

A User Guide On -

# DeepCall Agents

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Created On: 27 Dec, 2022  
Last Update: 20 Dec, 2023  
App Version : DC 2.0  
Document Version : 2.0.1



# Agents

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## 1. AGENT

- Agent List
- Add Agent
- Bulk Create Agent
- Bulk Update Agent
- Search By

## 2. GROUP

- Group List
- Add Group
- Search By

## 3. ROLE

- Add Role
- Role List
- Search By

## 4. LOGIN LOG

- Login Activity
- Search By

## 5. BREAKS

- List
- Log
- Report

# Agent List

Agents 372 Agent Limit 500

S.No.	Agent	Working Time	Destination	Role	Type	Parent	Created by	Status	Action
1	#1335 Aashish Avasthi	SUN MON TUE WED THU FRI SAT 12:00 AM TO 11:59 PM	Type: MOBILE Value: [Redacted]	#5911 Dev_test	Both	ROOT	User	Active	[Settings]
2	#1464 Abhimanyu SI...	SUN MON TUE WED THU FRI SAT 12:00 AM TO 12:00 AM	Type: MOBILE Value: [Redacted]	Role Not Match	Both	#161 Abhimanyu Test	User	Active	[Settings]
3	#3008 Abhimanyu Sh...	SUN MON TUE WED THU FRI SAT 12:00 AM TO 11:00 PM	Type: MOBILE Value: [Redacted]	#5912 Executive	Both	ROOT	User	Active	[Settings]
4	#161 Abhimanyu Te...	SUN MON TUE WED THU FRI SAT 12:00 AM TO 11:00 PM	Type: MOBILE Value: [Redacted]	#5913 Team Lead	Both	ROOT	User	Active	[Settings]

List of all active agents.

Agent Accounts which are deleted

A new Page will open with inactive agent listing.

**Aashish Avasthi**

Phone : [Redacted]

Email : [Redacted]

Address : Sarv

ctv1.sarv.com says

Are you sure to Deactivate

- Total Active Agent Count.
- Counter will change according to Inactive & Deleted tabs.

- View Detail
- Edit Details
- Delete Agent
- Change Permission
- Set Default IVR
- Change Contact List Permission
- Change Campaign Permission
- Group Permission
- Ref-login

## Agents Status

- **Active:** The agent is active in attending and making calls.
- **Inactive:** The agent is inactive & calls will not be passed to the agent.
- **Deleted:** Once deleted, the agent account cannot be reactivated. A popup will appear for final confirmation on deletion.

## Agent Limit

- The default agent limit is set to 2.
- This limit can be changed as per the plan bought.

## Action

- **View Details**
  - Already set details will be opened.
- **Edit Details**
  - The set details can be edited & saved again.
- **Delete Agent**
  - Click to Delete agent account.
- **Change Permission- Agent Permissions**
  - A list of all permissions for agents will open. Users can decide what permissions to apply & remove.

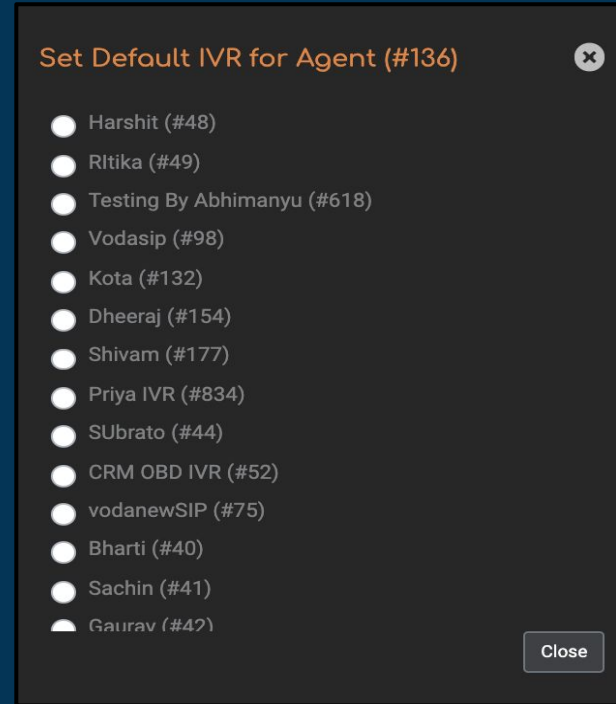
The screenshot displays the 'Agent Permission' interface for an agent named 'Aakash Saxena'. The interface is divided into a left sidebar with navigation options and a main content area titled 'REPORT'. The 'REPORT' section contains a table with columns for 'Permission' and 'Allow Permission'. The permissions listed are: REPORT MODULE, List Call Log, Quick Call Logs, VIEW CALL DETAIL, LOG\_REPORT, AGENT REPORT, and CRM REPORT. The 'Allow Permission' column shows toggle switches: blue for 'Permission Assigned' and grey for 'Permission Removed'. A legend on the right side of the interface explains these colors. Two white boxes highlight the 'List Call Log' and 'CRM REPORT' rows, which both have blue switches.

Permission	Allow Permission
REPORT MODULE	Blue
List Call Log	Blue
Quick Call Logs	Blue
VIEW CALL DETAIL	Blue
LOG_REPORT	Blue
AGENT REPORT	Grey
CRM REPORT	Blue

Blue: Permission Assigned  
Grey: Permission Removed

- **Set Default IVR for Agent**

- A list of IVRs created will open. Users can choose to apply the default IVR & change it at any point in time.





## Contact List Permission #136 Aakash Saxena

S.No.	Permission	Allowed Permission
1	All	<input type="checkbox"/>
2	Hierarchy	<input type="checkbox"/>
3	Created By Self	<input checked="" type="checkbox"/>
4	Assigned to Agent	<input checked="" type="checkbox"/>
5	Assigned to Role	<input type="checkbox"/>
6	Assigned to Group	<input type="checkbox"/>

- **Contact List Permission**

- **All:** If enabled, the user will get permission for all the contact lists that are there in the panel.
- **Hierarchy:** If enabled, the user will get permission to access the contact list for the hierarchies below their level in the panel.
- **Created By Self:** If enabled, the contact list created by that particular user will be permitted to be used.
- **Assigned to Agent:** If enabled, users will get permission to access the contact list that is assigned to them.
- **Assigned to Role:** If enabled, the user will get permission to access the records for the roles that are assigned to them.
- **Assigned to Group:** If enabled, the user will get permission to access the group which includes selected Agents.

## Campaign Permission #136 Aakash Saxena

S.No.	Permission	Allowed Permission
1	All	<input type="checkbox"/>
2	Hierarchy + calls which are not assigned to anyone	<input checked="" type="checkbox"/>
3	Self + calls which are not assigned to anyone	<input checked="" type="checkbox"/>

- Contact List Permission
  - **All:** If enabled, then the user gets permission access for all the campaigns that are created in the panel.
  - **Hierarchy + Calls that are not assigned to anyone:** If enabled, user gets the permission for the campaigns for the hierarchies that are below his level and the calls which are not assigned to anyone.
  - **Self + Calls that are not assigned to anyone:** If enabled, user gets the permission to access the campaign list which are created by them and the calls which are not assigned to anyone.

## Assign Group Permission to Agent

#13355 Aashish Avasthi

S.No.	Permission	Allowed Permission
1	All	<input type="checkbox"/>
2	Created By Hierarchy	<input type="checkbox"/>
3	Created By Self	<input checked="" type="checkbox"/>
4	Involve Self	<input type="checkbox"/>
5	Involve Hierarchy	<input type="checkbox"/>

- **Group Permission**
  - A list of all group permissions to agents will open. Users can decide what permissions to apply & remove.

- Ref Login

- User/Admin can click to log into any agent account via this option.

Hi, Aashish A... (#13355)

Total Hits: 0, Missed Hits: 0, Inbound: 0, Outbound: 0, Quick Hits: 0, Pool Hits: 0

Recent Caller

Enter Number [Phone Icon]

### Campaign

All Calling List

Campaign Hits

### Calling List

(All Campaign)

Pending Refresh Recent Calls

Contact No.	Campaign	FirstName	Status	Action
-------------	----------	-----------	--------	--------

### Callback Today

Contact No.	Callback Time	Remaining Time
-------------	---------------	----------------

### Call Box

Currently no live call going on

Web Login No	Call Login No	Break 00:00:00 Hr Min Sec	Avail. Duration 00:00:00 Hr Min Sec
Talk Duration 00:00:00 Hr Min Sec	Avg Talk 00:00:00 Hr Min Sec	Hold 00:00:00 Hr Min Sec	Avg Hold 00:00:00 Hr Min Sec

# Agent - Add Agent

- Enter Agent details in the form in detail.
- Choose the role of Agent & assign a group.
- Type
  - Inbound (IBD)
  - Outbound (Campaign)
  - Both
- Destination
  - SIP, WebRTC, Mobile, Destination.
  - The call will land on this number.
- Working Day & Hours.
- offTime Dest(Destination)
  - SIP, WebRTC, Mobile, Destination.
- Assign DIDs to an Agent.
  - An agent can view reports of only assigned DIDs
  - This could be 1 or multiple.
- IP Phone User.

+ Add Agent

**+ Add Agents** [View Agents](#)

**Agent Details**

Full Name  Mobile No.  Email Id

Address  Role  Type

---

**Destination**

Type  Destination

**Parent**

Status Of Agent

**Working Days**        **Working Hours**  :  To  :

**offTime Dest**

Type  Destination

**Agent Group**  **Allow DID to Agent**

**IP Phone User**

[Continue](#)

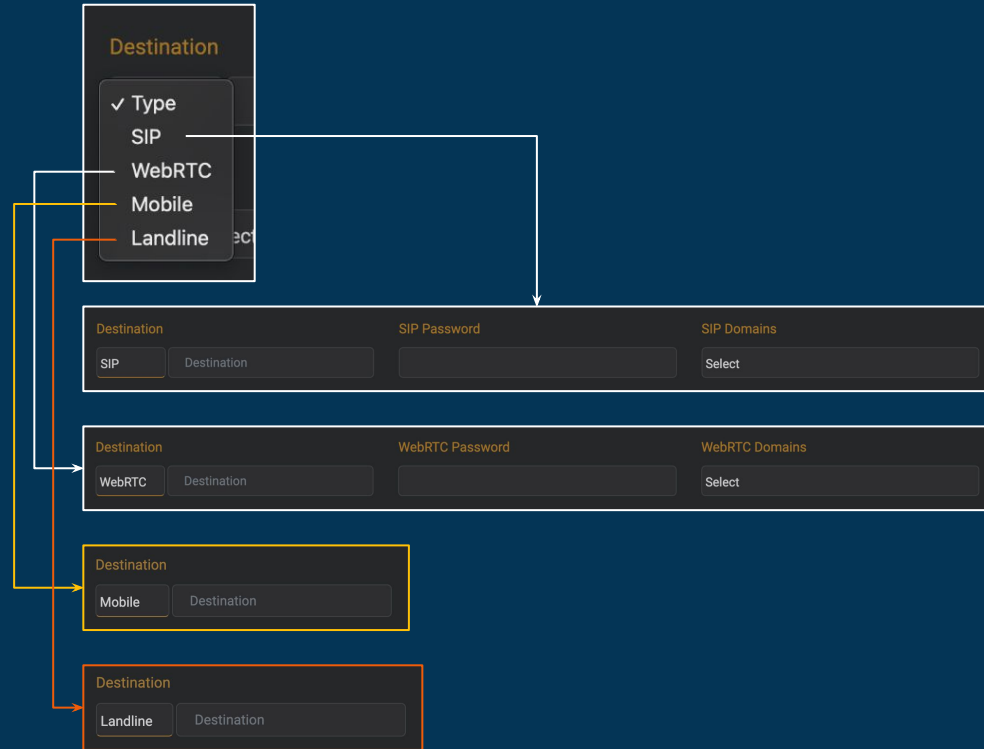
# Agent - Add Agent - Destination

In Destination, Type has four options;

- **SIP**: Divert your calls to an IP softphone.
- **WebRTC**: Login using a password while eliminating multiple sessions.
- **Mobile**: Divert your calls to a mobile number.
- **Landline**: You can also divert your call to a landline.

In offTime Dest(Destination), Type has same four options;

- SIP
- WebRTC
- Mobile
- Landline



# Agent - Bulk Create Agent

**Bulk Create Agent**

↑ Bulk Create

Drag and drop files here

or

Browse For File

Download Sample File

Upload File

**Field Description**

- Please note that we are considering first row as header so it will not be inserted.
- Sequence of the columns must be same as mentioned in the example file.

1. FullName **compulsory**
2. MobileNo **compulsory**
3. Email **compulsory**
4. Address
5. RoleId **compulsory**
6. Type
7. Destination Type **compulsory**
8. Destination Value **compulsory**

- To Bulk Create Agent, upload the CSV file by dragging and dropping or browsing the file with the compulsory fields shown in the above screenshot.
- You can download the sample file which is attached here, to get an idea.

# Agent - Bulk Update Agent

**Bulk Update Agent**

**Bulk Update**

Drag and drop files here  
or  
Browse For File

Upload File

**Field Description**

- Please note that we are considering first row as header so it will not be inserted.
- Sequence of the columns must be same as mentioned in the example file.

- Agent Id
- FullName **compulsory**
- MobileNo **compulsory**
- Email **compulsory**
- Address
- RoleId **compulsory**
- Type
- Destination Type **compulsory**
- Destination Value **compulsory**

- To Bulk Update Agent, upload the CSV file by dragging and dropping or browsing the file with the compulsory fields shown in the above screenshot.
- You can download the sample file which is attached here, to get an idea.



# Agent - Search By



- Here, the User can perform a search using parameters like - Agent ID, Agent Name, Phone, Email, Address, Role Name, Destination Type, Destination Value, Parent ID, Working Days, Type, and Create Date.
- User can search with one parameter or multiple parameters as well to refine their search.

**Search**

Agent Id: Enter Agent Id

Agent Name: Enter Agent Name

Phone: Enter Phone Number

Email: Enter Agent Email

Address: Enter Agent Address

Role Name: Select Role

Destination Type: Select Destination Type

Destination Value: Enter Destination Value

Parent Id: Enter Parent Id

Working Days: SUN MON TUE WED THU FRI SAT

Type: Please Select Type









Create Date: [Empty field]

Close Search

# Group

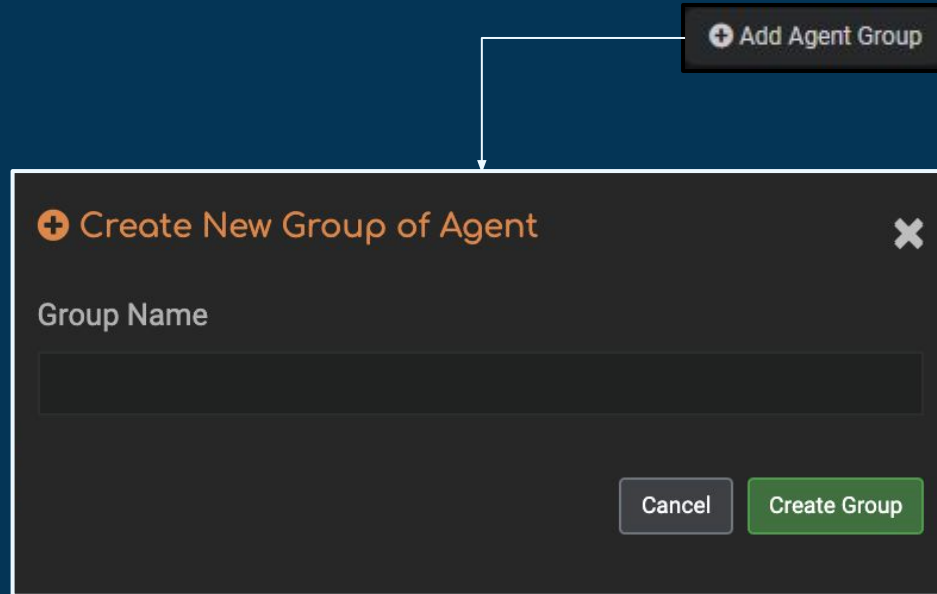
# Group List

Agent Groups 86 Add Agent Group Search By

S.No.	Group Name	Agent	Created By	Create Date	Status	Action
1	#10289 Up112-beta-test	#2941 Suraj Jat #9115 Suraj Rawat #160 Gagandeep #4689 Manoj Kumawat #4688 Vivek	92885958	21-Nov-2023 7:26:02 AM	Active	 
2	#10288 TAM	#16644 Abhishek Sharma #15855 Tarun Jangid	92885958	18-Nov-2023 3:32:56 PM	Active	 
3	#10287 VinayUP112	#129 Vinay Sharma #17679 Vinay Test #17680 Vinay Test1 #17678 Vinay UP112	92885958	18-Nov-2023 3:27:52 PM	Active	 
4	#10286 webrtc group	#16967 Komal Kanwar Webrtc	92885958	18-Nov-2023 9:52:18 AM	Active	 

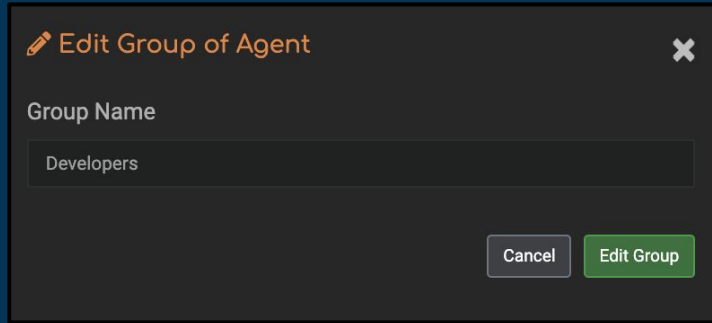
- Check out all the groups added to date.
- The agent column lists the names of agents added to each group.
- Created by & Create date with each group.
- **Status**
  - Active
  - Inactive
- **Action**
  - Edit
  - Assign Group to Agent

# Group - Add Group



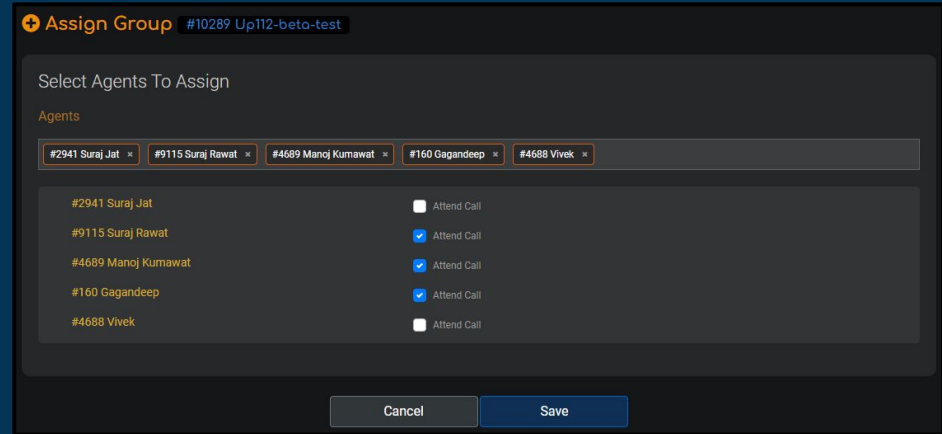
Users can enter their name and click on 'Create Group.'  
The group will be created and added to the list.

# Group List - Action



## Edit

- Rename your group.



## Assign Group to Agent/Select Agents to Assign

- Add and remove agents.
- Multiple selection.

# Group - Search By

- Here, the User can perform a search using parameters like - Group Name, Group ID, and Select Date Range.
- User can search with one parameter or multiple parameters as well to refine their search.

Q Search By

Q Search

Group Name

Enter Name of Group

Group ID

Enter Group Id

Select Date Range

Close Search

# Role

# Role

## Create Role:

Create a new role & choose what you wish the agents with this specific role to view in their account.

## Can see

- **All records:** An agent with an assigned role can see all the records in the hierarchy.
- **Own records:** Can see only their account records.
- **Own records & records of an agent just under him/her:** Can see records of self and downline.
- **Own records and records of agents up to any level under him/her:** Can see records of all agents under it.

### + Create New Role ✕

Role Name

Can See

- All Records
- Own Records
- Own Records and Records of Agent Just Under Him
- Own Records and Records of Agent Upto Any Level Under Him



# Role List

Roles 9 Add Role Search By

S.No.	Role Name	Created By	Agent	Create Date	Status	Action
1	#5916 TME Lead	92885958	1	21-Nov-2023 8:22:07 AM	Active	<span>Edit</span> <span>Change Permission</span>
2	#5915 Tikona L1	92885958	0	21-Nov-2023 8:21:51 AM	Active	<span>Edit</span> <span>Change Permission</span>
3	#5914 Management	92885958	1	21-Nov-2023 8:21:32 AM	Active	<span>Edit</span> <span>Change Permission</span>
4	#5913 Team Lead	92885958	12	21-Nov-2023 8:21:06 AM	Active	<span>Edit</span> <span>Change Permission</span>
5			51	21-Nov-2023 8:20:41 AM	Active	<span>Edit</span> <span>Change Permission</span>
6					Active	<span>Edit</span> <span>Change Permission</span>

### Edit Role

Role Name  
Management

Can See

- All Records
- Own Records
- Own Records and Records of Agent Just Under Him
- Own Records and Records of Agent Upto Any Level Under Him

Cancel Edit Role

### Role Permission

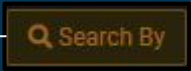
Role Name: Team Lead

USER

Permission	Allow Permission
BALANCE LOG	<input type="checkbox"/>
API TOKEN	<input type="checkbox"/>
DOCS	<input type="checkbox"/>
LONGCODE SETTING MODULES	<input type="checkbox"/>

# Role - Search By

- Here, the User can perform a search using parameters like - Role Name, Role ID, and Select Date Range.
- User can search with one parameter or multiple parameters as well to refine their search.



The image shows a 'Search By' button in the top right corner, which is highlighted with a white arrow pointing to a 'Search' dialog box. The dialog box is dark-themed and contains the following elements:

- Search** title with a magnifying glass icon and a close button (X).
- Role Name** label above a text input field with the placeholder text 'Enter Name of Role'.
- Role ID** label above a text input field with the placeholder text 'Enter Role ID'.
- Select Date Range** label above a date range selection input field.
- Close** and **Search** buttons at the bottom right.

# Login Log

# Login Log

Login Activity 5570 Search By

S.No.	Agent ID	Login	Logout	Login Time	Logout Time	Duration	Status	More	Action
1	#130 Aanchal Parmami	Manual	-	04-May-2021 4:34:15 PM	-	-	Active	ⓘ	Logout
2	#129 Vinay Sharma	Manual	-	04-May-2021 4:21:43 PM	-	-	Active	ⓘ	Logout
3	#129 Vinay Sharma	Manual	-	04-May-2021 4:17:31 PM	-	-	Active	ⓘ	Logout
4	#131 Ajay	Manual	-	04-May-2021 4:10:27 PM	-	-	Active	ⓘ	Logout
5	#189 Dheeraj Goyal	Referral	-	04-May-2021 4:08:23 PM	-	-	Active	ⓘ	Logout
6	#431 Pragya Sharma	Manual	-	04-May-2021 4:03:23 PM	-	-	Active	ⓘ	Logout

**More Info (#6428)** ✕

SSID: ZERzQTtbaJKLDPmV8Lawkeazin1ESDMh5NQoRQlw7DumDZE

Login IP: 103.255.103.3

Logout IP: —

These logs include

### Login & Logout

- Manually: Agent logged in/out using unique login access.
- System: Ref. Login from the User/Parent account.
- Forcefully: The User/Parent account can forcefully log out of the agent.

### Time/Duration

- Login Time: Agent login time details.
- Logout Time: Agent logout time details.
- Duration: Time duration between Agent Login and Agent Logout. In short total working hours of the agent.
- Status
  - Active: Click to change the status to Inactive.
  - Inactive: Click to change the status to Active.

### More

- IP Details of Agent System while Login & Logout.

### Action

- Logout: Click & confirm if the user wishes to log into the Agent account forcefully.

# Login Log - Search By

- Here, the User can perform a search using parameters like - Logout Source, Agent ID, Select Login Date Range, and Status.
- User can search with one parameter or multiple parameters as well to refine their search.

Q Search By

Q Search

Logout Source

Select Logout Source

Agent Id

Enter Agent id

Select Login Date Range

Status

Active In-Active

Close Search Download in Excel

# Breaks

# Break List

Break List 5 Add Break Search By

S.No.	Title	Create Date	Type	Max Count	Max Time (Min.)	Ending Strategy	Status	Action
1	Meeting	21-Nov-2023 11:50:32 AM	Meal Break	3	120	Automatic (Till Working Hours)	Active	
2	Training	21-Nov-2023 11:50:03 AM	Meeting Break	1	1	Automatic (Till Working Hours)	Active	
3	Block	07-Nov-2023 3:32:32 PM	Quality Break	20	120	Automatic (Till Working Hours)	Active	
4	Tea Break	07-Nov-2023 2:36:41 PM	Quality Break	2	30	Manual	Active	
5	Lunch	06-Nov-2023 5:55:24 PM	Meal Break	2	30	Manual	Active	

- List

- Name of break
- Date & Time Created
- How many counts are allowed
- How much duration is fixed for each break
- What is the ending strategy
- Edit the break value via Action.

- Search By

- Easy searching using parameters on the page.



# Breaks - Add

- **Title:** Add title as per the nature of your break.
- **Type**
  - Quality Break
  - Meal Break
  - Meeting Break
- **Max Count:** Up to 20 breaks can be taken.
- **Max time:** Breaks total duration is set to 120 minutes.
- **Ending Strategy**
  - Manual
  - Automatic (Till working Hours).
  - Automatic [End of the Day (Midnight)].
  - When Agent Logout

### + Add Break ✕

<b>Title</b>	<b>Type</b>
<input type="text"/>	Select Type <span>▼</span>
<b>Max Count (Limit: 20)</b>	<b>Max Time (Limit: 120 min.)</b>
<input type="text"/>	In Minutes <input type="text"/>
<b>Ending Strategy</b>	
Select Strategy <span>▼</span>	

# Break List - Search By

- Search By with existing parameters like - Title, Type, and Select Date Range.
- User can search with one parameter or multiple parameters as well to refine their search.

The diagram illustrates the search functionality. A button labeled "Search By" with a magnifying glass icon is shown at the top. An arrow points from this button to a "Search" dialog box. The dialog box has a title bar with a magnifying glass icon and the word "Search", and a close button (X) in the top right corner. Inside the dialog, there are three input fields: "Title" with a placeholder "Enter Break Title", "Type" with a dropdown menu labeled "Select Break Type", and "Select Date Range" with an empty text box. At the bottom right of the dialog, there are two buttons: "Close" and "Search".

# Break Log

Break Logs : 66

CSV Download Search By

Agent	Break Title	Break Type	Start Time	End Time	Duration	End Break Strategy
#16618 Shivangi Sharma	Lunch	Meal Break	📅 14-Dec-2023 🕒 1:38:58 PM	📅 14-Dec-2023 🕒 2:37:35 PM	58 Min. 37 Sec.	Manual
#7162 Manisha Yadav	Lunch	Meal Break	📅 14-Dec-2023 🕒 1:38:44 PM	📅 14-Dec-2023 🕒 2:37:01 PM	58 Min. 17 Sec.	Manual
#1815 Kaushiki Mishra	Tea Break	Quality Break	📅 14-Dec-2023 🕒 12:01:00 PM	📅 14-Dec-2023 🕒 12:30:10 PM	29 Min. 10 Sec.	Manual
#1815 Kaushiki Mishra	Lunch	Meal Break	📅 13-Dec-2023 🕒 2:12:31 PM	📅 13-Dec-2023 🕒 3:19:19 PM	01 Hr 06 Min. 48 Sec.	Manual

- Break Logs
  - Daily logs of breaks taken by agents.
  - Type of break.
  - Break Start time & End time.
  - Duration of break.
  - Break-end strategy.

CSV Download the logs

Search By with existing parameters

# Break Log - Search By

- Search By with existing parameters like - Agent, Break, Break Type, End Break Strategy, Select Date Range, Time Violation, and Condition.
- User can search with one parameter or multiple parameters as well to refine their search.
- The condition has four options - Equal To(=), Not Equal To(!=), Greater Than Equal To(>=), and Less Than Equal To(<=).

The image shows a 'Search By' button at the top right, which is linked to a 'Search' modal window. The modal window contains the following search criteria:

- Agent: Select Agent (dropdown)
- Break: Select Break (dropdown)
- Break Type: Select Break Type (dropdown)
- End Break Strategy: Select (dropdown)
- Select Date Range: (text input)
- Condition: Condition (dropdown)
- Duration: (text input)
- Time Violation:  Time Violation

At the bottom right of the modal window, there are 'Reset' and 'Search' buttons.

# Break Report

The red line refers to the breaks taken: 4 Breaks in this case so 4 lines. If the single break is taken then the single line will display. Hover on each line to see the break type. The Length of the line is decided according to the duration of the break.

Agent	Total Breaks	Login Duration	Break Count	Time Exceeded	Lunch	Meeting	Tea Break	Training
#136 Aakash Saxena	05:17:26 3% of login	197:12:25	7	04:48:00	05:17:26 Avg. 00:10:57 Breaks : 7	00:00:00 Avg. 00:00:00 Breaks : 0	00:00:00 Avg. 00:00:00 Breaks : 0	00:00:00 Avg. 00:00:00 Breaks : 0
#130 Aanchal Parnami	14:46:13	182:09:44	28	10:47:00	10:48:00 Breaks : 19	01:56:30 Breaks : 2	01:38:46 Breaks : 5	00:22:57 Breaks : 2

## Chart

1. Heatmap
2. Timeline

## Table

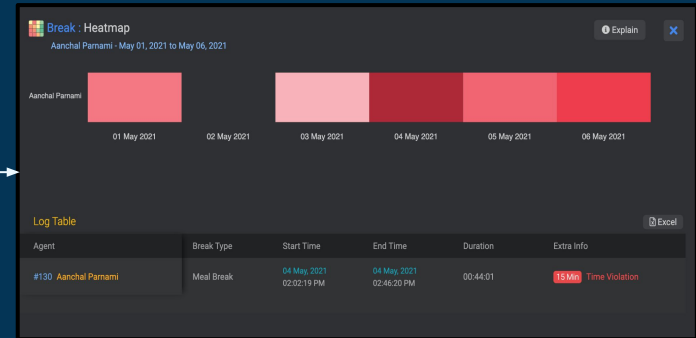
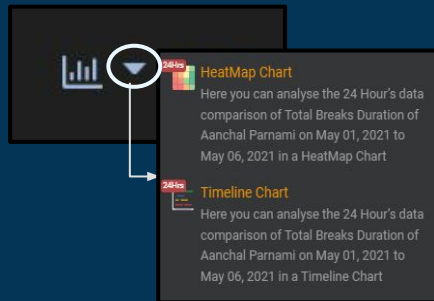
1. Log Counter
2. Counter

Charts & Tables are created for each record.  
Analyze the breakdown & details under each break taken.

# Heatmap & Timeline Chart

**HeatMap Chart:** Through the HeatMap Chart, the user can check the breaks taken during the “Date-Range” selected in a Color Coding Scheme for an individual.

**Timeline Chart:** Through the Timeline Chart, the user can check the breaks taken during the “Date-Range” selected in a Graphical Representation for an individual.



# Log & Counter Table

**Log Table:** Through the Log Table, the user can see only the break data of the particular day it is taken, on which the date range is applied for an individual.

**Counter Table:** Through the Counter Table, the user can see the total time duration of all the breaks taken on that particular day, on which the date range is applied for an individual.

The diagram illustrates the user interface for break analysis. On the left, a menu contains two options: 'Log Table' and 'Counter Table'. Arrows point from these menu items to their respective data tables on the right. The 'Log Table' table shows individual break records with columns for Agent, Break Title, Break Type, Start Time, End Time, Duration, and Extra Info. The 'Counter Table' table shows a summary of break durations by day for the agent.

**Log Table**  
Here you can analyse the data of Total Breaks Duration of Aanchal Parnami from May 01, 2021 to May 06, 2021 in a Log Table

**Counter Table**  
Here you can analyse the daily data of Total Breaks Duration of Aanchal Parnami from May 01, 2021 to May 06, 2021 in a Counter Table

**Break : Log Table**  
Aanchal Parnami - May 01, 2021 to May 06, 2021

Agent	Break Title	Break Type	Start Time	End Time	Duration	Extra Info
#130 Aanchal Parnami	Lunch	Meal Break	01 May, 2021 02:07:09 PM	01 May, 2021 02:39:39 PM	00:32:30	3 Min Time Violation
#130 Aanchal Parnami	Tea Break	Meal Break	03 May, 2021 04:04:07 PM	03 May, 2021 04:24:07 PM	00:20:00	-
#130 Aanchal Parnami	Lunch	Meal Break	04 May, 2021 02:02:19 PM	04 May, 2021 02:46:20 PM	00:44:01	15 Min Time Violation
#130 Aanchal Parnami	Lunch	Meal Break	05 May, 2021 02:49:43 PM	05 May, 2021 03:22:50 PM	00:33:07	4 Min Time Violation

**Break : Counter Table**  
Aanchal Parnami - May 01, 2021 to May 06, 2021

Agent	01 May 2021	02 May 2021	03 May 2021	04 May 2021	05 May 2021	06 May 2021
#130 Aanchal Parnami	00:27:57	00:00:00	00:15:57	00:42:48	00:30:22	00:38:46