DeepCall

A User Guide On -

Dashboard: Admin & Agent

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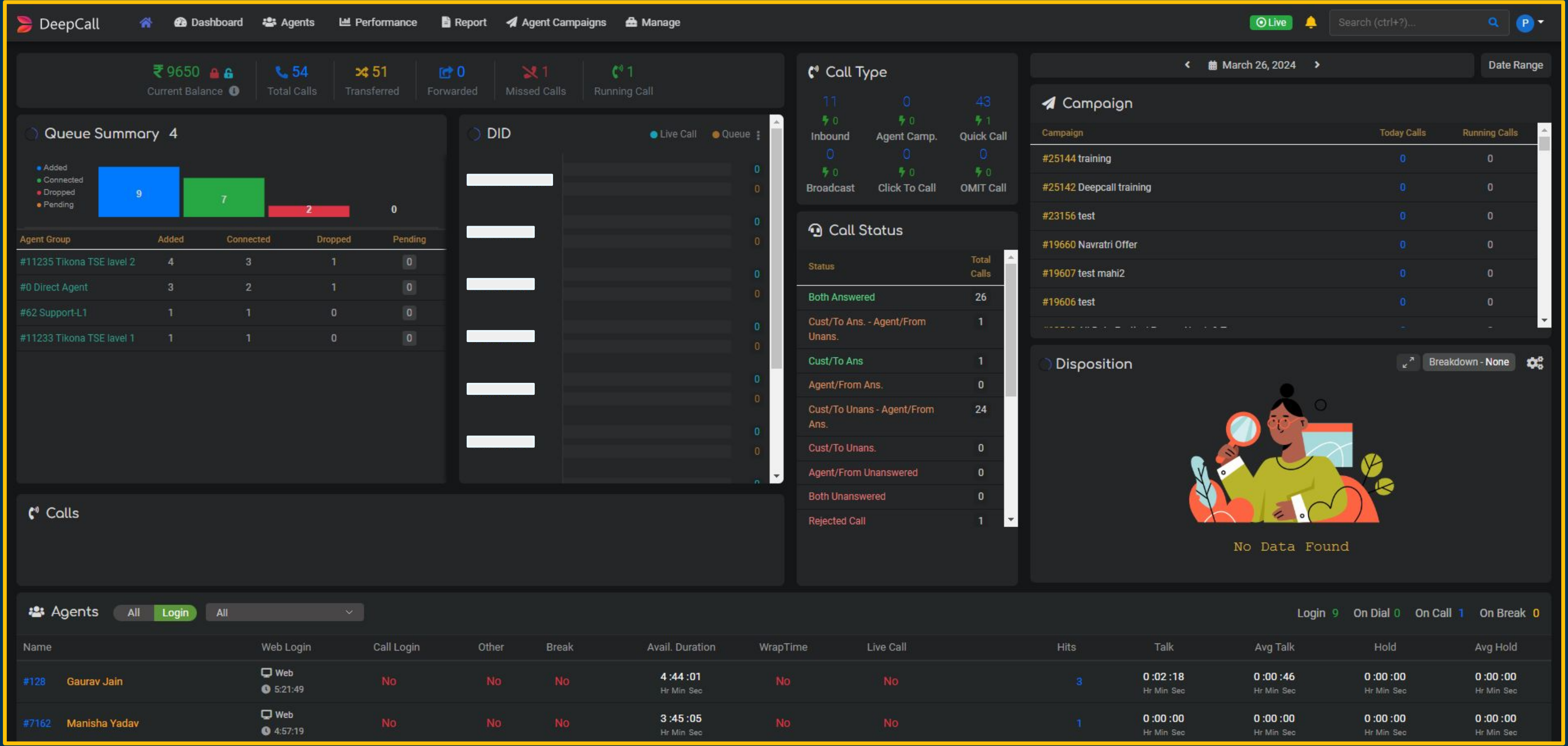
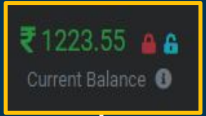
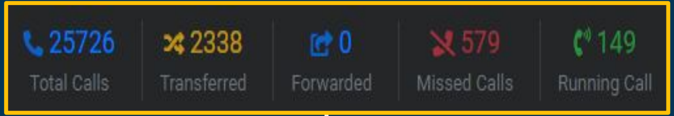


Status Board

Once you are logged in to the panel, you will see the Status Board as shown below. From here you can perform following tasks:

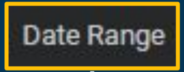


This shows the balance in your account, through which you can make purchases.



This shows the count of all types of calls like Transferred, Forwarded, Missed Calls, and Running Calls.

From here, you can see the data for a particular day or days by setting the range.



From here, you can see the data for multiple days by setting the range.

Call Type

This section shows you the type of calls that have happened so far (in blue) and ongoing calls (in green) as well.

These calls are grouped as

Inbound - This number represents incoming calls received by the contact center.

Agent Campaign - This number shows the active campaigns in the contact center.

Quick Call - This number represents the quick call made by the Agents.

Broadcast - This number represents the total number of broadcasted calls made.

Click To Call - This number shows the calls that are made by the Agent requested via the click-to-call action button on the website/app.

Omit Call - This shows the number of missed calls received by the call center over the DID number.

Campaign

Campaign

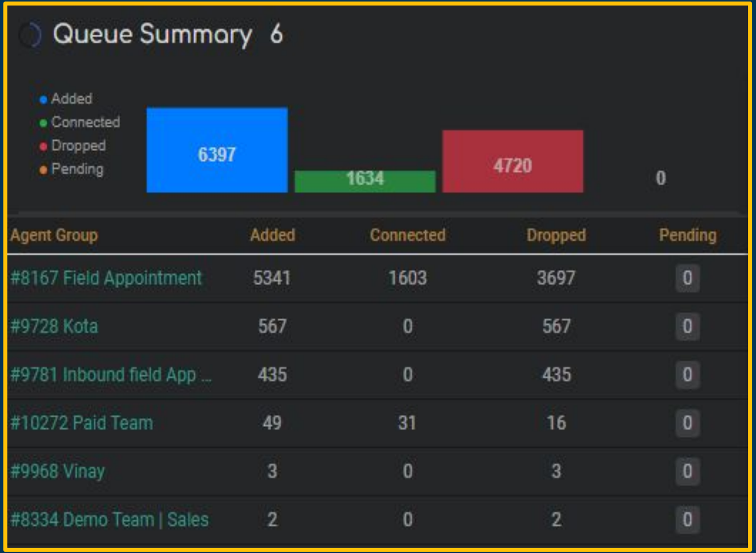
Campaign	Today Calls	Running Calls
#20835 Field Appointment	8168	30
#20824 Testing	0	0
#20781 mahi test backup cli	0	0
#20778 Vinay Backup Test	0	0
#20775 Vinay Backup Test	0	0
#20525 Landline testing	0	0

This is the list of all the running campaigns in the company. It shows two kinds of calls here:

Today Calls - Cumulative count of calls for the day.

Running Calls - Running real-time calls.

Queue Summary



Agent Group	Added	Connected	Dropped	Pending
#8167 Field Appointment	5341	1603	3697	0
#9728 Kota	567	0	567	0
#9781 Inbound field App ...	435	0	435	0
#10272 Paid Team	49	31	16	0
#9968 Vinay	3	0	3	0
#8334 Demo Team | Sales	2	0	2	0

This section shows all the calls from different agent groups. These calls are grouped as -

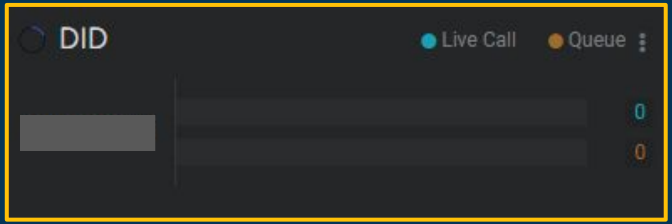
Added - Count of total calls.

Connected - Count of Total Connected/Answered Calls.

Dropped - Count of Calls that are disconnected by the end user.

Pending - Count of calls that are remaining in the campaigns.

DID - Direct Inward Dialing



From here, you can check all your active DID numbers.

This list gives you real-time* updates of live calls and queues related to particular DID numbers.

* The Data is updated within 10 seconds to display in real- time.

Call Status

Call Status

Status	Total Calls
Both Answered	165
Cust/To Ans. - Agent/From Unans.	4
Cust/To Ans	5
Agent/From Ans.	0
Cust/To Unans - Agent/From Ans.	171
Cust/To Unans.	0
Agent/From Unanswered	38
Both Unanswered	0
Rejected Call	29

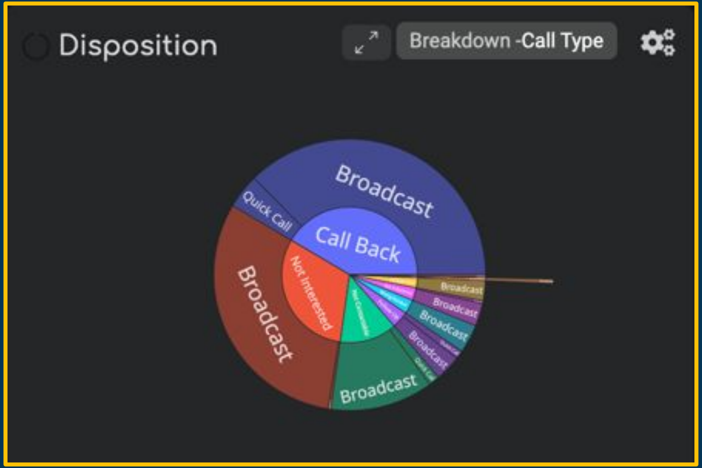
Get detailed information on what kind of calls are happening in your call center.

Status tabs show the different types of statuses for the call.

Total Calls show the number of particular calls received/made in the day.

The counter part of the total calls is clickable and from there we can find the complete report of that particular status.

Disposition



The Call is marked for a specific purpose.
Next time the user calls, the new agent will find the Label by the previous agent who took the call.

It makes it easier to comprehend what was told in the last call and reduces the turnaround time for taking the call.

Agents

One can see details of all the agents and if required they can see the details of the agents who are currently logged in the system.

This list has a glimpse of details like Name, Web Login, Call Login, Other, Break, Available Duration, Wrap Time, Live Call, Hits, Talk, Avg Talk, Hold, and Avg Hold.

Agents All Login All

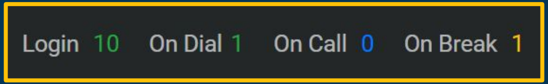
Login 14 On Dial 0 On Call 0 On Break 0

Name		Web Login	Call Login	Other	Break	Avail. Duration	WrapTime	Live Call	Hits	Talk	Avg Talk	Hold	Avg Hold
#7162	Manisha Yadav	Web 3:43:36	No	No	No	0 :00 :00 Hr Min Sec	No	No	22	0 :58 :01 Hr Min Sec	0 :02 :38 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec
#127	Sachin Kumar	Web Idle	No	No	No	0 :00 :00 Hr Min Sec	No	No	2	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec
#128	Gaurav Jain	Web Idle	No	No	No	0 :00 :00 Hr Min Sec	No	No	14	0 :07 :04 Hr Min Sec	0 :00 :30 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec
#16931	Garima Jangid	Web 1:35:49	No	No	No	0 :00 :00 Hr Min Sec	No	No	31	0 :19 :52 Hr Min Sec	0 :00 :38 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec

Basic Functionalities of Agent Tab

- **All** - Total No. of Active Agents in the system.
- **Login** - All Agents in the system despite being active.
- **All(Drop Down)** - It contains options of particular Agents Campaign.

Other Fields of Agents



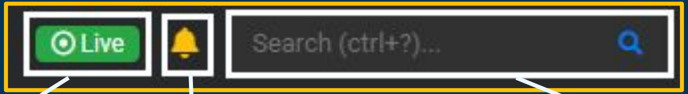
- **Login** - Number of Agents actively logged in the system.
- **On Dial** - Agents who are making Outbound Calls.
- **On Call** - Agents whose calls are connected to their end users.
- **On Break** - Agents who are currently on Break, have not resumed working.

Column Names of Agent Tab in Dashboard

Name	Web Login	Call Login	Other	Break	Avail. Duration	WrapTime	Live Call	Hits	Talk	Avg Talk	Hold	Avg Hold
#131 Ajay Singh	Web 0:18:59	No	No	No	0 :00 :00 Hr Min Sec	No	No	0	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec
#16931 Garima Jangid	Web 0:20:24	No	No	No	0 :00 :00 Hr Min Sec	No	No	1	0 :01 :10 Hr Min Sec	0 :01 :10 Hr Min Sec	0 :00 :00 Hr Min Sec	0 :00 :00 Hr Min Sec

Name - It shows all the Agents in the system.
Web Login - Agents who are logged in to the system with the help of a browser.
Call Login - Agents who are logged in to the system with the help of mobile.
Other - Agents who are logged in the system except web or call medium.
Break - To check the Agents who are on break currently.
Avail. Duration - The time from which a particular Agent is available to take calls.
Wrap Time - It is the time between two consecutive calls to make notes for the previous call.
Live Call - It is a running call by any Agent in the system.
Hits - It shows the total number of calls received by a particular Agent.
Talk - Total time to all calls in a day by any particular Agent.
Average Talk - Average approximate time to handle one call.
Hold - Hold time is the time at which the Agent puts the user to find the answer to his queries.
Average Hold - Average hold time to handle queries for the end user.

Live Calls, Notification and Search Bar

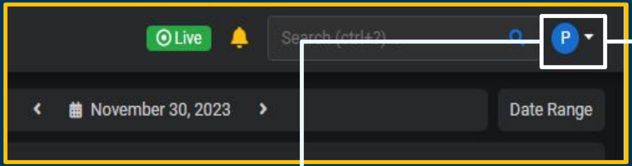


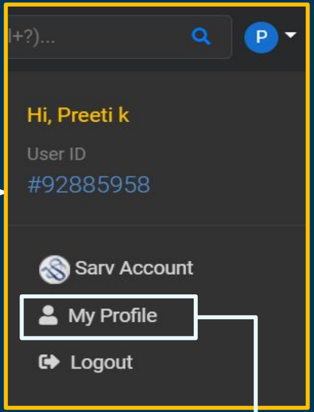
- On the top right, there is a LIVE button in green color as shown in the image.
- You will see three options there:
  - Live Calls
  - Live Queue
  - Live Agents
- Select any section and get the detailed information on the subject.

All notifications in the app will appear here.

Search Bar lets you find anything in the panel. Type the keyword and there will be suggestions. Yellow texts are the type of category the search is leading you into.

User Profile



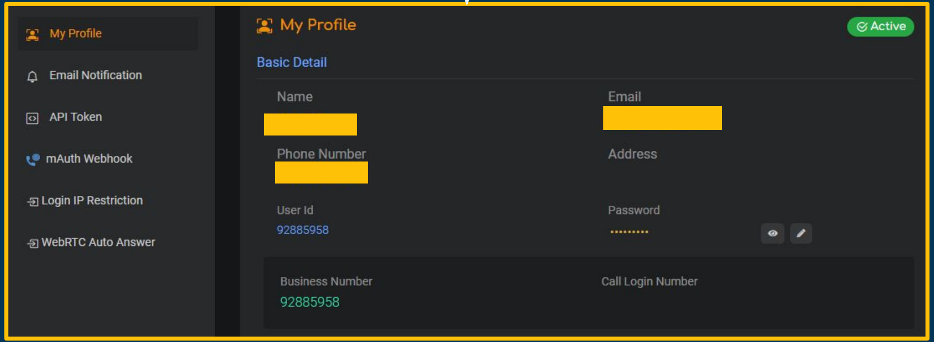


If you need to access your profile, click the arrow beside the letter.

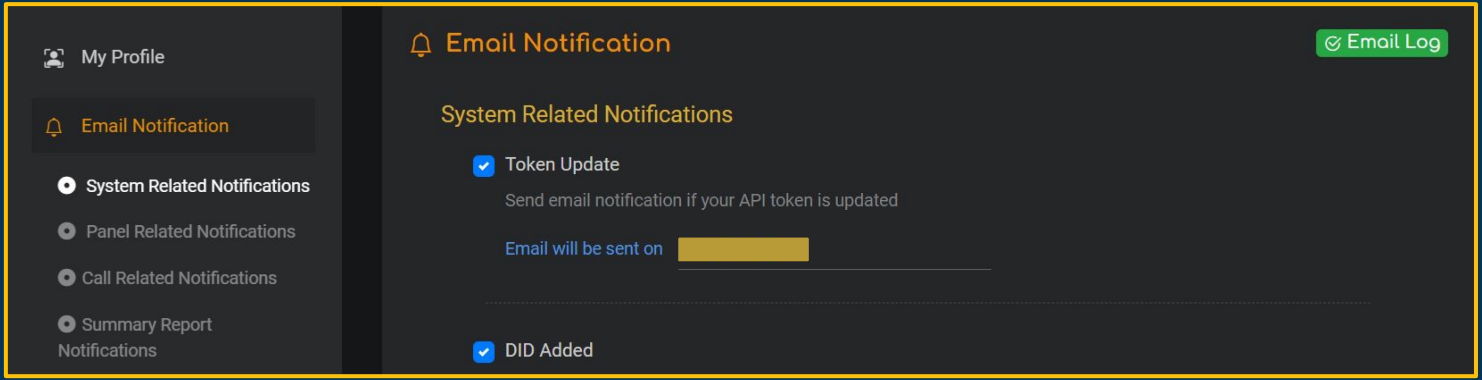
In the drop-down menu, you will find 2 options along with your user ID.

In “My Profile”, you will find basic details like Name, Email, Phone Number, Address, User ID, Password, Business number, and Call Login Number.

You can also change your Password from here.



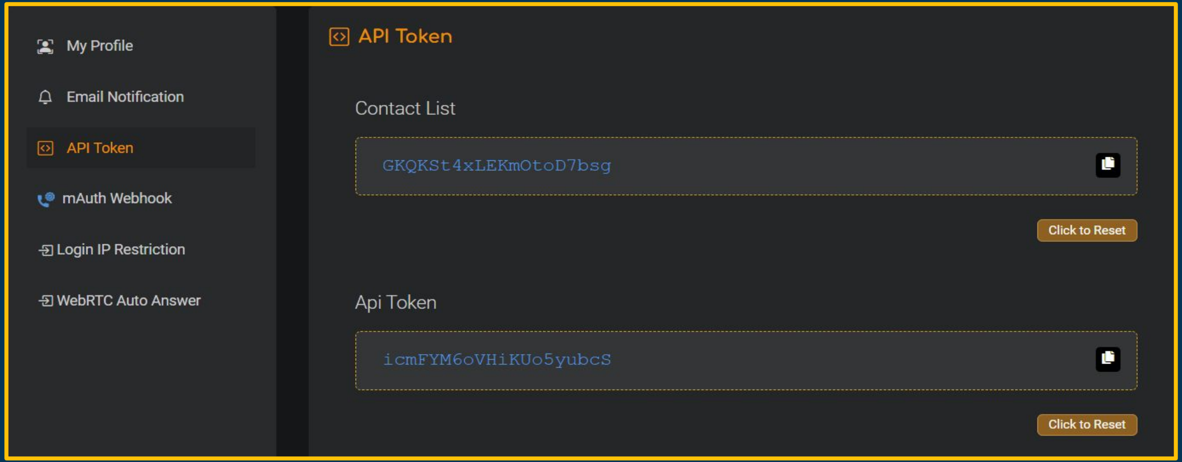
User Profile - Email Notification



In Email Notification, select what type of notifications you need and on what email ID. You are free to choose different email IDs for different notifications.

Various types of Email Notifications are as follows- System Related Notifications, Panel Related Notifications, Call Related Notifications, and Summary Report Notifications.

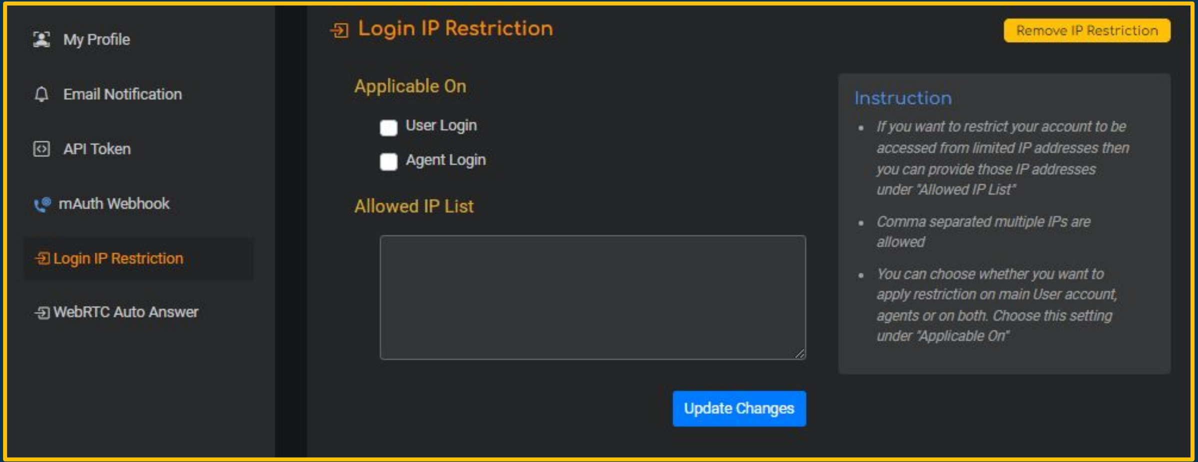
User Profile - API Token



Generate API tokens for the contact list here. You can have the integration done for your platform with these tokens.

Use ‘Click to Reset’ to generate a new token.
Use the ‘Copy’ button to copy the token.

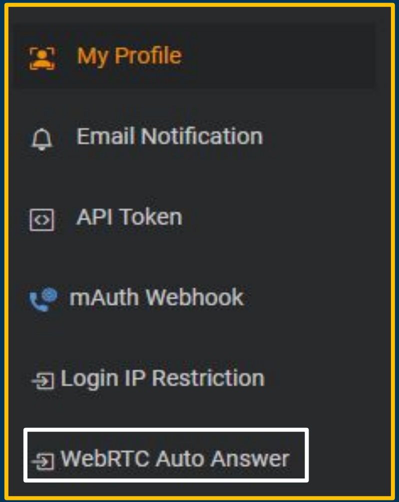
User Profile - Login IP Restriction



You can whitelist the IP addresses, for those you want to have access to the Panel.

In this, if the user performs functions or runs the panel dashboard from any other system, then they will not be able to login to the Panel Dashboard unless their IP address is whitelisted.

User Profile - WebRTC Auto Answer



The call will be answered automatically for all DID numbers.

You can change that manually for each DID number, and campaign as well.

Auto Answer Button:

Yes: Overrides default setting and the call will be answered automatically.

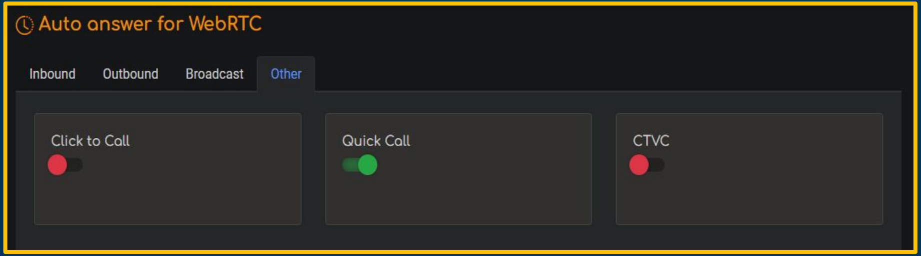
Default: Abide by the default setting.

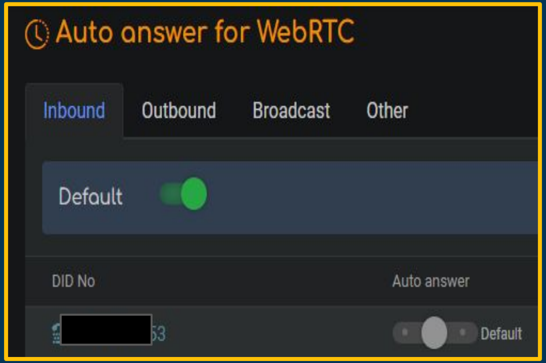
No: Overrides default setting and the call will not be answered automatically.

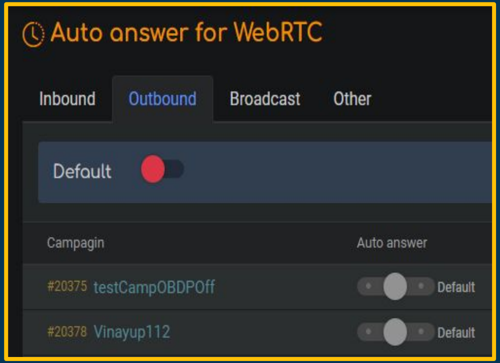
User Profile - WebRTC Auto Answer (Cont'd)

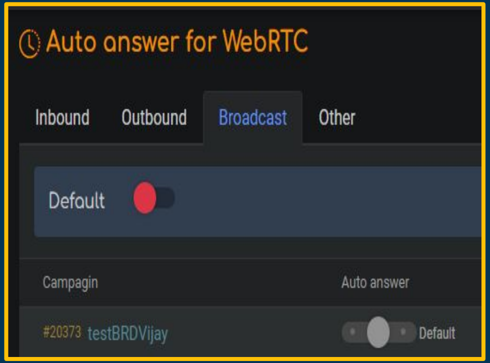
You can control Auto Answering for segments like:-

- Inbound
- Outbound
- Campaigns
- Other

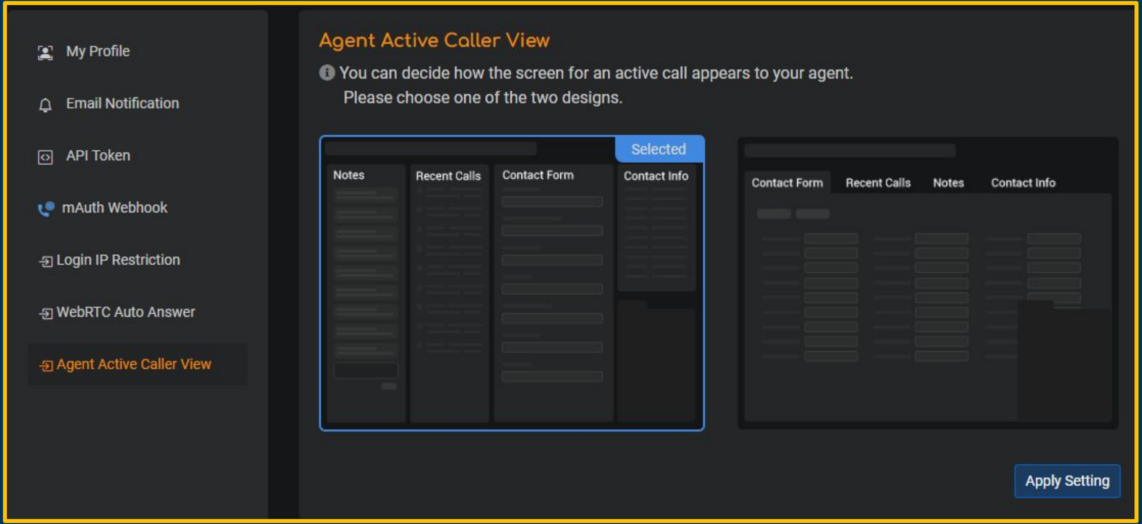








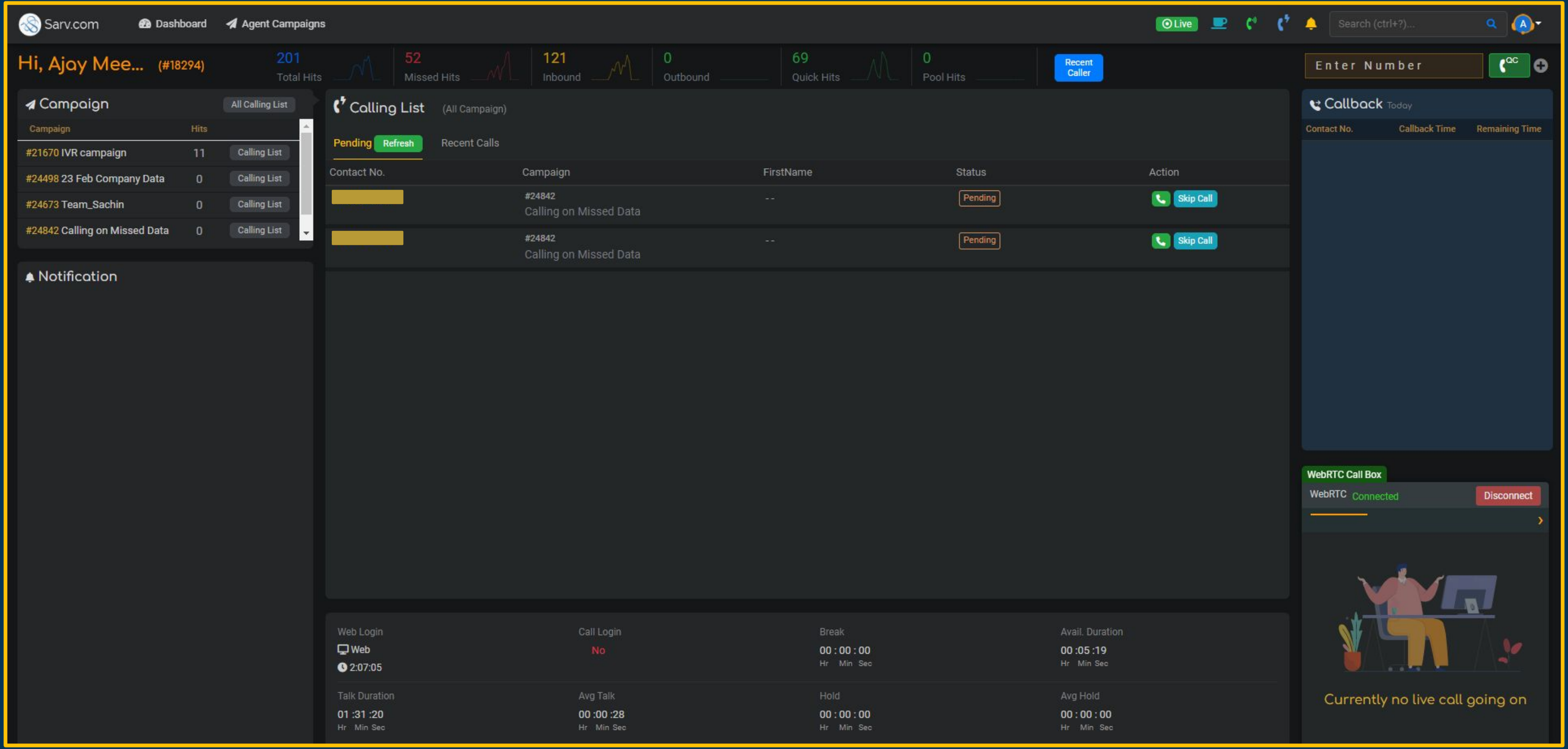
User Profile - Agent Active Caller View



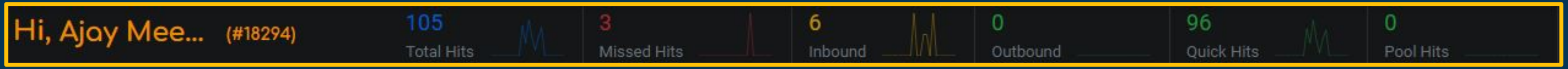
Earlier, you could only view 4-5 fields in the Contact Form in the Agent Dashboard, but now you can view all the fields by selecting the view for the screen for an active call, which appears in the agent view.

Dashboard - Agents

Agent Dashboard



Types of Call



Here, in this, you can view different types of calls that took place on the day of the agent.

Total Hits - In this, you will see the total number of calls like Missed, Inbound, Outbound, and Quick Hits.

Missed Hits - In this, you will see the total number of Missed Calls during the day.

Inbound - In this, you will see the total number of received calls during the day.

Outbound - In this, you will see the total number of calls made during the day.

Quick Hits - In this, you will see the total number of Quick Calls made during the day.

Campaign

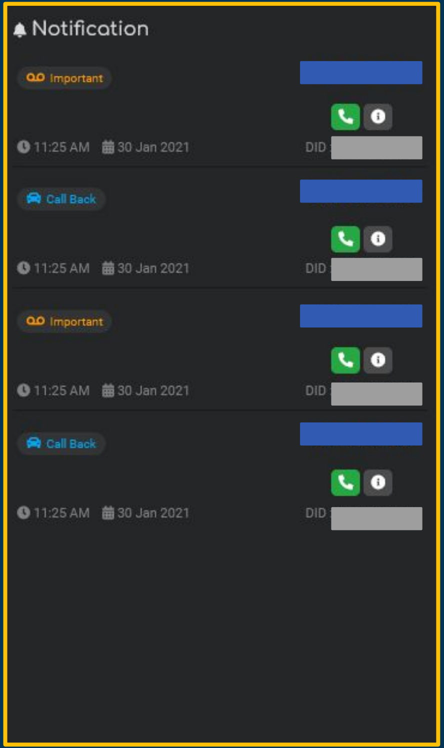
This is the list of all the running campaigns in the company.

You will see the Campaign ID, Campaign Name, and Hits for each campaign.

By clicking on the Calling List in front of that particular Campaign, the Calling List will appear on the main screen.

By clicking on the All Calling List on the top right side of the campaign box, all the calling lists will appear on the main screen.

Notification

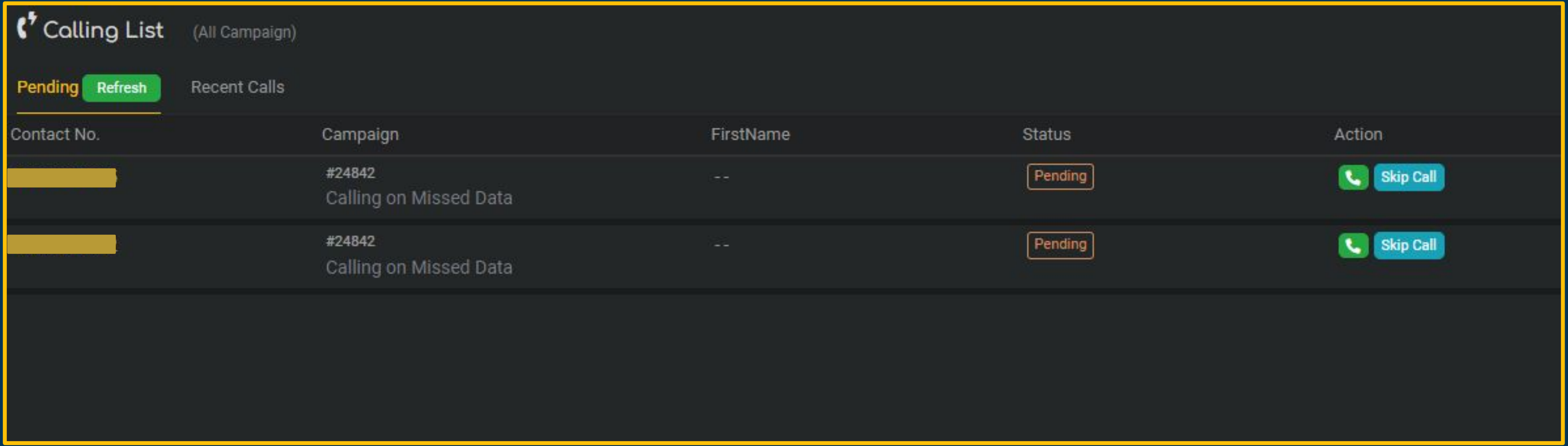


Here, the Agent can see the various notifications for the day.

An agent can quickly resolve them by seeing them on the home page of their dashboard.

If it requires to call back to any customer, then it will be displayed in the notifications. It will save time and increase the efficiency of the Call Center.

Calling List

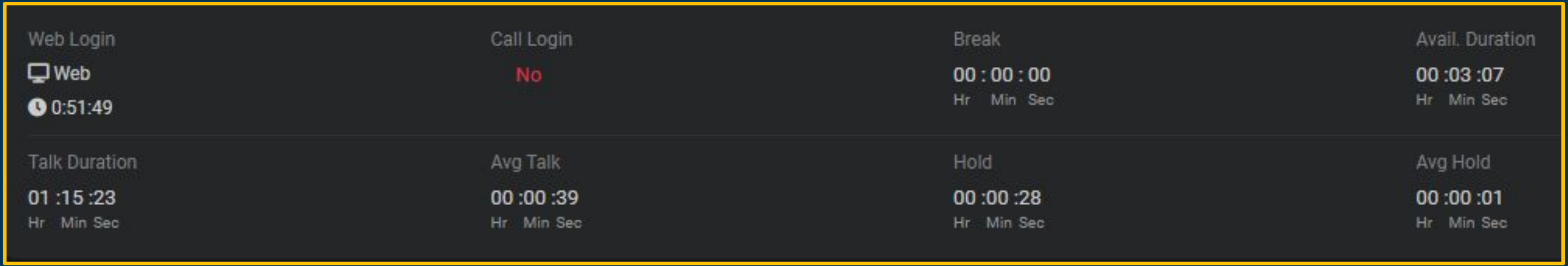


Here, the Agent can view Pending Calls and Recent Calls.

In Pending Calls, Agents can view details like Contact No., Campaign, First Name, Status, and Action(Either Call or Skip Call).

In Recent Calls, Agents can view details like Contact No., Detail, Call Status, Call Time, and Duration.

Types of Login & Duration



Types of Login

1. Web Login
2. Call Login

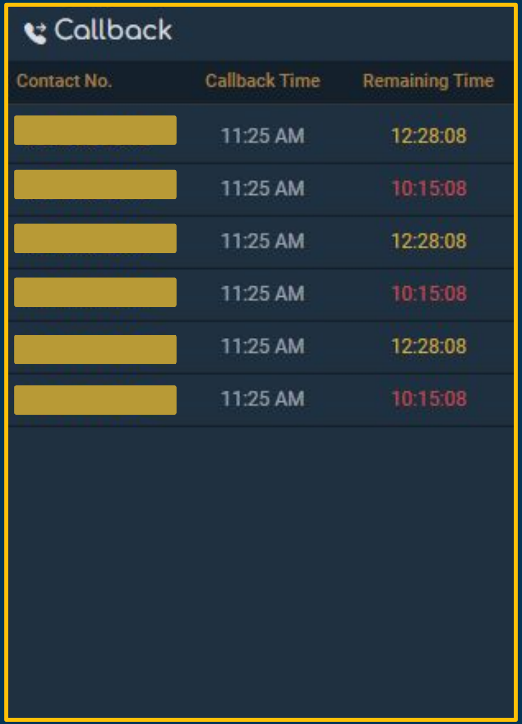
Break

It will display the time taken by the Agent for the Breaks on a particular day.

Types of Duration

1. **Avail. Duration** - The time from which a particular Agent is available to take calls.
2. **Talk Duration** - Total time to all calls in a day by any particular Agent.
3. **Avg Talk** - Average of the Total time to all calls in a day by any particular Agent.
4. **Hold** - Time taken by the Agent to make the customer hold to find the solution.
5. **Avg Hold** - Average time for making the customer hold during the calls.

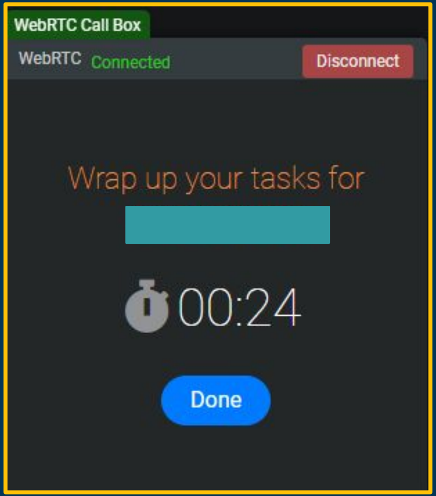
Callback



From here, the Agent can see the contact details of the customer on which they have to make the Callback.

In this, you will see the Contact No., Callback Time, and Remaining Time to make a call-back action.

WebRTC Callbox



The call will be answered automatically for all DID numbers. Also, you can pick up the call manually.

You can change that manually for each DID number, and campaign as well.

Quick Call

It is available on the top right-hand side of the screen.

An agent just has to enter the Contact no. in the Enter Number field, then click on QC(Quick Call Button), and the call will be made. It increases the efficiency of the call center.

Key Icons Shortcut

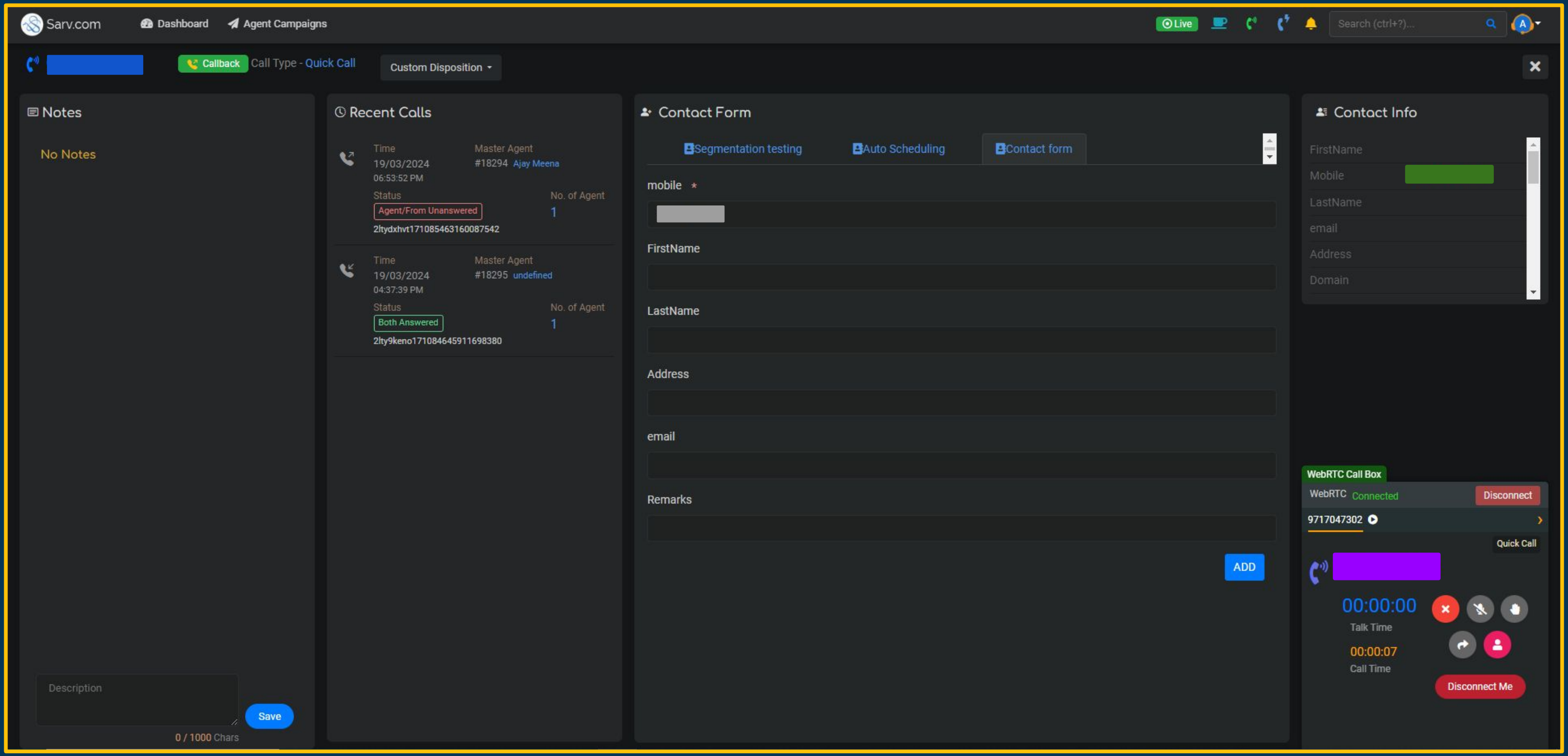
This icon is for Break, from here Agent can view their entire day breaks.

This icon is for Quick Call, by clicking on this, the dialog box will appear, and from there they can do Quick Call.

This icon is for the Calling List, by clicking on this, calling list page will appear on the screen.

This icon is for Notification, by clicking on this, Notifications page will appear on the screen.

Agent Dialer Page



There are various columns in the Agent Dialer Page, which we have explained one by one-

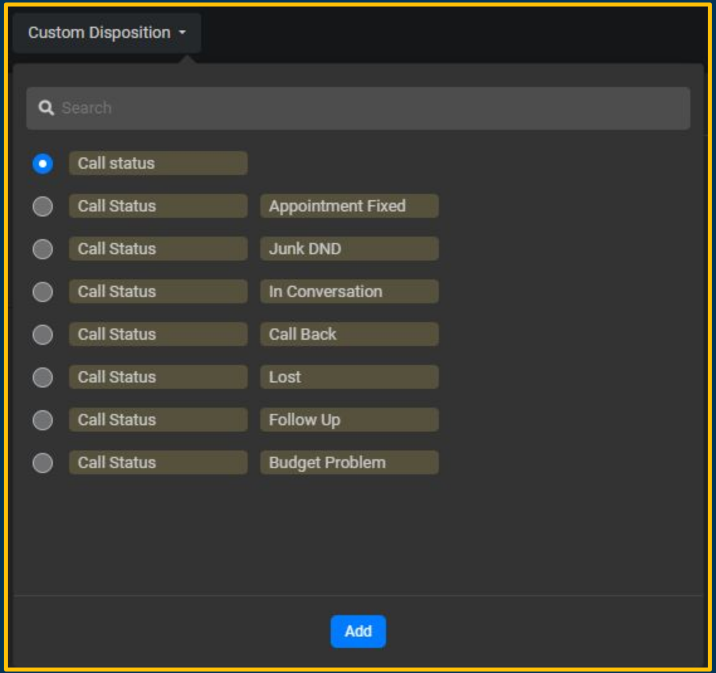
Notes - Here, the Agent can make a record of notes taken during the call. It will help the Agent next time the customer calls, as they don't have to tell the whole thing again.

Recent Calls - Here, Agents can see the recent calls that they took in a day. It shows various details like the Date & Time of the call, Status, Master Agent (ID and Name), and No. Of Agent.

Contact Form - Here, the Agent can take the details from the Customer during the call including Mobile No., First Name, Last Name, Address, Email, and Remarks.

Contact Info. - If the contact details are predefined in the system, it will show here. Details like Mobile No., First Name, Last Name, Address, Email, and Domain are there.

WebRTC Callbox - Here, the Agent can see the call durations like Talk Time and Call Time.



Call Disposition

Call Disposition is a process of labeling or tagging a call with predefined lists of tags to describe the outcome of a call. It also helps customer representatives prepare their next moves to convince or satisfy their customers.

Here, on the Agent Dialer Page, there is an option to select “Custom Disposition”. You have to click on the button, and the drop-down will appear in which you can select the relevant disposition for your call.