DeepCall

A User Guide On -

DeepCall Reports

Reports

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Call Log Report

Sarv.com   🏠   ⏱ Dashboard   👥 Agents   📊 Performance   📄 Report   ✈ Agent Campaigns   🧳 Manage

Call Log Report 4200   420 Agent, 86 Group Selected   ‹ Dec 7 10:24 AM, 2023 ›   Today   Date Range   🔍 Search By

📄 Detail Report   📞 Pending Calls ▾   📊 Excel   Excel Log ⓘ

Caller Number	Time	DID Number	Campaign	Agents	👤 Master Agent / Master Number	ⓘ Call Duration	Queue Duration	ⓘ Customer Duration	ⓘ Total Talk Duration	ⓘ Agent on Call Duration	Amount	Rec.	Status	Details
📞 Quick Call	🕐 10:11:57 am 📅 7/Dec/2023	🖧 #-1	#-1	1	#829 Nilabh Niraj	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	₹0	🎵	Cust. Unans - Agent Ans. IVR Flow Finished	ⓘ ⋮
📞 Quick Call	🕐 10:07:07 am 📅 7/Dec/2023	🖧 #-1	#-1	1	#829 Nilabh Niraj	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	₹0	🎵	Cust. Unans - Agent Ans. IVR Flow Finished	ⓘ ⋮
📞 Inbound	🕐 8:48:11 pm 📅 6/Dec/2023	🖧 #5707		0		00:00:18	00:00:00	00:00:18	00:00:00	00:00:00	₹0	🎵	Cust. Ans Caller Hangedup	ⓘ ⋮
📞 Inbound 📞💬➕ CallBack	🕐 6:11:05 pm 📅 6/Dec/2023	🖧 #5710		29	#11881 Vivek Mohan	00:02:16	00:00:44	00:02:16	00:00:00	00:01:23	₹0	🎵	Both Answered Caller Hangedup	ⓘ ⋮

Report - Call Log Report (User)

Call Log Report is where you can find all the necessary details about all the calls, campaigns, and agents from your call center. All the information is kept on one page for easy and quick access. That makes it a customer-centric solution.

You can analyze call reports from all your agents depending on the following parameters explained below:

Caller Number

- Customer mobile number.

- Clickable: Lead to the central "Directory" section for unique details.

- Type of Call: Inbound/QuickCall(Outbound)/Campaign/Click To Call.

- Make

  - Quick Call
  - Send SMS: Pre-Approved SMS Template & Sender ID.
  - Add Contact: Add a number to the desired/connected contact list.

Time

- Date and exact time when a call is initiated.

DID Number/IVR ID

- Inbound: The DID number will be displayed.
- Outbound/QuickCall/Campaign: IVR ID will be displayed.

Campaign

- If it comes under any campaign, it will show here.

Agents

- Count of agents involved during the call.
- Clickable counter to see the agent details which are connected at any instance of call.

Master Agent/ Master Number

- Master Number is displayed for Click To Call, for other call types it will display the Master agent name.

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Duration

- **Call Duration**: Time from ringing till the call is hung up.
- **Queue**: The duration of the caller waiting to connect with the agent.
- **Customer Duration**: Same as total talk time in outgoing and call duration in incoming.
- **Total Talk Time**: Sum of all talk time had between customer & agent(s).
- **Agent On Call**: More than one agent may be involved in a call or one agent may be involved more than once. So, it is the sum of the durations for which agents stayed on call.

Amount

- Amount spent per call in INR.

Rec.(Recording)

- Click to open a popup to listen, and download the recording.
- It mentions node, agent details, answer time, and duration.

Status

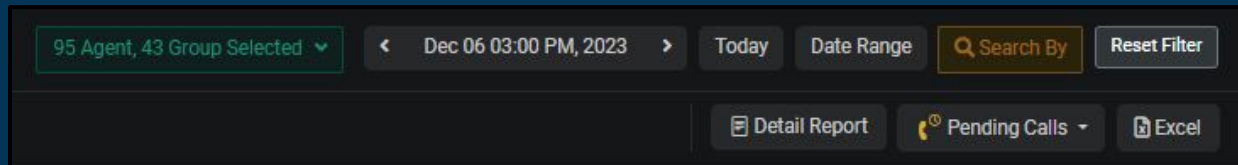Different status names are given to different call logs based on call flow.

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Few Examples:

- Both Answered
- Cust. Ans. - Agent Unans.
- Cust. Unans. - Agent Ans.
- Agent Unanswered & so on.

Details

It will be explained in detail in slides 15 and 17.

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How the Filters Work

A wide range of filters are available to the users to make the searches very comprehensive.

Agents/Groups

- Filter choosing particular agent/agents or group/groups.

Date Range

- Day-wise segregation is possible. Also, select the range between 2 dates and reports will display for the selected dates.

Search By

- Multiple parameters are available to filter the logs. Here, we have an advanced feature, where the Agent can perform a search by using the "Duration Option".

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Users can perform a search in the report with parameters like- Caller Number, Call-ID, DID, Campaign, Status, Channel Storage, Agent Manager, IVR, Call Type, Hangup Reason, Agent Groups, and Amount Range. You can download the Excel report as well.

Here, the User can perform a search using parameters like - Call Duration, Queue Duration, Customer Duration, Total Talk Duration, and Agent on Call Duration. You can download the Excel Report as well. It is a part of the "Search By" option only.

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Detail Report

- A new page to list the activity of several other parameters while the call was live.
- Users are free to add more columns to see the report for example choose Call Transfer, DTMF, and Call answered.
  Once selected the columns will be added to the detailed report section.

  While selecting columns, the user can also decide the priority of these columns by moving places.

Pending calls

Pending calls report either for quick call or campaign along with reason.

Excel

Download the log reports in CSV format on your local device. In the downloaded report, there will be a column in the Excel file for the Call Recording Link, so that it will become easier to download the recordings.

Call, SMS and Contact List

Quick Call - From here, we can make calls from the systems.

Send SMS - Pre-Approved SMS Template and Sender ID.

Caller Detail - Add a number to the desired/connected contact list.

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Agent and Recording

Caller Number	Time	DID Number	Campaign	Agents	👤 Master Agent / Master Number	ⓘ Call Duration	Queue Duration	ⓘ Customer Duration	ⓘ Total Talk Duration	ⓘ Agent on Call Duration	Amount	Rec.	Status	Details
██████ 📞 Quick Call 📞💻➕ CallBack	⏰ 3:43:54 pm 📅 6/Dec/2023	🔗 #-1	#-1	1	#6428 Abhishek Rajput	00:01:03	00:00:00	00:00:56	00:00:00	00:00:00	₹0	🎵	Both Answered IVR Flow Finished	ⓘ ⋮

Agents

Node	Agent	Answer Time	Talk Start Time	Duration	Retry	Ring Duration
#3 cc	#130 Aanchal Parnami	15:33:02	03:33:08 PM	00:01:31	0	00:00:05

Connected **1**   Not Connected **0**

Close

🎵 Recordings

Node	Agent	Answer Time	Talk Start Time	Duration	Recording
#3 cc	#130 Aanchal Parnami	15:33:02	03:33:08 PM	00:01:31	▶ ⬇

Close

- Click to open a popup to listen, and download the recording.
- It mentions node, agent details, answer time, and duration.

- One or more agents (if included) handle the call, and then the counter will appear.
- Clickable, so the user can see who are the agents involved in the call.

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Call Modules Detail

Caller Number	Time	DID Number	Campaign	Agents	Master Agent / Master Number	Call Duration	Queue Duration	Customer Duration	Total Talk Duration	Agent on Call Duration	Amount	Rec.	Status	Details
Quick Call / CallBack	3:43:54 pm / 6/Dec/2023	#-1	#-1	1	#6428 Abhishek Rajput	00:01:03	00:00:00	00:00:56	00:00:00	00:00:00	₹ 0	♫	Both Answered / IVR Flow Finished	ⓘ ⋮

Detail

Summary | CT/CC | DTMF/Long DTMF | Webhook | IF/Else | Others

Call Id	kqftzkmp162487457469962318
Caller Number	
First Answered By	Agent
Call End Module	#3 Call Centre Module
Reason of Call End	
Report on Webhook	Sent
Report on Webhook	https://nas1.alertsijon.in/welcome.php

Close

Detail

Summary | **CT/CC** | DTMF/Long DTMF | Webhook | IF/Else | Others

Node	Type	Agent	Answer Time	Talk Start Time	Duration	Retry	Ring Duration	Recording
#3 cc	CC	#130 Aanchal Parnami	10:03:02	🕐 15:33:08 📅 28/06/21	00:01:31	0	00:00:05	▶ ⬇

Detail

Summary | CT/CC | DTMF/Long DTMF | Webhook | IF/Else | **Others**

Node	Type		Meta Info	Visiting Time
#2 answer	Answer This Call		✓	🕐 03:33:08 PM 📅 28/Jun/2021

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There are various components of the Detail Section which are as follows-

Summary
It will show details like Caller ID, Caller Number, First Answered By, Call End Module, Reason Of Call End, and Report on Webhook(Status).

CT/CC(Cloud Telephony/Call Center)
From here, the agent can access the recording and can also download it on the local device.

Click To Call
It shows the parameters which are active during the call.

DTMF/Long DTMF(Dual Tone Module Frequency)
It takes the record of every node of the IVR that the customer has pressed while calling.

Webhook
These are automated URLs and time responses sent from here.

If/Else
It shows the IVR activity that the customer used to call the Agent.

Others
It shows the complete activity of the call from inception to end.

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Call Modules Detail (Cont'd)

Details

- **Flow**: How the call flowed in the IVR. The flow of the call will be colored and the rest will be grey color for clear visibility.
- **View Notes**: In this, the Agent can see the notes written for the call taken.
- **Deduct Log**: Transparency with the amount for every call.
- **Click-to-Call Parameter:** The number of calls that are generated through the click-to-call action button is shown here.
- **Action on Call**.
  - Tags: Create tags to mark your call.
  - Few Example:
    - Message
    - Balance
    - Check
    - Alert
    - Timer
    - Users

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