

To,

**Subject: SAN Contact Center Solution**

We thank you for taking interest in our products. We would be happy to answer your queries (if any) related to features as imbedded. As per your requirement we can provide any kind telephony solution, please find some solution which we implemented in other Sector: -

1. PRI Logger
2. IVR Blasting, which is used for feedback calling and service reminders.
3. Missed Call Campaign: used for marketing/service request/test drive.
4. Click to Dial: website and telephony integration to call client on requirement.
5. SanCCS: complete call center solution for sales/service/insurance calling. It's a one box solution which can provide call center CRM, IVR, Dialer, Logger, IVR Blasting, Missed Call Campaign, Virtual Number, CDR Reports, Click to Dial, MIS Reports, Various Dashboards.
6. SanCallAssist: Android App based call center solution.
7. SanRecApp: Android App based voice recording and CDR (call detail report) tool. Basically, to monitor sales/field staff.

We again thank you for your again interest and happy to associate and serve you.

Thanks & Regards

**Jagwant Singh**

Cell: +91 9910058735

The solution that is being proposed is our bespoke application named SanCCS – The complete Call Centre Solution. The features and functions of the CC solution are highlighted below:

FEATURE	DESCRIPTION	EXAMPLE
Dialing Modes – Progressive, Preview, Manual	The outbound dialing modes are designed keeping in mind the different process requirements. These dialing modes are selectable by user and can be changed as per the process requirements.	<p>Outbound telemarketing process would adapt.</p> <p>Customer feedback process would adhere to <b>Progressive Mode</b> as that allows them to create quality log.</p> <p>B2B Process would prefer <b>Preview mode</b> as the agent need to read the client information as available before calling.</p> <p><b>Manual Mode</b> is overriding all the above modes and allows user to dial calls randomly by inserting the calling number.</p>
ACD – Auto Call Distribution	Automatic Call Distributor (ACD) is a call management facility that manages calls (both Incoming & Outgoing) and routes them based on the number called and described logic / handling instructions.	<p>One of the rules is Region based routing; A call received from Germany and based on Country Code, the call shall be routed to an Agent knowing German Language.</p> <p>In outgoing, the calling data is defined in Zones (based on regions / language), and Agents knowing specific language shall be connected with calls in Predictive Mode with their respective region.</p>
Unlimited TL – Team Leader / Supervision	The management can create as many Supervisors as required. This function is usually limited in most of the Dialers, but SanCCS offers the same without limitations. The Supervisor / Team Leader can monitor single or multiple processes based on rights as set in the User Rights table.	A company managing 200 agents has over 8 processes, includes Outgoing and Incoming. The processes are complex and the Head of supervisors (Ops Head) is supposed to monitor all the processes, where as his subordinates are limited to monitor individual team (size of 10-20 agents) live performances. There is no limit to define the number of supervisor or rights
E-Mail & SMS Integration	SanCCS can trigger template based SMS based or send a template based mail on customer / client email id on call disposition. The system also supports incoming mail integration if the same need to responded / addressed by the multi-skill Agents.	<p>A Call Center handling complaint booking over the phone shall send automated SMS &amp; Email to the caller and complaint supervisor after the complaint is booked. This can carry the Complaint ID, standard resolution time and service conditions.</p> <p>These complaints can also be received on incoming mail, and they can be shown to available agent's screen in the dialer itself. This will help the agent to call the complainant to reconfirm the issue, log complaint and send a written response to the complainant.</p> <p>Similarly, API based Incoming SMS can also be integrated in the system that can be handled in the similar fashion.</p>
Campaign Management – Outbound /	SanCCS is flexible and self-customizable. The User can define the campaigns as Inbound / Outbound / Blended. The	Large BPO / Call Center have challenges managing multiple campaigns and customizing them as per their client's need. SanCCS allows them to define

Inbound	system allows you to create as many campaigns as required and define their nature separately. Agents and Supervisors are restricted by their rights defined in the system.	each campaign individually and create users, restrict user rights, define incoming and outgoing channels / path and campaign generic functions. There could be a supervisor handling more than one campaign and similarly agents can be given right to login in multiple campaigns.
CRMS – Online Agent Monitoring Caller ID Popup Quality Monitoring Tools, Unlimited Processes, MIS Reporting	An highly advance CRMS makes the SanCCS unique in the Dialer industry. The product allows the users to manage remote online monitoring (real time), it generates instant Popup with customer information (fetches instantly from database), provides you quality tools to monitor the live performances including call in queue, agent AHT, call conversion / success ratio. Users can define unlimited processes as defined in earlier point. And the best feature is self-defined – Custom Report Designer that allows the user to meet the client’s parameters in automated mode.	The management usually prefers to monitor the process from remote location as the call center setups are spread-out in multiple cities. This helps them to keep the complete control from a central location. SanCCS seamlessly popup the caller id on agent screen before the call starts ringing and fetches the data / old log of the caller. The feature / CLI can also be integrated in external software User Owned Application. Quality Monitoring helps Supervisor to keep a watch on Agents, and also on the call flow, call in queue, disposition summary (real-time) helps to see the process success and timely lead management and resource deployment. One of the best features of SanCCS is the MIS system. Usually Dialer companies would charge for creating custom reports, SanCCS has a built-in mechanism to create reports with specific columns and formulas. These reports also have access rights, ones defined, the client or the user can directly pull the desired reports and data from the system. This reduces the manual interference and Man-hours in creating lengthy reports.
IVRS – Multi Process Time Conditions Voice Mail Call Forwarding Call Bargin	Interactive Voice Response System, the first level of interaction with caller that helps the call center to identify the caller’s objective and route them to right department. This also helps in reducing manpower and handling calls in after-office hours. The IVRS can be defined and customized with each process / campaign, with time conditions and CLI based logics. The system also provides Integrated Voice Mail that allows the caller to leave a message in the absence of agents or if the caller is in hurry, and request a call back at later time. The system can forward the calls to an external number during the non-working-hours if the call is critical in nature.	As we define multiple processes in a call center, each process require a customized IVRS with levels and options pertaining to the process. This is easily achievable in SanCCS with ease. The IVRS can be defined with time-conditions based on working hour & shift timings. The inbuilt Voice Mail allows the user to leave a message in non-working hours to help the call center reach the customer next morning. This message can also be sent to Supervisor email id as an attachment. If the nature of the call is critical, option can be made to forward the live call on a mobile or external landline for immediate assistance. SanCCS can help the supervisor to listen to a live call, or intervene, or whisper to agent during the call. These unique features make SanCCS, undisputedly, the best in the industry.
Recordings – 100% digital call recording	SanCCS has inbuilt digital voice logger in case of calls going through server that records each conversation and saves in the server hard-disk in compressed format to occupy minimal space. (in case of mobile App we don’t commit 100% recording because many phones don’t give permission of recording and few of them having pre-installed recording App. We can use existing recording App to transfer recordings to server.)	Call Recording is a mandate and most critical in process. Call Center has to ensure 100% recording to satisfy the clients. SanCCS insures 100% Digital Recording and allows the user to recover them easily. These recordings are utilized for quality monitoring, verification purposes and for further trainings in the organization.

## Product Description

Integrated Solution - SAN presents an integrated advance IP based solution that offers integrated PBX, IVR, Voice Logger, CRM, Dialer and MIS. The application provides you a self-programmable module that erases the dependency on vendor. The SAN application also gives you freedom, flexibility, functionality, economy, performance & complete control. The system comes with advance MIS reporting engine that give it an edge over the other conventional Call Centre Solutions. Moreover, the self-customization feature gives the users more conversable with the application. Below mentioned features are subject to vary bases on the solution which is implementing.

**SanIVR - SAN IVRS:** An integral part of a call centre that enlighten the caller's ears with melodious voice messages & guidance. We look at IVRS as a professional tool that helps the Call Centre to handle the call traffic smoothly and guide the caller to an appropriate call queue. IVRS can also be designed to provide long information for which otherwise the manpower is used. This reduces the running cost and enhances the performance.

### Unique Features –

- Multilayer options with Menu and Sub Menu's
- Multi-lingual options to cater zonal or international clients
- Option to interface with database and convert data into voice and voice to data
- Option to maneuver the call differently after every message
- Flexible swappable wave files can be set

**Voice Logger - SAN Voice Logger:** Smart and intelligent software that provide complete voice recordings in office/ call centre setup. The application provides true voice quality and does deviate in the pitch, tone or volume of the conversation. The Voice Job can be tracked using the unique client ID, Phone number, or process specific tagging.

### Unique Features –

- Recording Clarity
- 100% recording on Server based calling. (in case of mobile App we don't commit 100% recording because many phones don't give permission of recording and few of them having pre-installed recording App. We can use existing recording App to transfer recordings to server.)
- Custom Tagging
- Low space / minimal file size
- Helps in resolving critical issues
- Low Maintenance
- Process/Campaign wise recording segregation

**Screen Popup SanCRM – Screen POPUP:** The front end for the agent is designed keeping various parameters in mind including the agent ease for usage and MIS. The Screen POPUP can be easily customized according to the client's process or processes. It provides call script and external links for agent to refer while talking to the client, variable disposition-based Log Fields helps the agent for probing customer's details and requirements. The Smart SMS and Email application linked with Call Disposition helps to send useful information instantly to the caller.

### Unique Features –

- Self-designable agent screen Process wise
- Editable Master / Log Fields
- Script and External Links
- Smart SMS / Email application
- Log entry is converted automatically in a reporting format
- Redial/ Dial option on screen to reconnect to the client
- Live Call linked smartly with CRM to perform various checks
- API Integration with 3<sup>rd</sup> Party CRM
- Realtime dashboard with live monitoring of agents
- Quality Monitoring Data capturing and reports

- Unlimited Process and Campaigns

**Reports - SanCRM – MIS:** The Bottom Line that speaks for the whole process. Reporting is the part that needs to be flexible, in depth and creative. The module has been designed keeping all the above in mind and making it most flexible for the user to create their own Reporting Templates.

We have gone a level ahead and provide option for multiple Dashboard Templates with user rights. The dashboard helps the higher management to directly jump on to the desired reports after login to CRM

Unique Features –

- Customizable Reporting Format
- Provision to export in excel with user rights
- Dashboard Templates with user rights
- User definable filters in reporting format
- Also helps the operational staff to gain details
- Essential for strategic management decisions

Feature List within the proposed solution:

- ACD
- Outbound
- Inbound
- MIS Reporting
- Remote Extension
- Remote Barging
- Automated Attendant
- Blacklists
- Blind Transfer
- Call Detail Records
- Call Forward on Busy
- Call Forward on No Answer
- Call Forward Variable
- Call Monitoring
- Call Parking
- Call Queuing
- Call Recording
- Call Retrieval
- Call Routing (DID & ANI)
- Call Transfer
- Call Waiting
- Caller ID
- Caller ID on Call Waiting
- Call Conference
- Direct Inward System Access

- Distinctive Ring
- Do Not Disturb
- Flexible Extension Logic
- Interactive Voice Response (IVR)
- Local and Remote Call Agents
- Music On Hold
- Music On Transfer:
  - - Flexible Mp3-based System
  - - Random or Linear Play
  - - Volume Control
- Remote Call Pickup
- Remote Office Support
- Roaming Extensions
- Route by Caller ID
- SMS Messaging
- Supervised Transfer
- Talk Detection
- Three-way Calling
- Time and Date
- Trunking
- VoIP Gateways
- Voicemail:
  - Voicemail to email
  - Voicemail Groups
  - Web Voicemail Interface

#### ❖ **IVR**

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

#### ❖ **Recordings**

- 100% call recording

### **Support Models**

Online Support Model - In this kind of we install remote support application on client server. After installing this application we can take remote anytime when anyone need support. Client can enable/disable the remote permission whenever required. In this kind of support the SLA will be 99.99%.

**SAN Scope of Work**

- Understanding of Process and define process in CRM (Optional on CRM Purchase)
- Installation of CRM(Optional on CRM Purchase)
- Installation of Linux Machine
- CRM training (Optional on CRM Purchase)
- Provide methods to integrate to your existing CRM\*.

## Escalation Matrix

Risk Severity Matrix:-

Risk Severity Matrix			
Dialer Server SLA Matrix	Core Business Services (High)	Support Services (Medium)	Dashboard Services (Low)
Operations / Collections (High)	Critical	Critical	High
Small Group Of Users (Medium)	Critical	High	Medium
Single User (Low)	High	Medium	Low

**SLA Matrix:** - Service Level Matrix will define Responses and Resolution time for each and every to address and solve the severity of risk.

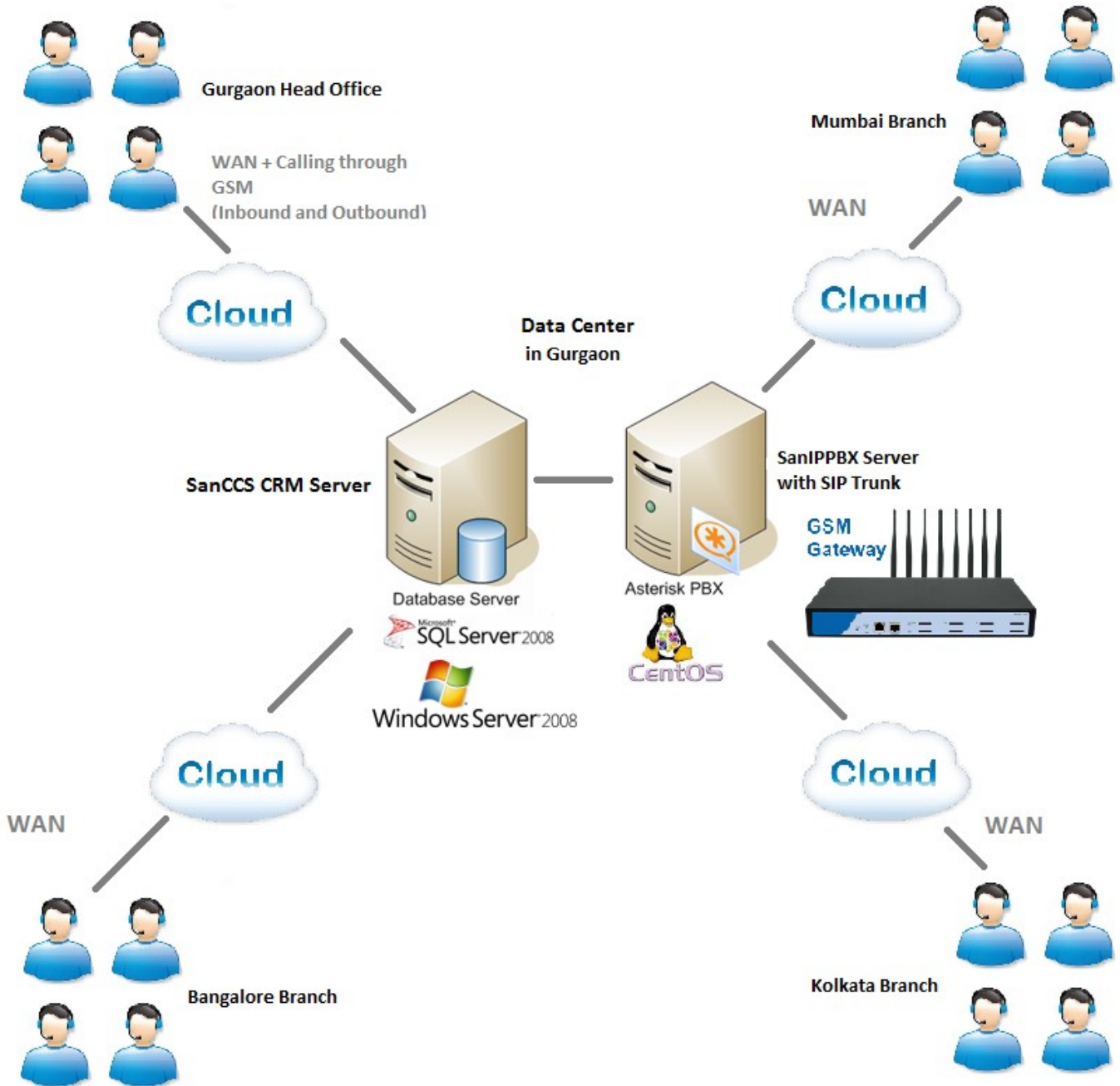
SLA Calculation Matrix				
Type Of Severity	Response Time		Resolution Time	
	During regular support hours (10:00 AM To 7:00 PM IST)	During Non-regular support hours (7:00 PM To 9:59 AM IST)	During regular support hours (10:00 AM To 9:00 PM IST)	During Non-regular support hours (9:00 PM To 9:59 AM IST)
<b>Critical</b>	5 Minutes	10 Minutes	1-2 hours	
<b>Medium</b>	10 Minutes	1 Hour	4 hours	
<b>Low</b>	30 Minutes	1 Hour	24 hours	

### 1. Escalation Matrix: -

Escalation Matrix			
<b>Level 1</b>	SAN Support	0124-4310735, 9810018735	support@sanssoftwares.com
<b>Level 2</b>	Anuj/Munish/Dev	9810610735, 9971118735, 9810808735	anuj@sanssoftwares.com/munish/dev
<b>Level 3</b>	Jagwant Singh	9910058735	jagwant@sanssoftwares.com

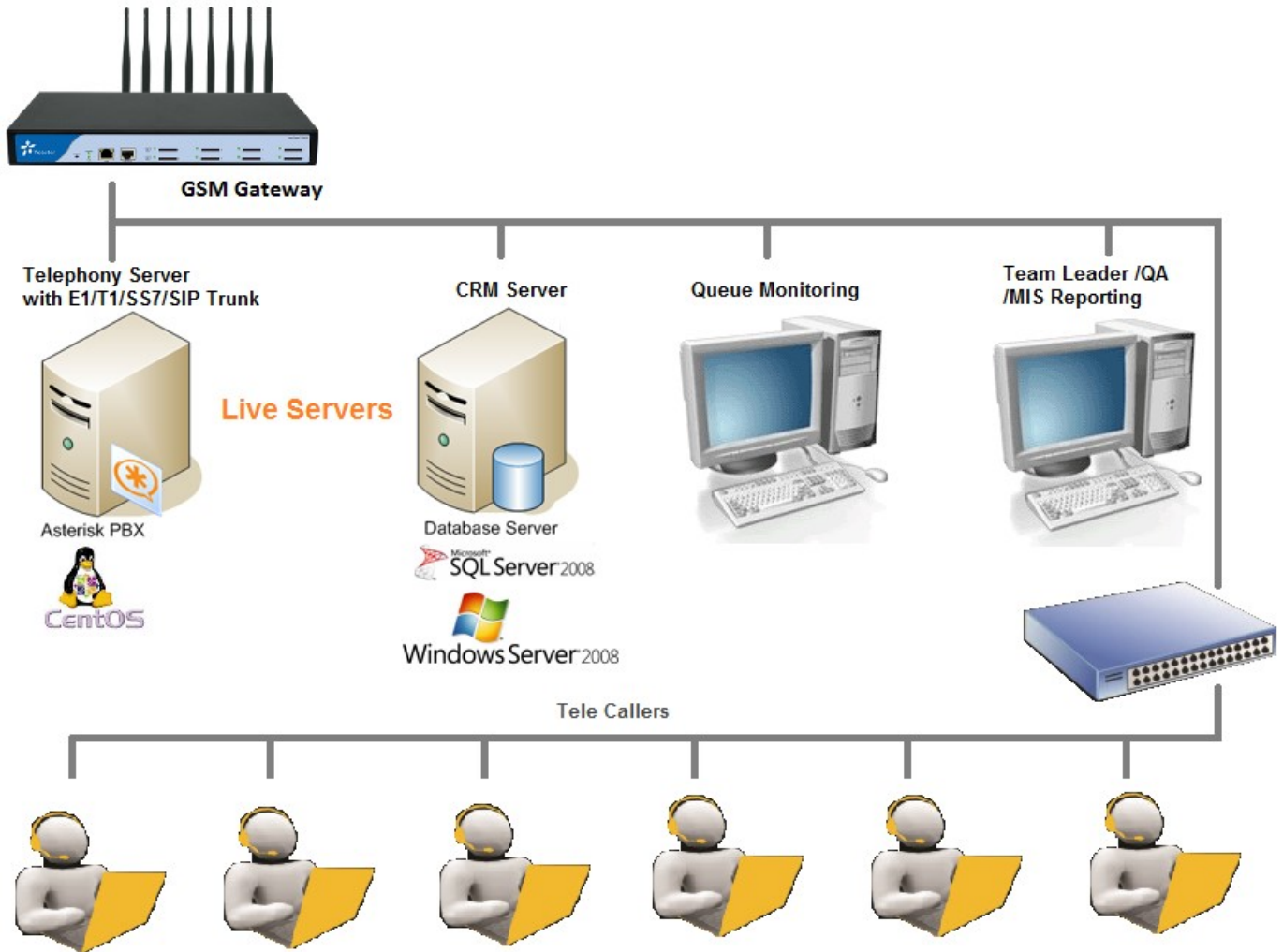


**Hosted Architecture**



**In house architecture**

# SanCCS Architecture



**Live Monitoring Screen**

Total Agents  8	Call in Queue  0	Max Wait Time  0	ASA  00:04	Avg Wrapup  03:17	SLA  82 %	Total Data  0	Dialed Data  0	Agent Disposed  0	System Disposed  0	AHT  08:40	AQT  0
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Campaign Wise Agent Status												
X	AgentName	EmpCode	TLName	ExtNo	DialMode	Callerid	CalledNo	CRMStatus	PhoneStatus	Break	Duration	D
SAN Support - Support(801)												
	Prince			225	Progressive	999931		Incoming	INCOMING		00:28:10	
	Dev			227	Progressive		987178	Break	IDLE	Offline Work	01:43:28	
	Devender			228	Progressive			Idle	IDLE		00:12:24	
	Hemant			229	Progressive			Idle	IDLE		00:01:00	
	Munish			230	Progressive		33308	Manual	OUTGOING		00:00:36	
	Nikhil			231	Progressive			Idle	IDLE		00:17:36	
	Kamil			232	Progressive			Idle	IDLE		00:04:46	
	Amit Verma			233	Progressive			Idle	IDLE		00:02:18	

**Agent Status**

**ACD STATUS**

Call Offered **41**

Call Answered **34**

Call Dialed **23**

Call Abandon **7**

SAN Support - Disposition Status									
ACD Code	ACD Name	Agents	Idle	Break	Oncall	Busy	Queue	Queue Time	
SAN Support									
801	Support	8	5	1	2	0	0	0	

SAN Support - Disposition Status									
Call disconnect	Missed	Other	Resolved	Transfer					

You are logged in as **admin (Admin)** | [Home](#) | [Change Password](#) | [Logout](#) Developed By SAN Softwares

**Agent Screen**

Call Transfer | Disposition Summary(Today) | Missed Call Management | Call Back Management | Agent Dashboard | Ticket Dashboard | Quality Dashboard | Agent Briefing | Chat History

Process : Sales Campaign : Sales Ext : 137 Agent : Parveen External Link : --Select-- View Script Unique Id : 592020-02-1215-44-59-433 State :Manual Time :00:00:02

**Master Details**

**1.Customer Information**

prefix : Client Name : Company : Landline Number : Alternate Mob :

--Select-- Parveen San Software

Email ID : Email\_id1 : City : Area :

Gurugram Sec 67

**2.Lead Detail**

**Product Detail**

Integreted With CRM : Our Product List : Product Type : How Many Seats :

Yes San CCS Demo

Basic Quotation : Requirement :

**Log Details**

Disposition : Sub Disposition : Phone No. : Idle Agent :

--Select-- --Select-- --Select-- --Select--

**Log**

Remarks :

**Calling Panel**

Customer Id : 1

Phone No : Prefix

**manual**

Agent break : --Select--

Manual Dial On

Save Save & Next

Log Id	Campaign	FileName	Agent_Name	Start_Time	Pick_Time	End_Time	Callback_Set_Time	CallType	CallDisposition	SubDisposition	Remarks
4138	Sales	Incoming Call	Parveen	12 Feb 2020 15:42:38:000		12 Feb 2020 15:43:01:573		CHAT	Busy		
4137	Sales	Incoming Call	Parveen	12 Feb 2020 15:41:17:000		12 Feb 2020 15:41:19:000		manualdialing Dialed	Busy		
4136	Sales	Incoming Call	Parveen	12 Feb 2020 15:40:13:000		12 Feb 2020 15:41:05:463		FB CHAT	Meeting Done		
4129	Sales	Incoming Call	Parveen	12 Feb 2020 15:13:52:000		12 Feb 2020 15:21:44:920		twitter	Assigned Lead		
4128	Sales	Incoming Call	Parveen	12 Feb 2020 15:01:46:000		12 Feb 2020 15:21:40:047		whatsapp	Busy		

56

SanCCS Login Id: Parveen Login Time: 03:35:15 Ext. No.: 137 Break Time: 00:00:02 Wrap Time: 00:00:00 Ext. Status: Login Campaign: Sales Terminal: 192.168.1.137 12 February, 2020 04 : 07 : 10 PM

**Omni Channel Integration(Optional)**

The screenshot displays the SanCCS Call Center System interface. At the top, there is a navigation bar with the following tabs: Call Waiting, Disposition Summary(Today), Missed Call Management, Call Back Management, Agent Dashboard, Ticket Dashboard, Quality Dashboard, Agent Briefing, and Chat History. The main workspace is divided into several chat windows and a central overlay.

**Central Overlay (Break Management):**

- State: On Chat
- BREAK (Red button)
- Manual Dial On (Green button)
- Break Name: \* (Dropdown menu)
- Enter Master Id (Text input field)
- DIAL (Green button)
- Select Disposition (Dropdown menu)

**Chat Windows (Left to Right):**

- whatsapp (Heer):** Campaign: Sales Chat Time: 00:08:20. Client: Hi, this is Raj. I'm looking for call center solution. Agent: Hi, this is Jagwant. for how many agents, domestic/international. Agent: 100 agents domestic.
- Parveen (Whatsapp):** Campaign: Sales Chat Time: 00:06:53. Client: Hii. Agent: hello.
- Jagwant (Siveth):** Campaign: Sales Chat Time: 00:04:17. Client: Looking for VedaERP. Agent: yes Sir, our pricing is Rs. 5000.00 per year.
- Jagwant (Siveth):** Campaign: Sales Chat Time: 00:04:01. Client: Hi. Agent: Hello Mr Singh. how can i help you. Client: do you have hosted IVR Solution?. Agent: Yes Sir.
- whatsapp (Heer):** Campaign: Sales Chat Time: 00:00:13. Client: Hi. Agent: Hello. how can I help you.

**Bottom Status Bar:**

- SanCCS Call Center System
- Login Id: jagwant
- Login Time: 00:09:34
- Ext. No.: 9910058735
- Break Time: 00:00:06
- Wrap Time: 00:01:11
- Ext. Status: Login
- Campaign: Sales
- Terminal: 192.168.1.1
- 14 February, 2020 01 : 45 : 14 PM



Call Transfer | Agent APR | Disposition Summary(Today) | Missed Call Management | Call Back Management | Agent Dashboard | Ticket Dashboard | Quality Dashboard | Agent Briefing | Chat History

Process: Support Campaign: Support Ext: 999067735 Agent: test External Link: --Select-- View Script Unique Id: 12021-08-3013:00:07:430 State :Manual Time :00:09:53

### Master Details

**1 Customer Information**

Client Name: Jagwant Landline Number: city: Company Name: SAN Softwares Pvt Ltd OnlineQuery:

**2 Customer Personal**

Contact Person 2: Contact Person 3: Contact Person 4: Email ID: jagwant@sanssoftwares.com Contact No 1: Contact No 2: Contact No 3: Contact No 4: Email ID 2:

### Log Details

Disposition: Sub Disposition: Phone No.: Idle Agent: Assign Agent:

Log

Remarks: Caller Name: Call Assign To: Sale: amount: SAN\_Lat: SAN\_Long:

Call Log	SMS Email Log	Log_id	Campaign	FileName	Agent_Name	Start_Time	Pick_Time	End_Time	Callback_Set_Time	CallType	CallDisposition	SubDisposition	Call_Assign_To	Caller_Name	Remarks	Sale	SAN_Lat	SAN_Long
✓		284249	Support	Incoming Call	test	28 Aug 2021 16:30:32:000		28 Aug 2021 16:36:04:000		manualdialing Dialed	hang							
✓		284248	Support	Incoming Call	test	28 Aug 2021 16:24:00:000		28 Aug 2021 16:27:02:000		manualdialing Dialed	Busy							
✓		284245	Support	Incoming Call	test	28 Aug 2021 16:17:10:000		28 Aug 2021 16:21:30:000		manualdialing Dialed	close							
✓		284243	Support	Incoming Call	test	28 Aug 2021 15:35:50:000		28 Aug 2021 16:14:23:000		manualdialing Dialed	No Response							

SanCCS Login Id: test Login Time: 00:00:00 Ext. No.: 999067735 Break Time: 00:00:00 Wrap Time: 00:00:00 Ext. Status: Login Campaign: Support Terminal: 192.168.1.1 30 August, 2021 01:09:52 PM

### Calling Panel

Customer Id : 7  
Phone No : Prefix  
9910058735

Branch: --Select--

Agent break: --Select--

Save Save & Next

### WhatsApp Chat

Hi, this is Jagwant. Please send brochure and proposal. 04/08/2020 08:08:19

Sure sir, this is Test from SAN Softwares. 04/08/2021 03:08:53

Please find our brochure. 04/08/2021 03:09:45

SanCCS\2020brochure\2020\04\08\20New.pdf 04/08/2021 01:04:28

Browse: No files selected

Agent Console

localhost:50845/AgentConsole.aspx

Call Transfer | Agent APR | Disposition Summary(Today) | Missed Call Management | Call Back Management | Agent Dashboard | Ticket Dashboard | Quality Dashboard | Agent Briefing | Chat History

Process: Sales Campaign: Sales Ext: 225 Agent: Parveen External Link: --Select-- View Script Unique Id: 532021-03-2610:51:21:930 State :Manual Time :00:00:49

Remarks:

Call Log	SMS Email Log	SrNo	Type	Column1	PhoneNo	Email	AgentName	Message
		1	📧	04/08/2020 12:01:28	*****9773		tarun	193133~San CCS~Parveen~parveen.mothsara@gmail.com~9911739773~San Software~call center solution~Parveen
		2	📧	04/08/2020 11:32:34	*****9773		Parveen	193133~San CCS~Parveen~parveen.mothsara@gmail.com~9911739773~San Software~call center solution~Parveen
		3	📧	04/08/2020 11:29:34	*****9773		Parveen	193133~San CCS~Parveen~parveen.mothsara@gmail.com~9911739773~San Software~call center solution~Parveen
		4	📧	09/07/2020 12:55:34	*****9773		Parveen	193133~San CCS~Parveen~parveen.mothsara@gmail.com~9911739773~San Software~call center solution~Parveen
		5	📧	09/07/2020 12:38:04	*****9773		Parveen	193133~SANCCS~Jagwant Singh~jagwant@sanssoftwares.com~9910058735~SAN Softwares~Softwares Required~Ashish

### Calling Panel

Customer Id : 1

Phone: SANWeb Phone

L1: L2:

Agent break: --Select--

Manual Dial On

Save & Next

SanCCS Login Id: Parveen Login Time: 00:00:29 Ext. No.: 225 Break Time: 00:00:14 Wrap Time: 00:00:00 Ext. Status: Login Campaign: Sales Terminal: :1 26 March, 2021 10:52:09 AM

Agent Console

localhost:50845/AgentConsole.aspx

Call Transfer | Agent APR | Disposition Summary(Today) | Missed Call Management | Call Back Management | Agent Dashboard | Ticket Dashboard | Quality Dashboard | Agent Briefing | Chat History

Process : Sales Campaign : Sales Ext : 225 Agent : Parveen External Link : --Select-- View Script Unique Id : 532021-03-2610-51-21-930 State :Manual Time :00:01:17

**Logs**

User

Hi  
2021-03-11T12:09:11.2

Agent

hello  
2021-03-11T12:10:22.56

User

कोई मास्क और न ही किसी तरह की सोशल डिस्टेंसिंग। एम्स डायरेक्टर ने कहा कि लोग इतने लापरवाह हो गए कि फंक्शन करने शुरू कर  
2020-11-25T12:56-03:063

Call Log	SMS Email Log
7498	Sales Test Data 20200214.xlsx Parveen 10:13
7493	Sales Test Data 20200214.xlsx Parveen 11:13
7480	Sales Test Data 20200214.xlsx Parveen 12:12
7477	Sales Test Data 20200214.xlsx Parveen 11:12
7133	Sales Test Data 20200214.xlsx Parveen 25 Nov 2020 12:23:50:000 12:24:41:670 FB CHAT Discussion Required
7130	Sales Test Data 20200214.xlsx Parveen 25 Nov 2020 12:22:25:000 12:24:19:850 whatsapp Assigned Lead
7129	Sales Test Data 20200214.xlsx Parveen 02 Nov 2020 10:53:33:000 10:56:49:270 twitter Discussion Required
7090	Sales Test Data 20200214.xlsx Parveen

Calling Panel

Customer Id : 1

Phone : SANWeb Phone

L1

L2

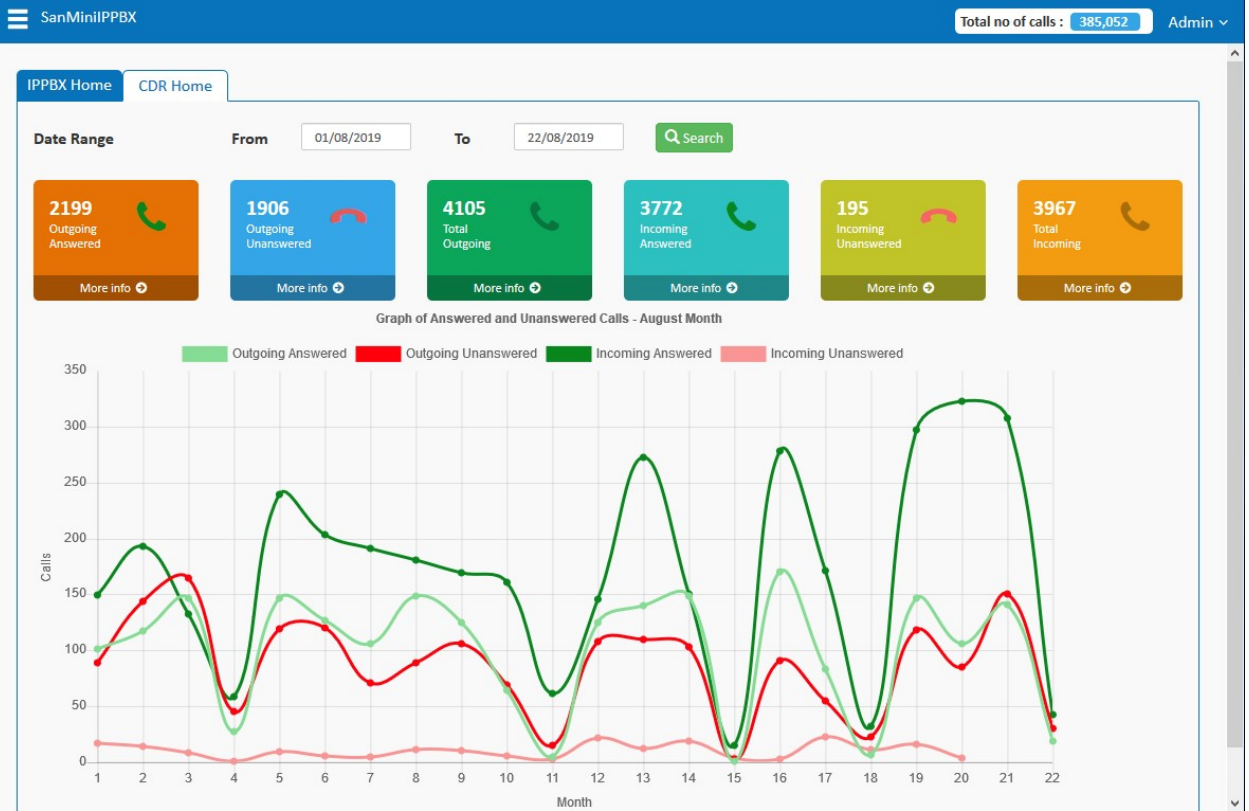
Agent break : --Select--

Manual Dial On

Save & Next

SanCCS Login Id: Parveen Login Time: 00:00:29 Ext. No.: 225 Break Time: 00:00:14 Wrap Time: 00:00:00 Ext. Status: Login Campaign: Sales Terminal: :1 26 March, 2021 10 : 52 : 39 AM

10:52 AM 03/26/2021



SanMiniIPPBX Total no of calls : 385,061 Admin

SanIPPBX Panel

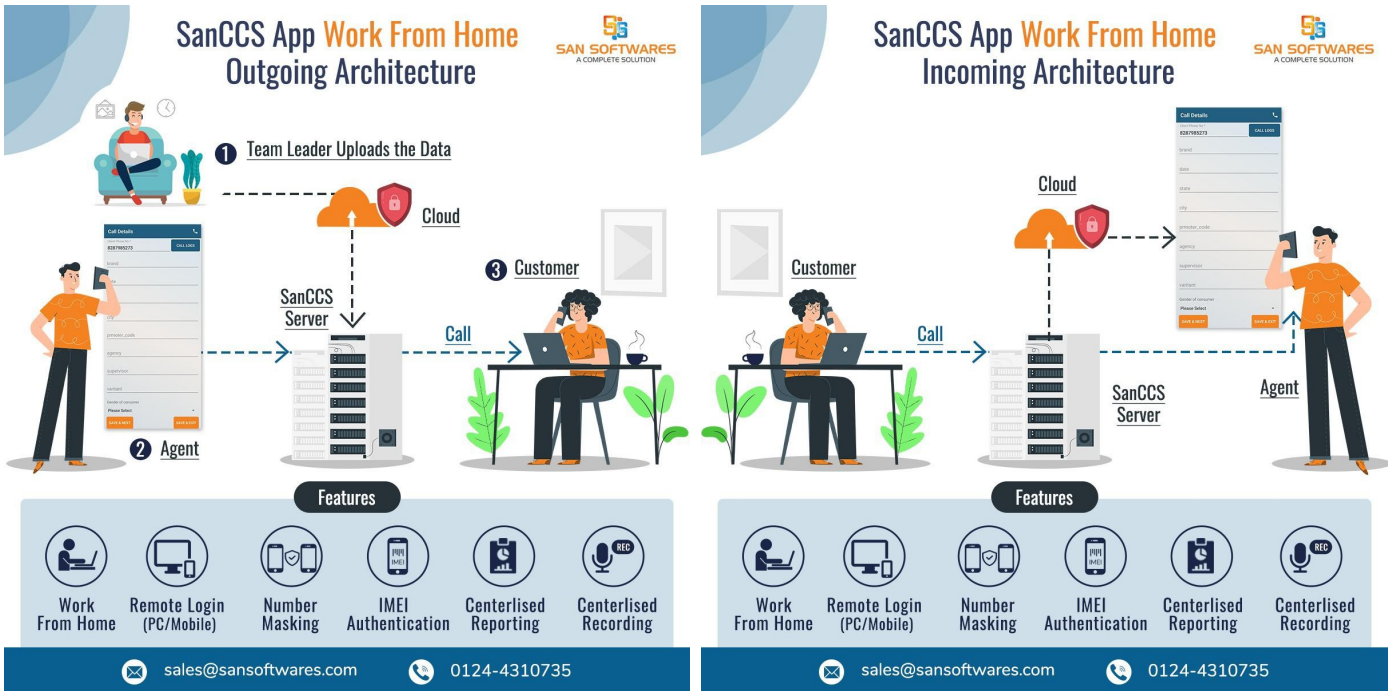
Search 1

Export Selected PDF Selected Download Selected Recording Delete Selected

Sr	No.	Call Date	Source	Src Channel	Dst	Dst. channel	Agent	Code	ACD	Disposition	RingTime	Durn	CLID	uniqueid	Type	userfield	Recording	Act
1	08/22/2019	11:21:28 AM	9416032900	SIP/1001-00003597	132	SIP/132-0000359a				NO ANSWER		00:01:18	9416032900	1566453088.21978	INCOMING		N/A	
2	08/22/2019	11:21:18 AM	155	SIP/155-00003594	9953309130	SIP/1003-00003595				ANSWERED	00:06	00:03:20	155	1566453078.21973	OUTGOING			
3	08/22/2019	11:20:10 AM	9810610735	SIP/1001-0000358c	3002	SIP/3002-0000358d				ANSWERED	00:03	00:02:36	"Anuj" <9810610735>	1566453010.21965	INCOMING			
4	08/22/2019	11:19:50 AM	9560628833	SIP/112-0000358a	9560628833	SIP/1003-0000358b				ANSWERED	00:18	00:01:09	9560628833	1566452990.21963	OUTGOING			
5	08/22/2019	11:19:04 AM	9810610735	SIP/1001-00003586	3002	SIP/3002-00003587				ANSWERED	00:06	00:00:22	"Anuj" <9810610735>	1566452944.21959	INCOMING			
6	08/22/2019	11:18:50 AM	9560628833	SIP/112-00003584	9560628833	SIP/1003-00003585				NO ANSWER	00:52	00:00:50	9560628833	1566452930.21957	OUTGOING		N/A	



**Work From Home Architecture**



**Mobile App Agent**

5:09 PM

...   60%



**Login**

Enter your User ID or Password to get access

Login Id

Password 

Remember me

 Setting

**LOGIN**

228b23eda6be9246



5:07 PM

...   60%

Call Waiting



Not ready yet...

12 NOV 2020

05:07 PM

**READY**



**Mobile App Agent**

5:08 PM

60%

Call Waiting

Select Break

- Lunch Break
- Tea Break
- Bio Break
- Traning Break
- Offline Work
- Email Work

Select Break

**START**

Call Waiting Followups Briefing Missed Calls More



5:08 PM

60%

Call Waiting

Not ready yet...

12 NOV 2020 05:08 PM

Tea Break

**00:14:35**

HOURS MINUTES SECONDS

**READY**

Call Waiting Followups Briefing Missed Calls More



**Mobile App Agent**

10:08 AM

...    66%

Lead Details 

Call start time : 00:00:08

Lead Date

Company Name

Contact Person

Phone No \*

Select Agent

Email

Address

Save & Next

Save & Exit

Lead Category



10:09 AM

...    66%

Lead Details 

Call start time : 00:00:26

Payment Terms

Select disposition

- Not Reachable
- Busy
- Interested
- Not Interested
- Ringing
- Followup
- Assign To

Not Reachable

Please select branch

Select Branch

Save & Next

Save & Exit



S. No.	Description	Qty	Unit Rate (INR)	Total (Rs.)
1	<b>SanCCS - SAN Call Center Solution with CRM</b> ❖ <b>Dialing Modes</b> ➤ Progressive Dialing ➤ Preview Dialing ➤ Manual Dialing ➤ SanCallAssist Mobile App License (WFH) ❖ <b>Features</b> ➤ ACD ➤ Unlimited TL ➤ E-Mail Integration ➤ SMS Integration ➤ Number Masking ❖ <b>Campaign Management</b> ➤ Outbound ➤ Inbound ❖ <b>CRMS</b> ➤ Online Agent Monitoring ➤ Caller ID Popup ➤ Quality monitoring tools ➤ Unlimited Process ➤ MIS Reporting ❖ <b>IVR</b> ➤ Multi Process ➤ Time Conditions ➤ Voice Mail ➤ Call Forward ➤ Call Barging ❖ <b>Recordings</b> ➤ 100% call recording	10		
2	Click to Call API	1	FOC	
3	IVR Designer	1	FOC	
4	Unlimited TL License	1	FOC	
5	CRM Scriptor	1	FOC	
6	PBX Integration	1	FOC	
7	Virtual Number Integration	1	FOC	
8	Standard existing API for other CRM Integration	1	FOC	
9	One Time Installation Charges	1		

## Terms & Conditions

- Hardware Products to be paid 100% in advance at the time of Placing Order.
- The Hardware will be delivered within 7 days period after receiving PO & Payment.
- Software to be paid 100% payment as advance at the time of Placing Order (requires a formal PO) in CAPEX mode.
- Rental to be paid 100% in advance along with PDC. Minimum commitment period is 6 months.
- The Process Flow and requirements should be shared with us along with Purchase Order.
- AMC charges for the software provided by us shall be @ 15% of the Software value per annum. AMC charges will be increased in every 3 year by 20%.
- Hardware part shall not be provided AMC after the warranty period. Many products are supported directly by the company warrantee and SAN shall not held responsible for the service of the same product.
- GST 18% will be extra. Taxes as applicable.
- Support for period of 1 year (online technical support) is provided for free.
- Standard time (TAT) for issues that may result in breakdown or calling interruption is 4-8 hours.
- Standard time for modifications and customization (not affecting the process interruption) is between 3-7 working days.
- 5 Training session are provided for free and any additional training shall be charged @ INR 5000 (limited for four hours).
- The above offer is valid up to 10 days and the same may change thereafter.
- Customization and Software Development shall be charged @ INR 5000 per man per day.
- Delivery / Installation of product within 1 week after PO.
- Any Fare/Traveling/Hotel charges shall be borne by the client on actual.
- **Procurement of Software Licenses (OS)/ IVR prompts are client's responsibility.**
- **Backup of Data will be client responsibility, SAN Softwares would not be responsible for any data loss or server crash.**
- Source code will remain property of SAN Softwares, no source code will be provided of proprietary software.
- To access your server outside of your office or you want to use SanCCS Mobile App then you need to provide Public IP on your server.
- Any third-party API integration will be charged extra.

**Auto Industry**



**Medical Industry**





**Tour and Travel Industry**



**Education and Institutions**





Other Clients

