

- Remote customer support call centre
- Outbound call center for remote sales teams
- Advance Call Modules will handle your complex IVR flow swimmingly

## Premium Features with Unlimited Possibilities to support your Call Center:

### 1. Live Queue Dashboard

Streamline your call center management with DeepCall's Live Queue Dashboard. Easily monitor and manage calls in real-time with our user-friendly dashboard, designed for optimal convenience and efficiency.



### 2. Call tracking (Reporting)

Leverage precise, data-driven decision-making for your call center with our detailed reporting services. Enhance operational efficiency and boost customer satisfaction by empowering your team with accurate statistics, transforming your call center's performance.

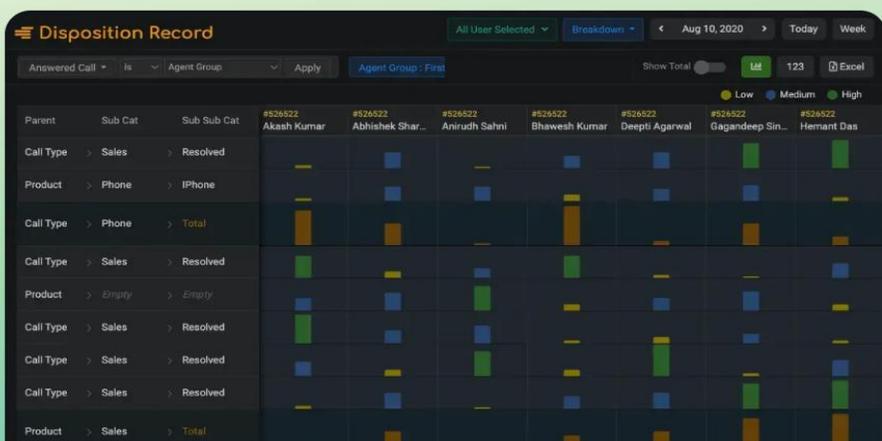
**Call Log Detail** 11 164 Agent, 81 Group Selected CLI: +917313602723 Sep 01-Oct 31 11:59 PM, 2024 All Days Date Range Search By Reset

Call Log Summary Columns Excel

Customer No	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	#3 Call Transfer Call-Transfer	#1 Hang up End
982814XXXX <span>Both Answered</span>	10:23:57 AM Today	00:00:16	00:00:08	00:00:16	00:00:07	₹ 0	#1773 Akshita Khandelwal Duration: 00:00:07 Talktime: 00:00:07	
883703XXXX <span>Cust. Ans. - Agent Unans.</span>	10:04:10 AM Today	00:00:02	00:00:02	00:00:02	00:00:00	₹ 0	1 Other Agents	
883703XXXX <span>Both Answered</span>	09:22:47 AM Today	00:00:28	00:00:06	00:00:28	00:00:17	₹ 0	#1773 Akshita Khandelwal Duration: 00:00:17 Talktime: 00:00:17	✓
947254XXXX <span>Both Answered</span>	03:04:09 PM Yesterday	00:01:28	00:00:09	00:01:28	00:01:14	₹ 0	#1773 Akshita Khandelwal Duration: 00:01:14 Talktime: 00:01:14	✓
899974XXXX <span>Cust. Ans. - Agent Unans.</span>	03:18:10 PM 23/Sep/2024	00:00:22	00:00:22	00:00:22	00:00:00	₹ 0	1 Other Agents	
899974XXXX <span>Both Answered</span>	03:17:32 PM 23/Sep/2024	00:00:24	00:00:09	00:00:24	00:00:10	₹ 0	#1773 Akshita Khandelwal Duration: 00:00:10 Talktime: 00:00:10	✓
953033XXXX <span>Cust. Ans. - Agent Not Found</span>	04:06:09 PM 20/Sep/2024	00:00:01	00:00:01	00:00:01	00:00:00	₹ 0		
636782XXXX <span>Cust. Ans. - Agent Unans.</span>	11:53:08 AM 20/Sep/2024	00:00:03	00:00:03	00:00:03	00:00:00	₹ 0	1 Other Agents	
787884XXXX <span>Cust. Ans. - Agent Unans.</span>	10:48:57 AM 20/Sep/2024	00:00:24	00:00:24	00:00:24	00:00:00	₹ 0	1 Other Agents	

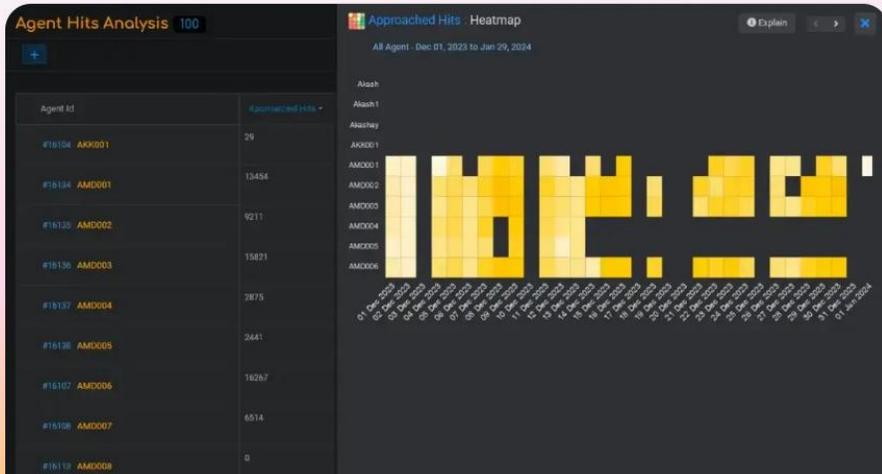
**Disposition**

With just one click, classify agent and call data graphically as per their labels.



**Hit Analysis**

Monitor and improve the call center performance on the scale of time and hits.



### Call Analysis

Graphical representation of call & talk duration based on time length.

Date	Total Calls	Fresh Call	Repeat Call	Transferred	Answered	Missed	Partially Missed	Failed	Forward	Total Calls Amount	Total Talk Duration
03 JANUARY 2024	1	1	0	0	0	0	0	0	0	0:00:00	0:00:00
04 JANUARY 2024	9	9	0	7	4	3	0	0	0	0:00:00	0:00:00
05 JANUARY 2024	7	7	0	7	5	2	0	0	0	0:00:00	0:00:00
06 JANUARY 2024	4	4	0	4	3	1	0	0	0	0:00:00	0:00:00
07 JANUARY 2024	1	1	0	1	0	1	0	0	0	0:00:00	0:00:00
08 JANUARY 2024	2	2	0	1	1	0	0	0	0	0:00:00	0:00:00
09 JANUARY 2024	1	1	0	1	0	1	0	0	0	0:00:00	0:00:00
10 FEBRUARY 2024	205	205	0	194	138	60	1	0	0	0:00:00	0:00:00
17 FEBRUARY 2024	418	418	0	410	321	78	11	0	0	0:00:00	0:00:00
20 FEBRUARY 2024	334	334	0	330	285	40	5	0	0	0:00:00	0:00:00
20 FEBRUARY 2024	234	234	0	222	192	30	0	0	0	0:00:00	0:00:00

### Agent Performance

Graphical representation of call & talk duration based on time length.

Agent	HL Answered	HL Abandoned	HL Total	OUT Answered	OUT Abandoned	OUT Total	Login Duration	Avail. Time	Ring	On Call Duration	Wtd
#13355 Aashish Awasthi	0	0	0	0	0	0	00:00:00	00:00:00	00:00	00:00:00	00:00
#3008 Abhimanyu Sharma	0	0	0	0	0	0	00:00:00	00:00:00	00:00	00:00:00	00:00
#1484 Abhimanyu SPP	0	0	0	0	0	0	00:00:00	00:00:00	00:00	00:00:00	00:00
#161 Abhimanyu Test	0	0	0	0	0	0	00:00:00	00:00:00	00:00	00:00:00	00:00
#10993 Abhimanyu Testing	0	0	0	0	0	0	00:00:00	00:00:00	00:00	00:00:00	00:00
#16844 Abhishek Sharma	0	0	0	0	0	0	00:00:00	00:00:00	00:00	00:00:00	00:00
#131 Ajay Singh	0	0	0	0	0	0	00:00:00	00:00:00	00:00	00:00:00	00:00
#124 Akash Kumar	0	0	0	0	0	0	03:33:00	03:33:00	00:00:00	00:00:00	00:00:00
#1773 Akshita Khanda	1	6	7	12	0	12	04:33:30	04:17:56	00:03:02	00:11:48	00:17:39

### Call Flow

Analyze and monitor the flow of every call happening in your call center.

Caller Number	Time	DID Number	Campaign	Agents	Visitor Agent/ Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
Shreeya Pathak +91 9915802146	02:28:44 PM Today	Default NVR (QC)		#179 Nishah Nira	#179 Nishah Nira	00:03:36	00:00:00	00:03:12	00:03:12	00:03:28	₹ 0	₹ 1	Both Answered 1st Flow Forwarded	
+91 8557001985	02:29:39 PM Today	Default NVR (QC)		#180 Priya Chippa	#180 Priya Chippa	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	₹ 0	₹ 1	Agent Unanswered 1st Flow Forwarded	
+91 9403556798	02:30:01 PM Today	Default NVR (QC)		#180 Dhruvraj Goyal	#180 Dhruvraj Goyal	00:00:25	00:00:00	00:00:00	00:00:00	00:00:25	₹ 0	₹ 1	Call Queue - Agent Area 1st Flow Forwarded	
+91 7905391814	02:30:02 PM Today	Default NVR (QC)		#180 Dhruvraj Goyal	#180 Dhruvraj Goyal	00:01:03	00:00:00	00:00:50	00:00:50	00:01:03	₹ 0	₹ 1	Both Answered 1st Flow Forwarded	
+91 9853977777	02:30:07 PM Today	Default NVR (QC)		#180 Dhruvraj Goyal	#180 Dhruvraj Goyal	00:00:36	00:00:00	00:00:00	00:00:00	00:00:36	₹ 0	₹ 1	Call Queue - Agent Area 1st Flow Forwarded	
+91 9295954646	02:30:11 PM Today	Default NVR (QC)		#180 Dhruvraj Goyal	#180 Dhruvraj Goyal	00:00:27	00:00:00	00:00:00	00:00:00	00:00:27	₹ 0	₹ 1	Call Queue - Agent Area 1st Flow Forwarded	
+91 9748074243	02:30:11 PM Today	Default NVR (QC)		#180 Dhruvraj Goyal	#180 Dhruvraj Goyal	00:00:36	00:00:00	00:00:00	00:00:00	00:00:36	₹ 0	₹ 1	Call Queue - Agent Area 1st Flow Forwarded	
Shreeya Pathak +91 9915802146	02:31:08 PM Today	Default NVR (QC)		#179 Nishah Nira	#179 Nishah Nira	00:03:36	00:00:00	00:03:56	00:03:56	00:03:18	₹ 0	₹ 1	Both Answered 1st Flow Forwarded	
+91 9748074243	02:31:07 PM Today	Default NVR (QC)		#180 Dhruvraj Goyal	#180 Dhruvraj Goyal	00:00:36	00:00:00	00:00:00	00:00:00	00:00:36	₹ 0	₹ 1	Call Queue - Agent Area 1st Flow Forwarded	

Harness the power of detailed reporting to make precise, data-driven decisions that enhance your call center's operational efficiency and boost customer satisfaction, empowering your team to achieve peak performance.

### 3. Agent Login Tracking:

Detailed Information about your agents to monitor their full-day live activity.

Agent ID	Login	From	Logout	Login Time	Logout Time	Duration	Status	More	Action
#25217 GARGI PAWAR	Manual	Web	-	05-Mar-2025 10:02:59 AM	-	-	Active		Logout
#25217 GARGI PAWAR	Manual	Web	Manual	05-Mar-2025 10:02:26 AM	05-Mar-2025 10:02:47 AM	00:00:21	Inactive		
#25217 GARGI PAWAR	Manual	Web	Manual	05-Mar-2025 10:01:59 AM	05-Mar-2025 10:02:22 AM	00:00:23	Inactive		
#28100 JABINA	Manual	Web	-	05-Mar-2025 10:01:39 AM	-	-	Active		Logout
#25216 Bharti Shinde	Manual	Web	-	05-Mar-2025 10:01:32 AM	-	-	Active		Logout
#28099 AVANI	Manual	Web	-	05-Mar-2025 10:01:27 AM	-	-	Active		Logout
#28100 JABINA	Manual	Web	Manual	05-Mar-2025 10:01:27 AM	05-Mar-2025 10:01:35 AM	00:00:08	Inactive		
#28099 AVANI	Manual	Web	System	05-Mar-2025 10:01:24 AM	05-Mar-2025 11:02:07 AM	01:00:43	Inactive		
#28099 AVANI	Manual	Web	Manual	05-Mar-2025 10:01:14 AM	05-Mar-2025 10:01:21 AM	00:00:07	Inactive		

### 4. Live call Feed

Monitor live calls to improve user experience & resolve customer queries. Listen to calls to train agents to ensure quality standards.

The screenshot displays the 'Live Calls' dashboard. On the left, a list of calls is shown with their respective phone numbers and durations. The main area shows a detailed view of a call with ID 9820103016, which is currently on hold (0:00:45). A red box highlights the call ID 8828195646 and control options: SPY, WHISPER, and CONFERENCE. The call flow diagram indicates the next steps: 'ANSWER THIS CALL' and 'CALL TRANSFER'.

### 5. Break report/Logs:

Agent	Total Breaks	Login Duration	Break Count	Time Exceeded	Bio	Feedback	Lunch	Meeting	Tea break
#28097 ARVIND SWAMI	00:00:00 0% of login	00:00:00	0	00:00:00	00:00:00 Breaks : 0				
#28099 AVANI	00:00:00 0% of login	01:11:56	0	00:00:00	00:00:00 Breaks : 0				
#25216 Bharti Shinde	00:05:02 7% of login	01:13:38	1	00:00:00	00:05:02 Breaks : 1	00:00:00 Breaks : 0	00:00:00 Breaks : 0	00:00:00 Breaks : 0	00:00:00 Breaks : 0

## 6. Sticky Agent:

The **Sticky Agent** feature ensures that a customer's call is routed to the **same agent** they previously interacted with, providing a seamless and personalized experience.

Report Agent Campaigns Manage

### #3 Call Transfer

Call will be transferred to the selected department

Basic Ringtone Webhook **Sticky Agent** Agent Transfer Dynamic Tags ContactList DT

Activate sticky agent to transfer call to same agent based upon conditional time.

**Sticky Agent**  Active  Inactive

**Sticky Time Span**  Always  Fixed Time

**Sticky Agent Busy**  Try Other  Retry Same

To allow retry, 'Retry Count' should be greater than 0

## 7. Call Back scheduled:

The Call Back Option allows customers to request a return call when agents are busy or unavailable, ensuring they don't have to wait on hold. Even Admin can assign the scheduled call to any agent.

### Call Back

Agent: 0 Campaign: 0 Number: 0 Feb 4, 2025 - Apr 3, 2025

Calendar Delete List Transfer

Number	Agent	Campaign	Callback Time
7798532838	#25218 nikhil	#40133	07-Dec-2024 11:18:00 AM + 88(D) 13:13:09
9975089916	#25218 nikhil	#40330	06-Dec-2024 10:48:00 AM + 89(D) 37:43:09
9224200292	#25218 nikhil	#40330	05-Dec-2024 12:01:00 PM + 90(D) 00:30:09
9130227004	#25218 nikhil	#40419	25-Dec-2024 2:21:00 PM + 70(D) 58:10:09

Campaign	Calls
#40133	25
#40330	28
#40419	3
#40475	1
#40585	4
#40595	14

Agents	Calls
#25218 nikhil	137
#25220 shraddha	8
#25217 gargi pawar	11
#25066 preksha aeer	17
#28099 avani	33
#28098 priya potale	2

### Call Log Report All ( 883279 )

Caller Number	Time	DID Number	Campaign
+91- 9004028280	11:30:43 AM Today	#14347	#45592
+91- 8378014429	11:30:43 AM Today	#14347	#45592

### Callback on QC

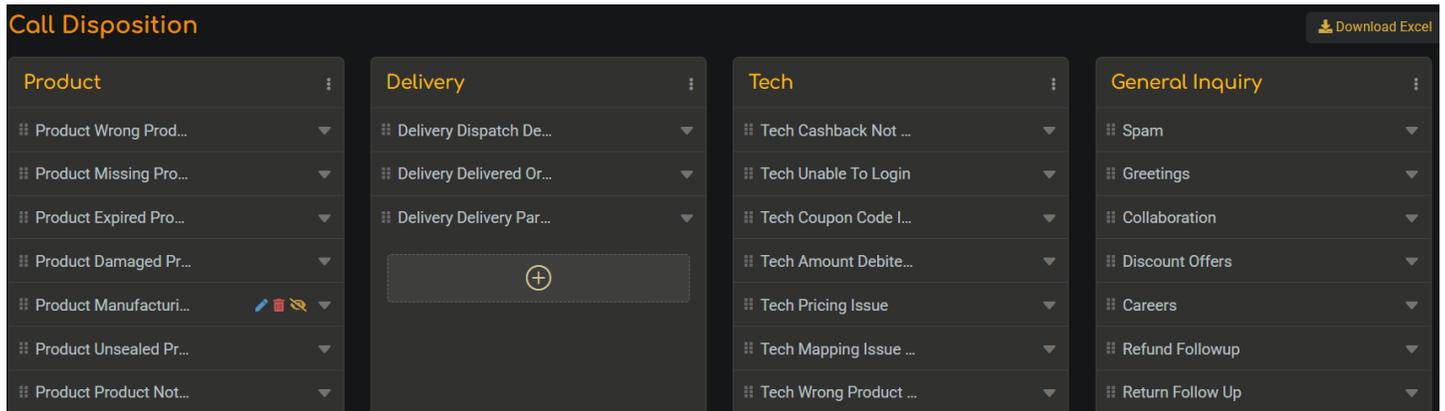
Callback Processed By :  By Quick Call  By OBD

Contact Number: 9004028280

Callback Time: [Calendar icon]

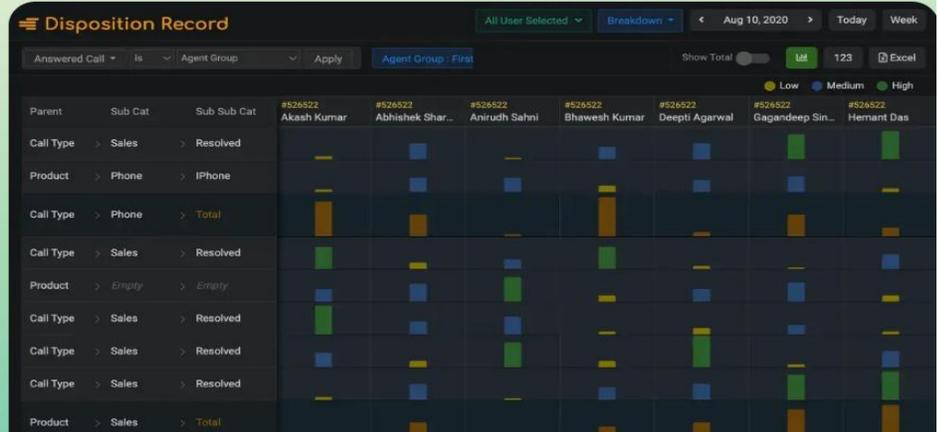
## 8. Disposition options:

**Disposition options** allow agents to categorize and record the outcome of a call, ensuring better tracking, follow-ups, and reporting.



### Disposition

With just one click, classify agent and call data graphically as per their labels.

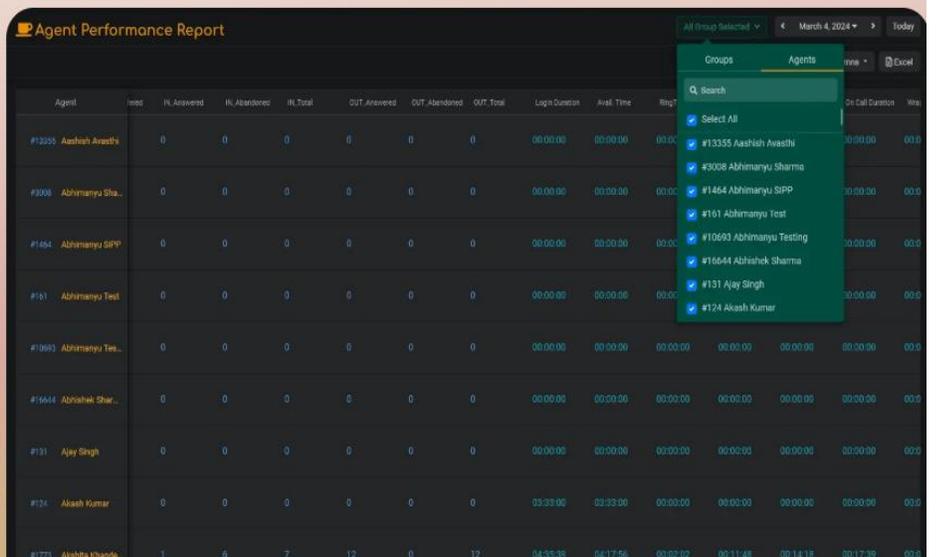


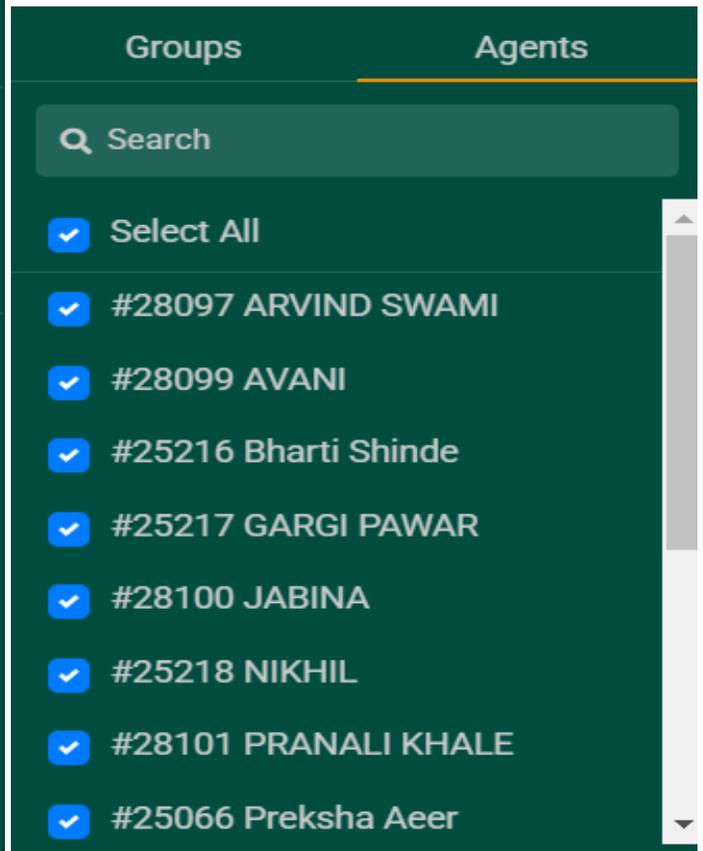
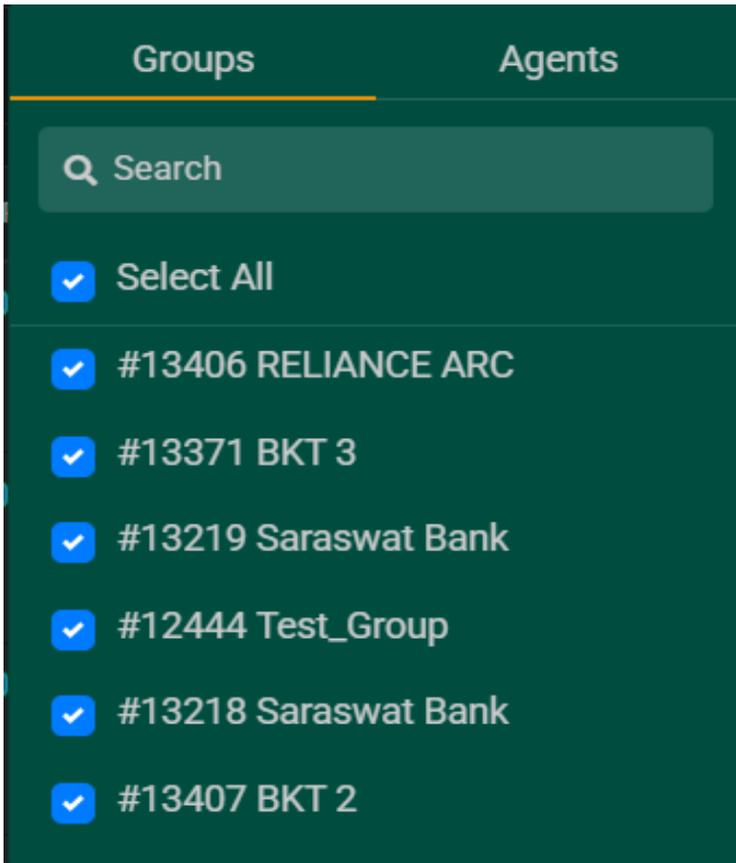
## 9. Groupwise/Monthly Reports

Groups & agent wise reports on (Monthly/quarterly) provide detailed insights into call performance, agent productivity, and customer interactions, helping businesses make data-driven decisions.

### Agent Performance

Graphical representation of call & talk duration based on time length.





## 10. Recordings:

The IVR (Interactive Voice Response) system can record customer interactions for quality monitoring, compliance, and training purposes. Recordings files will be downloadable/playable in Mp3 format.

