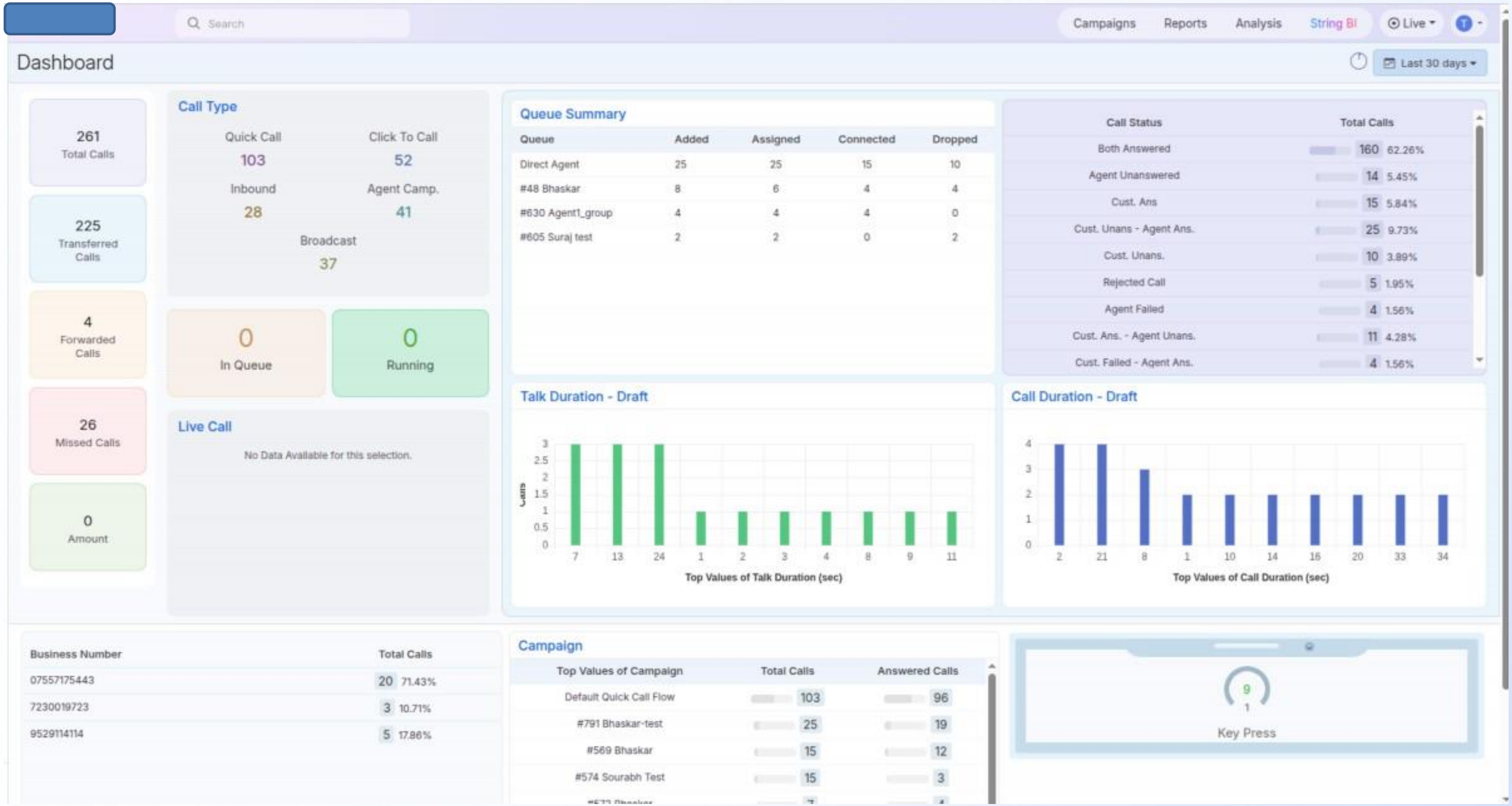
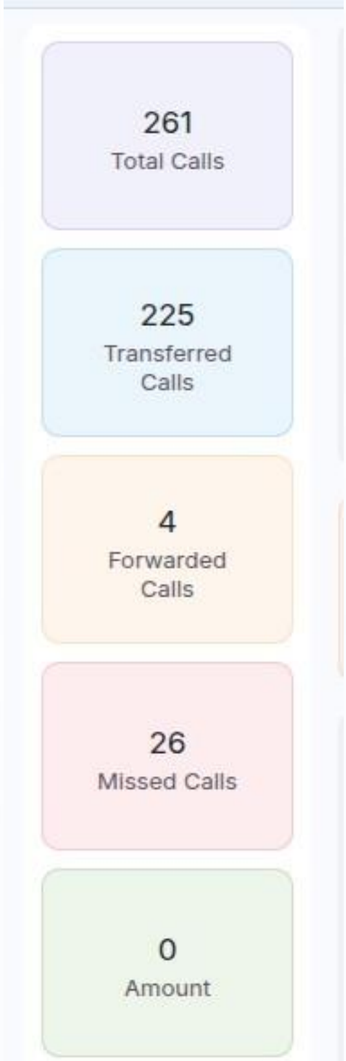
Dashboard

Hashmi infonet User Guide

Dashboard Screen



Dashboard Elements



Dashboard Panel

The Dashboard Panel provides a comprehensive visual overview of your call data for any selected time period, allowing you to analyze key metrics at a glance- all in one place.

The panel brings together multiple elements, including summary statistics, charts, and graphical representations, to help you quickly understand call performance and trends.

Key Metrics Displayed

The panel highlights the following call statistics for your chosen time period:

- **Total Calls**- The overall number of calls recorded
- **Transferred Calls**- Calls that were redirected to another agent or department
- **Forwarded Calls**- Calls routed forward based on predefined rules
- **Missed Calls**- Calls that went unanswered
- **Amount**- The associated monetary value linked to call activity

Call Type

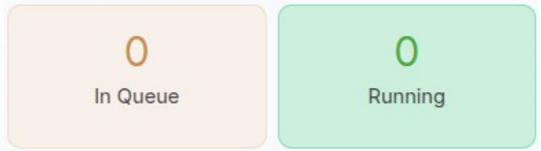


This section shows you the type of calls that have happened so far (in blue) and ongoing calls (in green) as well. These calls are grouped as Inbound -

This number represents incoming calls received by the contact center.

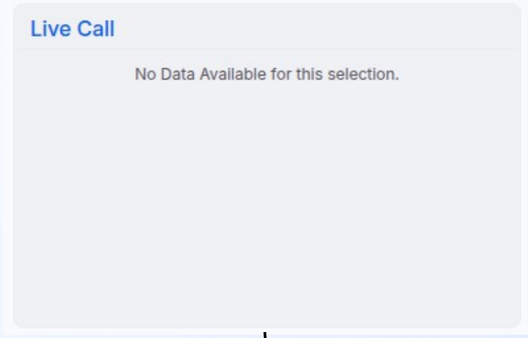
- Quick Call - This number represents the quick call made by the Agents.
- Click To Call - This number shows the calls that are made by the Agent requested via the click-to-call action button on the website/app.
- Inbound Calls-
- Agent Campaign - This number shows the active campaigns in the contact center.
- Broadcast - This number represents the total number of broadcasted calls made.

Live Call



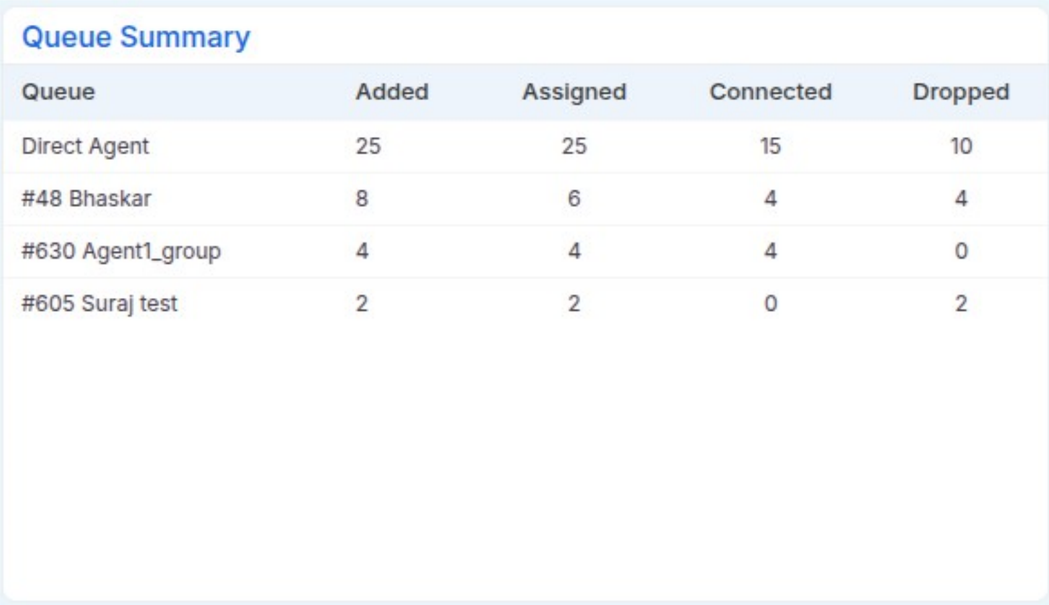
The Queue section displays the real-time status of calls that are currently waiting to be answered, giving you a clear picture of pending call load at any given moment.

The Queue section displays the real-time status of calls that are currently waiting to be answered, giving you a clear picture of pending call load at any given moment.



The Live Calls section provides a live view of all calls that have been initiated and are currently active, enabling teams to track and manage ongoing conversations as they happen.

Queue Summary



Queue Summary

Queue	Added	Assigned	Connected	Dropped
Direct Agent	25	25	15	10
#48 Bhaskar	8	6	4	4
#630 Agent1_group	4	4	4	0
#605 Suraj test	2	2	0	2

Queue Summary

This section provides a consolidated view of call activity across all agent groups, allowing you to track the progress and outcome of calls at a group level.

Calls are categorized into the following statuses:

- **Added**- The total number of calls that have been added to the queue across all agent groups
- **Assigned**- The number of calls that have been assigned to agents and are still active or remaining within the campaign
- **Connected**- The total count of calls that were successfully connected and answered by an agent or customer
- **Dropped**- The number of calls that were disconnected by the end user before being fully resolved or answered

Call Status



Call Status	Total Calls	
Both Answered	175	62.95%
Agent Unanswered	15	5.40%
Cust. Unans - Agent Ans.	29	10.43%
Cust. Ans	15	5.40%
Cust. Unans.	10	3.60%
Rejected Call	6	2.16%
Agent Failed	4	1.44%
Cust. Ans. - Agent Unans.	11	3.96%
Cust. Failed - Agent Ans.	4	1.44%

Call Status

Each call log is automatically assigned a status based on how the call progressed through the system. This section displays the total number of calls and the percentage share for each status category, giving you a clear breakdown of call outcomes.

The following statuses are used to classify calls:

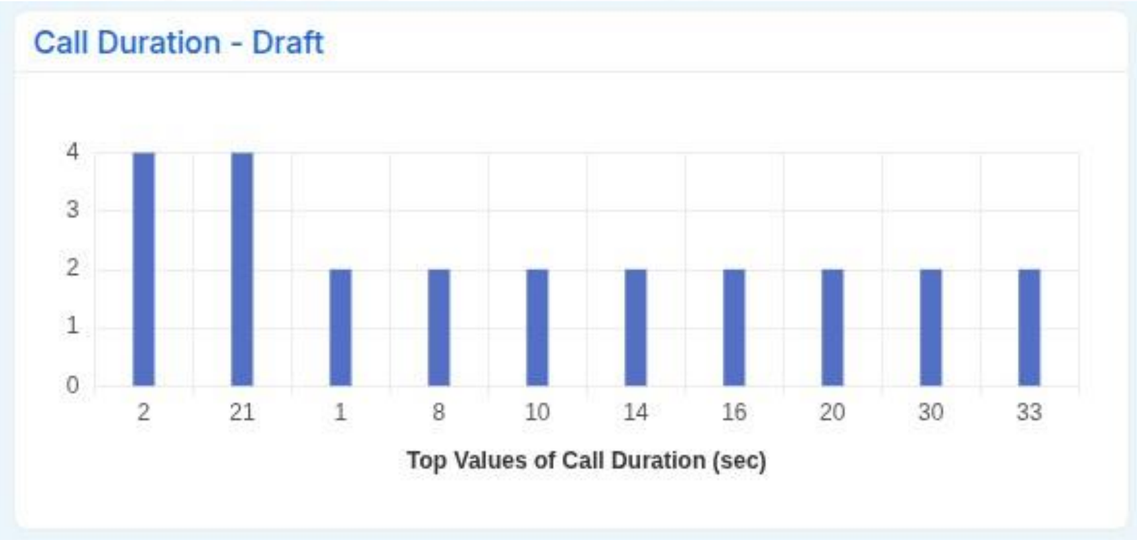
- **Both Answered**- Both the customer and the agent successfully answered the call
- **Cust/To Ans - Agent/From Unans**- The customer answered, but the agent was unavailable or did not respond
- **Cust/To Ans**- Only the customer's side of the call was answered
- **Agent/From Ans**- Only the agent answered, but the customer did not respond
- **Cust/To Unans - Agent/From Ans**- The agent was available and answered, but the customer did not pick up
- **Cust/To Unans**- The customer's line went unanswered
- **Agent/From Unanswered**- The agent did not answer the call
- **Both Unanswered**- Neither the customer nor the agent responded to the call
- **Rejected Call**- The call was actively rejected before it could be connected

Business Number

Business Number	Total Calls
[illegible]	20 68.97%
[illegible]	4 13.79%
[illegible]	5 17.24%


Talk Duration - Draft
Calls
3
2.5
2
1.5
1
0.5
0
13
7
24
30
1
2
3
4
8
9
Top Values of Talk Duration (sec)

Call Duration- Draft



Hashmi Infonet

Innovate .Connect .Succeed

THANK YOU!

DO YOU HAVE ANY QUESTIONS?

info@hashmitelecom.in

+91 8097064186

www.hashmiinfonet.net