

Release Note

What's New!

Agent Report and Summary:

Search Option

- **Select Date Range:** View agent performance data from the last 7, and 15 days and get a comprehensive report for the last month also.
- Choosing a date range allows access to the corresponding **“Data Type”**.

The screenshot shows the 'Agent Report [2]' interface. At the top, there is a note: '[Note] : Last updated on : 7/8/2024, 2:00:01 PM Next update will occur on: 7/8/2024, 3:00:01 PM'. Below the note, there are tabs for 'Consolidated', 'Inbound', and 'Outbound'. The 'Consolidated' tab is selected. A table displays performance metrics for two agents: 'Testingsman...' and 'Test Sr.Manag...'. The table has columns for 'Agent', 'Total Calls', 'Inbound Calls', 'Outbound Calls', 'Unique Calls', 'Unique Inbound Calls', and 'Unique Outbound Calls'. A search dropdown menu is open on the right, showing options for 'Agent Name', 'Date', and 'Select Date Range'. The 'Select Date Range' dropdown is expanded, showing options: 'Last 7 Days', 'Last 15 Days', and 'Up To Last Month'. An arrow points from the table area towards the search dropdown.

Agent	Total Calls	Inbound Calls	Outbound Calls	Unique Calls	Unique Inbound Calls	Unique Outbound Calls
Testingsman...	1	1	0	1	1	0
Test Sr.Manag...	0	0	0	0	0	0

- **Select Data Type:**
 1. **Consolidated:** See a combined report of all agents of a specific date range, providing an overall view of performance metrics.
 2. **Individual:** Access detailed reports for each agent, allowing for individual performance evaluations

This is a close-up of the search dropdown menu. It shows the 'Select Date Range' dropdown expanded, with 'Last 7 Days' selected. Below it, the 'Select Data Type' dropdown is also expanded, showing two options: 'Consolidated' (which is highlighted) and 'Individual'.

Calling Group:

Admin can create groups with 4 different calling formats:

1. **Idle Time:** Agents with more idle time get the next call.
2. **Talk Time:** Agents with less talk time get the next call.
3. **Priority:** Agents receive calls based on assigned priority (e.g., an agent with priority 1 gets calls before an agent with priority 2).

Note: If the sticky agent option is enabled, the Priority format will not work.

4. **Group Counter-Based (Default):** Agents with fewer calls get the next call which has more idle time.

Add Group

Group Agent

Group Name *
* Minimum value is 3 Characters *

Landing Number

Manager Role *

Greetings

Idle Time

Talk Time

Priority

Group counter based(Lowest calls)


Record Notification Call Queue Voice Message

Sticky Agent

Failover in Groups:

- This option can be selected in both "Add Group" and "List Group".
- If selected, the agent will receive calls last, only if other agents do not pick up.
- Failover is not available if a sticky agent is assigned to the group.
- If a group has both failover and priority options enabled, failover will take the first place, and priority will be disabled. (For example, if an agent has both priority 1 and failover enabled, they will receive calls based on the failover setting.)


Select Agents

Agent Name ▼ 

<input type="checkbox"/> Action	Agent Name	Priority	Failover
<input checked="" type="checkbox"/>	Admin	1	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Sudheer Venkat	2	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Yeswanth Kumar	3	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Harish	4	<input type="checkbox"/>
<input type="checkbox"/>	adminvmc	<input type="checkbox"/>
<input type="checkbox"/>	Kalpana	<input type="checkbox"/>
<input type="checkbox"/>	Abdul Admin	<input type="checkbox"/>
<input type="checkbox"/>	Rahul	<input type="checkbox"/>

Only View

- **Only View:** If selected, the assigned admin can only view all information, without making any changes.

 Agent ▲

List Agent

Add Agent

Login History

Break History

Break Consolated Report

Agent phone number

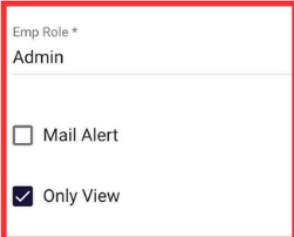
Email

Emp Role *

Admin ▼

Mail Alert

Only View



Campaign:

Call Priority:

- Calls are directed based on user-set priority numbers, with the highest priority getting the first call.
- Users can set call priorities using serial numbers.
- If **“special characters”**, **“alphabetical letters”**, or the Number **“0”** are used in the list, those calls will be assigned the least priority.

Note: The priority column must be filled out to enable this call priority feature.

Campaign Timings:

- This feature lets you schedule the exact times when the autodialer will be active each day.
- For the enabled days, you can enter one or more time slots by specifying "From" and "To" times.
- This feature ensures that campaign calls are made only during specific times, allowing users to configure the times according to their campaign requirements.
- This feature is only available for new campaigns. For existing campaigns, the timing settings will not apply. If users want to set campaign timings, they must create a new one.

Waiting time is required
Campaign RunType
Over the period

Start Date * End Date *
Start Date is required End Date is required

Campaign Timings

Day	From *	To *	Action
<input checked="" type="checkbox"/> Sunday	08:15	09:15	+
	10:00	10:45	-
<input type="checkbox"/> Monday	From	To	+
<input type="checkbox"/> Tuesday	From	To	+

Retry Attempts:

- You can set retry attempts between 1 to 5.
- The first retry will occur (**for example, 5 minutes**) after the initial call attempt. The system will attempt to place the call again within the mentioned time period.

Note: If a campaign call picks by customers in first attempt. Then other retry attempts will automatically be disabled

Retry Attempt * ←

5

Retry Attempt should be in between 0 to 5 *

Retry Time 01 (Time in Minutes) *

15

Retry Time 02 (Time in Minutes) *

20

Retry Time 03 (Time in Minutes) *

10

Retry Time 04 (Time in Minutes) *

30

Retry Time 05 (Time in Minutes) *

60

Waiting Time *

40 sec

Campaign RunType
Over the period

Feedback System

- Agents can transfer calls to the IVR feedback system without disrupting the customer experience.
- The IVR feedback feature can be activated by pressing “9” on the keypad during a call.
- Customers can provide feedback using keypad inputs Dual-Tone Multi-Frequency (DTMF) during their interaction with the IVR system.

Note: This feature is only available in hardphone mode, currently unavailable on softphone.

Feedback Module :

- Agents can access a feedback menu to upload audio files for IVR prompts in the “Add” option.
- Agents can upload multiple audio files, each representing a different IVR question for feedback.
- The system provides clear options for uploading files, adding questions, and handling errors effectively.

Live Call:

- **Call Monitoring:** Supervisors or Admin can listen to live calls without the agent or customer knowing.
- **Call Whispering:** Supervisors or Admin can speak to the agent during the call without the customer hearing.
- **Call Barging:** Supervisors or Admin can join the call and speak to both the agent and the customer during ongoing calls.

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DKSHY PVT LTD

LC Count : 0

Tue Jul 16 2024 11:57:22

Ext : 805

Online

Call on Mute

Live Calls

Action	Customer No	Customer Name	Executive	Start Time	Group Name	Call Type	Call Source	Call Time
⋮		Abdul J	Abdul Admin	2024-07-16 11:56:41	testing call group	Outbound	Dialer	00:00

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- Call Monitoring
- Hold
- Blind Transfer
- Call Whispering
- Call Barging

Reports

- Live Calls
- Today's Calls
- All Calls
- Archive Month
- Call Count
- DID Summary

Soft Phone Account Code : 104361

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Line 1

08037693004

08:37:02:014

Call on Mute

00

MCUBE

0:0 0:0 0:0

Soft Phone

Account Code : 104361

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Line 1

08037693004

08:37:02:014

Call on Mute

00

MCUBE

0:0 0:0 0:0

Soft Phone

Account Code : 104361

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