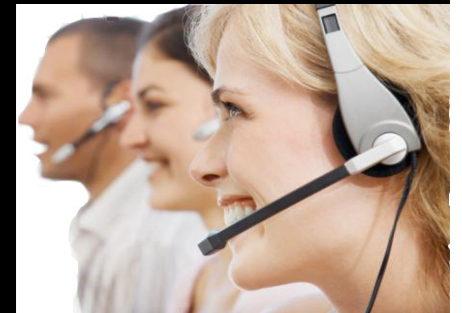
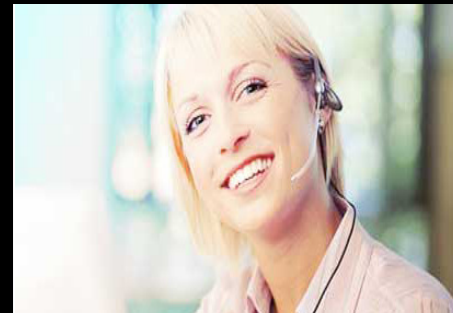


DialShree

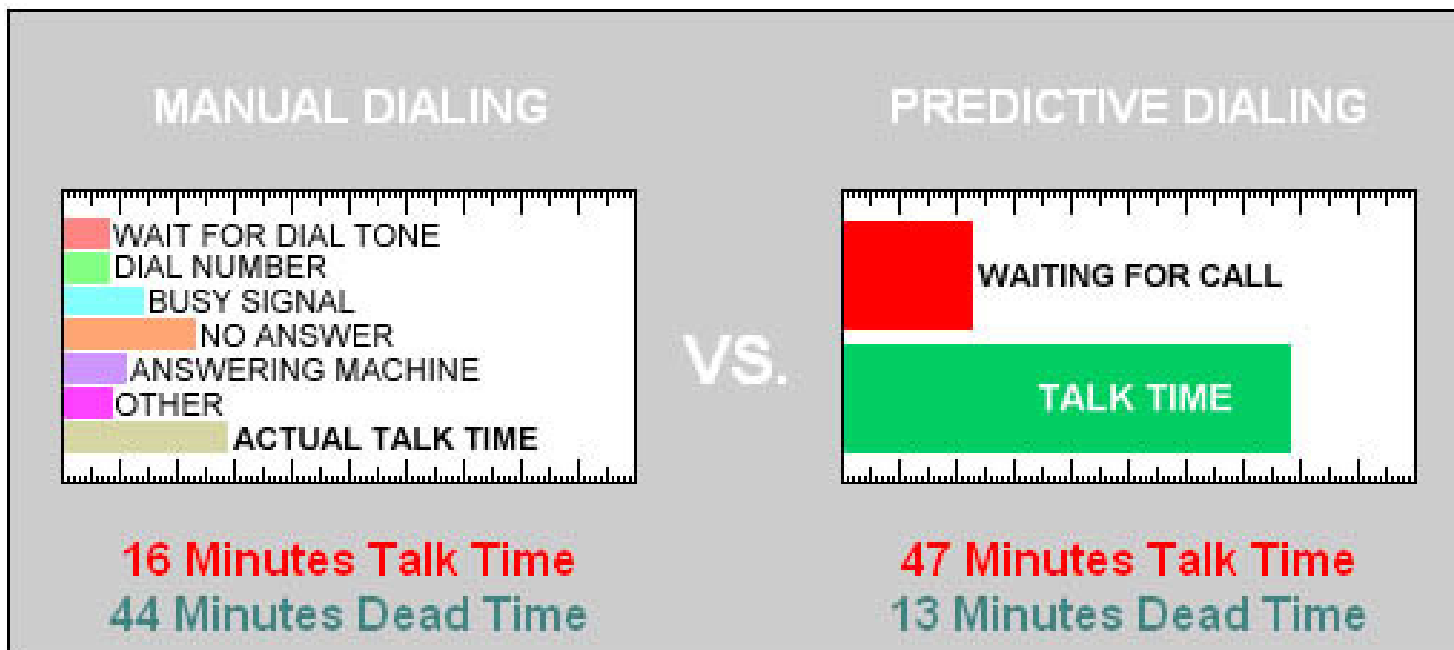
(Carrier Grade **Predictive Dialer**)

Team Up With DialShree And Evolve Your Inbound & Outbound Campaigns...



MANUAL DIALING VS PREDICTIVE DIALING

Manual dialing phone numbers wastes over 75% of each hour.



INTRODUCTION: Market Scenario



- **Revolutionary changes** in nearly every aspect of the traditional outbound/inbound call center.
- **Switch** from a single-function (telephony-only operation), into a **multifunctional, multimedia, customer service contact center.**
- Factors like **Call Efficiency, Agent Retention Rate and Morale boosting contributing to Profitability.**
- Predictive Dialer thus serves as a vital ingredient in laying foundation of the modern contact center; making it an **ultimate technology of choice for inbound/outbound campaigns etc.**

PREDICTIVE DIALER : Changing Face of Outbound Calling

DialShree Features

“**DialShree**”, is a comprehensive customer contact product that seamlessly integrates with your existing voice and data systems.

It delivers a carrier class application that not only automates the handling of failed calls but also offers :

**Seamless Predictive Dialing,
Call Blending,
Call Processing facilities,
Real-Time statistics & reporting,
Remote (Web Based) monitoring, and
Many add on In-Group features...**

all designed to maximize agent productivity and enhance the overall efficiency of your contact center.

PREDICTIVE DIALER : Changing Face of Outbound Calling

HIGHLIGHTS

Run Multiple Campaigns Simultaneously! Run a separate campaign on each line simultaneously.

Dynamic Call Blending! Passes both inbound & outbound calls to agents, significantly increasing agent productivity.

Supports AMD & SIT Frequency Detection! Auto Detection of Fax Machine, Answering Machine, Busy Tone and Telco Tones.

Sophisticated Call Processing Features! Dial Next Number, 100 % Digital Call Recording, Park Call, Web Call Back, Call Transfer (Agent, PBX, Outside #), Music or Message on hold etc.

Facilitates Calls Recording and Conferencing! Supports 100% digital agent wise call recording and three party call conferences.

“Real-time” Statistics and Reports (CDRs)! The system displays both campaign and all agent statistics and reports easily. Facilitates remote (Web based) monitoring of real time traffic and statistics.

Add on In Group Features! Like ACD, Digital Receptionist, Agent login in multiple In-Group, Voice mail, Multi-Campaign IVR and Automated Post-Call Processing, Quality Monitoring etc.

FEATURE LIST

Predictive Dialing:	<ul style="list-style-type: none">• Most advanced dialing system• Supports <i>Answering Machine and S.I.T. Frequency Detection.</i>• Runs <i>multiple campaigns simultaneously.</i>• <i>Campaign Management and Monitoring.</i>
Call Blending:	<ul style="list-style-type: none">• <i>Receive Inbound Calls as well as,</i>• <i>Make Outbound Calls.</i>
Dialing Modes:	<ul style="list-style-type: none">• <i>Predictive, Automatic or Manual Modes.</i>
Call Processing Features:	<ul style="list-style-type: none">• <i>Dial Next Number (Auto Dialing)</i>• <i>Park Call (Queue the call),</i>• <i>Web Call Back,</i>• <i>Call Transfer (to Agent, PBX, Outside #),</i>• <i>Music or Message on hold, etc.</i>• all from the PC workstation and without using the telephone.
Call Recording and Monitoring:	<ul style="list-style-type: none">• <i>100 % digital recording</i> of conversations.• <i>Call Monitoring</i> for real time and future reporting and analysis.

...contd

Add On, In-Group Features:

- ***ACD with Intelligent Routing*** (using DNIS, ANI and DTMF) checks a database and routes calls to the agents most skilled at meeting a particular need, increasing efficiency and customer satisfaction.
- ***Digital Receptionist***, enabling answering the inbound phone calls without a receptionist.
- ***Agent login in multiple In-Group.***
- ***Voice Mail facility***, mailboxes can be set up for every CSR so they'll never have to miss an important call again.
- ***Multi-Campaign IVR*** lets contacts use their touch-tone telephone to find the information they need and avoid waiting in call queues. Fewer agents are therefore required.
- ***Automated Post-Call Processing***, auto records and archives all details after the call efficiently for future use and training.
- ***Quality Monitoring***, follows a predefined quality policy enabling ASQUARE Quality Assurance.

...contd

Conferencing:	<ul style="list-style-type: none">• Supports Three party call conferencing.
Call and Agent/Campaign Reporting (CDRs):	<ul style="list-style-type: none">• Real-time call monitoring.• Keep track of events (agents log in/log out, online reports, agent wise reports, campaign wise reports, disposition reports, etc.• Carrier Switch CDR Reconciliation Reports (both agent and campaign wise) using industry standard Crystal Reports and statistics.• Remote (Web based) monitoring.
Database Integration:	<ul style="list-style-type: none">• Controllable by, and can be integrated with, host or legacy database systems via its flexible interface.
24/7 “Centre of Excellence”:	<ul style="list-style-type: none">• 24x7 tech chat support to customers over 20 countries• Tech Team Monitors all your,• Online calls,• Bandwidth and carrier Gateway status remotely, and• Assists you in sorting your configurations and problems.

DialShree : ADMIN

ADMIN INTERFACE:

An integrated set of utilities to assist with Campaign Design and Management.

Standard reports can be initiated and printed from the Administrator Application.

Some of the functions performed from the Administrator Application are as follows:

Web Based Administrative screens for management consoles.

Agent setup & security management.

Complete campaign setup & configuration

Database selection criteria & outbound campaign loading.

Real time Call Statistics & Agent/Campaign Reports.

Standard & customized system reports.


Total customization for complete business needs.

ADMINISTRATION: Users List - Mozilla Firefox

File Edit View History Bookmarks Tools Help

4shared Web Search

Most Visited Getting Started Latest Headlines Facebook



Users Campaigns Lists Scripts Filters In-Groups User Groups Remote Agents Admin Reports Recording

Left menu

- Show Users
- Add A New User
- Copy User
- Search For A User
- User Stats
- User Status
- Time Sheet

USER LISTINGS: [show all users](#)

USER ID	FULL NAME	LEVEL	GROUP	ACTIVE	LINKS
3041	3041	1	AGENT	Y	MODIFY STATS STATUS TIME
3042	3042	1	AGENT	Y	MODIFY STATS STATUS TIME
3043	3043	1	AGENT	Y	MODIFY STATS STATUS TIME
3044	3044	1	AGENT	Y	MODIFY STATS STATUS TIME
3045	3045	1	AGENT	Y	MODIFY STATS STATUS TIME
3046	3046	1	AGENT	Y	MODIFY STATS STATUS TIME
3047	3047	1	AGENT	Y	MODIFY STATS STATUS TIME
3050	3050	9	AGENT	Y	MODIFY STATS STATUS TIME
6666	Admin	9	ADMIN	Y	MODIFY STATS STATUS TIME
3034	Akshay Gunjal	1	AGENT	Y	MODIFY STATS STATUS TIME
3033	Anita Bhosale	1	AGENT	Y	MODIFY STATS STATUS TIME
3001	Archana Phulwade	1	AGENT	Y	MODIFY STATS STATUS TIME
3025	Asif Shaikh	1	AGENT	Y	MODIFY STATS STATUS TIME
3024	Avinash Kadam	1	AGENT	Y	MODIFY STATS STATUS TIME
3020	Bhwaralal Prajapath	1	AGENT	Y	MODIFY STATS STATUS TIME
3032	Bhushan Pharat	1	AGENT	Y	MODIFY STATS STATUS TIME
3031	Charusheela Badke	1	AGENT	Y	MODIFY STATS STATUS TIME
3027	Digambar Kakarwar	1	AGENT	Y	MODIFY STATS STATUS TIME
3007	Ganesh Kadam	1	AGENT	Y	MODIFY STATS STATUS TIME
3016	Ganesh Vishwasrao	1	AGENT	Y	MODIFY STATS STATUS TIME
3021	Hermant Phale	1	AGENT	Y	MODIFY STATS STATUS TIME
3026	Imran Khan	1	AGENT	Y	MODIFY STATS STATUS TIME

Done



Left menu
Campaigns Main
Statutes
HotKeys
Lead Recycle
Auto-Alt Dial
List Mix
Pause Codes

[Show Campaigns](#) |
 [Add A New Campaign](#) |
 [Copy Campaign](#) |
 [Real-Time Campaigns Summary](#)

CAMPAIGN LISTINGS:							
CAMPAIGN ID	NAME	ACTIVE	DIAL METHOD	LEVEL	LEAD ORDER	DIAL STATUSES	MODIFY
BAFLA	Awareness	N	MANUAL	0	DOWN	XDROP PU UN NA N ERI DROP DC CLML CALLBK B NEW -	MODIFY
INDIACAL	INDIAL CALLING	N	RATIO	1.0	DOWN	NEW -	MODIFY
Kotak	Kotak Life Insurance	Y	MANUAL	0	DOWN	EN NR O N OT FU CALLBK NEW -	MODIFY
NWELCOME	NewWELCOME	N	MANUAL	0	DOWN	XDROP PU UN NA N ERI DROP DC CLML CALLBK B NEW -	MODIFY
Testing	Test_Campaign	Y	RATIO	2	DOWN	FOLLOW INCALL NI XDROP PU UN NA N ERI DROP DC CLML CALLBK B NEW -	MODIFY



- Left menu**
- Campaigns Main
 - Statutes
 - HotKeys
 - Lead Recycle
 - Auto-Alt Dial
 - List Mix
 - Pause Codes

Show Campaigns | Add A New Campaign | Copy Campaign | Real-Time Campaigns Summary

BAFLA: Basic View Detail View List Mix Real-Time Screen

Campaign ID: **BAFLA** ?

Campaign Name: Awareness ?

Campaign Description: Awareness Lead ?

Campaign Change Date: 2010-08-26 18:49:57 ?

Campaign Login Date: 2010-08-22 04:35:04 ?

Active: Y ?

Park Extension: 8301 - park ?

Web Form: ?

Allow Closers: N ?

Default Transfer Group: ---NONE--- ?

Allow Inbound and Blended: N ?

Dial Status 1: **XDROP** - Agent Not Available IN REMOVE

Dial Status 2: **PU** - Call Picked Up REMOVE

Dial Status 3: **UN** - Unavailable REMOVE

Dial Status 4: **NA** - No Answer AutoDial REMOVE

Dial Status 5: **N** - No Answer REMOVE

Dial Status 6: **ERI** - Agent Error REMOVE

Dial Status 7: **DROP** - Agent Not Available REMOVE

Dial Status 8: **DC** - Disconnected Number REMOVE

Dial Status 9: **CLML** - Call Manually REMOVE

Dial Status 10: **CALLBK** - Call Back REMOVE

List Mix:	DISABLED - DISABLED	?	
Lead Filter:	NONE -	?	
Drop Lockout Time:	0	?	
Hopper Level:	50	?	
Force Reset of Hopper:	N	?	
Dial Method:	MANUAL	?	
Auto Dial Level:	0 (0 = off)	<input type="checkbox"/> ADAPT OVERRIDE	?
Available Only Tally:	N	?	
Drop Percentage Limit:	3	%	?
Maximum Adapt Dial Level:	3.0	number only	?
Latest Server Time:	2100	4 digits only	?
Adapt Intensity Modifier:	0 - Balanced	?	
Dial Level Difference Target:	0 --- 0 Balanced	?	
Concurrent Transfers:	AUTO	?	
Queue Priority:	50 - Higher	?	
Multiple Campaign Drop Rate Group:	DISABLED	?	
Auto Alt-Number Dialing:	ALT_AND_ADDR3	?	
Next Agent Call:	random	?	
Local Call Time:	24hours - default 24 hours calling	?	
Dial Timeout:	20	in seconds	?
Dial Prefix:	66	for 91NXXXXXXXX value would be 9, for no dial prefix use X	?
Omit Phone Code:	Y	?	
Campaign CallerID:	0000000000	?	
Campaign VDAD exten:	8368	?	



Left menu

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Load leads from this file:

List ID Override: (numbers only or leave blank for values in the file)

Phone Code Override: (numbers only or leave blank for values in the file)

File layout to use: Standard Format Custom layout

Lead Duplicate Check:

Lead Time Zone Lookup:

[BACK TO ADMIN](#)

Real-Time Report

Choose Report Display Options

STOP | SLOW | GO | MODIFY | SUMMARY

DIAL LEVEL: 1 **TRUNK SHORT/FILL:** 0 / 0 **FILTER:** NONE **TIME:** 2010-12-28 10:18:41
DIALABLE LEADS: 17536 **CALLS TODAY:** 96 **AVG AGENTS:** 0 **DIAL METHOD:** MANUAL
HOPPER LEVEL: 300 **DROPPED / ANSWERED:** 0 / 87 **DL DIFF:** 0 **STATUSES:** EN, NR, O, N, OT, FU, CALLBK, NEW
LEADS IN HOPPER: 456 **DROPPED PERCENT:** 0% **DIFF:** 0.00% **ORDER:** DOWN

+ VIEW MORE VIEW USER GROUP SHOW SERVER INFO HIDE WAITING CALLS SHOW IN-GROUP STATS SHOW PHONES
 SHOW CUSTPHONES

NO LIVE CALLS WAITING

19 agents logged in 8 agents in calls 0 agents waiting 10 paused agents 1 agents in dead calls

DialShree: Agents Time On Calls Campaign: |ALL-ACTIVE| 2010-12-28 10:18:41

STATION	USER	SHOW ID	INFO	SESSIONID	STATUS	PAUSE	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
SIP/3030	Nishant Shirale		+	8600058	INCALL M		0:45	KOTAK	1238		
SIP/3031	Digambar Kakarwar		+	8600060	DEAD M		0:03	KOTAK	471		
SIP/3018	Bkshay Gunjal		+	8600072	INCALL M		0:21	KOTAK	1176		
SIP/3022	Milesh Tayade		+	8600054	INCALL M		0:14	KOTAK	1275		
SIP/3028	Sonali Palande		+	8600059	INCALL M		0:14	KOTAK	1274		
SIP/3037	Renuka wandkar		+	8600051	INCALL M		0:11	KOTAK	1120		
SIP/3024	Vaibhav Fuldevare		+	8600052	INCALL M		0:04	KOTAK	1488		
SIP/3048	Bhushan Pharat		+	8600053	INCALL M		0:03	KOTAK	942		
SIP/3019	Manjusha Vishwakarma		+	8600061	INCALL M		0:03	KOTAK	596		
SIP/3002			+	8600063	PAUSED		27:08	KOTAK	1365		
SIP/3027	Ganesh Vishwasrao		+	8600069	PAUSED		1:32	KOTAK	835		
SIP/3040	Sachin Kawde		+	8600065	PAUSED		0:39	KOTAK	1065		
SIP/3016	Archana Phulwade		+	8600055	PAUSED		0:05	KOTAK	1047		
SIP/3038	Kranti Dhele		+	8600062	PAUSED		0:21	KOTAK	495		
SIP/3015	Sapana Gaikwad		+	8600057	PAUSED		0:14	KOTAK	1242		
SIP/3029	Parag Khobragade		+	8600070	PAUSED		0:25	KOTAK	784		
SIP/3014	Hemant Phale		+	8600056	PAUSED		0:09	KOTAK	1162		
SIP/3042	Sagar More		+	8600071	PAUSED		0:02	KOTAK	683		
SIP/3025	Smita Jachak		+	8600067	PAUSED		0:06	KOTAK	1488		

19 agents logged in on all servers
 System Load Average: 1.12 1.11 0.78

- Agent waiting for call
- Agent waiting for call > 1 minute
- Agent waiting for call > 5 minutes
- Agent on call > 10 seconds
- Agent on call > 1 minute
- Agent on call > 5 minutes
- Agent Paused > 10 seconds
- Agent Paused > 1 minute
- Agent Paused > 5 minutes
- Agent in 3-WAY > 10 seconds

CALL STATS BREAKDOWN: (Statistics related to handling of calls only)

USER NAME	ID	CALLS	TIME	PAUSE	PAUSAVG	WAIT	WAITAVG	TALK	TALKAVG	DISPO	DISPAVG	DEAD
Akshay Gunjal	3034	170	1:47:07	15:42	0:06	6:54	0:02	1:15:55	0:27	8:36	0:03	3:25
Anita Bhosale	3033	143	1:54:34	25:38	0:11	5:40	0:02	1:17:07	0:32	6:09	0:03	0:21
Archana Phulwad	3001	165	1:49:41	24:22	0:09	6:47	0:02	1:09:54	0:25	8:38	0:03	0:06
Bhawaralal Praj	3020	75	43:48	7:08	0:06	2:49	0:02	28:13	0:23	5:38	0:05	1:18
Bhushan Pharat	3032	149	2:08:32	45:28	0:18	5:33	0:02	1:02:26	0:25	15:05	0:06	3:29
Charusheela Bad	3031	183	2:04:17	16:35	0:05	6:49	0:02	1:28:25	0:29	12:28	0:04	0:26
Digambar Kakarw	3027	51	1:28:47	21:10	0:25	1:44	0:02	59:41	1:10	6:12	0:07	2:47
Hemant Phale	3021	133	2:11:48	39:13	0:18	5:16	0:02	1:15:54	0:34	11:25	0:05	0:20
Imran Khan	3026	246	2:08:19	22:12	0:05	9:59	0:02	1:20:02	0:20	16:06	0:04	2:09
Manjusha Vishwa	3014	120	2:07:31	25:19	0:13	5:08	0:03	1:25:05	0:43	11:59	0:06	2:04
Nilesh Tayade	3029	179	2:09:13	22:47	0:08	7:15	0:02	1:27:01	0:29	12:10	0:04	1:24
Nishant Shirale	3023	179	2:11:55	10:28	0:04	7:13	0:02	1:36:24	0:32	17:50	0:06	5:30
Parag Khobragad	3006	107	1:27:12	25:20	0:14	4:00	0:02	43:28	0:24	14:24	0:08	2:15
Prachi Bhandare	3036	166	2:04:47	30:52	0:11	6:53	0:02	1:14:55	0:27	12:07	0:04	1:55
Punyawati Garud	3019	142	2:12:02	37:24	0:16	11:26	0:05	1:11:42	0:30	11:30	0:05	3:29
Renuka wandkar	3028	161	2:11:29	34:28	0:13	6:28	0:02	1:14:08	0:28	16:25	0:06	9:29
Sachin Kawde	3035	130	2:02:24	35:41	0:16	6:02	0:03	1:06:20	0:31	14:21	0:07	2:59
Sandeep Buchude	3037	142	1:23:10	11:15	0:05	6:18	0:03	53:20	0:23	12:17	0:05	0:28
Sapana Gaikwad	3002	193	2:11:19	27:10	0:08	7:47	0:02	1:19:42	0:25	16:40	0:05	1:44
Satyawan Tambe	3030	100	1:31:30	23:20	0:14	5:02	0:03	48:57	0:29	14:11	0:09	1:26
Shekhar Rainool	3018	179	2:15:44	27:42	0:09	6:51	0:02	1:29:47	0:30	11:24	0:04	4:50
Smita Jachak	3015	161	1:56:46	20:43	0:08	7:21	0:03	1:17:33	0:29	11:09	0:04	0:11
Sonali Chauker	3022	195	1:58:57	28:06	0:09	8:03	0:02	1:11:21	0:22	11:27	0:04	0:37
Sonali Palande	3011	205	2:11:27	36:44	0:11	8:27	0:02	1:17:19	0:23	8:57	0:03	0:30
Suraj Pawar	3039	199	2:04:00	21:43	0:07	6:50	0:02	1:16:19	0:23	19:08	0:06	1:45
Vaibhav Fuldeva	3009	171	2:11:40	50:53	0:18	7:26	0:03	1:02:27	0:22	10:54	0:04	2:17
Verifier	3049	9	9:29	1:34	0:10	0:13	0:01	5:40	0:38	2:02	0:14	1:27
TOTALS	AGENTS:27	4053	50:37:28	11:28:57	0:10	2:50:14	0:03	30:59:05	0:28	5:19:12	0:05	58:41



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 - Other Reports and Links
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 - CDR Report

Date: 2010-12-27 to 2010-12-27

Agent name:

Call length:

Lead ID:

Client number:

Status:

RECORDINGS FOR THIS TIME PERIOD: (10000 record limit)

#	LEAD	DATE/TIME	SECONDS	RECID	FILENAME	LOCATION
1	372544	2010-12-27 21:00:02	59	690429	20101227-210001_9833981287	http://192.168.3.1/RECORDIN...
2	868800	2010-12-27 19:04:44	32	690428	20101227-190443_9850048792	http://192.168.3.1/RECORDIN...
3	735657	2010-12-27 19:03:55	33	690427	20101227-190354_9850828392	http://192.168.3.1/RECORDIN...
4	890371	2010-12-27 19:01:53	38	690426	20101227-190152_9657715941	http://192.168.3.1/RECORDIN...
5	922238	2010-12-27 18:59:05	88	690425	20101227-185904_8928232739	http://192.168.3.1/RECORDIN...
6	901544	2010-12-27 18:58:48	5	690424	20101227-185847_9225602234	http://192.168.3.1/RECORDIN...
7	901543	2010-12-27 18:58:39	11	690423	20101227-185838_9850070169	http://192.168.3.1/RECORDIN...
8	901542	2010-12-27 18:58:34	23	690422	20101227-185833_9823092151	http://192.168.3.1/RECORDIN...
9	901541	2010-12-27 18:58:32	18	690421	20101227-185830_9922215753	http://192.168.3.1/RECORDIN...
10	901539	2010-12-27 18:58:27	3	690420	20101227-185826_9881471523	http://192.168.3.1/RECORDIN...

Outbound Stats - Mozilla Firefox

File Edit View History Bookmarks Tools Help

4shared Web Search

Most Visited Getting Started Latest Headlines Facebook

Outbound Stats Loading...

Lead Recycle	
Auto-Alt Dial	
List Mix	
Pause Codes	

```

Outbound Calling Stats                2010-12-27 12:21:36

Time range: 2010-12-27 00:00:00 to 2010-12-27 23:59:59

----- TOTALS
Total Calls placed from this Campaign:      4994
Average Call Length for all Calls in seconds: 28.25

----- HUMAN ANSWERS
Total Human Answered calls for this Campaign: 4731
Average Call Length for all HA in seconds:   24.41    Total Time: 32:04:56

----- DROPS
Total Outbound DROP Calls:                  0 0%
Percent of DROP Calls taken out of Answers: 0 / 4731 0%
Average Length for DROP Calls in seconds:    0
Productivity Rating:                        1.6

----- NO ANSWERS
Total NA calls -Busy,Disconnect,RingNoAnswer: 0 0%
Total auto NA calls -system-set:             0
Total manual NA calls -agent-set:            0
Average Call Length for NA Calls in seconds: 0

----- CALL HANGUP REASON STATS
+-----+-----+
| HANGUP REASON | CALLS |
+-----+-----+
| CUSTOMER      | 2153 |
| AGENT         | 2826 |
| NO ANSWER     | 15   |
+-----+-----+
| TOTAL:        | 4994 |
+-----+-----+

```

Done



Left menu

[Real-Time Reports](#)[Inbound and Outbound Calling Reports](#)[Agent Reports](#)[Time Clock Reports](#)[Other Reports and Links](#)[Recording Report](#)[CDR Report](#)

CDR Report

S.NO.	Phone number	Call date	Duration	Agent
1	9921000561	2010-12-21 13:53:31	23	Ganesh Kadam
2	9881901259	2010-12-21 13:52:10	69	Ganesh Kadam
3	9881400202	2010-12-21 13:51:30	35	Ganesh Kadam
4	9881123715	2010-12-21 13:50:08	29	Ganesh Kadam
5	9881067209	2010-12-21 13:49:37	27	Ganesh Kadam
6	9850995595	2010-12-21 13:49:25	8	Ganesh Kadam
7	9850047906	2010-12-21 13:48:28	50	Ganesh Kadam
8	9822871942	2010-12-21 13:47:47	38	Ganesh Kadam
9	9767894784	2010-12-21 13:45:28	37	Ganesh Kadam
10	9763726011	2010-12-21 13:43:40	34	Ganesh Kadam
11	9763710204	2010-12-21 13:40:34	49	Ganesh Kadam
12	9763703382	2010-12-21 13:39:55	35	Ganesh Kadam
13	9689944004	2010-12-21 13:38:07	43	Ganesh Kadam
14	9689939792	2010-12-21 13:36:20	82	Ganesh Kadam
15	9689919042	2010-12-21 13:34:46	40	Ganesh Kadam
16	9689891557	2010-12-21 13:33:56	33	Ganesh Kadam
17	9689891557	2010-12-21 13:33:09	35	Ganesh Kadam
18	9657725304	2010-12-21 13:31:51	70	Ganesh Kadam

Outbound Stats

sachin - Sachin	57	42:42	0:45
VDAD - Outbound Auto D	2095	1:46:00	0:03
vishal - Vishal	52	44:48	0:52

TOTAL Agents:	18	3313	13:30:14

Average Wait time between calls			0:46

----- TIME STATS

GRAPH IN 15 MINUTE INCREMENTS OF TOTAL CALLS PLACED FROM THIS CAMPAIGN

HOUR	0	94	203	328	453	578	703	828	953	1078	1219	1360	1500	DROPS	TOTAL
45	***X													0	2
+0800+	>D*****X													1	346
15	*****X													0	420
30	>D*****X													7	457
45	*****X													5	463
+0900+	>D*****X													6	452
15	*****X													0	403
30	*****X													0	462
45	*****X													0	541
+1000+	*****X													0	288
15	*****X													0	328
30	*****X													0	534
45	*****X													0	619
+1100+	*****X													0	1285
15	*****X													0	1523
30	*****X													0	1563
45	*****X													0	611
+1200+	>D*****X													1	480
15	>D*****X													7	1087
30	>D*****X													1	1102
45	*****X													0	1153
+1300+	*****X													0	470

Run Time: 20 seconds



- Users
- Campaings
- Lists
- Scripts
- Filters
- In-Groups
- User Groups
- Remote Agents
- Admin
- Reports
- Recording

Left menu

- Show Lists
- Add A New List
- Search For A Lead
- Add Number To DNC
- Load New Leads

Export Calls Report

Date Range: 2011-01-06 to 2011-01-06

Campaigns: ---NONE--- UKCamp USACAMP USATimeZ

Inbound Groups: ---NONE--- AGENTDIRECT

Lists: ---ALL--- 107 1111 1112 1114 1115 1116 1117 1118

Statuses: ---ALL--- A AA AB ADC AFAX AL AM B CALLBK CBHOLD DC DEC DNC DNCC

User Groups: ---ALL--- ADMIN AGENT

SUBMIT

DialShree : AGENT

AGENT INTERFACE:

Allows agents to easily view Customer Information clearly and quickly on their monitor.

Shows the call status, time, channel details and call status.

This "one-click" interface allows the agent to maximize time efficiency and maximize call volume and perform:

Agents can ***take and disposition calls, schedule callbacks, capture contact information and notes, and update legacy databases.***

They have access to sophisticated call processing features such as ***Start Recording (Record Call) & Transfer – Conf (Call Transfer). Agents can park (queue) a call, with Music or Message On Hold facility.***

They can set up ***conferencing of calls to third parties*** as well as receive inbound calls and "make" predictive or automatic calls.


All this can be done from a single, simple user interface.

Agent web client: Phone Login - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Search Google

Agent web client: Phone Login



Timeclock

Phone Login

Phone Login:

Phone Password:



Logged in as User: 2000 on Phone: SIP/2000 to campaign: USACAMP [LOGOUT](#)
2011-01-06 18:19:51 session ID: 8600065 Calls in Queue: 0

LIVE CALL

Empty input fields for call details.

STATUS: Incoming: (989)414-7197 UID: V0106131934002232053

PAUSE RESUME
STOP RECORDING
WEB FORM
WEB FORM 2
PARK CALL
TRANSFER - CONF
HANGUP CUSTOMER
SEND DTMF
Speaker icons

Server: 202.131.123.140 seconds: 4

Customer Time: JAN 06 6:19:51 PM Channel: SIP/netindia2-000014e4

Customer Information:

Title: First: MI: Last:
Address1:
Address2:
Address3:
City: State: PostCode:
Province: Vendor ID: Gender:
Phone: DialCode: Alt. Phone:
Show: Email:
Comments:

[MANUAL DIAL](#) [FAST DIAL](#)



Logged in as User: 2000 on Phone: SIP/2000 to campaign: USACAMP [LOGOUT](#)
2011-01-06 18:21:28 session ID: 8600065 Calls in Queue: 0

LIVE CALL

STATUS: Incoming: (802)684-2277 UID: V0106132050002232170

PAUSE RESUME

STOP RECORDING

WEB FORM

WEB FORM 2

PARK CALL

TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF



Server: 202.131.123.140

seconds: 21

Customer Time: JAN 06 6:21:28 PM

Channel: SIP/netindia2-0000154f

Customer Information:

Title: First: Kelvin MI: Last: kittredge

Address1: 2387 walden hill rd

Address2:

Address3:

City:

Province:

Phone: 80

Show:

Comments:

TRANSFER CONFERENCE FUNCTIONS:

CONSULTATIVE

DIAL OVERRIDE

[D1](#) [D2](#) [D3](#) [D4](#) [D5](#)

[MANUAL DIAL](#) [FAST DIAL](#)

STATUS: Called: (983)398-1287 UID: M1227

DISPOSITION CALL :9833981287 [Hangup Again](#)

CALL DISPOSITION

- [CALLBK - Call Back](#)
- [DNC - DO NOT CALL](#)
- [FOLLOW - Follow Up](#)
- [NI - Not Interested](#)
- [CBT - Close By Telecaller](#)
- [EC - Existing Customer](#)
- [EN - Engage](#)
- [NDNE - Number Does Not Exist](#)
- [NE - Not Eligible](#)
- [NR - No Response](#)
- [O - Others](#)
- [SA - Sales Advisor](#)
- [SH - Short Hangup](#)

seconds: 5

DIAL NEXT NUMBER

LEAD PREVIEW

START RECORDING

WEB FORM

WEB FORM 2

PARK CALL

TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF



TESTING
Cust

Title
Add
Add
Add
City
Prov
Pho
Sho

PAUSE AGENT DIALING
[CLEAR FORM](#) | [SUBMIT](#)
[WEB FORM SUBMIT](#)

Comments:

[MANUAL DIAL](#) [FAST DIAL](#)
[NO ACTIVE CALLBACKS](#)

Select a CallBack Date :

Select a Date Below Hour: 01 Minutes: 00 PM

MY CALLBACK ONLY

CB Comments:

[SUBMIT](#)

conds: 5

December 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

January 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEND DTMF

August 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

November 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Thank You

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