DeepCall

A User Guide On -

# Directory

Author(s) : Tanuj Gupta
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# Directory

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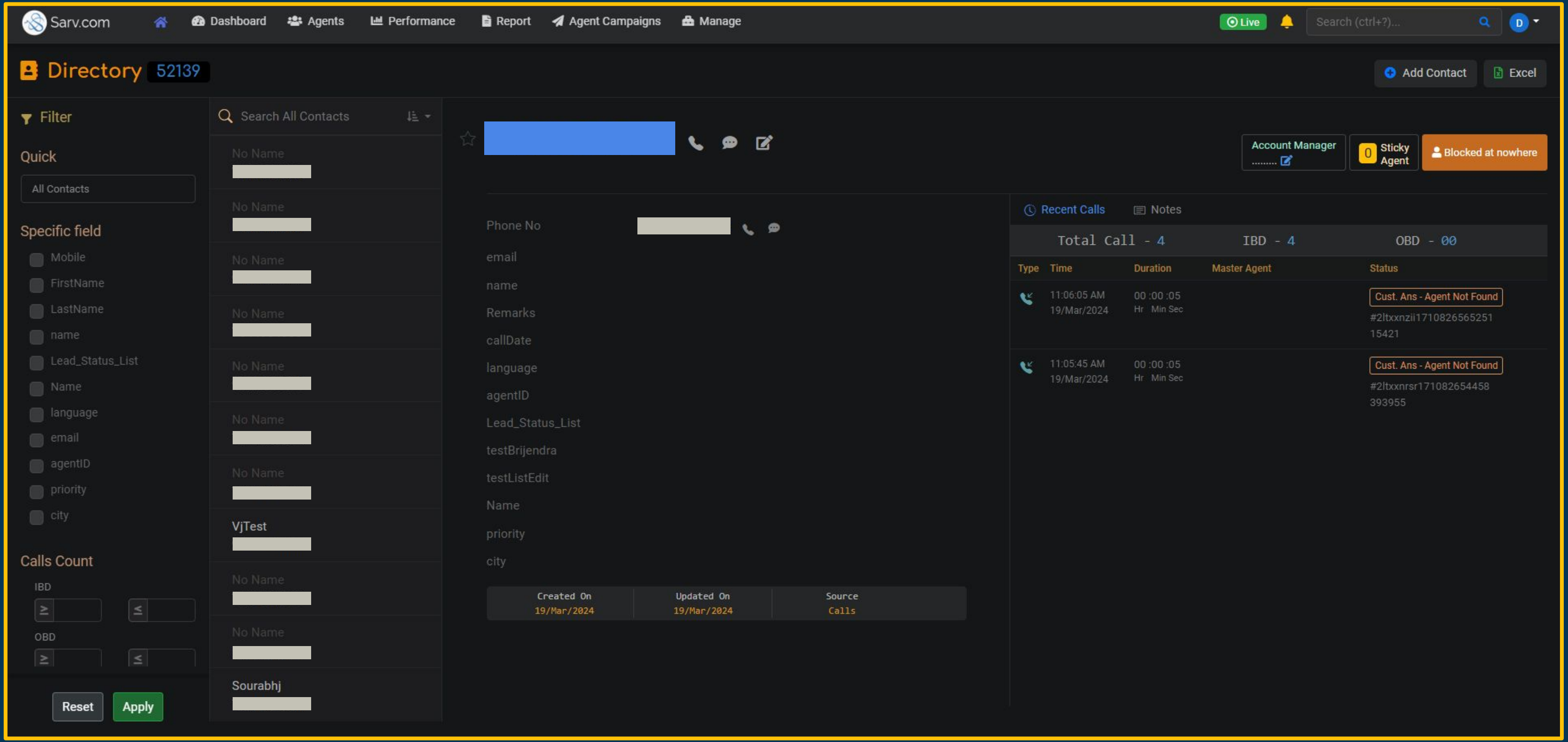
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Updated On 19/Mar/2024
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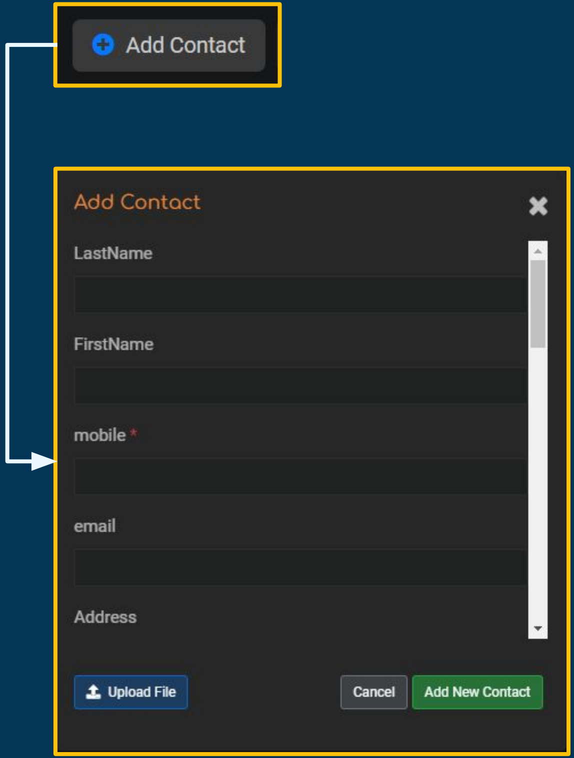
IBD - 4
OBD - 00
Type Time Duration Master Agent Status
11:06:05 AM 19/Mar/2024
00 :00 :05 Hr Min Sec
Cust. Ans - Agent Not Found
#2ltxxnzii1710826565251 15421
11:05:45 AM 19/Mar/2024
00 :00 :05 Hr Min Sec
Cust. Ans - Agent Not Found
#2ltxxnrsr171082654458 393955

# Add Contact

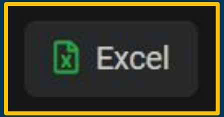



This button is there on the top right side of the screen.

Once you click on it, a dialog box will appear in which various fields are there, you have to fill the mandatory fields and skip the ones which you don't require.

You have the option to upload file as well which is there on the lower left hand side of this dialog box. You can only upload a .csv file here.

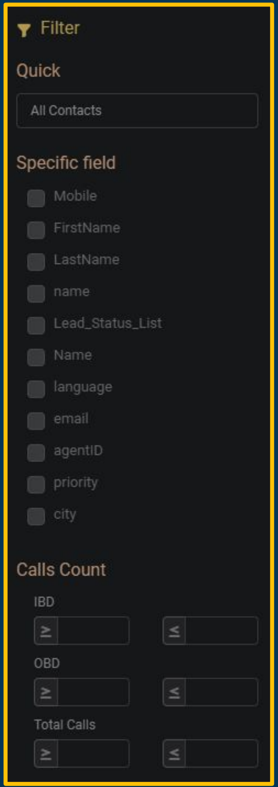
# Excel

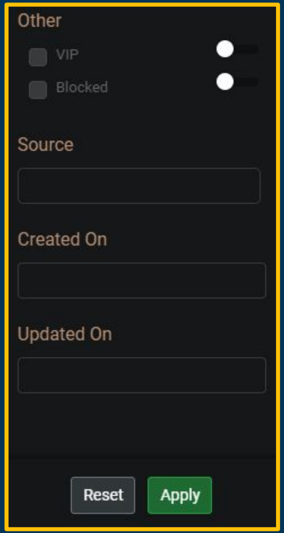



This button is there on the top right side of the screen.

Once you click on it, a dialog box will appear, you can select the .csv file to upload from your computer.

# Filter



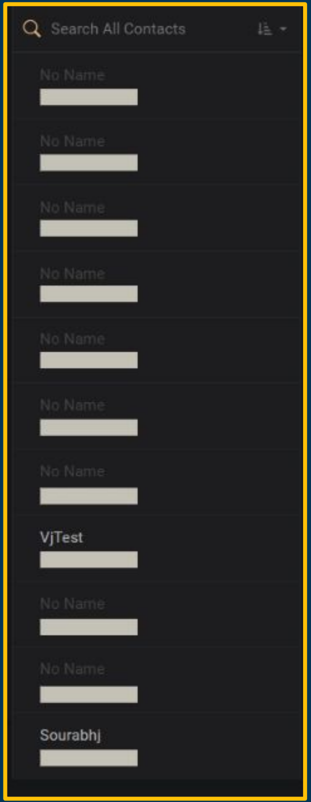

On the left side of the screen, this hidden column contains all kinds of filters.

You can put conditions on specific fields, call counts, VIP or Blocked numbers, source of contact, date range of contact creation, and date range of contact update.

Click on the reset button to clear all the filters you have applied.

Click on the apply button to check the filtered result.

# Search Contacts

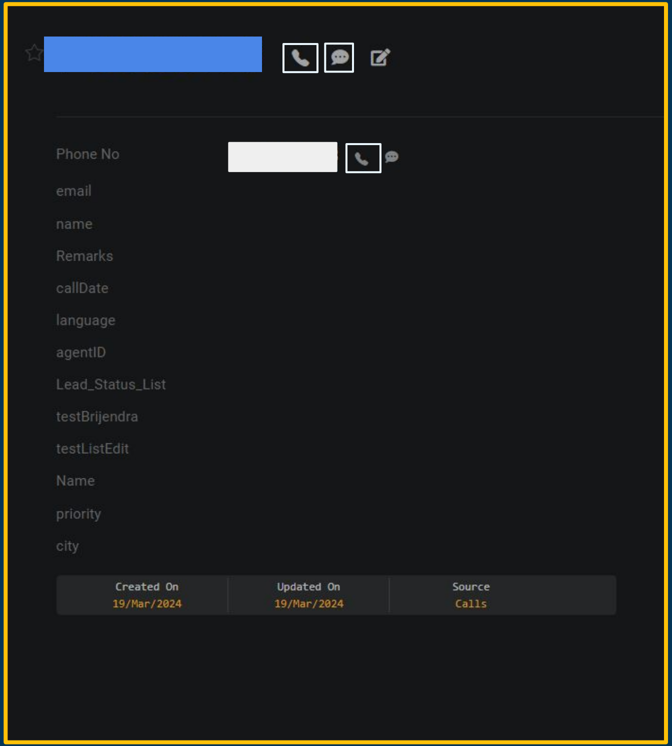



The search Contact column is adjacent to the filter column.

The list of contacts will be shown in this column. Here, you can search for any contact number in the search bar, if it is in the system, it will show up.

Here, you have various options for sorting which are- Updated Recently, Inserted Recently, Called Recently, Max Calls, and “A-Z”.

# Contact Details



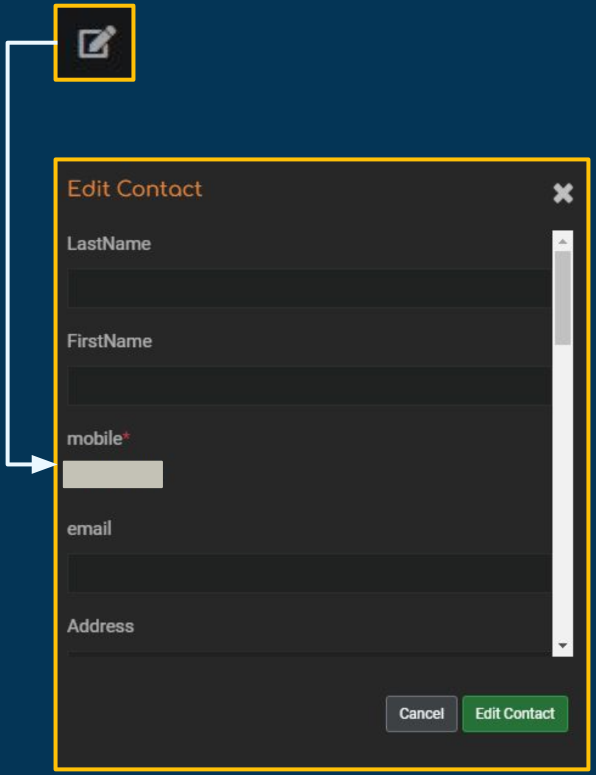

This section is in the center of the whole screen and shows the details of a selected contact from the contact list.

You can use the call and text button near the Phone number to make a call or text on that particular number.

Click the edit button to add the contact information to the selected contact.

You can use the buttons associated with the phone number on the top as well to call or text the selected contact.

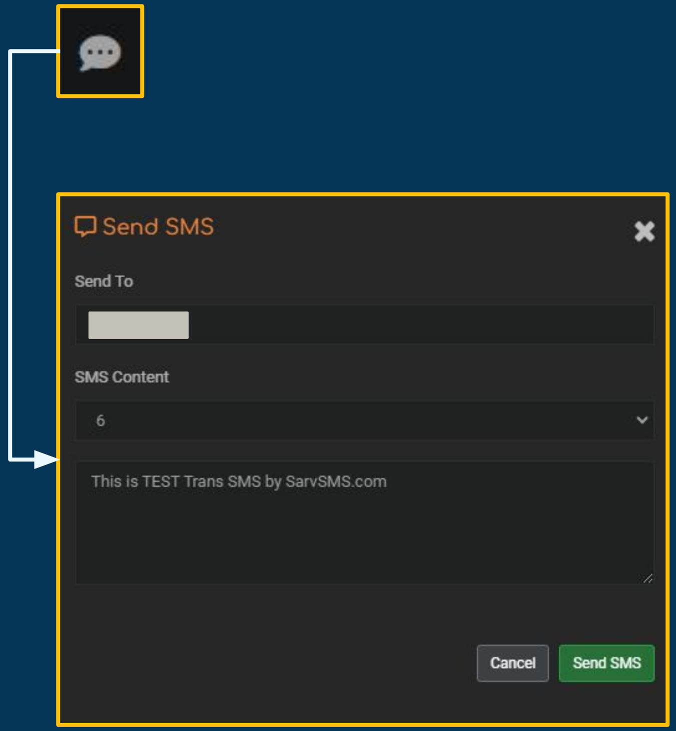
# Contact Details Cont'd - Edit Contact




This button is there on the top right side of the contact number.

Once you click on it, a dialog box will appear in which various fields are there, you can edit the fields as per your requirement and then click on Edit Contact to save the changes.

# Contact Details Cont’d - Message

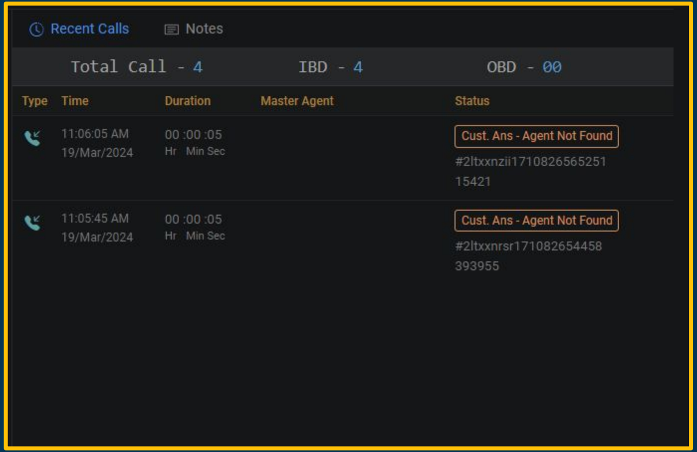



This button is there in the middle section of the contact number as well as the phone number.

Once you click on it, a dialog box will appear in which various fields are there, you can add the contact number to which you want to send the message. You can select the template of the message by clicking on the SMS Content field.

Then click on the Send SMS button to send the message.

# Recent Calls

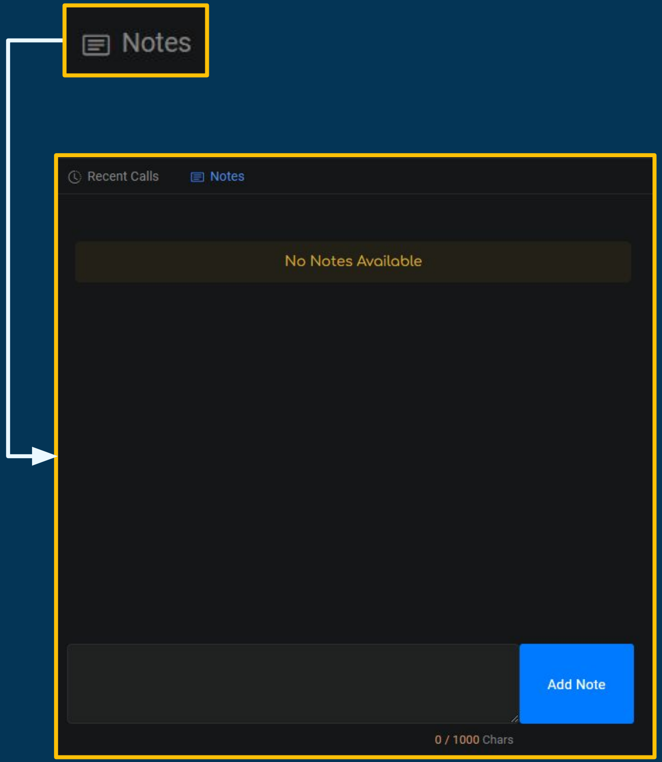



This section showcases recent calls.

Here, you will get the count of the various types of calls like- Total Call, Inbound Calls(IBD), and Outbound Calls(OBD).

Various segments are available like Type of Call, Time, Duration, Master Agent(If any), and Status.

# Notes

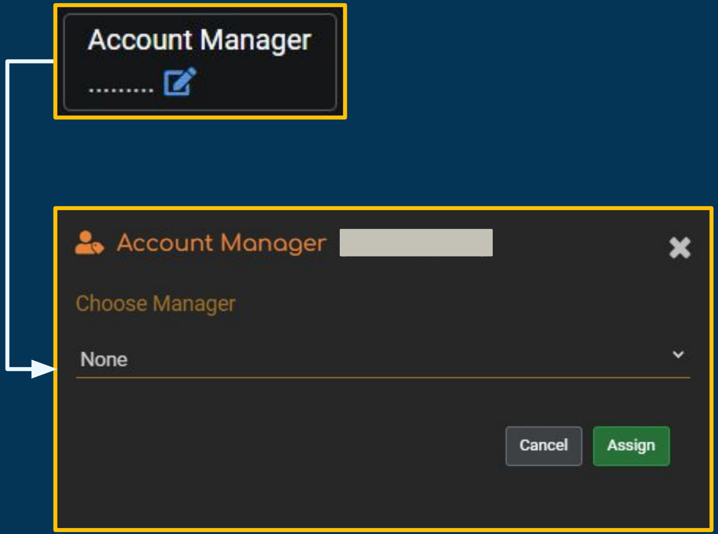



This section showcases notes.

By clicking on it, a dialog box will appear on the screen.

From here Agent can add notes for the call.

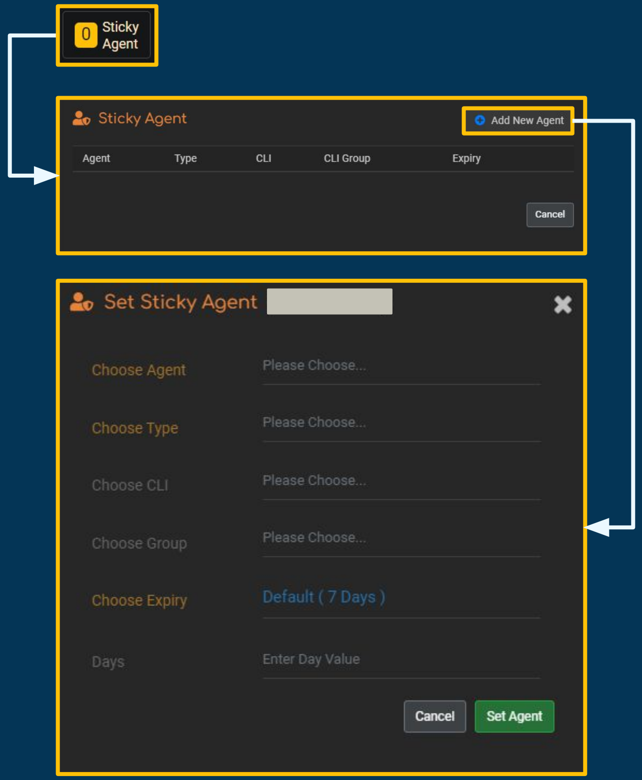
# Account Manager




To add an Account Manager, click on the "Account Manager" about the recent calls.

After clicking, a dialog box will appear, you can assign an agent the role of manager for that particular contact.

# Sticky Agent



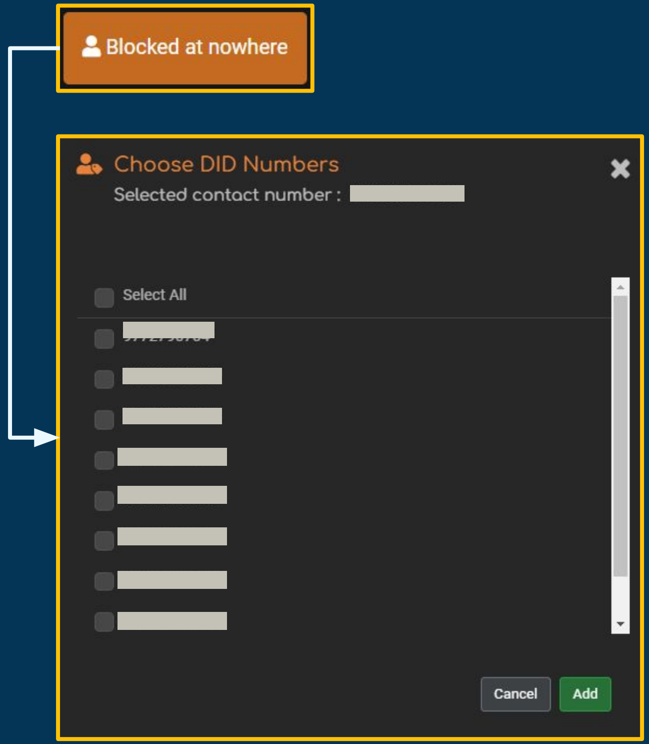

By clicking on the "Sticky Agent" button, a dialog box will appear.

From here, you can assign a sticky agent to the selected contact number.

To add a new agent as a sticky agent-

1. **Choose Agent** - Here you can choose the Agent of your choice from the drop-down.
2. **Choose Type** - By clicking on it, you can choose- All, CLI, or Group.
3. **Choose CLI** - If, in Choose Type, CLI or Group is selected then it becomes active. By clicking on it, you can choose CLI Number. If the selected user dials the chosen CLI, the assigned agent will get the call.
4. **Choose Group** - If the Choose Type is CLI or Group, then it becomes active. Here you can choose Group from the drop down and when the customer calls, the Agent from that group will pick up the call.
5. **Choose Expiry-** By clicking it, you will get an option for Default (7 Days), Days, Month, and Permanent.
6. **Days/Month** - If you have selected Days or Month in the above option, then you can enter its value here. Till then, that particular agent will be associated with that customer.
7. Lastly, click on Set Agent to save these details.

# Blocked at Nowhere




Use the “Blocked at nowhere” button if you want to block the selected number.

By clicking on it, a dialog box will appear, you can select multiple DID numbers on which you want to block the contact.