

A User Guide On - **Manage**

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Manage

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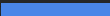














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DID Numbers

DID Number List 27

Search By

S.No.	DID Number	Next Due Date	IVR	Vanity Price	Active Plan	Action
1	 	 26-04-2022 Renew OR Cancel Subscription	#844 Priya Create IVR	REGULAR 0	RCOM-Telephony Base Price : ₹ 0 Modules Price : ₹ 0 Upgrade/Downgrade	
2	 	 19-02-2022 Renew OR Cancel Subscription	#952 Sales IVR Create IVR	REGULAR 0	RCOM-Telephony Base Price : ₹ 0 Modules Price : ₹ 0 Upgrade/Downgrade	
3	 	 19-02-2022 Renew OR Cancel Subscription	#329 CRM IVR Create IVR	REGULAR 0	RCOM-Telephony Base Price : ₹ 0 Modules Price : ₹ 0 Upgrade/Downgrade	
4	 	 16-02-2022 Renew OR Cancel Subscription	#277 Pragya Create IVR	REGULAR 0	RCOM-Telephony Base Price : ₹ 0 Modules Price : ₹ 0 Upgrade/Downgrade	

DID Number

All the DIDs purchased by the user are visible under this column.

Next Due Date

- Renewal Date is displayed against each DID based on the plan purchase date.
- Renew Button: This is for instant renewal.
- Cancel Subscription Button: If the user wishes to discontinue the current subscription.

IVR

- Click on IVR ID & IVR Name to make any edits or view the existing flow.
- Create an IVR button to create a new IVR for that DID number and link it with the same.

Vanity Price

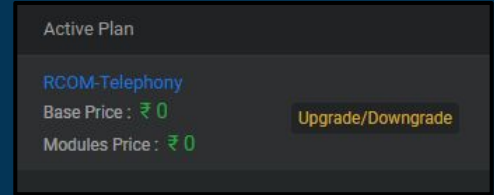
5 vanity types

- REGULAR
- SILVER
- GOLD
- DIAMOND
- PLATINUM

Every DID is of a different vanity type and hence differs in price according to the category in which they fall.

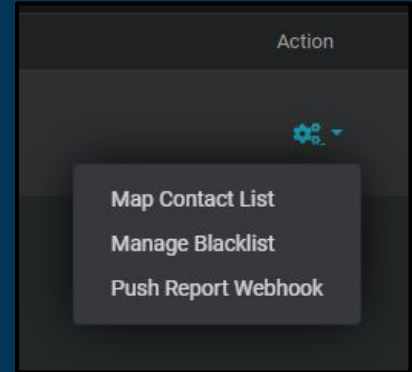
Active Plans

- Current Plan details like 'Plan Name', 'Base Price', and 'Module Price'.
- Upgrade/Downgrade
 - Yes, Surrender Current Plan: After clicking on "Yes, Surrender Current Plan" XYZ/- will be refunded into your Wallet. You can use this amount in your future transactions.
 - Choose a new Plan: Once you surrender your current plan, the IVR assigned to DID will be disabled automatically.



Action

- "Map Contact List" lets the user map the existing contact list with the DID. Once mapped user/agent is able to add contacts to the contact list & data can be saved/edited/updated.
- Set Bunch Duration is the duration for which the Bunch ID will be fixed for the set interval of time. Example: If the user fixes the bunch ID for 48 hours, whenever the caller calls, its Bunch ID remains unchanged. Once the duration is over the new ID will be assigned by the system.
- Manage Backlist
 - Click to add any number in Blacklist.
 - Delete the record to remove it from the blacklist.
- Push Report Webhook
 - A report of the calls for the chosen DID number will be sent on the selected Webhook. You can also send a report on the Default Webhook that you have chosen for DID numbers.
- Search By to see for a specific DID record.

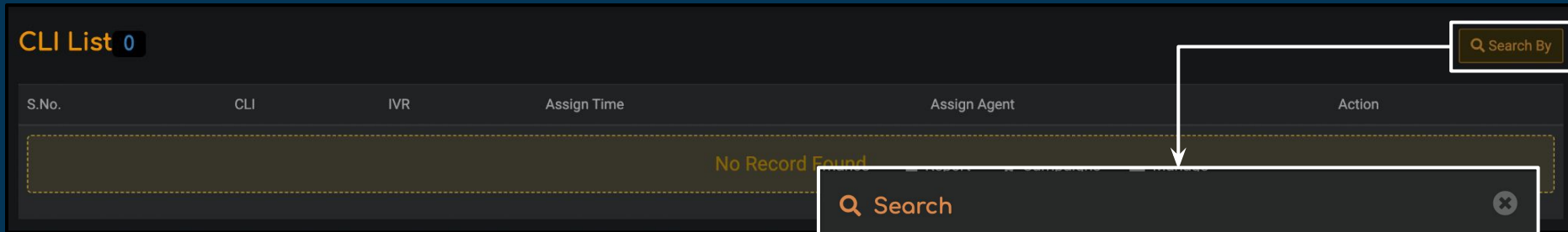


CLI Numbers

CLI List 0

S.No.	CLI	IVR	Assign Time	Assign Agent	Action
No Record Found					

Q Search By

The image shows a web interface for managing CLI numbers. At the top left, there is a header 'CLI List 0'. Below it is a table with columns: S.No., CLI, IVR, Assign Time, Assign Agent, and Action. The table is currently empty, displaying 'No Record Found'. To the right of the table is a search button labeled 'Q Search By'. A white arrow points from this button to a search modal window that is open in the foreground. The modal has a title 'Q Search' and a close button. It contains two input fields: 'CLI' with the placeholder 'Enter CLI' and 'Agent Id' with the placeholder 'Enter Agent Id'. At the bottom right of the modal are 'Close' and 'Search' buttons.

CLI Number

Numbers associated with your business or agents will show here.

Search By

Search the list based on the CLI number or the Agent ID.

Announcement

Announcements **20**

Upload Voice

Text To Voice

Search By

S.No.	File Name	Id	Upload Date	Size	Duration	Voice File
1	cc test ▾	1620208859_78.wav	05-May-2021 3:30:59 PM	67.99 kB	00:00:18	0:00 / 0:18
2	cc test ▾	1620208776_60.wav	05-May-2021 3:29:36 PM	67.99 kB	00:00:18	0:00 / 0:18
3	Testing by Abhimanyu ▾	1617712777_18.wav	06-Apr-2021 6:09:37 PM	43.54 kB	00:00:02	0:00 / 0:02
4	Sarv_welcome ▾	1613799121_49.wav	20-Feb-2021 11:02:01 AM	147.66 kB	00:00:06	0:00 / 0:06
5	Ring ▾	1612416080_78.wav	04-Feb-2021 10:51:20 AM	23.06 kB	00:00:06	0:00 / 0:06

File Name: Name of the Voice File.

ID: Every voice file is assigned a unique ID which helps in mapping and searching.

Upload Date: Date & Time of upload of voice file.

Size: Size of file uploaded.

Duration: Length of the voice file in terms of time duration.

Voice File: Play, Pause, FastForward, and Download the voice file.

Announcements 20

S.No.	File Name	Id	Upload Date	Size	Duration	Voice File
1	cc test ▾	1620208859_78.wav	05-May-2021 3:30:59 PM			
2	cc test ▾	1620208776_60.wav	05-May-2021 3:29:36 PM			

Upload Voice

Text To Voice

Search By

Upload Voice

- Name your file.
- Browse the file from your system.
- The file should be in MP3 format.

Text To Voice

- Name your file.
- Select the text language from the drop-down menu.
- Enter the text in the text field.

Search By

- Easy search of any file using File Name and Create Date.

Upload voice file

Name of Voice File

Only Mp3 format is allowed

Upload Voice file

No file chosen

Text To Voice

Name of Voice File

Language

Please Select Language ▾

Text Convert In Voice File

Balance Log

Credit Log Report (Daily) 0

Search By Excel

Description	Date	User Id	Action	Amount

Q Search

Select Date Range

Close Excel Search

Balance Log

All your credit purchases will be reflected here.

Search By

Search your log report between a particular date range.

Excel

Use this button to download the log report in the CSV format.

Pool Call

Campaign	Proactive	Time Setting	Report	Status
#5042 Testing 09-Apr-2022 3:08:32 PM More Info	ON	09-Apr-2022 3:08 PM To 10-Apr-2022 3:00 PM SUN MON TUE WED THU FRI SAT 1:00 AM TO 2:00 AM	Dialed 0 Fresh 0 Retry 0 Remaining 0 Fresh 0 Retry 0 Agent Connected 0 Answer By Caller 0	Stopped Total Contacts 0/3









Pool call enables the agents to reach out to multiple audiences to deliver generic information. It saves time and ensures efficient customer service.

Our cutting-edge proactive pool calling algorithms analyze the running outbound campaigns predict the availability of agents in the foreseeable future and initiate calls so that the free available time of agents can be minimised.

Check your Pool Call Campaigns under this section. This section gives you a brief overview of all the campaigns. There are various segments for every campaign like **Campaign, Proactive, Time Setting, Report, and Status**.

You can perform the “Search By” function with the help of various sections like- Proactive, Campaign or Contact List, IVR, Deleted Campaign, Campaign ID, Campaign Title, Status, and Select Date Range.

Custom Dashboard

S.No.	Title	Status		Action
1	test	Active	 Preview Dashboard	 ▾
2	test	Active	 Preview Dashboard	 ▾
3	Test Dashboard	Active	 Preview Dashboard	 ▾
4	Test Ab	Active	 Preview Dashboard	 ▾

Custom Dashboard helps the users to create the Dashboard according to their needs and requirements, and what functionality they want to include in it for working.

You can create the Dashboard and the Agent's name who will have access to it.

You can also perform the "Search By" function which can help to fetch the Dashboard based on Title.

IBD- IVR (Inbound IVR)

IBD IVR List 31

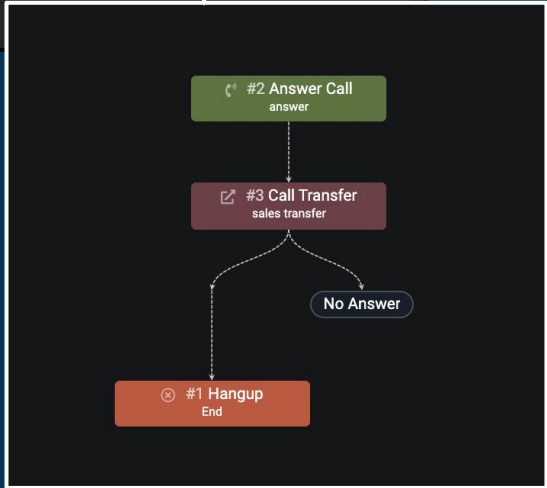
IVR Id	Title	Assigned DID	Create Date	Status	View	Edit
#952	Sales IVR	[Redacted]	04-May-2021	Active	[View Icon]	[Edit IVR]
#844	Priya	[Redacted]	26-Apr-2021	Active	[View Icon]	[Edit IVR]
#832	Jainesh Dedicated	[Redacted]	23-Apr-2021	Active	[View Icon]	[Edit IVR]
#440	Main IVR 2	[Redacted]	10-May-2021	Active	[View Icon]	[Edit IVR]
#329	CRM IVR	[Redacted]	05-May-2021	Active	[View Icon]	[Edit IVR]

Add CRM Info
Add Wrapup Duration
Map IVR To DID

All the IVRs created in the user account are listed under this section.

The information included in this section-

- IVR ID & IVR Title
- IVR mapped to which DID (one or multiple)
- Create Date
- Status (Active/Inactive)
- View
 - The flow diagram will open which is linked & live with the DID.
- Action
 - Add CRM Info
 - Map IVR to DID



EDIT IVR

IBD IVR List 31 Create IVR Search By

IVR Id	Title	Assigned DID	Create Date	Status	View	Edit	Action
#952	Sales IVR	[Redacted]	04-May-2021	Active	[Icon]	Edit IVR	[Icon]
#844	Priya	[Redacted]	26-Apr-2021	Active	[Icon]	Edit IVR	[Icon]
#832	Jainesh Dedicated	[Redacted]	23-Apr-2021	Active	[Icon]	Edit IVR	[Icon]
#440	Main IVR 2	[Redacted]	10-May-2021	Active	[Icon]	Edit IVR	[Icon]
#329	CRM IVR	[Redacted]	05-May-2021	Active	[Icon]	Edit IVR	[Icon]

IVR #952 Sales IVR Inbound IVR Please Select Contact List Save IVR

List Of Module

Announcement	DTMF (Key Press)	Long-DTMF (Multi Key Press)	Webhook
Call Transfer	Ringtone	Voicemail	Voice-To-Text
Go-To	Wait	IfElse	SMS
Docket	Contact Fetch	Hangup / Cut the Call	Answer Call
RingSignal			

Module in Bucket

```
graph TD; A["#2 Answer Call answer"] --> B["#3 Call Transfer sales transfer"]; B --> C["No Answer"]; C --> D["#4 Hangup End"]; contextMenu["Edit, Delete, Copy to Bucket, Move to Bucket"]
```

- Quick Call Default
- test
- incoming calls
- April Data
- Sales Team
- test
- Abhimanyu
- SMS Data- Dheeraj
- Sarv Team contact list

Bucket: Copy any node or module of an IVR, if this is required to be used multiple times.

Copy: See it if you want to copy the flow to another place while keeping it at the original place as well. Just like *Copy and Paste*.







Move: Use it if you want to remove the flow from the original place and want to save it for future use. Just like *Cut and Paste*.

IBD - Activate Modules

Activate Modules



Plan : SMB IVR 6M Base price : 6000 INR

Module Name	Base Price	Free Hits	Unit Price	Status
 Announcement	Rs 0	Unlimited	Rs 0 / hit	Active
 DTMF (Key Press)	Rs 0	Unlimited	Rs 0 / hit	Active
 LONG-DTMF (Multi-Key Press)	Rs 0	Unlimited	Rs 0 / hit	Active
 Call-Transfer	Rs 0	17500 Pulse Duration: 60 Second	Rs 1 / pulse	Active
 Webhook	Rs 0	Unlimited	Rs 0 / hit	Active
 RingTone	Rs 3000	Unlimited	Rs 0 / hit	Activate Module

All the modules are listed under this section. Users can choose a DID & review the module details with each DID individually. Click to buy any add-on & once purchased the status will be revised to Active.

- **MODULE NAME-** Name of each module.
- **BASE PRICE-** One-time cost of activation of the module. Few modules are priced and few are chargeable.
- **FREE HITS-** Based on the plan, there might be a few free hits under different modules.
- **UNIT PRICE-** Cost per hit after free hits are consumed.
- **STATUS-** Active refers to an active module, and Activate Module refers to an inactive module that the user can buy and use.

Module Name	Base Price	Free Hits	Unit Price	Status
Announcement	Rs 0	Unlimited	Rs 0 / hit	Active
DTMF (Key Press)	Rs 0	Unlimited	Rs 0 / hit	Active
LONG-DTMF (Multi-Key Press)	Rs 0	Unlimited	Rs 0 / hit	Active
Call-Transfer	Rs 0	17500 Pulse Duration: 60 Second	Rs 1 / pulse	Active
Webhook	Rs 0	Unlimited	Rs 0 / hit	Active
RingTone	Rs 3000	Unlimited	Rs 0 / hit	Active
Text to Speech	Rs 3000	1000	Rs 300 / hit	Active
Voicemail	Rs 0	Unlimited	Rs 0 / hit	Active
Voice-To-Text	Rs 3000	500		
If-Else	Rs 0	Unlimited		
Go-To	Rs 0	Unlimited		
Wait	Rs 0	Unlimited		
Docket	Rs 3000	Unlimited		
Sms	Rs 3000	Unlimited		
Longcode Webhook	Rs 3000	300000		

Activate Module

Make Payment

Total payment to be made : ₹ 1283.3333333333

Wallet Money ₹ 21000.0033

Use Wallet Money

Payment to be made ₹ 1283.3333333333	-	Money deducted from Wallet ₹ 1283.3333333333	=	Payment to be made ₹ 0
-----------------------------------------	---	-------------------------------------------------	---	---------------------------

Remaining balance ₹ 19716.669966667









Final Payment To Be Made : ₹ 0
With IGST : 0 (18 %)

PAY & PROCEED

“Select DID from dropdown>> Activate Module>> Make Payment>> User Wallet>> Pay & Proceed”
Very easy process to activate any module.

IBD - Billing

Billing Cycle Plan : SMB IVR 6M Base price : 6000 INR

Module Name	Spent Amount	Total Hits	Free Hits/Pulses	Free Hit/Pulse Consume
 Announcement	Rs 0	0	Unlimited	0
 DTMF (Key Press)	Rs 0	0	Unlimited	0
 LONG-DTMF (Multy-Key Press)	Rs 0	0	Unlimited	0
 Call-Transfer	Rs 0	296	17500 Pulse	422 Pulse
 Webhook	Rs 0	39	Unlimited	0
 Voicemail	Rs 0	0	Unlimited	0
 Go-To	Rs 0	0	Unlimited	0
 If-Else	Rs 0	0	Unlimited	0

The billing cycle will vary for each DID in the user account.







- **Spent Amount**
 - The amount is deducted as per total hits or pulse.
- **Total Hits**
 - How many times the module is accessed in a selected time interval?
- **Free Hits/Pulses**
 - Total free hits are included in the module package.
 - Pulse denotes to Call Transfer & Call Center module where 1 pulse is equivalent to 60 sec/1 Min.
- **Free Hit/Pulse Consume**
 - Out of free hits & pulse, this section shows how many have been consumed so far.

Campaign - IVR

CAMPAIGN IVR List 36

+ Create IVR

Q Search By

IVR Id	Title	Create Date	View	Edit	Action
#966	CC Promo IVR CRM(CC Promo IVR CRM)	05-May-2021		IVR Basic Edit IVR Flow	
#962	Test IVR cc(cc test 2)	05-May-2021		IVR Basic Edit IVR Flow	
#959	Call center test IVR(CC test)	05-May-2021		IVR Basic Edit IVR Flow	

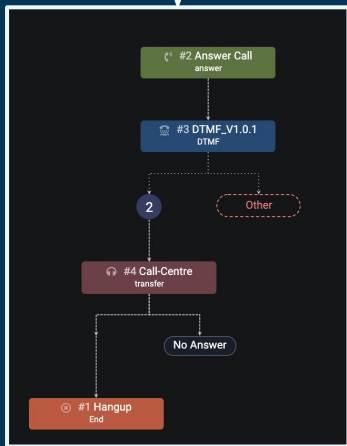
Campaign List IVR

All your IVRs will be listed under this section.

Here you can view and edit your IVR flow, and basic details using the steps shown in the next slide.

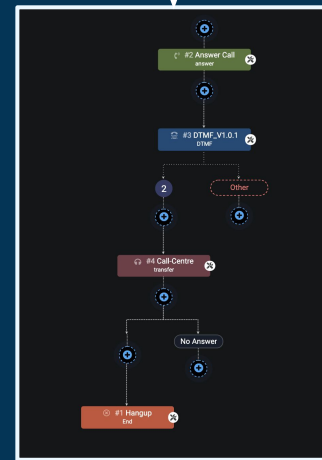
- Get the list of all the IVRs created in the user account.
- Unique IVR ID, IVR Title, and date of creation.
- View the flow with a single click on the same page.
- Edit the basic IVR details.
- Edit the IVR flow created.

IVR Id	Title	Create Date	View	Edit	Action
#11093	new(odd)	20-Jun-2024		IVR Basic Edit IVR Flow	
#10283	Sanjay New(Sanju)	16-Nov-2023		IVR Basic Edit IVR Flow	
#10006	Promo offer Navratra (Promo offer)	20-Oct-2023		IVR Basic Edit IVR Flow	
#9841	Garima J(GJ)	09-Oct-2023		IVR Basic Edit IVR Flow	
#9814	Shivangi IVR(Shivangi)	04-Oct-2023		IVR Basic Edit IVR Flow	



By clicking the “View” icon, the IVR flow icon will appear on the screen.

By clicking on “Edit IVR Basic”, a dialog box will appear in which you can make changes to various fields.

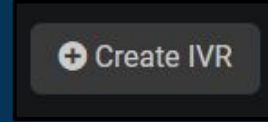


By clicking the “Edit IVR Flow”, IVR flow will appear on the screen, you can edit it again as per your requirements.

Learn how to create an IVR flow for an outbound call.

Create IVR

- Fill out a simple form with some basic required details.














Search By

- Search using IVR ID or Title or Date Range.



Campaign - Activate Modules

Activate Modules of Campaign Plan Plan : SMB Outbound Base price : 1200 INR

Module Name	Base Price	Free Hits	Unit Price	Status
 Announcement	Rs 0	Unlimited	Rs 0/hit	<button>Active</button>
 DTMF (Key Press)	Rs 0	Unlimited	Rs 0/hit	<button>Active</button>
 LONG-DTMF (Multi-Key Press)	Rs 0	Unlimited	Rs 0/hit	<button>Active</button>
 Call-Transfer	Rs 0	Hit : 15000 Pulse Duration : 60 Sec	Rs 0.5/pulse	<button>Active</button>
 Call-Centre	Rs 0	Hit : 16200 Pulse Duration : 60 Sec	Rs 0.5/pulse	<button>Active</button>
 Webhook	Rs 500	10000	Rs 0.02/hit	<button>Active</button>
 Text to Speech	Rs 500	1000	Rs 0.32/hit	<button>Active</button>
Outbound	Rs 0	Hit : 16200 Pulse Duration : 60 Sec	Rs 0.5/hit	<button>Active</button>
 Voicemail	Rs 0	Unlimited	Rs 0/hit	<button>Active</button>
 Wait	Rs 0	Unlimited	Rs 0/hit	<button>Active</button>
 If-Else	Rs 0	Unlimited	Rs 0/hit	<button>Active</button>
 Go-To	Rs 0	Unlimited	Rs 0/hit	<button>Active</button>

List of all the active modules in the user account.

- **Base Price:** Price per module activation. This could be one-time or monthly.
- **Free Hits:** Total free hits offered with the module.
- **Unit Price:** Price per hit applicable to each consumed hit. In the case of free hits, the unit price applies once free hits are consumed.
- **Status:** Status of module- Active or Inactive (Activate Module).

Campaign - Plan Details

Plan Details are the plans that are purchased for the campaign by the organizations.

It has various modules in it, which organizations can purchase for their various campaigns as per the usage.











Plan Details have various details which are as follows:

- Plan Name
- Base Price
- Module Price
- Mobile Login Number

Campaign - Billing

Billing Cycle

Plan : RCOM Outbound-UL Base price : 0 INR

Module Name	Spent Amount	Total Access	Free	Free Consume
 Announcement	Rs 0	196 Access	Unlimited Access	0 Access
 DTMF (Key Press)	Rs 0	4 Access	Unlimited Access	0 Access
 LONG-DTMF (Multy-Key Press)	Rs 0	0 Access	Unlimited Access	0 Access
 Call-Transfer	Rs 0	71 Access	Unlimited Pulse	0 Pulse
 Call-Centre	Rs 4.4	1428 Access	Unlimited Pulse	1369 Pulse
 Webhook	Rs 0	0 Access	Unlimited Access	0 Access
 RingTone	Rs 0	8 Access	Unlimited Access	0 Access
 Text to Speech	Rs 0	183 Access	30000 Pulse	183 Pulse
 Outbound	Rs 0	1050 Access	Unlimited Pulse	0 Pulse
 mAuth	Rs 0	0	5000	0

The Billing Cycle is the cycle in which organizations can buy the various Modules for campaigning for a definite period.

Organizations can purchase any number of modules required to carry out their campaign activities as per their usage.

The amount charged for the specific module can vary for each organization according to their needs and the license required for the number of users who will be using the module to carry out the campaigns.

Campaign - Click-to-Call API

The image displays the 'Click-to-Call API Generator' interface. On the left, a form contains the following fields:

- user_id ***: integer, value: 59559311
- token ***: string, with a **Generate Token** button next to it.
- from ***: integer, value: supports comma separated multiple values
- to ***: integer, value: supports comma separated multiple values
- timeLimit**: integer, value: duration in seconds. Leave empty for no limit
- ringTone**: string, value: please enter announcement id

A **Generate API** button is located below the form. A white arrow points from the **Generate Token** button to the **Generate API** button, and another white arrow points from the **Generate API** button to the 'API - OBD Token' screen below.

The **Generated API Code** section on the right shows the following URL:

```
https://s-ct3.sarv.com/clickToCall/v1/para?user_id=59559311&token=&from=FROM_NUMBER&to=TO_NUMBER
```

The **API - OBD Token** screen shows a message: "SUCCESS: OBD Token reset successful". Below this, there are two sections:

- Contact List**: with a **Click to Reset** button.
- OBD Campaign**: with the token `1s0pWGZhgdbnvdvZF05a` and a **Click to Reset** button.

A white arrow points from the **Click here to reset** button in the 'API - OBD Token' screen to the **Click to Reset** button in the 'OBD Campaign' section.

User ID

- A valid user id.

Token

- Generate a new one or use the existing token.
- Users can reset the token.

FROM

- Based on the value in from Type, it could be a valid phone number, or a valid agent id, or a valid group id.
- Users can also provide multiple comma values if FROM Type is Number or Agent.
- Users can pass up to 5 numbers.
- The number mentioned in "FROM" will be called first. Once answered, the system will call the number mentioned in 'TO'.

TO

- In the "To" Type, it could be a valid phone number, or a valid agent id, or a valid group id.
- Users can also provide multiple comma values if the "TO" Type is Number or Agent.
- Users can pass up to 5 numbers. The Number mentioned in "TO" will be called once the "FROM" number is answered.

Time Limit

- It is duration in seconds to limit the talk time between FROM and TO.
- Ring durations of FROM and TO are not included in the Time Limit.
- The default Time Limit is Unlimited.

Ringtone

- This is a Valid ID of the announcement.
- If passed, an announcement will be heard by the FROM number in the loop while dialing the TO number.
- If not passed, the original announcement (played by the mobile operator) will be heard by the FROM number.

Broadcast Campaign List

Broadcast Campaign List **164** Create Broadcast Campaign Pending Calls Search By

Campaign	Proactive	Time Setting	Report	Status
#23156 test 23-Jan-2024 11:50:28 AM More Info		23-Jan-2024 11:50 AM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM	Dialed 3 Fresh 3 Retry 0 Ans. By Agent 1 Missed By Agent 0 Ans. By Cust. 2 Missed By Cust. 1	Running Total Contacts 3 / 3 IDLE more than 1 Month
#19660 Navratri Offer 20-Oct-2023 12:12:28 PM More Info		20-Oct-2023 12:12 PM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM	Dialed 20701 Fresh 20701 Retry 0 Ans. By Agent 211 Missed By Agent 282 Ans. By Cust. 7368 Missed By Cust. 13252	Stopped Total Contacts 20720 / 20720

Check your Broadcast Campaigns under this section. This section gives you a brief overview of all the campaigns. There are various segments for every campaign like **Campaign, Time Setting, Report, and Status.**

Each segment is explained one by one in the upcoming slides.

Broadcast Campaign - More Info

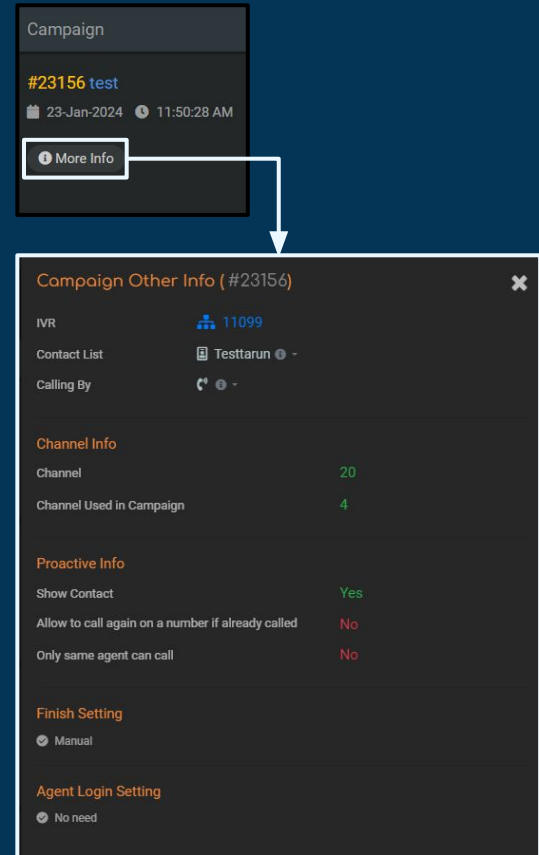
BROADCAST CAMPAIGN

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

It shows the date and time of the campaign creation.

More Info-

- When you click on the “More Info” button, 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.



Broadcast Campaign - 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 6 PM.

Time Setting

23-Jan-2024
11:50 AM

SUN MON TUE WED THU FRI SAT

🕒 10:00 AM TO 6:00 PM

Broadcast Campaign - 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.

Report ⓘ			
Dialed	3	Ans.By Agent	1
Fresh	3	Missed By Agent	0
Retry	0	Ans. By Cust.	2
		Missed By Cust.	1

Report

Dialed
Dialed call counts

Fresh
Fresh call count for calling

Retry
Retry call counts

Remaining
Remaining call counts

Answered
Answered call counts

Failed
Failed call counts

Broadcast Campaign - Status

Status of the Broadcast 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.

The image shows two screenshots from a mobile application. The top screenshot, titled 'Status', displays a 'Running' campaign with 'Total Contacts' of '3 / 3'. It includes a search icon, a pause icon, and a stop icon. The bottom screenshot is a search popup for 'Search Wise Counter (#23156)'. It features 'From' and 'To' date fields, 'Reset' and 'Search' buttons, and a table of call statistics.

From	To	Reset	Search
From Date	To Date		

3 / 3		
Dialed 3	Remaining 0	Ans.By Agent 1
Fresh 3	Fresh 0	Missed By Agent 0
Retry 0	Retry 0	Ans. By Cust. 2
		Missed By Cust. 1

Broadcast Campaign - Settings

Broadcast Campaign List 164 Create Broadcast Campaign Pending Calls Search By

Campaign	Proactive	Time Setting	Report	Status
#23156 test 23-Jan-2024 11:50:28 AM More Info		23-Jan-2024 11:50 AM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM	Dialed Fresh Retry 3 3 0	Running Total Contacts 3 / 3 Stopped IDLE more than 1 Month Total Contacts 20720 / 20720
#19660 Navratri Offer 20-Oct-2023 12:12:28 PM More Info		20-Oct-2023 12:12 PM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM	Dialed Fresh Retry 20701 20701 0	Missed By Cust. 13252

The action button under the Status tab allows you to take the following actions:

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

Settings - Report

Call Log Report Campaign #23156 (3) 139 Agent, 71 Group Selected Jan 31 03:40 PM, 2024 Today

[Detail Report](#) [Excel](#)

Caller Number	Time	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
Broadcast	11:50:54 AM 23/Jan/2024	1	#124 Akash Kumar	00:00:32	00:00:02	00:00:32	00:00:14	00:00:14	₹ 0		Both Answered IVR Flow Finished	
Broadcast	11:50:54 AM 23/Jan/2024	0		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	₹ 0		Cust. Unans. Unanswered	

Through this, you will get a detailed Call Log Report consisting of the Caller Number, Date & Time of the Call, Clickable Agents Counter, Master Agent/Master Number, Call Duration, Queue Duration, Customer Duration, Total Talk Duration, Agent on Call Duration, Amount, Recording, Status and Details.

You can also download the report in Excel format.

Settings - Edit

The existing settings of the Broadcast are open here.

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

test (#23156) Update Campaign

Basic Setting

test

Choose Contact List (#31077) Testtarun

Choose contacts of current date only
Calls will be initiated on contacts that are inserted or updated on the day of calling.

Priority Calling ⓘ Contact Creation Time

Ascending
Oldest created contacts will be called first.

Descending
Latest created contacts will be called first.

Select IVR (#11099) Test IVR ⓘ

No. of Channel (want to use in this campaign.)
0 20 4

Main CLI

Show Contact + Advance Option

Settings - Update Live Call View

This is another shortcut to edit this live call view.

Click on UPDATE to see the changes.

+ Update Live Call View (#23156) ✕

mobile	<input checked="" type="checkbox"/>
LastName	<input checked="" type="checkbox"/>
email	<input checked="" type="checkbox"/>
FirstName	<input checked="" type="checkbox"/>
Address	<input checked="" type="checkbox"/>

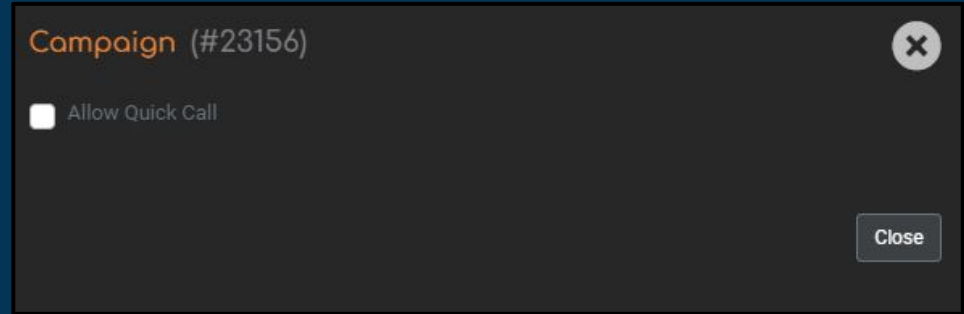
Settings - Allow Quick Call

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

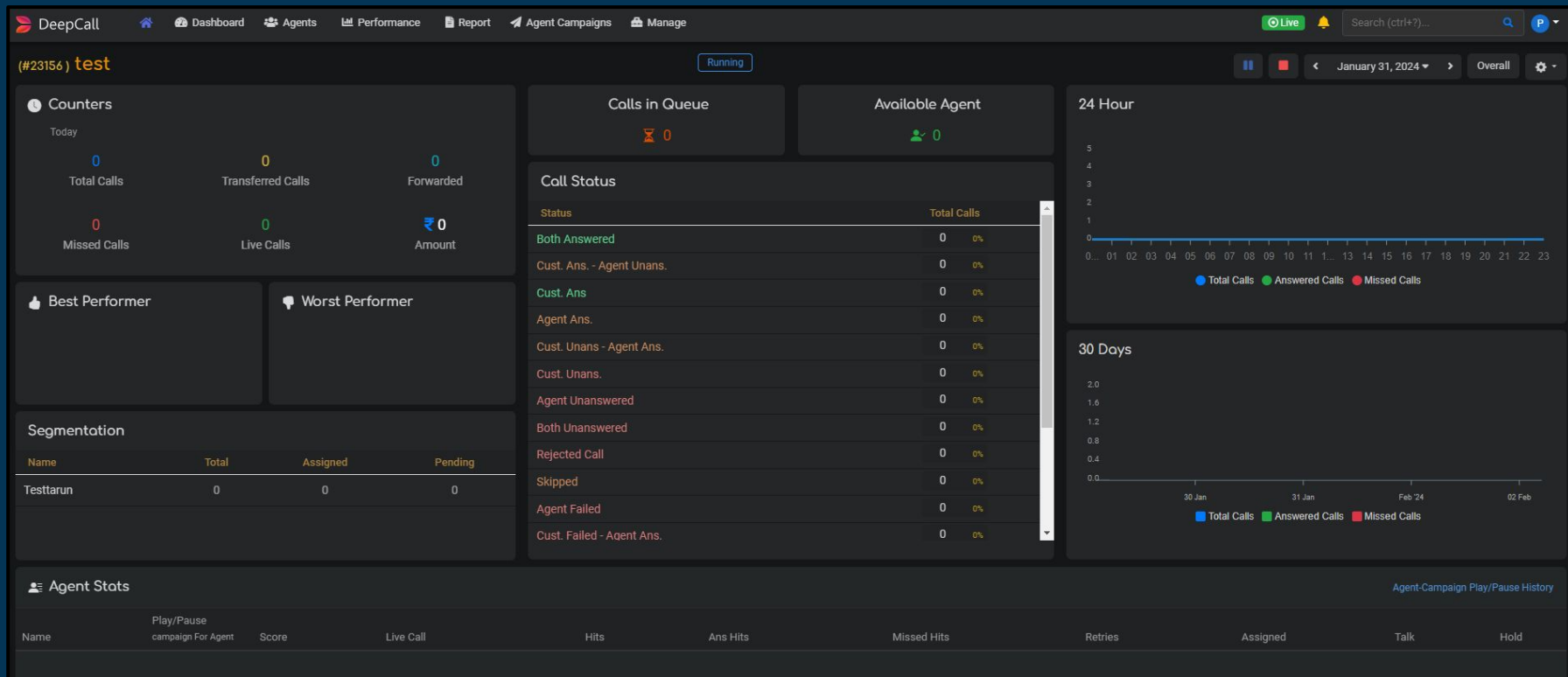
Otherwise, the quick call logs are stored separately.

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 broadcast campaign at 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.

Push Report Webhook (#23156) ✕

Choose Webhook from the following list. Report of the calls for this Campaign will be sent on the selected Webhook. You can also send report on the Default Webhook that you have chosen for Campaigns. You can set Default Webhook from this [link](#).

- Default
- `http://103.255.102.11:3095/api/BrandFactory/Coupon`
- `http://103.255.102.11:3095/api/BrandFactory/Coupon`
- `https://abhimanyusharmaaviral.com/`
- `https://nas1.alertsijon.in/welcome.php`
- `https://nas1.alertsijon.in/welcome_fail.php`
- `https://s-ct3.sarv.com/v2/Agent/timeLine1`
- `https://s-ct3.sarv.com/v2/callAnalysis/webhook`

Cancel Submit

Create Broadcast Campaign

Campaign Title

Write your campaign's title here.

Choose Contact List

Select the contact list for your campaign.

Choose contacts of current date only.

If this box is checked, calls will be initiated on Contacts that are inserted or 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.
- **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.

The screenshot shows a dark-themed form titled "Create Broadcast Campaign" with a "Save Campaign" button in the top right. The form is divided into sections: "Basic Setting" with a "Campaign Title" input field; "Choose Contact List" with a "Select" button; "Choose contacts of current date only" with an unchecked checkbox and a note "Calls will be initiated on contacts that are inserted or updated on the day of calling."; and "Priority Calling" with a dropdown menu and two radio button options: "Ascending" (selected) with the note "Oldest created contacts will be called first." and "Descending" with the note "Latest created contacts will be called first."

Create Broadcast Campaign - cont'd

Select IVR

Select the IVR flow that is saved in your account.

Create IVR

Click on this if you want to create a new IVR flow.

No. of Channel

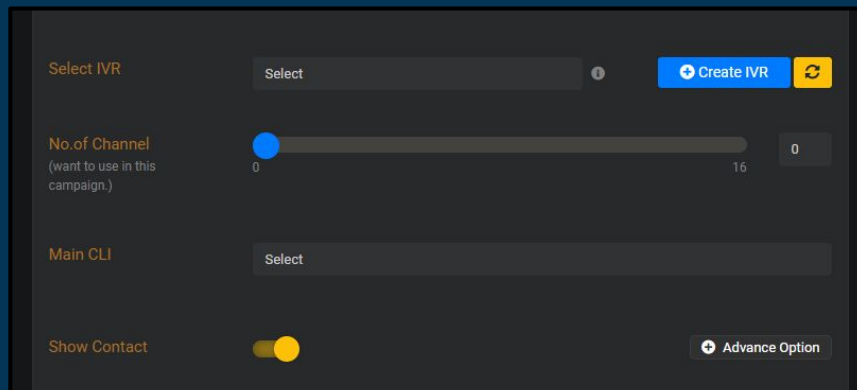
You can slide the toggle bar to the right to select the no. of channels in the campaign.

Main CLI

Choose the Main CLI from the drop-down menu from which the call will be made to the contact

Show Contact

You can decide whether to show the contact or hide it for privacy.



The screenshot displays a configuration interface for creating a broadcast campaign. It features several settings:

- Select IVR:** A dropdown menu with the text "Select" and an information icon. To its right are two buttons: a blue "Create IVR" button with a plus icon and a yellow refresh button with a circular arrow icon.
- No. of Channel:** A slider control with a blue knob. The text below it reads "(want to use in this campaign.)". The slider has numerical markers at 0, 16, and 0.
- Main CLI:** A dropdown menu with the text "Select".
- Show Contact:** A toggle switch that is currently turned on (yellow). To its right is a button labeled "Advance Option" with a plus icon.

Create Broadcast Campaign - cont'd

Advance Option

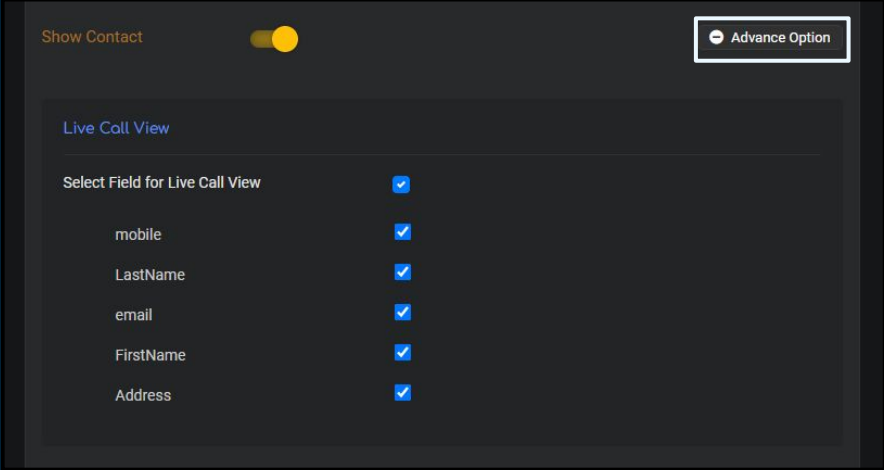
You can select the "Advance Option" tab to add more features in creating the Broadcast Campaign.

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.



The screenshot shows a dark-themed interface for configuring a broadcast campaign. At the top, there is a toggle switch labeled "Show Contact" which is turned on. In the top right corner, there is a button labeled "Advance Option" with a left-pointing arrow. Below this, the section "Live Call View" is visible. Underneath, there is a heading "Select Field for Live Call View" followed by a list of fields, each with a checked checkbox:

Field Name	Selected
mobile	<input checked="" type="checkbox"/>
LastName	<input checked="" type="checkbox"/>
email	<input checked="" type="checkbox"/>
FirstName	<input checked="" type="checkbox"/>
Address	<input checked="" type="checkbox"/>

Create Broadcast Campaign - cont'd

Agent Setting

Group

Groups will be displayed in a dropdown to choose from the list.

Initiate calls per available agent

You can select the number of calls to be initiated per available agent.

Wrap Up Duration

This is the interval between the two calls.

Apply Agent Login Filter

- **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.

Do not include agents those are on break

You can select to consider the Agents those are on break.

Do not include agents those are on call

You can select to consider the Agents those are on call.

The screenshot shows the 'Agent Setting' configuration page. It includes a 'Group' dropdown menu with 'Select Group' as the placeholder. Below it is a field for 'Initiate' calls per available agent, followed by a 'Wrap Up Duration' field in seconds. There are two checkboxes for 'Apply agent login filter', one for 'Call Login' and one for 'Web Login', each with radio buttons for 'Yes' and 'N/A'. At the bottom, there are two more checkboxes: 'Do not include agents those are on break' and 'Do not include agents those are on call'.

Create Broadcast Campaign - cont'd

Retry Setting

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, you can select from multiple categories.
 - Set retry count

The screenshot shows the 'Retry Setting' configuration page. At the top, there is a title 'Retry Setting'. Below it, the option 'Allow to call again on a number if already called.' is checked with a blue checkbox. Underneath, 'Retry Applicable From' is set to '01/31/2024 06:33 PM' with a calendar icon. The 'Automatic Retry' option is also checked. Below this, the 'Retry On' section contains two columns of checkboxes for various call categories. The 'Retry Count' section has a text input field.

Retry Setting

Allow to call again on a number if already called.

Retry Applicable From 01/31/2024 06:33 PM

Automatic Retry

Retry On

<input type="checkbox"/> All Calls	<input type="checkbox"/> Cust. Ans. - Agent Unans.
<input type="checkbox"/> Both Answered	<input type="checkbox"/> Cust. Unans - Agent Ans.
<input type="checkbox"/> Cust. Ans	<input type="checkbox"/> Cust. Unans.
<input type="checkbox"/> Agent Unanswered	<input type="checkbox"/> Agent Ans.
<input type="checkbox"/> Both Unanswered	<input type="checkbox"/> Skipped
<input type="checkbox"/> Rejected Call	<input type="checkbox"/> Cust. Failed - Agent Ans.
<input type="checkbox"/> Agent Failed.	<input type="checkbox"/> Cust. Ans - Agent Failed
<input type="checkbox"/> Cust. Failed	<input type="checkbox"/> Cust. Ans - Agent Not Found
<input type="checkbox"/> Agent Busy	
<input type="checkbox"/> Cust. Unans - Agent Busy	

Retry Count

Create Broadcast Campaign - cont'd

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.

The screenshot shows a 'Timing' configuration panel with the following sections:

- Week Days:** A row of buttons for SUN, MON, TUE, WED, THU, FRI, and SAT. MON, TUE, WED, and THU are highlighted in blue, indicating they are selected.
- Working Hours:** Two input fields for hours and minutes. The first field is set to '10 Hour' and '0 Minute'. The second field is set to '18 Hour' and '0 Minute'. A 'TO' label is positioned between the two fields.
- Start Date:** A date and time input field showing '01/31/2024 06:33 PM' with a calendar icon to its right.
- End Date:** A date input field showing 'Date' with a calendar icon to its right.
- Footer:** A small note that reads: 'If selected time is less than current time then we will use current time.'

Create Broadcast Campaign - cont'd

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 screenshot shows the 'Finish' configuration screen for a campaign. It includes several options for when the campaign should end, each with a checkbox. The 'Manual' option is checked. Below the 'Achieved Max Call Answered' option is a text input field labeled 'Fill Answer Count'. The 'Achieved Max Count of Specific Tag' option is also checked, with a dropdown menu for 'Select Tag' and a text input field for 'Max Count'. At the bottom, there are radio buttons for 'Per day basis' (selected) and 'Overall basis', with a note that the campaign will be paused for that day if the per-day basis is selected.

Finish

Finish The Campaign When

- Manual
- If idle more than 1 month
- Time-Is-Over
- Achieved Max Call Answered

Fill Answer Count

- Achieved Max Count of Specific Tag

Select Tag Max Count

Count should be considered as

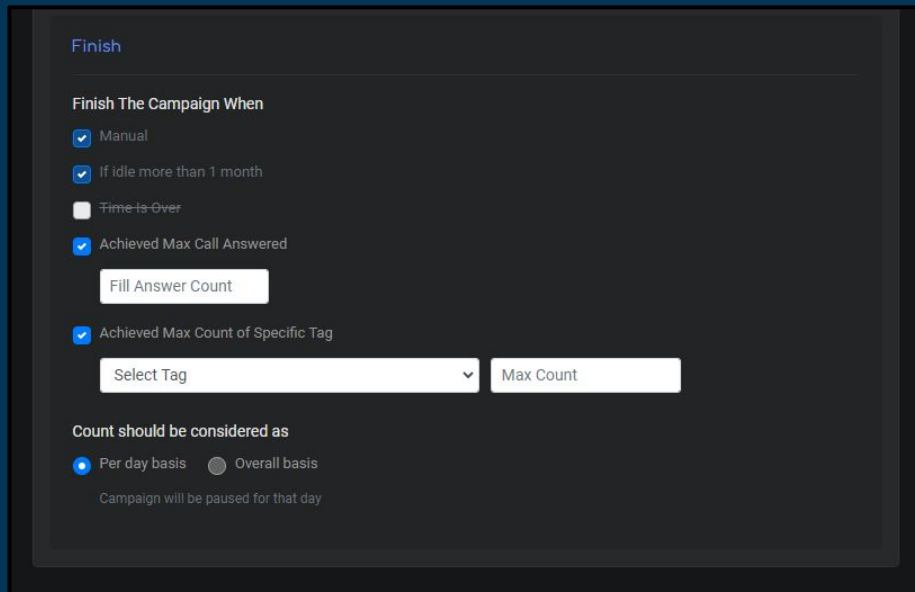
- Per day basis
- Overall basis

Campaign will be paused for that day

Create Broadcast Campaign - cont'd

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.



The screenshot shows a configuration window titled "Finish" with the following options:

- Finish The Campaign When**
 - Manual
 - If idle more than 1 month
 - Time-Is-Over
 - Achieved Max Call Answered
 - Fill Answer Count
 - Achieved Max Count of Specific Tag
 - Select Tag
 - Max Count
- Count should be considered as**
 - Per day basis
 - Overall basis

Campaign will be paused for that day

Campaign - Callback Transfer

The screenshot shows the 'Call Back' section of the DeepCall dashboard. It features a table with columns for 'Number', 'Agent', 'Campaign', and 'Callback Time'. There are three rows of data. Above the table, there are filters for 'Agent: 0', 'Campaign: 0', and a date range 'Oct 16, 2022 - Nov 14, 2022'. Action buttons for 'Calendar', 'Delete List', and 'Transfer' are also visible.

Number	Agent	Campaign	Callback Time
8952938426	#630 vijay verma	#-1 Quick Call	15-Nov-2022 1:20:00 AM - 10:55:22
9414977646	#630 vijay verma	#7950 campPro10Nov	18-Nov-2022 1:32:00 AM - 23:07:22

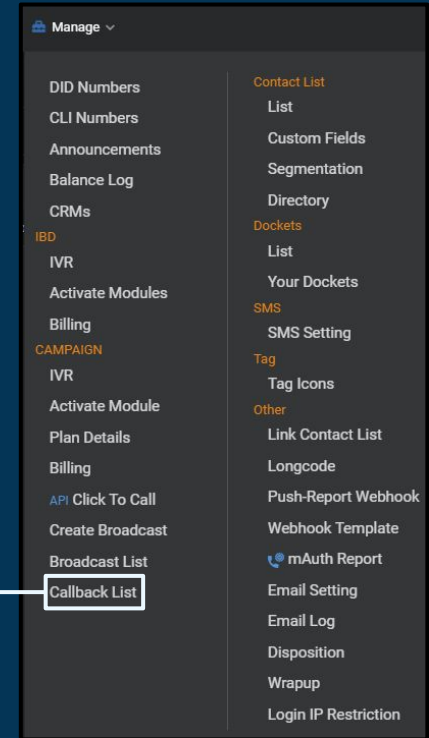
Campaign	Calls
#-1 Reserved Campaign	1
#7950 campPro10Nov	1

Agents	Calls
#630 vijay verma	2

If there is any callback scheduled, it will show in this section.

You can filter the list based on the date range.

Here you can delete the callback request or transfer it to another agent too.



Contact List - Create List

Create List

Enter a name and any other information that you want to include for the contact.

Upload File

To upload your subscribed contacts Click Browse and choose the file from your computer.

Map Files

Enter a name and any other information that you want to include for the contact.

Create Contact List

[Next](#)

Contact List Name

Enter Contact List Name

DND Filter

Choose DND behaviour of your contact list. You can not change this property later.

OFF
System will not filter DND numbers at the time of adding contacts. This means, Contact List will have DND and non-DND numbers

Keep Only DND
System will check if the new number is DND or not and will save the contact only if it is a DND number.

Remove DND
System will not add the new number if it is DND. It means, it will only save non-DND numbers

Allow Duplicate Contacts
Enabling duplicate will disable update feature in contact list

Custom Fields

mobile	<input type="checkbox"/> Always Require
FirstName	<input type="checkbox"/> *required
LastName	<input type="checkbox"/> *required
Address	<input type="checkbox"/> *required

When you click on the “Create List” button under the contact list, this screen will appear. You have to enter the Contact List Name, select the DND Filter, and select the various custom fields by clicking on the checkbox that is required.

Contact List - Upload Files

Create List

Enter a name and any other information that you want to include for the contact.

Upload File

To upload your subscribed contacts Click Browse and choose the file from your computer.

Map Files

Enter a name and any other information that you want to include for the contact.

SUCCESS Contact List Created Successfully!!

Upload Contact File

Upload your file: (.csv only)

Select File

Only files with extension .csv allowed

Next →

- Uploaded file must be in .CSV format
- Upload and move to the NEXT step.

Contact List - Map List

Create List

Enter a name and any other information that you want to include for the contact.

Upload File

To upload your subscribed contacts Click Browse and choose the file from your computer.

Map Files

Enter a name and any other information that you want to include for the contact.

SUCCESS File upload successfully

Map Contact List

Brands & Enterprises_Sheet1.csv

Action for duplicates

Replace

Update

Skip

Brand Name

Emami Cement

Sintex Plastics

Select Field

Service

Toll-Free & Call Center S...

Toll-Free, Call Center Sol...

Select Field

AM Name

Himanshu

Himanshu

Select Field

User Custom Field

Field name

Enter field name

Field Type

--Select--

Cancel

Add New Field

Add New Field

Next

Name

Subscriber

Custom Fields

Created At

Created By

Action

#1721 test

Duplicate OFF

0



4



17-May-2021 7:57:11 PM

USER



Recently you have uploaded 1 Files

List

The screenshot shows a 'Contact List' management interface with a table of lists. Three modal windows are overlaid on the table, each connected to a specific action in the table by white arrows:

- Add Subscriber (#1721)**: This modal is connected to the '+' icon next to the subscriber count '16' for the 'Quick Call Default' list. It contains input fields for 'FirstName', 'mobile *', 'LastName', and 'Address'. Below these fields are radio buttons for 'Action for duplicates': 'Replace', 'Update', and 'Skip'. There are 'Add New Subscriber' and 'Cancel' buttons at the bottom.
- Add Custom Field (#1721)**: This modal is connected to the '+' icon next to the '9' custom fields for the 'Quick Call Default' list. It lists various fields with checkboxes for 'required' status: 'mobile', 'FirstName', 'LastName', 'Address', 'email', 'city', 'comment1', and 'CompanyName'. The 'mobile' field is marked 'Always Require'. There is an 'Update' button at the bottom.
- Edit Contact List**: This modal is connected to the gear icon for the 'Quick Call Default' list. It contains a list of actions: 'List Contacts', 'Uploaded Files', 'Map Uploaded Files', 'Delete Contact List', 'Assign to', and 'Download Contact List'.

Name	Subscriber	Custom Fields	Created At	Created By	Action
#1628 Quick Call Default Duplicate OFF	16	9	13-May-2021 7:09:13 PM	USER	[Action Icons]
#1569 Berkshire Hathaway Duplicate OFF	4	1	11-May-2021 4:55:47 PM	Himanshu Powal (#122)	[Action Icons]
#1558 Ajay Contact List Duplicate OFF					[Action Icons]

- All the contact lists added to the account will be listed on this page.
- **Contact List Name**
 - Name of all the list added in the user account.
 - Check the Duplicate status- ON or OFF.

Name	Subscriber	Custom Fields	Created At	Created By	Action
#1628 Quick Call Default	16	9	13-May-2021 7:09:13 PM	USER	

Profile

Contact List - #1628 Quick Call Default

Subscriber 16 Custom Fields 9 Interaction Rate 0%

Subscribers List

16

Subscribers in this list

Add Subscribers

Quick Add Upload a File

Uploaded Files View

0

Uploaded by you

Map uploaded Files View

0

File(s) pending to map with columns

Custom Fields Add

9

Custom fields are linked.

Subscriber List 16

Contact List - #1628 Quick Call Default

Custom Fields 9

S.No.	Mobile	Email_Id	Address	Lead_Status_List	Company_Name	LastName	City	Remarks
1	[Redacted]			Interested				call back
2	[Redacted]			Interested				ringing
3	[Redacted]	gursewaksinghmaur75@gmail.com		NotInterested		Singh		

You might also want to...

Add new Subscribers in this list

Quick Add Upload a file

List all uploaded files **0**

Map pending uploaded files **0**

Map columns of uploaded files with their

- **Subscriber**

- Subscribers refer to the contact numbers uploaded in the contact list.
- The counter is clickable. When clicked new page opens showing details of the contacts.
- Details include the other information in association with the respective contact number.
- Direct option to add a new contact number or upload a new data file.
- Every contact has individual operations to make QUICK CALL, SEND MESSAGE, EDIT & DELETE.

- **Custom Fields**

- Several custom fields linked with the contact list are displayed.
- Click on the '+' icon to link more custom fields to the contact list.

- **Created By**

- Create Date & Time.
- Who created the contact list- User, Agent (Agent name and ID will be displayed for quick information).

Name	Subscriber	Custom Fields	Created At	Created By	Action
#1628 Quick Call Default	16 +	9 +	13-May-2021 7:09:13 PM	USER	

- Edit Contact List
- List Contacts
- Uploaded Files
- Map Uploaded Files
- Delete Contact List
- Assign to
- Download Contact List

Uploaded Files 1

Contact List - #1470 April Data

S.No.	File Name	Status	Uploaded At	Total Records	Uploaded Records	Duplicate	Rejected	Action
1	April Data with No response_Sheet1.csv	Finishing Process	05-May-2021 5:24:25 PM	550	547	3	0	

Assign Contact List (#1628)

Assign Contact List to Groups

Assign Contact List to Role

Assign Contact List to Agent

Permission for Live-Call Page Form

Show to every agent even if not assigned
 Show only if assigned

Description -
Usually contact list will be show according to the permission given above but for Log Report page and Live-Call page this setting is required separately.

Actions

- **Edit Contact List**
 - Click to open a popup and revise the name of your contact list.
- **List Contacts**
 - It will open a detailed view of the contact added to the contact list.
 - Users can make all necessary amendments to the data.
- **Uploaded Files**
 - List of all the CSV files uploaded in the contact list to add data.
- **Map Uploaded Files**
 - If mapping is left incomplete, the user can access this and complete the mapping.
- **Delete Contact List**
 - A confirmation popup will open to get the second consent and as per the response will proceed to take necessary action.
- **Assign To**
 - Choose to assign the contact list to any GROUP, ROLE, or AGENT.
- **Download Contact List**
 - Single click download.
 - CSV file will be downloaded.

Custom Fields - Create New Field

Create Custom Fields View Custom Fields

Field Name
Name must be unique and should only contain alphabet, number and underscore (...)

Field Name

Mark index
Marking index will enable field searching faster in contact list. Once index can not undone. Max 20 fields can be indexed

Field Type
-Select Field Type-

Create Custom Fields

- **Custom Field Category**
 - **Reserved:** Default uneditable custom fields & cannot be deleted.
 - **Other:** Added by the user. Can be edited/deleted if not linked with the contact list. Once linked the custom field cannot be deleted until the contact list is deleted first.
- **Name**
 - Name of the custom field. The naming pattern is fixed as discussed in an earlier section.

Custom Fields - List

Custom Fields 16 Create new Field

S.No	Name	Type	Sub Type	Tag	Contact lists	Create Date	Action
#	mobile <small>Indexed</small>	integer	mobile	%mobile%	—	31-Jul-2020	Reserved
#	FirstName <small>Indexed</small>	text	name	%FirstName%	—	31-Jul-2020	Reserved
#	LastName <small>Indexed</small>	text	name	%LastName%	—	31-Jul-2020	Reserved
#	Address	text	text	%Address%	—	15-Mar-2021	Reserved
1	Lead_Status_List <small>Indexed</small>	list	—	%Lead_Status_List%	8	24-Dec-2020	
2	Remarks	text	text	%Remarks%	11	24-Dec-2020	
3	name <small>Indexed</small>	text	name		4	24-Dec-2020	
4	Indexed_Field <small>Indexed</small>	integer	integer		2		

Interested
NotInterested
Closed
OnHold

Contact List

- #317 IM Data for CRM
- #1470 April Data
- #58 Demo
- #1115 Sachin Quick Call
- #39 getACallContact
- #184 Test_Vlnay
- #1483 incoming calls
- #1070 shankar Test
- #1628 Quick Call Default
- #170 9111911100
- #1557 Harshit

Close

Add List Field Option
Edit Field

- **Type**
 - As decided while creating the custom field the type will be displayed.
- **Sub Type**
 - As decided while creating the custom field.
- **Tag**
 - Every custom field is assigned a default tag by the system.
 - These tags are used for mapping or fetching value.
- **Contact Lists**
 - Contact lists in which the custom field is linked.
 - The counter is clickable to open a popup to view the names of linked contact lists.
- Create the Date of the custom field.

S.No	Name	Type	Sub Type	Tag	Contact lists	Create Date	Action
#	mobile Indexed	integer	mobile	%%mobile%%	—	31-Jul-2020	Reserved
#	FirstName Indexed	text	name	%%FirstName%%	—	31-Jul-2020	Reserved
#	LastName Indexed	text	name	%%LastName%%	—	31-Jul-2020	Reserved
#	Address	text	text	%%Address%%	—	31-Jul-2020	Reserved
1	Lead_Status_List Indexed	list	—	%%Lead_Status_List%%	—	31-Jul-2020	Reserved
2	Remarks	text	text	%%Remarks%%	—	31-Jul-2020	Reserved

Add List Field Option
Edit Field

Field Name : Lead_Status_List

Options Add New

- Interested
- NotInterested
- Closed
- OnHold

Option Sequence

You Can Change Sequence of Options Just By Dragging Them Up and Down As Per Needs.

- Option
- Interested
- NotInterested
- Closed
- OnHold

Cancel Save

Click to add a new list variable to an existing list.

Drag & replace the field variables & decide the sequence of all the variables.

● Action

- Add List Field Option
 - Add more options to the existing list.
 - Decide the sequence of the list variable.
- Edit Field
 - Edit the variables of the custom field.

Segmentation - Create New

Create Segmentation

Name





Enter Contact List Name

Enabling duplicate will disable update feature in contact list

Contact List

Multi List Segmentation

Apply similar segmentation on more than one contact lists on the same time. This will save your time in building similar segmentation over multiple lists one by one.

<input type="checkbox"/> Quick Call Default	17 Subscribers	9 Fields 
<input type="checkbox"/> Berkshire Hathaway	0 Subscribers	4 Fields 
<input type="checkbox"/> Ajay Contact List	0 Subscribers	4 Fields 
<input type="checkbox"/> Harshit	0 Subscribers	7 Fields 

- **Name**

- Give a name to your new segmented contact list.

- **Contact List**

- Single List Segmentation: Rule applied for a single chosen contact list.
- Multi-List Segmentation: Apply similar segmentation on more than one contact list at the same time. This will save you time in building similar segmentation over multiple lists one by one.
- Choose the contact list where the segmentation rule is to be applied.

- **Some Important Points**

- Segmentation can be used with normal campaigns and automation.
- Segmentation can be used for messages that are custom-tailored to a customer's preferences, past activities, location, and other variables that are much more likely to be attractive to a consumer over a mass mail that makes customers feel a number on a company's email list. This can be achieved easily with Segmentation. Find contacts within your contact database who share similar traits - For example - 'doctors' living in a 'city' and have purchased a 'product' in the last '40 days'.

Filter Rule

If multiple contact lists are chosen then common custom fields will be listed as filters

🔿 Segment my selected list(s) - Allows you to filter your subscribers who match certain conditions.

AND

AND: Both conditions applied
OR: One of the multiple conditions are applied

- If multiple contact lists are chosen then common custom fields will be listed as filters.
- Custom fields of the chosen contact list will be used to create the filter as per the requirement.
- Add as many conditions as needed in one filter or add another group of conditions for the second filter.
- Delete the group if not required by the direct delete icon.

Options

You can choose any of the following options. (Choose at-least one)

Apply on Existing contacts

At the time of creating rule for segmentation, definately there exist some contacts in choosen contact lists. By choosing... ?

Apply on new contacts

By chossing this option, you ensures that new entries in the selected contact lists will be checked for this ... ?

Apply on updates in contacts

If you select this option then system will check if a contact in qualified for this segmentation when there will be... ?

Create Segmentation 

The user is free to choose all or any of the following options for applying the created segmentation rule.

- **Apply on existing contacts:** Already existing contacts are qualified for segmentation application. Rest will not be applicable.
- **Apply on new contacts:** Only the new contacts that are added after creating and applying segmentation on the contact list will be qualified for it.
- **Apply on updates in contacts:** Updates in already existing contacts will qualify this permission for application of segmentation.

Then click on CREATE SEGMENTATION.

Directory

Directory 150236 Add Contact Excel

Filter Search All Contacts

Quick
All Contacts

Specific field

- Mobile
- FirstName
- LastName
- Lead_Status_List
- name
- Indexed_Field
- Indexed_boolean
- Reservation_date
- Call_Status
- Last_Name
- Company_Name
- City
- Email_Id
- DOB

Calls Count

IBD

Reset Apply

No Name

Puneet

No Name

No Name

G

No Name

V.

No Name

No Name

Arshbir Singh

Anand

Ram Kumar

Phone No

Email_Id

Lead_Status_List OnHold

Reservation_date

services Voice

name

City Ludhiana

Non_indexed

Last_Name Sharma

test_field_not_mapped

Indexed_boolean

disposition Dnd

Remarks Not Answered

Call_Status Interested

Company_Name JDR Gases

Indexed_Field

DOB

Renewal_date

Created On 16/Feb/2021 Updated On 20/May/2021

Block Now

Recent Calls Notes

Total Call - 2 IBD - 00 OBD - 2

Type	Time	Duration	Call ID	Status
	01:50:21 PM 20/May/2021	00:00:39 Hr Min Sec	#kow1lg3e162149882143944536	Both Answered
	11:21:59 AM 20/May/2021	00:00:12 Hr Min Sec	#kow1lg3e162148991865419912	Cust. Unans - Agent Ans.

You will find all of your contacts and their summarised information on this page.

Your All Contacts means-

- All the numbers you have uploaded in your Contact Lists.
- All customers you have contacted via campaigns, quick calls, click-to-calls, etc.
- Whoever contacted you by calling on your DID numbers.
- Numbers that you have uploaded directly in the Directory.

You will get the following information of a contact-

- As you know, you can create custom fields and map them with multiple Contact Lists. You will get the latest value of each custom field in the Directory. This may include name, mobile number, address, email, date of birth, and many more.
- **Source:** This contains the source of insertion.
- Create date and latest update date.

- Total number of calls on or by the number.
- List of recent 50 calls.
- Notes: Your agents can create notes on your customers. All the notes will be listed here.
- You can also mark a contact as VIP or Block it completely.



Analyze your customers-

You can analyze your customers using various filters and sorting options. Following is the list of filters-

- All the indexed custom fields
- Calls count
- VIP
- Blocked
- Create/ Update date

Docket

Docket Rule List 2 Create Rule Download in Excel Search By

S.No.	Created At	Title	Unique On	Regenerate	Status	Action
1	29/Jun/22 16:02:30	Ticket ID	Overall	On	Active	
2	29/Jun/22 12:19:45	Coupon Code	Overall	Off		

Edit Docket Rule
Upload Docket Rule

All your Docket rules will be shown here. Here important information is:

- Title
- Unique On
- Regenerate
- Status
- Action
 - Edit Docket Rule
 - Upload Docket Rule

Create Docket Rule

The screenshot shows a dark-themed form titled "Create Docket Rule" with a "View Docket Rules" button in the top right. The form is organized into several sections:

- Title:** A text input field with the placeholder "Please Insert Title".
- Unique On:** Three radio button options: "Overall", "DID Number", and "IVR".
- Regenerate:** Two radio button options: "Yes" and "No".
- Expiry Rules:** Four checkbox options: "Manual", "Time Based", "Tag Based", and "Closed".
- Token Length:** Two radio button options: "Fixed" and "Variable".
- Token Pattern:** Three radio button options: "Numeric", "Alphabet", and "Alpha Numeric".

A blue "Continue" button is located at the bottom center of the form.

In this, there are various fields that need to be filled to create the Docket as per your requirements.

- Initially give the Title for the Docket.
- You can select "Yes/No" for regeneration.
- You can select the Token Length to be Fixed or Variable.
- You can select the "Unique On" feature from the available options like- Overall, DID Number, or IVR.
- You can choose the "Expiry Rules" as per usage like Manual, Time Based, Tag-Based, and Closed.
- You can select the "Token Pattern" from the available options like- Numeric, Alphabet, or Alpha Numeric.

SMS Module

The screenshot displays the 'SMS Settings' interface, divided into two main sections: 'Details' and 'Templates'.

Details Section: This section contains a form for configuring SMS settings. It includes a 'Title' field with the value 'Trans sms for sarv subscribers'. Below this are two columns of fields: 'Panel Domain' (m1.sarv.com) and 'User Id' (73836105); 'Token' (3933963615d56a889c1b730.48517658) and 'Route' (transactional); 'Sender Id' (SarvSM) and 'Language' (english). At the bottom, there is an 'Initial Settings' section with an 'Update' button. Action buttons include 'Sync Sender Ids from SMS Panel' and 'Add/Edit'.

Templates Section: This section features a table of predefined templates. It includes a 'Use Template' toggle (which is turned on) and a 'Sync Template From SMS Panel' button. The table has columns for 'S.No.', 'Title', 'Template', and 'Status'. There are 7 rows of templates, each with a status checkbox and an edit icon.

S.No.	Title	Template	Status
1	4576	SMS in just 11 paise No hidden setup costs Celebrate this Holi with us Sarv.com 0744-717-8720	<input type="checkbox"/>
2	Sarv-Offer	Hello %Name%, DLT is live now for SMS Templates & Sender IDs Switch to VOICE NOW to get a hassle-free service @ prices lower than SMS Call now @ 9111-9111-00 Sarv.com	<input type="checkbox"/>
3	Enquiry - IndiaMART and justdial data	India's Best Leads at Enquiry.ai Maximize Revenue, Increase Sales and Get Potential Market at https://business.enquiry.ai/ Join Your Growth Partner 7413911110	<input type="checkbox"/>
4	DLT Charges Revision	Dear Customer, We are going to revise your SMS balance by EOD due to DLT charges(2.5 paise/SMS) Please take your balance backup. Regards Team Sarv.com	<input type="checkbox"/>
5	SMS Price Hike	Dear Subscriber DLT Scrubbing Charges of 2.5 Paise/SMS EXTRA Applicable from 1st Sept 2020. For more detail kindly contact your AM. Regards Team Sarv	<input type="checkbox"/>
6	12999-Offer Plan 2	Just for better brand identity & Improved client experience. Get a Tollfree No. for your business now just in 12999/- Call on 9111-9111-00 XXXX	<input type="checkbox"/>
7	8999 TFN Offer	Freedom to save more with Sarv.com TollFree Services just in 8999/- Grab the offer now call on 9111-9111-00 Valid upto 15 Aug only XXXX	<input type="checkbox"/>

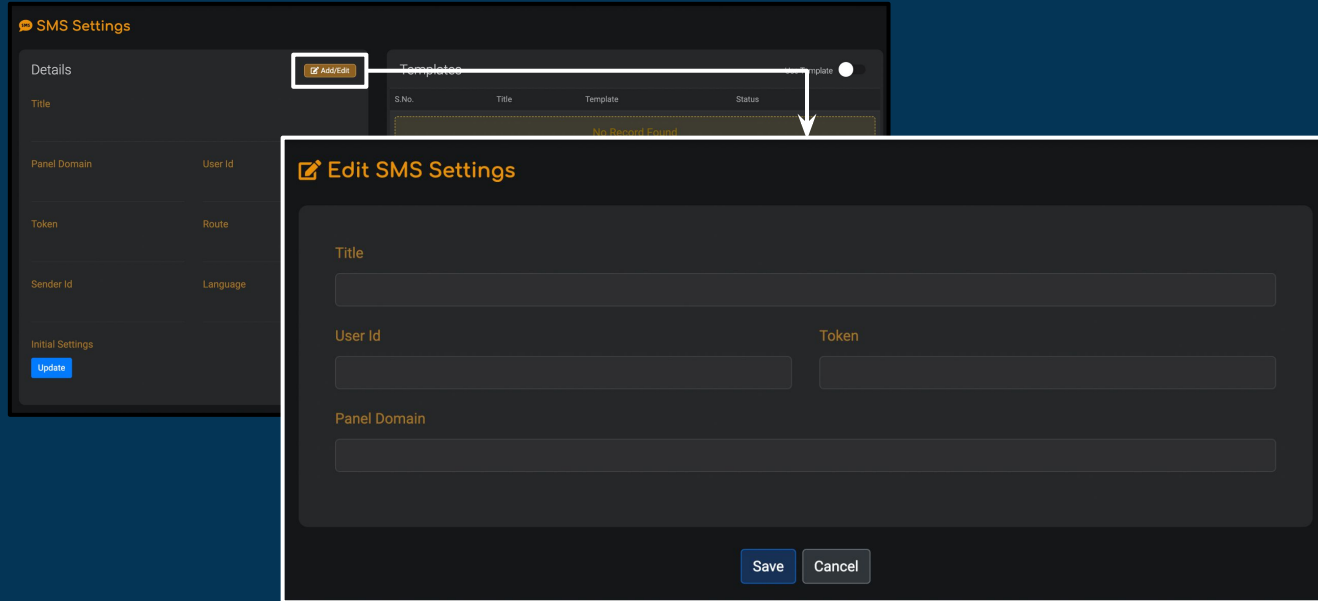
In the SMS Module, there are two portions on the screen which are - Details and Templates.

In Details, you will find the pre-filled information for the SMS Settings like Title, Panel Domain, User Id, Token, Route, Sender Id, and Language. You can edit this information by clicking on the Add/Edit button.

In Templates, there are predefined templates here, which you can differentiate on the basis of Title. You can select the Check Box to enable it.

You can also add a new template by clicking on the "Add Template" button, a dialog box will appear, you have to enter the Title and Template and click on "Submit SMS Template".

SMS Module - Add/Edit



In the SMS Module, click on the “Add/Edit” button to Edit the SMS Settings.

A dialog box will appear, you have to enter the details for the fields like Title, User Id, Token, and Panel Domain.

Click on the Save button to save the SMS settings.

Tag

Title

- Name your tag as per its features & uses.

Description

- Yes: The description box will open.
- No: The description box will not open.

Login User

- Yes: The user needs to log in.
- No: The user doesn't need to log in.

Alert

- Yes: Sends alerts.
- No: Doesn't send alerts.

Select Icon

Color

+ Add New Icon ✕

Title

Description

No ▾

Login User

No ▾

Alert

No ▾

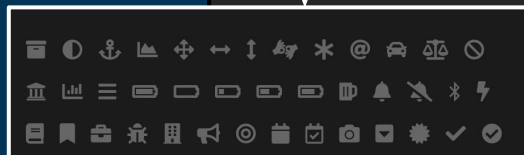
Select Icon

Choose Icon ▾

Color

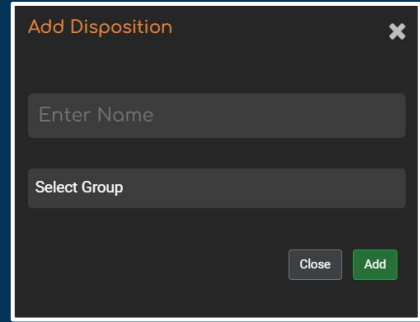
Choose Color ▾

Cancel Add Icon

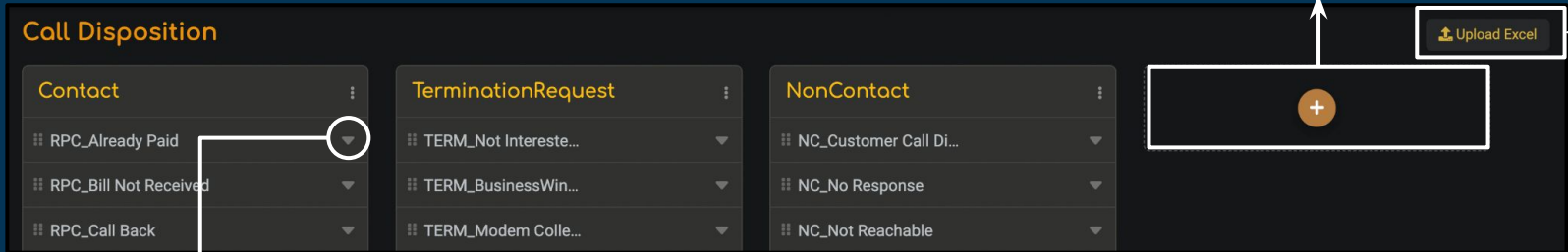


Call Disposition

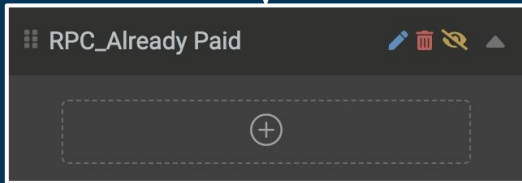
To create another list of call tags along with agent groups.



A dialog box titled "Add Disposition" with a close button (X) in the top right corner. It contains two input fields: "Enter Name" and "Select Group". At the bottom right, there are two buttons: "Close" and "Add".



The main interface for "Call Disposition" is shown. It has three columns: "Contact", "TerminationRequest", and "NonContact". Each column contains a list of call tags with dropdown arrows. To the right of these columns is a large box with a plus sign (+) and an "Upload Excel" button.



A detailed view of a call tag "RPC_Already Paid". It shows three icons: a pencil (edit), a trash can (delete), and a crossed-out eye (hide). Below these icons is a dashed box containing a plus sign (+) for adding nested tags.

These 3 functions are to Edit, Delete, or Hide a call tag from the list.

Use the Add icon to add a nested tag to a particular tag.

To upload a list of tags.

We have the option to have groups assigned for a separate disposition. Then, the agents of that particular group will have that disposition available.

We have given this feature to assign separate dispositions group-wise. The agent should be assigned to that particular group to assign Disposition.

If there is a common disposition that does not have any group assigned to it, then all the Agents will have access to that disposition.

In one scenario of the common disposition, it would be reflected to all the agents over the agent panel.

Link Contact List

Link Contact List 265

Search By

Campaign Inbound Quick Call CLI

S.No.	Campaign	Contact List		
1	#29 getACallCampaign	#39 getACallContact	Action on Duplicates : Update	Campaign will be sent via this list LINK
		#NA NA	Action on Duplicates : Update	
2	#76 vijayTest	#171 vijayContact	Action on Duplicates : Update	Campaign will be sent via this list LINK

Instructions

One page for linking all of your Campaigns, DID numbers and Quick Calls with Contact Lists.

Selected contact lists for each campaign, DID number and quick call will be shown in Live Call Box and Report page when you will click on the 🗑️ icon available next to the Caller Number.

You can choose more than one contact list.

The link Contact List feature helps to mention the call notes by the Agent in the Contact List that is attached to the system at the time of receiving the call.

There are 4 types of instances where it can be used which are as follows-

1. Campaign
2. Inbound
3. Quick Call
4. CLI

Longcode

Longcode Report 343 Longcode Webhook Auto Responder DID : 9529055665 Search By Excel

S.No.	DID Number	From	Message	Operator	Received Date	Response	Auto Response
1	[REDACTED]	[REDACTED]	This is for testing	Reliance Mobile - GSM Rajasthan	03-Sep-2023 8:11:16 AM	03-Sep-2023 8:11:16 AM	
2	[REDACTED]	91VR-VICARE	a.me/message/SMFQHREX2KJ301	—	25-Aug-2023 8:32:06 PM	25-Aug-2023 8:36:08 PM	
3	[REDACTED]	91VR-VICARE	अपने नंबर पर flash message को बंद करने के लिए क्लिक करें: https://w	—	25-Aug-2023 8:32:06 PM	25-Aug-2023 8:36:07 PM	
4	[REDACTED]	91VR-VICARE	a.me/message/SMFQHREX2KJ301	—	25-Aug-2023 8:32:06 PM	25-Aug-2023 8:34:07 PM	

A Long Code number is a 10-digit virtual number that creates a unique identity for the business. It is a standard phone number that allows businesses to receive SMS.

Long Code provides customer-to-business communication, helping businesses get feedback or gather any form of passive communication from their end clients.

It will help the business to have meaningful communication with targeted and relevant content. You can gather customer information for appointments, reminders, or confirmations.

Push-Report Webhook

Push-Report Webhook 7

Push Webhook Failed Requests Search By

S.No.	Url	Linked Template	Create Date	Status	Verified	Resend Fail Report	Action
1	https://s-ct3.sarv.com/v2/callAnalysis/webhook	sadsdas1111222	18-Oct-2023	Active	Yes	Send Now	
2	https://s-ct3.sarv.com/v2/Agent/timeLine1	testlast	27-Mar-2023	Inactive	Yes		
3	http://103.255.102.11:3095/api/BrandFactory/Coupon	Default	28-Oct-2021	Inactive	Yes		
4	https://abhimanyusharmaaviral.com/	Default	07-Jul-2021	Inactive	Yes		

Webhooks are important to integrate your CRM into Deepcall's environment. Report webhook is one of them. You can add multiple webhooks in the panel to get reports on your CRM. You can set different webhooks based on call type, DID numbers, campaigns, etc., or can simply set one webhook for all.


Once a webhook is added to the panel, the system will verify and activate it. To be an active webhook it should be a valid URL. Once it is active and verified, a webhook qualifies to receive reports on it. The system will send reports in JSON format.

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.

Webhook Template



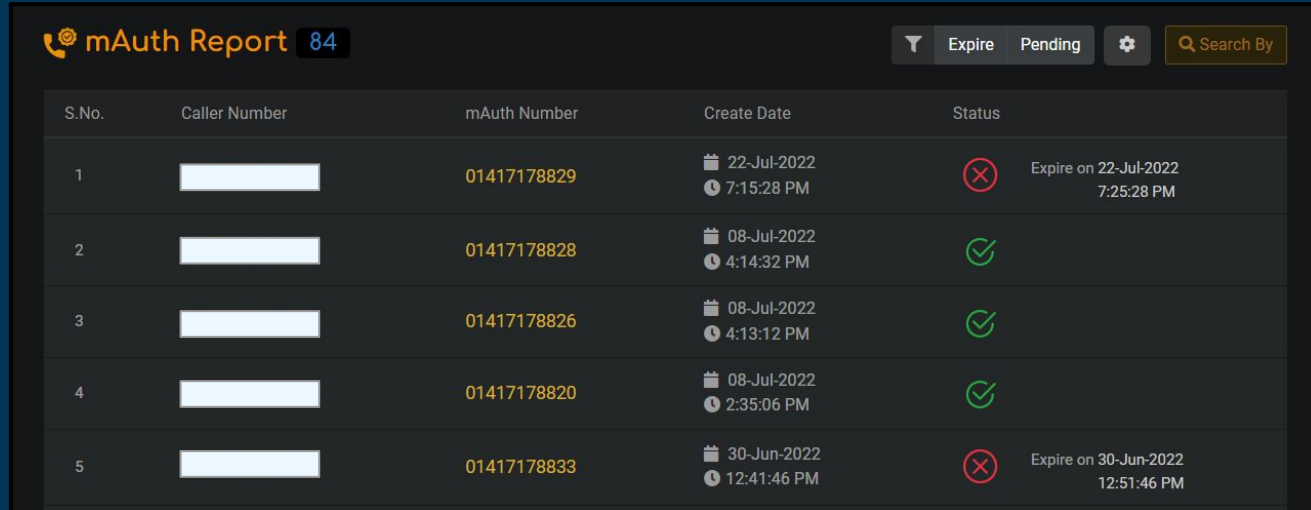
S.No.	Title	Headers	Body	Create Date	Action
1	TestNew	1	JSON	12-Oct-2023	
2	test	0	JSON	22-Oct-2021	

A webhook is an automated message from one system to another after a certain criteria has been met. In Braze, this criterion is usually the triggering of a custom event.

At its core, a webhook is an event-based method for two separate systems to take effective action based on data transmitted in real-time. That message contains instructions that tell the receiving system when and how to perform a specific task. Because of this, webhooks can provide you with more dynamic and flexible access to data and programmatic functionality, and empower you to set up customer journeys that streamline processes.

From here, we can create a Webhook Template and perform the Search By operation.

mAuth Report



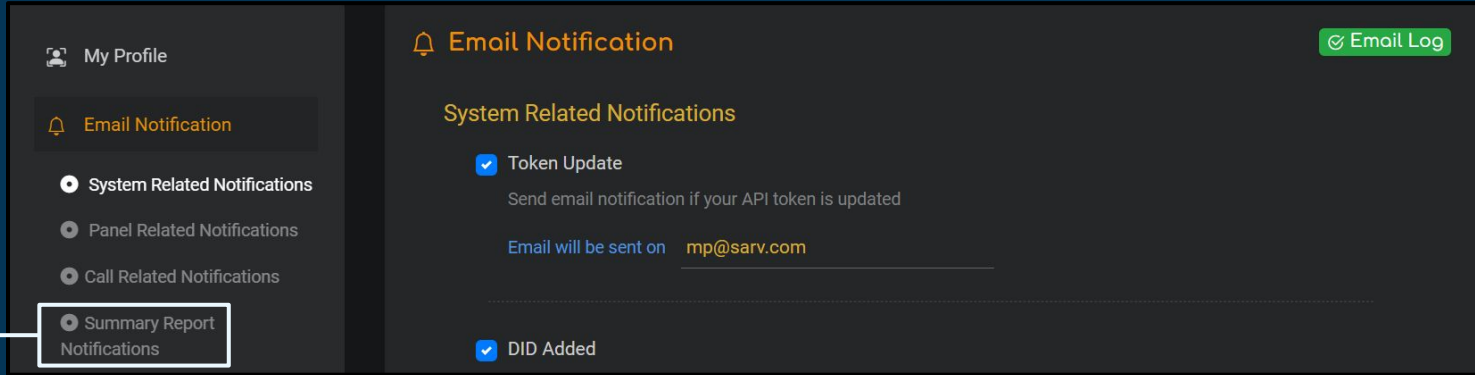
The screenshot displays the mAuth Report interface. At the top left, there is a logo and the text 'mAuth Report' followed by a notification badge showing '84'. On the top right, there are filters for 'Expire' and 'Pending', a settings gear icon, and a search bar labeled 'Search By'. The main content is a table with the following columns: S.No., Caller Number, mAuth Number, Create Date, and Status. The table contains five rows of data.

S.No.	Caller Number	mAuth Number	Create Date	Status
1	[Redacted]	01417178829	22-Jul-2022 7:15:28 PM	⊗ Expire on 22-Jul-2022 7:25:28 PM
2	[Redacted]	01417178828	08-Jul-2022 4:14:32 PM	⊙
3	[Redacted]	01417178826	08-Jul-2022 4:13:12 PM	⊙
4	[Redacted]	01417178820	08-Jul-2022 2:35:06 PM	⊙
5	[Redacted]	01417178833	30-Jun-2022 12:41:46 PM	⊗ Expire on 30-Jun-2022 12:51:46 PM

mAuth Report serves as the important feature, it works for authentication where the user enters the Mobile Number, then the system will generate the Mobile Authentication(mAuth) Number on which you have to give a Missed Call. Then, your mobile number will be authenticated.

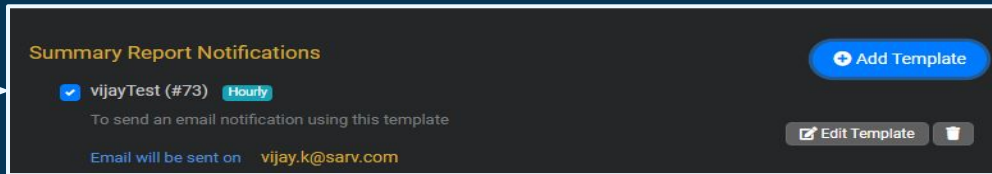
You can perform the Search By feature with the help of parameters like Caller Number, mAuth Number, Create Date, Create At, and Verify At.

Email Setting



















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.



Summary Report Notifications - From here, you can get reports in a preferred template of your own on a specific email ID.

Email Log

Type	Name	Email	Send Time	
  Agent Password Change	Preeti Kaushik	prk@sarv.com	 16-Nov-2023  11:58:24 AM	Headers
  Agent Update	Preeti Kaushik	ab@sarv.com	 08-Jun-2023  11:46:49 AM	Headers
  Agent Update	Roshani Sharma	roshani.s@sarv.com	 08-Jun-2023  11:46:49 AM	Headers
  Agent Update	Preeti Kaushik	prk@sarv.com	 08-Jun-2023  11:46:48 AM	Headers

Email Log serves as the repository for the Emails that are sent/received in the system.

It will send you notifications for the modules that are going to expire so that you can renew them at the right time so that you don't have to lose any subscriptions for your business.

It will send you an email reminder if there is new Agent Details are added or updated.

Upload Docs

Upload User Document

(All Fields are compulsory) [\(Download NDNC Letter\)](#)

User Id : 87164080

User Name : Preeti Kaushik

Id Proof Type
--Select--

Id Proof Image
 No file chosen
Upload only this type files (application/pdf, application/msword, image/png, image/jpeg, image/jpg, image/gif, image/bmp)

NDNC Letter
 No file chosen
Upload only this type files (application/pdf, application/msword, image/png, image/jpeg, image/jpg, image/gif, image/bmp)

Upload Docs is a functionality in DeepCall's Dashboard, it helps you to upload documents online easily without sending them physically which helps to save time and effort at the convenience of the system directly.

View Docs List

View My Uploaded Docs List 1

Search By

S.No.	Userid	Id Proof Type	Id Proof	NDNC Letter	Status	Create Date	Create By	Action Date	Action By
1	87164080	Passport	passport-2.jpg	viewUploadDocumentForm.pdf	Pending	04-Oct-2021 2:55:17 PM	87164080	–	–

View Docs List helps you to view the uploaded documents you have in the system.

It helps in storing the records for future use.

Wrap Up Duration Mapping

The screenshot displays the 'Wrapup Duration Mapping' configuration page. At the top, there are six default settings for different call types: Outbound (30 secs), Broadcast (0 secs), Inbound (secs), Click to Call (secs), Quick Call (secs), and CTVC (secs). Below these are three campaign-specific sections: 'OBD Campaign', 'Broadcast Campaign', and 'Inbound'. Each section contains a table of campaigns with their respective durations and 'Submit' buttons. A mouse cursor is pointing at the 'Duration' field for the first campaign in the 'OBD Campaign' section.

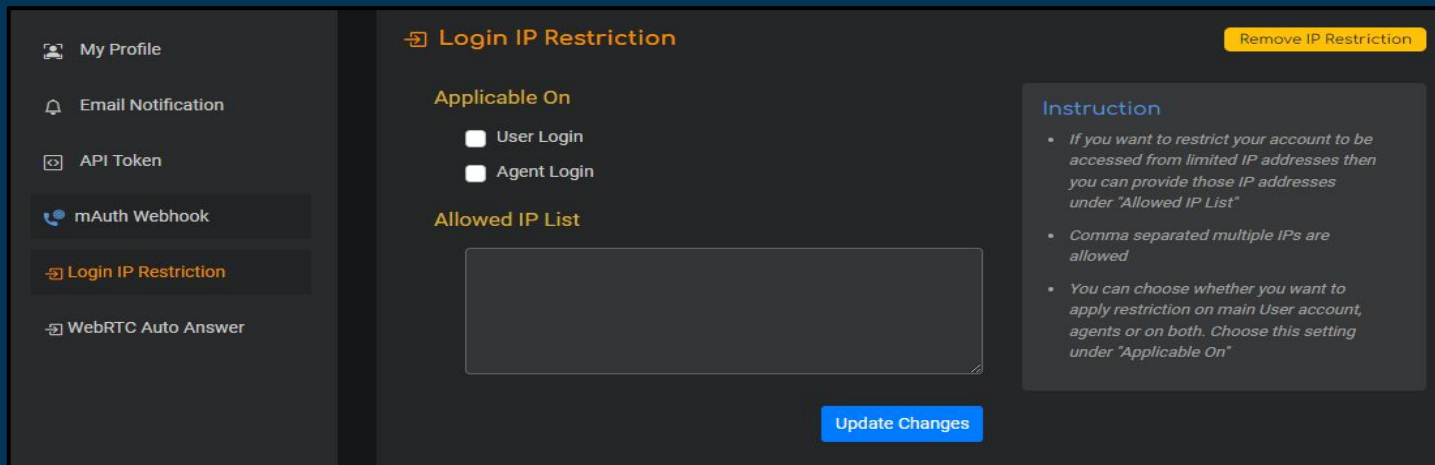
Category	Item	Duration	Action
Defaults	Outbound	30 secs	Submit
	Broadcast	0 secs	Submit
	Inbound	secs	Submit
	Click to Call	secs	Submit
	Quick Call	secs	Submit
	CTVC	secs	Submit
OBD Campaign	#29 getACallCampaign	Default 30 secs	Submit
	#76 vijayTest	Default 30 secs	Submit
	#181 vijayTestCamp19...	Default 30 secs	Submit
Broadcast Campaign	#2901 Test Broadcast 8 ...	Default 0 secs	Submit
	#2943 Campaign 11 July	Default 0 secs	Submit
	#3014 Kanchan Test	Default 0 secs	Submit
Inbound	DID No []	secs	Submit
	DID No []	secs	Submit
	DID No []	secs	Submit

Here, set the interval between two calls, i.e. gap between attending or making a new call after hanging up the previous one.

Write the time in the default section to apply it to all the campaigns at once.

Click on the campaign name to set its time manually and different from the default time.

Login IP Restriction



The screenshot shows a user interface for configuring 'Login IP Restriction'. On the left is a sidebar with navigation items: 'My Profile', 'Email Notification', 'API Token', 'mAuth Webhook', 'Login IP Restriction' (highlighted), and 'WebRTC Auto Answer'. The main content area is titled 'Login IP Restriction' and includes a 'Remove IP Restriction' button in the top right. Under 'Applicable On', there are two checkboxes: 'User Login' and 'Agent Login', both currently unchecked. Below this is an 'Allowed IP List' section with a large, empty text input field. At the bottom right of the main area is an 'Update Changes' button. To the right of the main area is an 'Instruction' box with the following text:

Instruction

- If you want to restrict your account to be accessed from limited IP addresses then you can provide those IP addresses under "Allowed IP List"
- Comma separated multiple IPs are allowed
- You can choose whether you want to apply restriction on main User account, agents or on both. Choose this setting under "Applicable On"

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.

API Backed Platform

- Voice Broadcast API
 - <https://sarv.com/docs/telephony/voiceBroadcast.PHP.php>
- Voice Broadcast API TTS
 - <https://sarv.com/docs/telephony/voiceBroadcastTTS.PHP.php>
- Fetch Voice Reports API
 - <https://sarv.com/docs/telephony/fetchVoiceReport.PHP.php>
- Upload Announcement API
 - <https://sarv.com/docs/telephony/uploadAnnouncement.PHP.php>
- Voice OTP
 - <https://sarv.com/docs/voice-api.php>
- Click To Call
 - <https://sarv.com/docs/deepcall-click-to-call.php>