Manage Section

Hashmi infoent User Guide



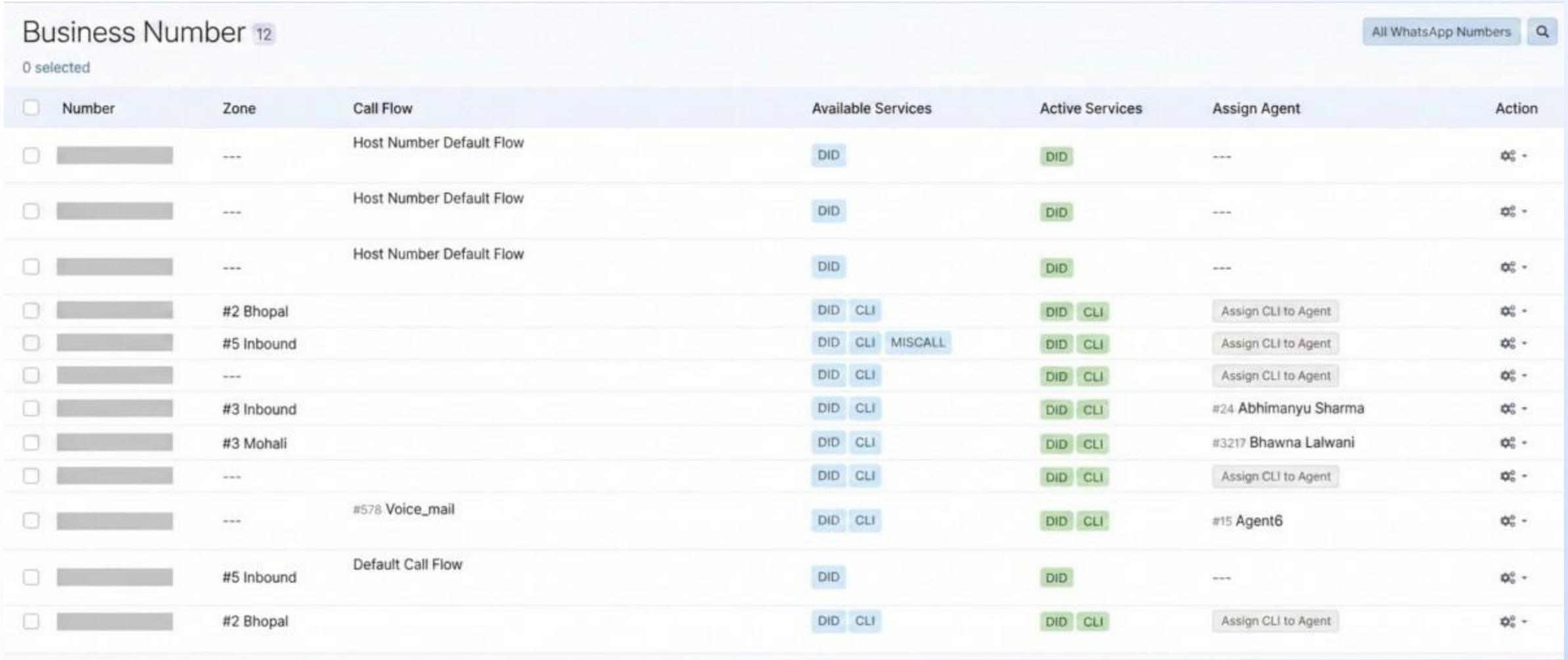
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Business Numbers

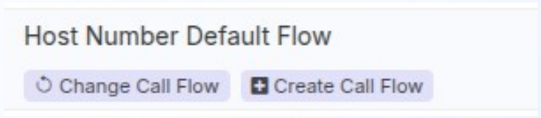


Business Numbers

Call Flow

The flow of the call how it is initiated on the particular number.
There are two options when clicking on this option-

- Change Call Flow
- Create Call Flow



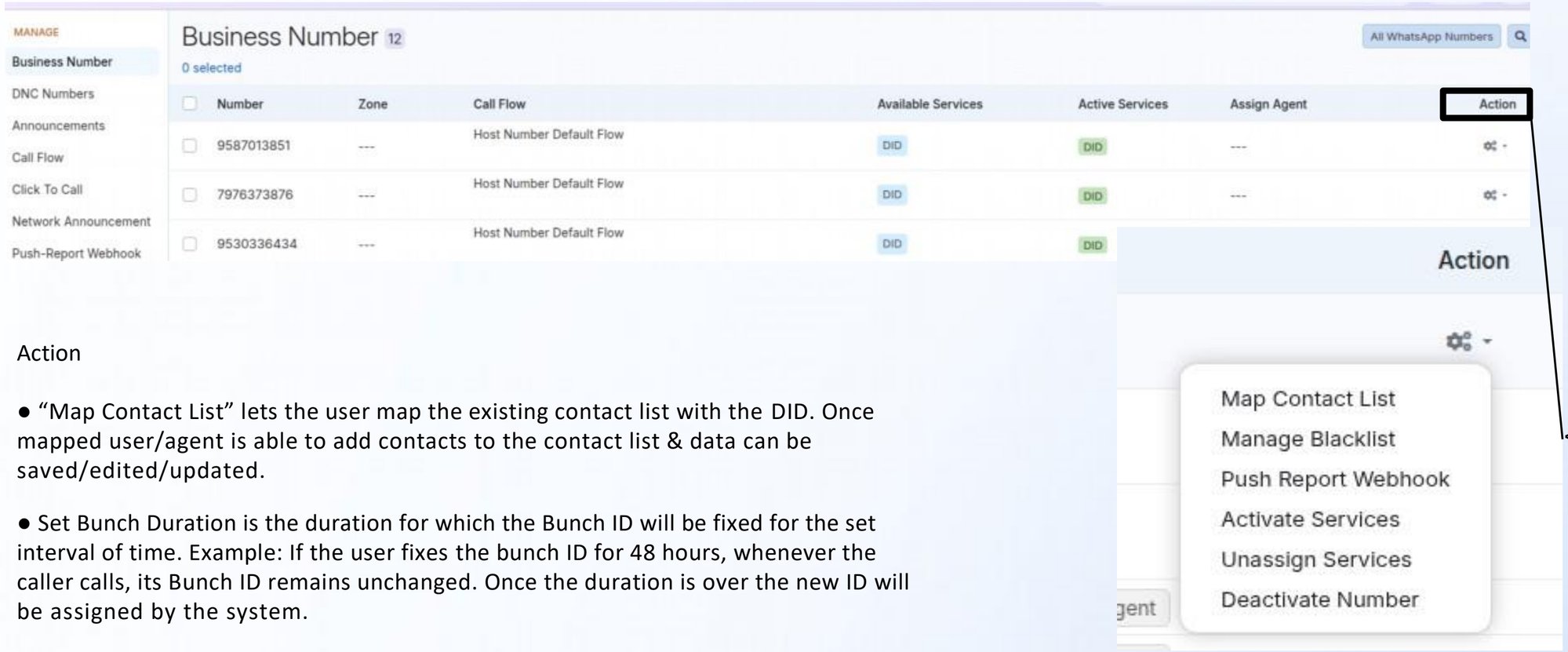
If flow is already made you can change here.
You can create a new flow from the multiple pre-existing flows available by clicking create call flow option.

Available Services

Among DID or CLI which type of service is available on the particular numbers is mentioned here.

Active Services

Displays the active services associated with the selected number. Includes DID for incoming calls and CLI for both incoming and outgoing calls.



Action

● “Map Contact List” lets the user map the existing contact list with the DID. Once mapped user/agent is able to add contacts to the contact list & data can be saved/edited/updated.

● Set Bunch Duration is the duration for which the Bunch ID will be fixed for the set interval of time. Example: If the user fixes the bunch ID for 48 hours, whenever the caller calls, its Bunch ID remains unchanged. Once the duration is over the new ID will be assigned by the system.

● Manage Blacklist - this option can be removed so red mark

○ Click to add any number in Blacklist.
○ Delete the record to remove it from the blacklist.

● Push Report Webhook
○ A report of the calls for the chosen DID number will be sent on the selected Webhook. You can also send a report on the Default Webhook that you have chosen for DID numbers.

● Search By to see for a specific DID record.

DNC Numbers



DNC Numbers (Do Not Call)

If you do not want a number to be called, you can apply a DNC (Do Not Call) status to it.

The DNC section provides the following details:

- DNC Till (expiry date)
- Created By
- Created By Type
- DNC Type
- DNC Filter ID
- Date of Creation

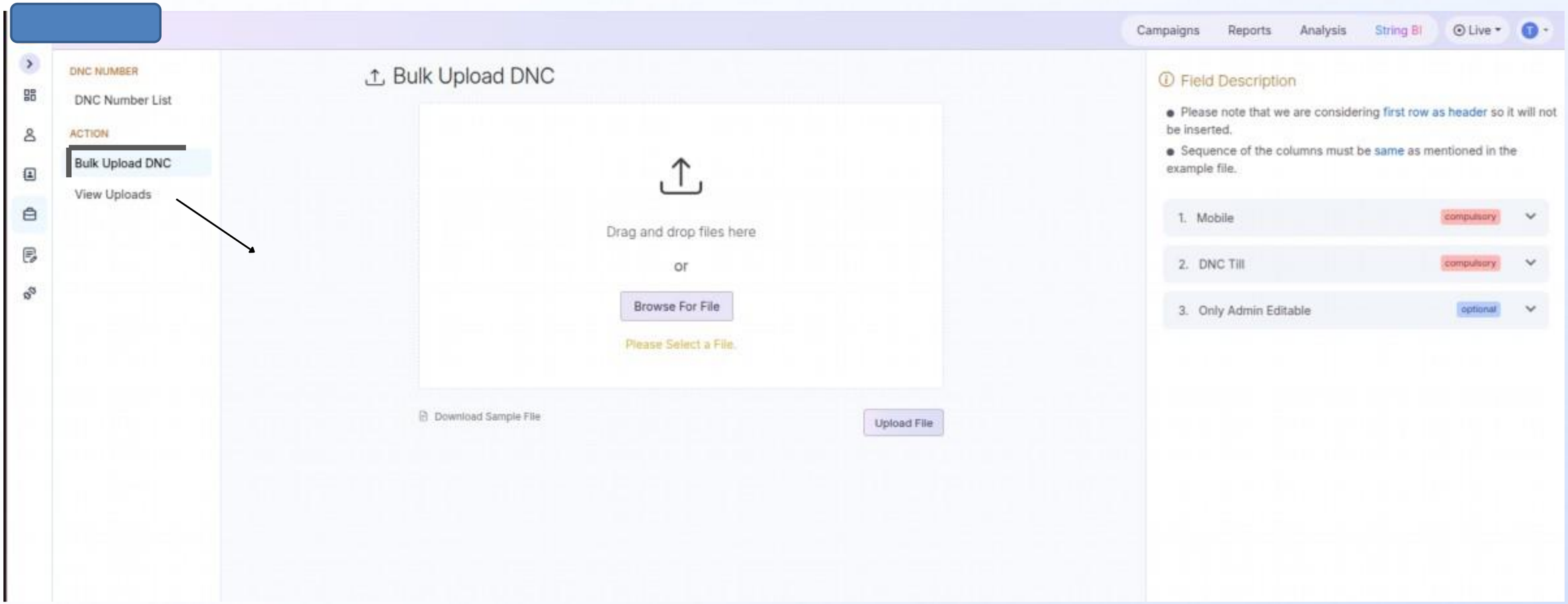
Excel Export

You can download and save the list of DNC numbers in Excel format for future reference.

Search

Use the search option to quickly find a specific number within the DNC list.

DNC Numbers- Action

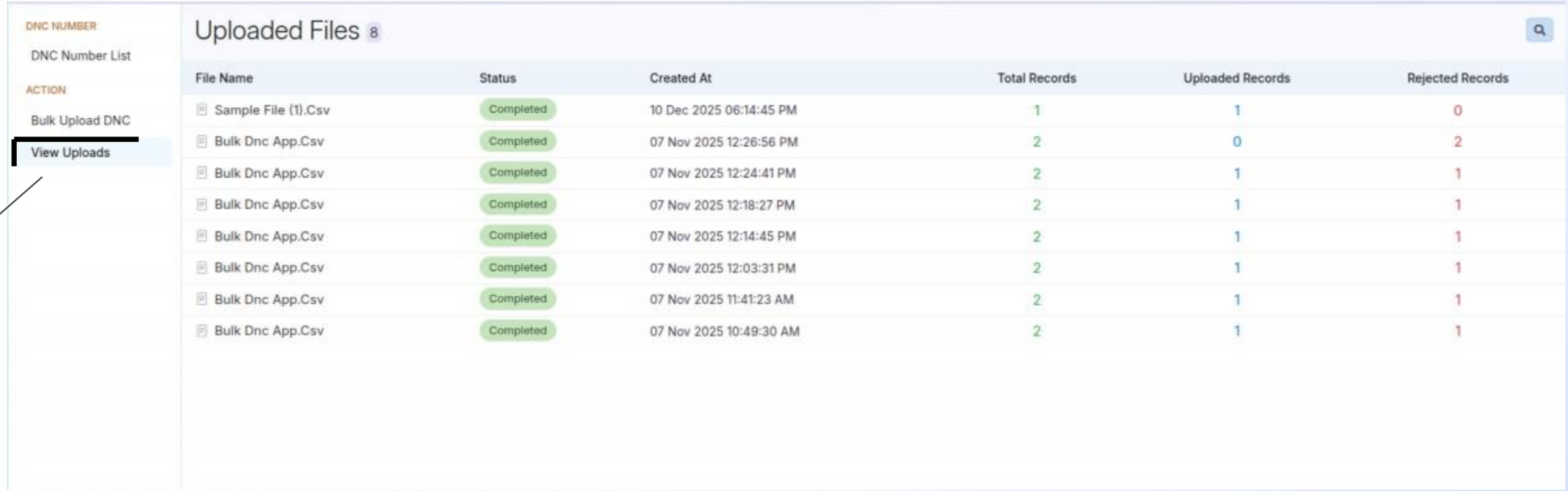


Bulk Upload DNC

You can upload a file containing numbers that you do not want your team to call again. This allows you to apply DNC (Do Not Call) status to multiple numbers at once.

Sample file- these fields are mandatory in this ss- doubt

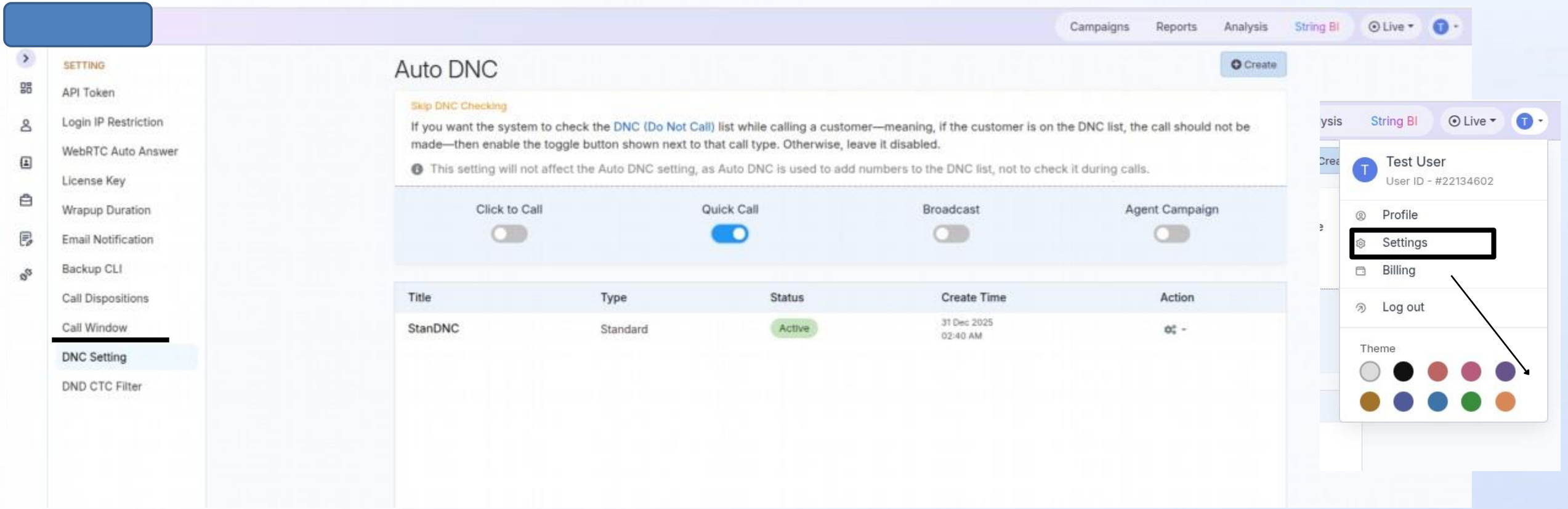
DNC Numbers- Action



View Uploads

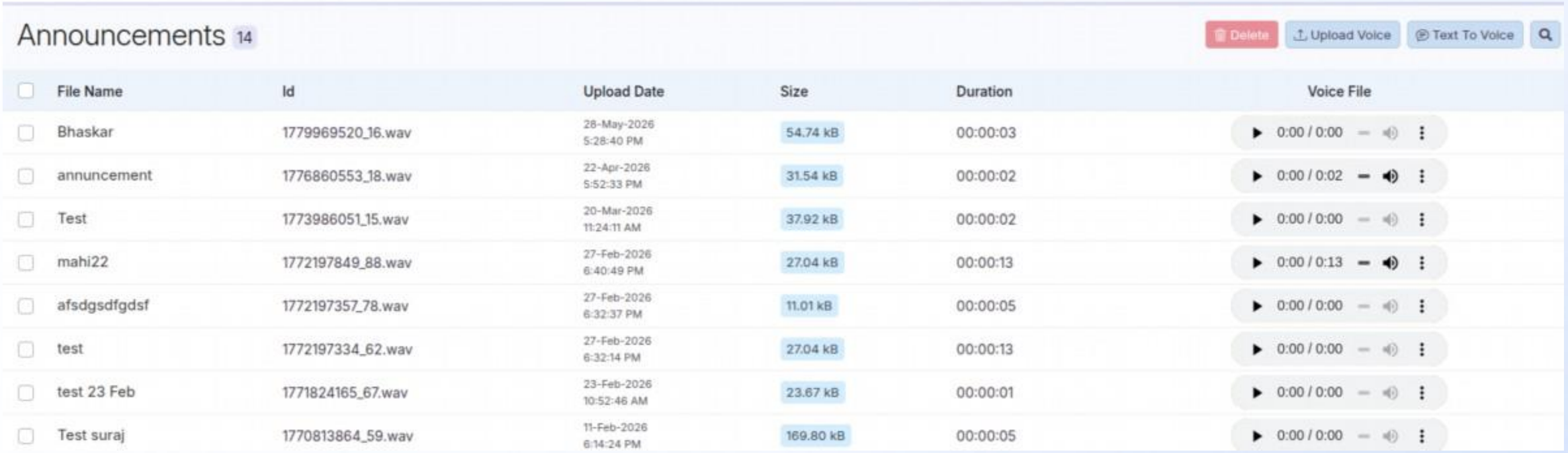
Use this option to view uploaded files and track their processing status. You can also check updates and review the progress of each uploaded file.

DNC Setting

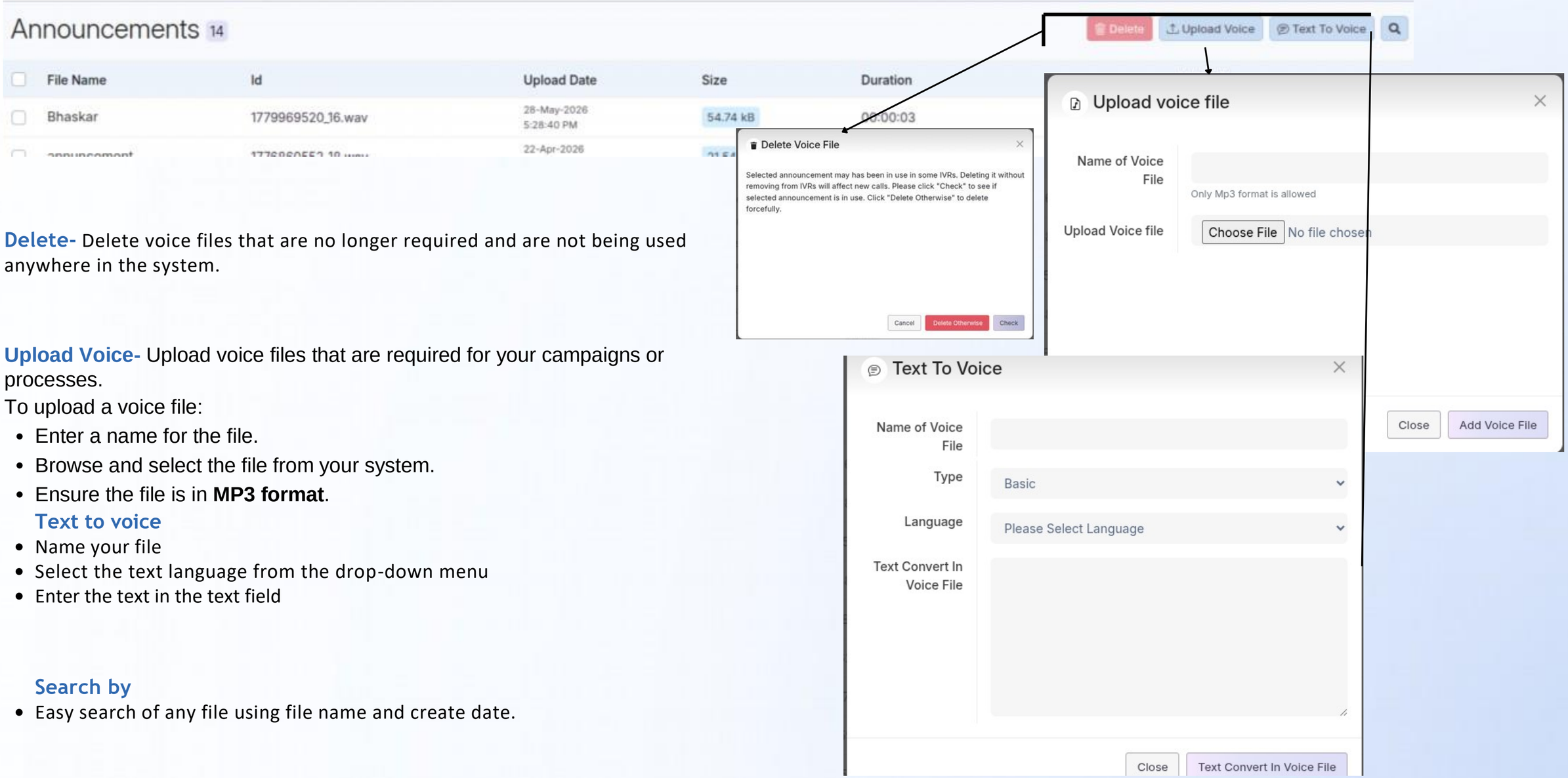


Navigate to Settings and select DNC Settings to access this screen. Here, you can configure DNC (Do Not Call) preferences for a specific number by toggling the slider according to your requirements.

Announcements



File Name- Name of the Voice File
ID- Every voice file is assigned a unique ID which helps in mapping and searching.
Upload Date- Date and Time of uploaded voice file.
Size- Size of the file uploaded
Duration- Length of the voice file in terms of time duration
Voice File- Play, pause, fast forward, and download the voice file.



Delete- Delete voice files that are no longer required and are not being used anywhere in the system.

Upload Voice- Upload voice files that are required for your campaigns or processes.

To upload a voice file:

- Enter a name for the file.
- Browse and select the file from your system.
- Ensure the file is in **MP3 format**.

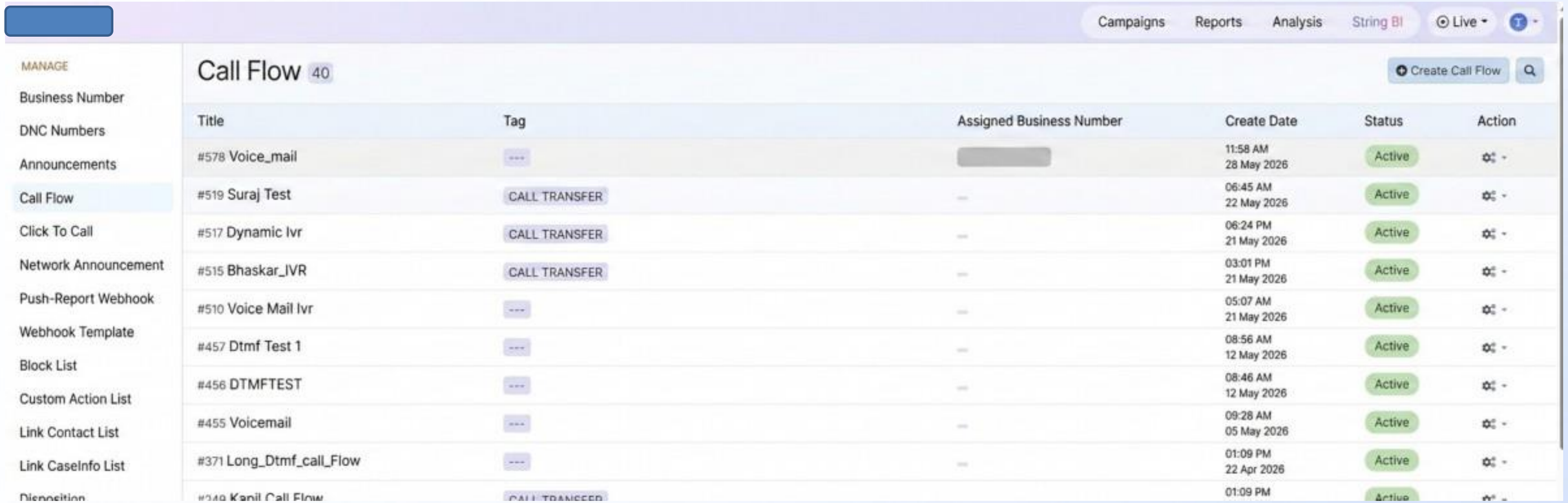
Text to voice

- Name your file
- Select the text language from the drop-down menu
- Enter the text in the text field

Search by

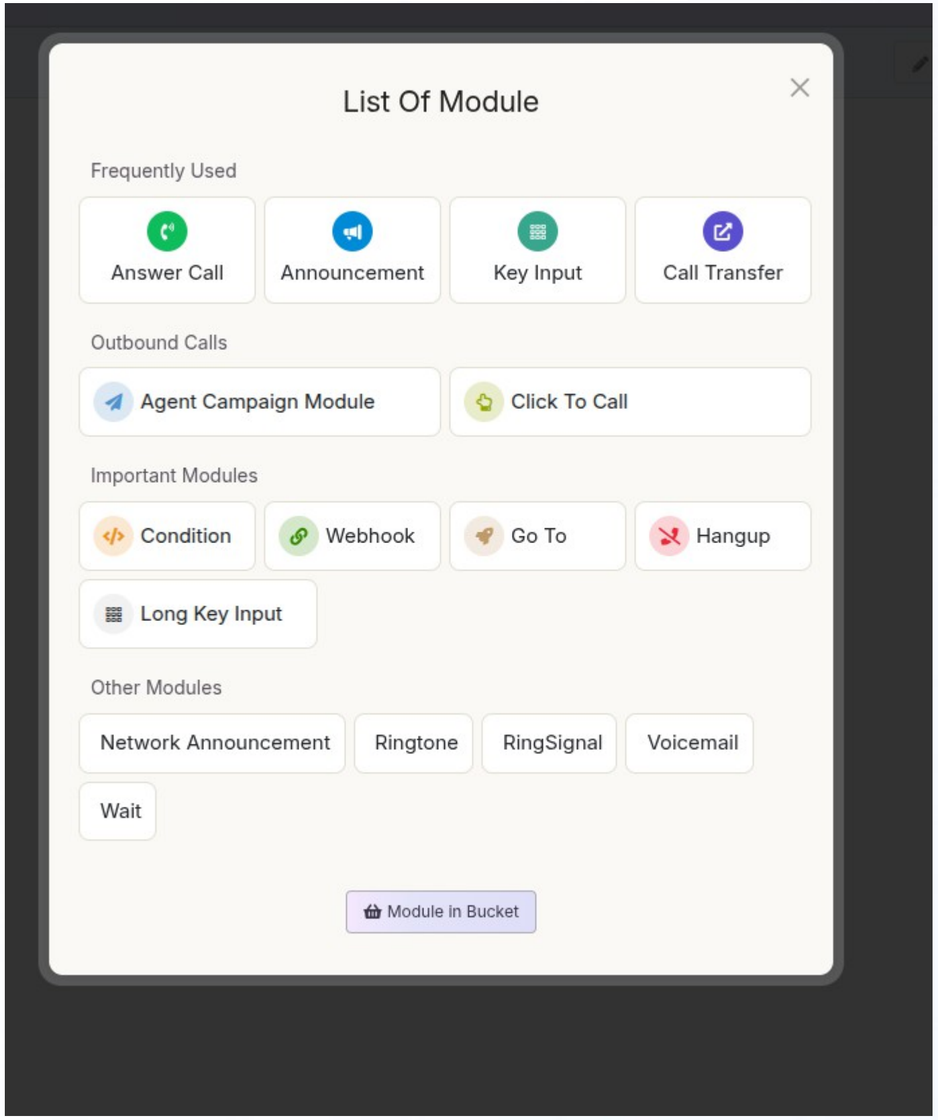
- Easy search of any file using file name and create date.

Call Flow



This section provides a detailed overview of the entire journey of an incoming call - from the moment it is received to the final step, outlining each stage and process it goes through along the way.

Create Call Flow



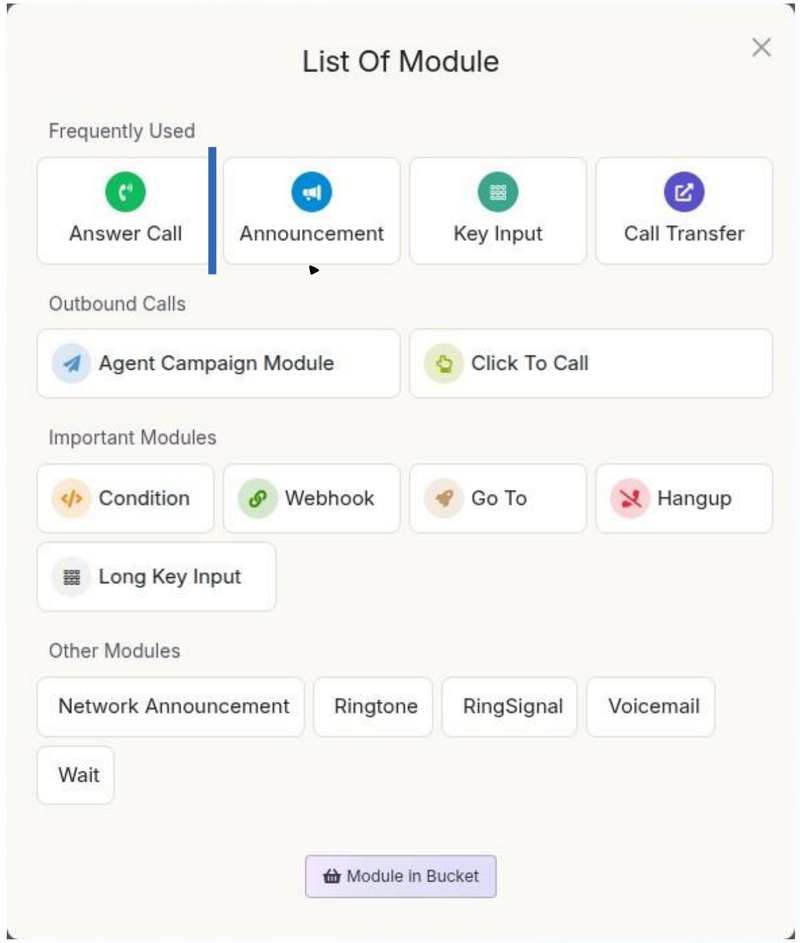


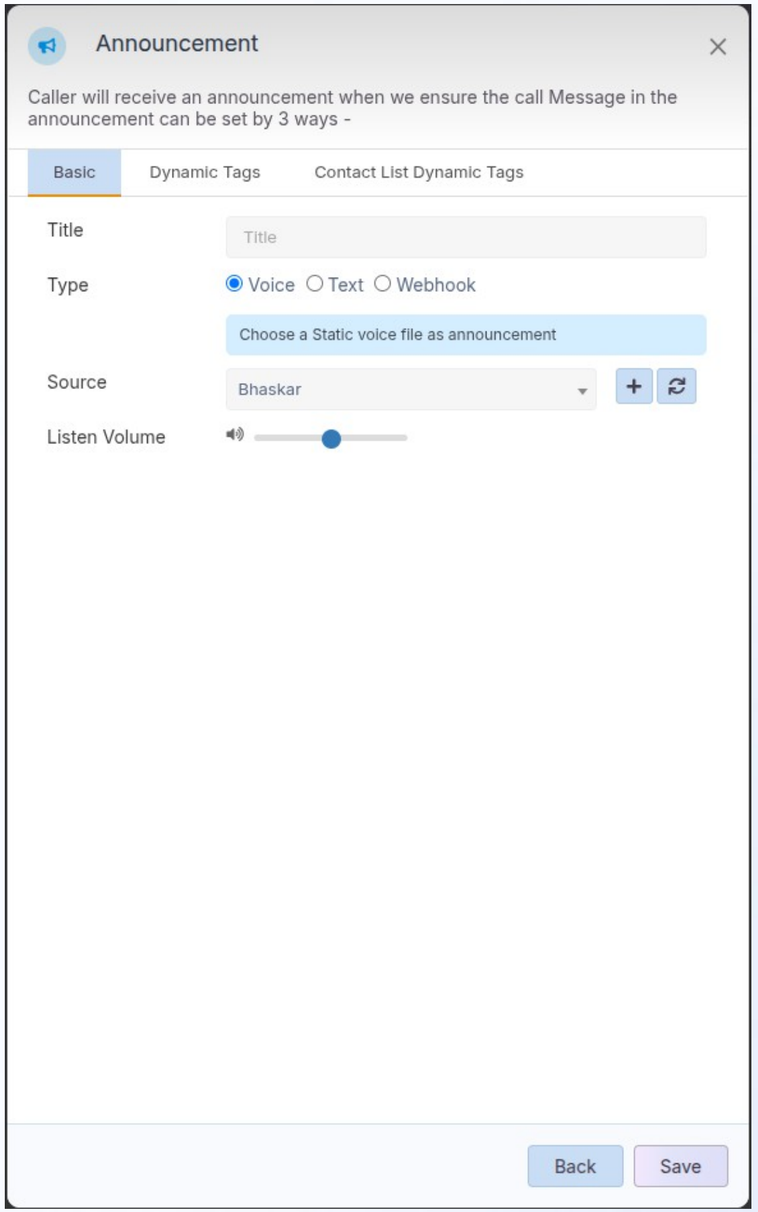
To create a call flow, navigate to the **Create Call Flow** section and click the **Add** (+) button. A pop-up screen will appear displaying the list of available modules to choose from.

Call Flow Modules

- **Answer Call** – The incoming call is answered.
- **Announcement** – Plays a pre-recorded audio message.
- **Key Input** – Captures a single DTMF input from the caller (e.g., Press 1, 2, etc.).
- **Call Transfer** – Transfers the call to an assigned agent.
- **Agent Campaign** – Used for outbound calls via the call centre module (must be set up beforehand).
- **Click to Call** – Used for API-based IVR (must be created in advance).
- **Condition** – Applies conditional logic to the call flow.
- **Webhook** – Triggers an API call at a defined point in the flow.
- **Go To** – Redirects the call back to the main menu.
- **Long Key Input** – Captures extended input or data entered by the caller.
- **Hangup** – Ends the call.
- **Network Announcement** – Similar to Announcement, but plays audio via a URL.
- **Ringtone / Ring Signal** – Used for missed call-based IVR; always placed before Answer Call.
- **Voice Mail** – Routes the caller to voicemail.
- **Wait** – Adds a wait time within the flow (mandatory where applicable).

Create Call Flow- Announcement





Creating a Call Flow

Once an IVR is created, it cannot be deleted — you can only **edit** it or **create a new one**.

When you begin creating a call flow, a default **Hangup** module appears on the screen.

Click the **+** button to view the list of available modules.

This list includes multiple options, covered in detail below.

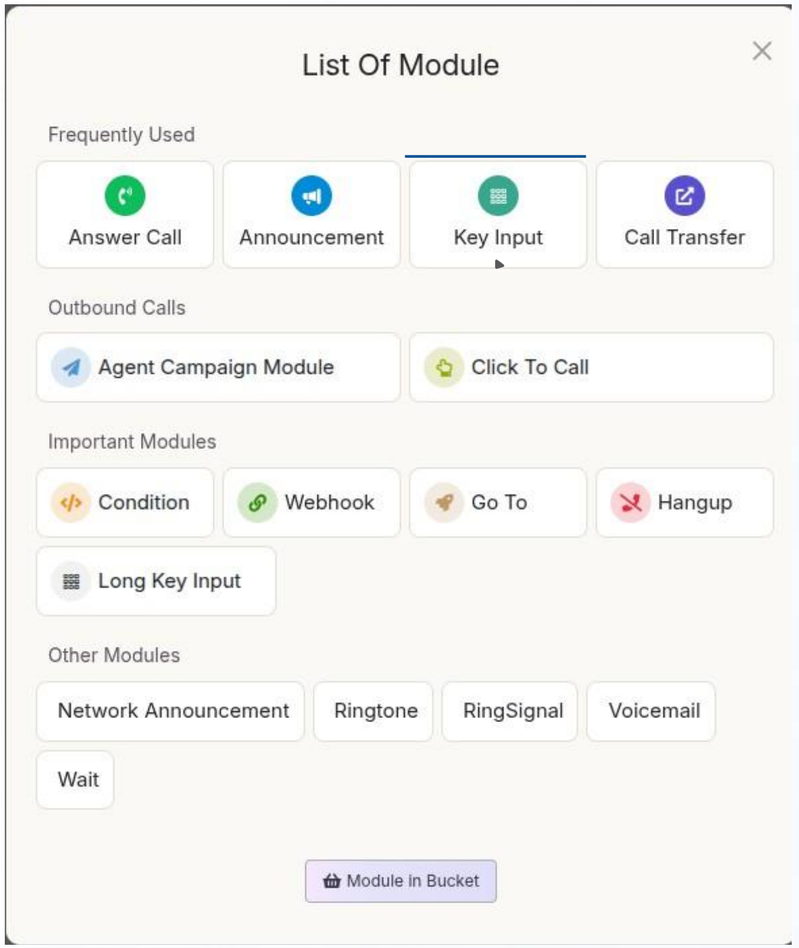
Announcement

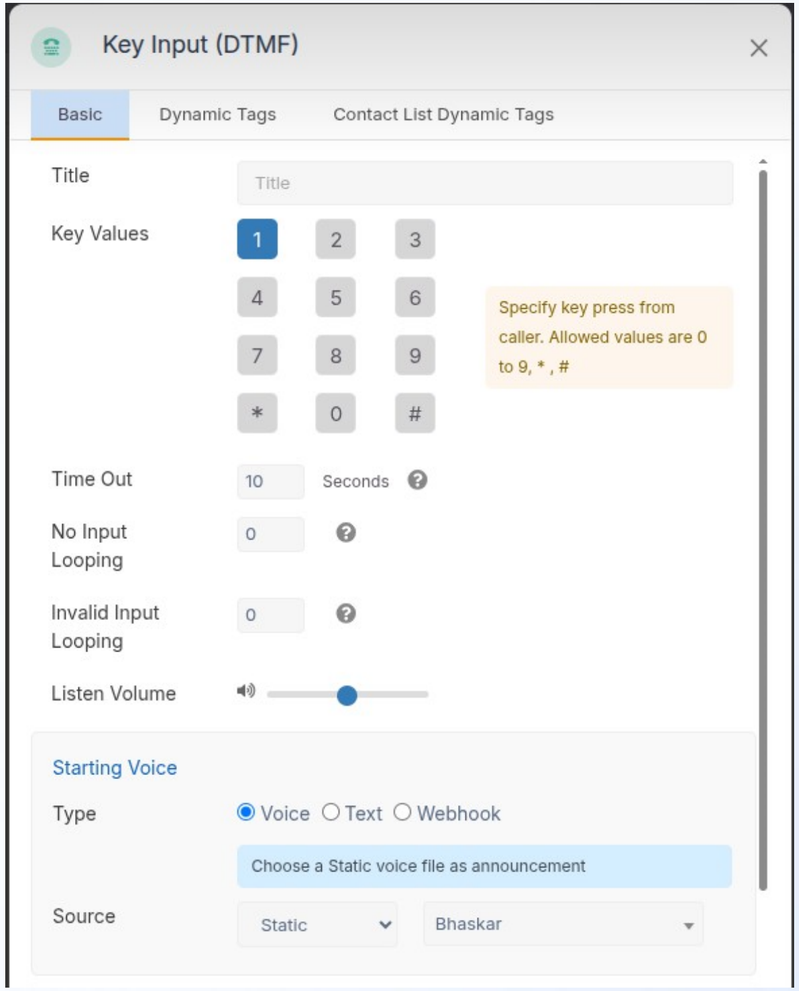
This module configures the announcement a caller hears when receiving a call as part of the campaign.

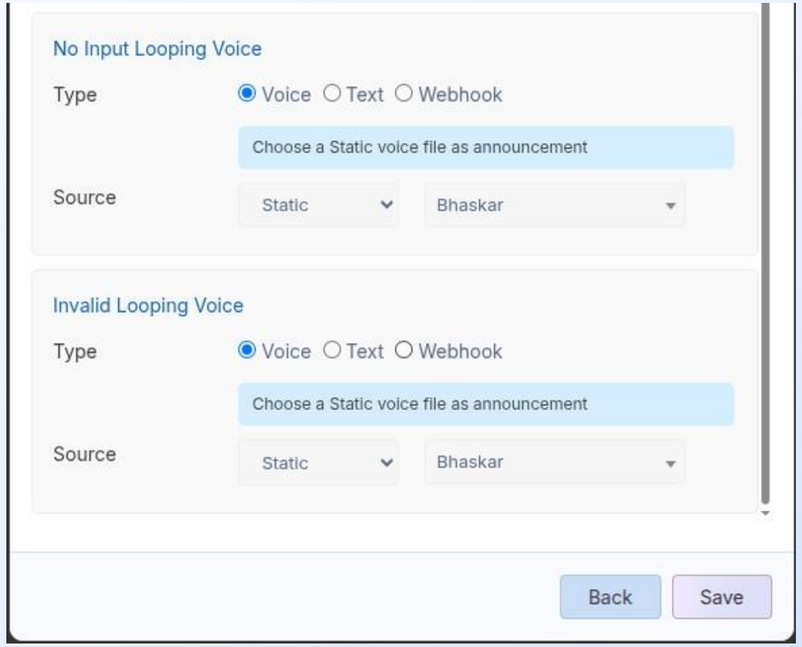
Basic Setting

- **Title** (Mandatory) – Enter a name for the announcement.
- **Type** – Choose from **Voice**, **Text**, or **Webhook**. (Note: Select a static voice file to use as the announcement.)
- **Source** – Select the source containing your pre-uploaded announcements, and choose the specific file that best suits your IVR from this section.
- **Listen Volume** – Use the slider to adjust the playback volume of the announcement.

Create Call Flow- Key Input







Create Call Flow- Key Input

Key Input Module

Clicking the **Key Input** module opens a sidebar from the right, containing three tabs: **Basic**, **Dynamic Tag**, and **Contact List Dynamic Tags**.

Basic

- **Title** – Enter a name for this module.
- **Key Values** – Define the key(s) the caller can press. Allowed values are **0-9, *, and #**.
- **Timeout** – Set the duration (e.g., 10 seconds) the system waits for caller input. If no key is pressed within this time, the announcement will repeat accordingly.
- **Invalid Input Looping** – Configure how the system responds if the caller enters an invalid key.
- **Listen Volume** – Use the slider to adjust the playback volume.
- **Starting Voice**
  - **Type** – Choose from **Voice**, **Text**, or **Webhook**.
  - **Source** – Select **Static** or **Dynamic** from the dropdown, then choose the specific file.
- **No Input Looping Voice** – Plays when the caller doesn't press any key within the timeout period.
  - **Type** – Choose from **Voice**, **Text**, or **Webhook**.
  - **Source** – Select **Static** or **Dynamic** from the dropdown, then choose the specific file.
- **Invalid Input Looping Voice** – Plays when the caller presses a key outside the allowed values.
  - **Type** – Choose from **Voice**, **Text**, or **Webhook**.
  - **Source** – Select **Static** or **Dynamic** from the dropdown, then choose the specific file.

  Click **Back** to return without saving, or **Save** to apply the settings.

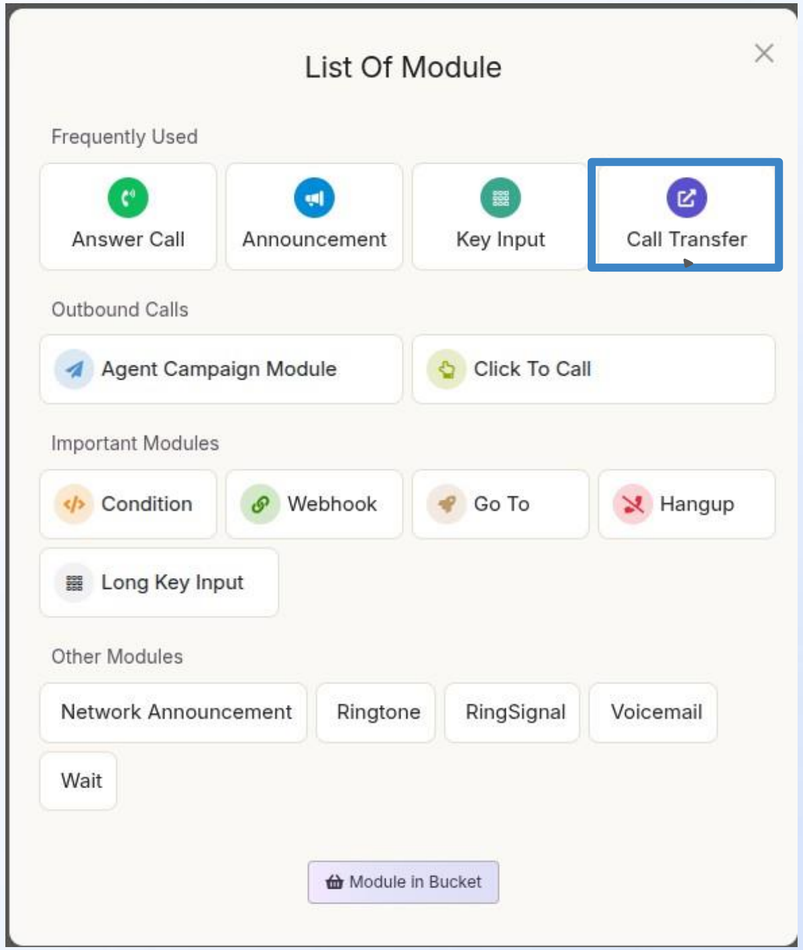
Create Call Flow- Call Transfer

Call Transfer

This module transfers the call to a selected department. Configuration begins with the Basic Settings.

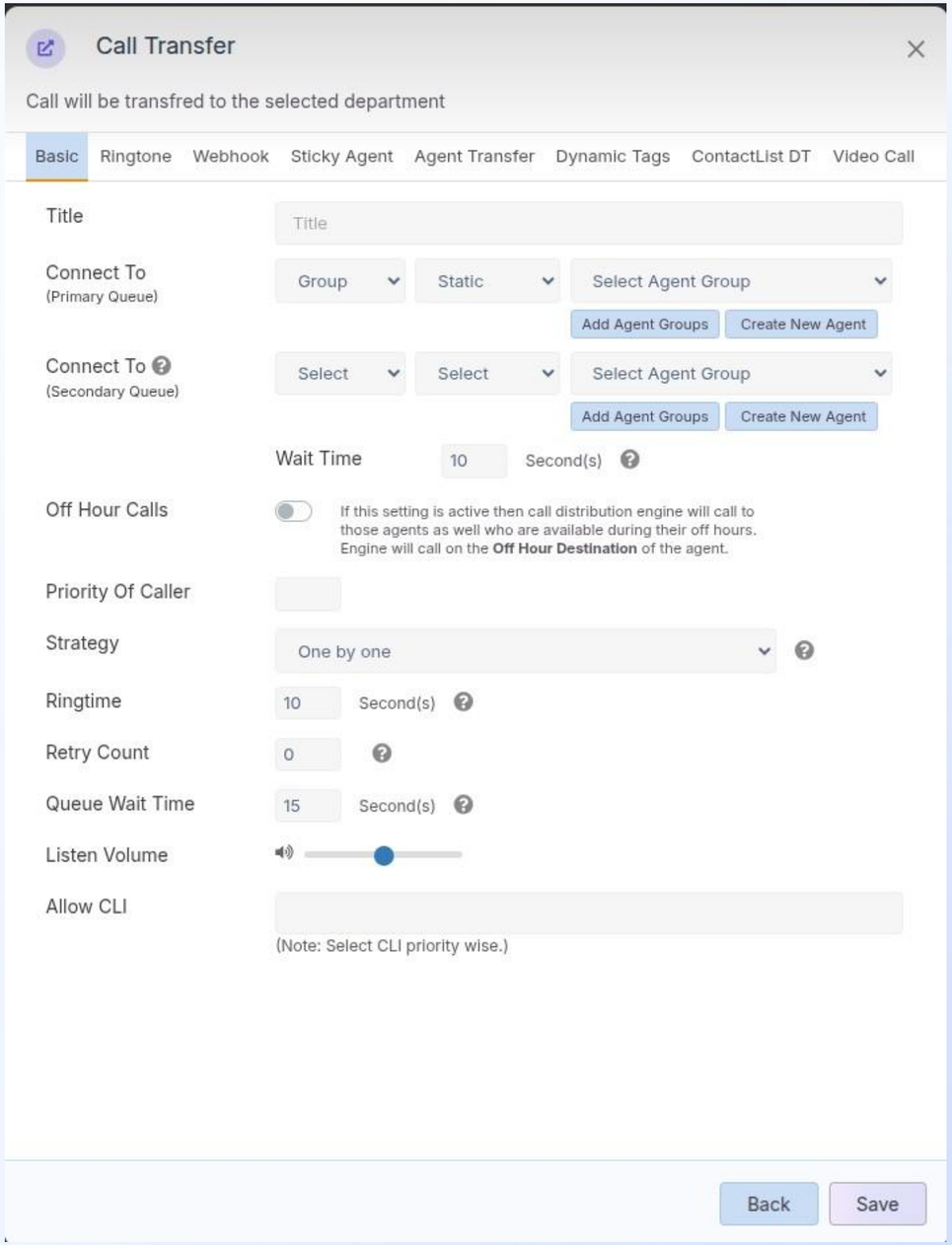
Basic Setting

- **Title** – Enter an appropriate title for this module.
- **Connect To (Primary Queue)** – Define the group from the dropdown. Choose **Static** or **Dynamic**:
  - **Static** – Select an agent group from the available list. You can also add new agent groups or create a new agent from here.
  - **Dynamic** – Manually enter the group name instead of selecting from a predefined list.
- **Connect To (Secondary Queue)** – Configured the same way as the Primary Queue. If a secondary queue is set, the call distribution engine will route calls here when no agent is available in the primary queue.
- **Wait Time** – Set how long the call distribution engine should search for an available agent in the primary queue before routing the call to the secondary queue.



Call Transfer- Cont’ n

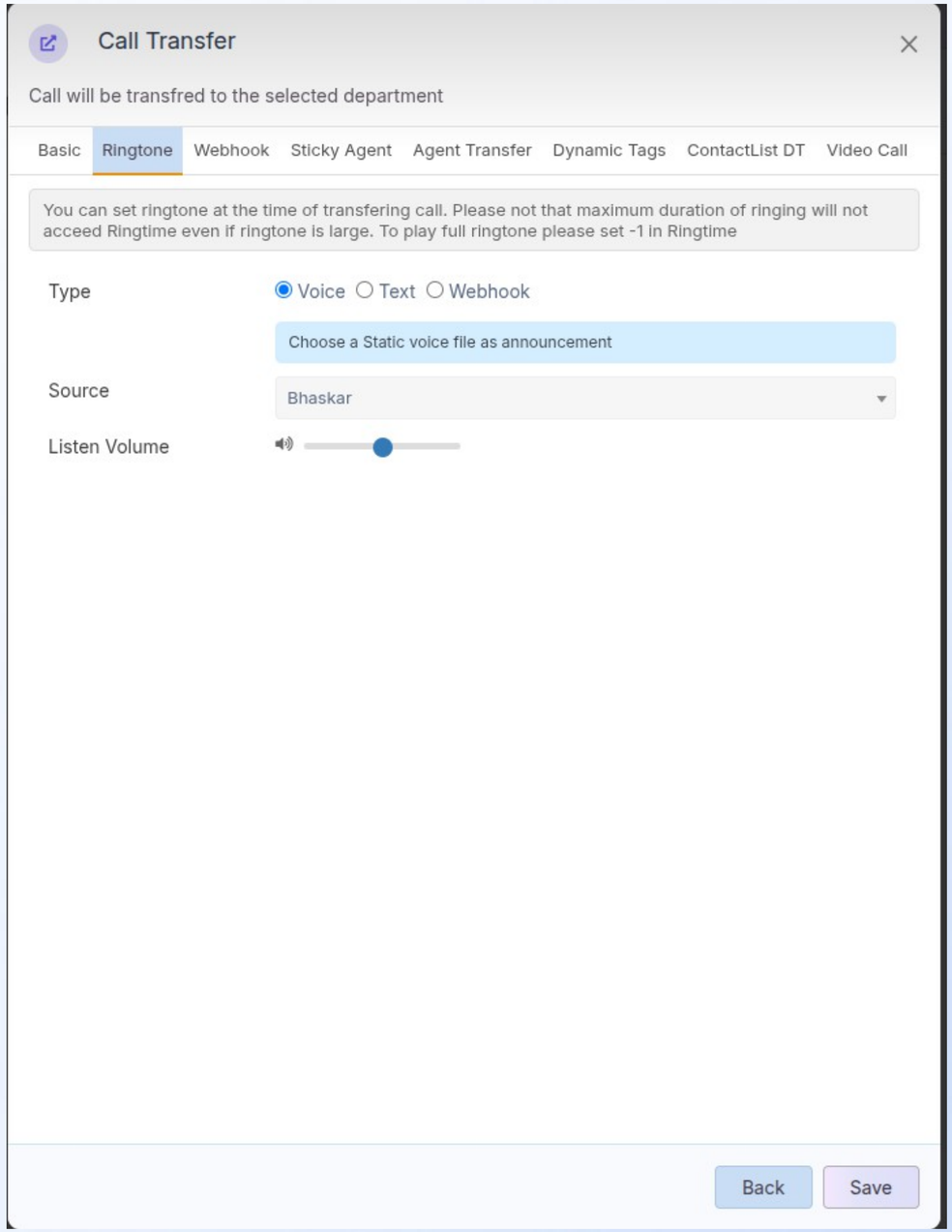
- **Off-Hour Calls** (toggle) – When enabled, the engine will also call agents during their off-hours, routing the call to the agent's designated off-hour destination.
- **Priority of Caller** – Set the priority level for the caller.
- **Strategy** – Choose whether calls should ring agents **one by one** or **all at once**.
- **Ring Time** – Set the number of seconds the call will ring before moving on.
- **Retry Count** – Set the number of times the system should retry connecting the call.
- **Queue Wait Time** – Set the number of seconds a call can wait in the queue.
- **Listen Volume** – Use the slider to adjust the playback volume.
- **Allow CLI** – Select the CLI to be used, based on priority.



Call Transfer- Ringtone

Ringtone

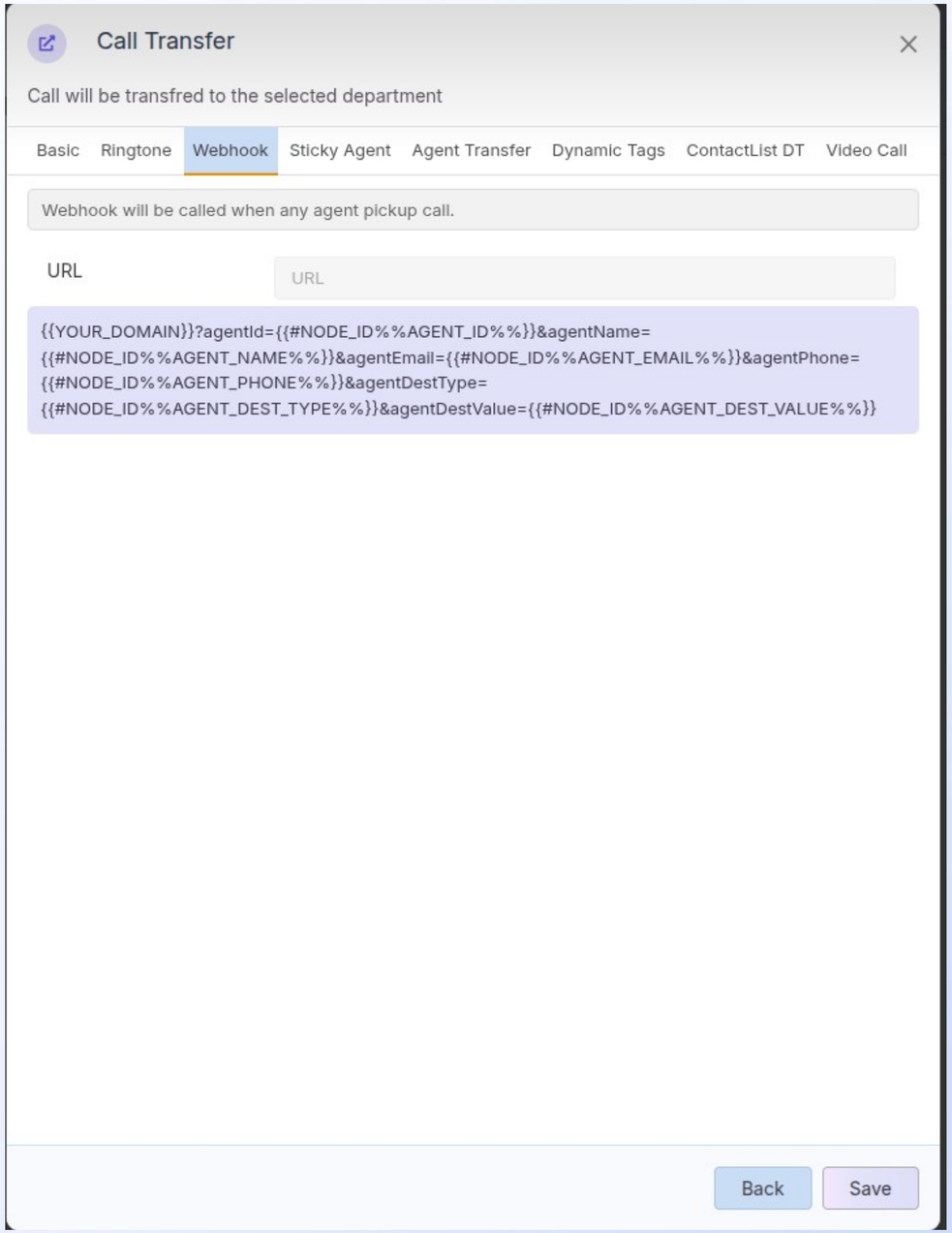
- **Type** – Choose from **Voice**, **Text**, or **Webhook**.
  - Select a static voice file to use as the announcement.
- **Source** – Select the file to be used.
- **Listen Volume** – Use the slider to adjust the volume (scroll left or right to decrease or increase).



Call Transfer- Webhook

Webhook

Enter the webhook by inserting the **URL** in the field provided.

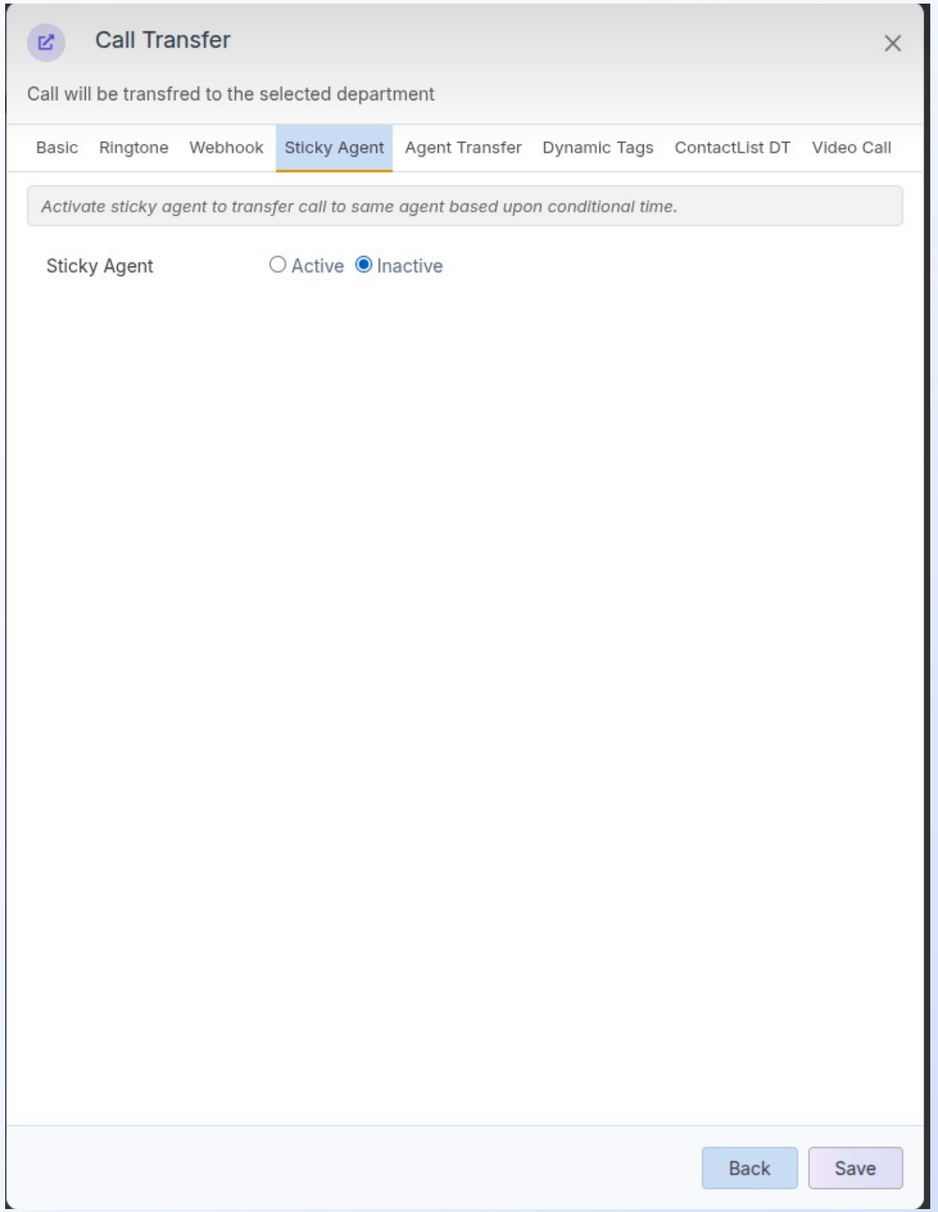


Call Transfer- Sticky Agents

Sticky Agent

Choose between **Active** or **Inactive**, based on your requirement.

- **Active** – The call will be transferred to the **same agent** the caller previously spoke with, based on the conditional time set.
- **Inactive** – This behavior is disabled, and calls will be routed normally without prioritizing the same agent

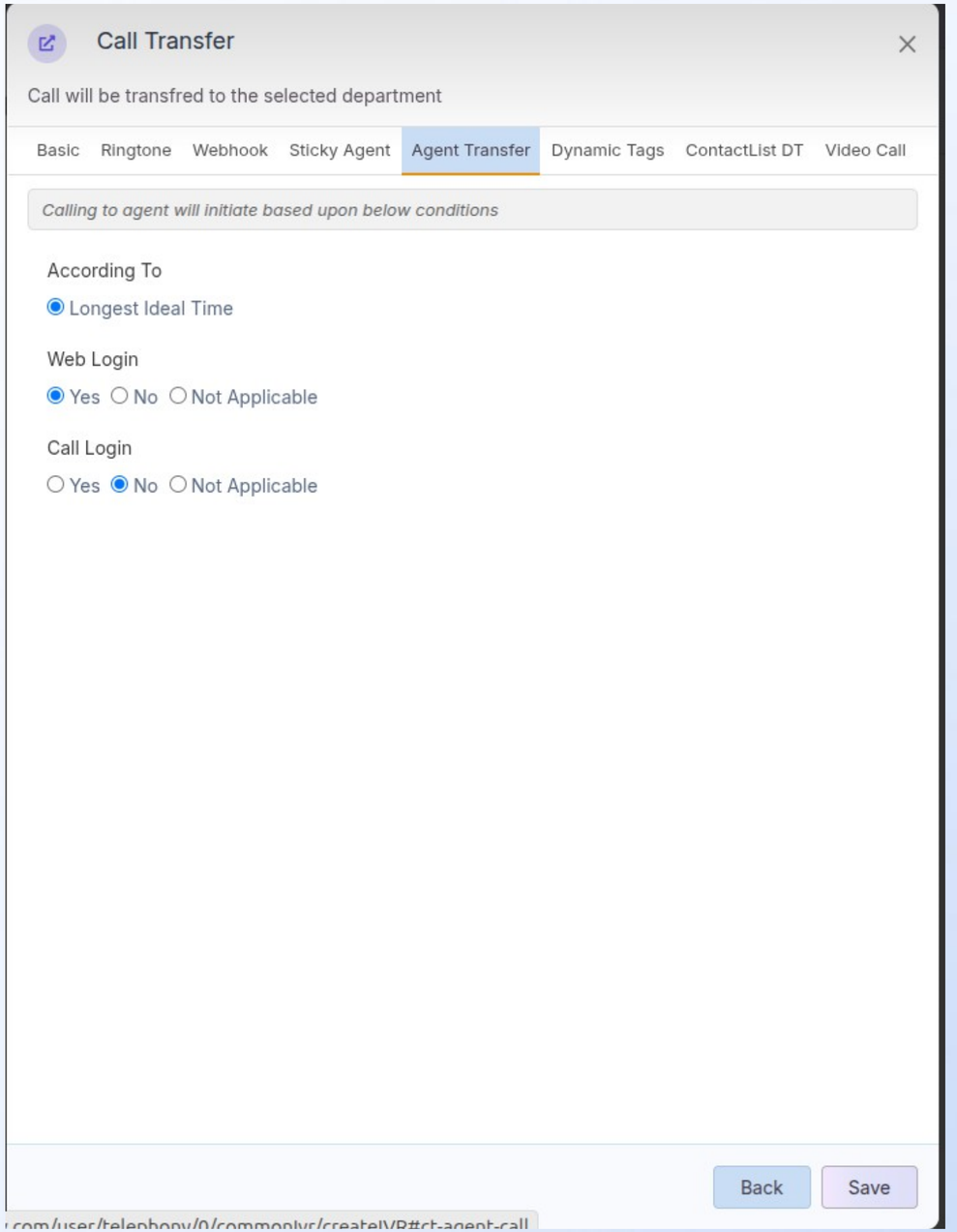


Call Transfer- Agent Transfer

Agent Transfer Conditions

The Call Transfer module includes conditions that determine how calls are initiated to agents:

- **Select** – Choose **Longest Idle Time** to prioritize the agent who has been idle the longest.
- **Web Login** – Choose **Yes**, **No**, or **Not Applicable**.
- **Call Login** – Choose **Yes**, **No**, or **Not Applicable**.



Call Transfer- Dynamic Tags

Dynamic Tags

You can use dynamic tags to make your call flow more customized.

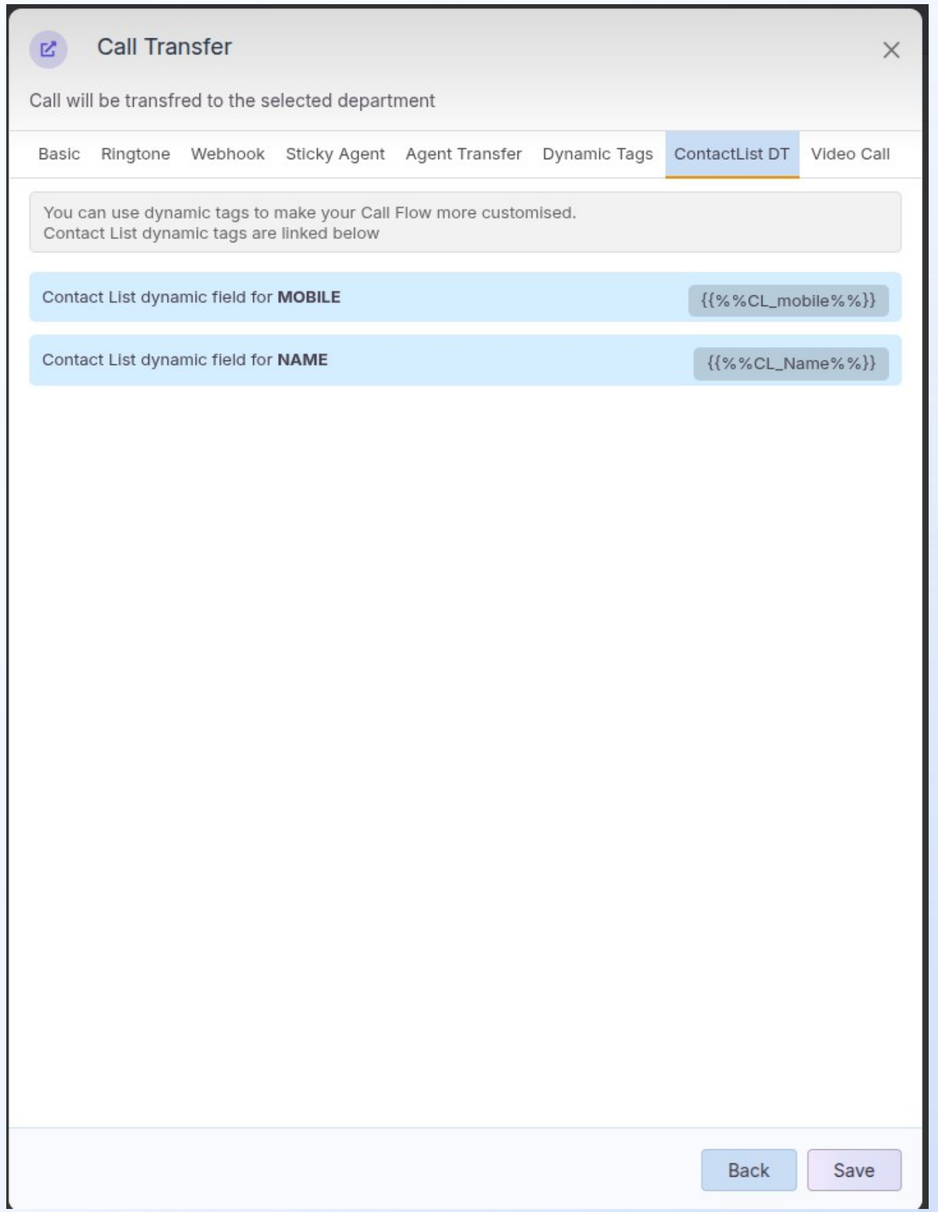
Response from DTMF inputs, webhooks, and some system tags are linked below.



Call Transfer- ContactList DT

You can use dynamic tages to make your Call Flow more customized.

Contact list dynamic tags are linked below.



Call Transfer- Video Call

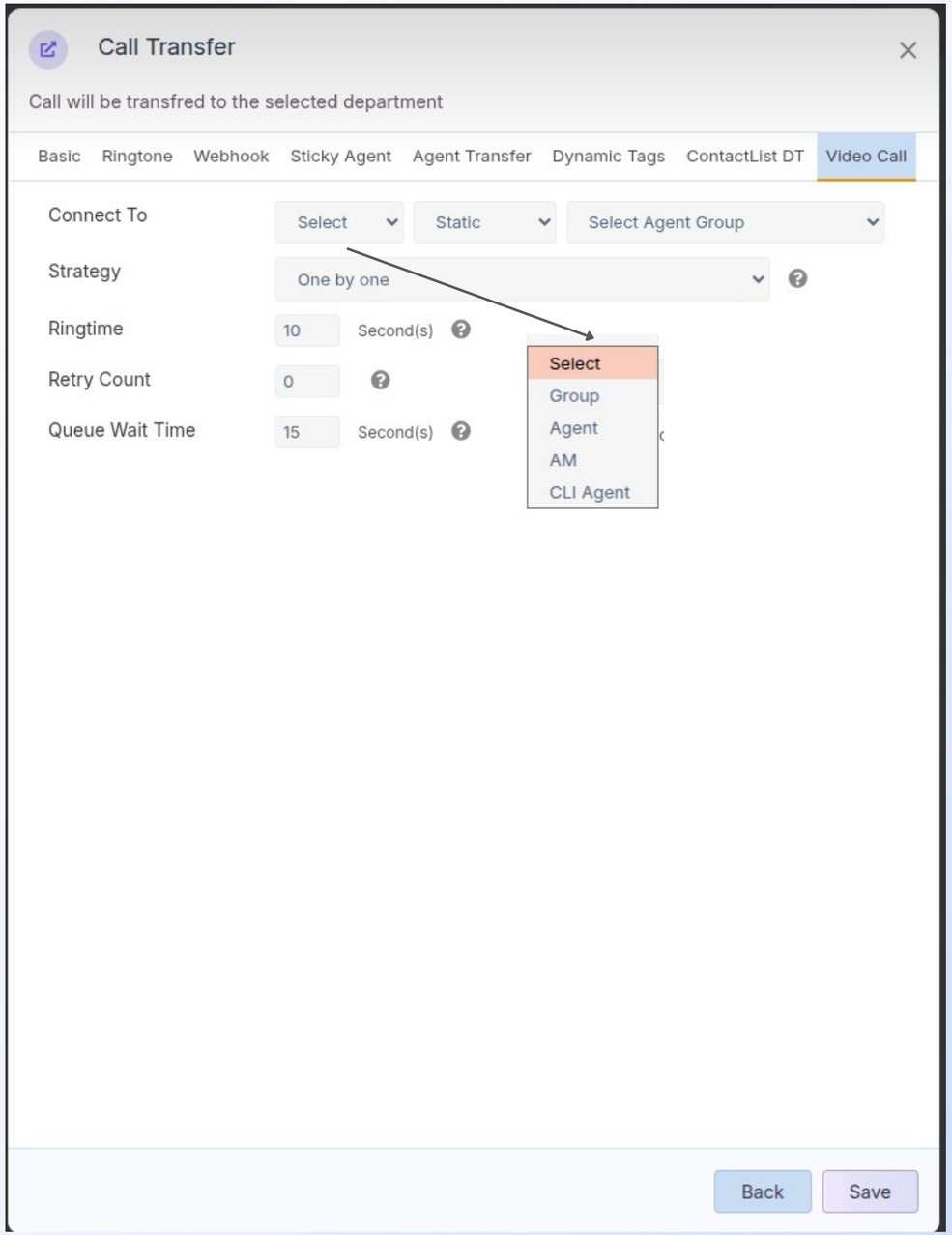
Video Call

Connect To

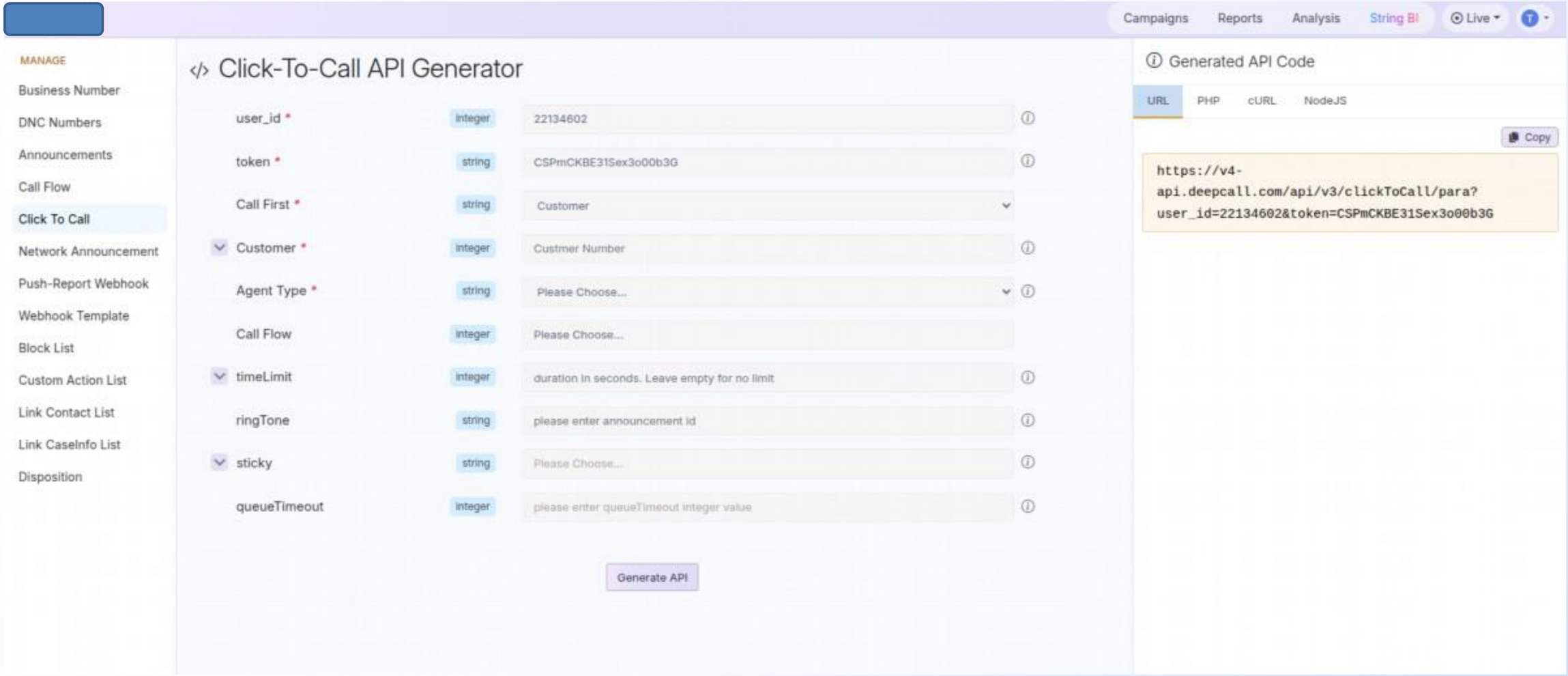
- **Select** – Choose from **Group**, **Agent**, **AM**, or **CLI Agent** (dropdown).
- **Static / Dynamic** – Select the mode from the dropdown.
- **Select Agent Group** – Choose the specific agent group from the dropdown.

Additional Settings

- **Strategy** – Choose whether calls should ring **One by One** or **To All** (dropdown).
- **Ring Time** – Set the duration in seconds.
- **Retry Count** – Enter the number of retry attempts (numeric).
- **Queue Wait Time** – Set the duration in seconds.



Click-To-Call API Generator

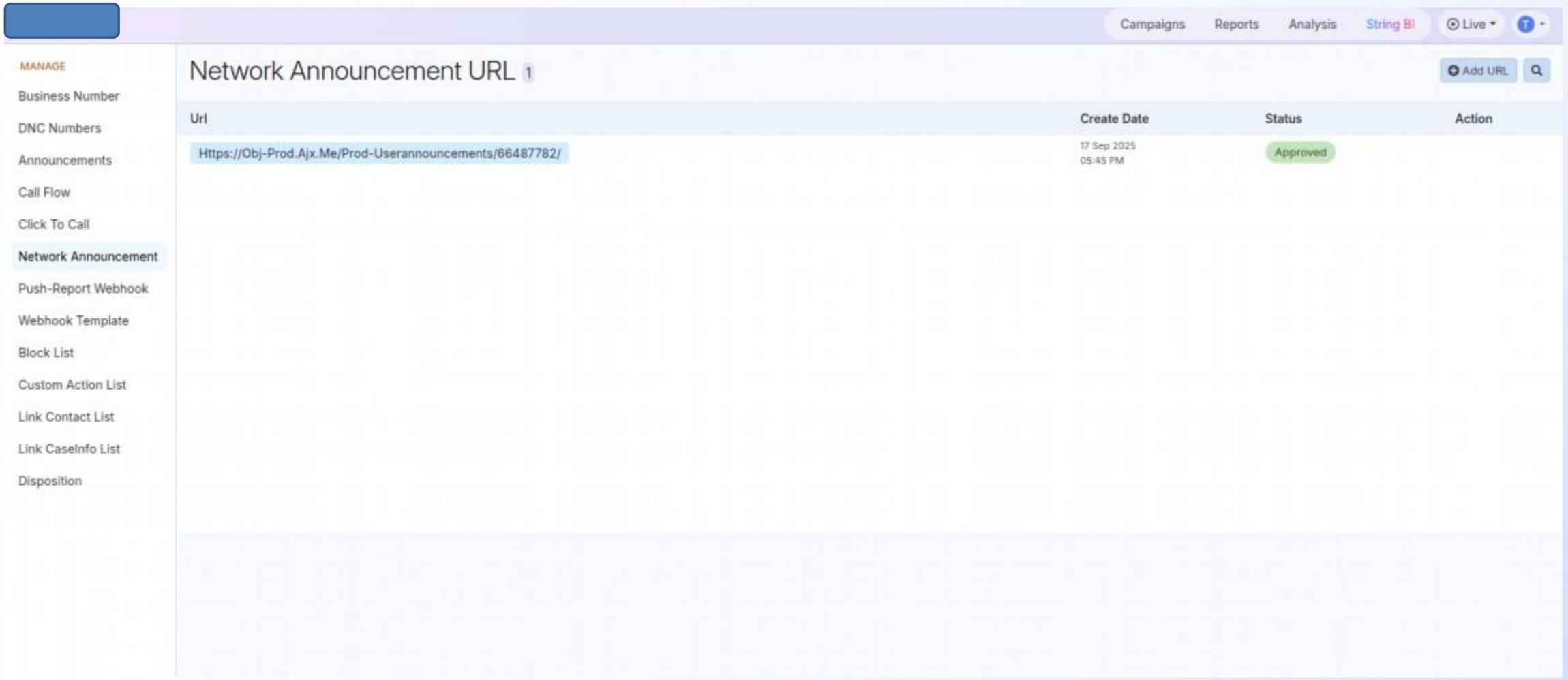


Users can integrate the API directly into their own applications. Multiple variables are available that can be customized to suit their system requirements. The API code is provided in the following formats- URL, PHP, cURL, and NodeJS.

API Parameters

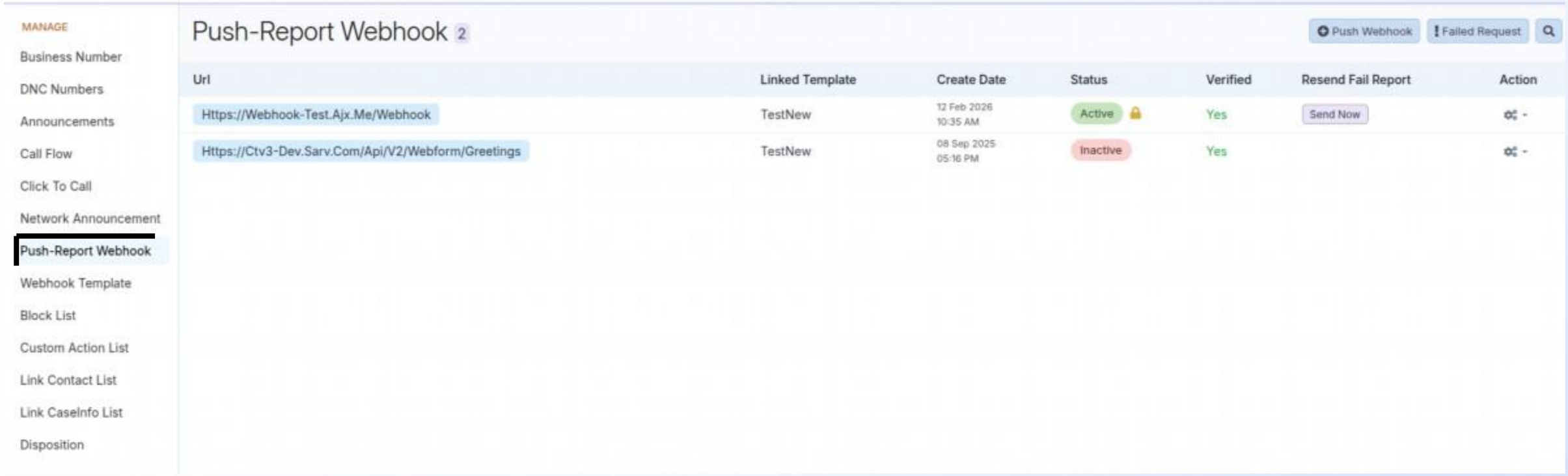
- **User ID** – A valid user ID required for authentication.
- **Token** – Use an existing token or generate a new one. Users can also reset the token at any time.
- **Call First** – Select whether the call should be initiated to the **Customer** or **Agent** first.
- **Customer** – Enter the customer's contact number.
- **Agent Type** – Select from three options: **Agent Number**, **Agent ID**, or **Group ID**.
- **Call Flow** – Specify the appropriate call flow to be used.
- **Time Limit** – Duration in seconds that limits the talk time between the caller and receiver.
- **Ringtone** – A valid announcement ID. If provided, the selected announcement will be played to the caller in a loop while the other party is being dialed. If not provided, the default operator announcement will be heard.
- **Sticky** – Ensures that a specific agent is always assigned to a particular number.
- **Queue Timeout** – Defines the time limit (in minutes) after which a call is disconnected if the caller remains in the queue.- doubt have to ask

Network Announcement URL



This module works similarly to the Announcement module, but instead of uploading an audio file, it plays audio directly from a URL. Users can add URLs of pre-recorded audio files, which are fetched and played during the call.

Push Report WebHook



Push-Report Webhooks allow you to integrate your CRM or external application with DeepCall and receive call reports automatically. Reports are pushed to the configured webhook URL in JSON format, enabling real-time data synchronization between DeepCall and your platform.

You can configure multiple webhooks based on your business requirements, such as:

- Call Type
- DID Numbers
- Campaigns
- Specific reporting needs

Alternatively, you can configure a single webhook to receive all reports.

Add Push Webhook

Click the **Push Webhook** button to create a new webhook.

While adding a webhook, provide:

- A valid Webhook **URL**
- The associated Webhook Template
- Required configuration details

Once submitted, the system automatically verifies the URL. Only verified and valid URLs can be activated and receive reports.

Linked Template

Displays the webhook template associated with the webhook. The template determines the structure and format of the report pay load sent to your system.

Create Date

Shows the date and time when the webhook was created.

Status

The Status column displays the current state of the webhook:

- **Active** – The webhook is verified and ready to receive reports.
- **Inactive** – The webhook is disabled or has not been successfully verified.

Verified

The Verification status indicates whether the webhook URL has been successfully validated by the system. Only verified webhoo ks are eligible to receive report data.

Resend Failed Reports

If any report delivery attempt fails, use the **Send Now** option under the **Resend Fail Report** column to resend the report to the configured webhook URL.

Action

The Action menu provides additional management options, such as:

- Status Change
- Verify Status Change
- Failed Push Webhook
- Mapping
- Link Template

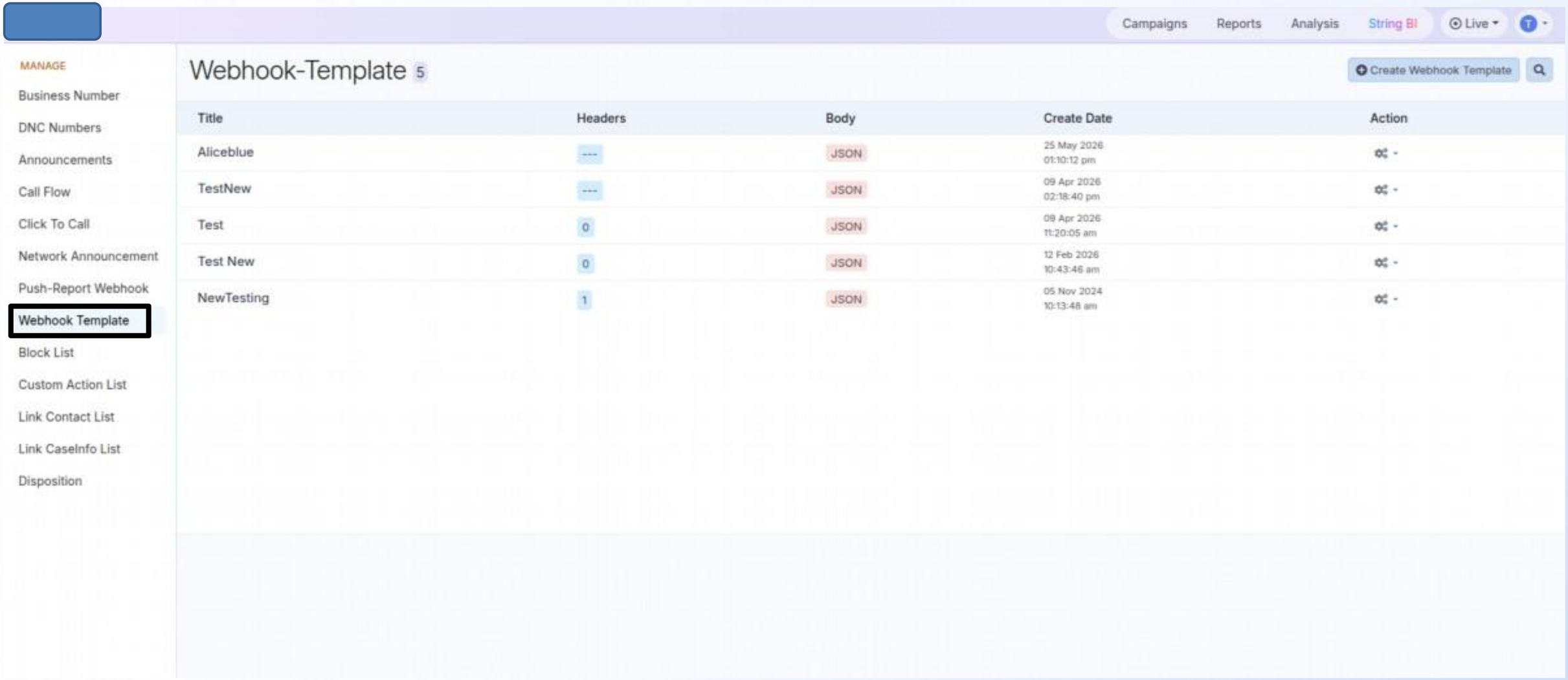
Search Filter

Use the search option to quickly find specific webhooks by filtering the list based on URL, template, status, or other availa ble details.

Failed Requests

Click the **Failed Request** button to view webhook requests that were not delivered successfully. Users can review failed attempts and retry sending them when required.

WebHook Template



Webhook Template

A webhook is an automated notification sent from one system to another when a specific event or condition is triggered. It enables two systems to communicate and exchange data in real-time, allowing each system to take the appropriate action instantly.

In this section, users can create a **Webhook Template** and use the **Search** functionality to find existing webhooks as needed.

Create Webhook Template

Click the **Create Webhook Template** button to create a new template.

While creating a template, you can configure:

- Template Title
- Request Headers
- Request Body Format
- JSON Payload Structure
- Custom Variables and Parameters

Title

Displays the name of the webhook template. This title is used when linking the template to a Push-Report Webhook.

Headers

Headers contain additional information that is sent with the webhook request, such as:

- Authentication Tokens
- API Keys
- Content Type
- Custom Header Values

The number displayed in this column indicates the total headers configured for the template.

Body

The Body defines the data payload that will be sent to the destination URL. DeepCall sends the webhook data in JSON format based on the configured template structure.

Create Date

Displays the date and time when the webhook template was created.

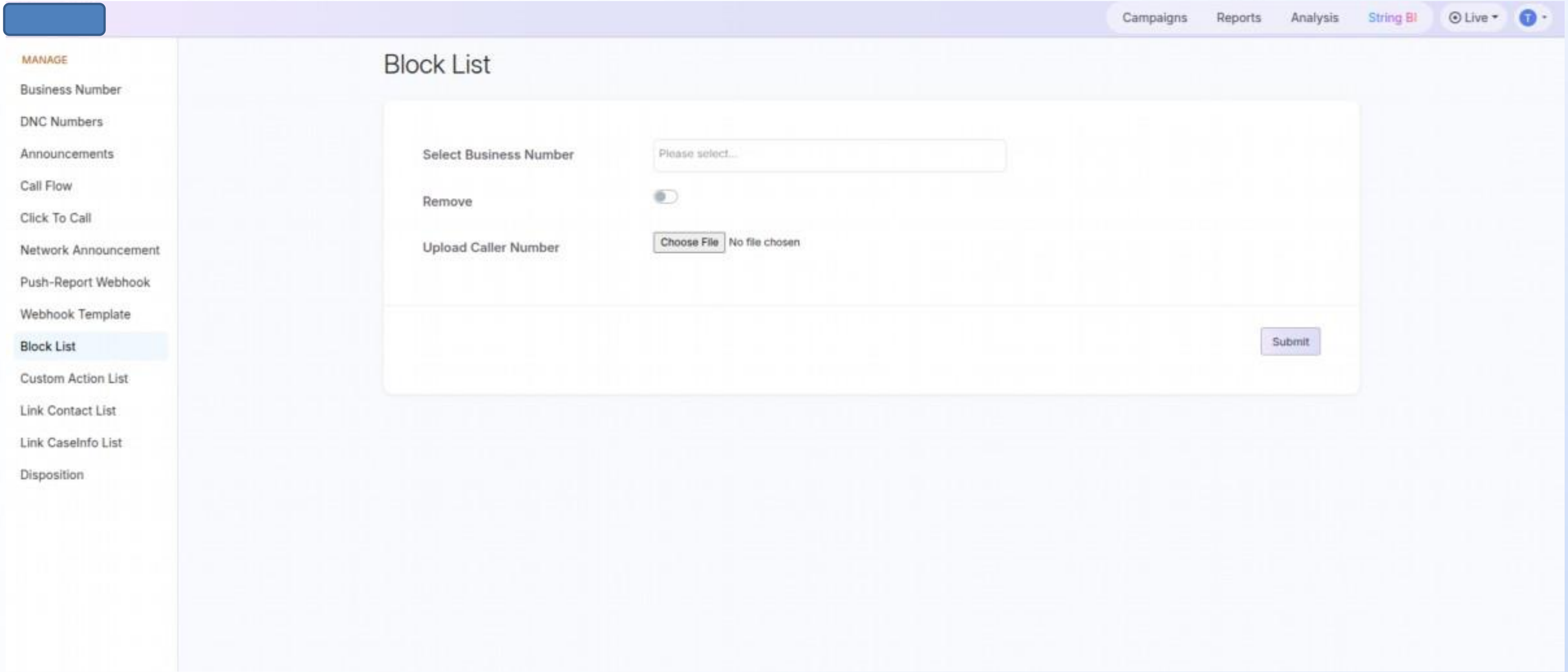
Actions

The Action menu allows users to **Edit.**

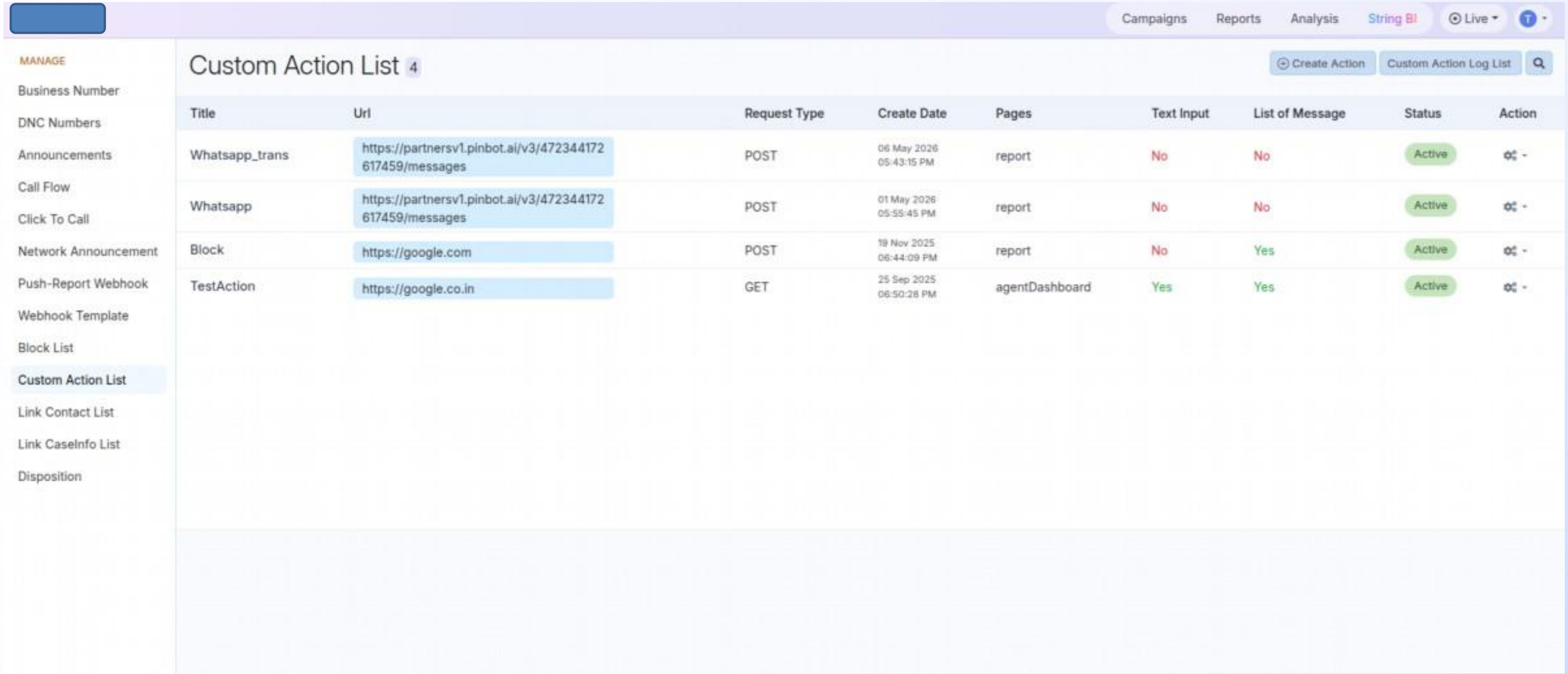
Search Filter

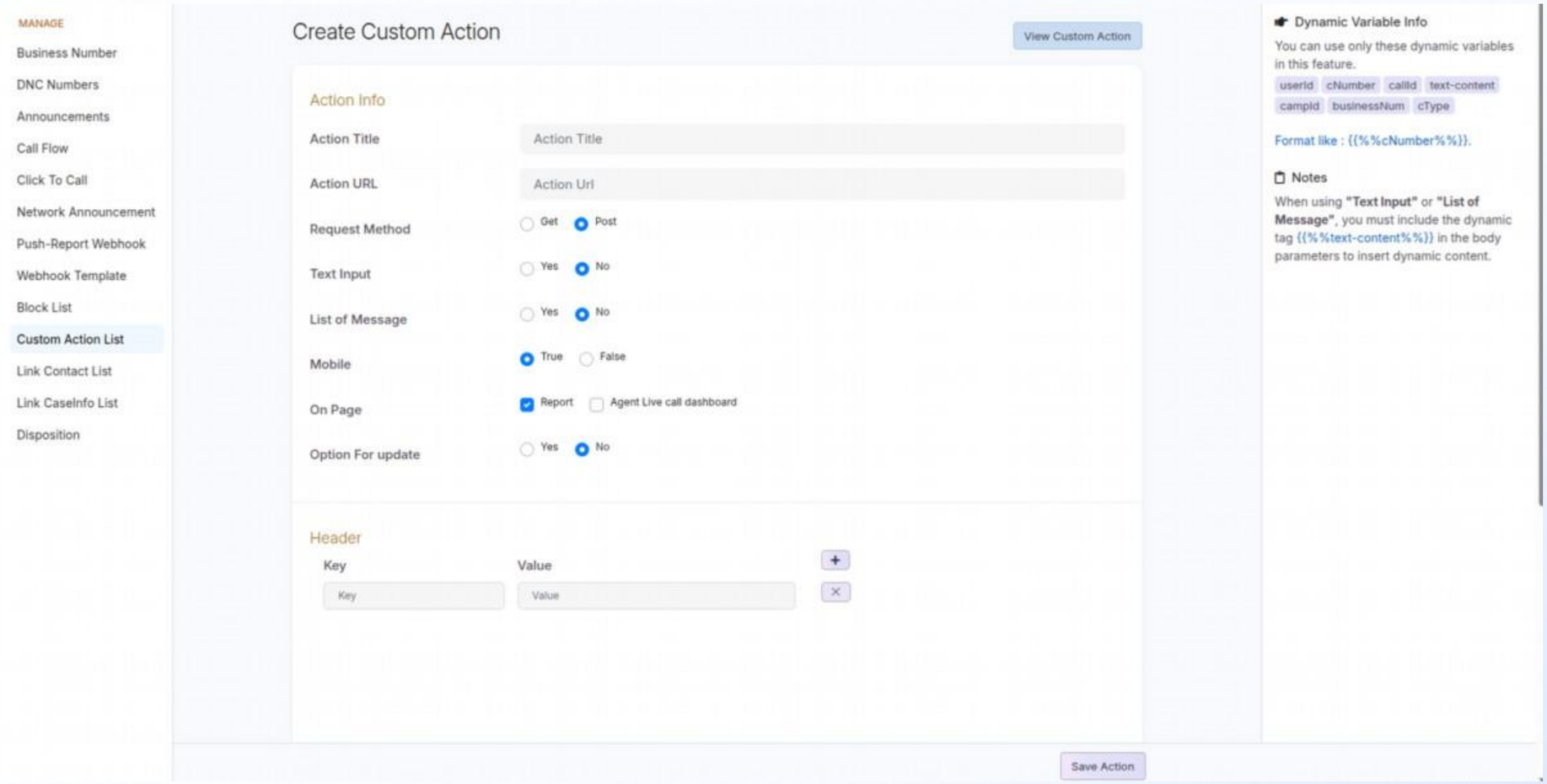
Use the search option to quickly locate webhook templates by title or other available criteria.

Block List


Campaigns
Reports
Analysis
String BI
Live
MANAGE
Business Number
DNC Numbers
Announcements
Call Flow
Click To Call
Network Announcement
Push-Report Webhook
Webhook Template
Block List
Custom Action List
Link Contact List
Link CaseInfo List
Disposition
Block List
Select Business Number
Please select...
Remove
Upload Caller Number
Choose File
No file chosen
Submit

Custom Action List



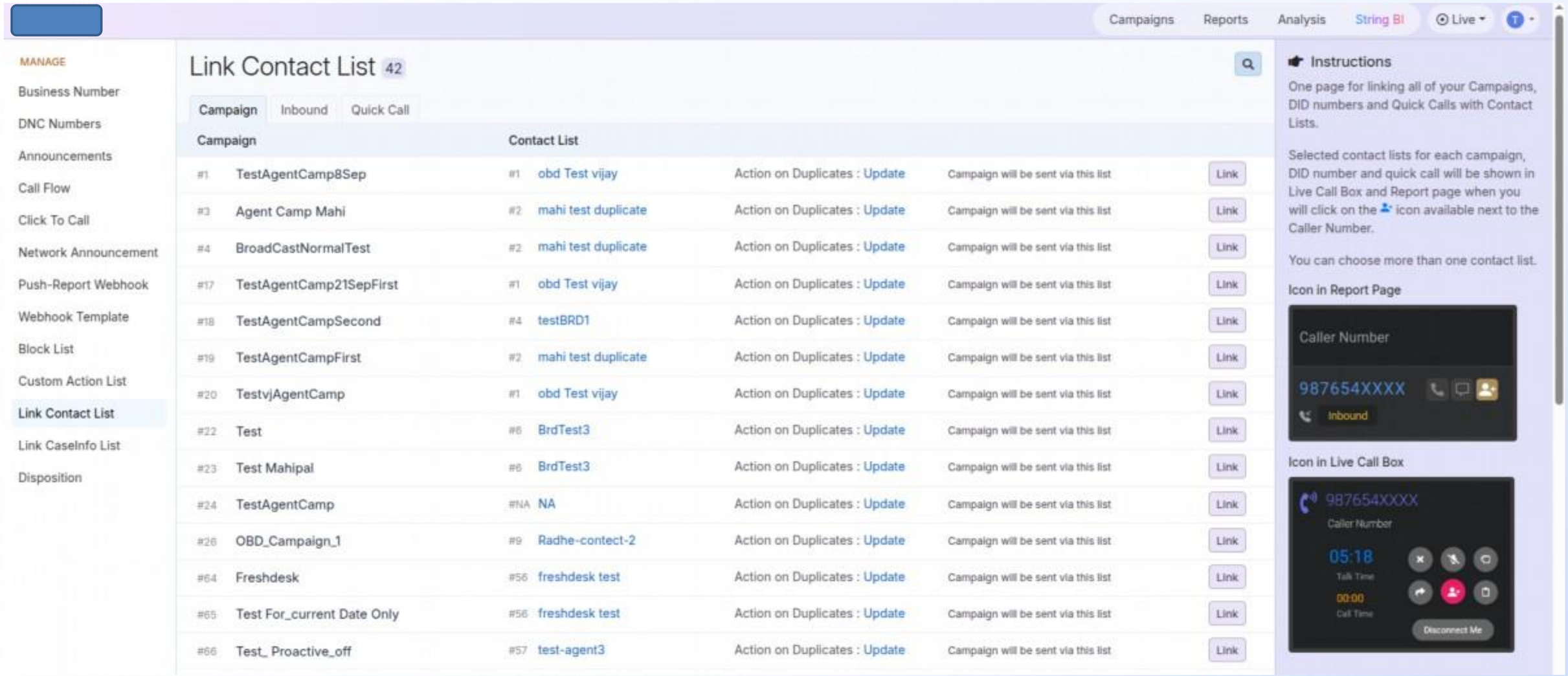


Create Custom Action

Users can add and manage their own APIs in this section. The following details are available for each entry:

- **Title** – The name of the API being added.
- **URL** – The endpoint URL of the API.
- **Request Type** – Indicates whether the request is a **GET** or **POST**.
- **Create Date** – Displays the date on which the entry was created.
- **Text Input** – Indicates whether text can be sent along with the request (Yes/No).
- **List of Messages** – Displays all available messages, any one of which can be sent.
- **Status** – Shows the current status of the particular entry.
- **Action** – Allows users to edit an existing entry if any changes are required.

Link Contact List

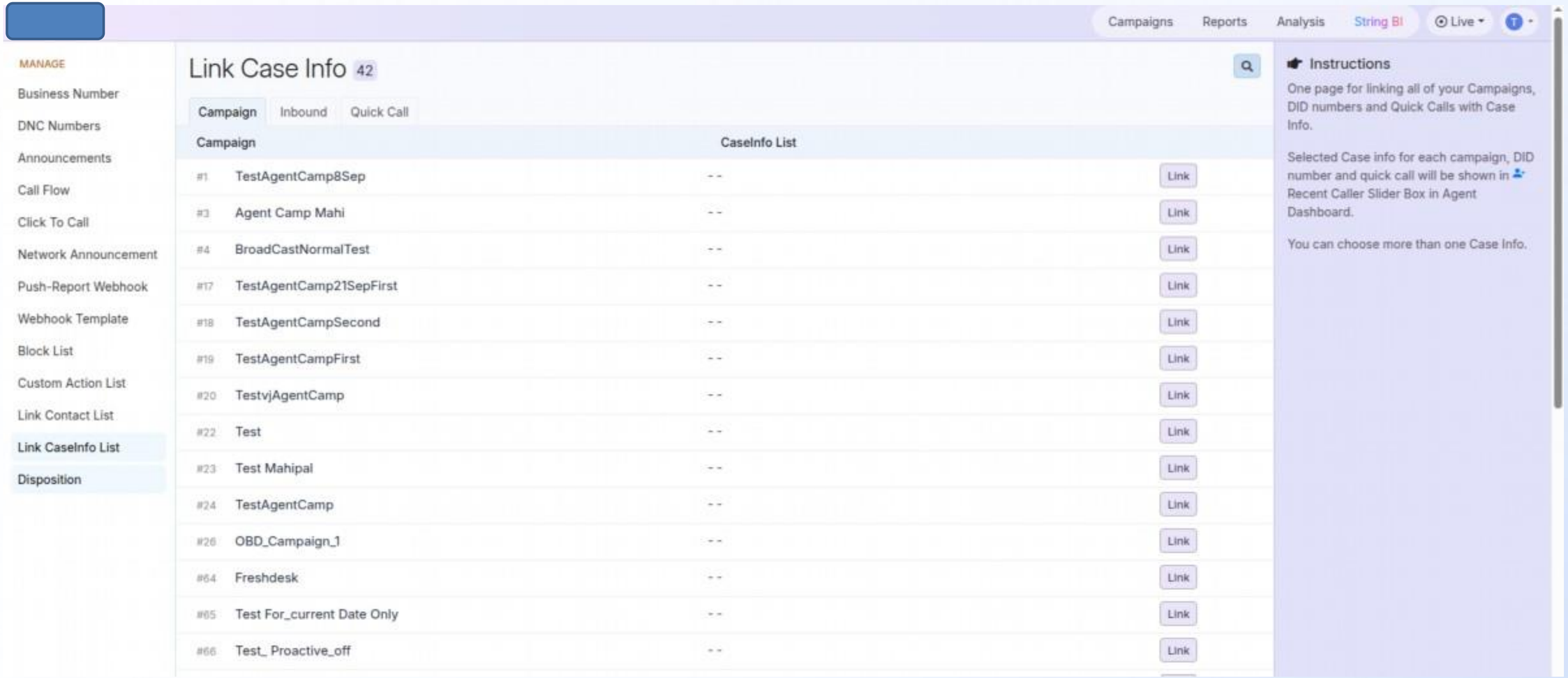


Linked Contact List

This feature allows agents to add call notes directly to the Contact List linked to the system at the time of receiving a call. It can be used across the following four instances:

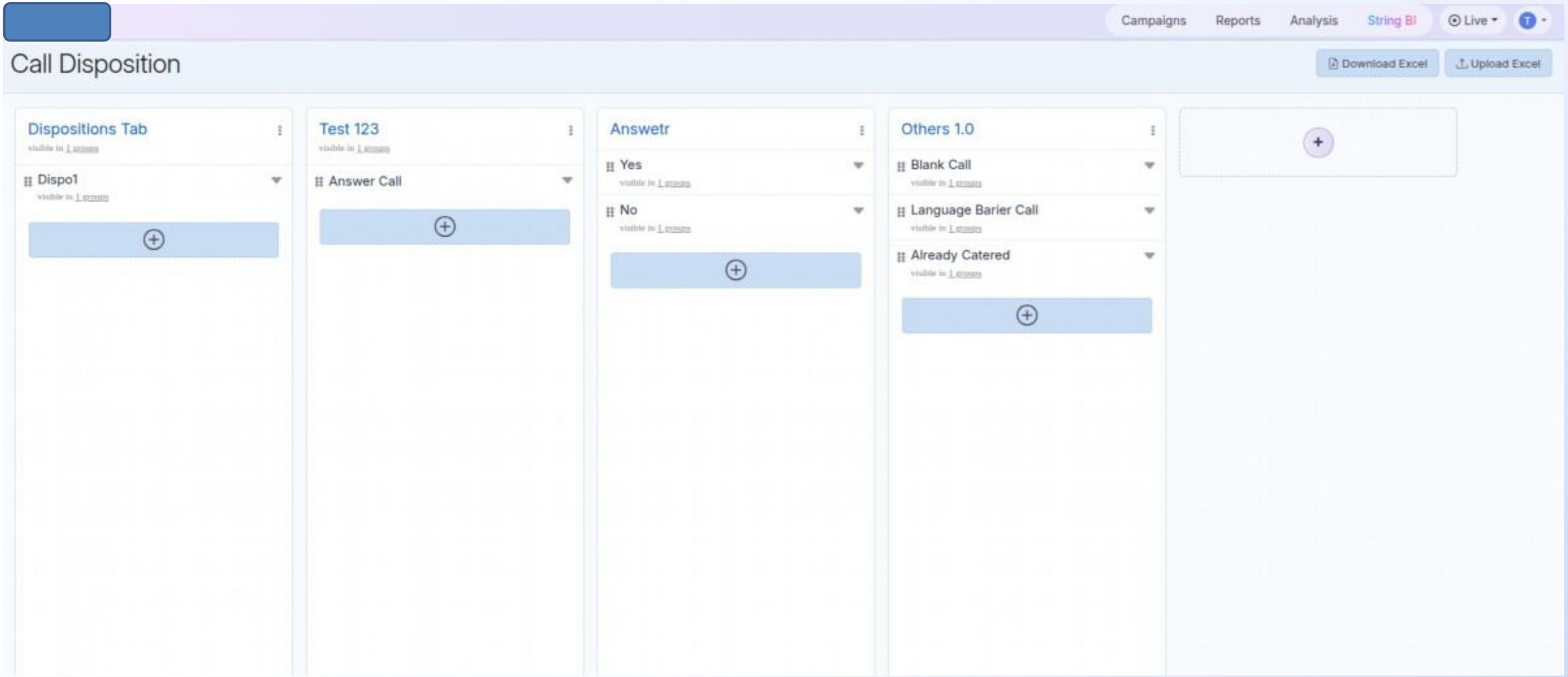
1. **Campaign** – For outbound campaign calls.
2. **Inbound** – For incoming calls.
3. **Quick Call** – For calls made instantly without a campaign.

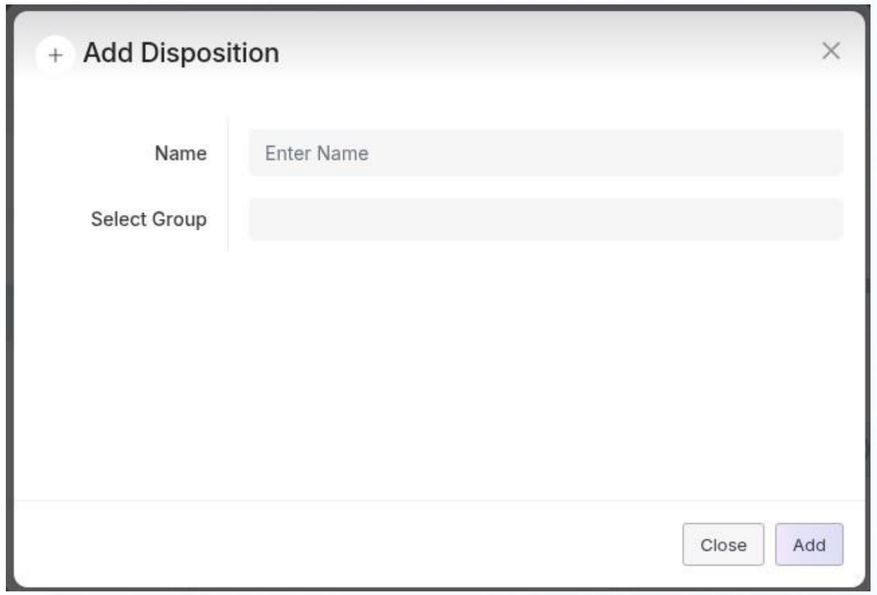
Link Case Info



This feature allows users to create and manage forms for capturing client details. The relevant case information and form data can be viewed and accessed directly within the system.

Call Disposition





Disposition

Out of all the calls received, Disposition helps categorize and bifurcate each call based on its outcome- dentifying which calls were successful, unsuccessful, or require follow-up.

Add Disposition

Users can create and manage dispositions with the following functionality:

- Dispositions can be assigned to specific **groups**, meaning only agents belonging to that group will have access to that particular disposition.
- If a disposition has **no group assigned**, it is treated as a **common disposition** and will be visible and accessible to **all agents** across the agent panel.
- The agent must be assigned to the relevant group in order to access that group's disposition.
- Click the **+ icon** to add a new disposition under any of the available tabs.

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THANK YOU!

DO YOU HAVE ANY QUESTIONS?

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