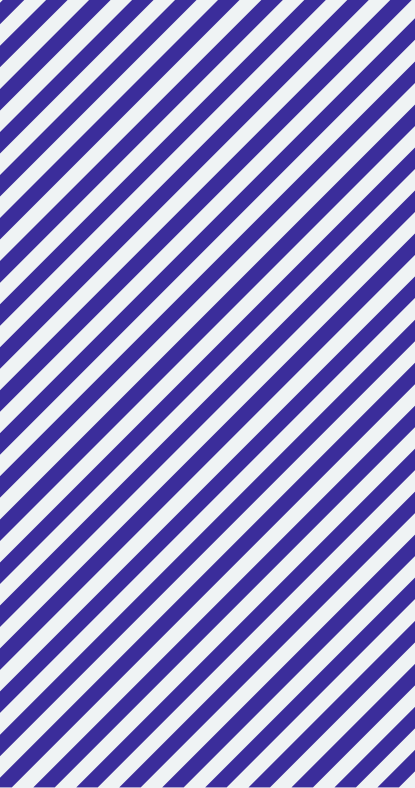




EdgeTalk Contact Center



EdgeTalk Contact Center

MEASURE TRACK & OPTIMIZE VALUABLE RESOURCES

EdgeTalk contact center is built on data analytics platform providing users with effective analytics of every aspect of their contact center operation. Measuring and plotting various performance parameters aids management to provide better customer experience and optimize resource utilization.

IMPROVE CUSTOMER SATISFACTION

EFFECTIVE DEPLOYMENT OF HUMAN RESOURCE

EDGETALK CONTACT CENTER

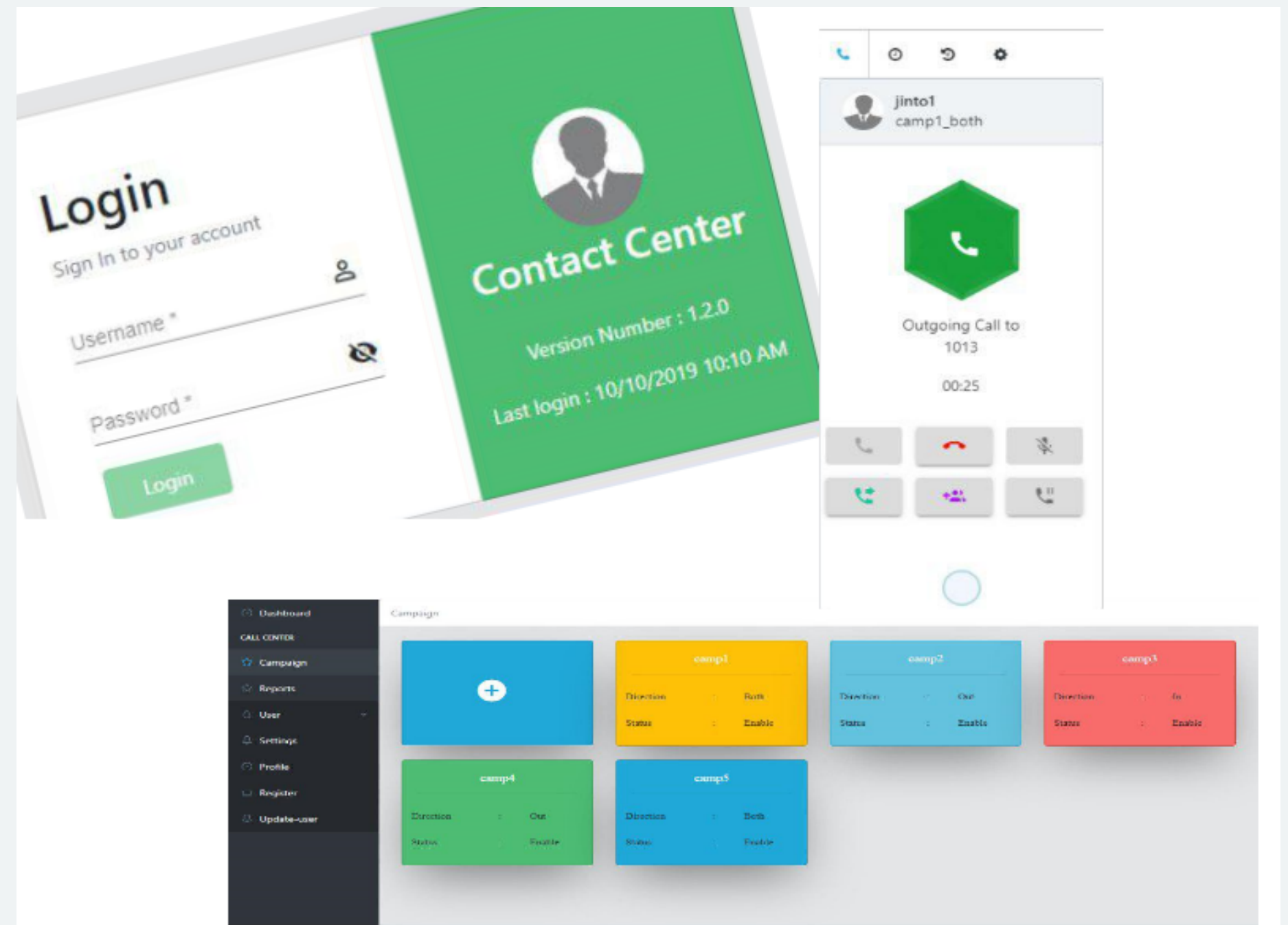
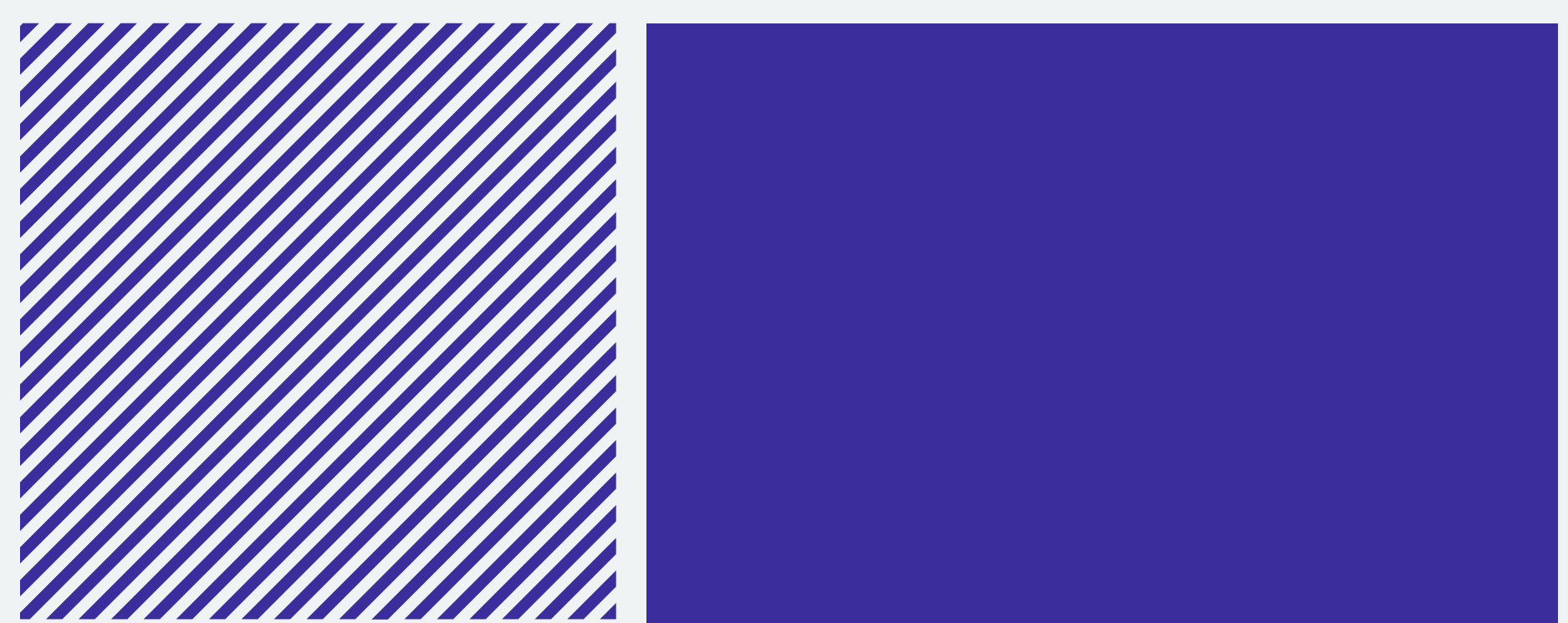
- Onsite/Cloud Deployment
- Vertically Scalable
- Social Media Integration
- Omnichannel Communication
- Custom Analytics Support

Features in a glance

- Attractive Web based intuitive UI
- Inbound & Outbound campaigns
- Multi campaign support
- Custom call disposition
- IVR (Interactive voice response)
- Skill based routing
- Integrated call recording and retrieval
- Live call transfer & Conferencing
- Call monitoring – Snooping, Barge In & Whisper
- Schedule call backs – Assign to agent / campaign
- Comprehensive analytical reports
- Upload and manage leads
- Live Dashboards for agent , supervisor, admin
- Automatic call distribution
- Manual/ Predictive dialing

ATTRACTIVE WEB BASED INTUITIVE UI - UX

UI – UX designed with latest web technologies provide a unique and easy user experience. Completely web-based interface provides real time information and can be accessed from any system with web browser.

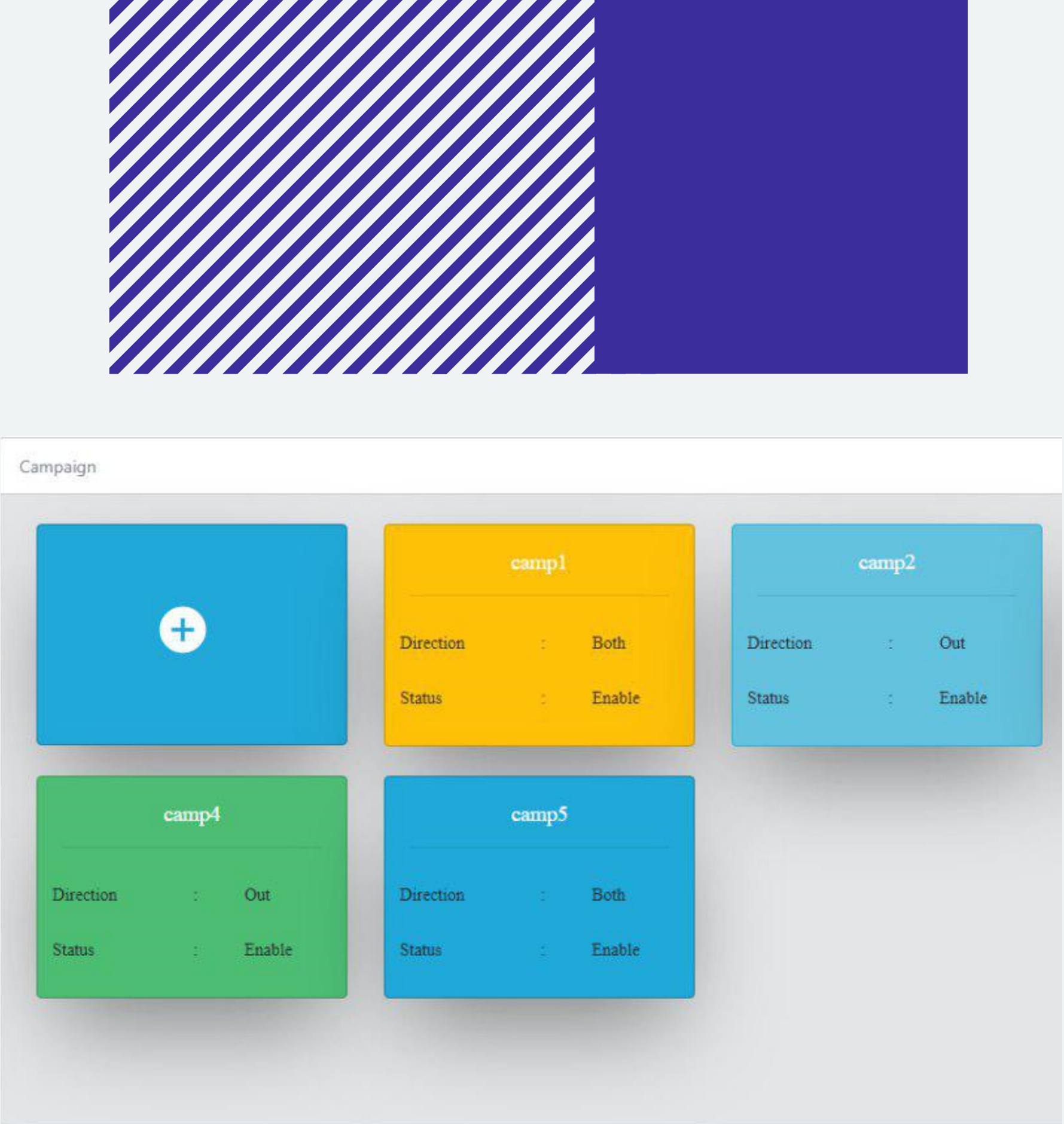


INBOUND & OUTBOUND CAMPAIGNS

Campaigns can be created for Inbound/Outbound calls and mixed operations for effective resource utilization and better customer experience. Inbound Agents can participate simultaneously in outbound dialing.

MULTI CAMPAIGN SUPPORT

Multiple campaigns can be created and micro managed inside a call centre providing logical separation for multiple operations. Data sharing between campaigns can be customized to share or isolate individual campaign assets like lead lists, recordings etc.

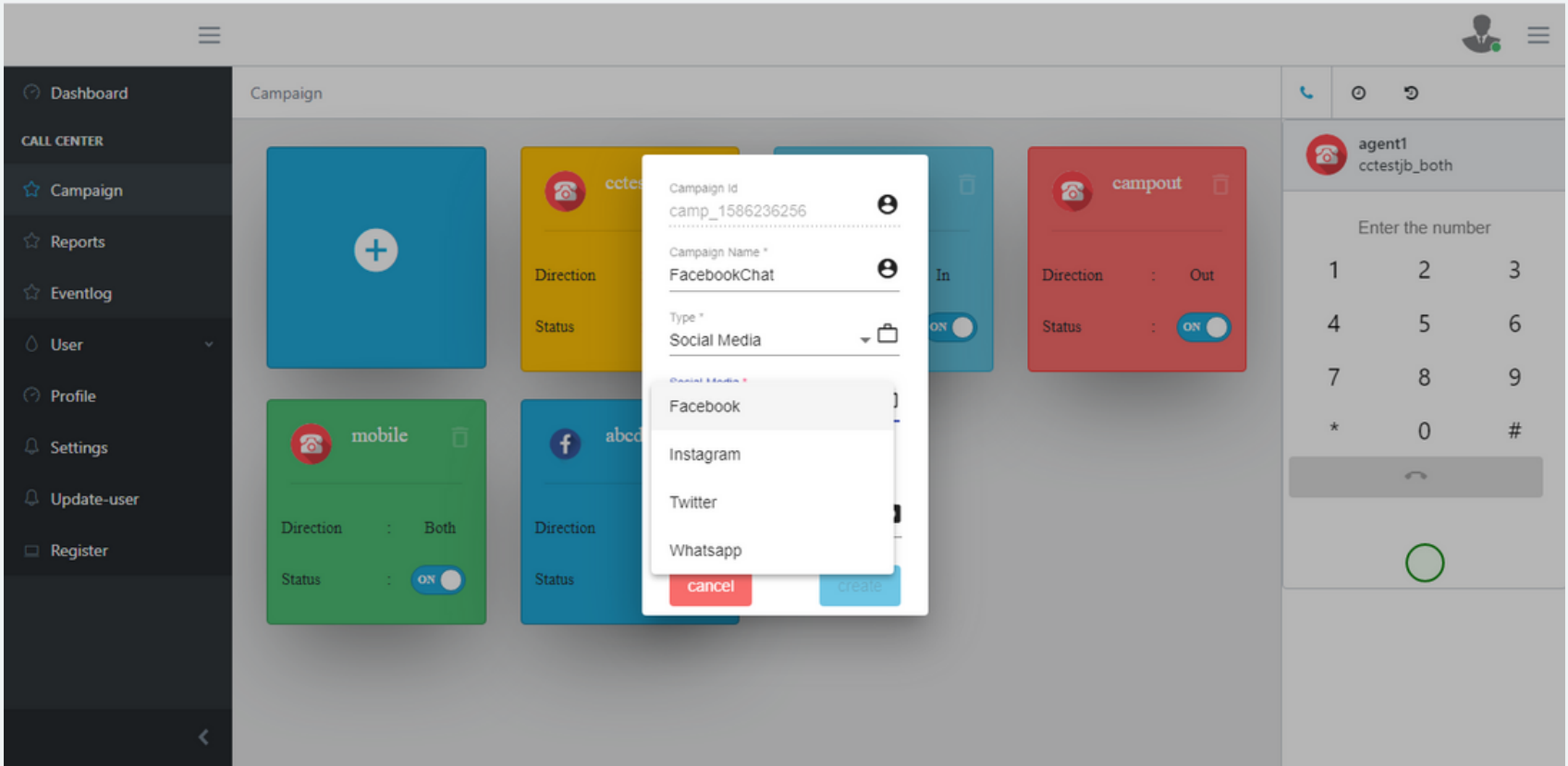
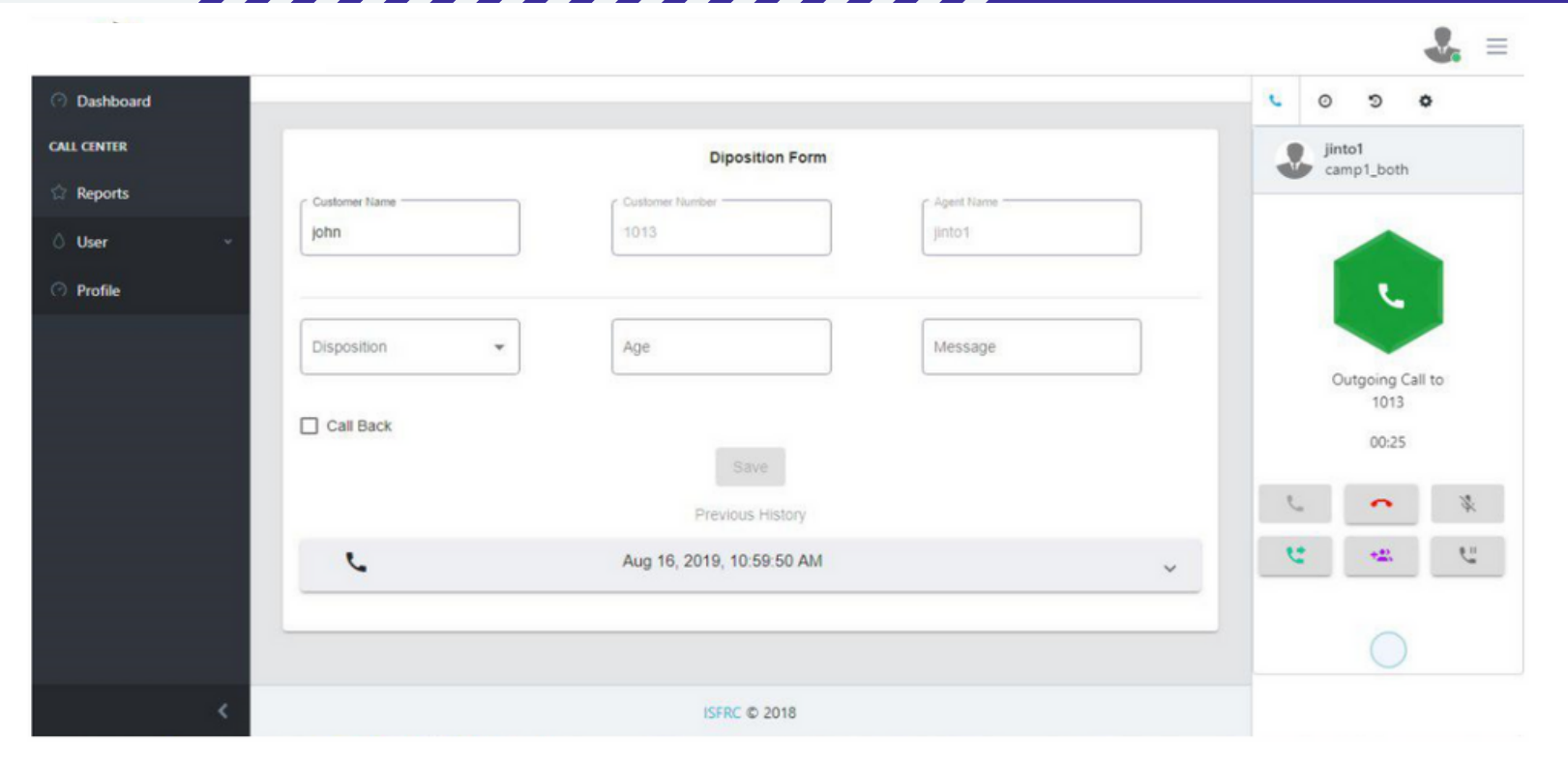


CUSTOM CALL DISPOSITION

Users can opt for a customized call disposition data collection which can be used to generate reports and track the effectiveness of your campaigns or to generate or follow back on leads.

SOCIAL MEDIA INTEGRATION


Social Media channels – facebook, Webchat etc are supported in omnichannel communication



Login

Sign In to your account

Login

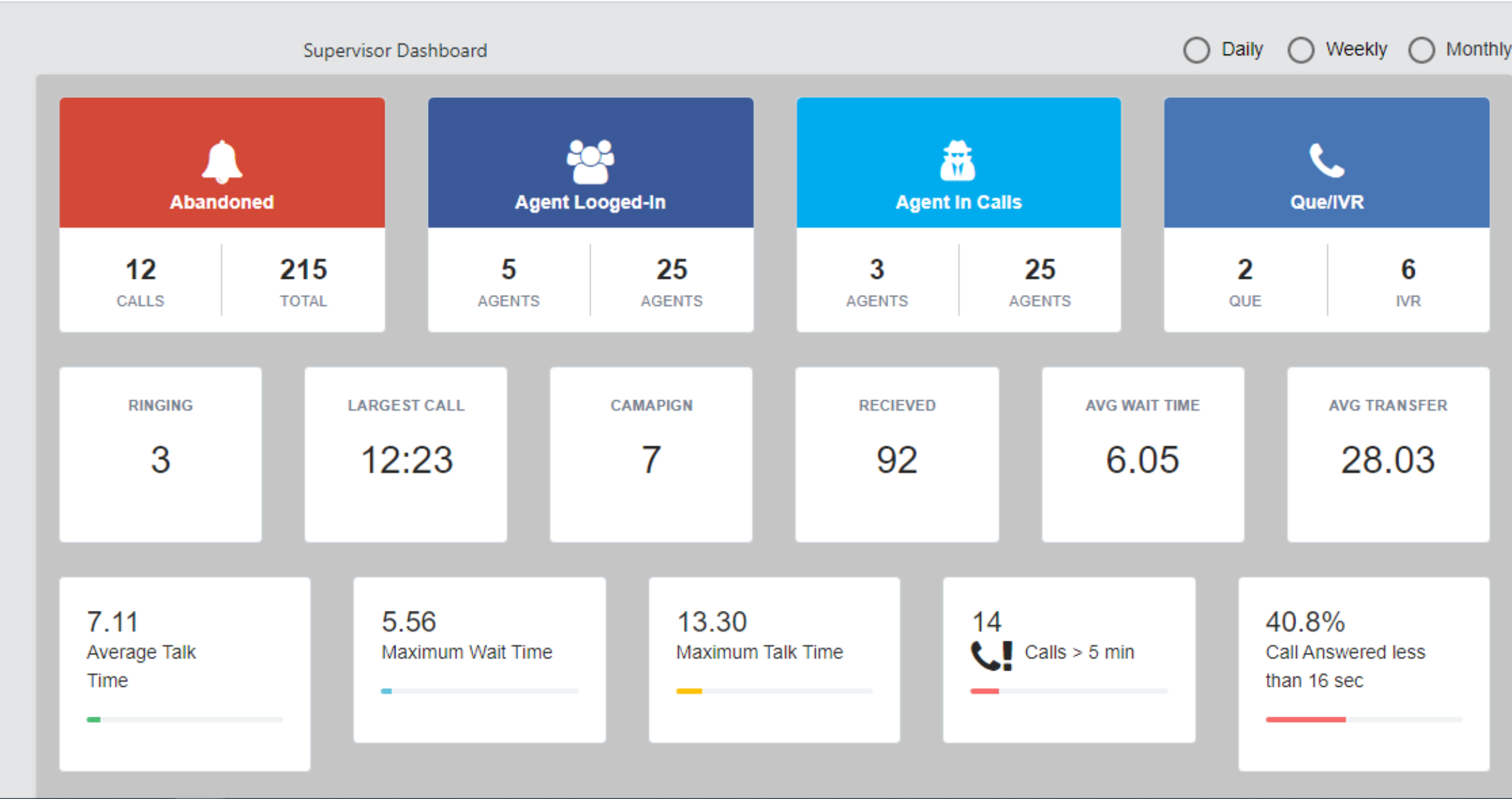


Contact Center

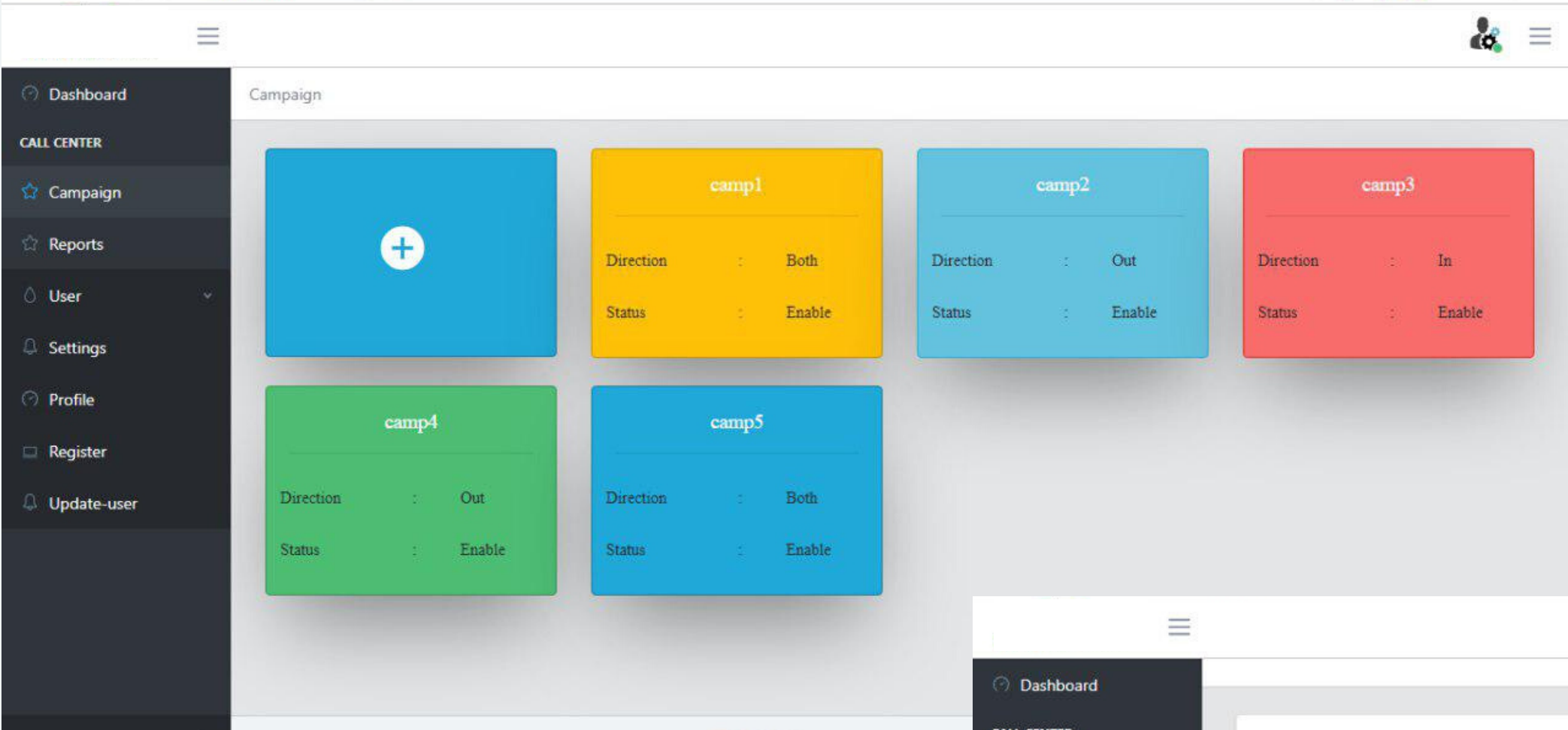
Version Number : 1.2.0

Last login : 10/10/2019 10:10 AM

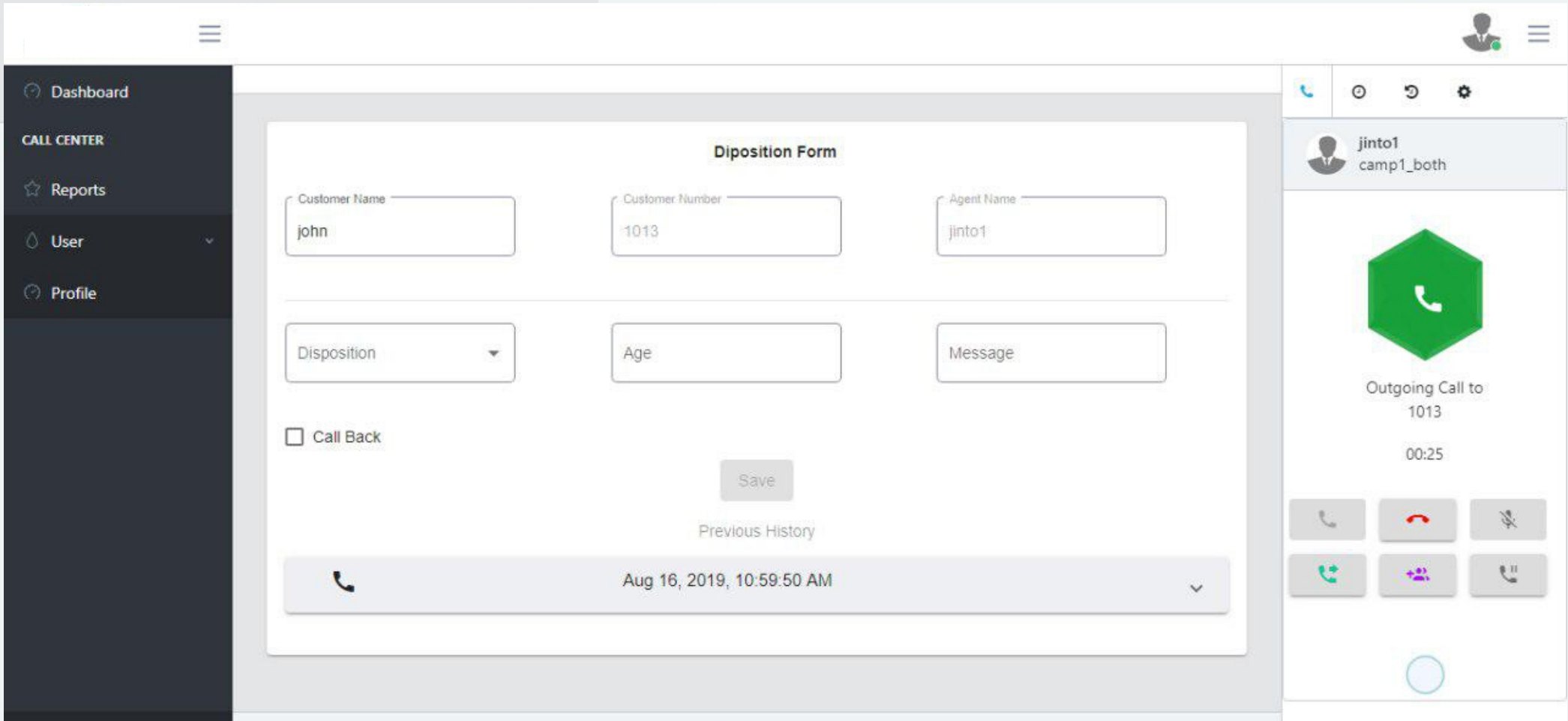
DASHBOARDS



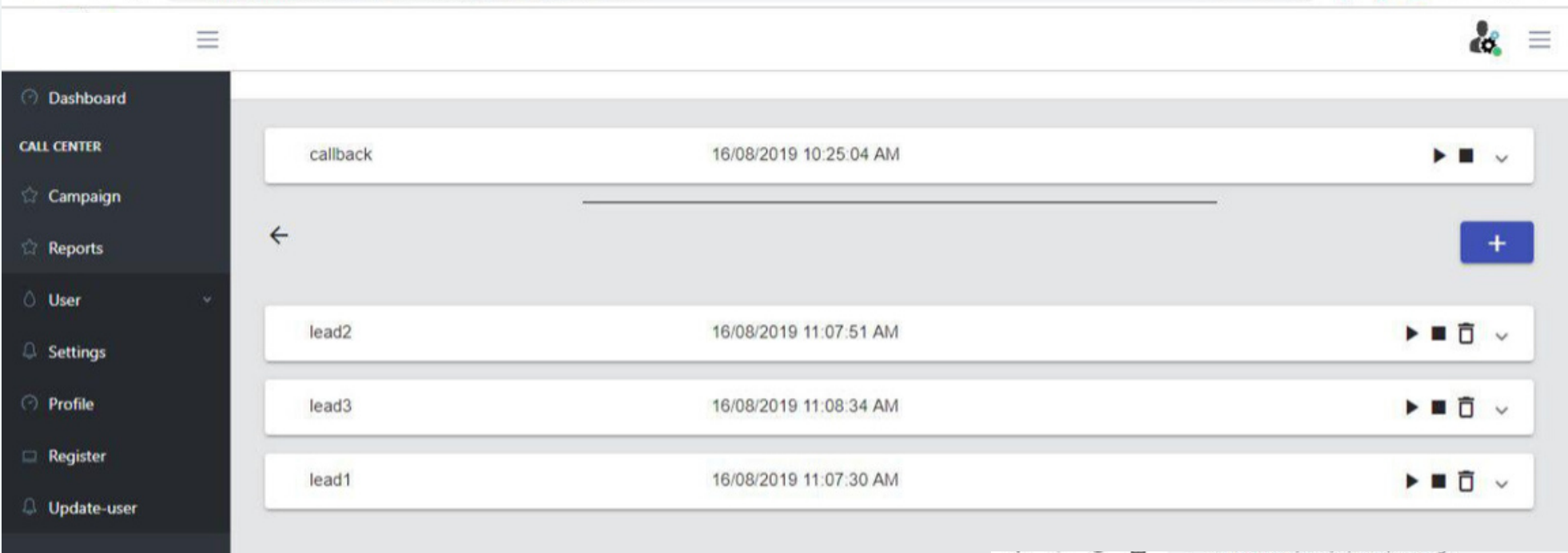
CAMPAIGN SETTINGS



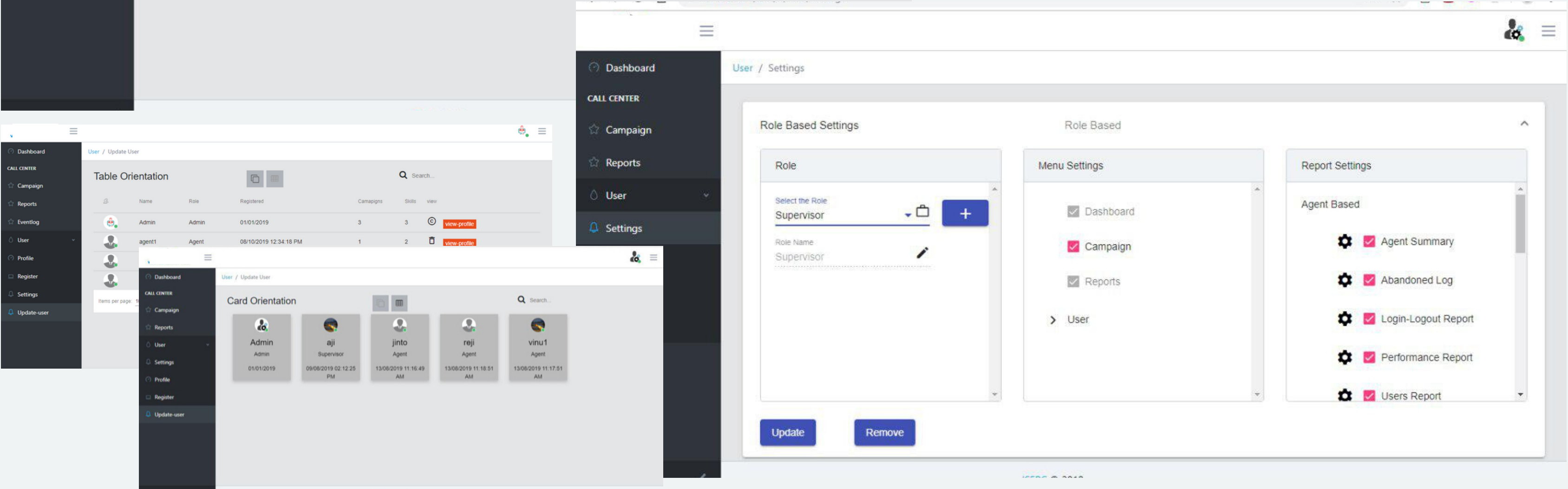
DISPOSITION FORM



CALL HISTORY VIEW



USER CUSTOM SETTINGS



REPORTS

Dashboard

CALL CENTER

Campaign

Reports

User

Profile

Register

Settings

Update-user

Reports

Campaigns

agent mobile asdfghgh bbbb bibin

Campaign Based

REPORT 1

Campaign Status Report

REPORT 2

Lead Status Report

REPORT 3

DiD-Trunk Report

REPORT 4

Disposition Data Report

REPORT 5

Customer Info Report

REPORT 6

IVR Report

Agent Based

REPORT 1

Agent Summary

REPORT 2

Abandoned Log

Call Based

REPORT 1

Call Log

REPORT 2

Inbound Call Log

Summary

REPORT 1

Transfer Report

REPORT 2

Queue

Dashboard

CALL CENTER

Campaign

Reports

Eventlog

User

Profile

Update-user

Register

Settings

Call Log

Call Logs

Date Time	Agent	Campaign	Direction	Init_status	Caller/Dialed	Status	Start_Time	Duration	Actions
21/01/2020 12:48:50 PM	agent2	bibin	Inbound	Transfer	agent1	Abandoned	0:00:00	00:00:00	<div></div> <div></div>
21/01/2020 12:48:42 PM	agent1	bibin	Inbound	Trunk	1017	Connected	12:48:22	00:00:20	<div></div> <div></div>
21/01/2020 12:23:43 PM	agent2	bibin	Inbound	Transfer	agent1	Abandoned	0:00:00	00:00:00	<div></div> <div></div>
21/01/2020 12:23:38 PM	agent1								
21/01/2020 12:04:53 PM	agent1								
21/01/2020 12:00:26 PM	agent1								
21/01/2020 11:59:21 AM	agent1								

Dashboard

CALL CENTER

Campaign

Report

Performance Report

Agent_Name	Answered < 5sec	Duration > 5mnt	Total Count	Answered Count	Abandoned Count
Agent_Name	Answered < 5sec	Duration > 5mnt	Total Count	Answered Count	Abandoned Count
agent1	45	3	205	81	124
manager	32	0	202	76	126
agent2	10	0	26	18	8
supervisor	0	0	1	0	1

1

10

Dashboard

CALL CENTER

Campaign

Reports

Eventlog

User

Profile

Update-user

Register

Settings

Report

Login-Logout Report

Agent_Name	Login	Logout	Role	Duration
Agent_Name	Login	Logout	Role	Duration
admin	21/01/2020 02:25:52 PM	21/01/2020 02:40:05 PM	Admin	00:14:13
admin	20/01/2020 03:19:20 PM	21/01/2020 02:25:48 PM	Admin	23:06:27
agent1	21/01/2020 01:12:22 PM	21/01/2020 01:12:26 PM	Agent	00:00:03
agent2	21/01/2020 12:46:53 PM	21/01/2020 12:55:06 PM	Agent	00:08:13
agent1	21/01/2020 12:46:47 PM	21/01/2020 12:55:02 PM	Agent	00:08:14
agent1	21/01/2020 11:13:38 AM	21/01/2020 11:15:58 AM	Agent	00:02:19
agent1				
agent2				
agent1				
agent1				

1

2

3

Dashboard

CALL CENTER

Campaign

Reports

Eventlog

User

Profile

Update-user

Register

Settings

Report

Callback Report

Created On	Number	Status	Assigned_to	Assigned_by	Actions
17/01/2020 04:46:31 PM	1016	disposed	agent1 (agent)	agent1	
06/01/2020 05:52:50 PM	1015	disposed	manager (agent)	manager	
06/01/2020 05:52:22 PM	1015	CallRejected	manager (agent)	manager	
06/01/2020 05:51:22 PM	1016	disposed	agent1 (agent)	agent1	
06/01/2020 05:36:29 PM	23	nondialed	agent_both (camp)	azar2	
07/01/2020 05:30:01 PM	22	nondialed	agent_both (camp)	azar2	
14/01/2020 01:23:21 PM	2342	nondialed	agent_both (camp)	azar2	
14/01/2020 01:23:21 PM	12345	nondialed	agent_both (camp)	azar2	
14/01/2020 01:23:21 PM	456	456_1578988401000	agent_both (camp)	azar2	
02/11/2019 06:07:23 PM	1015	disposed	manager (agent)	manager	

1

2

Dashboard

CALL CENTER

Campaign

Reports

Eventlog

User

Profile

Update-user

Register

Settings

Agent Summary

Agent Summary

Hourly Daily

Call_status	Count	Handling_Time	Hold_Time	Talk_Time
Call_status	Count	Handling_Time	Hold_Time	Talk_Time
Agent: agent1	Total Calls: 28	Handling Time: 1240871522639:36:30	Hold Time: 0:0:1	Talk Time: 4:40:40
Agent: agent2	Total Calls: 11	Handling Time: 14909:54:41	Hold Time: 0:0:5	Talk Time: 8987419812:36:23
Agent:	Total Calls: 10	Handling Time: 00:00:00	Hold Time: 00:00:00	Talk Time: 00:00:00
Total Agents :	Total Items :	Avg Handling_Time :	Avg Hold_Time :	Avg Talk_Time :
3	49	4.619843312438453e+46:36:4	0:0:0	1.8341673086951904e+36:48:48

1

10

Contact



sales@edgetalk.in



www.edgetalk.in