

A User Guide On -

Broadcast Campaign

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Broadcast Campaigns

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Broadcast Campaign List

Broadcast Campaign List 164

Create Broadcast Campaign

Pending Calls

Search By

| Campaign | Proactive | Time Setting | Report | Status |
|--|---|--------------------------|--|---|
| #23156 test 23-Jan-2024 11:50:28 AM More Info | 23-Jan-2024 11:50 AM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM | Dialed Fresh Retry | 3 3 0 Ans.By Agent Missed By Agent Ans. By Cust. Missed By Cust. | 1 0 2 1 Running Total Contacts 3 / 3 |
| #19660 Navratri Offer 20-Oct-2023 12:12:28 PM More Info | 20-Oct-2023 12:12 PM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM | Dialed Fresh Retry | 20701 20701 0 Ans.By Agent Missed By Agent Ans. By Cust. Missed By Cust. | 211 282 7368 13252 Stopped IDLE more than 1 Month Total Contacts 20720 / 20720 |

Check your Broadcast Campaigns under this section. This section gives you a brief overview of all the campaigns. There are various segments for every campaign like **Campaign, Time Setting, Report, and Status**.

Each segment is explained one by one in the upcoming slides.

Broadcast Campaign - More Info

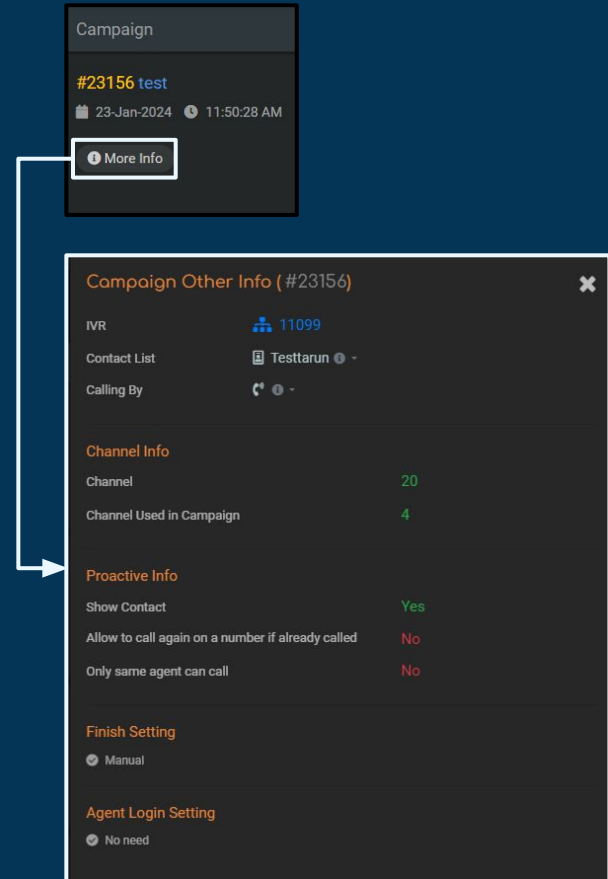
BROADCAST CAMPAIGN

Broadcast Campaign ID & Broadcast Campaign Name are used for easy search & specification of each campaign.

It shows the date and time of the campaign when it was created.

More Info-

- When you click on the “More Info” button, pop-up flashes on the screen.
- You can click on IVR ID as it can be clickable to see the IVR flow.
- By clicking on Agent, you can view the contact list used & segmentation applied.
- The name of the Group or Agents who are assigned to the campaign can be viewed.
- Agent login settings are displayed for a quick brief on the same page.



Broadcast Campaign - Time Settings

TIME SETTINGS

Here campaign is active from Monday to Friday and shows inactive on Sunday and Saturday.


- Day names highlighted are Active.
- Day names not highlighted are Inactive.

Set up time for campaigns when it's active. Like here 10 AM to 6 PM.

Time Setting

23-Jan-2024
11:50 AM

SUN MON TUE WED THU FRI SAT

 10:00 AM TO 6:00 PM

Broadcast Campaign - Report

REPORT

- Tooltip (i) added adjacent to report for quick brief of all status of calls.
- Counters for all the statuses keep updating in real-time with the progress of the campaign.

| Report ⓘ | | | |
|----------|---|-----------------|---|
| Dialed | 3 | Ans.By Agent | 1 |
| Fresh | 3 | Missed By Agent | 0 |
| Retry | 0 | Ans. By Cust. | 2 |
| | | Missed By Cust. | 1 |

Report

Dialed

Dialed call counts

Fresh

Fresh call count for calling

Retry

Retry call counts

Remaining

Remaining call counts

Answered

Answered call counts

Failed

Failed call counts

Broadcast Campaign - Status

Status of the Broadcast Campaign-

- **Running:** The campaign is active & running.
- **Paused:** The campaign is paused for a fixed time.
- **Completed:** The campaign is completed.
- **Stopped:** The campaign is stopped either forcefully by the user or completed as per campaign settings.
- **Done for the Day:** The campaign is paused for the day.

Campaign **PLAY** & Campaign **STOP**

- Useful to pause, play & stop the campaign.

Search

- A Popup will help to search date-wise calling information.

The image shows two screenshots from a software interface. The top screenshot, titled 'Status', displays a campaign in a 'Running' state. It includes a 'Total Contacts' bar showing '3 / 3' and a magnifying glass icon. Below this are two circular buttons with play and stop icons. Arrows from these buttons point to labels 'Campaign Play' and 'Campaign Stop'. The bottom screenshot is a search popup titled 'Search Wise Counter (#23156)'. It features date range filters ('From Date', 'To Date'), 'Reset', and 'Search' buttons. Below the filters is a table of campaign statistics.

| 3 / 3 | | |
|----------|-------------|-------------------|
| Dialed 3 | Remaining 0 | Ans. By Agent 1 |
| Fresh 3 | Fresh 0 | Missed By Agent 0 |
| Retry 0 | Retry 0 | Ans. By Cust. 2 |
| | | Missed By Cust. 1 |

Broadcast Campaign - Settings

Broadcast Campaign List 164

Create Broadcast Campaign

Pending Calls

Search By

| Campaign | Proactive | Time Setting | Report | Status |
|---|--|--------------------------|--|--|
| #23156 test 23-Jan-2024 11:50:28 AM More Info | 23-Jan-2024 11:50 AM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM | Dialed Fresh Retry | 3 3 0 | Running Total Contacts 3 / 3 Paused |
| #19660 Navratri Offer 20-Oct-2023 12:12:28 PM More Info | 20-Oct-2023 12:12 PM SUN MON TUE WED THU FRI SAT 10:00 AM TO 6:00 PM | Dialed Fresh Retry | 20701 20701 0 Missed By Cust. 13252 | Stopped IDLE more than 1 Month Total Contacts 20720 / 20720 |

Report
Edit
Update Live Call View
Allow on Quick Call
Dashboard
Push Report Webhook

The action button under the Status tab allows you to take the following actions:

- Report
- Edit
- Update Live Call View
- Allow on Quick Call
- Dashboard
- Push Report Webhook

Settings - Report

Call Log Report

Campaign #23156 (3)

139 Agent, 71 Group Selected

Jan 31 03:40 PM, 2024

Today

Detail Report

Excel

| Caller Number | Time | Agents | Master Agent/ Master Number | Call Duration | Queue Duration | Customer Duration | Total Talk Duration | Agent on Call Duration | Amount | Rec. | Status | Details |
|--|---|--------------|--|------------------|-------------------|----------------------|------------------------|---------------------------|--------|------|---|---------------------------|
| <div><div></div><div>Broadcast</div></div> | <div>🕒 11:50:54 AM</div> <div>📅 23/Jan/2024</div> | <div>1</div> | <div>#124</div> <div>Akash Kumar</div> | 00:00:32 | 00:00:02 | 00:00:32 | 00:00:14 | 00:00:14 | ₹ 0 | 🎵 | <div>Both Answered</div> <div>IVR Flow Finished</div> | <div>📘</div> <div>⋮</div> |
| <div><div></div><div>Broadcast</div></div> | <div>🕒 11:50:54 AM</div> <div>📅 23/Jan/2024</div> | <div>0</div> | | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | ₹ 0 | 🎵 | <div>Cust. Unans.</div> <div>Unanswered</div> | <div>📘</div> <div>⋮</div> |

Now, we will explain each of the above one by one-

Through this, you will get a detailed Call Log Report consisting of Caller Number, Date & Time of the Call, Clickable Agents Counter, Master Agent/Master Number, Call Duration, Queue Duration, Customer Duration, Total Talk Duration, Agent on Call Duration, Amount, Recording, Status and Details.

You can also download the report in Excel format.

Settings - Edit

The existing settings of the Broadcast are open here.

Edit the settings that are required and then save it to implement the changes.

test (#23156)

Update Campaign

Basic Settting

test

Choose Contact List (#31077) Testtarun

☐ Choose contacts of current date only
Calls will be initiated on contacts that are inserted or updated on the day of calling.


Priority Calling ⓘ

Contact Creation Time

☒ Ascending
Oldest created contacts will be called first.

☐ Descending
Latest created contacts will be called first.

Select IVR

 (#11099) Test IVR ⓘ

No. of Channel
(want to use in this campaign.)

020

4

Main CLI

Show Contact


☒

⊕ Advance Option

Settings - Update Live Call View

This is another shortcut to edit this live call view.

Click on UPDATE to see the changes.

 Update Live Call View (#23156)

mobile

LastName

email

FirstName

Address

☒

☒

☒

☒

☒

Cancel

UPDATE

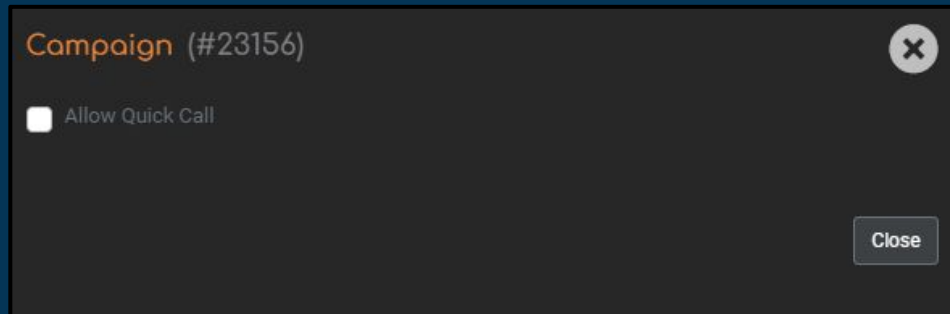
Settings - Allow on Quick Call

When allowed, the call made via quick call can be inserted into the chosen campaign.

Otherwise, the quick call logs are stored separately.

Only campaigns that are allowed on Quick Call get this facility.

This way your quick call contact gets linked with the existing campaign & saved in it.

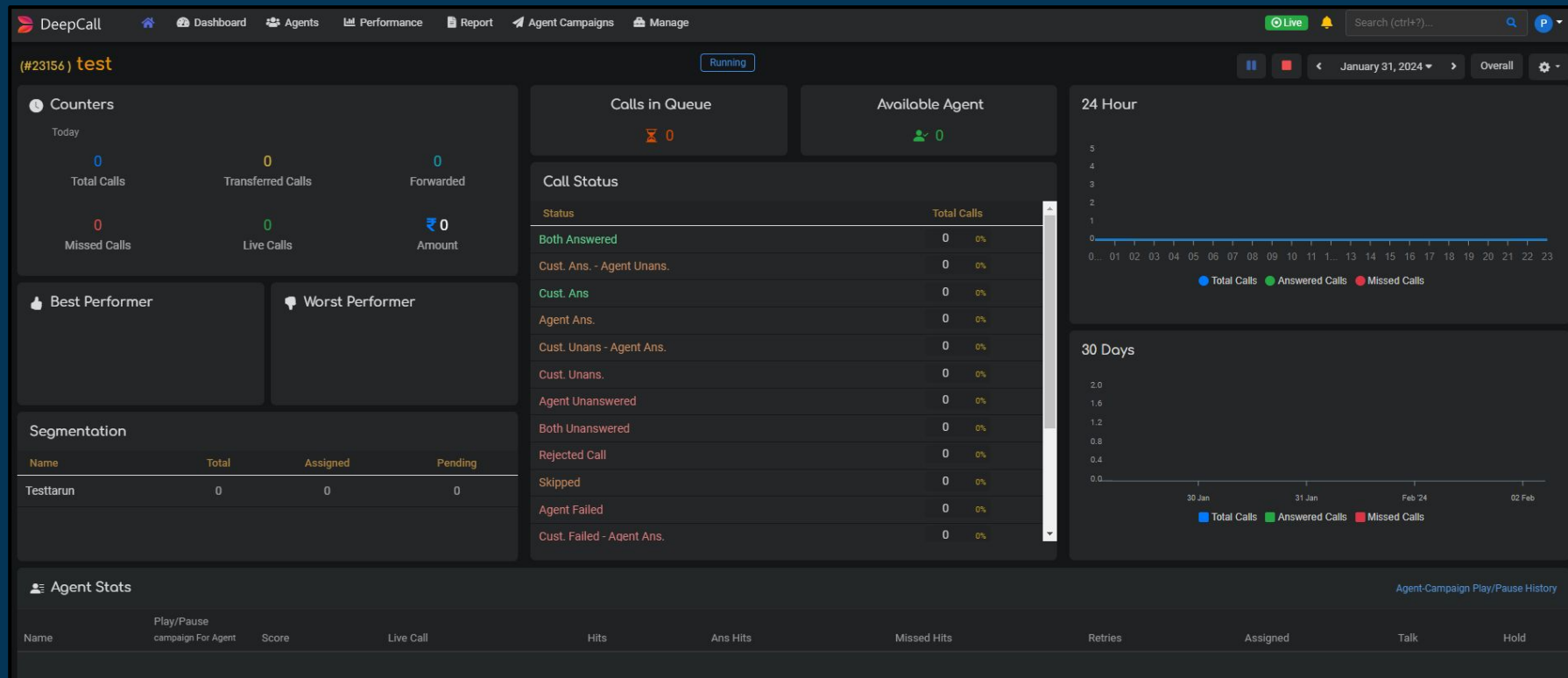


Campaign (#23156)

☐ Allow Quick Call

Close

Settings - Dashboard



Settings - Dashboard Cont'd

In this, we can have the view of the complete information for any broadcast campaign at one place like-

Counter: It contains parameters like Total Calls, Transferred Calls, Forwarded, Missed Calls, Live Calls, and Amount.

Best Performer & Worst Performer: The user can check who is the best and worst performer in the entire campaign.

Segmentation: In this, the user can check the segment on the basis of fields declared at the time of contact creation.

Call Status: In this, the user can check the status of the call, like how it was responded to.

Day Wise: In this, total calls, answered calls, and missed calls are tracked as per the date range selected.

Agent Stats: There are various parameters to check the Agent activity during the date range selected.

Calls In Queue: In this, the user can view the current status of calls in the queue to get real-time data.

Available Agent: From here, the user can check the status of Agents who are available or not on the call at the moment.

Settings - Push Report Webhook

Push report webhook helps users enable reports to be pushed to the user's platform.

Set Default Webhook by following the link.

Also, users can add more webhooks, and failed requests can be checked & added.

Search Filter to make the searching easy.

Push Report Webhook (#23156)

Choose Webhook from the following list. Report of the calls for this Campaign will be sent on the selected Webhook. You can also send report on the Default Webhook that you have chosen for Campaigns. You can set Default Webhook from this [link](#).

☒ Default

☐ `http://103.255.102.11:3095/api/BrandFactory/Coupon`

☐ `http://103.255.102.11:3095/api/BrandFactory/Coupon`

☐ `https://abhimanyusharmaaviral.com/`

☐ `https://nas1.alertsijon.in/welcome.php`

☐ `https://nas1.alertsijon.in/welcome_fail.php`

☐ `https://s-ct3.sarv.com/v2/Agent/timeLine1`

☐ `https://s-ct3.sarv.com/v2/callAnalysis/webhook`

Cancel

Submit

Create Broadcast Campaign

Campaign Title

Write your campaign's title here.

Choose Contact List

Select the contact list for your campaign.

Choose contacts of current date only.

If this box is checked, calls will be initiated on Contacts that are inserted or updated on the day of calling.

Priority Calling

In this, the user is provided with the option to call in order of priority, here 1 is considered the highest priority, and 10 is considered the least priority.

- **Ascending:** In this, the priority will be given to the contacts in the order of 1 - 10, where 1 is a high priority and 10 is the least priority.
- **Descending:** In this, the priority will be given to the contacts in the order of 10 - 1, where 10 is the least priority and 1 is the high priority.

The screenshot shows a web interface for creating a broadcast campaign. At the top, there's a title 'Create Broadcast Campaign' with a speaker icon on the left and a 'Save Campaign' button on the right. Below the title is a section labeled 'Basic Setting'. Inside this section, there's a text input field for 'Campaign Title'. Below that is a 'Choose Contact List' section with a 'Select' button. Further down is a checkbox labeled 'Choose contacts of current date only' with a subtext: 'Calls will be initiated on contacts that are inserted or updated on the day of calling.' At the bottom is a 'Priority Calling' section with a dropdown menu and two radio button options: 'Ascending' (selected) with the subtext 'Oldest created contacts will be called first.', and 'Descending' with the subtext 'Latest created contacts will be called first.'

Create Broadcast Campaign - cont'd

Select IVR

Select the IVR flow that is saved in your account.

Create IVR

Click on this if you want to create a new IVR flow.

No. of Channel

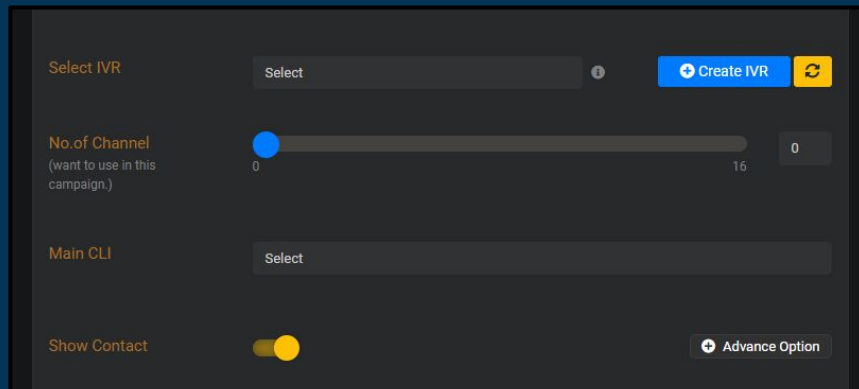
You can slide the toggle bar to the right to select the no. of channels in the campaign.

Main CLI

Choose the Main CLI from the drop-down menu from which the call will be made to the contact

Show Contact

You can decide whether to show the contact or hide it for privacy.



The screenshot displays a dark-themed form for creating a broadcast campaign. It includes the following elements:

- Select IVR:** A dropdown menu with the text 'Select' and an information icon. To its right are two buttons: a blue 'Create IVR' button with a plus icon and a yellow button with a refresh icon.
- No. of Channel:** A slider control with a blue handle. The text below the slider reads '(want to use in this campaign.)'. The range is from 0 to 16, with the current value set to 0.
- Main CLI:** A dropdown menu with the text 'Select'.
- Show Contact:** A toggle switch that is currently turned on (yellow). To its right is a button labeled 'Advance Option' with a plus icon.

Create Broadcast Campaign - cont'd

Advance Option

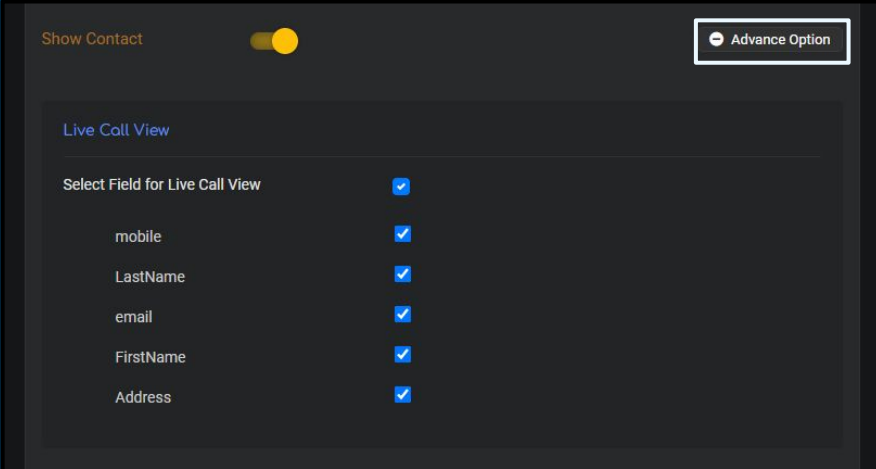
You can select the “Advance Option” tab to add more features in creating the Broadcast Campaign.

Live Call View

The contact list linked with the campaign carries multiple columns/custom fields.

All those fields will appear, choose from the list.

Chosen fields will be visible to an agent in the Contact form & the rest will remain hidden.



The screenshot shows a dark-themed interface for configuring a broadcast campaign. At the top, there is a toggle switch labeled "Show Contact" which is turned on. To the right of the toggle is a button labeled "Advance Option" with a left-pointing arrow. Below this, the section is titled "Live Call View". Underneath the title, there is a heading "Select Field for Live Call View" followed by a list of fields, each with a blue checkmark in a box to its right:

| Select Field for Live Call View | |
|---------------------------------|-------------------------------------|
| mobile | <input checked="" type="checkbox"/> |
| LastName | <input checked="" type="checkbox"/> |
| email | <input checked="" type="checkbox"/> |
| FirstName | <input checked="" type="checkbox"/> |
| Address | <input checked="" type="checkbox"/> |

Create Broadcast Campaign - cont'd

Agent Setting

Group

Groups will be displayed in a dropdown to choose from the list.

Initiate calls per available agent

You can select the number of calls to be initiated per available agent.

Wrap Up Duration

This is the interval between the two calls.

Apply Agent Login Filter

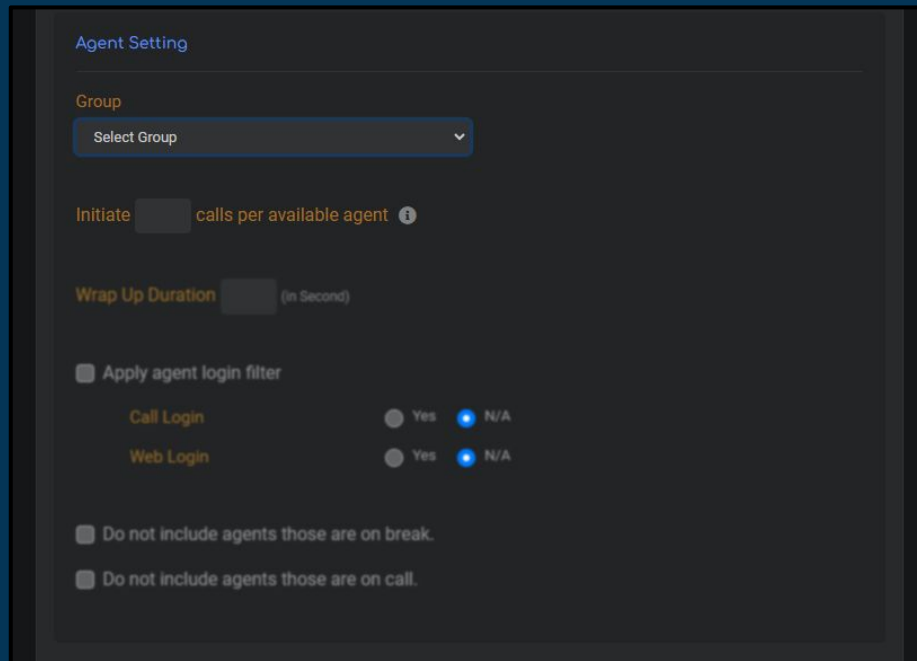
- **Call Login:** For calls to connect to the agent set whether call login is required or not.
- **Web Login:** For calls to connect to agent set whether web login is required or not.

Do not include agents those are on break

You can select to consider the Agents those are on break.

Do not include agents those are on call

You can select to consider the Agents those are on call.



The screenshot shows the 'Agent Setting' form with the following fields and options:

- Group:** A dropdown menu with the text 'Select Group' and a downward arrow.
- Initiate:** A numeric input field followed by the text 'calls per available agent' and an information icon.
- Wrap Up Duration:** A numeric input field followed by the text '(in Second)'.
- Apply agent login filter:** A checkbox that is currently unchecked.
- Call Login:** Two radio buttons, 'Yes' (unchecked) and 'N/A' (checked).
- Web Login:** Two radio buttons, 'Yes' (unchecked) and 'N/A' (checked).
- Do not include agents those are on break:** A checkbox that is currently unchecked.
- Do not include agents those are on call:** A checkbox that is currently unchecked.

Create Broadcast Campaign - cont'd

Retry Setting

Allow to Call again on a number if already called

- Retry Applicable From
 - Choose to set up the retry from the date you wish to do so.
- Automatic Retry
 - Enable automatic retry, you can select from multiple categories.
 - Set retry count

The screenshot shows a 'Retry Setting' configuration window. At the top, the title 'Retry Setting' is displayed. Below it, there is a checkbox labeled 'Allow to call again on a number if already called.' which is checked. Underneath, the 'Retry Applicable From' field is set to '01/31/2024 06:33 PM' with a calendar icon. The 'Automatic Retry' checkbox is also checked. Below this, the 'Retry On' section contains two columns of checkboxes for various call statuses. The first column includes: All Calls, Both Answered, Cust. Ans, Agent Unanswered, Both Unanswered, Rejected Call, Agent Failed, Cust. Failed, Agent Busy, and Cust. Unans - Agent Busy. The second column includes: Cust. Ans. - Agent Unans., Cust. Unans - Agent Ans., Cust. Unans., Agent Ans., Skipped, Cust. Failed - Agent Ans., Cust. Ans - Agent Failed, and Cust. Ans - Agent Not Found. At the bottom, the 'Retry Count' field is shown as an empty input box.

Retry Setting

Allow to call again on a number if already called. ☒

Retry Applicable From 01/31/2024 06:33 PM

☒ Automatic Retry

Retry On

| | |
|---|--|
| <input type="checkbox"/> All Calls | <input type="checkbox"/> Cust. Ans. - Agent Unans. |
| <input type="checkbox"/> Both Answered | <input type="checkbox"/> Cust. Unans - Agent Ans. |
| <input type="checkbox"/> Cust. Ans | <input type="checkbox"/> Cust. Unans. |
| <input type="checkbox"/> Agent Unanswered | <input type="checkbox"/> Agent Ans. |
| <input type="checkbox"/> Both Unanswered | <input type="checkbox"/> Skipped |
| <input type="checkbox"/> Rejected Call | <input type="checkbox"/> Cust. Failed - Agent Ans. |
| <input type="checkbox"/> Agent Failed | <input type="checkbox"/> Cust. Ans - Agent Failed |
| <input type="checkbox"/> Cust. Failed | <input type="checkbox"/> Cust. Ans - Agent Not Found |
| <input type="checkbox"/> Agent Busy | |
| <input type="checkbox"/> Cust. Unans - Agent Busy | |

Retry Count

Create Broadcast Campaign - cont'd

Timing

Week Days

- Choose weekdays for which the campaign will remain active.

Working Hours

- Time duration on chosen weekdays when the campaign is active.

Start Date

- The Calendar appears to choose the start date and time.

End Date

- The Calendar appears to choose the end date and time.

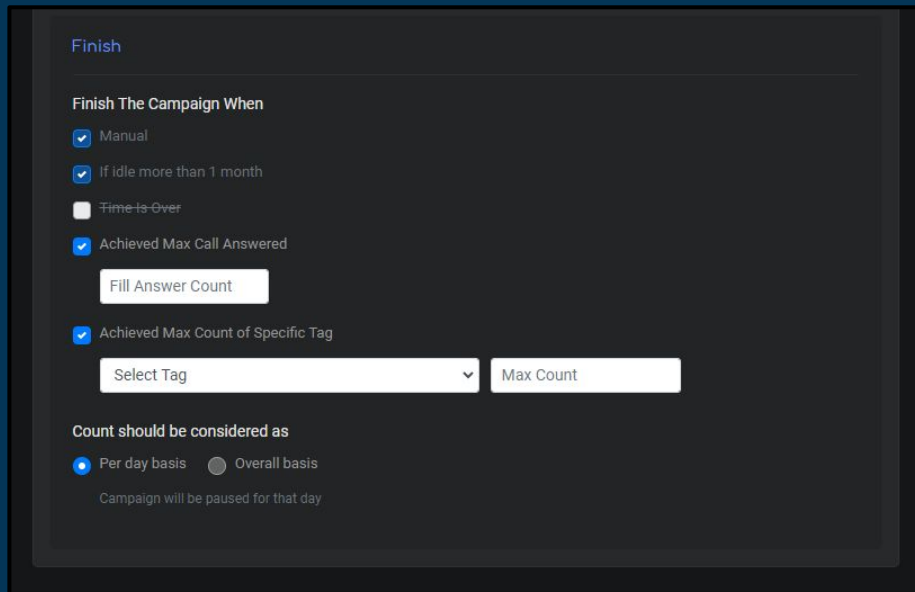
The screenshot shows a 'Timing' configuration panel with the following sections:

- Week Days:** A row of buttons for SUN, MON, TUE, WED, THU, FRI, and SAT. MON, TUE, WED, THU, and FRI are highlighted in blue.
- Working Hours:** Two input fields for hours and minutes, separated by 'TO'. The first field shows '10 Hour' and '0 Minute', and the second shows '18 Hour' and '0 Minute'.
- Start Date:** A date and time picker showing '01/31/2024 06:33 PM' with a calendar icon.
- End Date:** A date and time picker showing 'Date' with a calendar icon.
- Footer:** A small note stating 'If selected time is less than current time then we will use current time.'

Create Broadcast Campaign - cont'd

Confirm the Finish Settings of the campaign-

- **Manual:** The Campaign needs to be paused/stopped manually.
- **If Idle for more than 1 Month:** In this case, after 1 month, the campaign will be stopped automatically.
- **Time is Over:** If the end time is set then the campaign will be finished on the decided date & time.
- **Achieved Max Call Answered:** Fill in the counter of calls, the user wants to set for agents. Once this is achieved the campaign will be marked Finished.
- **Achieved Max Count of Specific Tag:** Set up the counter of any tag. Agents mark the call records with the tag & once the counter is reached, the campaign will be stopped by the system automatically.



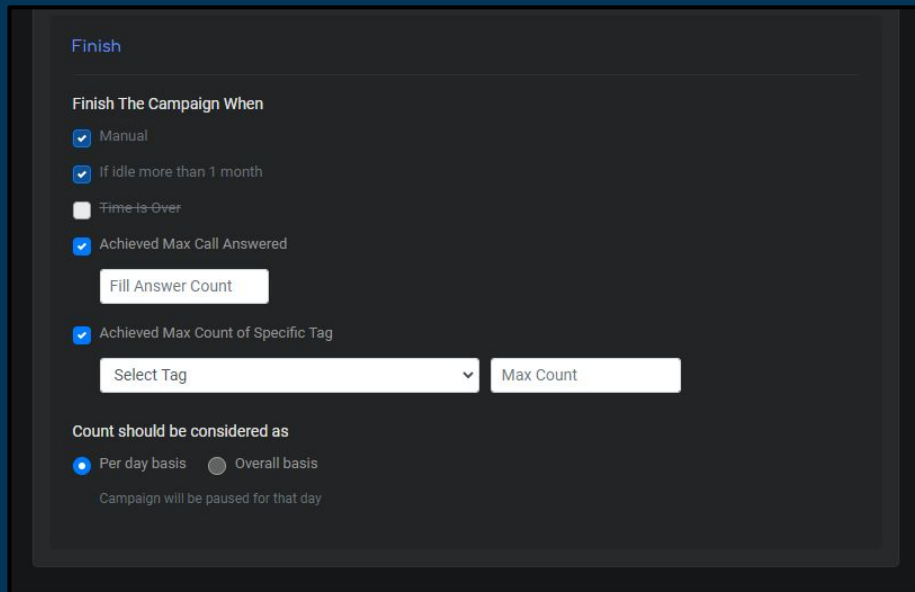
The screenshot shows a 'Finish' configuration window with the following elements:

- Finish The Campaign When:**
 - ☒ Manual
 - ☒ If idle more than 1 month
 - ☐ Time Is Over
 - ☒ Achieved Max Call Answered
 - Fill Answer Count
 - ☒ Achieved Max Count of Specific Tag
 - Select Tag (dropdown menu)
 - Max Count (input field)
- Count should be considered as:**
 - ☒ Per day basis
 - ☐ Overall basis
- Campaign will be paused for that day

Create Broadcast Campaign - cont'd

The count should be considered as

- **Per Day Basis:** Max call counter to be considered on a day basis.
- **Overall Basis:** When the added count of calls is achieved, the campaign will be stopped.



The screenshot shows a 'Finish' configuration screen for a broadcast campaign. It includes several options for when to finish the campaign, with checkboxes for 'Manual', 'If idle more than 1 month', 'Time Is Over', 'Achieved Max Call Answered', and 'Achieved Max Count of Specific Tag'. Below these are input fields for 'Fill Answer Count', 'Select Tag', and 'Max Count'. At the bottom, there are radio buttons for 'Per day basis' (selected) and 'Overall basis', with a note that the campaign will be paused for that day on the per-day basis.

Finish

Finish The Campaign When

- ☒ Manual
- ☒ If idle more than 1 month
- ☐ Time Is Over
- ☒ Achieved Max Call Answered
- ☒ Achieved Max Count of Specific Tag

Fill Answer Count

Select Tag Max Count

Count should be considered as

☒ Per day basis ☐ Overall basis

Campaign will be paused for that day