

# HOSTED CALL CENTER SOLUTION



## About SanCCS

**SanCCS Hosted Solution** works with Zero Hardware Requirement due to its cloud-based dependency it doesn't need setup of any hardware, can be deployed instantly with low investment.

Calls on cloud phone systems can be attended by agents from their mobile, tablet, PC, or any other device. Your sales and customer support can work remotely while staying at home to take calls from customers or prospects. Further, you can add as many agents as your company needs behind a single number, making it a highly scalable solution. With live panel, you can remotely supervise your sales and support team by checking the number of calls received, attended, missed and how much daily time your executives are spending on calls. For performance check-ups, you can also hear call recordings securely stored in the cloud. With our solution it is so simple to implement click-to-call service for your customer-facing teams.

Note : This Brochure contains lots of additional modules, there are additional charges for them.



# Main Features



**Automated Call Distribution**



**Real Time Analytics and Report**



**Multilevel IVR**



**Skill Based Routing**



**Seamless Integration**



**Unified Agent Desktop**



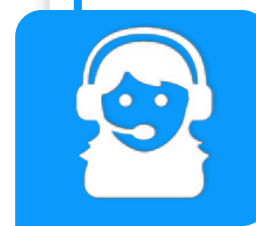
**Agent Performance MIS**



**Thoughtful UI**



**Click to Call Integration**



**Customer Service**



**Self Designable Web Based CRM**



**3rd Party CRM Integration**



**Sticky Agent**



**Auto Call Back**



**Agent Briefing**



**Missed Call Auto Call Back**



**Drag n Drop Screen Designer**



**Data Manual/Auto Churning**





## DIALING MODES –

- Progressive
- Predictive
- Manual
- Preview

## E-MAIL & SMS INTEGRATION

## IVR BLAST \*

## WHATSAPP INTEGRATION \*

## IVR –

- Multi Process
- Time Conditions
- Voice Mail
- Call Forwarding
- Call Barging



\* This is additional modules, charges will be extra for this module.



## WEBPHONE ENABLED \*

- Configurable DND Button
- Configurable Hangup Button
- Configurable Auto-Answer Button
- 0 Installation
- Auto Configure
- Multi OS Support



## RECORDING -

- 100% digital call recording
- Recording Clarity



## CRM -

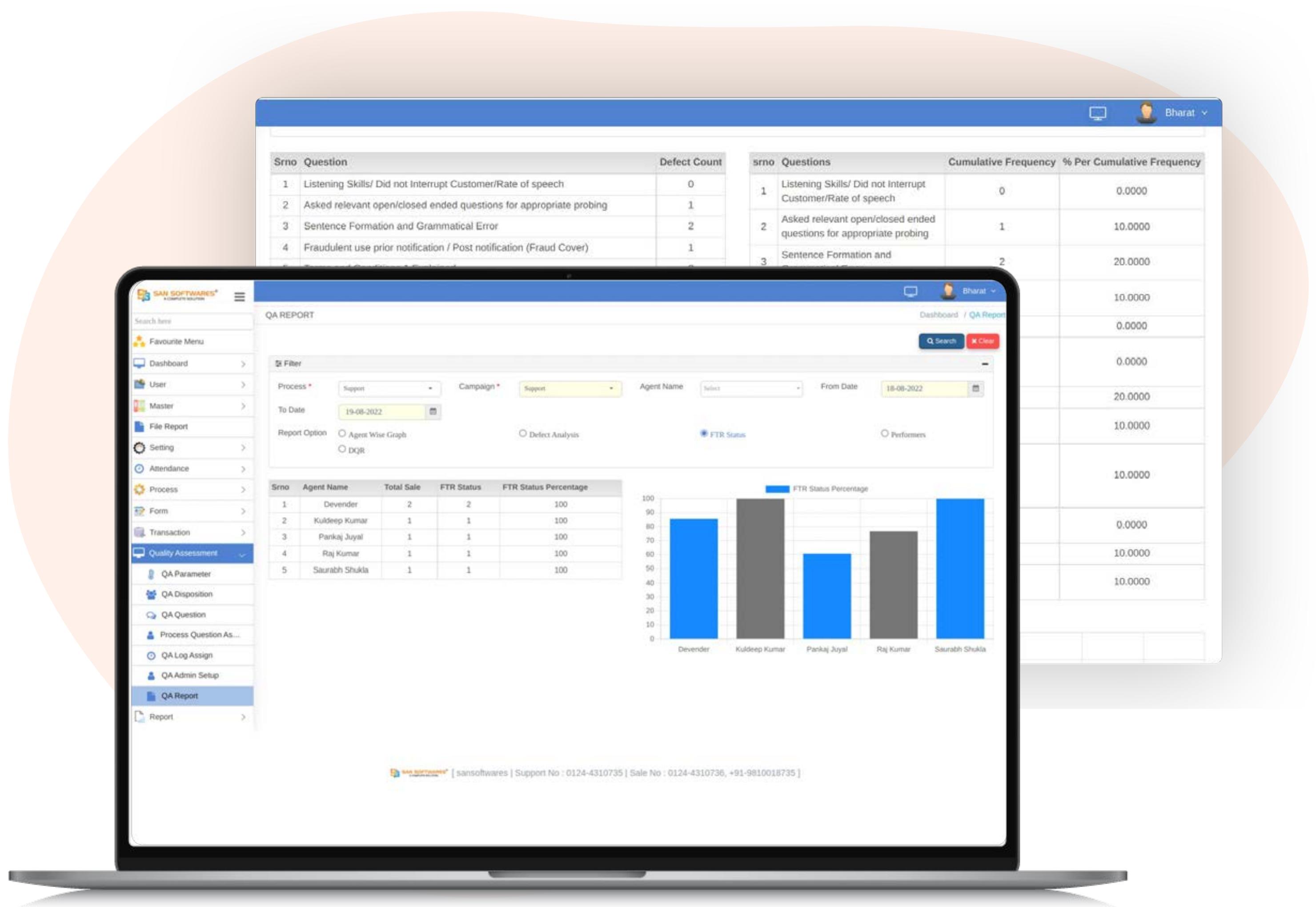
- Online Agent Monitoring
- Caller ID Popup
- Unlimited Processes
- Provision to export in excel with user rights
- Dashboard Templates with user rights

\* This is additional modules, charges will be extra for this module.



## QA MODULE \*

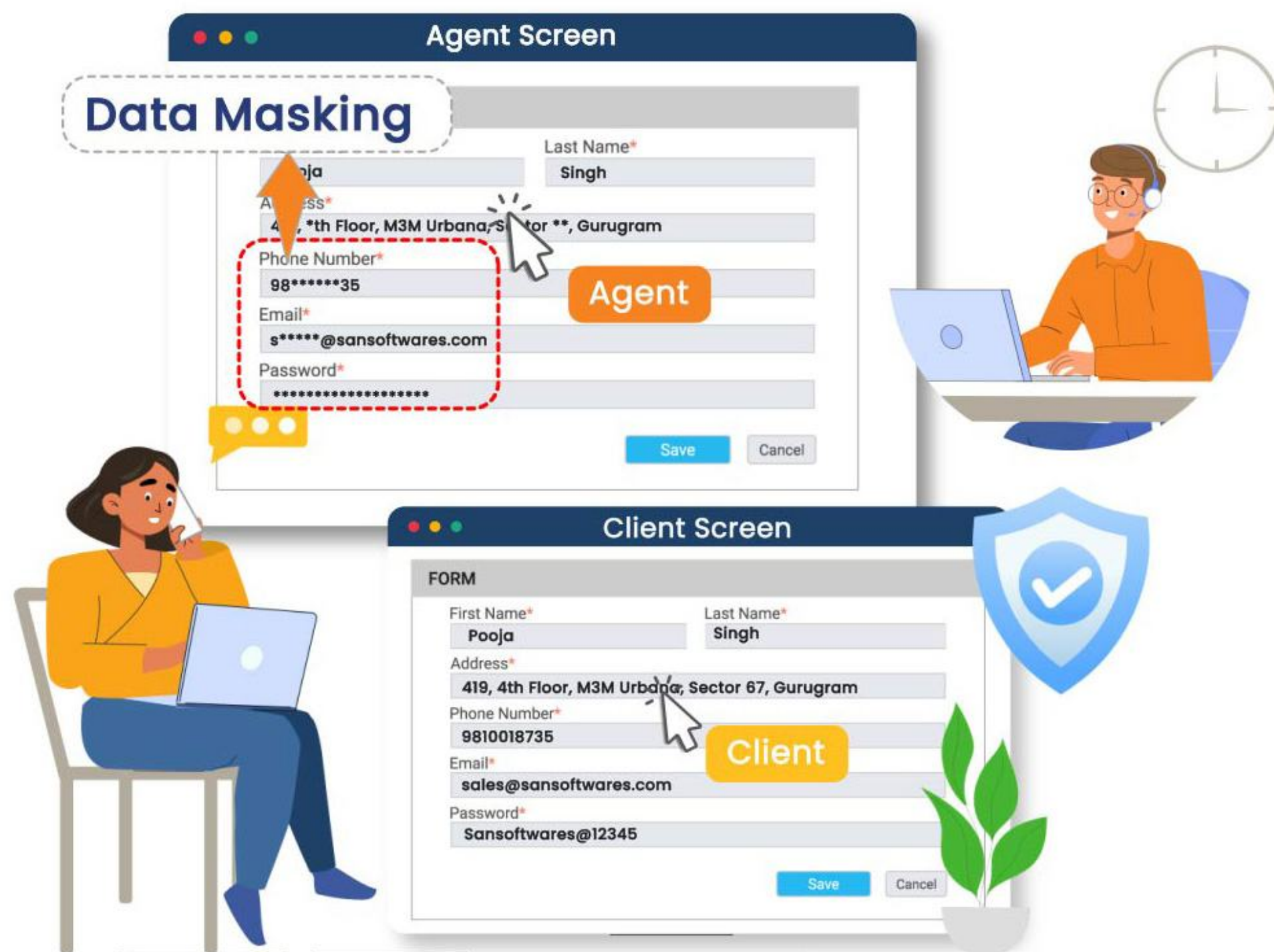
- Live Monitoring
- Agent Wise Productivity Dashboard
- Dynamic Disposition with colour coding
- Case Assignment Tool with Filtration
- Agent Option to Approve or Reject
- Display Multiple Recordings on Audit Form
- Dynamic Case Status
- QA Team Hierarchy Management
- QA Manager/ TL/Agent Dashboard
- Campaign Wise Question Selection
- Display Agent Score on Agent Panel
- Dynamic Question with Fatal / Non-Fatal



\* This is additional modules, charges will be extra for this module.

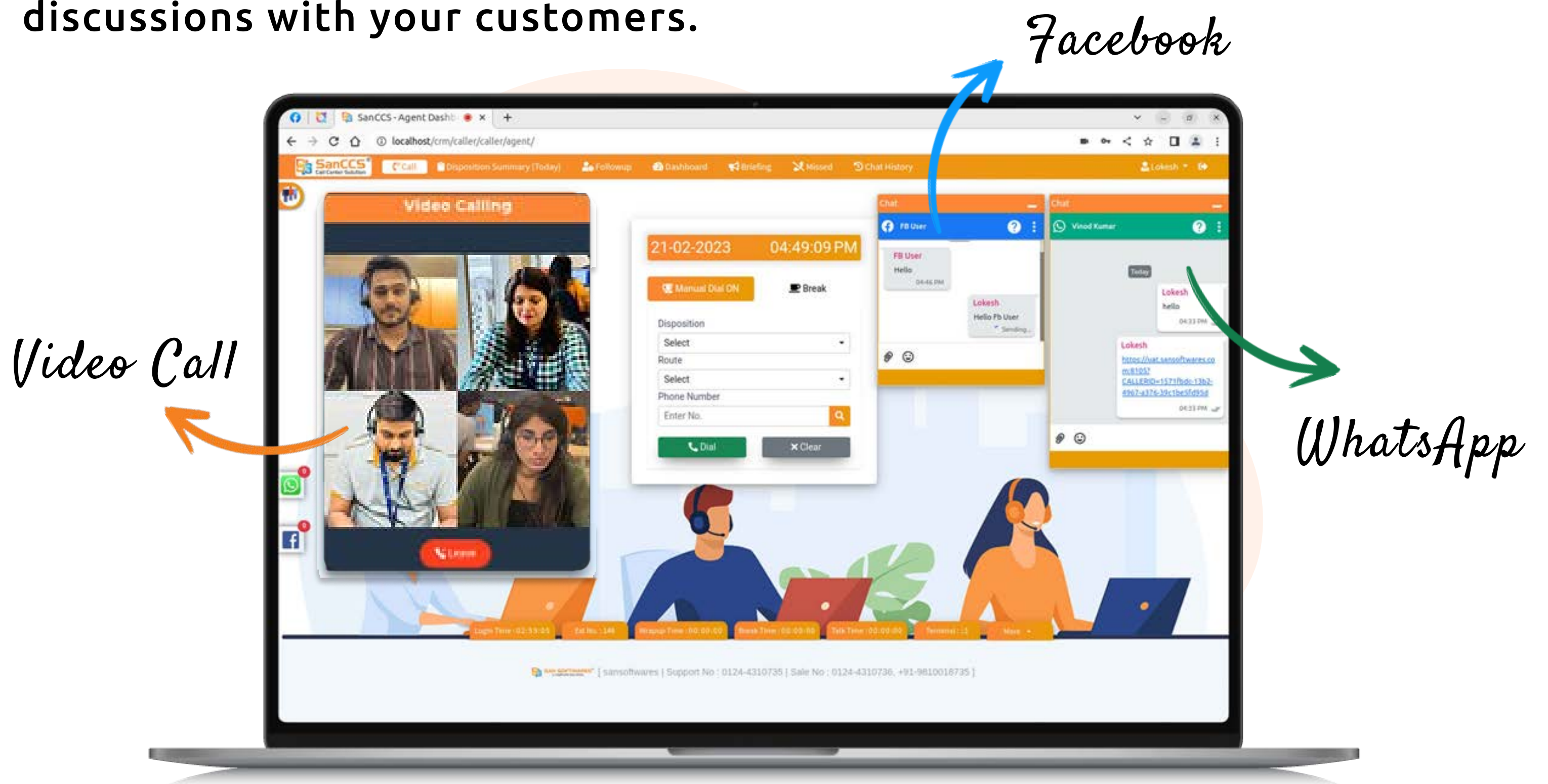
## CO-BROWSING \*

It is a visual engagement technology that allows multiple users to browse and control the same web page.



## VIDEO CALLING \*

SanCCS Provides Live Video Chat platform to have real-time face to face discussions with your customers.

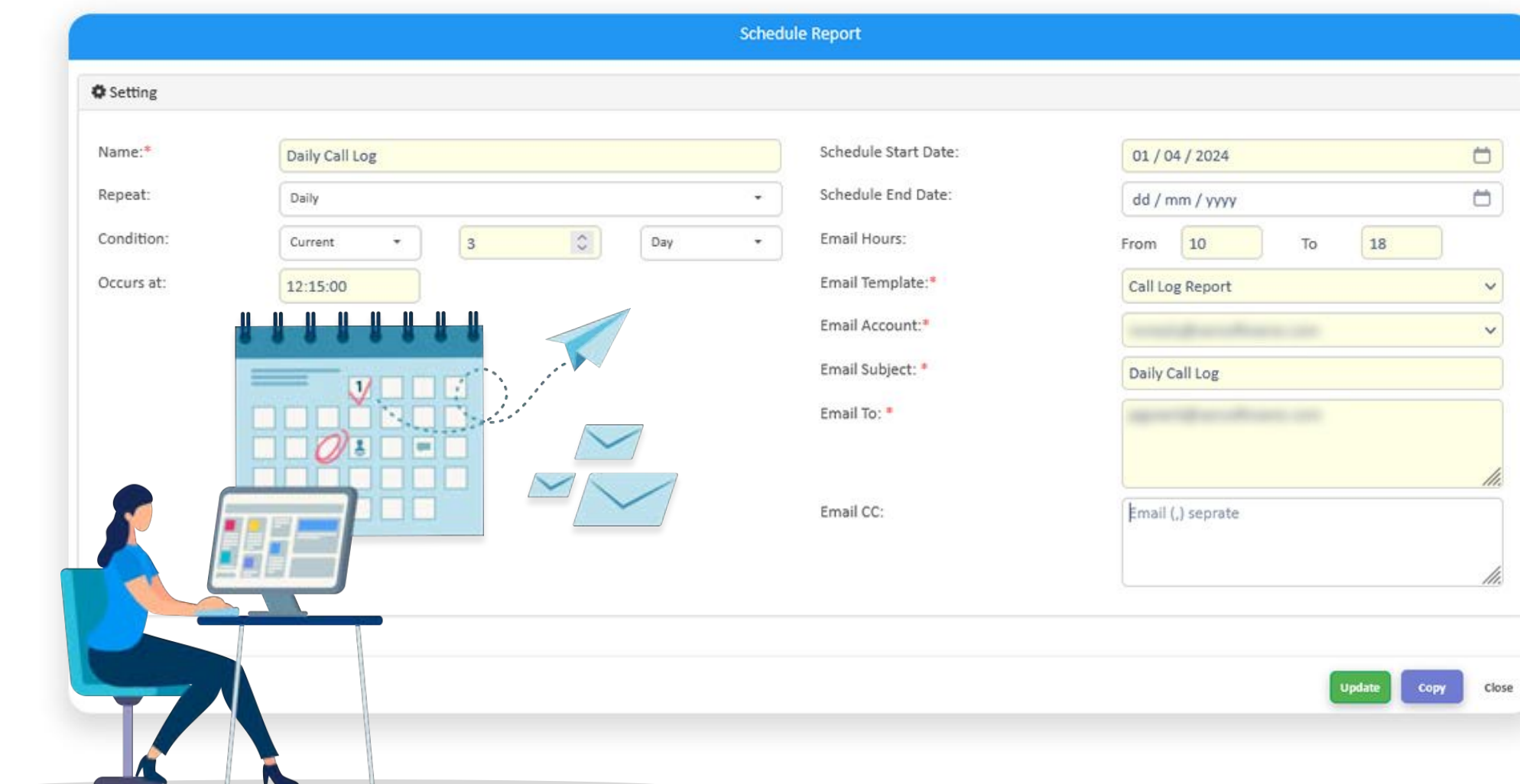


\* This is additional modules, charges will be extra for this module.

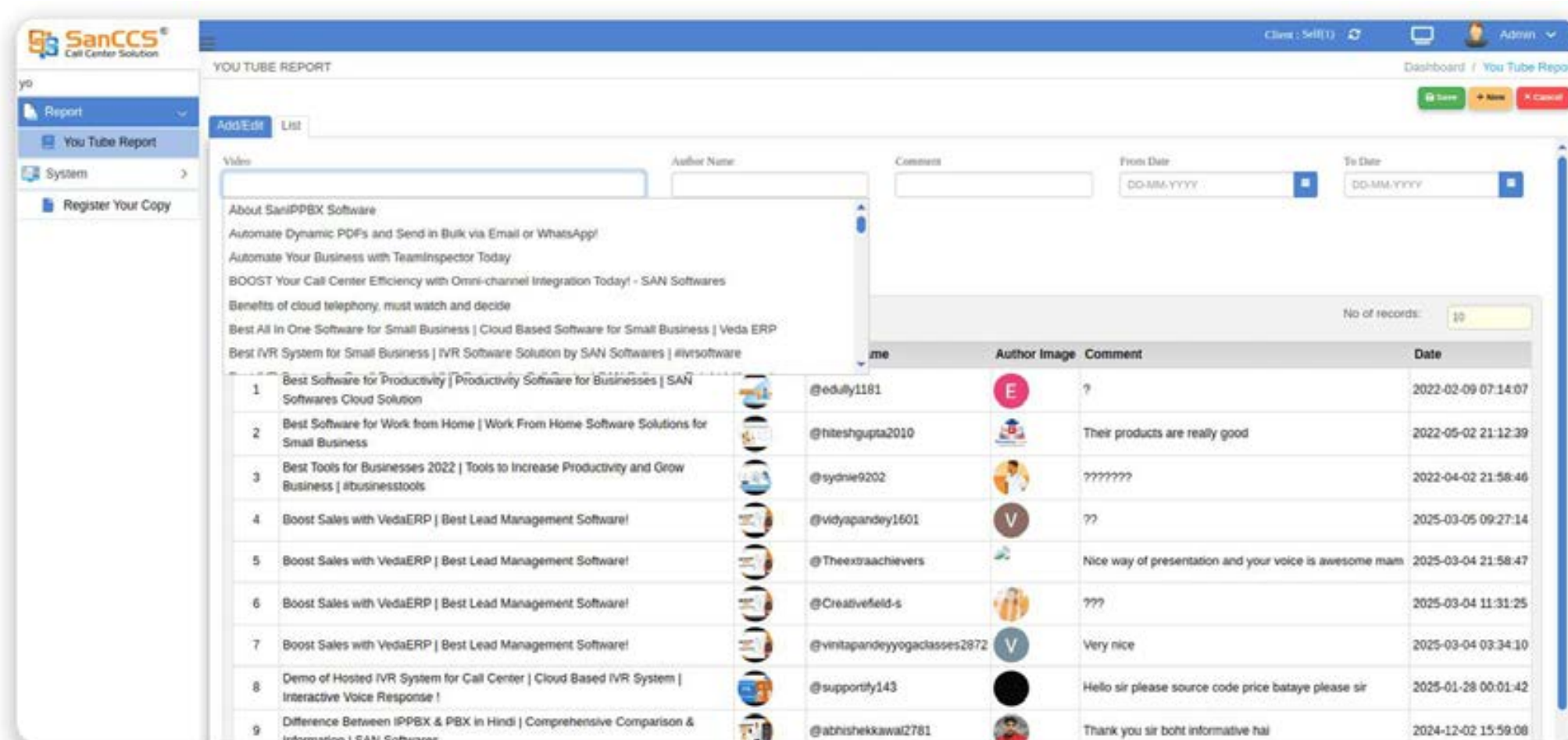


## REPORT SCHEDULER

- Schedule Report on One Time, Daily, Selected Days, Weekly, Monthly, Yearly
- Define E-mail ID in To, CC
- Customize Subject and Body
- Condition Matching



## DYNAMIC YOUTUBE INTEGRATION\*



Integrating YouTube with Contact Center Software brings significant benefits by streamlining lead management and enhancing customer engagement. With YouTube integration, all inquiries, comments, and potential leads for your YouTube channel are automatically captured into Contact Center CRM. This eliminates the need for agents to manually monitor the channel, reducing the risk of missed opportunities. It enables faster follow-up, organizing lead tracking, and better customer profiling.

\* This is additional modules, charges will be extra for this module.





**Remote Extension**



**Automated Attendant**



**Blind Transfer**



**Call Transfer**



**Call Conference**



**Music On Hold**



**Remote Office Support**



**Route by Caller ID**



**Disposition Based  
Trigger (SMS/Email/  
WhatsApp/Call Back)**



**Auto Wrapup**



**Dynamic Reports**



**Remote Barging**



**Blacklists**



**Call Detail Records**



**Call Monitoring**



**Call Routing**



**Music On Transfer**



**Roaming Extensions**



**SMS Messaging**



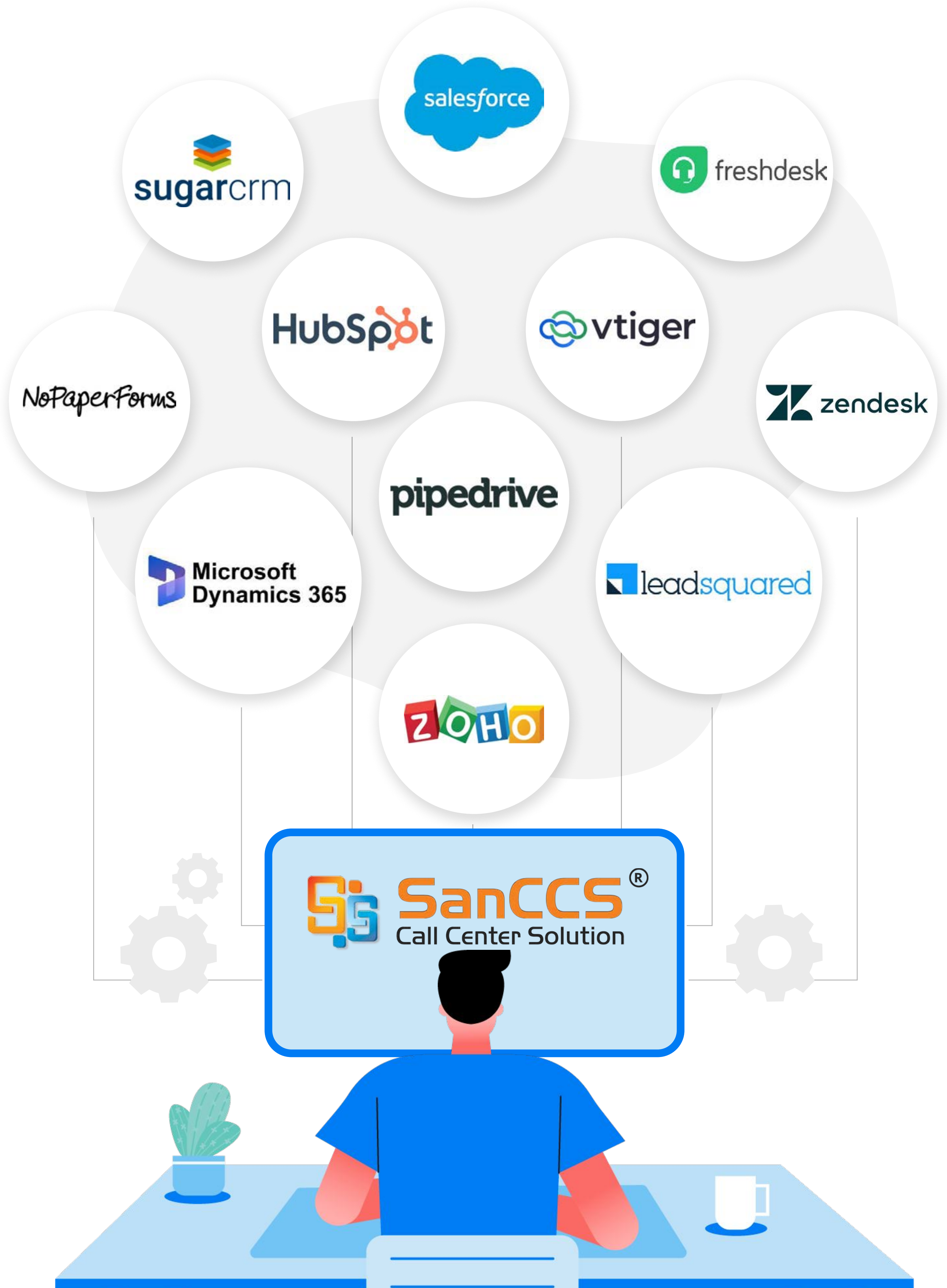
**iFrame Integration**



**SMS/Email/WhatsApp  
Templates**



**Dynamic Dashboard**



\* This is additional modules, charges will be extra for this module.



- Hosted IVR
- Centerlised Mobile App  
Based CRM and Dialer using Agent SIM
- Integrated CRM for Inbound
- Missed Call Outbound
- IVR Verification Calls
- Hosted IVR Bot
- Number Masking
- Live Monitoring
- Work From Home Call Center App
- Tollfree Mapping
- Integrated CRM for Outbound
- Missed Call Inbound
- Hosted Call Center Solution
- Centerlised Mobile Recording App
- Virtual Number Mapping
- Virtual IPPBX

## Industries



Retail



Insurance



Automobile



Fintech



Education



Health



E-Commerce

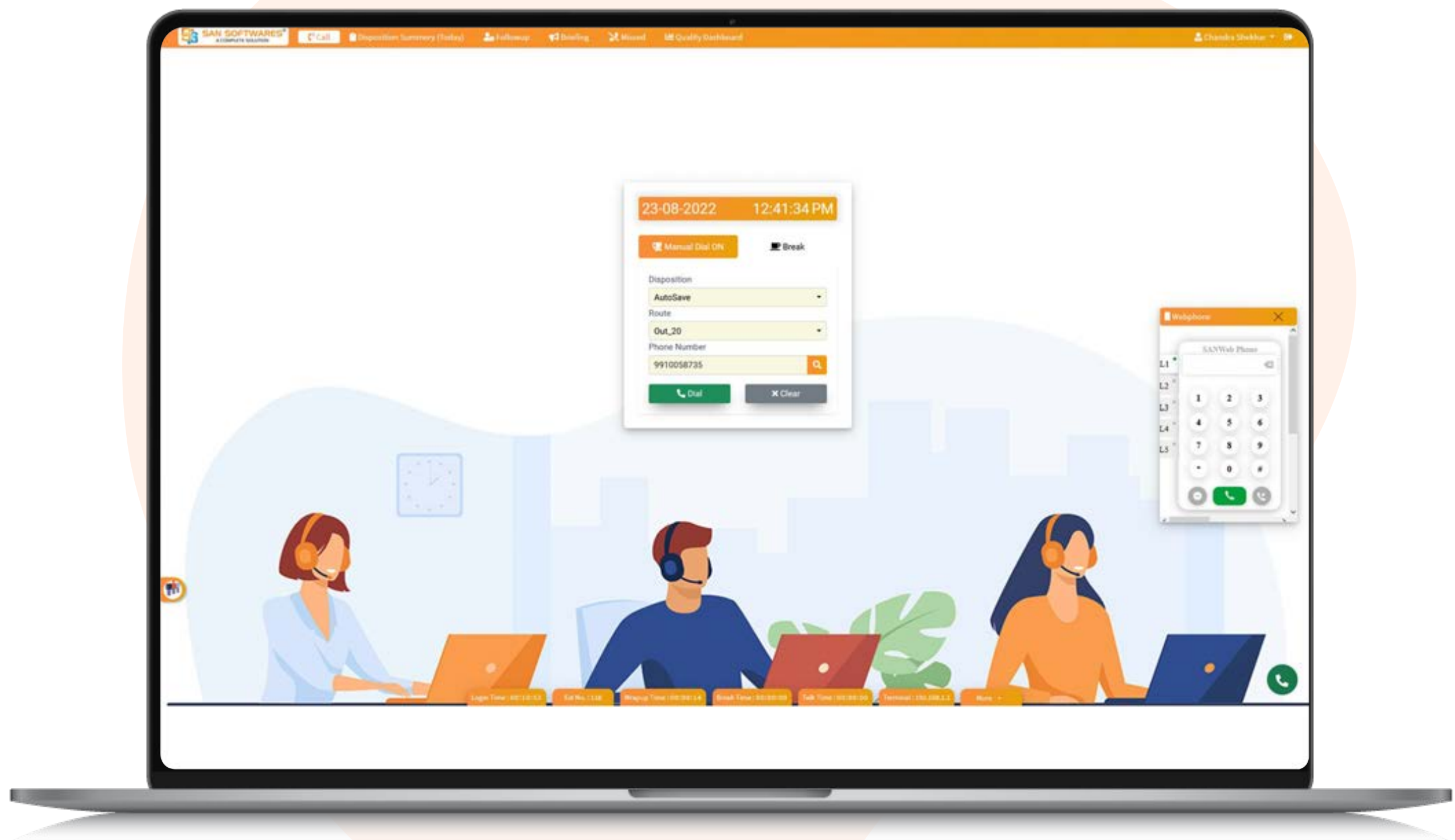


Food Services



Human Resource





 **Facebook**

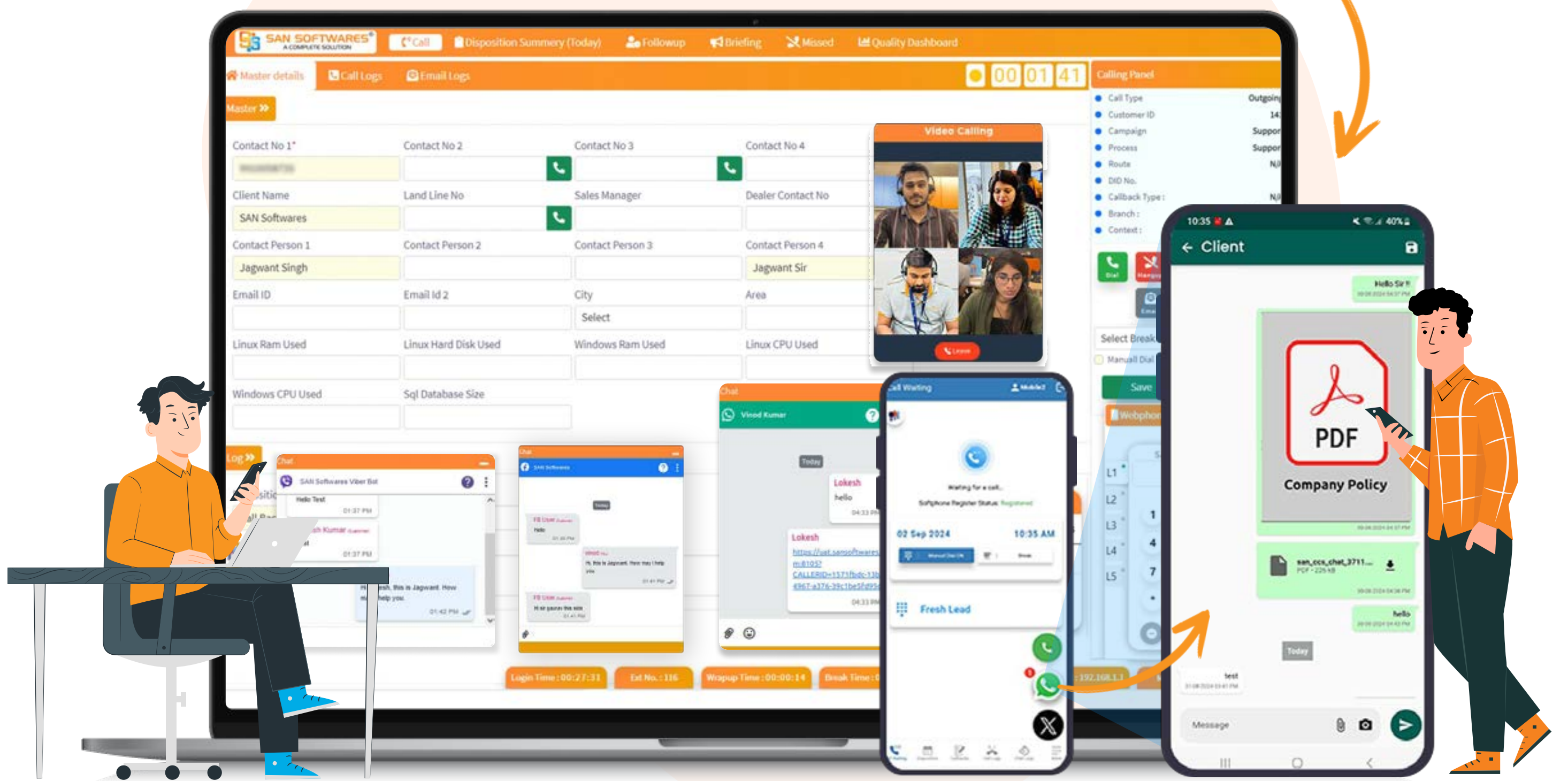
 **Chat**

 **Twitter**

 **Calling**

 **Viber**

 **WhatsApp**



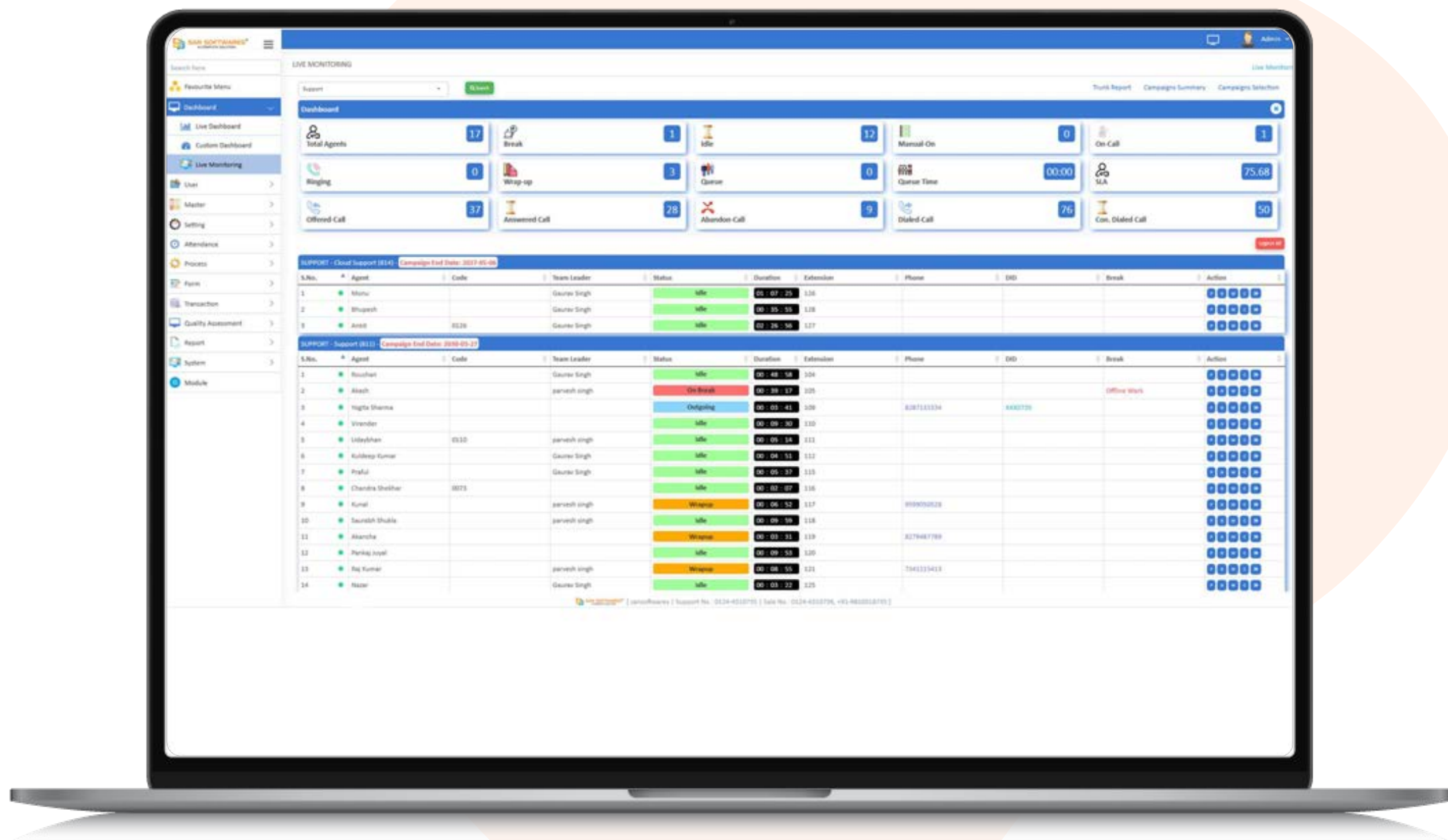


## AMS

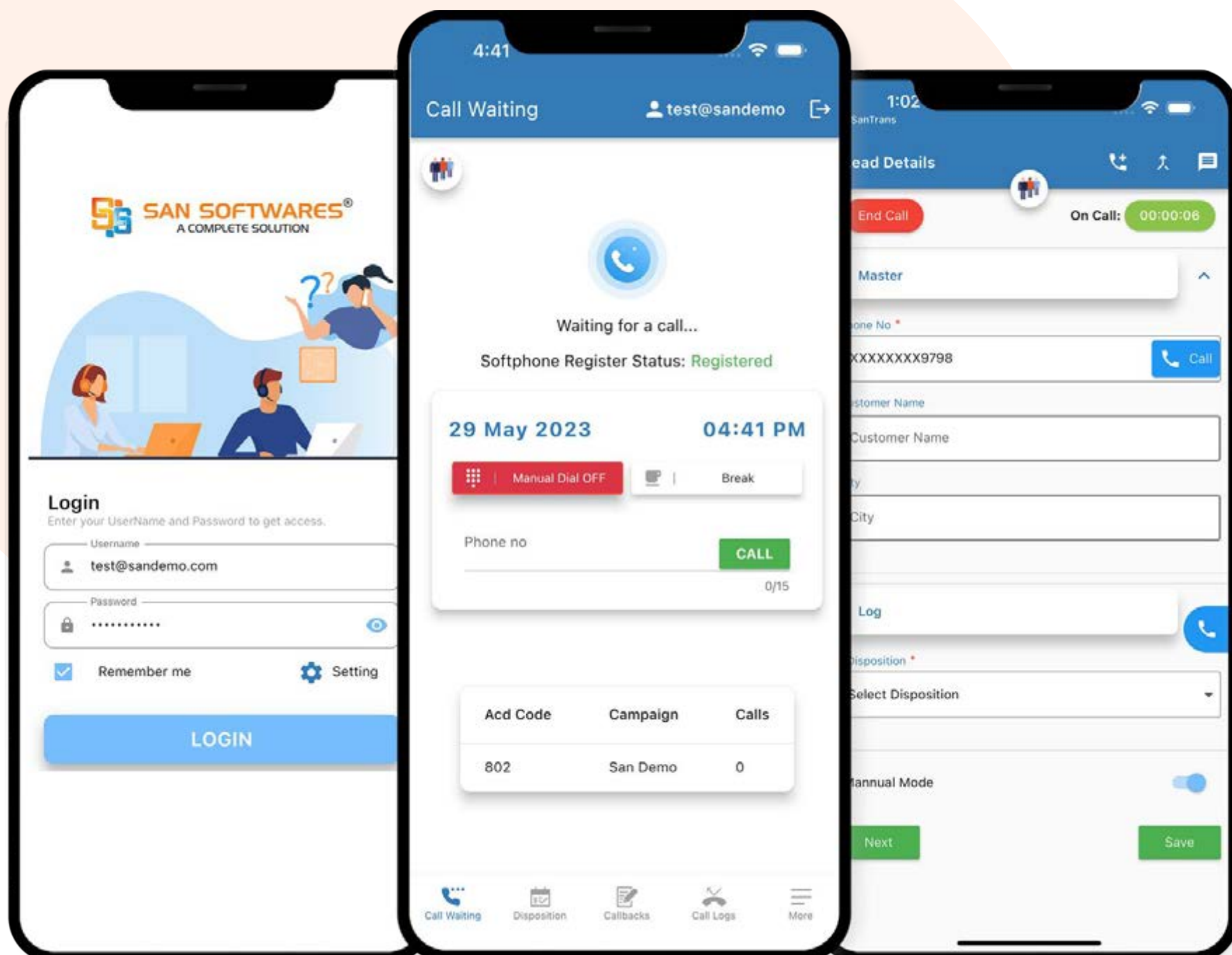
The AMS Reports page displays a detailed Agent Summary for the period 26/05/2022 00:00 to 26/05/2022 23:59. The table includes the following columns:

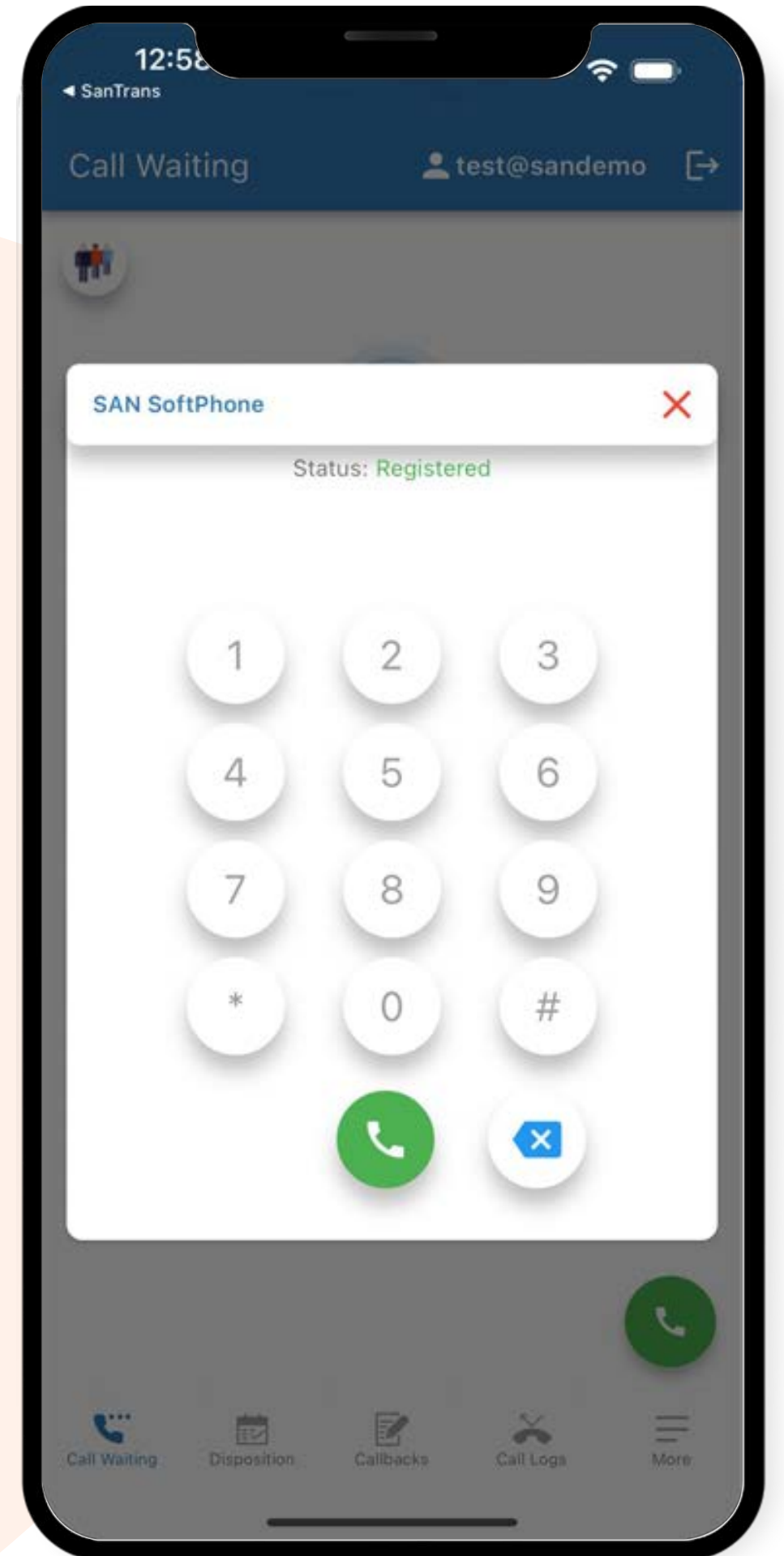
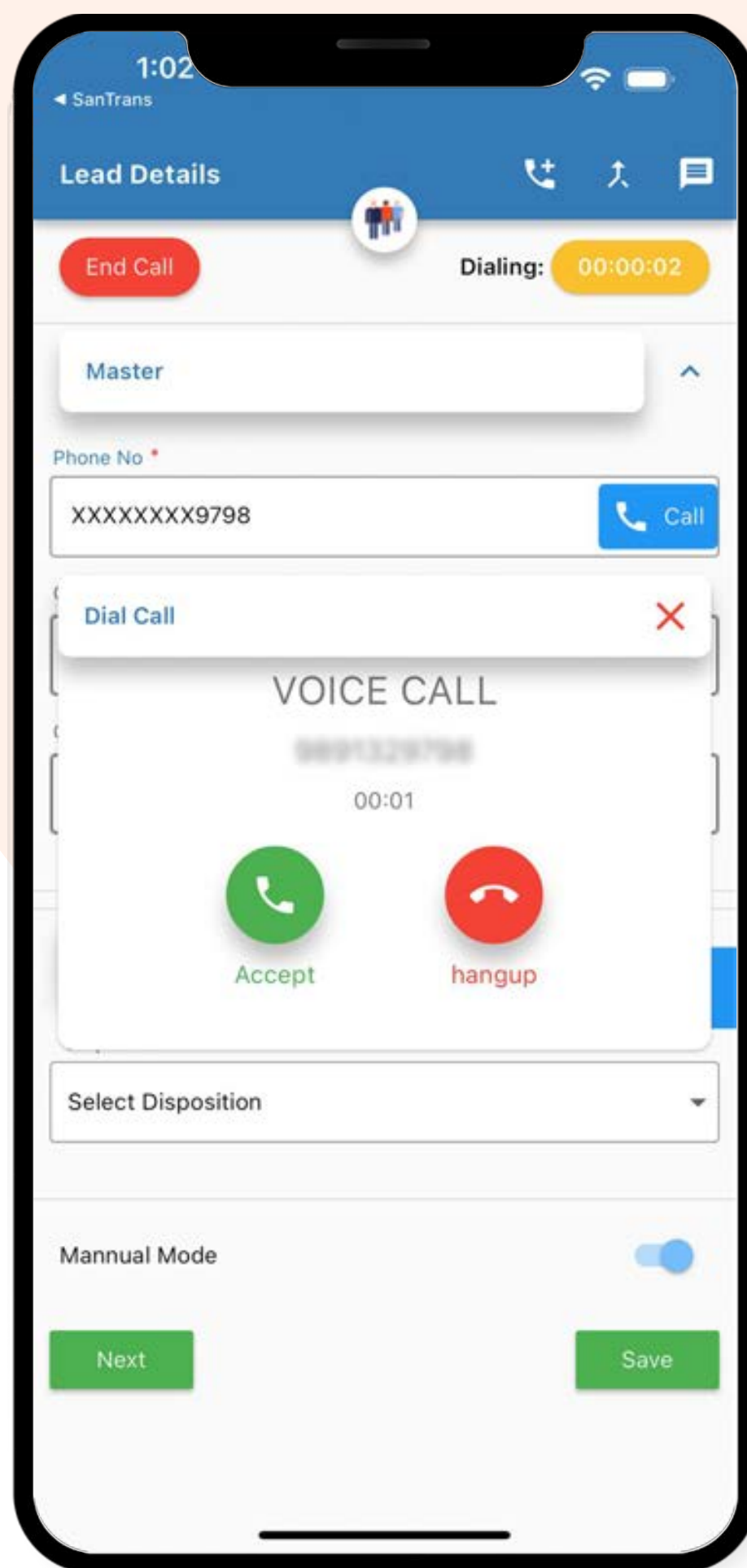
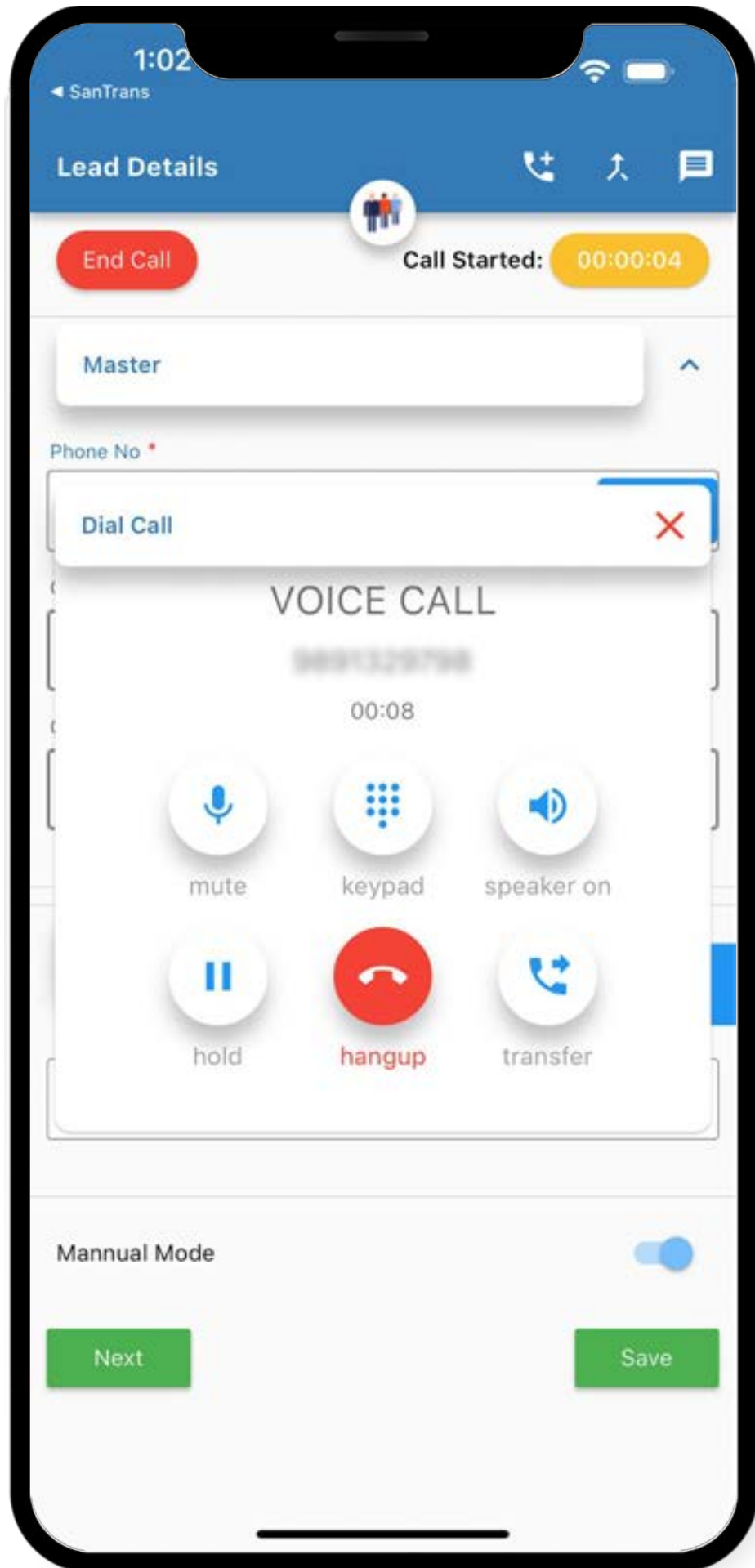
| SrNo  | Agent Name      | Offered | Answered | Abandoned | Outgoing Call | Con Outgoing Call | Break1 | Break2 | Hold | Ring Time | Dialing Time | Idle Time | Increasing Time | Outgoing Time | Hold Time | Break1 Time | Break2 Time | Wrapup Time | Abandon Time | Total Talk | Staffed  | Avg Talk | Login Count | Logout Count |
|-------|-----------------|---------|----------|-----------|---------------|-------------------|--------|--------|------|-----------|--------------|-----------|-----------------|---------------|-----------|-------------|-------------|-------------|--------------|------------|----------|----------|-------------|--------------|
| 1     | Abhishek Pandey | 28      | 28       | 0         | 0             | 0                 | 0      | 0      | 0    | 00:01:22  | 00:00:00     | 08:39:33  | 00:08:18        | 00:00:00      | 00:00:00  | 00:00:00    | 00:00:00    | 00:04:34    | 00:00:00     | 00:08:18   | 07:00:09 | 00:02:14 | 1           | 1            |
| 2     | Ankur Verma     | 47      | 44       | 3         | 0             | 0                 | 0      | 0      | 0    | 00:02:41  | 00:00:00     | 00:48:38  | 01:12:31        | 00:00:00      | 00:00:00  | 00:18:01    | 01:19:47    | 00:28:42    | 00:00:00     | 01:12:31   | 05:50:37 | 00:04:23 | 5           | 2            |
| 3     | Ashish Rai      | 92      | 88       | 4         | 0             | 0                 | 0      | 0      | 0    | 00:09:04  | 00:00:00     | 09:22:10  | 09:39:32        | 00:00:00      | 00:00:00  | 00:42:29    | 00:00:00    | 00:31:53    | 00:00:00     | 09:39:32   | 12:34:41 | 00:03:48 | 3           | 0            |
| 4     | Deepak Verma    | 34      | 8        | 26        | 0             | 0                 | 0      | 0      | 0    | 00:00:40  | 00:00:00     | 00:00:20  | 00:18:58        | 00:00:00      | 00:00:00  | 00:00:00    | 00:00:00    | 00:00:23    | 00:00:00     | 00:18:58   | 00:24:34 | 00:02:13 | 1           | 3            |
| 5     | Divya Yadav     | 58      | 58       | 0         | 0             | 0                 | 0      | 0      | 0    | 00:03:13  | 00:00:00     | 00:04:18  | 01:23:17        | 00:00:00      | 00:00:00  | 00:07:33    | 00:00:00    | 00:22:31    | 00:00:00     | 01:23:17   | 01:59:18 | 00:02:18 | 2           | 1            |
| 6     | Jay Kumar       | 1       | 1        | 0         | 0             | 0                 | 0      | 0      | 0    | 00:00:03  | 00:00:00     | 00:00:21  | 00:00:08        | 00:00:00      | 00:00:00  | 00:00:00    | 00:00:00    | 00:00:31    | 00:00:00     | 00:00:08   | 00:01:04 | 00:00:08 | 3           | 0            |
| 7     | Mahima Rai      | 48      | 48       | 0         | 0             | 0                 | 0      | 0      | 0    | 00:02:48  | 00:00:00     | 00:04:34  | 01:28:14        | 00:00:00      | 00:00:00  | 00:20:57    | 00:00:00    | 00:21:54    | 00:00:00     | 01:28:14   | 01:59:48 | 00:03:09 | 3           | 1            |
| 8     | Naveen Yadav    | 3       | 3        | 0         | 0             | 0                 | 0      | 0      | 0    | 00:00:12  | 00:00:00     | 00:00:08  | 00:08:34        | 00:00:00      | 00:00:00  | 00:00:00    | 00:00:00    | 00:01:23    | 00:00:00     | 00:08:34   | 00:11:17 | 00:03:11 | 1           | 0            |
| 9     | Priyanka Shukla | 80      | 78       | 2         | 0             | 0                 | 0      | 0      | 0    | 00:04:58  | 00:00:00     | 00:55:07  | 04:14:29        | 00:00:00      | 00:00:00  | 00:29:30    | 00:00:00    | 00:37:05    | 00:00:00     | 04:14:29   | 05:51:37 | 00:03:18 | 5           | 0            |
| 10    | Salman Khan     | 0       | 0        | 0         | 0             | 0                 | 0      | 0      | 0    | 00:00:00  | 00:00:00     | 00:00:07  | 00:00:00        | 00:00:00      | 00:00:00  | 00:00:00    | 00:00:00    | 00:00:00    | 00:00:00     | 00:00:00   | 00:00:07 | 00:00:00 | 1           | 1            |
| 11    | Shobin Yadav    | 86      | 81       | 5         | 0             | 0                 | 0      | 0      | 0    | 00:08:15  | 00:00:00     | 01:17:02  | 08:54:51        | 00:00:00      | 00:00:00  | 00:28:51    | 00:00:00    | 00:50:51    | 00:00:00     | 08:54:51   | 09:47:39 | 00:02:22 | 8           | 2            |
| 12    | Shweta Verma    | 58      | 33       | 25        | 0             | 0                 | 0      | 0      | 0    | 00:01:34  | 00:00:00     | 00:04:39  | 01:18:06        | 00:00:00      | 00:00:00  | 00:34:30    | 00:00:00    | 00:14:28    | 00:00:00     | 01:18:06   | 01:43:33 | 00:04:11 | 1           | 0            |
| 13    | Ujjwal Mishra   | 8       | 8        | 0         | 0             | 0                 | 0      | 0      | 0    | 00:00:29  | 00:00:00     | 00:00:10  | 00:20:43        | 00:00:00      | 00:00:00  | 00:00:00    | 00:00:00    | 00:01:15    | 00:00:00     | 00:20:43   | 00:22:37 | 00:02:39 | 1           | 0            |
| Total |                 | 513     | 489      | 24        | 0             | 0                 | 0      | 0      | 0    | 00:28:37  | 00:00:00     | 13:33:39  | 25:34:00        | 00:00:00      | 00:00:00  | 02:49:47    | 01:58:18    | 03:39:50    | 00:00:00     | 25:34:00   | 47:08:24 | 00:03:08 | 30          | 6            |

Footer: [ sanssoftwares | Support No : 0124-4310735 | Sale No : 0124-4310736, +91-9810018735 ]



## Mobile App





Available for Apple and Android



[www.sansoftwares.com](http://www.sansoftwares.com)



9999-121-735

CALL LOG REPORT

Search: / Call Log Report

Download Recordings No. of records: 100

| SrNo | Action | LogID  | MasterID | Map ID  | Call Type | Status | Campaign      | TelNo | Agent           | Employee Code | CRMID | CallTime | Hangup Cause | Start Time          | End Time            | CallBack Time | CallBack No | Disposition | Sub Disposition | Mobile Number | Consumer Name                  | Consumer Number | City       | Ext |
|------|--------|--------|----------|---------|-----------|--------|---------------|-------|-----------------|---------------|-------|----------|--------------|---------------------|---------------------|---------------|-------------|-------------|-----------------|---------------|--------------------------------|-----------------|------------|-----|
| 1    |        | 191207 | 1281089  | 8829534 | incoming  | C      | Wm Wm Limited | 2061  | Utkarsh Mishra  |               |       | 00:01:48 | 00:01:33     | 26-05-2022 13:29:04 | 26-05-2022 13:26:51 |               |             | Connected   |                 | 9027283637    | ALIAS S/O ALIASHAB             | 989253361       | MERUT      | PVV |
| 2    |        | 191204 | 1281104  | 8829534 | incoming  | C      | Wm Wm Limited | 2057  | Divya Yadav     |               |       | 00:01:37 | 00:01:29     | 26-05-2022 13:24:41 | 26-05-2022 13:26:18 |               |             | Connected   |                 | 8528613931    | SMT PANKA DEVI                 | 8744021000      | GORAKHPUR  | PVV |
| 3    |        | 191205 | 1281105  | 8829535 | incoming  | C      | Wm Wm Limited | 2058  | Shaloo Yadav    |               |       | 00:02:22 | 00:01:06     | 26-05-2022 13:23:58 | 26-05-2022 13:26:17 |               |             | Connected   |                 | 9035289388    | MOHAN                          | 1752880024      | LUCKNOW    | MFV |
| 4    |        | 191205 | 1251764  | 8888687 | incoming  | C      | Wm Wm Limited | 2064  | Mahima Rai      |               |       | 00:02:48 | 00:01:49     | 26-05-2022 13:23:58 | 26-05-2022 13:26:26 |               |             | Connected   |                 | 9130600460    | Mrs NOOR JAVAN                 | 17144904        | KANPUR     | KSC |
| 5    |        | 191201 | 1281103  | 8829532 | incoming  | C      | Wm Wm Limited | 2061  | Utkarsh Mishra  |               |       | 00:02:17 | 00:01:45     | 26-05-2022 13:22:41 | 26-05-2022 13:24:58 |               |             | Connected   |                 | 9087113380    | RAM RAI                        | 2828640000      | MATHURA    | DVV |
| 6    |        | 191189 | 645005   | 8829543 | incoming  | C      | Wm Wm Limited | 2040  | Priyanka Shukla |               |       | 00:00:23 | 00:00:53     | 26-05-2022 13:21:43 | 26-05-2022 13:22:06 |               |             | Connected   |                 | 8807917779    | SHANTI DEVI                    | 818300000       | ALGAH      | DVV |
| 7    |        | 191200 | 1281109  | 8829531 | incoming  | C      | Wm Wm Limited | 2058  | Shaloo Yadav    |               |       | 00:03:06 | 00:02:06     | 26-05-2022 13:20:40 | 26-05-2022 13:22:63 |               |             | Connected   |                 | 8077628109    | N/A                            | N/A             | N/A        | N/A |
| 8    |        | 191134 | 615116   | 8829544 | incoming  | C      | Wm Wm Limited | 2058  | Shaloo Yadav    |               |       | 00:00:18 | 00:00:53     | 26-05-2022 13:20:22 | 26-05-2022 13:20:40 |               |             | Connected   |                 | 8097777920    | DR RAJNA MIGLANI               | 9034830000      | SARANAMPUR | PVV |
| 9    |        | 191198 | 1251764  | 8888687 | incoming  | C      | Wm Wm Limited | 2053  | Deepak Verma    |               |       | 00:03:04 | 00:02:45     | 26-05-2022 13:19:51 | 26-05-2022 13:22:36 |               |             | Connected   |                 | 9120600440    | Mrs NOOR JAVAN                 | 17144904        | KANPUR     | KSC |
| 10   |        | 191198 | 1281072  | 8829532 | incoming  | C      | Wm Wm Limited | 2044  | Mahima Rai      |               |       | 00:04:25 | 00:04:18     | 26-05-2022 13:18:58 | 26-05-2022 13:21:31 |               |             | Connected   |                 | 8707121789    | Mrs NOOR JAVAN                 | 17139026        | KANPUR     | KSC |
| 11   |        | 191202 | 645005   | 8829541 | incoming  | C      | Wm Wm Limited | 2052  | Ashish Rai      |               |       | 00:06:11 | 00:05:51     | 26-05-2022 13:18:51 | 26-05-2022 13:25:02 |               |             | Connected   |                 | 9056576033    | MOHAMMAD SHAHEED               | 9540588108      | MATHURA    | DVV |
| 12   |        | 191206 | 1281009  | 8829530 | incoming  | C      | Wm Wm Limited | 2040  | Ravi Yadav      |               |       | 00:07:30 | 00:06:33     | 26-05-2022 13:18:39 | 26-05-2022 13:26:26 |               |             | Connected   |                 | 8030505071    | DR DHARMVEER S/O DR RAM PRASAD | 9477713054      | BAREILLY   | MFV |
| 13   |        | 191189 | 1281088  | 8829549 | incoming  | C      | Wm Wm Limited | 2058  | Shaloo Yadav    |               |       | 00:09:30 | 00:04:38     | 26-05-2022 13:18:13 | 26-05-2022 13:23:43 |               |             | Connected   |                 | 8807775411    | Mrs SMT HAREM LATA             | 2501790000      | LUCKNOW    | MFV |
| 14   |        | 191187 | 1281087  | 8829548 | incoming  | C      | Wm Wm Limited | 2061  | Utkarsh Mishra  |               |       | 00:04:18 | 00:04:25     | 26-05-2022 13:18:08 | 26-05-2022 13:22:36 |               |             | Connected   |                 | 8804070844    | SHANTI DEVI                    | 9308796000      | LUCKNOW    | MFV |

SanCCS Software [ sanssoftwares | Support No : 0124-4310735 | Sale No : 0124-4310736, +91-9810018735 ]

## CDR

ACD/CDR REPORTS

Dashboard / ACD/CDR Report

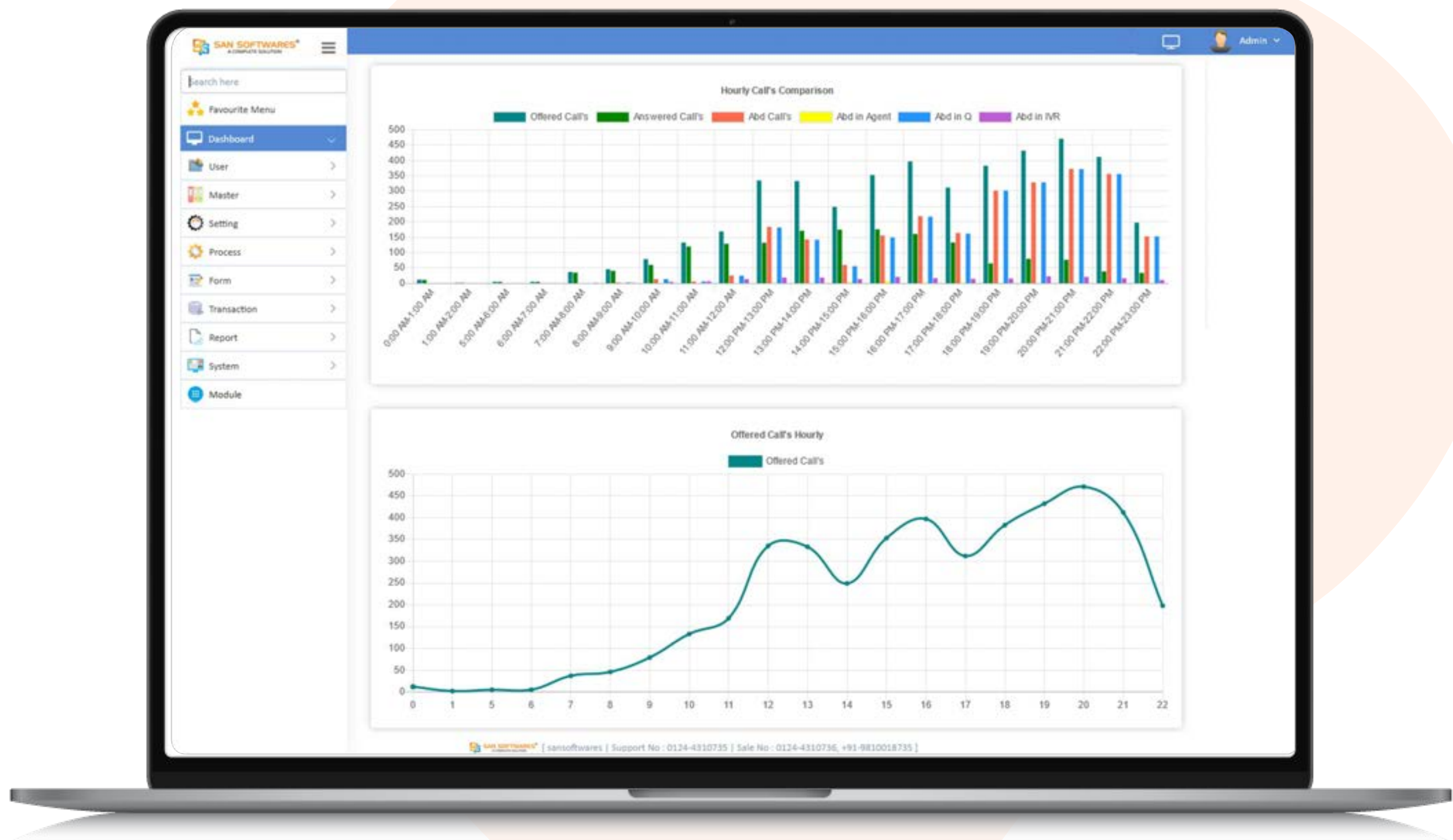
Search

Search

100

| SrNo | ExtNo   | ExtID             | Group Name        | Called No           | Start Time          | End Time            | Ring Time | Wait Time | Queue Time | Agent Time | Hold Time | Time     | C/M | Call End At  | Agent Name      | Trunk No   | Case             | DTMF  | Call Type | A/C | ACD       | Linked ID |         |
|------|---------|-------------------|-------------------|---------------------|---------------------|---------------------|-----------|-----------|------------|------------|-----------|----------|-----|--------------|-----------------|------------|------------------|-------|-----------|-----|-----------|-----------|---------|
| 1    | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:24:55 | 2022-05-26 13:25:45 | 00:00:00            | 00:00:23  | 00:00:35  | 00:00:00   | 00:00:00   | 00:00:00  | 00:00:00 | M   | Queue        | Deepak Verma    | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 2    | 2044    | 6743620           | Wm Wm Limited-815 | 9120600440          | 2022-05-26 13:22:39 | 2022-05-26 13:23:36 | 00:00:00  | 00:00:14  | 00:00:31   | 00:02:49   | 00:00:00  | 00:02:57 | C   | Agent        | Mahima Rai      | 8153021000 | NORMAL, CLEARING |       | incoming  | A   | 815       | 989253361 | 9458962 |
| 3    | 2058    | 6743620           | Wm Wm Limited-815 | 9120600440          | 2022-05-26 13:27:43 | 2022-05-26 13:28:30 | 00:00:00  | 00:00:14  | 00:00:37   | 00:08:33   | 00:00:00  | 00:07:27 | C   | Agent        | Shaloo Yadav    | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 4    | 2058    | 6743620           | Wm Wm Limited-815 | 9120600440          | 2022-05-26 13:29:11 | 2022-05-26 13:29:30 | 00:00:00  | 00:00:14  | 00:00:36   | 00:03:36   | 00:00:00  | 00:01:40 | C   | Agent        | Shaloo Yadav    | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 5    | 2052    | 6743620           | Wm Wm Limited-815 | 9056576033          | 2022-05-26 13:18:13 | 2022-05-26 13:24:41 | 00:00:00  | 00:00:14  | 00:00:35   | 00:05:51   | 00:00:00  | 00:04:26 | C   | Agent        | Ashish Rai      | 8153021000 | NORMAL, CLEARING | 1 X 1 | incoming  | 815 | 989253361 | 9458962   |         |
| 6    | 2061    | 6743620           | Wm Wm Limited-815 | 91705121000         | 2022-05-26 13:22:11 | 2022-05-26 13:24:26 | 00:00:00  | 00:00:14  | 00:00:12   | 00:02:45   | 00:00:00  | 00:02:14 | C   | Agent        | Utkarsh Mishra  | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 7    | 6743620 | Wm Wm Limited-815 | 91705121000       | 2022-05-26 13:18:13 | 2022-05-26 13:21:22 | 00:00:00            | 00:00:14  | 00:00:00  | 00:00:00   | 00:00:00   | 00:00:00  | 00:00:04 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  |     |           | 9458962   |         |
| 8    | 2044    | 6743620           | Wm Wm Limited-815 | 918707292789        | 2022-05-26 13:18:58 | 2022-05-26 13:23:14 | 00:00:00  | 00:00:14  | 00:00:21   | 00:04:18   | 00:00:00  | 00:04:56 | C   | Agent        | Mahima Rai      | 8153021000 | NORMAL, CLEARING | 2     | incoming  | A   | 815       | 989253361 | 9458962 |
| 9    | 2053    | 6743620           | Wm Wm Limited-815 | 91888955135         | 2022-05-26 13:22:21 | 2022-05-26 13:22:54 | 00:00:00  | 00:00:14  | 00:00:17   | 00:00:00   | 00:00:00  | 00:00:00 | M   | Agent Missed | Deepak Verma    | 8153021000 | NO ANSWER        |       | incoming  | 815 | 989253361 | 9458962   |         |
| 10   | 2053    | 6743620           | Wm Wm Limited-815 | 91888955135         | 2022-05-26 13:22:21 | 2022-05-26 13:22:50 | 00:00:00  | 00:00:14  | 00:00:11   | 00:00:00   | 00:00:00  | 00:00:00 | M   | Agent Missed | Deepak Verma    | 8153021000 | NO ANSWER        |       | incoming  | 815 | 989253361 | 9458962   |         |
| 11   | 2058    | 6743620           | Wm Wm Limited-815 | 91888955135         | 2022-05-26 13:19:47 | 2022-05-26 13:22:50 | 00:00:00  | 00:00:14  | 00:00:40   | 00:01:06   | 00:00:00  | 00:03:03 | C   | Agent        | Shaloo Yadav    | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 12   | 2058    | 6743620           | Wm Wm Limited-815 | 91888955135         | 2022-05-26 13:17:37 | 2022-05-26 13:22:50 | 00:00:00  | 00:00:14  | 00:00:18   | 00:04:38   | 00:00:00  | 00:05:13 | C   | Agent        | Shaloo Yadav    | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 13   | 2058    | 6743620           | Wm Wm Limited-815 | 91888955135         | 2022-05-26 13:22:21 | 2022-05-26 13:22:44 | 00:00:00  | 00:00:14  | 00:00:07   | 00:00:00   | 00:00:00  | 00:00:22 | M   | Agent Missed | Deepak Verma    | 8153021000 | NO ANSWER        |       | incoming  | 815 | 989253361 | 9458962   |         |
| 14   | 2053    | 6743620           | Wm Wm Limited-815 | 91888955135         | 2022-05-26 13:22:21 | 2022-05-26 13:22:40 | 00:00:00  | 00:00:14  | 00:00:01   | 00:00:00   | 00:00:00  | 00:00:18 | M   | Agent Missed | Deepak Verma    | 8153021000 | NO ANSWER        |       | incoming  | 815 | 989253361 | 9458962   |         |
| 15   | 2061    | 6743620           | Wm Wm Limited-815 | 918707292789        | 2022-05-26 13:18:58 | 2022-05-26 13:22:52 | 00:00:00  | 00:00:14  | 00:00:18   | 00:04:26   | 00:00:00  | 00:07:05 | C   | Agent        | Utkarsh Mishra  | 8153021000 | NORMAL, CLEARING | C     | incoming  | 815 | 989253361 | 9458962   |         |
| 16   | 2053    | 6743620           | Wm Wm Limited-815 | 9120600440          | 2022-05-26 13:28:46 | 2022-05-26 13:22:39 | 00:00:00  | 00:00:14  | 00:00:27   | 00:03:49   | 00:00:00  | 00:03:53 | C   | Agent        | Deepak Verma    | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 17   | 6743620 | Wm Wm Limited-815 | 9120600440        | 2022-05-26 13:21:27 | 2022-05-26 13:22:17 | 00:00:00            | 00:00:14  | 00:00:36  | 00:00:00   | 00:00:00   | 00:00:00  | 00:00:50 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 18   | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:21:25 | 2022-05-26 13:22:15 | 00:00:00            | 00:00:14  | 00:00:36  | 00:00:00   | 00:00:00   | 00:00:00  | 00:00:50 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 19   | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:21:41 | 2022-05-26 13:22:36 | 00:00:00            | 00:00:14  | 00:00:35  | 00:00:00   | 00:00:00   | 00:00:00  | 00:00:24 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 20   | 6743620 | Wm Wm Limited-815 | 91705121000       | 2022-05-26 13:18:09 | 2022-05-26 13:22:06 | 00:00:00            | 00:00:14  | 00:00:51  | 00:00:00   | 00:00:00   | 00:00:00  | 00:02:08 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 21   | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:21:59 | 2022-05-26 13:21:59 | 00:00:00            | 00:00:14  | 00:00:45  | 00:00:00   | 00:00:00   | 00:00:00  | 00:01:59 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 22   | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:21:51 | 2022-05-26 13:21:51 | 00:00:00            | 00:00:14  | 00:00:27  | 00:00:00   | 00:00:00   | 00:00:00  | 00:01:41 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 23   | 2040    | 6743620           | Wm Wm Limited-815 | 91888955135         | 2022-05-26 13:13:49 | 2022-05-26 13:21:51 | 00:00:00  | 00:00:14  | 00:00:31   | 00:08:51   | 00:00:00  | 00:07:42 | C   | Agent        | Priyanka Shukla | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 24   | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:21:06 | 2022-05-26 13:21:20 | 00:00:00            | 00:00:14  | 00:00:00  | 00:00:00   | 00:00:00   | 00:00:00  | 00:01:14 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 25   | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:20:29 | 2022-05-26 13:20:29 | 00:00:00            | 00:00:14  | 00:00:24  | 00:00:00   | 00:00:00   | 00:00:00  | 00:00:30 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |
| 26   | 6743620 | Wm Wm Limited-815 | 91888955135       | 2022-05-26 13:19:59 | 2022-05-26 13:20:19 | 00:00:00            | 00:00:14  | 00:00:06  | 00:00:00   | 00:00:00   | 00:00:00  | 00:00:20 | M   | Queue        |                 | 8153021000 | NORMAL, CLEARING |       | incoming  | 815 | 989253361 | 9458962   |         |

SanCCS Software [ sanssoftwares | Support No : 0124-4310735 | Sale No : 0124-4310736, +91-9810018735 ]



## Import Data

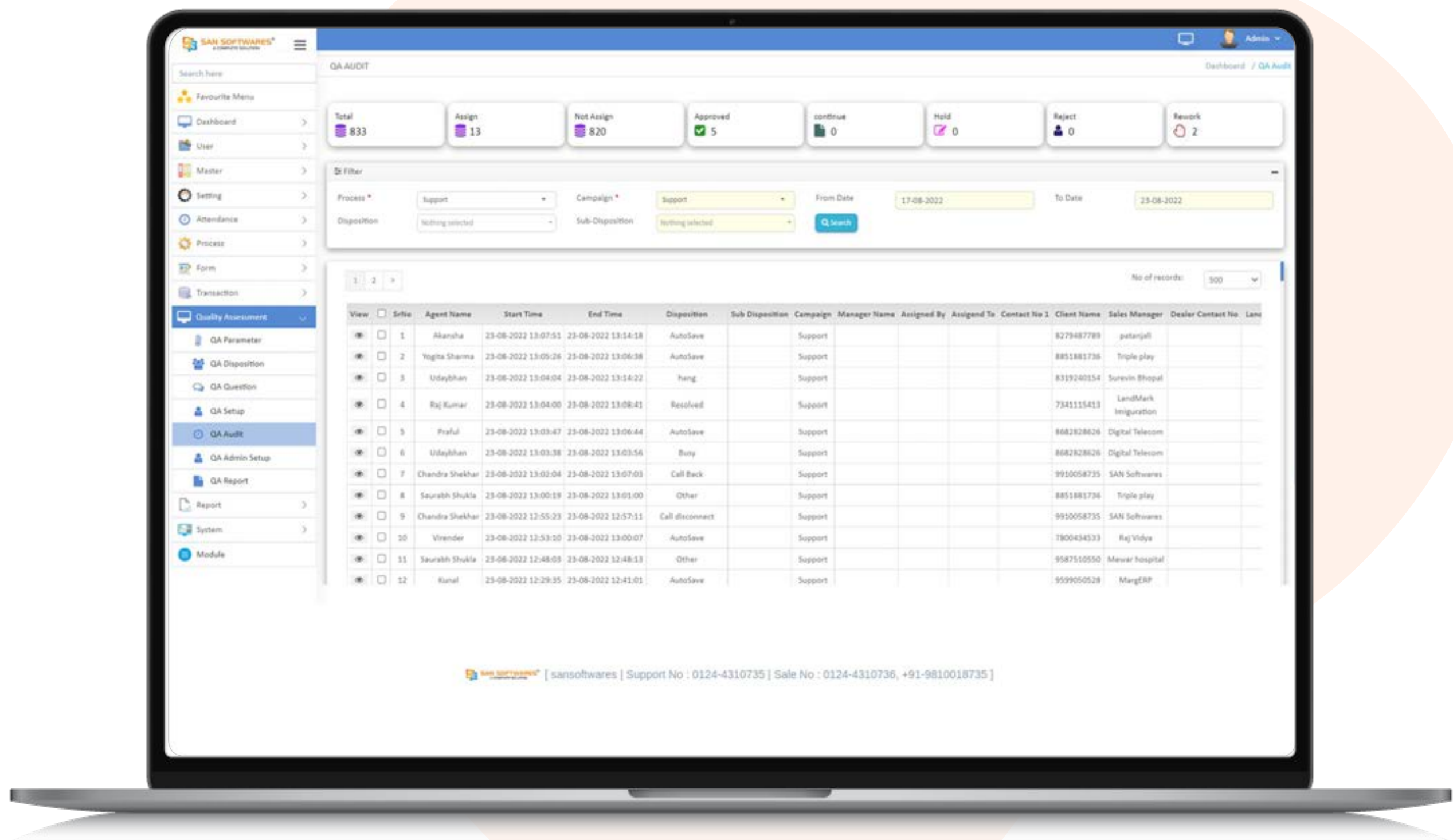
The 'IMPORT MASTER' form is divided into two main sections: 'Import Details' and 'Column Mapping'.

**Import Details:**

- Filter:**
  - Process: SUN Stone
  - Campaign: SunStone UG Andhra
  - Branch: --Select--
  - File Type: CSV
- Download Sample File:** Browse... No file selected.
- Preferences:**
  - ☒ Show Mapping
  - ☒ Active File
  - ☐ Update Existing Master Data
  - ☐ Do Not Import Existing Data

**Column Mapping:**

| To                | From | No Mapping               |
|-------------------|------|--------------------------|
| Mobile_Number     |      | <input type="checkbox"/> |
| Student_Name      |      | <input type="checkbox"/> |
| Parent_Name       |      | <input type="checkbox"/> |
| Alt_Mobile_Number |      | <input type="checkbox"/> |
| Landline_Number   |      | <input type="checkbox"/> |
| Address           |      | <input type="checkbox"/> |
| City_District     |      | <input type="checkbox"/> |
| State             |      | <input type="checkbox"/> |
| Pin               |      | <input type="checkbox"/> |
| Email_ID          |      | <input type="checkbox"/> |
| agent             |      | <input type="checkbox"/> |



## QA Audit Form

**QA Log**

Input: Agent Details: Process Name: Support Agent Name: Kunal Date of Call: 08/08/2022 Call Duration (HH:MM:SS): 00:03:43 Campaign Name: Support Auditor's Name: Admin Date of Audit: 08/08/2022 Disposition: Select PIR Status: Yes Emp ID: No of Call Recordings: 1 Recording: No

Process Field: Contact No: Dealer Contact No: Client Name: Land Line No: Sales Manager: Email ID:

External Performance % 100.00% Internal Performance % 100.00% Fatal Error Call % 0

| Parameters  | Status                                                                                                             | CRM Quality Monitoring Name | Weightage | Applicable Weightage | Agent's Grade | Rating | QA's Comments |
|-------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------|----------------------|---------------|--------|---------------|
| Non Fatal   | Call opening (Introducer Self (First Name and Surname) and Brand Name (if applicable - as per client requirement)) | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | Greeting (Politeness/ Greeting Purpose of Call)                                                                    | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | Hold Protocol (Dead Air)                                                                                           | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | Personalization (Address/ Name/ Relationship)                                                                      | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | Listening (Active) (Do not interrupt Customer/ Rate of speech)                                                     | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | Asked relevant open/closed ended questions for appropriate closing                                                 | 4.00                        | 4.00      | 4.00                 | Yes           |        |               |
| Non Fatal   | Sentence Formation and Grammatical Error                                                                           | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | President use group notification / Your justification (Proud Cover)                                                | 2.00                        | 2.00      | 2.00                 | Yes           |        |               |
| Non Fatal   | Terms and Conditions Explained                                                                                     | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | CRM Process explained (Option 1 and 2 Optional) to customer before transfer                                        | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | Call Closure Script Followed                                                                                       | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Non Fatal   | Misbehavior on call / Mismatch who with the customer/ Rude behavior                                                | 5.00                        | 5.00      | 5.00                 | Yes           |        |               |
| Total Score |                                                                                                                    | 50                          | 50        | 50.00                |               |        |               |

CALL SUMMARY



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9999-121-735



### CONTACT US



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**+91 9810-018-735**



**sales@sansoftwares.com**

— *Thank you!* —

