

CONTACT CENTER & CRM SOLUTIONS

FEATURES & SCOPE OF WORK



ABOUT US

- With the commencement of iHelpBD in 2012, it had taken an ultimate challenge with the status quo as the world of technology is being changed more rapidly than any other area.
- iHelpBD is an IT firm specializing in Call Center Solutions, Software Development, and Business Process Outsourcing. Since its very inception, iHelpBD's state-of-the-art Contact Center has been in continuous operation. It possesses the art of integrating skilled human resources with cutting- age technology.
- iHelpBD also associated with TeleConsult Group in the business operation of Call Center BPO for both domestic and international market. With TCG as partner and iSolutions as sister concern, iHelpBD is maintaining the competitive advantages over the competitive factors of the competitors of the same industry. It has established a sustainable development of its business toward the vision fulfilling its missions.



Founded in
2012



6
Services



150+
Corporate Clients



100+
Employees

KEY FEATURES

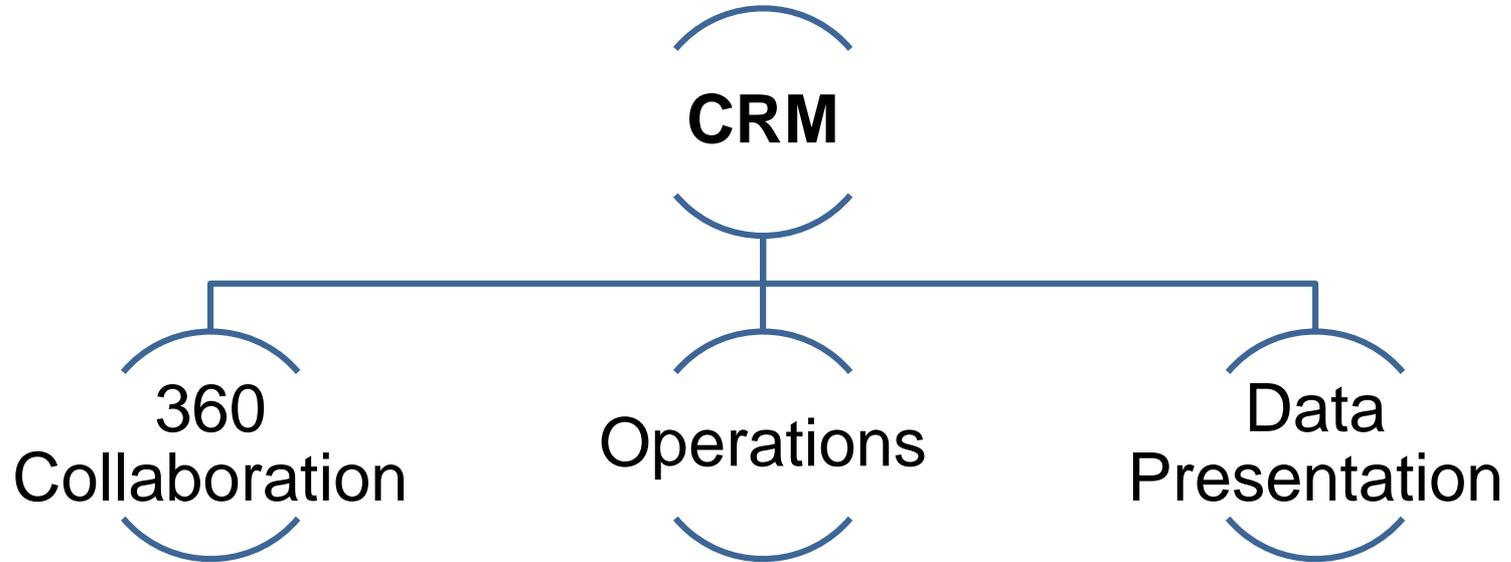
Sl.	Title	Items
1	Dialer	Dialer Type (Manual, Auto, Predictive, Preview, Progressive, Power, Call Back, Robo Call, Work Code)
2	Agent Platform	Agent Platform Functions
3	Dialer Admin	Live Dashboard, Agent Activity, Whisper, Analytics, Barging, Real Time Monitoring, Listen Live Call, Supervisor Takeover
4	IVR	API Integration, Voice Prompts and Touchtone Keypad, Multiple Language, TPIN, Green PIN, Text to Speech, Google Dialogue Integration, IVR Verification and Registration, IVR Broadcast, IVR Notification, IVR based Health and Education, IVR based Tracking and Booking
5	ACD	Skill based Routing, Multiple Groups, Intelligent Routing from IVR, Configurable System, Re-skilling by Admin, Re-routing, Specific Agent Routing
6	CTI	Integration with Dialer, CRM, Ticket, IVR

KEY FEATURES

Sl.	Title	Items
7	CRM	Inbound CRM, Outbound CRM, Lead CRM, Telesales, Campaign, Task and Schedule, Reports, Click2Call
8	Ticket	Internal Issue Resolution, Complaint Management System, SLA, Escalation, Back Office Tools
9	KBM	Information Database, Product and Service Knowledge Repository, Document and File Attachment, Notice Board and Announcement
10	CSAT	In Call NPS, After Call NPS, VIVR NPS, Reports and Analytics
11	Smart IVR / VIVR	Self Service Module, Smartphone and PC Support, VIVR NPS
12	WFM	Forecast, Prediction, Planning, Scheduling, Shift Management
13	Reports and Dashboard	Call Center Analytics, Campaign Statistics, Real-time Report

KEY FEATURES

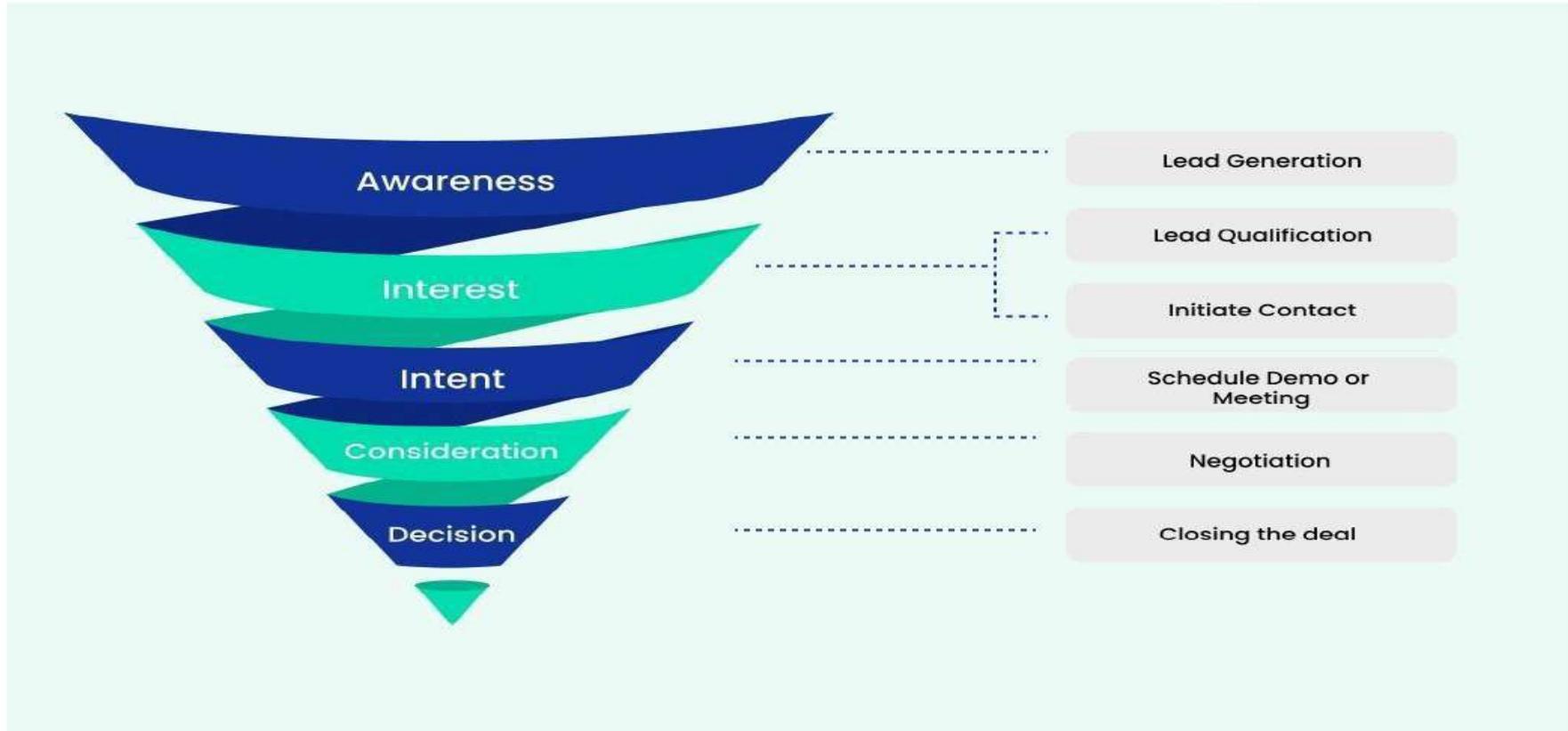
Sl.	Title	Items
14	QA & Audit	Call Quality Check, Call Record, User Login and Logout Data, Report Access Tracking
15	Service Integration	CBS Integration, CMS Integration, TPIN, Green PIN, Branch Integration, ERP
16	Non Voice	Social Media, Email, SMS, Web Chat, Chat Bot
17	App Dialer	Smartphone App based Dialing Platform
18	IP PBX	IP PBX Configuration and Support
19	Dialer & System Architecture	Front End and Back End, System Security, Web-RTC, High Availability, Load Balance



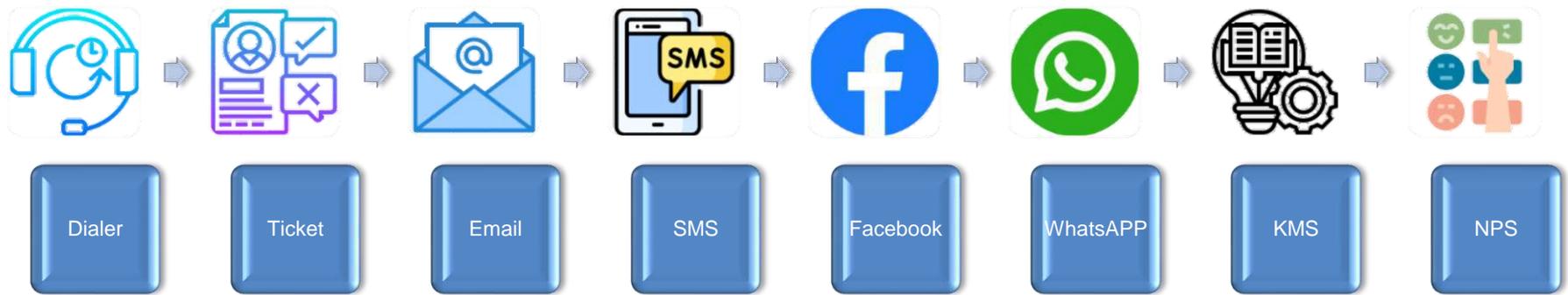
iCRM offers three work category for CRM solution. 360 degree CRM will collaborate all the communication channel into one. Operations CRM will provide use options for day to day business operation works. Data Presentation will present all data in CRM in a integrated way.

Sales Funnel

Sales Pipeline



Relation between CRM Sales Funnel and Sales Pipeline.



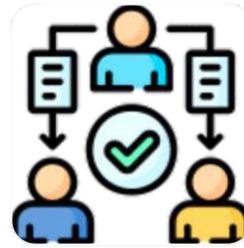
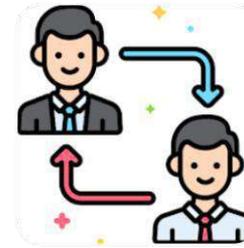
iCRM can integrate all the communications medium into one platform. User can access call, ticket, email, sms, facebook, whatsapp, knowledge management system (kms), net promoter score (nps) from iCRM.



Task



Event

Assign
WorkFollow
upWork
Report

iCRM allows user to create task, event and assign day to day works to specific personnel. Assigned users can perform tasks and do follow-up. Every activities of the user can be tracked via CRM. iCRM will generate reports and real time data based on the user activities.

Total Lead

1652

Total User

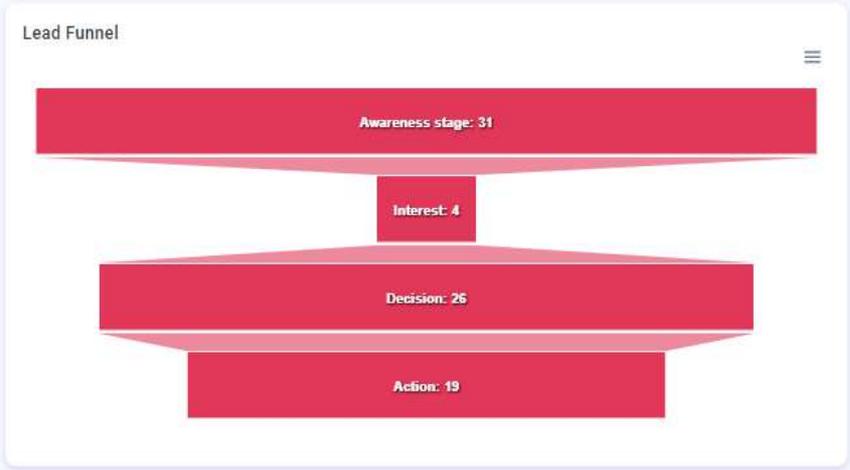
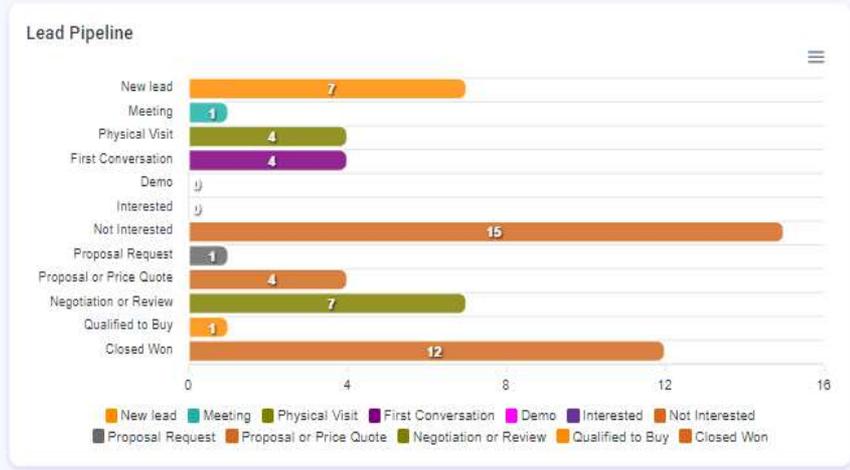
13

Today Lead

0

Today Action

1



Sales CRM dashboard will show the at a glance summary of the sales activities of the organization. It can also show user wise report and analytics. It also presents the lead stages and status based on various criteria of the leads.

SALES CRM - DASHBOARD



Sales CRM dashboard can present sales analytics based on different criteria like business or industry type, lead source, location or area etc.



Please Update Your clients list




Mehedi Hasan Shamim
Web Developer

Dashboard Leads Opportunity Clients Task Follow Up SMS Email Report Settings

iHelpBD

mehedi

Call Hangup Message

40	6/10
Contact Score	Lead Quality
Lead Owner	Mehedi Hasan Shamim
Lead Pipeline	Interested
Contact Status	Client
Lead Creator	Mehedi Hasan Shamim
Lead Age	86 Days

Interested	Working
Meeting	1 Month.7 Day.23 Hour.33 Min.
New lead	1 Month.7 Day.17 Min.

Overview CTI Ticket History Non Voice Task Follow Up Note Sales Activity Pipeline Log CTI Log Details Check List

Contact Name <input type="text" value="mehedi"/>	Contact Number * <input type="text" value="01746733817"/>	Alternate Number <input type="text"/>
Primary Email <input type="text" value="soud@ihelpbd.com"/>	Designation <input type="text" value="Executive"/>	Gender <input type="text" value="Male"/>
Company Name * <input type="text" value="iHelpBD"/>	Company Phone <input type="text"/>	Company Email <input type="text"/>
Web Site <input type="text" value="ihelpbd.com"/>	Industry Type <input type="text" value="Technology"/>	Lead Source <input type="text" value="Website"/>
Lead Pipeline <input type="text" value="Interested"/>	Lead Priority <input type="text" value="Medium"/>	Lead Rating <input type="text" value="A Category"/>
Lead Area <input type="text" value="Dhanmondi"/>	District <input type="text" value="Dhaka"/>	Address <input type="text" value="Dhanmondi, Dhaka"/>
Owner* <input type="text" value="Mehedi Hasan Shamim"/>	Associate <input type="text"/>	Amount <input type="text"/>
Facebook Page <input type="text"/>	Facebook Page Like <input type="text"/>	Remarks <input type="text"/>

Specific lead wise dashboard will show the lead details information. Also it will show all the communication history in the History tab.

iHelpBD
Please Update Your clients list

7
 8

Mehedi Hasan Shamim
Web Developer

Dashboard
Leads
Opportunity
Clients
Task
Follow Up
SMS
Email
Report
Settings

iHelpBD
 mehedi

Call
Hangup
Message

40
Contact Score

6/10
Lead Quality

Lead Owner	Mehedi Hasan Shamim
Lead Pipeline	Interested
Contact Status	Client
Lead Creator	Mehedi Hasan Shamim
Lead Age	86 Days

Interested	Working
Meeting	1 Month.7 Day.23 Hour.33 Min.
New lead	1 Month.7 Day.17 Min.

Overview
CTI
Ticket
History
Non Voice
Task
Follow Up
Note
Sales Activity
Pipeline Log
CTI Log
Details
Check List

Task **3**

Follow Up **0**

SMS **0**

Email **0**

Opportunity **0**

Call **2**

Total Followup
4

Total Call
10

Total Task
5

Lead analytics can be found in the lead dashboard. Here all the communication channels or medium can be integrated. Call, Email, SMS, Non Voice, Ticket –all of these activities can be performed from a single platform.

Contact Details

Mehedi Hasan Shamim

01746733817

01969874080

Natore

10	0/10
Contact Score	Lead Quality

Contact Properties

Owner	Mehedi Hasan Shamim
Associate	Nawsheen
Lead Stage	Lead
Contact Source	Facebook
Contact Age	332 Days

Quick Contact
Task
Note
SMS
Email
Delete

Script
Ticket
History
Details
Task
Note
SMS
Call Script
Email
Facebook

Create Ticket
Search Ticket

Ticket Field Information

Ticket ID :	20416	Name :	1234
From :	mehedi	Phone No :	444444
To :	Mobin test 2	Product Name :	Adobe 4 in 1 Bundle
Issue Type :	CLM	Status :	New
Category :	Welcome	Date :	2023-08-17 15:03:08
Sub Category :	Welcome	Address :	
Channel Type :	followup	Segment :	Jobs
Sentiment :	Positive	CLM Status :	Busy
Transaction ID :		Received Number :	
Amount :		Old Course/EB ID :	
New Course/EB ID :		Refunding Account :	
Refunding Number :		Platform :	
Device details :		Payment Method :	
Refunding Amount :			

Change Status

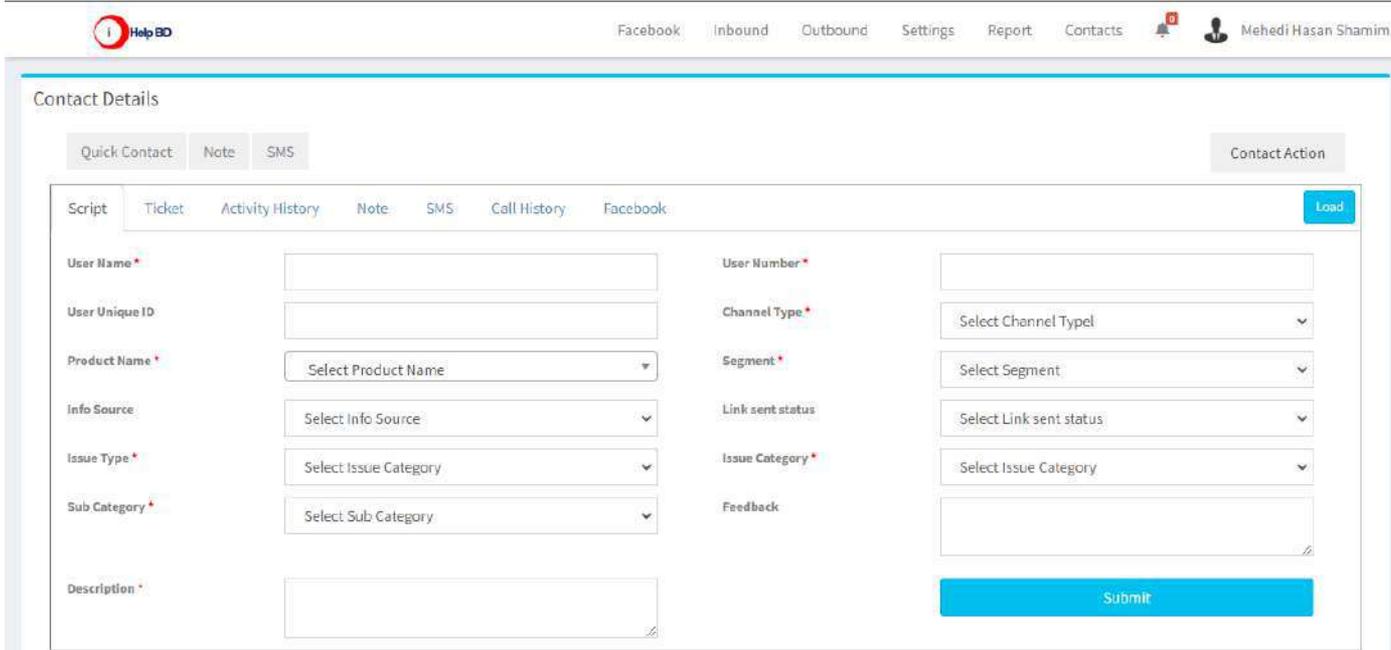
Transferred

Aliquip voluptatibus

Update

Ticket Cycle

Date	Status	From	Details	attachment
2023-08-17 15:03:08	New	mehedi	AAAAAAA	
2023-08-17 15:07:29	New	mehedi	4444444444444444	
2023-08-17 15:11:00	New	mehedi	4444444444444444	
2023-08-17 15:12:28	Work in Progress	mehedi	76889000872	

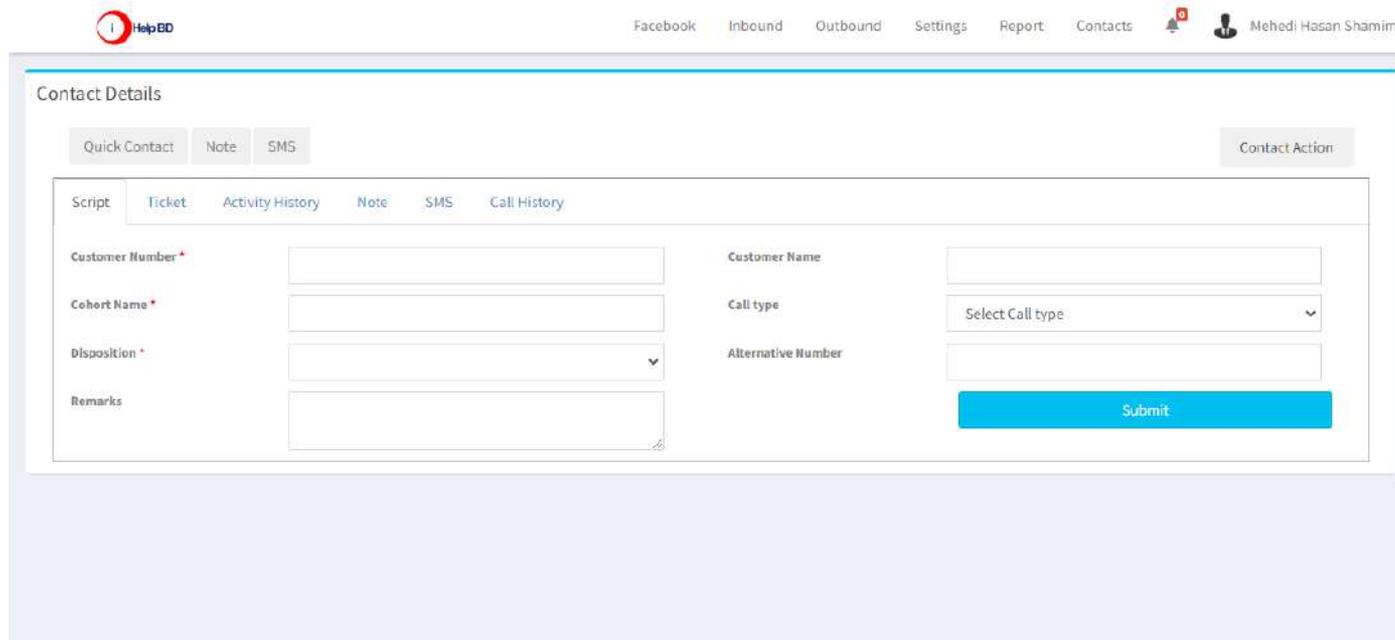


The screenshot displays the 'Contact Details' form within a CRM application. At the top, there is a navigation bar with the HelpBD logo and menu items: Facebook, Inbound, Outbound, Settings, Report, Contacts, a notification bell, and a user profile for Mehedi Hasan Shamim. Below the navigation bar, the 'Contact Details' section features tabs for 'Quick Contact', 'Note', and 'SMS', along with a 'Contact Action' button. The main form area includes tabs for 'Script', 'Ticket', 'Activity History', 'Note', 'SMS', 'Call History', and 'Facebook', with a 'Load' button on the right. The form fields are organized into two columns:

Field Name	Field Type
User Name *	Text Input
User Unique ID	Text Input
Product Name *	Dropdown Menu (Select Product Name)
Info Source	Dropdown Menu (Select Info Source)
Issue Type *	Dropdown Menu (Select Issue Category)
Sub Category *	Dropdown Menu (Select Sub Category)
Description *	Text Area
User Number *	Text Input
Channel Type *	Dropdown Menu (Select Channel Type)
Segment *	Dropdown Menu (Select Segment)
Link sent status	Dropdown Menu (Select Link sent status)
Issue Category *	Dropdown Menu (Select Issue Category)
Feedback	Text Area

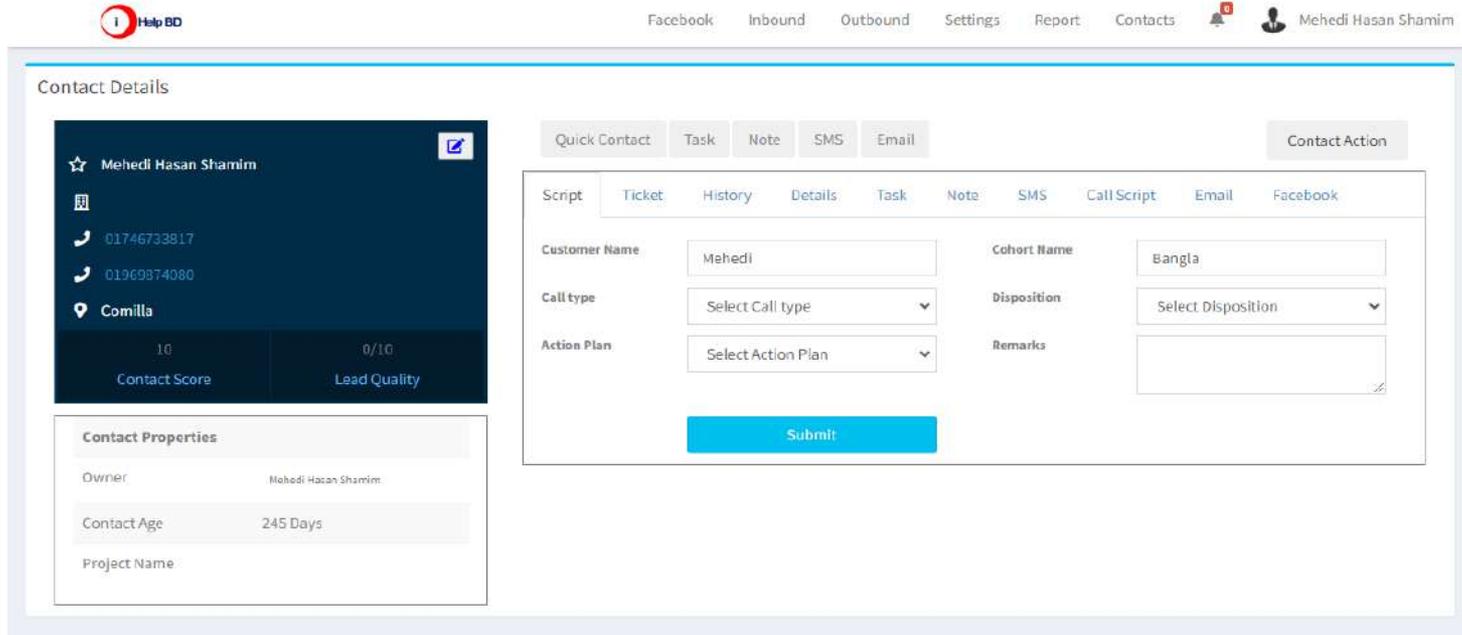
A 'Submit' button is located at the bottom right of the form.

CRM for inbound call management. It customizable and API integration available with client's ERP, customer database, CBS, CMS, IVR etc.



The screenshot displays the 'Contact Details' form in a CRM system. At the top left is the HelpBD logo. The navigation bar includes links for Facebook, Inbound, Outbound, Settings, Report, and Contacts, along with a notification bell and a user profile for Mehedi Hasan Shamim. The form itself has tabs for 'Quick Contact', 'Note', and 'SMS', with 'Quick Contact' selected. Below these are sub-tabs for 'Script', 'Ticket', 'Activity History', 'Note', 'SMS', and 'Call History', with 'Ticket' selected. The form contains several input fields: 'Customer Number' (with a red asterisk), 'Customer Name', 'Cohort Name', 'Call type' (a dropdown menu currently showing 'Select Call type'), 'Disposition' (a dropdown menu), and 'Alternative Number'. A large blue 'Submit' button is positioned at the bottom right of the form area.

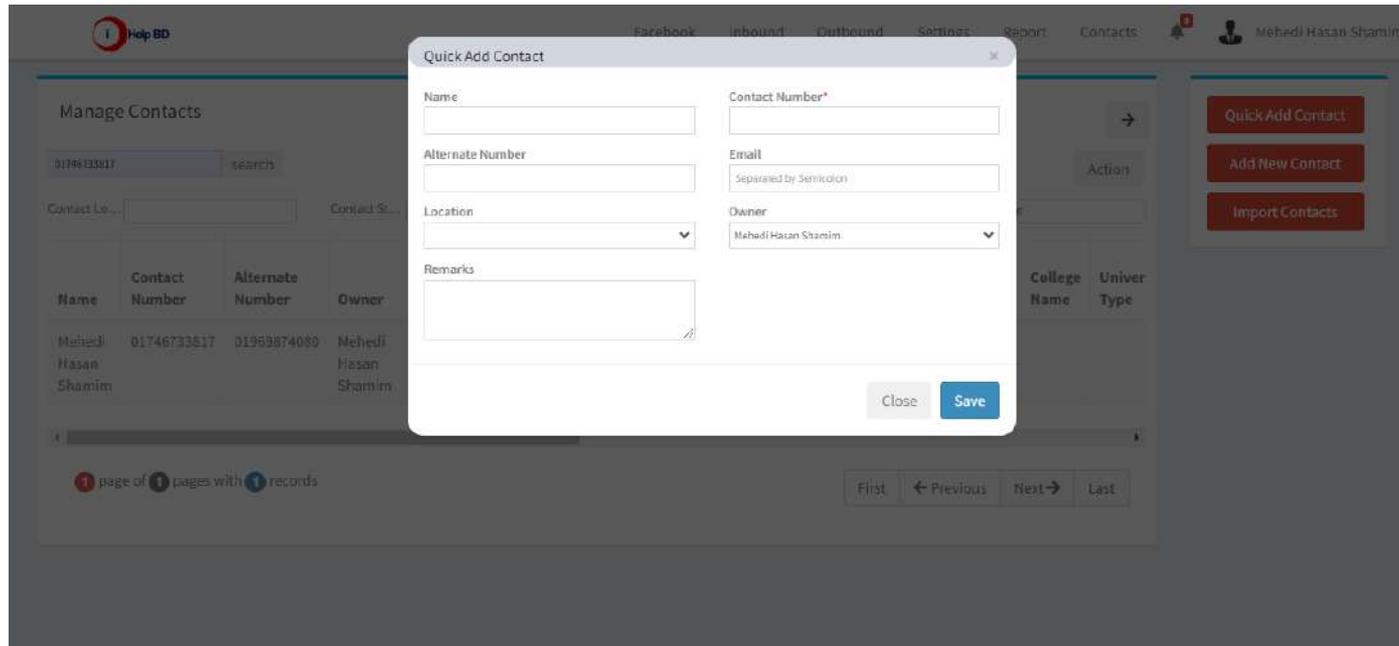
CRM for outbound campaign call management. It is customizable and API integration is available with client's ERP, customer database, CBS, CMS, IVR, etc.



The screenshot displays the 'Contact Details' page in a CRM system. At the top, there is a navigation bar with the HelpBD logo and user profile 'Mehedi Hasan Shamim'. Below the navigation bar, the page is divided into several sections:

- Contact Summary:** A dark blue card showing the contact name 'Mehedi Hasan Shamim', two phone numbers (01746733817 and 01969874080), and the location 'Comilla'. It also includes 'Contact Score' (10) and 'Lead Quality' (0/10).
- Contact Properties:** A light grey card showing 'Owner: Mehedi Hasan Shamim', 'Contact Age: 245 Days', and 'Project Name'.
- Quick Actions:** A row of buttons for 'Quick Contact', 'Task', 'Note', 'SMS', 'Email', and 'Contact Action'.
- Form Fields:** A central form with tabs for 'Script', 'Ticket', 'History', 'Details', 'Task', 'Note', 'SMS', 'Call Script', 'Email', and 'Facebook'. The 'Details' tab is active, showing fields for 'Customer Name' (Mehedi), 'Cohort Name' (Bangla), 'Call type' (Select Call type), 'Disposition' (Select Disposition), 'Action Plan' (Select Action Plan), and 'Remarks' (a text area). A blue 'Submit' button is at the bottom.

Lead management or telemarketing CRM. It has 360 view of customer interaction. User can manage contact list, schedule task, manage follow-up, send sms and email. Also social media platform integration is available with this lead management system. User can perform click2call from here.



From this section, user can create contacts.

The screenshot shows a CRM interface for a contact named Mehedi Hasan Shamim. The top navigation bar includes links for Facebook, Inbound, Outbound, Settings, Report, Contacts, and a user profile for Mehedi Hasan Shamim. The main content area is titled 'Contact Details' and features a sidebar on the left and a main table on the right.

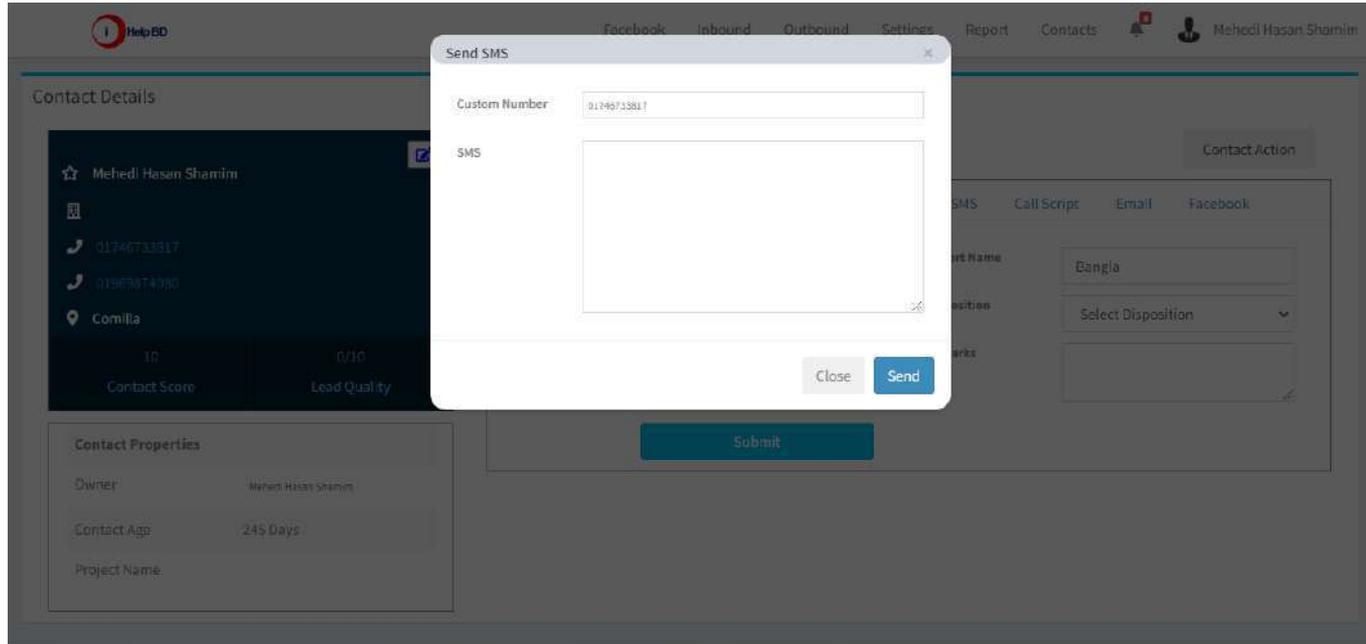
Contact Properties

Owner	Mehedi Hasan Shamim
Contact Age	245 Days
Project Name	

Contact Details Table

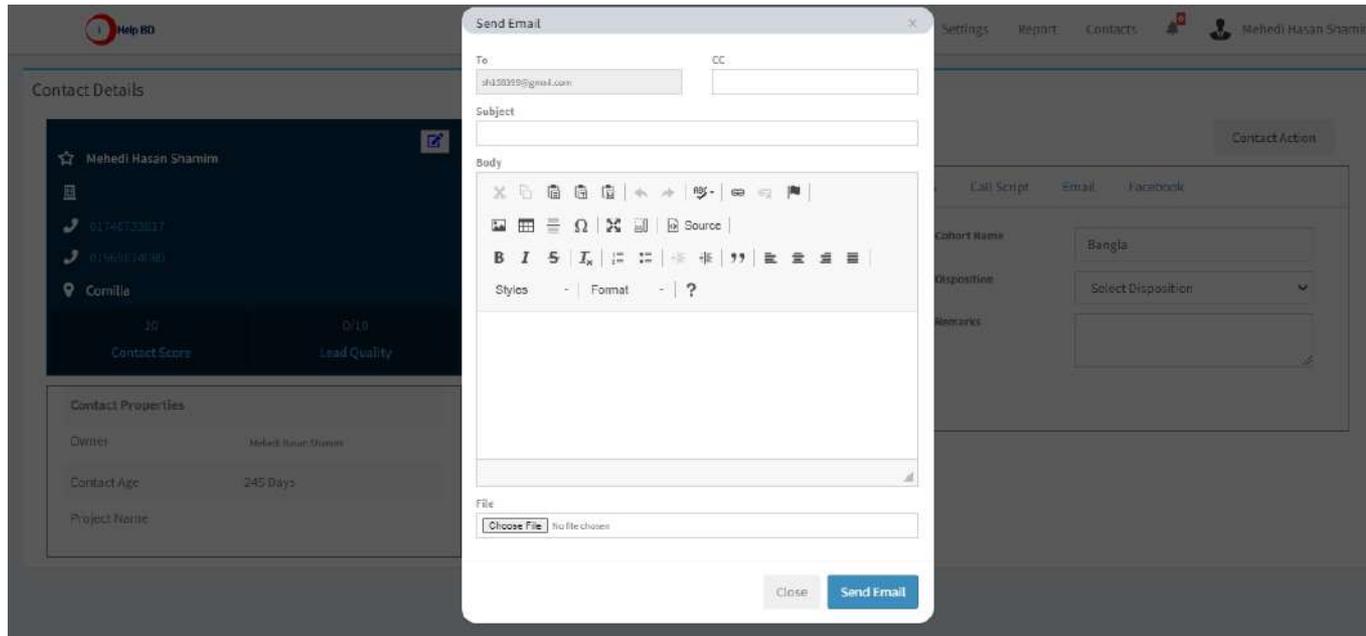
Name	Mehedi Hasan Shamim
Contact Number	01746733817
Alternate Number	01969974080
Owner	Mehedi Hasan Shamim
Email	sh158399@gmail.com
Location	Comilla
Status	
K-12 Type	
Division	
Class	
School Name	

Contact details form will show the details information of a lead.

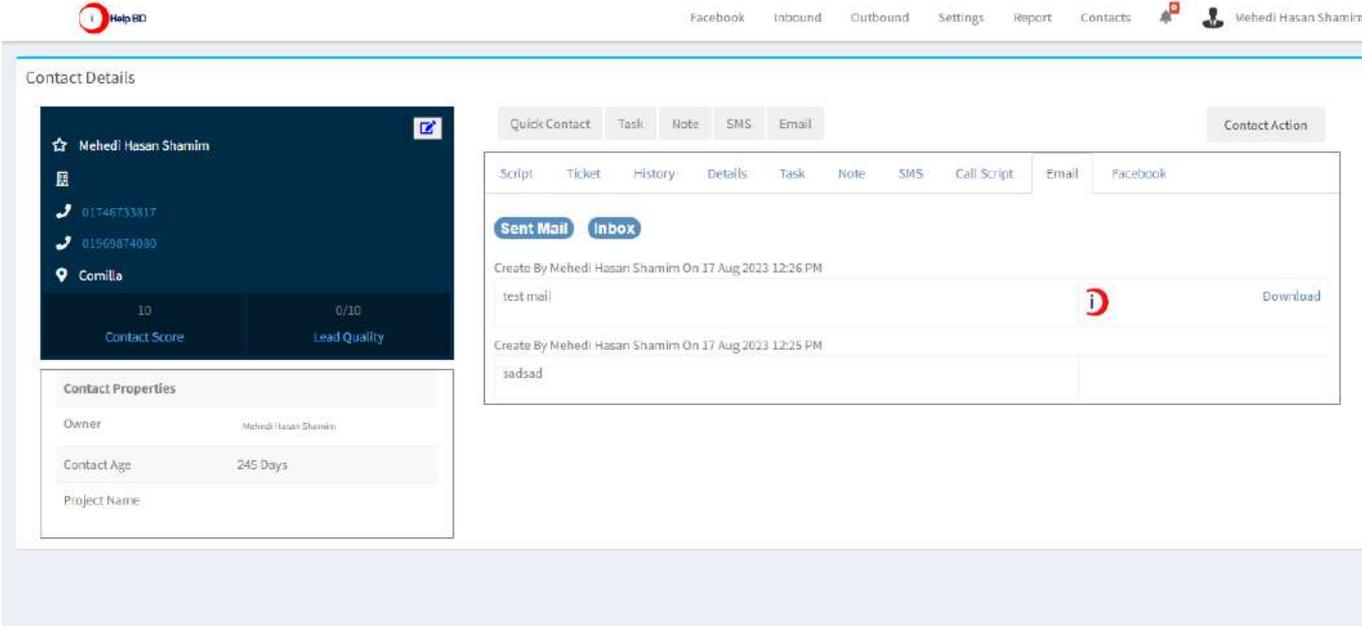


User can send SMS to lead / customer. SMS can be sent by manual writing and preset template format.

CRM – CUSTOMER RELATIONSHIP MANAGEMENT



CRM has Email platform. Here user can send email and receive email in inbox. It has the file attachment option too.



The screenshot displays the HelpBD CRM interface. At the top, there is a navigation bar with the HelpBD logo on the left and menu items: Facebook, Inbound, Outbound, Settings, Report, Contacts, and a user profile for Mehedi Hasan Shamim. The main content area is titled "Contact Details" and is divided into two columns.

Contact Details (Left Column):

- Contact Card:** Features a star icon, the name "Mehedi Hasan Shamim", a phone icon, two phone numbers (01746733817 and 01569874089), a location pin for "Comilla", and two metrics: "10 Contact Score" and "0/10 Lead Quality".
- Contact Properties:** A table listing attributes:

Owner	Mehedi Hasan Shamim
Contact Age	245 Days
Project Name	

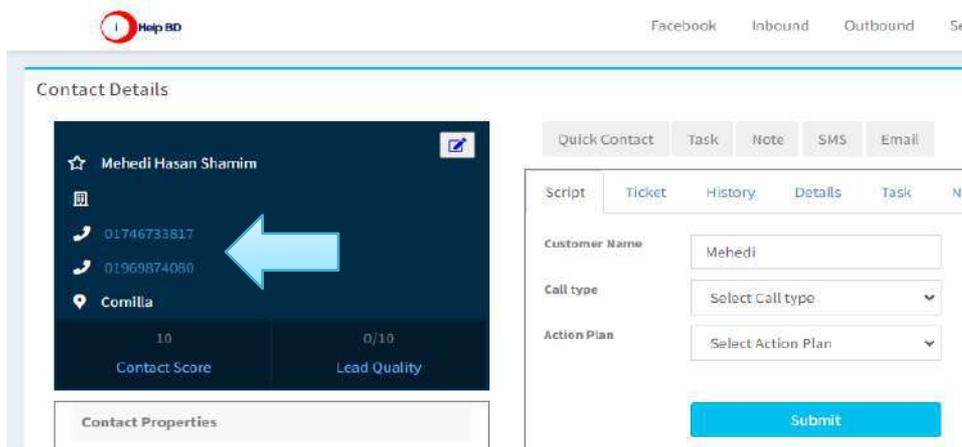
Email Inbox (Right Column):

- Navigation:** Includes tabs for "Quick Contact", "Task", "Note", "SMS", "Email", and "Contact Action". Below these are sub-tabs for "Script", "Ticket", "History", "Details", "Task", "Note", "SMS", "Call Script", "Email", and "Facebook".
- Filters:** "Sent Mail" and "Inbox" buttons are present.
- Email List:**

Create By Mehedi Hasan Shamim On 17 Aug 2023 12:26 PM		
test mail		Download
Create By Mehedi Hasan Shamim On 17 Aug 2023 12:25 PM		
sadsad		

This is an Email inbox platform. Email can be configurable with different email service platform like- gmail, webmail, yahoo, hotmail, office 365 etc.

CRM – CUSTOMER RELATIONSHIP MANAGEMENT



Help BD Facebook Inbound Outbound Se

Contact Details

Mehedi Hasan Shamim

01746733817

01969874080

Comilla

10 Contact Score 0/10 Lead Quality

Quick Contact Task Note SMS Email

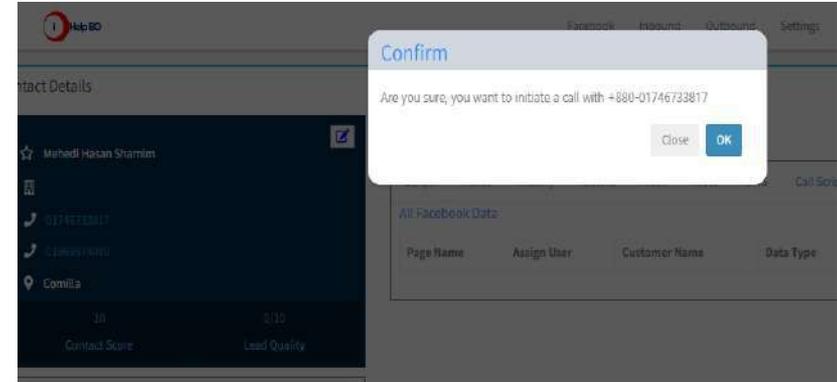
Script Ticket History Details Task Ne

Customer Name: Mehedi

Call type: Select Call type

Action Plan: Select Action Plan

Submit



Help BD Facebook Inbound Outbound Settings

Contact Details

Mehedi Hasan Shamim

01746733817

Comilla

10 Contact Score 0/10 Lead Quality

Confirm

Are you sure, you want to initiate a call with +880-01746733817

Close OK

All Facebook Data

Page Name	Assign User	Customer Name	Data Type
-----------	-------------	---------------	-----------

CRM has the click2call function. Here user can click on the customer/lead contact number to initiate a call.

CRM – CUSTOMER RELATIONSHIP MANAGEMENT

Mehedi Hasan Shamim

01746733817

01969874280

Comilla

10	0/10
Contact Score	Lead Quality

Contact Properties

Owner	Mehedi Hasan Shamim
Contact Age	245 Days
Project Name	

Quick Contact
Task
Note
SMS
Email
Contact Action

Script
Ticket
History
Details
Task
Note
SMS
Call Script
Email
Facebook

Activity Type: Time:

Today

- 

17 Aug 14:00 PM

Outbound Call : Was called by Mehedi Hasan Shamim through +8809610911922. Duration:14 seconds.



- 

17 Aug 13:00 PM

Outbound Call : Was called by Mehedi Hasan Shamim through +8809610911922. Duration:24 seconds.



- 

17 Aug 15:47 PM

Create New Task : by Mehedi Hasan Shamim Test
- 

17 Aug 15:03 PM

Create New Ticket : by Mehedi Hasan Shamim 44444444
- 

17 Aug 14:41 PM

Script Create : by Mehedi Hasan Shamim
- 

17 Aug 12:27 PM

Send New SMS : by Mehedi Hasan Shamim test msg

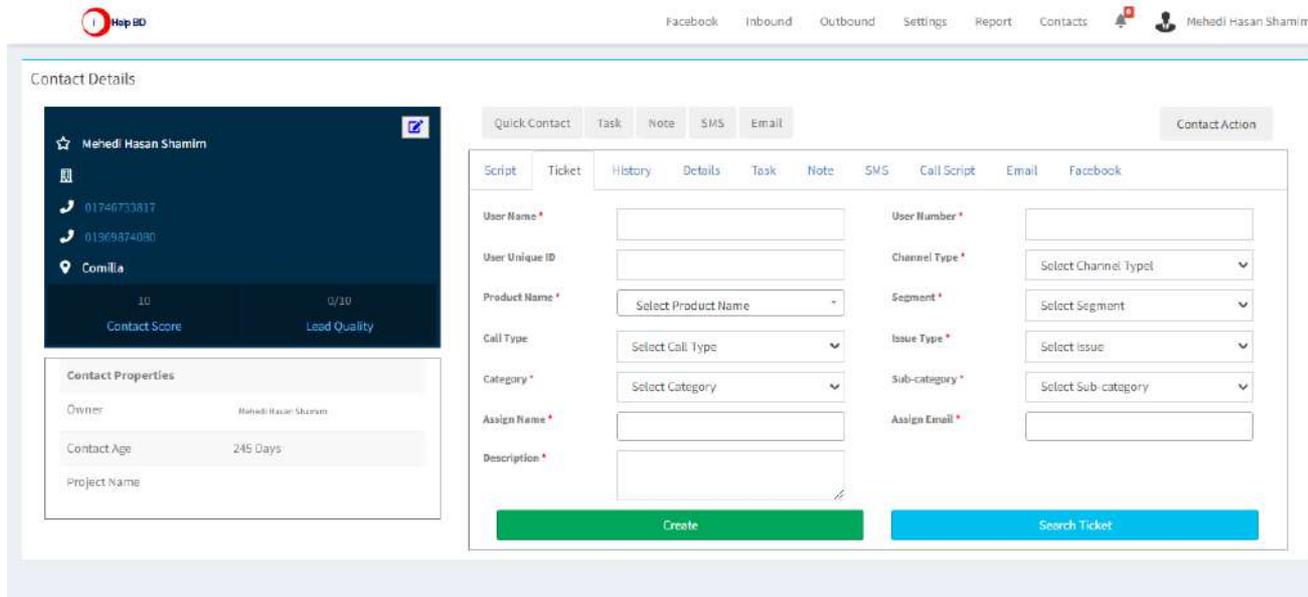
User can view the lead interaction history in the History tab. All communication including call, text, email, social media etc. will be shown in the history section.

sManager

Settings Report Contacts   Mehedi Hasan

TOTAL AGENT 108	TOTAL LEAD 206447	TOTAL ANSWER 115436	TOTAL NOT ANSWER 68611
TODAY LEAD 2099	TODAY ANSWER 362	TODAY NOT ANSWER 421	TOTAL UNTOUCHED 22400
UNTOUCHED NEW 6348	UNTOUCHED OLD 15562	TODAY FOLLOW-UP 265	TODAY SALES 20
ARCTIC TERN- LEAD 349	ARCTIC TERN- ANSWER 69	ARCTIC TERN- NOT ANSWER 88	ARCTIC TERN- UNTOUCHED 5817

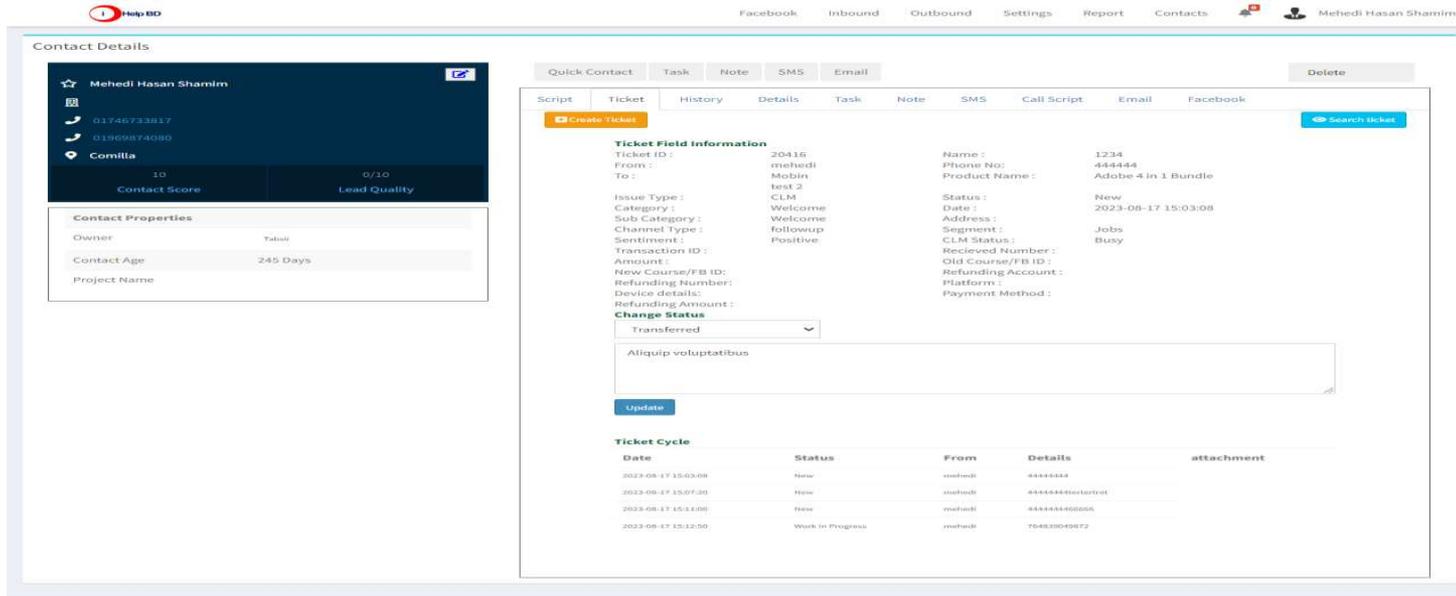
This is a CRM dashboard for lead management. Here user can get a summary of the work. Report and statistics based on various criteria will be shown in this dashborad.



The screenshot displays the 'Contact Details' page in the CRM system. On the left, a dark blue card shows the contact's name 'Mehedi Hasan Shamim', two phone numbers (01746733817 and 01969874080), and the location 'Comilla'. Below this, 'Contact Properties' are listed: Owner (Mehedi Hasan Shamim), Contact Age (245 Days), and Project Name. The main area features a 'Ticket' tab and a form with fields for User Name, User Number, User Unique ID, Channel Type, Product Name, Segment, Call Type, Issue Type, Category, Sub-category, Assign Name, and Assign Email. A 'Description' field is also present. At the bottom, there are 'Create' and 'Search Ticket' buttons.

CRM has the option of creating Ticket for issue resolution and complaint management. Ticket issued from here will be automatically assigned to specific person or department relating to the issue category.

CRM – CUSTOMER RELATIONSHIP MANAGEMENT



The screenshot displays the CRM interface for a user named Mehedi Hasan Shamim. The interface is divided into several sections:

- Contact Details:** Shows the contact's name, phone numbers (01746733817, 01909874090), and location (Comilla). It also displays a contact score of 10 and a lead quality of 0/10.
- Contact Properties:** Lists the owner (Tahsin) and contact age (245 Days).
- Ticket Management:** Includes tabs for Quick Contact, Task, Note, SMS, and Email. A 'Create Ticket' button is visible.
- Ticket Field Information:** Provides detailed information about a specific ticket, including Ticket ID (20416), From (mehedi), To (Mobin test 2), Issue Type (Welcome), Sub Category (CLM), Channel Type (followup), Sentiment (Positive), and various other identifiers like Name, Phone No, Product Name, Status, Date, Address, Segment, CLM Status, Received Number, Old Course/FB ID, Refunding Account, Platform, and Payment Method.
- Change Status:** A dropdown menu currently set to 'Transferred' with an 'Update' button below it.
- Ticket Cycle:** A table showing the history of ticket updates.

Date	Status	From	Details	attachment
2023-08-17 15:03:08	New	mehedi	44444444	
2023-08-17 15:07:30	New	mehedi	44444444torlorlor	
2023-08-17 15:11:08	New	mehedi	4444444466666	
2023-08-17 15:12:50	Work in Progress	mehedi	704839049972	

User can view the ticket update from CRM. Also ticket information can be edit/change from ticket tab. User can easily find ticket status by searching with the lead/customer's contact number.

iContact Contact Center Dialers- **Dialer Type (Manual, Auto, Predictive, Preview, Progressive, Power, Call Back, Robo Call)**

Progressive Dialer

Makes one call at a time per agent to maintain a consistent outbound dialing pace that can be adjusted according to agent availability and preference.



Predictive Dialer

Makes simultaneous outbound calls, filtering out voicemail, fax machines, busy signals, and disconnected numbers.



Power Dialer

Uses a pre-set calls:agent ratio to automatically dial prospect phone numbers as soon as an agent becomes available.



Preview Dialer

Automatically places outbound calls, and provides agents with relevant, up-to-date customer/prospect information based on past interactions before connecting them.



iContact Contact Center Dialers- **Dialer Type (Manual, Auto, Predictive, Preview, Progressive, Power, Call Back, Robo Call)**

Manual Dial

Agent can manually input the number and dial outbound call



Robo Call

Pre-recorded message can be delivered via Robo Call



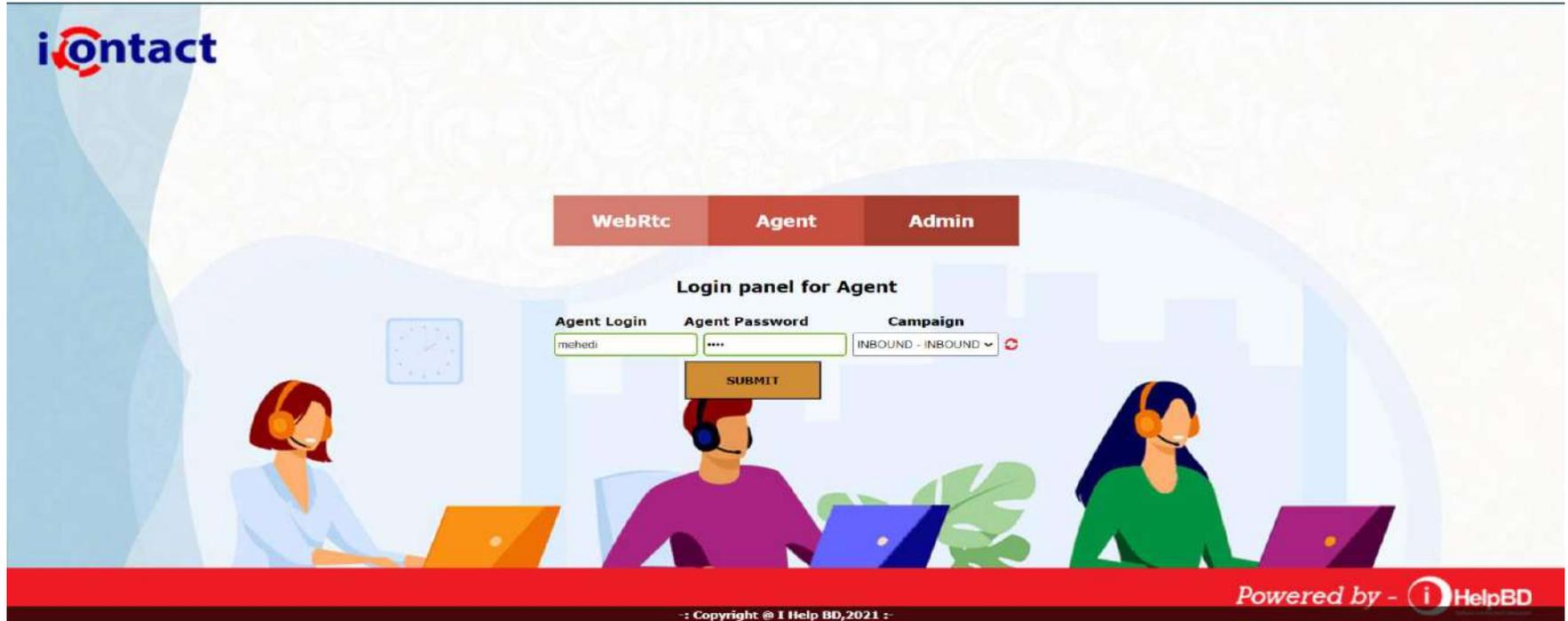
Auto Dial

Dialer system will automatically dial outbound call



Call Back

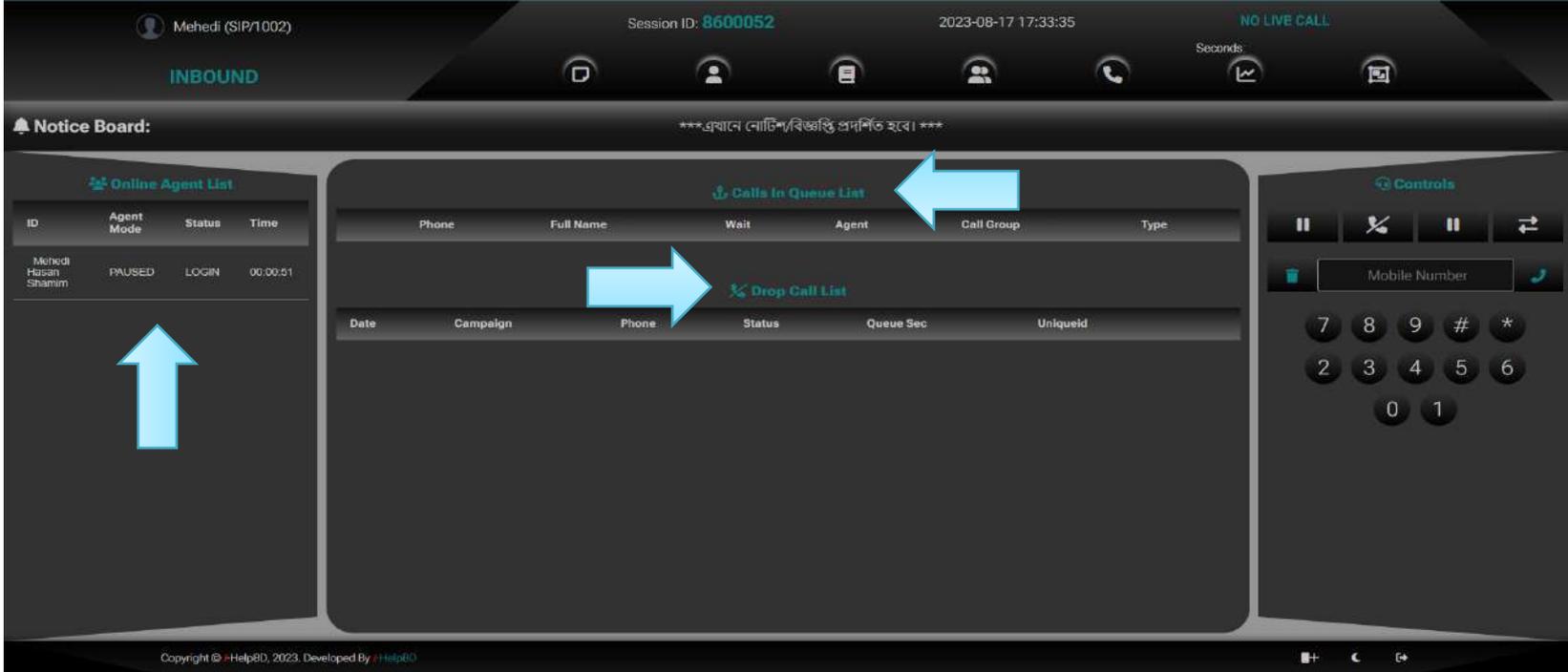
System will generate call back for drop or missed calls. Also it can take call back request from caller



In the agent platform, Agent can manage calls, Email, SMS, Chat, Contacts. Agent can check their CDR, see other agent's login status from agent view, change skill group, hold call, transfer call, conference call, view queue call and drop call, dial call back and more.



This is a skill group selection window. Here call center agent can select their assigned skill group. Also Admin/Supervisor can select this for the agents.



The screenshot displays the Agent Platform interface with the following components:

- Header:** User profile (Mehedi SIP/1002), Session ID (8600052), Date/Time (2023-08-17 17:33:35), and NO LIVE CALL indicator.
- Navigation:** INBOUND, Notice Board, and various call management icons.
- Online Agent List:** A table showing agent status. A blue arrow points to this section.
- Calls In Queue List:** A table showing active calls. A blue arrow points to this section.
- Drop Call List:** A table showing missed calls. A blue arrow points to this section.
- Controls:** A panel on the right with call control buttons (Pause, End Call, Hold, Transfer) and a numeric keypad.

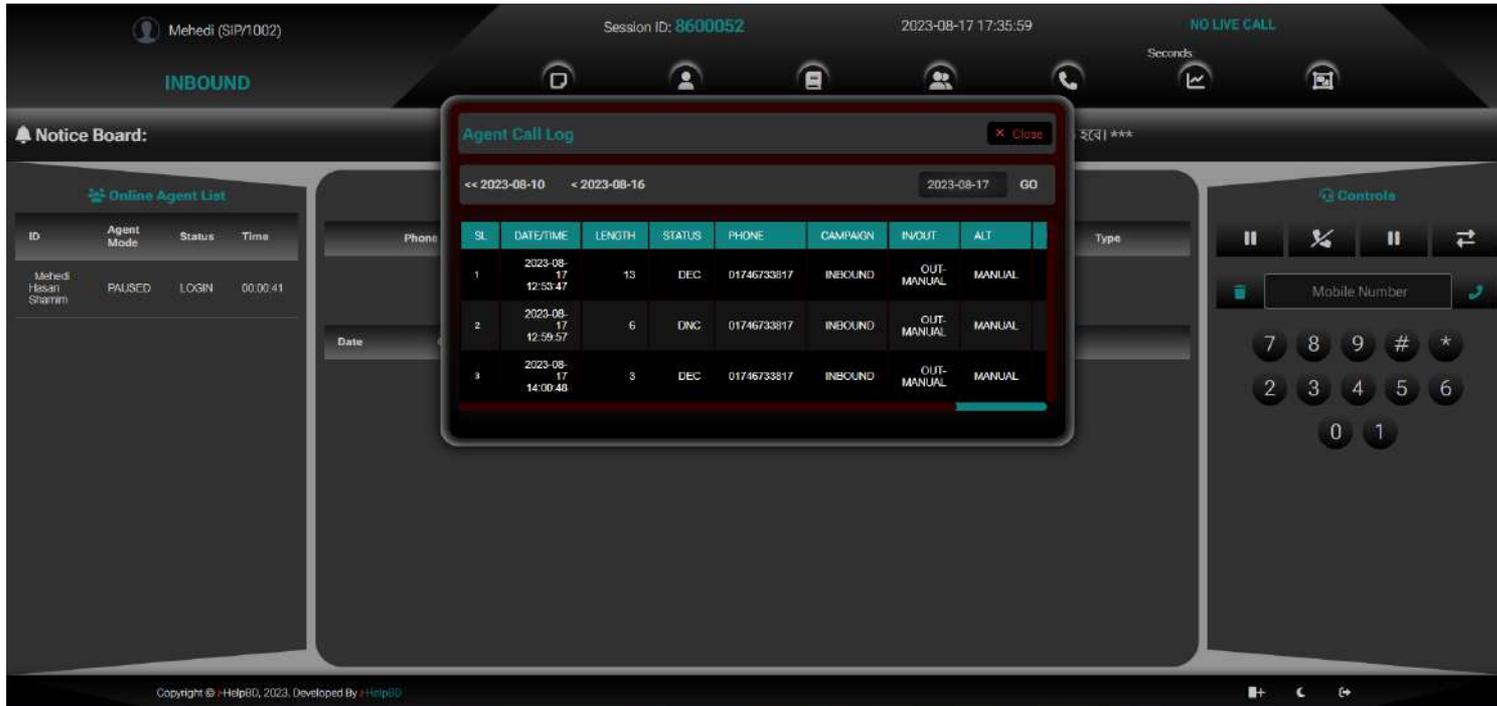
ID	Agent Mode	Status	Time
Mehedi Hasan Shamim	PAUSED	LOGIN	00:00:51

Phone	Full Name	Wait	Agent	Call Group	Type
Drop Call List					
Date	Campaign	Phone	Status	Queue Sec	Uniqueid

In the agent platform, call center agent can see queue call and drop call notification and list. They can dial call back too.

On the left side, agent can see other agent's login status in the Agent View section.

AGENT PLATFORM P-04



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In the agent platform, Agent can view their call logs and CDR.

The screenshot displays the HelpBD Agent Platform interface. At the top, it shows the user 'Mehedi (SIP/1002)', Session ID '8600052', and the date '2023-08-17 17:37:38'. The interface is divided into several sections:

- INBOUND**: A section on the left with a 'Notice Board' and an 'Online Agent List' table.
- CRM**: A central pop-up window for customer information.
- LOGS**: A section below the CRM pop-up showing a table of call history.
- Controls**: A section on the right with a 'Mobile Number' input field and a numeric keypad.

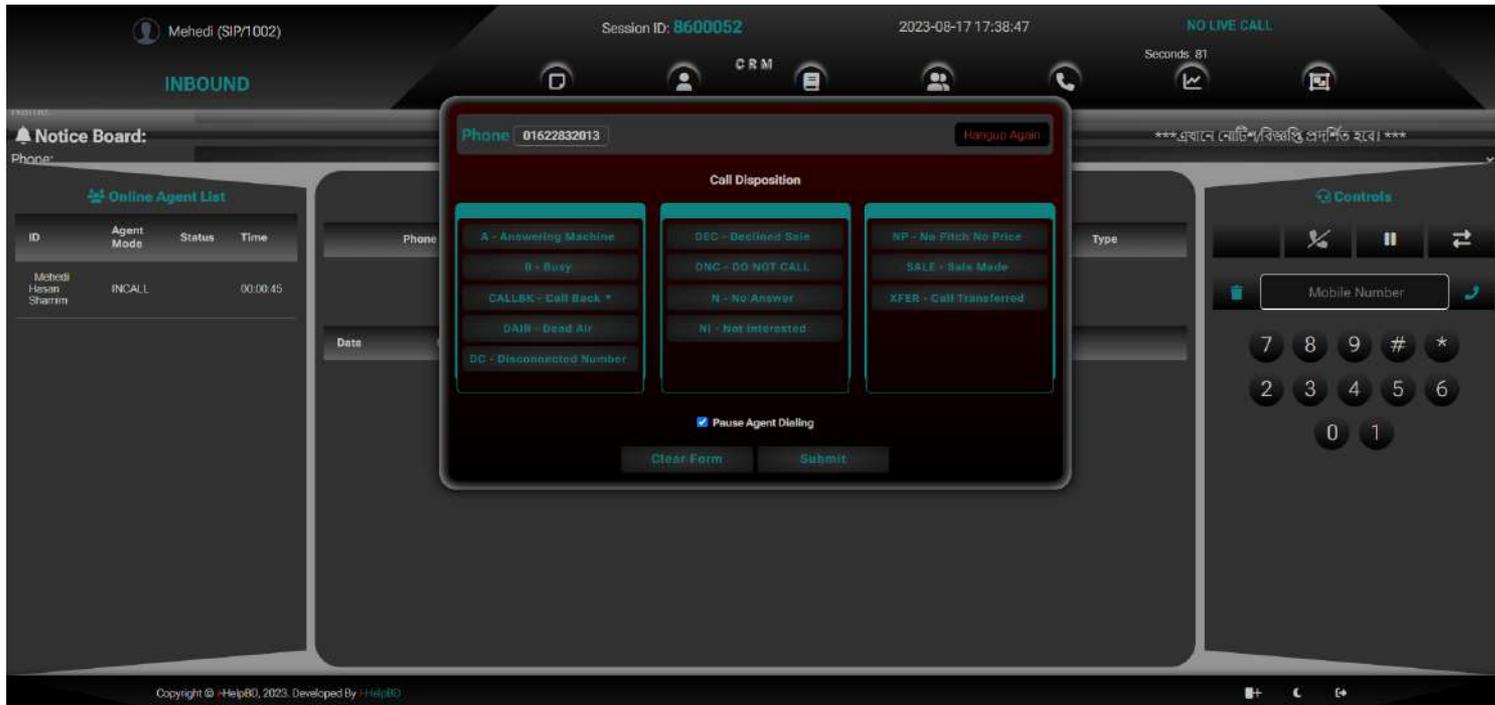
The **CRM** pop-up window contains the following information:

- NO:** A field for the customer's phone number.
- Name:** 'Tasrif' (input field).
- Email:** 'Tasrif@lhelpbd.com' (input field).
- Phone:** An empty input field.
- Call Type:** 'Query' (dropdown menu).

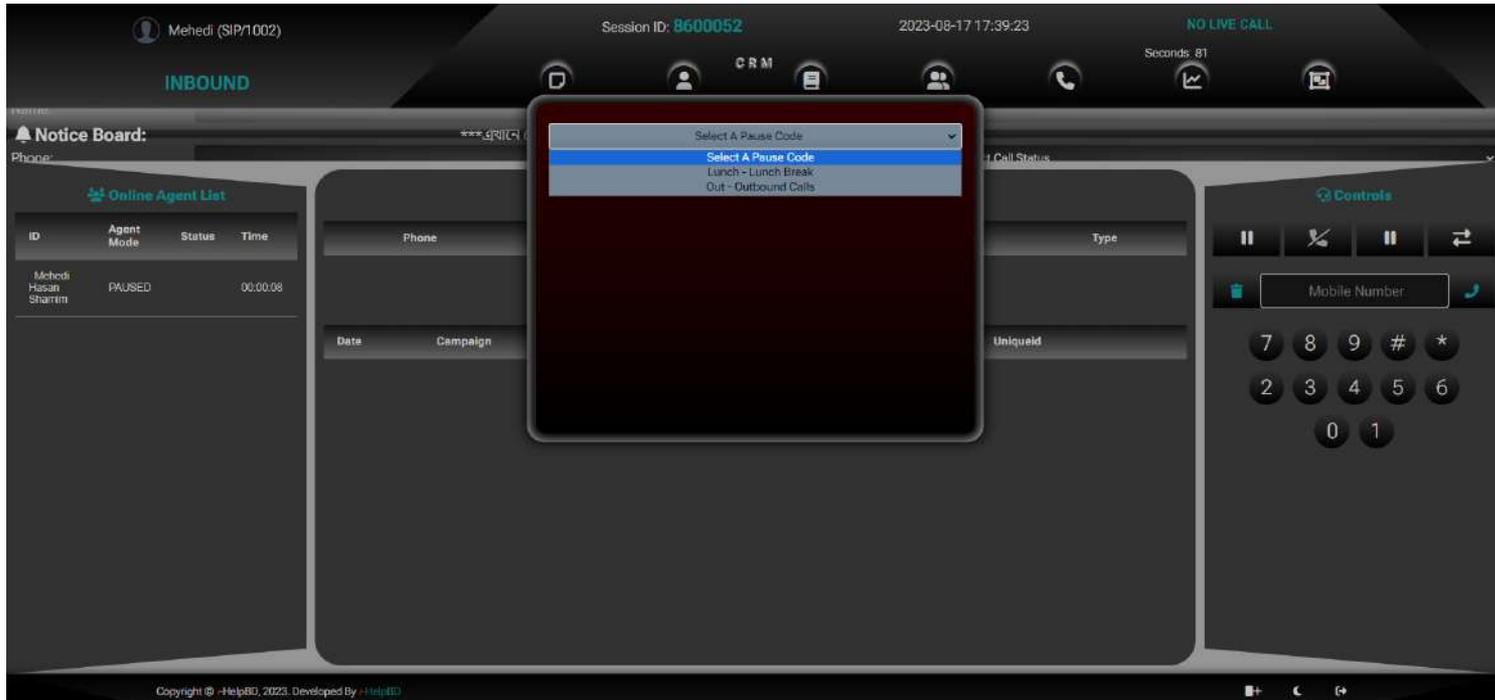
The **LOGS** section shows a table with the following columns:

Customer Name	Agent	Email	Call Type	Status
---------------	-------	-------	-----------	--------

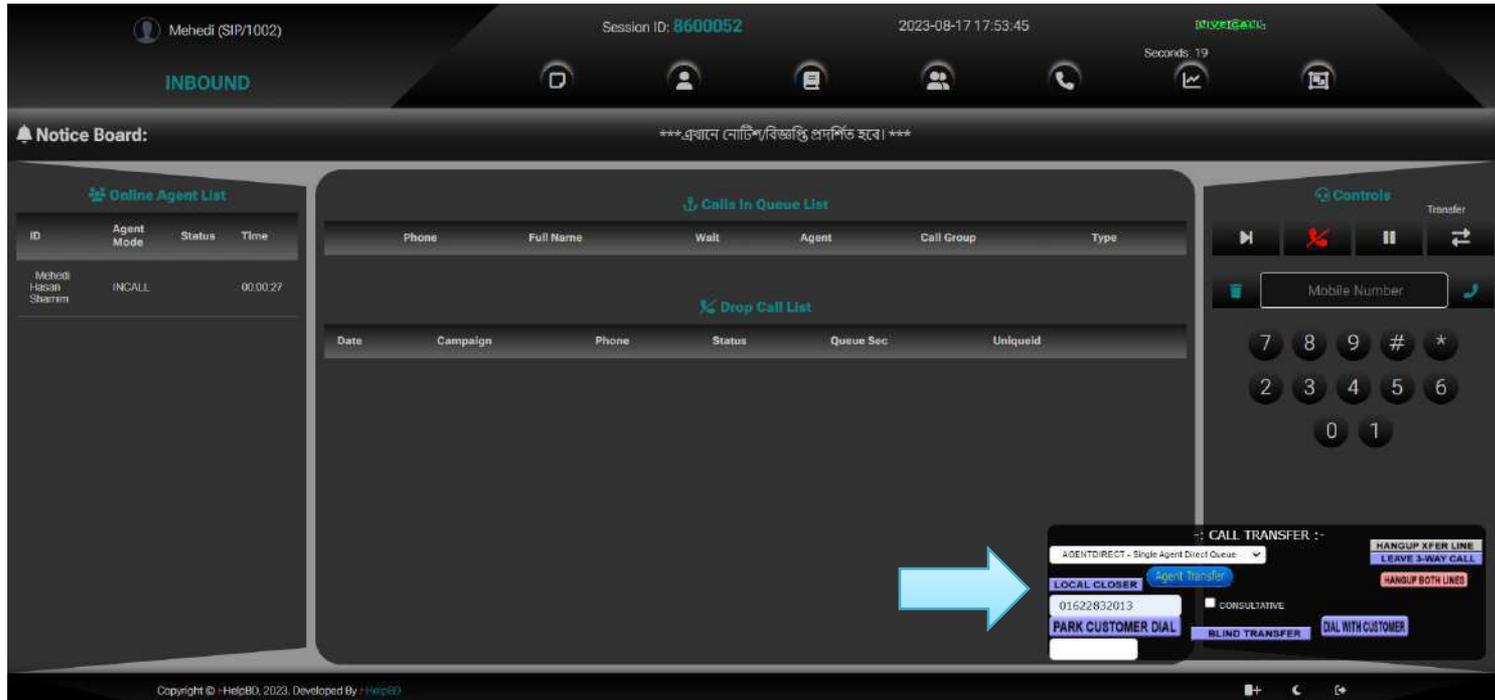
In the agent platform, Agent can input information or can see existing customer information in the CRM pop-up screen. In this pop-up screen agent can also found the previous call history.



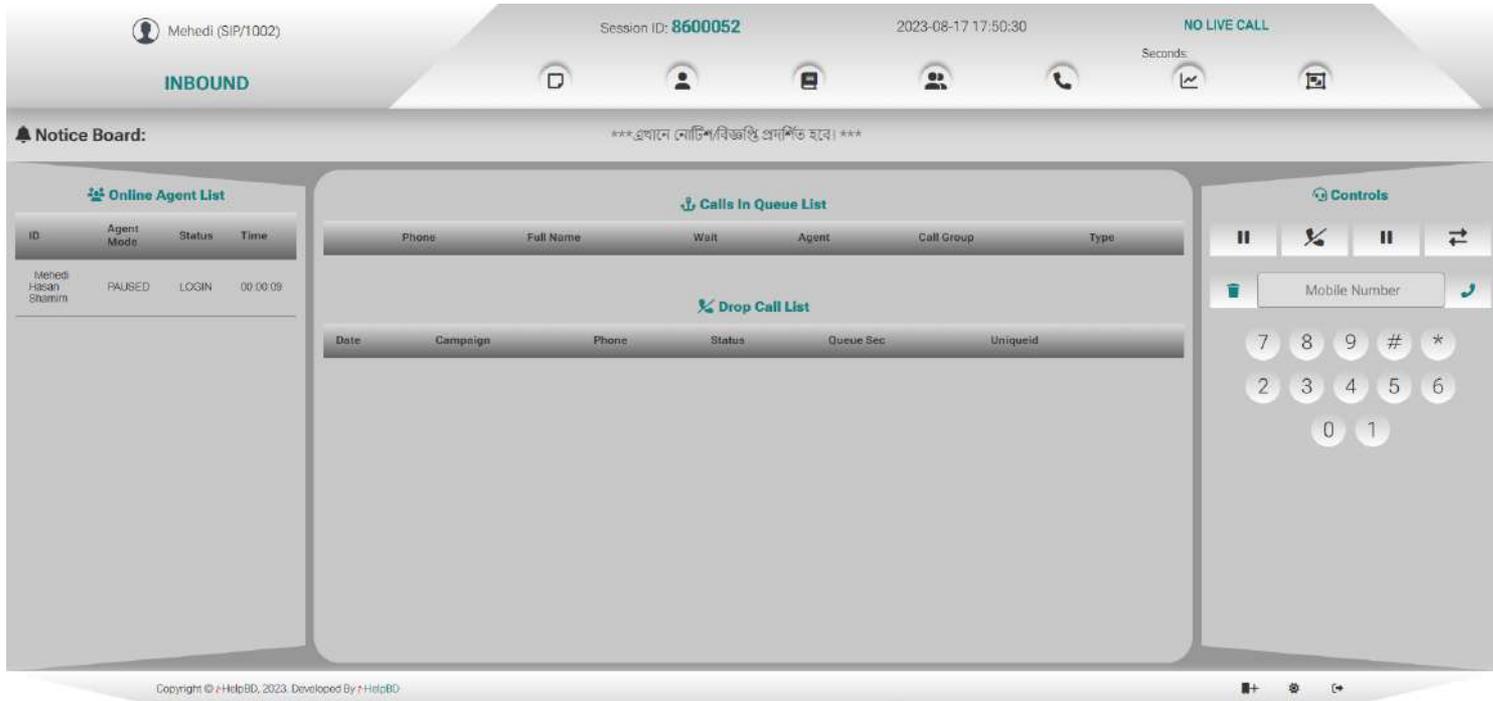
Call center agent will choose disposition in the call disposition screen after ending a call.



If a call center agent want to go in break or pause mode, then they need to select a pause code. This pause code will assist Admin to track agents pause time.



Call center agent can perform call transfer and call conference from the call transfer section mentioned in the image.



Agent platform background has different color theme for customization.



iContact Agent login **0** Available **0** Break **0** On Call **0** Queue **17** IVR **2** i Help ▾

Home

Calls In Que 17	Offer Calls 885	Answer Calls 0	Abandon Calls 885	Answer % 0.00%
Abandon % 100.00%	Service Level 0.00%	Occupancy 0.00%	Average Speed Answer 00:00	Average Time Abandon 05:09
Average Handling Time 00:00	Average talktime 00:00	Average Hold Time 00:00	Average Dispo Time 00:00	Longest Queue Time 06:00
Agent Login OB 0	Outgoing Attempt Calls 0	Outgoing Reached Calls 0	Outgoing Calls AHT 00:00	Outgoing Reache Calls % 0%

From Dialer Admin section, Admin/Supervisor can access live dashboard, wallboard, agent activities, whisper, barging, listen live call, view call center analytics, monitor agents in real time and perform agent takeover.

DIALER ADMIN P-02

MEMBER	ROLE	STATUS	CALL HANDLING	SESSION
 Jia	Agent	 On Call		08:22:45:16
 Mila	Manager	 Ready		50:07

 Eavesdropping (00:46)
Member: Jia





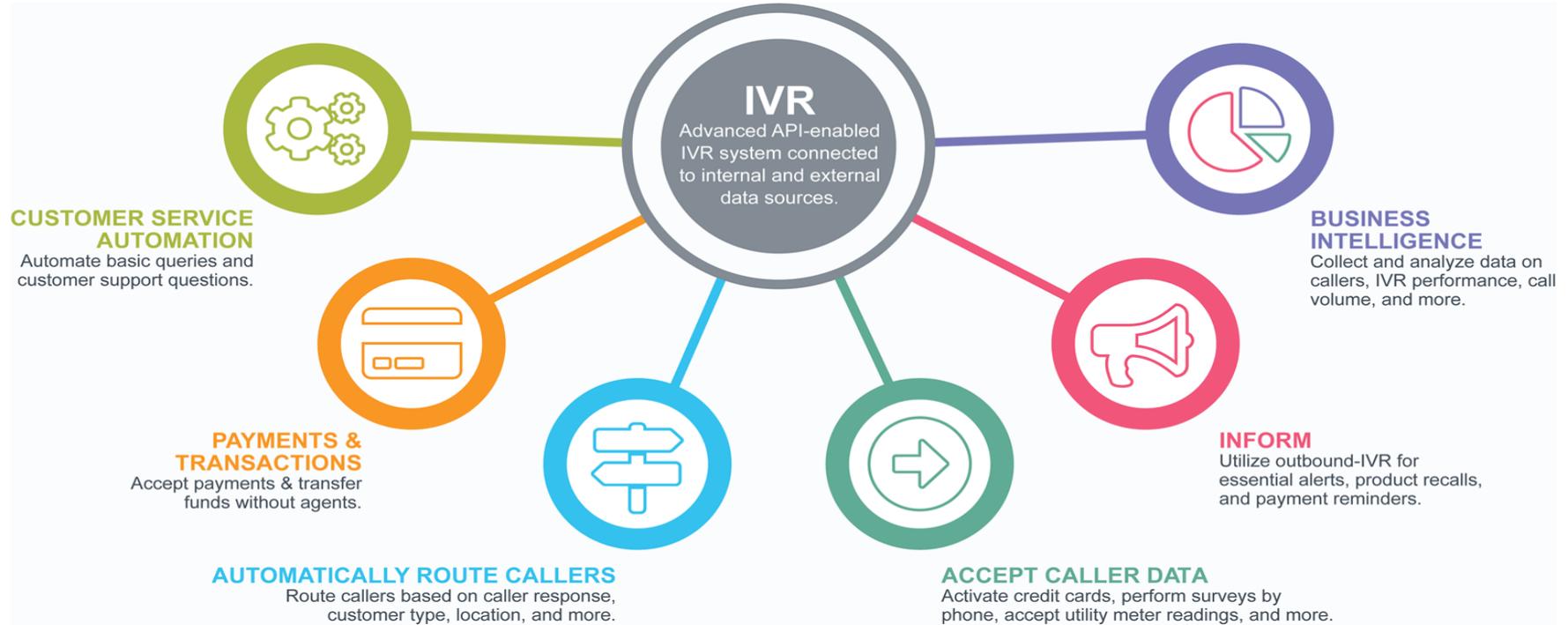
Agents

-  Tamim ● On call, Out

- Listen
 - Whisper
 - Barge
-  Hasib ● Online
-  Imran ● Online

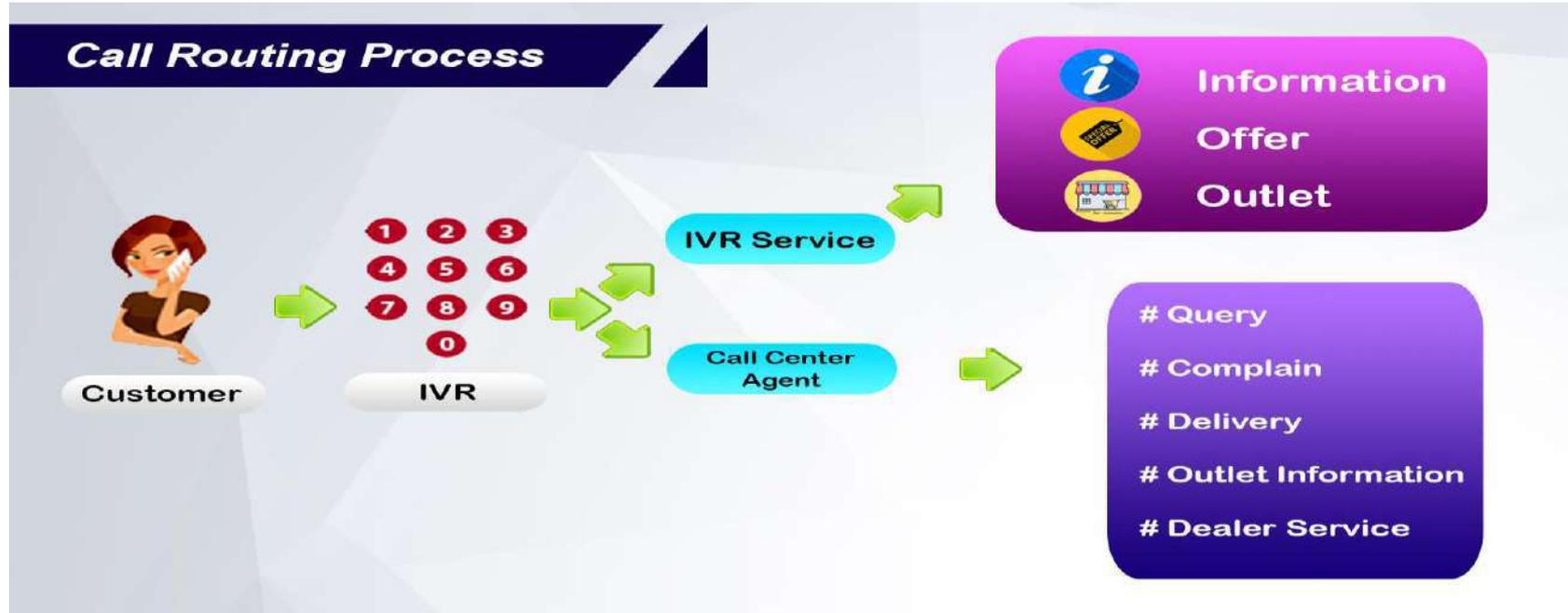
From Dialer Admin section, Admin/Supervisor can access live dashboard, wallboard, agent activities, whisper, barging, listen live call, view call center analytics, monitor agents in real time and perform agent takeover.

IVR – INTERACTIVE VOICE RESPONSE



IVR will be integrated with dialer, CRM, CSAT, TPIN, Green PIN, Google Dialogue and any other system required. Caller can access services by pressing keypad in their mobile. Card service, PIN set, Balance check, Cheque book requisition, VIVR link receive, CSAT calls from IVR, Verification of register customer, Message broadcast, Voice mail, Promotional message in queue, IVR based education and Health service etc. can be provided to customer from IVR platform. IVR will generate necessary reports as per the service requirement.

ACD – AUTOMATIC CALL DISTRIBUTION P-01



ACD system will route the incoming calls based on their skill group identified in IVR. It supports multiple groups for call types. It will combine data with the IVR menu system that can intelligently route calls requesting further assistance. Admin can configure system for adding/removing users, assigning users to different queues and defining skill sets. Dynamic Re-skilling option by Admin will immediately apply any modification to the queue skills and agent skills. If the selected agent does not answer within a pre-defined time limit then call will be re-routed. ACD can route call to specific agent if the agent is ready.

CTI – COMPUTER TELEPHONY INTEGRATION



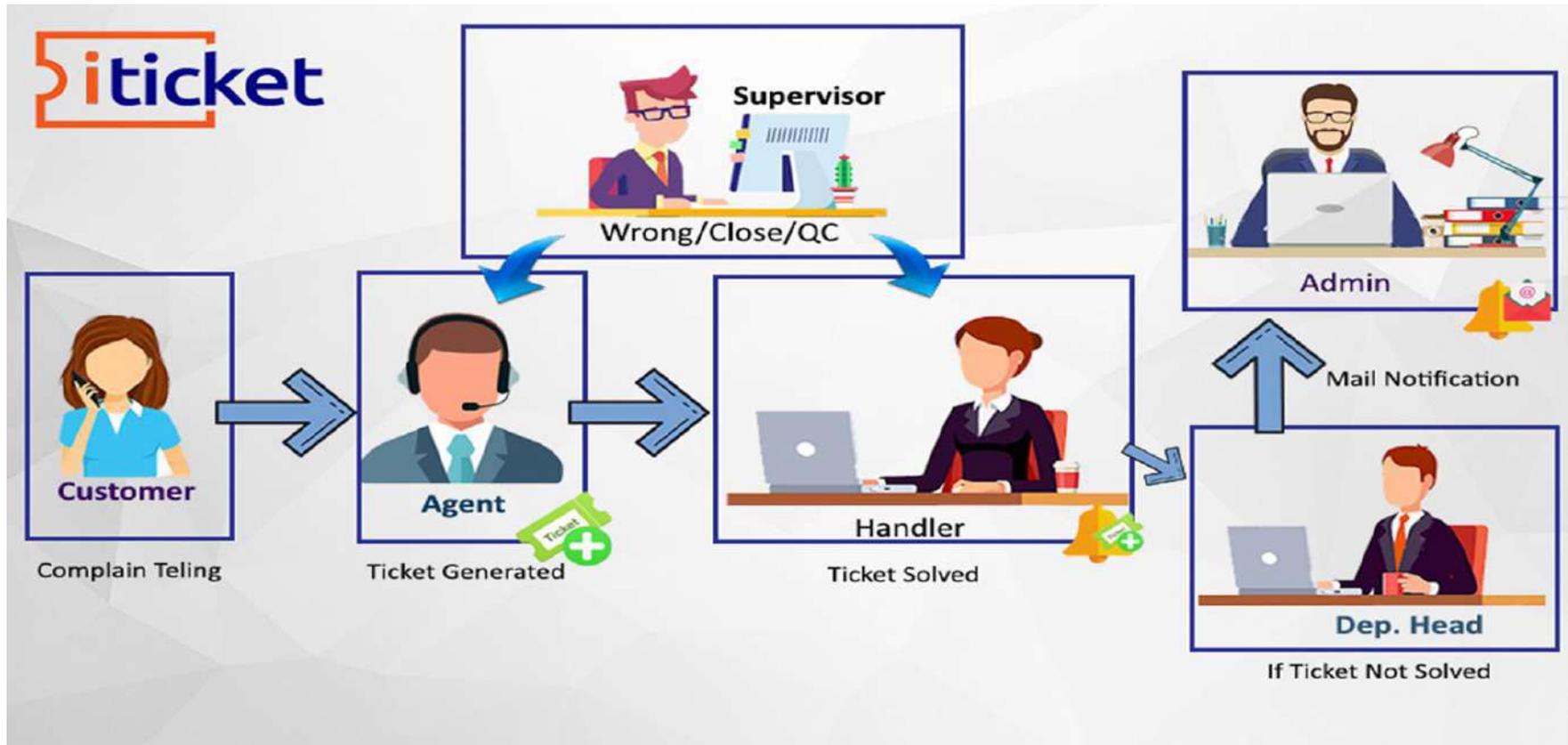
CTI will be integrated with Dialer, IVR, ACD, CRM, Ticket. CTI enables the system to manage calls, put call on hold, call transfer, call conference. It also enables proper call routing to ACD based on customer category and agent skill group. CTI enhances the quality of reports by enabling phone data to be matched and included with data from business systems. CTI matches customer data from CRM and show data in screen pop-up. CTI also enables live call listening function for call monitoring. It provides self-service, agent-assisted and fully automated alerts and actions.

With **iTicket** Issue Resolution system, you can get following work done-

- Complain Management System
- E-mail & SMS integration
- Department wise issue resolution
- Manage ticket status
- SLA time
- Ticket Escalation
- Ticket dashboard
- Ticket user management
- Product upload
- Service request
- Old data migration

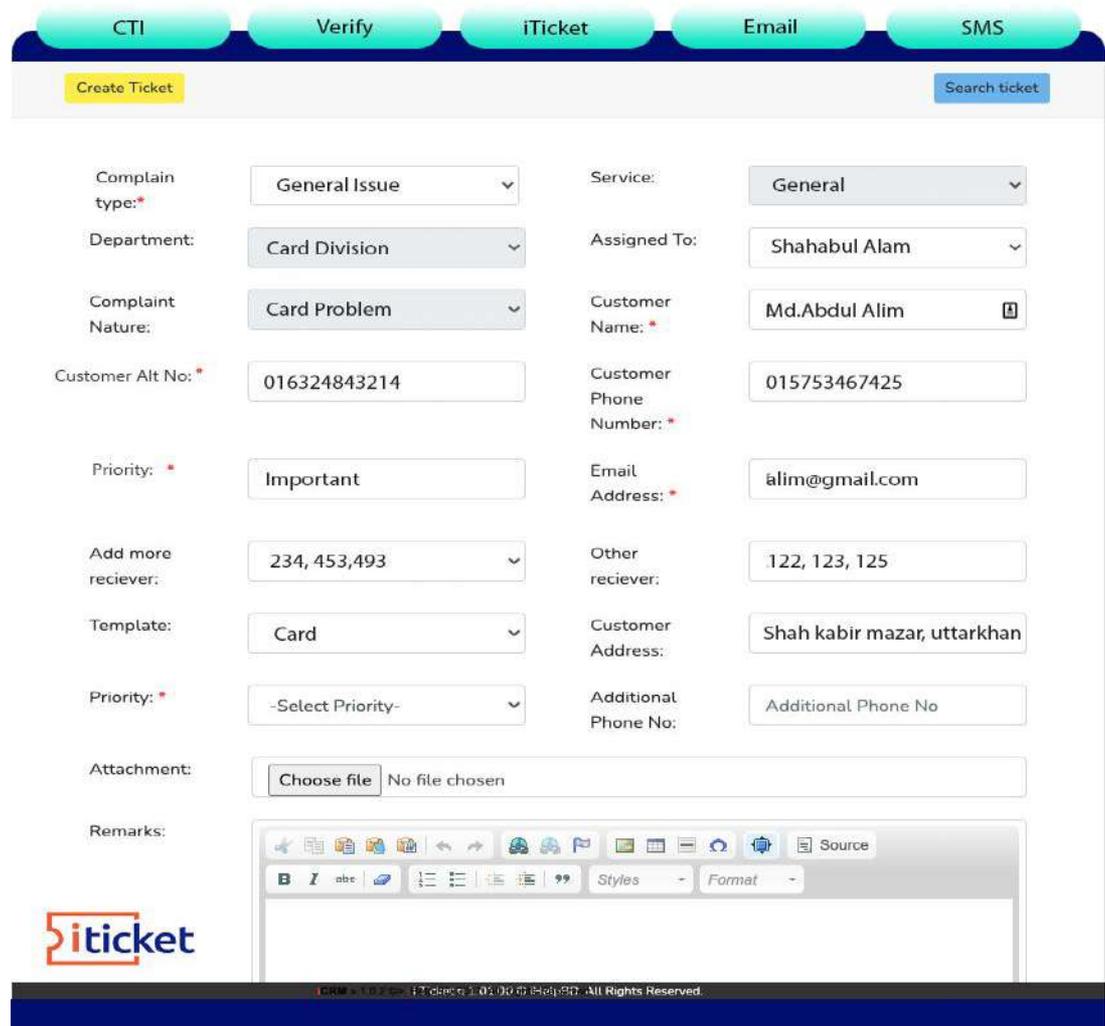


- **A user submits a ticket to the web-based software by sending an email to the helpdesk-monitored mailbox**
- **The system notifies you about the ticket by email, SMS or push notifications**
- **An agent "takes over" the ticket. By this means, he notifies other agents that he will handle the tickets**
- **Both the agent and the user interact to answer each other's questions, post comments and updates**
- **All these activities are done using ticket management system's web interface**
- **As soon as an issue is resolved, the agent closes the ticket**



Ticket work process

- Call center agent can create ticket based on call type
- Automated ticket can be generated based on call type



The screenshot shows the iTicket system interface for creating a ticket. At the top, there are navigation tabs: CTI, Verify, iTicket, Email, and SMS. Below these are two buttons: 'Create Ticket' (highlighted in yellow) and 'Search ticket' (blue). The main form is divided into several sections:

- Complain type:** General Issue (dropdown)
- Service:** General (dropdown)
- Department:** Card Division (dropdown)
- Assigned To:** Shahabul Alam (dropdown)
- Complaint Nature:** Card Problem (dropdown)
- Customer Name:** Md.Abdul Alim (text input)
- Customer Alt No.:** 016324843214 (text input)
- Customer Phone Number:** 015753467425 (text input)
- Priority:** Important (text input)
- Email Address:** alim@gmail.com (text input)
- Add more reciever:** 234, 453, 493 (dropdown)
- Other reciever:** 122, 123, 125 (text input)
- Template:** Card (dropdown)
- Customer Address:** Shah kabir mazar, uttarkhan (text input)
- Priority:** -Select Priority- (dropdown)
- Additional Phone No:** Additional Phone No (text input)
- Attachment:** Choose file No file chosen (text input)
- Remarks:** A rich text editor with a toolbar containing icons for undo, redo, bold, italic, text color, background color, bulleted list, numbered list, link, unlink, source, and a 'Source' button.

The iTicket logo is visible in the bottom left corner of the interface.


Total Ticket 52


New Ticket 48


Work In Progress 1


Ticket Solved 0


Reject 0


Assign SLA Failed 48

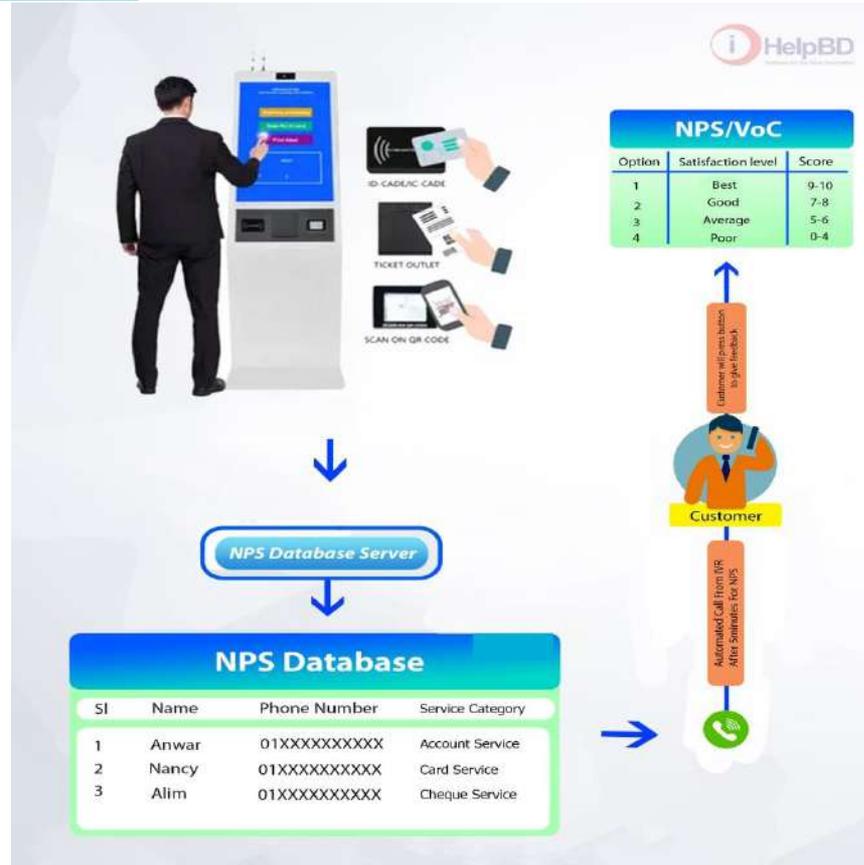

Resolution SLA failed 0


Transferred 0

Search Type: Search Keyword: Start Date: End Date:

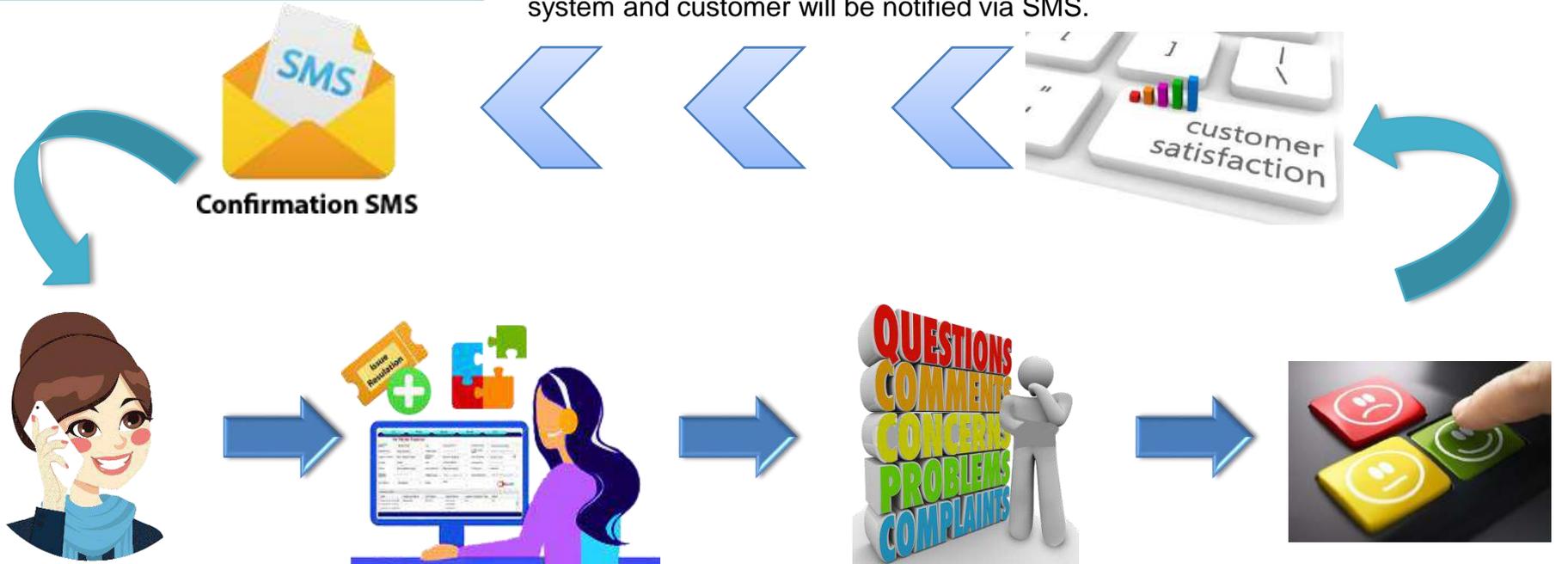
Update Ticket										
ID	Complain Nature	COMPLAIN TYPE	Initiator	Assigned To	Customer Contact Number	Status	Create Date	SLA End	SLA Status	
173	Customer Service	Card Issue	Ashraf	<input type="text" value="amirulislam"/>	01705500388	<input type="text" value="Working"/>	2021-06-24 16:50:06	2021-06-29 16:50:06	Not Resolved & SLA Expired	<input type="button" value="Update"/>
172	Customer Service	ATM Issue	Ashraf	<input type="text" value="amirulislam"/>	01705500388	<input type="text" value="Working"/>	2021-06-24 16:45:06	2021-06-29 16:45:06	Not Resolved & SLA Expired	<input type="button" value="Update"/>

From the user dashboard, Ticket resolving person can check the ticket details and update ticket status. Ticket will have a SLA time for solution. If the SLA time is missed then it will escalate to the upper level. Email and text notification will be sent.



Customer will take service from self service kiosk. User data will be saved in the system and forward to NPS server. NPS server will generate NPS call to customer.

Customer feedback will be stored in the NPS system and customer will be notified via SMS.



Customer will contact the call center

Call center agent will receive the call and can see customer information in the pop up screen. Information will be shown via API.

Agent will reply customer queries and issue ticket if any complaint received.

After ending the call, customer will receive an automated NPS call. They can give feedback from their phone by pressing buttons to mention the service quality.

No	Phone	Agent	Time	Sequence	press	Time Duration
72	01627608894	ib-lisha	2023-03-21 14:59:20	sheba>>1>>CSAT_MENU>>5>>Five>>	5	12
73	01738212062	cc-fattah	2023-03-21 14:57:18	sheba>>2>>CSAT_MENU>>5>>Five>>	5	4
4	01789416438	ib-shuraya	2023-03-21 09:05:49	sheba>>1>>CSAT_MENU>>4>>Four>>	4	10
22	01831315474	ts-farzana	2023-03-21 11:05:14	sheba>>2>>CSAT_MENU>>4>>Four>>	4	16
25	01313143436	ts-farzana	2023-03-21 11:25:17	sheba>>2>>CSAT_MENU>>4>>Four>>	4	3
32	01924740771	cc-ashraful	2023-03-21 11:54:42	sheba>>3>>CSAT_MENU>>4>>Four>>	4	15
71	01847200415	cc-ashraful	2023-03-21 14:49:18	sheba>>2>>CSAT_MENU>>4>>Four>>	4	13
39	008801829646499	ib-shetu	2023-03-21 12:21:09	sheba>>3>>CSAT_MENU>>2>>Two>>	2	19
14	01779140768	ib-lisha	2023-03-21 10:02:59	sheba>>1>>CSAT_MENU>>1>>One>>	1	9
17	01779140768	ib-shuraya	2023-03-21 10:22:55	sheba>>1>>CSAT_MENU>>1>>One>>	1	2

Showing 41 to 50 of 73 entries

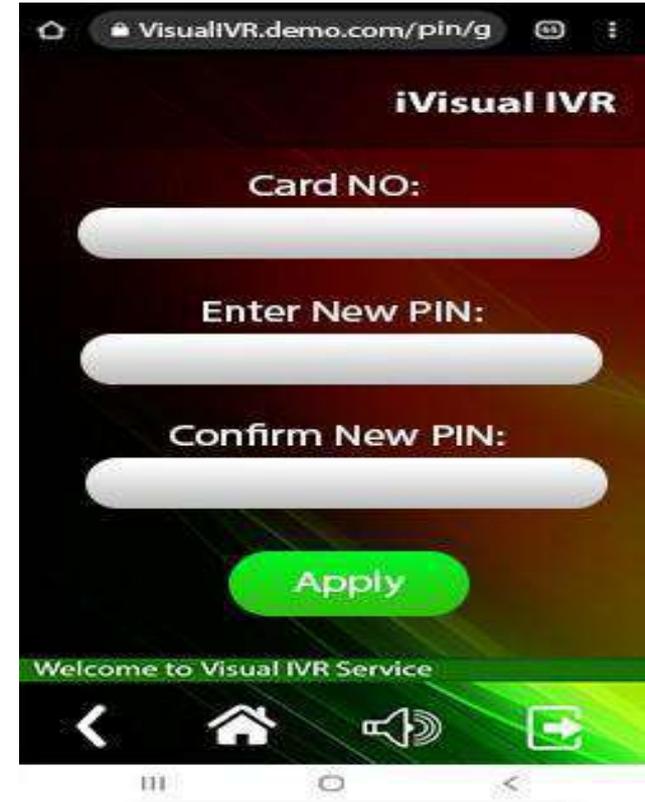
[Previous](#)
[1](#)
[...](#)
[4](#)

[6](#)
[7](#)
[8](#)
[Next](#)

NPS reports can be seen from admin section and dashboard.

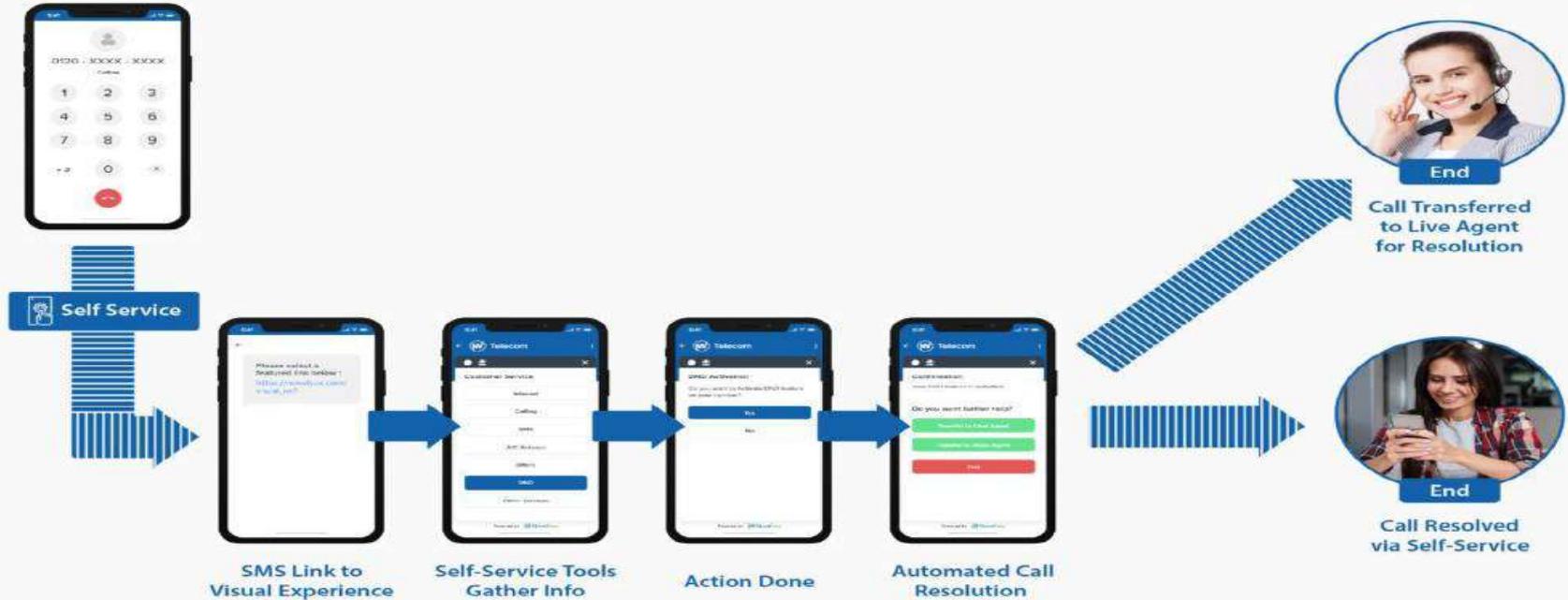
No ▲	Agent ♯	Campaign ♯	Unique ID ♯	Phone ♯	Time ♯	CC Survey ♯	Product Survey ♯	Time Duration ♯
1	Nishat	1000FIX	1679368888.28	8801875295616	2023-03-21 09:23:55	Satisfy	Satisfy	32
2	Eiti	1000FIX	1679369066.41	01321127348	2023-03-21 09:26:34	Satisfy	Dissatisfy	27
3	Nishat	1000FIX	1679369503.50	8801711398594	2023-03-21 09:34:12	Satisfy	Satisfy	30
4	Rimi	1000FIX	1679369702.60	8801822897384	2023-03-21 09:37:08			0
5	Eiti	1000FIX	1679369901.77	01675522545	2023-03-21 09:44:22	Satisfy	Satisfy	39
6	Nishat	1000FIX	1679370329.119	09612115774	2023-03-21 09:47:41	Satisfy	Satisfy	28
7	Rimi	1000FIX	1679371104.154	01313717444	2023-03-21 10:02:31	Satisfy	Dissatisfy	13
8	Rimi	1000FIX	1679372481.264	8801521428696	2023-03-21 10:24:30	Satisfy	Satisfy	31
9	Rimi	1000FIX	1679374777.542	8801830976812	2023-03-21 11:02:19	Satisfy	Satisfy	14
10	Nishat	1000FIX	1679375142.578	01837540518	2023-03-21 11:11:47	Satisfy		17
11			1679375191.592	401609034321	2023-03-21 11:06:33	Satisfy	Satisfy	26
12	Nishat	1000FIX	1679376302.762	8801777750660	2023-03-21 11:28:01			0
13	Mouri	1000FIX	1679376580.816	8801717507060	2023-03-21 11:36:55	Satisfy		6
14	Rimi	1000FIX	1679376628.833	01744573217	2023-03-21 11:34:46	Satisfy		2
15	Eiti	1000FIX	1679376651.834	09638981085	2023-03-21 11:34:28	Satisfy	Satisfy	28

NPS reports can be seen from the admin section and dashboard.



Customer can use VIVR by requesting a link from call center IVR menu. A link will be sent to customer's phone. From there they can go to VIVR screen and take necessary services. It is a self service platform.

How Visual IVR Works?



Smart / Visual IVR Work Flow. VIVR can be accessed through IVR menu, SMS, Email and Social Media inbox.

Benefits of Visual IVR in Contact Centers

Improves Brand Perception

Visual IVR ensures self-service experience to the customers that contributes to improving brand image.



Improves Contact Center Metrics

Visual IVR has aided contact centers in improving KPI metrics like AHT, FCR, and call abandonment rates.



Ensures Personalized Experience

An improved brand-customer relationship through self service helps individualizing customer experience.



Ensures Cost Savings Potential

Visual IVR typically costs less for each contact, saving more than 80% compared to voice IVR.



How do Visual IVR Helps Contact Centers to Improve CX?



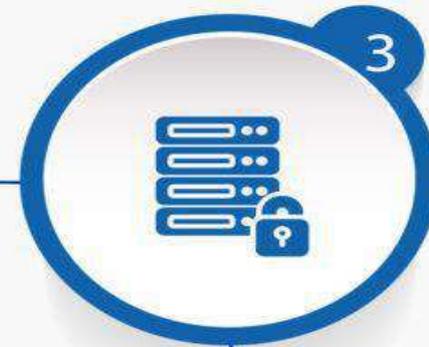
Ensures Self-Service Options

Visual IVR ensures self-service through digital IVR menus that offers clear visibility of options for more accurate responses.



Ensures Omnichannel Support

Visual IVR enables companies to embrace omnichannel support that improves customer reachability along with call resolution.



Enhances Data Security

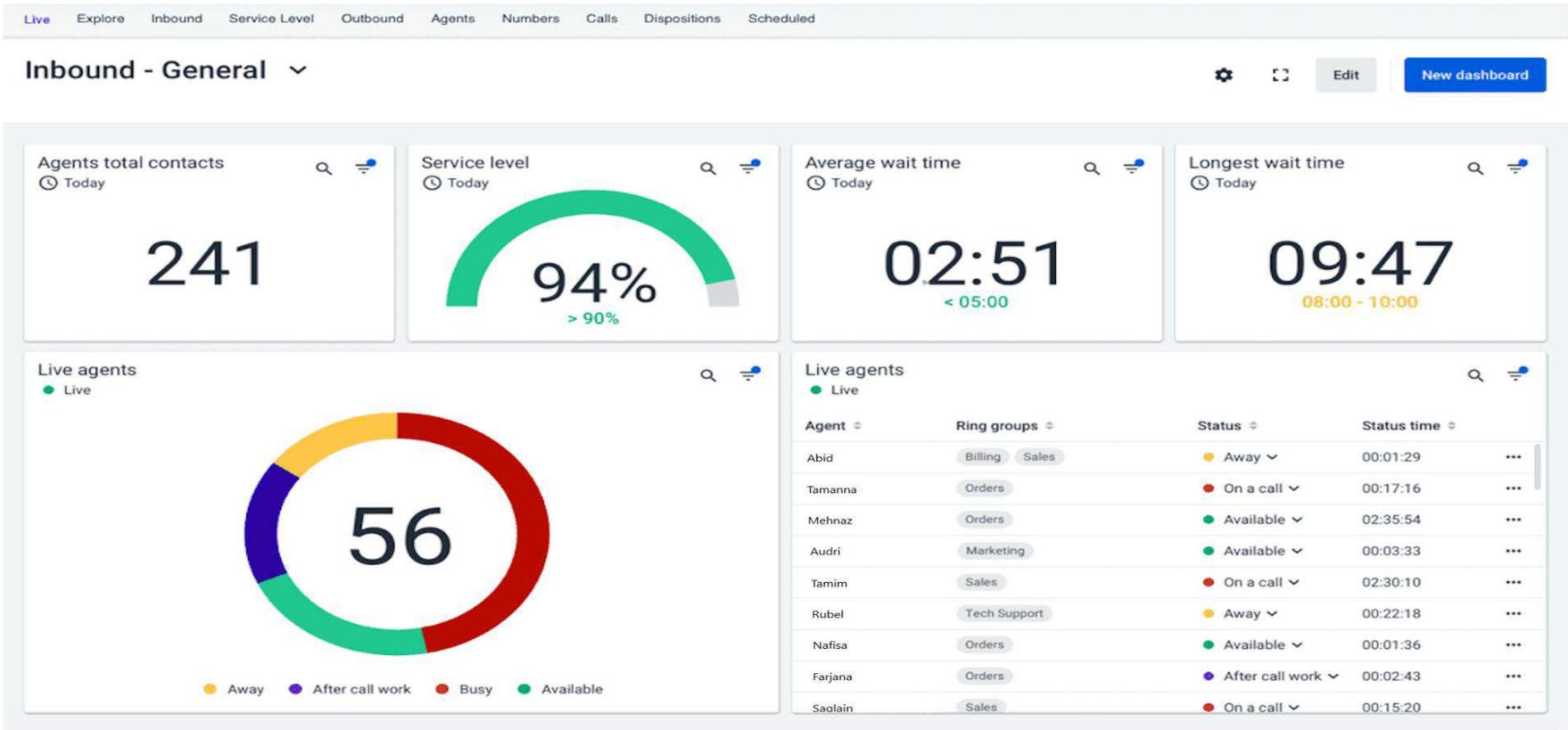
Visual IVR not only allows customers to load their data in a secure manner but also ensure data safety through encryption.

REPORT AND DASHBOARDS



Call center analytics, Campaign statistics and Real-time reports will be visible in the Dashboards.

REPORT AND DASHBOARDS



Call center analytics, Campaign statistics and Real-time reports will be visible in the Dashboards.

How to Measure Quality Assurance

Set Clear Goals for Quality Assurance for Your Call Center



Establish your benchmarks, and user-friendly metrics to determine whether your business's calls are meeting your key performance indicators (KPI).

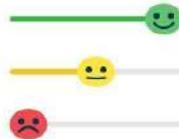


Survey your customers and employees to be sure the call center is delivering a quality service.

Monitoring Your Call Center's Quality of Service

This involves technology – either recording or live listening to calls – and then analyzing their quality to determine how they can improve. Make sure your call center has:

- ✔ User-friendly software for your use case
- ✔ Determined your KPI
- ✔ Decided which calls to record (and listen to)
- ✔ Listened to the ENTIRE call of those you choose
- ✔ Monitored all channels being used (i.e., text messages, email, live chat)



Customer Service QA Scorecard			
Customer Experience Section			
Metrics	Data Evaluation Method	Weighting	Score
1. Customer Assessment of CX			
The call resolved **Critical Error**	Post-Call Survey	30	
Customer was very satisfied with the agent	Post-Call Survey	20	
There was a positive customer experience (e.g., happy)	Artificial Intelligence	10	
Call Compliance Section			
2. Agent Ownership of Customer Issues			
A. Information Sharing			
All key information was provided	QA Evaluator/Supervisor	2	
Asked pertinent questions to accurately understand issues	QA Evaluator/Supervisor	2	
Use online knowledge management tool	QA Evaluator/Supervisor	1	
Made notes or tags reason of why the customer called	QA Evaluator/Supervisor	1	
Agent took clear and complete notes and entered them in CRM	QA Evaluator/Supervisor	2	
B. Call Handling			
Adhered to customer transfer or escalation guidelines	QA Evaluator/Supervisor	1	
Used appropriate resources and approach to address call reason	QA Evaluator/Supervisor	1	
Adhered to customer hold guidelines	QA Evaluator/Supervisor	1	
Maintained adherence to the script or guidelines	QA Evaluator/Supervisor	1	
Was efficient in handling the call (e.g., appropriate call length)	QA Evaluator/Supervisor	2	
C. Customer Service Quality			
Asked and confirmed if the call resolved	QA Evaluator/Supervisor	2	
Accurate information provided (presented customer call back) **Critical Error**	QA Evaluator/Supervisor	3	
All customer questions were answered correctly	QA Evaluator/Supervisor	2	
Summarized call main points (after-call work not required)	QA Evaluator/Supervisor	1	
Provided the most appropriate solution	QA Evaluator/Supervisor	2	
Thanked the customer for their business and told them they were valued	QA Evaluator/Supervisor	1	
Used the customer's name throughout the call	QA Evaluator/Supervisor	1	
Expressed empathy for the issue, inconvenience, or cost related to the issue	QA Evaluator/Supervisor	2	
Took ownership for resolving call reason	QA Evaluator/Supervisor	3	
3. Agent Ownership of Business Issues			
A. Security			
Verified call access to account information **Critical Error**	QA Evaluator/Supervisor	2	
Updated or confirmed account information (e.g., email, phone #, address)	QA Evaluator/Supervisor	1	
Adhered to government laws (e.g., HIPAA) **Critical Error**	QA Evaluator/Supervisor	2	
B. Selling of Products and Services			
Leveraged upselling and cross-selling opportunities	QA Evaluator/Supervisor	2	
Charged correct fees (did not waive fees or under-charge) **Critical Error**	QA Evaluator/Supervisor	2	
TOTAL		100	
Customer Service QA Scoring Range:			
Great: 100 Points, Good: 90-99, Average: 76-89, Needs Improvement: 69-68 & Unacceptable: 0-49			
Critical Error -- If an agent makes a critical error, they receive 0 points for their entire Customer Service QA Evaluation.			

Admin/Supervisor can perform QA tasks by maintaining the QA scorecard. QA scorecard shows the performance of an agent based on defined performance metrics. QA can be done by listening call records, listen live calls, NPS, Customer Survey etc.

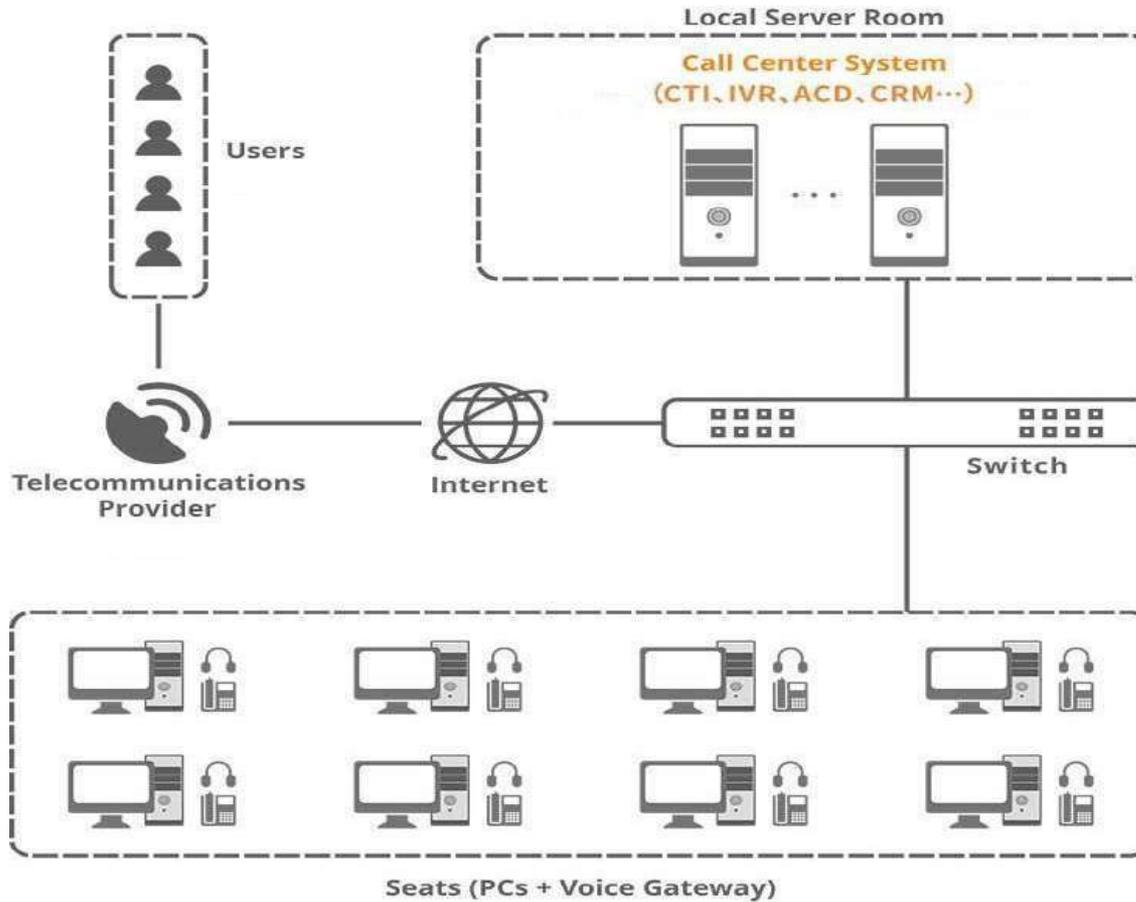
iContact software solutions is integrated with following **Solutions**-



With above Software integration, we are providing Contact Center Solutions to-



SYSTEM ARCHITECTURE



iContact contact center

CLIENT PORTFOLIO

Government Sector



Bank & Insurance



E-commerce



Hospital



Education & Ed-Tech



CLIENT PORTFOLIO

Digital Healthcare



Ride Share & Logistic Service



Group Of Company



Miscellaneous



Miscellaneous



Thank you

