

# GTI Overview - Customer Contact Center



**GTI Infotel Pvt. Ltd.**

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# PPT Covers following SOW

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# About GTI Infotel Pvt. Ltd., India & GTI Infotel, Inc., USA

## GTI's Partners & Ventures:





# About GTI Infotel Pvt. Ltd.

## About Us:

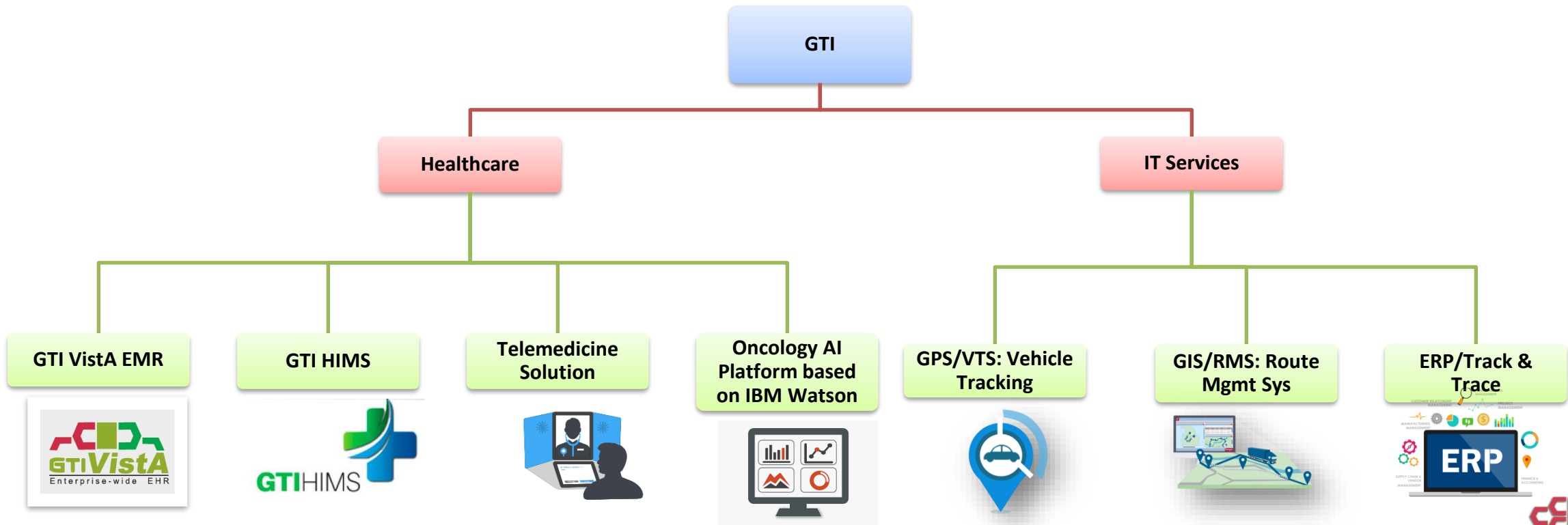
- Established in 2008
- A CMM L5 & ISO 9001:2015 Co.
- HQ in Noida/Delhi
- Subsidiary GTI Infotel, Inc. in the US
- 200 employees worldwide

## Recognition & Awards:

- **Paper Presentations:** Vista Community Meet, Fairfax, VA & Sacramento, CA, HIMSS, AIIMS, IIHMR & others
- **Awards:** OSEHRA, eIndia 2010, eIndia 2011, eHealth Expo 2011, mBillionth South Asia 2010 & IETE Gadadhar Memorial

## Technology Expertise:

- **DB:** SQL, PostgreSQL, GT.M, Cache & Oracle
- **Tech:** Java, JavaScript, PHP, C#, C++, .Net
- **OS:** Windows & Linux
- **Mobile:** Android & iOS
- **AI:** IBM Watson



GTI Infotel is proud to be a part of the ISO AND CMMI family of standards is a guideline on good quality management practices. This standard consists of standards and guidelines relating to quality management systems and related supporting standards.

The adoption of a quality management system is a strategic decision of GTI Infotel. The design and implementation of GTI Infotel's quality management system is influenced by:

- Our environment
- Varying needs
- Objectives
- Products or services
- Processes
- Size and structure



# GTI's Experience in similar projects:






## GTI's Telemedicine Solution caters to:

- Population of over 220,000,000 in the state of UP
- Implemented for NHM (National Health Mission)
- Project includes
  - Teleconsultancy: Medical Call Center
  - Electronic Medical Record (EMR)
  - Central Patient Portal (CPP)










# GTI EXPERIENCE IN SIMILAR PROJECTS




S.N	PROJECT NAME	CRITERIA	TOTAL PROJECT VALUE	COMPANY
1.	Director General, Medical & Health Services, Department of Medical Health & Family Welfare, National Health Mission, Government of Uttar Pradesh.	Implementation of Telemedicine Services in the State of UP: The project involved setting up & operation of call center with upto 200 seats with Medical Professional such as MBBS Doctors, Ayush Doctors & Paramedical Staff such as ANM/GNM/B.Sc. Biology based Executives in ration of 5:4:1. Project involved development of SW for Call Center (CTI/IVRS/CRM), Central Patient Portal, Electronic Medical Record along with entire infrastructure for call center	Rs. 7 Crore	 
2.	Health Helpline for AIIMS/SM Telesys Ltd.	Contract of Outsourcing of both inbound and outbound call center. Project Involved development of call center with CTI/CRM/IVRS/EMR) for AIIMS wherein the patients were able to call and get information about their appointments, medicines, schedule of doctors, procedures, setting up appointments and much more operating 24x7	Rs. 54 Lacs	  All India Institute Of Medical Sciences
3.	NICE Ltd., Delhi	Establishment & Operation of International Call Center to support its Medical Tourism clients. The process involved voice, data, text, email with 24x7 functioning. It was co- located at the Clients premises	Rs. 5 Crore	








4.	Sunderlal Memorial Hospital, Delhi	Healthline call center for support of the Hospital patients as well as the doctors. The process was totally outsourced wherein GTI was responsible for the entire call center set up along with the Software, Hardware & medically skilled manpower.	Rs. 2 Crore	
5.	SKS Hospital	Healthline call center for support of the Hospital patients as well as the doctors. The process was totally outsourced wherein GTI was responsible for the entire call center set up along with the Software, Hardware & medically skilled manpower.	Rs. 2 Crore	
6.	Directorate of Health Services, Govt. of NCT of Delhi	OPD/IPD/Casualty patient registration and support across 12 Delhi Government Hospitals supporting over 10,00,000 patients in the state	Rs. 8 Crore	
	Prepay Nation, USA	International Cell center to support Prepay Nation US clients through Voice & email	US\$ 700,000	
8.	SM Telesys Ltd., Noida	International Customer Support Call Center to support SM Telesys Ltd. International Calling Card customers via Voice, data and text. SMT was in business of selling pre- paid calling card to its customers in India. GTI's call center, working out of the SMT premises, was responsible for the customer support, sales, after sales support, technical support activities on behalf of SMT	Rs. 1.8 Crore	



9.	Sangita Communication Pvt. Ltd., Assam	Regional call center to support Airtel customers on behalf of Sangita Communication from their premises	Rs. 1.8 Crores	<b>SANGITA COMMUNICATIONS PVT. LTD.</b>
10.	Chacha Nehru Bal Chikitsalya, Delhi (Govt. of NCT)	HIMS Implementation done by GTI, which included Registration: ADT (Admission, Discharge & Transfer), Radiology, Lab, Pharmacy, Inventory, Cloud based, Portal Access, Manpower to handle the Clinical Operations. A patient grievance redressal call centre is established, operated and maintained by GTI on the premises of the client.	Rs. 3.5 Crores	
11.	Dr. Bhim Rao Ambedkar University, Agra	Educational Institute call centre established and run by GTI to cater to the grievances and queries of the current, future and past university students.	Rs. 5 lakh	
12.	Chhatrapati Sahuji Maharaj University, Kanpur	Educational Institute call centre established and run by GTI to cater to the grievances and queries of the current, future and past university students	Rs. 5 lakh	



13.	Delhi Government English Speaking Course Call Centre, Dwarka	Delhi Government's project to help the youth of society to make them confident enough to secure good jobs. GTI had been awarded the project of running the call centre and handling the queries.	Rs. 5 Lac	 <p>Government of the National Capital Territory of Delhi</p>
14.	IOCL Loyalty CALL CENTRE	IOCL LOYALTY CALL CENTRE Project to help the customer attendant and Mechanics issues. It handle redemptions and QR code scanning related queries	Rs. 1 Cr	
15.	Delhi Jal Board (Establishment & Operation of Delhi Jal Board, Call Centre- 1916 including CRM)	The Delhi Jal Board (DJB) (hereinafter referred as Purchaser) constituted under the Delhi Jal Board Act, 1998, is responsible for the production and distribution of drinking water along with collection, treatment and disposal of domestic sewage in the capital.	Rs.1.04 Cr (As on date)	 <p>Delhi Jal Board</p>

# 1. NHM, UP Tele Consultancy across the state catering to 230 million



## UP Tele Consultancy Contract Under NHM

- Project awarded by the Government of UP & implanted across the state of UP catering to a population of 230 million. The services has been envisaged and designed by NHM.

## Dial 104 Call Center

- GTI has developed and operates the Medical Call Centres through toll free health helpline which provides medical advice and health related information to users who connect by dialling 104 in the state of UP.

## Medical Call Center with Doctors, Consular and ANM/GNM

- The Medical Call Centres, having sitting capacity of a minimum of 50 call operators including Paramedics, Counsellors, AU Doctors & MBBS Doctors for providing the Services. It is being extended to 200 seats.

## Central Patient Portal

- To store EMR of patients and their consultation history.



## HEALTH SERVICES



### MEDICAL ADVICE

- Information on disease conditions, health facilities available in the particular regions, advice on local epidemics and prevention etc. and suggestive medication.
- Basic health advice that does not require any advanced medical suggestion through paramedics.
- Medical doctors (MBBS)/ AU doctors provide advice on medical conditions. All such advices shall be issued on e-prescription digitally signed by the doctor issuing the prescription. The e-prescription shall be shared with patients and with nearest Public Healthcare Facility/ government medicine



### COUNSELLING & INFORMATION

- Family Planning – advice to eligible couple as per defined protocols.
- Rehabilitation counselling (Alcohol, Drugs, Smoking);
- Psychological counselling (Anxiety, Depression, suicidal tendencies, chronic diseases like cancer etc.);
- Stigmatized diseases (HIV, AIDS, Leprosy).
- Non-communicable diseases - Prevalent lifestyle diseases conditions, its symptoms, precaution and prevention.
- Nutrition and hygiene related Information.
- Women and child care information.



### REFERRALS & INFORMATION DIRECTORY

- Health care services / facilities.
- Hospitals, Pharmacies and Diagnostic centers;
- Rehabilitation centers.
- Referrals to Public Healthcare Facilities.



### MEDICAL EMERGENCIES

Assist Authority in taking faster action during medical emergencies such as disaster/epidemic breakout by sharing health information etc.

# UP Tele Consultancy: Technology Developed & Deployed

## TECHNOLOGY DEVELOPED

### & DEPLOYED



#### ELECTRONIC MEDICAL RECORD (EMR)

GTI has developed an EMR especially for Tele-Consultation. The EMR is integrated with Central Patient Portal. The EMR registers a patient, record medical history and any other detail as be required. The EMR is developed in compliance with Electronic Health Record guidelines issued by Ministry of Health and Family Welfare, Government of India. It has the following major functionalities:

- Generate & Maintain Aadhaar number based Unique Health Identifier (UHID) and in the absence of Aadhaar, mobile number or Ration card number shall be used.
- Progress note digitally signed at the end of every consultation by the



#### CENTRAL PATIENT PORTAL

GTI has also developed a Central Patient Portal that shall store electronic medical records ("EMR") of all patients, maintain a record of consultations carried out as a part of telemedicine project, maintain a record of availability and utilisation of manpower deployed as a part of telemedicine project and execute other operations. It has the following major functionalities:

- Registration details of the patient.
- Schedule of consultations for the next two days at every Patient Node.
- Utilization of specialists/doctors/paramedic/ counsellors and other manpower deployed as a part of telemedicine project.



#### AI BASED ALGORITHMS & CDSS

GTI is developing an AI based Algorithm & Clinical Decision Support System (CDSS) for a Tele-Medicine Medical Consultant to improve their online treatment and reduce the time spent with each patient. It will have the following functionalities:

- Standardized and validated algorithms
- Disease summaries that cover major prevalent diseases in India, for use by the staff while providing the Services.
- Understand the population, geographical, disease and weather related parameter for each patient call.
- Understand the patient demographic & Symptom.



#### MEDICAL CALL CENTER

The Medical Cell center solution deployed by GTI provides the interface to the users and helpdesk operators for logging, tacking, resolution & closing of calls. The services and information will be provided in Hindi or English language. An administrator to receive call, transfer to appropriate agent/doctor, record call, enter patient information, such as name, age, as per authority's demand etc. That information is then stored, and shared with other users as appropriate. It shall also alert the medical staff when a patient that requires different treatment is admitted, such as some with an infectious disease. The Solution consists of:





## DATA CAPTURED BY CPP

The system has the ability to capture at minimum the following data from the CPP:

- ◊ Registration details of the patient.
- ◊ EMR sheet generated for every consultation including diagnosis, prescriptions Record of consultations carried out that day at every Patient Node.
- ◊ Schedule of consultations for the next two days at every Patient Node.
- ◊ Utilization of specialists/doctors/ paramedic/ counsellors and other manpower deployed as a part of telemedicine project.
- ◊ Record of bio-metric attendance of doctors/ Paramedics/ Counsellors and other manpower deployed as a part of telemedicine project.
- ◊ Change of registered mobile number of the patient.
- ◊ The system captures details of any complaints registered.
- ◊ The system provides view and comment only access of previous medical records of a patient through EMR integrated with the portal to the doctor.



## MEDICAL FEATURES

- ◊ The system has a provision for the consulting doctors /paramedics/ counsellors to modify clinical details of the patient captured during registration such as chronic conditions, long term medications.
- ◊ The system alerts the referral centre regarding the patient through EMR integrated with the portal, SMS and Email.
- ◊ Integration with SMS gateway and Email: For information or notification of case to the concerned Public Healthcare Facilities.
- ◊ The system generates unique user id and password for all registered patients and forward the same via SMS/E-mail to the patient.
- ◊ The patient is able to retrieve information related to medical advice, treatment, diagnosis report, prescription, registered complaints etc. related to the patient.
- ◊ The system maintains a databank of addresses and contact numbers of Public Healthcare Centres, government diagnostic centres and medicine dispensaries at government facilities and Patient Node(s) established as a part of Tele-Medicine project.



## TECHNICAL FEATURES

- ◊ The system enables the patient to download prescriptions and reports in PDF format once they login using his unique id and password.
- ◊ All displays are in English and Hindi language.
- ◊ The system supports HIPAA standards for electronic transactions.
- ◊ The system include extensive error checking of all user input data, including, but not limited to ICD-10 (Check diagnosis against gender, age, other as necessary) & ICD-10 procedure checking against diagnosis.
- ◊ The system maintains a master database of doctors, paramedics, counsellors other manpower employed under Telemedicine Project. The database at minimum shall contain name, Aadhaar number, contact number, Age, Date of Birth, Qualification, Designation, years of experience, location.
- ◊ The system facilitates generation of MIS dashboard.
- ◊ The system provides for various levels of secure access based on defined roles and responsibilities within NHM based on units (Project locations) with attached roles and privileges.

# Delhi Jal Board Call Centre/ Help Line 1916 Option-1&2 ( Jan 2023 to Dec2023 )





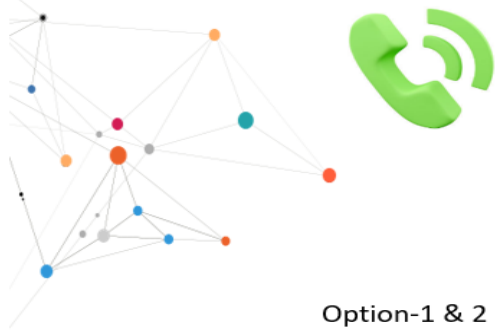
- About Delhi Jal Board Call Centre/Helpline1916.
- Application Flow Chart of Helpline 1916.
- Email Flow Chart.
- Whatsapp Flow Chart.
- Citizen Grievance Chart Flow (Public Portal).
- DJB4U Citizen Application Chart Flow.
- Complaint TAT (Turn Around Time).
- Inbound Calls Analysis.
- Calls v/s Complaint.

# Delhi Jal Board Helpline Overview:-

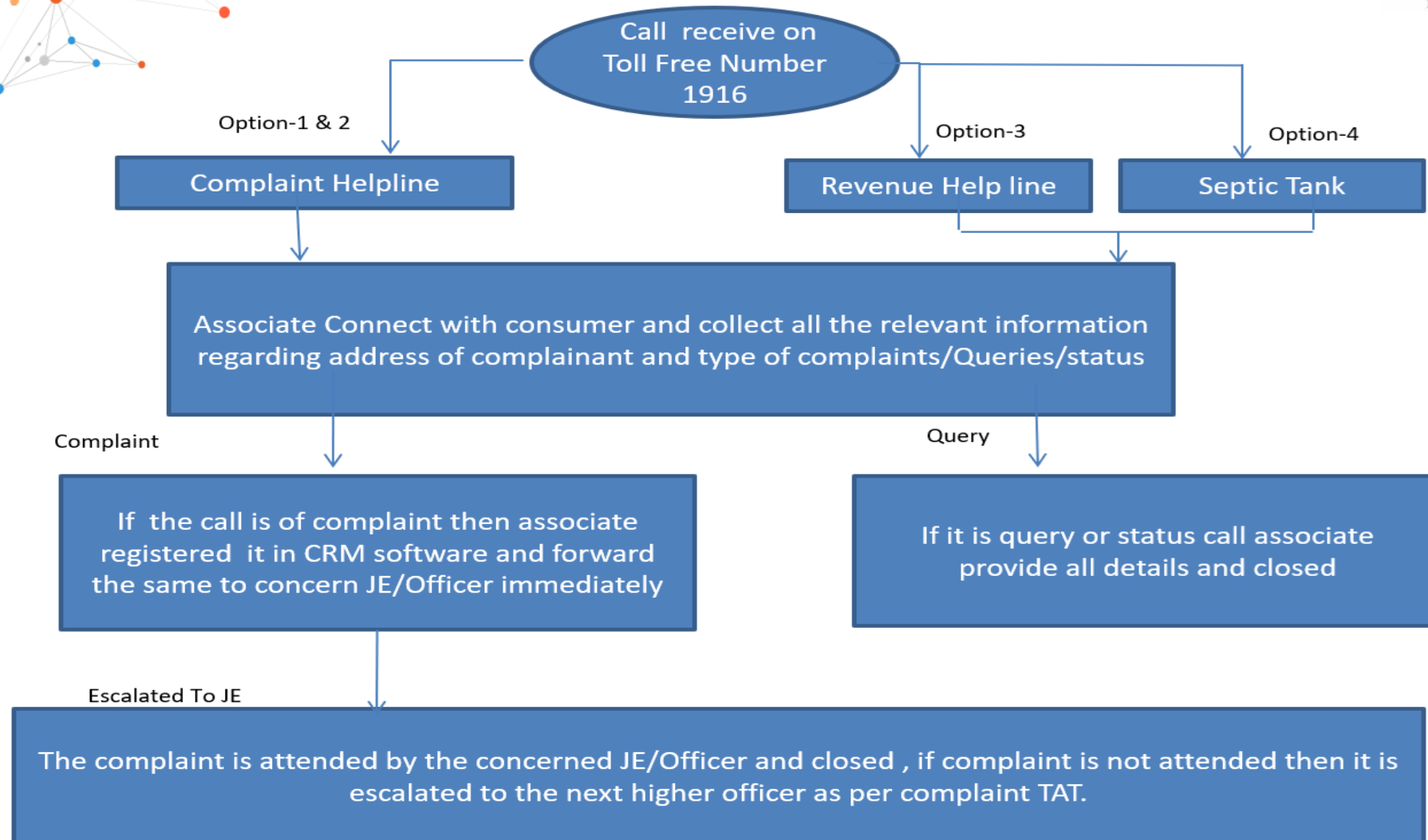
- Helpline 1916 established on 3<sup>rd</sup> Jan 2018 to redress consumers grievances.
- Helpline operates 24x7 in three rotational shifts.
- To register complaint, consumers dial 1916 and choose IVR Option-1 for complaint of tanker & water, Option-2 for sewer, Option-3 for Revenue (Billing) issues and Option-4 for Septic Tank.
- Consumer can also register complaint through our Customer Relationship Management (CRM) & DJB4U Application.
- Registered complaint is forwarded to JE concerned through Customer Relationship Management (CRM).
- JE takes necessary action and mention its status in the system.
- If complaint is not attended by JE, it escalated to AEE & ACE as per Turn Around Time (TAT).
- In case complainant not satisfied with action taken, consumer can reopen the complaint within 3 days.
- On closure of complaint approx. 15% feedback is taken from the complainant.

# 1916 Overall Application Flow:-

MEDICAL



## 1916 Overall Application Flow:-



# Overall Application Flow For Emails:-

Dentist  
First Aid  
Surgeon  
Emergency

MEDICAL



## Overall Application Flow For Emails:-



Delhi Jal Board

**[grievances-djb@delhi.gov.in](mailto:grievances-djb@delhi.gov.in)**

Email received on  
DJB official E-Mail

In Email consumer contact detail/ Location/  
Address and Issue is mandatory

At the same time associate manually reply sent to consumer with TAT time  
( Your concern has been received to us we will contact you soon)

Associate will register all the complaint related to maintenance on CRM and  
complaint number will be shared to consumer email manually  
If complaint is related to revenue and other department then manually reply  
shared with consumer that your issue has been escalated to concern department

After complaint registration grievance no and  
JE/Officer contact details will be shared on  
email

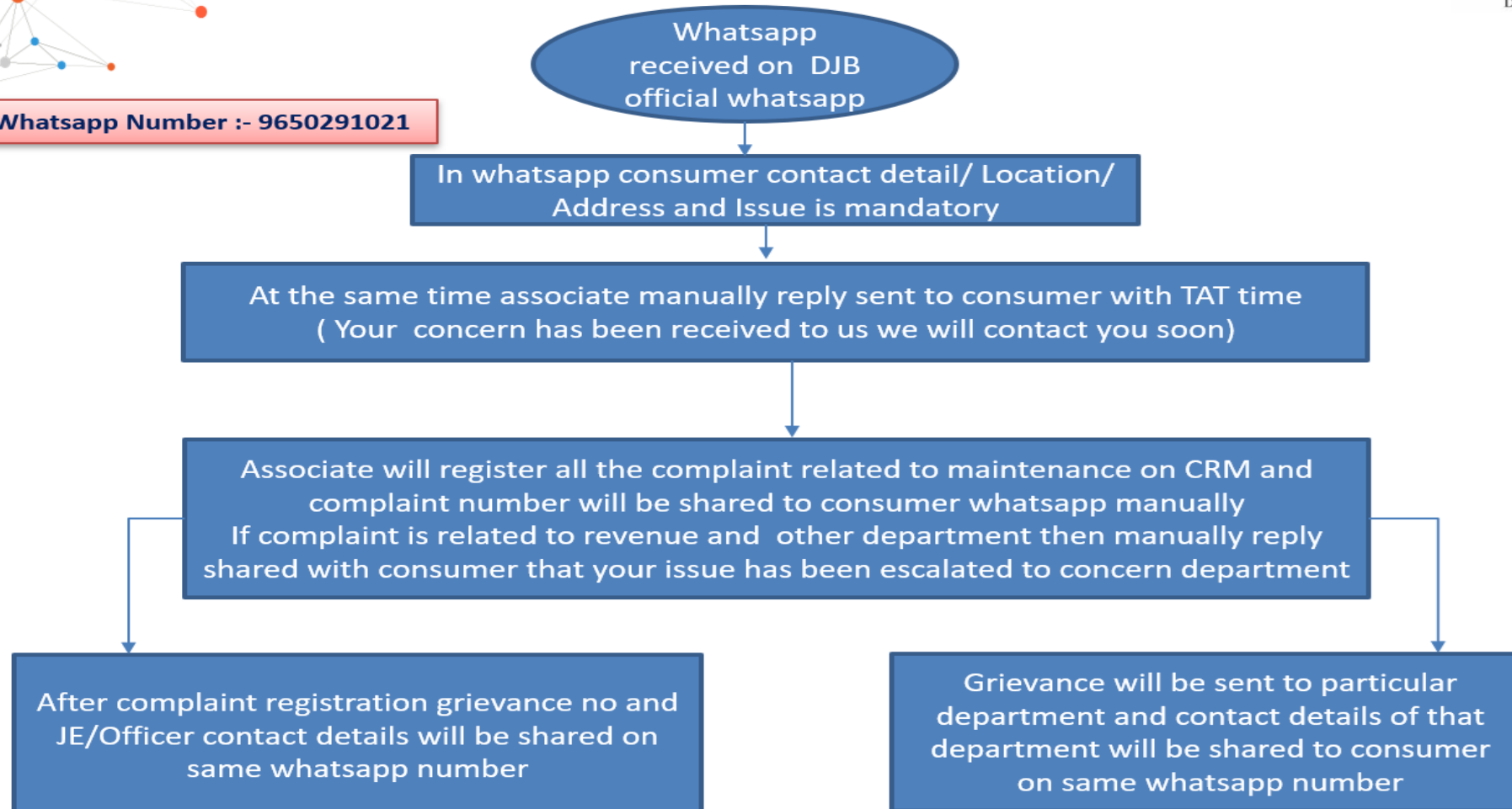
Grievance will be sent to particular  
department and contact details of that  
department will be shared to consumer  
on same email



# Overall Application Flow For Whatsapp:-



## Overall Application Flow For Whatsapp:-



# Citizen Grievance Chart Flow (Public Portal)

URL :-

<https://djb.gov4u.co.in>

Welcome to Delhi Jal Board Consumer Portal!



The Delhi Jal Board (DJB) Consumer Portal let's us join to the citizens directly and enhance the experience for registering and tracking of complaints for them.

Register & Track Complaints

Click Here For Login

Delhi Jal Board was constituted through an Act of Delhi Legislative Assembly on 6th April 1998. It has been meeting the needs of potable water in the National Capital Territory of Delhi for more than five decades. Delhi Jal Board has been able to supply pure and wholesome filtered water to the capital city of India which has grown phenomenally to the present population of more than 160 lakh. Delhi Jal Board is committed for the augmentation of water supply in Delhi and has taken many steps in this direction. Delhi Jal Board has ensured average availability of 50 gallons per capita per day of filtered water through an efficient network of water treatment plants, booster pumping stations and about 9000 kms of water mains & distribution system.


Citizen Grievance Chart Flow ( Public Portal ) :-



MEDICAL

URL :-

<https://djbgo4u.co.in>



दिल्ली सरकार  
आप ही सरकार

Kamaal Ansari U Log out


Welcome, Kamaal Ansari

Dashboard

Complaints

New Complaint

Edit Profile



Click For New Complaint

Notice Board

View All

1. flushing	New	27/01/23, 05:15 pm
2. Leakage update shakarpur manual		27/01/23, 12:55 pm
3. Flushing		25/01/23, 10:59 am
4. Due to high level of pollutants (Ammonia 3....		24/01/23, 09:41 am
5. Annual Flushing Update.		22/01/23, 09:57 am





## Citizen Grievance Chart Flow ( Public Portal ) :-

URL :-

<https://djb.gov4u.co.in>



MEDICAL

### New Complaint

Alternate Mobile

Add his/her alt. mobile no.

Time

28/01/23, 06:42 pm

Category \*

Category

Subcategory \*

Subcategory

Type \*

Type

Colony

Colony Mapping

Priority \*

Low

Complaint Location

Location of the complaint. Leave blank if same as user address

Description \*

Complaint Remarks/Description

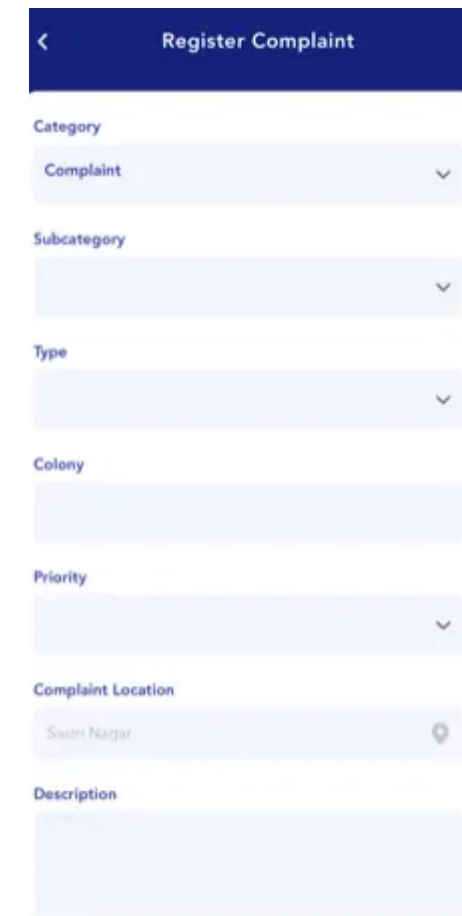
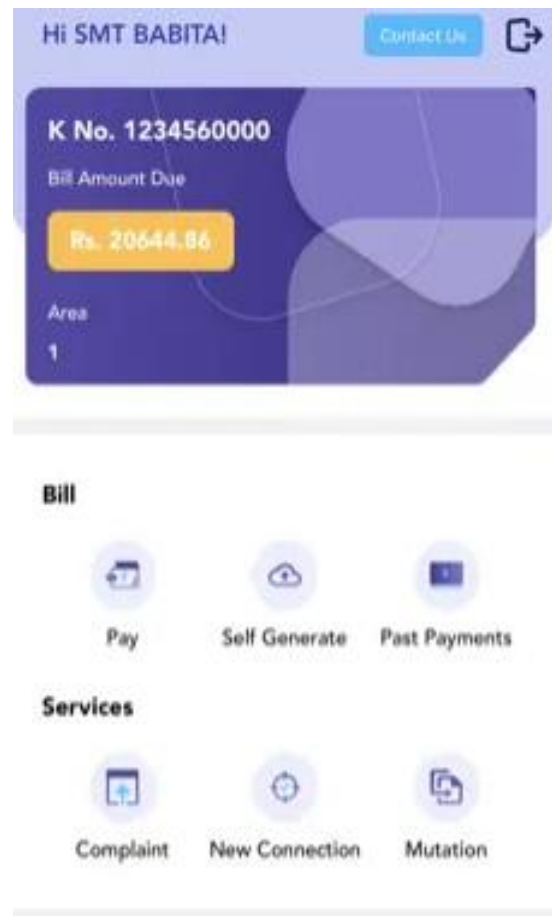
Upload Photos/Videos (upto 50 MB)

Create Complaint

Activate Windows

Go to Settings to activate Windows.

❖ We are responsible only for maintenance related (Engineer Complaint).



Note :- DJB mobile app is down from the last 2 week.

# Complaint TAT ( Turn Around Time):-

Complaints Types	Category	Subcategory	Status	TAT	Time duration given to concerned officer to give their feedback online in case		
					JE	AEE	ACE
Dirty water (Contamination)	Complaint	Water	Active	12 Working Hrs	12 Working Hrs. / (AS per the complaint TAT)	3 Working Days	7 Working Days
Leakages of Water Pipe Line	Complaint	Water	Active	12 Working Hrs			
Low Pressure of Water	Complaint	Water	Active	12 Working Hrs			
Missing of Manholes Cover	Complaint	Sewer	Active	24 Working Hrs			
No water	Complaint	Water	Active	12 Working Hrs			
Pits on Road sewer / Road construction sewer	Complaint	Sewer	Active	24 Working Hrs			
Pits on road/Road construction	Complaint	Water	Active	24 Working Hrs			
Repairing Manholes Cover	Complaint	Sewer	Active	24 Working Hrs			
Sewer Blockage / Overflow/leakage	Complaint	Sewer	Active	24 Working Hrs			
Sewer Garbage	Complaint	Sewer	Active	24 Working Hrs			
Short Supply of Water	Complaint	Water	Active	12 Working Hrs			
Tanker water contamination	Complaint	Tanker	Active	48 Working Hrs			
Unauthorized Sewer connection	Complaint	Sewer	Active	48 Working Hrs			
Unauthorized Water Connection	Complaint	Water	Active	24 Working Hrs			
Wastage of Water	Complaint	Water	Active	12 Working Hrs			
Water Logging	Complaint	Water	Active	48 Working Hrs			
Water Tanker Required	Complaint	Tanker	Active	48 Working Hrs			
Water Tankers- Missed Trip	Complaint	Tanker	Active	48 Working Hrs.			



# Citizen Grievance Chart Flow ( Public Portal ) :-

URL :- <https://djbgov4u.co.in>



Delhi Jal Board  
Government of NCT of Delhi

दिल्ली सरकार  
शाप की सरकार



MEDICAL

## Consumer Login

Mobile \*

828\*\*\*\*9548

OTP \*

123456

Proceed



# Escalation Matrix:-

## Escalation Matrix:-

### Escalation Flow:-



### Escalation TAT Timing

Time duration given to concerned officer to give their feedback online in case		
JE	AEE	ACE
12 Working Hrs (AS per the complaint TAT)	3 Working Days	7 Working Days

We have two criteria for TAT calculation

- 1. Officer Wise
- 2. Complaint wise



# Control Room ( HQ )

MEDICAL

Dentist  
First Aid  
Surgeon  
Emergency



In the control room complaints are received through landline telephone ( 4 Line) and one hotline of Delhi Traffic Police. The complaints are received from

- LG Office
- E-mail Grievance
- Whatsapp Grievance
- Citizen Grievance
- VIP/ Ministry (9650291021) 24X7
- DJB Consumers (General) 24X7
- PCR Hotline (MTNL) 24X7
- DJB Employees for Medical Emergency 24X7

Source Of Complaints	
1916 Call	318874
Citizen	3477
CM Office	278
E-mail	2460
LG Office	4
Twitter	71
Whatsapp	15167
<b>Grand Total</b>	<b>340331</b>



# Month & Zone Wise Number of Complaints Received

Month Wise Received Complaint	
Jan'23	18415
Feb'23	20594
Mar'23	29980
Apr'23	30472
May'23	32691
Jun'23	36545
Jul'23	36508
Aug'23	30339
Sep'23	32333
Oct'23	27288
Nov'23	21443
Dec'23	23823
<b>Grand Total</b>	<b>340331</b>

Zone Wise Received Complaints	
ACE(M)-1	38044
ACE(M)-2	27781
ACE(M)-3	34090
ACE(M)-4	16738
ACE(M)-5	29115
ACE(M)-6	23624
ACE(M)-7	23556
ACE(M)-8	50870
ACE(M)-9	31296
ACE(M)-10	20026
ACE(M)-11	23428
Project I	4213
Project VII	393
Projct IX	18157
<b>Grand Total</b>	<b>340331</b>

# Types Wise Complaints Received

Types Wise Complaints	
Dirty water (Contamination)	48866
Leakages of Water Pipe Line	13199
Low Pressure of Water	3545
Missing of Manholes Cover	808
No water	92640
Pits on Road sewer / Road construction sewer	1155
Pits on road/Road construction	1572
Repairing Manholes Cover	4817
Sewer Blockage / Overflow/leakage	130628
Sewer Garbage	5411
Short Supply of Water	2378
Tanker water contamination	139
Unauthorized Sewer connection	64
Unauthorized Water Connection	682
Wastage of Water	1024
Water Logging	54
Water Tanker Required	32803
Water Tankers- Missed Trip	546
<b>Grand Total</b>	<b>340331</b>

# Month Wise Complaint Status

Month Wise Complaint Status		% Month Wise
<b>Jan'23</b>	<b>18415</b>	<b>Jan'23</b>
Closed	17966	98%
Pending	449	2%
<b>Feb'23</b>	<b>20594</b>	<b>Feb'23</b>
Closed	19983	97%
Pending	611	3%
<b>Mar'23</b>	<b>29980</b>	<b>Mar'23</b>
Closed	29196	97%
Pending	784	3%
<b>Apr'23</b>	<b>30472</b>	<b>Apr'23</b>
Closed	29712	98%
Pending	760	3%
<b>May'23</b>	<b>32691</b>	<b>May'23</b>
Closed	31418	96%
Pending	1273	4%
<b>Jun'23</b>	<b>36545</b>	<b>Jun'23</b>
Closed	35100	96%
Pending	1445	4%

Month Wise Complaint Status		% Month Wise
<b>Jul'23</b>	<b>36508</b>	<b>Jul'23</b>
Closed	34279	94%
Pending	2329	6%
<b>Aug'23</b>	<b>30339</b>	<b>Aug'23</b>
Closed	28377	94%
Pending	1962	6%
<b>Sep'23</b>	<b>32333</b>	<b>Sep'23</b>
Closed	30278	94%
Pending	1955	6%
<b>Oct'23</b>	<b>27288</b>	<b>Oct'23</b>
Closed	25310	93%
Pending	1978	7%
<b>Nov'23</b>	<b>21443</b>	<b>Nov'23</b>
Closed	19045	89%
Pending	2398	11%
<b>Dec'23</b>	<b>23823</b>	<b>Dec'23</b>
Closed	20321	85%
Pending	3502	15%



## 2. AIIMS/SM Telesys – Setting Up Health Helpline Call Centre

GTI developed, installed & customised the Vista Electronic Health Record (EHR) and integrated several components like call center, CRM, etc. for the Jai Prakash Narain Apex Trauma Centre (JPNATC), under the All India Institute of Medical Sciences. Under this contract the company is not only developing & upgrading but adding several modules, machine interfaces, web based front end (using EWD) & much more for the Hospital.\

GTI Infotel has also integrated and operated an off-site Call Center & an interactive website with Vista to cater to the Patients as well as Faculty. The following major services were offered:

- Operating a Hybrid call center for JPNATC where the company has deployed Call Center agents at GTI's Call Center as well as Data Entry Operator & other staff at the Hospitals.
- Development, upgradations & maintenance of Vista.
- 50 healthcare personnel deployed at the Hospital responsible for Registration, Admission, Discharge, Transfers, Vitals, Lab & other such data entry on Vista.
- The offsite call center agents are responsible for handling patients & staff calls in regards to appointments, scheduling, complaints, etc.
- The company has developed a CRM & the website that has been integrated with Vista to give the call center agents & the faculty real time information through CRM & Dashboard respectively.
- GTI is also maintaining the Hospital Machine/equipment and following up with the vendor for its repairs & support



### 3. NICE : SETTING UP INTERNATIONAL CALL CENTRE

MEDICAL

NICE, a joint venture of LG Information & Communications, S. Korea & PTT Telecom, Netherlands were given the license for operating paging services by Ministry of Communications, Govt. of India and international call center to support its Medical Tourism clients. The process involved voice, data, text, email with 24x7 functioning. It was co- located at the Clients premises.

The work of setting up of the call centre with 200 agents and 6 supervisory positions had been awarded to GTI Infotel which included the following :

- Planning
- Establishment
- Operationalization

The establishment of call centre was based on Asterisk platform with the following:

- CTI
- IVRS
- Predictive Dialing
- Algorithm Based Solution





## 4. SUNDERLAL HOSPITAL – HEALTH LINE CALL CENTRE

MEDICAL

- GTI Infotel on outsource basis had Planned, established and Operated healthcare call centre of 50 seats at the Sunderlal Memorial Hospital, Delhi.
- The call centre catered to both outbound & inbound calls from patients, their caretakers, relatives and clinicians to handle queries, appointments and specific telemedicine services.
- The call centre was completely run by GTI Infotel with hardware/software from Astarisk, Sugar CRM, Digium, Severs etc with interphase and connectivity from Airtel including ACD, IVRS & Algorithm based solution



## 5. SKS Hospital – Healthline Call Centre

GTI Infotel had established 50 seated call center for handling both inbound and outbound medical query and appointments and the Tele-Radiology Services at the SKS Hospital, Salem, Tamil Nadu

The call centre was set up with IP ACD and all associated facilities like:

- IVRS
- Predictive Dialing
- Skilled Based Routing having algorithm based solution





## 6. GTI HIMS at DHS, Govt. of NCT of Delhi

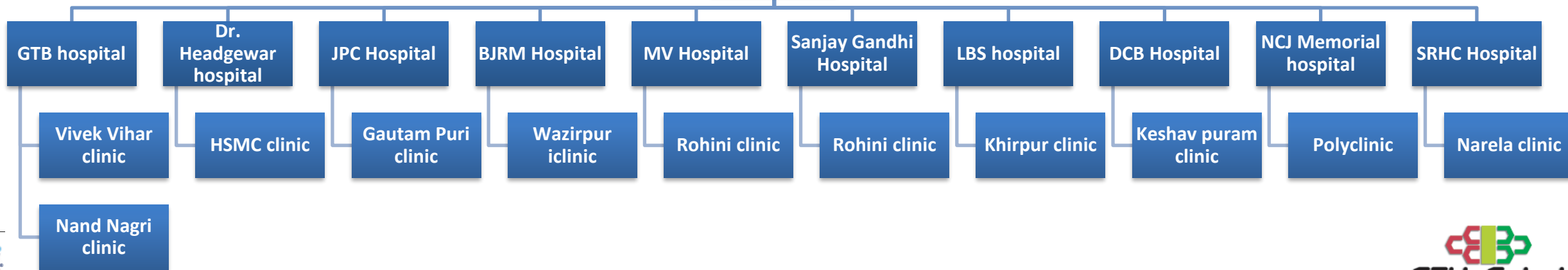


सत्यमेव जयते  
Government of  
National Capital Territory of Delhi

Directorate of Health Services (DHS) of Government NCT of Delhi provides health care facilities at primary and secondary level to the citizens of Delhi through various types of health outlets.



### DHS



# DHS Implementation: Catering to 10 Million Patients per year

- Turnkey solution including HIMS software, hardware, network, manpower and O&M
- Govt. of Delhi Health Analytics being provided by GTI

GTI's Solution caters to:

- 12 Hospitals under DHS with over 3500 beds
- Over 1,00,00,000 (one crore) patients/year for over four (4) years: **one of the largest such solution deployed in the country**
- HIMS solution deployed across hospital, Mohalla Clinics and Poly clinics
- Turnkey solution including HIMS software, hardware, network, manpower, service and O&M
- Govt. of Delhi Health Analytics

#	HOSPITAL NAME	# of Beds	# OF PATIENTS AS OF 2015			
			OPD NEW REGNS.	SPECIAL CLINIC REGNS	CASUALTY REGNS.	NO OF IPD REGNS
1	Guru Teg Bahadur Hospital	1,500	1,361,687	162,176	237,737	78,065
2	Babu Jagjiwan Ram Hospital	100	503,340	28,612	137,465	12,250
3	Baba Saheb Ambedkar Hospital	500	1,009,198		128,171	47,809
4	Deep Chand Bandhu Hospital	100				
5	Dr. Headgeware Hospital	200	189,707		423,921	18,060
6	Dr. NC Joshi Hospital	30	167,000		14	
7	Jag Parvesh Chandra Hospital	300	629,435		75,234	11,423
8	Kanti Nagar Mother & Child	100	49,568			256
9	Lal Bahadur Shastri Hospital	100	657,121	12,774	190,438	18,723
10	Maharishi Valmiki Hospital	150	323,831	6,011	92,142	9,179
11	Sanjay Gandhi Hospital	376	697,772	10,123	112,955	27,238
12	SRHC Hospital	200	475,691	-	23,765	8,031
	TOTAL	3,656	6,063,350	219,696	1,421,832	231,023

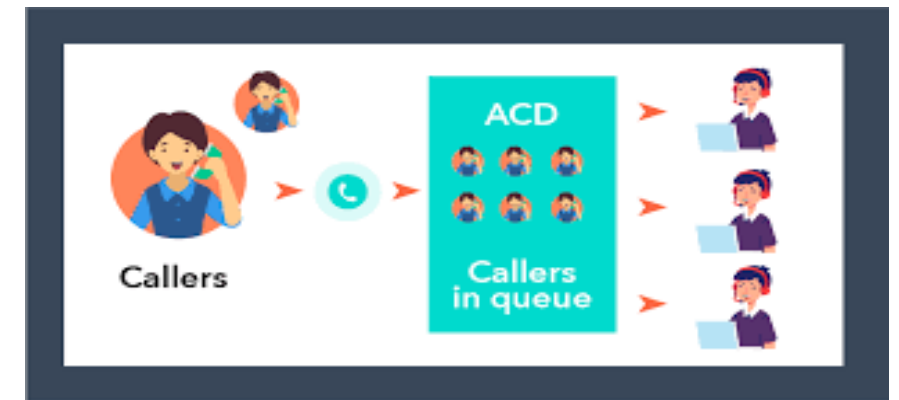
# PREPAY NATION, USA – SETTING UP CALL CENTRE

- Prepay Nation is a fast growing company in the business of enabling the purchase of airtime across international borders with over 200 mobile operator partnerships in central America, South America, Caribbean, Asia and Africa and a varied distribution channel spanning over 175,000 locations in the US, Canada, Europe and Middle East.
- Prepay Nation had been awarded with TIESO 2013, FORBES 2014, INC 500 & Deloitte 500 Technology fast awards over the years.
- GTI Infotel Inc. Michigan, USA, a subsidiary of GTI Infotel, India had planned, established and implemented 3 voice based call centres of 100 seats each at three different locations at US as per technical specifications.



## 8. SM TELESYS – INTERNATIONAL CALL CENTRE

- SM Telesys Ltd. Was licensed by the govt. of India for operating International Call center for catering medical tourism patients
- GTI Infotel had been given the work of planning, establishment and operating of customer support service and sales call centre for both inbound and outbound calls.
- The set up was done for 300 agents call centre software based on Asterisk software that included IP based ACD, CTI, IVRS and skilled based routing based on logical algorithm
- We also procured Sugar CRM software integrated with the call centre software





## 9. SANGITA COMMUNICATIONS – REGIONAL CALL CENTRE

- Sangita Communications pvt. Ltd. Had awarded GTI Infotel with the project to plan, establish a call centre of 110 seats on turnkey basis as per the technical specifications laid down by their client Airtel Ltd.
- GTI Infotel had provided inbound as well as outbound service to Airtel customers across Assam and the North East India.
- Initially the call centre of 110 seats got expanded twice in 2 consecutive years with 100 seats per year expansion making it a total of 300 seated call centre.



# Other Major Healthcare implementations



## Medical Call Center & EHR

- Implemented India's first medical call center catering to Calls from several stake holders including
  - Patients
  - Physicians
  - Roster Management
  - Equipment Management
  - O&M
  - Appointments
- GTI VistA EHR Implementation
  - Several EMR modules Implemented
  - Machine Integrations
  - eMLC
  - CPRS
  - Vitals
  - Intake/Output
  - Manpower to handle the Clinical Operations

## VistA EHR based BMS

- North India's leading 600 bed Cancer Hospital
- GUI based Bed Management System deployed across Clinicians, Registration, Finance, Accounts integrated with VistA EHR
- GUI displayed on Video Wall for information to Staff at various locations .
- View availability of the beds graphically incorporating all the blocks & wards where the Administrator is be able to view the complete hospital including all the Blocks & Wards.
- Mirth Integration Engine used
- Integration with existing HIS systems

## HIMS

- Chacha Nehru Bal Chikitsalaya
- Largest Children Hospital in NCT, Delhi with 215 beds
- Complete HIMS implementation including
  - Registration: ADT (Admission, Discharge & Transfer)
  - Radiology
  - Lab
  - Pharmacy
  - Inventory
  - Cloud based
  - Portal Access
  - Manpower to handle the Clinical Operations



Other Client/Partners/Press release/Awards List (Excellent execution certificates from all clients)



hindustantimes

Live stats on Aaims trauma centre site

TRANSP/HINDUSTAN TIMES, NEW DELHI  
TUESDAY, APRIL 02, 2013

Rhythma Kaul  
rhythma.kaul@hindustantimes.com

NEW DELHI: Now exactly how long it takes to get an X-ray, CT-scan and suturing done at emergency department of Aaims Trauma Centre is available online with information period for the procedures, number seen, admissions are made in a day, etc, automatically updated minute. The initial

fixing accountability for any hospital in the country. The initiative is part of the 70 crore health-care upgrade for the Capital Health in October 2010 for the Centre, the government wants to ensure it provides healthcare to all.

Dr Deepak Agrawal, professor, neurosurgery, is also in-charge of the hospital, was the first to implement this idea. His inspiration came from his complaints about the hours in emergency. Instead of issuing handwritten cards, the doctors started typing details on the nature of injuries, treatment and overall prognosis of patients, the AAIMS Trauma Centre has begun using tablets to store information.

Instead of issuing handwritten cards, the doctors started typing details on the nature of injuries, treatment and overall prognosis of patients, the AAIMS Trauma Centre has begun using tablets to store information.

Nearly 400 people visit OPDs of the hospital on any given day. Of them, about 100 turn up without their cards, hindering the treatment process as the doctor has no clue about the case.

"Earlier, we would not get much information with handwritten cards, the doctors started typing details on the nature of injuries, treatment and overall prognosis of patients, the AAIMS Trauma Centre has begun using tablets to store information."

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Confidential

Now, patient info in tablets at AAIMS centre

TRAUMA CENTRE Instead of issuing handwritten OPD cards, info will be stored in tablets and printouts issued. Move will help hospitals restore patient history

04 | metro | hindustantimes



Life-saving tips a phone call away

24x7 The trauma unit at AAIMS is to get a medical call centre, new wards and more beds in time for Games 2010

NEW DELHI: In a landmark initiative, the All India Institute of Medical Sciences (AIIMS) Trauma Centre is set to start a medical call centre — the first such facility in a government hospital in the country. The initiative is part of the 70 crore health-care upgrade for the Capital Health in October 2010 for the Centre, the government wants to ensure it provides healthcare to all.

Dr Deepak Agrawal, professor, neurosurgery, is also in-charge of the hospital, was the first to implement this idea. His inspiration came from his complaints about the hours in emergency. Instead of issuing handwritten cards, the doctors started typing details on the nature of injuries, treatment and overall prognosis of patients, the AAIMS Trauma Centre has begun using tablets to store information."

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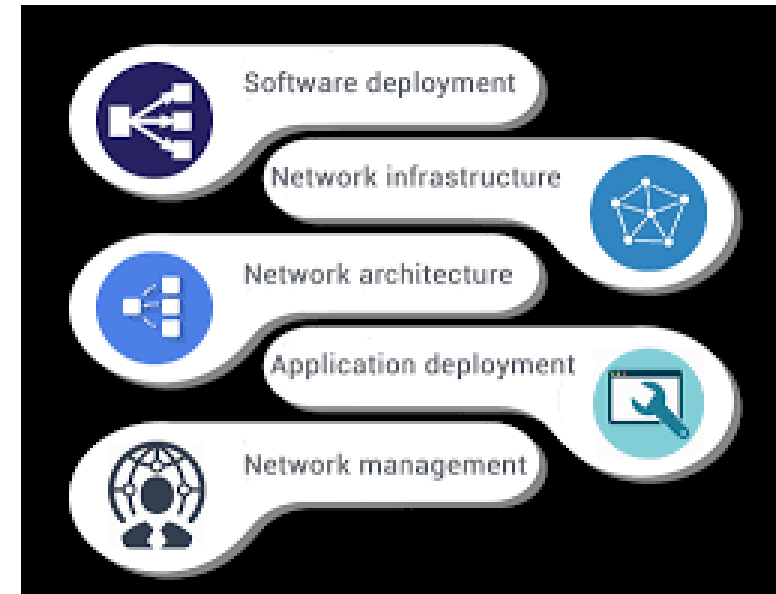
Although the healthcare upgrade at AAIMS is part of the Commonwealth Games package, the facilities will be open to public even after the sporting event ends.



AAIMS tested the call centre from internally on March 1 - 1st day - when the hospital received more than 200 accident and injury cases.



# GTI's proposed solution & Implementation Process





# Software & infrastructure creation

- Cloud server for on-the-cloud deployment of the Telephony Solution consisting of:
  - Inbound & Outbound capability
  - IPBX/ACD (Auto Call Distributor)/CTI (Computer Telephony Interface)
  - IVRS (Interactive Voice Response System)
- Software Development:
  - Dashboard creation for the stakeholders
  - API integration with Govt. Server
  - Telephony integration.
- Integrated CRM with Email/Call based Enquiries
- Agent Performance Monitoring Tool
- MIS

# Call Centre Solution: Features of ACD/IP PBX, CTI, CRM, Telephony



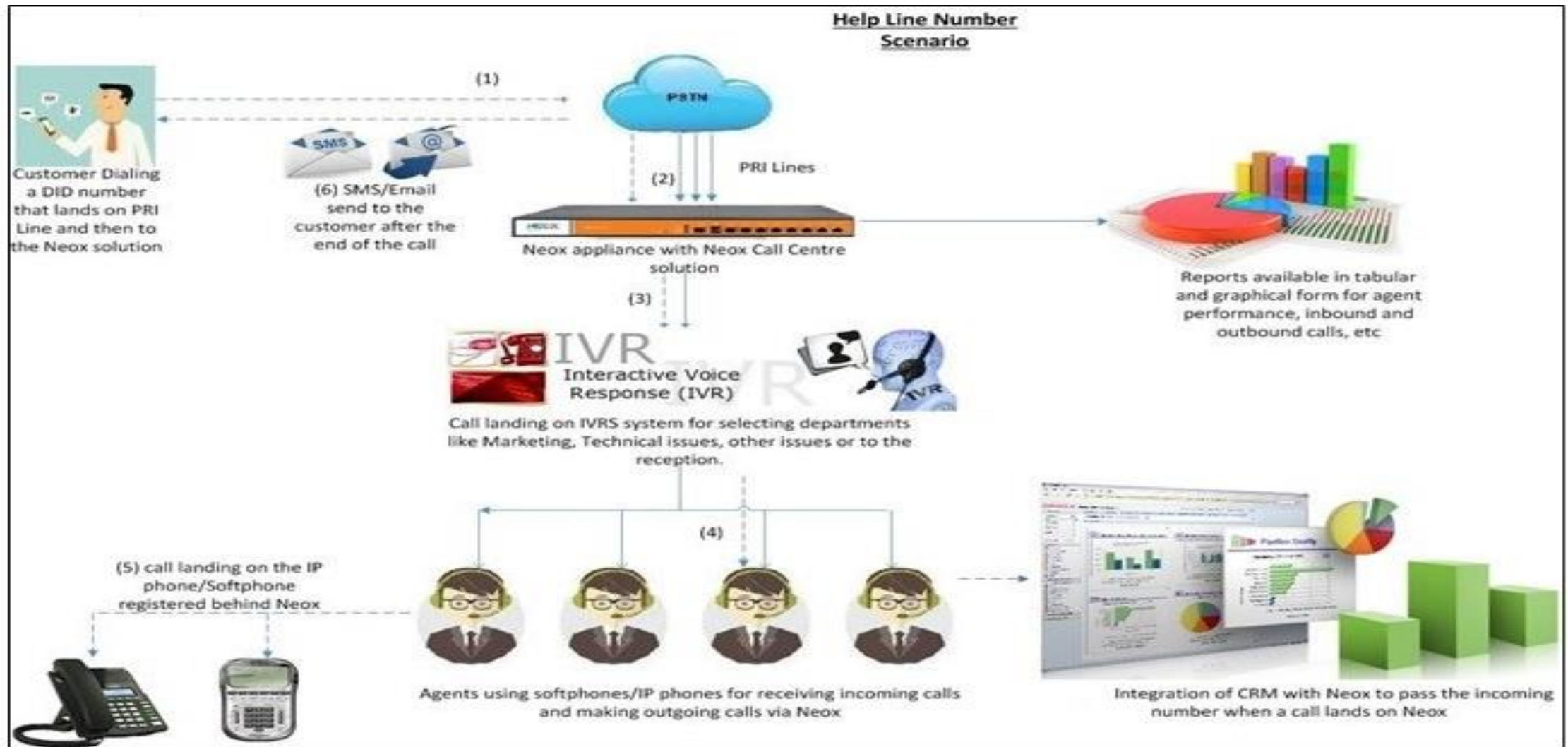
## Dial Centre

- Interactive Voice Response (IVR) Server
- Auto Call Distribution
- Call Recording
- Call Monitoring
- Comprehensive Reporting
- Managerial Dashboard
- Customized GUI
- Skill-based routing
- Administer Call Disposition Status
- CRM Integration
- Customer Call Back
- Real Time Queue Position Statistics

## SOFT SWITCH

- Inbound, Outbound and Blended Voice Process
- Automated Voice Blaster
- Outbound Pacing Modes: - Predictive, Preview and Progressive
- Web Callback
- Do Not Call List Management
- Unified Customer Contact History
- Real Time and Flexible Historic Reporting
- Enterprise Class Relational Database
- Passive and On-Demand Call Recording
- Call Monitoring
- Call Barge-In
- Multi-Number Dialing
- Time Zone Administration
- Disposition Administration
- Logical Partitioning
- Call Detail Screen Pop-Ups
- Managerial Dashboard
- Queue Position/Queue Wait
- Customizable Customer Lead Management
- Callback Scheduling
- Call Transfer
- Skill Based Routing
- Most Idle, Fewest Call
- Campaign and List Management
- CRM and Business Application Integration
- IVR Call Routing
- Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
- DNIS Routing
- Campaign wise Music On Hold Messages
- Answering Machine Detection

# Call Centre Solution : Contingency & Business Continuity Plan



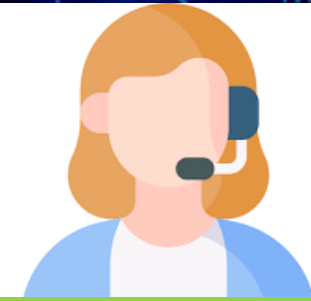
# Citizen Response Centre Software



**Callers**



**Call Received at  
the Call Centre**



**Agents attend the call  
via mobile phone**

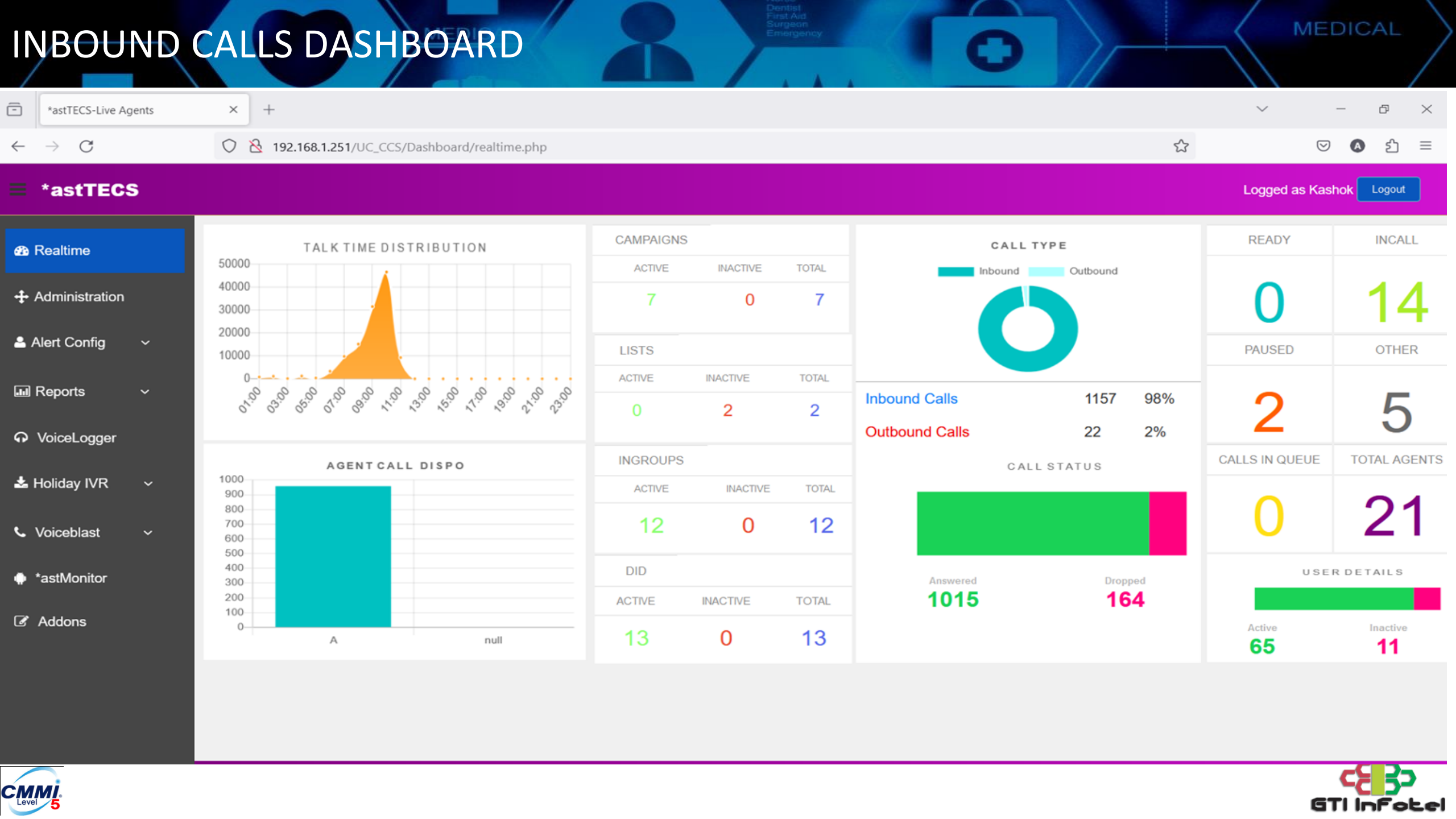


**While answering the call,  
agents enter the details &  
grievance of the caller**



**Our System records every call and  
the auto reports are generated**





# WhatsApp INTERACTIONS Via Conversational bot

WhatsApp based conversational bot built on Natural language models to help users have a human like conversation with the bot to answer the queries.

Meta APIs will be directly integrated for the conversational bot which will allow sending of rich media present on WhatsApp such as images, documents, videos, buttons, lists etc

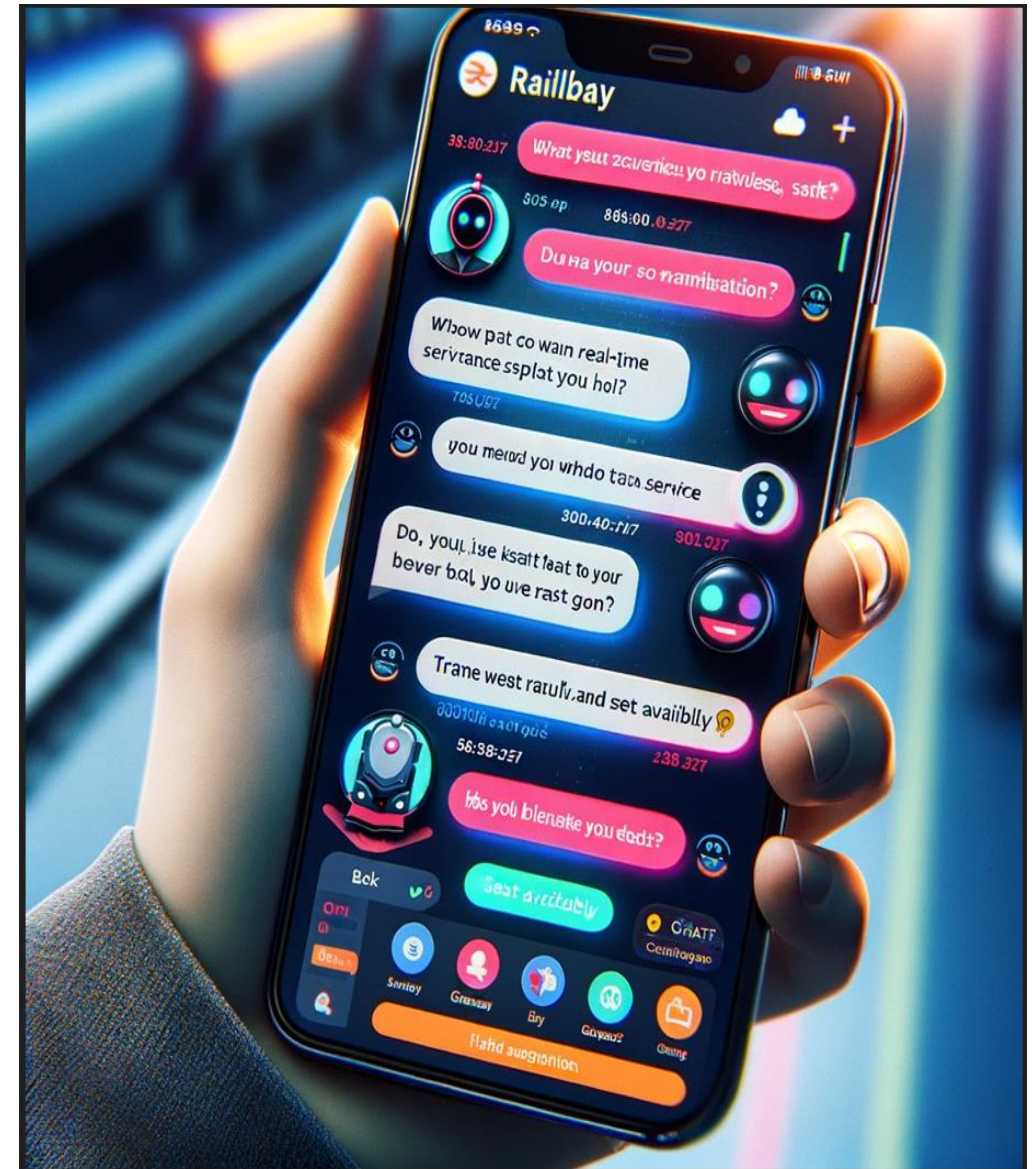
Conversational bot will retain conversational contexts to help maintain the conversational flow.

Can be used for general FAQs, booking and multiple other applicational scenarios

The bot can be integrated with other applications via API to allow enhanced interaction with customers

Fall back option can be set up to allow customers to connect with agents via chat or a voice.

Conversational log will be recorded under the client account within the Omni channel platform for review or reference in the future.





# Integrated E Query via Conversational Bot on web chat

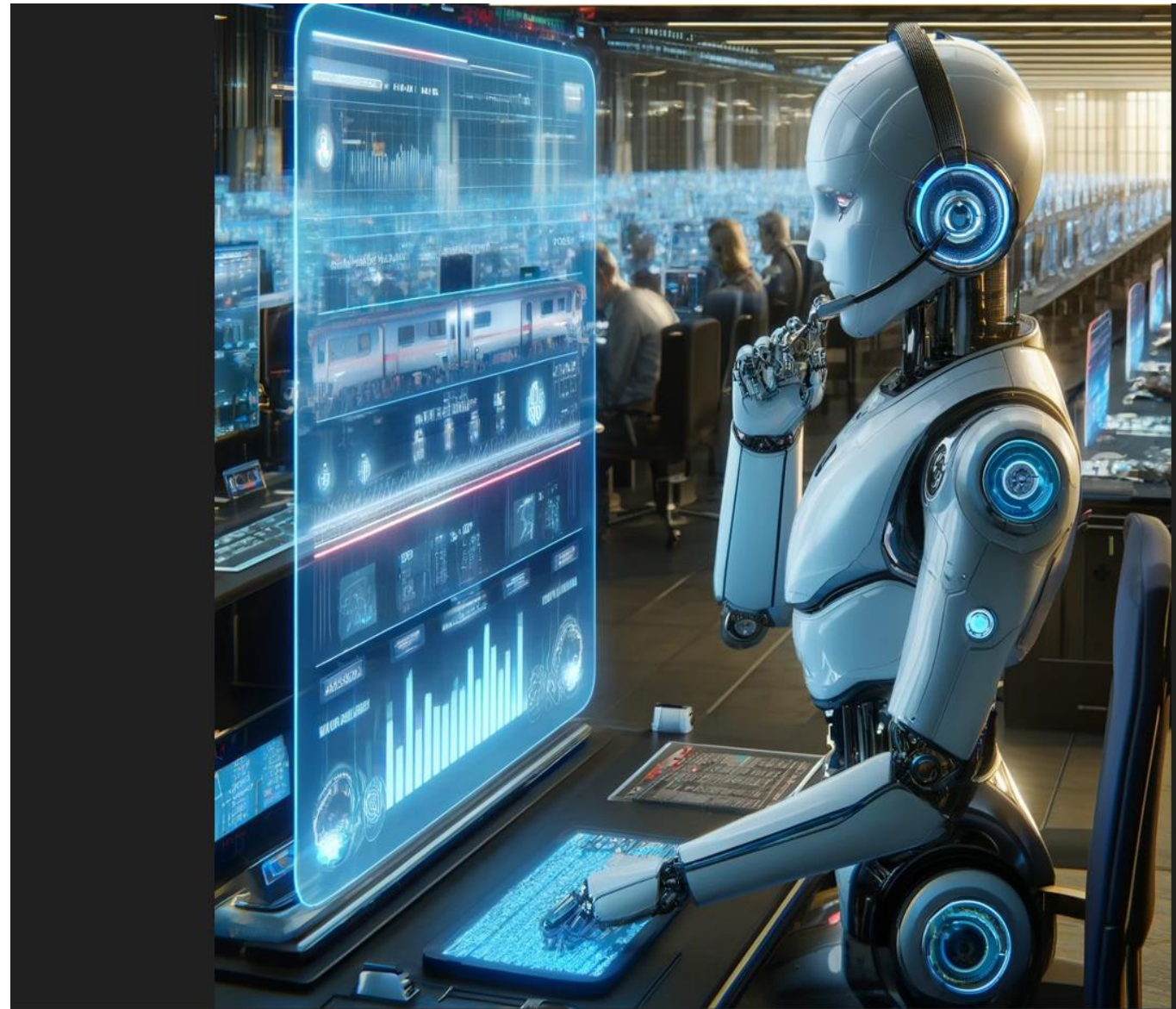
Web based conversational bots are developed to service web chat based conversations that can be plugged into the website.

Similar to WhatsApp based bots where rich media can be sent along with text.

Bot will converse using the NLP engine and understand the conversation context based on the knowledge base.

Bot can be integrated with other applications via API to help service client interactions and reduce overall load on human agents.

Conversations can be logged in the provided omnichannel platform under the customer reference for future reference.





# Integrated E Query via Omni channel agent platform

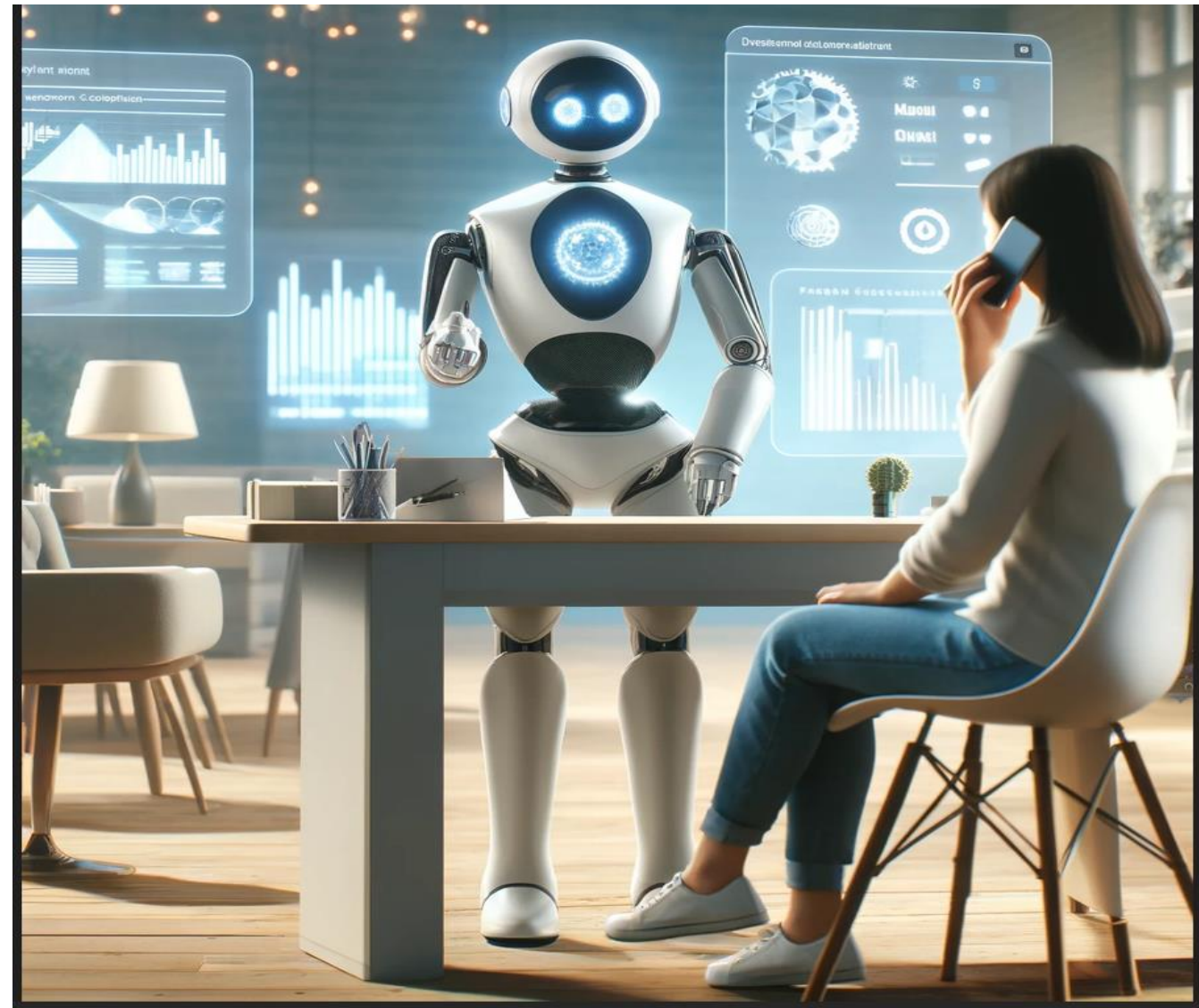
Omni channel agent platform allows agents to converse with the customers.

Multi channel support - voice, web, WhatsApp conversations can be handled on a single platform.

Log conversations - Conversational log allowing agents to refer to enquiries by the customer on any of the channels.

Multi user logging - multiple agents can log in based on campaign to service different incoming request streams without any hassle.

Multi level access - user roles can be defined allowing different user groups(managers, agents, admins) to have different levels of access present on the system.





# IVRS DEVELOPMENT-Conversational ASR in IVR

GTI has developed and deployed Conversational bots that are trained to respond to users query via voice.

Models are developed in most regional Indian languages with good accuracy.

The Conversational ASR bot will help replace a large percentage of queries which come in via phone which will help reduce the actual calls handled by the agents present.

The conversational bot can also be integrated with other systems via API to fetch additional details such as ticket status, train details or any other information to aid the users.

Fall back option can be setup to allow customers to connect with agents during the conversation



Taxi booking - Taxi booking service partners can be integrated with the bot over voice/whatsapp/web conversations to allow seamless booking of rides.

Hotel booking - Preferred hotels can be listed to the customers as suggestion if asked upon or at a fixed period before travel with suggestions to hotels at the destination.

Tourism products - Similar to hotel booking booking of tourism products such as attractions can be provided as suggestions based on the destination.

Advertisement jingles - Jingles or advertisements can be scheduled to play during hold time on call to allow broaden the scope of advertisements.

GTI Infotel Pvt. Ltd.

192.168.1.253/gtiinfo/

**GTI Infotel**

Login to GTI CRM

Username

Password

Sign in

[forgot password?](#)

More business productivity tools

**\*astDIAL**

A mobile based call center setup, for outbound processes. A complete system with "Zero-Infrastructure" requirements to run a call center.

[read more](#)

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# CRM Dashboard

Dashboard

192.168.1.253/gtiinfo/index.php

67%

GTI InFotel

My Dashboard

More

Add Widget

### Total Tickets Created by CRM (Monthly) (Tickets)

Total Tickets Created by CRM (Monthly)

Month	Tickets
January 2024	4
February 2024	3202
March 2024	5655
April 2024	1618

### Key Metrics

Open Tickets: 10311

### Delayed tickets by user (Tickets)

Delayed tickets by user

User	Tickets
Demo D	2

### Total Tickets Created (Monthly) (Tickets)

Total Tickets Created (Monthly)

Month	Tickets
January 2024	4
February 2024	3202
March 2024	5655
April 2024	1618

### Open Tickets

User	Tickets
Riku Saha	914
Monalisa Ranghang	1374
Anamika Ray	265
Jasmin Begum	14275
Radhika Soro	1374
Payal Roy	1374
Babi Harzary	1374
Anjana Das	1374
Kanglana Balshya	1374
Ana Phukan	1374
Moyuri Chetia	1374
Mridumita Dela	1374
Haina Soro	1374
Shuaita Rajbongshi	1374
Mukhi Kalita	1374

### Tickets by Status

Status	Tickets
Open	3064
In Progress	5192
Wait For Response	55
Closed	170

### Open Tickets (Tickets)

Open Tickets

User	Tickets
Anjana Das	623
Ashish Das	1374
AsaCRM Admin	638
Babi Harzary	1374
Babi Kalita	1374
Shuaita Rajbongshi	1374
Demo D	1374
Godmin Kempral	1374
Haina Soro	1374
Jasmin Begum	1374
Kanglana Balshya	1374
Momil Dey	1374
Monalisa Ranghang	1374
Moyuri Chetia	1374

### In Progress Tickets (Tickets)

In Progress Tickets

User	Tickets
Anamika Ray	924
Anjana Das	3331
Ashish Das	1374
AsaCRM Admin	1374
Babi Harzary	1374
Babi Kalita	1374
Shuaita Rajbongshi	1374
Demo D	1374
Godmin Kempral	1374
Haina Soro	1374
Jasmin Begum	1374
Kanglana Balshya	1374
Momil Dey	1374
Monalisa Ranghang	1374
Moyuri Chetia	1374

### Tickets by Category

Tickets by Category

Category	Tickets
Finance	2715
Health and Family Welfare	2615

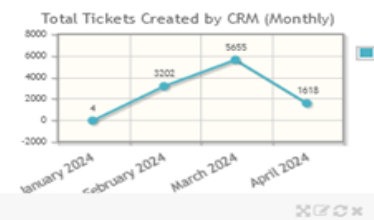
### Delayed tickets by category (Tickets)

Delayed tickets by category

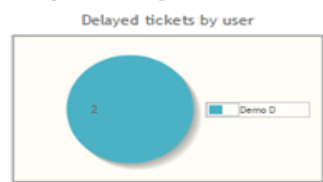
Category	Tickets
Agriculture and Horticulture	1

CMMI Level 5

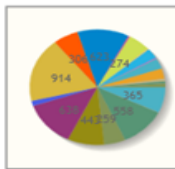
GTI InFotel



Open Tickets 10311



Month	Total Tickets Created
January 2024	4
February 2024	3202
March 2024	5655
April 2024	1618



Status	Count
Open	5064
In Progress	5192
Wait For Response	55
Closed	170

Open Ticket

Legend:

- Babli Kalita
- Bhusha Rajbongshi
- Demo D
- Godrim Kemprai
- Maina Boro
- Jasmin Begum
- Kanglana Balhya
- Momi Dey
- Monalisa Ranghang
- Mayruti Cheta

Data values from chart:

- 623
- 556
- 74
- 638
- 359
- 306
- 165
- 914
- 445
- 556
- 74

**In Progress Tickets by Admin**

Admin	Tickets
wicRm Admin	924
Sabli Narayan	979
Sabli Kalita	408
Shushta Rajjongsbi	965
Dermo D	965
Godwin Kempal	924
Haina Soro	979
Jasmin Begum	408
Vanghana Balshya	965
Monti Dey	924
Monalisa Rangang	979
Mount Chetta	408

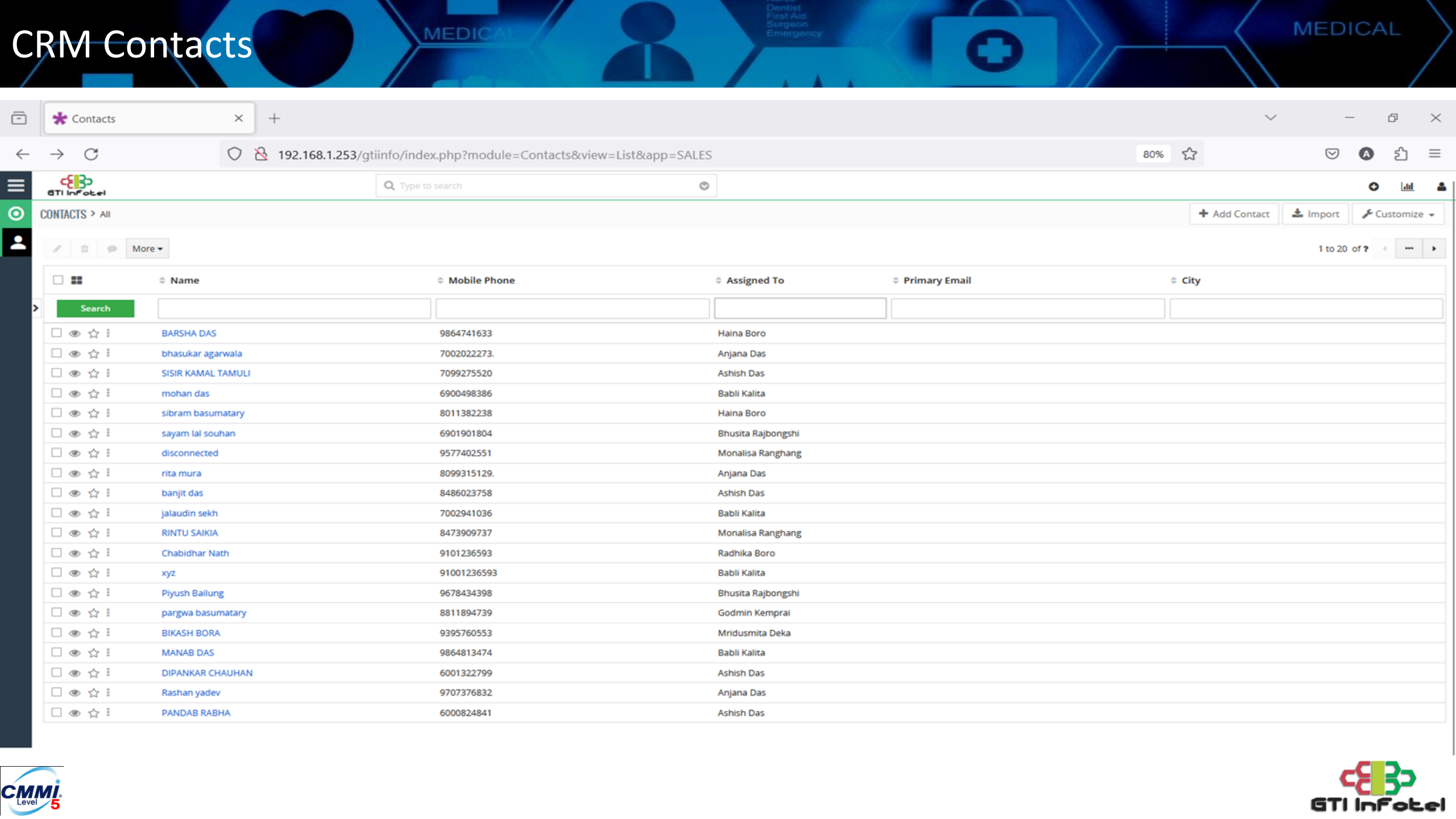
**Tickets by Category**

Category	Tickets
Health and Higher Education	2716
Home and Housing	31
Industries - Karbi Anglong	2616
Labour Welfare	10
Mission Swi	10
Other	10
Other	10
Other	10
Other	10
Other	10

Delayed tickets by category

Category	Percentage
Agriculture and Horticulture	100%





# CRM Contacts

Contacts

192.168.1.253/gtiinfo/index.php?module=Contacts&view=List&app=SALES

GTI InFotel

CONTACTS > All

+ Add Contact

Import

Customize

1 to 20 of ?

	Name	Mobile Phone	Assigned To	Primary Email	City
<input type="checkbox"/>	BARSHA DAS	9864741633	Haina Boro		
<input type="checkbox"/>	bhasukar agarwala	7002022273.	Anjana Das		
<input type="checkbox"/>	SISIR KAMAL TAMULI	7099275520	Ashish Das		
<input type="checkbox"/>	mohan das	6900498386	Babli Kalita		
<input type="checkbox"/>	sibram basumatary	8011382238	Haina Boro		
<input type="checkbox"/>	sayam lal souhan	6901901804	Bhusita Rajbongshi		
<input type="checkbox"/>	disconnected	9577402551	Monalisa Ranghang		
<input type="checkbox"/>	rita mura	8099315129.	Anjana Das		
<input type="checkbox"/>	banjit das	8486023758	Ashish Das		
<input type="checkbox"/>	jalaudin sekh	7002941036	Babli Kalita		
<input type="checkbox"/>	RINTU SAIKIA	8473909737	Monalisa Ranghang		
<input type="checkbox"/>	Chabidhar Nath	9101236593	Radhika Boro		
<input type="checkbox"/>	xyz	91001236593	Babli Kalita		
<input type="checkbox"/>	Piyush Bailung	9678434398	Bhusita Rajbongshi		
<input type="checkbox"/>	pargwa basumatary	8811894739	Godmin Kemprai		
<input type="checkbox"/>	BIKASH BORA	9395760553	Mridusmita Deka		
<input type="checkbox"/>	MANAB DAS	9864813474	Babli Kalita		
<input type="checkbox"/>	DIPANKAR CHAUHAN	6001322799	Ashish Das		
<input type="checkbox"/>	Rashan yadev	9707376832	Anjana Das		
<input type="checkbox"/>	PANDAB RABHA	6000824841	Ashish Das		



# CRM Add Ticket

Contacts

192.168.1.253/gtiinfo/index.php?module=Contacts&view=Edit&app=SALES

GTI InFotel

CONTACTS > All > Adding new

Creating New Contact

Basic Information

Name \*

Secondary Phone

Gender

Male

Mobile Phone

Primary Email

Department

Address Details

Street

City

Pin Code

State

District

Select an Option

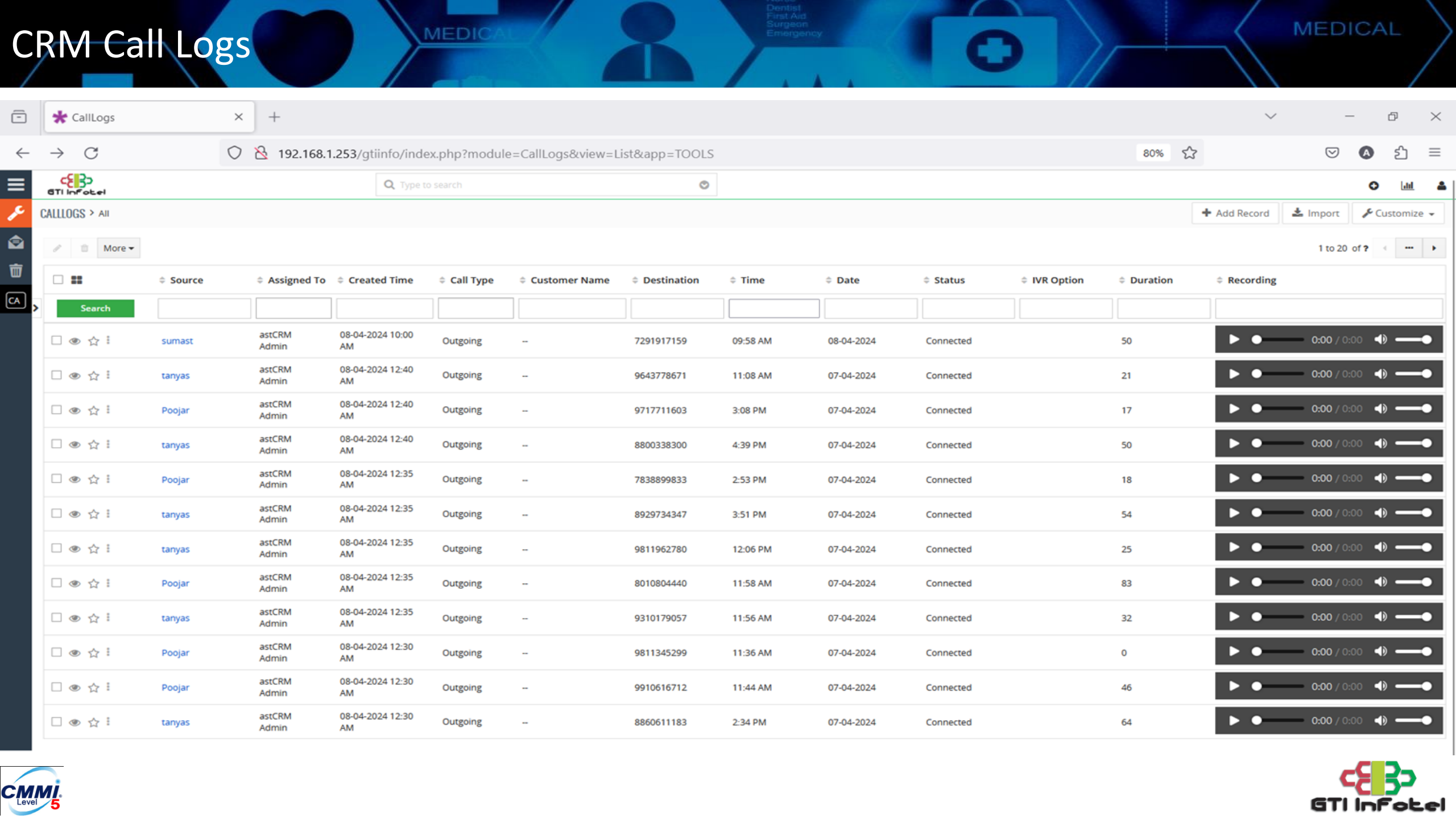
Select an Option

Description Details

Description

Save

Cancel



# CRM Call Logs

CallLogs

192.168.1.253/gtiinfo/index.php?module=CallLogs&view=List&app=TOOLS

80%

GTI InFotel

Type to search

CallLOGS > All

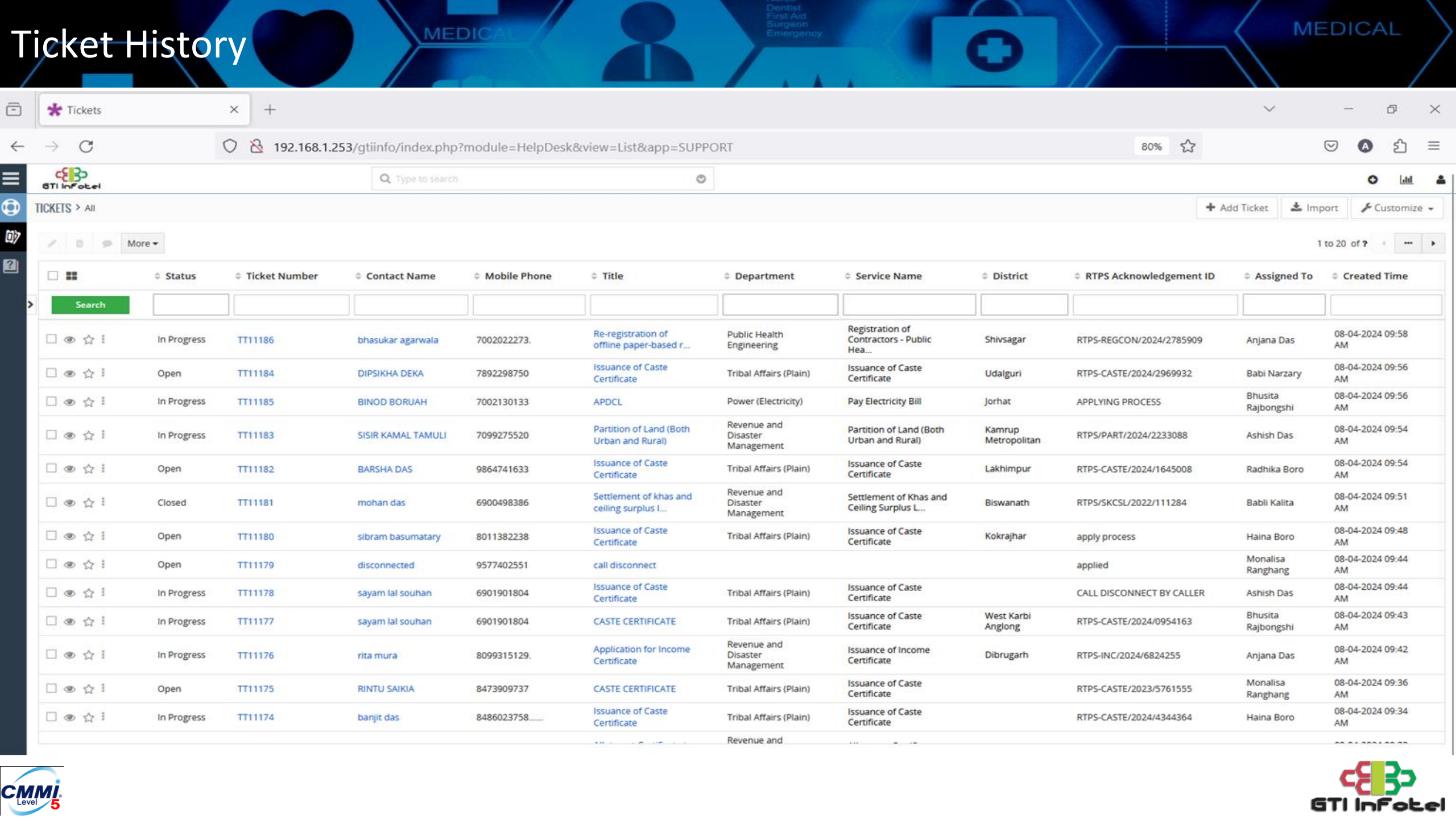
+ Add Record

Import

Customize

1 to 20 of ?

	Source	Assigned To	Created Time	Call Type	Customer Name	Destination	Time	Date	Status	IVR Option	Duration	Recording
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	sumast	astCRM Admin	08-04-2024 10:00 AM	Outgoing	--	7291917159	09:58 AM	08-04-2024	Connected		50	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	tanyas	astCRM Admin	08-04-2024 12:40 AM	Outgoing	--	9643778671	11:08 AM	07-04-2024	Connected		21	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	Poojar	astCRM Admin	08-04-2024 12:40 AM	Outgoing	--	9717711603	3:08 PM	07-04-2024	Connected		17	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	tanyas	astCRM Admin	08-04-2024 12:40 AM	Outgoing	--	8800338300	4:39 PM	07-04-2024	Connected		50	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	Poojar	astCRM Admin	08-04-2024 12:35 AM	Outgoing	--	7838899833	2:53 PM	07-04-2024	Connected		18	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	tanyas	astCRM Admin	08-04-2024 12:35 AM	Outgoing	--	8929734347	3:51 PM	07-04-2024	Connected		54	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	tanyas	astCRM Admin	08-04-2024 12:35 AM	Outgoing	--	9811962780	12:06 PM	07-04-2024	Connected		25	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	Poojar	astCRM Admin	08-04-2024 12:35 AM	Outgoing	--	8010804440	11:58 AM	07-04-2024	Connected		83	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	tanyas	astCRM Admin	08-04-2024 12:35 AM	Outgoing	--	9310179057	11:56 AM	07-04-2024	Connected		32	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	Poojar	astCRM Admin	08-04-2024 12:30 AM	Outgoing	--	9811345299	11:36 AM	07-04-2024	Connected		0	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	Poojar	astCRM Admin	08-04-2024 12:30 AM	Outgoing	--	9910616712	11:44 AM	07-04-2024	Connected		46	<div><div></div><div>0:00 / 0:00</div><div></div></div>
<input type="checkbox"/>	tanyas	astCRM Admin	08-04-2024 12:30 AM	Outgoing	--	8860611183	2:34 PM	07-04-2024	Connected		64	<div><div></div><div>0:00 / 0:00</div><div></div></div>



# Ticket History

Tickets

192.168.1.253/gtiinfo/index.php?module=HelpDesk&view=List&app=SUPPORT

GTI InFotel

Type to search

TICKETS > All

+ Add Ticket

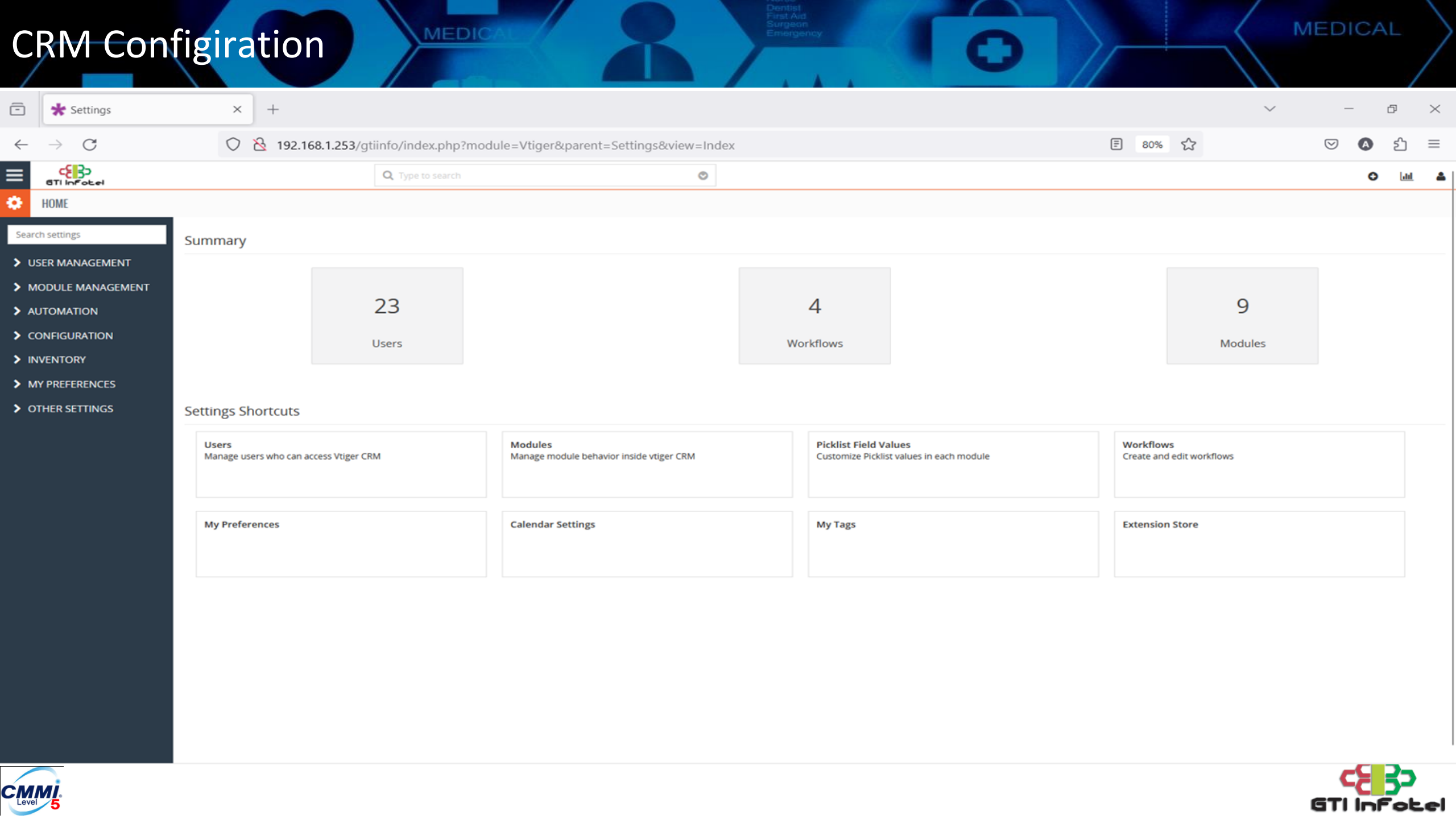
Import

Customize

1 to 20 of ?

	Status	Ticket Number	Contact Name	Mobile Phone	Title	Department	Service Name	District	RTPS Acknowledgement ID	Assigned To	Created Time
<div><div>Search</div></div>											
<div><div></div><div></div><div></div></div>	In Progress	TT11186	bhasukar agarwala	7002022273.	Re-registration of offline paper-based r...	Public Health Engineering	Registration of Contractors - Public Hea...	Shivsagar	RTPS-REGCON/2024/2785909	Anjana Das	08-04-2024 09:58 AM
<div><div></div><div></div><div></div></div>	Open	TT11184	DIPSIKHA DEKA	7892298750	Issuance of Caste Certificate	Tribal Affairs (Plain)	Issuance of Caste Certificate	Udalguri	RTPS-CASTE/2024/2969932	Babi Narzary	08-04-2024 09:56 AM
<div><div></div><div></div><div></div></div>	In Progress	TT11185	BINOD BORUAH	7002130133	APDCL	Power (Electricity)	Pay Electricity Bill	Jorhat	APPLYING PROCESS	Bhusita Rajbongshi	08-04-2024 09:56 AM
<div><div></div><div></div><div></div></div>	In Progress	TT11183	SISIR KAMAL TAMULI	7099275520	Partition of Land (Both Urban and Rural)	Revenue and Disaster Management	Partition of Land (Both Urban and Rural)	Kamrup Metropolitan	RTPS/PART/2024/2233088	Ashish Das	08-04-2024 09:54 AM
<div><div></div><div></div><div></div></div>	Open	TT11182	BARSHA DAS	9864741633	Issuance of Caste Certificate	Tribal Affairs (Plain)	Issuance of Caste Certificate	Lakhimpur	RTPS-CASTE/2024/1645008	Radhika Boro	08-04-2024 09:54 AM
<div><div></div><div></div><div></div></div>	Closed	TT11181	mohan das	6900498386	Settlement of khas and ceiling surplus l...	Revenue and Disaster Management	Settlement of Khas and Ceiling Surplus L...	Biswanath	RTPS/SKCSL/2022/111284	Babli Kalita	08-04-2024 09:51 AM
<div><div></div><div></div><div></div></div>	Open	TT11180	sibram basumatary	8011382238	Issuance of Caste Certificate	Tribal Affairs (Plain)	Issuance of Caste Certificate	Kokrajhar	apply process	Haina Boro	08-04-2024 09:48 AM
<div><div></div><div></div><div></div></div>	Open	TT11179	disconnected	9577402551	call disconnect				applied	Monalisa Ranghang	08-04-2024 09:44 AM
<div><div></div><div></div><div></div></div>	In Progress	TT11178	sayam lai souhan	6901901804	Issuance of Caste Certificate	Tribal Affairs (Plain)	Issuance of Caste Certificate		CALL DISCONNECT BY CALLER	Ashish Das	08-04-2024 09:44 AM
<div><div></div><div></div><div></div></div>	In Progress	TT11177	sayam lai souhan	6901901804	CASTE CERTIFICATE	Tribal Affairs (Plain)	Issuance of Caste Certificate	West Karbi Anglong	RTPS-CASTE/2024/0954163	Bhusita Rajbongshi	08-04-2024 09:43 AM
<div><div></div><div></div><div></div></div>	In Progress	TT11176	rita mura	8099315129.	Application for Income Certificate	Revenue and Disaster Management	Issuance of Income Certificate	Dibrugarh	RTPS-INC/2024/6824255	Anjana Das	08-04-2024 09:42 AM
<div><div></div><div></div><div></div></div>	Open	TT11175	RINTU SAIKIA	8473909737	CASTE CERTIFICATE	Tribal Affairs (Plain)	Issuance of Caste Certificate		RTPS-CASTE/2023/5761555	Monalisa Ranghang	08-04-2024 09:36 AM
<div><div></div><div></div><div></div></div>	In Progress	TT11174	banjit das	8486023758.....	Issuance of Caste Certificate	Tribal Affairs (Plain)	Issuance of Caste Certificate		RTPS-CASTE/2024/4344364	Haina Boro	08-04-2024 09:34 AM





# CRM Configuration

Settings

192.168.1.253/gtiinfo/index.php?module=Vtiger&parent=Settings&view=Index

80%

GTI InFotel

Type to search

HOME

Search settings

> USER MANAGEMENT

> MODULE MANAGEMENT

> AUTOMATION

> CONFIGURATION

> INVENTORY

> MY PREFERENCES

> OTHER SETTINGS

Summary

23

Users

4

Workflows

9

Modules

Settings Shortcuts

Users

Manage users who can access Vtiger CRM

Modules

Manage module behavior inside vtiger CRM

Picklist Field Values

Customize Picklist values in each module

Workflows

Create and edit workflows

My Preferences

Calendar Settings

My Tags

Extension Store


# VOICE LOGGER SYSTEM

\*astTECS-VoiceLogger

192.168.1.251/UC\_CCS/Dashboard/vlog.php

**\*astTECS** Logged as Kashok Logout

- Realtime
- Administration
- Alert Config
- Reports
- VoiceLogger**
- Holiday IVR
- Voiceblast
- \*astMonitor
- Addons



**\*astVLogger**  
Powered By \*astTECS

**SIGN IN NOW**

User ID

Password

Submit

Powered By \*astTECS

Copyright© \*astTECS 2020-2029 version 2.0

The image is a screenshot of a web application titled "Voice Logger Status". The browser's address bar shows the URL "192.168.1.251/UC\_CCS/Dashboard/vlog.php". The application has a purple header with the logo "\*astTECS" and a user login "Logged as Kashok" with a "Logout" button. A dark sidebar on the left contains navigation links: "Realtime", "Administration", "Alert Config", "Reports", "VoiceLogger" (highlighted in blue), "Holiday IVR", "Voiceblast", "\*astMonitor", and "Addons". The main content area has a purple navigation bar with "STATUS", "VOICE FILES", "DOWNLOAD", and "LOGOUT". The "STATUS" section is active and displays "HDD SPACE USAGE" with a pie chart showing 99.14% Free (green) and 0.16% Used (red). Text indicates "Free Space : 803 GB" and "Used Space : 38 GB". Below this, "VOICEFILES" shows "Number Of Voicefiles 329". A "WARNING" section states "No Warning". The footer includes "Copyright © \*astTECS 2020-2029 version 2.0" and logos for "CMMI Level 5" and "GTI InFotel".

Logged as Kashok [Logout](#)

**STATUS** **VOICE FILES** **DOWNLOAD** **LOGOUT**

## HARD DISK DRIVE STATUS

## HDD SPACE USAGE

Free Space : 803 GB

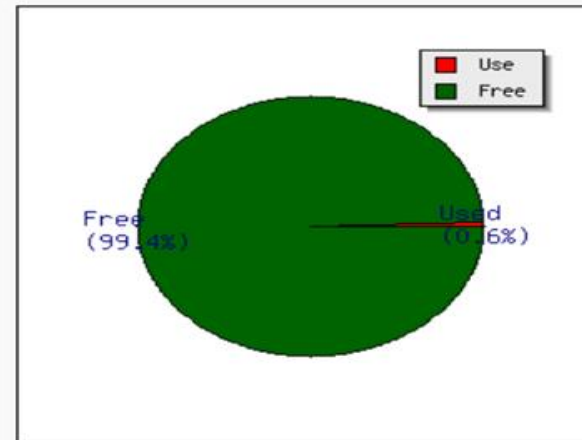
Used Space : 38 GB

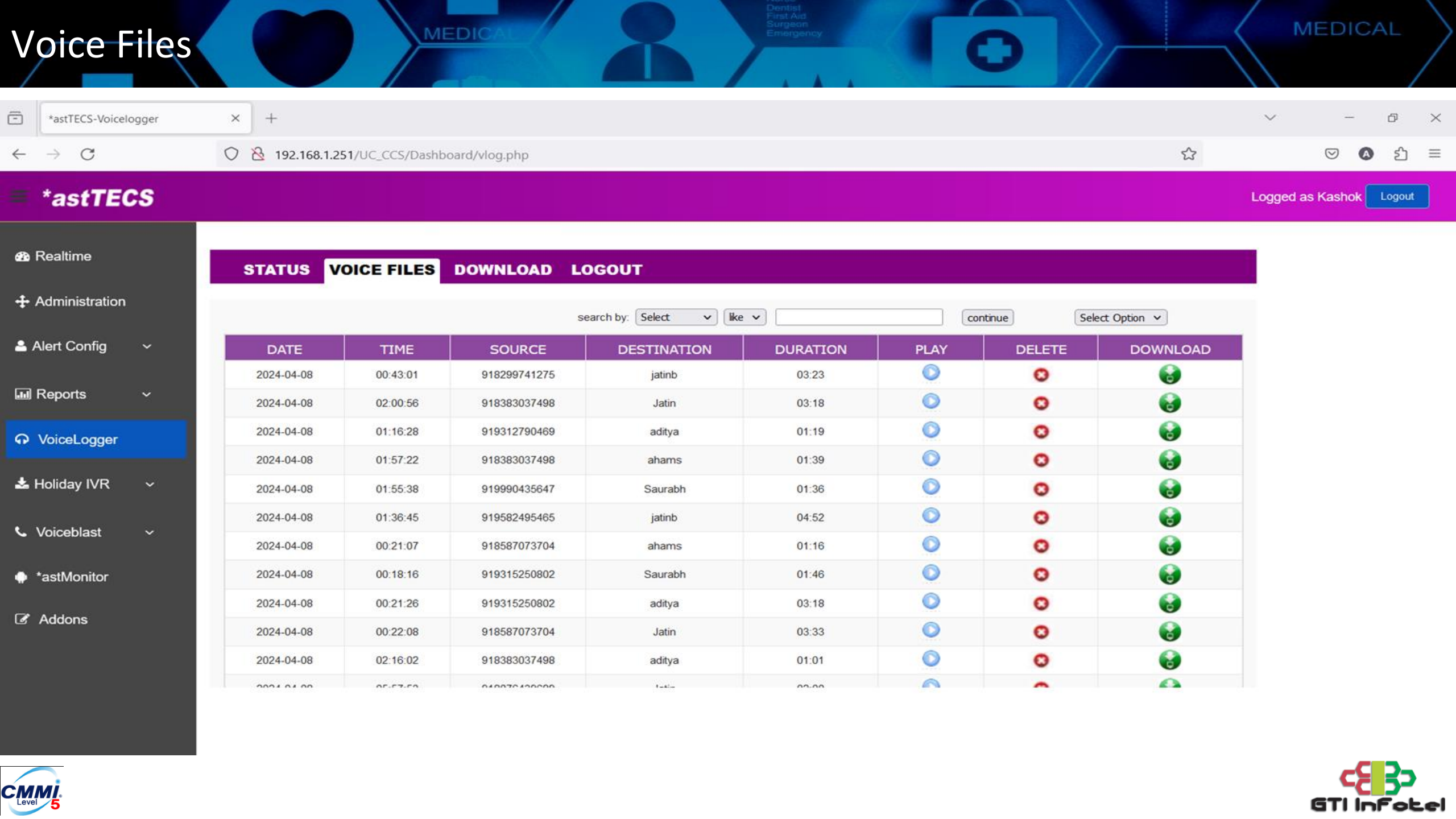
## VOICEFILES

Number Of Voicefiles 329

### WARNING

**No Warning**





# Voice Files

- Realtime
- Administration
- Alert Config
- Reports
- VoiceLogger
- Holiday IVR
- Voiceblast
- \*astMonitor
- Addons

STATUS VOICE FILES DOWNLOAD LOGOUT

search by:

DATE	TIME	SOURCE	DESTINATION	DURATION	PLAY	DELETE	DOWNLOAD
2024-04-08	00:43:01	918299741275	jatinb	03:23			
2024-04-08	02:00:56	918383037498	Jatin	03:18			
2024-04-08	01:16:28	919312790469	aditya	01:19			
2024-04-08	01:57:22	918383037498	ahams	01:39			
2024-04-08	01:55:38	919990435647	Saurabh	01:36			
2024-04-08	01:36:45	919582495465	jatinb	04:52			
2024-04-08	00:21:07	918587073704	ahams	01:16			
2024-04-08	00:18:16	919315250802	Saurabh	01:46			
2024-04-08	00:21:26	919315250802	aditya	03:18			
2024-04-08	00:22:08	918587073704	Jatin	03:33			
2024-04-08	02:16:02	918383037498	aditya	01:01			
2024-04-08	02:57:50	918383037498	Jatin	02:00			



# Voice File Download

Browser tabs: \*astTECS-VoiceLogger

Address bar: 192.168.1.251/UC\_CCS/Dashboard/vlog.php


Page Header: \*astTECS Logged as Kashok [Logout](#)


Left Sidebar:

- Realtime
- Administration
- Alert Config
- Reports
- VoiceLogger**
- Holiday IVR
- Voiceblast
- \*astMonitor
- Addons

Navigation Tabs: STATUS VOICE FILES **DOWNLOAD** LOGOUT

**VOICEFILES DOWNLOAD**

From Date:  

To Date:  

[Zip The File](#)

# MIS REPORTING

https://115.241.52.59/UC\_CCS/vicidial/admin.php

HOME | Timeclock | Chat | Logout (Kashok) Saturday April 6, 2024 12:01:44 PM

## VICIdial

### ADMINISTRATION

- Reports
- Users
- Campaigns
- Lists
- Scripts
- Filters
- Inbound
- User Groups
- Remote Agents
- Admin

Agents Logged In  
23

Agents In Calls  
12

Active Calls  
12

Calls Ringing  
0

#### System Summary:

Records	Active	Inactive	Total
Users:	65	11	76
Campaigns:	7	0	7
Lists:	0	2	2
In-Groups:	12	0	12
DIDs:	13	0	13

Total Stats for Today: [\[view max stats\]](#)

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Agents
2089	1742	347	23

Total Stats for Yesterday: [\[view max stats\]](#)

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Agents
5420 / 5541	4577	964	22

VERSION: 2.13-576a  
BUILD: 161126-2138  
© 2016 Vicidial Group

https://115.241.52.59/UC\_CCS/vicidial/admin.php?ADD=999999

HOME | Timeclock | Chat | Logout (Kashok) Saturday April 6, 2024 12:02:33 PM

## VICIdial

### ADMINISTRATION

- Reports
- Users
- Campaigns
- Lists
- Scripts
- Filters
- Inbound
- User Groups
- Remote Agents
- Admin

#### Server Stats and Reports

(System Summary)

##### Real-Time Reports

- [Real-Time Main Report](#)
- [Real-Time Campaign Summary](#)

##### Inbound and Outbound Calling Reports

- [Inbound Report - v2](#)
- [Inbound Report by DID](#)
- [Inbound Service Level Report](#)
- [Inbound Summary Hourly Report](#)
- [Inbound Daily Report](#)
- [Inbound DID Report](#)
- [Inbound IVR Report](#)
- [Outbound Calling Report](#)
- [Outbound Summary Interval Report](#)
- [Outbound IVR Report - Export](#)
- [Fronter - Closer Report - Detail](#)
- [Lists Pass Report](#)
- [Lists Campaign Statuses Report](#)
- [Called Counts List IDs Report](#)
- [Campaign Status List Report](#)
- [Export Calls Report](#)
- [Export Leads Report](#)

##### Agent Reports

- [Agent Time Detail](#)
- [Agent Status Detail](#)
- [Agent Performance Detail](#)
- [Team Performance Detail](#)
- [Performance Comparison Report](#)
- [Single Agent Daily - Time](#)
- [User Group Login Report](#)
- [User Group Hourly Report](#)
- [User Stats](#)
- [User Time Sheet](#)

##### Time Clock Reports

- [User Timeclock Report](#)
- [User Group Timeclock Status Report](#)
- [User Timeclock Detail Report](#)

##### Other Reports and Links

- [Server Performance Report](#)
- [Maximum System Stats](#)
- [Administration Change Log](#)

SERVER +	DESCRIPTION	IP	ACT	LOAD	CHAN	AGNT	DISK	OUTBOUND	INBOUND
astTECS	Asterisk server	127.0.0.1	Y / Y / Y	255 - 24%	83	23	34%	<a href="#">LINK</a>	<a href="#">LINK</a>

[Admin Utilities](#)

# MIS REPORTING

Real-Time Main Report: ALL-ACTIVE

https://115.241.52.59/UC\_CCS/vicidial/realtime\_report.php

VICIdial

ReportsUsersCampaignsListsScriptsFiltersInboundUser GroupsRemote AgentsAdmin

Real-Time Main Report

Choose Report Display Options

RELOAD NOW

MODIFY | SUMMARY

refresh: 32

+ VIEW MORE

DIAL LEVEL: 1,000

DIALABLE LEADS: 0

HOPPER ( min/auto ): 3500 / 27

LEADS IN HOPPER: 0

VIEW USER GROUP

TRUNK SHORT/FILL: 0 / 0

CALLS TODAY: 2097

DROPPED / ANSWERED: 179,000 / 1571

DROPPED PERCENT: 11.39%

SHOW SERVER INFO

HIDE WAITING CALLS

SHOW IN-GROUP STATS

SHOW PHONES

SHOW CUSTPHONES

FILTER: NONE

AVG AGENTS: 0.00

DL DIFF: 0.00

DIFF: 0.00%

TIME: 2024-04-06 12:03:26

DIAL METHOD: RATIO

STATUSES: NEW

ORDER: DOWN

10

current active calls

0

calls ringing

0

calls waiting for agents

0

calls in IVR

23

agents logged in

10

agents in calls

6

agents waiting

7

paused agents

0

agents in dead calls

0

agents in dispo

Agents Time On Calls Campaign: |ALL-ACTIVE|

2024-04-06 12:03:26

STATION	USER	SHOW ID	INFO	SESSIONID	STATUS	PAUSE	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
SIP/1019	Abhishek Singh	+		8600064	INCALL	I	7:24	DELHIJ	69	29	astTECS_Incoming - astTECS_Incoming
SIP/1020	Vicky Jha	+		8600070	INCALL	I	3:11	DELHIJ	69	0	astTECS_Incoming - astTECS_Incoming
SIP/1013	Vikash Singh	+		8600060	INCALL	I	2:11	DELHIJ	37	0	astTECS_Incoming - astTECS_Incoming
SIP/1014	Anjali Rani	+		8600059	INCALL	I	1:25	DELHIJ	112	0	astTECS_Incoming - astTECS_Incoming
SIP/1027	Priti Pandey	+		8600067	INCALL	I	1:12	DELHIJ	51	0	astTECS_Incoming - astTECS_Incoming
SIP/1036	Rupal Chauhan	+		8600071	INCALL	I	1:06	DELHIJ	61	0	astTECS_Incoming - astTECS_Incoming
SIP/1021	Priya Kumari	+		8600063	INCALL	I	1:05	DELHIJ	73	0	astTECS_Incoming - astTECS_Incoming
SIP/1017	Aastha Gangwar	+		8600065	INCALL	I	0:59	DELHIJ	63	0	astTECS_Incoming - astTECS_Incoming
SIP/1016	Shivangi	+		8600073	INCALL	I	0:54	DELHIJ	50	0	astTECS_Incoming - astTECS_Incoming
SIP/1033	Neha Sharma	+		8600051	INCALL	I	0:24	DELHIJ	43	0	astTECS_Incoming - astTECS_Incoming
SIP/1006	Nav Prabhat	+		8600074	PAUSED	LOGIN	11:21	NICETLMD	0		
SIP/1007	Nomita Verma	+		8600075	PAUSED	LOGIN	94:30	NICETLMD	0		
SIP/1035	Tanya Sharma	+		8600055	PAUSED	MB	3:32	DELHIJ	158		
SIP/1012	Nidhi Kumari	+		8600061	PAUSED	LB	1:04	DELHIJ	86		
SIP/1032	Jatin Chauhan	+		8600053	PAUSED	LB	0:35	DELHIJ	104		
SIP/1028	Sumas Tava	+		8600069	PAUSED	LB	1:25	DELHIJ	156		
SIP/1011	Lucky	+		8600056	PAUSED	LB	0:47	DELHIJ	93		
SIP/1025	Karan Sharma	+		8600068	CLOSER		1:40	DELHIJ	83		
SIP/1022	Rohit Gupta	+		8600054	CLOSER		0:33	DELHIJ	74		
SIP/1018	Priyanshu Kumar	+		8600066	CLOSER		1:23	DELHIJ	53		
SIP/1023	Arpita	+		8600057	CLOSER		1:32	DELHIJ	77		
SIP/1015	Neha Kumari	+		8600058	CLOSER		0:34	DELHIJ	96		
SIP/1031	Pooja Rai	+		8600072	CLOSER		0:02	DELHIJ	43		

23 agents logged in on all servers

System Load Average: 3.32 2.37 1.69 M

- Agent chatting

- Agent in email

- Agent waiting for call

- Agent waiting for call > 1 minute

- Agent waiting for call > 5 minutes

- Agent on call > 10 seconds

- Agent on call > 1 minute

- Agent on call > 5 minutes

- Agent Paused > 10 seconds

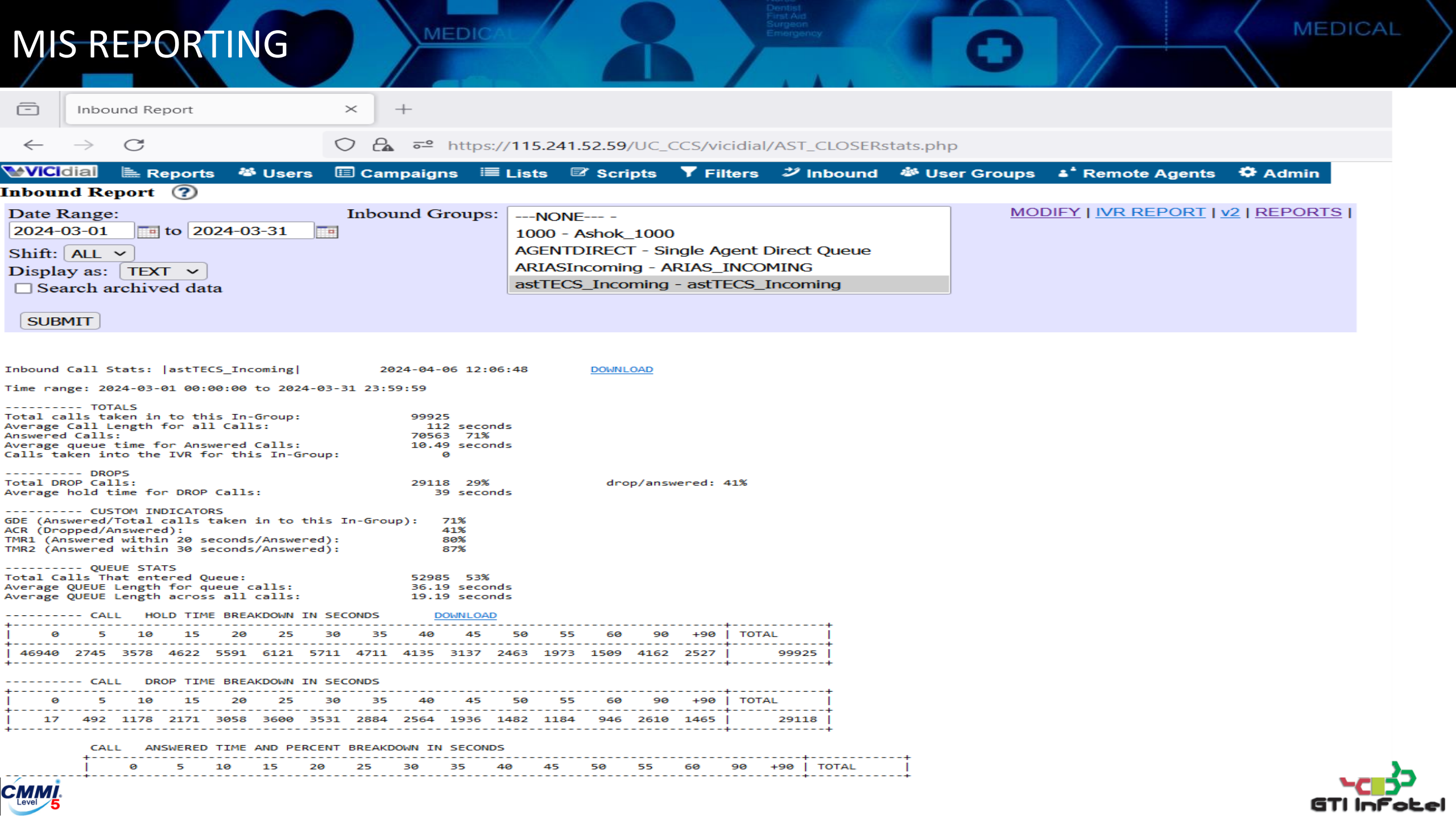
- Agent Paused > 1 minute

- Agent Paused > 5 minutes

- Agent in 3-WAY > 10 seconds

- Agent on a dead call





# MIS REPORTING

Inbound Report

×

+

←

→

↺

https://115.241.52.59/UC\_CCS/vicidial/AST\_CLOSERstats.php

VICIdial

Reports

Users

Campaigns

Lists

Scripts

Filters

Inbound

User Groups

Remote Agents

Admin

Inbound Report

?

Date Range:  
2024-03-01 to 2024-03-31

Shift: ALL

Display as: TEXT

☐ Search archived data

SUBMIT

Inbound Groups:

---NONE---

1000 - Ashok\_1000

AGENTDIRECT - Single Agent Direct Queue

ARIASIncoming - ARIAS\_INCOMING

astTECS\_Incoming - astTECS\_Incoming

MODIFY

|

IVR REPORT

|

v2

|

REPORTS

|

Inbound Call Stats: |astTECS\_Incoming| 2024-04-06 12:06:48 [DOWNLOAD](#)

Time range: 2024-03-01 00:00:00 to 2024-03-31 23:59:59

----- TOTALS  
Total calls taken in to this In-Group: 99925  
Average Call Length for all Calls: 112 seconds  
Answered Calls: 70563 71%  
Average queue time for Answered Calls: 10.49 seconds  
Calls taken into the IVR for this In-Group: 0

----- DROPS  
Total DROP Calls: 29118 29% drop/answered: 41%  
Average hold time for DROP Calls: 39 seconds

----- CUSTOM INDICATORS  
GDE (Answered/Total calls taken in to this In-Group): 71%  
ACR (Dropped/Answered): 41%  
TMR1 (Answered within 20 seconds/Answered): 80%  
TMR2 (Answered within 30 seconds/Answered): 87%

----- QUEUE STATS  
Total Calls That entered Queue: 52985 53%  
Average QUEUE Length for queue calls: 36.19 seconds  
Average QUEUE Length across all calls: 19.19 seconds

CALL HOLD TIME BREAKDOWN IN SECONDS																<a href="#">DOWNLOAD</a>	
0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL		
46940	2745	3578	4622	5591	6121	5711	4711	4135	3137	2463	1973	1509	4162	2527	99925		

CALL DROP TIME BREAKDOWN IN SECONDS																	
0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL		
17	492	1178	2171	3058	3600	3531	2884	2564	1936	1482	1184	946	2610	1465	29118		

CALL ANSWERED TIME AND PERCENT BREAKDOWN IN SECONDS																	
0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL		

MIS REPORTING

Outbound Calling Report

← → ↺ https://115.241.52.59/UC\_CCS/vicidial/AST\_VDADstats.php?agent\_h

Vicidial

Reports

Users

Campaigns

Lists

Scripts

Filters

Inbound

User Groups

Remote Agents

Admin

Outbound Calling Report

Dates: 2024-04-01 to 2024-04-06

Campaigns: -- ALL CAMPAIGNS -- ARIAS - ARIAScamp astTECS - astTECS DelhiJ - Delhi Jal Board IOCL\_LP - IOCL Loyalty

Lists: (optional, possibly slow) -- ALL LISTS -- 998 - Default Manual list 999 - Default inbound list

Include Drop Rollover: NO

Carrier Stats: NO

Shift: ALL

Display as: TEXT

MODIFY | REPORTS

Outbound Calling Stats

2024-04-06 12:30:33

Time range: 2024-04-01 00:00:00 to 2024-04-06 23:59:59

TOTALS

Total Calls placed from this Campaign: 4167

Average Call Length for all Calls in seconds: 36.43

HUMAN ANSWERS

Total Human Answered calls for this Campaign: 0

Average Call Length for all HA in seconds: 0

Total Time: 0:00:00

DROPS

Total Outbound DROP Calls: 0

Percent of DROP Calls taken out of Answers: 0 / 0

Average Length for DROP Calls in seconds: 0

Productivity Rating: 0.25

NO ANSWERS

Total NA calls -Busy,Disconnect,RingNoAnswer: 73

Total auto NA calls -system-set: 0

Total manual NA calls -agent-set: 73

Average Call Length for NA Calls in seconds: 20.63

CALL HANGUP REASON STATS

HANGUP REASON	CALLS
CUSTOMER	812
AGENT	3354
NO ANSWER	1
TOTAL	4167

CALL STATUS STATS

STATUS	DESCRIPTION	CATEGORY	CALLS	CALL TIME TOTAL TIME	AVG TIME	CALLS/HOUR	AGENT TIME CALLS/HOUR
A	Answered	UNDEFINED	4082	41:28:31	0:00:37	96.79	2.48
DISPO			1	0:00:26	0:00:26	0.02	0.00
DONEH			1	0:01:03	0:01:03	0.02	0.00
INCALL	Lead Being Called	UNDEFINED	1	0:00:00	0:00:00	0.02	0.00
N	No Answered	UNDEFINED	82	0:40:21	0:00:30	1.94	0.05
TOTAL			4167	42:10:21	0:00:36	98.81	

LIST ID STATS

CMMI

Level 5

GTI

Infotel

Outbound Calling Report

←

→

↻

https://115.241.52.59/UC\_CCS/vicidial/AST\_VDADstats.php?agent\_h

VICIdial

Reports

Users

Campaigns

Lists

Scripts

Filters

Inbound

User Groups

Remote Agents

Admin

Outbound Calling Report

Dates:

2024-04-01

to

2024-04-06

☐ Search archived data

Campaigns:

-- ALL CAMPAIGNS --

ARIAS - ARIAScamp

astTECS - astTECS

DelhiJ - Delhi Jal Board

IOCL\_LP - IOCL Loyalty

Lists: (optional, possibly slow)

-- ALL LISTS --

998 - Default Manual list

999 - Default inbound list

Include Drop Rollover:

NO

Bottom Graph:

NO

Carrier Stats:

NO

Shift:

ALL

MODIFY

REPORTS

SUBMIT

Display as:

TEXT

```

Outbound Calling Stats                                     2024-04-06 12:30:33

Time range: 2024-04-01 00:00:00 to 2024-04-06 23:59:59

----- TOTALS
Total Calls placed from this Campaign:                    4167
Average Call Length for all Calls in seconds:             36.43

----- HUMAN ANSWERS
Total Human Answered calls for this Campaign:             0
Average Call Length for all HA in seconds:                0      Total Time: 0:00:00

----- DROPS
Total Outbound DROP Calls :                               0 0%
Percent of DROP Calls taken out of Answers :              0 / 0 0%
Average Length for DROP Calls in seconds :                0
Productivity Rating :                                     0.25

----- NO ANSWERS
Total NA calls -Busy,Disconnect,RingNoAnswer:            73 1.75%
Total auto NA calls -system-set :                        0
Total manual NA calls -agent-set :                       73
Average Call Length for NA Calls in seconds :             20.63

```

CALL HANGUP REASON STATS	
HANGUP REASON	CALLS
CUSTOMER	812
AGENT	3354
NO ANSWER	1
TOTAL	4167

CALL STATUS STATS							
STATUS	DESCRIPTION	CATEGORY	CALLS	CALL TIME TOTAL TIME	AVG TIME	CALLS/HOUR	AGENT TIME CALLS/HOUR
A	Answered	UNDEFINED	4862	41:28:31	0:00:37	96.79	2.48
DISPO			1	0:00:26	0:00:26	0.02	0.00
DONEM			1	0:01:03	0:01:03	0.02	0.00
INCALL	Lead Being Called	UNDEFINED	1	0:00:00	0:00:00	0.02	0.00
N	No Answered	UNDEFINED	82	0:40:21	0:00:30	1.94	0.05
TOTAL			4167	42:10:21	0:00:36	98.81	

```
----- LIST ID STATS
```





# MIS REPORTING

Agent Time Detail

https://115.241.52.59/UC\_CCS/vicidial/AST\_agent\_time\_detail.php?DB=&query\_date=2024-03-01&end\_date=2024-03-31&group[]=

90%

**VICIDIAL** Reports Users Campaigns Lists Scripts Filters Inbound User Groups Remote Agents Admin

## Agent Time Detail

Dates: 2024-03-01 to 2024-03-31

Campaigns: -- ALL CAMPAIGNS --  
ARIAS  
astTECS  
Delhi  
IOCL\_LP

User Groups: -- ALL USER GROUPS --  
ADMIN  
DJB-1916  
IOCL\_LP  
IOCL\_LPG

Shift: ALL

Display as: TEXT

☐ Show parks-holds  
☐ Time in seconds  
☐ Search archived data

[DOWNLOAD](#) | [REPORTS](#)

SUBMIT

Agent Time Detail  
Time range: 2024-03-01 00:00:00 to 2024-03-31 23:59:59

AGENT TIME BREAKDOWN:																			
USER NAME	ID	CALLS	TIME CLOCK	LOGIN TIME	WAIT	WAIT %	TALK	TALK TIME %	DISPO	DISPOTIME %	PAUSE	PAUSETIME %	DEAD	DEAD TIME %	CUSTOMER	LAGGED	LB	LOGIN	MB
Sachin Kumar patel	sachinkp	2295	0:00	184:35:51	69:28:46	37.64%	97:08:23	52.62%	1:55:48	1.05%	16:02:54	8.69%	4:22:50	2.37%	92:45:33	0:36:03	0:00	0:55:54	0:28:05
Priyanshu Kumar	priyanshk	804	0:00	74:58:42	21:00:49	28.03%	45:58:34	61.32%	0:40:26	0.98%	7:18:53	9.76%	2:48:17	3.74%	43:10:17	0:15:23	0:00	0:40:25	0:00
Nikhil Chauhan	Nikhil	0	0:00	170:17:18	0:12:42	0.12%	0:00:00	0.00%	0:00:00	0.00%	170:04:36	99.88%	0:00:00	0.00%	0:00:00	0:00	0:00	0:05:11	169:58:52
Anubhav Sharma	Anubhav	1	0:00	0:02:09	0:00:36	27.91%	0:00:13	10.00%	0:00:04	3.10%	0:01:16	58.91%	0:00:00	0.00%	0:00:13	0:00	0:00	0:01:16	0:00
Abhishek Singh	abhishek	2419	0:00:00	196:46:47	74:14:39	37.73%	100:43:39	51.19%	1:38:39	0.84%	20:09:50	10.25%	2:46:20	1.41%	97:57:19	1:26:42	0:00	1:30:41	0:09:20
Aastha gangwar	Aastha	1093	0:00	76:44:58	23:15:32	30.30%	45:46:26	59.64%	0:46:33	1.01%	6:56:27	9.04%	0:51:17	1.11%	44:55:09	0:00:19	0:00	0:12:13	0:00
Vishal Saxena	vishal	64	0:00	7:53:40	1:41:53	21.51%	5:23:31	68.30%	0:03:01	0.64%	0:45:15	9.55%	0:17:45	3.75%	5:05:46	0:00	0:00	0:04:12	0:00
Sourabh Nager	sourabh	2539	0:00	212:56:29	88:28:18	41.55%	100:32:15	47.21%	2:36:49	1.23%	21:19:07	10.01%	5:42:23	2.68%	94:49:52	1:21:54	2:40:57	0:26:22	0:03:37
Saurabh Bhati	Saurabh	711	0:00	165:36:03	78:21:07	47.31%	36:07:37	21.82%	0:45:54	0.46%	50:21:25	30.41%	2:31:27	1.52%	33:36:10	2:32:42	0:13:59	0:40:13	31:38:24
Rupal Chauhan	rupal	4096	0:00	188:52:35	35:37:24	18.86%	65:58:48	34.93%	4:39:43	2.47%	82:36:40	43.74%	1:46:10	0.94%	64:12:38	0:00	8:31:20	0:27:07	61:23:59
Prince Kasana	prince	1382	0:00	99:03:08	45:29:06	45.92%	43:30:20	43.92%	1:00:36	1.02%	9:03:06	9.14%	1:23:00	1.40%	42:07:20	0:09:44	0:00	0:37:16	0:00
Praveen Yadav	praveen	2821	0:00	200:40:49	78:46:03	39.25%	104:51:56	52.26%	1:42:40	0.85%	15:20:10	7.64%	4:09:09	2.07%	100:42:47	0:15:08	0:00	0:42:21	0:43:59
Jatin Chauhan	Jatin	1992	0:00	211:50:42	93:44:30	44.25%	97:09:06	45.86%	1:52:35	0.89%	19:04:31	9.00%	6:21:05	3.00%	90:48:01	0:05:27	0:40:12	7:49:53	0:00
Vikash Singh	vikash	2574	0:00	191:06:44	79:20:51	41.52%	81:52:34	42.84%	2:32:02	1.33%	27:21:17	14.31%	3:41:18	1.93%	78:11:16	1:11:26	4:48:49	0:17:33	14:33:34
Tanya Sharma	tenyas	5832	0:00	207:34:10	42:01:43	20.25%	90:50:52	43.77%	7:32:54	3.64%	67:08:41	32.35%	3:28:42	1.68%	87:22:10	0:01:53	6:37:59	1:29:32	36:32:44
Sumit Sharma	Sumit	898	0:00	123:04:42	68:28:43	55.64%	23:31:16	19.11%	1:18:56	1.07%	29:45:47	24.18%	1:45:47	1.43%	21:45:29	0:29:16	0:00	1:22:05	17:06:13
Rahul Supyal	Rahuls	651	0:00	177:28:44	90:52:21	51.20%	25:28:34	14.35%	0:52:00	0.49%	60:15:49	33.96%	3:41:17	2.06%	21:47:17	0:05:53	0:00	1:25:48	55:00:06
Priya Kumari	priyak	2923	0:00	193:56:48	77:09:43	39.79%	97:01:48	50.03%	2:11:44	1.13%	17:33:33	9.05%	3:31:21	1.82%	93:30:27	1:39:59	6:20:53	0:39:46	0:12:45
Priti Pandey	priti	817	0:00	58:13:50	15:55:28	27.35%	34:00:13	58.39%	0:53:47	1.54%	7:24:22	12.72%	0:58:33	1.68%	33:01:40	0:45:17	1:52:27	0:14:59	0:02:33
Nidhi Kumari	nidhi	3268	0:00	222:46:03	81:49:04	36.73%	100:47:07	48.83%	1:57:29	0.88%	30:12:23	13.56%	0:02:41	0.76%	107:05:58	0:02:41	5:42:09	0:52:55	2:46:33
Karan Sharma	Karan	2341	0:00:00	209:59:40	120:43:32	57.49%	66:53:27	31.85%	4:55:49	2.35%	17:26:52	8.31%	2:09:26	1.03%	64:44:01	0:05:33	5:03:10	0:27:35	4:32:15
Aditya Bhati	aditya	1542	0:00	190:39:56	120:45:18	63.33%	53:07:20	27.86%	2:28:27	1.30%	14:18:51	7.51%	8:13:46	4.32%	44:53:34	0:04:02	0:00	4:54:16	0:31:23
Adarsh Singh	adarsh	0	0:00	0:00:07	0:00:00	0.00%	0:00:00	0.00%	0:00:00	0.00%	0:00:07	100.00%	0:00:00	0.00%	0:00:00	0:00	0:00	0:00:07	0:00
Rohit Gupta	Rohit	2594	0:00	201:43:21	80:48:49	40.06%	68:51:47	34.14%	1:52:58	0.93%	50:09:47	24.87%	2:35:52	1.29%	66:15:55	0:06:52	7:02:10	0:10:11	34:05:26
Neha Sharma	nehas	2107	0:00	187:38:57	65:18:29	34.80%	104:51:26	55.88%	1:27:29	0.78%	16:01:33	8.54%	1:38:24	0.87%	103:13:02	3:55:44	4:45:46	2:35:11	0:00
Neha Kumari	nehas	3248	0:00:00	209:43:01	77:58:55	37.18%	95:43:42	45.65%	3:52:37	1.85%	32:07:16	15.32%	2:18:26	1.10%	93:25:16	1:01:10	5:16:54	0:36:23	16:57:23
Jatin Bhatt	Jatinb	531	0:00	44:23:30	17:24:25	39.21%	22:09:45	49.92%	0:34:03	1.28%	4:15:17	9.58%	1:23:30	3.13%	20:46:15	0:03:02	0:00	1:13:43	0:00
Ashok Kumar	Ashok	7	0:00	1:30:48	1:23:09	91.57%	0:02:18	2.53%	0:00:40	0.73%	0:04:41	5.16%	0:00:02	0.04%	0:00:00	0:00	0:00	0:02:53	0:00
Anjali Rani	anjali	3967	0:00	205:04:32	80:21:49	39.19%	100:39:49	49.09%	3:53:43	1.90%	20:09:11	9.83%	3:11:47	1.56%	97:28:02	0:00	0:00	0:46:57	0:54:22
Sumas Tave	sumest	5324	0:00	203:47:33	32:17:35	15.85%	83:58:34	41.21%	5:35:03	2.74%	81:56:21	40.21%	5:19:31	2.61%	78:39:03	0:29:36	4:27:41	3:18:57	23:54:03
Aham Singh	aham	1816	0:00	201:24:23	119:25:45	59.36%	64:07:48	31.84%	2:26:19	1.21%	15:24:31	7.65%	6:22:06	3.16%	57:45:42	0:00:24	0:00	0:34:28	0:00
Vicky Jha	vickyj	2932	0:00	191:57:52	68:40:32	35.78%	97:29:05	50.78%	2:35:54	1.35%	23:12:21	12.09%	2:42:20	1.41%	94:46:45	0:06:43	0:00	0:27:05	5:29:35
Priyanshu Kumar	priyansh	2227	0:00	215:33:30	134:45:44	62.52%	69:56:29	32.45%	2:05:54	0.97%	8:45:23	4.06%	5:21:40	2.49%	64:34:49	0:00	3:13:33	0:48:28	0:12:26
Pooja Rai	Poojar	2529	0:00	194:54:20	62:57:08	32.30%	102:56:50	52.82%	4:40:57	2.40%	24:19:25	12.48%	7:00:09	3.59%	95:56:41	0:44:02	3:45:29	0:45:25	2:22:53
Shivangi	shivangi	2672	0:00	205:48:33	77:13:48	37.53%	106:01:09	51.51%	4:03:33	1.97%	18:30:03	8.99%	2:58:40	1.45%	103:02:29	0:05:13	6:30:38	0:37:04	1:44:38
MD. Raja	rajam	1022	0:00	145:05:58	98:09:44	67.65%	39:11:37	27.01%	0:47:06	0.54%	6:57:23	4.79%	1:59:02	1.37%	37:12:35	0:00:06	0:00	0:09:13	0:00
Deepam	deepam	172	0:00	24:42:03	13:30:34	54.69%	8:36:22	34.84%	0:15:11	1.02%	2:19:56	9.44%	0:25:22	1.71%	8:11:00	0:03:22	0:00	0:06:04	0:00
Arpita	arpita	2919	0:00	199:11:54	77:49:16	39.07%	105:18:35	52.87%	3:11:33	1.60%	12:52:30	6.46%	1:27:06	0.73%	103:51:29	0:02:34	7:59:26	1:45:22	0:02:43
Aditya	aditya	2136	0:00	205:19:56	91:31:26	44.57%	88:32:14	43.12%	2:45:43	1.35%	22:30:33	10.96%	8:44:10	4.25%	79:48:04	3:32:03	0:05:36	1:08:03	2:11:50
Lucky	lucky	3060	0:00	195:18:36	78:20:16	40.11%	100:09:54	51.29%	1:49:26	0.93%	14:58:60	7.67%	3:05:14	1.58%	97:04:40	0:23:55	0:39:49	0:12:00	0:00
Adesh	adesh	1782	0:00	211:37:15	133:46:00	63.21%	64:46:23	30.61%	2:08:23	1.01%	10:56:29	5.17%	4:39:39	2.20%	60:06:44	0:02:18	0:00	1:24:09	0:10:52
TOTALS																			
AGENTS:	41	82017	0:00:00	6409:55:49	2619:11:32	40.86%	2648:07:46	41.31%	86:32:28	1.35%	1056:04:03	16.48%	123:24:02	1.93%	2524:43:44	22:12:31	86:03:03	43:07:05	484:02:41



MIS REPORTING

Agent Performance Detail

https://115.241.52.59/UC\_CCS/vicidia/AST\_agent\_performance\_detail.php?DB=&query\_date=2024-03-01&end\_date=2024-03-31&group[]=

VICIDIAL

ReportsUsersCampaignsListsScriptsFiltersInboundUser GroupsRemote AgentsAdmin

Agent Performance Detail

Dates:2024-03-01to2024-03-31

Campaigns:-- ALL CAMPAIGNS --ARIASastTECSDelhiIOCL\_LP

User Groups:-- ALL USER GROUPS --ADMINDJB-1916IOCL\_LPIOCL\_LPG

Users:-- ALL USERS --6666 - Adminaasthag - Aastha GangwarAbhishek - Abhishek Pratapabhisheks - Abhishek Singh

☒ Only live agents☐ Show %s☐ Time in seconds☐ Show date breakdown☐ Search archived data☐ Show defunct users

Display as:TEXTShift:ALL

REPORTS

SUBMIT

Agent Performance Detail2024-04-06 12:43:37

Time range: 2024-03-01 00:00:00 to 2024-03-31 23:59:59

----- AGENTS Details -----

CALL STATS BREAKDOWN: (Statistics related to handling of calls only)

DOWNLOAD

USER NAME	ID	CURRENT USER GROUP	MOST RECENT USER GRP	CALLS	TIME	PAUSE	PAUSAVG	WAIT	WAITAVG	TALK	TALKAVG	DISPO	DISPAVG	DEAD	DEADAVG	CUSTOMER	CUSTAVG	A	N
Aastha Gangwar	aasthag	DJB-1916	DJB-1916	1093	71:00:32	5:13:12	0:17	19:23:21	1:04	45:37:26	2:30	0:46:33	0:03	0:51:17	0:03	44:46:09	2:27	1093	0
Abhishek Singh	abhishek	DJB-1916	DJB-1916	2419	175:40:34	16:02:26	0:24	57:36:57	1:26	100:22:34	2:29	1:38:37	0:02	2:46:18	0:04	97:36:16	2:25	2418	1
Anjali Rani	anjali	DJB-1916	DJB-1916	3967	192:58:43	16:09:06	0:15	72:51:05	1:06	100:34:20	1:31	3:24:12	0:03	3:11:45	0:03	97:22:35	1:28	3967	0
Arpita	arpita	DJB-1916	DJB-1916	2919	173:47:55	9:22:58	0:12	55:58:02	1:09	105:15:25	2:10	3:11:30	0:04	1:27:06	0:02	103:48:19	2:08	2919	0
Jatin Chauhan	jatin	DJB-1916	DJB-1916	1992	174:37:22	9:08:52	0:17	66:37:58	2:00	96:57:58	2:55	1:52:34	0:03	6:21:05	0:11	90:36:53	2:44	1992	0
Karan Sharma	karan	DJB-1916	DJB-1916	2341	153:46:27	9:41:27	0:15	72:15:51	1:51	66:53:20	1:43	4:55:49	0:08	2:09:26	0:03	64:43:54	1:40	2340	1
Lucky	lucky	DJB-1916	DJB-1916	3060	182:41:14	11:52:48	0:14	69:01:38	1:21	99:57:24	1:58	1:49:24	0:02	3:05:13	0:04	96:52:11	1:54	3060	0
Neha Kumari	nehak	DJB-1916	DJB-1916	3248	181:30:54	17:03:53	0:19	64:54:47	1:12	95:39:37	1:46	3:52:37	0:04	2:18:26	0:03	93:21:11	1:43	3248	0
Neha Sharma	nehas	DJB-1916	DJB-1916	2107	170:43:37	12:18:26	0:21	52:26:57	1:30	104:30:45	2:59	1:27:29	0:02	1:38:22	0:03	102:52:23	2:56	2107	0
Nidhi Kumari	nidhi	DJB-1916	DJB-1916	3268	192:56:23	12:24:40	0:14	69:59:21	1:17	108:34:58	2:00	1:57:24	0:02	1:41:09	0:02	106:53:49	1:58	3268	0
Pooja Rai	poojar	DJB-1916	DJB-1916	2529	174:10:57	20:01:48	0:29	46:55:17	1:07	102:33:57	2:26	4:39:55	0:07	7:00:05	0:10	95:33:52	2:16	2529	0
Priti Pandey	priti	DJB-1916	DJB-1916	817	53:26:12	6:02:38	0:27	12:29:51	0:55	33:59:56	2:30	0:53:47	0:04	0:58:33	0:04	33:01:23	2:26	817	0
Priya Kumari	priyank	DJB-1916	DJB-1916	2923	176:11:10	15:33:30	0:19	61:32:38	1:16	96:53:18	1:59	2:11:44	0:03	3:31:21	0:04	93:21:57	1:55	2923	0
Priyanshu Kumar	priyansh	DJB-1916	DJB-1916	804	68:50:43	4:56:07	0:22	17:27:02	1:18	45:47:08	3:25	0:40:26	0:03	2:48:17	0:13	42:58:51	3:12	804	0
Rohit Gupta	rohit	DJB-1916	DJB-1916	2594	134:15:11	13:45:11	0:19	49:46:21	1:09	68:50:41	1:36	1:52:58	0:03	2:35:52	0:04	66:14:49	1:32	2594	0
Rupal Chauhan	rupal	DJB-1916	DJB-1916	4096	129:18:41	33:05:52	0:29	25:34:18	0:22	65:58:48	0:58	4:39:43	0:04	1:46:10	0:02	64:12:38	0:56	4096	0
Shivangi	shivangi	DJB-1916	DJB-1916	2672	181:27:05	12:03:27	0:16	59:24:17	1:20	105:55:48	2:23	4:03:33	0:05	2:58:40	0:04	102:57:08	2:19	2672	0
Sumas Tava	sumast	DJB-1916	DJB-1916	5324	158:04:30	41:23:05	0:28	27:09:27	0:18	83:56:55	0:57	5:35:03	0:04	5:19:31	0:04	78:37:24	0:53	5324	0
Tanya Sharma	tanyas	DJB-1916	DJB-1916	5832	170:43:35	37:03:27	0:23	35:17:22	0:22	90:49:52	0:56	7:32:54	0:05	3:28:42	0:02	87:21:10	0:54	5832	0
Vicky Jha	vickyj	DJB-1916	DJB-1916	2932	174:41:26	15:14:13	0:19	59:46:08	1:13	97:05:11	1:59	2:35:54	0:03	2:42:20	0:03	94:22:51	1:56	2932	0
Vikash Singh	vikash	DJB-1916	DJB-1916	2574	149:57:29	14:45:58	0:21	50:53:23	1:11	81:46:07	1:54	2:32:01	0:04	3:41:18	0:05	78:04:49	1:49	2574	0
TOTALS			AGENTS:21	59511	3240:50:40	333:13:04	0:20	1047:22:01	1:03	1798:01:28	1:49	62:14:07	0:04	62:20:56	0:04	1735:40:32	1:45	59509	2

CMMI Level 5

GTI InFotel

MIS REPORTING

Team Performance Detail

Team Performance Detail

https://115.241.52.59/UC\_CCS/vicidial/AST\_team\_performance\_detail.php?DB=&type=&query\_date=2024-03-01+00%3A00%3A00&

VICIDIAL

ReportsUsersCampaignsListsScriptsFiltersInboundUser GroupsRemote AgentsAdmin

Team Performance Detail

Date Range:  
2024-03-01  
to  
2024-03-31  
☐ Search archived data

Campaigns:  
-- ALL CAMPAIGNS --  
ARIAS  
astTECS  
DelhiJ  
IOCL\_LP

Teams/User Groups:  
-- ALL USER GROUPS --  
ADMIN  
DJB-1916  
IOCL\_LP  
IOCL\_LPG

Show additional statuses:  
-- NO ADDITIONAL STATUSES --  
A - Answered  
AA - Answering Machine Auto  
AB - Busy Auto  
ADC - Disconnected Number Auto

Display as:  
TEXT  
SUBMIT

DOWNLOAD | REPORTS

-- TEAM: DJB-1916 - Delhi Jal Board

Agent Name	Agent ID	Calls	Leads	Contacts	Contact Ratio	Nonpause Time	System Time	Talk Time	Sales	Sales per Working Hour	Sales to Leads Ratio	Sales to Contacts Ratio	Sales Per Hour	Incomplete Sales	Cancelled Sales	Callbacks	First Call Resolution	Average
Aastha Gangwar	aastha	1093	1062	0	0.00%	65:47:20	65:47:20	44:46:09	0	0.00	0.00%	0.00%	0.00	0	0	0	1.03	
Abhishek Singh	abhisheks	1186	1149	0	0.00%	68:37:19	68:37:19	44:33:57	0	0.00	0.00%	0.00%	0.00	0	0	0	1.03	
Adesh	adesh	798	753	0	0.00%	67:50:07	67:50:07	26:42:23	0	0.00	0.00%	0.00%	0.00	0	0	0	1.06	
Aditya	aditya	917	873	0	0.00%	59:09:52	59:09:52	31:28:35	0	0.00	0.00%	0.00%	0.00	0	0	0	1.05	
Aditya Bhati	aditya	676	614	0	0.00%	51:38:28	51:38:28	19:12:16	0	0.00	0.00%	0.00%	0.00	0	0	0	1.10	
Aham Singh	aham	611	537	0	0.00%	49:54:15	49:54:15	16:42:10	0	0.00	0.00%	0.00%	0.00	0	0	0	1.14	
Anjali Rani	anjali	1526	1433	0	0.00%	64:21:39	64:21:39	37:33:45	0	0.00	0.00%	0.00%	0.00	0	0	0	1.06	
Arpita	arpita	1090	1038	0	0.00%	57:44:03	57:44:03	38:25:25	0	0.00	0.00%	0.00%	0.00	0	0	0	1.05	
Jatin Bhatt	jatin	531	496	0	0.00%	39:39:46	39:39:46	20:29:01	0	0.00	0.00%	0.00%	0.00	0	0	0	1.07	
Jatin Chauhan	jatin	862	810	0	0.00%	77:41:18	77:41:18	39:48:16	0	0.00	0.00%	0.00%	0.00	0	0	0	1.06	
Karan Sharma	karan	1204	1169	0	0.00%	57:39:22	57:39:22	33:39:06	0	0.00	0.00%	0.00%	0.00	0	0	0	1.03	
Lucky	lucky	1148	1120	0	0.00%	58:00:24	58:00:24	34:52:03	0	0.00	0.00%	0.00%	0.00	0	0	0	1.02	
Md. Raja	raja	140	138	0	0.00%	20:30:56	20:30:56	4:55:02	0	0.00	0.00%	0.00%	0.00	0	0	0	1.01	
Neha Kumari	nehak	1271	1216	0	0.00%	59:50:25	59:50:25	36:20:26	0	0.00	0.00%	0.00%	0.00	0	0	0	1.05	
Neha Sharma	nehak	880	861	0	0.00%	61:14:10	61:14:10	43:21:43	0	0.00	0.00%	0.00%	0.00	0	0	0	1.02	
Nidhi Kumari	nidhi	1174	1127	0	0.00%	60:25:32	60:25:32	39:50:51	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
Nikhil Chauhan	nikhil	0	0	0	0.00%	0:00:00	0:00:00	0:00:00	0	0.00	0.00%	0.00%	0.00	0	0	0	0.00	
Pooja Rai	pooja	801	771	0	0.00%	47:48:27	47:48:27	31:09:37	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
Praveen Yadav	praveen	977	943	0	0.00%	55:41:14	55:41:14	35:18:43	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
Priti Pandey	priti	817	785	0	0.00%	47:23:34	47:23:34	33:01:23	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
Priya Kumari	priyak	955	932	0	0.00%	51:11:35	51:11:35	31:46:17	0	0.00	0.00%	0.00%	0.00	0	0	0	1.02	
Priyanshu	priyanshu	932	885	0	0.00%	70:35:48	70:35:48	26:53:20	0	0.00	0.00%	0.00%	0.00	0	0	0	1.05	
Priyanshu Kumar	priyanshu	804	790	0	0.00%	63:54:36	63:54:36	42:58:51	0	0.00	0.00%	0.00%	0.00	0	0	0	1.02	
Rahul Supyal	rahul	152	150	0	0.00%	13:29:09	13:29:09	4:47:06	0	0.00	0.00%	0.00%	0.00	0	0	0	1.01	
Rohit Gupta	rohit	744	719	0	0.00%	33:30:36	33:30:36	19:07:23	0	0.00	0.00%	0.00%	0.00	0	0	0	1.03	
Rupal Chauhan	rupal	930	912	0	0.00%	38:32:46	38:32:46	25:25:16	0	0.00	0.00%	0.00%	0.00	0	0	0	1.02	
Sachin Kumar patel	sachinko	896	871	0	0.00%	56:17:28	56:17:28	35:52:57	0	0.00	0.00%	0.00%	0.00	0	0	0	1.03	
Saurabh Bhati	saurabh	51	50	0	0.00%	12:07:11	12:07:11	1:59:26	0	0.00	0.00%	0.00%	0.00	0	0	0	1.02	
Shivangi	shivangi	1157	1102	0	0.00%	65:44:29	65:44:29	42:35:24	0	0.00	0.00%	0.00%	0.00	0	0	0	1.05	
Sourabh Nagar	sourabh	1008	941	0	0.00%	71:47:45	71:47:45	34:49:01	0	0.00	0.00%	0.00%	0.00	0	0	0	1.07	
Sumas Tava	sumast	2251	2150	0	0.00%	48:07:06	48:07:06	33:51:37	0	0.00	0.00%	0.00%	0.00	0	0	0	1.05	
Sumit Sharma	sumit	664	637	0	0.00%	46:12:38	46:12:38	16:03:28	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
Tanya Sharma	tanyas	2251	2189	0	0.00%	51:02:37	51:02:37	35:08:46	0	0.00	0.00%	0.00%	0.00	0	0	0	1.03	
Vicky Jha	vickyj	1375	1319	0	0.00%	66:41:38	66:41:38	41:16:22	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
Vikash Singh	vikash	824	796	0	0.00%	37:52:24	37:52:24	24:23:47	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
TOTALS:		32696	31338	0	0.00%	1798:05:57	1798:05:57	1029:09:52	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	

-- CALL CENTER TOTAL

Team Name	Agent ID	Calls	Leads	Contacts	Contact Ratio	Nonpause Time	System Time	Talk Time	Sales	Sales per Working Hour	Sales to Leads Ratio	Sales to Contacts Ratio	Sales Per Hour	Incomplete Sales	Cancelled Sales	Callbacks	First Call Resolution	Average
Delhi Jal Board	DJB-1916	32696	31338	0	0.00%	1798:05:57	1798:05:57	1029:09:52	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	
TOTALS:		32696	31338	0	0.00%	1798:05:57	1798:05:57	1029:09:52	0	0.00	0.00%	0.00%	0.00	0	0	0	1.04	

CMMI Level 5

GTI InFotel



MIS REPORTING

Performance Comparison Report

https://115.241.52.59/UC\_CCS/vicidial/AST\_performance\_comparison\_report.php?DB=&query\_date=2024-04-01&group[]=Delhi&us

VICIDIAL

ReportsUsersCampaignsListsScriptsFiltersInboundUser GroupsRemote AgentsAdmin

Performance Comparison Report

Date:2024-04-01

Campaigns:-- ALL CAMPAIGNS --

ARIASastTECSDelhiIOCL\_LP

User Groups:-- ALL USER GROUPS --

ADMINDJB-1916IOCL\_LPIOCL\_LPG

Users:-- ALL USERS --

6666 - Adminaasthag - Aastha GangwarAbhishek - Abhishek Pratapabhisheks - Abhishek Singh

Shift:ALLDisplay as:TEXT☐ Search archived data

REPORTS

Agent Performance Comparison

2024-04-06 12:48:52

Starting date: 2024-04-01

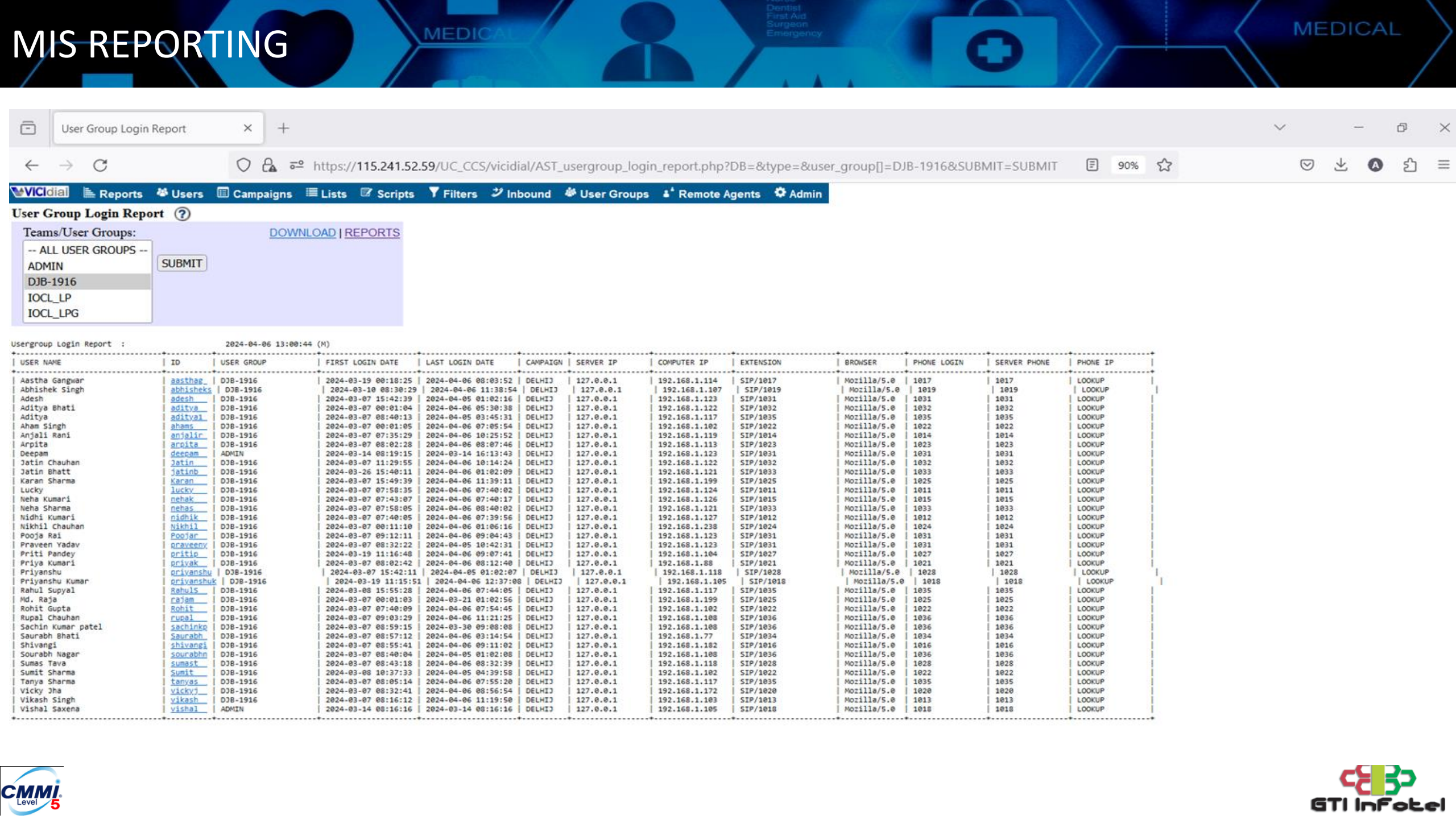
DOWNLOAD

	TODAY					YESTERDAY					2 DAYS AGO					3 DAYS AGO					5 DAYS AGO					
USER NAME	ID	CALLS	SALES	SALE CONV %	SALES PER HR	TIME	CALLS	SALES	SALE CONV %	SALES PER HR	TIME	CALLS	SALES	SALE CONV %	SALES PER HR	TIME	CALLS	SALES	SALE CONV %	SALES PER HR	TIME	CALLS	SALES	SALE CONV %	SALES PER HR	TIME
Aastha Gangwar	aasthag	117	0	0.00%	0.00	8:04:16	261	0	0.00%	0.00	16:07:59	261	0	0.00%	0.00	16:07:59	406	0	0.00%	0.00	24:09:42	653	0	0.00%	0.00	37:19:39
Abhishek Singh	abhishek	115	0	0.00%	0.00	7:51:06	115	0	0.00%	0.00	7:51:06	234	0	0.00%	0.00	15:52:47	360	0	0.00%	0.00	23:43:51	597	0	0.00%	0.00	36:14:26
Adesh	adesh	41	0	0.00%	0.00	7:37:01	230	0	0.00%	0.00	15:53:46	262	0	0.00%	0.00	23:29:18	387	0	0.00%	0.00	31:31:23	387	0	0.00%	0.00	31:31:23
Aditya	aditya1	44	0	0.00%	0.00	7:53:32	224	0	0.00%	0.00	16:16:24	262	0	0.00%	0.00	24:01:14	373	0	0.00%	0.00	32:18:28	542	0	0.00%	0.00	51:53:59
Aditya Bhati	aditya	142	0	0.00%	0.00	8:15:12	235	0	0.00%	0.00	16:20:03	416	0	0.00%	0.00	24:50:41	443	0	0.00%	0.00	32:05:04	595	0	0.00%	0.00	40:32:10
Aham Singh	aham	145	0	0.00%	0.00	8:04:14	145	0	0.00%	0.00	8:04:14	145	0	0.00%	0.00	8:04:14	184	0	0.00%	0.00	16:05:31	419	0	0.00%	0.00	33:23:28
Anjali Rani	anjali	150	0	0.00%	0.00	8:01:20	333	0	0.00%	0.00	15:55:46	501	0	0.00%	0.00	23:43:16	728	0	0.00%	0.00	31:44:36	1036	0	0.00%	0.00	43:02:09
Arpita	arpita	134	0	0.00%	0.00	7:57:19	292	0	0.00%	0.00	16:00:09	425	0	0.00%	0.00	24:04:59	586	0	0.00%	0.00	32:07:36	842	0	0.00%	0.00	45:10:17
Deepam	deepam	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00
Jatin Bhatt	jatinb	112	0	0.00%	0.00	7:55:04	192	0	0.00%	0.00	15:58:26	297	0	0.00%	0.00	21:06:10	334	0	0.00%	0.00	29:08:07	523	0	0.00%	0.00	44:36:22
Jatin Chauhan	jatin	111	0	0.00%	0.00	7:53:55	177	0	0.00%	0.00	15:37:31	314	0	0.00%	0.00	23:31:33	351	0	0.00%	0.00	31:34:27	440	0	0.00%	0.00	38:57:23
Karan Sharma	Karan	139	0	0.00%	0.00	8:03:37	287	0	0.00%	0.00	15:54:09	430	0	0.00%	0.00	23:54:56	590	0	0.00%	0.00	31:51:44	754	0	0.00%	0.00	38:56:39
Lucky	lucky	141	0	0.00%	0.00	7:56:23	320	0	0.00%	0.00	15:58:01	478	0	0.00%	0.00	23:48:57	478	0	0.00%	0.00	23:48:57	768	0	0.00%	0.00	36:22:56
Md. Raja	rajam	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00
Neha Kumari	nehak	138	0	0.00%	0.00	8:07:43	138	0	0.00%	0.00	8:07:43	297	0	0.00%	0.00	16:12:29	297	0	0.00%	0.00	16:12:29	676	0	0.00%	0.00	32:55:16
Neha Sharma	nehas	101	0	0.00%	0.00	8:02:18	101	0	0.00%	0.00	8:02:18	211	0	0.00%	0.00	16:06:44	354	0	0.00%	0.00	24:14:20	553	0	0.00%	0.00	36:23:38
Nidhi Kumari	nidhi	133	0	0.00%	0.00	8:02:17	133	0	0.00%	0.00	8:02:17	277	0	0.00%	0.00	16:02:48	277	0	0.00%	0.00	16:02:48	625	0	0.00%	0.00	45:00:24
Nikhil Chauhan	Nikhil	0	0	0.00%	0.00	7:18:52	0	0	0.00%	0.00	14:52:11	0	0	0.00%	0.00	22:31:44	0	0	0.00%	0.00	30:14:12	0	0	0.00%	0.00	44:44:01
Pooja Rai	Pooja	110	0	0.00%	0.00	8:03:50	110	0	0.00%	0.00	8:03:50	110	0	0.00%	0.00	8:03:50	231	0	0.00%	0.00	16:03:28	491	0	0.00%	0.00	29:57:36
Praveen Yadav	praveen	127	0	0.00%	0.00	8:02:52	127	0	0.00%	0.00	8:02:52	260	0	0.00%	0.00	16:09:54	422	0	0.00%	0.00	24:16:37	527	0	0.00%	0.00	29:17:56
Priti Pandey	priti	117	0	0.00%	0.00	8:05:58	239	0	0.00%	0.00	16:12:46	351	0	0.00%	0.00	24:13:21	351	0	0.00%	0.00	24:13:21	612	0	0.00%	0.00	38:01:41
Priya Kumari	priyak	128	0	0.00%	0.00	8:05:30	128	0	0.00%	0.00	8:05:30	270	0	0.00%	0.00	16:11:02	446	0	0.00%	0.00	24:14:15	698	0	0.00%	0.00	38:18:49
Priyanshu	priyansh	45	0	0.00%	0.00	7:52:52	239	0	0.00%	0.00	16:08:54	239	0	0.00%	0.00	16:08:54	239	0	0.00%	0.00	16:08:54	444	0	0.00%	0.00	32:17:59
Priyanshu Kumar	priyansh	78	0	0.00%	0.00	7:46:50	78	0	0.00%	0.00	7:46:50	170	0	0.00%	0.00	15:47:23	281	0	0.00%	0.00	23:42:57	371	0	0.00%	0.00	31:40:19
Rahul Suptal	Rahuls	111	0	0.00%	0.00	8:07:26	111	0	0.00%	0.00	8:07:26	111	0	0.00%	0.00	16:06:31	111	0	0.00%	0.00	16:06:42	111	0	0.00%	0.00	16:06:42
Rohit Gupta	Rohit	65	0	0.00%	0.00	8:05:17	252	0	0.00%	0.00	16:13:19	304	0	0.00%	0.00	24:14:15	304	0	0.00%	0.00	24:14:15	357	0	0.00%	0.00	32:11:58
Rupal Chauhan	rupal	115	0	0.00%	0.00	7:58:58	115	0	0.00%	0.00	7:58:58	115	0	0.00%	0.00	7:58:58	179	0	0.00%	0.00	15:58:38	315	0	0.00%	0.00	29:20:45
Sachin Kumar pa	sachinkp	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	111	0	0.00%	0.00	8:01:32	111	0	0.00%	0.00	8:01:32	340	0	0.00%	0.00	21:54:57
Saurabh Bhatti	Saurabh	0	0	0.00%	0.00	8:40:56	0	0	0.00%	0.00	9:02:26	0	0	0.00%	0.00	17:01:43	10	0	0.00%	0.00	25:26:55	15	0	0.00%	0.00	38:04:47
Shivangi	shivangi	122	0	0.00%	0.00	8:00:36	240	0	0.00%	0.00	15:49:32	365	0	0.00%	0.00	23:49:42	519	0	0.00%	0.00	31:49:39	767	0	0.00%	0.00	45:39:52
Sourabh Nagar	sourabh	41	0	0.00%	0.00	7:37:48	216	0	0.00%	0.00	16:04:31	254	0	0.00%	0.00	30:55:41	373	0	0.00%	0.00	39:16:35	685	0	0.00%	0.00	58:42:54
Sumas Tava	sumast	244	0	0.00%	0.00	7:45:22	362	0	0.00%	0.00	15:17:37	544	0	0.00%	0.00	23:14:16	771	0	0.00%	0.00	31:12:08	1230	0	0.00%	0.00	44:35:37
Sumit Sharma	Sumit	39	0	0.00%	0.00	7:35:06	192	0	0.00%	0.00	15:49:42	225	0	0.00%	0.00	23:23:11	362	0	0.00%	0.00	31:39:21	477	0	0.00%	0.00	47:02:39
Tanya Sharma	tanyas	261	0	0.00%	0.00	7:52:20	401	0	0.00%	0.00	15:56:12	547	0	0.00%	0.00	23:55:29	792	0	0.00%	0.00	31:54:08	1031	0	0.00%	0.00	39:54:02
Vicky Jha	vickyj	0	0	0.00%	0.00	8:07:28	130	0	0.00%	0.00	5:40:05	228	0	0.00%	0.00	13:28:12	340	0	0.00%	0.00	21:23:11	600	0	0.00%	0.00	34:21:45
Vikash Singh	vikash	94	0	0.00%	0.00	7:54:08	242	0	0.00%	0.00	15:57:40	354	0	0.00%	0.00	23:57:22	521	0	0.00%	0.00	31:54:45	521	0	0.00%	0.00	31:54:45
Vishal Saxena	vishal	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00	0	0	0.00%	0.00	0:00:00
TOTALS		3460	0	0.00%	0.00	246:47:26	6365	0	0.00%	0.00	421:20:13	9368	0	0.00%	0.00	656:11:05	12511	0	0.00%	0.00	864:30:36	19002	0	0.00%	0.00	1276:29:09

CMMI Level 5

GTI InFotel





# MIS REPORTING

User Group Login Report

https://115.241.52.59/UC\_CCS/vicidial/AST\_usergroup\_login\_report.php?DB=&type=&user\_group[]=DJB-1916&SUBMIT=SUBMIT

VICIDIAL

ReportsUsersCampaignsListsScriptsFiltersInboundUser GroupsRemote AgentsAdmin

User Group Login Report

Teams/User Groups:  
-- ALL USER GROUPS --  
ADMIN  
DJB-1916  
IOCL\_LP  
IOCL\_LPG  
SUBMIT

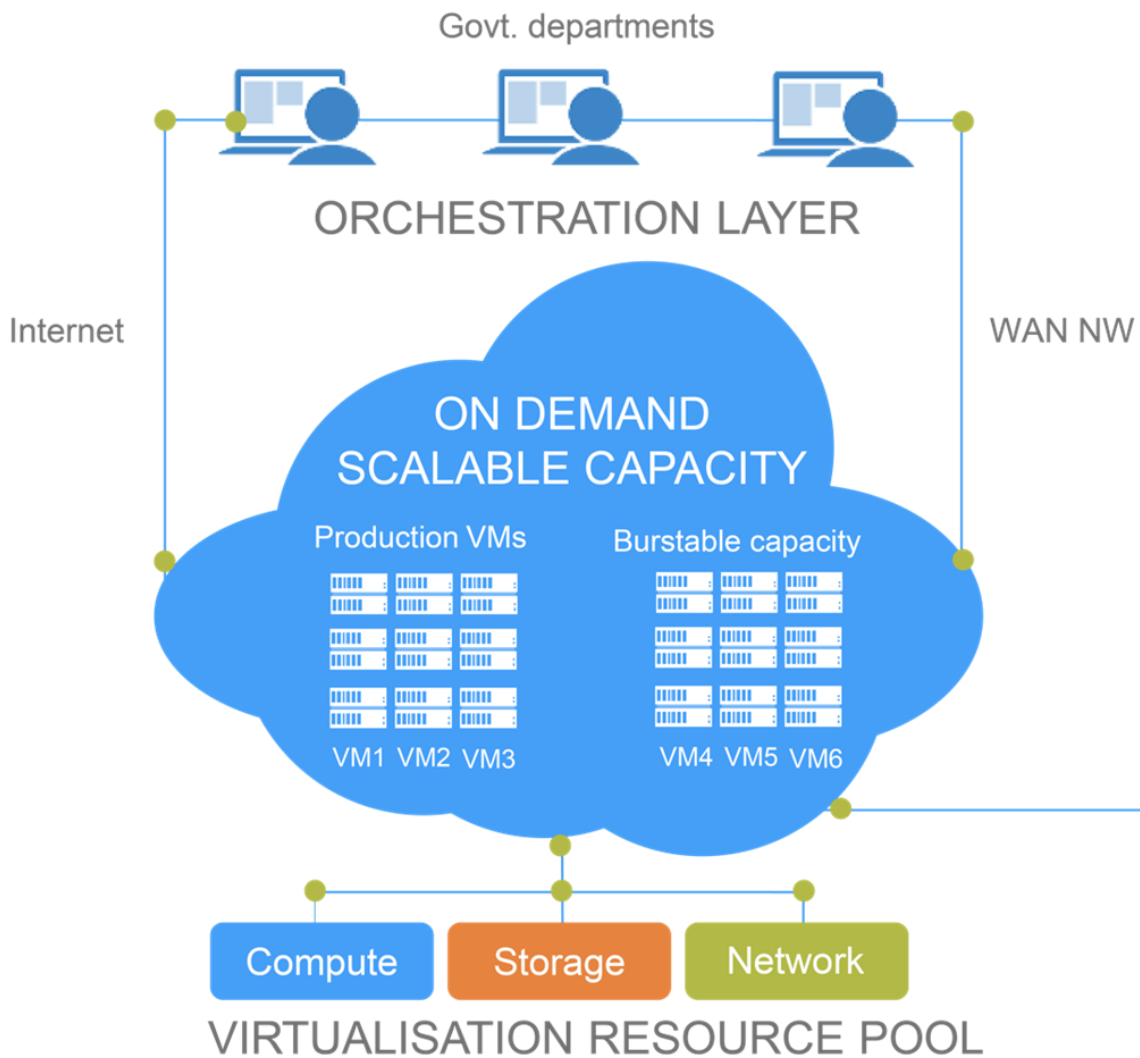
[DOWNLOAD](#) | [REPORTS](#)

Usergroup Login Report : 2024-04-06 13:00:44 (M)

USER NAME	ID	USER GROUP	FIRST LOGIN DATE	LAST LOGIN DATE	CAMPAIGN	SERVER IP	COMPUTER IP	EXTENSION	BROWSER	PHONE LOGIN	SERVER PHONE	PHONE IP
Aastha Gangwar	aastha	DJB-1916	2024-03-19 00:18:25	2024-04-06 08:03:52	DELHI3	127.0.0.1	192.168.1.114	SIP/1017	Mozilla/5.0	1017	1017	LOOKUP
Abhishek Singh	abhishek	DJB-1916	2024-03-10 08:30:29	2024-04-06 11:38:54	DELHI3	127.0.0.1	192.168.1.107	SIP/1019	Mozilla/5.0	1019	1019	LOOKUP
Adesh	adesh	DJB-1916	2024-03-07 15:42:39	2024-04-05 01:02:16	DELHI3	127.0.0.1	192.168.1.123	SIP/1031	Mozilla/5.0	1031	1031	LOOKUP
Aditya Bhati	aditya	DJB-1916	2024-03-07 00:01:04	2024-04-06 05:30:38	DELHI3	127.0.0.1	192.168.1.122	SIP/1032	Mozilla/5.0	1032	1032	LOOKUP
Aditya	aditya	DJB-1916	2024-03-07 08:40:13	2024-04-05 03:45:31	DELHI3	127.0.0.1	192.168.1.117	SIP/1035	Mozilla/5.0	1035	1035	LOOKUP
Aham Singh	aham	DJB-1916	2024-03-07 00:01:05	2024-04-06 07:05:54	DELHI3	127.0.0.1	192.168.1.102	SIP/1022	Mozilla/5.0	1022	1022	LOOKUP
Anjali Rani	anjali	DJB-1916	2024-03-07 07:35:29	2024-04-06 10:25:52	DELHI3	127.0.0.1	192.168.1.119	SIP/1014	Mozilla/5.0	1014	1014	LOOKUP
Arpita	arpita	DJB-1916	2024-03-07 08:02:28	2024-04-06 08:07:46	DELHI3	127.0.0.1	192.168.1.113	SIP/1023	Mozilla/5.0	1023	1023	LOOKUP
Deepam	deepam	ADMIN	2024-03-14 08:19:15	2024-03-14 16:13:43	DELHI3	127.0.0.1	192.168.1.123	SIP/1031	Mozilla/5.0	1031	1031	LOOKUP
Jatin Chauhan	jatin	DJB-1916	2024-03-07 11:29:55	2024-04-06 10:14:24	DELHI3	127.0.0.1	192.168.1.122	SIP/1032	Mozilla/5.0	1032	1032	LOOKUP
Jatin Bhatt	jatinb	DJB-1916	2024-03-26 15:40:11	2024-04-06 01:02:09	DELHI3	127.0.0.1	192.168.1.121	SIP/1033	Mozilla/5.0	1033	1033	LOOKUP
Karan Sharma	karan	DJB-1916	2024-03-07 15:49:39	2024-04-06 11:39:11	DELHI3	127.0.0.1	192.168.1.199	SIP/1025	Mozilla/5.0	1025	1025	LOOKUP
Lucky	lucky	DJB-1916	2024-03-07 07:58:35	2024-04-06 07:40:02	DELHI3	127.0.0.1	192.168.1.124	SIP/1011	Mozilla/5.0	1011	1011	LOOKUP
Neha Kumari	nehak	DJB-1916	2024-03-07 07:43:07	2024-04-06 07:40:17	DELHI3	127.0.0.1	192.168.1.126	SIP/1015	Mozilla/5.0	1015	1015	LOOKUP
Neha Sharma	nehass	DJB-1916	2024-03-07 07:58:05	2024-04-06 08:40:02	DELHI3	127.0.0.1	192.168.1.121	SIP/1033	Mozilla/5.0	1033	1033	LOOKUP
Nidhi Kumari	nidhi	DJB-1916	2024-03-07 07:40:05	2024-04-06 07:39:56	DELHI3	127.0.0.1	192.168.1.127	SIP/1012	Mozilla/5.0	1012	1012	LOOKUP
Nikhil Chauhan	nikhil	DJB-1916	2024-03-07 00:11:10	2024-04-06 01:06:16	DELHI3	127.0.0.1	192.168.1.238	SIP/1024	Mozilla/5.0	1024	1024	LOOKUP
Pooja Rai	pooja	DJB-1916	2024-03-07 09:12:11	2024-04-06 09:04:43	DELHI3	127.0.0.1	192.168.1.123	SIP/1031	Mozilla/5.0	1031	1031	LOOKUP
Praveen Yadav	praveen	DJB-1916	2024-03-07 08:32:22	2024-04-05 10:42:31	DELHI3	127.0.0.1	192.168.1.123	SIP/1031	Mozilla/5.0	1031	1031	LOOKUP
Priti Pandey	priti	DJB-1916	2024-03-19 11:16:48	2024-04-06 09:07:41	DELHI3	127.0.0.1	192.168.1.104	SIP/1027	Mozilla/5.0	1027	1027	LOOKUP
Priya Kumari	priva	DJB-1916	2024-03-07 08:02:42	2024-04-06 08:12:40	DELHI3	127.0.0.1	192.168.1.88	SIP/1021	Mozilla/5.0	1021	1021	LOOKUP
Priyanshu	priva	DJB-1916	2024-03-07 15:42:11	2024-04-05 01:02:07	DELHI3	127.0.0.1	192.168.1.118	SIP/1028	Mozilla/5.0	1028	1028	LOOKUP
Priyanshu Kumar	priva	DJB-1916	2024-03-19 11:15:51	2024-04-06 12:37:08	DELHI3	127.0.0.1	192.168.1.105	SIP/1018	Mozilla/5.0	1018	1018	LOOKUP
Rahul Supyal	rahul	DJB-1916	2024-03-08 15:55:28	2024-04-06 07:44:05	DELHI3	127.0.0.1	192.168.1.117	SIP/1035	Mozilla/5.0	1035	1035	LOOKUP
Mr. Raja	raja	DJB-1916	2024-03-07 00:01:03	2024-03-21 01:02:56	DELHI3	127.0.0.1	192.168.1.199	SIP/1025	Mozilla/5.0	1025	1025	LOOKUP
Rohit Gupta	rohit	DJB-1916	2024-03-07 07:40:09	2024-04-06 07:54:45	DELHI3	127.0.0.1	192.168.1.102	SIP/1022	Mozilla/5.0	1022	1022	LOOKUP
Rupal Chauhan	rupal	DJB-1916	2024-03-07 09:03:29	2024-04-06 11:21:25	DELHI3	127.0.0.1	192.168.1.108	SIP/1036	Mozilla/5.0	1036	1036	LOOKUP
Sachin Kumar Patel	sachin	DJB-1916	2024-03-07 08:59:15	2024-03-30 09:08:08	DELHI3	127.0.0.1	192.168.1.108	SIP/1036	Mozilla/5.0	1036	1036	LOOKUP
Saurabh Bhati	saurabh	DJB-1916	2024-03-07 08:57:12	2024-04-06 03:14:54	DELHI3	127.0.0.1	192.168.1.77	SIP/1034	Mozilla/5.0	1034	1034	LOOKUP
Shivangi	shivangi	DJB-1916	2024-03-07 08:55:41	2024-04-06 09:11:02	DELHI3	127.0.0.1	192.168.1.182	SIP/1016	Mozilla/5.0	1016	1016	LOOKUP
Sourabh Nagar	sourabh	DJB-1916	2024-03-07 08:40:04	2024-04-05 01:02:08	DELHI3	127.0.0.1	192.168.1.108	SIP/1036	Mozilla/5.0	1036	1036	LOOKUP
Sumas Tava	sumast	DJB-1916	2024-03-07 08:43:18	2024-04-06 08:32:39	DELHI3	127.0.0.1	192.168.1.118	SIP/1028	Mozilla/5.0	1028	1028	LOOKUP
Sumit Sharma	sumit	DJB-1916	2024-03-08 10:37:33	2024-04-05 04:39:58	DELHI3	127.0.0.1	192.168.1.102	SIP/1022	Mozilla/5.0	1022	1022	LOOKUP
Tanya Sharma	tanya	DJB-1916	2024-03-07 08:05:14	2024-04-06 07:55:20	DELHI3	127.0.0.1	192.168.1.117	SIP/1035	Mozilla/5.0	1035	1035	LOOKUP
Vicky Jha	vicky	DJB-1916	2024-03-07 08:32:41	2024-04-06 08:56:54	DELHI3	127.0.0.1	192.168.1.172	SIP/1020	Mozilla/5.0	1020	1020	LOOKUP
Vikash Singh	vikash	DJB-1916	2024-03-07 08:16:12	2024-04-06 11:19:50	DELHI3	127.0.0.1	192.168.1.103	SIP/1013	Mozilla/5.0	1013	1013	LOOKUP
Vishal Saxena	vishal	ADMIN	2024-03-14 08:16:16	2024-03-14 08:16:16	DELHI3	127.0.0.1	192.168.1.105	SIP/1018	Mozilla/5.0	1018	1018	LOOKUP

# CLOUD INFRASTRUCTURE-Web Werks Government Community Cloud (GCC)

An Enterprise-class infrastructure platform



**Broad network access**-through multiple network providers



**On demand self-service**-provision IT resources via a web interface



**Measured service**-integrated show back and charge back



**Elasticity and resource pooling** -change the capacity used based on demand

## SELF-SERVICE MANAGEMENT CONSOLE

- User management
- Environment creation
- Show back and charge back
- Reporting dashboard



# Web Werks Government Community Cloud (GCC)

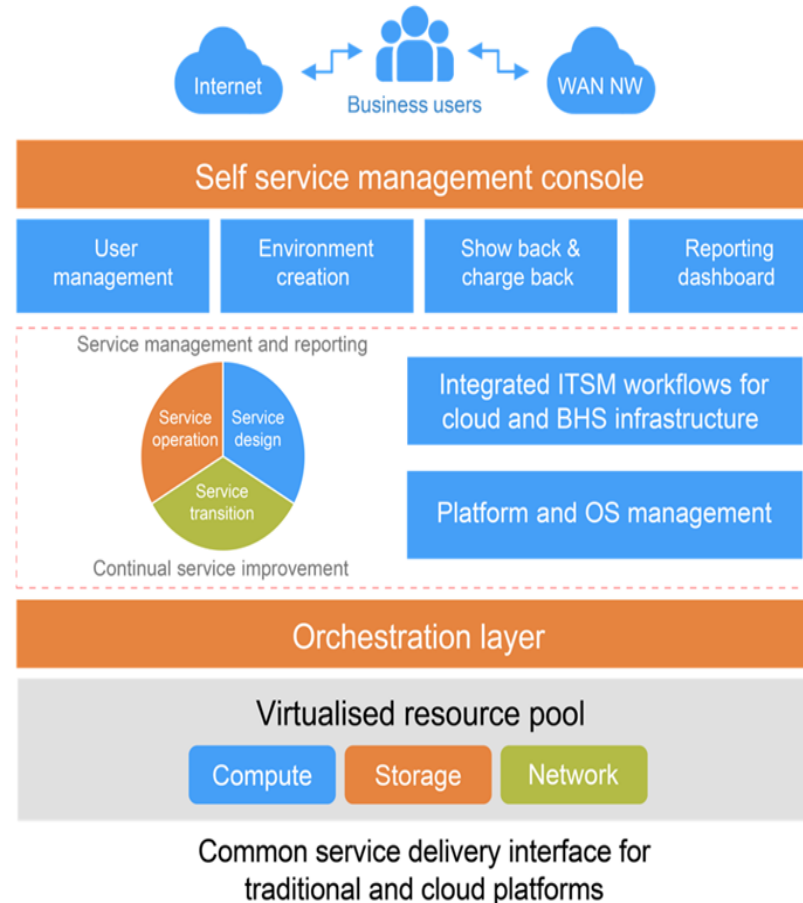
ISO/IEC 27001  
ISO/IEC 27017  
ISO/IEC 27018  
PCI DSS Level 1

Web works provide Disaster Recovery Services to ensure continuity of operations in the event of failure of primary site of the purchasing organization and meet the RPO and RTO requirements.

Webworks has smart dashboard to monitor RPO and RTO of cloud infrastructure and systems.

## GCC Architecture & Value

Integrated managed services



- ITIL-aligned management processes and framework
- 24/7/365 management through Web Werks Network Operations Centre - delivering 99.9% availability for incident management
- Auto-ticketing of all changes and updates-in configuration management database (CMDB)
- Audit logs-meeting compliance requirements

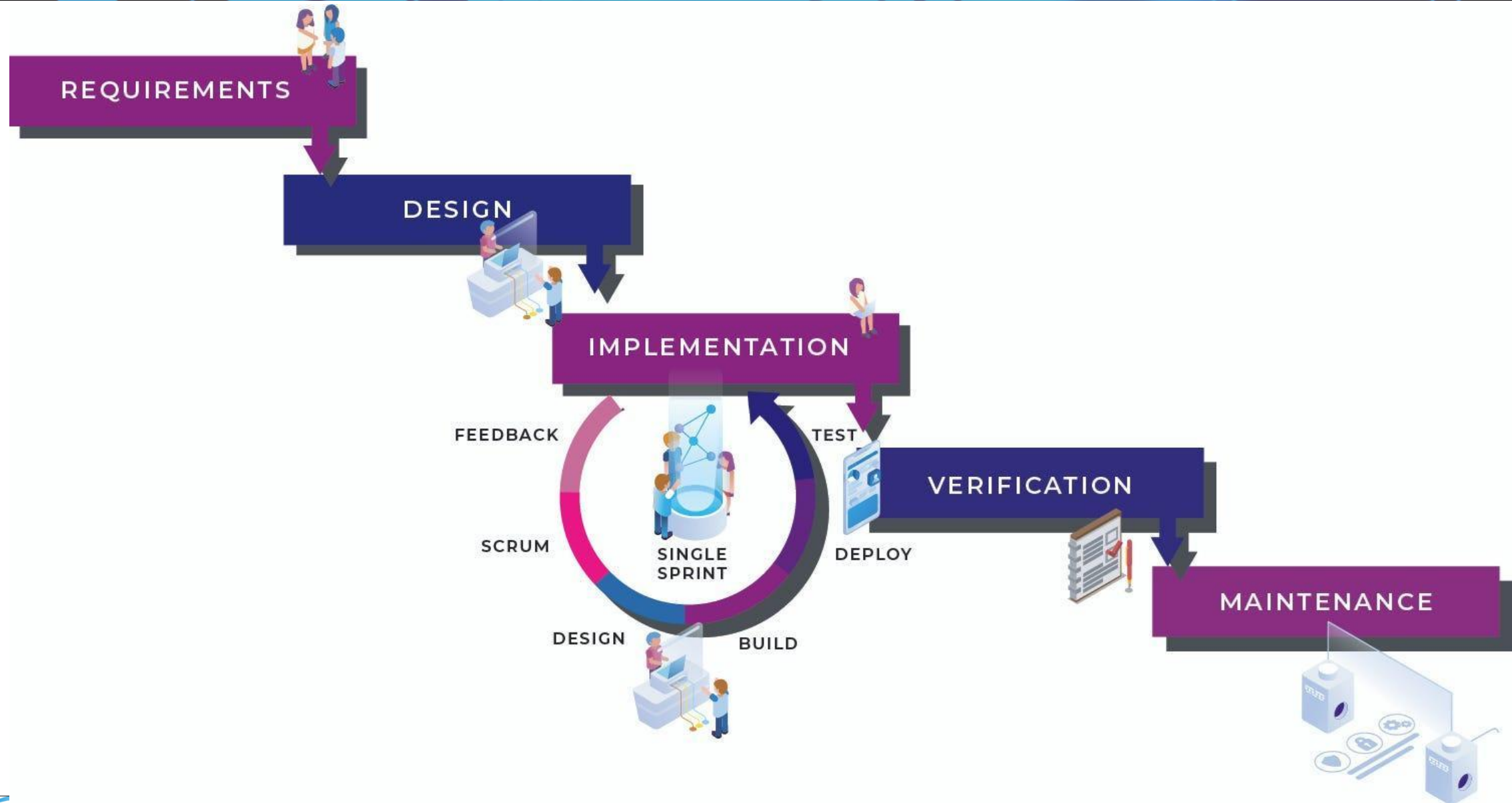


# SOLUTION APPROACH

MEDICAL

Dentist  
First Aid  
Surgeon  
Emergency

MEDICAL



The scope for application function includes the following:

- All the components, applications would be developed and using Latest standard Technologies.
- The Web based User Interface would be developed using latest standard Technology compatible with Client defined versions and operating systems.
- Latest Standard Technology would be used to integrate the application with the backend database.
- Contact Centre Agent Module would be available to all the users connected in the local network or LAN.
- The scope of this solution is NOT limited to the development and deployment of the software. The project scope includes the installation, monitoring and maintenance of hardware and software systems or any other required systems required for this solution.
- All the Data (E Queries, WhatsApp chat, Call recording, Reports etc.) shall be handed over to client for continuity in Customer Service with some interface to access and process the data for resolving/closing pending/back log calls and e- Queries.
- All Systems related to this solution may be hosted on Cloud procured from MeitY Empanelled CSPs.

1. Conduct system study and prepare SRS
2. Prepare and submit HLD, LLD
3. Develop required modules
4. Conduct unit and system testing on the development environment
5. Conduct system integration testing on the production servers.
6. Provide support during User Acceptance testing – Refer the UAT section
7. Deliver the test results document of the system testing effort
8. Results of the UAT will be shared as the test progresses.
9. Test acceptance sign off will be provided in a timely manner.

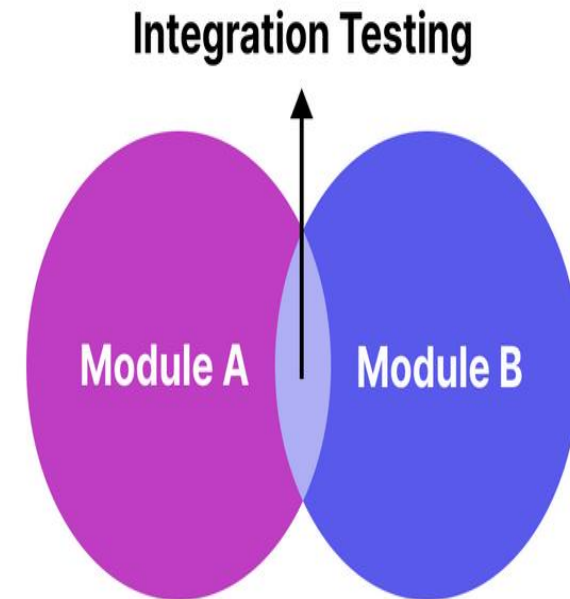
Client may nominate users to conduct the User Acceptance Test.

The test cases may be prepared by client will be shared at least 5 days before the start of the UAT phase. There will be formal communication from client regarding completion of UAT.



## Testing and Optimizing:

Testing is the most essential part of deployment to ensure that the solution meets the stated goals and adheres to the quality standard of the project.



## User Acceptance Testing



Integration with:

- a) Client Call centre Admin Interface
- b) Other admin interface which is required for Customer Contact Centre

## DATA INTEGRATION

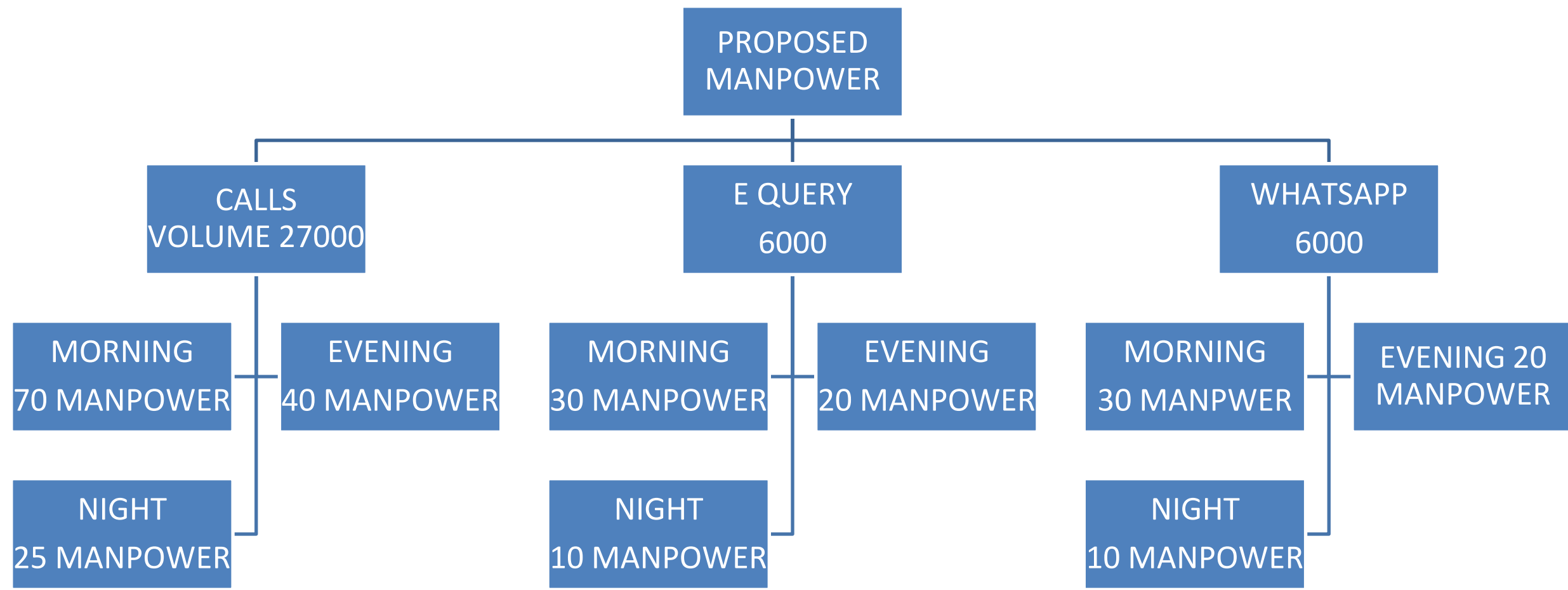
GTI shall integrate their respective System with client Customer Care (Calling, WhatsApp & E-Queries) system and backend support system such that information flows smoothly between GTI and the client.



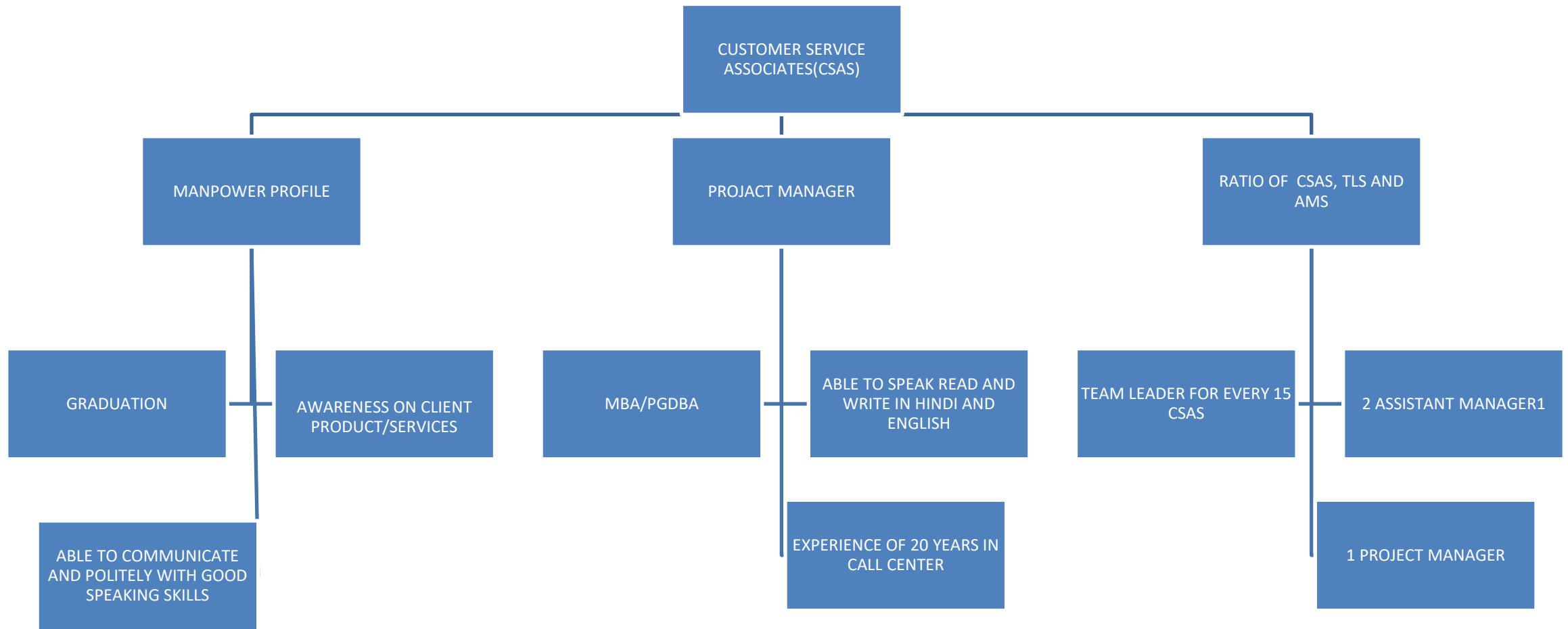


GTI Shall set up this Contact Centre Service (Calling, WhatsApp and E Queries) any where in India up to two different locations for the ease of sourcing agents with multiple language skill sets.

This site will handle all inbound Call, WhatsApp and e-Queries.



# SERVICE REQUIREMENT







# TRAIN THE TRAINER

Severity 1 (Urgent): A problem that severely impacts the working of Production System (such as loss of production data or production systems are not functioning).

Severity 2 (High): A problem that impacts the working of Production System but is less critical (such as deterioration of performance of production system).

Severity 3 (Medium): A problem which is non-critical for Production environment

Severity 4 (Low): A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification.

	Support
Hours of coverage	24 x 7 x 365
Support channel	Web, phone, Onsite. Remote
Number of cases	Unlimited
Response times	Initial and ongoing response
Severity 1	1 business hour
Severity 2	4 business hours
Severity 3	1 business day



# Thank You!

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