

# HOSTED CALL CENTER SOLUTION



## About SanCCS-Cloud

**SanCCS Hosted Solution** works with Zero Hardware Requirement due to its cloud-based dependency it doesn't need setup of any hardware, can be deployed instantly with low investment.

Calls on cloud phone systems can be attended by agents from their mobile, tablet, PC, or any other device. Your sales and customer support can work remotely while staying at home to take calls from customers or prospects. Further, you can add as many agents as your company needs behind a single number, making it a highly scalable solution. With live panel, you can remotely supervise your sales and support team by checking the number of calls received, attended, missed and how much daily time your executives are spending on calls. For performance check-ups, you can also hear call recordings securely stored in the cloud. With our solution it is so simple to implement click-to-call service for your customer-facing teams.





**Automated Call  
Distribution**



**Real Time Analytics  
and Report**



**Multilevel IVR**



**Skill Based Routing**



**Seamless Integration**



**Unified Agent  
Desktop**



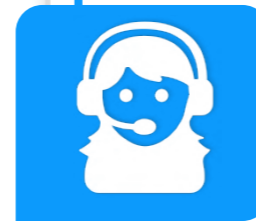
**Agent Performance  
MIS**



**Thoughtful UI**



**Click to Call  
Integration**



**Customer Service**



**Self Designable  
Web Based CRM**



**3rd Party CRM  
Integration**



**Sticky Agent**



**Auto Call Back**



**Agent Briefing**



**Missed Call Auto  
Call Back**



**Drag n Drop Screen  
Designer**



**Data Manual/Auto  
Churning**







## DIALING MODES -

- Progressive
- Predictive
- Manual
- Preview

## E-MAIL & SMS INTEGRATION

## IVR BLAST

## WHATSAPP INTEGRATION

## IVR -

- Multi Process
- Time Conditions
- Voice Mail
- Call Forwarding
- Call Barging



## WEBPHONE ENABLED -

- Configurable DND Button
- Configurable Hangup Button
- Configurable Auto-Answer Button
- 0 Installation
- Auto Configure
- Multi OS Support



## RECORDING -

- 100% digital call recording
- Recording Clarity



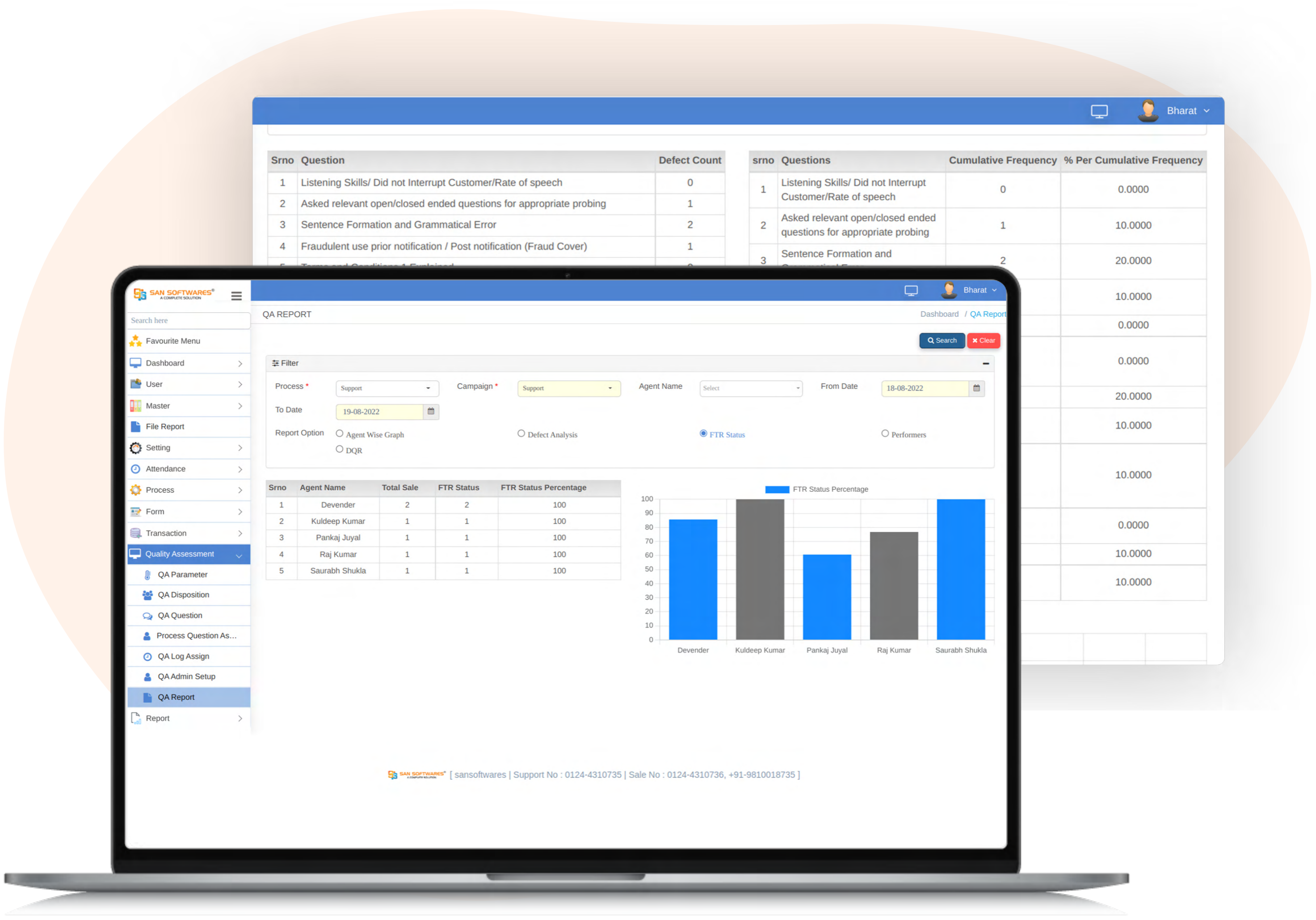
## CRM -

- Online Agent Monitoring
- Caller ID Popup
- Unlimited Processes
- Provision to export in excel with user rights
- Dashboard Templates with user rights



## QA MODULE -

- Live Monitoring
- Agent Wise Productivity Dashboard
- Dynamic Disposition with colour coding
- Case Assignment Tool with Filtration
- Agent Option to Approve or Reject
- Display Multiple Recordings on Audit Form
- Dynamic Case Status
- QA Team Hierarchy Management
- QA Manager/ TL/Agent Dashboard
- Campaign Wise Question Selection
- Display Agent Score on Agent Panel
- Dynamic Question with Fatal / Non-Fatal





Remote Extension



Remote Barging



Automated Attendant



Blacklists



Blind Transfer



Call Detail Records



Call Transfer



Call Monitoring



Call Conference



Call Routing



Music On Hold



Music On Transfer



Remote Office Support



Roaming Extensions



Route by Caller ID



SMS Messaging



Disposition Based  
Trigger (SMS/Email/  
WhatsApp/Call Back)



iFrame Integration



Auto Wrapup



SMS/Email/WhatsApp  
Templates



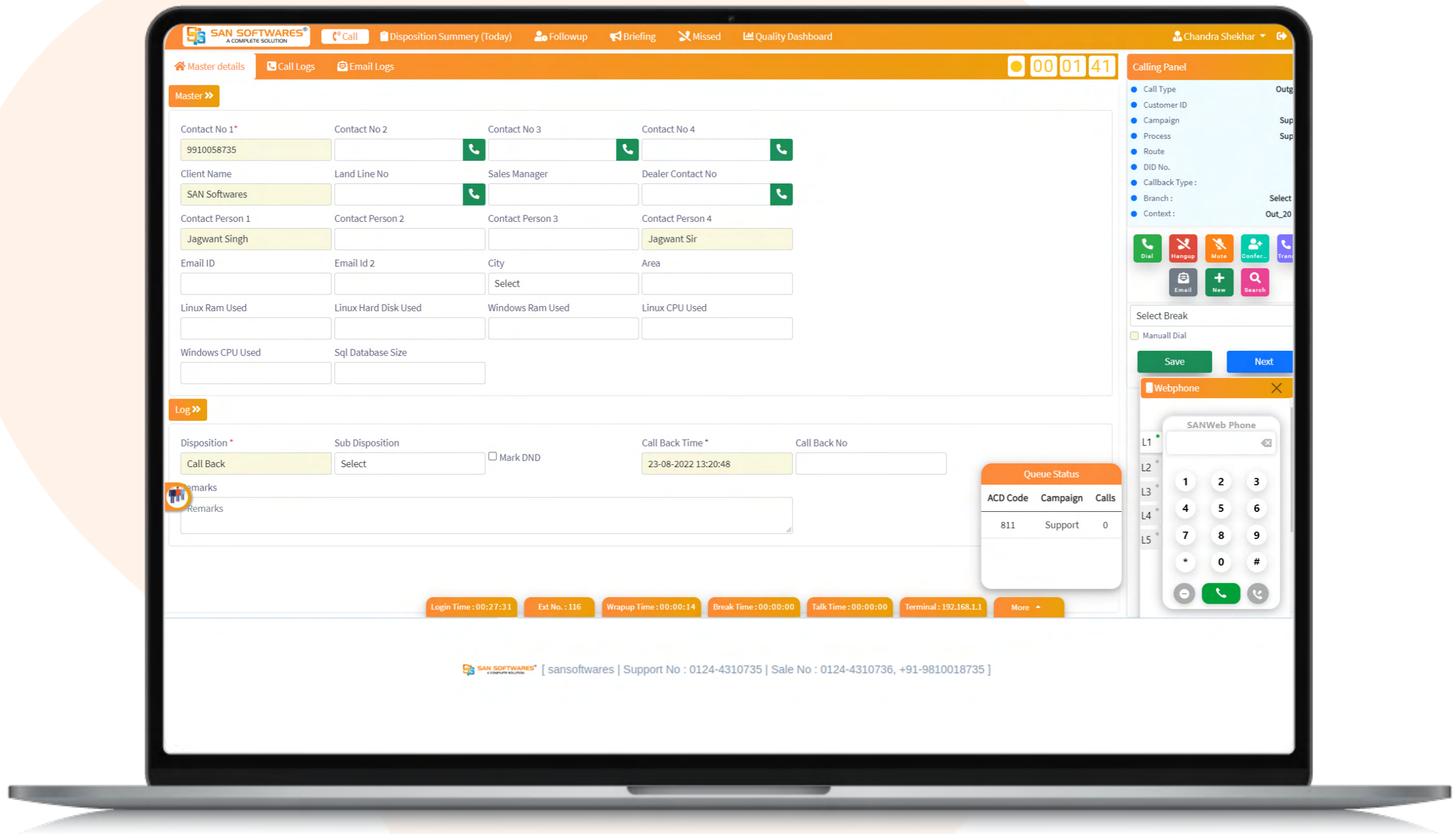
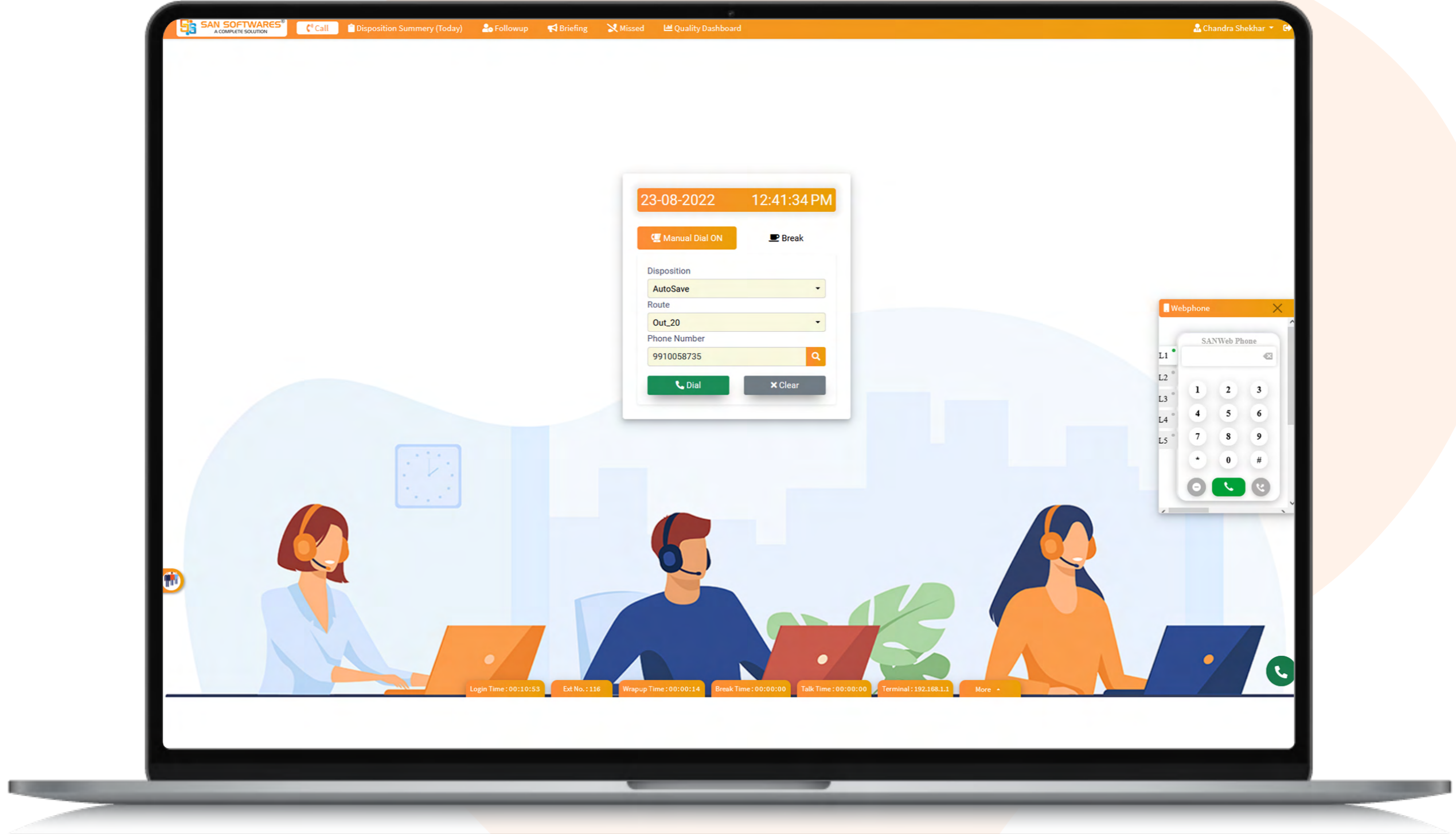
Dynamic Reports



Dynamic Dashboard







# Admin Dashboard



## AMS

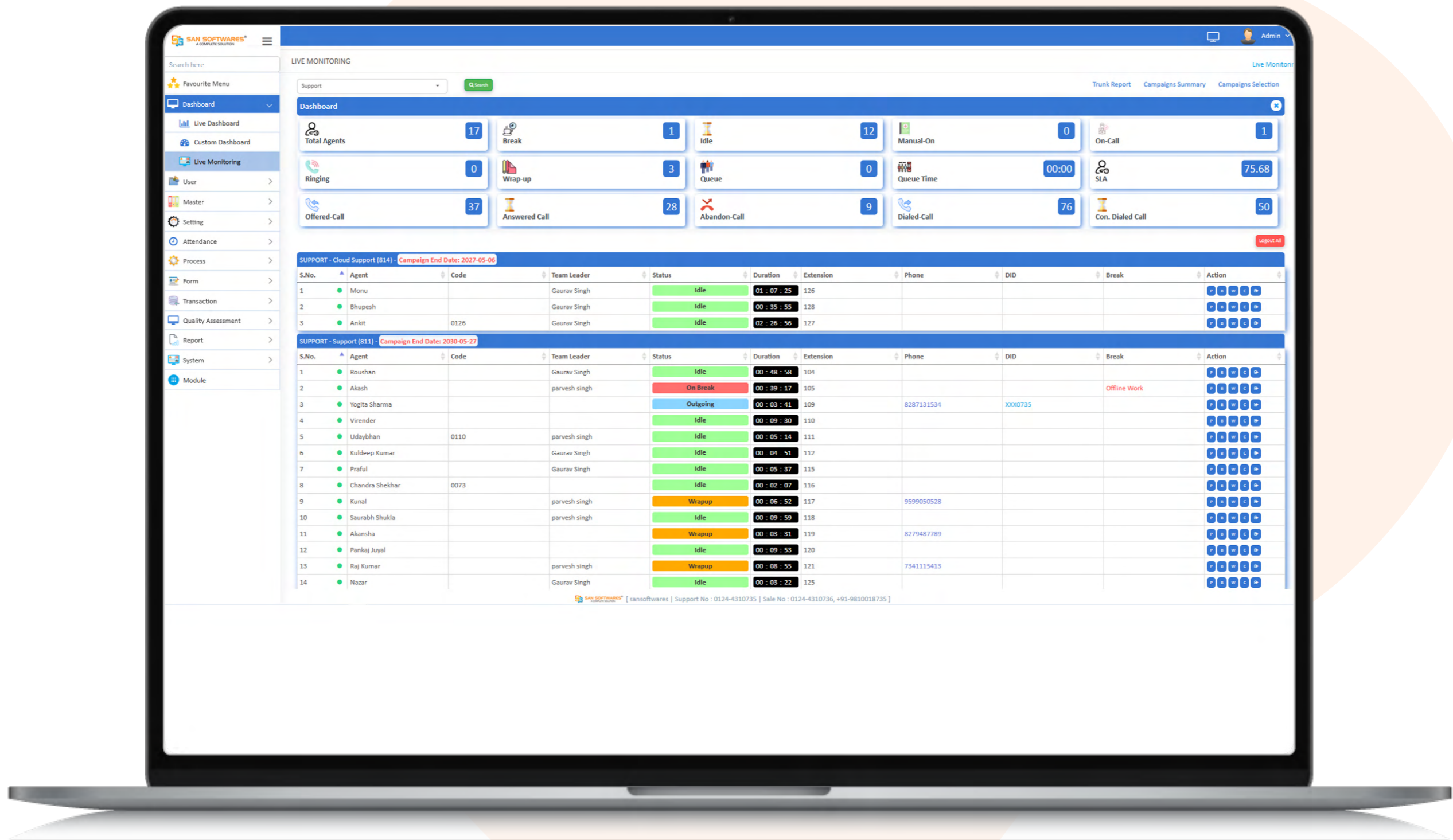
The AMS Reports page displays an Agent Summary table for the report date 26/05/2022 00:00 To 26/05/2022 23:59. The table includes the following columns:

SrNo	Agent Name	Offered	Ansrd	Abnd	Outgoing Call	Con Outgoing Call	Break1	Break2	Hold	Ring Time	Dialing Time	Idle Time	Incoming Time	Outgoing Time	Hold Time	Break1 Time	Break2 Time	Wrapup Time	Abndn Time	Total Talk	Staffed	Aug Talk	Login Count	Logout Count
1	Abhishek Pandey	26	26	0	0	0	0	0	0	00:01:22	00:00:00	05:55:33	00:58:16	00:00:00	00:00:00	00:00:00	00:00:00	00:04:54	00:00:00	00:58:16	07:00:05	00:02:14	1	1
2	Ankur Verma	47	44	3	0	0	1	3	0	00:02:41	00:00:00	00:46:36	03:12:51	00:00:00	00:00:00	00:16:01	01:19:47	00:28:42	00:00:00	03:12:51	05:50:37	00:04:23	5	2
3	Ashish Rai	92	89	3	0	0	3	0	0	00:05:06	00:00:00	06:22:10	05:35:32	00:00:00	00:00:00	00:42:25	00:00:00	00:31:53	00:00:00	05:35:32	12:34:43	00:03:46	3	0
4	Deepak Verma	14	9	5	0	0	0	0	0	00:00:40	00:00:00	00:00:20	00:19:59	00:00:00	00:00:00	00:00:00	00:00:00	00:03:15	00:00:00	00:19:59	00:24:14	00:02:13	1	1
5	Divya Yadav	59	59	0	0	0	1	0	0	00:03:13	00:00:00	00:04:18	02:25:17	00:00:00	00:00:00	00:07:33	00:00:00	00:22:31	00:00:00	02:25:17	02:55:19	00:02:28	2	1
6	Jay Kumar	1	1	0	0	0	0	2	0	00:00:03	00:00:00	00:00:21	00:00:08	00:00:00	00:00:00	00:00:00	00:30:31	00:00:01	00:00:00	00:00:08	00:31:04	00:00:08	3	0
7	Mahima Raj	49	48	1	0	0	1	0	0	00:02:46	00:00:00	00:04:54	02:26:14	00:00:00	00:00:00	00:20:57	00:00:00	00:21:54	00:00:00	02:26:14	02:55:48	00:03:03	3	1
8	Naval Yadav	3	3	0	0	0	0	0	0	00:00:12	00:00:00	00:00:08	00:09:34	00:00:00	00:00:00	00:00:00	00:00:00	00:01:23	00:00:00	00:09:34	00:11:17	00:03:11	1	0
9	Priyanka Shukla	80	78	2	0	0	2	0	0	00:04:56	00:00:00	00:55:07	04:14:29	00:00:00	00:00:00	00:29:30	00:00:00	00:37:05	00:00:00	04:14:29	05:51:37	00:03:16	5	0
10	Salman Khan	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	1	1
11	Shaloo Yadav	96	91	7	0	0	3	0	0	00:03:15	00:00:00	01:17:02	03:34:51	00:00:00	00:00:00	00:29:11	00:00:00	00:50:31	00:00:00	03:34:51	05:47:39	00:02:22	3	2
12	Shweta Verma	36	33	3	0	0	1	0	0	00:01:54	00:00:00	00:06:53	02:18:06	00:00:00	00:00:00	00:24:10	00:00:00	00:16:26	00:00:00	02:18:06	02:43:19	00:04:11	1	0
13	Utkarsh Mishra	8	8	0	0	0	0	0	0	00:00:29	00:00:00	00:00:10	00:20:43	00:00:00	00:00:00	00:00:00	00:00:00	00:01:15	00:00:00	00:20:43	00:22:37	00:02:35	1	0
	<b>Total</b>	<b>513</b>	<b>489</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>5</b>	<b>0</b>	<b>00:28:37</b>	<b>00:00:00</b>	<b>15:33:39</b>	<b>25:36:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>02:49:47</b>	<b>01:30:18</b>	<b>03:39:50</b>	<b>00:00:00</b>	<b>25:36:00</b>	<b>47:08:24</b>	<b>00:03:08</b>	<b>30</b>	<b>9</b>

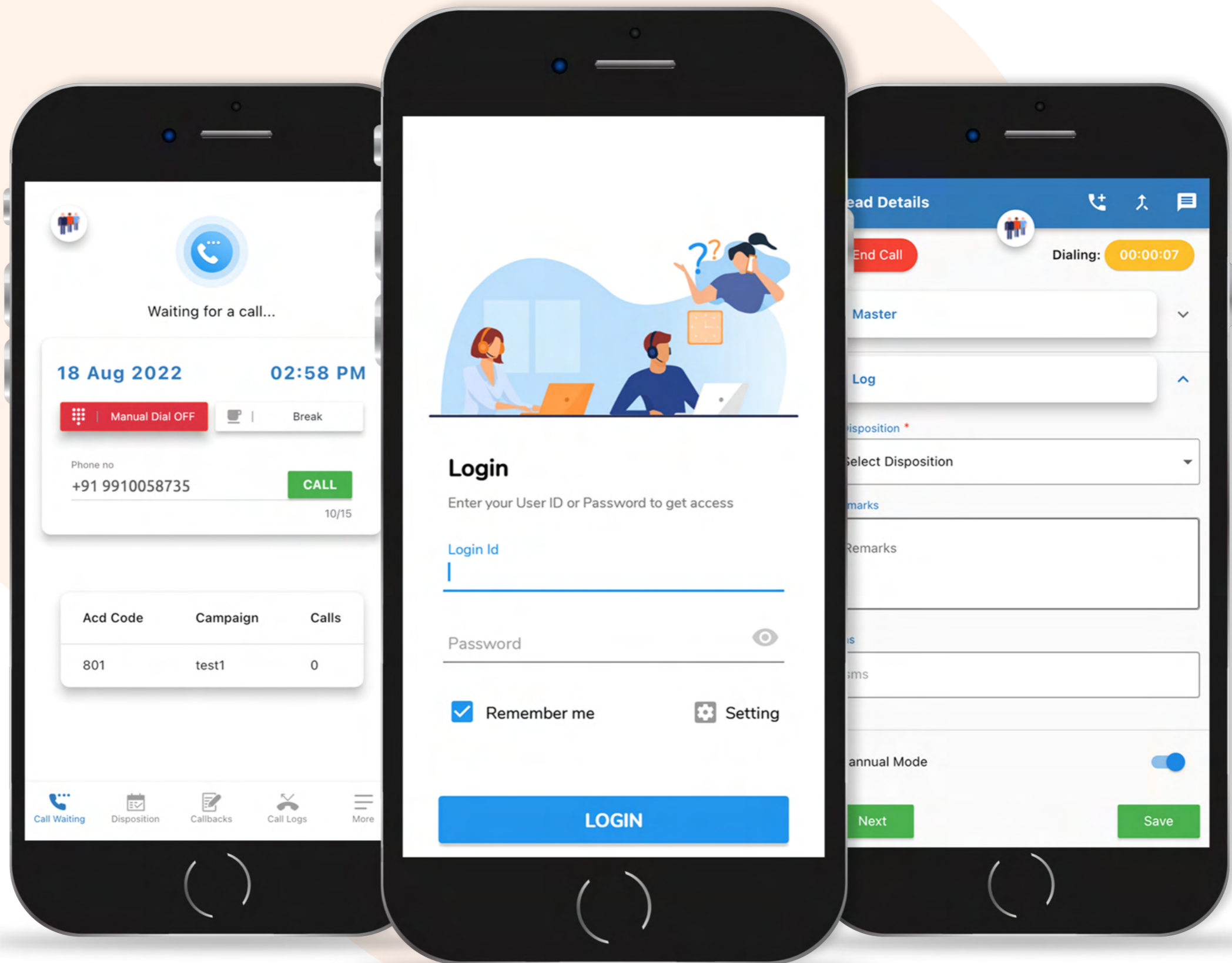




# Live Monitoring



# Mobile App





CALL LOG REPORT

SrNo	Action	LogID	MasterID	Map ID	Call Type	Status	Campaign	Extens No	Agent	Employee Code	CRM/Dum.	CallDum.	Hangup Cause	Start Time	End Time	Callback Time	Callback No	Disposition	Sub Disposition	Mobile Number	Consumer Name	Consumer Number	City	Dist
1	[Play]	195207	1281089	8929534	Incoming	C	We Win Limited	2061	Utkarsh Mishra		00:01:48	00:01:33		26-05-2022 13:25:04	26-05-2022 13:26:52			Connected		9027282637	ILIYES S/O ALLAMENAR	1699233361	MERUT	PV
2	[Play]	195204	1281104	8929536	Incoming	C	We Win Limited	2037	Divya Yadav		00:01:37	00:01:29		26-05-2022 13:24:41	26-05-2022 13:26:18			Connected		8528051931	SMT PANNIA DEVI	8744022000	GORAKHPUR	PV
3	[Play]	195203	1281103	8929535	Incoming	C	We Win Limited	2058	Shaloo Yadav		00:02:22	00:01:06		26-05-2022 13:23:55	26-05-2022 13:26:17			Connected		9005293986	MOHAN	1752683004	LUCKNOW	UV
4	[Play]	195205	1253764	8886867	Incoming	C	We Win Limited	2044	Mahima Rai		00:02:48	00:01:49		26-05-2022 13:23:38	26-05-2022 13:26:26			Connected		9120660440	Mrs NOOR JAHAN	17144904	KANPUR	KESC
5	[Play]	195201	1281101	8929532	Incoming	C	We Win Limited	2061	Utkarsh Mishra		00:02:17	00:01:45		26-05-2022 13:22:41	26-05-2022 13:24:58			Connected		7037123390	RAM RAJ	2829661000	MATHURA	DV
6	[Play]	195195	645005	8929543	Incoming	C	We Win Limited	2045	Priyanka Shukla		00:00:23	00:06:53		26-05-2022 13:21:43	26-05-2022 13:22:06			Connected		9897917770	SHANTI DEVI	853030000	ALIGARH	DV
7	[Play]	195200	1281100	8929531	Incoming	C	We Win Limited	2058	Shaloo Yadav		00:03:06	00:02:06		26-05-2022 13:20:45	26-05-2022 13:23:51			Connected		8077639529	n/a	n/a	n/a	n/a
8	[Play]	195194	615316	8929544	Incoming	C	We Win Limited	2058	Shaloo Yadav		00:00:18	00:04:52		26-05-2022 13:20:22	26-05-2022 13:20:40			Connected		897977920	DR NAINA MIGLANI	9083481000	SAHARAPUR	PV
9	[Play]	195196	1253764	8886867	Incoming	C	We Win Limited	2053	Deepak Verma		00:03:04	00:02:49		26-05-2022 13:19:32	26-05-2022 13:22:36			Connected		9120660440	Mrs NOOR JAHAN	17144904	KANPUR	KESC
10	[Play]	195198	1281072	8929502	Incoming	C	We Win Limited	2044	Mahima Rai		00:04:35	00:04:18		26-05-2022 13:18:58	26-05-2022 13:23:33			Connected		8707292789	MR ROOBI	17139036	KANPUR	KESC
11	[Play]	195202	668939	8929546	Incoming	C	We Win Limited	2052	Ashish Rai		00:06:11	00:05:51		26-05-2022 13:18:51	26-05-2022 13:25:02			Connected		9058576032	MOHAMMAD SHAHEED	3534058916	MATHURA	DV
12	[Play]	195206	1281099	8929550	Incoming	C	We Win Limited	2046	Naval Yadav		00:07:50	00:06:33		26-05-2022 13:18:39	26-05-2022 13:26:29			Connected		8630585571	SRI DHARMVEER S/O SRI RAM PRASAD	6477711654	BAREILLY	mvi
13	[Play]	195199	1281098	8929549	Incoming	C	We Win Limited	2038	Shweta Verma		00:05:30	00:04:38		26-05-2022 13:18:13	26-05-2022 13:23:43			Connected		980775312	Mr SMT HEM LATA	2531770000	LUCKNOW	MV
14	[Play]	195197	1281097	8929548	Incoming	C	We Win Limited	2061	Utkarsh Mishra		00:04:28	00:04:25		26-05-2022 13:18:08	26-05-2022 13:22:36			Connected		8924072684	SHANTI DEVI	3308756000	LUCKNOW	MV

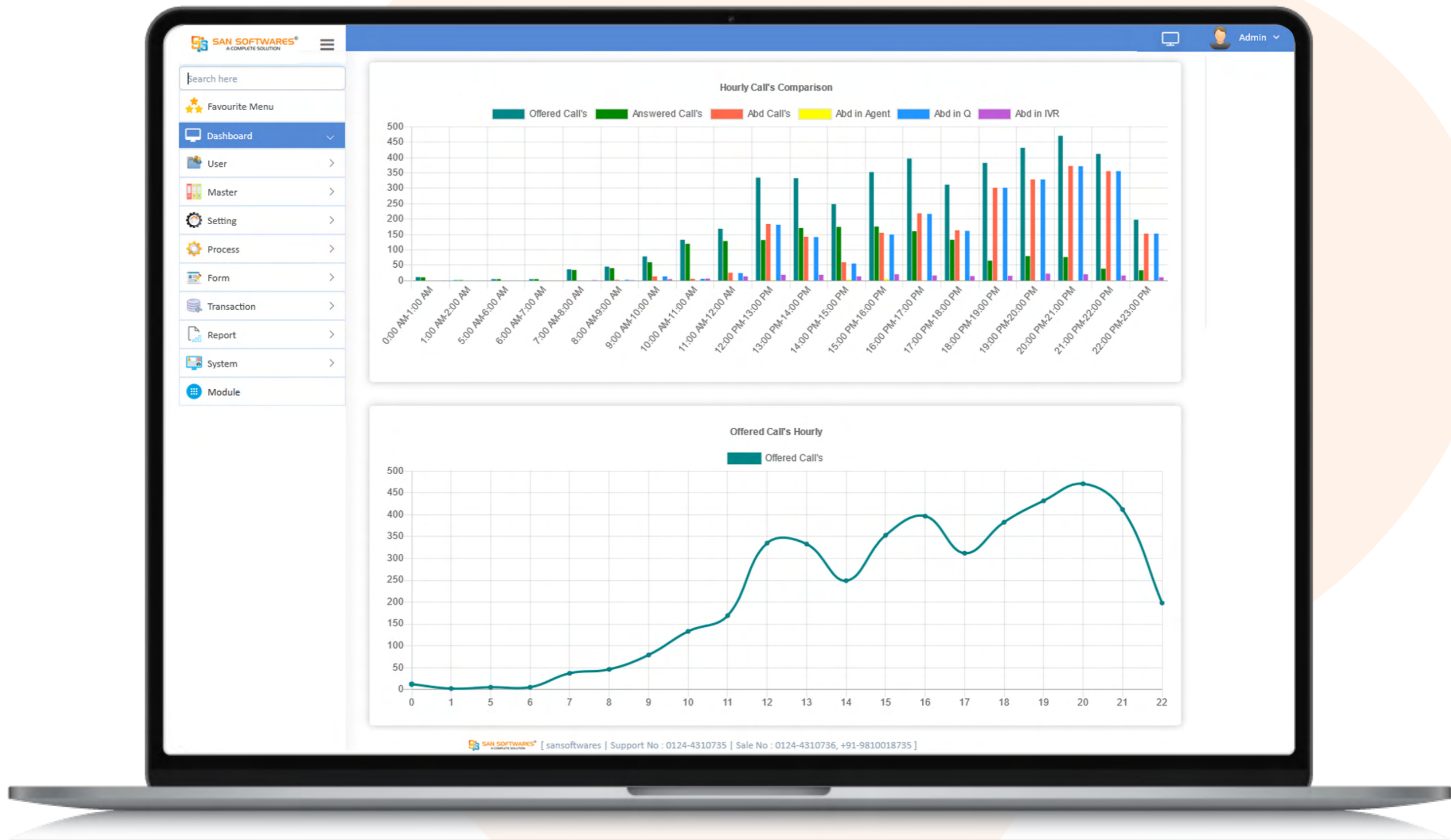
## CDR

ACD/CDR REPORTS

SrNo	Extens	DID No	Group Name	Called No	Start Time	End Time	Ring Durs	IVR Dur	Queue Durs	Agent Durs	Hold Durs	Durs	C/M	Call End At	Agent Name	Trunk No	Cause	DTMF	Call Type	A/C	ACD	Linked ID
1	2044	6745635	We Win Limited-815	91889925135	2022-05-26 13:24:55	2022-05-26 13:25:43	00:00:00	00:00:13	00:00:35	00:00:00	00:00:00	00:00:48	M	Queue	Deepak Verma	SF73002-0007a935	NORMAL CLEARING		Incoming	A	815	1653551695:1458962
2	2044	6745635	We Win Limited-815	9120660440	2022-05-26 13:22:29	2022-05-26 13:25:26	00:00:03	00:00:14	00:00:51	00:01:49	00:00:00	00:02:57	C	Agent	Mahima Rai	SF73002-0007a92e	NORMAL CLEARING		Incoming	A	815	1653551549:1458542
3	2046	6745635	We Win Limited-815	91863085571	2022-05-26 13:17:43	2022-05-26 13:25:10	00:00:03	00:00:14	00:00:37	00:06:33	00:00:00	00:07:27	C	Agent	Naval Yadav	SF73002-0007a932	NORMAL CLEARING		Incoming		815	1653551263:1457780
4	2058	6745635	We Win Limited-815	919005293986	2022-05-26 13:23:11	2022-05-26 13:25:00	00:00:03	00:00:14	00:00:26	00:01:06	00:00:00	00:01:49	C	Agent	Shaloo Yadav	SF73002-0007a92d	NORMAL CLEARING		Incoming		815	1653551599:1458960
5	2052	6745635	We Win Limited-815	9058576032	2022-05-26 13:18:13	2022-05-26 13:24:41	00:00:03	00:00:14	00:00:20	00:05:51	00:00:00	00:06:28	C	Agent	Ashish Rai	SF73002-0007a932	NORMAL CLEARING	1 4 5	Incoming		815	1653551299:1457942
6	2061	6745635	We Win Limited-815	91703712390	2022-05-26 13:22:11	2022-05-26 13:24:25	00:00:03	00:00:14	00:00:12	00:01:45	00:00:00	00:02:14	C	Agent	Utkarsh Mishra	SF73002-0007a933	NORMAL CLEARING		Incoming		815	1653551551:1458468
7	2061	6745635	We Win Limited-815	91750621586	2022-05-26 13:23:18	2022-05-26 13:23:22	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:04	M	IVR		SF73002-0007a92f	NORMAL CLEARING		Incoming		815	1653551598:1458703
8	2044	6745635	We Win Limited-815	918707292789	2022-05-26 13:18:18	2022-05-26 13:23:14	00:00:03	00:00:14	00:00:21	00:04:18	00:00:00	00:04:56	C	Agent	Mahima Rai	SF73002-0007a937	NORMAL CLEARING	2	Incoming	A	815	1653551298:1457858
9	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:54	00:00:01	00:00:14	00:00:37	00:00:00	00:00:00	00:00:32	M	Agent Missed	Deepak Verma	SF73002-0007a936	NO ANSWER		Incoming		815	1653551542:1458523
10	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:50	00:00:03	00:00:14	00:00:11	00:00:00	00:00:00	00:00:28	M	Agent Missed	Deepak Verma	SF73002-0007a936	NO ANSWER		Incoming		815	1653551542:1458523
11	2058	6745635	We Win Limited-815	918077619529	2022-05-26 13:19:47	2022-05-26 13:22:50	00:00:03	00:00:14	00:00:40	00:02:06	00:00:00	00:03:03	C	Agent	Shaloo Yadav	SF73002-0007a932	NORMAL CLEARING		Incoming		815	1653551387:1458929
12	2058	6745635	We Win Limited-815	91807775312	2022-05-26 13:17:37	2022-05-26 13:22:50	00:00:04	00:00:13	00:00:18	00:04:38	00:00:00	00:05:13	C	Agent	Shweta Verma	SF73002-0007a932	NORMAL CLEARING		Incoming		815	1653551257:1457769
13	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:44	00:00:01	00:00:14	00:00:07	00:00:00	00:00:00	00:00:22	M	Agent Missed	Deepak Verma	SF73002-0007a936	NO ANSWER		Incoming		815	1653551542:1458523
14	2053	6745635	We Win Limited-815	919897345060	2022-05-26 13:22:22	2022-05-26 13:22:40	00:00:03	00:00:14	00:00:01	00:00:00	00:00:00	00:00:18	M	Agent Missed	Deepak Verma	SF73002-0007a936	NO ANSWER		Incoming		815	1653551542:1458523
15	2061	6745635	We Win Limited-815	918924072684	2022-05-26 13:15:32	2022-05-26 13:22:32	00:00:03	00:00:14	00:02:18	00:04:25	00:00:00	00:07:00	C	Agent	Utkarsh Mishra	SF73002-0007a931	NORMAL CLEARING	C	Incoming		815	1653551326:1457942
16	2053	6745635	We Win Limited-815	9120660440	2022-05-26 13:18:46	2022-05-26 13:22:19	00:00:03	00:00:14	00:00:27	00:02:49	00:00:00	00:03:33	C	Agent	Deepak Verma	SF73002-0007a932	NORMAL CLEARING		Incoming		815	1653551326:1457934
17	6745635	We Win Limited-815	919411463833	2022-05-26 13:21:27	2022-05-26 13:22:17	00:00:00	00:00:14	00:00:36	00:00:00	00:00:00	00:00:50	M	Queue		SF73002-0007a931	NORMAL CLEARING		Incoming		815	1653551487:1458334	
18	6745635	We Win Limited-815	919897345060	2022-05-26 13:21:25	2022-05-26 13:22:15	00:00:00	00:00:14	00:00:36	00:00:00	00:00:00	00:00:50	M	Queue		SF73002-0007a934	NORMAL CLEARING		Incoming		815	1653551485:1458327	
19	6745635	We Win Limited-815	918707619529	2022-05-26 13:21:42	2022-05-26 13:22:06	00:00:00	00:00:14	00:00:30	00:00:00	00:00:00	00:00:24	M	Queue		SF73002-0007a939	NORMAL CLEARING		Incoming		815	1653551202:1458383	
20	6745635	We Win Limited-815	91703712390	2022-05-26 13:20:00	2022-05-26 13:22:00	00:00:00	00:00:14	00:01:52	00:00:00	00:00:00	00:02:08	M	Queue		SF73002-0007a93e	NORMAL CLEARING		Incoming		815	1653551400:1458130	
21	6745635	We Win Limited-815	919557985780	2022-05-26 13:20:00	2022-05-26 13:21:59	00:00:00	00:00:14	00:01:45	00:00:00	00:00:00	00:01:59	M	Queue		SF73002-0007a93d	NORMAL CLEARING		Incoming		815	1653551400:1458129	
22	6745635	We Win Limited-815	919557985780	2022-05-26 13:20:52	2022-05-26 13:21:33	00:00:00	00:00:14	00:00:27	00:00:00	00:00:00	00:00:41	M	Queue		SF73002-0007a934	NORMAL CLEARING		Incoming		815	1653551400:1458129	
23	2045	6745635	We Win Limited-815	919837917777	2022-05-26 13:18:49	2022-05-26 13:21:31	00:00:03	00:00:13	00:00:33	00:06:53	00:00:00	00:07:42	C	Agent	Priyanka Shukla	SF73002-0007a945	NORMAL CLEARING		Incoming		815	1653551028:1457151
24	6745635	We Win Limited-815	919897345060	2022-05-26 13:20:06	2022-05-26 13:21:20	00:00:00	00:00:14	00:01:00	00:00:00	00:00:00	00:01:14	M	Queue		SF73002-0007a909	NORMAL CLEARING		Incoming		815	1653551406:1458152	
25	6745635	We Win Limited-815	919614159030	2022-05-26 13:20:29	2022-05-26 13:20:29	00:00:00	00:00:14	00:00:16	00:00:00	00:00:00	00:00:30	M	Queue		SF73002-0007a917	NORMAL CLEARING		Incoming		815	1653551429:1458139	
26	6745635	We Win Limited-815	919761368005	2022-05-26 13:18:59	2022-05-26 13:20:19	00:00:00	00:00:14	00:00:06	00:00:00	00:00:00	00:00:20	M	Queue		SF73002-0007a93b	NORMAL CLEARING		Incoming		815	1653551399:1458119	



# Custom Dashboard

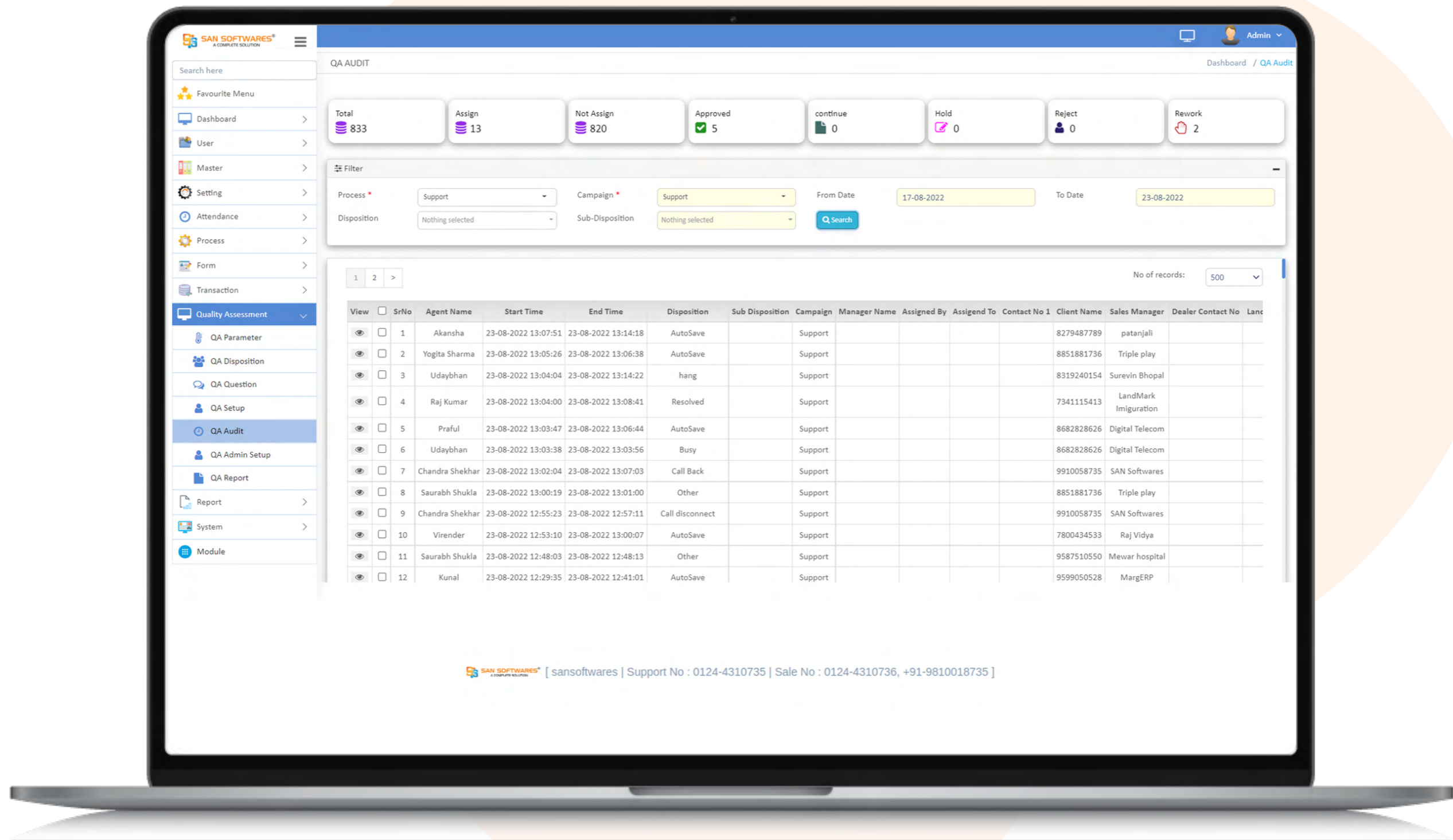


# Import Data

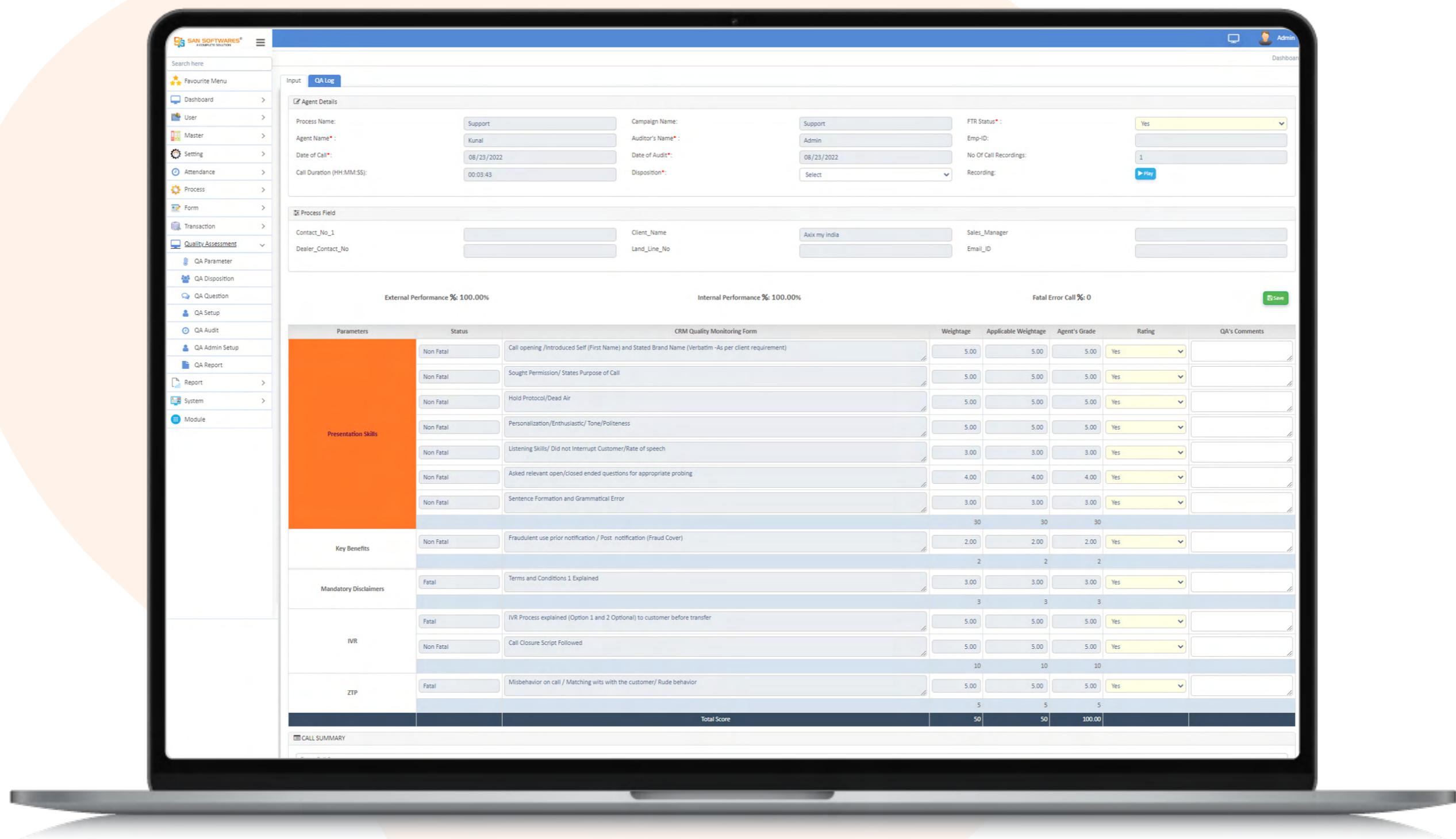
The 'IMPORT MASTER' interface includes the following sections:

- Filter:**
  - Process: SUN Stone
  - Campaign: SunStone UG Andhra
  - Branch: --Select--
  - File Type: CSV
- Column Mapping Table:**

To	From	No Mapping
Mobile_Number		<input type="checkbox"/>
Student_Name		<input type="checkbox"/>
Parent_Name		<input type="checkbox"/>
Alt_Mobile_Number		<input type="checkbox"/>
Landline_Number		<input type="checkbox"/>
Address		<input type="checkbox"/>
City_District		<input type="checkbox"/>
State		<input type="checkbox"/>
Pin		<input type="checkbox"/>
Email_ID		<input type="checkbox"/>
agent		<input type="checkbox"/>



## QA Audit Form







**CONTACT US**



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*— Thank you! —*

