1. **Introduction: -**

     Easygoivr is cloud based service which gives you an easy access for real time call reporting and monitoring of incoming call and outgoing calls over a period along with graphical representation of number of total calls connected and answered. An easy way to connect your customer from anywhere. Decrease your hardware cost and boost your business with best IVR solution. User KYC is must to access the easygoivr.

2. **Icons and Use: -**

     Below are the icons and use of the icons which have defined with respect to page wise.

   i. **Home Page:**

     Home page has defined the dashboard which has features like Incoming Call Today, Outgoing Call Today, Incoming Call This Month, Outgoing Call This Month, Tariff Details, and Current Call. These are some features which are including in the "Home Page". Below are the Defined short description and usage of the system

   a)   (Incoming Call Today): - This feature shows us how many Incoming call today on your defined DID number which is allotted to Client.

   b)   (Outgoing Call Today): This feature shows us how many Outgoing call today on your defined DID number which is allotted to Client.

   c)   (Incoming Call This Month): - This feature shows us how many Incoming call this month on your defined DID number which is allotted to Client.

   d)   (Outgoing Call this month):- This feature shows us how many outgoing call this month on your defined DID number which is allotted to Client.

   e)   (Tariff Details): - This Feature shows you the tariff details like remaining days and Balance Minutes (Depends on plan that purchased).

   f)   (Current Call): - This feature shows us about the current incoming and outgoing call status.

ii. **Setup: -**

Below are the features that are exist in Setup

a) *(Call Route): - This feature defines the routing of the call means from which destination call will route and from where is should be routed.*

b) *(Sound): - This feature used to upload the file (Customized) or you can write the script and sound will automatically create with Google service, but ascent would be American.*

c) *(Announcement): - This feature is used for particular announcement against the sound.*

d) *(Music on Hold): - This feature is used when customer is on Hold and client wants to play some music during this Hold. Can upload the file for MOH music.*

e) *(Address book): This feature is used for adding the User (Agent). Need to add the Name and Mobile number of the user (Agent) for taking the call from the auto provided DID. After adding the number user need to verify the number by giving miss call on 0124-5000050. Once user gave miss call then will Status showing "Verified".*

f) *(Call Group): - This feature is used for providing and managing the group call. For example if user create one group and want to manage call within the group then user can make the group as per requirement.*

g) *(IVR): - This feature is used to create IVR (Interactive Voice Response).User can put the IVR name with Greetings which have sound.*

User can route the destination as per customized IVR means where you want to terminate the call.

h) (Time Group): - This feature is used to define the time group. Need to define the time group name along with start time and End time, Start of week and End of Week, Start Month Day, End Month Day, Start Month, End Month.

i) (Time Condition): - This feature is used to call then time group with customize. Means what type of condition user want to implement. Name of the condition along with time group name, Destination time match and value. Destination time mismatch and value against the same.

j) (Black List):- This feature is used to block the unwanted number over you DID number. Just put the number against the DID and number got black list.

k) (Sticky Route): This feature is used to have stick with the route condition means user need to define the destination and value of routing.

l) (Sticky Mapping): - Sticky Mapping is used to map the agent against the DID number and Need to define the phone number for the same.

m) (SMS Template):- This feature is used for customised SMS template that user wants to send to customer. Define the name of the SMS and content and save the template.

n) (Email Template): - This feature is used for customised Email template that user wants to send to the customer. User need to put the Name, Subject, and content of the email and save the template.

iii.   ***Reports:*** *- Following are the reports that are available in the IVR system*

a)   (Call Detail Report): - This is used to get the all call details history whether it is inbound or outbound over the particular DID which is assigned to user. User will get customize call details with filter like From Date, To Date, Caller ID, To Number, Call Group, DID, Call type. You will get the call details list as per search criteria and which have Serial Number, Date, DID, Caller ID, To, Call Group, Duration, Bill (in Sec), Call Charge, Disposition, Unique ID, Call Type, Recording.

b)   (Email Report):- This is used to get the email report which is send or received. User can search the report from date, To date, Caller ID ,Mail Id. User will get the email details list with fields S.NO, Date ,Mail ID, Caller ID ,Subject, Content, Status.

c)   (SMS Report): - This is used to get the SMS report which is send or received. User can search the report from date, To date, Caller ID, Send To. User will get the list fields S.NO, Date, Send To, Caller ID, SMS, Charge, and Status.

d)   (User Log): - This is used to monitor the user activity log. User can search the activity with fields like from date, To Date, Page (where user action performed), and Action. After search within these criteria user will get the details of action performed over the page.

iv.   ***Live Call: -*** *Live call feature is available over the dashboard which has features to monitor the live call with Member details, Channel Details, Call Type Status, ACD Status.*

v.   ***Quick IVR:*** *- User can create the quick IVR against the DID which is allotted and Put the script and option to define the destination of the IVR.*

vi.   *Others:-*

In other there are three features available which are

a)   *Email: - This feature is used to setup the email account with email server, Port, email user and password and security protocol like SSL and TLS.*

b)   *User: - This feature is use to create the user. Need to define the login ID as your email ID and Name Phone number. Need to click on Checkbox to enable the user and save the same.*

vii.   **KYC Profile: -**   *This is used for KYC of the User .User always need to setup the KYC first then user is ready to use the system. User Need to provide Personal details like Contact Person (As per Aadhar), Email, Phone, Company Name, Company Phone, State, City, Pin, Address, Aadhar Number (latest download from the site to upload the same.)*

EasyGoIVR

3. *Swim lane Architecture: -*

Login Page	Start → Email as Username — User KYC must Before System Use
Dashboard Features	Incoming Call Today · Outgoing Call Today · Incoming Call This Month · Outgoing Call This Month · Tariff Details · Current Call
Setup Features	Call Route · Sound · Announcement · Music On Hold · Address Book · Call Group · IVR · Time Group · Time Condition · Black List · Sticky Route · Sticky Mapping · SMS Template · Email Template
Reports	Call Detail Report · Email Report · SMS Report · User Log