

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. 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.

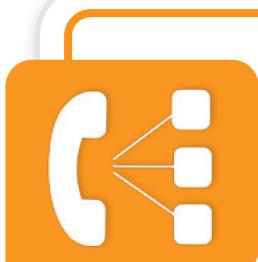




Automated Call Distribution



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

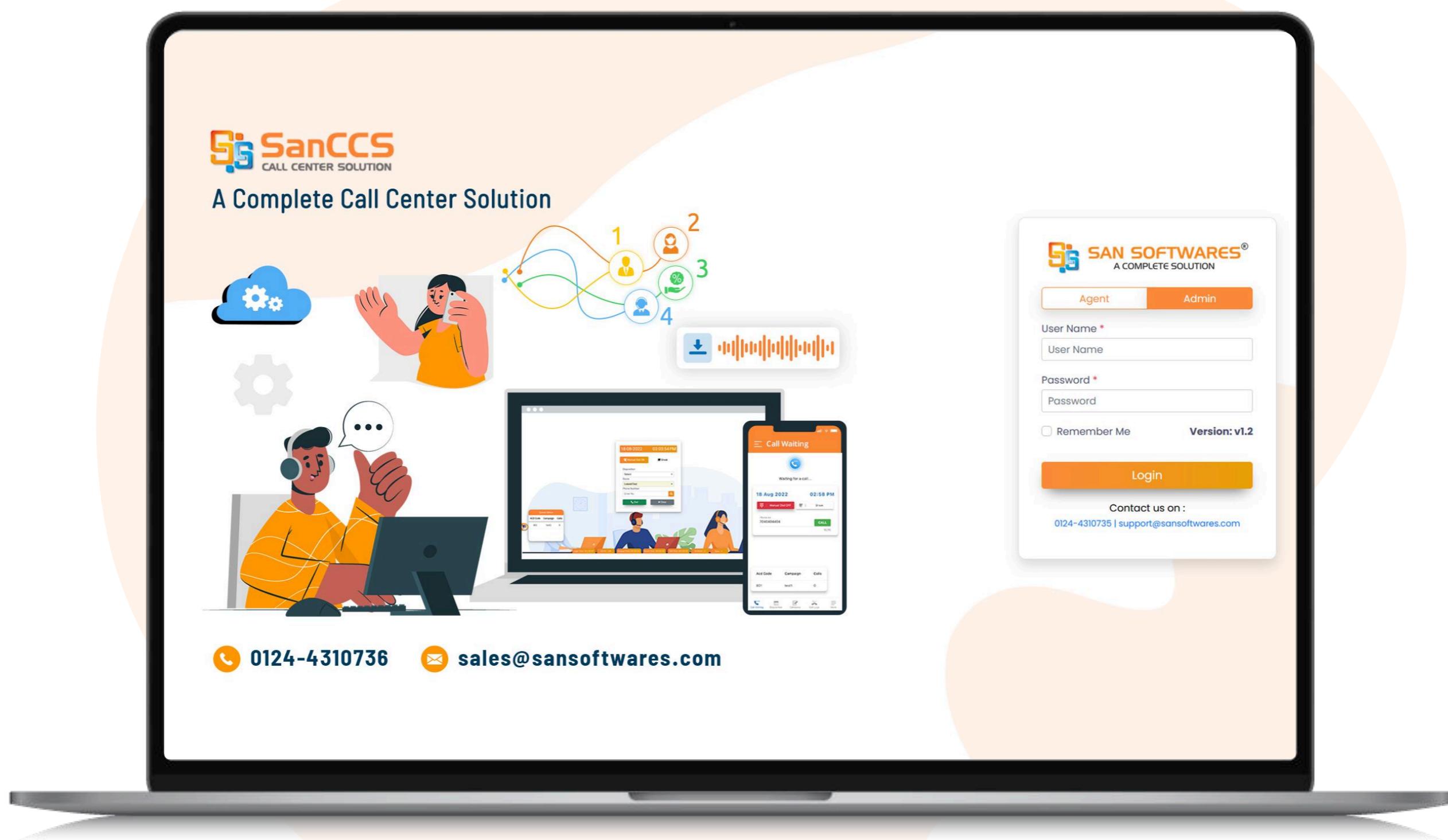


Drag n Drop Screen Designer



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



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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



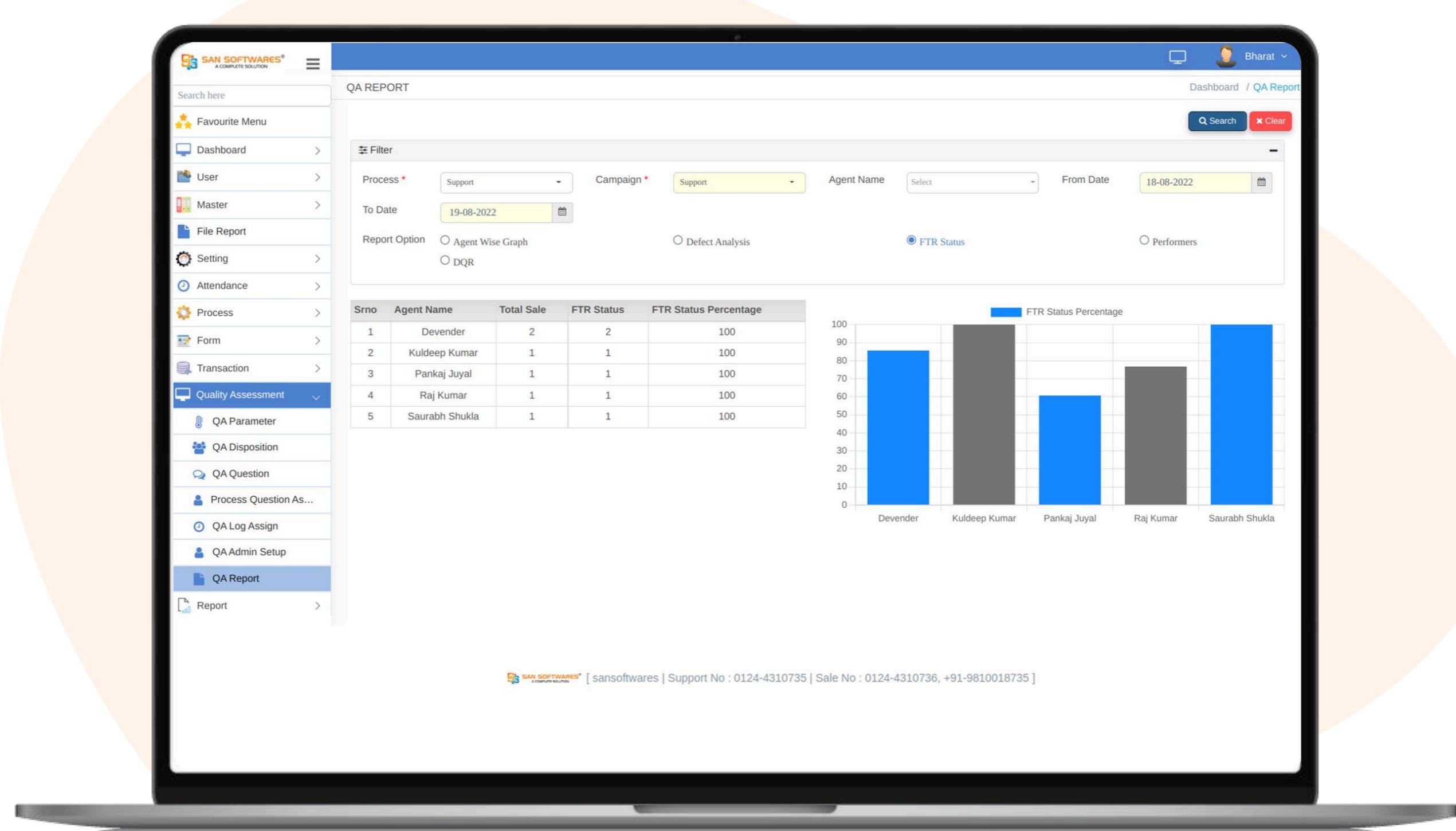
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QA MODULE *

- 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



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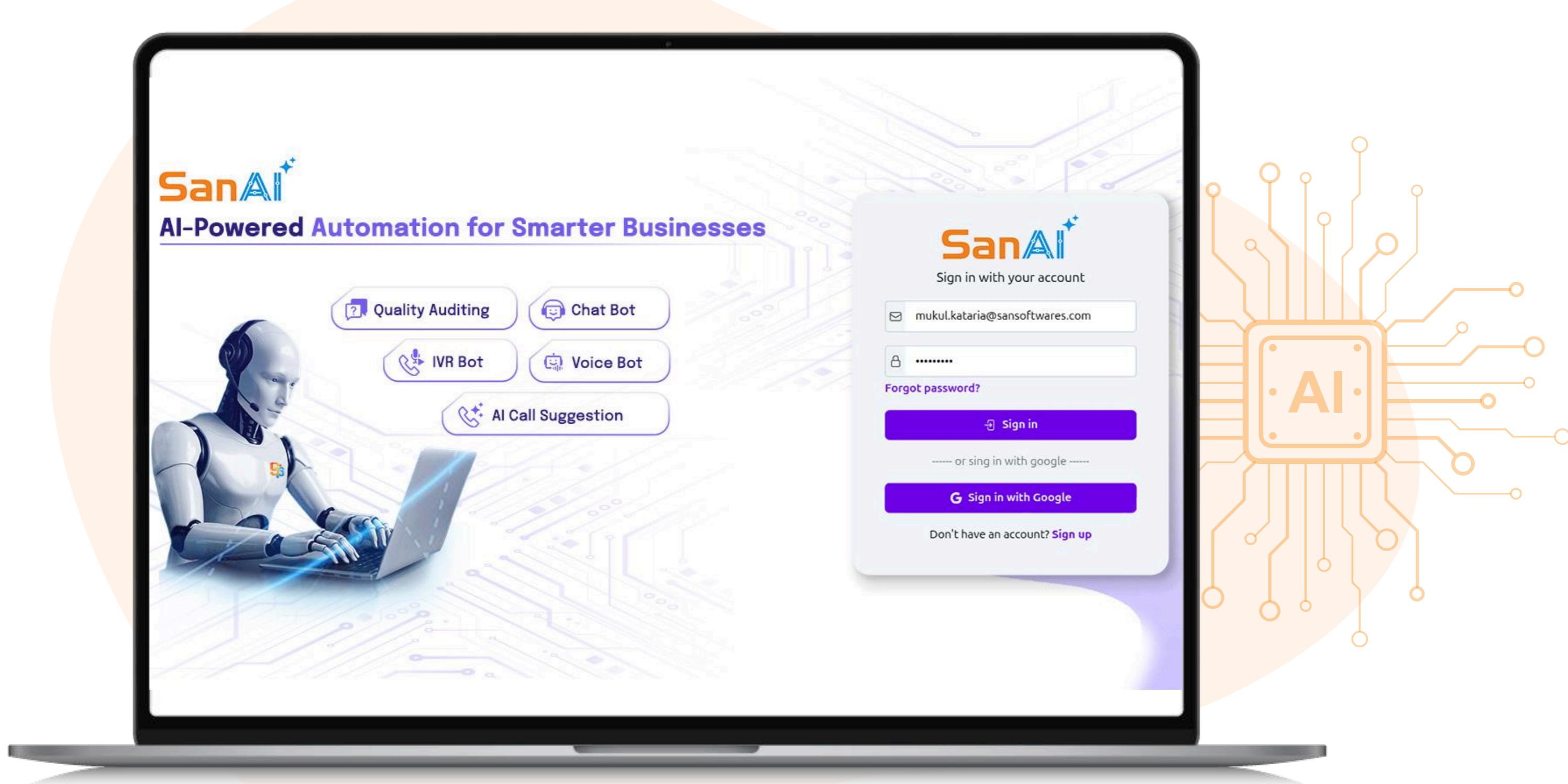


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AI-POWERED QA MODULE *

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



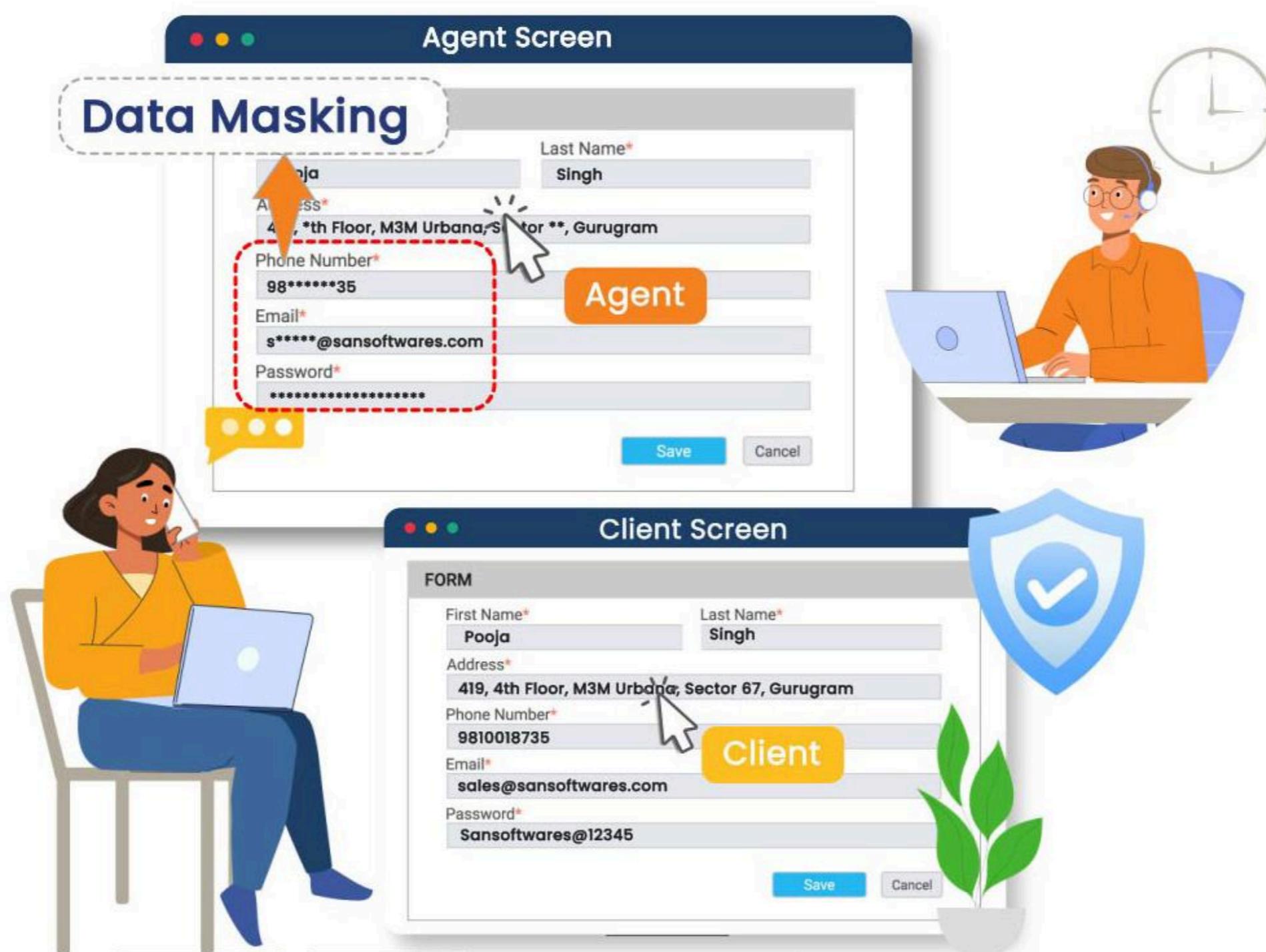
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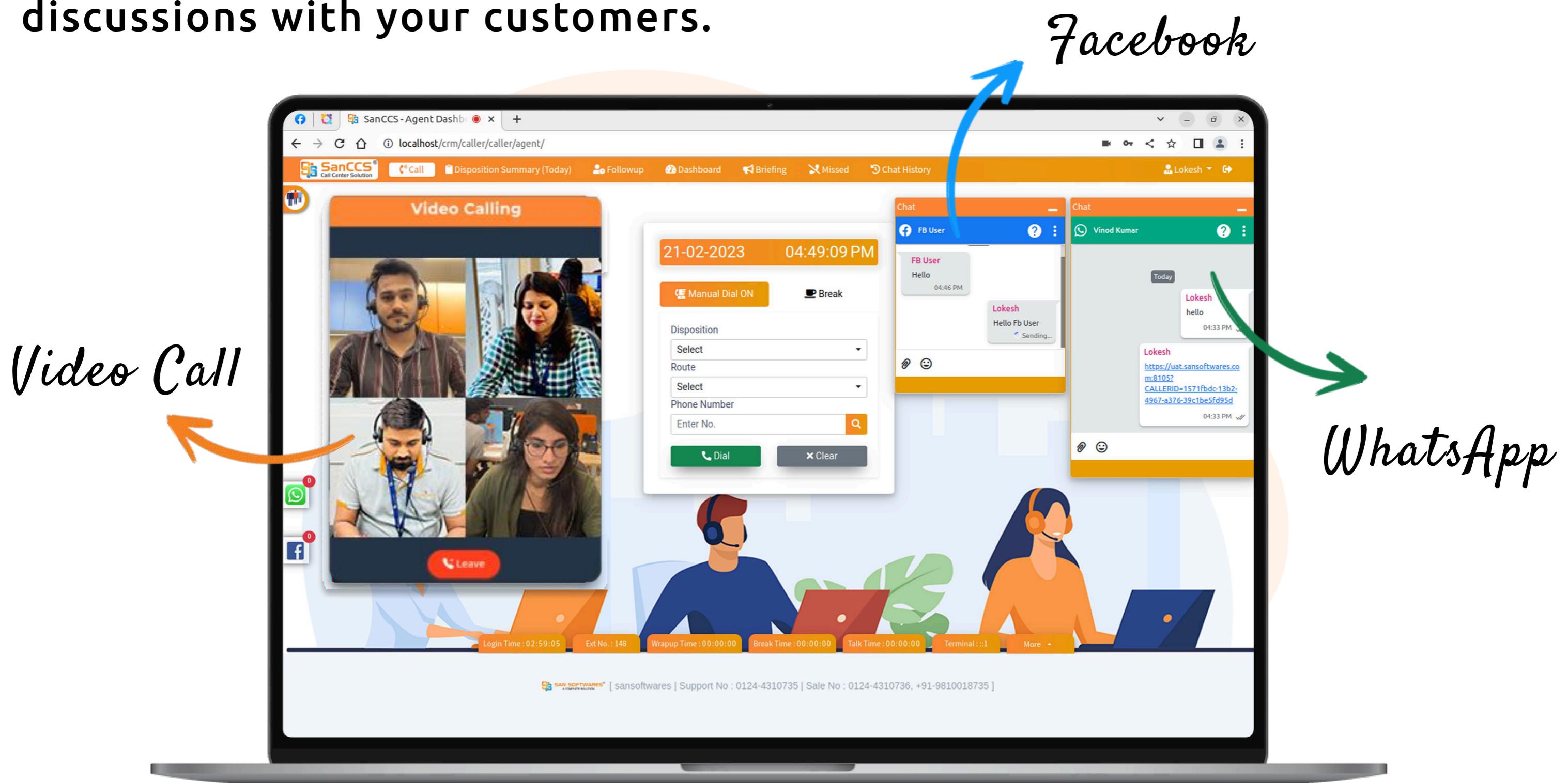
CO-BROWSING *

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



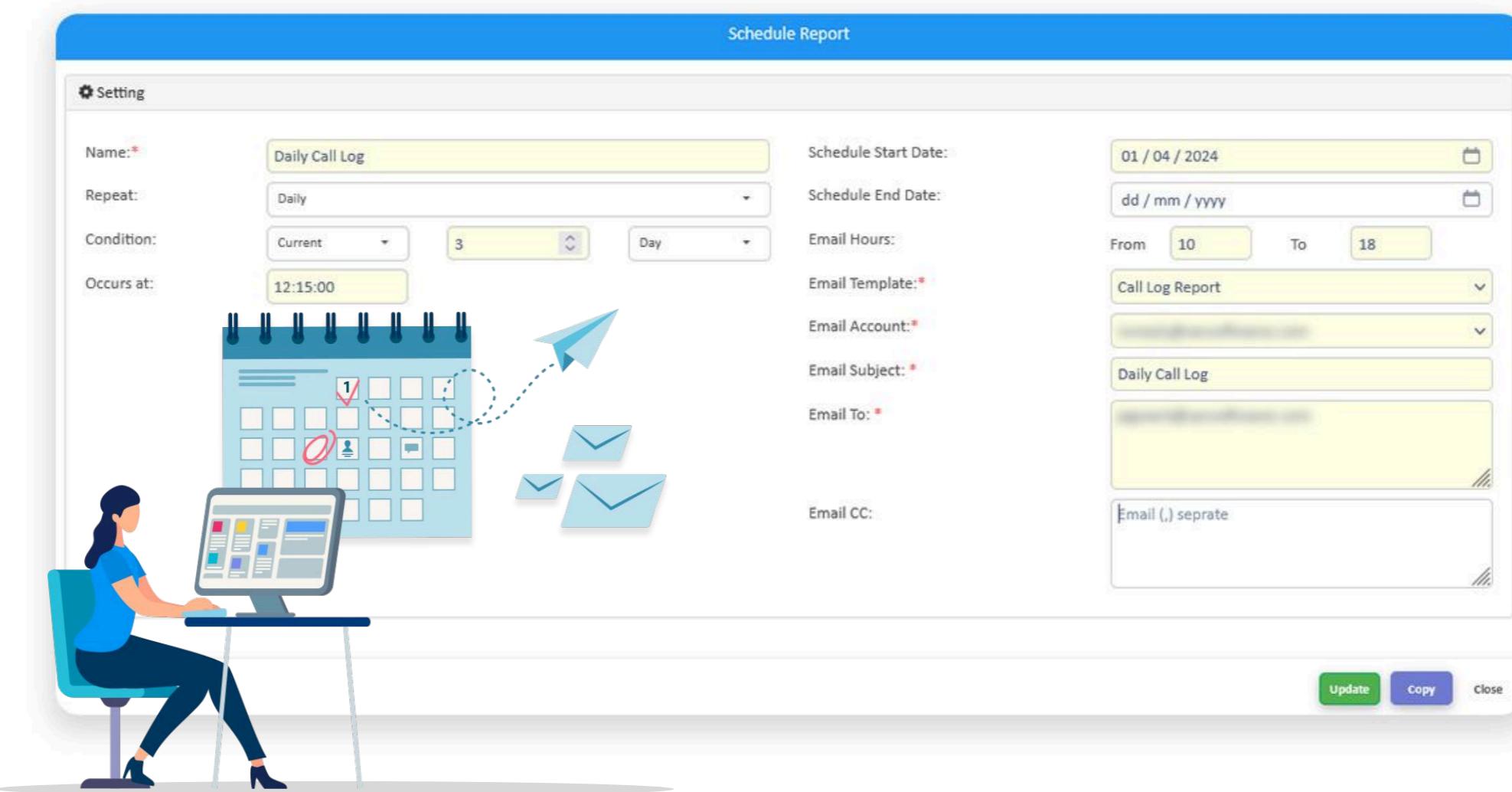
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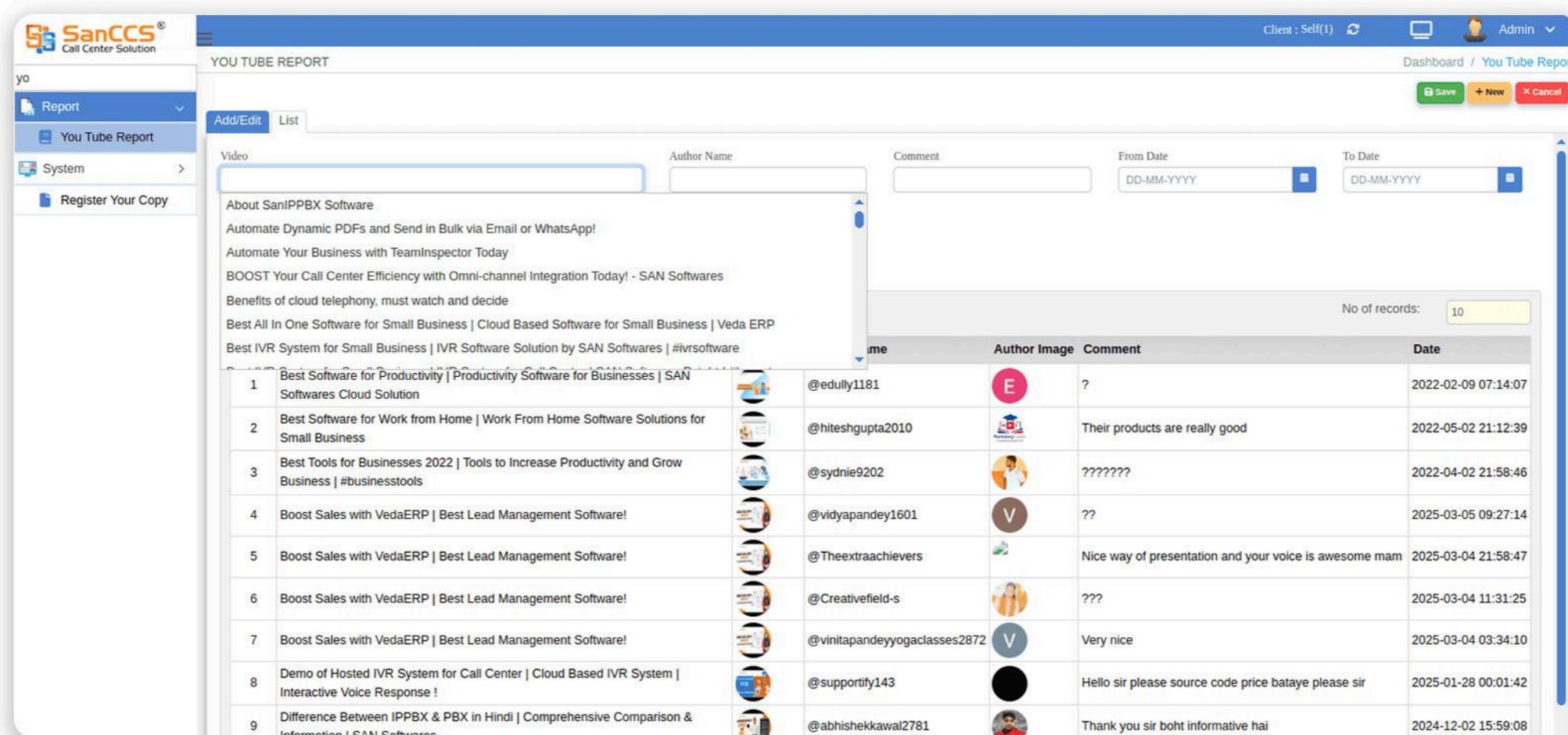
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REPORT SCHEDULER

- 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.

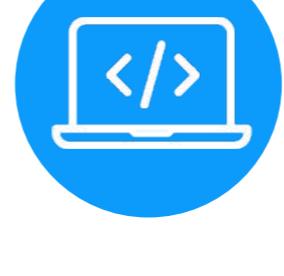
* Additional modules



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**Remote Extension****Remote Barging****Automated Attendant****Blacklists****Blind Transfer****Call Detail Records****Call Transfer****Call Monitoring****Call Conference****Call Routing****Music On Hold****Music On Transfer****Remote Office Support****Roaming Extensions****Route by Caller ID****SMS Messaging****Disposition Based Trigger (SMS/Email/WhatsApp/Call Back)****iFrame Integration****Auto Wrapup****SMS/Email/WhatsApp Templates****Dynamic Reports****Dynamic Dashboard**



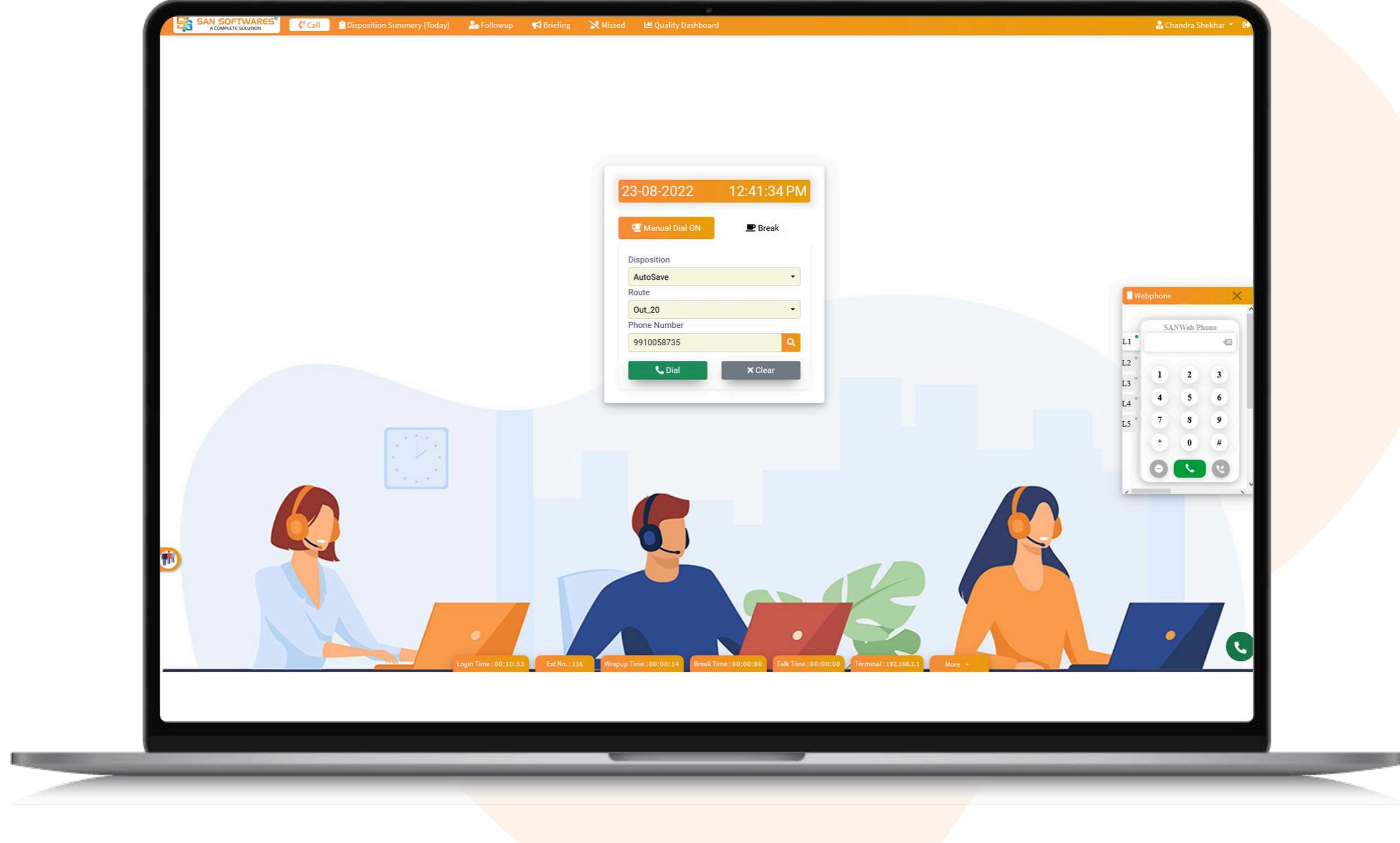
* Additional modules



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Facebook

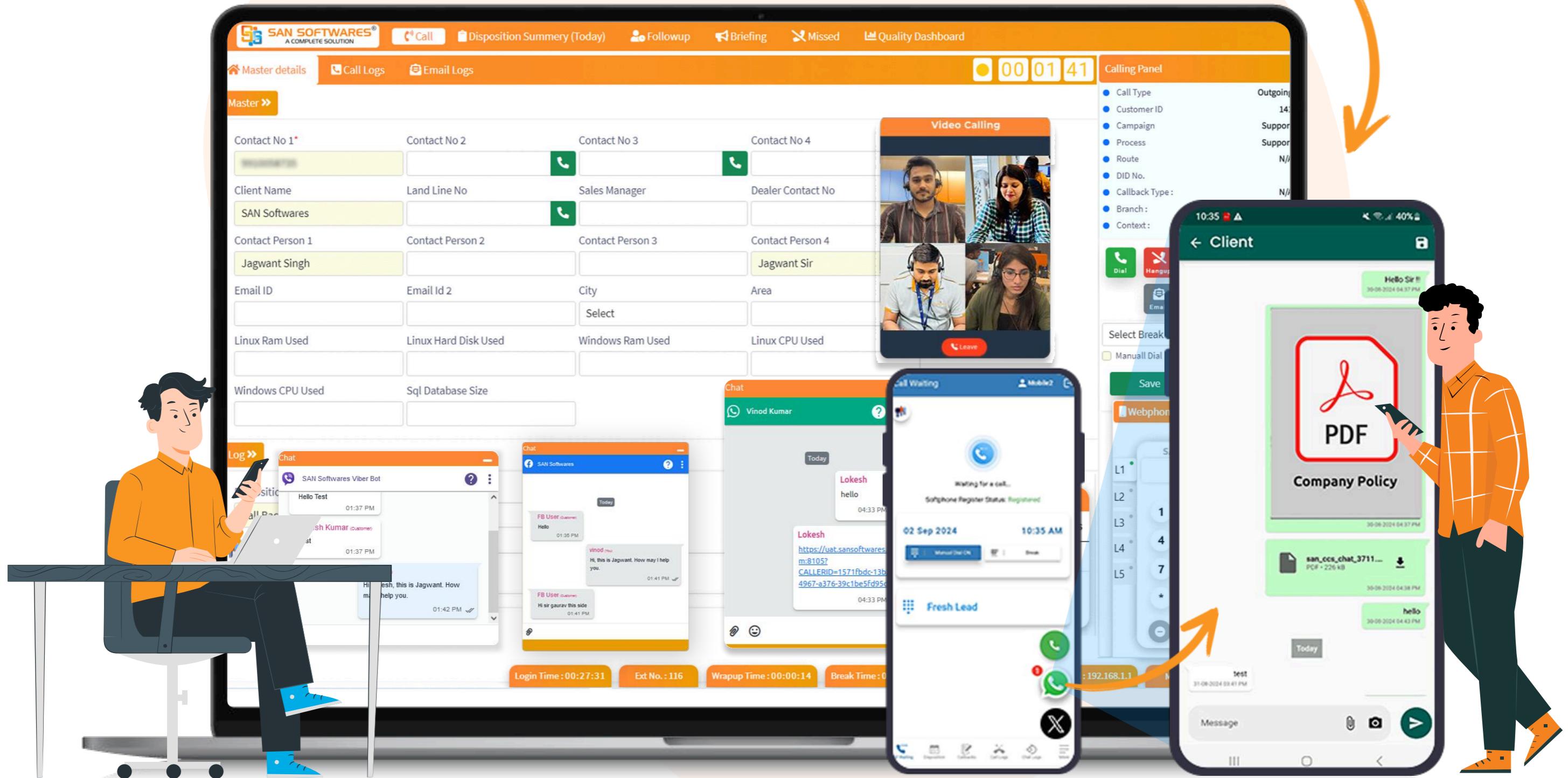
Chat

Twitter

Calling

Viber

WhatsApp



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The Admin Dashboard displays various performance metrics and agent status. Key statistics include:

- Total Agents: 11
- Call in Queue: 0
- Max Wait Time: 0
- ASA: 00:00:03
- Avg Wrapup: 00:00:28
- SLA: 61.23%
- Total Data: 81960
- Dailed Data: 81960
- Agent Disposed: 81195
- System Disposed: 0
- AHT: 00:03:40
- ACD: 0

Disposition Status:

Disposition	Count
Call back/Later	~10
Contacted 1	~10
Contacted 2	~720
Contacted 3	~450
Follow up - Date & Time	~20
Non Connected	~550

Agent Status:

Status Category	Percentage
Logged IN	~30%
Logged Out	~20%
Idle	~20%
On Break	~10%
Wrapup	~10%

Legend for Agent Status:

- Logged IN
- Logged Out
- Idle
- On Break
- Wrapup
- Incoming
- Outgoing
- Manual
- Hold
- Manual On
- Manual Off
- Ringing
- Missed
- Dialing
- Crm_Dialing
- Admin_Logout
- Auto_Logout
- Ext-Pause
- Ext-Unpause

AMS

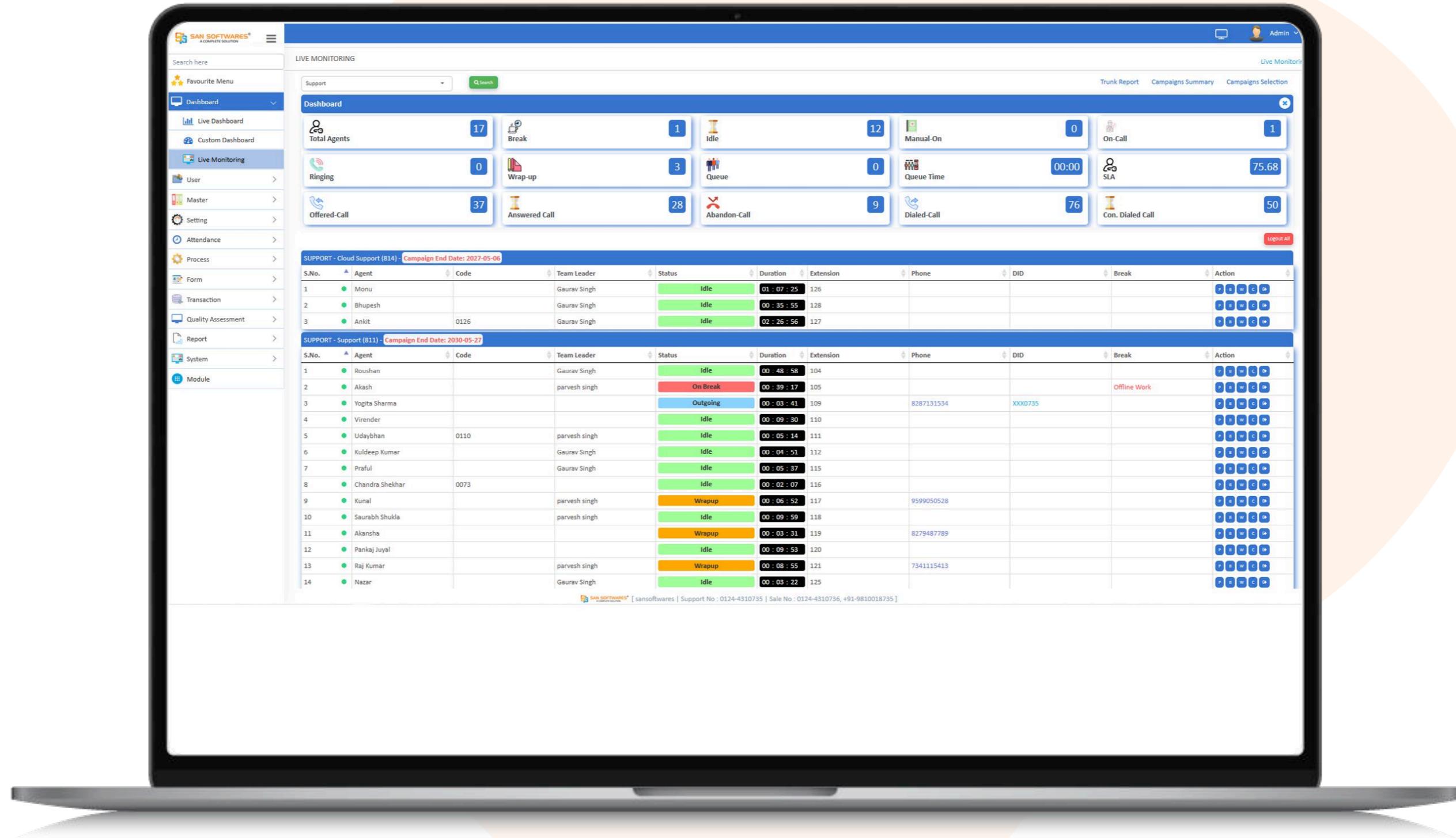
The AMS Reports section displays a detailed table of agent performance data. Key columns include:

Agent Name	Offered	Ans'd	Abnd	Outgoing Call	Con Outgoing Call	Break	Break2	Hold	Ring Time	Dialing Time	Idle Time	Incoming Time	Outgoing Time	Hold Time	Break2 Time	Break2 Time	Wrapup Time	Abnd Time	Total Talk	Staffed	Avg Talk	Login Count	Logout Count
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	00:55:16	07:00:05	00:02:14	1	1
Ankur Verma	47	44	3	0	0	1	3	0	00:02:41	00:00:00	00:46:56	03:12:51	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
Ashish Ral	92	89	3	0	0	5	0	0	00:05:06	00:00:00	06:22:10	05:35:32	00:00:00	00:00:00	00:42:25	00:00:00	00:31:53	00:00:00	05:35:32	12:34:41	00:03:46	5	0
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
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
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	00:30:21	00:00:01	00:00:00	00:00:00	00:31:04	00:00:08	3	0	
Mahima Ral	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	01:55:48	00:03:03	3	1
Navil 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
Priyanka Shukla	80	78	2	0	0	2	0	0	00:04:56	00:00:00	05:55:07	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
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
Shaloo Yadav	98	91	7	0	0	3	0	0	00:05:15	00:00:00	01:17:02	03:34:51	00:00:00	00:00:00	00:29:11	00:00:00	00:50:31	00:00:00	03:34:51	05:47:39	00:02:22	3	2
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
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	00:49:47	01:30:18	03:39:50	00:00:00	25:36:00	47:08:24	00:03:08	30	9

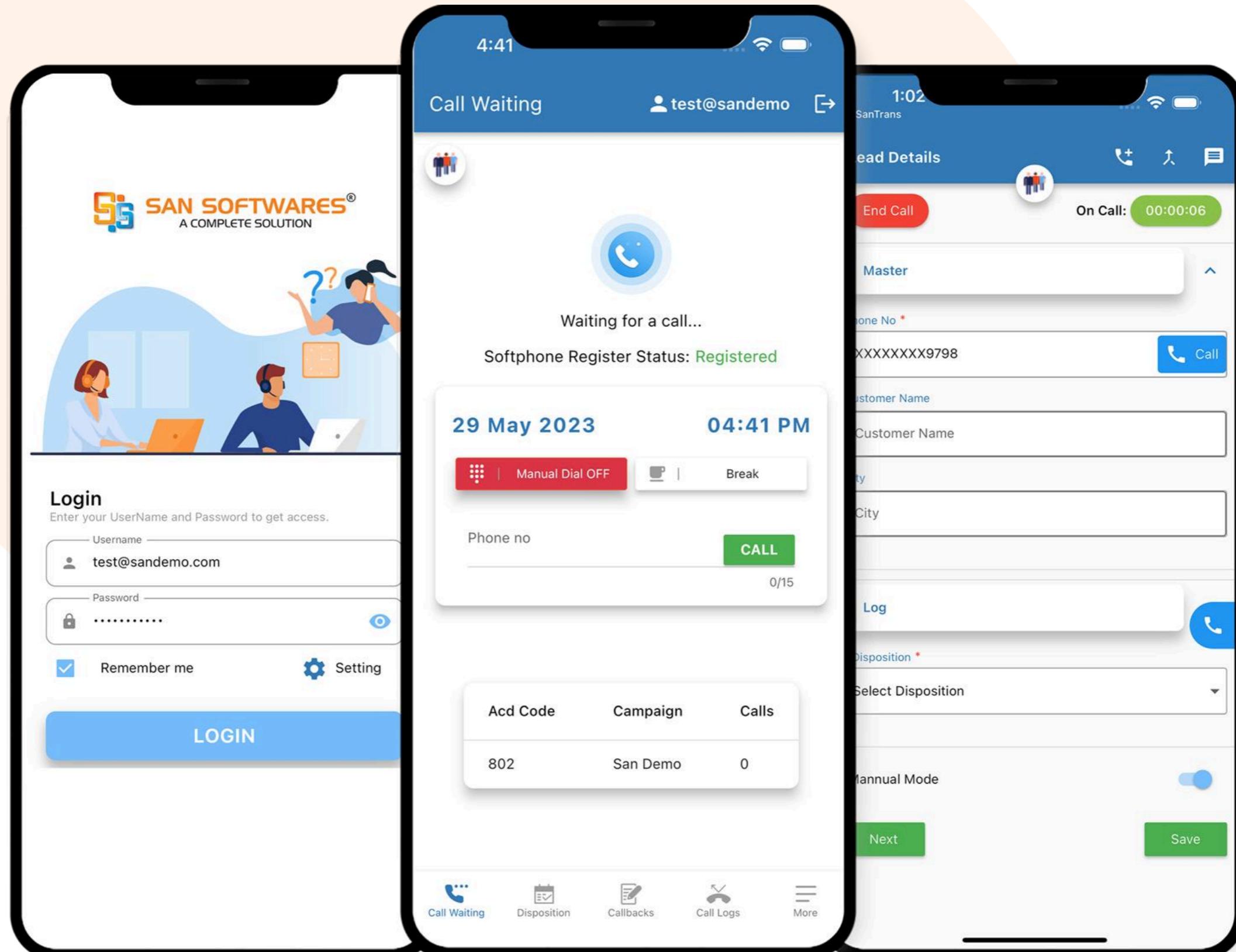
Report Date: 26/05/2022 00:00 To 26/05/2022 23:59

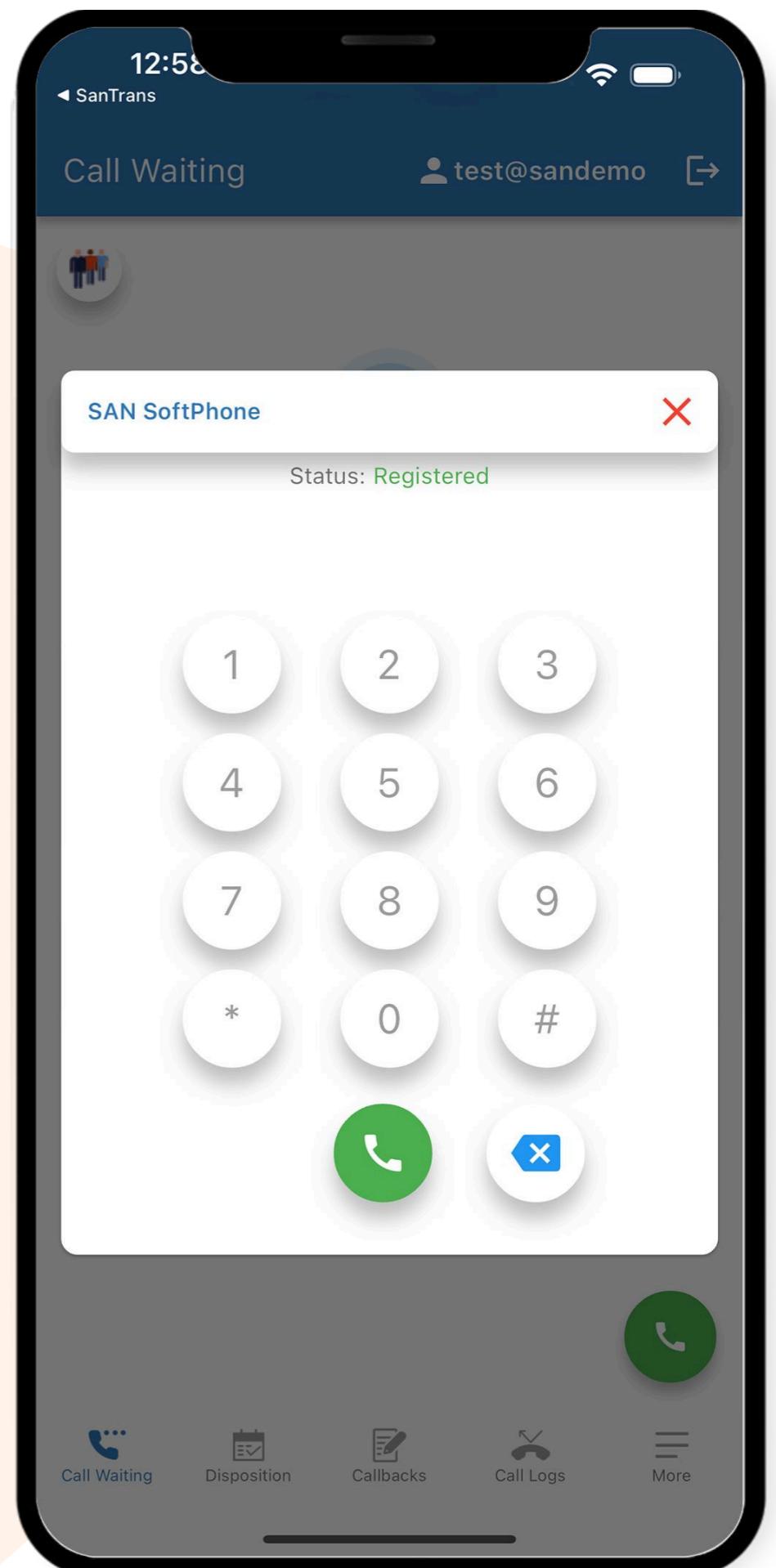
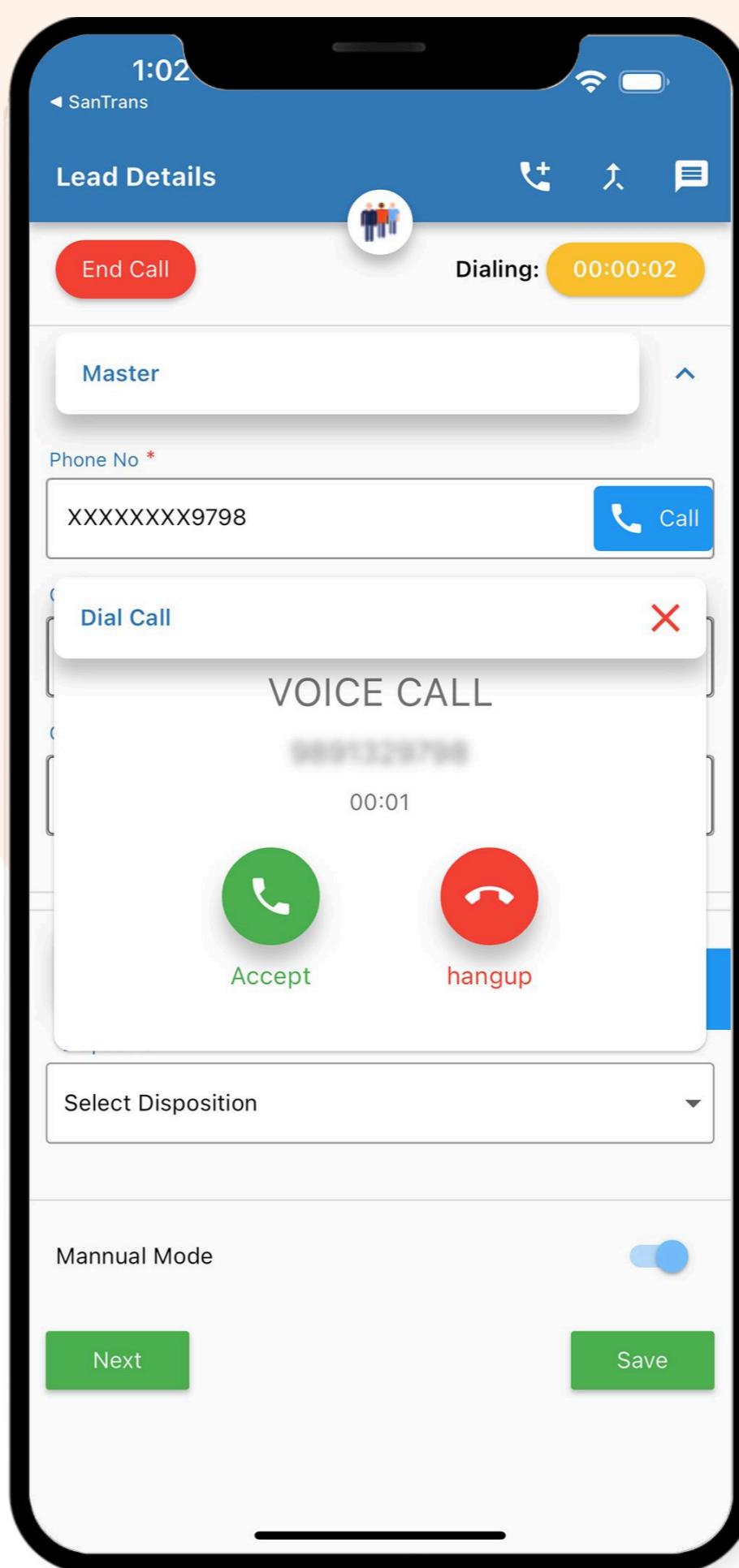
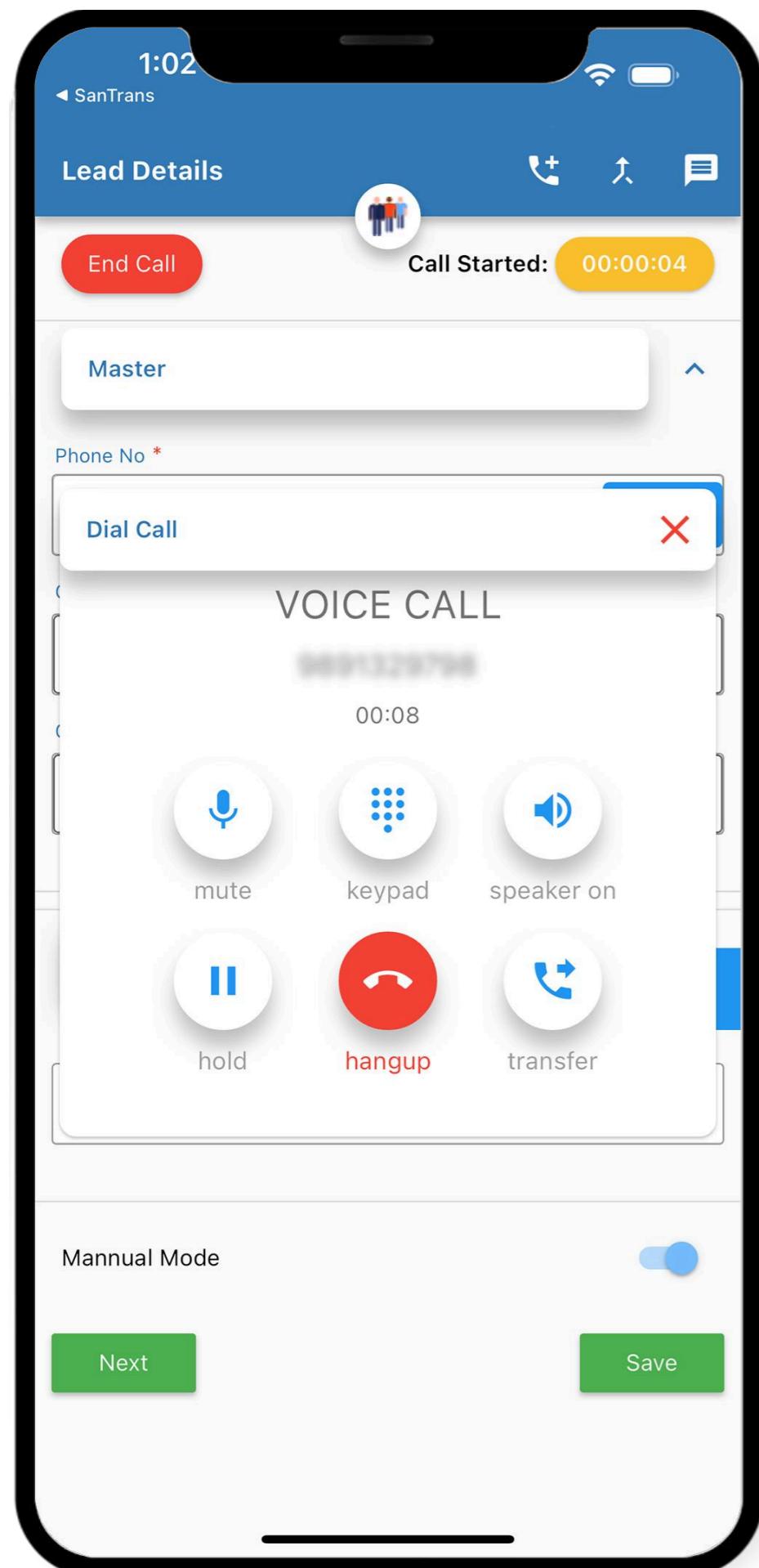


Live Monitoring



Mobile App





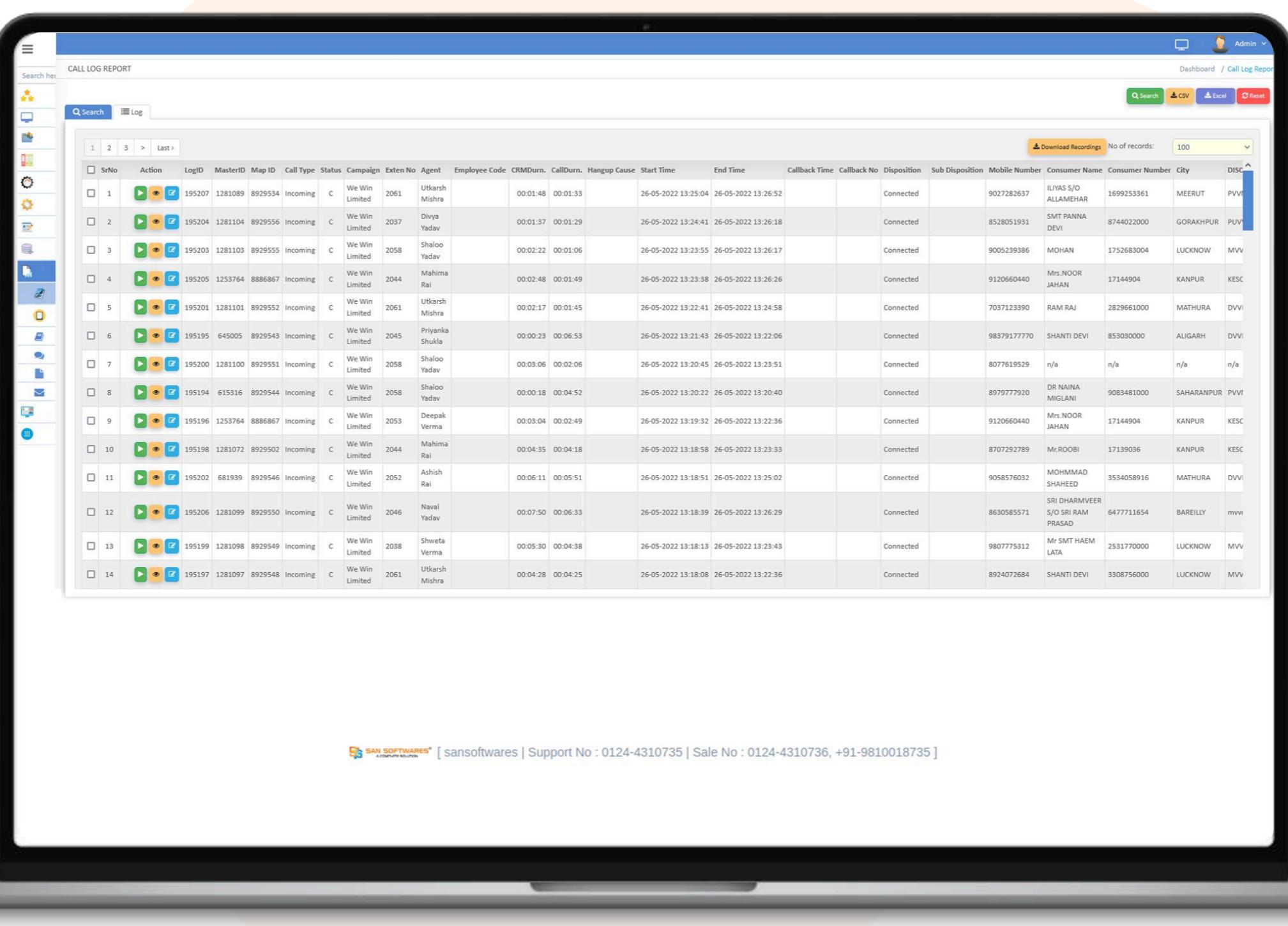
Available for Apple and Android



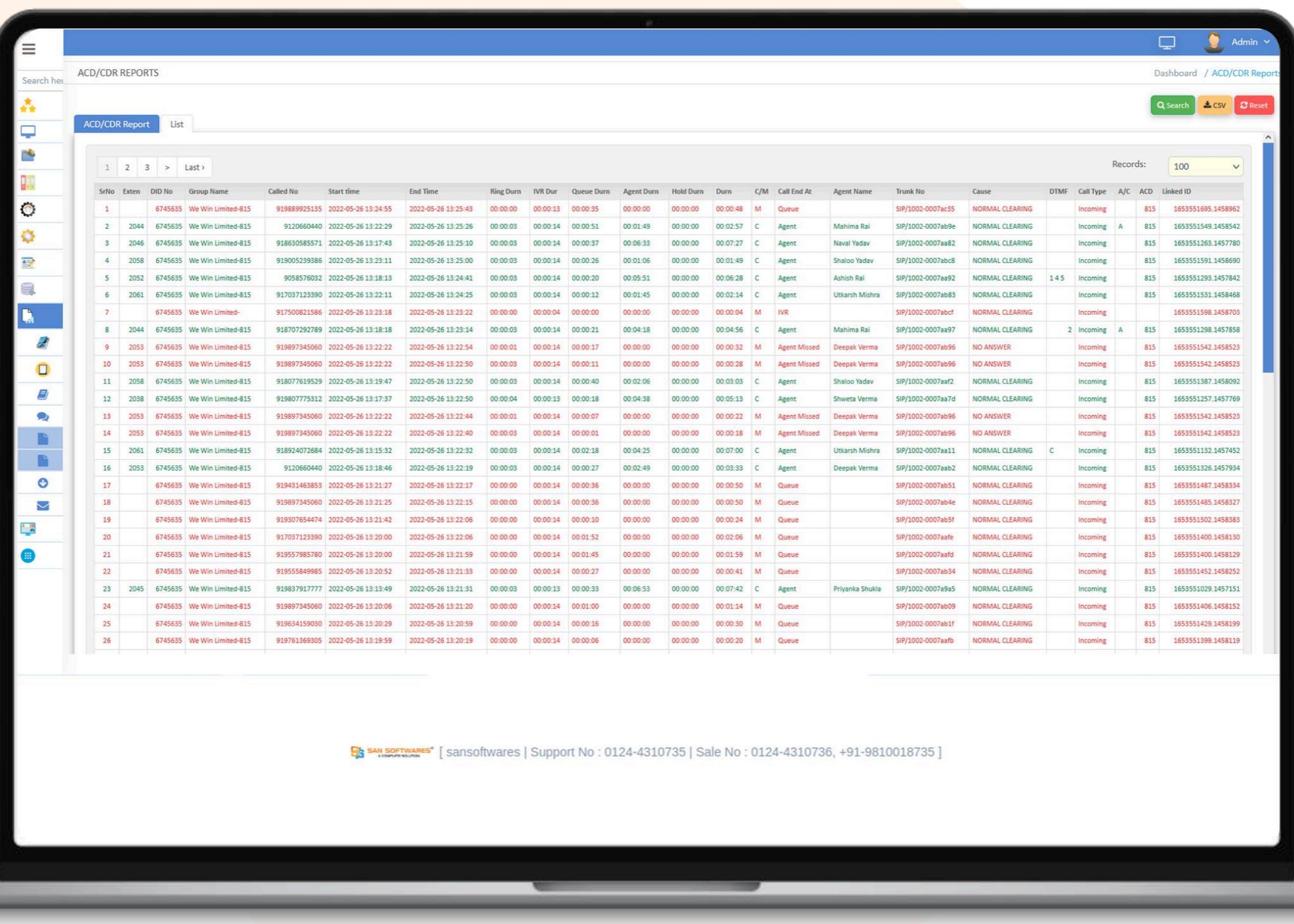
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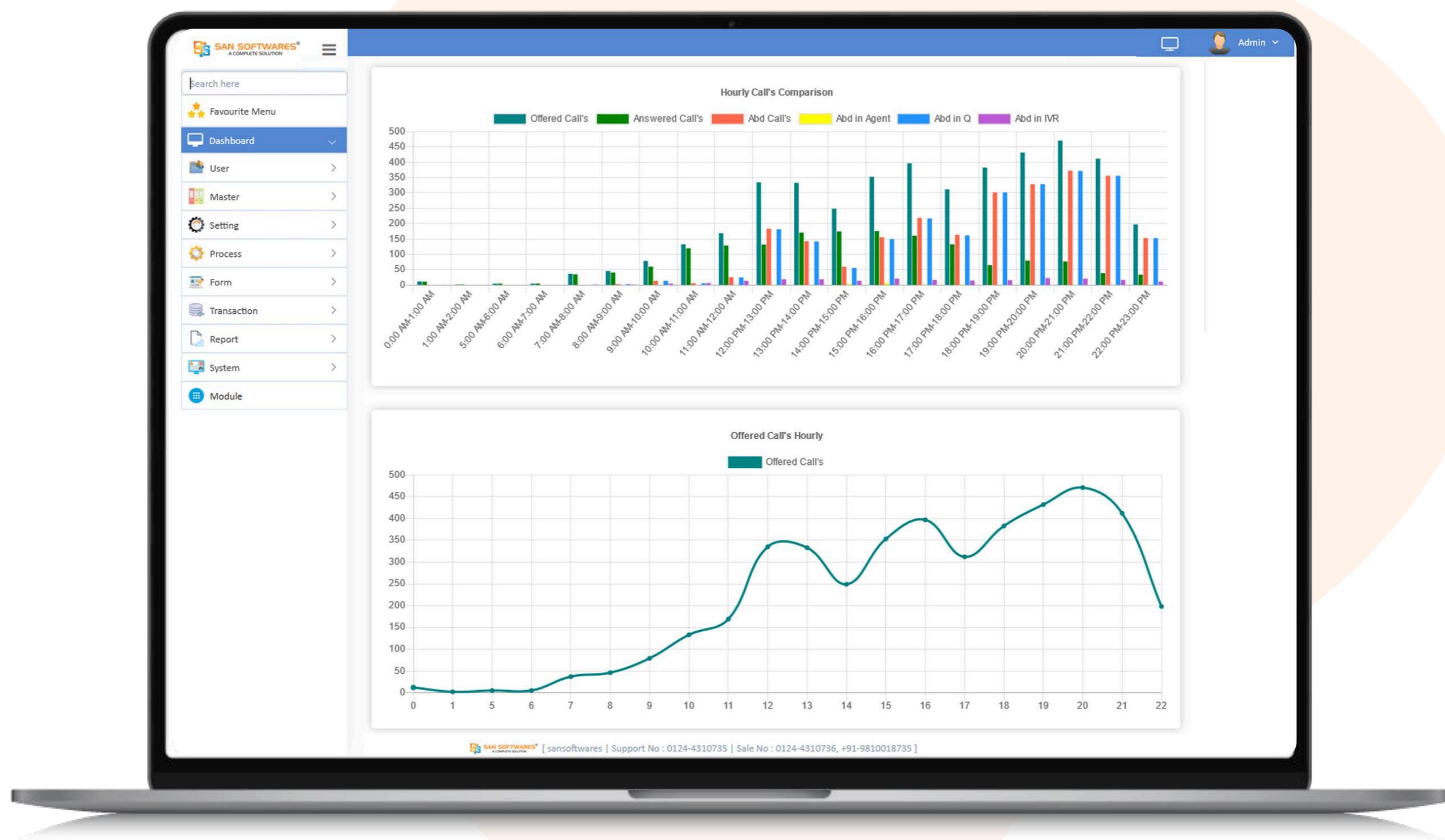
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CDR




Custom Dashboard



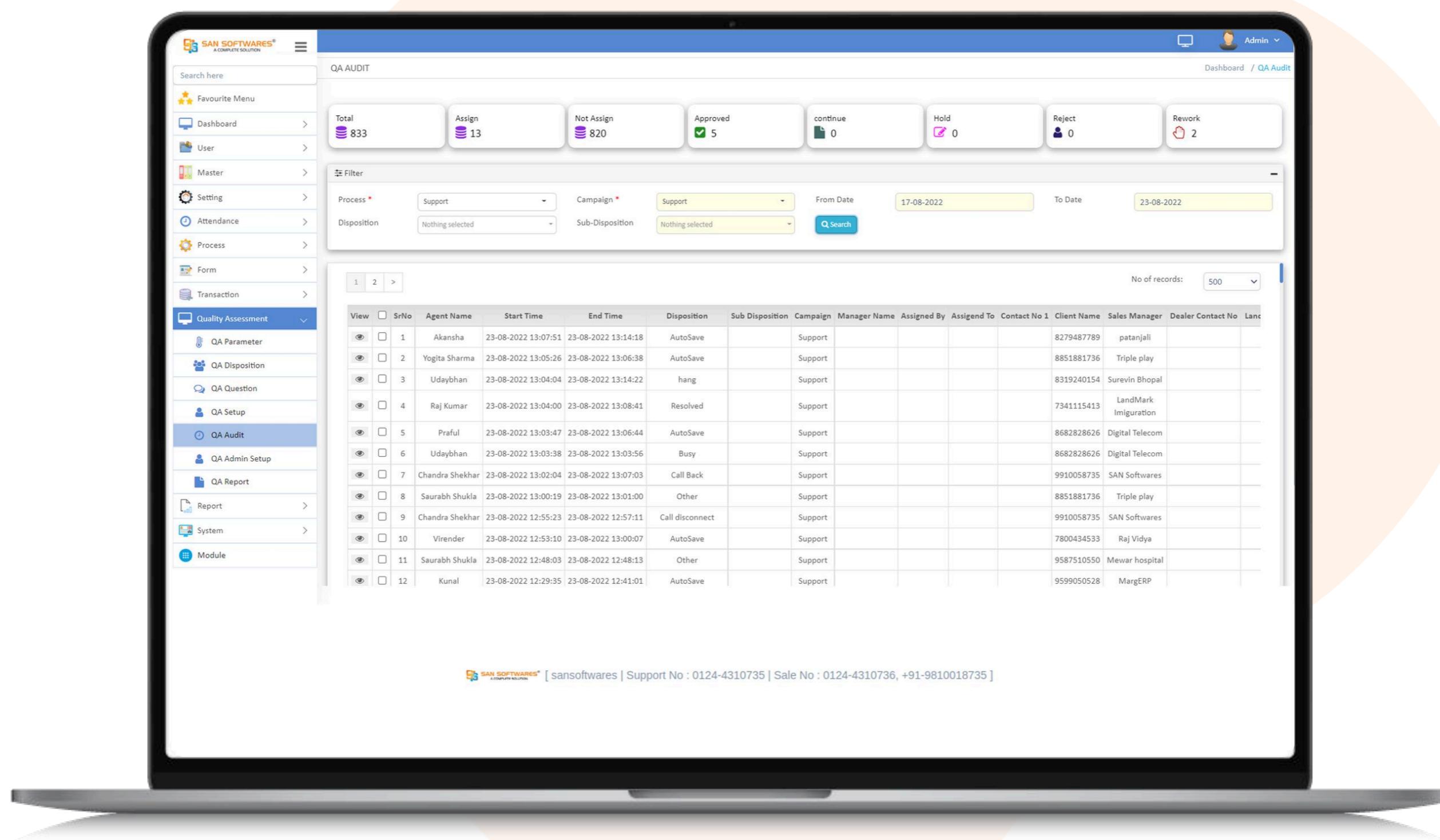
Import Data



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QA AUDIT

Total: 833 | Assign: 13 | Not Assign: 820 | Approved: 5 | continue: 0 | Hold: 0 | Reject: 0 | Rework: 2

Filter

Process: Support | Campaign: Support | From Date: 17-08-2022 | To Date: 23-08-2022

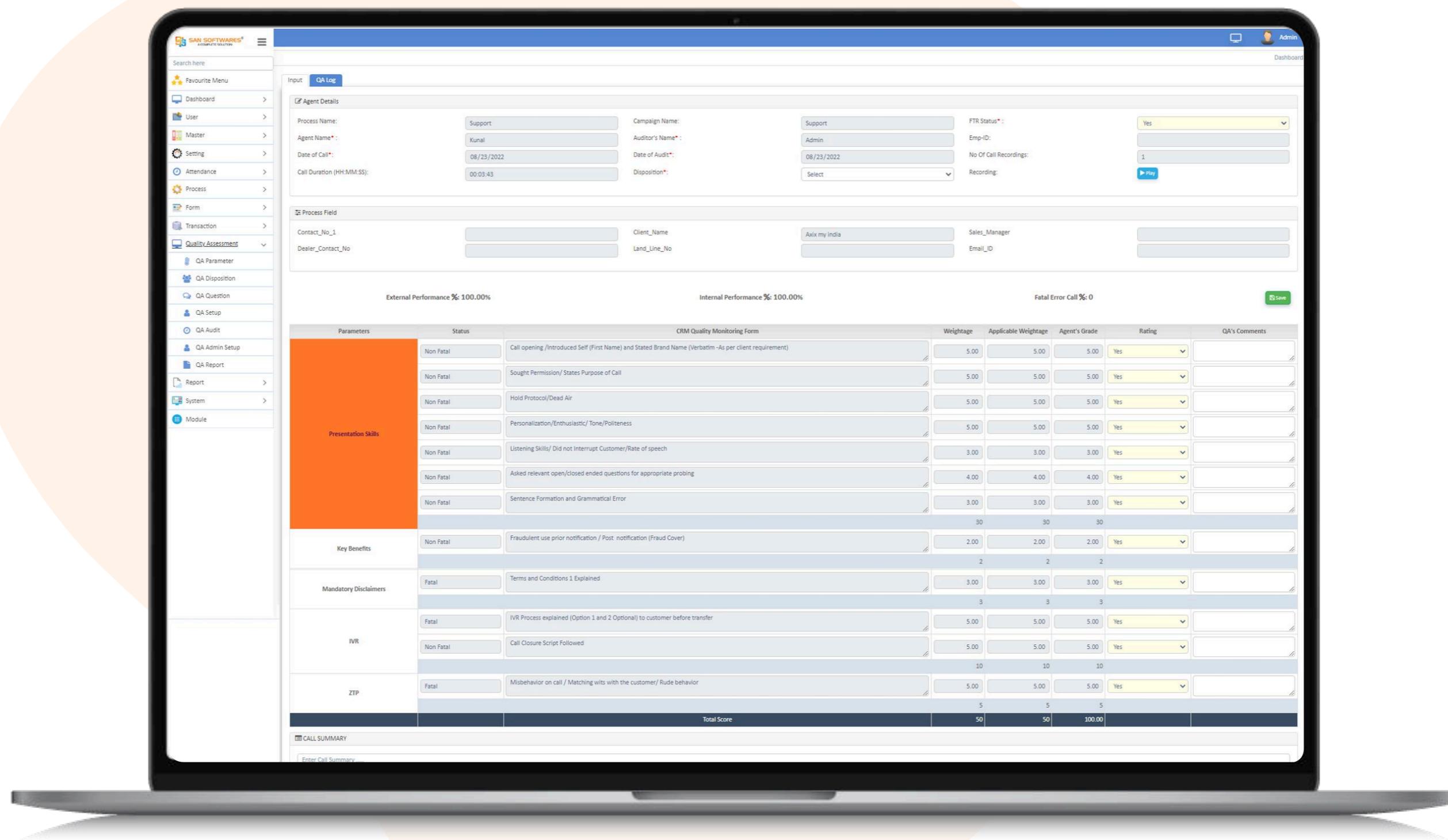
Disposition: Nothing selected | Sub-Disposition: Nothing selected

No of records: 500

SrNo	Agent Name	Start Time	End Time	Disposition	Sub Disposition	Campaign	Manager Name	Assigned By	Assigned To	Contact No 1	Client Name	Sales Manager	Dealer Contact No	Land
1	Akansha	23-08-2022 13:07:51	23-08-2022 13:14:18	AutoSave		Support				8279487789	patanjali			
2	Yogita Sharma	23-08-2022 13:05:26	23-08-2022 13:06:38	AutoSave		Support				8851881736	Triple play			
3	Udaybhan	23-08-2022 13:04:04	23-08-2022 13:14:22	hang		Support				8319240154	Surevin Bhopal			
4	Raj Kumar	23-08-2022 13:04:00	23-08-2022 13:08:41	Resolved		Support				7341115413	LandMark Immigration			
5	Praful	23-08-2022 13:03:47	23-08-2022 13:06:44	AutoSave		Support				8682828626	Digital Telecom			
6	Udaybhan	23-08-2022 13:03:38	23-08-2022 13:03:56	Busy		Support				8682828626	Digital Telecom			
7	Chandra Shekhar	23-08-2022 13:02:04	23-08-2022 13:07:03	Call Back		Support				9910058735	SAN Softwares			
8	Saurabh Shukla	23-08-2022 13:00:19	23-08-2022 13:01:00	Other		Support				8851881736	Triple play			
9	Chandra Shekhar	23-08-2022 12:55:23	23-08-2022 12:57:11	Call disconnect		Support				9910058735	SAN Softwares			
10	Virender	23-08-2022 12:53:10	23-08-2022 13:00:07	AutoSave		Support				7800434533	Raj Vidya			
11	Saurabh Shukla	23-08-2022 12:48:03	23-08-2022 12:48:13	Other		Support				9587510550	Mewar hospital			
12	Kunal	23-08-2022 12:29:35	23-08-2022 12:41:01	AutoSave		Support				9599050528	MargERP			

SAN SOFTWARES® [sansoftwares | Support No : 0124-4310735 | Sale No : 0124-4310736, +91-9810018735]

QA Audit Form



QA Log

Agent Details

Process Name: Support | Campaign Name: Support | FTR Status: Yes | Agent Name: Kunal | Auditor's Name: Admin | Emp-ID: 08/23/2022 | Date of Audit: 08/23/2022 | No Of Call Recordings: 1 | Date of Call: 08/23/2022 | Call Duration (HH:MM:SS): 00:03:43 | Disposition: Select | Recording: Play

Process Field

Contact_No_1	Client_Name	Axx my India	Sales_Manager
Dealer_Contact_No	Land_Line_No	Email_ID	

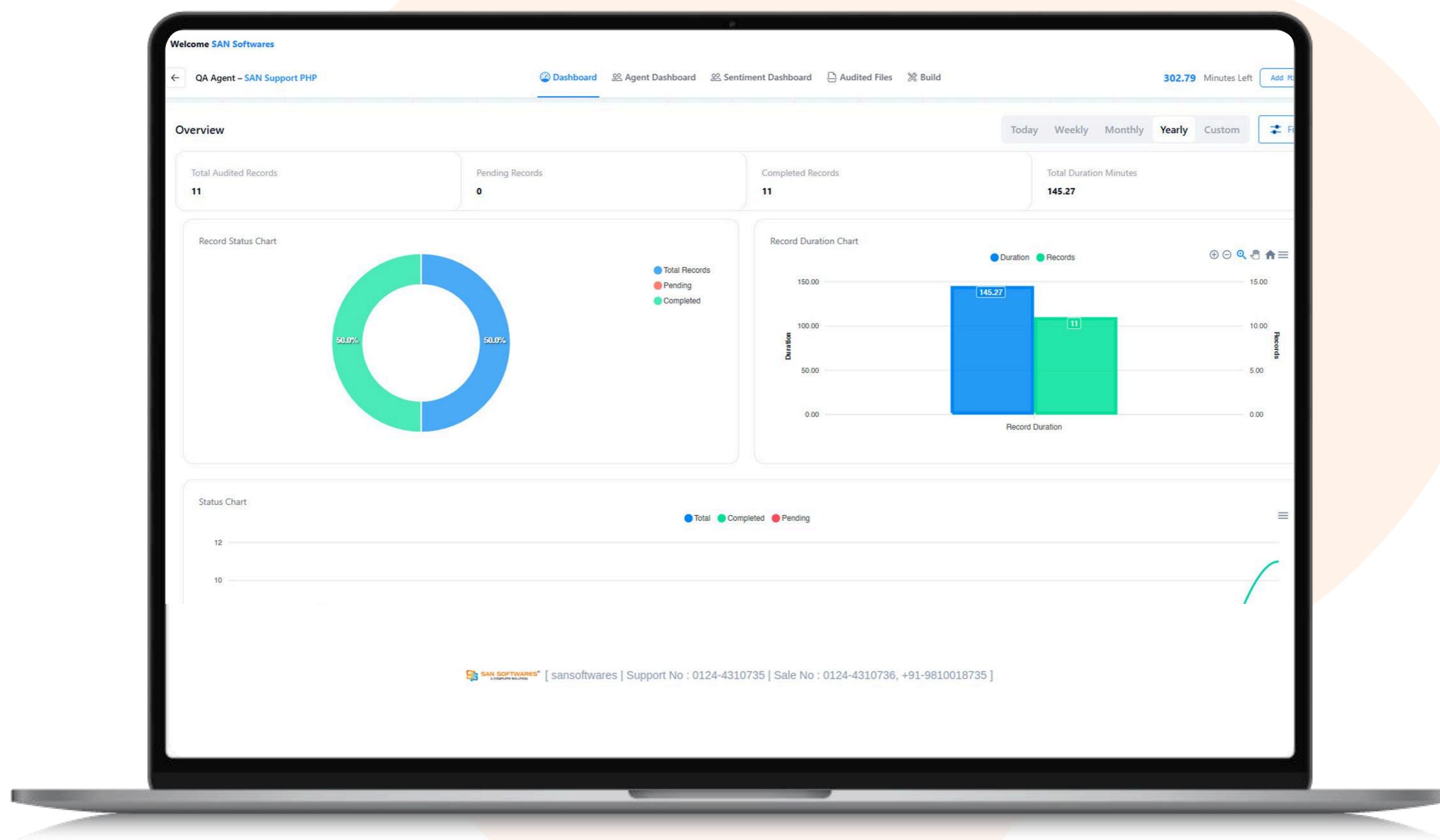
External Performance %: 100.00% **Internal Performance %: 100.00%** **Fatal Error Call %: 0**

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/Enthusiastic/ 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	
	Non Fatal		2	2	2		
Mandatory Disclaimers	Fatal	Terms and Conditions 1 Explained	3.00	3.00	3.00	Yes	
	Non Fatal	IVR Process explained (Option 1 and 2 Optional) to customer before transfer	5.00	5.00	5.00	Yes	
IVR	Fatal	Call Closure Script Followed	5.00	5.00	5.00	Yes	
	Non Fatal		10	10	10		
ZTP	Fatal	Misbehavior on call / Matching wits with the customer/ Rude behavior	5.00	5.00	5.00	Yes	
	Non Fatal		5	5	5		
		Total Score	50	50	100.00		

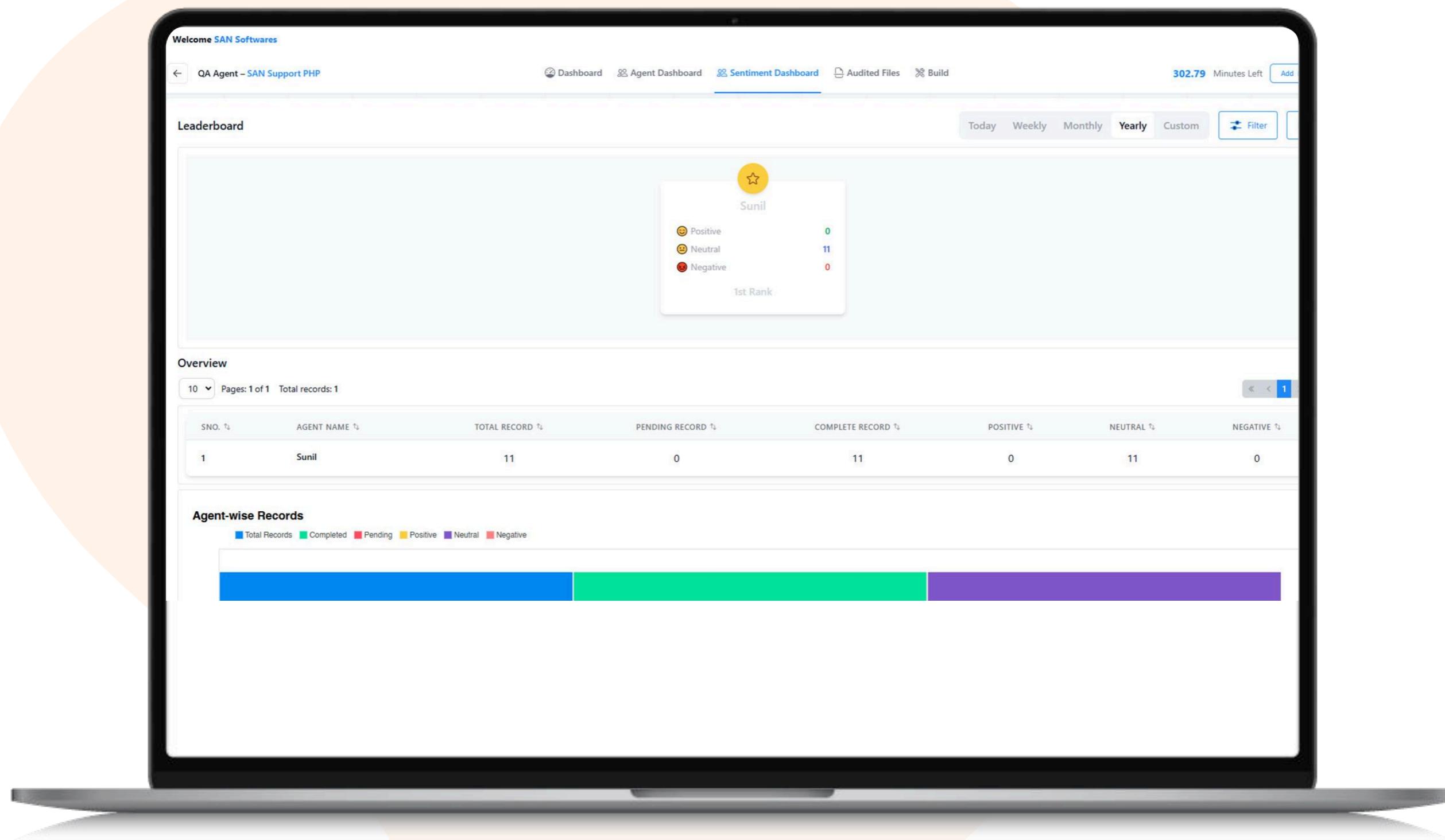
CALL SUMMARY

Enter Call Summary





Sentiment Dashboard





Global Assistance



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- *Thank you!* -



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