



VANTAGE
SERVICES

Information Technology

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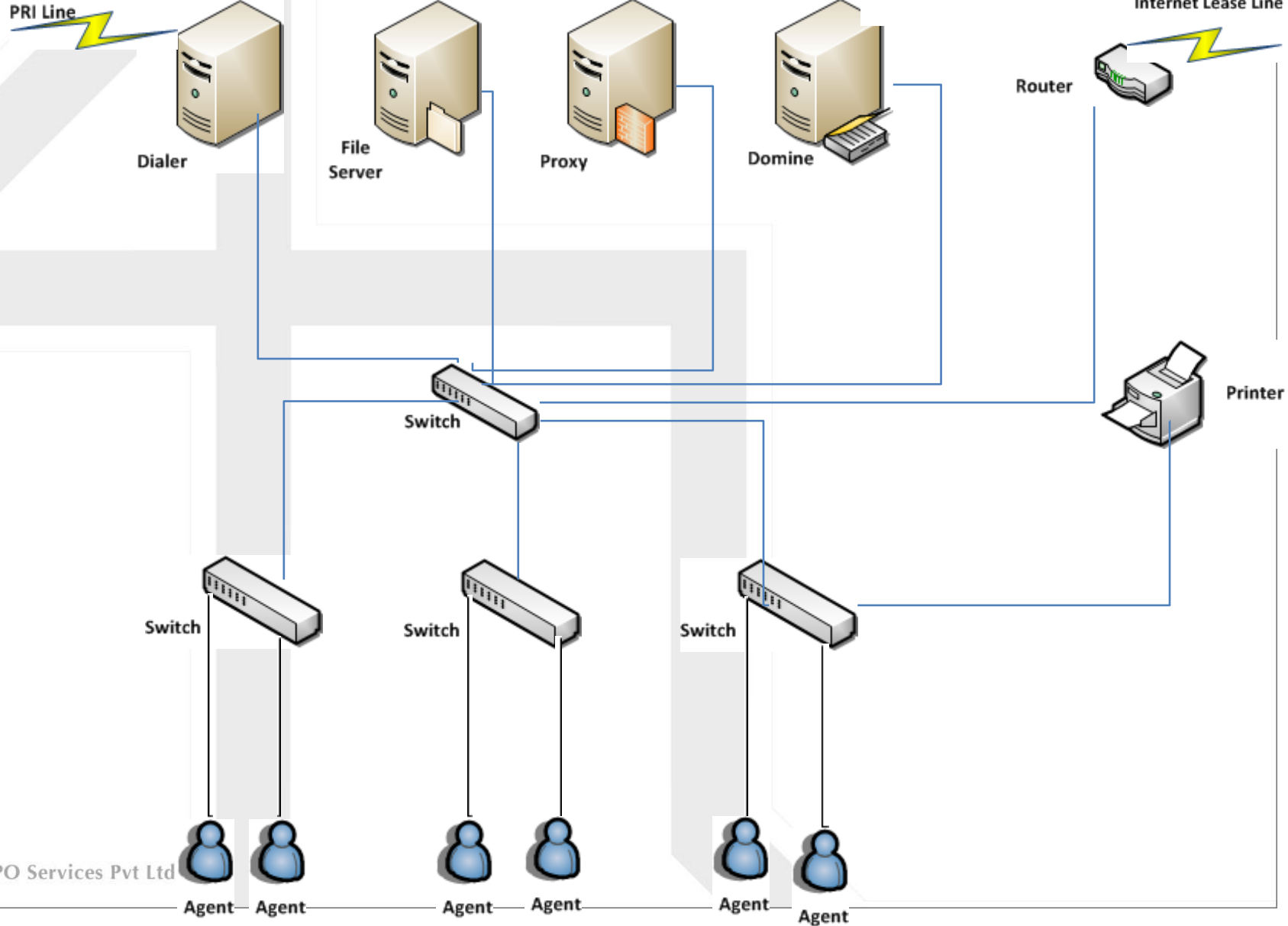
Infrastructure

Our infrastructure plays a Key role in delivering the quality, consistency and Innovation our clients have come to expect from us.

- Spacious Air-conditioned workplace ergonomically designed.
- Workstations for a stress free working environment.
- Adequate power supply with sufficient UPS back-up.
- 24/7 hi-tech security.
- Superior access control and fire-alarm systems.
- Located at Malad West, a Prime Area for IT and ITES Talent.
- Internet Connection from Airtel.
- Sound Proofing on all walls and sound absorption panels on individual desks.
- Shared Training Room, conference room and Pantry.
- Power by Reliance Energy.
- UPS for all critical servers and Equipment.
- Centrally Air conditioned.
- Dialers for Inbound and Outbound call.
- Branded Servers for various applications
- IT Support person for In-house technology support.



Network Diagram





Campaign Status

Describes the live and complete campaign status of the calling process.
Which includes the following features:-

Agent Status: -

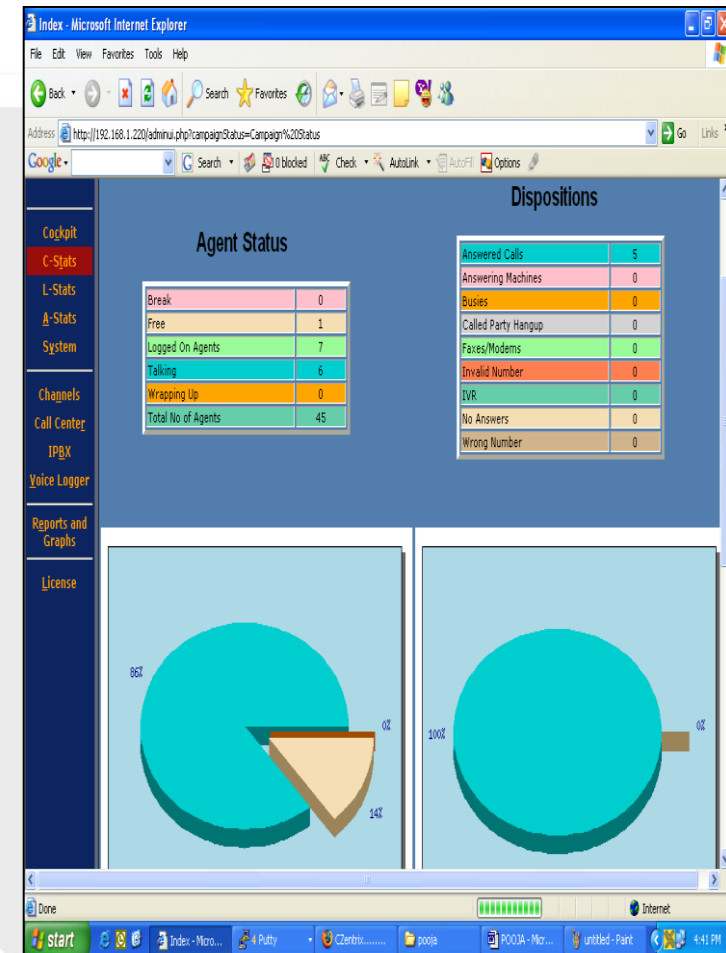
Agent information

- **Break:**-Number of agents in break.
- **Free:** - Number of agents free.
- **Logged on Agents:** - Total number of agents logged in.
- **Talking:**-Number of agents doing calling.
- **Wrapping Up:** - Agents which have completed their call, but not yet disposed the call.
- **Total no of Agents:** - Total number of agents created for the campaign.

Call Counters: -

It gives the status of the calls done by the agents.

- **Answered:** - The customer answered the call.
- **Abandon:** - The calls dropped by the dialer.
- **In Queue:** - The connected calls waiting to be transferred to the agents.





Agent call summary

Information on agent calls with following details month wise.

- **Campaign Name:-** Name of campaign
- **Agent Name:-** Name of the agent
- **Agent Id:-**The unique Id assigned to agent
- **Total calls:-**Total calls number of calls done by the agents.
- **Disposition Set:** - Total numbers of calls to which dispositions has been set by the agents.
- **No Disposition Set:** - Total number of calls to which disposition has not been set by the agents.
- **Total Talk Time:** - Talk is the amount of time an agent spends actually talking to a client or called party. This is normally expressed in hours. It can be a measure of a single call or some number of calls such as calls taken in a given interval (e.g. this hour, total by this agent, etc).
- **Average Talk Time:** - Which is the amount of time spent on a group of calls averaged over the number of calls in the group.
- **Total Hold Time:** - It is the total amount of time spent by agents putting on hold to customers.
- **Total Wrap Time:** - It is total time taken by gents after disconnecting the call and setting the corresponding dispositions to it.


Agent ID	Total Calls	Disposition Set	No Disposition Set	Average Talk Time	Total Hold Time
2001	5079	4753	326	00:00:37	00:47:48
2002	3630	3315	315	00:00:30	00:34:54
2003	5609	5062	547	00:00:29	00:55:04
2004	1480	1135	345	00:00:45	00:14:20
2004	2689	2682	7	00:00:43	00:47:16
2005	1414	1257	157	00:00:27	00:14:41
2005	3396	3383	13	00:00:36	01:12:19
2006	1581	1280	301	00:00:35	00:14:28
2007	1132	989	143	00:00:31	00:10:34
2008	359	358	1	00:00:33	00:02:45
2009	5270	4960	310	00:00:30	00:51:24
2010	5628	5303	325	00:00:33	00:55:34
2011	349	344	5	00:00:36	00:02:59
2012	3639	3486	153	00:00:36	00:35:20
2013	1646	1441	205	00:00:38	00:16:59
2014	1087	719	368	00:00:40	00:09:21
2015	5263	4875	388	00:00:35	00:50:15
2016	5773	5494	279	00:00:22	00:56:17
2017	6301	6143	158	00:00:23	01:02:37
2018	4563	4333	230	00:00:37	00:43:34

Detail Call Report: -

Detailed report of all the calls including the following information:-

- **Agent name:** - Name of the agent.
- **Agent Id:** - Unique Id assigned to each agent.
- **Campaign Name:** - Name of the campaign to which the agent is Associated.
- **List Name:** - Name of the list from which agent is getting call.
- **Customer Ph No:** - Customer phone number to which the agent had called.
- **Queue Time:** - for the particular call which is in seconds only.
- **Date Time:** - Date and time when the agent called the customer.
- **Call Duration:** - Total time taken for each call done by the agents
- **Call Type:** - Type of the dialer used i.e. Predictive, Preview or Progressive.
- **Call Status:** - Status set by the agent i.e. answered or busy.
- **Customize Disposition:** - It shows the customize disposition set by the agent for the called customer number.
- **Transferred To:** - It show's the Unique Id of the Supervisor if that call is being transferred.
- **Remarks:** - It shows the remark of the agents against the called number if any.

Vantage BPO Services Pvt Ltd



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http://124.30.10.154/adminui.php?reportUI=Campaigns&page=40&select%20agent_name,agent_id,campaign_name,list

Filter: Agents in Id Search

Sign Out

Detailed Call Report

For The Month of Jan-2007
Campaign : First Funds

[45] [46] [47] [48] [49] [50] [51] [52] [53] [54] [55] [56] [57] [58] [59] [60] [Next]

Agent	List Name	Customer Ph No	Queue Time(Secs)	Date Time	Call Duration	Call Type	Call Status	Cust Disposition	Transfer
s	RF-jan2-list3	19287830077	0	2007-01-03 01:31:04	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list3	19284748181	0	2007-01-03 01:31:06	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list3	15203644205	0	2007-01-03 01:31:14	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list3	15204595132	0	2007-01-03 01:31:16	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list2	16516466686	0	2007-01-03 01:31:19	00:00:20	PREDICTIVE	answered	WrongNo	
s	RF-jan2-list2	19524312210	0	2007-01-03 01:31:26	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list2	17637954436	0	2007-01-03 01:31:26	00:01:37	PREDICTIVE	answered	WrongNo	
s	RF-jan2-list3	15208829880	0	2007-01-03 01:31:29	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list3	15206240352	0	2007-01-03 01:31:29	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list2	16517355331	1	2007-01-03 01:31:32	00:01:22	PREDICTIVE	answered	WrongNo	
s	RF-jan2-list3	15202952977	0	2007-01-03 01:31:35	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list2	19528540800	0	2007-01-03 01:31:36	00:00:00	PREDICTIVE	busy		
s	RF-jan2-list3	15208079618	0	2007-01-03 01:31:37	00:00:00	PREDICTIVE	busy		

Done

Start | C:\Documents and Settings\... | Index - Mozilla Firefox | 6:43 PM



Disposition Reports

Disposition Report with the Customized Dispositions

- **Disposition Report:** - Gives the information about the campaign name along with the Disposition report for that campaign in tabular form with the disposition status i.e. Abandon, Answered, Answering Machine, Busy, Called Party Hang up, Fax Machine, Invalid Number, IVR, Modem, No Answer, Wrong Number, Transfer, Supervisor Transfer, Not Set, Do Not Call, Gateway Unreachable, Total, Total Failed.
-
- **Customized Disposition Report:-** Gives the information about the name of campaign along with the customized dispositions with the number of the calls.

The screenshot shows a Mozilla Firefox browser window displaying a web application interface. The address bar shows the URL: <http://124.30.10.154/adminui.php?reportUI=Campaigns>. The page content is divided into two main sections: a standard Disposition Report and a Customized Disposition Report.

Disposition Report
 For The Month of Jan-2007
 Campaign : First Funds
 Campaign Type: OUTBOUND
 Dialer Type: PREVIEW
 Before 2007-01-26

Answering Machine	Busy	Called Party Hangup	Fax Machine	Invalid Number	IVR	Modem	No Answer	Wrong Number	Transfer	Supervisor Transfer	Not Set	Do Not Call
0	0	0	0	0	1	0	0	0	0	0	1841	0

Customized Disposition Report
 For The Month of Jan-2007
 Campaign : First Funds
 Campaign Type: OUTBOUND
 Dialer Type: PREVIEW
 Before 2007-01-26

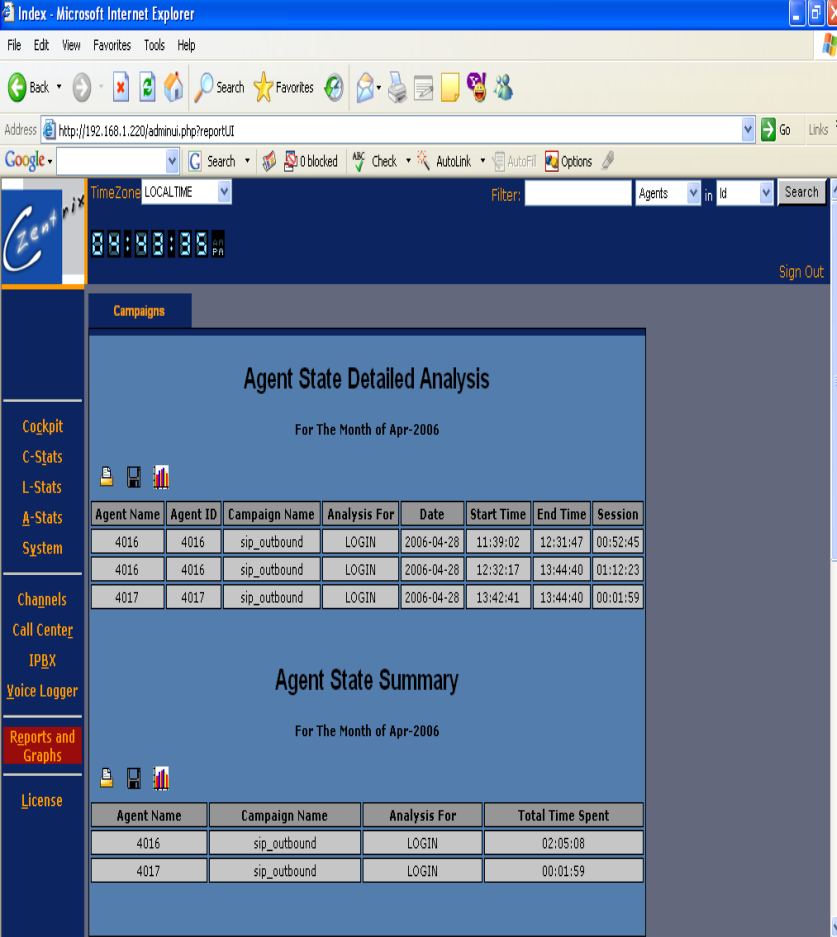
Disposition Name	Count
Unknown	
AnsweringMachine	
ChooseyourDispositio	
ChooseyourDisposition	

The browser's taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 7:30 PM.

Agent State Detail Analysis:-

It Gives **Agent State Detailed Analysis** and **Agent State Summary**.

- **Agent State Detailed Analysis** :-Gives information about the Agent Name, Agent Id, Campaign Name, Analysis for which gives information when the agent were logged-In and when they were in break, date, Start time, and End time of the agent call, session of the call done by the Agent.
- **Agent State Summary**: - Gives information about Agent name, Campaign name, Analysis for, Total time spent on call.



Agent State Detailed Analysis
For The Month of Apr-2006

Agent Name	Agent ID	Campaign Name	Analysis For	Date	Start Time	End Time	Session
4016	4016	sip_outbound	LOGIN	2006-04-28	11:39:02	12:31:47	00:52:45
4016	4016	sip_outbound	LOGIN	2006-04-28	12:32:17	13:44:40	01:12:23
4017	4017	sip_outbound	LOGIN	2006-04-28	13:42:41	13:44:40	00:01:59

Agent State Summary
For The Month of Apr-2006

Agent Name	Campaign Name	Analysis For	Total Time Spent
4016	sip_outbound	LOGIN	02:05:08
4017	sip_outbound	LOGIN	00:01:59