

A User Guide On -

DeepCall Dashboard

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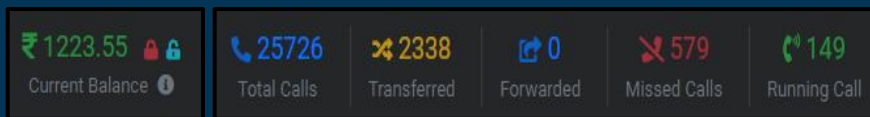
Panel Dashboard

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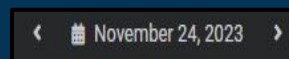
Status Board

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

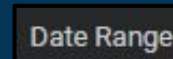


This shows the balance in your account, through which you can make purchases.

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



Call Type		
2106	0	144
⚡ 60	⚡ 0	⚡ 0
Inbound	Agent Camp.	Quick Call
23697	0	0
⚡ 87	⚡ 0	⚡ 0
Broadcast	Click To Call	OMIT Call

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.

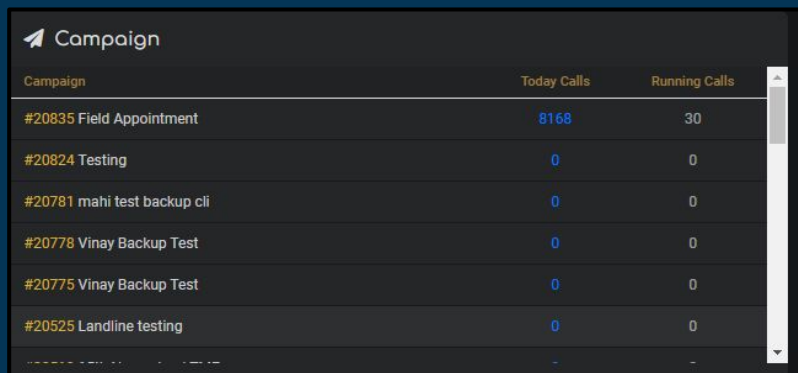
Quick Call - This number represents the quick call made by the Agents.

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



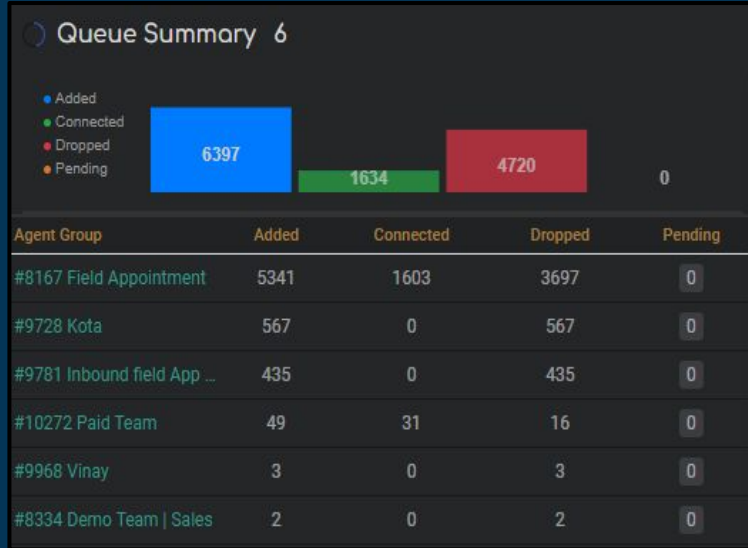
Campaign	Today Calls	Running Calls
#20835 Field Appointment	8168	30
#20824 Testing	0	0
#20781 mahi test backup cli	0	0
#20778 Vinay Backup Test	0	0
#20775 Vinay Backup Test	0	0
#20525 Landline testing	0	0

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



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

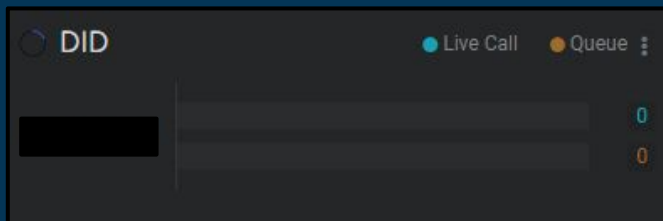
Added - Count of total calls.

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

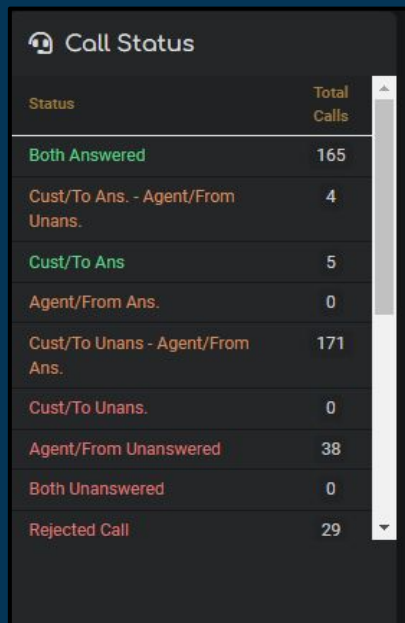


From here, you can check all your active DID numbers.

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



The screenshot shows a 'Call Status' interface with a table listing various call statuses and their corresponding total call counts. The table has two columns: 'Status' and 'Total Calls'. The statuses and their counts are as follows:

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

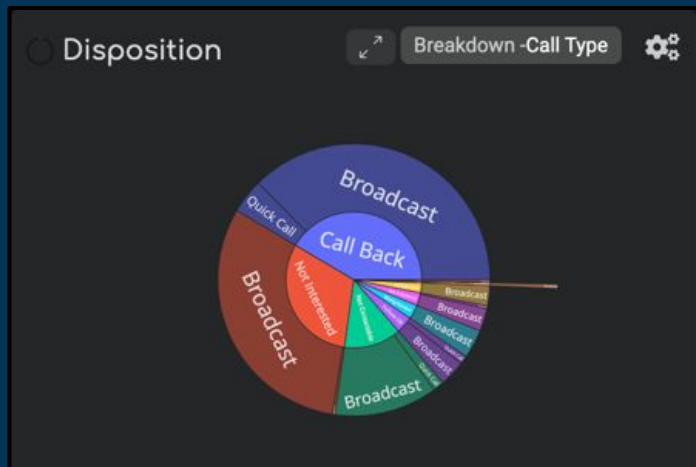
Get detailed information on what kind of calls are happening in your call center.

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.

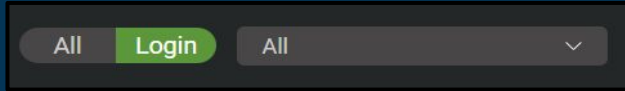
Agents

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.

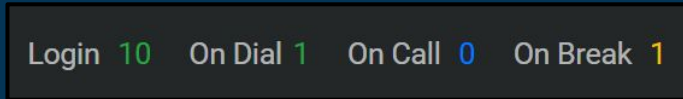
Agents		All	Login	All	Login 14 On Dial 0 On Call 0 On Break 0								
Name	Web Login	Call Login	Other	Break	Avail. Duration	WrapTime	Live Call	Hits	Talk	Avg Talk	Hold	Avg Hold	
#7162	Manisha Yadav	Web 3:43:36	No	No	No	0:00:00 Hr Min Sec	No	No	22	0:58:01 Hr Min Sec	0:02:38 Hr Min Sec	0:00:00 Hr Min Sec	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.

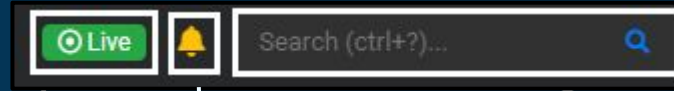
Talk - Total time to all calls in a day by any particular Agent.

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

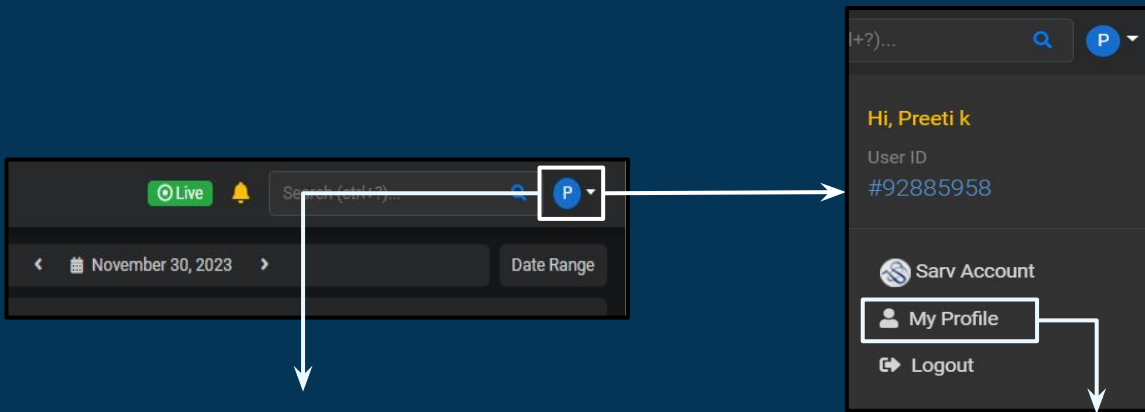


- On the top right, there is a LIVE button in green color as shown in the image.
- You will see three options there:
 - Live Calls
 - Live Queue
 - Live Agents
- Select any section and get the detailed information on the subject.

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

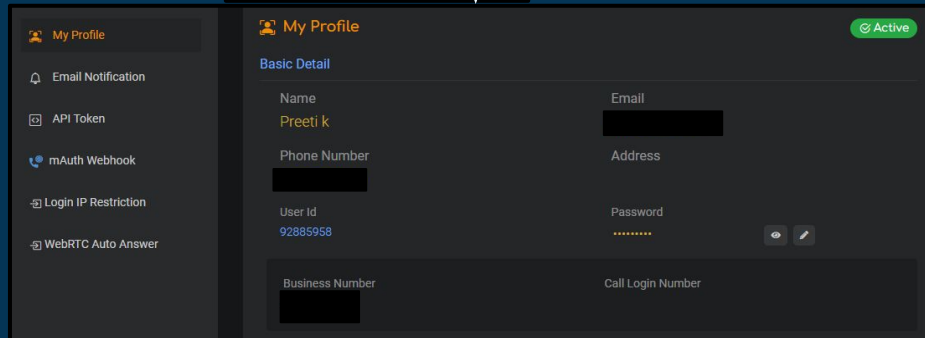


If you need to access your profile, click the arrow beside the letter.

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.



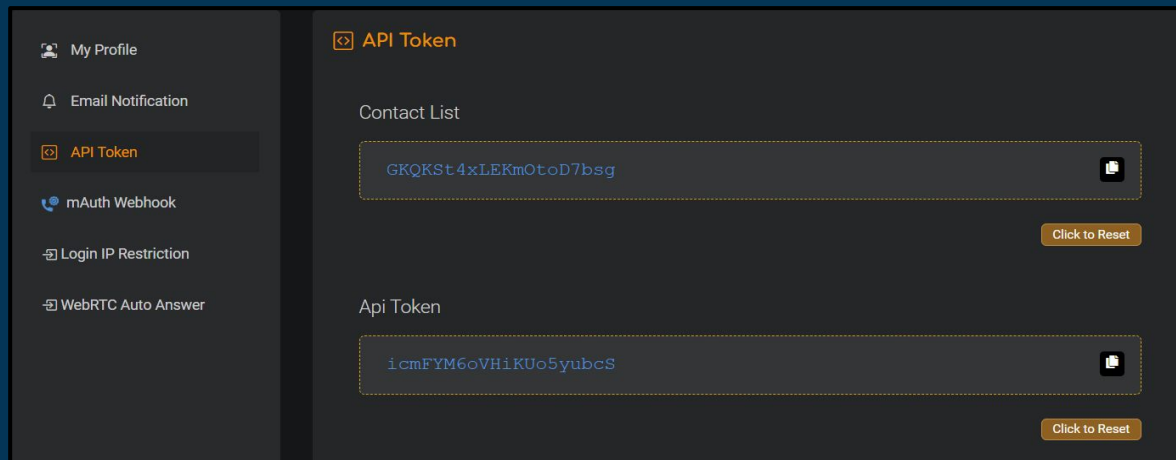
User Profile - Email Notification

The screenshot displays the 'Email Notification' settings for a user profile. The interface is dark-themed. On the left, a sidebar shows 'My Profile' and 'Email Notification' (selected). Under 'Email Notification', there are radio buttons for 'System Related Notifications' (selected), 'Panel Related Notifications', 'Call Related Notifications', and 'Summary Report Notifications'. The main content area is titled 'Email Notification' and has an 'Email Log' button. It shows 'System Related Notifications' with two checked items: 'Token Update' (with a description 'Send email notification if your API token is updated' and an email address 'mp@sarv.com') and 'DID Added'.

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.

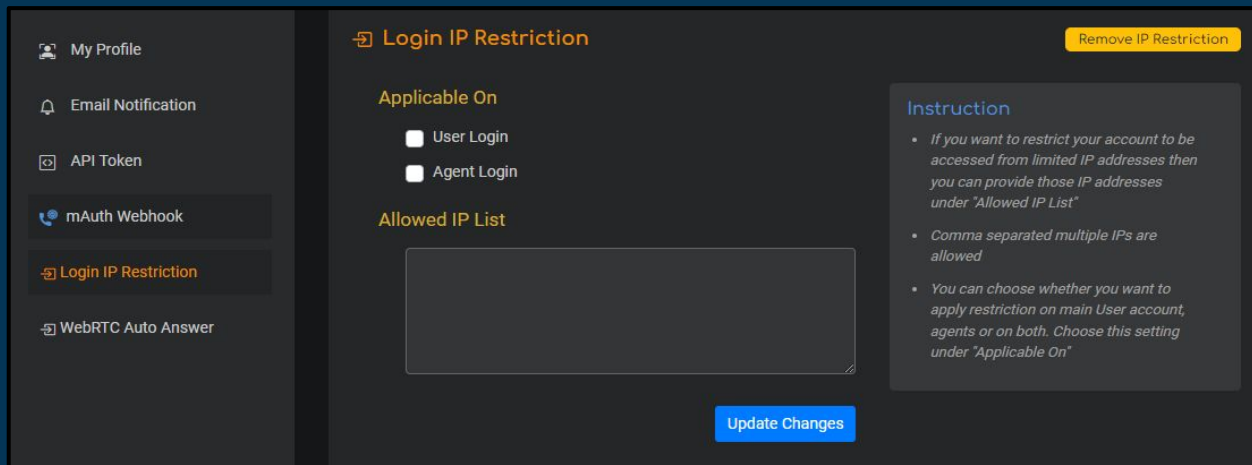
User Profile - API Token



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



The screenshot shows a user profile dashboard with a sidebar on the left and a main content area. The sidebar contains links for '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. Below the title, there are two sections: 'Applicable On' with checkboxes for 'User Login' and 'Agent Login', and 'Allowed IP List' with a text input field. An 'Instruction' box on the right provides guidance on restricting access to specific IP addresses. At the bottom right, there is an 'Update Changes' button.

Remove IP Restriction

Applicable On

- User Login
- Agent Login

Allowed IP List

Instruction

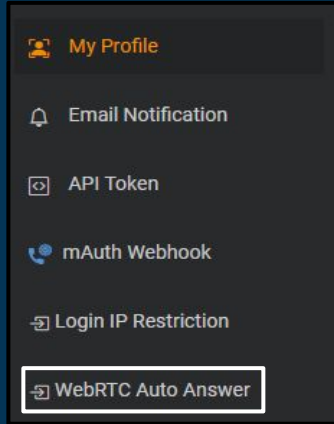
- If you want to restrict your account to be accessed from limited IP addresses then you can provide those IP addresses under "Allowed IP List"
- Comma separated multiple IPs are allowed
- You can choose whether you want to apply restriction on main User account, agents or on both. Choose this setting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

Update Changes

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.

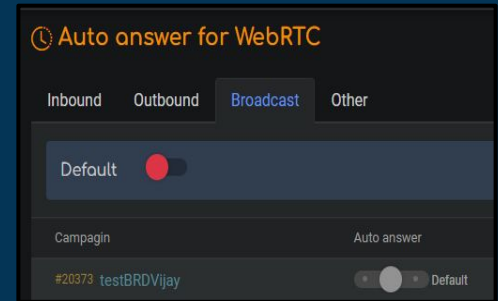
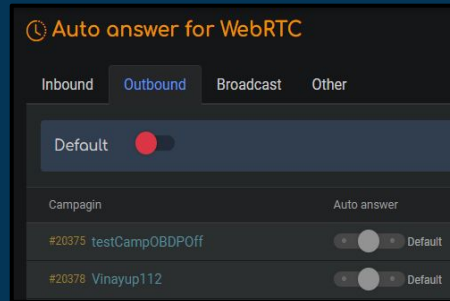
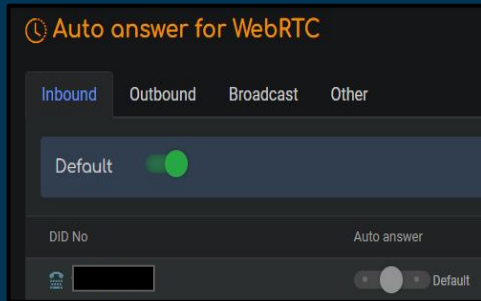
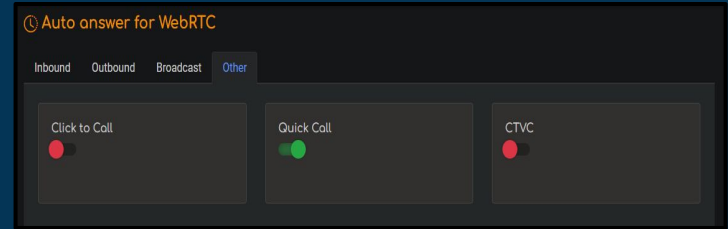
Default: Abide by the default setting.

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

The screenshot shows a user profile configuration page for 'Agent Active Caller View'. On the left is a sidebar menu with options: My Profile, Email Notification, API Token, mAuth Webhook, Login IP Restriction, WebRTC Auto Answer, and Agent Active Caller View (highlighted). The main content area is titled 'Agent Active Caller View' and contains an informational message: 'You can decide how the screen for an active call appears to your agent. Please choose one of the two designs.' Below this are two preview cards. The first card, labeled 'Selected', shows a layout with four columns: 'Notes', 'Recent Calls', 'Contact Form', and 'Contact Info'. The 'Contact Form' column is highlighted with a blue border. The second card shows an alternative layout with columns: 'Contact Form', 'Recent Calls', 'Notes', and 'Contact Info'. At the bottom right of the main area is an 'Apply Setting' button.

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.