Dashboard Section

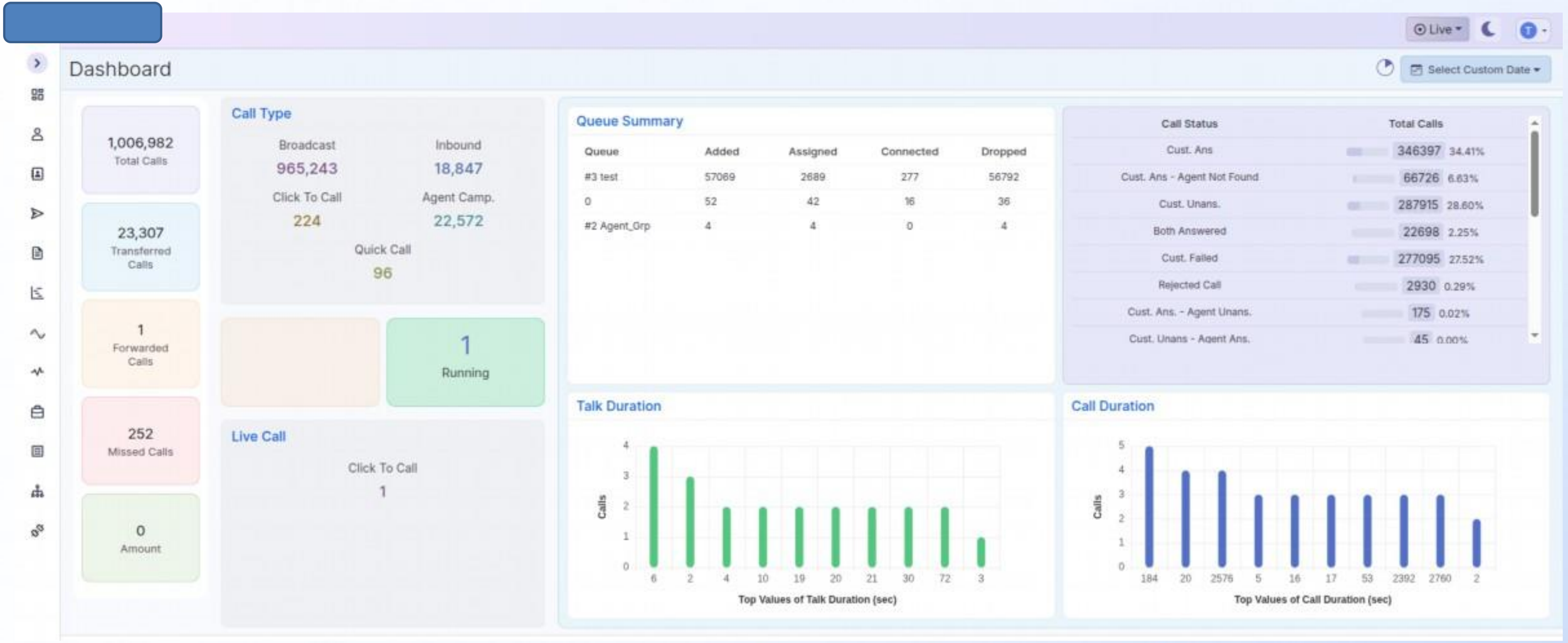
Hashmi infonet User Guide

Mumbai, India

info@hashmitelecom.in

+91-8097064186

Hashmi Dashboard



Hashmi Dashboard - Home Screen

The Dashboard gives a real-time overview of all call activities, agent performance, and campaign status in one place.

Key Segments:

Total Calls & Call Summary - Quick snapshot of total, transferred, forwarded, running, and missed calls.
Call Type - Distribution of inbound, click-to-call, quick calls, broadcasts, and agent campaigns.
Live Call - Ongoing inbound calls being handled in real-time.
Queue Summary - Status of calls in different queues (added, assigned, connected, dropped).
Call Status - Categorization of calls such as answered, unanswered, rejected, hang-ups, and busy calls.
Disposition - Purpose/label assigned to calls for future reference and context.
Talk Duration - Graphical view of talk time trends during calls.
Call Duration - Analysis of overall call length distribution.
Campaign View (Drop-down) - Insights into business numbers, campaign performance, and keypress-based call interactions.

Call Summary



The Call Summary panel provides a quick snapshot of overall call activity on the dashboard. It highlights the volume and status of different types of calls in real time.

Key Indicators:

Total Calls - Total number of calls made or received.

Transferred Calls - Calls redirected from one agent to another.

Forwarded Calls - Calls forwarded outside the system.

Running Calls - Ongoing active calls at the moment.

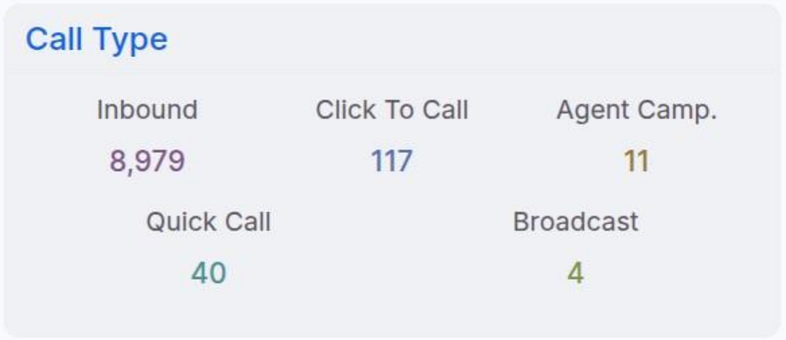
Missed Calls - Calls that were not answered.

Amount - Displays account balance for call-related usage.

Benefit:

Enables users to monitor call flow and performance at a glance, ensuring faster tracking and quicker decision-making.

Call Type



The Call Type panel displays a breakdown of calls by category, helping users understand the nature of call traffic.

Key Fields:

Inbound - Total incoming calls received by the contact center.

Click to Call - Calls initiated by agents using the click-to-call feature.

Agent Campaign - Calls generated as part of active campaigns.

Quick Call - Immediate calls made directly by agents without being part of a campaign.

Broadcast - Mass call broadcasts sent to multiple users at once.

Benefit:

Provides a clear picture of how calls are being generated and handled, making it easier to analyze call distribution and agent activity.

Live Call



The Live Calls panel displays the total number of active calls happening in real time, giving supervisors instant visibility into ongoing operations.

Key Fields:

Inbound - Shows the count of ongoing inbound calls currently being handled by agents.

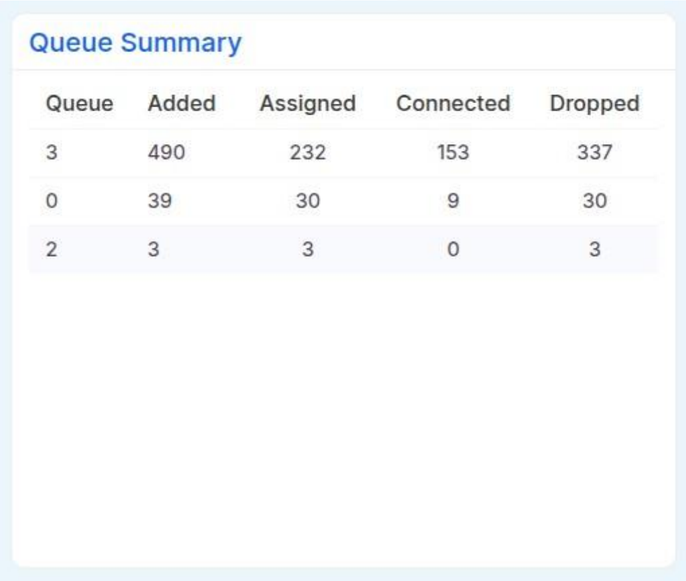
Benefit:

Provides a quick snapshot of live activity, helping managers monitor workloads, identify peak call times, and ensure agents are effectively engaged with customers.

Disposition



Queue Summary



Queue Summary

Queue	Added	Assigned	Connected	Dropped
3	490	232	153	337
0	39	30	9	30
2	3	3	0	3

The Queue Summary panel provides a detailed view of call distribution across different queues, helping managers track call handling efficiency.

Key Fields:

Queue - Identifies the specific queue or agent group.

Added - Total number of calls added to the queue.

Assigned - Number of calls assigned to available agents.

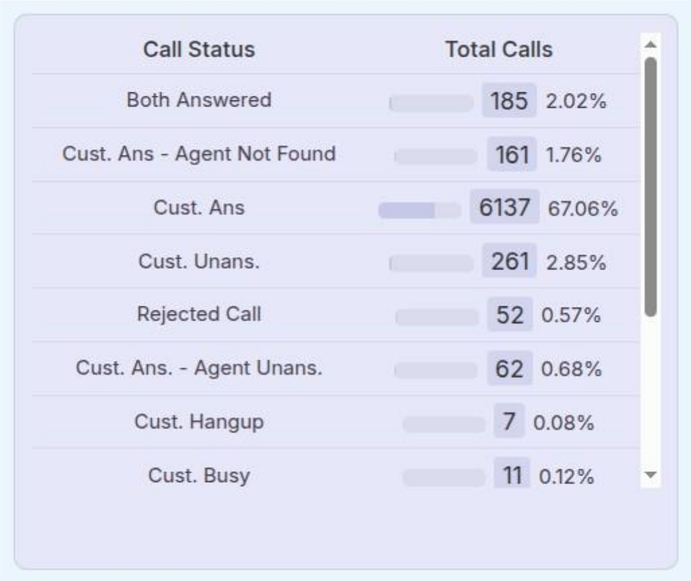
Connected - Number of calls successfully connected to agents.

Dropped - Number of calls disconnected before being answered.

Benefit:

Enables supervisors to monitor queue performance, identify bottlenecks, and optimize resource allocation to reduce call drops and improve response times.

Call Status



Call Status	Total Calls	
Both Answered	185	2.02%
Cust. Ans - Agent Not Found	161	1.76%
Cust. Ans	6137	67.06%
Cust. Unans.	261	2.85%
Rejected Call	52	0.57%
Cust. Ans. - Agent Unans.	62	0.68%
Cust. Hangup	7	0.08%
Cust. Busy	11	0.12%

The Call Status panel provides a detailed breakdown of call outcomes, helping track how calls were handled by both customers and agents.

Key Fields:

Both Answered - Calls successfully connected between customer and agent.

Customer Answered - Agent Not Found - Customer picked up, but no agent was available.

Customer Answered - Calls answered directly by customers.

Customer Unanswered - Calls that customers did not pick up.

Rejected Call - Calls explicitly declined by the recipient.

Customer Answered - Agent Unanswered - Customer answered, but agent did not respond.

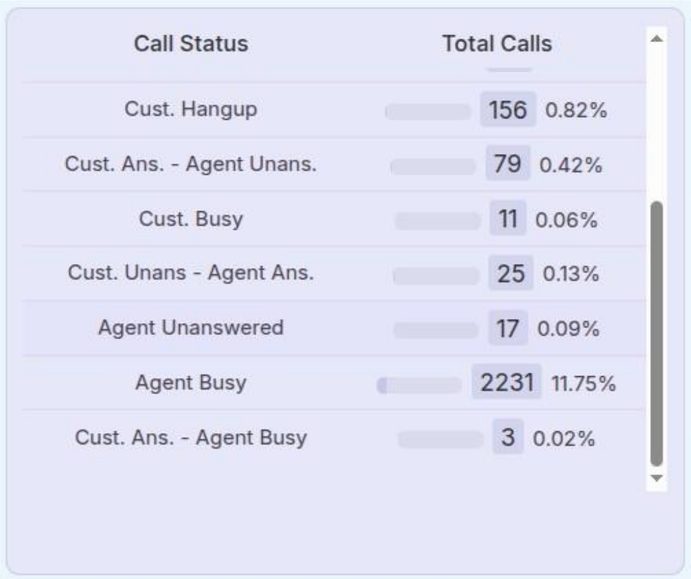
Customer Hangup - Calls where the customer disconnected.

Customer Busy - Calls that reached a busy customer line.

Customer Unanswered - Agent Answered - Customer didn’t pick up, but agent initiated the call.

Agent Unanswered - Calls not answered by the agent.

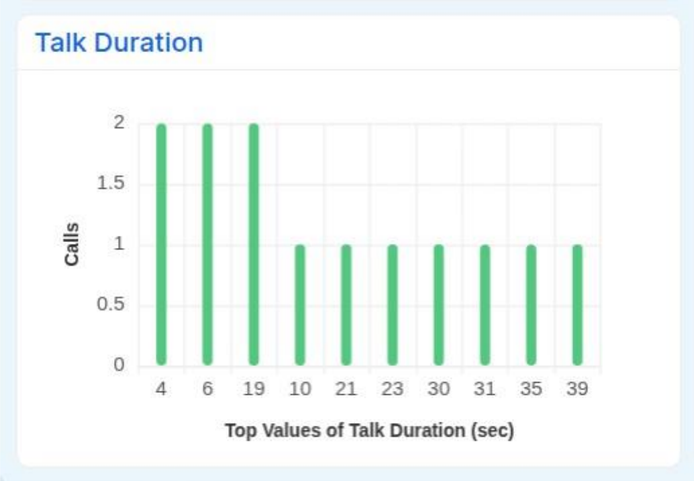
Call Status



Call Status	Total Calls	
Cust. Hangup	156	0.82%
Cust. Ans. - Agent Unans.	79	0.42%
Cust. Busy	11	0.06%
Cust. Unans - Agent Ans.	25	0.13%
Agent Unanswered	17	0.09%
Agent Busy	2231	11.75%
Cust. Ans. - Agent Busy	3	0.02%

Agent Busy - Calls that reached an agent who was busy.
Customer Answered - Agent Busy - Customer picked up, but the assigned agent was occupied.
Benefit:
Offers precise visibility into call handling patterns, making it easier to identify bottlenecks (e.g., agent availability issues, busy lines) and improve response efficiency.

Talk Duration



The Talk Duration panel shows the time agents spend talking with customers, helping track efficiency and workload distribution.

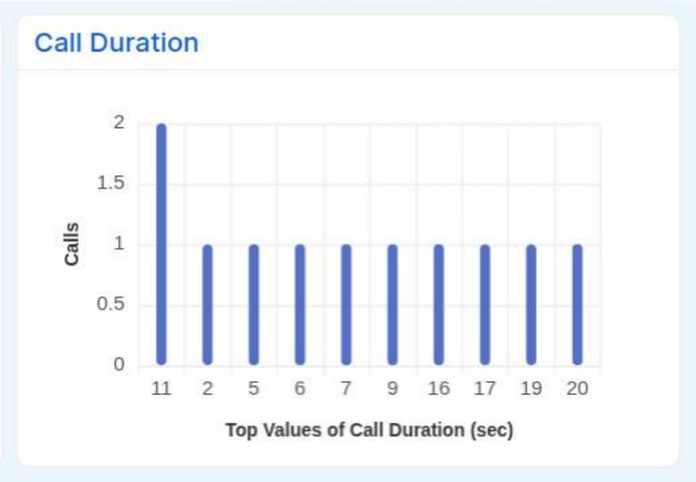
Key Details:

- Displays average talk time across all calls.
- Shows total talk duration handled by agents.
- Highlights trends and variations in talk time for better analysis.

Benefit:

Helps managers measure agent productivity and ensures calls are handled within optimal timeframes, improving both efficiency and customer experience.

Call Duration



The Call Duration panel provides insights into the overall length of calls, including talk time and other connected durations.

Key Details:

- Displays the average duration of calls handled.
- Tracks the longest and shortest calls within the selected period.
- Highlights overall time spent per call, beyond just talk time.

Benefit:

Helps analyze call handling efficiency, spot unusually long or short calls, and optimize resource allocation for smoother operations.

Business Numbers



The Business Number panel displays the contact number used for customer interactions along with the total call volume associated with it.

Key Fields:

Business Number - The registered number through which customers connect with the contact center.

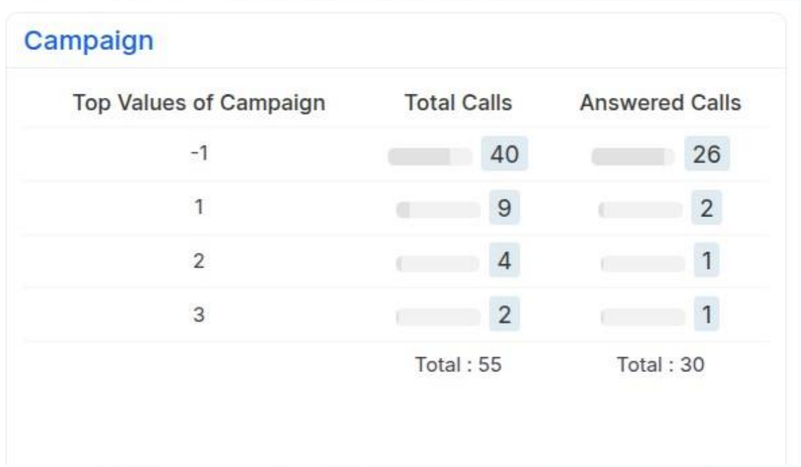
Total Calls - Total number of calls received or made using the business number within the selected timeframe.

Percentage Share - Shows the contribution of that number to the overall call traffic.

Benefit:

Helps businesses monitor call activity on specific numbers, ensuring better tracking of performance, campaign effectiveness, and customer reach.

Campaign



The Campaign panel provides an overview of active campaigns and their call performance, allowing managers to track engagement levels.

Key Fields:

Campaign Value - Identifies the campaign or menu option selected by the caller.

Total Calls - Number of calls received for each campaign.

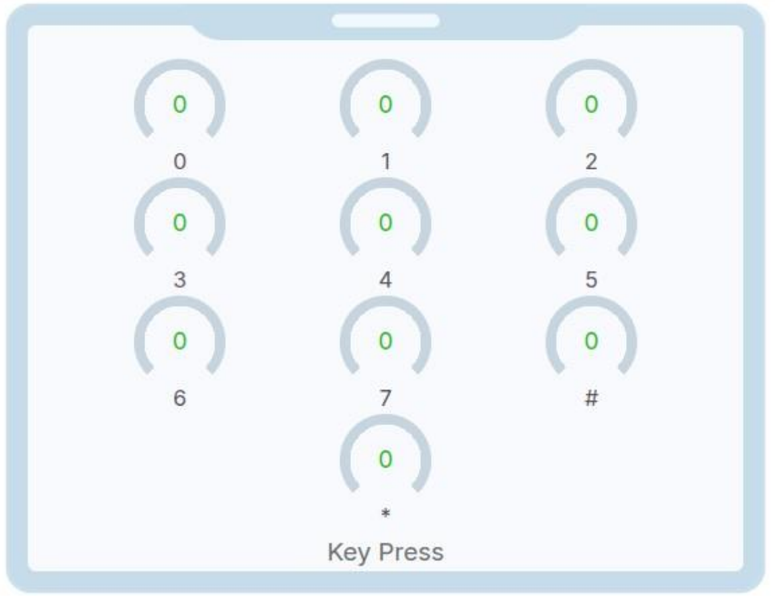
Answered Calls - Number of calls successfully answered within the campaign.

Summary - Displays the total campaign calls along with the count of answered ones.

Benefit:

Gives a clear picture of how campaigns are performing, helps identify which campaigns drive higher customer engagement, and supports data-driven decision-making for future campaign strategies.

Key Press



The Key Press panel captures customer input during IVR interactions, showing which keypad options were selected. This helps in analyzing caller preferences and navigation patterns.

Key Fields:

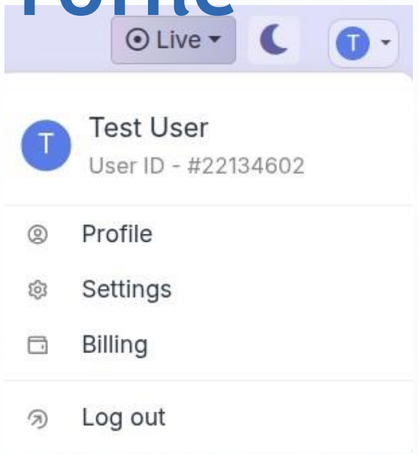
*Digits (0–9, , #) – Represents the keys pressed by callers during the IVR menu.

Count - Number of times each key was pressed, indicating caller selections.

Benefit:

Provides insights into how customers interact with the IVR system, helps optimize menu design, and ensures that frequently chosen options are easy to access, improving the overall customer experience.

Hashmi infonet Dashboard - User Profile



The Profile Section provides quick access to essential account and system options from the top-right corner of the Dashboard.

Key Options:

User Name & User ID - Displays your account name and unique ID for identification.

Profile - View and update personal information.

Settings - Manage preferences for notifications, dashboard layout, and other system options.

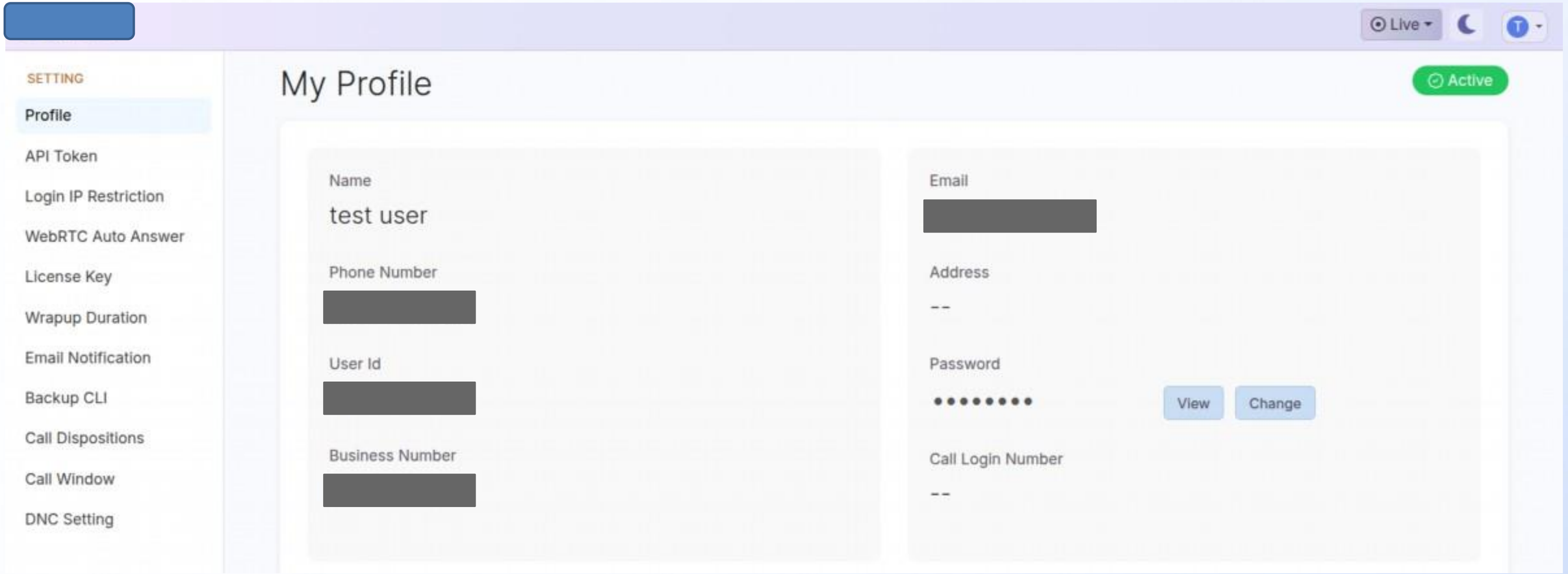
Billing - New! Access billing details, invoices, and subscription information.

Logout - Securely sign out from the Dashboard.

What's New:

- Billing section added for easy access to subscription and invoice information.
- Simplified dropdown layout for faster access and cleaner design.

User Profile Section



User Profile Section

The My Profile section allows users to view and manage their personal account details.

Purpose:

- Quickly check personal and business account information.
- Update password securely using the View/Change option.
- Reference your User ID and Business Number for support or system interactions.

What’ s New / Improvements:

- Cleaner layout for easier readability.
- All key personal and account information consolidated in one place.

Settings - API Token



Settings - API Token

The API Token section allows users to view and manage tokens for secure system integration and API access.

Key Elements:

Contact List Token - Displays the current token for accessing the contact list.

Example - uuBR5RsvzRiFenyxjMFT

Reset - Generate a new token if required.

API Token - Shows the token used for general API integrations.

Example - CSPmCKBE31Sex3o00b3G

Reset - Generate a new token if required.

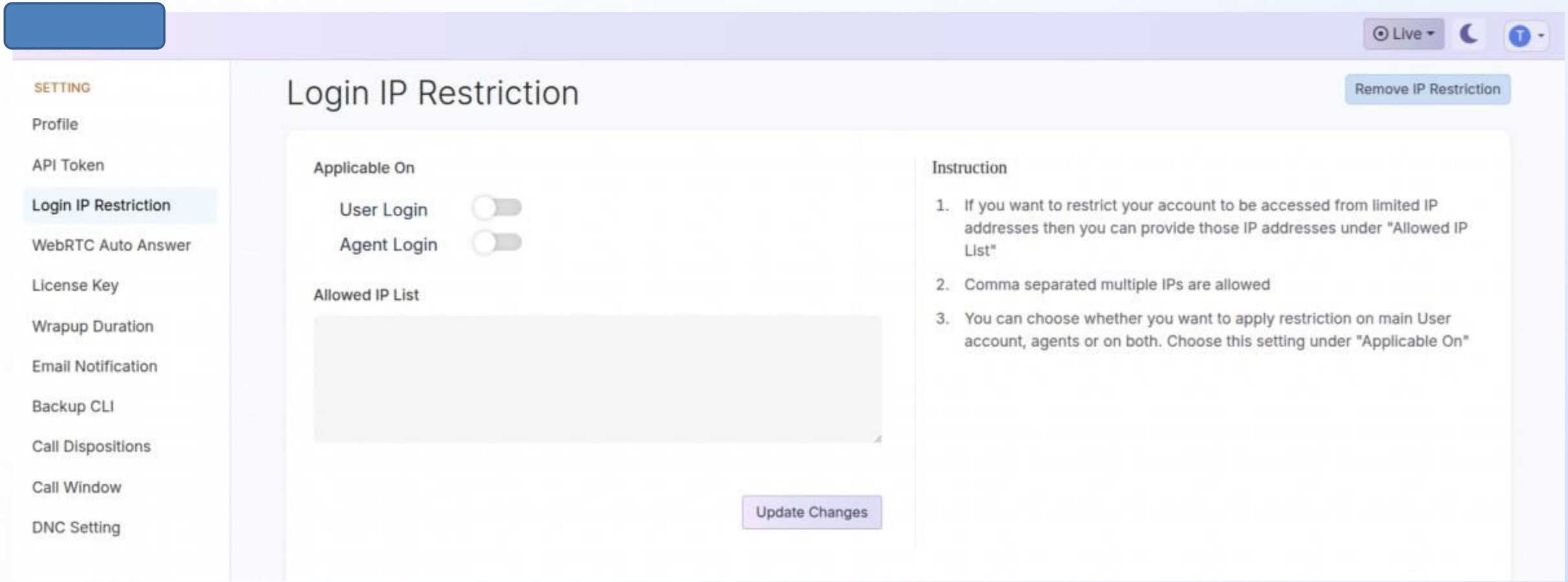
Purpose:

- Provides secure access to Dashboard data via API.
- Allows users to refresh tokens to maintain security.

What' s New / Improvements:

- Clear separation between Contact List Token and API Token.
- Simple Reset option for generating new tokens without admin support.

Settings - Login IP Restriction



Settings - Login IP Restriction

The Login IP Restriction feature allows users to secure their account by limiting access to specific IP addresses.

Key Elements:

Remove IP Restriction - Disable any previously applied IP restrictions.

Applicable On - Choose where the restriction applies:

User Login - Main user account

Agent Login - Agent accounts

Allowed IP List - Enter the IP addresses allowed to access the account.

Multiple IPs can be added, separated by commas.

Instruction / How to Use:

- Enter the allowed IP addresses in the Allowed IP List field.
- Select whether restriction should apply to User Login, Agent Login, or both under Applicable On.
- Save settings to enforce restrictions.

Purpose / Benefits:

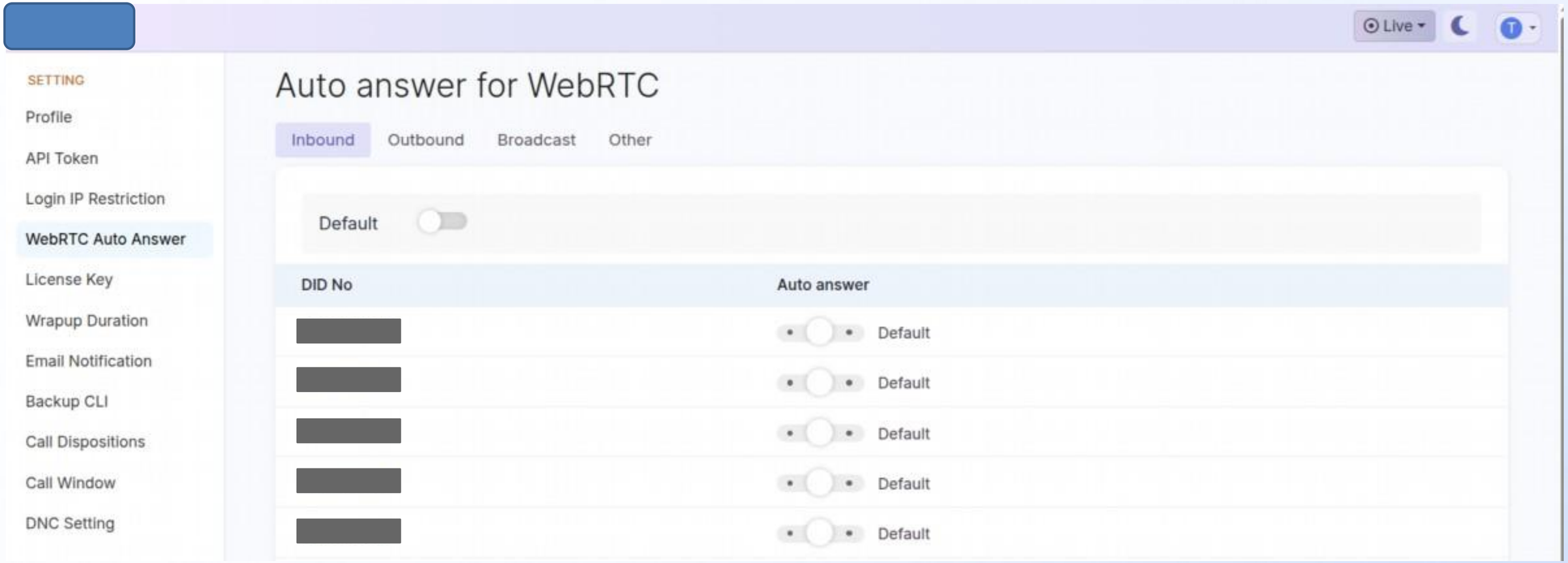
Enhances account security by restricting access to known IPs.

Provides flexibility to apply restrictions on user accounts, agent accounts, or both.

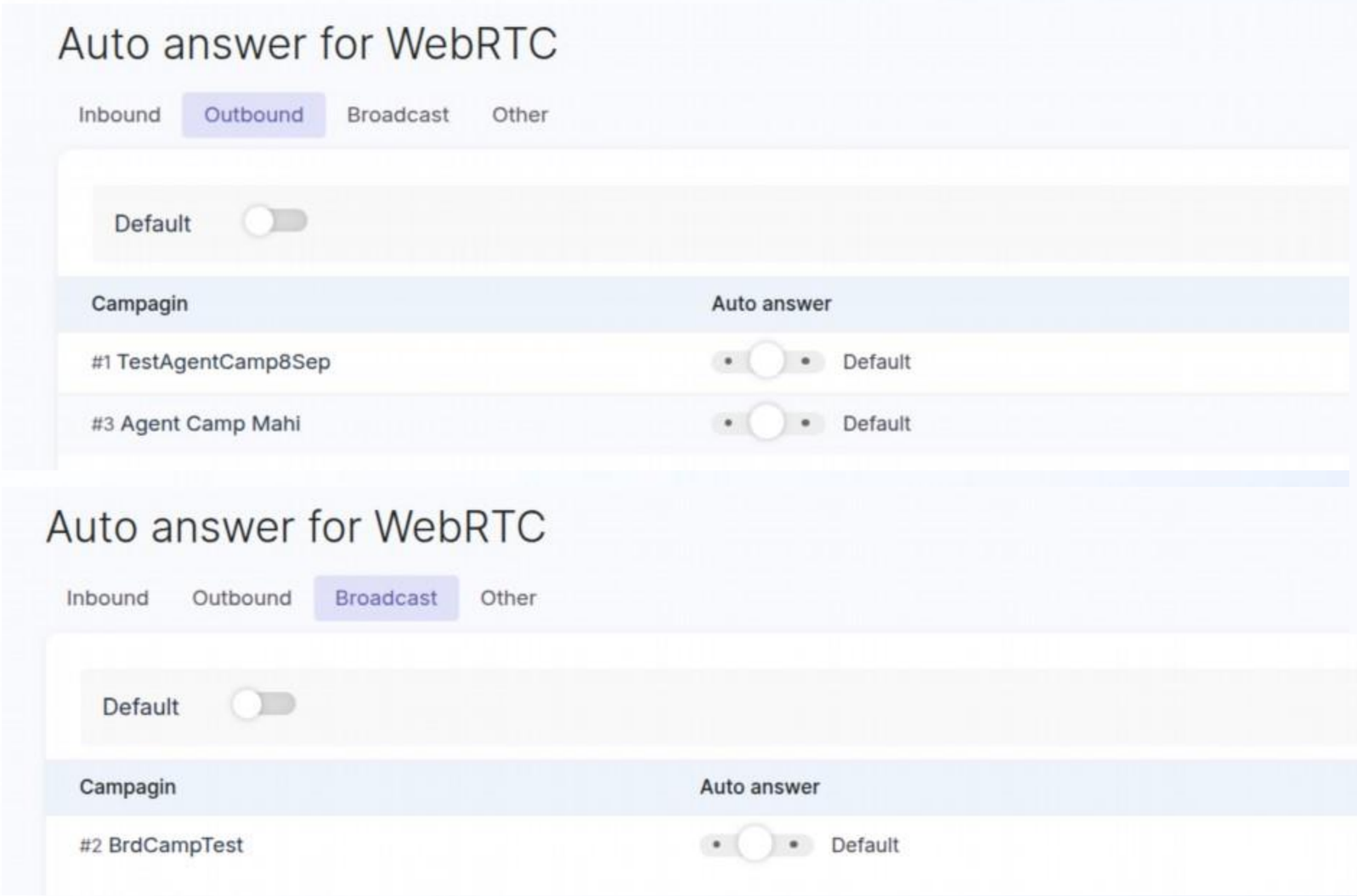
What' s New / Improvements:

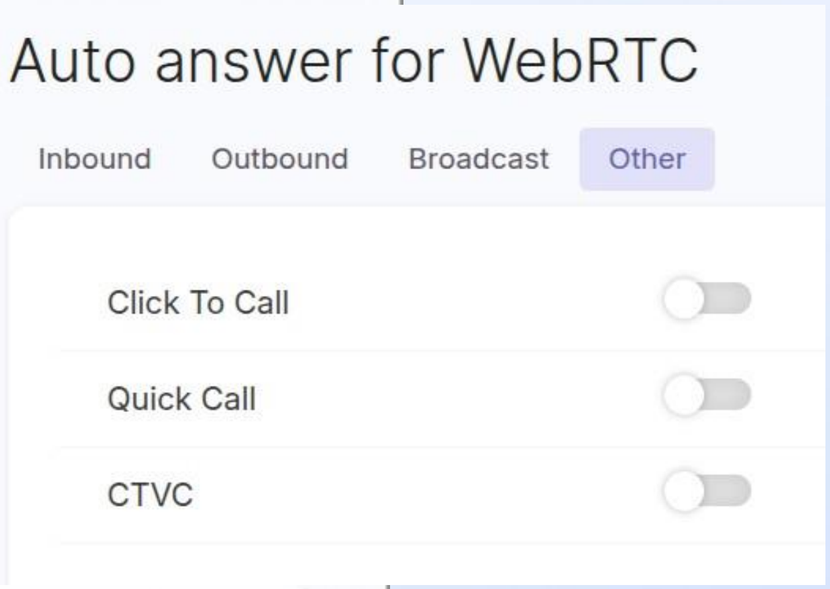
- Consolidated IP restriction settings in a single, easy-to-use interface.
- Clear instructions for multiple IPs and scope selection.

Settings - WebRTC Auto Answer



Settings - WebRTC Auto Answer





Settings - WebRTC Auto Answer

DeepCall Dashboard - WebRTC Auto Answer (Inbound)

The Inbound Auto Answer setting enables automatic answering of incoming calls through WebRTC for selected DID numbers.

How It Works:

- Swipe Left -> Auto Answer Disabled
- Swipe Right -> Auto Answer Enabled

DID Numbers & Auto Answer Setting:

075571xxxxx -> Default

075571xxxxx -> Default

Purpose:

- Ensures faster connection of inbound calls without manual intervention.
- Ideal for queues or campaigns where quick response is critical.

What’ s New/Improvements:

- Simply toggle (swipe) to enable or disable auto-answer.
- DID-level configuration for inbound calls.
- Cleaner layout with consistent “Default” setting.

Settings - WebRTC Auto Answer

DeepCall Dashboard - WebRTC Auto Answer (Outbound)

The Outbound Auto Answer setting allows automatic answering of outgoing calls made via WebRTC for selected campaigns.

How It Works:

- Swipe Left → Auto Answer Disabled
- Swipe Right → Auto Answer Enabled

Campaigns & Auto Answer Setting:

- #1 testAgentCamp8Sep → Default
- #3 agent camp mahi → Default

Purpose:

- Reduces manual call acceptance for outbound campaigns.
- Ensures faster connections and smoother handling of bulk or time-sensitive outbound calls.

What' s New/Improvements:

- Campaign-level configuration for outbound auto-answer.
- Simple swipe toggle to enable/disable.
- Consistent Default setting for easy management.

Settings - WebRTC Auto Answer

Hashmi Dashboard - WebRTC Auto Answer (Broadcast)

The Broadcast Auto Answer setting enables automatic answering of calls within broadcast campaigns via WebRTC.

How It Works:

- Swipe Left → Auto Answer Disabled
- Swipe Right → Auto Answer Enabled

Campaign & Auto Answer Setting:

#2 brdCampTest → Default

Purpose:

- Ensures broadcast campaign calls are connected instantly without manual intervention.
- Improves efficiency in handling large-scale broadcast campaigns.

What' s New/Improvements:

- Broadcast-specific configuration for auto-answer.
- Simple swipe toggle for quick enable/disable.
- Streamlined Default setting for easy management.

Settings - WebRTC Auto Answer

Hashmi Dashboard - WebRTC Auto Answer (Other)

The Other Auto Answer setting applies automatic answering to additional call categories such as Click to Call, Quick Call, and CTVC.

How It Works:

- Left Side → Auto Answer Disabled
- Swipe Right → Auto Answer Enabled

Applicable Call Types:

- Click to Call – Auto-answer for click-to-call sessions.
- Quick Call – Auto-answer for quick dial calls.
- CTVC – Auto-answer for CTVC (Click-to-Video Call) or similar special call flows.

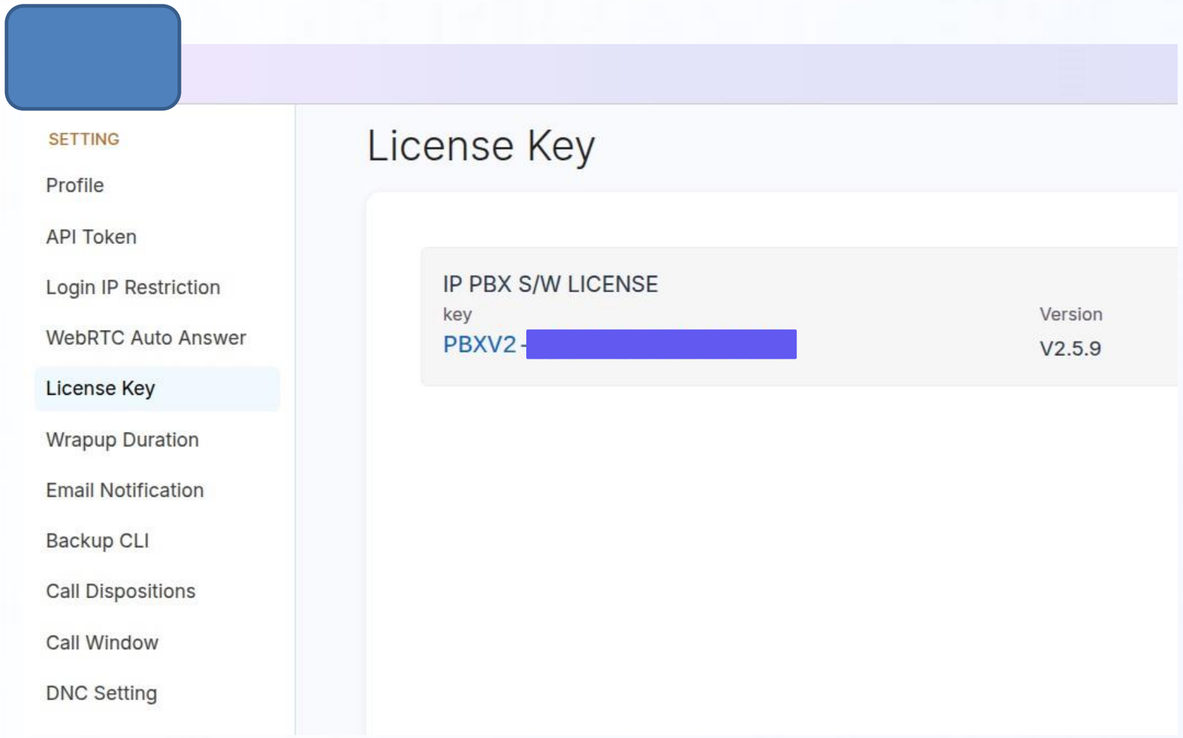
Purpose:

- Provides flexibility to extend auto-answer to non-standard call types.
- Reduces manual effort and improves response times across varied scenarios.

What' s New/Improvements:

- Separate control for Click to Call, Quick Call, and CTVC.
- Simple swipe toggle for enabling/disabling each option.
- Unified management under the Other category for better clarity.

Settings - License Key



The License Key section provides details of the active IP PBX software license used in the system.

Key Information Displayed:

License Key: PBXV2-XXXXX-XXXXX-XXXXX

License Type: IP PBX S/W LICENSE

Version: V2.5.9

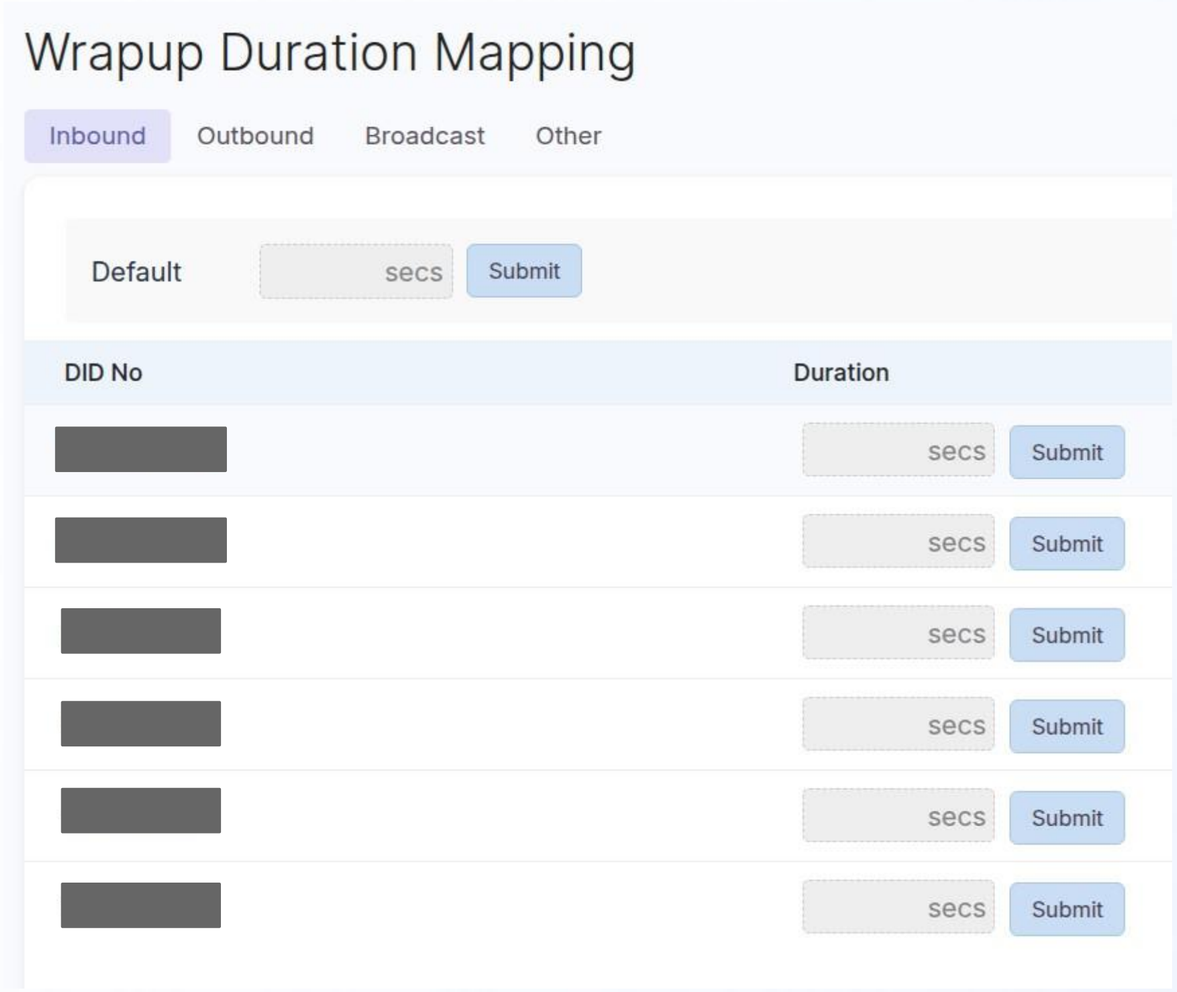
Purpose:

- Displays the current active license for system validation.
- Helps admins verify the license version and key details for compliance and troubleshooting.

What' s New/Improvements:

- License information displayed in a clear, accessible format.
- Ensures transparency for version tracking and license management.

Settings - Wrapup Duration Mapping



The Wrapup Duration Mapping section allows users to set a specific wrap-up time for agents after each call. Wrap-up duration helps agents complete post-call tasks before receiving the next call.

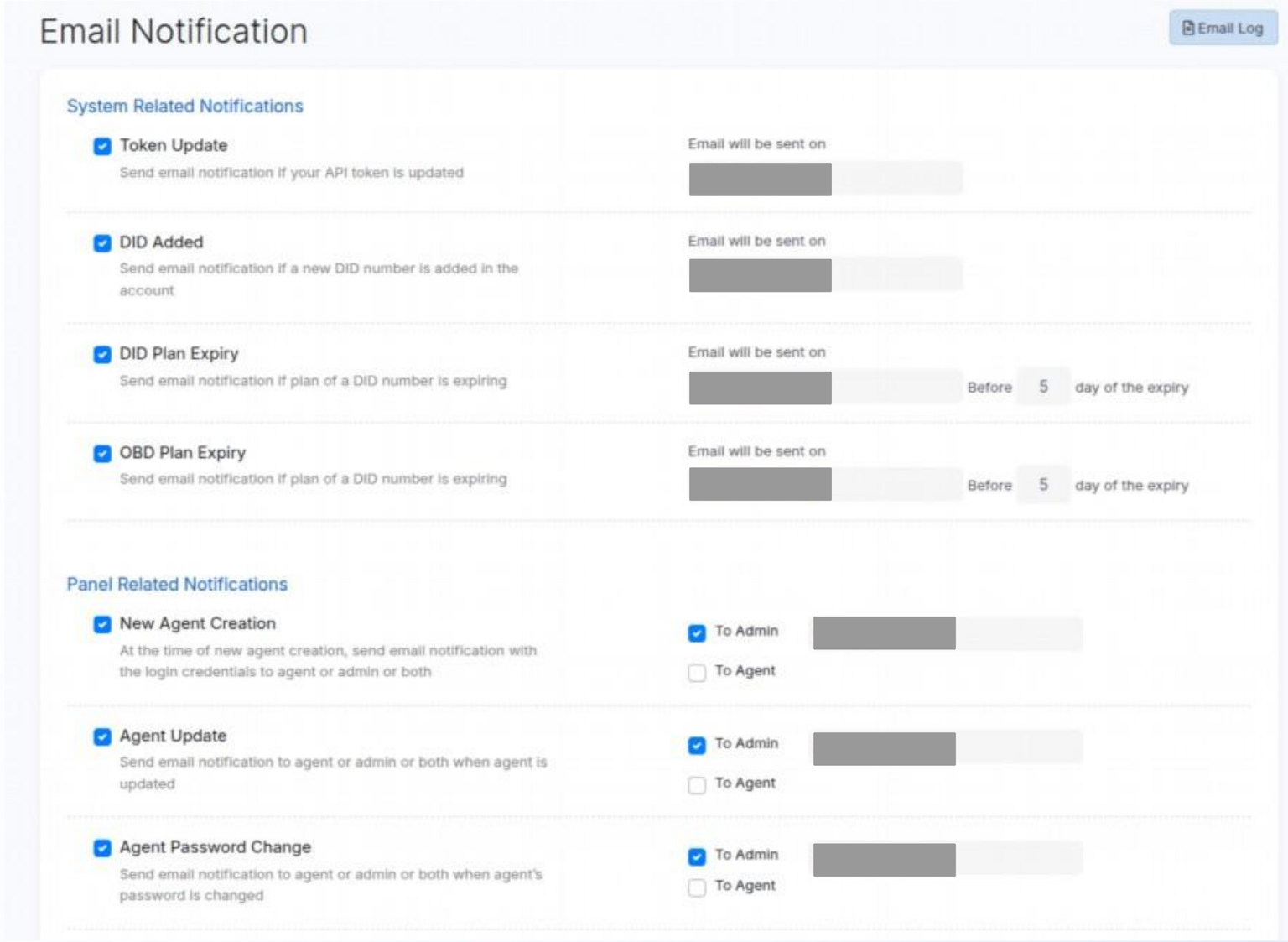
Tabs Explained:

- Inbound - Configure wrap-up duration for inbound call flows.
- Outbound - Set wrap-up timing for outbound calling activities.
- Broadcast - Assign wrap-up duration for broadcast campaigns.
- Other - Manage wrap-up timing for remaining call types like Click To Call, Quick Call, and CTVC.

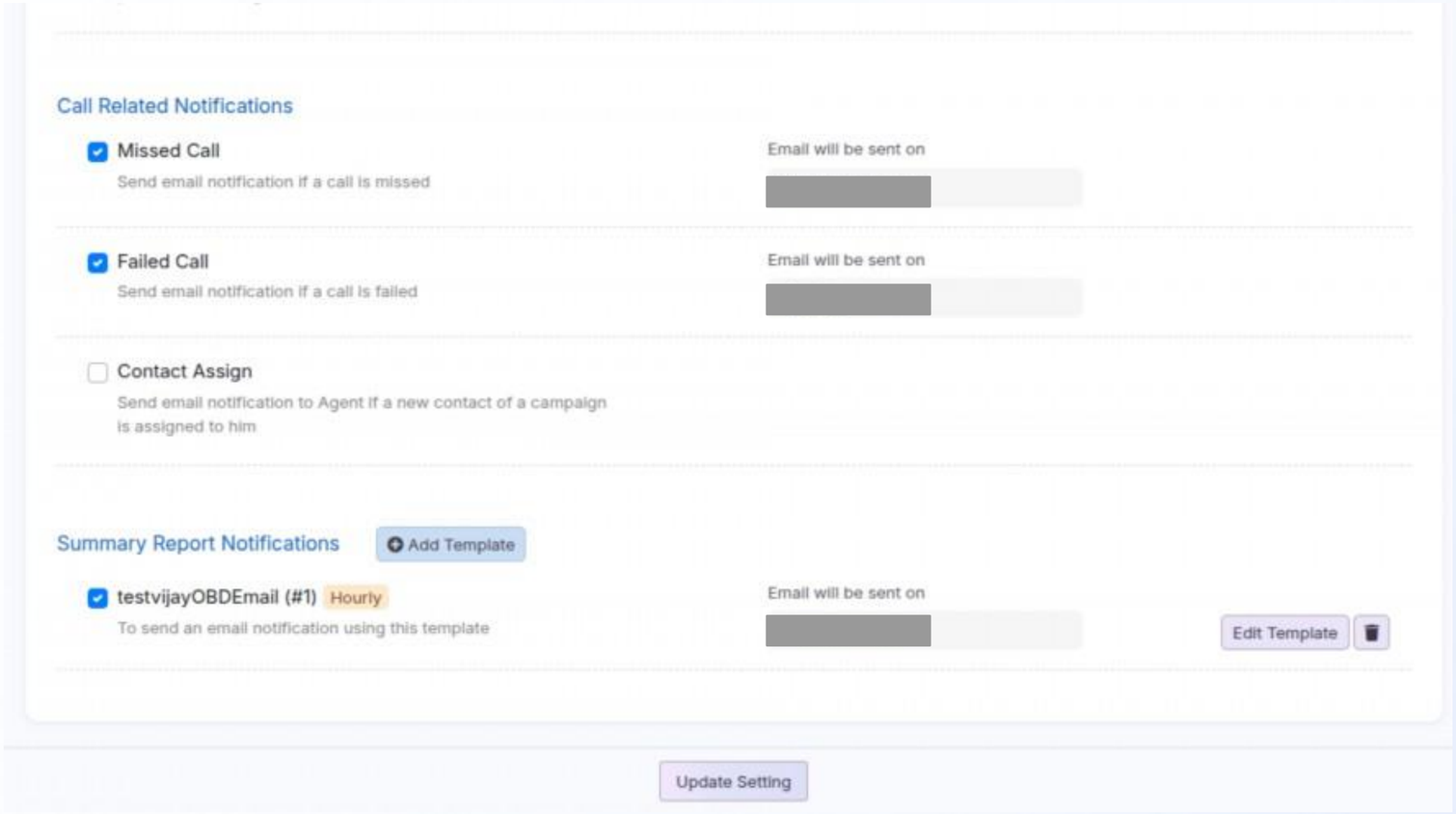
Default Duration:

- A general wrap-up time (in seconds) can be set for all business numbers under the selected call type.
- After entering the duration, click Submit to apply it as the system-wide default.

Settings - Email Notification



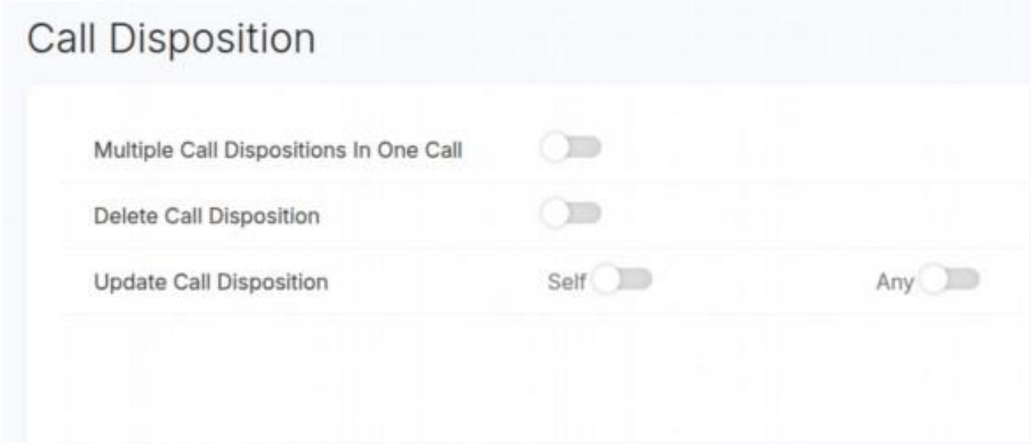
Settings - Email Notification



In Email Notification, select what type of notifications you need and on what email ID. You are free to choose different email IDs for different types of notifications.

Various types of Email Notifications are as follows- System Related Notifications, Panel Related Notifications, Call Related Notifications, and Summary Report Notifications.

Settings - Call Disposition



The Call Disposition setting allows users to manage how call outcomes are categorized and updated.

Key Options:

- **Multiple Call Dispositions in One Call -** Enable/disable the ability to add more than one disposition for a single call.
- **Delete Call Disposition -** Option to remove an assigned disposition from a call.
- **Update Call Disposition -**
- **Self (Right Toggle):** Agents can update their own call dispositions.
- **Any (Right Toggle):** Dispositions can be updated by any user with permission.

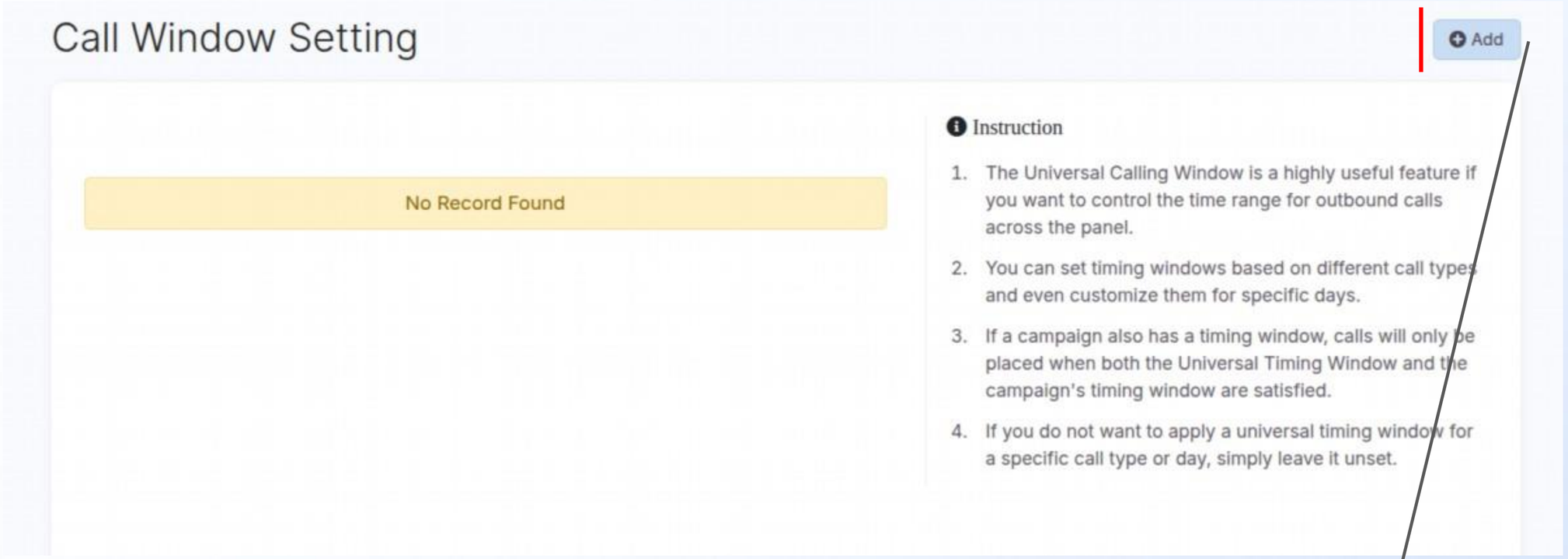
Purpose:

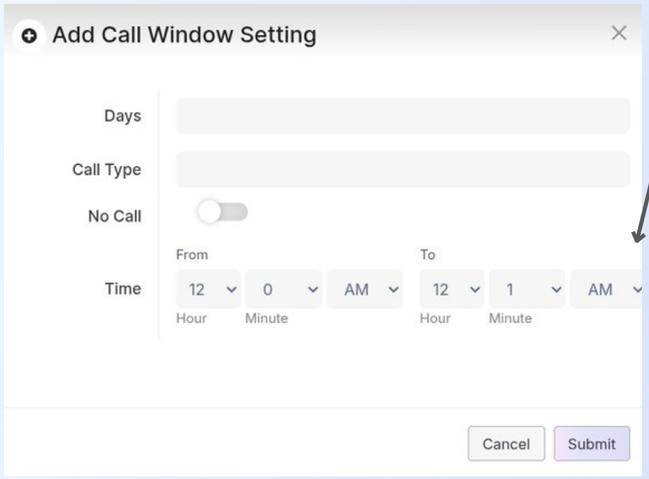
- Provides flexibility in managing call outcomes.
- Ensures better accuracy in call tracking and reporting.

What' s New/Improvements:

- Support for multiple dispositions in one call.
- Simple toggles for enabling/disabling delete and update options.
- Separate control for Self vs. Any updates for more granular access.

Settings - Call Window





Settings - Call Window

The Call Window setting allows users to define time ranges during which outbound calls can be placed.

Instruction:

- The Universal Calling Window controls outbound call timings across the entire panel.
- Call windows can be set for specific days and call types.
- If a campaign also has its own timing window, calls will only be placed when both the Universal Call Window and the campaign's window are satisfied.
- If no timing window is required for a particular call type or day, simply leave it unset.

  Key Options (Add Call Window Setting):

  Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday.

  Call Type: Agent Campaign, Pool, Quick Call, Broadcast, Click To Call.

  Time: Define start and end times (hours/minutes, AM/PM)

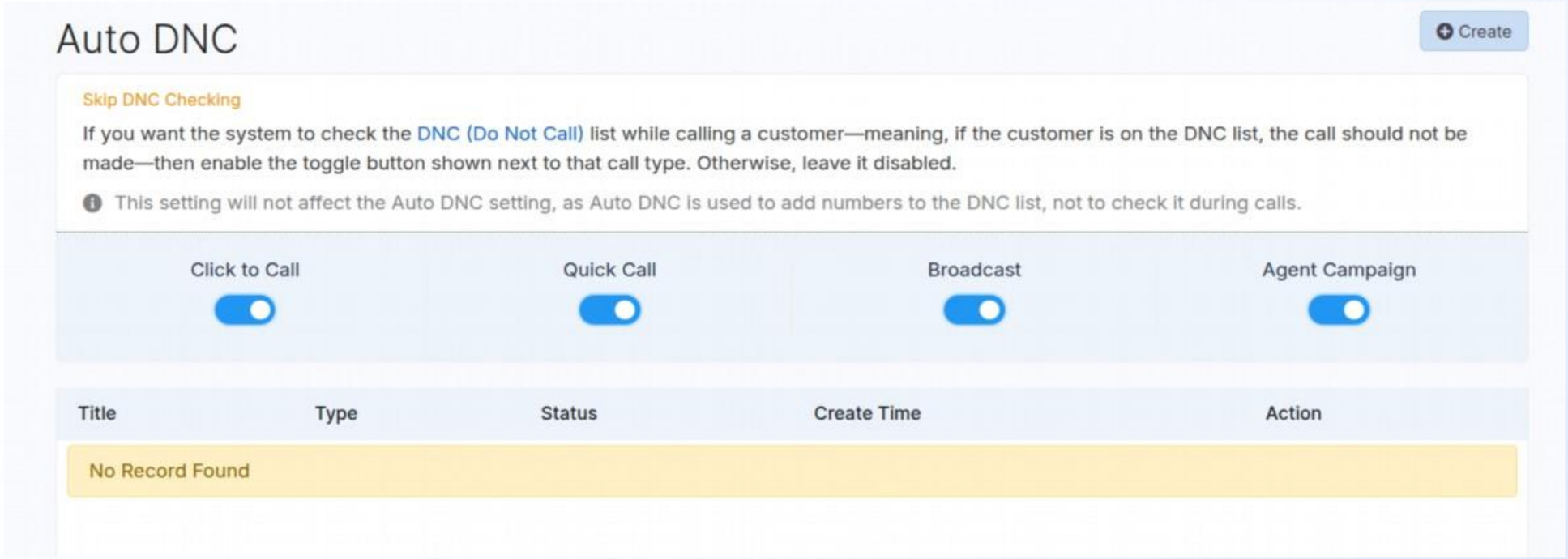
  No Call: Option to block calls during the selected time frame

Purpose:

- Ensures calls are placed only during allowed time slots.
- Helps maintain compliance with business rules and customer preferences.
- Provides flexibility with day-wise and call type-specific controls.

  What' s New/Improvements:
- Unified Universal Call Window for managing outbound timing across the system.
- Customizable per day and call type.
- Easy "No Call" option for restricted hours.

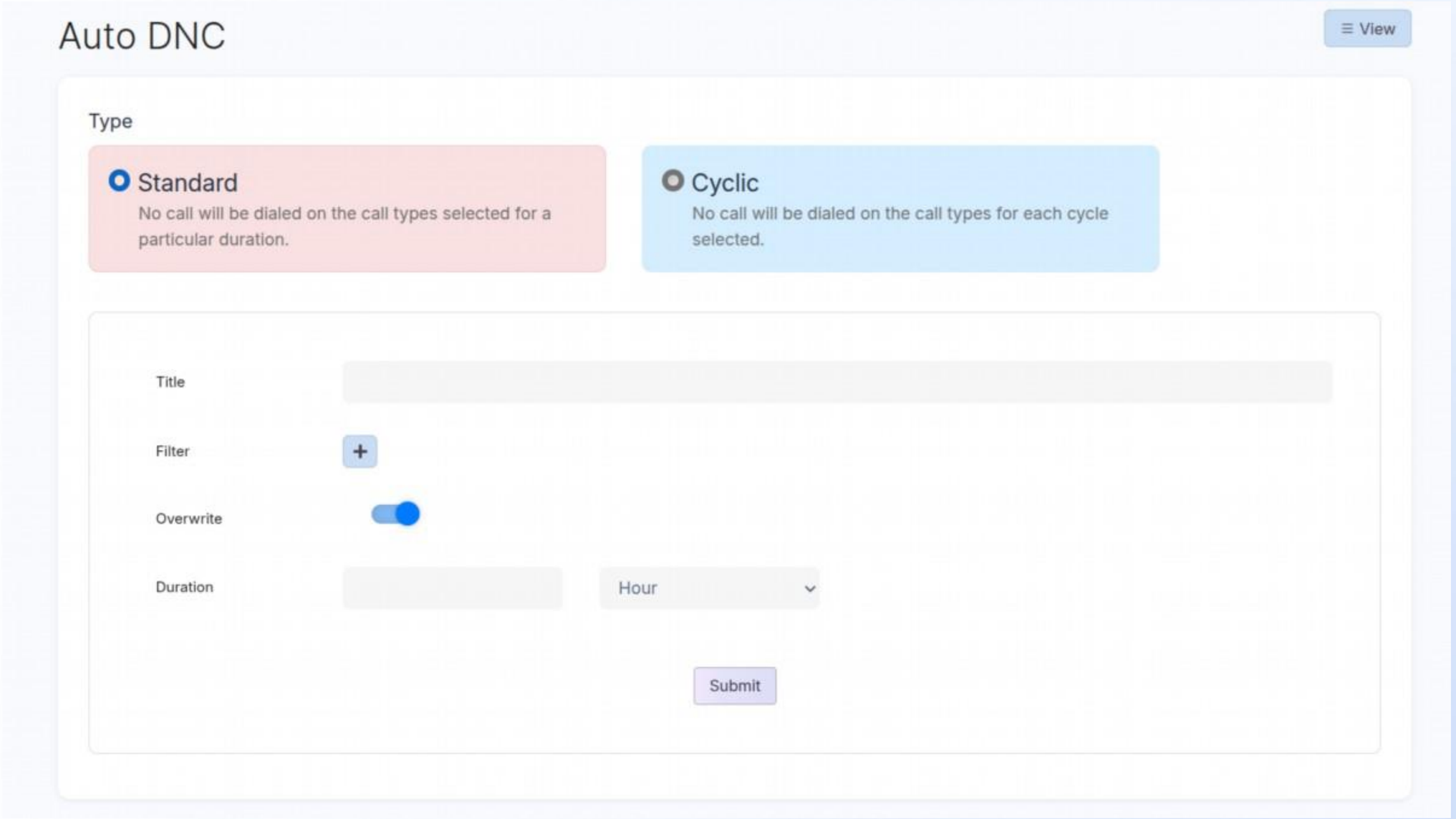
Settings - Auto DNC



The Auto DNC (Do Not Call) feature automatically blocks calls to specific numbers based on predefined conditions. This helps you:
Comply with regulations by preventing repeated calls to the same customer.

- Improve efficiency by avoiding unproductive calls.
- Enhance customer experience by respecting their contact preferences.
  Auto DNC functions by temporarily restricting numbers from being called for a specific period (Standard Auto DNC) or on a recurring cycle (Cyclic Auto DNC).

Settings - Auto DNC - Create - Standard



Settings - Auto DNC - Create - Standard

Setting Up Standard Auto DNC

Standard Auto DNC prevents calls to a number for a specific duration after certain conditions are met.

Step 1: Create a New Standard Auto DNC Setting and set Title.

- Go to the Standard Auto DNC tab, it will show various fields.
- Enter a descriptive title for this setting.

Step 2: Set up filters.

Create conditions that determine when a number should be restricted:

- Select a filter type (Call Type, Call Status, etc.)
- Choose an operator (is, is not, etc.)
- Select or enter values(Inbound, Omit, etc.)
- Click on the Apply button, then the filter will be added.
- Click on the Add(+) icon to add more filters.
- Click on the Close(x) icon to remove the filter if you don’t require it.
- Add additional filters as needed (all conditions must be met for the restriction to apply)

Note - For Node Id - you can enter the value in numerics starting with #.

Step 3: Overwrite Toggle.

The Overwrite option determines how records are updated based on the restriction date:

Settings - Auto DNC - Create - Standard

When Overwrite is Enabled (1):

- The record is always updated, regardless of whether the restriction date is in the past or future.

When Overwrite is Disabled (0):

- The record is updated only if:
- The restriction date is in the past, or
- The restriction date is not set.
- If the restriction date is in the future, the record remains unchanged.

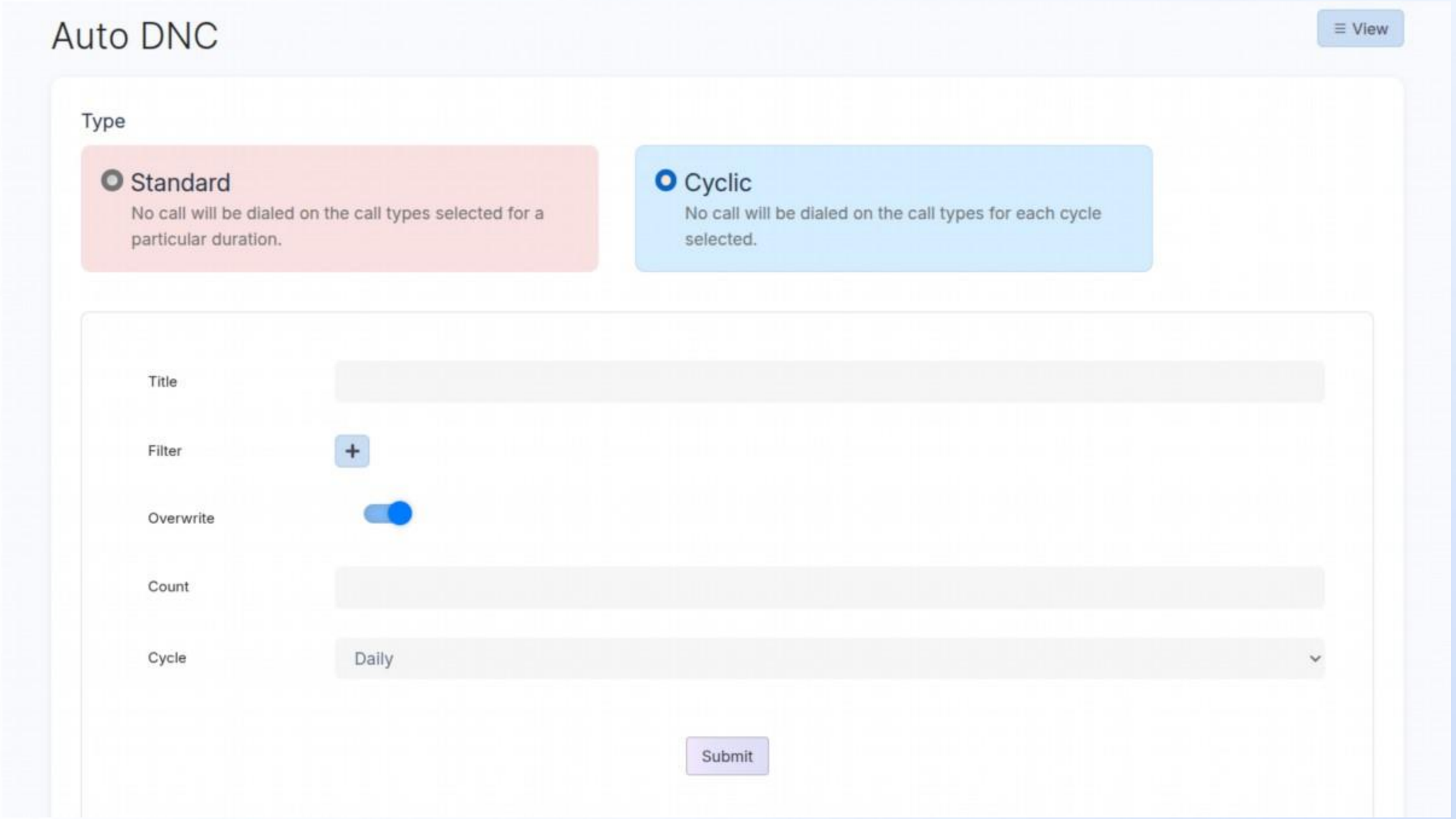
Step 4: Configure Duration.

- Set how long the number should be restricted
  - Enter a number value
  - Select the unit from the drop-down: Hour, Min, or Sec.
  - Example: "20 Hours" means the number will be restricted to 20 Hours.
  - You can set up Hours for n number of times, there is no upper limit.

Step 5: Save Your Settings.

- Click Submit to activate your Auto DNC setting.
- The system will now automatically restrict numbers that meet your criteria.

Settings - Auto DNC - Create - Cyclic



Settings - Auto DNC - Create - Cyclic

Setting Up Cyclic Auto DNC

Cyclic Auto DNC restricts calls based on recurring cycles (daily, weekly, monthly, etc).

Create a New Cyclic Auto DNC Setting.

Then, go to the Cyclic Auto DNC Setting tab, which will show various fields.

Step 1: Title(Work same as Standard Auto DNC)

Step 2: Filters(Work same as Standard Auto DNC)

Step 3: Overwrite(Work same as Standard Auto DNC)

Step 4: Call Count.

- Set how many call attempts are allowed within each cycle
  Step 5: Configure Cycle Settings.
- **Cycle Type:** Select how often the restriction cycle should reset.
  Example: With a "Monthly" cycle and count of "2", each number can be called twice per month.
  Step 6: Save Your Settings.
- Click Submit to activate your Cyclic Auto DNC setting
- The system will now automatically track and restrict calls based on your cycle settings.

Billing - Proposal List



Billing - Proposal List

The Proposal List displays details of billing plans created for the account.

Headers Explained:

- Plan ID – Unique identifier for the billing plan (e.g., #1 Prepaid Plan).
- Create Time – Date and time when the plan was created.
- Base Price – The basic cost of the plan before applying taxes or discounts.
- Tax – Tax amount applied to the base price.
- Total Base Price – Final calculated base price including applicable taxes.
- Module – The service or feature module linked with the plan.
- Status – Current state of the plan (e.g., Assigned).
- Action – Options available to manage or update the plan.

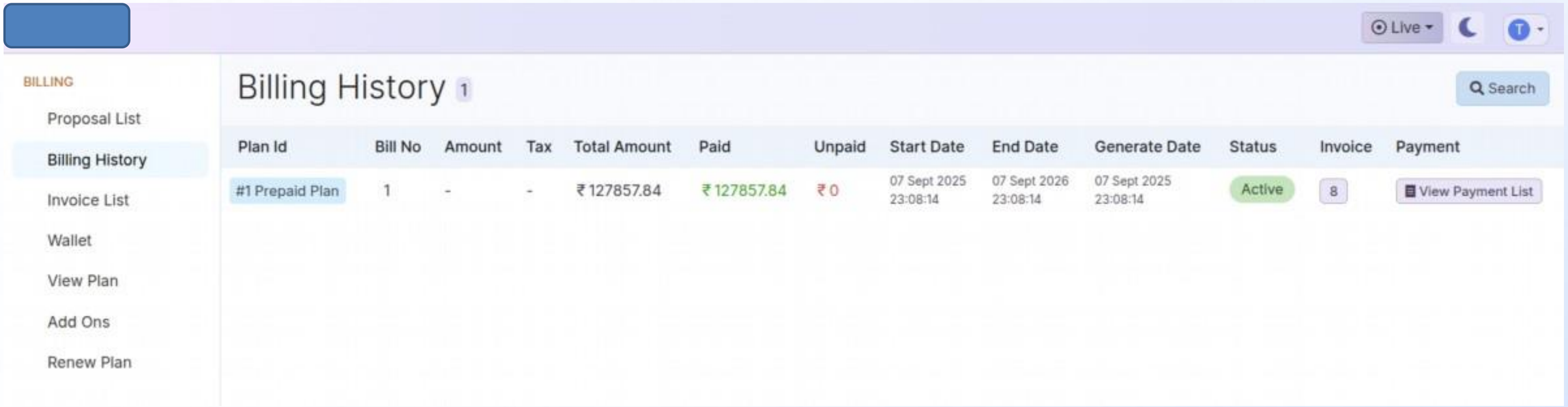
Purpose:

- Provides a clear overview of assigned billing plans.
- Helps users track plan creation, pricing, and status.

What’ s New / Improvements:

- Organized billing data in a clean tabular format.
- Quick visibility into pricing and assigned modules.

Billing - Billing History



Billing - Billing History

The Billing History panel provides a detailed record of all billing transactions, allowing users to track payments, plans, and invoices with ease.

Headers Explained:

- Plan ID – Identifies the subscribed plan (e.g., prepaid, postpaid).
- Bill No – Unique number assigned to each generated bill.
- Amount – Base cost of the plan or service (excluding taxes).
- Tax – Applicable taxes on the billed amount.
- Total Amount – Final payable amount including taxes.
- Paid – Amount successfully paid by the user.
- Unpaid – Pending balance, if any.
- Start Date – Date when the plan or billing cycle begins.
- End Date – Date when the plan or billing cycle ends.
- Generate Date – Date when the invoice or bill was generated.
- Status – Current state of the plan (e.g., Active, Expired).
- Invoice – Number of invoices generated under this billing cycle.
- Payment – Option to view or manage the list of completed payments.

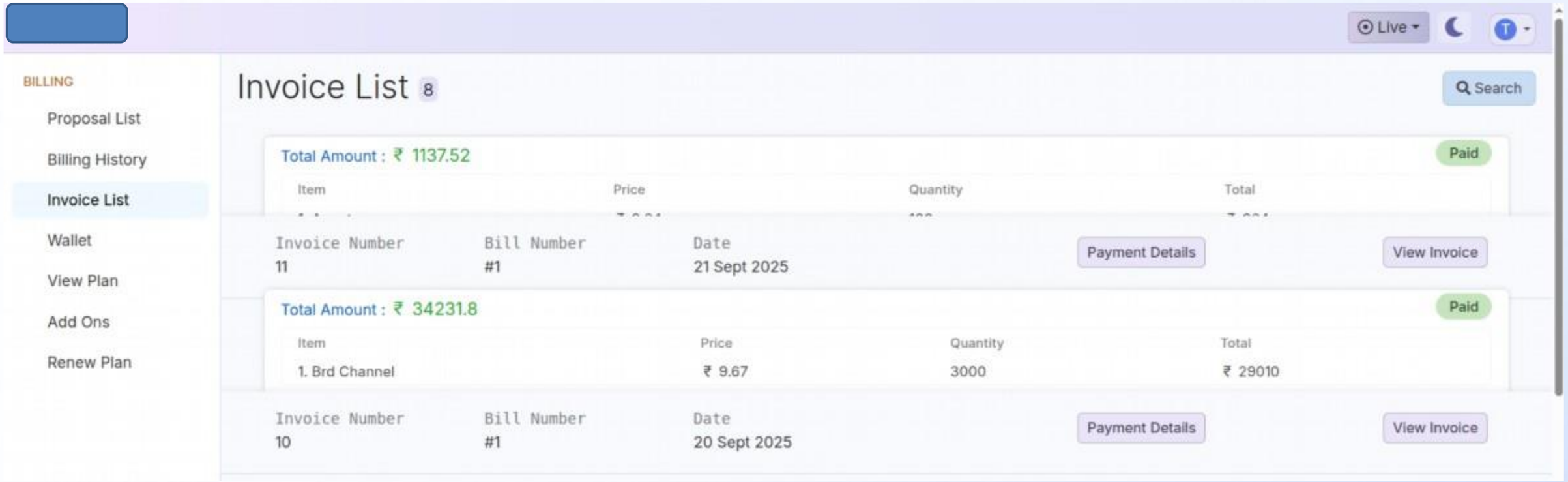
Purpose:

- To maintain a transparent record of all billing activities for easy reference.
- To help users quickly review payment status, plan validity, and invoices in one place.

What’ s New / Improvements:

- Modernized interface with improved data visibility and cleaner layout for easier reading.
- Added quick-access buttons like “View Payment List” for faster navigation and plan tracking.

Billing - Invoice List



Billing - Invoice List

The Invoice List section displays all generated invoices for the user's account, providing complete visibility into billing transactions and payment history.

Headers Explained:

- Total Amount – Displays the total payable amount for each invoice.
- Item – Lists the billed service or module (e.g., Agent Call, Broadcast Channel).
- Price – Price per unit for the item or service.
- Quantity – Number of units billed.
- Total – The calculated total cost for that item.
- Invoice Number – Unique number assigned to each invoice for reference.
- Bill Number – Identifier for the billing instance.
- Date – The date on which the invoice was generated.
- Status – Displays the payment status (e.g., Paid).
- Action Buttons:
- Payment Details – View detailed transaction and payment history.
- View Invoice – Opens the full invoice document for review or download.

Purpose:

- Helps users track their billing records and payment statuses.
- Ensures transparency in billing and simplifies payment verification.

What' s New / Improvements:

- Clean, card-style invoice display for easier navigation.
- Quick access to Payment Details and View Invoice options.
- Clearly visible status indicators (e.g., Paid).

Billing - Wallet



Billing - Wallet

The Wallet section provides an overview of the user’s current wallet balance and transaction history, allowing seamless manag ement of funds within the platform.

Headers Explained:

- Invoice ID – Unique identifier for the transaction or invoice linked to wallet usage.
- Amount – The amount added to or deducted from the wallet.
- Tax – Applicable tax amount on each transaction.
- Total Amount – Final amount after adding tax or deductions.
- Date – The date and time when the transaction occurred.
- Status – Indicates whether the transaction is successful, pending, or failed.
- Invoice – Links to view or download the invoice for the respective transaction.

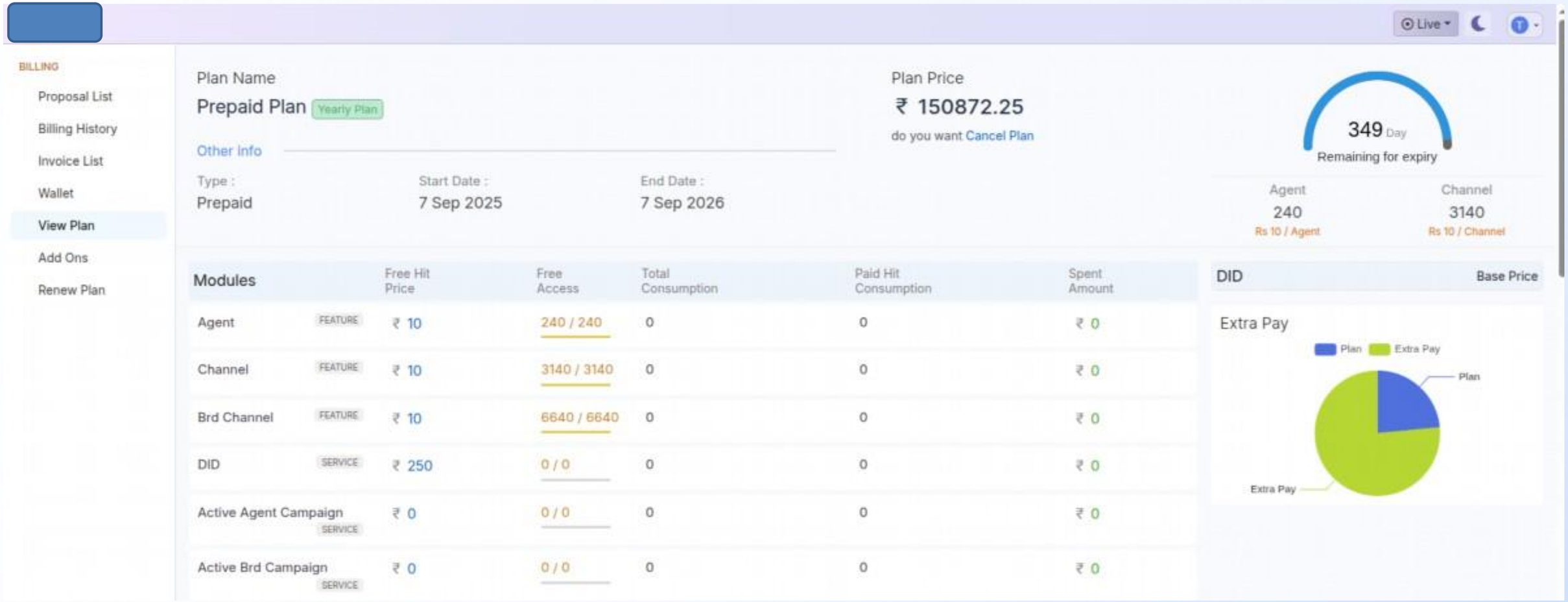
Purpose:

- To provide users with a transparent and accessible view of all wallet transactions.
- To allow easy addition of funds for uninterrupted usage of DeepCall services.

What’ s New / Improvements:

- Simplified layout with a real-time wallet balance displayed prominently at the top.
- Added “+ Add Money to Wallet” button for quick top-ups without navigating to another page.

Billing - View Plan



Billing - View Plan

The View Plan section provides a comprehensive overview of the active subscription plan, displaying key details such as pricing, duration, modules, and usage consumption.

Headers Explained:

- Plan Name – Displays the name and type of the subscribed plan (e.g., Prepaid, Yearly Plan).
- Plan Price – The total cost of the current plan, including all subscribed modules.
- Type – Specifies whether the plan is prepaid or postpaid.
- Start Date / End Date – Indicates the plan activation and expiry dates.
- Modules – Lists the different components (Agent, Channel, DID, etc.) included in the plan.
- Free Hit Price – The per-unit cost for each module under free usage.
- Free Access – Displays total free usage allowance for each module.
- Total Consumption – Tracks total usage against the available quota.
- Paid Hit Consumption – Shows paid usage once the free limit is exhausted.
- Spent Amount – Displays the total amount spent on extra usage beyond the plan.
- Extra Pay (Chart) – Visual representation of plan usage versus additional paid consumption.

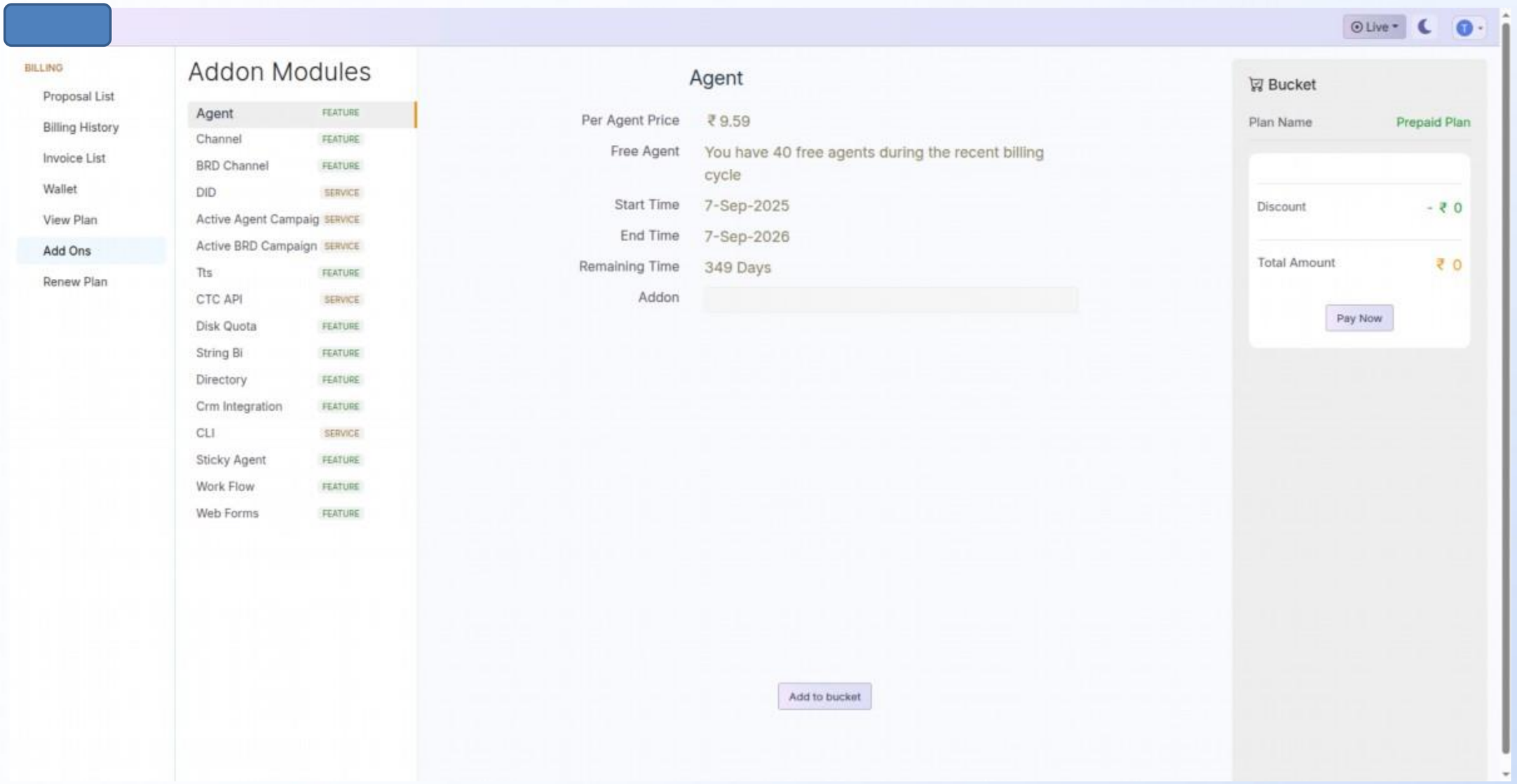
Purpose:

- To give users complete visibility of their active plan, usage limits, and module-wise consumption.
- To simplify plan management by helping users track balance, utilization, and renewal timelines in real time.

What’ s New / Improvements:

- Enhanced visual layout with clear segmentation for modules, pricing, and usage details.
- Added graphical representation (Extra Pay chart) for better understanding of consumption and cost split.
- Plan expiry tracker shows remaining days dynamically to keep users informed.

Billing - Add Ons



Billing - Add Ons

The Add Ons section allows users to extend their existing plan by purchasing additional modules or features as per their business needs.

Headers Explained:

- Addon Modules List – Displays all available add-on features and services (e.g., Agent, Channel, DID, CRM Integration, Workflow, etc.).
- Per Agent Price – Shows the per-unit cost for the selected add-on module.
- Free Agent / Free Access – Indicates the number of free agents or usage limits included in the plan.
- Start Time / End Time – Defines the active duration of the selected add-on module.
- Remaining Time – Displays the number of days left before the add-on expires.
- Bucket – A preview panel showing the selected add-ons, applicable discounts, total payable amount, and a Pay Now option to confirm purchase.

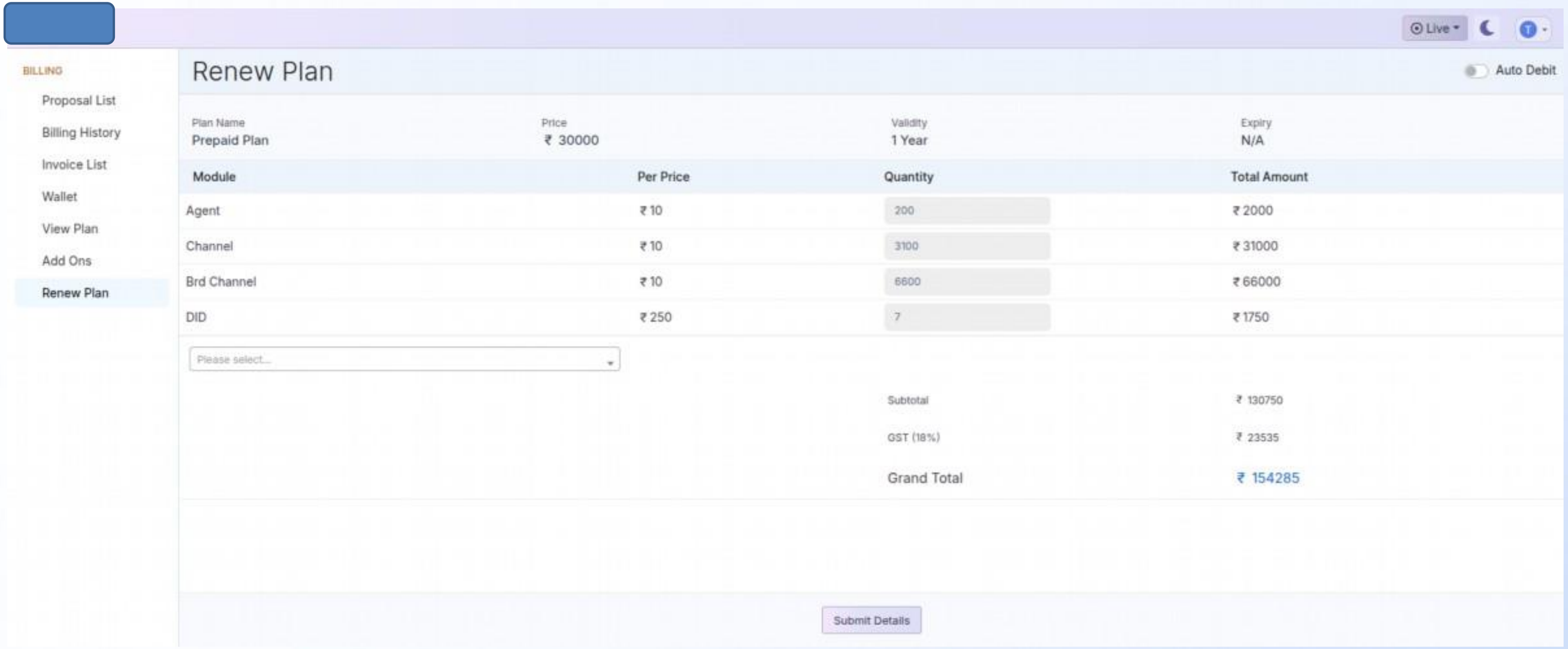
Purpose:

- To give users flexibility in enhancing their plan with additional modules or features.
- To simplify the process of purchasing and managing add-ons from a single, intuitive interface.

What’ s New / Improvements:

- Streamlined layout with an organized addon module list for quicker selection.
- Added “Bucket” section for easy review and checkout of selected add-ons.
- Introduced a Pay Now button for instant payment without navigating to another screen.

Billing - Renew Plan



Billing - Renew Plan

The Renew Plan section allows users to renew their existing billing plan by reviewing module-wise pricing, quantities, and the final payable amount.

Headers Explained:

- Plan Name - Displays the name of the active plan (e.g., Prepaid Plan).
- Price - The base price of the selected plan.
- Validity - Duration for which the plan remains active (e.g., 1 Year).
- Expiry - Shows the expiry date of the current plan (or N/A if not applicable).

  Module-Wise Breakdown:

  Each module in the plan is displayed with individual pricing and quantities.
- Module - The feature or service included in the plan (Agent, Channel, Brd Channel, DID).
- Per Price - Cost per unit for each module.
- Quantity - Number of units being renewed (editable if applicable).
- Total Amount - Automatically calculated based on quantity × per-unit price.

Auto Debit (Toggle) - When enabled, the system auto-renews the plan on the expiry date.

Submit Details - Confirms the renewal order and proceeds with payment generation.

Purpose:

- Provides a transparent module-wise breakdown for renewals.
- Ensures users can modify quantities before renewing.
- Helps maintain uninterrupted service through clear pricing and auto-debit options.

  What’ s New / Improvements:
- Clear module-wise billing grid for faster decision-making.
- Auto-calculation of totals and tax.
- Auto-debit toggle for seamless plan continuity.

Hashmi Infonet

Innovate .Connect .Succeed

THANK YOU!

DO YOU HAVE ANY QUESTIONS?

info@hashmitelecom.in

+91-8097064186

www.hashmiinfonet.net