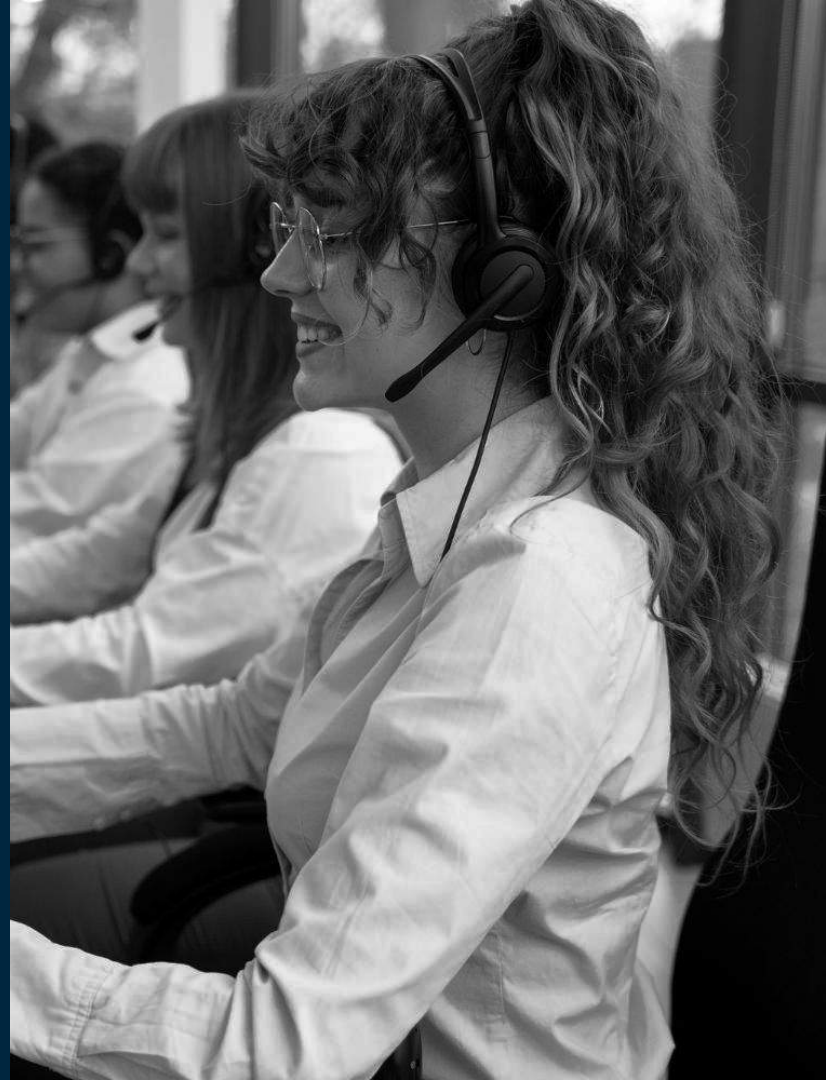


DeepCall IVR Reports



A User Guide By DeepCall



Reports

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Call Log Reports

Dashboard Agents Performance **Report** Campaigns Manage

₹ 0 Current Balance Total Calls 0 Transferred 0 Forwarded 0 Missed Calls

Call Log Report All (98529)

41 Agent, 31 Group Selected < May 11, 2021 > Today Date Range Search By

Detail Report Pending Calls Excel

Caller Number	Time	DID Number	Campaign	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
Quick Call	06:32:07 PM Today	#40		1	#121 Bharti Yadav	00:01:17 Tag -	00:00:00	00:01:12	00:01:11	00:01:17	₹ 0		Both Answered	
Quick Call	06:31:07 PM Today	#50		1	#124 Akash Kumar	00:00:42 Tag -	00:00:00	00:00:34	00:00:34	00:00:42	₹ 0		Both Answered	
Quick Call	06:27:12 PM Today	#50		1	#124 Akash Kumar	00:01:23 Tag -	00:00:00	00:01:05	00:01:05	00:01:23	₹ 0		Both Answered	
Inbound	06:18:49 PM Today	07447178695 #58		1	#125 Harshit Saini	00:02:07 Tag -	00:00:00	00:02:07	00:01:41	00:01:41	₹ 0		Both Answered	
Quick Call	06:16:17 PM Today	#154		1	#189 Dheeraj Goyal	00:02:20 Tag -	00:00:00	00:02:07	00:02:07	00:02:20	₹ 0		Both Answered	
Campaign	06:16:39 PM Today	#69	#29	1	#126 Ritika Verma	00:01:14 Tag -	00:00:00	00:01:02	00:01:02	00:01:14	₹ 0		Both Answered	
Quick Call	06:14:42 PM Today	#48		1	#125 Harshit Saini	00:00:31 Tag -	00:00:00	00:00:00	00:00:00	00:00:31	₹ 0		Cust. Unans - Agent Ans.	

Report - Call Log Report (User)

Call Log Report is where you can find all the necessary details about all the calls, campaigns, and agents from your call center. For easy and quick access, all the information is kept on one page. That makes it a customer centric solution.

You can analyze calls reports from all your agents depending on the following parameters explained below:

- Caller Number & Call Type (Inbound/QuickCall/Click-To-Call/Campaign)

- Every caller number is tagged with the call type

- Time, DID Number/ IVR Id/ Campaign Name

- Agents

- One or more agents if included to handle the call then counter will appear
- Clickable, so user can see who are agents involved in the call

- Master agent/Master Number

- Agent who actually had the conversation with client till hangup is considered Master agent & this can be only one

- Time Duration

Hover your mouse on these for the tooltips with definition.

- Call Duration
- Queue
- Customer
- Total Talk
- Agent on Call

Multiple parameters to make tracking easy and analyse more details. These parameters include

Amount & Recording

- Money spent in each call
- Listen & Download option for call recording

Call status

Multiple call status are created based on call fate; few of which includes

- Both Answered
- Customer Answered
- Busy
- Agent Unanswered etc.

What Happened to this call

- Step by step journey of each call. It helps user to understand in easy language about the call path/call flow

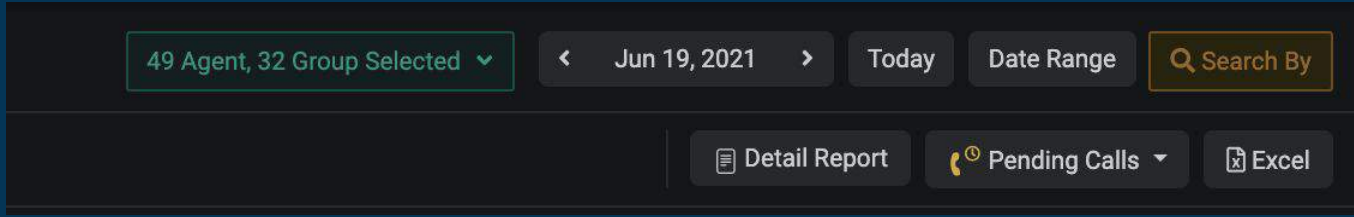
Details

- How call started, how many add ons were used, DTMF response and so on

Deduct Log, Tags created

- Detailed calculation of amount used for each call
- User is free to create multiple tags as per requirement & assign them

How the Filters Work



A wide range of filters are available to the users to make the searches very comprehensive

Agents/Groups

- Filter choosing particular agent/agents or group/groups

Date Range

- Day wise segregation possible. Also, select the range between 2 dates and reports will display for the selected dates

Search By

- Multiple parameters to filter the logs

Detail Report

- A new page to list activity of several other parameters while call was live
- User is free to add more columns to see the report for example choose Call Transfer, DTMF, Call answered

Once selected the columns will be added to the detailed report section

While selecting columns, user can also decide priority of these columns by moving places

Pending calls

Pending calls report either for quick call or campaign along with reason.

Excel

Download the log reports in .CSV format on your local device

49 Agent, 32 Group Selected

DID : [dropdown]

Jun 19, 2021

All Days

Date Range

Search By

Reset

Call Log Summary

Columns

Excel

Call	Amount	#9 Call Transfer support L1	#11 Call Transfer support All	#13 Call Transfer support L2
	₹ 0.6		#160 Gagandeep Duration : 00:02:28 Talktime : 00:02:28	

6 Other Agents

Customize Columns

Call Transfer

Other Module

Answer Call

Hang up

Webhook

Search Columns

CALL TRANSFER

support L1 (#9)

support All (#11)

support L2 (#13)

ANSWER CALL

Ans (#2)

HANG UP

End (#10)

end (#12)

end (#14)

end (#17)

WEBHOOK

missed number email (#15)

misscall (#16)

3 COLUMNS SELECTED

support L1 (#9)

support All (#11)

support L2 (#13)

Out of Multiple DIDs active in user account, user can select DID to view specific report DID wise.

Cancel

Apply

Reporting Parameters

Call Log Report All (25)

7 Agent, 2 Group Selected

Nov 07 04:06 PM, 2022

Today Date Range Search By

Detail Report Pending Calls Excel

Caller Number	Time	DID Number	Campaign	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
+91- 8400664346 Inbound CallBack	12:36:49 PM Today	18003134777 #5595		1	#5768 Subhash S	00:06:06		Transaction Status 6:06	00:04:16	00:04:16	₹ 6.88		Both Answered Caller Hangup	

Caller Number

- Customer mobile number
- Clickable: Lead to the central “Directory” section for unique details
- Type of Call: Inbound/QuickCall(Outbound)/Campaign/Click To Call
- Make
 - Quick Call
 - Send SMS: Pre Approved SMS Template & Sender Id
 - Add Contact: Add number to the desired/connected contact list

Time

- Date & Exact time when call is initiated

DID Number/IVR ID

- Inbound: DID number will be displayed
- Outbound/QuickCall/Campaign: IVR ID will be displayed

Campaign

- Campaign ID number to refer to

Agents

- Count of agents involved during call
- Clickable counter to see the agent details which are connected at any instance of call

Master Agent/ Master Number

- Master Number is displayed for Click To Call, for other call types it will display the Master agent name

Duration

- Call Duration:- Time from ringing till the call is hung up
- Queue: Duration when the caller waits to connect with agent
- Customer duration:- same as total talk time in outgoing and as call duration in incoming
- Total Talk Time: Sum of all talk time that had between customer & agent(s)
- Agent On Call: It is possible that more than one agent are involved in a call or one agent is involved more than once in a call. So, it is some of all durations for which agents stayed on call

Amount

- Amount spent per call in INR

Rec./Recording

- Click to open a popup to listen, download the recording
- It mentions node, agent details, answer time, and duration

Status

Different status name are given to different call logs based on call flow

Few Examples:

- Both Answered
- Cust. Ans. - Agent Unans.
- Cust. Unans. - Agent Ans.
- Agent Unanswered & so on...

What Happened with this Call

You will find this under status section. As bulb icon 

Click to view the step by step journey of a call in simple language

This is restricted to only the outbound call/campaign only

Details

Call Flow Detail: Click to open popup with call modules used in the call with details

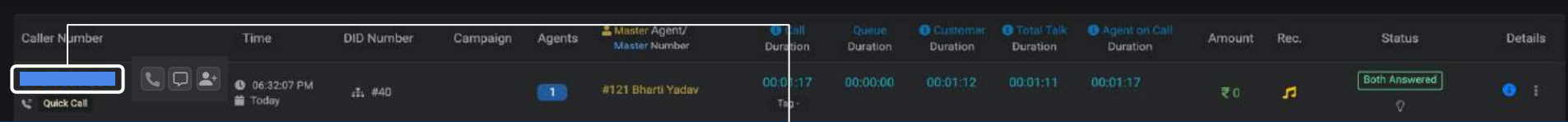
Flow: How the call flowed in the IVR. Flow of the call will be colored and rest will be grey color for clear visibility

Deduct Log: Transparency with amount for every call

Action on Call

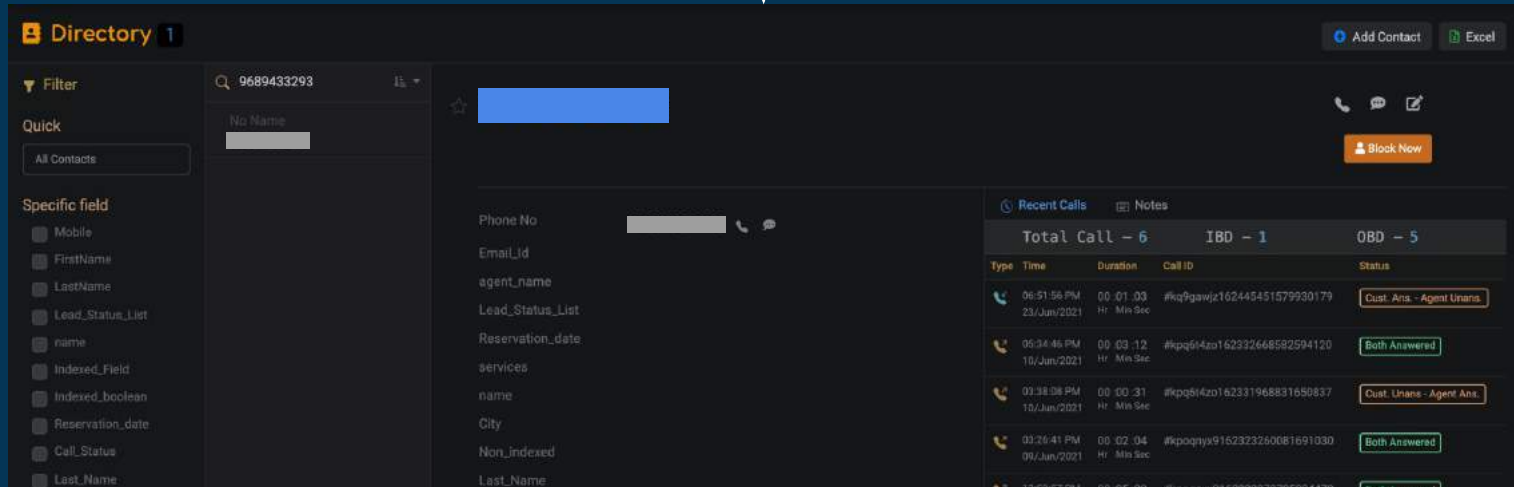
- Tags: Create tags to mark your call
- Few Example:
 - Call Back
 - Followup
 - Retry
 - Important

Learn Caller Number History



Caller Number	Time	DID Number	Campaign	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
[Red Box]	06:32:07 PM Today	#40		1	#121 Bharti Yadav	00:01:17	00:00:00	00:01:12	00:01:11	00:01:17	₹ 0		Both Answered	

Click any caller number & you will reach the Directory section. Unique value with complete call history is stored.



Directory 1

Filter: 9689433293

Quick: All Contacts

Specific field:

- Mobile
- FirstName
- LastName
- Lead_Status_List
- name
- Indexed_Field
- Indexed_boolean
- Reservation_date
- Call_Status
- Last_Name

Phone No: [Redacted]

agent_name

Lead_Status_List

Reservation_date

services

name

City

Non_indexed

Last_Name

Recent Calls

Type	Time	Duration	Call ID	Status	
	Total Call - 6			IBD - 1	OBD - 5
	Cust. Ans. - Agent Unans.				
	Both Answered				
	Cust. Unans. - Agent Ans.				
	Both Answered				

Call, SMS, & Contact List

Caller Number	Time	DID Number	Campaign	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
Quick Call	06:32:07 PM Today	#40		1	#121 Bharti Yadav	00:01:17 Tag -	00:00:00	00:01:12	00:01:11	00:01:17	₹ 0		Both Answered	



Quick Call

Contact Number

[Advance](#)

Send SMS

Send To

SMS Content

SMS Campaign Dheeraj

SMS in just 11 paise
No hidden setup costs
Celebrate this Holi with us.
Sarv.com
0744-717-8720

Caller Detail

Disposition

mobile *

FirstName *

Enter FirstName

LastName

Enter LastName

Address

Enter Address

email

Enter email

Disposition *

none

Agent, Recording, Call Path

Caller Number: [Redacted] | Time: 06:32:07 PM Today | DID Number: #40 | Campaign: [Redacted] | Agents: 1 | Master Agent/Master Number: #121 Bharti Yadav | Call Duration: 00:01:17 | Queue Duration: 00:00:00 | Customer Duration: 00:01:12 | Total Talk Duration: 00:01:11 | Agent on Call Duration: 00:01:17 | Amount: ₹ 0 | Rec. [Music Icon] | Status: Both Answered | Details [Info Icon]

Agents

Connected 1 | Not Connected 0

Node	Agent	Answer Time	Talk Start Time	Duration	Retry	Ring Duration
#3 cc	#130 Aanchal Parmani	15:33:02	03:33:08 PM	00:01:31	0	00:00:05

Close

Recordings

Node	Agent	Answer Time	Talk Start Time	Duration	Recording
#3 cc	#130 Aanchal Parmani	15:33:02	03:33:08 PM	00:01:31	[Play Icon] [Progress Bar] [Download Icon]

Close

What happened with this call: [Text Input]

- We first dialed - AGENT. He answered.
- Then we called customer. He answered.
- We merged both of them.
- They had conversation and flow proceeded further.

Call Modules Detail

Caller Number	Time	DID Number	Campaign	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
[Redacted]	06:32:07 PM Today	#40		1	#121 Bharti Yadav	00:01:17	00:00:00	00:01:12	00:01:11	00:01:17	₹ 0		Both Answered	

Detail

- Summary
- CT/CC
- DTMF/Long DTMF
- Webhook
- IF/Else
- Others

Call Id: kqftzkmp162487457469962318

Caller Number: [Redacted]

First Answered By: Agent

Call End Module: #3 Call Centre Module

Reason of Call End:

Report on Webhook: Sent

Report on Webhook: `https://nas1.alertsijon.in/welcome.php`

Close

Detail

- Summary
- CT/CC
- DTMF/Long DTMF
- Webhook
- IF/Else
- Others

Node	Type	Agent	Answer Time	Talk Start Time	Duration	Retry	Ring Duration	Recording
#3 cc	CC	#130 Aanchal Parnami	10:03:02	15:33:08 28/06/21	00:01:31	0	00:00:05	

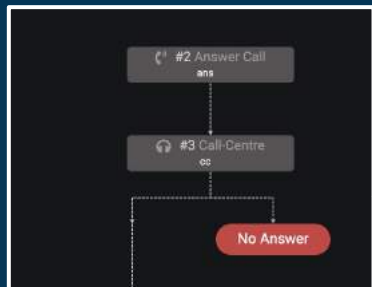
Detail

- Summary
- CT/CC
- DTMF/Long DTMF
- Webhook
- IF/Else
- Others

Node	Type	Meta Info	Visiting Time
#2 answer	Answer This Call		03:33:08 PM 28/Jun/2021

One popup with multiple tabs.
Check the use of each module in details while call was live & running.

Caller Number	Time	DID Number	Campaign	Agents	Master Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
[Redacted]	06:32:07 PM Today	#40		1	#121 Bharti Yadav	00:01:17 Tag -	00:00:00	00:01:12	00:01:11	00:01:17	₹ 0		Both Answered	[More]



Amount Used ✕

Now view and monitor the amount used on all the modules at the single panel. Monitor all your campaign and the remaining balance and the amount spent till date on the each and every module.

Total Amount Used

0

- ↕ Detail
- ↻ Call Back
- ⚡ Important
- ↔ FollowUp
- ✂ Fake
- ↺ Retry

- Flow
- Deduct Log
- Action on Call ▶