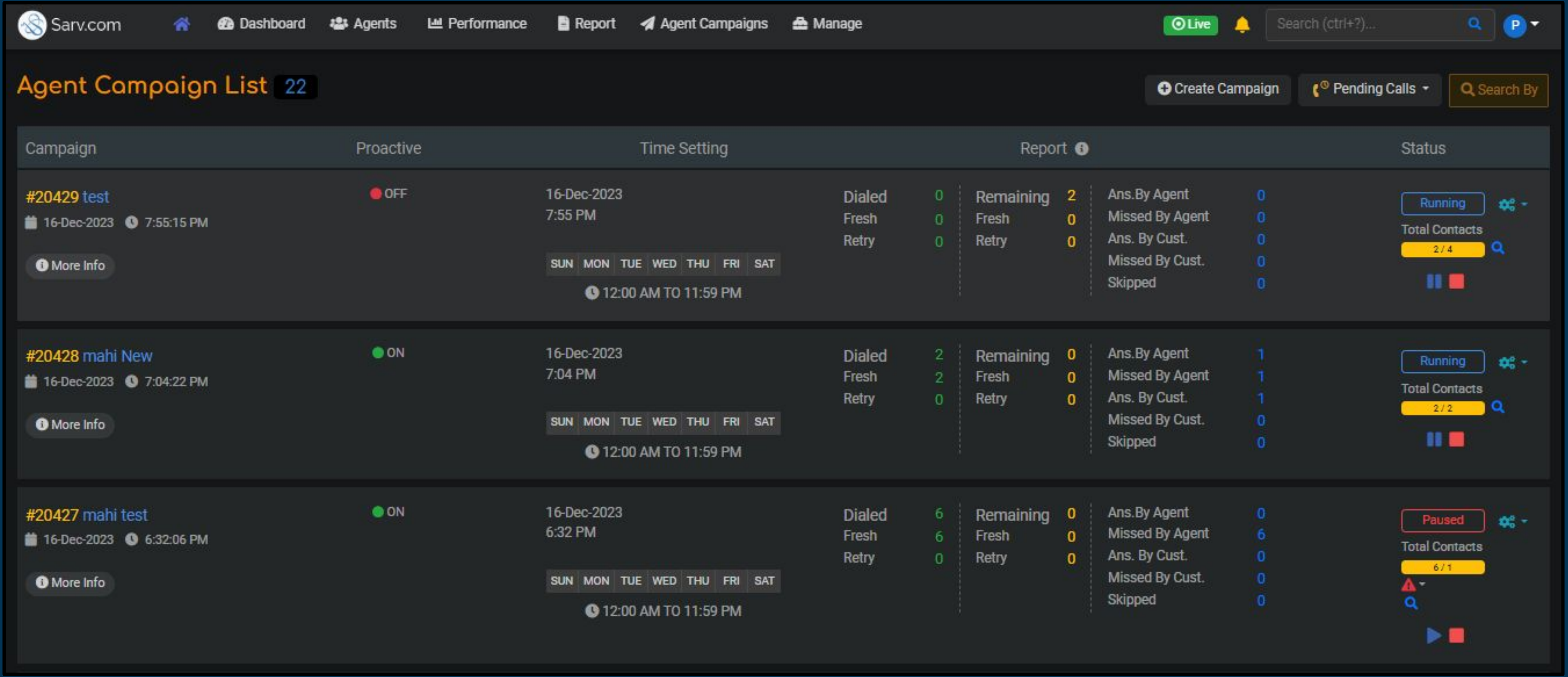
Campaign List - All Outbound Campaigns



Basic Details

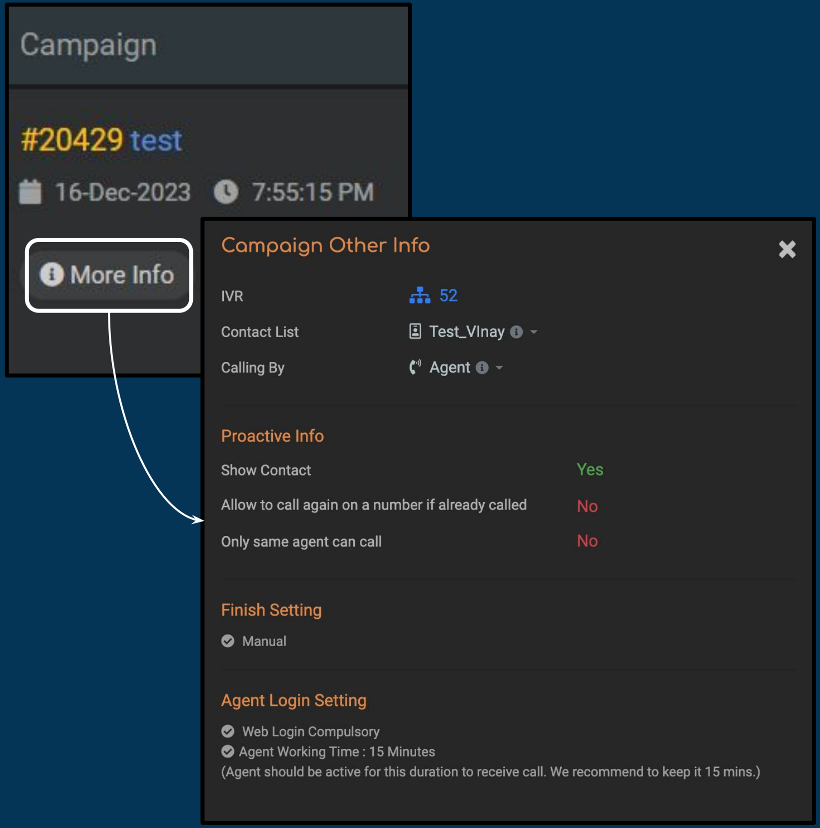
CAMPAIGN

Campaign ID & Campaign Name are used for easy search & specification of each campaign.

It shows the date and time of the campaign when it was created.

More Info-

- When you click on the “More Info” tab, pop-up flashes on the screen.
- You can click on IVR ID as it can be clickable to see the IVR flow.
- By clicking on Agent, you can view the contact list used & segmentation applied.
- The name of the Group or Agents who are assigned to the campaign can be viewed.
- Agent login settings are displayed for a quick brief on the same page.

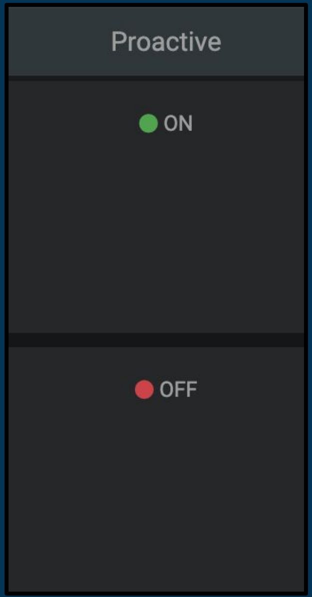


Proactive Status

PROACTIVE

Once a call is finished the next is dialed by the system automatically out of the assigned list of contacts, agent-wise.

- **ON**: If this is on, then contacts assigned to agents will be dialed one after another with a set interval automatically. An agent needs not to dial manually.
- **OFF**: Here the contacts will be assigned to the agent & the agent can call manually by clicking on the dial button one by one.

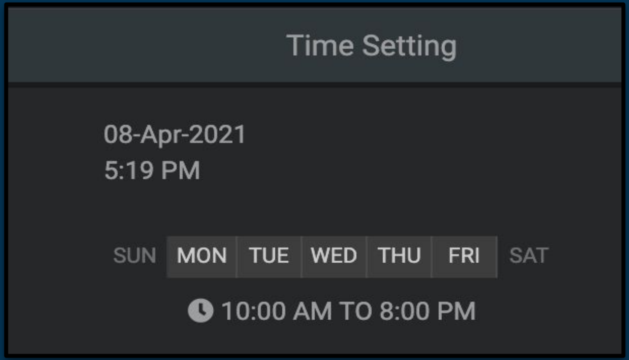


Time Settings

Here campaign is active from Monday to Friday and shows inactive on Sunday and Saturday.

- Day names highlighted are Active.
- Day names not highlighted are Inactive.

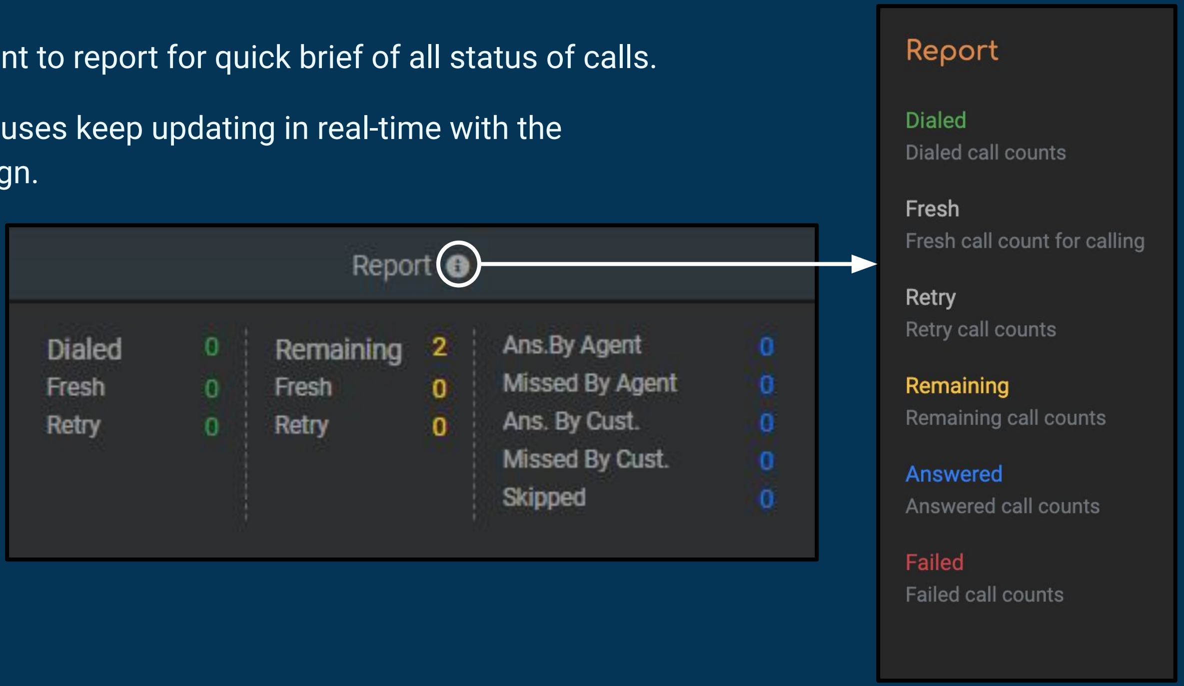
Set up time for campaigns when it's active. Like here 10 AM to 8 PM.



Dialled Counter - Report

REPORT

- Tooltip (i) added adjacent to report for quick brief of all status of calls.
- Counters for all the statuses keep updating in real-time with the progress of the campaign.



Status Section

Status of the Campaign-

- **Running:** The campaign is active & running.
- **Paused:** The campaign is paused for a fixed time.
- **Completed:** The campaign is completed.
- **Stopped:** The campaign is stopped either forcefully by the user or completed as per campaign settings.
- **Done for the Day:** The campaign is paused for the day.

Campaign PLAY & Campaign STOP

- Useful to pause, play & stop the campaign.

Search

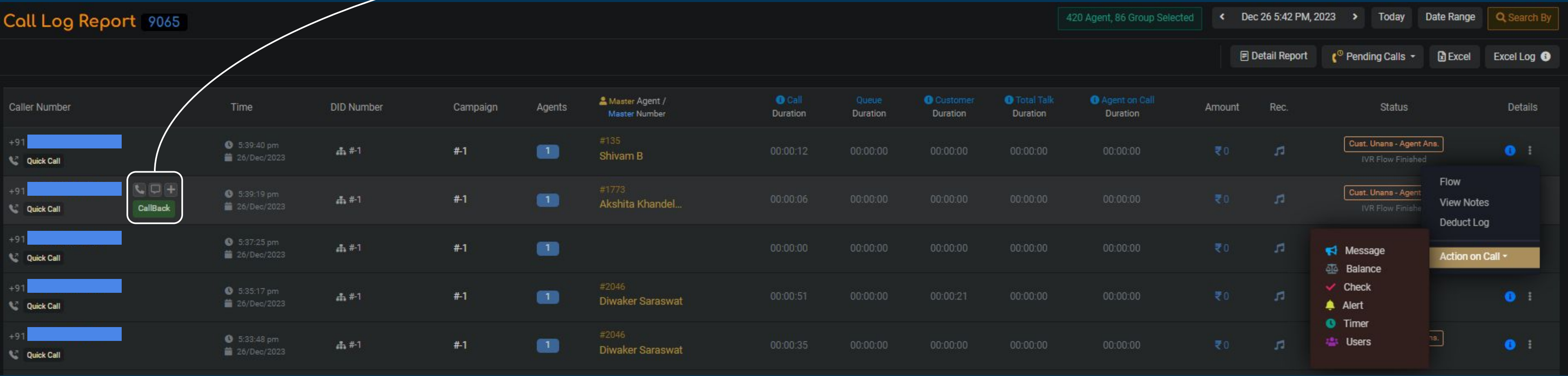
- A Popup will help to search date-wise calling information.

More Settings

- Report
- Edit
- Update Live Call View
- Allow on Quick Call
- Dashboard
- Push Report Webhook

Settings - Report

- Quick Call: Click to dial the call instantly.
- Send SMS: Setup APIs to send SMS instantly.
- Add Contact: Link the contact list with the campaign & insert contact from this page.

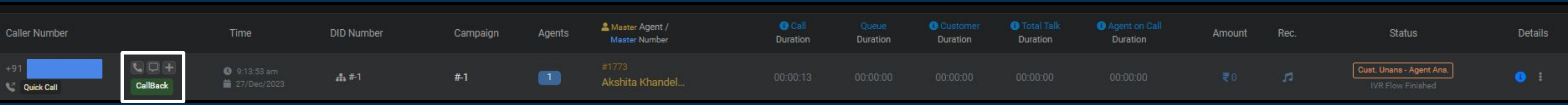


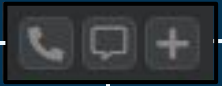
- Dialled Number listed
- Date & Time of the Call.

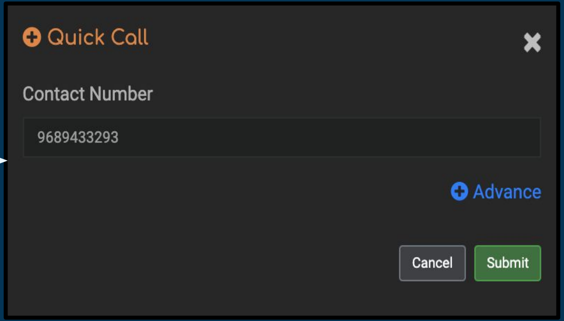
- DID Number
- Type of campaign

- Clickable Agent Counter
- Master Agent-Campaign
- Master Number-Click To Call

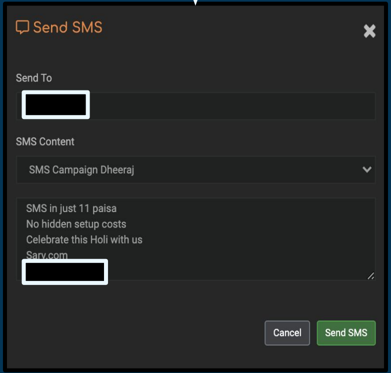
- Call Duration: Agent Dialer -- Hang Up
- Queue: Applicable in Inbound Calls (Waiting for agents to get free & take calls in the queue)
- Customer: Duration of Call after Agent-client Call patched
- Total Talk: Duration of Call after Agent-client Call patched
- Agent on Call: Agent Dialed -- Hang Up



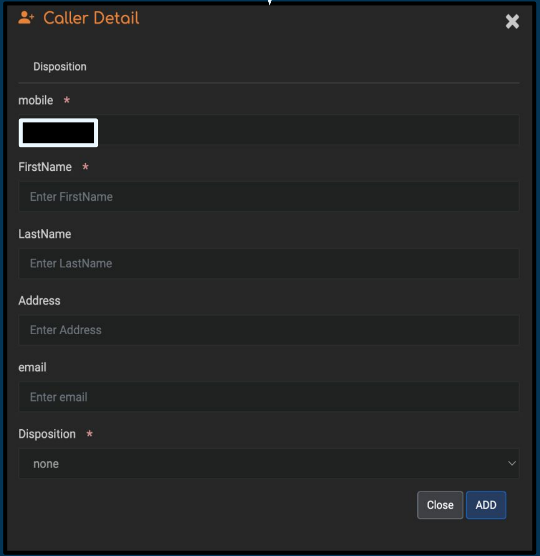




Quick Call - From here, we can make calls from the systems.



Send SMS - Pre-Approved SMS Template and Sender ID.



Caller Detail - Add a number to the desired/connected contact list.

Details

'i' Icon- Click here and it will lead to a new popup where the user can check activity on every node the call flowed from beginning to end (hang up).

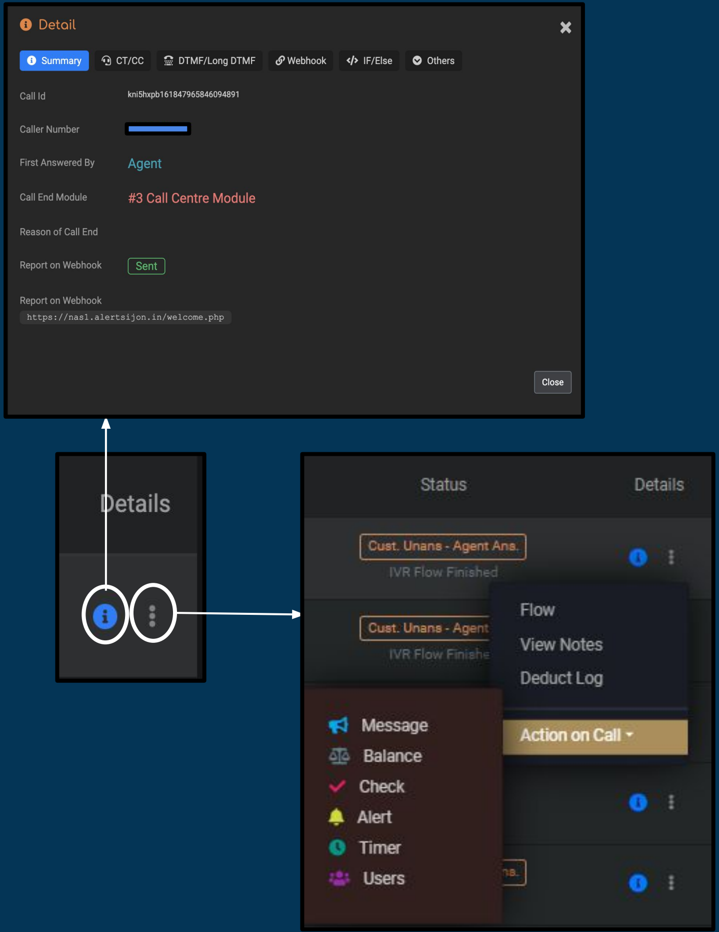
'3 Dot Icon'- Adjacent to 'i' there are 3 dots which when clicked will open more options.

Flow: Graphical flow will open to show how the call traveled in the IVR.

Deduct Log: Detail of the amount deducted for each call.

Action on Call

- Call Back, Fake, Detail, Important.
- This is completely customizable.
- User is free to add as many tags as they need to mark their call & the list will open under this option.
- From here user/agent can assign tags for future action implementation.



Caller Number		Time	DID Number	Campaign	Agents	Master Agent / Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
[redacted] Quick Call	CallBack	3:43:54 pm 6/Dec/2023	#-1	#-1	1	#6428 Abhishek Rajput	00:01:03	00:00:00	00:00:56	00:00:00	00:00:00	₹ 0		Both Answered IVR Flow Finished	

Detail

Summary | CT/CC | DTMF/Long DTMF | Webhook | IF/Else | Others

Call Id	kqftzkmp162487457469962318
Caller Number	
First Answered By	Agent
Call End Module	#3 Call Centre Module
Reason of Call End	
Report on Webhook	Sent

Report on Webhook

`https://nas1.alertsijon.in/welcome.php`

Close

Detail

Summary | CT/CC | DTMF/Long DTMF | Webhook | IF/Else | Others

Node	Type	Agent	Answer Time	Talk Start Time	Duration	Retry	Ring Duration	Recording
#3 cc	CC	#130 Aanchal Parnami	10:03:02	15:33:08 28/06/21	00:01:31	0	00:00:05	

Detail

Summary | CT/CC | DTMF/Long DTMF | Webhook | IF/Else | Others

Node	Type	Meta Info	Visiting Time
#2 answer	Answer This Call	✔	03:33:08 PM 28/Jun/2021

There are various components of the Detail Section which are as follows-

Summary: It will show details like Caller ID, Caller Number, First Answered By, Call End Module, Reason Of Call End, and Report on Webhook(Status).

CT/CC(Cloud Telephony/Call Center): From here, the agent can access the recording and can also download it on the local device.

Click To Call: It shows the parameters that are active during the call.

DTMF/Long DTMF(Dual Tone Module Frequency): It takes the record of every node of the IVR that the customer has pressed while calling.

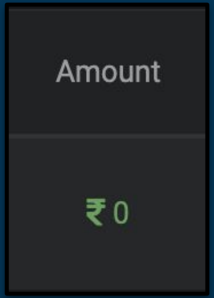
Webhook: These are automated URLs and time responses sent from here.

If/Else: It shows the IVR activity that the customer used to call the Agent.

Others: It shows the complete activity of the call from inception to end.

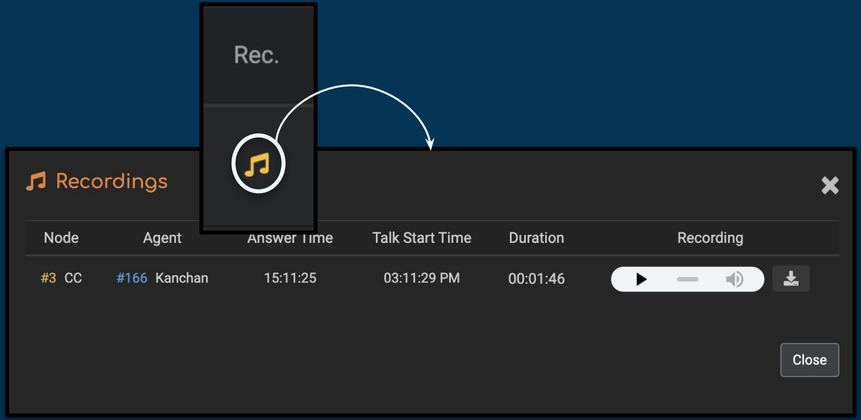
Amount

- How much amount is consumed in one call will be displayed individually for each call.
- The amount will be in Indian Rupee which will vary for each call.



Recording

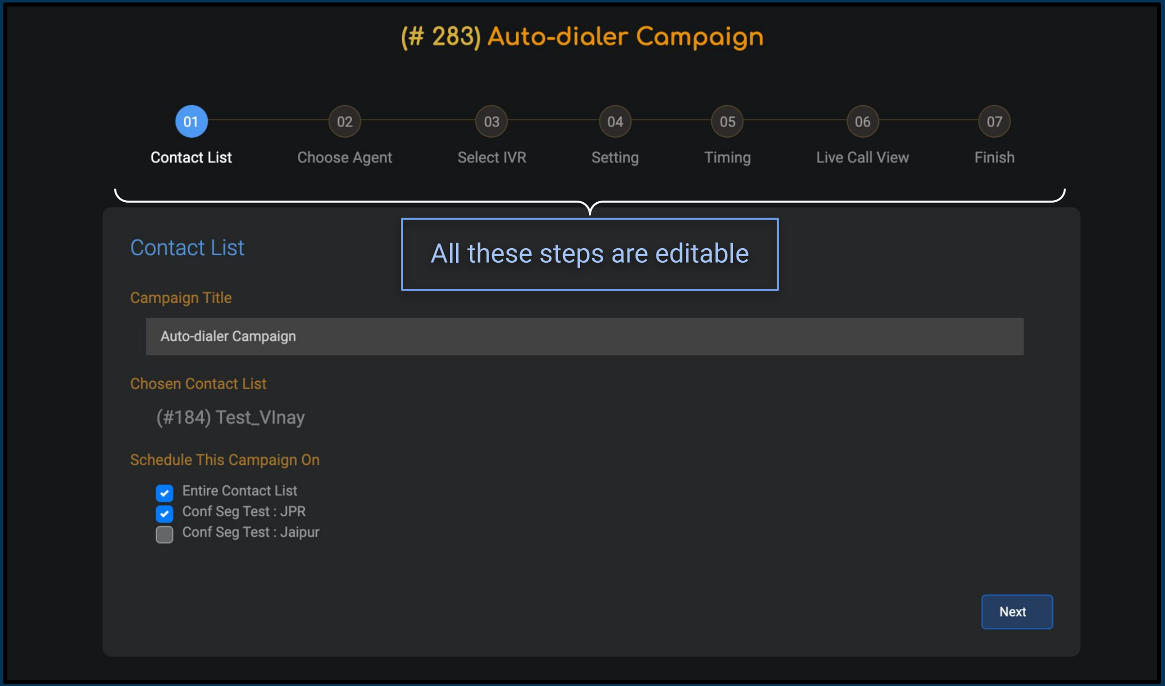
- Click on the recording icon and the popup will open.
- Users can check the details.
- Listen to the conversation.
- Users can download the recording in MP3 format.



Settings - Edit

The existing settings of the campaign are open here.

Edit the settings that are required and then save it to implement the changes.

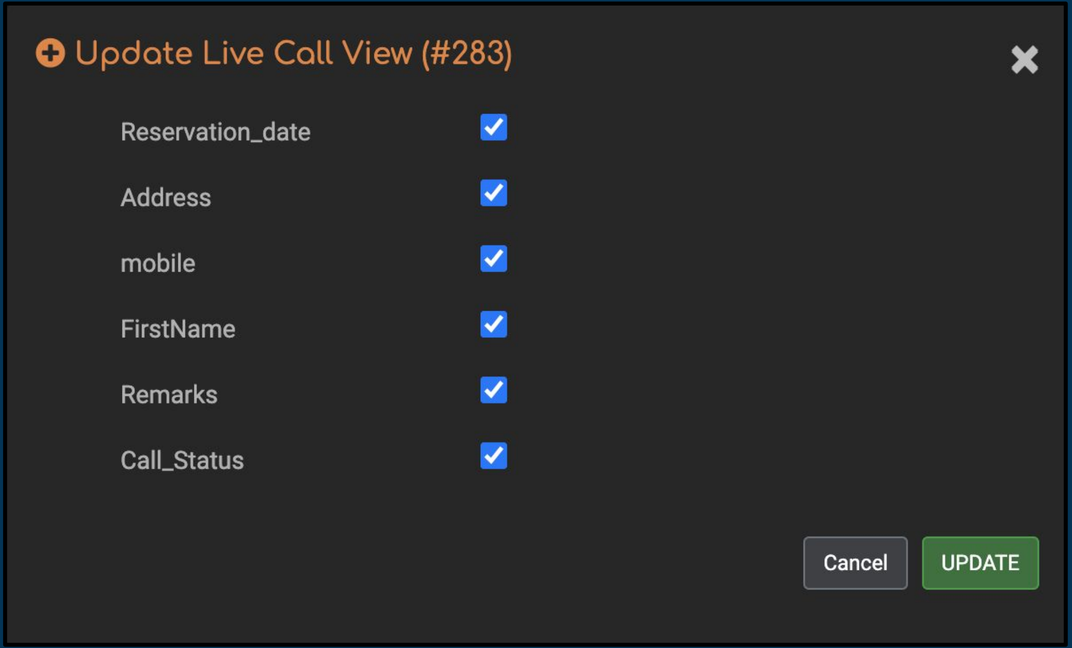


Settings - Update Live Call View

This is also the Sixth step in creating the new campaign.

This is another shortcut to edit this live call view.

Click on UPDATE to see the changes.



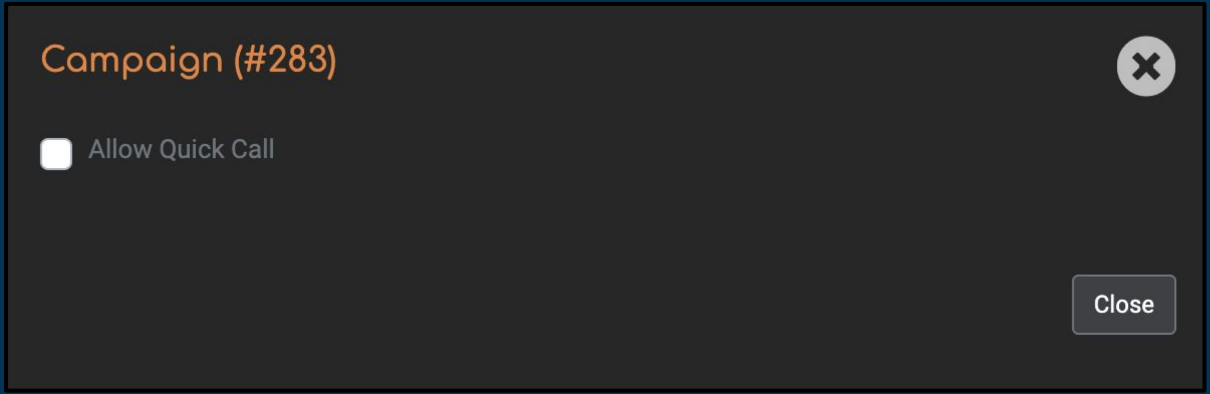
Settings - Allow on Quick Call

When allowed, the call made via quick call can be inserted into the chosen campaign.

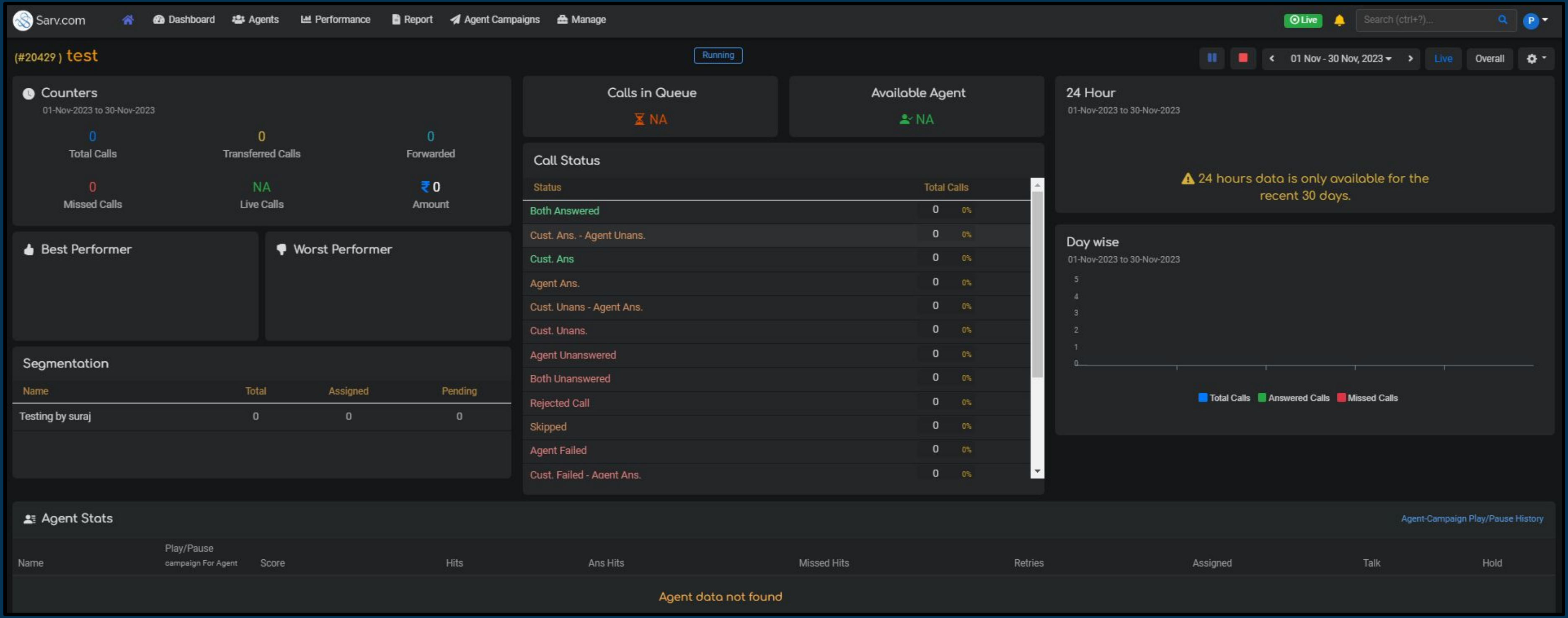
Otherwise, the quick call logs are stored separately.

Only campaigns that are allowed on Quick Call get this facility.

This way your quick call contact gets linked with the existing campaign & saved in it.



Settings - Dashboard



Settings - Dashboard - cont'd

In this, we can have the view of the complete information for any campaign in one place like-

Counter: It contains parameters like Total Calls, Transferred Calls, Forwarded, Missed Calls, Live Calls, and Amount.

Best Performer & Worst Performer: The user can check who is the best and worst performer in the entire campaign.

Segmentation: In this, the user can check the segment on the basis of fields declared at the time of contact creation.

Call Status: In this, the user can check the status of the call, like how it was responded to.

Day Wise: In this, total calls, answered calls, and missed calls are tracked as per the date range selected.

Agent Stats: There are various parameters to check the Agent activity during the date range selected.

Calls In Queue: In this, the user can view the current status of calls in the queue to get real-time data.

Available Agent: From here, the user can check the status of Agents who are available or not on the call at the moment.

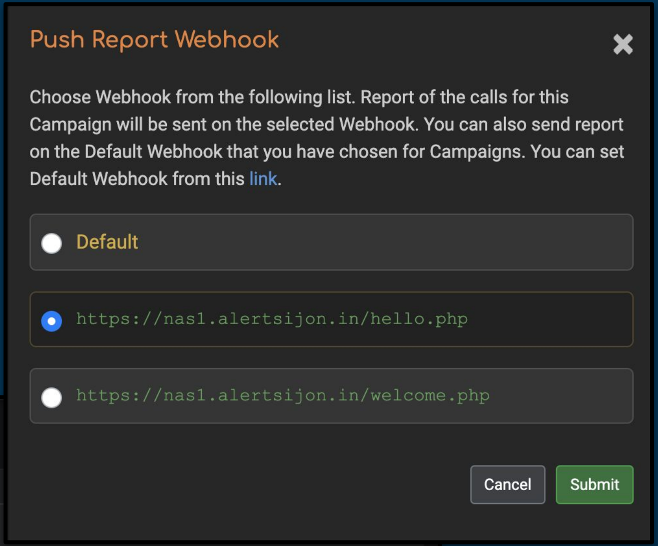
Settings - Push Report Webhook

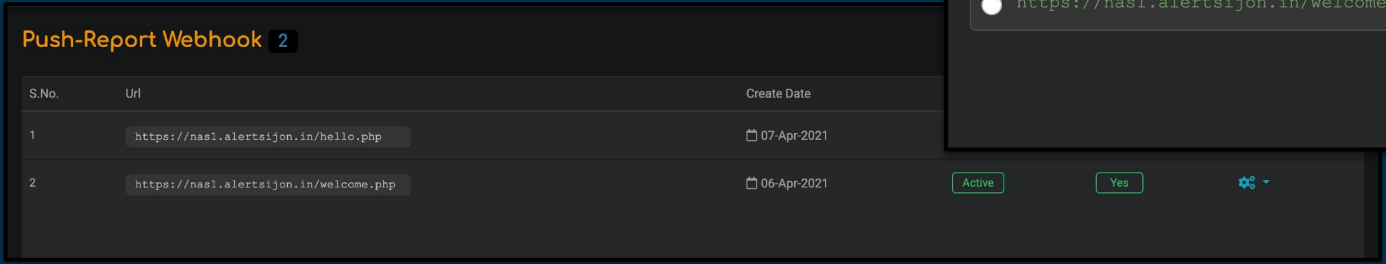
Push report webhook helps users enable reports to be pushed to the user's platform.

Set Default Webhook by following the link.

Also, users can add more webhooks and failed requests can be checked & added.

Search Filter to make the searching easy.





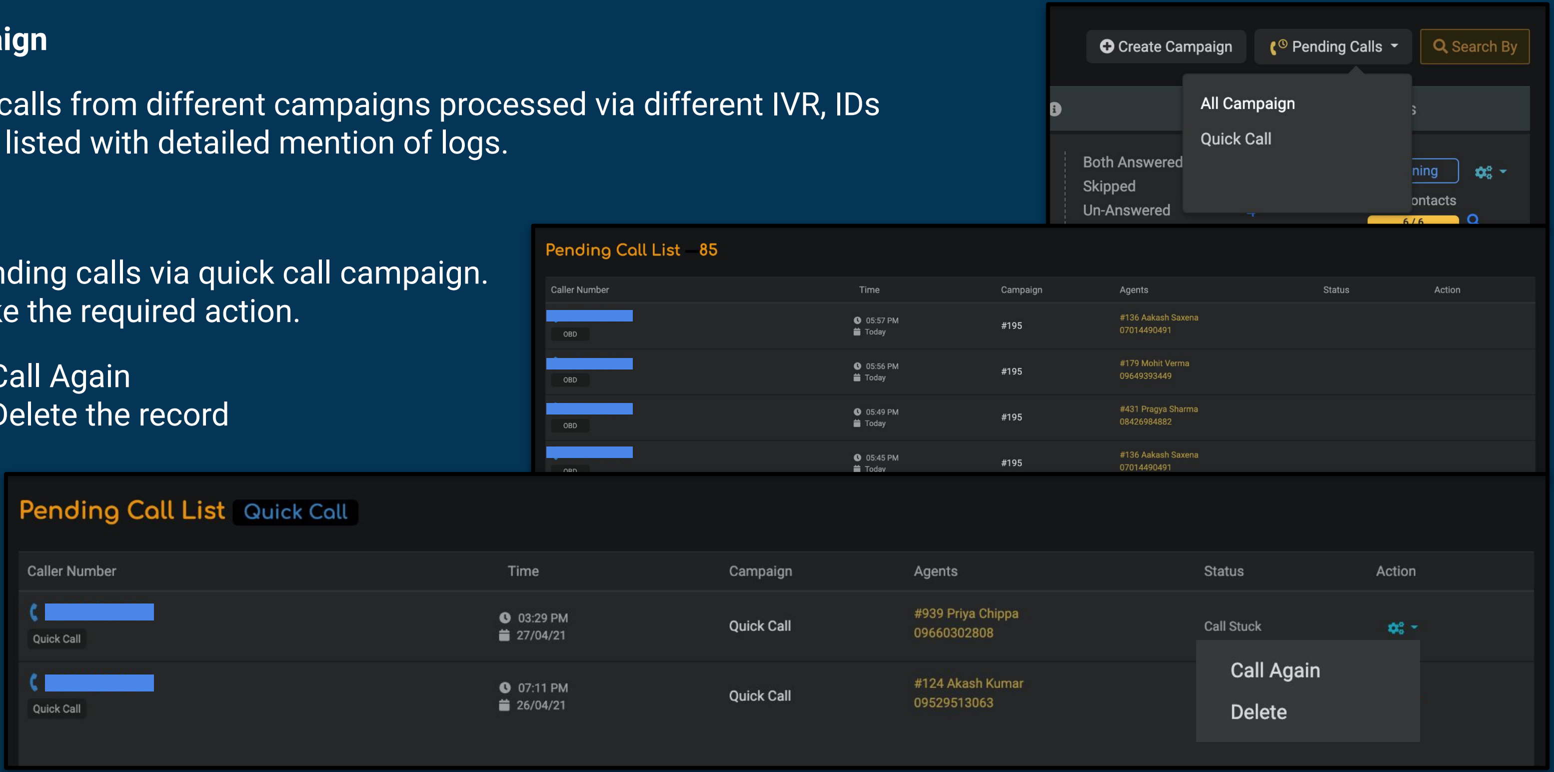
Pending Calls

All Campaign

- All calls from different campaigns processed via different IVR, IDs are listed with detailed mention of logs.

Quick Call

- Pending calls via quick call campaign.
- Take the required action.
    - Call Again
    - Delete the record



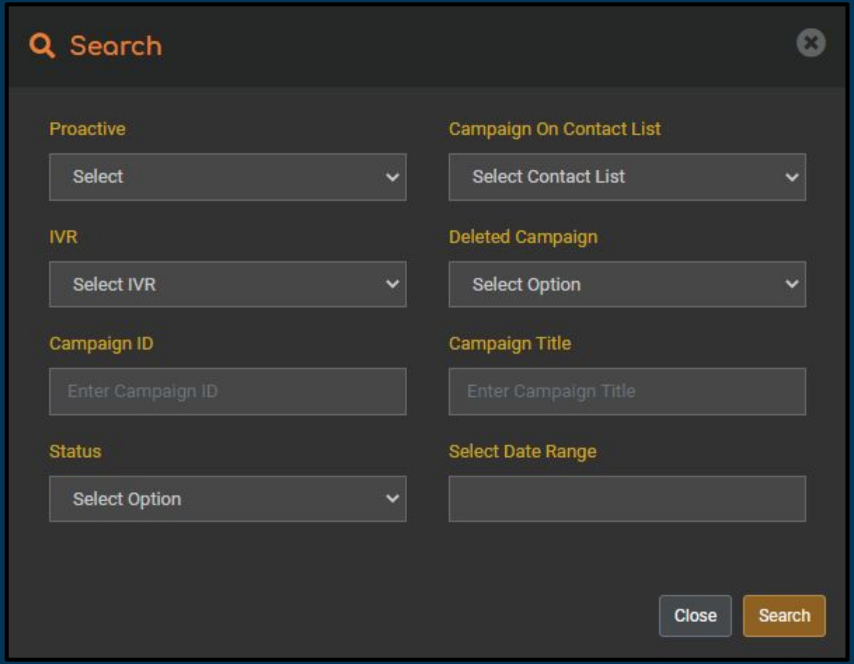
Search By

In a campaign, there are multiple parameters.

All these parameters are listed under search and selection is made very easy.

Included parameters are

- Proactive Status
- Campaign on Contact List
- IVR
- Deleted Campaign
- Campaign ID
- Campaign Title
- Status
- Select Date Range



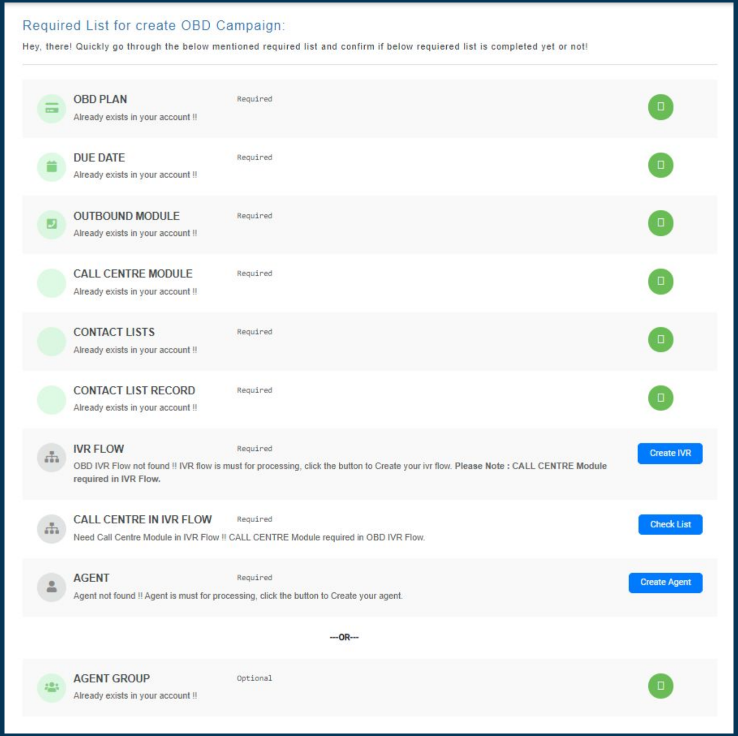
How to Create Campaign

Check This Before Creating Campaign

This is the required list to create the campaign. Make sure you are checking all these points before creating the campaign.

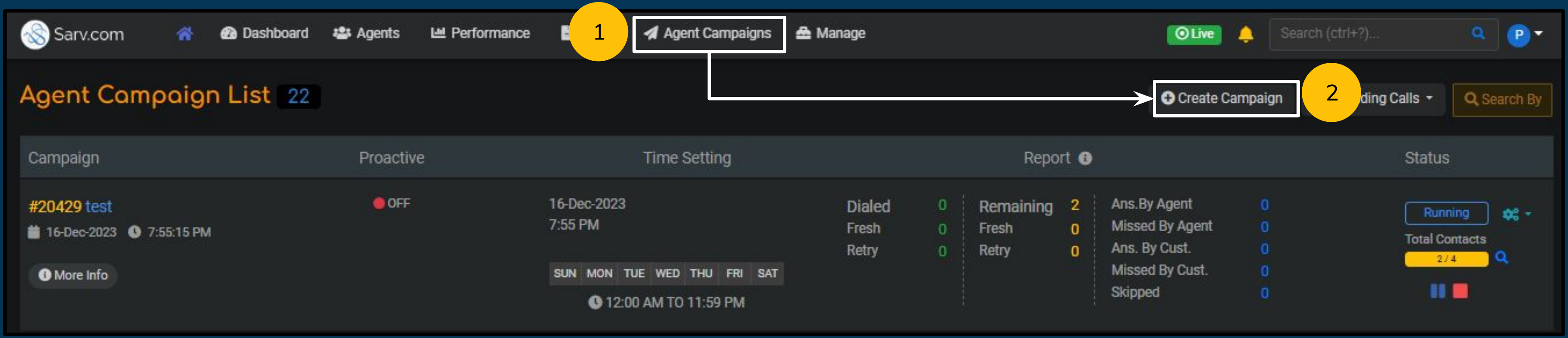
- Do you have an active OBD plan?
- Have an IVR flow?
- Have you added agents to your account?
- Have you uploaded a contact list on which campaign will run?

This is a 7-STEP process which will be discussed in upcoming slides.



DeepCall

How to create Campaign



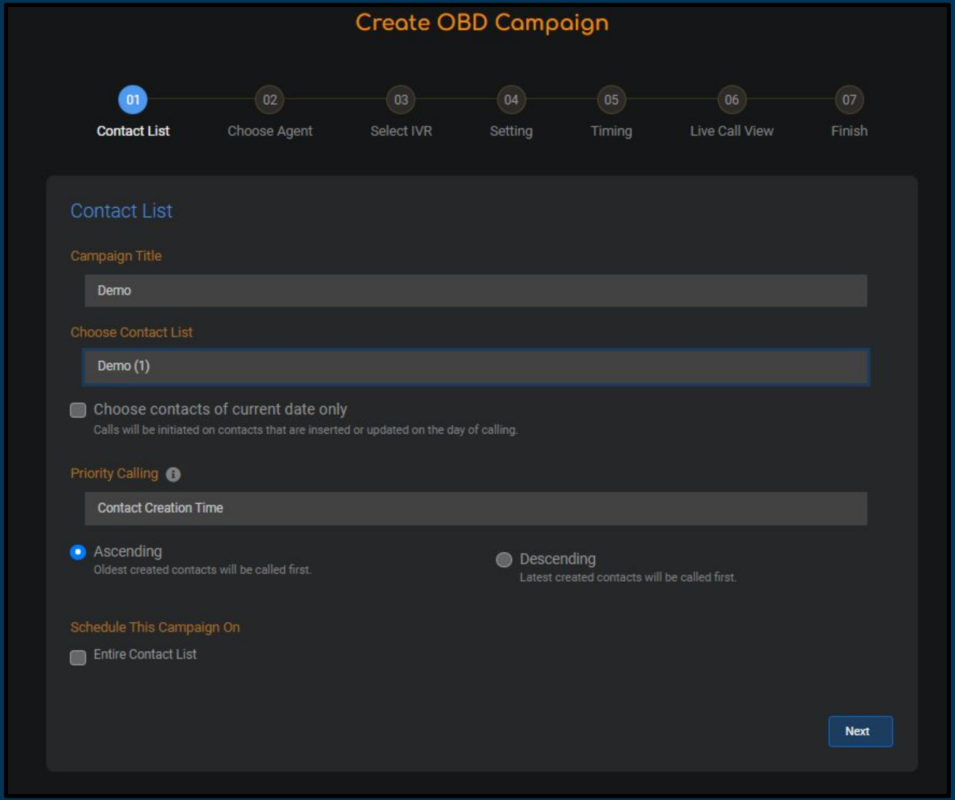
In the top menu bar, click ‘Agent Campaign’.

Look for the ‘Create Campaign’ Button.

Contact List

Steps:-

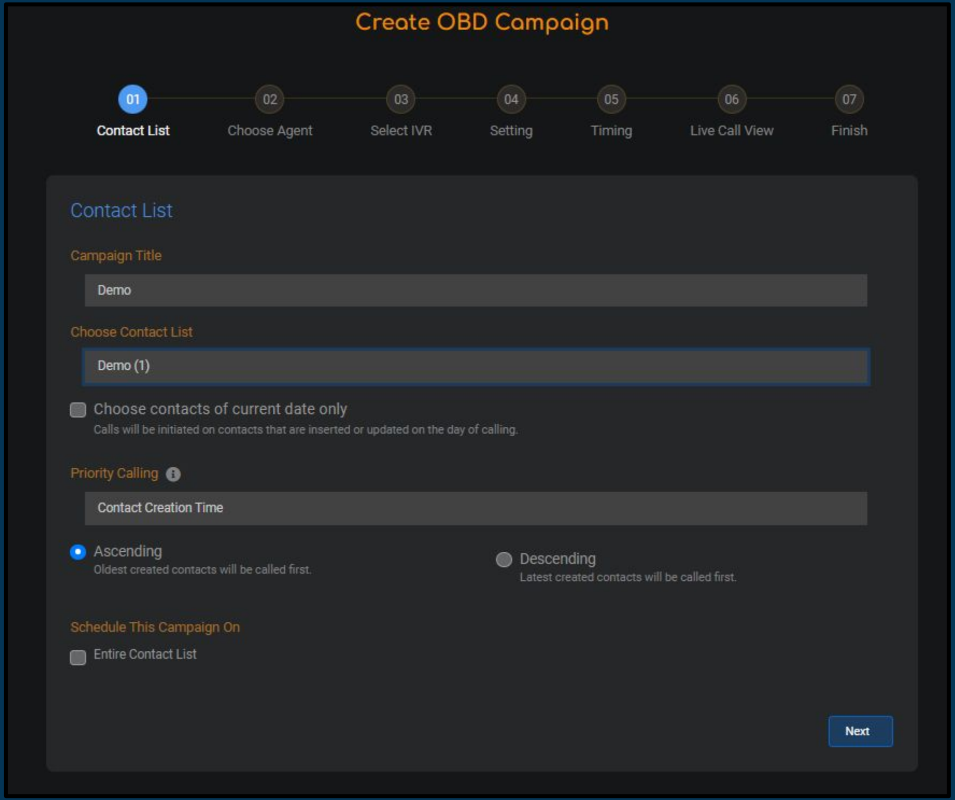
- **Campaign Title:** Name your campaign.
- **Choose Contact List:** Choose your contact list from dropdown.
- **Choose contacts of current date only:** Call will be initiated on the contacts that are updated on the day of calling.
- **Priority Calling:** In this, the user is provided with the option to call in order of priority, here 1 is considered the highest priority, and 10 is considered the least priority.
    - **Ascending:** In this, the priority will be given to the contacts in the order of 1 - 10, where 1 is a high priority and 10 is the least priority.



Contact List

- **Descending:** In this, the priority will be given to the contacts in the order of 10 - 1, where 10 is the least priority and 1 is the high priority.

- **Schedule This Campaign On:** If this is selected then it will work on the entire Contact List.



Choose Agent

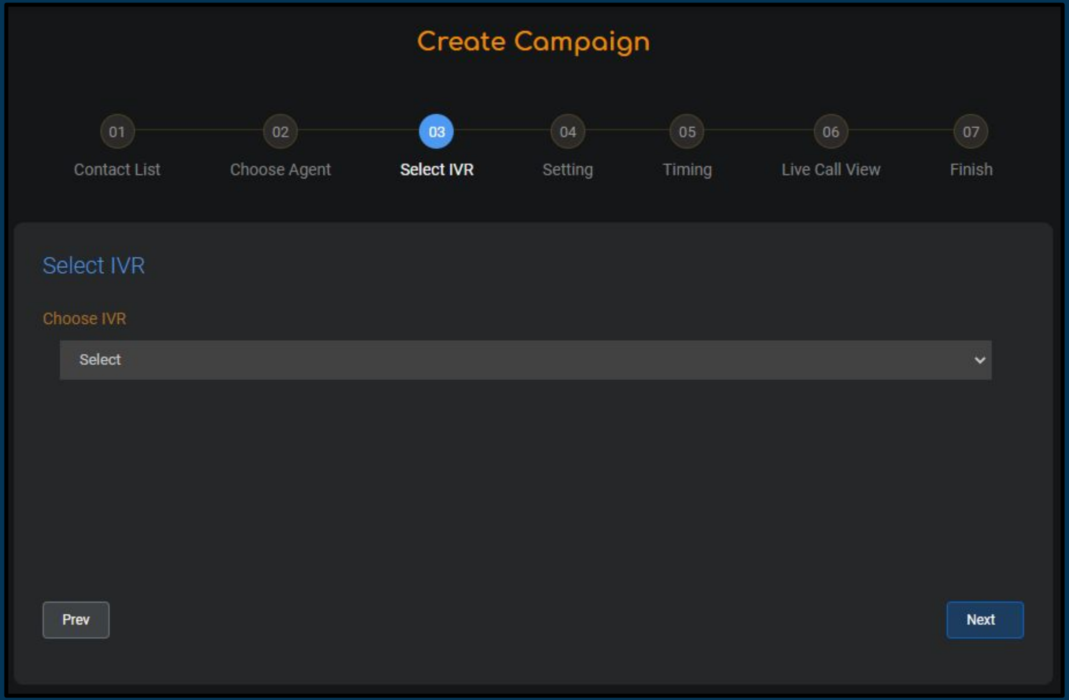
Agent Group

- Groups will be displayed in a dropdown to choose from the list.
- Multiple selections can be made.
- Segmentation in Agent Group is provided, user can opt for the required segments.

Agent

- A list of all agents added to the user account will be displayed in the list.
- Multiple agents can be selected.
- Segmentation in Agent is provided, user can opt for the required segments.

Select IVR



Select the IVR from the dropdown to apply in the campaign.

Settings

Proactive

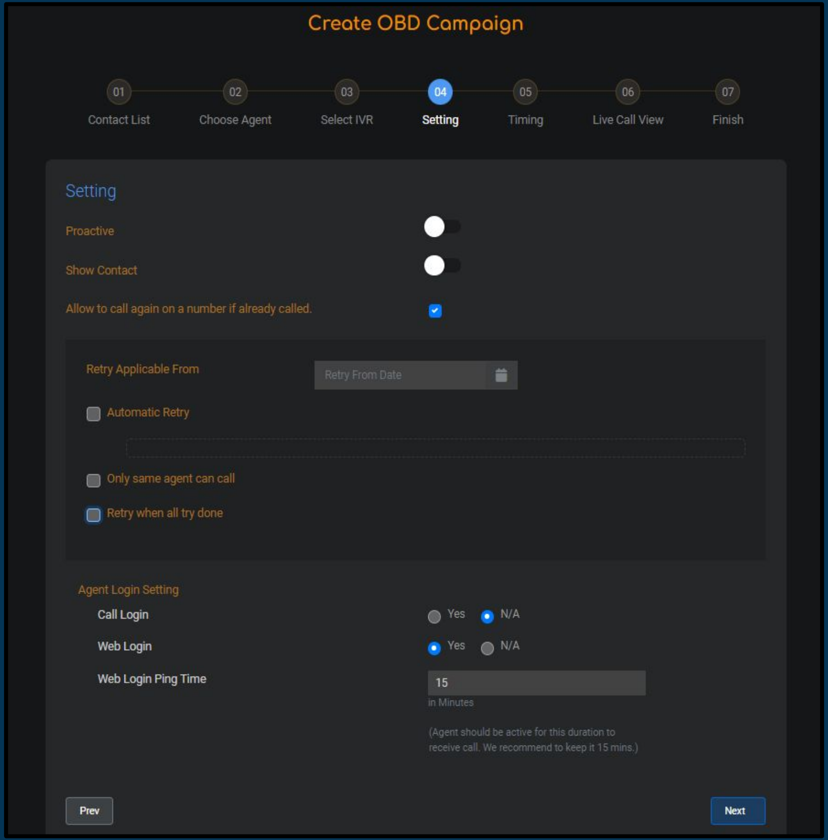
- By default, this option is OFF.
- Mark it ON or OFF as per requirement, and then it will call automatically to the contacts, the user has the option to give the wrap-up time to initiate the next call.

Show Contact

- By default, the option is disabled.
- Allow agents to see the contacts(Mobile No.) assigned to them.

Allow to Call again on a number if already called

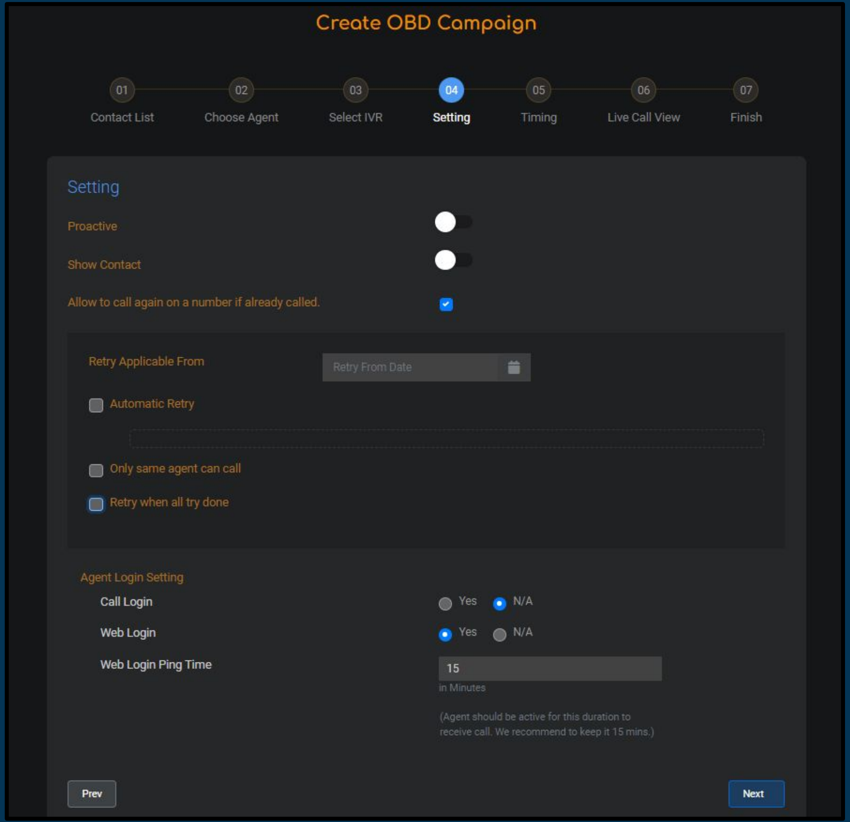
- Retry Applicable From
  - Choose to set up the retry from the date you wish to do so.
- Automatic Retry
  - Enable automatic retry
  - Set retry count



- Only the same agent can call
    - Enable retry by the same agent who had called earlier on the same contact.
- Retry when all is done
    - Here agent needs to retry manually by clicking on retry.

Agent Login Settings

- **Call Login**: For calls to connect to the agent set whether call login is required or not.
- **Web Login**: For calls to connect to agent set whether web login is required or not.
- **Compulsory**: If both Call Login and Web Login are selected as Yes, then this option will be available, then we can choose either “Any One” or “Both”.
- **Web Login Ping Time**: If the web login is markey, yes, and the agent is not active for 15 min (default set) then calls will not be assigned to the agent.



Distribution of Contacts

Each agent is assigned with 10 contacts at the start of the campaign. Then, the moment the agent is finished calling with the first contact, the count is left at 9. Then the system will automatically assign 1 new contact to that Agent so that the count can become 10 again.

This will go on until the campaign is finished.

When Web Login Is Enabled: Only then the agents be assigned 10 contacts.

Timing

Week Days

- Choose weekdays for which the campaign will remain active.

Working Hours

- Time duration on chosen weekdays when the campaign is active.

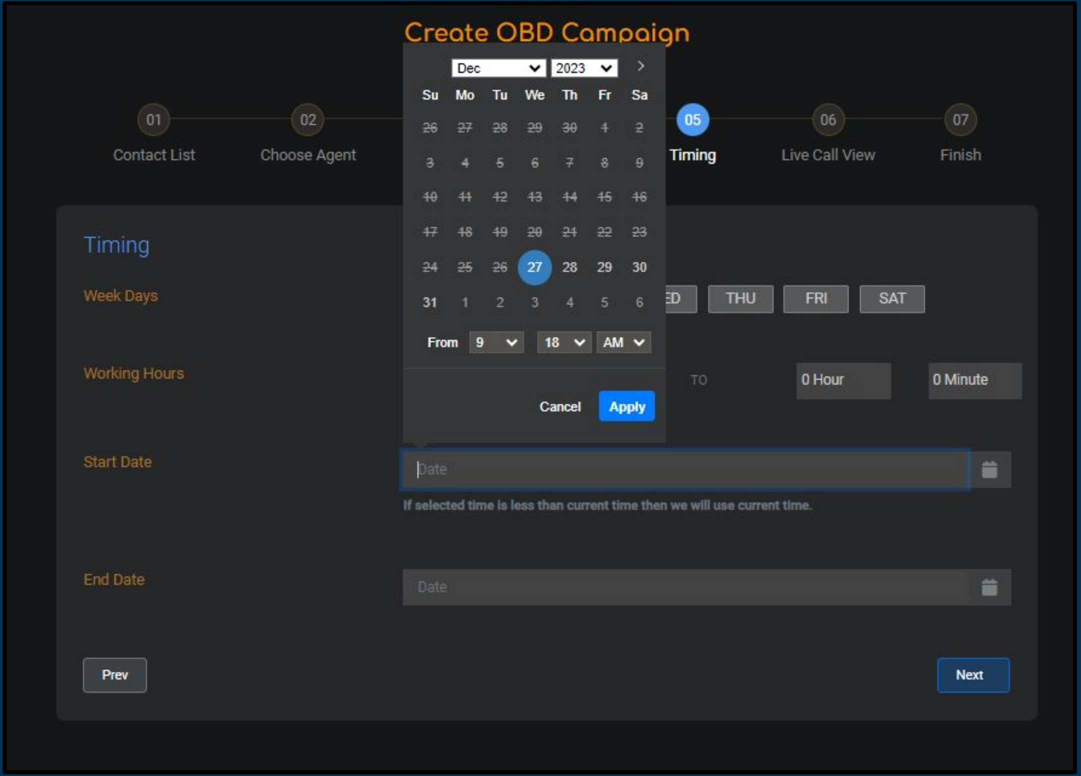
Start Date

- The Calendar appears to choose the start date and time.

End Date

- The Calendar appears to choose the end date and time.

Apply to save changes & click on NEXT.

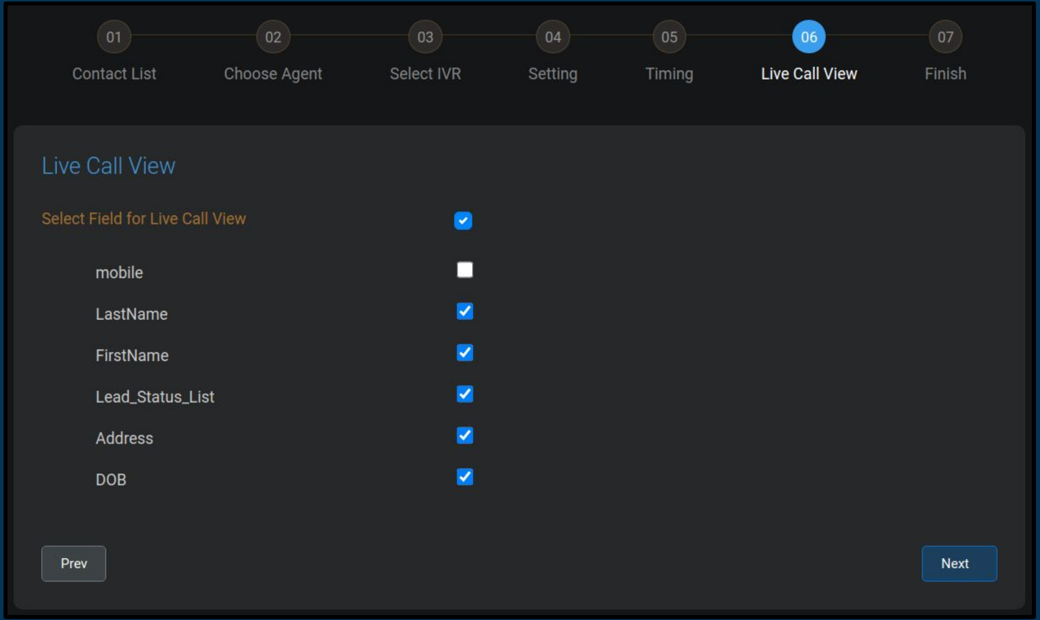


Live Call View

The contact list linked with the campaign carries multiple columns/custom fields.

All those fields will appear, choose from the list.

Chosen fields will be visible to an agent in the Contact form & the rest will remain hidden.



Finish

Confirm the Finish Settings of the campaign-

- **Manual:** The Campaign needs to be paused/stopped manually.
- **If Idle for more than 1 Month:** In this case, after 1 month, the campaign will be stopped automatically.
- **Time is Over:** If the end time is set then the campaign will be finished on the decided date & time.
- **Achieved Max Call Answered:** Fill in the counter of calls, the user wants to set for agents. Once this is achieved the campaign will be marked Finished.
- **Achieved Max Count of Specific Tag:** Set up the counter of any tag. Agents mark the call records with the tag & once the counter is reached, the campaign will be stopped by the system automatically.

The count should be considered as

- **Per Day Basis:** Max call counter to be considered on a day basis.
- **Overall Basis:** When the added count of calls is achieved, the campaign will be stopped.