

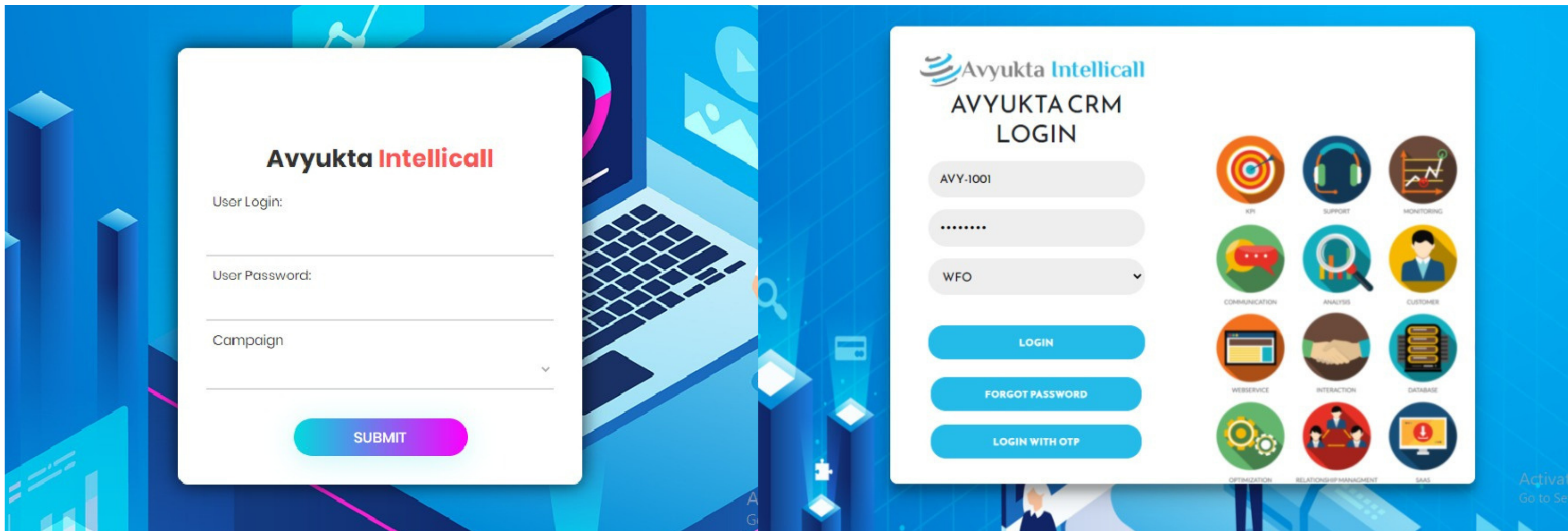


**AVYUKTA
INTELLICALL**

Avyukta New "e" Age CRM

Since 2008, 475+ Call Centres in 9 Countries...



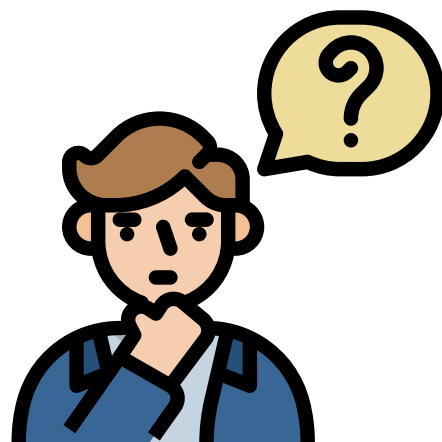


Just like a Dialer, a CRM/ERP/MIS is a basic necessity for any organization



ARE YOU STILL USING CALL CENTER DIALER AND CRM DIFFERENTLY FROM DIFFERENT VENDORS?





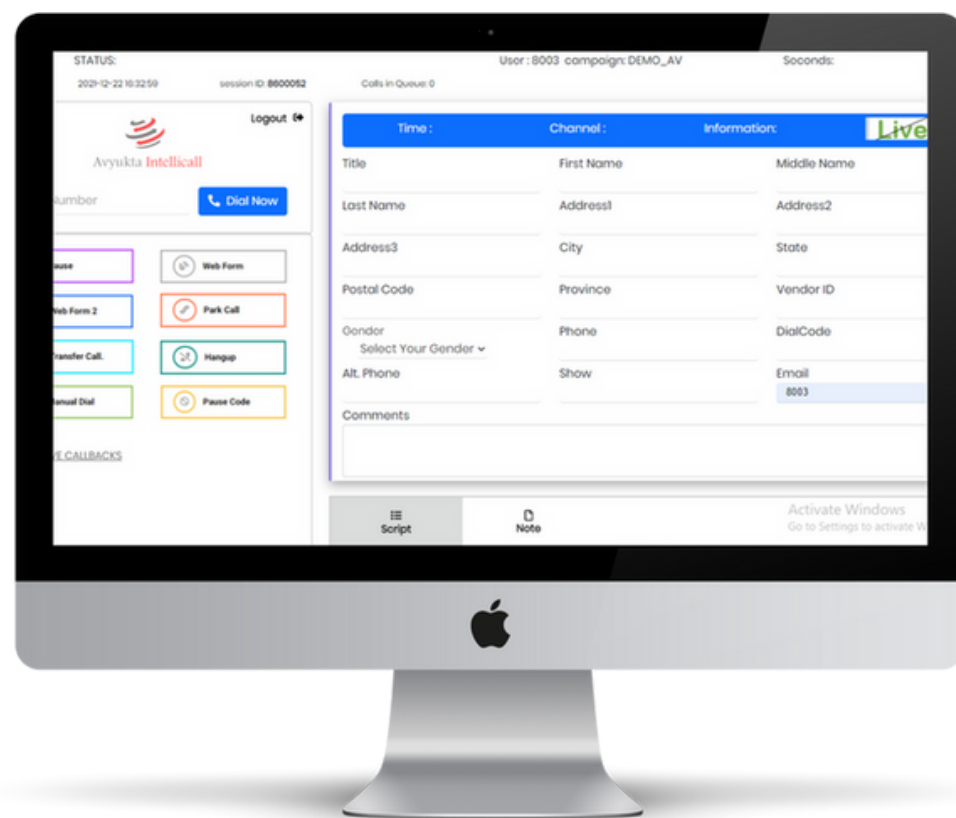
**Why it does
have to be
separate?**



**Why does it need to be
disclosing Client
number or other
contact information?**



***"Your Customer Relationship
Manager can't MANAGE the
CUSTOMER RELATIONSHIP
if/until it isn't a
TELEPHONY CUSTOMER
RELATIONSHIP MANAGER"***





Gone are the days where you had to manage multiple tabs for managing CRM and Dialer

since the advent of technology and the demand for updates in the telephony verticals, we spent all our energies, towards developing a world-class software



which gives you almost everything under a single roof whether unified communication / single- sign-on / Omni & multi-channels

Avyukta Intellicall

Login To Dialer

Omni Dialer Login

Dashboard

Tasks

Stats

Sales

Delivery

Email

Others

Screen Shot

Google

Calander

Kartikey

Dec-2021

Summary

Your Le

7.82 Avg. Login Hrs

6 Pending Tasks

0 Leaves Taken

Current Monthly Standing

Avg. Month Occu. Till Now 8.09 %

Avg. Monthly Task Time/Day 0.61 Hrs

Min. Month Occupancy 62%

KOGTA FINANCIAL (INDIA) LIMITED

Support Account Sales Assign Task

Recent Conversations

Search Name

Contact

Puneet owner

NA

OMNI Dialer

Dashboard / OMNI Dialer

AVYUKTA INTELLICALL

Or Non-disclosure of any contact number of Clients, Vendors, Resellers, Leads, Employees, Colleagues, and Channel Partners but still audibly connected via **Omni or multi-channels**



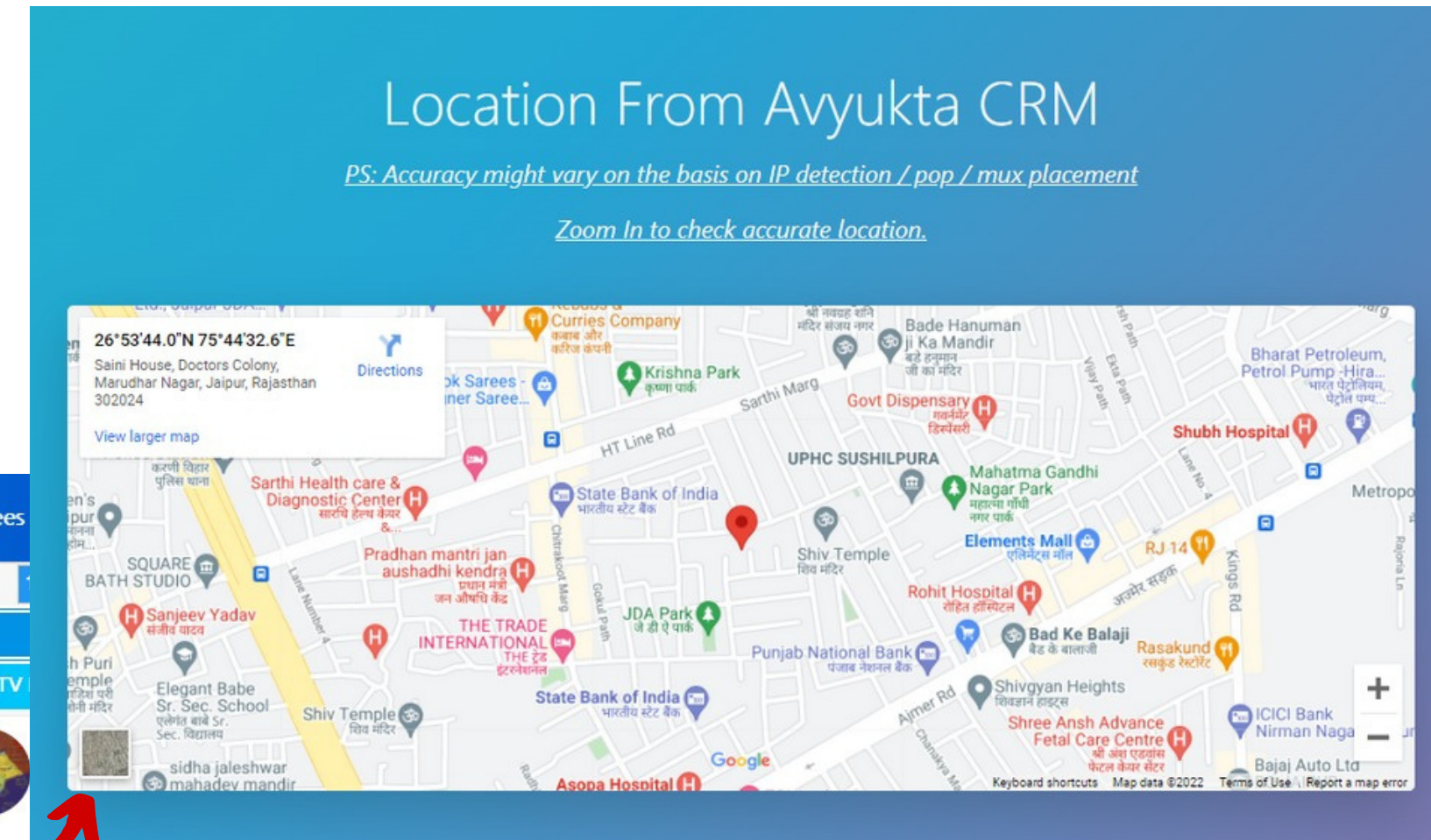
Timely and custom-defined user tab and window system screenshots on email and UI panel helps you to discover...

The screenshot displays the Avyukta Intellicall CRM interface. On the left is a dark sidebar with navigation options: Dialer, Login To Dialer, Dashboard, Tasks, My Stats, Accounts, Admin, Sales, Delivery, Email, Screen Shot, Show Screen Shot, Permission, Download Software, and Google. The main content area features a top navigation bar with search and status controls. Below this, a grid of six system snapshots is shown, arranged in two rows of three. Each snapshot includes a header with 'Zoom View', 'Standard View', and 'Download' buttons, followed by a screenshot of the CRM interface, and a timestamp below it. The timestamps are: 2023-05-22 17:08:39, 2023-05-22 17:07:38, 2023-05-22 17:06:37, 2023-05-22 17:05:36, 2023-05-22 17:04:35, and 2023-05-22 17:03:34. The snapshots show various views of the CRM, including contact lists and call logs.

What the user is doing or browsing apart from weblogs Employee System's Snapshots in predefined timings on Admin's Email,



Employees' Exact working location along with GPS view.



Real Time View

Live Single View | Dept. Live / Today | Firewall Live View | CCTV

Employee Name	Login Time	Status	Pending Tasks	Status Since	Dynamic Occupancy	Avg. Monthly Occupancy	Sales Person
Hitesh	11:05 (WFO)	IDLE	0	00:00	0%	0.00%	NONE
Kuldeep	11:05 (WFO)	IDLE	1	1:59	31%	57.19%	NONE
Mohammed	11:09 (WFO)	IDLE	0	00:00	0%	0.00%	NONE
Kritika	11:29 (WFO)	IDLE	1	1:2	25%	58.91%	NONE

Idle

Activate Windows
Go to Settings to activate Windows.

https://www.dialerphilippines.com/avyuktacrm.com/employee_summary_report.p...



With second to with second to second comprehensive reports

Avyukta Intellicall

Search here Break ON

Employees Twinkle

15 | 27 | 48

Real Time View WFO

Live Single View Dept. Live / Today Firewall Live View CCTV Live View

Kritika
Login : 11:23 (WFO) **IDLE**
km : 0

- Pending Tasks
- Status Since 1:3
- Dynamic Occupancy 24%
- Avg. Monthly Occupancy 7.92%
- Sales Person NONE

IDLE

Idle

Naresh
Login : 11:34 (WFO) **IDLE**
km : 0

- Pending Tasks
- Status Since 00:00
- Dynamic Occupancy 0%
- Avg. Monthly Occupancy 0.00%
- Sales Person NONE

IDLE

Idle

Anurag
Login : 11:43 (WFO) **ON WORK**
km : 0

- Pending Tasks
- Status Since 0:1
- Dynamic Occupancy 39%
- Avg. Monthly Occupancy 42.92%
- Sales Person Avyukta.Inhouse

Company CRM

Shadi crm testing
BT: 0 Hrs 51 Mins
DT: 0 Day/s 21 Hrs 48 Mins

Praveen
Login : 12:24 (WFO) **IDLE**
Denied

- Pending Tasks
- Status Since 00:00
- Dynamic Occupancy 0%
- Avg. Monthly Occupancy 13.18%
- Sales Person NONE

IDLE

Idle

Which can also be availed using Custom Firewall Hyperlinks from the Real-Time Dashboard.



Avyukta Intellicall | Search here | Break ON | Employees Anurag

Anurag is Working Right Now

Current Running Task (Right Now) - Anurag

Show 10 entries | Search:

SN	CustomerName	Sales Person	Resource	WorkType	Task	Date	Time
1	VOZIC CONSULTING LLP	NA	Anurag	L1	Create Webform	2021-12-22	18:51:36

Showing 1 to 1 of 1 entries | Previous 1 Next

Summary 22 Dec (Today) - Anurag

Login Time:	12:43:40	Logout Time:	Yet to Logout
Phone Time:	00:00:00	Task Time:	04:33:00
Manual Break Time:	00:12:33	Auto Break Time:	00:00:00
Personal Logout Time:	00:00:00	Idle Time:	01:22:41
Dynamic Occupancy:	74%	Pending Tasks:	0

Summary of the Period Chosen - Anurag

Average working Days	2	Average working Days	2
----------------------	---	----------------------	---

Avyukta Intellicall | Search here | Break ON | Employees Anurag

Anurag is Working Right Now

22/12/21

Anurag	Logged IN	Logged IN	Logged IN	00:00:00	12:06:24	12:06:24	Logged IN	WFO +	21/12/21	WFH	NA
Anurag	AURA CLINIC	NA	L1	00:00:00	12:57:59	12:57:59	API reponse change	Task accept	21/12/21	WFH	API reponse change
Anurag	AURA CLINIC	NA	L1	00:59:03	12:57:59	13:57:02	API reponse change	Task Pause	21/12/21	WFH	API reponse change
Anurag	AURA CLINIC	NA	L1	01:02:39	12:57:59	14:00:38	API reponse change		21/12/21	WFH	API reponse change
Anurag	VOZIC CONSULTING LLP	NA	L1	00:00:01	14:11:19	14:11:20	Create Webform	Task accept	21/12/21	WFH	Create Webform
Anurag	VOZIC CONSULTING LLP	NA	L1	00:59:43	14:11:19	15:11:02	Create Webform	Task Pause	21/12/21	WFH	Create Webform
Anurag	VOZIC CONSULTING LLP	NA	L1	00:59:43	14:11:19	15:11:02	Create Webform	Task Pause	21/12/21	WFH	Create Webform

Gone are the days when you were required to keep poking your staff for updates and the task or project management



The screenshot displays the Avyukta Intellicall CRM interface. On the left is a sidebar menu with options: Login To Dialer, Omni Dialer Login, Dashboard, Tasks, My Stats, Accounts, Admin, Sales, My Leads, Add Lead, My Clients, Ray Dalio, BDM Sheet, Leaderboard, and Reseller. The main dashboard area includes a top navigation bar with a search bar, a 'Break' toggle, and a 'Latest Status: Hot' indicator. Below this is a row of social media icons. A central menu lists several actions: View Case History, View Proposal History, View Mail History, View Client Documents History, Company Details, Contact Person Details, View Support History, and Custom Details. A red arrow points from the 'View Proposal History' menu item to an 'Add Proposal' window. Another red arrow points from the 'View Client Documents History' menu item to a file explorer window. A third red arrow points from the 'View Mail History' menu item to an email composition window. The 'Add Proposal' window contains fields for Item, Description, Model, Billing, Selling Rate, Units, Selling Price, Tax, Net, Cost Price Excluding GST, Profit, Support, Comments, Payment Terms and Comments, and Min Commitment. The email composition window has fields for To, Subject, and Message. The file explorer window shows a directory structure with folders like Desktop, Documents, and Downloads.

Gone are the days of Manual Lead Generation, Lead Management, Follow-Ups, Closures, Documentations, Proposals, Demos, Invoicing, Servicing, Supporting, Ticketing & many more that were not automated



AVYUKTA INTELLIGALL CRM MODULES

- ▶ Sales and Lead Management CRM
- ▶ Task CRM
- ▶ HRMS Module
- ▶ Accounts CRM
- ▶ Reports
- ▶ Google
- ▶ Admin
- ▶ SuperAdmin Panel



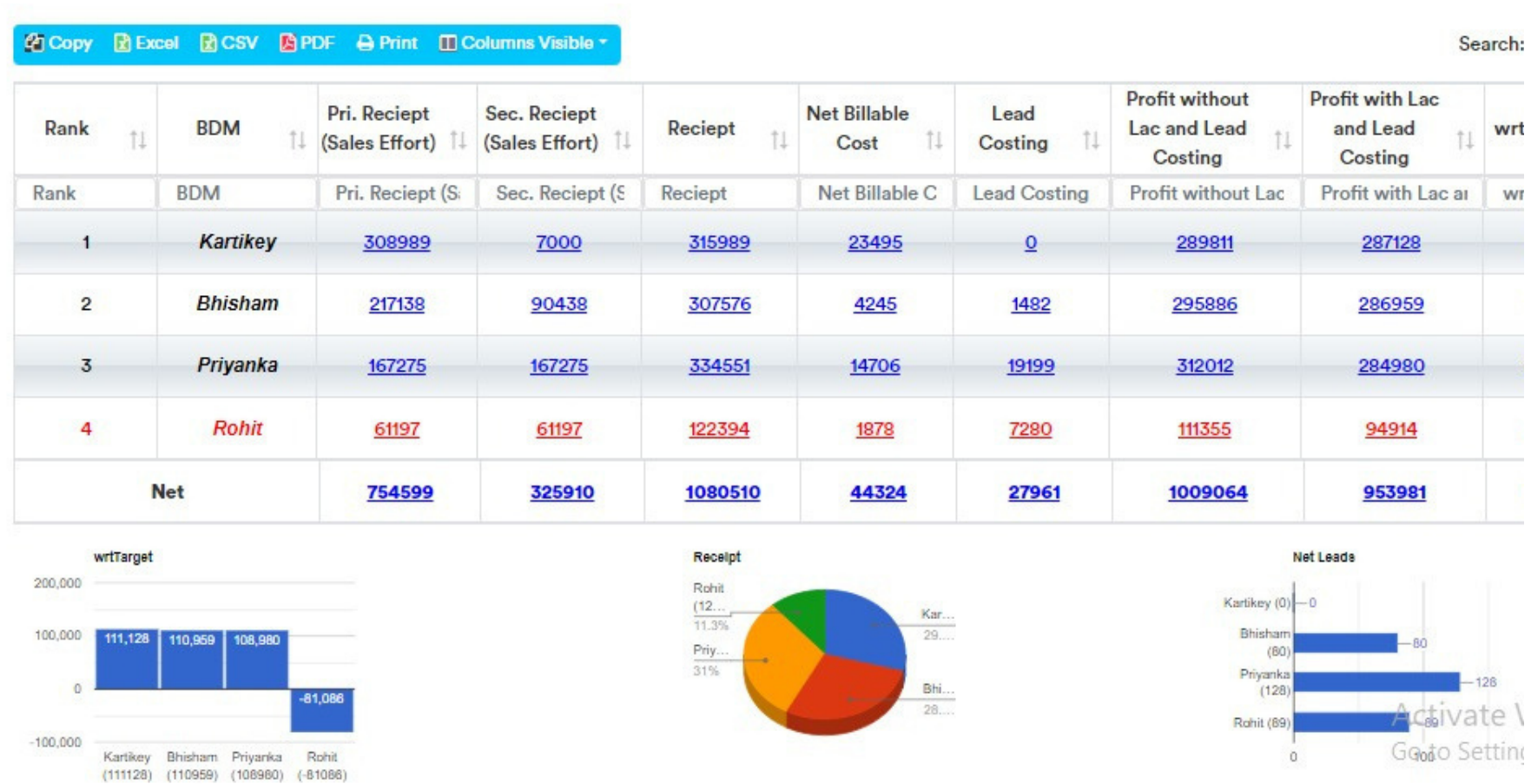
Avyukta e-call Sales and lead Management CRM

My Leads

My Clients



Sales CRM Dashboard



Lead management

00:00 Company Name Break ON Latest Status Kartikey

All	Company Name	SPOC Name	Status	Disposition	Last Updated	No. Of Follow Ups
<input type="checkbox"/>	Company Name	SPOC Name	Status	Disposition	Last Updated	No. Of Follow Ups
<input type="checkbox"/>	rajaram	raju	New Lead	ProposalSent	2021-12-21	2
<input type="checkbox"/>	RJGlobus Solutions	Rohan	Mild			0
<input type="checkbox"/>	Vision Plus	Vipin	WON	lead view	2021-11-30	7
<input type="checkbox"/>	ABC	Rohit Samyal	RGA Done	LongCall	2021-11-23	2
<input type="checkbox"/>	praveev tested sec p	ramesh	ProposalSent	ProposalSent	2021-12-02	5
<input type="checkbox"/>	360 Upskilling and C	Rahul	Hot	lead view	2021-12-21	4
<input type="checkbox"/>	LEEWAY	Gyan	WON	lead view	2021-12-01	16
<input type="checkbox"/>	testign	Surbi	RGA Done	lead view	2021-11-18	2
<input type="checkbox"/>	VOZIC CONSULTING	Saif	WON	lead view	2021-12-02	16

Avyukta E Call CRM, Offers you all Key Areas for Sales Team, under a single roof to enhance your sales team's efficiency and productivity with an inbuilt Sales CRM Module

Including the Source of the lead, Cost of the lead, which can be defined by the Super Admin.



Avyukta e-call Task CRM

Assign Task

Task

Dashboard / Add Task / Video Wiki

Add Task Today's Scheduled Recurring Tasks

Add Bulk Task Add Paid Task

Add Task

Customer Name Task Map with KRA

Select Schedule Add Dead Line Add URL

One Time dd-mm-yyyy --:-- http://www.google.com

+ Upload Docs

Type Time Expected (Mins) Next Update Time (Mins)

L1 60 20

Sales Person Assign To Customer ID

Select Sales Person Twinkle

Reseller Assign By Project Name

Twinkle Select Project

Description

Submit

Task History

Task

Dashboard / Task List / Video Wiki

Task History Pending Task Pending Approved Task Expired Task

Task History

Div

Task ID Assign By Customer Name Dead Line Status Action

Task ID	Assign By	Customer Name	Dead Line	Status	Action
01 11 20	Twinkle	to ca	2023-11-01	Completed	[Edit] [Delete]
02 11 20	Twinkle	to ca	2023-11-01	Pending	[Edit] [Delete]
03 11 20	Twinkle	to ca	2023-11-01	Pending	[Edit] [Delete]
04 11 20	Twinkle	to ca	2023-11-01	Pending	[Edit] [Delete]
05 11 20	Twinkle	to ca	2023-11-01	Pending	[Edit] [Delete]

Filter



Avyukta e-call HRMS CRM

Add Employee Shifts

Employee Id	Shift Type	Start Time	End Time	Status	Login Time
Yash	Day	00:00:01	23:59:59	Active	12:00:00
Vishvendra	Day	00:00:01	23:59:59	Active	11:00:00
Udayveer	Day	00:00:01	23:59:59	Active	11:00:00
Twinkle	Day	00:00:01	23:59:59	Active	10:00:00
Suraj	Day	00:00:01	23:59:59	Active	15:30:00

Add Employee

Add Employee : *This Section is used to Add employee for different pages of CRM to different users/employees.*

[Add Via CSV](#)

Title: Select
First Name: Enter First Name
Middle Name: Enter Middle Name
Last Name: Enter Last Name
Company Name: Select Company
Email: Enter Email Id
Country: India (+91)
Contact no: Enter Contact Number
DID No: Enter DID Number
Qualification: Enter Qualification
Joining Date: Select Association Date
Date Of Birth: Select Date Of Birth
Facebook Link(Ur):
Facebook Page Link(Ur):
linkedin Link(Ur):
linkedin Page Link(Ur):
Koo Link(Ur):
Twitter Link(Ur):
Twitter Page Link(Ur):
Instagram Link(Ur):
Instagram Page Link(Ur):
Address: Enter Address
Add Dialer/Telephony Profile Level: 7
Profile: Admin Sales Account Support Developer
Add Image: Choose File | No file chosen
[Add](#)

Show 10 entries [Copy](#) [Excel](#) [CSV](#) [PDF](#) [Print](#) [Columns Visible](#)



My Salary

Dashboard / Salary List / Video Wiki

Full View Report: *Section shows calculations of salary for the selected user according to the selected dates.*

2023-05-01 2023-05-22 [Show Report](#) [Know all details](#)

Salary Report for Month - Twinkle

Resource Name	Twinkle	Dept.	Salas	User ID	AVY 8006
Net Billable Hrs This Month	37	Required for Fixed Salary	208	Occupancy Hrs. Balance	-176.00
Leaves this month (UnApproved/Approved/Auto Leave)	10/3.5	Cards Raised	0	Tokens Assigned	2
Working Days in this Month	27	Min Hrs. Req.	150.00	Scheduled Fixed Salary	Enter Salary
Work Bonus	Work Bonus	RM Incentive	RM Incentive	Hourly Rate	00
Net Card Penalty	00	Net Token Bonus	00	Protocol 1	Hourly
PF + ESI	PF + ESI		TDS		TDS
Monthly Deductible					00

[Agree/Disagree Salary](#)

Show 22 entries [Copy](#) [Excel](#) [CSV](#) [PDF](#) [Print](#) [Columns Visible](#)

Date	Employee Name	Total Login Hrs.	Auto Break	Personal Logout	Manual Break	Task Hrs. WFO	Task Hrs. WF-HA	Occupancy On Day %
2023-05-01	Twinkle	09:43:47	00:00:00	00:00:00	00:36:00	00:00:00	00:00:00	0
2023-05-02	Twinkle	08:32:54	00:00:00	00:00:00	00:37:00	00:00:00	01:38:00	35.42
2023-05-03	Twinkle	09:05:12	00:00:00	00:00:00	00:30:00	00:00:00	05:09:00	70.00
2023-05-04	Twinkle	09:49:09	00:00:00	00:00:00	00:07:00	00:00:00	00:02:00	0.42
2023-05-05	Twinkle	08:29:59	00:00:00	00:00:00	00:33:00	01:01:00	01:23:00	42.92
2023-05-06	Twinkle	08:01:18	00:00:00	00:00:00	00:00:00	00:00:00	03:37:00	53.96
2023-05-07	Twinkle			Sunday				
2023-05-08	Twinkle	09:19:14	00:00:00	00:00:00	00:37:00	00:00:00	00:38:00	8.12
2023-05-09	Twinkle	09:02:23	00:00:00	00:00:00	00:06:00	00:00:00	01:56:00	33.96
2023-05-10	Twinkle	09:15:08	00:00:00	00:00:00	00:10:00	00:00:00	03:42:00	50.62
2023-05-11	Twinkle	08:56:40	00:00:00	00:00:00	00:45:00	00:00:00	02:57:00	47.92
2023-05-12	Twinkle	09:45:14	00:00:00	00:00:00	00:41:00	00:00:00	04:08:00	62.50
2023-05-13	Twinkle	07:20:30	00:00:00	00:00:00	00:28:00	00:00:00	01:07:00	29.79
2023-05-14	Twinkle			Sunday				
2023-05-15	Twinkle	09:27:18	00:00:00	00:00:00	00:37:00	00:00:00	04:10:00	35.21
2023-05-16	Twinkle	09:31:51	00:00:00	00:00:00	00:12:00	00:00:00	01:40:00	20.83
2023-05-17	Twinkle	09:26:47	00:00:00	00:00:00	00:38:00	00:01:00	02:01:00	25.42
2023-05-18	Twinkle	09:07:30	00:00:00	00:00:00	00:27:00	00:00:00	01:09:00	14.58
2023-05-19	Twinkle	09:04:17	00:00:00	00:00:00	00:33:00	00:00:00	03:52:00	61.25
2023-05-20	Twinkle	08:26:54	00:00:00	00:00:00	00:42:00	00:00:00	04:49:00	65.42
2023-05-21	Twinkle			Sunday				
2023-05-22	Twinkle		00:00:00	00:00:00	00:46:00	00:00:00	00:00:00	0

Showing 1 to 22 of 22 entries [Previous](#) [Next](#)

My Points

Dashboard / Points

Daily Points Table: *The Section shows the total work done by a user in minutes and these mins. are termed as points in this page.*

Date	Day	Name	Points
2023-05-22	Monday	Twinkle	973

01-05-2023 07-05-2023 [Filter By Date](#)

Daily Points Graphs

Show 10 entries [Copy](#) [Excel](#) [CSV](#) [PDF](#) [Print](#) [Columns Visible](#)

Date	Day	Name	Points
01-05-2023	Monday	Twinkle	0
02-05-2023	Tuesday	Twinkle	170
03-05-2023	Wednesday	Twinkle	336
04-05-2023	Thursday	Twinkle	2
05-05-2023	Friday	Twinkle	206
06-05-2023	Saturday	Twinkle	259

Showing 1 to 6 of 6 entries [Previous](#) [Next](#)



My Colleagues

Employees

Occupancy Report: "Section shows total number of active users in the crm, also a link to user's summary report is provided on hover over particular user's card."

Aaditya Soni	Aditiya Yadav	Amit Kumar	Anurag
Asharam Kumawat	Deeksha Goswami	Deepasha Test	Ganesh Choudhary
Gunjan Ashrani	Hari Shankar Yadav	Hitesh Kumar	Kartikey Sharma
Kritika Singhal	Kushagra Gupta	Lokesh Choudhary	Neha Solanki
Nisha Sharma	Nitesh Kumawat	Pankaj Pal	Pawan Sharma
NOT	Sachin Deora	Shalu Gupta	Suraj Singh Bhati
Udayveer Singh	Vishvendra Naruka	Yash Suman	

Occupancy Report

Occupancy Report

Occupancy Report: "The Section shows occupancy of the user for entire month by default, one can also change the date for which time of span he/she wants to see the occupancies."

mm/dd/yyyy mm/dd/yyyy submit

Show 10 entries Search:

Copy Excel CSV PDF Print Columns Visible

Date	Time	Talk/code Time	Occupancy
2023-05-16	18:19:10	143820	499.38
2023-05-18	18:05:58	11160	38.75
2023-05-19	18:11:56	369	76.88
2023-05-20	19:00:57	191	39.79
2023-05-22	18:54:56	2568	535.00
2023-05-23	19:09:11	288	60.00
2023-05-24	18:53:51	363	75.62
2023-05-25	19:43:29	229	47.71



Avyukta e-call Account CRM

SOA Module

The screenshot shows the 'Services' form in the Avyukta Intellicall CRM. The form includes the following fields and sections:

- Header:** Avyukta Intellicall logo, search bar, company name, and user profile (Twinkle).
- Navigation:** Dialer, Login To Dialer, Dashboard, Tasks, My Stats, Accounts, Add Vendor, Add Payments, Telephony Consum., Add Services, Customer SOA, Admin, Sales, Delivery.
- Form Fields:**
 - Enter CID/Customer Name/Company Name: SOA Testing
 - Projects: Domestic
 - Customer ID: SOA-Mon-Kul-Jod-7994-71495
 - Select Entry Type: Subscription
 - Select Subscription Type: Select Any One
 - Billable Days: [Empty]
 - Opening Balance: [Empty]
 - Items: None selected
 - GST (%): 18
 - Start Date: dd-mm-yyyy
 - End Date: dd-mm-yyyy
 - Validity Days: [Empty]
 - GST Amount: 00
 - Amount: 00
 - Net Amount: 00
 - Add CC Email ID: mona@dialerindia.com
 - Add Attachment: Choose File (No file chosen)
- Summary Table:**

Previous Balance :	1838329.92
Updated Balance :	0
Total Balance :	0

Payments

The screenshot shows the 'Payments' form in the Avyukta Intellicall CRM. The form includes the following fields and sections:

- Header:** Avyukta Intellicall logo, search bar, company name, and user profile (Twinkle).
- Navigation:** Dialer, Login To Dialer, Dashboard, Tasks, My Stats, Accounts, Add Vendor, Add Payments, Telephony Consum., Add Services, Customer SOA, Admin, Sales, Delivery.
- Form Fields:**
 - Enter CID/Customer Name/Company Name: RAJASTHAN PATRIKA PRIVATE LIMITED
 - Projects: Domestic
 - Customer Name: Sanjay
 - Customer ID: RAJ-San-Kar-Jai-6289-17885
 - Company Name: RAJASTHAN PATRIKA PRIVATE LIM
- Action:** Payment button



Add vendor

Telephony Consum.

Avyukta Intellicall

Search CRM Company Name Break ON

12 27 0

Add Vendor

Dashboard / Add Vendor / Video Wiki

Add New Vendor [Add Via CSV](#)

Company Details

Company Type: Select
Company Name: Mention Company Name.

Address: Mention Address.....

Vendor Details

Salutation	First Name	Middle Name	Last Name
------------	------------	-------------	-----------

Avyukta Intellicall

Search CRM Company Name Break ON

12 28 20

Telephony Consumption

Dashboard / Add Telephony Consumption / Video Wiki

Telephony Consumption

Enter CID/Customer Name/Company Name

Enter Customer Name or CID



Avyukta e-call Reports CRM

Reports

BDM Report permission

Tasks Reports

- Completed Tasks
- Escalations Report
- Backlogs
- Running Tasks
- Running Escalations
- Pending Escalations
- Check Who is Idle
- All Employee Logout Report
- Not Accepted Tasks
- Live Dashboard
- Live Single View
- Dept. Live View
- Customer Report
- My Occupancy
- Salary Sheet
- Emp. Daywise Report
- Occupancy Report
- Login Report
- Browsing Report
- Emp. Pending Report
- IP

Avyukta Intellicall

Search CRM Company Name Break ON

Add BDM Client Report Permission

Dashboard / Permission User / Video Wiki

Add BDM Client Report Permission: "This Section is used to Add BDM Client Report permission for different pages of CRM to different users/employees."

User Name
Select User Name

Show 10 entries

Employee Name	Created By	Created Date	Option
na	Search Created By	Search Created Date	Search Option

No matching records found

Showing 0 to 0 of 0 entries (filtered from 10 total entries)



Agent Report

Sales Report

Avyukta Intellicall | Search CRM | Company Name | Break ON | Latest Status Twinkle | illicall

Agent Report

User Daily Agent Report Table

2023-05-23 | 2023-05-23 | Twinkle | submit

Show 10 entries | Copy | Excel | CSV | PDF | Print | Columns Visible | Search:

Name	Login Date	Net Login Time	PLO Time	Break Time	Idle_Time	Task Time	Phone Time
Twinkle	2023-05-23	02:23:00	00:00:00	00:36:05	02:23:00	00:00:00	00:00:00

Showing 1 to 1 of 1 entries | Previous 1 Next

Avyukta Intellicall | Search CRM | Company Name | Break ON | Latest Status Twinkle | illicall

Where Sales Team Stands

Dashboard / Where Sales Team Stands

Where Sales Team Stands

Date

From 2023-04-01 | To 2023-04-30 | Show Report

Raydalo Info

Copy | Excel | CSV | PDF | Print | Columns Visible | Search:

Rank	Sales Person	Receipt	Net Billable Cost(Wrt Recharges Not Consumption)	Lead Costing	Profit without Lac and Lead Costing	wrt Target	This Month Leads	Conv.% for QF Leads
Rank	Sales Person	n	Net Billable Cost(Wrt Recharges Not C	Lead Costing	Profit without Lac and Lea	wrt Target	This Month Leads	Conv.% for QF Lea

[No matching records found](#)



Avyukta e-call Google Panel

Google Forms

The screenshot shows the Avyukta Intellicall dashboard with a sidebar on the left containing navigation items: Dashboard, Tasks, My Stats, Accounts, Admin, Sales, Delivery, Email, Screen Shot, Google, Form, Sheet, Calendar, Others, and SuperAdmin. The main content area is titled "Campaigns Available on Google Forms" and includes a breadcrumb trail: Dashboard / View Forms / Video Wiki. Below this is an "Add Record" form with three input fields: "SEO" (with a "Sign in to Google to save your progress. Learn more" link), "Entry_date" (with a date picker set to "dd-mm-yyyy"), and "Website" (with a text input field containing "Your answer").

Google Calender

The screenshot shows the Avyukta Intellicall dashboard with a sidebar on the left containing navigation items: Dashboard, Tasks, My Stats, Accounts, Admin, Sales, Delivery, Email, Screen Shot, Google, Form, Sheet, Calendar, Others, and SuperAdmin. The main content area is titled "Events from Calendar" and includes a breadcrumb trail: Dashboard / Google Calander / Video Wiki. Below this is a Google Calendar interface for the user "dialerindia.com@gmail.com" showing the month of May 2023. The calendar grid shows dates from 1 to 31, with the 22nd highlighted in yellow. The interface includes navigation controls for "Today", "May 2023", and "Print Week Month Agenda".



Avyukta e-call Admin Panel

Leave Request

Leave Approval

Leave Request List: *Section shows the marked/requested leaves till now of logged in user/employee.*

Date when Leave Applied	Request Date	Request Time	Employee	Days	Status	Leave Type	Reason
2023-05-12	2023-05-12	23:58:38	Yash	1	Approved	Auto Leave	less than 20% occupancy or 37% billable hrs
2023-05-17	2023-05-17	23:58:39	Udayveer	0.5	Approved	Auto Leave	less than 30% occupancy or 75% billable hrs
2023-05-13	2023-05-13	23:58:41	Yash	1	Approved	Auto Leave	less than 20% occupancy or 37% billable hrs

Leave Applications: *Section is used to approve or reject the leaves marked by the users/employees.*

Applicant	Number of Days	Leave Reason	Leave Status	Approval	Request Date	Applied For/From Date
Twinkle	1	Required I	Pending	Approve Deny	2023-05-17	2023-05-29
Deeksha	1	On leave t	Pending	Approve Deny	2023-05-16	2023-05-16
Deeksha	1	Message dr	Pending	Approve Deny	2023-05-12	2023-05-12
Neha	2	Going to U	Pending	Approve Deny	2023-05-03	2023-05-05



Tokens

TOKEN

Dashboard / Add Token / Video Wiki

Add Token: "Section allows you to add token for any user/employee.
Note: Token is raised for appreciating one's work which leads to the increment in employee's existing salary"

Assign To: Select Employee
No Of Tokens: Select No

+ Upload Docs
+ Upload URL
Submit

Reason

Token List: "Section shows assigned no. of tokens for the logged in user till now."

Assign By	Assign To	No Of Tokens	Reason	Entry Date
Search Assign By	Search Assign To	0	Search Reason	Search Entry Date

No matching records found

Showing 0 to 0 of 0 entries (filtered from 3 total entries)

Cards

CARDS

Dashboard / Card List / Video Wiki

Card Raise: "Section allows you to raise a card for a particular user/employee.
Note: Cards are raised for a person who is responsible for damaging any module which was previously working fine or if one doesn't find something specific regarding a particular task"

Employee: Select Employee
No. Of Cards: 0

+ Upload Docs
+ Upload URL
SEND

Reason

Card List: "Section shows the list of the cards raised for the logged in person through out."

Assign By	Assign To	No Of Cards	Reason	Date	Status
Search Assign By	Search Assign To	Search No Of Cards	na	Search Date	Search Status

No matching records found

Showing 0 to 0 of 0 entries (filtered from 2 total entries)



Inventory

Inventory

Dashboard / Inventory

All Invetroy

01-05-2023 22-05-2023 Filter + ADD

Show 10 entries Search:

Item	Held By	Brand	Serial Number	Units	Approx Cost	Configuration	Comment	Created Date	Created Time	Updated Date	Updated Time	Option
Item	Held By	Brand	Serial Nun	Units	Approx C	Configuration	Comment	Created D	Created Ti	Updated D	Updated Ti	Option

No data available in table

Showing 0 to 0 of 0 entries Previous Next

upload Wiki

Wikis

Dashboard / Upload Wikis / Video Wiki

Upload Wikis: "Section allows the user to upload different documents containing information about company."

Type Name

Select upload Type

URLs

Show 10 entries Copy Excel CSV PDF Print Columns Visible Search:

Document Name	Document Description	Visit	Share
Search Document Name	Search Document Description	na	Search Share

No matching records found

Showing 0 to 0 of 0 entries (filtered from 5 total entries) Previous Next

Documents

Show 10 entries Copy Excel CSV PDF Print Columns Visible Search:

Document Name	Download	Share
Search Document Name	na	Search Share

No matching records found

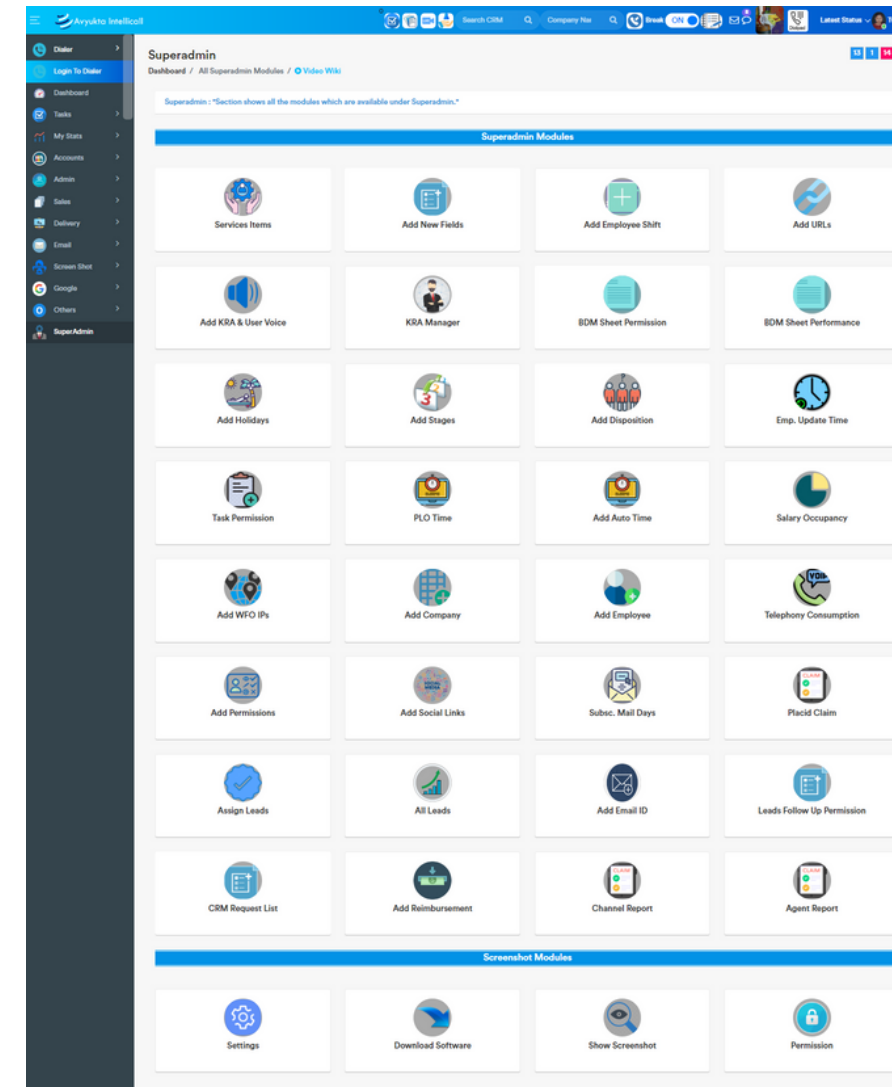
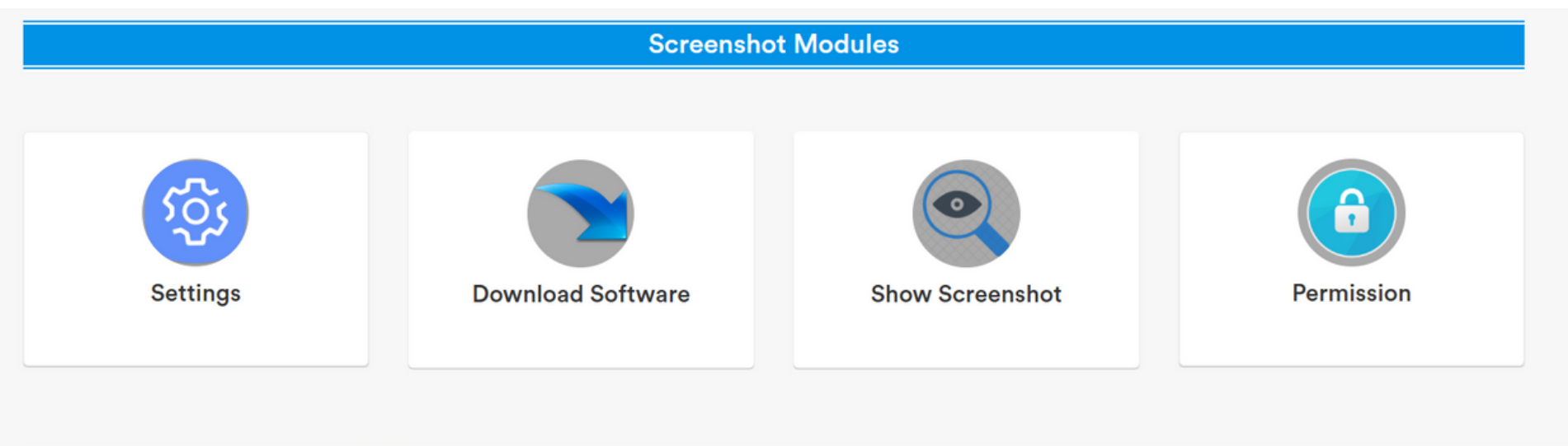
Showing 0 to 0 of 0 entries (filtered from 4 total entries) Previous Next



Avyukta e-call Super Admin Panel

Super Admin

Screen Shot





Avyukta e-call Other CRM Module

Add Quotes

TTS Feature

Add Your Quotes

Dashboard / Add Your Quotes / Video Wiki

Write Your Thought

[+ Publish Quotes](#)

All Quotes

User	Quotes	Created Date	Created Time	Option
------	--------	--------------	--------------	--------

Broadcast to Staff

Dashboard / Broadcast to Staff

Name Of Sound File

[Record](#) [Pause](#) [Stop](#)

Format: start recording to see sample rate

All Broadcast to Staff Voices

Show 10 entries

File Name	File Voice	Option
-----------	------------	--------

No data available in table

Showing 0 to 0 of 0 entries



Report a Bug

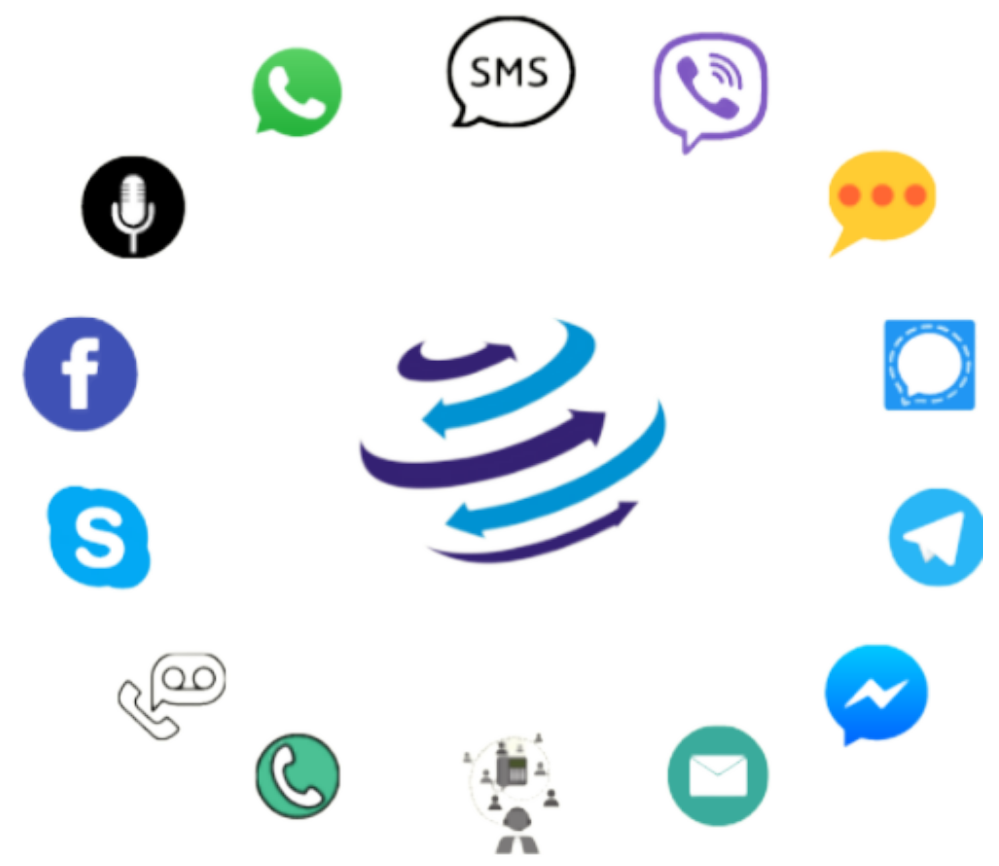
The screenshot shows the 'CRM bug Upload Document' interface. At the top, there's a header with the Avyukto Intellicall logo and navigation icons. The main content area is titled 'CRM bug Upload Document' and includes a sub-header 'Dashboard / Upload Document / Video Wiki'. Below this, there's a form with a 'Report a Bug' instruction. The form contains a 'Choose File' button (currently showing 'No file chosen'), a 'Select' dropdown menu, a 'Name of Bug' text input, and an 'Enter URL' text input. A large 'Description' text area is positioned below these fields. A red 'Submit' button is located at the bottom right of the form. Below the form, there's a 'Document' section with a sub-header 'Dashboard / Document List'. It features a 'List of Bugs' instruction and a table with columns for 'SN', 'Bug Name', 'File Name', 'Document Name', 'Download', and 'Action'. The table is currently empty, and the status below it reads 'Showing 0 to 0 of 0 entries (filtered from 5 total entries)'. A search bar and navigation buttons are also present.

Wiki

The screenshot shows the 'Wikis' section of the Avyukto Intellicall CRM system. The header includes the Avyukto Intellicall logo and navigation icons. The main content area is titled 'Wikis' and includes a sub-header 'Dashboard / Upload Wikis / Video Wiki'. Below this, there's a 'Upload Wikis' instruction. The form contains a 'Type Name' dropdown menu (currently showing 'Select upload Type'). Below the form, there are two data tables. The first table is titled 'URLs' and has columns for 'Document Name', 'Document Description', 'Visit', and 'Share'. It shows 'No matching records found' and 'Showing 0 to 0 of 0 entries (filtered from 5 total entries)'. The second table is titled 'Documents' and has columns for 'Document Name', 'Download', and 'Share'. It also shows 'No matching records found' and 'Showing 0 to 0 of 0 entries (filtered from 4 total entries)'. Both tables include search bars and navigation buttons.



Omni-channel Single Sign-On with Live Location



IP GPS device based login options for Work From Home, Work From Office, Work from Client Site, with Single sign-on





Main Dashboard

Dashboard for Twinkle, Monday, 23-May-2023 12:05 PM. Summary: 15.13% Avg. Billable Hrs, 46 Pending Tasks, 0 Leaves Taken, 0 Remaining, 18 Working Days, 27 Total Working Days. Current Monthly Standing: 41.74% Avg. Month Occ. 16 New, 2.84 Hrs Avg. Month Task. Min. Monthly Target: 62% Min. Month Occ. 5 Hrs. Min. Required Hence Forth: 58.26% Avg. Task 9 Hrs. Login Hours: 37 Net Billable, 208 Required for Fixed, -171.00 Emp. Login Balance.

Running Escalations table:

Level	Customer	Assigned By	Pending On	Task	Status	Department	Pending Since Date	Pending Since Time	Latest Date	Latest Time	Action
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted		2023-09-20	18:47:02	2023-09-20	00:00:00	
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted		2023-09-17	18:34:02	2023-09-17	00:00:00	
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted		2023-09-12	18:09:04	2023-09-12	00:00:00	
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted		2023-09-08	17:52:02	2023-09-08	00:00:00	
L2	Aryyko	Shalu	Shalu	Monthly SCM Sheet	Accepted		2023-09-08	18:21:02	2023-09-08	00:00:00	
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted		2023-09-04	18:40:02	2023-09-04	00:00:00	
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted		2023-09-03	18:06:02	2023-09-03	00:00:00	
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted		2023-09-02	17:18:02	2023-09-02	00:00:00	
L2	MEGACON CLINIC LLP	Yash	Yash	Recordings	Accepted	Support	2023-09-02	16:21:23	2023-09-02	00:00:00	
L2	Aryyko	Kartikay	Kartikay	Monthly SCM Sheet	Accepted	Support	2023-09-01	14:07:02	2023-09-01	00:00:00	

Twinkle : L1 Pending Tasks table:

Task Status	Assign By	Assign To	Task
	Twinkle	Twinkle	Followup
	Twinkle	Twinkle	Followup
	Twinkle	Twinkle	Followup
	Twinkle	Twinkle	Followup

Twinkle : L2/L3 Resolved Tasks table:

Task Status	Assign By	Assign To	Task
Completed	Twinkle	Amr	Dialer Installation

Current Year Month Wise Task Statistics bar chart and Current Month Day Wise Task Statistics bar chart.

Live Dashboard

Real Time View WFO and Real Time View WF-H/A. Employee cards for Nisha, Sachin, Aditya, Vishvendra, Deepti, Twinkle, Shalu, and Kirti. Metrics include Status Since, Dynamic Occupancy, Avg. Monthly Occupancy, and Sales Person. Includes sections for Yet to Login, Logged out at least Once, Reports (Occupancy Report, Check Who is Idle, Running Tasks, Support's Task Status), and Task Statistics (Running Tasks, Pending / Not Accepted Tasks, Idle Tasks Status, Running Tasks Status, Completed Tasks Status, Backlog/Pending Tasks Status).



Integrated Dialer

STATUS: User: 1022 campaign: SUPPORT Seconds: 2023-05-22 17:03:50 session ID: 8600060 Calls in Queue: 0

Logout

Avyukta Intellicall

Enter Number

Groups Pause

Web Form Web Form 2

Park Call Transfer Call.

Hangup Manual Dial

Pause Code Agents View +

Hide Calls In Queue NO ACTIVE CALLBACKS

Push to CRM Lead View

Dialable Leads: 0

Time :	Channel :	Information:	NO LIVE CALL
Title	First Name	Middle Name	
Last Name	Address1	Address2	
Address3	City	State	
Postal Code	Province	Vendor ID	
Gender Select Your Gender	Phone	DialCode	
Alt. Phone	Show	Email admin	
Comments	<input type="text"/>		

Script Note VIEW CALL LOG Chat Internal Chat Customer

PHONE	FULL NAME	WAIT	AGENT	CALL GROUP	TYPE
-------	-----------	------	-------	------------	------

Dial-pad (to Dial already added Clients)

Avyukta Intellicall

.....

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
DEL	0 +	RESET

DIAL NOW



Target Work Stats for the Month with Priorities and Escalations

Avyukta Intellicall 00:00 [Icons] Company Name [Search] Break ON [Icons] Latest Status Kartikey

17 20 17

Running Escalations

Show 10 entries Search:

Copy Excel CSV PDF Print Columns Visible

Level	Customer	Assigned By	Pending On	Task	Status	Pending Since	Latest Date	Action
L3	Avyukta	Kartikey	Dilip Kumar	KYC and Documentation docket	Not Accepted	2021-12-02 15:07:00	2021-12-01 15:09:17	[Action icons]
L2	Sk Smart Solutions	Govind	Govind	Webphone error	Accepted	2021-12-16 17:59:49	2021-12-16	[Action icons]
L2	Avyukta	Kartikey	Ravi	Screenshot	Accepted	2021-12-05 23:04:39	2021-12-05	[Action icons]
L2	MEDIA TECH TEMPLE	Gopal	Kritika	Intallation	Not Accepted	2021-11-19 15:38:44	2021-11-19 15:38:44	[Action icons]



Voice-Based Notifications for All CRM Events

The dashboard is divided into two main sections: 'Your Leaves' and 'Month Stats'. 'Your Leaves' shows 0 Leaves Taken and 0 Remaining. 'Month Stats' shows 17 Working Days and 31 Total Days. Below these are 'Min. Monthly Target' (62% occupancy, 5 Hrs avg task time) and 'Min. Required Hence Forth' (Daily occupancy, Avg. Task Time/Day). A blue notification pop-up is overlaid on the bottom right, showing 'Set pop up alter for event tas | Software', 'Ronak (02:47)', and 'Click for details'. A red arrow points to the 'Click for details' link.

Omni Channelled Unified Communication

The 'Follow Up' dashboard includes a top navigation bar with a clock (00:00), various icons, a search bar for 'Company Name', a 'Break ON' toggle, and user information (Latest Status, Kartikey). A 'Live Dashboard' button is in the top right. The main content area has a heading 'Follow Up Leads List: "Section shows the leads which are assigned by the user through out the month."' and filters for 'From 2021-12-01' and 'To 2021-12-21', with 'Show Report' and 'Download' buttons. A row of communication channel icons (SMS, Email, Phone, WhatsApp, Messenger, Telegram, Slack, Facebook, Voice, and a network icon) is displayed. At the bottom right, there is a 'START CALLING' button and a Windows activation watermark.



Like Bulk SMS & Email to selected Leads, as well as Various Campaign options, like Auto Dialling, Progressive, OBD, Press1 & Start Calling for the desired leads in desired campaign

The screenshot shows the Avyukta Intellicall dashboard interface. At the top, there is a navigation bar with the company name, a search bar, and various status indicators. Below the navigation bar, there is a sidebar menu on the left with options like 'Login To Dialer', 'Omni Dialer Login', 'Dashboard', 'Tasks', 'My Stats', 'Accounts', 'Admin', 'Sales', 'My Leads', 'Add Lead', 'My Clients', 'Sales Reports', and 'Leaderboard'. The main content area displays a table of leads with columns for 'Company Name', 'Last Updated', and 'No. Of Follow Ups'. A 'Send SMS' modal window is open over the table, showing a message input field with the text 'Hello Sir, This is Twinkle from Avyukta Intellicall' and a 'Send SMS' button. The table data is as follows:

	Company Name				Last Updated	No. Of Follow Ups
<input type="checkbox"/>	All	Company Nam			Last Updated	No. Of Follow
<input checked="" type="checkbox"/>	Online Security Syst	Hashmi	Unqualified	ShortCall	2022-01-04	1
<input checked="" type="checkbox"/>	Hometech Constructio	Sudesh	Unqualified	ShortCall	2022-01-04	3
<input checked="" type="checkbox"/>	Navjyoti Corporate S	Khurana	ProposalSent	ProposalSent	2022-01-03	2
<input checked="" type="checkbox"/>	NA	Alka	Unqualified	ShortCall	2022-01-03	1



Unqualified Leads which were marked unqualified, by other Teammates earlier,

Unqualified Leads

Dashboard / Unqualified Leads

Unqualified Leads

From 2021-11-01 To 2021-11-24 Show Report

Show 5 entries Search:

Copy Excel CSV PDF Print Columns Visible

Customer Name	Company	Lead Creation Date	Last Modified Date	Location	Comment	Status	Claim Count	Action
Search Cust	Search Company	Search Lea	Search Last	Search Loc	Search Comment	Search Ste	Search C	Search A
Mr Praba	ABC	2021-11-23	2021-11-24	Vellore	Language barrier	Unqualified	0	Claim

Placid Leads (which are not followed up by anyone within a certain time)

Placid Leads

Dashboard / Placid Leads

Placid Leads: "Section shows leads which haven't been touched since a time-frame (Consult SuperAdmin for time-frame)"

From 2021-05-28 To 2021-11-24 Show Report

UID	Customer Name	Company	Lead Creation Date	Last Modified Date	Location	Comment	Status	Claim Count	Action
Mah-67362	Mr Mahmud Saini	Dynamic Capital Landing	2021-08-14	2021-08-24	Dhaka	with P mam	Cold	0	Claim
Dr-67305	Mr Dr Kartik	Parc Services	2021-08-10	2021-08-17	Hyderabad	nnnnnnnnnnnnnnnnnnnnnn	Lost	0	Claim
Kha-67171	Mr Khandoker Shafinul	Aristo technology	2021-07-31	2021-08-12	Badda Dhaka	Not related to the Follow-up chacking for Sheet	RGA Done	0	Claim

Becomes Available to Claim by any other teammate at any time within certain Limits



All Landing rates defined by Super Admin can be referred at any time

S.No	Brand	Provider	Ports	DP	SELLING
1	Dinstar	Cloud	1		8
2	OpenVox	Akom	4		23
3	Dinstar volte	Cloud	4		30
4	Dinstar	Cloud	4		23
5	Synway	Synway	4		26
6	OpenVox	Akom	8		35
7	Dinstar	Cloud	8		37
8	Synway	Synway	8		52
9	Dinstar Volte	Cloud	8		51
10	OpenVox	Akom	16		61
11	Dinstar	Cloud	16		62
12	Synway	Synway	16		61
13	Synway	Synway	32		75
14	Dinstar	Cloud	32		75
15	OpenVox	Akom	32		75
16	Dinstar Volte	Cloud	16		95
17	Dinstar Volte	Cloud	32		15
18	Dinstar	DC Net	1		9
19	Dinstar	DC Net	4		26
20	Dinstar	DC Net	8		4
21	Dinstar	DC Net	16		66
22	Dinstar	DC Net	32		84
23	Ooenvox Volte	DC Net	32		15

100% Call Recordings

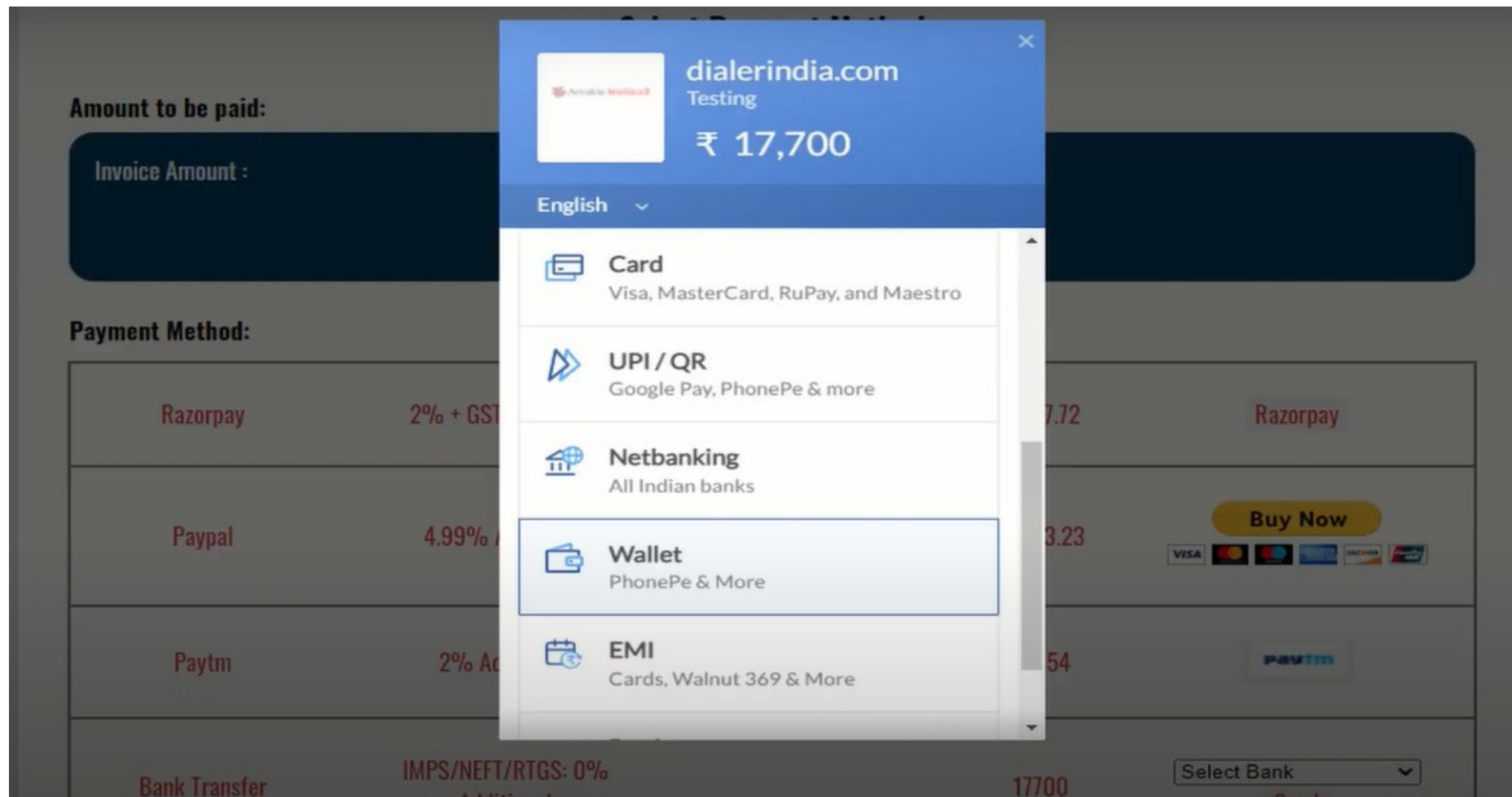
Date	Time	Agent	Message	Duration	Status	Action
2021-11-13	12:50:00	Priyanka	not replying over whatsapp...	5	NoReply	NA
2021-11-11	14:15:00	Priyanka	Not replying so dropped msg for an update ...	5	NoReply	NA
2021-11-09	17:00:00	Twinkle	Commercial sent ... dropped WA...	5	NoReply	NA
2021-11-25	13:41:00	Priyanka	he is not responding and not reverting on whatsapp msg.....	5	Mess/Whatsapp/Skype Sent	NA
2021-11-09	16:05:00	Priyanka	Twinkle to send commercial for 10 seated GSM base premise setup...	5	LongCall	NA
2021-11-01	17:43:00	Twinkle	Fixed demo for 11:30 am, Required 10 seated dom setup premised.....	5	LongCall	NA
2021-11-10	12:11:00	Twinkle	No. switch off... so dropped WA...	5	lead view	NA
2021-11-10	12:10:00	Twinkle	No. switch off...	5	lead view	NA
2021-11-02	11:40:00	Twinkle	Will have to talk after diwali...	5	lead view	NA

to share quotations immediately even in middle of a Sales call.



Invoicing

Semi Auditable logging for WhatsApp and Emails



Thu 25/11/2021 10:50

Avyukta Intellicall <crm@dialerindia.com>
Support(600) : Missed_Call - 182 Sec (SUPPORT)

To: support@dialerindia.com
Cc: avyuktalogs@gmail.com

Dear Concerned,

Please find the details of the New Lead / Call received on 91-856000600

Call from	XXXXXXXX346
Name	NA
Company	NA
Received by	856000600:SUPPORT
Duration	182
Call Time	10:41:56
Status	Missed_Call
Call For	SUPPORT
Recording URL	https://clouddialer.in:4443/RECORDINGS/MP3/20211125104206_200-all.mp3
View Task	NA
Assign	

Kind Regards,
Software Team,
Avyukta Intellicall Consulting Pvt Ltd
91-856-00-00-600

Subscription-based Payment Gateway Integrated Emailers

Google Modules (Sheets/Form/Calendar/Gmail) and Emails Integrations

Dashboard / SEO Sheet

SEO Sheet

Show 5 entries Search:

Copy Excel CSV PDF Print Columns Visible

Date	Entry Date	Website	SEO Done By 1	SEO Done By 2	Net SEO	Url Rating Past	Url Rating Present	Domain Rating Past	Domain Rating Present	Backlink Create	Blogs Created	Ranking Past	Ranking Present
24/C	24/08/2021	ivrsindia.in	muskan	0	40%	0	0	0	0	0	0	0	0
23/C	23/08/2021	clouddialer.in	muskan	0	100%	0	11	0	0	0	0	0	0
19/C	19/08/2021	avyukta.in	Muskan	Pawan	100%	0	1	0	0	0	0	0	0

Dashboard / Google Calander

dialerindia.com@gmail.com

Today August 2021

Print Week Month Agenda

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1 Aug
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Add Lead Contact Form for Avyukta CRM

[Sign in to Google](#) to save your progress. [Learn more](#)

***Required**

User Email id *

Your answer

Company Name *

Your answer

Company URL *

Your answer

Send Email

To

Add CC **Add BCC**

Subject

Message

Add Attachment

Choose File No file chosen

+ Add

Send

Discard



Attendance, Leave, Task, Salary, Incentive Management Modules

My Salary

Dashboard / Salary List / Video Wiki

Full View Report: *Section shows calculations of salary for the selected user according to the selected dates.*

2023-05-01 2023-05-22 [Show Report](#) [Know all details](#)

Salary Report for Month - Twinkle

Resource Name	Twinkle	Dept.	Salv	User ID	AVY-8006
Net Billable Hrs This Month	37	Required for Fixed Salary	208	Occupancy Hrs. Balance	-171.00
Leaves this month (UnApproved/Approved/Auto Leaves)	1/0/5.5	Cards Raised	0	Tokens Assigned	2
Working Days in this Month	27	Min Hrs. Req.	150.00	Scheduled Fixed Salary	Enter Salary
Work Bonus	Work Bonus	RM Incentive	RM Incentive	Hourly Rate	00
Net Card Penalty	00	Net Token Bonus	00	Protocol 1	Hourly
PF + ESI		PF + ESI		TDS	
Penalty Debitable			00		

[Agree/Disagree Salary](#)

Show 31 entries [Copy](#) [Excel](#) [CSV](#) [PDF](#) [Print](#) [Columns Visible](#) Search:

Date	Employee Name	Total Login Hrs.	Auto Break	Personal Logout	Manual Break	Task Hrs. WFO	Task Hrs. WF3/A	Occupancy On Day %
2023-05-01	Twinkle	09:43:47	00:00:00	00:00:00	00:36:00	00:00:00	00:00:00	0
2023-05-02	Twinkle	08:52:54	00:00:00	00:00:00	00:57:00	00:00:00	01:58:00	35.42
2023-05-03	Twinkle	09:05:12	00:00:00	00:00:00	00:30:00	00:00:00	05:09:00	70.00
2023-05-04	Twinkle	09:49:09	00:00:00	00:00:00	00:07:00	00:00:00	00:02:00	0.42
2023-05-05	Twinkle	08:29:59	00:00:00	00:00:00	00:33:00	01:01:00	01:23:00	42.92
2023-05-06	Twinkle	08:01:18	00:00:00	00:00:00	00:00:00	00:00:00	03:37:00	53.96
2023-05-07				Sunday				
2023-05-08	Twinkle	09:19:14	00:00:00	00:00:00	00:57:00	00:00:00	00:38:00	8.12
2023-05-09	Twinkle	09:02:23	00:00:00	00:00:00	00:06:00	00:00:00	01:56:00	33.96
2023-05-10	Twinkle	09:15:08	00:00:00	00:00:00	00:10:00	00:00:00	03:42:00	50.62
2023-05-11	Twinkle	08:56:40	00:00:00	00:00:00	00:45:00	00:00:00	02:57:00	47.92
2023-05-12	Twinkle	09:45:14	00:00:00	00:00:00	00:41:00	00:00:00	04:08:00	62.50
2023-05-13	Twinkle	07:20:30	00:00:00	00:00:00	00:28:00	00:00:00	01:07:00	29.79
2023-05-14				Sunday				
2023-05-15	Twinkle	09:27:18	00:00:00	00:00:00	00:51:00	00:00:00	04:10:00	55.21
2023-05-16	Twinkle	09:31:51	00:00:00	00:00:00	00:12:00	00:00:00	01:40:00	20.83
2023-05-17	Twinkle	09:26:47	00:00:00	00:00:00	00:38:00	00:01:00	02:01:00	25.42
2023-05-18	Twinkle	09:07:10	00:00:00	00:00:00	00:27:00	00:00:00	01:09:00	14.58
2023-05-19	Twinkle	09:04:17	00:00:00	00:00:00	00:33:00	00:00:00	03:52:00	61.25
2023-05-20	Twinkle	08:26:54	00:00:00	00:00:00	00:42:00	00:00:00	04:49:00	65.42
2023-05-21				Sunday				
2023-05-22	Twinkle	00:00:00	00:00:00	00:00:00	00:46:00	00:00:00	00:00:00	0

Showing 1 to 22 of 22 entries [Previous](#) [1](#) [Next](#)

Summary 22 May (Today) -

Login Time:	12:25:40	Logout Time:	Yet to Logout
Phone Time:	00:00:00	Task Time:	00:00:00
		Task WF/H/A:	00:00:00
		Task WFO:	00:00:00
Manual Break Time:	01:46:11	Auto Break Time:	00:00:00
Personal Logout Time:	00:00:00	Idle Time:	03:57:33
Dynamic Occupancy:	0%	Pending Tasks:	0

Summary of the Period Chosen -

Average working Days (With leaves):	19	Average working Days (Without leaves):	13
Average Working Hours:	0.46	Sum of Working Hours:	54:27
Browsing Time:	NA	Average Monthly Occupancy:	0.00%

Employee Occupancy Report -

Date:

From: 2023-05-22 To: 2023-05-22 [Submit](#) [Report Download](#)

Show 10 entries Search:

Resource Name	Talk/code Time	Occupancy	Date	Time
Twinkle	300	62.50 %	2023-05-12	21:02:35
Twinkle	143	29.79 %	2023-05-13	18:47:24
Twinkle	265	55.21 %	2023-05-15	21:42:40
Twinkle	100	20.83 %	2023-05-16	21:35:11
Twinkle	122	25.42 %	2023-05-17	21:40:11
Twinkle	70	14.58 %	2023-05-18	21:23:42
Twinkle	294	61.25 %	2023-05-19	21:12:21
Twinkle	314	65.42 %	2023-05-20	21:04:14

Showing 11 to 18 of 18 entries [Previous](#) [1](#) [Next](#)



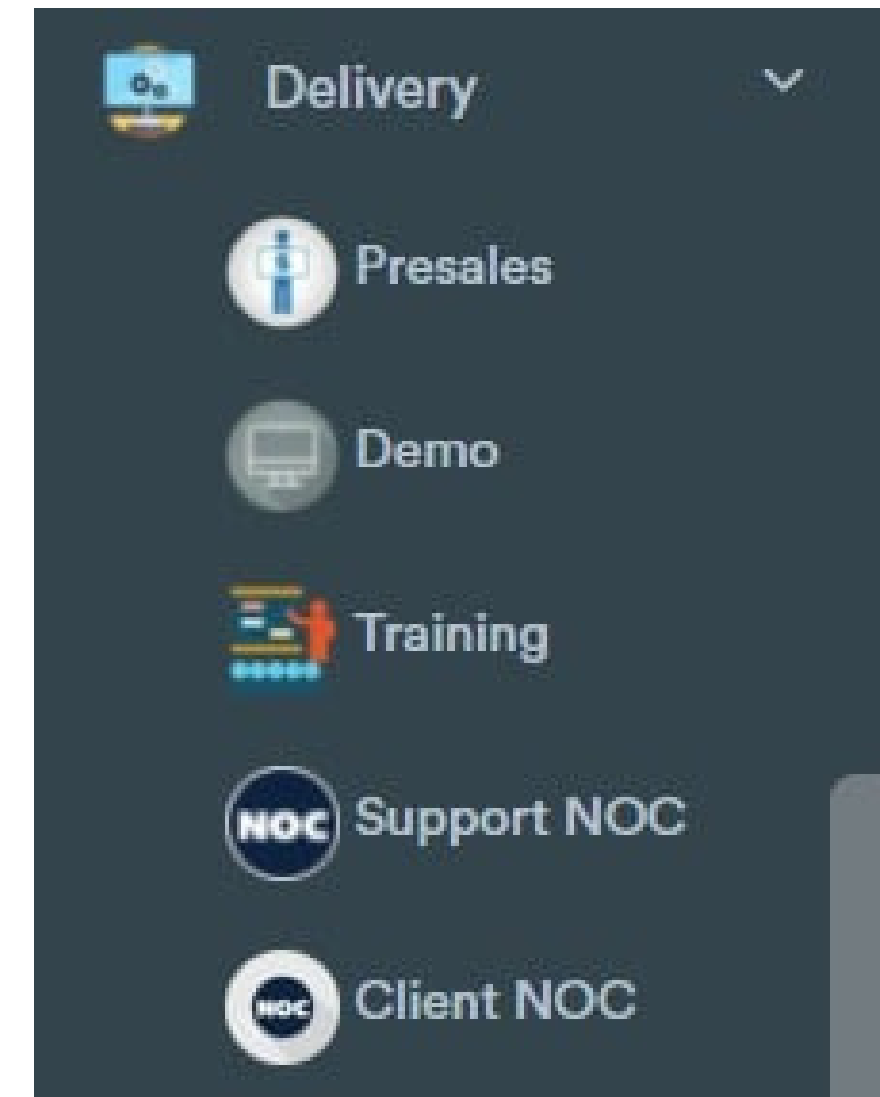
Secure Employee Task Allocation & Management Module, With Customer Details Masking

00:00 [Icons] Company Name [Search] Break ON [Icons] Latest Status [User Profile] Karti

Add Task: "Section used to assign tasks to the employees."

CustomerName	Sales Person	Assign To
<input type="text"/>	Select Sales Person	Kartikey
CustomerID	Reseller	Aarjav
<input type="text"/>	<input type="text"/>	Anurag
Type	Task	Arjun
L1	<input type="text"/>	Avyukta.Inhouse
Next Update Time (Mins)	Map with KRA	Bhawani
20	<input type="text"/>	Bhisham
Add Dead Line	Add UPI	Deeksha
		Deepasha
		Dilip Kumar
		Gotum
		Govind
		Gulab
		Hari Shankar
		Hitesh
		Jone
		Kartikey
		Kartikey
		Kritika

Custom Client Stages



These can be custom defined by the Super Admin as the process required



Auto Triggers for Personal and Complete logout for Idle Users

The screenshot shows the Intellicall dashboard interface. At the top, there is a navigation bar with the Intellicall logo, a search bar, and a 'Break' toggle set to 'ON'. Below the navigation bar, there is a row of user avatars with their respective login times. A blue banner indicates 'Logged out at least Once'. Below this banner, there is a row of user avatars with their respective logout times.

User	Login Time	Logout Time
[Avatar]	Scheduled login time: 11:00 AM	Logout Time: 16:25
[Avatar]	Scheduled login time: 11:00 AM	Logout Time: 09:10
[Avatar]	Scheduled login time: 11:00 AM	Logout Time: 17:13

Events & Meetings

The screenshot shows the 'Event Login' dialog box in the Intellicall application. The dialog box has a blue header with the title 'Event Login' and a close button. The main content area contains a message from 'Avyukta Says : Please select your event type!'. Below the message, there are two dropdown menus: 'Event Type' (set to 'Meeting') and 'Physical' (set to 'Physical'). A third dropdown menu is labeled 'Select Met With' and has options 'Physical', 'Online', and 'Other'. Below these dropdowns, there is a blue button labeled '+ Add Contact From This Company' and another blue button labeled 'Add Event'.

Check-In and Check-Outs can be done with a few clicks, and the meeting time will be added to user task time, once the meeting is completed.



Client CRM Login

Welcome, Ronak Shrivastav C/O RAAS TECH PVT. LTD.
Tuesday, 28-Dec-2021
Last Updated 11 Nov 2021 18:18:45

₹ **47137** Total Payment [View More](#)

₹ **0** Due Payments [View More](#)

₹ **0** ADD Payment [View More](#)

0 Request Service [View More](#)

SN	Customer Name	BDM	Resource	Work Type	Net Time(HH:MM)	Task	Date
1	RAAS TECH PVT. LTD.	AVY-1001	Pra Test	L1	00:01	Event	2021-11-09 19:38:44
2	RAAS TECH PVT. LTD.	AVY-1001	Pra Test	L1		Event	2021-11-09 19:38:44

When you do so much, for the end client, let's not leave the client, un-updated.

Daily Emails for Logins and Logouts with Detailed Task Summaries and Occupancies

Reply Reply All Forward

AvyuktaCRM <crm@dialerindia.com> Avyukta Intellicall

Hari Shankar -WT :04:28,Occ :59.09

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Detailed Summary for 23 Dec

S. No	Customer Name	BDM	Emp	Work Type	Start Time	End Time	Net Time	Task	Comment
1	NA	NA	Hari Shankar	NA	09:14:44	09:14:44	00:00	Login	NA
2	Idle	Idle	NA	Idle	09:14:44	11:21:50	2:7	Idle	Idle
3	Idle	Idle	NA	Idle	11:21:50	11:34:06	0:12	Idle	Idle
4	Colonel Defence Academy	Rohit	Hari Shankar	L1	11:34:06	11:34:06	0:0	Agent calling issue	Task accept
5	Colonel Defence Academy	Rohit	Hari Shankar	L1	11:34:06	11:54:01	0:19	Agent calling issue	Task Pause



25+ Detailed Reporting Modules

All Reports 19 7 53
Dashboard / Reports

All Report: "Section shows different types of report of tasks/customers/salary etc, one can set the name and date accordingly."

Completed Tasks	Escalations Report	Backlogs	Running Tasks	Customer Report	My Occupancy	Salary Sheet	Emp. Daywise Report 19 8 42
Running Escalations	Pending Escalations	Check Who is Idle	All Employee Logout Report	Occupancy Report	Login Report	Browsing Report	Emp. Pending Report
Not Accepted Tasks	Live Dashboard	Live Single View	Dept. Live View	Employee Report	Emp. Summary	Task Report	Sales Team Report
			Activate Windows Go to Settings to activate Windows	Sales Till Today	BDM Sheet		Activate Windows Go to Settings to activate Windows.

Detailed Reporting for Login, Logout, Idle, Task, Break, Occupancy, AHT, Deadline, Bounce Time Summary, etc.

With Client, Task, Salary, Incentive, Employee, Project, Call, Prospect, Ticket, and Escalation.



Avyukta-e call Logs Module

My Performance

The screenshot shows the 'Occupancy Report' page in the Avyukta Intellicall system. It features a sidebar with navigation options like 'Dialer', 'Dashboard', 'Tasks', 'My Stats', 'My Occupancy', 'My Salary', 'My Activity', 'My Points', 'My Performance', 'My Colleagues', 'My Shortcuts', and 'Leave Request'. The main content area includes a header with the user's name 'Twinkle' and a 'submit' button. Below the header, there are date selection fields (dd-mm-yyyy) and a search bar. A table displays occupancy data for the month of May 2023, with columns for Date, Time, Talk/code Time, and Occupancy. The table shows 18 entries, with the first 11 rows visible. The bottom of the page indicates 'Showing 1 to 10 of 18 entries' and includes pagination controls.

Date	Time	Talk/code Time	Occupancy
2023-05-01	21:39:57	0	0.00
2023-05-02	20:33:17	170	35.42
2023-05-03	21:23:46	336	70.00
2023-05-04	21:15:46	2	0.42
2023-05-05	23:58:26	307	42.92
2023-05-06	20:42:56	259	53.96
2023-05-08	21:28:35	39	8.12
2023-05-09	21:40:02	163	33.96
2023-05-10	21:32:16	243	50.62
2023-05-11	21:26:51	230	47.92

My Logs

The screenshot shows the 'Logs' page in the Avyukta Intellicall system. It features a sidebar with navigation options similar to the 'My Performance' page. The main content area includes a header with the user's name 'Twinkle' and a 'submit' button. Below the header, there are date selection fields (dd-mm-yyyy) and a search bar. A table displays log entries for the month of May 2023, with columns for User Name, Event, Description, Customer, Device, Work From, comments, Date, and Time. The table shows 4 entries, with the first 4 rows visible. The bottom of the page indicates 'Showing 1 to 4 of 4 entries' and includes pagination controls.

User Name	Event	Description	Customer	Device	Work From	comments	Date	Time
Twinkle	Login	User login	NA	☑	WFH		22 May 2023	17:23:41
Twinkle	Break_off	Manual_break_off	NA	☑	WFH		22 May 2023	16:19:51
Twinkle	Break_on	Manual_break_on	NA	☑	WFH		22 May 2023	14:33:41
Twinkle	Login	User login	NA	☑	WFH		22 May 2023	12:25:40



Avyukta-e call Module

My Salary

My Salary

Dashboard / Salary List / Video Wiki

Full View Report: "Section shows calculations of salary for the selected user according to the selected dates."

2023-05-01 2023-05-22 [Show Report](#) [% Know all details](#)

Salary Report for Month - Twinkle

Resource Name	Twinkle	Dept.	Salae	User ID	AVY moon
Net Billable Hrs This Month	37	Required for Fixed Salary	208	Occupancy Hrs. Balance	-07.00
Leaves this month (UnApproved/Approved/Auto Leaves)	10/0.5	Cards Raised	0	Tokens Assigned	2
Working Days in this Month	27	Min Hrs. Req.	150.00	Scheduled Fixed Salary	Enter Salary
Work Bonus	Work Bonus	RM Incentive	RM Incentive	Hourly Rate	00
Net Card Penalty	00	Net Token Bonus	00	Protocol 1	Hourly
PF + ESI		PF + ESI		TDS	
Faulty Dismissible			00		

[Agree/Disagree Salary](#)

Show 31 entries [Copy](#) [Excel](#) [CSV](#) [PDF](#) [Print](#) [Columns Visible](#)

Date	Employee Name	Total Login Hrs.	Auto Break	Personal Logout	Manual Break	Task Hrs. WFO	Task Hrs. WF-H/A	Occupancy On Day %
2023-05-01	Twinkle	09:43:47	00:00:00	00:00:00	00:36:00	00:00:00	00:00:00	0
2023-05-02	Twinkle	08:52:54	00:00:00	00:00:00	00:57:00	00:00:00	01:58:00	35.42
2023-05-03	Twinkle	09:05:12	00:00:00	00:00:00	00:30:00	00:00:00	05:09:00	70.00
2023-05-04	Twinkle	09:49:09	00:00:00	00:00:00	00:07:00	00:00:00	00:02:00	0.42
2023-05-05	Twinkle	08:29:59	00:00:00	00:00:00	00:33:00	01:01:00	01:23:00	42.92
2023-05-06	Twinkle	08:01:18	00:00:00	00:00:00	00:00:00	00:00:00	03:37:00	53.96
2023-05-07				Sunday				
2023-05-08	Twinkle	09:19:14	00:00:00	00:00:00	00:57:00	00:00:00	00:38:00	8.12
2023-05-09	Twinkle	09:02:23	00:00:00	00:00:00	00:06:00	00:00:00	01:56:00	33.96
2023-05-10	Twinkle	09:15:08	00:00:00	00:00:00	00:10:00	00:00:00	03:42:00	50.62
2023-05-11	Twinkle	08:56:40	00:00:00	00:00:00	00:45:00	00:00:00	02:57:00	47.92
2023-05-12	Twinkle	09:45:14	00:00:00	00:00:00	00:41:00	00:00:00	04:08:00	62.50
2023-05-13	Twinkle	07:20:30	00:00:00	00:00:00	00:28:00	00:00:00	01:07:00	29.79
2023-05-14				Sunday				
2023-05-15	Twinkle	09:27:18	00:00:00	00:00:00	00:31:00	00:00:00	04:10:00	55.21
2023-05-16	Twinkle	09:31:51	00:00:00	00:00:00	00:12:00	00:00:00	01:40:00	20.83
2023-05-17	Twinkle	09:26:47	00:00:00	00:00:00	00:38:00	00:01:00	02:01:00	25.42
2023-05-18	Twinkle	09:07:10	00:00:00	00:00:00	00:27:00	00:00:00	01:09:00	14.58
2023-05-19	Twinkle	09:04:17	00:00:00	00:00:00	00:33:00	00:00:00	03:52:00	61.25
2023-05-20	Twinkle	08:26:54	00:00:00	00:00:00	00:42:00	00:00:00	04:49:00	65.42
2023-05-21				Sunday				

My colleagues

Employees

Dashboard / All Employees / Video Wiki

Occupancy Report: "Section shows total number of active users in the crm,also a link to user's summary report is provided on hover over particular user's card."



Avyukta-e call Leave Module

Leave Request

The screenshot shows the 'Leave Request' module interface. It features a sidebar with navigation options like 'Dialer', 'Login To Dialer', 'Dashboard', 'Tasks', 'My Stats', 'My Occupancy', 'My Salary', 'My Activity', 'My Points', 'My Performance', 'My Colleagues', 'My Shortcuts', 'Leave Request', 'Deadline', and 'Accounts'. The main content area is titled 'Leave' and includes a breadcrumb trail: 'Dashboard / Leave List / Video Wiki'. There is an 'ADD Leave' button in the top right. Below the header, there is a description: 'Leave Request List: "Section shows the marked/requested leaves till now of logged in user/employee."' and a 'Show Report' button. A date range filter is set from '2023-05-01' to '2023-05-22'. Below the filter, there are options to 'Show 10 entries' and buttons for 'Copy', 'Excel', 'CSV', 'PDF', and 'Print'. A search bar is also present. The main table has columns: 'Date when Leave Applied', 'Request Date', 'Request Time', 'Employee', 'Days', 'Status', 'Leave Type', and 'Reason'. Below the table, there is a pagination bar showing 'Showing 321 to 323 of 323 entries' and a 'Previous' button.

Date when Leave Applied	Request Date	Request Time	Employee	Days	Status	Leave Type	Reason
2023-05-12	2023-05-12	23:58:38	Yash	1	Approved	Auto Leave	less than 20% occupancy or 37% billable hrs
2023-05-17	2023-05-17	23:58:39	Udayveer	0.5	Approved	Auto Leave	less than 30% occupancy or 75% billable hrs
2023-05-13	2023-05-13	23:58:41	Yash	1	Approved	Auto Leave	less than 20% occupancy or 37% billable hrs

















Leave Approval

















The screenshot shows the 'Leave Applications' module interface. It features a sidebar with navigation options like 'Dialer', 'Login To Dialer', 'Dashboard', 'Tasks', 'My Stats', 'My Occupancy', 'My Salary', 'My Activity', 'My Points', 'My Performance', 'My Colleagues', 'My Shortcuts', 'Leave Request', 'Deadline', and 'Accounts'. The main content area is titled 'Leave Applications' and includes a breadcrumb trail: 'Dashboard / Video Wiki'. There are buttons for 'Add Email Id Send For Leave' and 'All Email Id Leave'. Below the header, there is a description: 'Leave Applications: "Section is used to approve or reject the leaves marked by the users/employees."' and a 'Show Report' button. A date range filter is set from '2023-05-01' to '2023-05-22'. Below the filter, there are options to 'Show 10 entries' and buttons for 'Copy', 'Excel', 'CSV', 'PDF', and 'Print'. A search bar is also present. The main table has columns: 'Applicant', 'Number of Days', 'Leave Reason', 'Leave Status', 'Approval', 'Request Date', and 'Applied For/From Date'. Below the table, there is a pagination bar showing 'Showing 1 to 4 of 4 entries' and 'Previous' and 'Next' buttons.

Applicant	Number of Days	Leave Reason	Leave Status	Approval	Request Date	Applied For/From Date
Twinkle	1	Required I	Pending	Approve Deny	2023-05-17	2023-05-29
Deeksha	1	On leave t	Pending	Approve Deny	2023-05-16	2023-05-16
Deeksha	1	Message dr	Pending	Approve Deny	2023-05-12	2023-05-12
Neha	2	Going to U	Pending	Approve Deny	2023-05-03	2023-05-05



Super admin features

 Services Items	 Add New Fields	 Add Employee Shift	 Add URLs
 Add KRA & User Voice	 KRA Manager	 BDM Sheet Permission	 BDM Sheet Performance
 Add Holidays	 Add Stages	 Add Disposition	 Emp. Update Time
 Task Permission	 PLO Time	 Add Auto Time	 Salary Occupancy

 Add WFO IPs	 Add Company	 Add Employee	 Telephony Consumption
 Add Permissions	 Add Social Links	 Subsc. Mail Days	 Placid Claim
 Assign Leads	 All Leads	 Add Email ID	 Leads Follow Up Permission
 CRM Request List	 Add Reimbursement	 Channel Report	 Agent Report



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YOU**