DeepCall Voice Panel

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A User Guide By DeepCall

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User Type

User

A person who will be using the voice service panel for his own business.

Reseller

A person who will be selling the voice service panel to other businesses in the name of DeepCall.

Super Seller

A person or organization, who will be selling our services under their label (whitelabeling)

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Register & Login

- Signup Link:

  https://obd37.sarv.com/signup.php?user

- For super-reseller account the sign-up
  link is similar.

- Registration details will be displayed
  post signup

- Use the displayed login information to
  login into your account.

- Sign-up information is shared on email
  too.

REGISTRATION INFO

Success : Password Message : User ID : r867 Password :
frheregnfmd23d

for Login
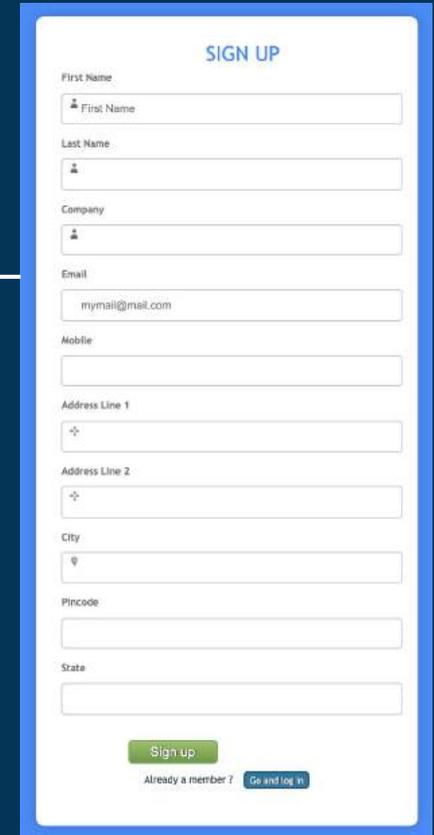
SIGN UP

First Name

Last Name

Company

Email
mymail@mail.com

Moblie

Address Line 1

Address Line 2

City

Pincode

State

Sign up

Already a member ? Go and log in

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Whitelabelling

- Whitelabelling will be available with Reseller/Super-Reseller account.
- After logging in on the panel BRAND SETTINGS popup appears.
- Reseller/Super-Reseller can update all branding details.
- Setup login/signup URL, alert generation via corporate email id & mobile number.
- Choose Design from the multiple themes.
- Add Main Title & Footer Text

NOTIFICATION: BRAND SETTING

Dear User Your Brand information is not Fullfil Please Fill it.

- Without Fill Brand Information No page is open !!
- Click on Go Button and fill brand Information

Go..

Update Branding Details

Main Title:
Footer Text:
Sales Email :
Sales Phone No :
Sales Mobile No :
Company Name :
Website :   https://
SMS Panel URL:
Address:
Support Email :
Support Phone No :
Support Mobile No :
From Email Address (mail to clients) :
Design: Select Design

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Settings

- Update your branding details via the 'SETTINGS' menu options
- Branding Details: This option helps revise or update the brand information
  - Setup/Revise/Update your company domain based signup/login URL
  - Upload logo & favicon icon
- Signup Settings: Manage your signup settings for new registrations under your reseller/super reseller account.
  - Use your Brand's mobile, email id for notifications to the downline user.
  - Setup the default demo credits to be assigned to the new registered users.
  - Setup the default plan to be assigned to new registered users.

⚙ Settings ⌄

Branding

Branding Details
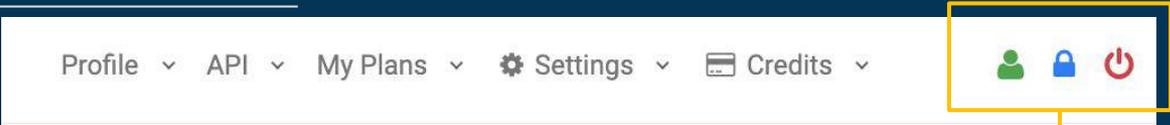
SignUp Settings

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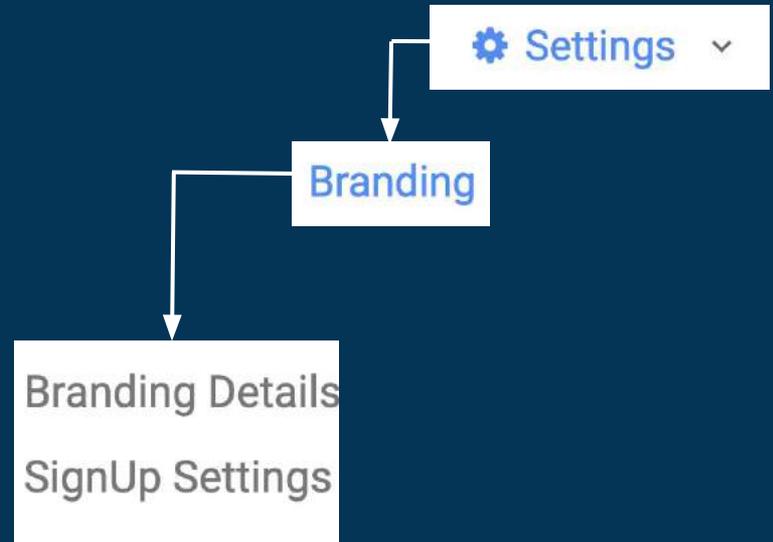
Dashboard

Dashboard starts with compose options.

- Choose plan
- Choose extension key
- Set key input time
- Enter contact number or choose contact list (Add Groups)
- Setup Retry, Reschedule
- Choose Recorded Voice file (New or old)
- Send Now or Schedule for later.

Top Menu

Profile ⌄ API ⌄ My Plans ⌄ ⚙ Settings ⌄ 💳 Credits ⌄   👤 🔒 ⏻

Profile

- Change Password
- Change Contact Number
- Change Message Token
- Change Email id

API

- Upload Announcement
- Voice Broadcast
- Voice Fetch Report
- Balance Check API

My Plans (For Parent Account)

- My Voice Plans

Plans (For Downline Users)

- Assign & Update user Voice Plans

Settings (For Reseller/Super-Reseller Accounts)

- Branding- Branding & Signup Details

Credits

- Invoice - View all voice recharge invoices in hierarchy

1. **User Profile Details with documentation information**
2. **Revise your password using this option**
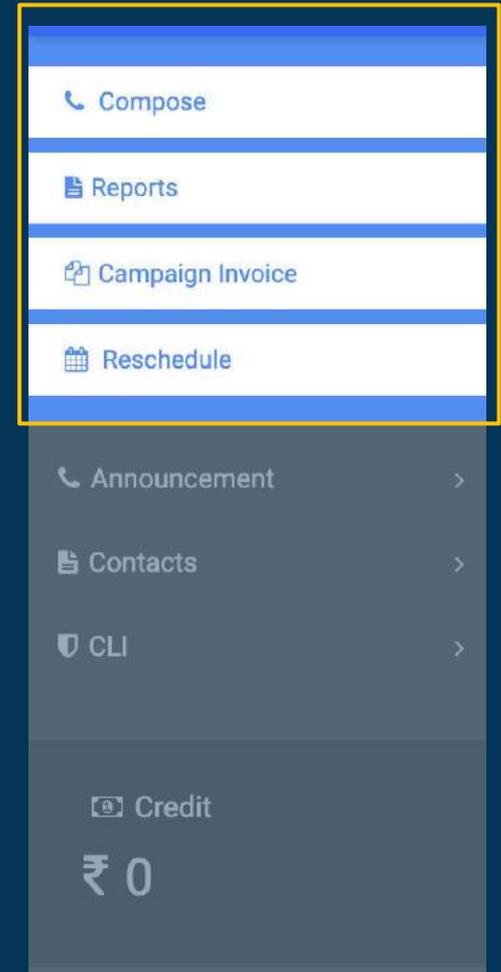3. **LogOut of account**

Left Menu

Compose: Home/Dashboard of the panel.

Reports: Detailed reports of all the campaigns sent till date: Compose & API

Campaign Invoice :

- Campaign wise deduction log
- Refund logs also listed for delivery based campaigns

Reschedule: List of rescheduled campaigns in panel

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Left Menu

Announcement

- Upload Announcement: MP3 format supported
- List Announcement: List of announcements uploaded till date

Contacts:

- Add & Upload: For Contact list CSV format is supported. Contact can be copied and pasted in text area too.
- View existing

CLI:

- Add NEW caller id
  - Choose from multiple CLIs & get assigned in your account
  - Use as dedicated CLI
  - Option to assign Cli to downline users
- View existing ones
  - Check list of assigned CLIs

Credit: Balance log amount will be visible to account holder

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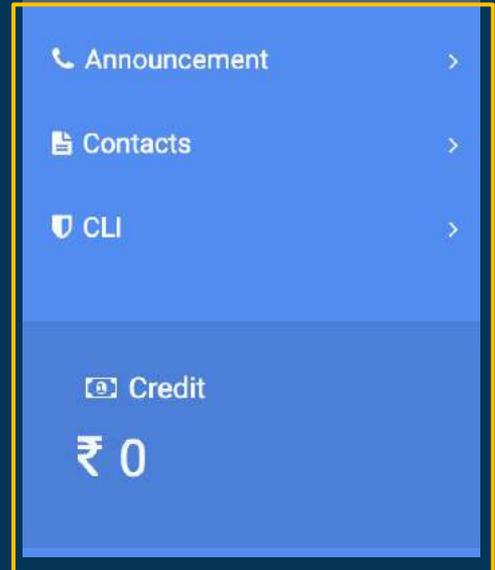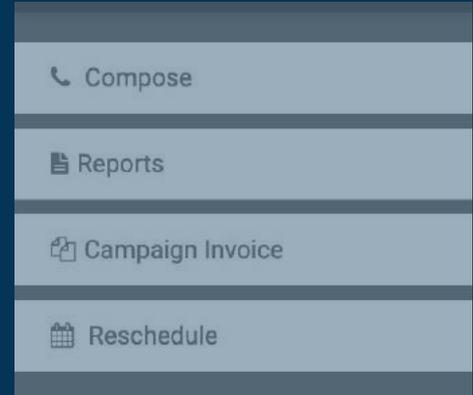
Select Plan & Dedicated CLI

- One account can be assigned with single or multiple plans

- Choose the plan required from the drop-down

- Caller ID

    - Static: More than one or pool of CLIs which either will be used randomly or user can choose from the list.

    - Dedicated: Dedicated CLI is used as caller id
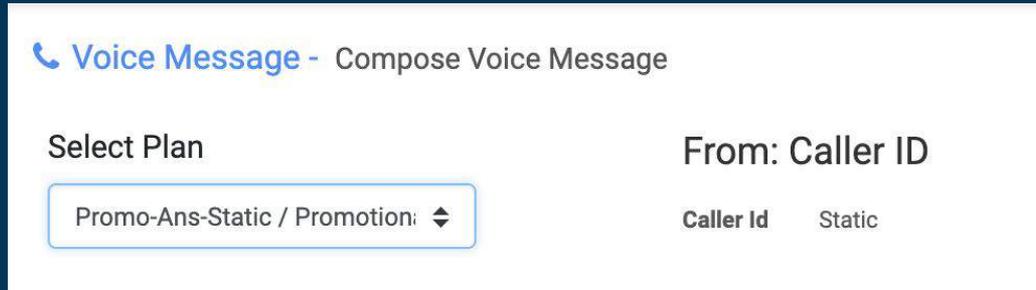
📞 **Voice Message -** Compose Voice Message

Select Plan

Promo-Ans-Static / Promotiona ⇕

From: Caller ID

Caller Id   Static

Extension Key

- Extension key is used to fetch acknowledgement from the prospects on call broadcasted

- None: No key input will be fetched even if listener press any key

- 0-9: Assign any one number for your broadcast. Example: Press 1 to connect with sales & so on

- Multiple: Selecting this will enable system to fetch all the key inputs

- Real time response will be updated & dedicated reports of only key inputs contacts can be downloaded.

Choose Extension Key

Extension Key

Choose this option if you want inputs from receiver. For example, if 1 is selected, then receiver can press 1 during call and his call will automatically be disconnected. Responses can be analyzed in reports

None ⇕

✓ None

0

1

2

3

4

5

6

7

8

9

Multiple

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Key Input Wait Time

- After the recording is completed, listener need a few seconds to press key & submit response
- If your recording have no blank gap in end then this option can be used
- Just enter the number of second
- System will wait for mentioned seconds & then disconnect the call.

Key Input Wait Time

Time, in seconds, to wait for key input

0

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Retry & Reschedule

- While composing a new campaign, one can choose to retry in different scenarios.
- Choose which numbers to be rescheduled
  - No answered, Busy, Congestion, Failed or All
- Reschedule can be set during compose where number of reschedules can be fixed & user is free to mark the contacts which need to be rescheduled.
- Campaign is ready with retry & reschedule setup to get maximum calls answered with least manual efforts.

Credits

- Option available only in reseller accounts to add/remove credits in downline accounts
- The Reseller/Super-Reseller can assign plans and change rates for their downline.
- The user can check the invoices

Credits

Voice Credits

Invoice

Add/Remove Voice SMS Amount

Assign & Update User Voice Plan

User Voice Amount Invoices

View Sms Invoice

View Voice Invoice

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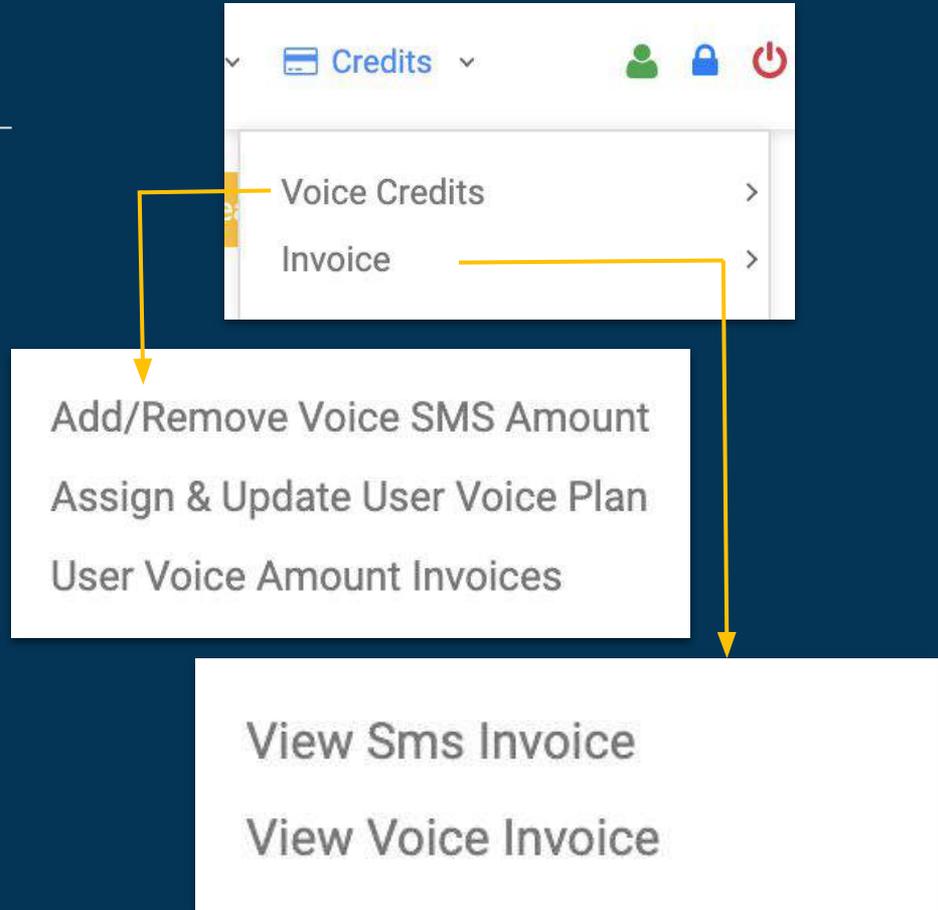
Credits- Add/Remove Voice Amount

- A pop-up is opened
- Choose the validity to be assigned
- Enter the 'Credit Amount' in Rupees
- Mark invoice 'Paid' or 'Unpaid'
- Mark remarks
- Add note

Account is ready for user!

Add/Remove Voice SMS Amount

Assign & Update User Voice Plan

User Voice Amount Invoices

✏ Add/Remove Voice Credit Amount   Step 2

User Id	sr1
User Type	superreseller
Voice Credit Amount	47110.5
Voice Credit Validity	17-Apr-2022 7:34:52 PM
Validity *	Choose validity
Credit Amount *	0.0 Rs.
Status *	Unpaid
Payment Remark	
Note	

Update   Deduct

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Credits- Assign/Update User Plan

- Pop-up will flash when clicked
- Select the user to which plan has to be assigned
- Select plan, Add pulse in second, Add plan rate according to pulse
- 'Update User Voice Plan'

It's Done!

Add/Remove Voice SMS Amount

Assign & Update User Voice Plan

User Voice Amount Invoices

✏ Update User Voice Plan Step 2

| User Id | u4336 |
| User Type | user |

Instructions

1. Amount is in Rupees
2. Rates Must be in numeric (eg : 12, 10 etc)

S.N.	Plan Id	Plan Name	Plan Type	Plan Status		Pulse (in Sec)	Per Pulse Rate (in paisa)	Status
1	1	Promo-Ans-Static	Regular	Active	☐			-
2	3	API-Trans-Ans-Static	API	Active	☐			-
3	2	Trans-Ans-Static	Regular	Active	☐			-

Update User Voice Plan

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Credits- User Voice Amount Invoices

- Details of amount assigned to downline users

- Status of the added amount - Paid/Unpaid

- Date, Validity Assigned, Amount added/Deducted, Paid Date, Invoice number against each credit/debit

- Added by - Who added amount if more than one accounts have rights

Add/Remove Voice SMS Amount

Assign & Update User Voice Plan

User Voice Amount Invoices

Voice Credit Amount Invoices (7)

S.N.	Invoice No	User Id	Amount	Validity	Status	Invoice Date	Paid Date	Create By	Action
1	208	u21 Sachin	10	4 month	UNPAID	31-Mar-2018 1:30:36 pm	—	sr1 SARV SYSTEM ACCOUNT	Unpaid
2	145	U21 Sachin	30	4 month	UNPAID	05-Mar-2018 4:33:47 pm	—	sr1 SARV SYSTEM ACCOUNT	Unpaid
3	143	u21 Sachin	20	8 month	UNPAID	01-Mar-2018 12:31:17 pm	—	sr1 SARV SYSTEM ACCOUNT	Unpaid
4	127	u21 Sachin	-100	1 month	UNPAID	15-Feb-2018 12:12:56 pm	—	admin6 Shankar	Unpaid
5	123	u21 Sachin	110	1 month	UNPAID	15-Feb-2018 11:24:50 am	—	admin6 Shankar	Unpaid
6	55	u21 Sachin	10	1 month	UNPAID	21-Dec-2017 2:45:50 pm	—	sr1 SARV SYSTEM ACCOUNT	Unpaid
7	34	u21 Sachin	5	1 month	UNPAID	21-Dec-2017 12:21:46 pm	—	sr1 SARV SYSTEM ACCOUNT	Unpaid
	Paid Record :		Total paid amount:						
	UnPaid Record : 7		Total Unpaid amount: 85						

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Reports - Log Reports

Voice Message - Sent Messages (85)

CampID	User	Msg	Info	Refund	Credits		Schedule	Status	Dial	Ans	NA	BZ	CG	FL	HG	TD	TR	Action
443479	sr1 SARV SYSTEM ACCOUNT	TTS Message	i	NA	Total Contacts: Credit Used:	180 189	24-Apr-2021 8:08:40 am	IVR Campaign	180	104	9	37	0	30	0	0	0	⊕
442898	sr1 SARV SYSTEM ACCOUNT	TTS Message	i	NA	Total Contacts: Credit Used:	133 179	23-Apr-2021 7:12:24 am	IVR Campaign	133	98	16	7	0	12	0	0	0	⊕
442371	sr1 SARV SYSTEM ACCOUNT	TTS Message	i	NA	Total Contacts: Credit Used:	172 223	22-Apr-2021 8:16:27 am	IVR Campaign	172	125	3	21	0	22	0	0	0	⊕
441904	sr1 SARV SYSTEM ACCOUNT	TTS Message	i	NA	Total Contacts: Credit Used:	150 173	21-Apr-2021 8:50:17 am	IVR Campaign	150	92	7	16	0	35	0	0	0	⊕
⊘ 441511	sr1 SARV SYSTEM ACCOUNT	Record-796.mp3 Duration : 30 (s)	i	✔	Credits: Total Contacts: Credit Used:	2 4062 8124	23-Apr-2021 10:30:00 am	Complete	4062	1320	834	454	0	1454	0	0	0	⊕
⊘ 441509	sr1 SARV SYSTEM ACCOUNT	Record-796.mp3 Duration : 30 (s)	i	✔	Credits: Total Contacts: Credit Used:	2 5000 10000	22-Apr-2021 10:30:00 am	Complete	5000	1821	1086	590	0	1503	0	0	0	⊕
⊘ 441508	sr1 SARV SYSTEM ACCOUNT	Record-796.mp3 Duration : 30 (s)	i	✔	Credits: Total Contacts: Credit Used:	2 4998 9996	21-Apr-2021 10:30:00 am	Complete	4998	1828	1102	597	0	1471	0	0	0	⊕
441440	sr1 SARV SYSTEM ACCOUNT	TTS Message	i	NA	Total Contacts: Credit Used:	61 89	20-Apr-2021 12:40:53 pm	IVR Campaign	61	48	0	2	1	10	0	0	0	⊕
441241	sr1 SARV SYSTEM ACCOUNT	TTS Message	i	NA	Total Contacts: Credit Used:	74 0	20-Apr-2021 6:55:35 am	IVR Campaign	74	0	0	0	0	74	0	0	0	⊕

User Id | Submit | Q Search | ▼ Voice and Date Filter

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Reports - Log Reports

- Campaign wise records till date

- User mentioned who composed the campaign in downline: Useful for Reseller/Sup-Reseller Accounts (Log with [icon] icon)

- Scheduled campaigns separated with

- Type of broadcast

  - Standard/ API/ TTS

- Refund status

  - NA: Submission based
  - Green tick: Delivery based

- Dial status

  - Answered
  - Not Answered
  - Busy
  - Congestion
  - Failed
  - Hangup
  - Timeout

- Info: Hover cursor & popup will open with complete information on same page

- Credits: Total contacts & Total credits estimates on 100% answer ratio

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Reports - Action

Download Voice File
- Click on icon for instant download

Search Voice Report
- Popup will open with detailed log of specific campaign
- Call status of each contact number
- Search specific number to see its status
- 10 records on single page

Campaign Invoices
- Deduction log user wise
- Refund log for same user for failed calls
- Hierarchy wise logs are displayed if account is reseller & campaign composed by downline user.

Campaign Reschedule
- Redirected to reschedule page
- Choose the reschedule composition
- Option to send new voice file in rescheduling

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

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