

A User Guide On -
Call Dialer



Call Dialer

Table of Index

| S. No. | Title | Page No. |
|--------|---------------------|----------|
| 1. | Agent Dialer Page | 4 |
| 2. | Incoming Call Alert | 7 |
| 3. | Call Dialer | 8 |
| 4. | Wrap Up Time | 9 |

Agent Dialer Page

The screenshot displays the Agent Dialer Page interface with the following components:

- Navigation:** Dashboard, Agent Campaigns, Live status, and search bar.
- Call Type:** Callback, Call Type - Quick Call, Custom Disposition.
- Notes:** No Notes.
- Recent Calls:**
 - Call 1: Time 19/03/2024 06:53:52 PM, Master Agent #18294 Ajay Meena, Status Agent/From Unanswered, No. of Agent 1.
 - Call 2: Time 19/03/2024 04:37:39 PM, Master Agent #18295 undefined, Status Both Answered, No. of Agent 1.
- Contact Form:** Segmentation testing, Auto Scheduling, Contact form. Fields include mobile, FirstName, LastName, Address, email, and Remarks.
- Contact Info:** Fields for FirstName, Mobile, LastName, email, Address, and Domain.
- WebRTC Call Box:** WebRTC Connected, Disconnect, Quick Call, Talk Time 00:00:00, Call Time 00:00:07, Disconnect Me.
- Footer:** Description field, Save button, 0 / 1000 Chars.

There are various columns in the **Agent Dialer Page**, which we have explained one by one-

Notes - Here, the Agent can make a record of notes taken during the call. It will help the Agent next time the customer calls, as they don't have to tell the whole thing again.

Recent Calls - Here, Agents can see the recent calls that they took in a day. It shows various details like the Date & Time of the call, Status, Master Agent (ID and Name), and No. Of Agent.

Contact Form - Here, the Agent can take the details from the Customer during the call including the Mobile No., First Name, Last Name, Address, Email, and Remarks.

Contact Info. - If the contact details are predefined in the system, it will show here. Details like Mobile No., First Name, Last Name, Address, Email, and Domain are there.

WebRTC Callbox - Here, the Agent can see the call durations like Talk Time and Call Time.

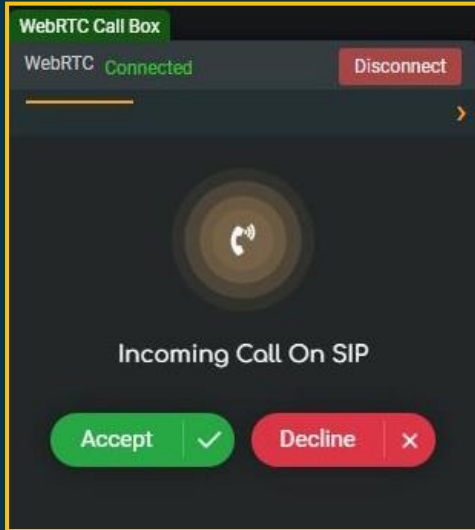


WebRTC Call Box

WebRTC Call Box is a place where agents will receive the inbound call.

Here, you can either accept or decline the call.

Incoming Call Alert

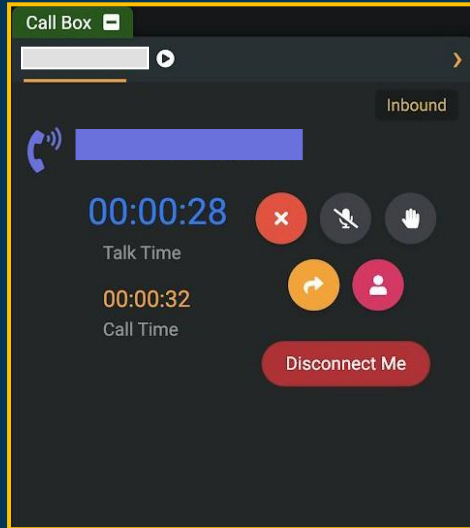


When an Agent receives an incoming call, this is how you get the alert for the call.

As WebRTC is connected, calls will be answered automatically for all DID numbers. Also, you can pick up the call manually.

Here, you have the option to Accept or Decline the call.

Call Dialer



Here, you can see in the Call Dialer, that an incoming call is going on, where there is a Talk Time of 28 Sec and a Call Time of 32 Sec.

There are several buttons as well by which Agent can perform various functions-



This icon is for “Hang Up”, from here Agent can disconnect the call for both ends.



This icon is for “Mute”, from here Agent can put the customer is on mute.



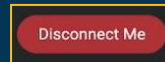
This icon is for “Hold”, from here Agent can put the customer is on hold.



This icon is for “Transfer”, from here Agent can transfer the call to another Agent.

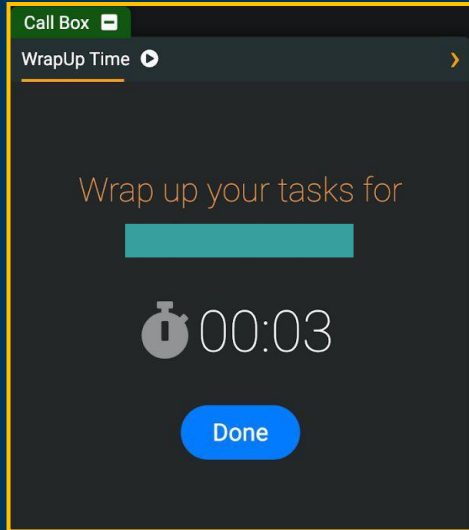


This icon is for “Contact Web Form”, from here Agent can write the data in the form.



By clicking on the “Disconnect Me” button, the call is disconnected after transferring the call to another Agent.

Wrap Up Time



This screen displays the “Wrap-Up Time” left to make notes or update the details in the system by the Agent.

You can set the wrap time between the two calls at your convenience.