Telesales application

Documentation

2016 Prague **BellaDati**

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1 Description of Telesales application

The application consists of two parts. First part is desktop application and second is mobile application on Android platform, which are connected to a database.

Desktop application deals with call recording and monitoring the effectivness of telephone operators or group of operators.The app records type of call, date of call, effectivness of call and duration. It is dedicated to administrator or managers.

The second part is mobile app on Android platform, which is to make a calls and choose an effectivness of calls. The manager can be an operator too.

1.1 Desktop application

This part is realized for administrator and managers. Individual privileges enable other options in the management of Talesales system.

After login administrator is user navigated to default view **Overview**. In this window is possible to:

- Real time overview of calls
- Add operators and managers
- Update operators and managers
- Remove operators and managers

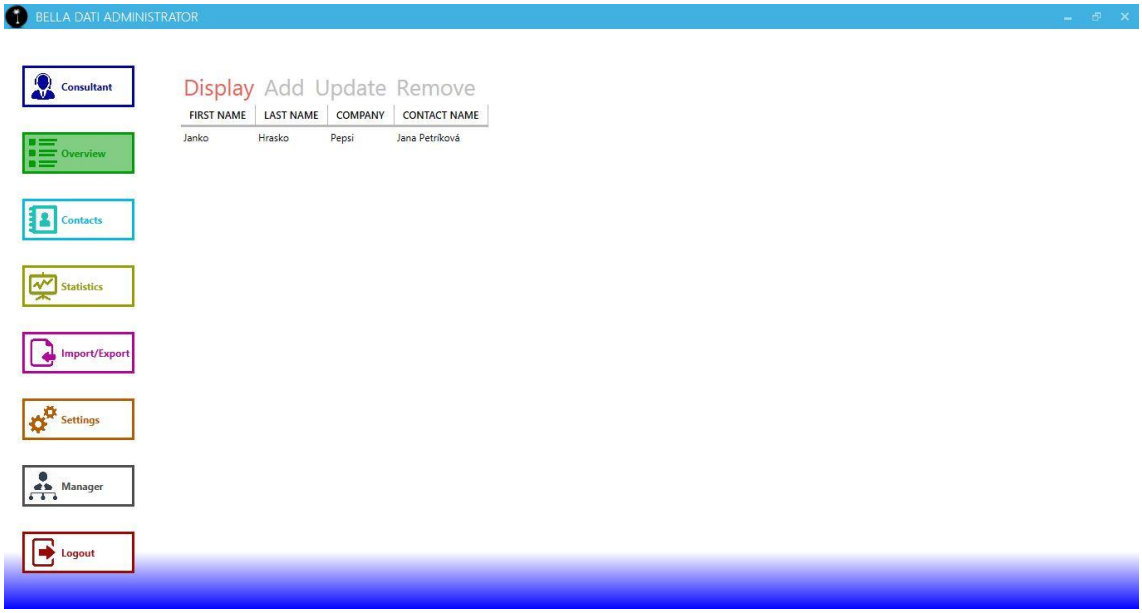

Fig. 1 Real time overview of calls

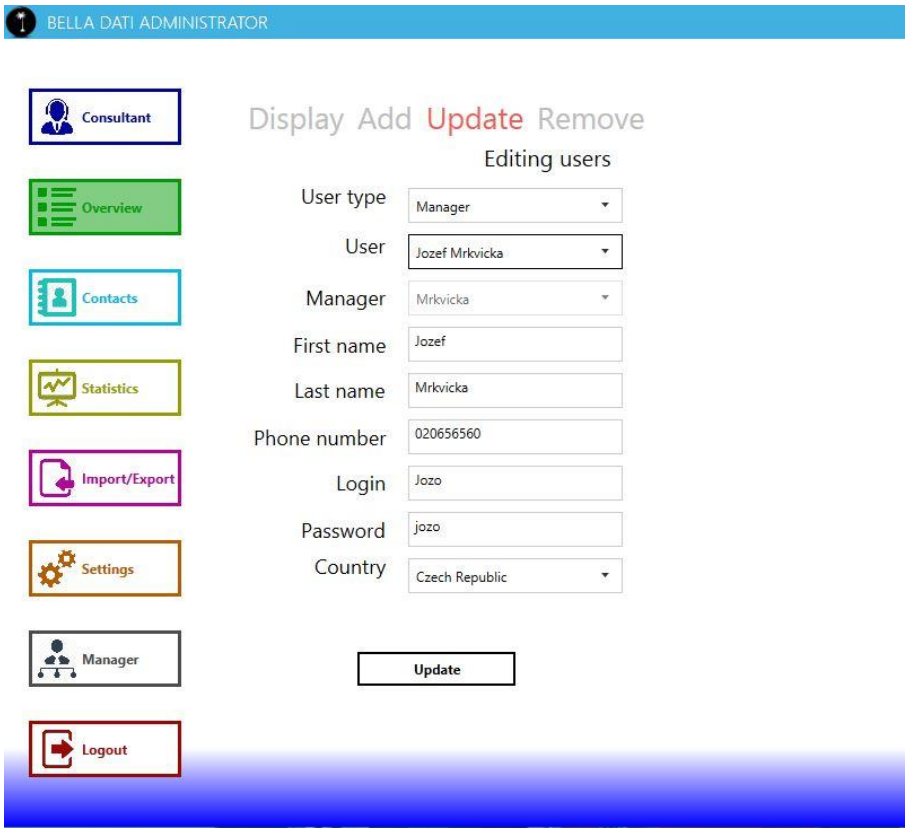

Fig. 2 Update user

The window **Consultant** provides:

- To see operators and theirs calls for selected period
- Print reports of operators or whole group
- Change the region of operators, dificulty and wheter they have a chance to see a statistics of contacts in the mobile app.

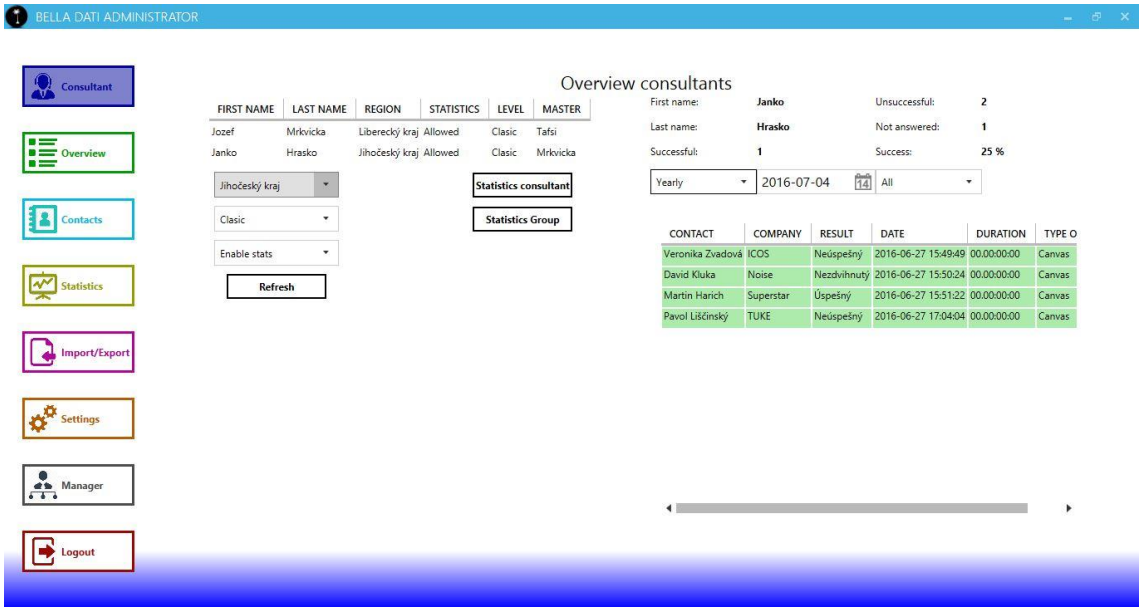

Fig. 3 Overview consultants

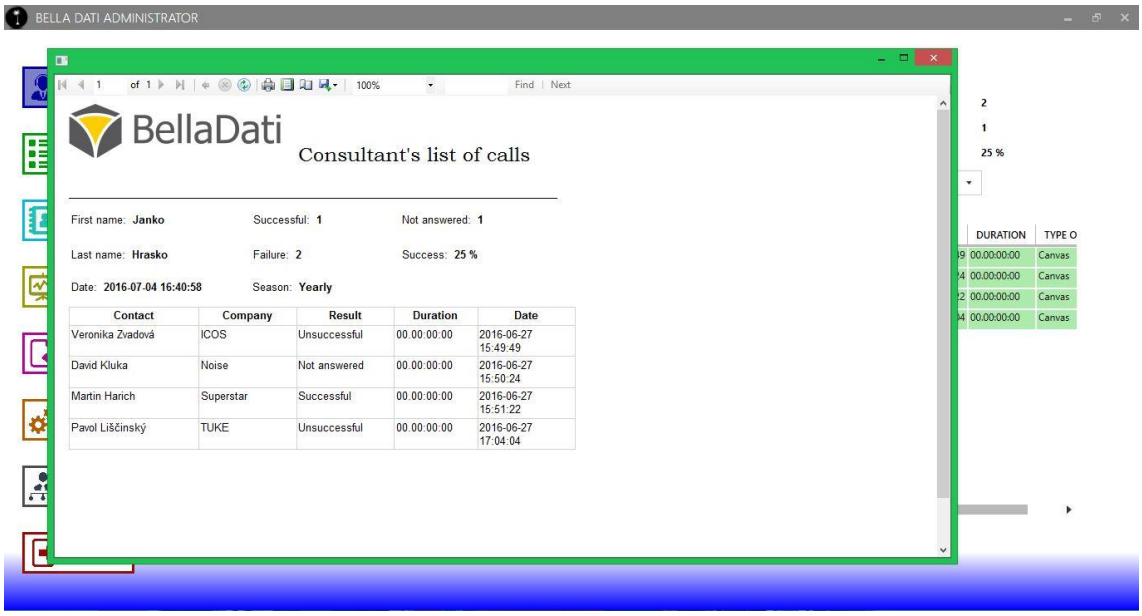

Fig. 4 View report

The window **Contacts** provides:

- To see imported contacts
- Browse by tel. Number or name
- To see history of calls for each contact
- Update contact
- Delete contact

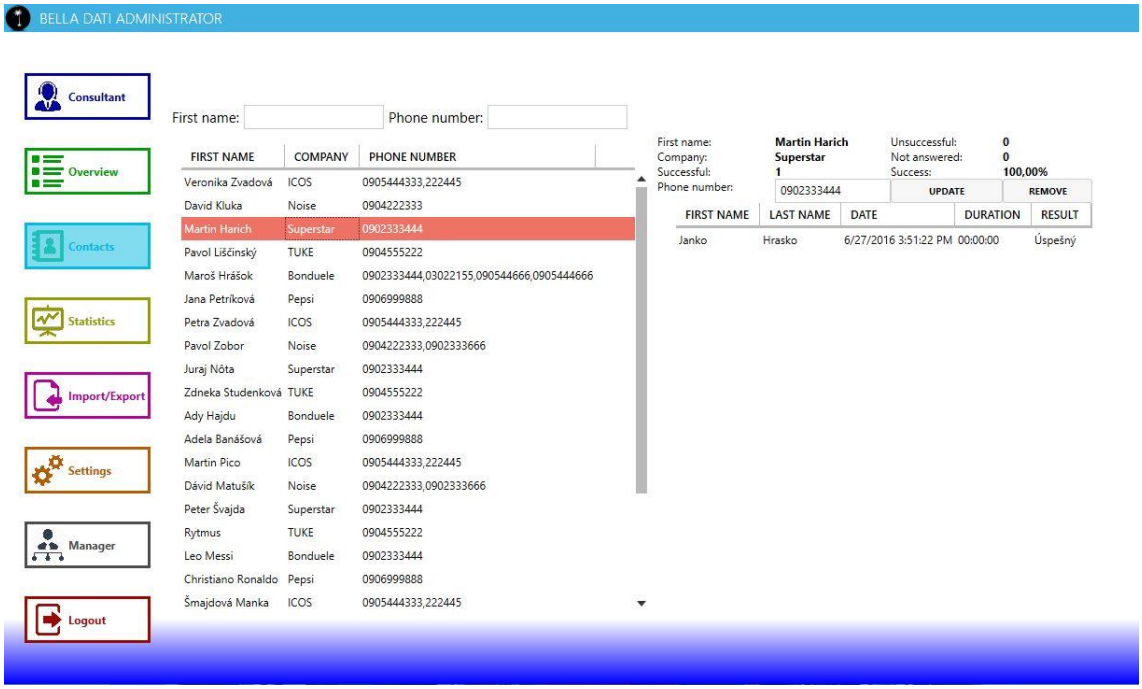

Fig. 5 Contacts

The windows **Statistics** provides:

- To see statistics for selected period and graph of group effectiveness.
- To see the best operator for current day and graph.

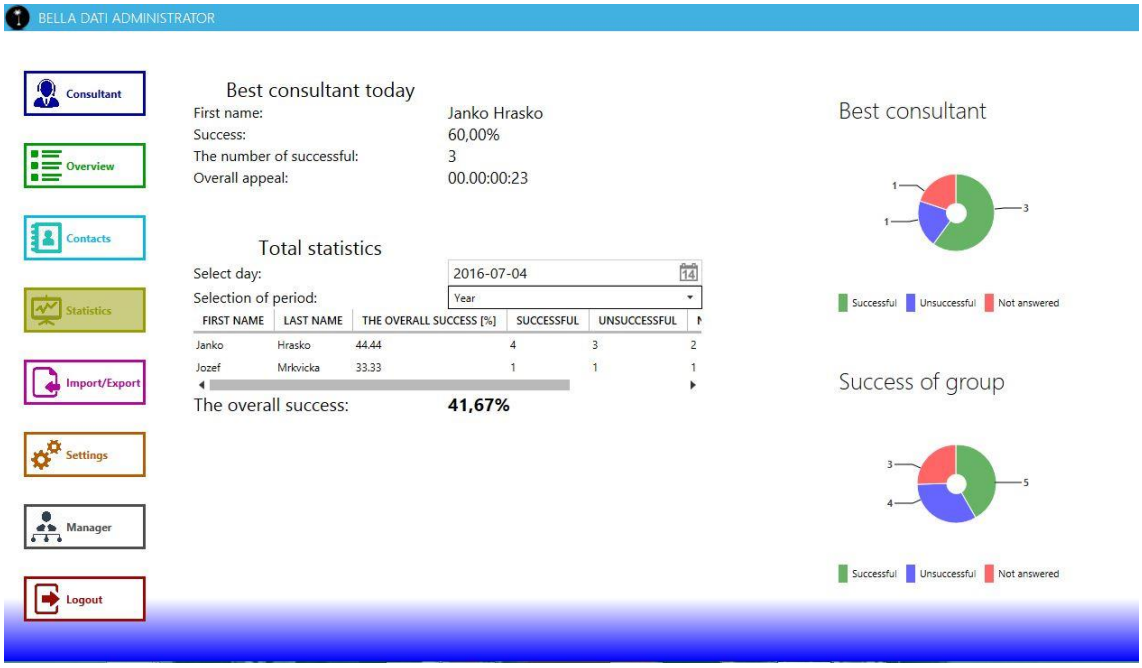

Fig. 6 Satistics

The window **Import/Export** provides:

- Import contacts to database by region
- Export statistics in format .xls for selected period

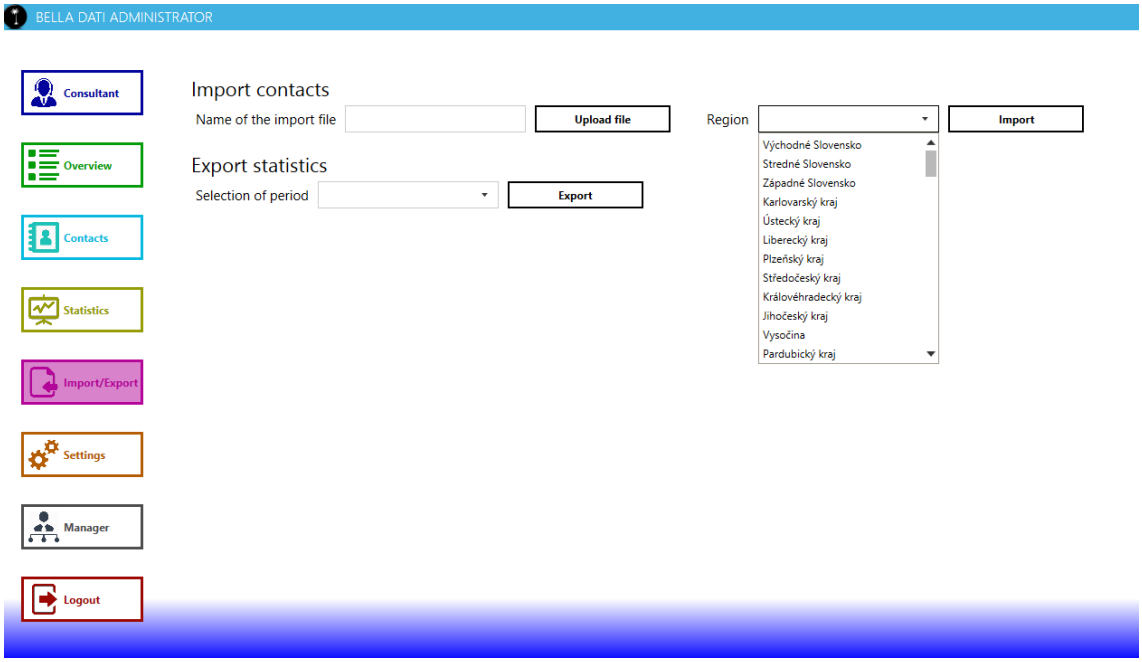

Fig. 7 Import/export

The window **Settings** provides:

- Edit username and password of current user
- To set delay of contact on the base of selected option after the call in mobile app.

Fig. 8 Settings

The window **Manager** provides:

- Overview of managers and their associated operators
- Assign a region to managers
- Brows managers by name

This window is enabled only for administrator.

Fig. 9 Manager

1.2 Mobile application

This part of project is for operators. After the login an operator can select type of call which he wants to call.

There are three types of calls **see Fig.11**:

- Canvas
- Antisale
- Sale

Canvas calls are the first contact with the client, where telephone numbers are generated by the database on the basis of the region assigned to the telephone operators and the date they were assigned **see Fig.13**. Contacts with the oldest date are called first.

Antisale and sale are calls, where operator already called the contact and agreed with him on nearer informed about the product possibly their purchasing. These telephone numbers dialed operator itself **see Fig.12**.

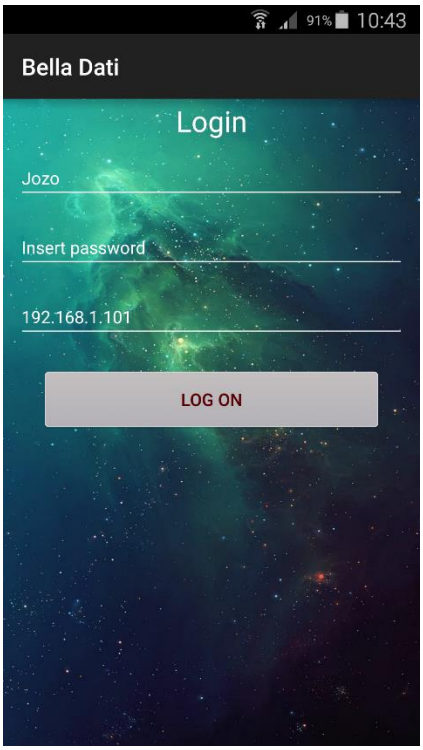

Fig. 10 Login

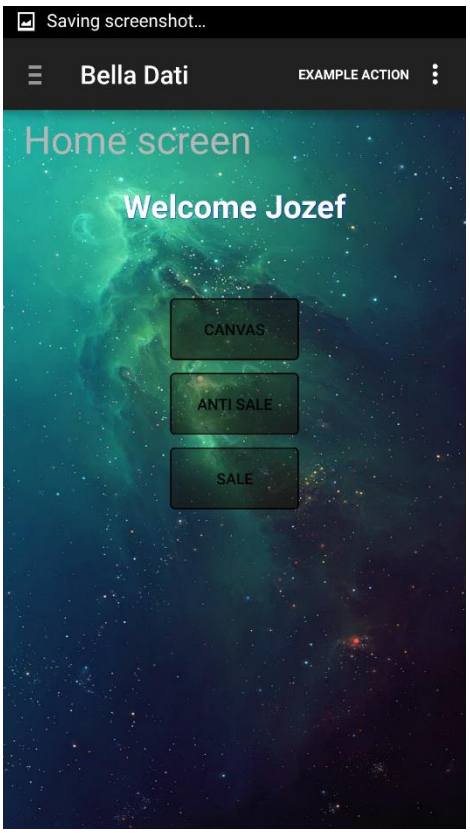

Fig. 11 Home screen

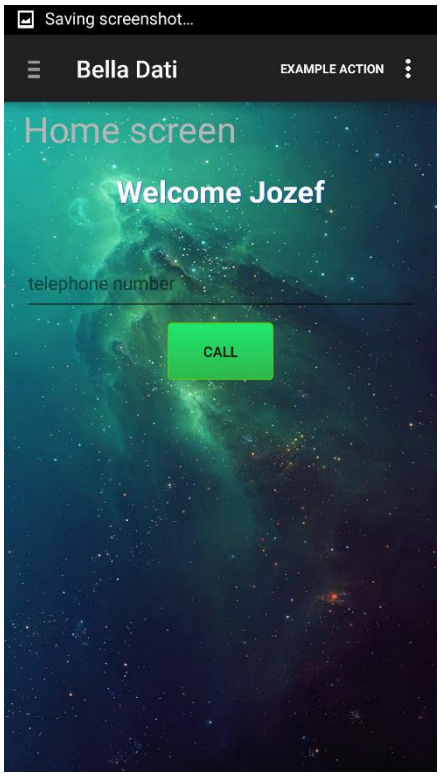

Fig. 12 Antisale/Sale

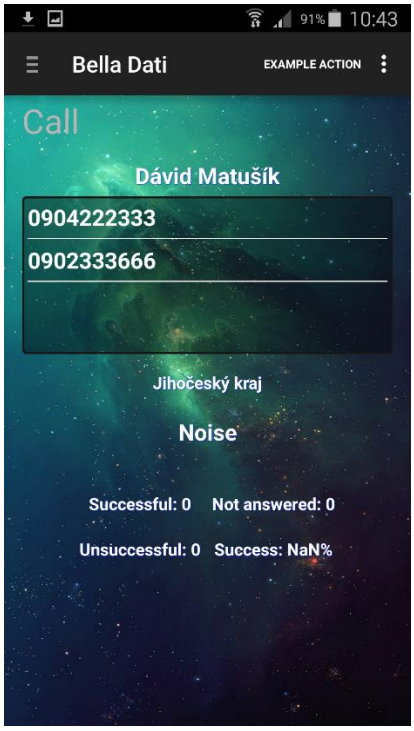

Fig. 13 Call

Operator can choose a phone number that is assigned to the contact. One contact can have more phone numbers, so are telephone numbers in the sliding window. Below the contact is the region from which the contact is and company name. Also, there are statistics to individual contacts.

After the call, an operator has a choice of three percentage of call options and also has the option to call repeat or be postponed for a specific day and time.

After postpone a call operator can see in the reminder section stored contacts, as well as the reminders are in a sliding window **see Fig.15**.

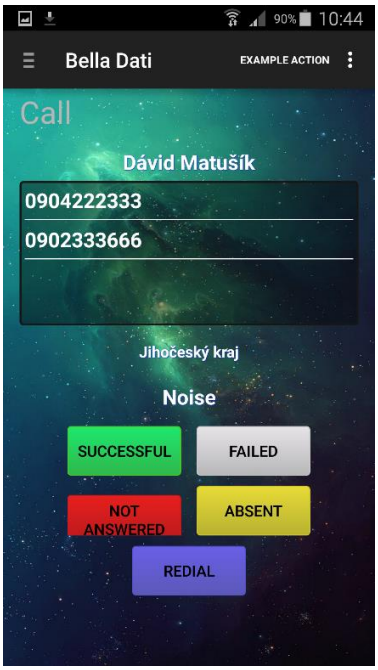

Fig. 14 Options

Fig. 15 Reminders

Mobile app has a side bar, where operator can navigate through app **see Fig.16**.

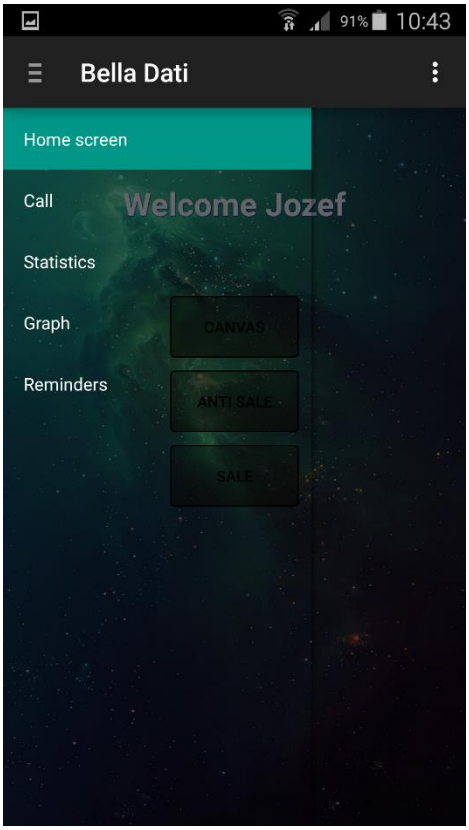

Fig. 16 Sidebar

Operator can see his daily statistics and graph of his percentage in the application.

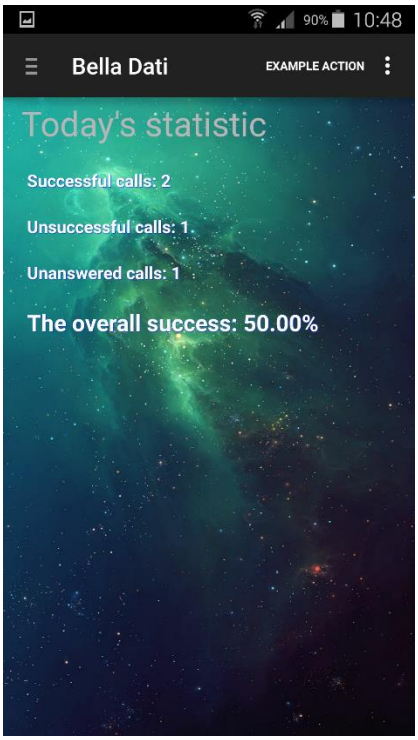

Fig. 17 Todays stats

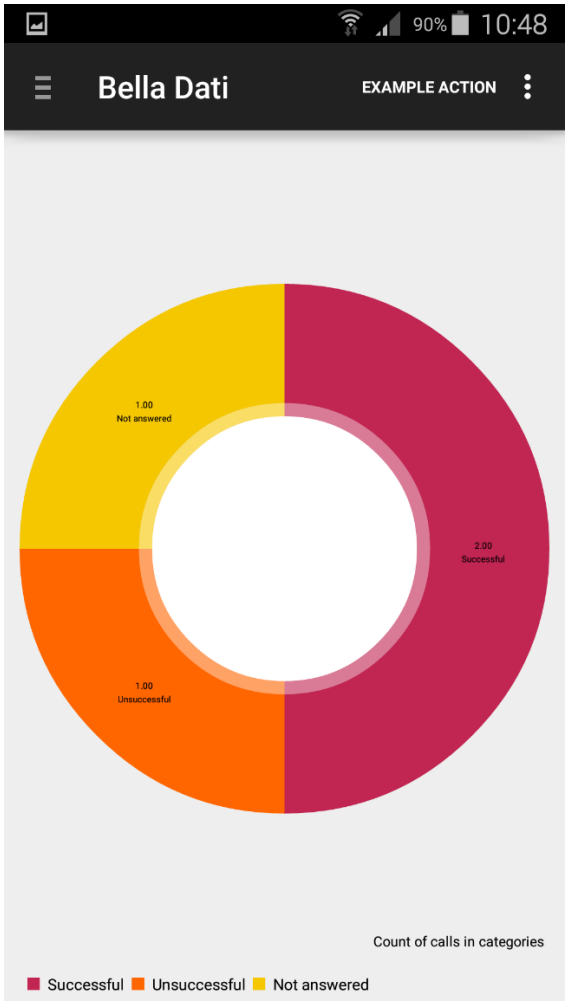

Fig. 18 Graph