

# CALL CENTER SOLUTION



## About SanCCS

The most advanced and widely acceptable call center solutions in the industry, today. The product has evolved a complete cycle of experiences from different industries And this has helped SAN to create a product that can be installed quickly in any environment or process. The organizations who chose to work on SAN Dialer would never opt for other product as this is most reliable, futuristic and user-friendly. industries. Call Center Software with Omni Channel integrated with Whatsapp, Facebook, Twitter, Viber etc provides Co-browsing and seamless integration with Zoho CRM, Sales Force, Freshdesk, Leadsquared, Zendesk, Pipedrive etc.

The product has evolved a complete cycle of experiences from different industries And this has helped SAN to create a product that can be installed quickly in any environment or process.

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**



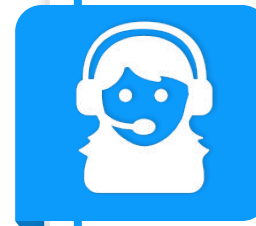
**Agent Performance MIS**



**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



\* Additional modules



## 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

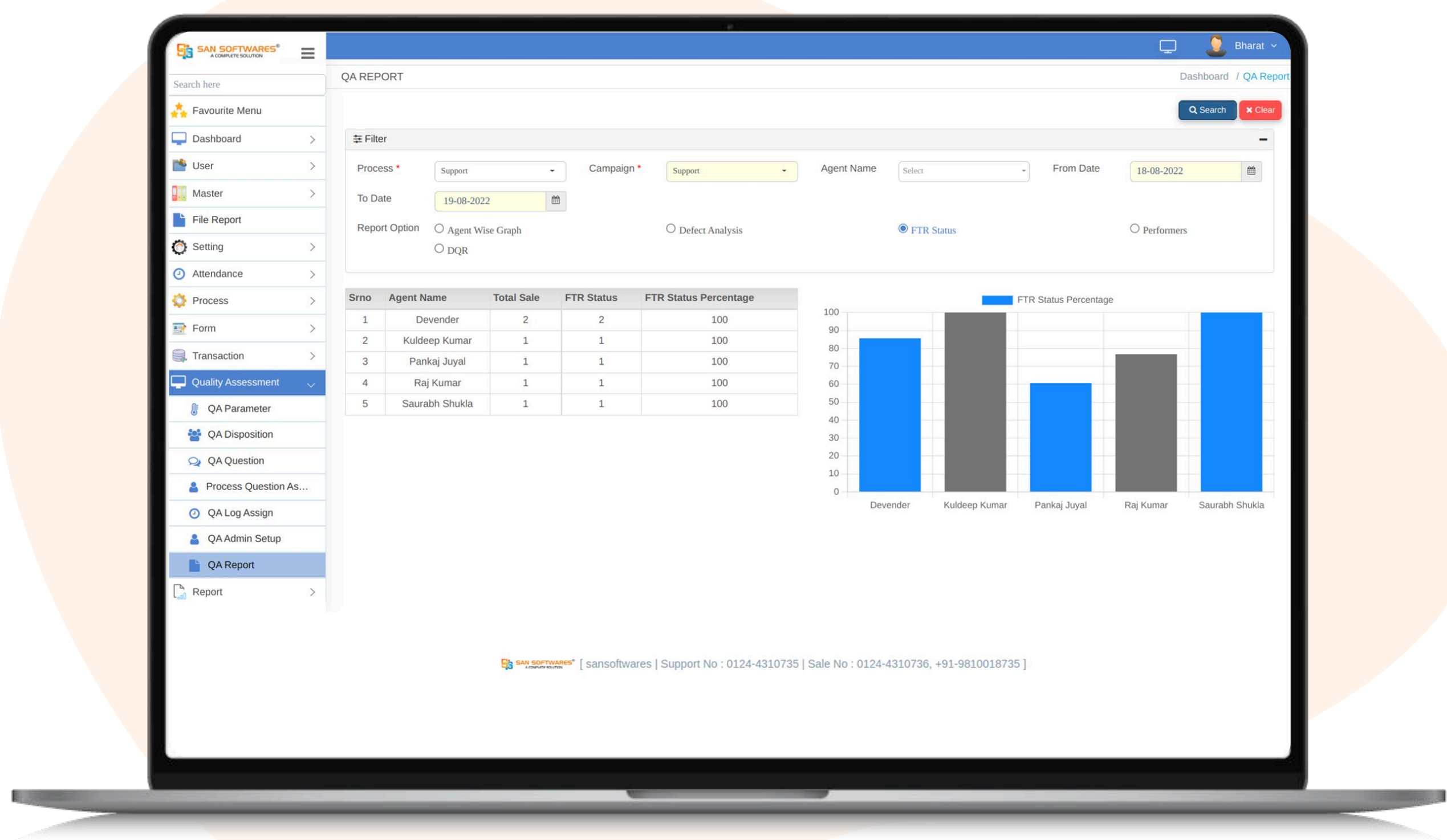
\* Additional modules





## QA MODULE \*

- Live Monitoring
- Agent Wise Productivity Dashboard
- Agent Option to Approve or Reject
- Dynamic Parameters
- Manual Audit and Scoring
- FTR Status Report
- Agent Feedback Report
- Case Assignment Tool with Filtration
- Allow Play Recording Option to an Agent
- Dynamic Disposition with colour coding
- Display Multiple Recordings on Audit Form
- Dynamic Case Status
- QA Team Hierarchy Management
- QA Manager/ TL/Agent Dashboard
- Campaign Wise Question Selection
- Option for Re-Audit
- Filtration of Dynamic Fields
- DQR Report
- Display TC Agent Score on Agent Panel
- Disposition/Sub-Disposition Wise % Selection
- Display Agent Score on Agent Panel
- Dynamic Question with Fatal / Non-Fatal



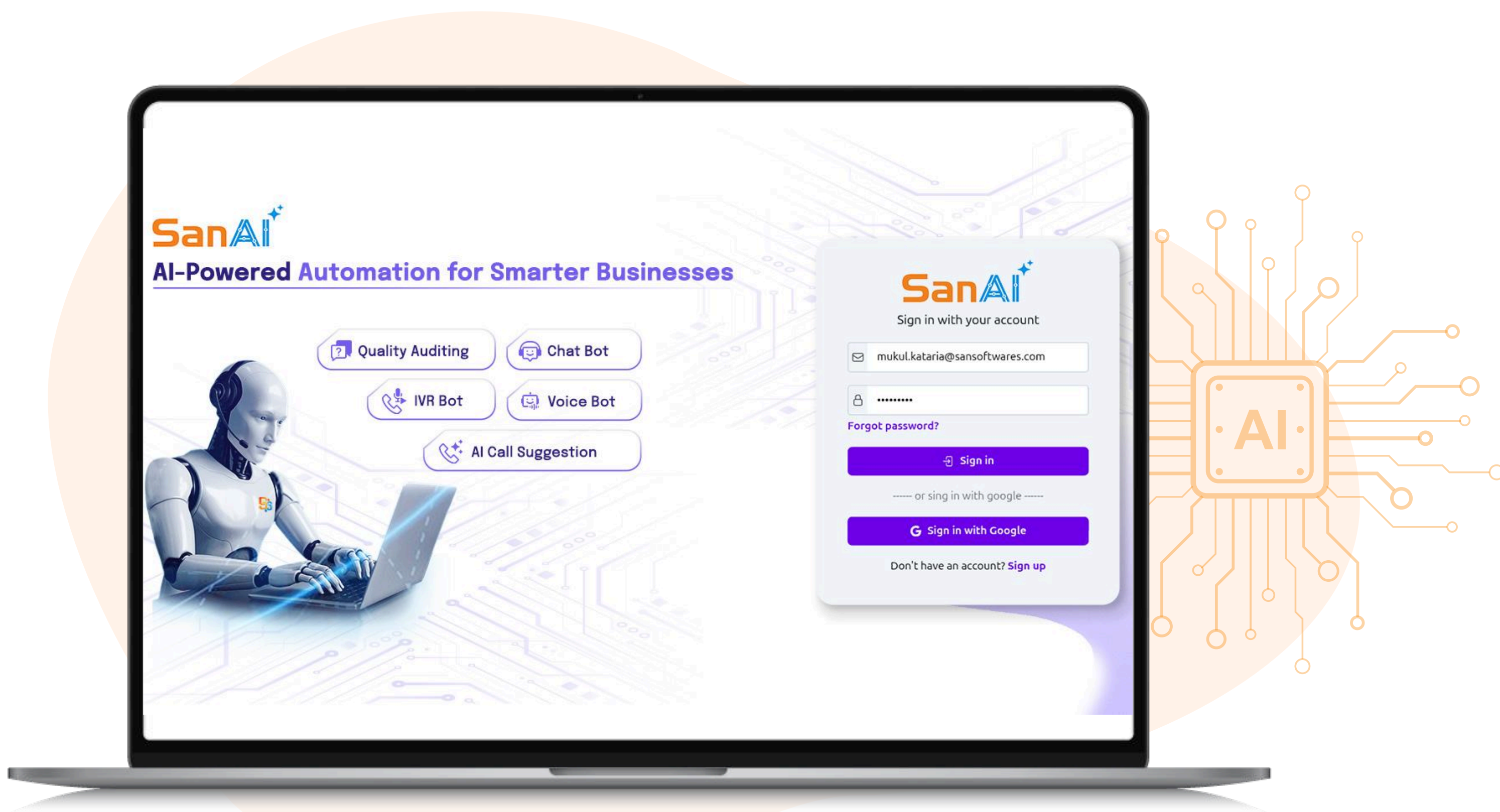
\* Additional modules



## AI-POWERED QA MODULE \*

Don't just manage customer service quality, elevate it. With SanCCS- AI-powered call center quality auditing tool, you can track, analyze, and improve performance in real time. Built to empower your team, QA Tool goes beyond traditional monitoring by displaying key metrics such as service levels, agent performance, and CSAT scores, helping you identify gaps, improve efficiency, and boost customer satisfaction.

- Auto Upload to AI Tool via API/FTP
- Auto Audit and Scoring of QA
- Graphical Dashboards
- AI Suggestion for Improvement
- QA Setup via CSV File
- 3rd Party API Integration
- No Manual Intervention Required
- FTP Scheduling
- Sentiment Analysis
- Top Performers
- View Whole Call Transcription
- Campaign-Wise AI Agent Creation
- Support Multilingual
- Display TC Agent Score on Agent Panel



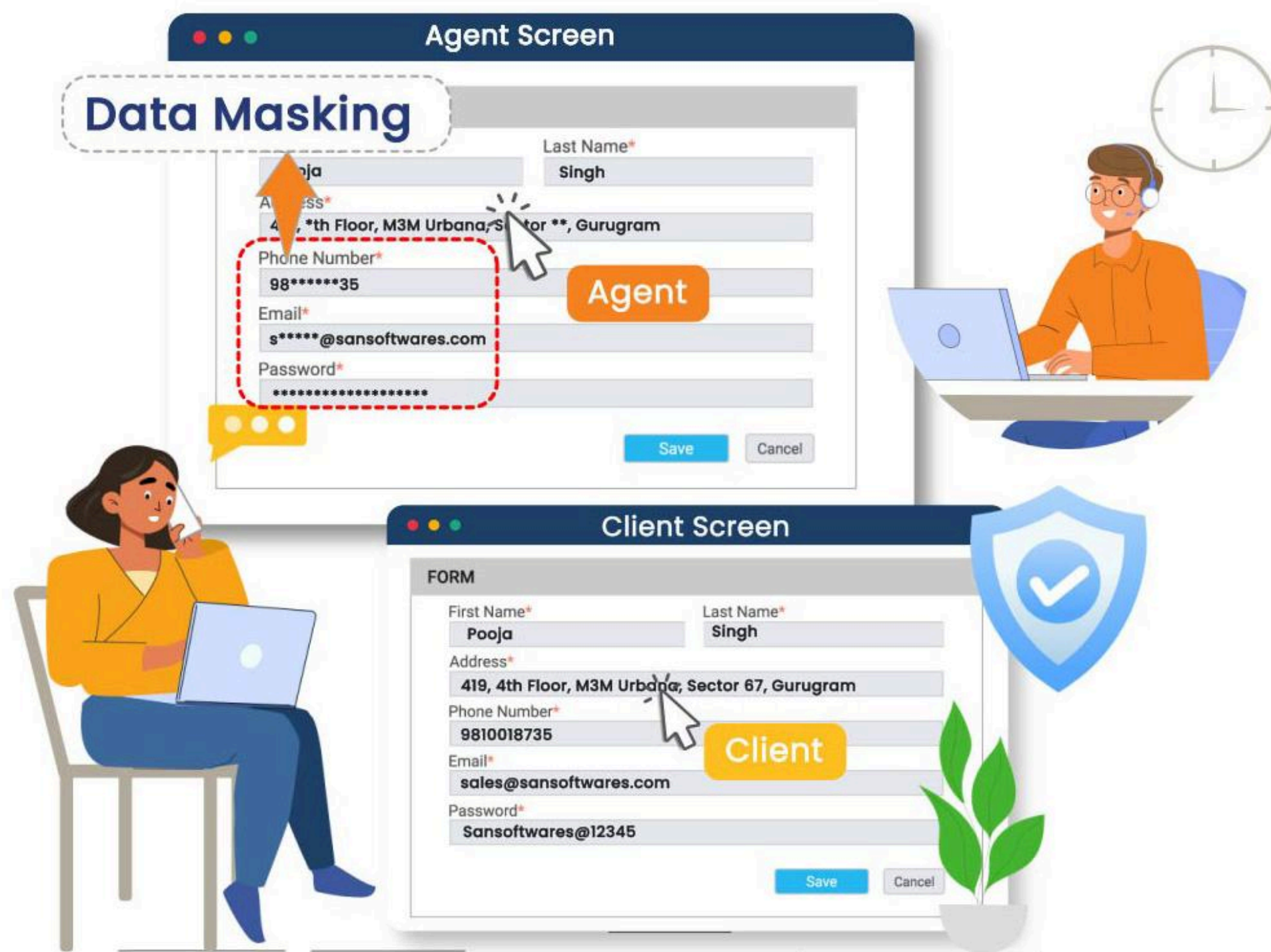
\* Additional modules





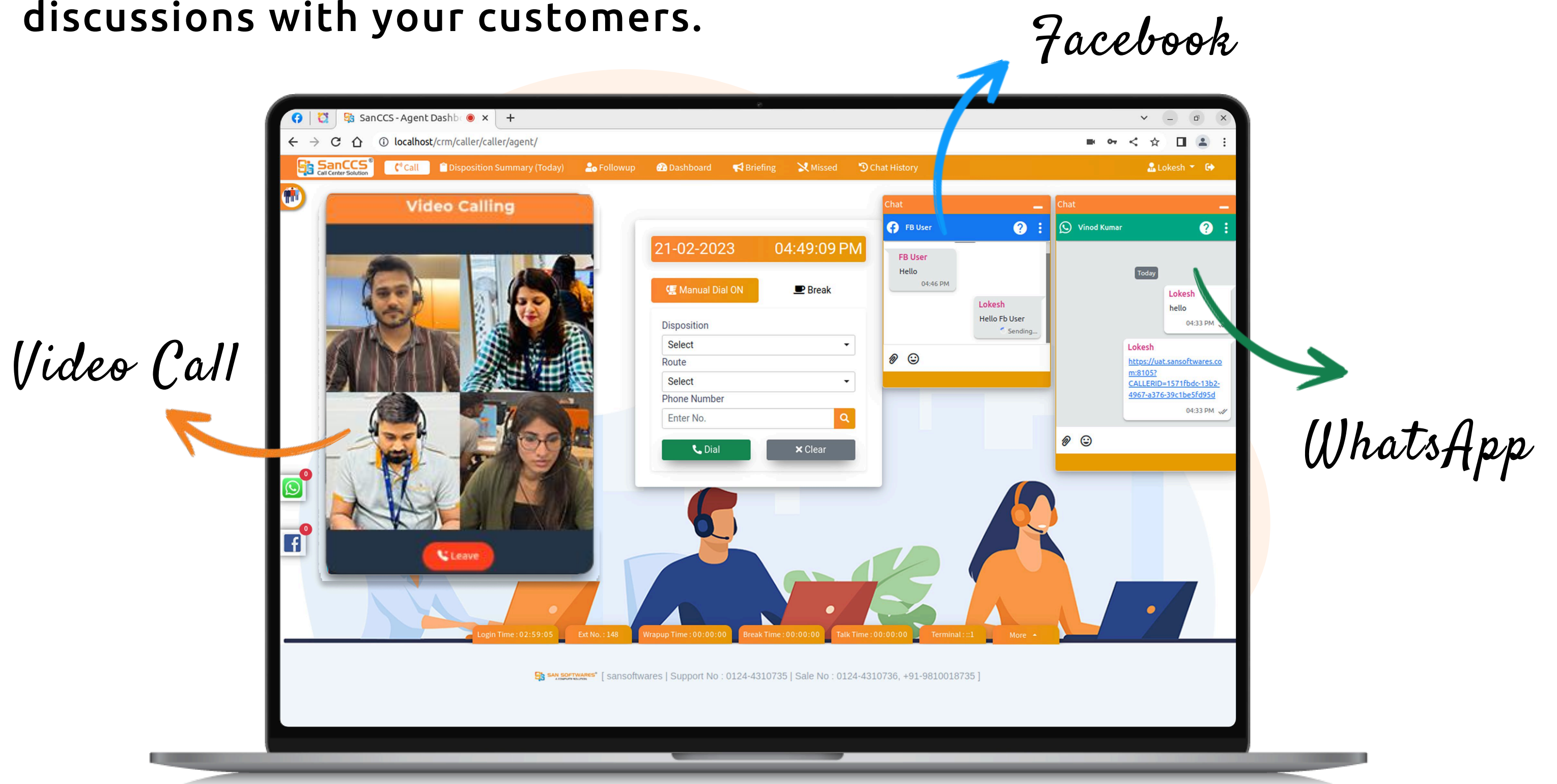
## CO-BROWSING \*

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.



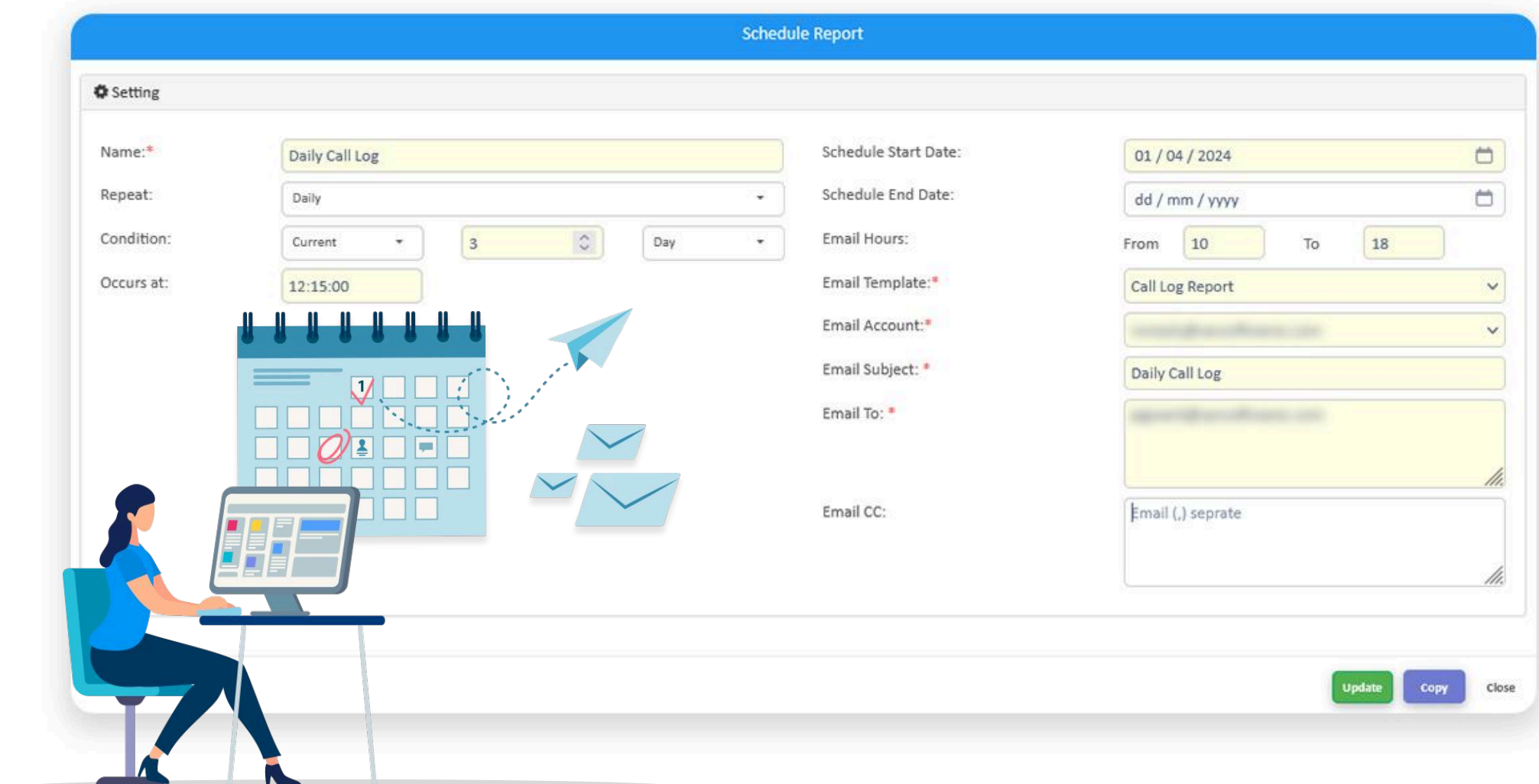
\* Additional modules



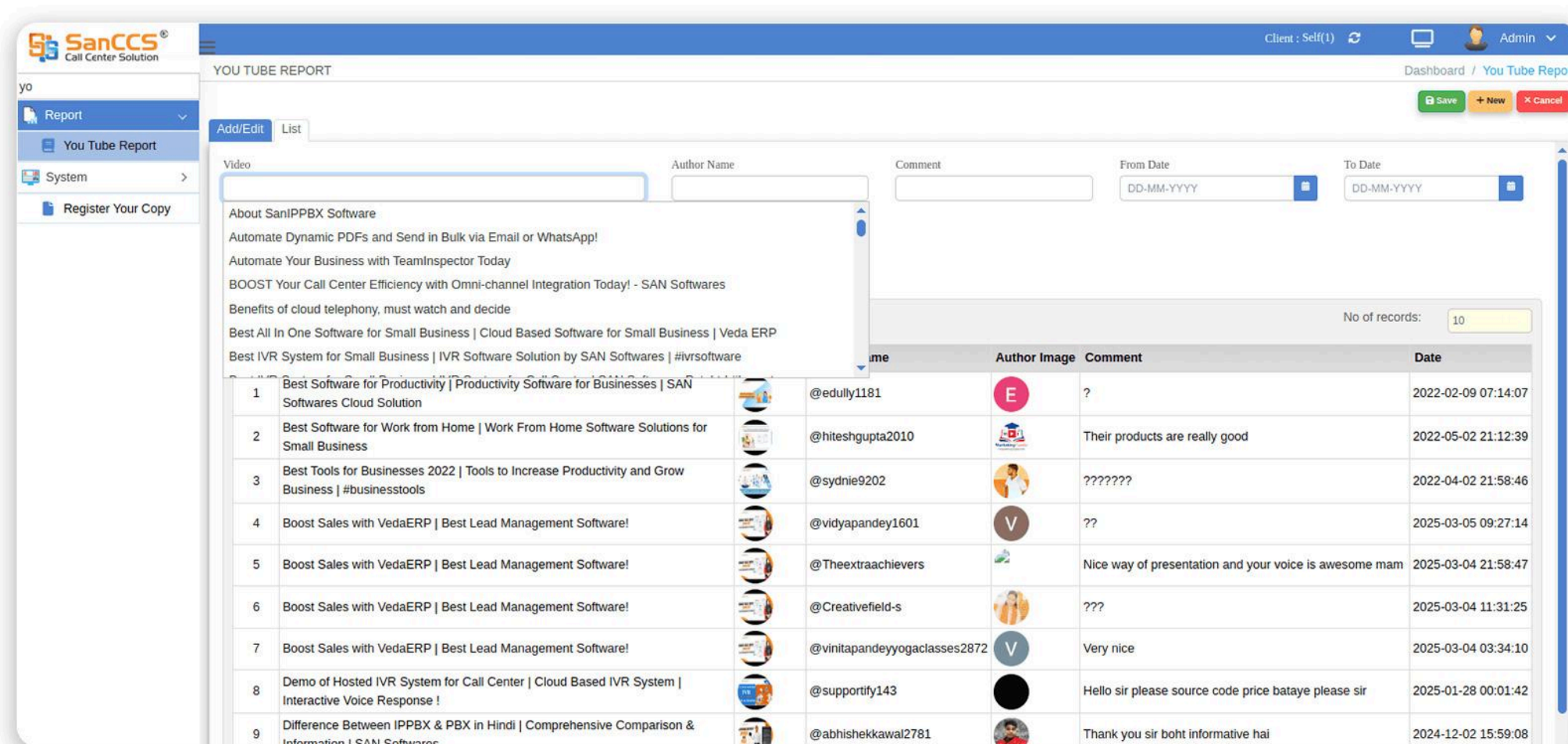


## REPORT SCHEDULER

- 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.

\* Additional modules







**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**



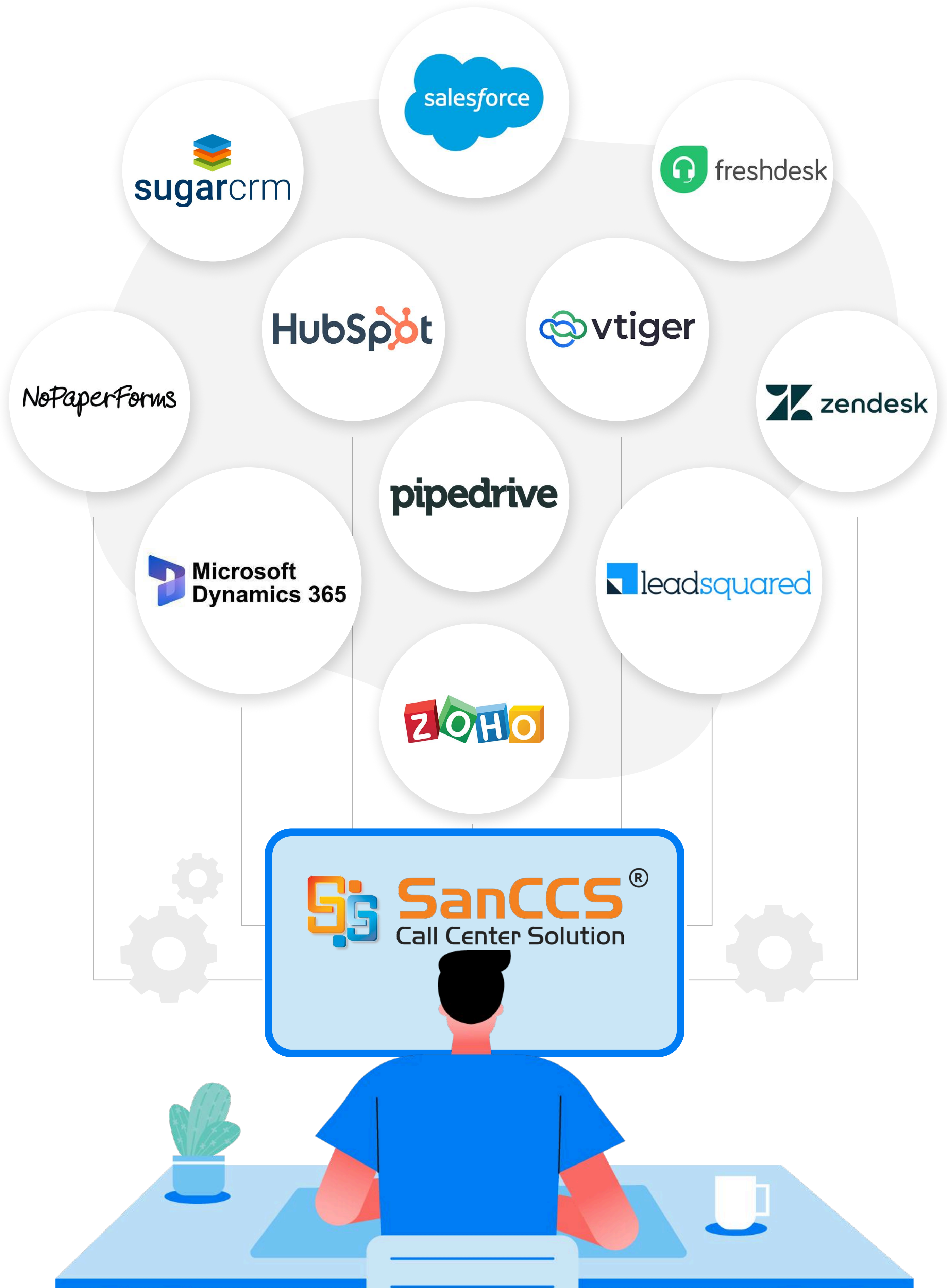
**iFrame Integration**



**SMS/Email/WhatsApp  
Templates**



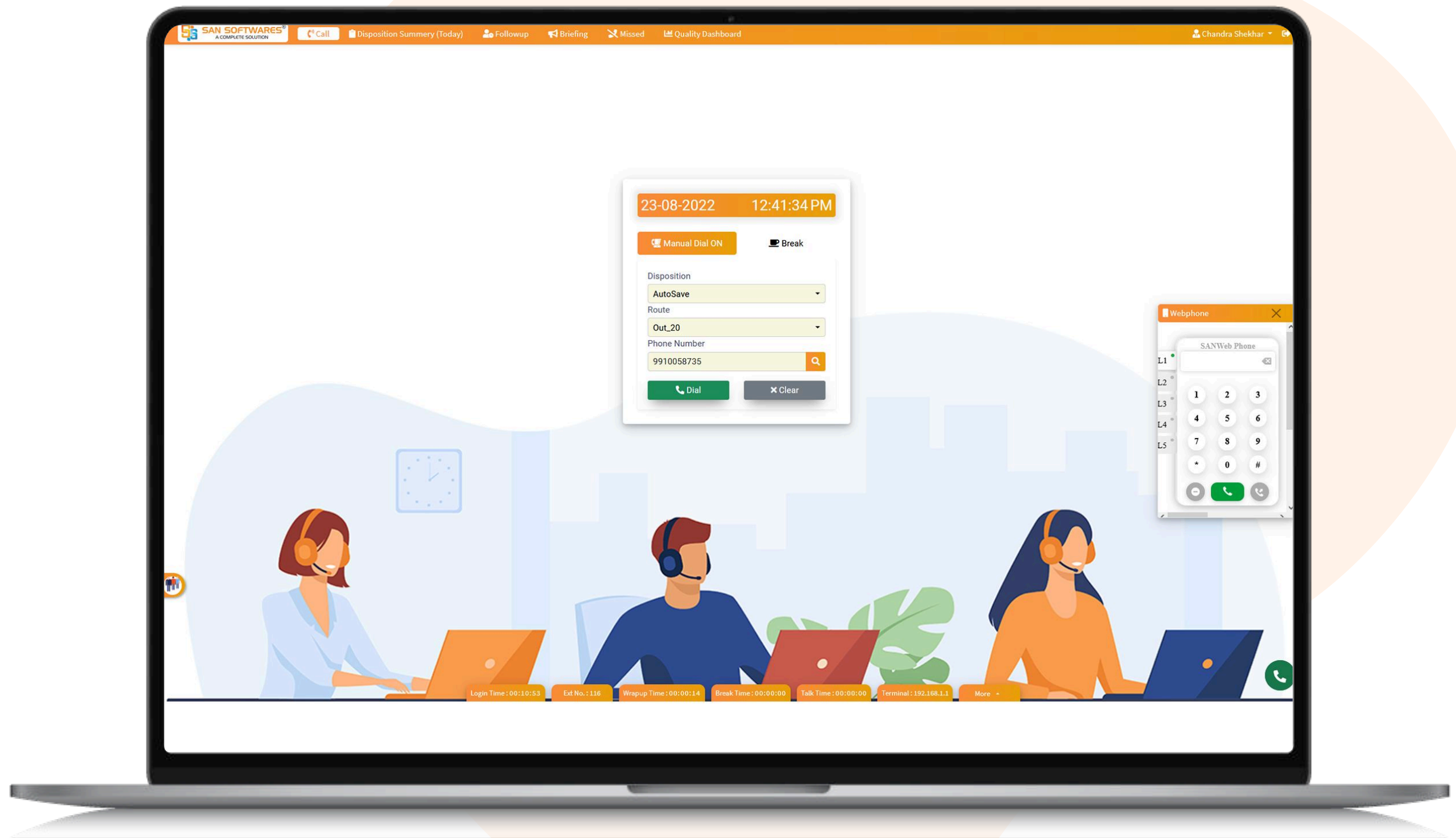
**Dynamic Dashboard**



\* Additional modules







 **Facebook**

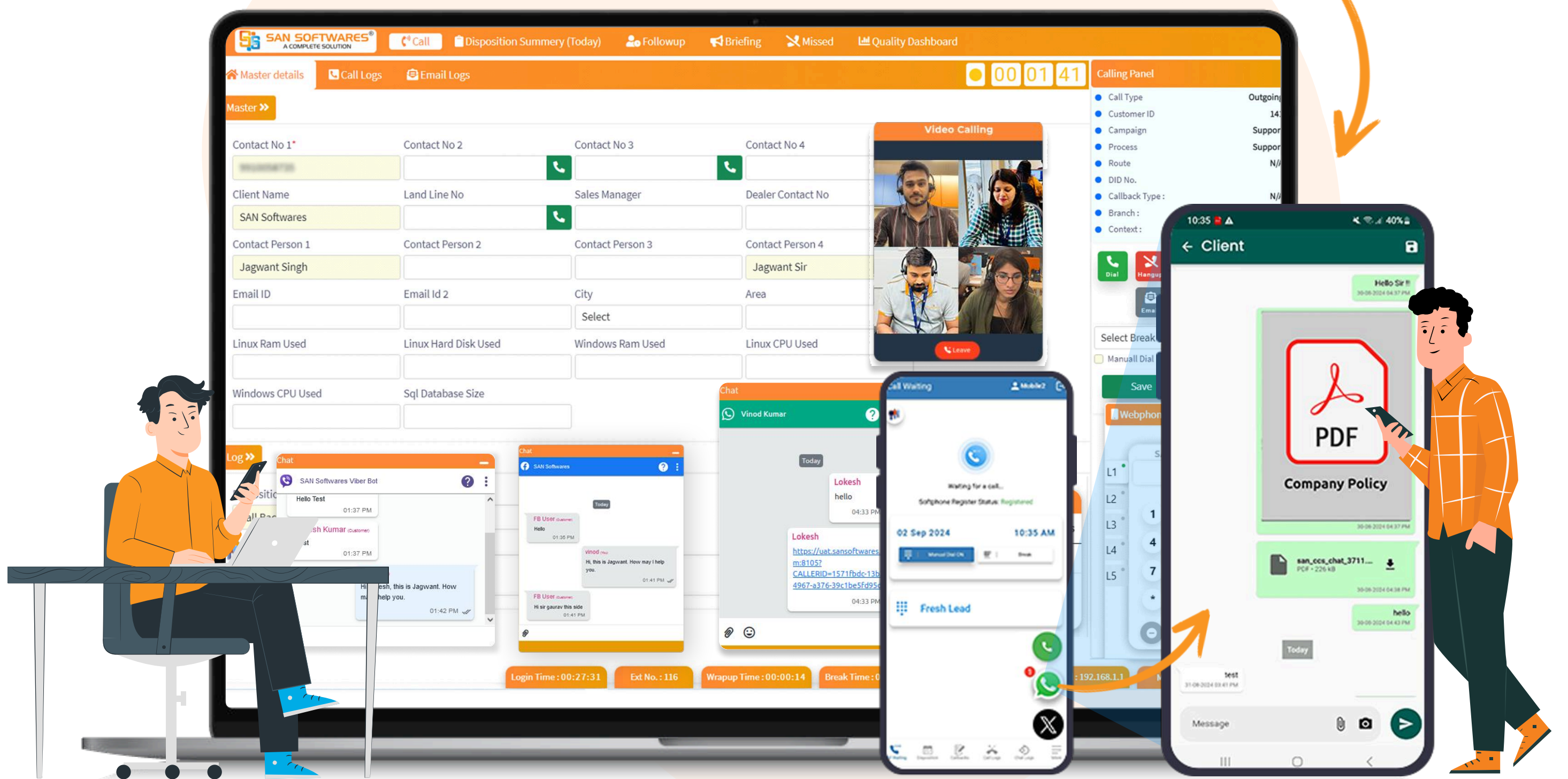
 **Chat**

 **Twitter**

 **Calling**

 **Viber**

 **WhatsApp**







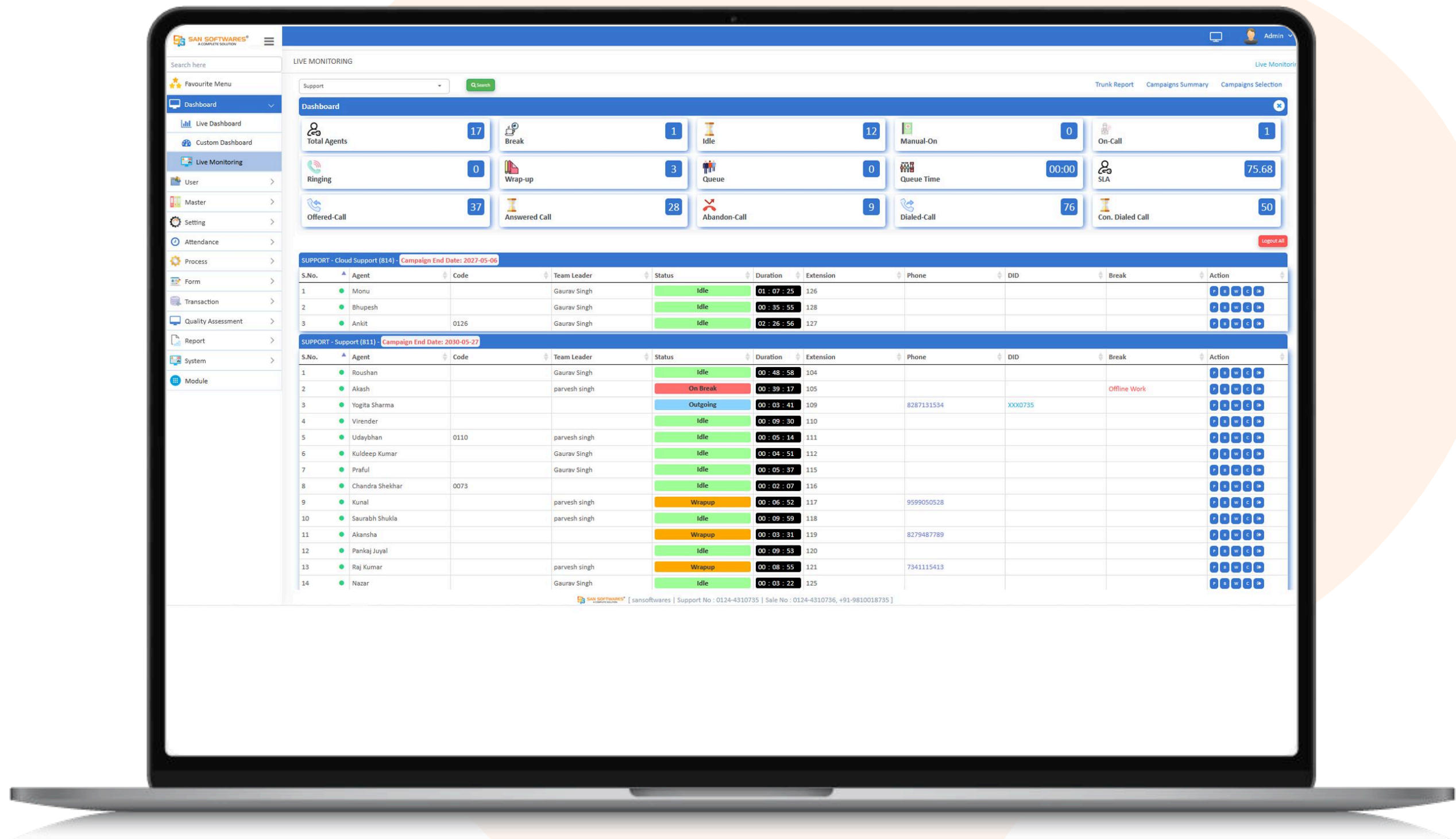
## AMS

The AMS Reports page displays a detailed summary of agent performance for the period from 26/09/2022 00:00 to 26/09/2022 23:59. The table includes the following columns:

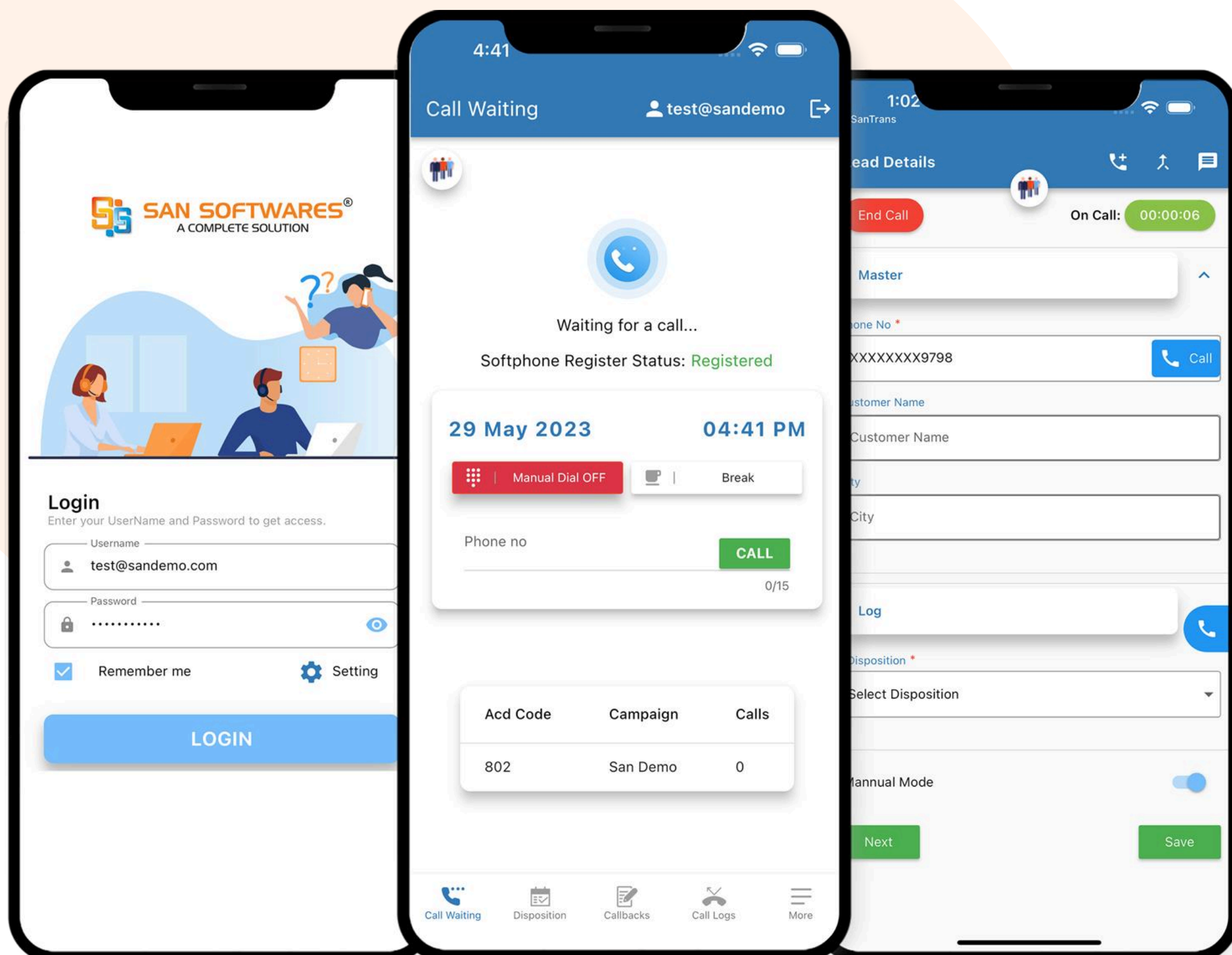
SrNo	Agent Name	Offered	Ansrd	Abnd	Outgoing Call	Con Outgoing Call	Break1	Break2	Hold	Ring Time	Dialing Time	Idle Time	Incoming Time	Outgoing Time	Hold Time	Break1 Time	Break2 Time	Wrapup Time	Abndn Time	Total Talk	Staffed	Aug Talk	Login Count	Logout Count
1	Abhishek Pandey	26	26	0	0	0	0	0	0	00:01:22	00:00:00	05:55:33	00:58:16	00:00:00	00:00:00	00:00:00	00:00:00	00:04:54	00:00:00	00:58:16	07:00:05	00:02:14	1	1
2	Ankur Verma	47	44	3	0	0	1	3	0	00:02:41	00:00:00	00:46:36	01:12:31	00:00:00	00:00:00	00:16:01	01:19:47	00:28:42	00:00:00	03:12:51	05:50:37	00:04:23	5	2
3	Ashish Rai	92	89	3	0	0	3	0	0	00:05:06	00:00:00	06:22:10	05:55:32	00:00:00	00:00:00	00:42:25	00:00:00	00:31:53	00:00:00	05:55:32	12:34:41	00:03:46	3	0
4	Deepak Verma	14	9	5	0	0	0	0	0	00:00:40	00:00:00	00:00:20	00:19:59	00:00:00	00:00:00	00:00:00	00:00:00	00:03:15	00:00:00	00:19:59	00:24:14	00:02:13	1	1
5	Divya Yadav	59	59	0	0	0	1	0	0	00:03:13	00:00:00	00:04:18	02:25:17	00:00:00	00:00:00	00:07:33	00:00:00	00:22:31	00:00:00	02:25:17	02:55:19	00:02:28	2	1
6	Jay Kumar	1	1	0	0	0	0	2	0	00:00:03	00:00:00	00:00:21	00:00:08	00:00:00	00:00:00	00:00:00	00:30:31	00:00:01	00:00:00	00:31:04	00:00:08	00:00:08	3	0
7	Mahima Rai	49	48	1	0	0	1	0	0	00:02:46	00:00:00	00:04:54	02:26:14	00:00:00	00:00:00	00:20:57	00:00:00	00:21:54	00:00:00	02:26:14	02:55:48	00:03:03	3	1
8	Naval Yadav	3	3	0	0	0	0	0	0	00:00:12	00:00:00	00:00:08	00:09:34	00:00:00	00:00:00	00:00:00	00:00:00	00:01:23	00:00:00	00:09:34	00:11:17	00:03:11	1	0
9	Priyanka Shukla	80	78	2	0	0	2	0	0	00:04:56	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	00:03:16	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	Shaloo Yadav	98	91	7	0	0	3	0	0	00:08:15	00:00:00	01:17:02	03:34:51	00:00:00	00:00:00	00:28:11	00:00:00	00:50:31	00:00:00	03:34:51	05:47:39	00:02:22	3	2
12	Shweta Verma	36	33	3	0	0	1	0	0	00:01:54	00:00:00	00:06:53	02:18:06	00:00:00	00:00:00	00:24:10	00:00:00	00:16:26	00:00:00	02:18:06	02:43:19	00:04:11	1	0
13	Utkarsh 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	00:02:35	1	0
Total		513	489	24	0	0	12	5	0	00:28:37	00:00:00	15:33:39	25:36:00	00:00:00	00:00:00	02:49:47	01:10:18	03:39:50	00:00:00	25:36:00	47:08:24	00:03:08	30	9

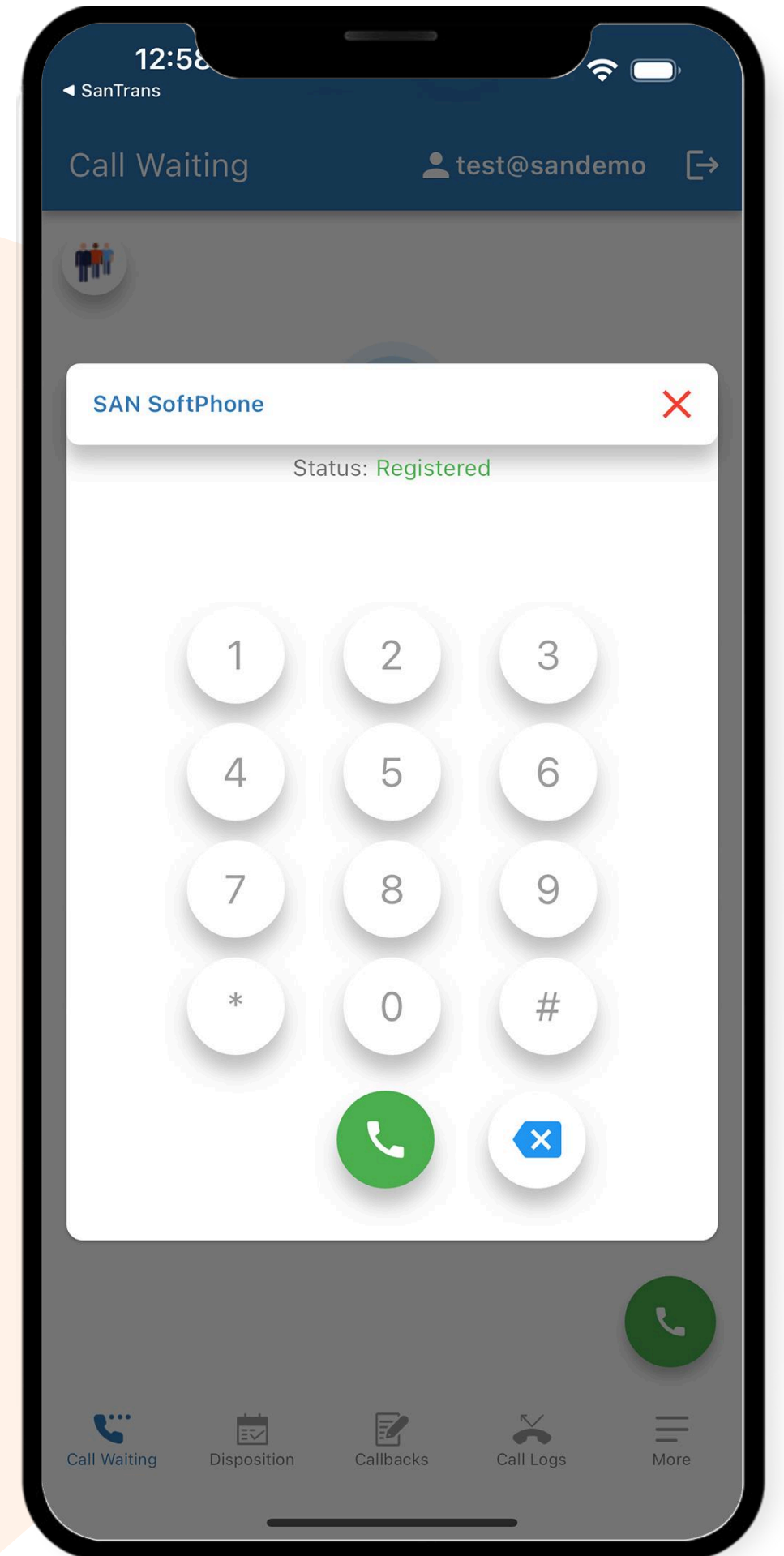
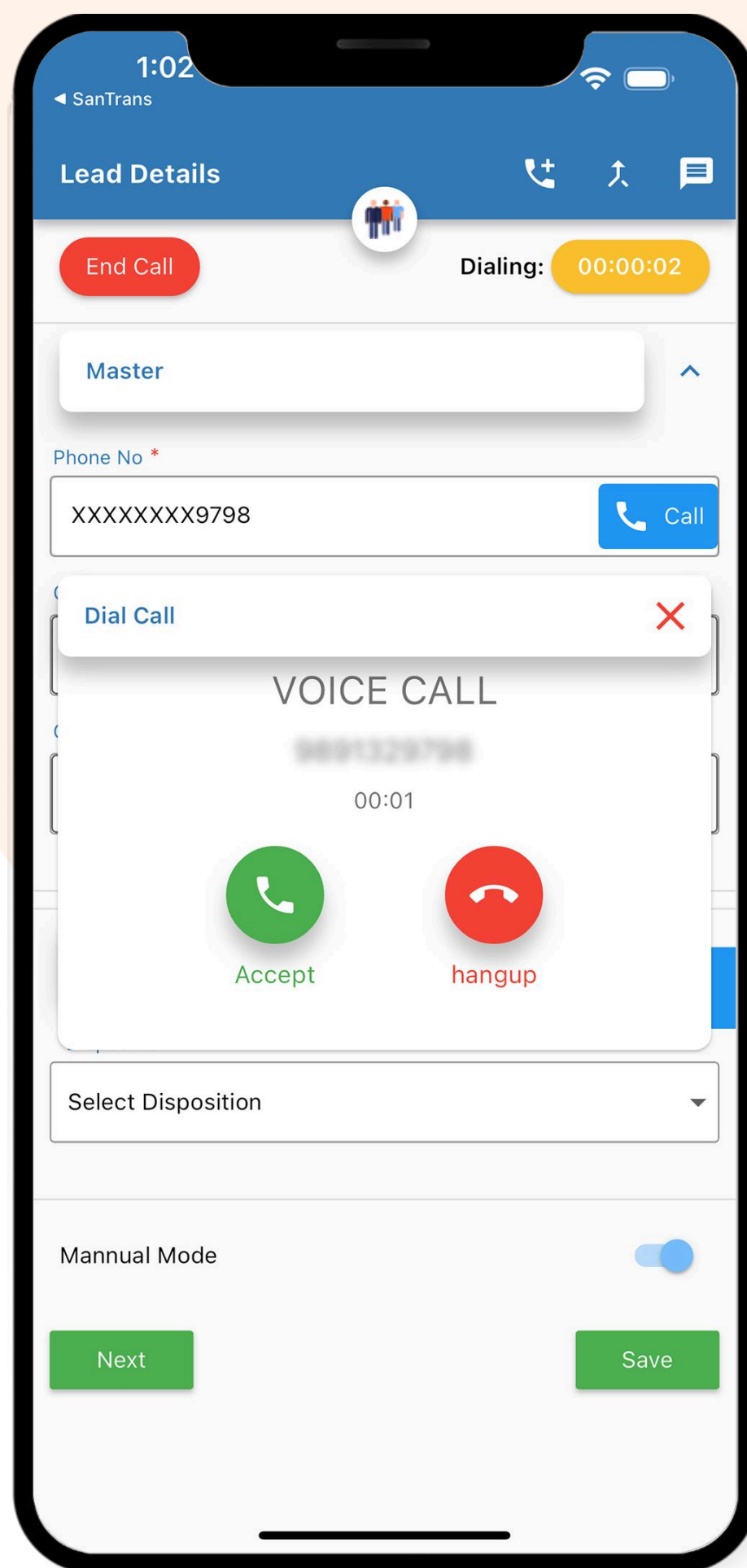
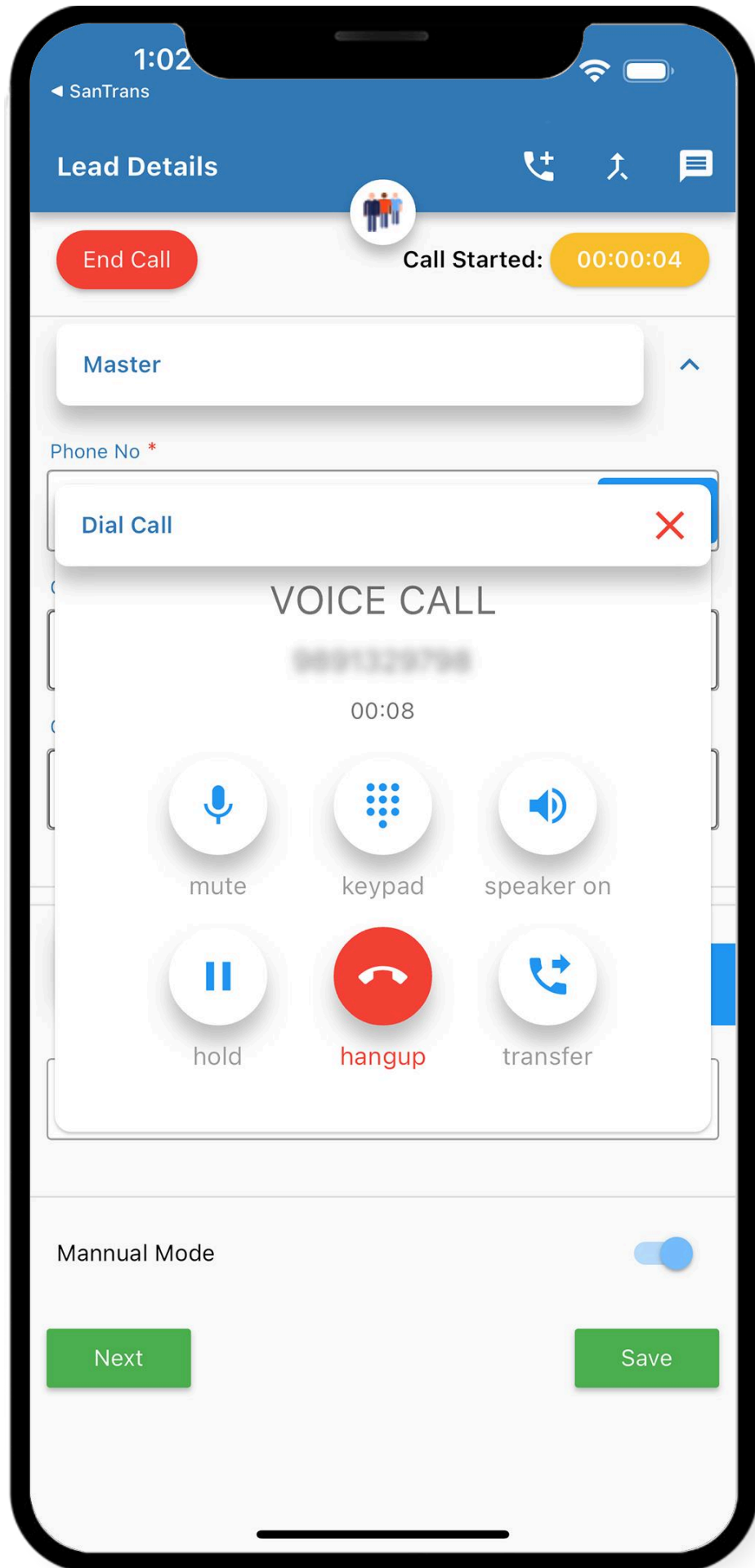
At the bottom, contact information is provided: [ sanssoftwares | Support No : 0124-4310735 | Sale No : 0124-4310736, +91-9810018735 ]





## Mobile App





Available for Apple and Android



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



9999-121-735




CALL LOG REPORT

Search here

Download Recordings No of records: 100

SrNo	Action	LogID	MasterID	Map ID	Call Type	Status	Campaign	Exten No	Agent	Employee Code	CRMDum.	CallDum.	Hangup Cause	Start Time	End Time	Callback Time	Callback No	Disposition	Sub Disposition	Mobile Number	Consumer Name	Consumer Number	City	Div
1		195207	1281089	8929534	Incoming	C	We Win Limited	2061	Uttarsh Mishra		00:01:48	00:01:33		26-05-2022 13:25:04	26-05-2022 13:26:52			Connected		9027282637	ILIRIS S/D ALLAMEHAR	1699253361	MEERUT	PVV
2		195204	1281104	8929536	Incoming	C	We Win Limited	2037	Divya Yadav		00:01:37	00:01:29		26-05-2022 13:24:41	26-05-2022 13:26:18			Connected		8528051931	SMT PANNA DEVI	8744022000	GORAKHPUR	PVV
3		195203	1281103	8929535	Incoming	C	We Win Limited	2058	Shaloo Yadav		00:02:22	00:01:06		26-05-2022 13:23:55	26-05-2022 13:26:17			Connected		9005293986	MOHAN	1752683004	LUCKNOW	MVV
4		195205	1253764	8886867	Incoming	C	We Win Limited	2044	Mahima Rai		00:02:48	00:01:49		26-05-2022 13:23:38	26-05-2022 13:26:26			Connected		9120660440	Mrs NOOR JAHAN	17144904	KANPUR	KESC
5		195201	1281101	8929552	Incoming	C	We Win Limited	2061	Uttarsh Mishra		00:02:17	00:01:45		26-05-2022 13:22:41	26-05-2022 13:24:58			Connected		7037123390	RAM RAJ	2829661000	MATHURA	DVV
6		195195	645005	8929543	Incoming	C	We Win Limited	2045	Priyanka Shukla		00:00:23	00:06:53		26-05-2022 13:21:43	26-05-2022 13:22:06			Connected		9837917770	SHANTI DEVI	85303000	ALIGARH	DVV
7		195200	1281100	8929551	Incoming	C	We Win Limited	2058	Shaloo Yadav		00:03:06	00:02:06		26-05-2022 13:20:45	26-05-2022 13:23:51			Connected		8077619529	n/a	n/a	n/a	n/a
8		195194	615316	8929544	Incoming	C	We Win Limited	2058	Shaloo Yadav		00:00:18	00:04:52		26-05-2022 13:20:22	26-05-2022 13:20:40			Connected		8979777920	DR NAINA MIGLANI	9083481000	SAHARANPUR	PVV
9		195196	1253764	8886867	Incoming	C	We Win Limited	2053	Deepak Verma		00:03:04	00:02:49		26-05-2022 13:19:32	26-05-2022 13:22:36			Connected		9120660440	Mrs NOOR JAHAN	17144904	KANPUR	KESC
10		195198	1281072	8929502	Incoming	C	We Win Limited	2044	Mahima Rai		00:04:35	00:04:18		26-05-2022 13:18:58	26-05-2022 13:23:33			Connected		8707292789	Mr ROOBI	17139036	KANPUR	KESC
11		195202	681939	8929546	Incoming	C	We Win Limited	2052	Ashish Rai		00:06:11	00:05:51		26-05-2022 13:18:51	26-05-2022 13:25:02			Connected		9058576032	MOHAMMAD SHAHEED	3534058916	MATHURA	DVV
12		195206	1281099	8929550	Incoming	C	We Win Limited	2046	Naval Yadav		00:07:50	00:06:33		26-05-2022 13:18:39	26-05-2022 13:26:29			Connected		8630585571	SRI DHARMVEER S/O SRI RAM PRASAD	6477711654	BAREILLY	MVV
13		195199	1281098	8929549	Incoming	C	We Win Limited	2038	Shweta Verma		00:05:30	00:04:38		26-05-2022 13:18:13	26-05-2022 13:23:43			Connected		980775312	Mr SMT HAREM LATA	2531770000	LUCKNOW	MVV
14		195197	1281097	8929548	Incoming	C	We Win Limited	2061	Uttarsh Mishra		00:04:28	00:04:25		26-05-2022 13:18:08	26-05-2022 13:22:36			Connected		8924072684	SHANTI DEVI	3308756000	LUCKNOW	MVV

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

## CDR


ACD/CDR REPORTS

Search here

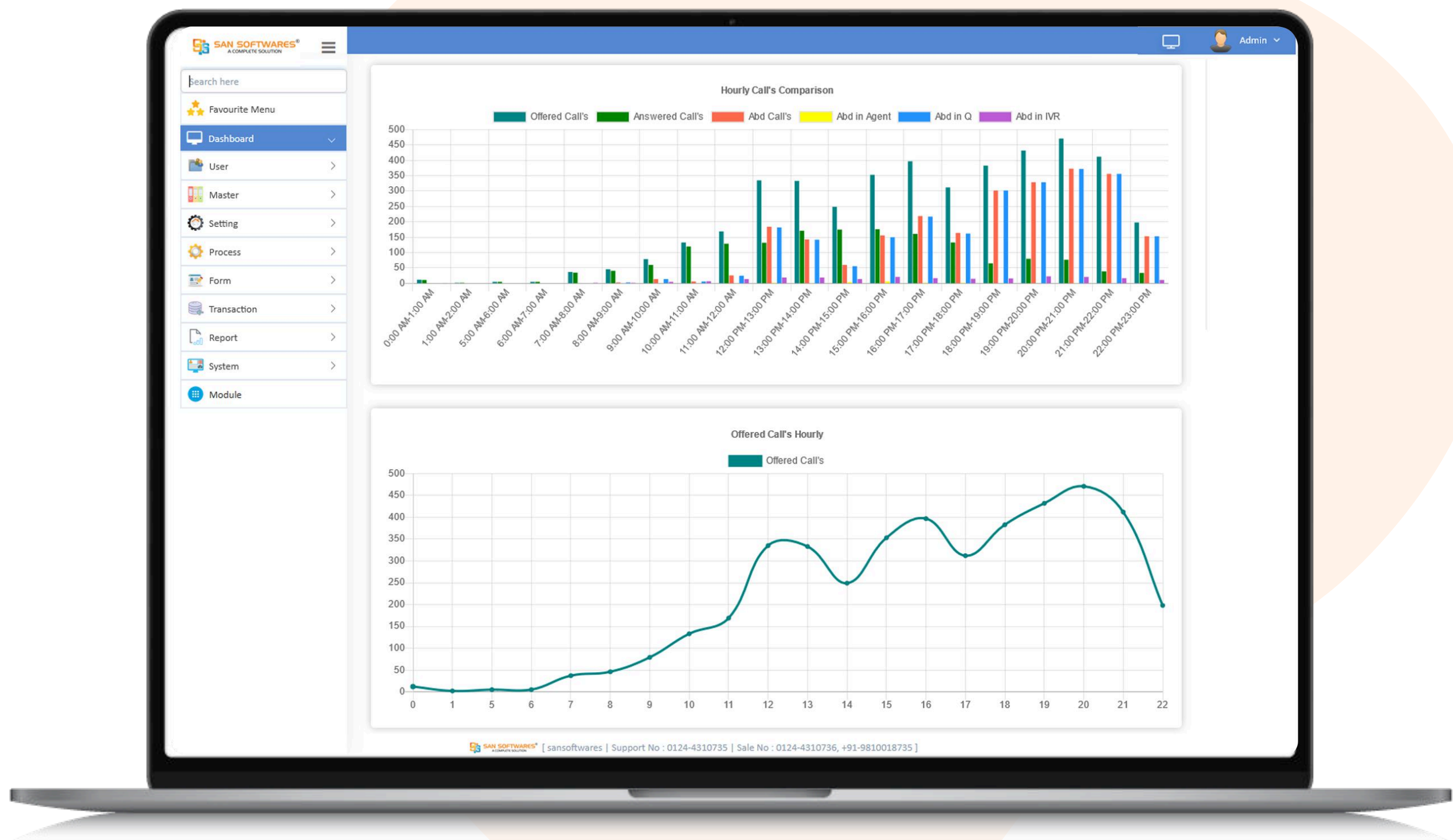
ACD/CDR Report List

Records: 100

SrNo	Exten	DID No	Group Name	Called No	Start time	End Time	Ring Dur	IVR Dur	Queue Dur	Agent Dur	Hold Dur	Dum	C/M	Call End At	Agent Name	Trunk No	Cause	DTMF	Call Type	A/C	ACD	Linked ID
1		6745635	We Win Limited-815	919889925135	2022-05-26 13:24:55	2022-05-26 13:25:43	00:00:00	00:00:13	00:00:35	00:00:00	00:00:00	00:00:48	M	Queue		SIP/1002-0007a35	NORMAL CLEARING		Incoming	A/C	815	1653551695.1458962
2	2044	6745635	We Win Limited-815	9120660440	2022-05-26 13:22:29	2022-05-26 13:25:26	00:00:03	00:00:14	00:00:51	00:01:49	00:00:00	00:02:57	C	Agent	Mahima Rai	SIP/1002-0007a3e9e	NORMAL CLEARING		Incoming	A	815	1653551549.1458542
3	2046	6745635	We Win Limited-815	91861585571	2022-05-26 13:17:43	2022-05-26 13:25:10	00:00:03	00:00:14	00:00:37	00:06:33	00:00:00	00:07:27	C	Agent	Naval Yadav	SIP/1002-0007a3a82	NORMAL CLEARING		Incoming		815	1653551263.1457780
4	2058	6745635	We Win Limited-815	919005293986	2022-05-26 13:23:11	2022-05-26 13:25:00	00:00:03	00:00:14	00:00:26	00:01:06	00:00:00	00:01:49	C	Agent	Shaloo Yadav	SIP/1002-0007a3a8d	NORMAL CLEARING		Incoming		815	1653551591.1458690
5	2052	6745635	We Win Limited-815	9058576032	2022-05-26 13:18:13	2022-05-26 13:24:41	00:00:03	00:00:14	00:00:20	00:05:51	00:00:00	00:06:28	C	Agent	Ashish Rai	SIP/1002-0007a3a92	NORMAL CLEARING	1 4 5	Incoming		815	1653551290.1457842
6	2061	6745635	We Win Limited-815	917037125990	2022-05-26 13:22:11	2022-05-26 13:24:25	00:00:03	00:00:14	00:00:12	00:01:45	00:00:00	00:02:14	C	Agent	Uttarsh Mishra	SIP/1002-0007a3a83	NORMAL CLEARING		Incoming		815	1653551553.1458468
7		6745635	We Win Limited-815	917506821586	2022-05-26 13:23:18	2022-05-26 13:23:22	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:04	M	IVR		SIP/1002-0007a3aef7	NORMAL CLEARING		Incoming			1653551598.1458703
8	2044	6745635	We Win Limited-815	918707292789	2022-05-26 13:18:18	2022-05-26 13:23:14	00:00:03	00:00:14	00:00:21	00:04:18	00:00:00	00:04:56	C	Agent	Mahima Rai	SIP/1002-0007a3a97	NORMAL CLEARING	2	Incoming	A	815	1653551298.1457858
9	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:54	00:00:01	00:00:14	00:00:17	00:00:00	00:00:00	00:00:32	M	Agent Missed	Deepak Verma	SIP/1002-0007a3a96	NO ANSWER		Incoming		815	1653551542.1458523
10	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:50	00:00:03	00:00:14	00:00:11	00:00:00	00:00:00	00:00:28	M	Agent Missed	Deepak Verma	SIP/1002-0007a3a96	NO ANSWER		Incoming		815	1653551542.1458523
11	2058	6745635	We Win Limited-815	918077619529	2022-05-26 13:19:47	2022-05-26 13:22:50	00:00:03	00:00:14	00:00:40	00:02:06	00:00:00	00:03:03	C	Agent	Shaloo Yadav	SIP/1002-0007a3a92	NORMAL CLEARING		Incoming		815	1653551387.1458092
12	2058	6745635	We Win Limited-815	91807775312	2022-05-26 13:17:37	2022-05-26 13:22:50	00:00:04	00:00:13	00:00:18	00:04:38	00:00:00	00:05:13	C	Agent	Shweta Verma	SIP/1002-0007a3a7d	NORMAL CLEARING		Incoming		815	1653551257.1457769
13	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:44	00:00:01	00:00:14	00:00:07	00:00:00	00:00:00	00:00:22	M	Agent Missed	Deepak Verma	SIP/1002-0007a3a96	NO ANSWER		Incoming		815	1653551542.1458523
14	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:40	00:00:03	00:00:14	00:00:01	00:00:00	00:00:00	00:00:18	M	Agent Missed	Deepak Verma	SIP/1002-0007a3a96	NO ANSWER		Incoming		815	1653551542.1458523
15	2061	6745635	We Win Limited-815	918924072684	2022-05-26 13:15:32	2022-05-26 13:22:32	00:00:03	00:00:14	00:02:18	00:04:25	00:00:00	00:07:00	C	Agent	Uttarsh Mishra	SIP/1002-0007a3a11	NORMAL CLEARING	C	Incoming		815	1653551132.1457462
16	2053	6745635	We Win Limited-815	9120660440	2022-05-26 13:18:46	2022-05-26 13:22:19	00:00:03	00:00:14	00:00:27	00:02:49	00:00:00	00:03:33	C	Agent	Deepak Verma	SIP/1002-0007a3a82	NORMAL CLEARING		Incoming		815	1653551326.1457934
17		6745635	We Win Limited-815	919431463853	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	00:00:50	M	Queue		SIP/1002-0007a3a51	NORMAL CLEARING		Incoming		815	1653551487.1458334
18		6745635	We Win Limited-815	919897345060	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	00:00:50	M	Queue		SIP/1002-0007a3a4e	NORMAL CLEARING		Incoming		815	1653551480.1458327
19		6745635	We Win Limited-815	919307664474	2022-05-26 13:21:42	2022-05-26 13:22:06	00:00:00	00:00:14	00:00:10	00:00:00	00:00:00	00:00:24	M	Queue		SIP/1002-0007a3a5f	NORMAL CLEARING		Incoming		815	1653551502.1458383
20		6745635	We Win Limited-815	917037125990	2022-05-26 13:20:00	2022-05-26 13:22:06	00:00:00	00:00:14	00:01:52	00:00:00	00:00:00	00:02:08	M	Queue		SIP/1002-0007a3a6e	NORMAL CLEARING		Incoming		815	1653551400.1458130
21		6745635	We Win Limited-815	919557985780	2022-05-26 13:20:00	2022-05-26 13:21:59	00:00:00	00:00:14	00:01:45	00:00:00	00:00:00	00:01:59	M	Queue		SIP/1002-0007a3a6d	NORMAL CLEARING		Incoming		815	1653551400.1458129
22		6745635	We Win Limited-815	91955849985	2022-05-26 13:20:52	2022-05-26 13:21:31	00:00:00	00:00:14	00:00:27	00:00:00	00:00:00	00:00:41	M	Queue		SIP/1002-0007a3a54	NORMAL CLEARING		Incoming		815	1653551452.1458252
23	2045	6745635	We Win Limited-815	919837917777	2022-05-26 13:13:49	2022-05-26 13:21:31	00:00:03	00:00:13	00:00:33	00:06:53	00:00:00	00:07:42	C	Agent	Priyanka Shukla	SIP/1002-0007a3a45	NORMAL CLEARING		Incoming		815	1653551020.1457151
24		6745635	We Win Limited-815	919897345060	2022-05-26 13:20:06	2022-05-26 13:21:20	00:00:00	00:00:14	00:01:00	00:00:00	00:00:00	00:01:14	M	Queue		SIP/1002-0007a3a09	NORMAL CLEARING		Incoming		815	1653551406.1458152
25		6745635	We Win Limited-815	919614159030	2022-05-26 13:20:29	2022-05-26 13:20:59	00:00:00	00:00:14	00:00:16	00:00:00	00:00:00	00:00:30	M	Queue		SIP/1002-0007a3a17	NORMAL CLEARING		Incoming		815	1653551420.1458139
26		6745635	We Win Limited-815	919761368005	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	00:00:20	M	Queue		SIP/1002-0007a3a6b	NORMAL CLEARING		Incoming		815	1653551399.1458119

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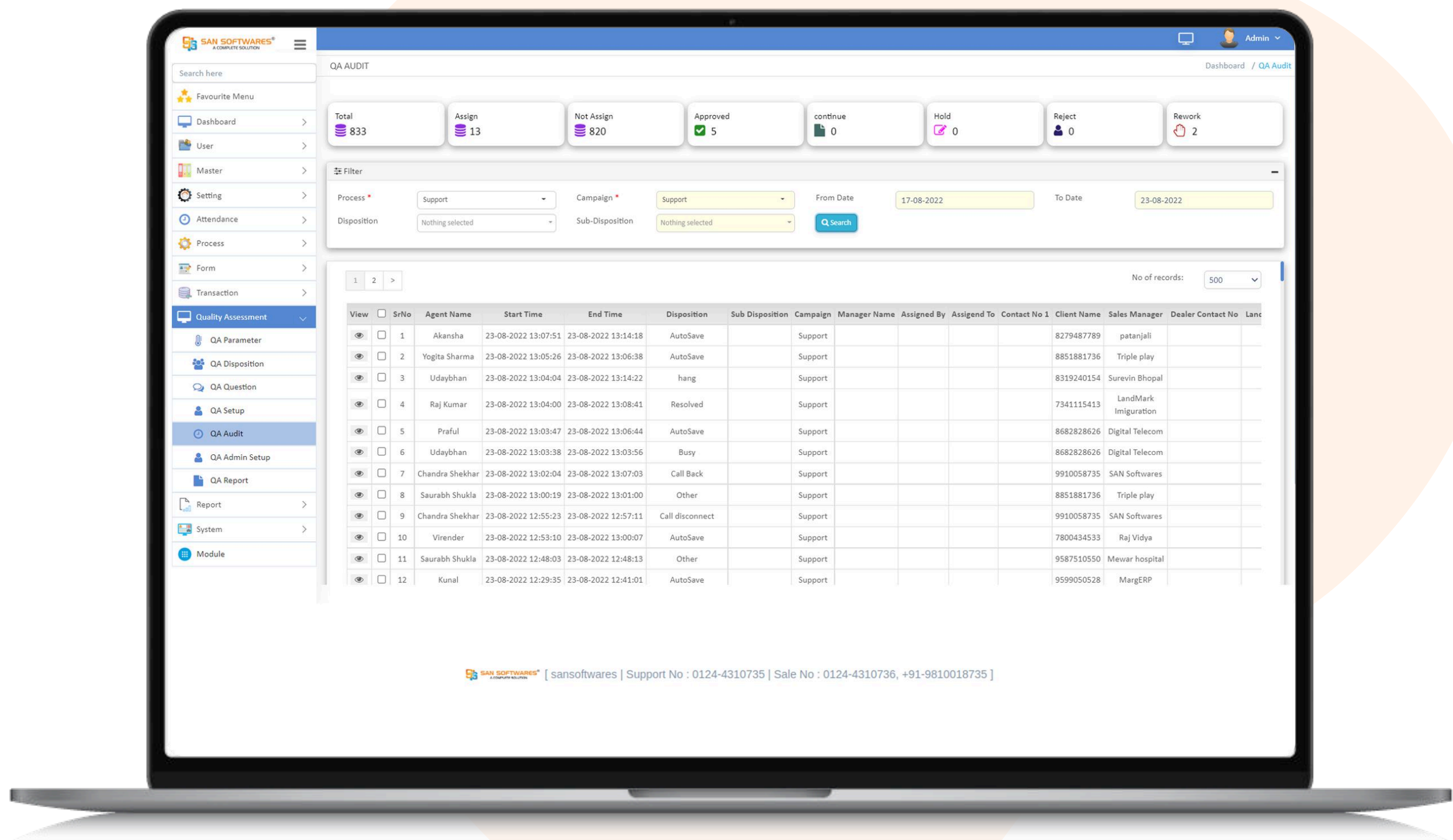
## Import Data

The **IMPORT MASTER** form is used for importing data. It includes the following sections:

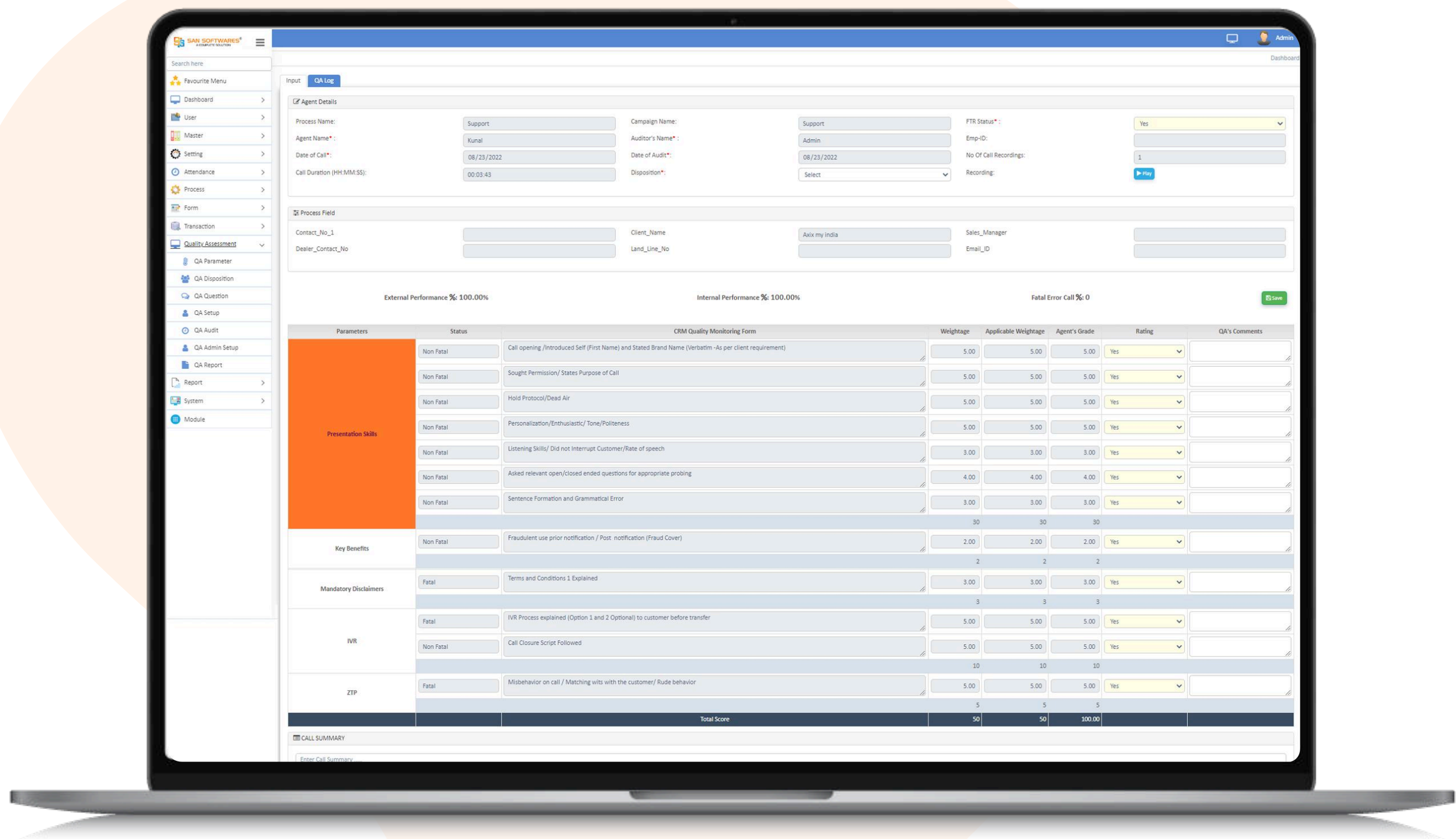
- Filter:** Fields for Process (SUN Stone), Campaign (SunStone UG Andhra), Branch (Select), and File Type (CSV). A note states: "Note. Date field data should be always in (YYYY-MM-DD) format."
- Download Sample File:** A button to download a sample file.
- Column Mapping:** A table for mapping source columns to target columns.
- Preferences:** Checkboxes for Show Mapping, Active File, Update Existing Master Data, and Do Not Import Existing Data.

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"/>



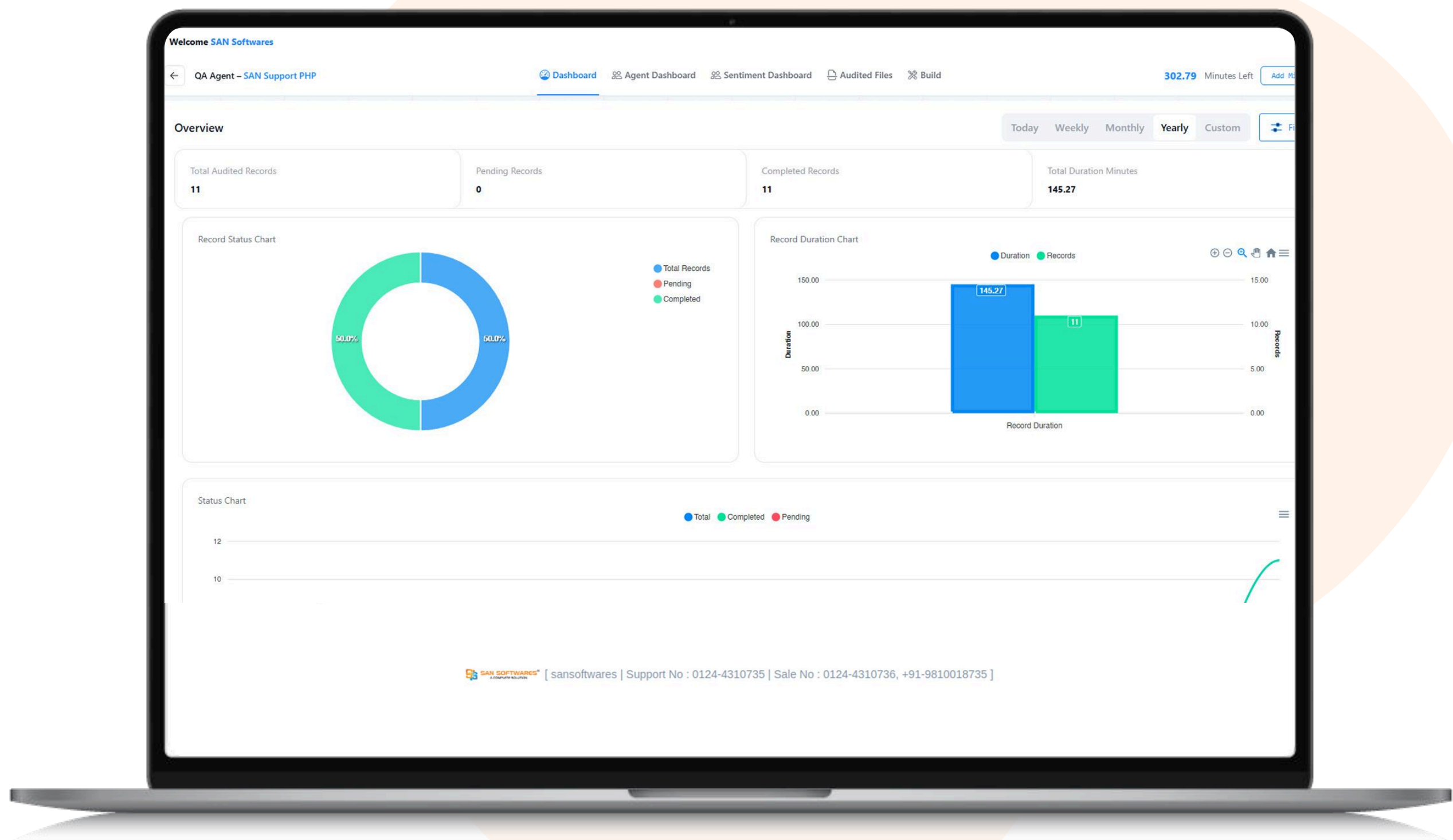


## QA Audit Form

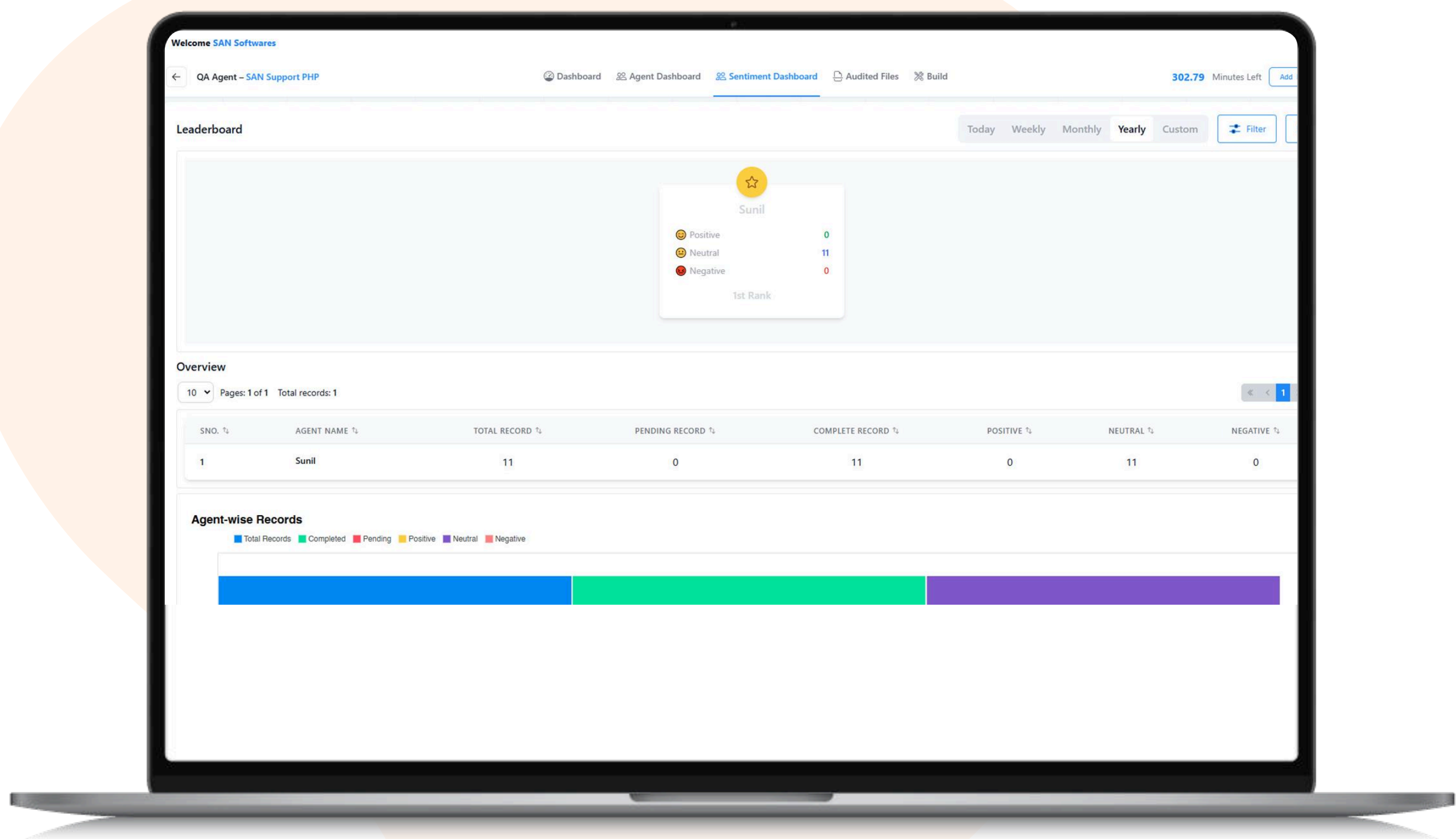


The QA Audit Form is a detailed checklist for evaluating call quality. It includes input fields for Agent Details, Process Field, and Performance metrics. The main section is a table of parameters to be audited, categorized by Presentation Skills, Key Benefits, Mandatory Disclaimers, IVR, and ZTP. Each parameter has a Status, a description, a Weightage, and a Rating. A summary table at the bottom provides a total score and performance percentages.

Parameters	Status	CRM Quality Monitoring Form	Weightage	Applicable Weightage	Agent's Grade	Rating	QA's Comments
Presentation Skills	Non Fatal	Call opening / Introduced Self (First Name) and Stated Brand Name (Verbatim -As per client requirement)	5.00	5.00	5.00	Yes	
	Non Fatal	Sought Permission / States 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 / Enthusiasm / Tone / Politeness	5.00	5.00	5.00	Yes	
	Non Fatal	Listening Skills / Did not Interrupt Customer / Rate of speech	3.00	3.00	3.00	Yes	
	Non Fatal	Asked relevant open/closed ended questions for appropriate probing	4.00	4.00	4.00	Yes	
	Non Fatal	Sentence Formation and Grammatical Error	3.00	3.00	3.00	Yes	
Key Benefits	Non Fatal	Fraudulent use prior notification / Post notification (Fraud Cover)	2.00	2.00	2.00	Yes	
			2	2	2		
Mandatory Disclaimers	Fatal	Terms and Conditions 1 Explained	3.00	3.00	3.00	Yes	
			3	3	3		
IVR	Fatal	IVR 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	
ZTP			10	10	10		
	Fatal	Misbehavior on call / Matching with the customer / Rude behavior	5.00	5.00	5.00	Yes	
Total Score			50	50	100.00		



## Sentiment Dashboard







Note : All trademarks are the property of their respective owners.







### CONTACT US



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— *Thank you!* —

