



Hello, admin
Online

Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:22:24 AM

Search...

ADD NEW FILTER

Filter ID:	<input type="text"/> <small>(no spaces or punctuation)</small>
Filter Name:	<input type="text"/> <small>(short description of the filter)</small>
Filter Comments:	<input type="text"/>
Admin User Group:	<input type="text" value="All Admin User Groups"/>
Filter SQL:	<input type="text"/>

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Scripts <
- Filters <
- Inbound <
- User Groups <
- Remote Operator <
- Admin <



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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:15:34 AM

ADD A NEW USER

- Dashboard
- Operator
 - My Operator
 - Add A New Operator
 - Copy Operator
 - Search For A Operator
 - Voice Logs
 - Operator Status
 - Time Sheet
- Activity
- Catalog

User Number:

Password: Strength: Weak

Full Name:

User Level:

User Group:

Phone Login:

Phone Pass:



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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:03:34 AM

Search... 

ADD NUMBERS TO THE DNC CATALOG

Catalog:

SYSTEM_INTERNAL - INTERNAL DNC CATALOG

Phone Numbers:

(one phone number per line only)

SUBMIT

Dashboard

Operator <

Activity <

Catalog <

Emails <

Reports



Hello, admin
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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:30:25 AM

Search...

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Scripts <
- Filters <
- Inbound <
- User Groups <

Dates: 2015-10-13 to 2015-10-22	Activity: -- ALL ACTIVITY -- 1800Rem 5001 Avyukta IMHCamp	Operator Groups: -- ALL OPERATOR GROUPS -- ADMIN AGENTS IMHManager REHAINFO	Operator: -- ALL OPERATOR -- 2252 - 2252 2563 - 2563 3001 - 3001 3002 - 3002	Shift: ALL	Display as: TEXT <input type="checkbox"/> Show %'s <input type="button" value="SUBMIT"/>
--	--	--	---	---------------	---

Operator Performance Detail 2015-10-29 08:30:23

Time range: 2015-10-13 00:00:00 to 2015-10-22 23:59:59

CALL STATS BREAKDOWN: (Statistics related to handling of calls only) [\[DOWNLOAD\]](#)

OPERATOR NAME	ID	CURRENT OPERATOR GROUP	MOST RECENT OPERATOR GRP	CALLS	TIME	PAUSE	PAUSAVG	WAIT	WAITAVG	TALK
3001	3001	RVMGlobalSolutions	RVMGlobalSolutions	875	10:12:33	1:02:48	0:04	5:25:39	0:22	3:04:19
3002	3002	RVMGlobalSolutions	RVMGlobalSolutions	576	7:05:35	45:38	0:05	3:57:16	0:25	1:57:45

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Dashboard Control panel

Timeclock > Thursday October 29, 2015 7:52:34 AM

Search...

Dashboard

Operator <

Activity <

Catalog <

Emails <

Reports

35
 Total Operators

[More info](#)

9
 Total Activity

[More info](#)

9
 Total Catalog:

[More info](#)

5
 Current Login Operators:

[More info](#)

System Details

0 System Load	18.64 Disk Usage	0 Catalog In Hopper	0 Dialable Catalog
-------------------------	----------------------------	-------------------------------	------------------------------

Account Details

0.02 Total Calls Today	0.01 Answered Calls Total	0.02 Drop Calls Today	18.87 Live Operator
----------------------------------	-------------------------------------	---------------------------------	-------------------------------

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

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Operators
2	2	0	8

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

Total Calls	Total Inbound Calls	Total Outbound Calls	Maximum Operator
4	0	3	8



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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:01:42 AM

Search...

[Show Activity](#)
[Add A New Activity](#)
[Copy Activity](#)
[Real-Time Activity Summary](#)

ACTIVITY CATALOG RECYCLE LISTINGS:

10 records per page

Search:

ACTIVITY ▲	NAME ◆	CATALOG RECYCLES ◆	MODIFY ◆
1800Rem	1800 Remodel	NONE	
5001	AA5001	NONE	
Avyukta	AvyuktaTest	NONE	
IMHCamp	IMHCamp	NONE	
Inbound	InboundIVR	NONE	
IndiaCal	IndiaCall	NONE	
naresh	naresh	NONE	
Rehacamp	Rehacamp	NONE	
Test	Test23	NONE	
Test2	Test23	NONE	

- Dashboard
- Operator <
- Activity ▾
 - My Activity
 - Disposition Policy
 - Pause Codes
- Catalog <
- Emails <
- Reports



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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:23:59 AM

Search...

Export Calls Report

Date Range:	Campaigns:	Inbound Groups:	Lists:	Statuses:	User Groups:
2015-10-29 to 2015-10-29	---NONE--- 1800Rem 5001 Avyukta IMHCamp Inbound IndiaCal naresh Rehacamp Test Test2	---NONE--- AvyuktaTest InboundIVR VinIN VNDIN	---ALL--- 101 102 111 123 998 999 1258 5200 9682 16319 72555 99997 100007 100008 100009 100010 100011 100012 100013 110000	---ALL--- A AA AB ADC AFAX AFTHRS AL AM B CALLBK CBHOLD DC DEC DNC DNCL DROP ERI INCALL N NA	---ALL--- ADMIN AGENTS IMHManager REHAINFO RVMGlobalSolutions testgroup
Header Row: YES					
Recording Fields: NONE					
Custom Fields: NO					
Per Call Notes: NO					
Export Fields: STANDARD					

SUBMIT

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Scripts <
- Filters <
- Inbound <
- User Groups <
- Remote Operator <
- Admin <
- Reports

Hello, admin
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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:25:28 AM

Search...

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Scripts <
- Filters <
- Inbound <
- User Groups <
- Remote Operator <
- Admin <
- Reports

2015-10-29

to

2015-10-29

--ALL INGROUPS--

AvyuktaTest - AvyuktaTest

InboundIVR - InboundIVR

VinIN - VinIN

VNDIN - VNDIN

TEXT ▾

SUBMIT

Show hourly results

Show disposition statuses

Ignore after-hours calls

[DOWNLOAD](#) | [MODIFY](#)

Inbound Daily Report 2015-10-29 08:25:26

Selected in-groups:

Time range 1 days: 2015-10-29 00:00:00 to 2015-10-29 23:59:59

SHIFT_DATE_TIME_RANGE	TOTAL CALLS OFFERED	TOTAL CALLS ANSWERED	TOTAL AGENTS ANSWERED	TOTAL CALLS ABANDONED	TOTAL ABANDON PERCENT	AVG ABANDON TIME	AVG ANSWER SPEED	AVG TALK TIME	TOTAL TALK TIME
2015-10-29 00:00:00 - 2015-10-29 23:59:59	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
WTD	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
MTD	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
QTD	0	0	0	0	0.00%	00:00	00:00	00:00	0:00:00
TOTALS	0	0	1	0	0.00%	00:00	00:00	00:00	0:00:00

Run Time: 0 seconds

hello, admin
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Dashboard Control panel

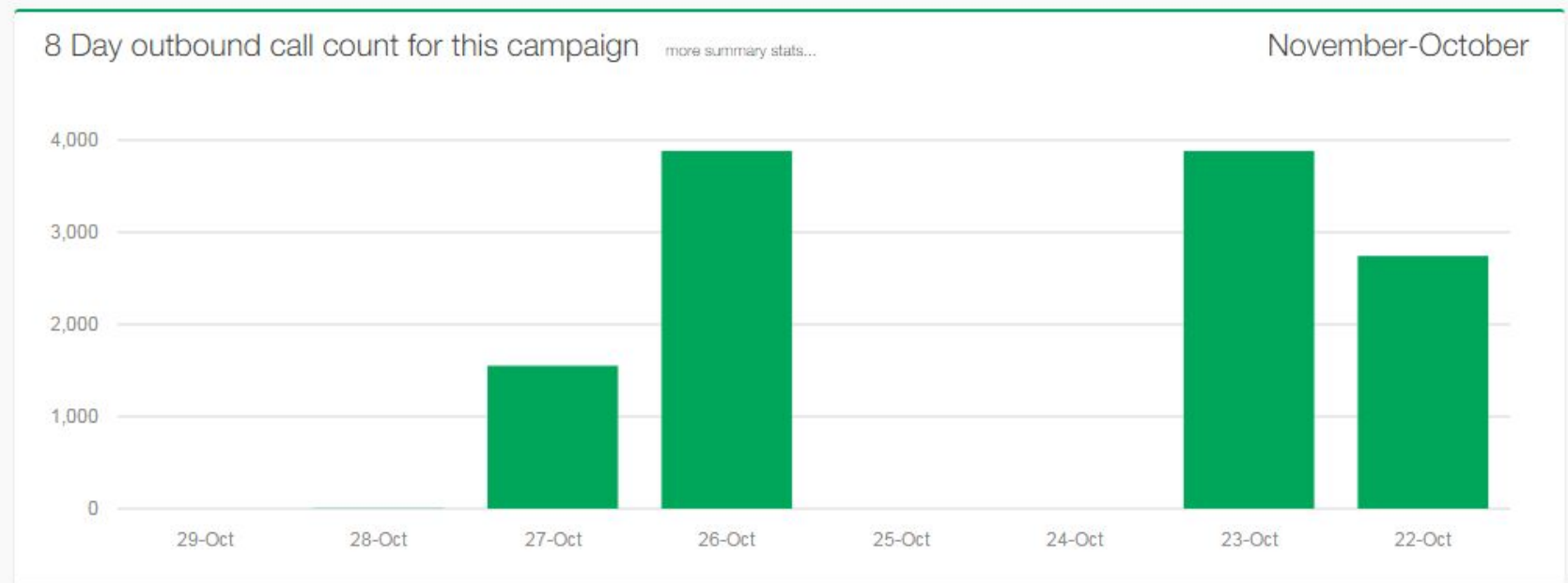
Timeclock > Thursday October 29, 2015 8:18:42 AM

Search... 

1800Rem Basic Detail Disposition Policy Real-Time

Campaign ID 1800Rem	Campaign Name 1800 Remodel	Campaign Description 1800 Remodel
Campaign Change Date 2015-10-27 20:33:12	Campaign Login Date 2015-10-28 10:22:55	Campaign Call Date 2015-10-28 10:22:55

- Dashboard
- Operator <
- Activity >
 - My Activity
 - Statuses
 - HotKeys
 - Disposition Policy
 - Auto-Alt Dial
 - List Mix
 - Pause Codes
 - Presets
 - AC-CID
- Catalog <
- Emails <
- Scripts <





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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:00:06 AM

Search...

- Show Activity
- Add A New Activity
- Copy Activity
- Real-Time Activity Summary



Activity List

10 records per page

Search:

ACTIVITY ID	NAME	ACTIVE	GROUP	DIAL METHOD	LEVEL	ACTIVITY ORDER	DIAL STATUSES	MODIFY
1800Rem	1800 Remodel	Y	RVMGlobalSolutions	RATIO	3	RANDOM	NEW -	
5001	AA5001	N	---ALL---	MANUAL	0	DOWN	NEW -	
Avyukta	AvyuktaTest	Y	---ALL---	RATIO	2	RANDOM	AA N DROP NA ADC A NEW -	
IMHCamp	IMHCamp	Y	IMHManager	RATIO	5	RANDOM	NEW -	
Inbound	InboundIVR	Y	ADMIN	RATIO	1.0	DOWN	CALLBK B DROP A NA NEW -	
IndiaCal	IndiaCall	Y	---ALL---	MANUAL	2	DOWN	NEW -	
naresh	naresh	Y	---ALL---	MANUAL	1	DOWN	NEW -	
Rehacamp	Rehacamp	Y	REHAINFO	RATIO	5	RANDOM	NEW -	
Test	Test23	Y	---ALL---	RATIO	4	RANDOM	N NA AA A NEW -	
Test2	Test23	Y	---ALL---	RATIO	8	RANDOM	N NA AA A NEW -	

Dashboard

Operator <

Activity >

My Activity

Disposition Policy

Pause Codes

Catalog <

Emails <

Reports



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Dashboard Control panel

Timeclock > Thursday October 29, 2015 7:56:54 AM

Search...

Dashboard

Operator ▼

My Operator

Voice Logs

Activity <

Catalog <

Emails <

Reports

Active Operator List

10 records per page

Search:

Operator ID ▲	Operator Name ◆	Level ◆	Operator Group ◆	Active ◆	Useful Links ◆
2252	2252	6	REHAINFO	Y	
2563	2563	6	AGENTS	Y	
3001	3001	6	RVMGlobalSolutions	Y	
3002	3002	6	RVMGlobalSolutions	Y	
3003	3003	6	RVMGlobalSolutions	Y	
3004	3004	6	RVMGlobalSolutions	Y	
3005	3005	6	RVMGlobalSolutions	Y	
3006	3006	6	RVMGlobalSolutions	Y	
7001	7001	6	testgroup	Y	
7002	7002	6	testgroup	Y	

Showing 1 to 10 of 43 entries

← Previous
1
2
3
4
5
Next →



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Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:25:30 AM

Dates: <input type="text" value="2015-10-29"/> to <input type="text" value="2015-10-29"/>	Activity: -- ALL ACTIVITY -- 1800Rem - 1800 Remodel 5001 - AA5001 Avyukta - AvyuktaTest IMHCamp - IMHCamp	Catalog: <small>(optional, possibly slow)</small> -- ALL CATALOG -- 101 - load me some leads 102 - 102 111 - 111 123 - 123	Include Drop Rollover: <input type="text" value="NO"/>	Carrier Stats: <input type="text" value="NO"/>	Bottom Graph: <input type="text" value="NO"/>	Display as: <input type="text" value="TEXT"/>	Shift: <input type="text" value="ALL"/>	<input type="button" value="SUBMIT"/>	ACTIVITY
---	---	--	--	--	---	---	---	---------------------------------------	---------------------

PLEASE SELECT A ACTIVITY AND DATE ABOVE AND CLICK SUBMIT

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Scripts <
- Filters <
- Inbound <
- User Groups <



[Real-Time Report](#)
[Choose Report Display Options](#)
[RELOAD NOW](#)
[MODIFY](#)
[SUMMARY](#)
 refresh: 0

[+ VIEW MORE](#)
[VIEW USER GROUP](#)
[SHOW SERVER INFO](#)
[HIDE WAITING CALLS](#)
[SHOW IN-GROUP STATS](#)
[SHOW PHONES](#)
[SHOW CUSTPHONES](#)

DIAL LEVEL:	3.444	TRUNK SHORT/FILL:	0 / 0	FILTER:	NONE	TIME:	2015-10-29 08:25:30
DIALABLE LEADS:	65117	CALLS TODAY:	2	AVG AGENTS:	0.05	DIAL METHOD:	MANUAL
HOPPER (min/auto):	7556 / 0	DROPPED / ANSWERED:	2 / 1	DL DIFF:	0.00	STATUSES:	AA, N, DROP, NA, ADC, A, NEW
LEADS IN HOPPER:	3964	DROPPED PERCENT:	200.00%	DIFF:	0.00%	ORDER:	DOWN

NO LIVE CALLS WAITING NO AGENTS ON CALLS



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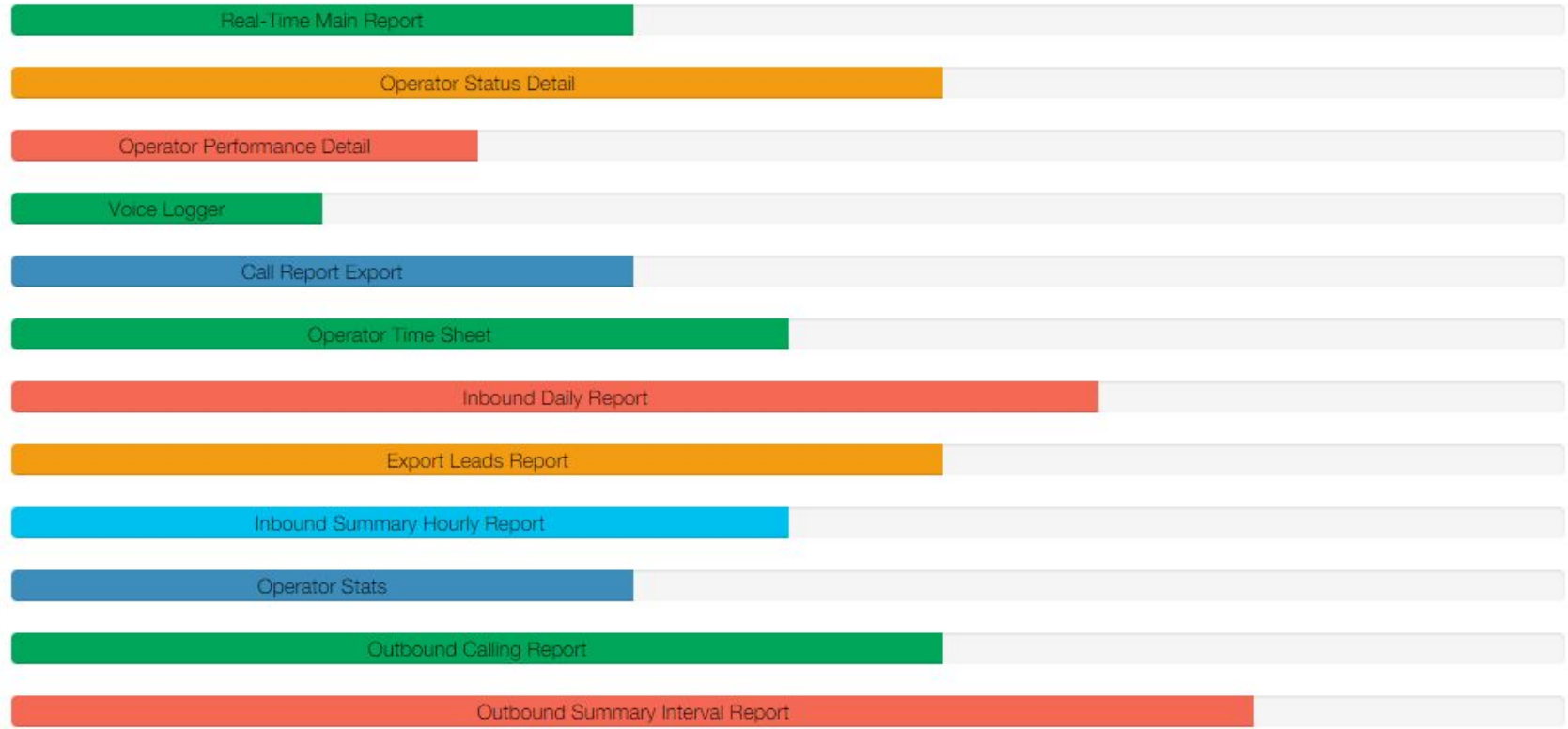
Dashboard Control panel

Timeclock > Thursday October 29, 2015 8:10:36 AM

Search...

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Reports

Server Stats and Reports



ADVANCE REPORT

- Fronter - Closer Report
- Lists Campaign Statuses Report
- Lists Pass Report
- Called Counts List IDs Report

Buy



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Search...

Operator Stats Operator Status Time Sheet Days Status ⚙

- Dashboard
- Operator <
- Activity <
- Catalog <
- Emails <
- Reports

Operator Stats for

2015-10-29 to 2015-10-29 Username

[Operator Time Sheet](#) | [Operator Status](#) | [Modify Operator](#) | [Operator multiple day status detail report](#)

OPERATOR TALK TIME AND STATUS: [\[DOWNLOAD\]](#)

STATUS	COUNT	HOURS:MM:SS
TOTAL CALLS	0	0:00

OPERATOR LOGIN/LOGOUT TIME: [\[DOWNLOAD\]](#)

EVENT	DATE	CAMPAIGN	GROUP	SESSION HOURS:MM:SS	SERVER	PHONE	COMPUTER	PHONE LOGIN	PHONE IP
TOTAL				0:00					

TIMECLOCK LOGIN/LOGOUT TIME: [\[DOWNLOAD\]](#)

ID	EDIT	EVENT	DATE	IP ADDRESS	GROUP	HOURS:MM:SS
				TOTAL	401699:58:07	

CLOSER IN-GROUP SELECTION LOGS: [\[DOWNLOAD\]](#)

#	DATE/TIME	CAMPAIGN	BLEND	GROUPS	MANAGER

OUTBOUND CALLS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	LENGTH	STATUS	PHONE	CAMPAIGN	GROUP	LIST	LEAD	HANGUP REASON

INBOUND/CLOSER CALLS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	LENGTH	STATUS	PHONE	CAMPAIGN	WAIT (S)	OPERATOR (S)	LIST	LEAD	HANGUP REASON
TOTALS		0					0			

OPERATOR ACTIVITY FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	these fields are in seconds						STATUS	LEAD	CAMPAIGN	PAUSE CODE
		PAUSE	WAIT	TALK	DISPO	DEAD	CUSTOMER				
TOTALS		0	0	0	0	0	0				
(m HH:MM:SS)		0:00	0:00	0:00	0:00	0:00	0:00				

RECORDINGS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	LEAD	DATE/TIME	SECONDS	RECID	FILENAME	LOCATION

MANUAL OUTBOUND CALLS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	CALL TYPE	SERVER	PHONE	DIALED	LEAD	CALLERID	ALIAS	PRESET	C3HU

CATALOG SEARCHES FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	TYPE	RESULTS	SEC	QUERY

PREVIEW CATALOG SKIPS FOR THIS TIME PERIOD: (10000 record limit) [\[DOWNLOAD\]](#)

#	DATE/TIME	LEAD ID	STATUS	COUNT	CAMPAIGN