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

BELLA DATI ADMINISTRATOR			
	lay Add U		
FIRST N			CONTACT NAME
Janko	Hrasko	Pepsi J	lana Petriková
Contacts			
Statistics			
Import/Export			
Settings			
Manager			
Logout			

Fig. 1 Real time overview of calls

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	Editing	users
Overview	er type _{Manager}	2
	User Jozef Mrkvicka	
Contacts M	anager Mrkvicka	
Firs	t name Jozef	
Statistics Las	t name Mrkvicka	
Phone r	number 020656560	
Import/Export	Login Jozo	
Pa	ssword ^{jozo}	
Settings C	Country Czech Republic	×

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.

				Overview	consultants					
FIRST NAM	E LAST NAME	REGION STATISTICS	LEVEL		First name:	Janko		Unsuccessful:	2	
Jozef	Mrkvicka	Liberecký kraj Allowed	Clasic	Tafsi	Last name:	Hrasko		Not answered:	1	
Janko	Hrasko	Jihočeský kraj Allowed	Clasic	Mrkvicka	Successful:	1		Success:	25 %	
Jihočeský k	raj 💌	5	statistics co	onsultant	Yearly	- 2016-07	-04 14	All	•	
Clasic	•	[Statistics	Group	CONTACT	COMPANY	RESULT	DATE	DURATION	TYP
Enable stat					Veronika Zvadová	(in 03.02628)	12201220-000	2016-06-27 15:49:49		Canv
					David Kluka	Noise	Nezdvihnutý	2016-06-27 15:50:24	00:00:00:00	Can
Re	fresh				Martin Harich	Superstar	Úspešný	2016-06-27 15:51:22	00:00:00:00	Can
					Pavol Liščinský	TUKE	Neúspešný	2016-06-27 17:04:04	00:00:00:00	Can

Fig. 3 Overview consultants

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	llaDati	Consulta	ant's list o	of calls		_	25 %	
First name: Janko		essful: 1	Not answered			_	DURATION	TYPE C
Last name: Hrasko Date: 2016-07-04 16:	Failure	e: 2 n: Yearly	Success: 25	%			 9 00.00:00:00 4 00.00:00:00 12 00.00:00:00 	Canvas Canvas Canvas
Contact	Company	Result	Duration	Date			4 00.00:00:00	Canvas
Veronika Zvadová	ICOS	Unsuccessful	00:00:00:00	2016-06-27 15:49:49				
David Kluka	Noise	Not answered	00.00:00:00	2016-06-27				
Martin Harich	Superstar	Successful	00.00:00:00	2016-06-27				
Pavol Liščinský	TUKE	Unsuccessful	00.00:00:00	2016-06-27 17:04:04				

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

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	First name:		Phone number:						
Overview	FIRST NAME	COMPANY	PHONE NUMBER	First name: Company: Successful:	Martin Hari Superstar	ch	Unsuccessful Not answere Success:		00%
Overview	Veronika Zvadová	ICOS	0905444333,222445	Phone number:	0902333444	4	UPDA		REMOVE
	David Kluka	Noise	0904222333	FIRST NAME	LAST NAME	DATE	1	DURATION	RESUL
	Martin Harich			Janko	Hrasko		16 3:51:22 PM		Úspešny
Contacts	Pavol Liščinský	TUKE	0904555222	Janko	HIBSKO	0/21/20	10 3.3 1.22 PM	00.00.00	Ospesnj
2	Maroš Hrášok	Bonduele	0902333444,03022155,090544666,0905444666						
1	Jana Petríková	Pepsi	0906999888						
Statistics	Petra Zvadová	ICOS	0905444333,222445						
	Pavol Zobor	Noise	0904222333,0902333666						
	Juraj Nôta	Superstar	0902333444						
Import/Export	Zdneka Studenková	TUKE	0904555222						
	Ady Hajdu	Bonduele	0902333444						
	Adela Banášová	Pepsi	0906999888						
Settings	Martin Pico	ICOS	0905444333,222445						
Settings	Dávid Matušík	Noise	0904222333,0902333666						
	Peter Švajda	Superstar	0902333444						
201	Rytmus	TUKE	0904555222						
Manager	Leo Messi	Bonduele	0902333444						
	Christiano Ronaldo	Pepsi	0906999888						
	Šmajdová Manka	ICOS	0905444333.222445	*					

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.

Consultant	Best First name: Success: The number Overall appe			Janko H 60,00% 3 00.00:00				Best consultant
Contacts	T Select day: Selection of FIRST NAME Janko	otal statis period: LAST NAME Hrasko		2016-07 Year JCCESS [%]	-04 SUCCESSFUL	UNSUCCESSFUL 3	14 • •	1
Import/Export	Jozef International Action of the Action of	Mrkvicka	33.33	41,67%	1	1	1	Success of group
Manager								Successful Unsuccessful Not answered
Logout								Successrui 🔮 Unsuccessrui 🦉 Not answered

Fig. 6 Satistics

The window Import/Export provides:

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

Consultant	Import contacts Name of the import file	Upload file	Region		Import
Overview Overview Contacts	Export statistics Selection of period	• Export		Východné Slovensko Stredné Slovensko Západné Slovensko Karlovarský kraj Ústecký kraj Liberecký kraj	
Statistics				Pizeňský kraj Středočeský kraj Jihočeský kraj Jihočeský kraj Vysočina Pardubický kraj v	
Settings					
Manager					

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.

1 BELLA DATI ADMINISTRATOR				
Consultant			Settings	
Overview	User Password	Karim	Delay successful Delay unsuccessful	• •
Contacts		Г	Delay not answered	4 days Week 2 weeks
Statistics				
Import/Export				
K Settings				
Manager				
Logout				



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.

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sultant			8 <u></u>		First nan		zef Mrkvicka	Region: Jihočeský kra
	Manager's name:		Mrk		Count of	consultants: 1		
erview	FIRST NAME	LAST NAME	REGION	COUNT OF CONSULTANTS		FIRST NAME		
	Jozef	Mrkvicka	Jihočeský kra	j 1		Janko	Hrasko	Jihočeský kraj
-	Region:	Jihoče	eský kraj	T				
ntacts								
tistics								
ert/Export								
oort/Export								
ort/Export								
port/Export								
ings								
tings								

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**.

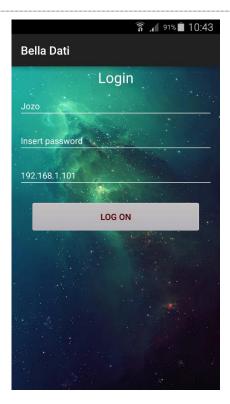


Fig. 10 Login



Fig. 11 Home screen

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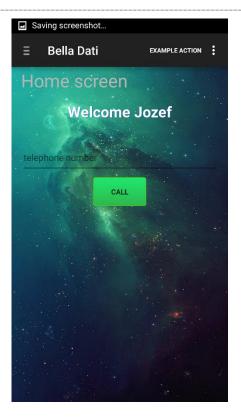


Fig. 12 Antisale/Sale



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.

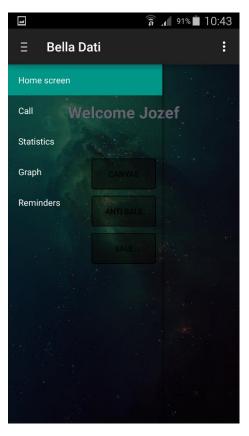


Fig. 16 Sidebar

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



Fig. 17 Todays stats

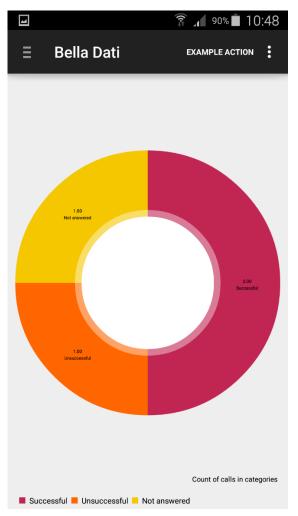


Fig. 18 Graph

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