



Avyukta Group

IT-WEB-TELEPHONY

AVYUKTA-E-CALL SNAPSHOTS

Created by www.dialerphilippines.com

DASHBOARD

Avyukta Intellicall



Admin

Hello, Admin1
● Online

Dashboard Control panel

Timeclock > Thursday October 29, 2015 7:52:34 AM

Search...

Dashboard

Operator <

Activity <

Catalog <

Emails <

Reports

35
Total Operators

[More info](#)

9
Total Activity

[More info](#)

9
Total Catalog:

[More info](#)

5
Current Login Operators:

[More info](#)

System Details

0 System Load	18.64 Disk Usage	0 Catalog In Hopper	0 Dialable Catalog
-------------------------	----------------------------	-------------------------------	------------------------------

Account Details

0.02 Total Calls Today	0.01 Answered Calls Total	0.02 Drop Calls Today	18.87 Live Operator
----------------------------------	-------------------------------------	---------------------------------	-------------------------------

Total Stats for Today: [\[view max stats\]](#)

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Operators
2	2	0	8

Total Stats for Yesterday: [\[view max stats\]](#)

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Operator
4	0	3	8



ACTIVITY SYNOPSIS

Avyukta Intellicall ☰ 📧 🚨 📄 👤 Admin

Hello, Admin1 ● Online Dashboard Control panel Timeclock > Thursday October 29, 2015 8:00:06 AM

Search... 🔍

Show Activity Add A New Activity Copy Activity Real-Time Activity Summary ⚙️

Activity List

10 records per page Search:

ACTIVITY ID	NAME	ACTIVE	GROUP	DIAL METHOD	LEVEL	ACTIVITY ORDER	DIAL STATUSES	MODIFY
1800Rem	1800 Remodel	Y	RVMGlobalSolutions	RATIO	3	RANDOM	NEW -	🔗
5001	AA5001	N	---ALL---	MANUAL	0	DOWN	NEW -	🔗
Avyukta	AvyuktaTest	Y	---ALL---	RATIO	2	RANDOM	AA N DROP NA ADC A NEW -	🔗
IMHCamp	IMHCamp	Y	IMHManager	RATIO	5	RANDOM	NEW -	🔗
Inbound	InboundIVR	Y	ADMIN	RATIO	1.0	DOWN	CALLBK B DROP A NA NEW -	🔗
IndiaCal	IndiaCall	Y	---ALL---	MANUAL	2	DOWN	NEW -	🔗
naresh	naresh	Y	---ALL---	MANUAL	1	DOWN	NEW -	🔗
Rehacamp	Rehacamp	Y	REHAINFO	RATIO	5	RANDOM	NEW -	🔗
Test	Test23	Y	---ALL---	RATIO	4	RANDOM	N NA AA A NEW -	🔗
Test2	Test23	Y	---ALL---	RATIO	8	RANDOM	N NA AA A NEW -	🔗



VOICE RECORDINGS

Aryukta Intellcall
Admin -

Dashboard Control panel
Timeclock - Thursday October 29, 2015 7:58:09 AM

Search...

- Dashboard
- Operator
- Activity
- Catalog
- Emails
- Reports

Operator Stats
Operator Status
Time Sheet
Days Status

Operator Stats for

2015-10-29 to 2015-10-29 Username

[Operator Time Sheet](#) | [Operator Status](#) | [Modify Operator](#) | [Operator multiple day status detail report](#)

OPERATOR TALK TIME AND STATUS: [\[DOWNLOAD\]](#)

STATUS	COUNT	HOURS:MM:SS
TOTAL CALLS	0	0:00

OPERATOR LOGIN/LOGOUT TIME: [\[DOWNLOAD\]](#)

EVENT	DATE	CAMPAIGN	GROUP	SESSION HOURS:MM:SS	SERVER	PHONE	COMPUTER	PHONE LOGIN	PHONE IP
TOTAL				0:00					

TIMECLOCK LOGIN/LOGOUT TIME: [\[DOWNLOAD\]](#)

ID	EDIT	EVENT	DATE	IP ADDRESS	GROUP	HOURS:MM:SS
TOTAL					401699:58:07	

CLOSER IN-GROUP SELECTION LOGS: [\[DOWNLOAD\]](#)

#	DATE/TIME	CAMPAIGN	BLEND	GROUPS	MANAGER

OUTBOUND CALLS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	LENGTH	STATUS	PHONE	CAMPAIGN	GROUP	LIST	LEAD	HANGUP REASON

INBOUND/CLOSER CALLS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	LENGTH	STATUS	PHONE	CAMPAIGN	WAIT (S)	OPERATOR (S)	LIST	LEAD	HANGUP REASON
TOTALS		0						0		

OPERATOR ACTIVITY FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

These fields are in seconds

#	DATE/TIME	PAUSE	WAIT	TALK	DISPO	DEAD	CUSTOMER	STATUS	LEAD	CAMPAIGN	PAUSE CODE
TOTALS		0	0	0	0	0	0				
(in HH:MM:SS)		0:00	0:00	0:00	0:00	0:00	0:00				

RECORDINGS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	LEAD	DATE/TIME	SECONDS	RECID	FILENAME	LOCATION

MANUAL OUTBOUND CALLS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	CALL TYPE	SERVER	PHONE	DIALED	LEAD	CALLERID	ALIAS	PRESET	C3HU

CATALOG SEARCHES FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)






#	DATE/TIME	TYPE	RESULTS	SEC	QUERY

PREVIEW CATALOG SKIPS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)


#	DATE/TIME	LEAD ID	STATUS	COUNT	CAMPAIGN



REPORTS AND CHARTS

Avyakta Intellicall      Admin ▾

Hello, Admin1 ● Online Dashboard Control panel Timeclock > Thursday October 29, 2015 8:10:36 AM

Search... 

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Reports

Server Stats and Reports

- Real-Time Main Report
- Operator Status Detail
- Operator Performance Detail
- Voice Logger
- Call Report Export
- Operator Time Sheet
- Inbound Daily Report
- Export Leads Report
- Inbound Summary Hourly Report
- Operator Stats
- Outbound Calling Report
- Outbound Summary Interval Report

ADVANCE REPORT

<input type="checkbox"/> Fronter - Closer Report	<input type="checkbox"/> Lists Pass Report
<input type="checkbox"/> Lists Campaign Statuses Report	<input type="checkbox"/> Called Counts List IDs Report

[Buy](#)



OPERATOR CONSOLE

Avyukta Intellicall



Hello, Admin1

Online

Dashboard Control panel

Timeclock > Thursday October 29, 2015 7:56:54 AM

Search...

Dashboard

Operator

My Operator

Voice Logs

Activity

Catalog

Emails

Reports

Active Operator List

10 records per page

Search:






Operator ID	Operator Name	Level	Operator Group	Active	Useful Links
2252	2252	6	REHAINFO	Y	
2563	2563	6	AGENTS	Y	
3001	3001	6	RVMGlobalSolutions	Y	
3002	3002	6	RVMGlobalSolutions	Y	
3003	3003	6	RVMGlobalSolutions	Y	
3004	3004	6	RVMGlobalSolutions	Y	
3005	3005	6	RVMGlobalSolutions	Y	
3006	3006	6	RVMGlobalSolutions	Y	
7001	7001	6	testgroup	Y	
7002	7002	6	testgroup	Y	


Showing 1 to 10 of 43 entries

← Previous 1 2 3 4 5 Next →




FILTERS

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Dashboard Control panel Timeclock > Thursday October 29, 2015 8:22:24 AM

Search... 


- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Scripts <
- Filters <
- Inbound <
- User Groups <
- Remote Operator <
- Admin <






ADD NEW FILTER


Filter ID:	<input type="text"/>
	(no spaces or punctuation)
Filter Name:	<input type="text"/>
	(short description of the filter)
Filter Comments:	<input type="text"/>
Admin User Group:	All Admin User Groups ▾
Filter SQL:	<input type="text"/>




USERS CREATION

Avyukta Intellicall 






     Admin ▾

 Hello, admin
● Online

Dashboard Control panel Timeclock > Thursday October 29, 2015 8:15:34 AM









ADD A NEW USER

 Dashboard	User Number: <input type="text"/>	<input type="button" value="AUTO-GENERATE"/>
 Operator ▾	Password: <input type="password"/>	Strength:  Weak
My Operator	Full Name: <input type="text"/>	
Add A New Operator	User Level: <input type="text" value="1"/>	▾
Copy Operator	User Group: <input type="text" value="All Admin User Groups"/>	▾
Search For A Operator	Phone Login: <input type="text"/>	
Voice Logs	Phone Pass: <input type="text"/>	
Operator Status		
Time Sheet		
 Activity <		
 Catalog <		<input type="button" value="SUBMIT"/>










DNC/DND CATALOGUING

Avyukta Intellicall      Admin ▾

 Hello, Admin1 Online


Dashboard Control panel Timeclock > Thursday October 29, 2015 8:03:34 AM

Search... 

-  Dashboard
-  Operator <
-  Activity <
-  Catalog <
-  Emails <
-  Reports

ADD NUMBERS TO THE DNC CATALOG

Catalog:	<input type="text" value="SYSTEM_INTERNAL - INTERNAL DNC CATALOG"/>
Phone Numbers: (one phone number per line only)	<div style="border: 1px solid #ccc; height: 150px;"></div>
<input type="button" value="SUBMIT"/>	



DISPOSITION POLICIES

Avyukta Intellicall



Admin ▾

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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:01:42 AM

Search...

[Show Activity](#) [Add A New Activity](#) [Copy Activity](#) [Real-Time Activity Summary](#)

Dashboard

Operator <

Activity ▾

My Activity

Disposition Policy

Pause Codes

Catalog <

Emails <

Reports

ACTIVITY CATALOG RECYCLE LISTINGS:

10 records per page

Search:

ACTIVITY ▲	NAME ⇅	CATALOG RECYCLES ⇅	MODIFY ⇅
1800Rem	1800 Remodel	NONE	
5001	AA5001	NONE	
Avyukta	AvyuktaTest	NONE	
IMHCamp	IMHCamp	NONE	
Inbound	InboundIVR	NONE	
IndiaCal	IndiaCall	NONE	
naresh	naresh	NONE	
Rehacamp	Rehacamp	NONE	
Test	Test23	NONE	
Test2	Test23	NONE	



REPORTS

Avyukta Intellicall
Admin

Hello, admin Online
Dashboard Control panel Timeclock > Thursday October 29, 2015 8:30:25 AM

Dates:

2015-10-13

to

2015-10-22

Activity:

-- ALL ACTIVITY --

- 1800Rem
- 5001
- Avyukta
- IMHCamp

Operator Groups:

-- ALL OPERATOR GROUPS --

- ADMIN
- AGENTS
- IMHManager
- REHAINFO

Operator:

-- ALL OPERATOR --

- 2252 - 2252
- 2563 - 2563
- 3001 - 3001
- 3002 - 3002

Shift:

ALL

Show %'s

Display as:

TEXT

Operator Performance Detail 2015-10-29 08:30:23

Time range: 2015-10-13 00:00:00 to 2015-10-22 23:59:59

CALL STATS BREAKDOWN: (Statistics related to handling of calls only) [\[DOWNLOAD\]](#)

OPERATOR NAME	ID	CURRENT OPERATOR GROUP	MOST RECENT OPERATOR GRP	CALLS	TIME	PAUSE	PAUSAVG	WAIT	WAITAVG	TALK
3001	3001	RVMGlobalSolutions	RVMGlobalSolutions	875	10:12:33	1:02:48	0:04	5:25:39	0:22	3:04:19
3002	3002	RVMGlobalSolutions	RVMGlobalSolutions	576	7:05:35	45:38	0:05	3:57:16	0:25	1:57:45

Avyukta Intellicall
Admin

Hello, admin Online
Dashboard Control panel Timeclock > Thursday October 29, 2015 8:25:28 AM

Dates:

2015-10-29

to

2015-10-29

Activity:

--ALL INGROUPS--

- AvyuktaTest - AvyuktaTest
- InboundIVR - InboundIVR
- VINDIN - VINDIN
- VNDIN - VNDIN

Display as:

TEXT

Show hourly results

Show disposition statuses

Ignore after-hours calls

[DOWNLOAD](#) | [MODIFY](#)

Inbound Daily Report 2015-10-29 08:25:26

Selected in-groups:

Time range 1 days: 2015-10-29 00:00:00 to 2015-10-29 23:59:59

SHIFT_DATE_TIME_RANGE	TOTAL CALLS OFFERED	TOTAL CALLS ANSWERED	TOTAL AGENTS ANSWERED	TOTAL CALLS ABANDONED	TOTAL ABANDON PERCENT	AVG ABANDON TIME	AVG ANSWER SPEED	AVG TALK TIME	TOTAL TALK TIME
2015-10-29 00:00:00 - 2015-10-29 23:59:59	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
WTD	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
MTD	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
QTD	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
TOTALS	0	0	1	0	0.00%	00:00	00:00	00:00	0:00:00

Run Time: 0 seconds



REAL TIME MONITORING AND CHARTS

Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:25:09 AM

Real-Time Report Choose Report Display Options RELOAD NOW MODIFY SUMMARY refresh: 0

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

DIAL LEVEL:	3,444	TRUNK SHORT/FILL:	0 / 0	FILTER:	NONE	TIME:	2015-10-29 08:25:30
DIALABLE LEADS:	65117	CALLS TODAY:	2	AVG AGENTS:	0.05	DIAL METHOD:	MANUAL
HOPPER (min/auto):	7556 / 0	DROPPED / ANSWERED:	2 / 1	DL DIFF:	0.00	STATUSES:	AA, N, DROP, NA, ADC, A, NEW
LEADS IN HOPPER:	3964	DROPPED PERCENT:	200.00%	DIFF:	0.00%	ORDER:	DOWN

NO LIVE CALLS WAITING NO AGENTS ON CALLS

Meelo, admin
Online

Dashboard Control panel

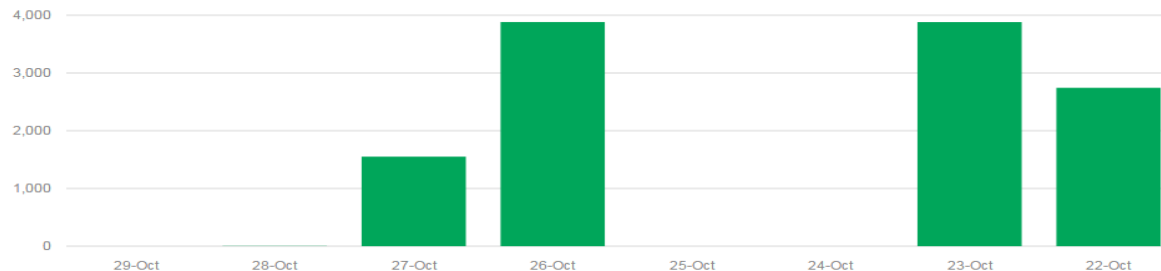
Timeclock > Thursday October 29, 2015 8:18:42 AM

Search...

1800Rem Basic Detail Disposition Policy Real-Time

Campaign ID	Campaign Name	Campaign Description
1800Rem	1800 Remodel	1800 Remodel
Campaign Change Date	Campaign Login Date	Campaign Call Date
2015-10-27 20:33:12	2015-10-28 10:22:55	2015-10-28 10:22:55

8 Day outbound call count for this campaign more summary stats... November-October



- Dashboard
- Operator <
- Activity >
 - My Activity
 - Statuses
 - HotKeys
 - Disposition Policy
 - Auto-Alt Dial
 - List Mix
 - Pause Codes
 - Presets
 - AC-CID
- Catalog <
- Emails <
- Scripts <

