



Evita Softech Pvt. Ltd.

Challenges faced in conventional calling..!



- ❖ **Difficult to Manage Calling by agents.**
- ❖ **Facing Difficulty to manage multiple campaign at the same time.**
- ❖ **Difficulty to Maintaining Consumer data and their feedback into excel sheet.**
- ❖ **Difficult to allocate and manage day to day calling data of tele caller.**
- ❖ **Unable to monitor day to day activities of tele caller.**
- ❖ **Tedious job to retrieve analytical data from excel sheet and build reports.**
- ❖ **Difficult for Tele callers to work without computer or a calling sheet.**
- ❖ **Unable to maintain Data Security...**



Garhak sampark
Making call Easier

Introduction...



Evita Softech Pvt. Ltd.

Grahak Sampark is Solutions offered by Evita Softech Pvt Ltd. This Solutions help to contact customers to increase their efficiency , productivity and marketing share.

Garhak Sampark Save the amount of time of your calling agents rather than spend time with the live prospectors.

Garhak Sampark Start with the Android Application and integreated , API help in quality management , reporting and analytics using web based Admin Portal

Garhak Sampark Operates manual to provide all the information & instruction which is necessary to enable the Operating staff to perform their duties safely and effectively

Features of GRAHAK SAMPARK

- Our cloud based Grahak Sampark doesn't require any expensive hardware or software.
- No need to dial numbers manually.
- Quality management, reporting and analytics using Web based Admin Portal.
- User can view their Reports for pending and attempted calls in app.
- Records automatically draw out of the list once the call remark is submitted.
- Easy to distribute work for calling agents.
- Staff can work from anywhere as it is cloud based system.
- Our system provides highly Secured platform for managing your data.

Garhak Sampark App



AGENCY CODE
806

USERNAME
806

PASSWORD

Remember Password!

Login



Grahak Sampark

Call To Consumer Scheduled Call Report

Dashboard



Call To Consumer

Pending : 200 PCC CALLING

Last Call : Search Here...

	MR. NITIN CHANDRAKANT NEMAN (57064726)
	MR. DINESH R AMBEKAR (57065922)
	MR. PRAVIN K GHADIGOANKAR (57069200)
	MR. VIKAS VITTHAL GAURAV (57095802)
	MR. PRASHANT V NAIK (57098695)
	MR. DEEPAK R TELI (57458922)
	MR. SANDEEP D BADAVATE (57467196)
	MR. SANTOSH P KHADYE (57475701)
	MR. RAJU S SONAR (57496040)

Call to Consumer



Calling Report

From : 07-07-2020 To : 07-07-2020 GET REPORT

Attempted : 4 Search Here...

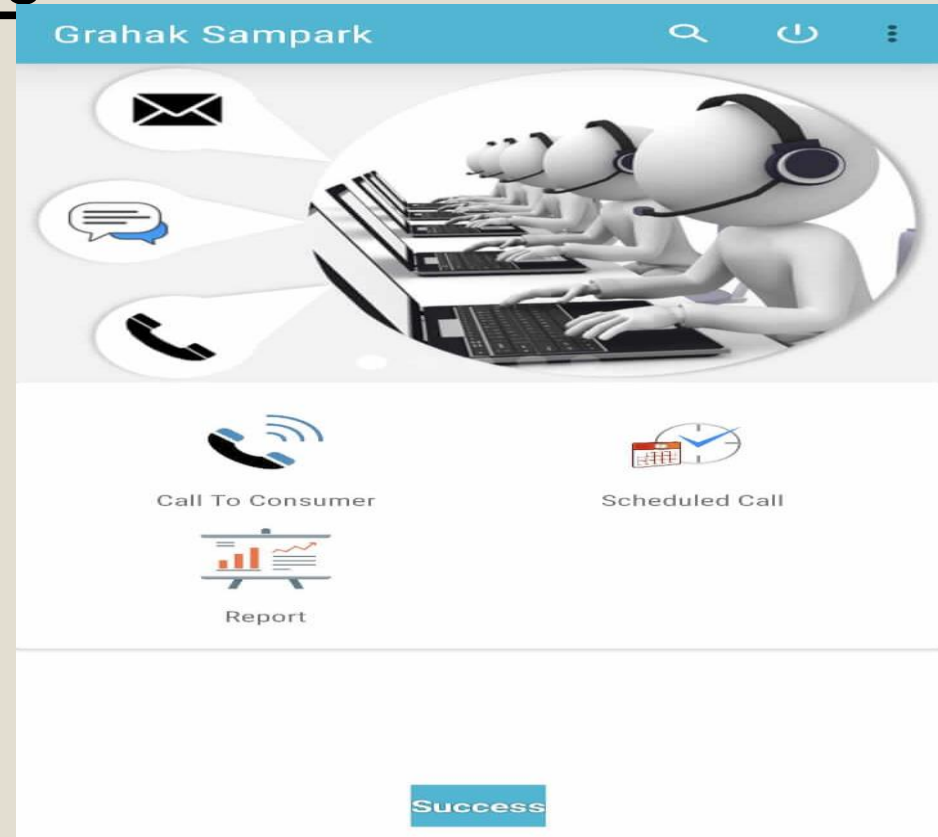
Mr. NIKET V RAUT (93388118) Reason : NOT CONNECTED Addl. Info: Mob : *	REOPEN
Mr. MANISHA D INDULKAR (93165923) Reason : BOOKED A REFIL ON CONTACT Addl. Info: Mob : *	REOPEN
Mr. VAISHALI D DUTIA (93163911) Reason : WRONG MOBILE NUMBER Addl. Info: Mob : *	REOPEN
Mr. PRIYANK M VARTAK (92537432) Reason : TRANSFER WITHOUT TV Addl. Info: Mob : *	REOPEN

Calling Report

Dashboard

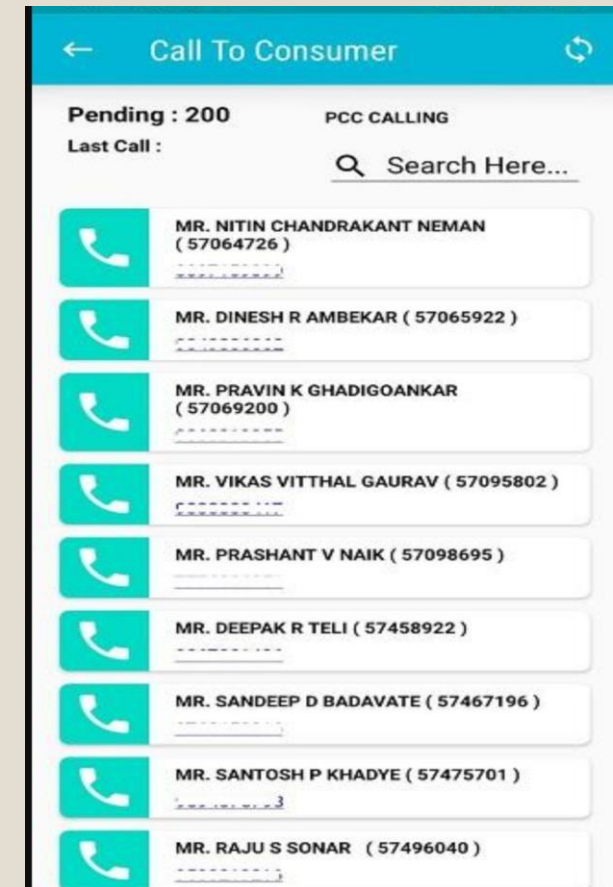
Dashboard Contains three menus

- ❖ Call to Consumer
- ❖ Scheduled Call
- ❖ Report



Call to Consumer

- ❖ System Shows List of Consumer For Calling.
- ❖ System Show Pending Call's Count and Last Calling Number.
- ❖ System Allows User to Search Consumer by Using Consumer (Name, Mobile Number & Consumer Number).



How to set reminder call ?

- ❖ **Click on clock icon on right Side of list item .**
- ❖ **Select data & time by Clicking on the Calendar icon.**
- ❖ **Set Reminder Call Reason (Optional).**
- ❖ **Click on Save button.**



Report

Module -03

Calling Report : System allow user to get report

- ❖ Select from & date from calendar.
- ❖ Click on GET REPORT button.
- ❖ System will show list attempted call .
- ❖ User can Search consumer from list by entering consumer name, consumer number & mobile number.
- ❖ System will show todays summery of all calls.
- ❖ User can also share this report.

The screenshot shows a mobile application interface for generating a calling report. At the top, the status bar displays the time as 16:57 and battery level at 73%. The app header is titled 'Calling Report' with a back arrow on the left. Below the header, there is a date selection area showing 'From : 07-07-2020' and 'To : 07-07-2020', accompanied by a calendar icon and a 'GET REPORT' button. A summary line indicates 'Attempted : 4' and a search bar with the placeholder 'Search Here...'. The main content area lists four attempted calls, each with a 'REOPEN' button:

- Mr. NIKET V RAUT (93388118)**
Reason : NOT CONNECTED
Addl. Info: _____
Mob : _____
- Mr. MANISHA D INDULKAR (93165923)**
Reason : BOOKED A REFIL ON CONTACT
Addl. Info: _____
Mob : _____
- Mr. VAISHALI D DUTIA (93163911)**
Reason : WRONG MOBILE NUMBER
Addl. Info: _____
Mob : _____
- Mr. PRIYANK M VARTAK (92537432)**
Reason : TRANSFER WITHOUT TV
Addl. Info: _____
Mob : _____

Future Enhancements

- ❖ Auto Dialling
- ❖ Report Sharing
- ❖ MIS Reports
- ❖ Bulk SMS
- ❖ Bulk calls using recorded voice
- ❖ Call Recording
- ❖ And Many More....

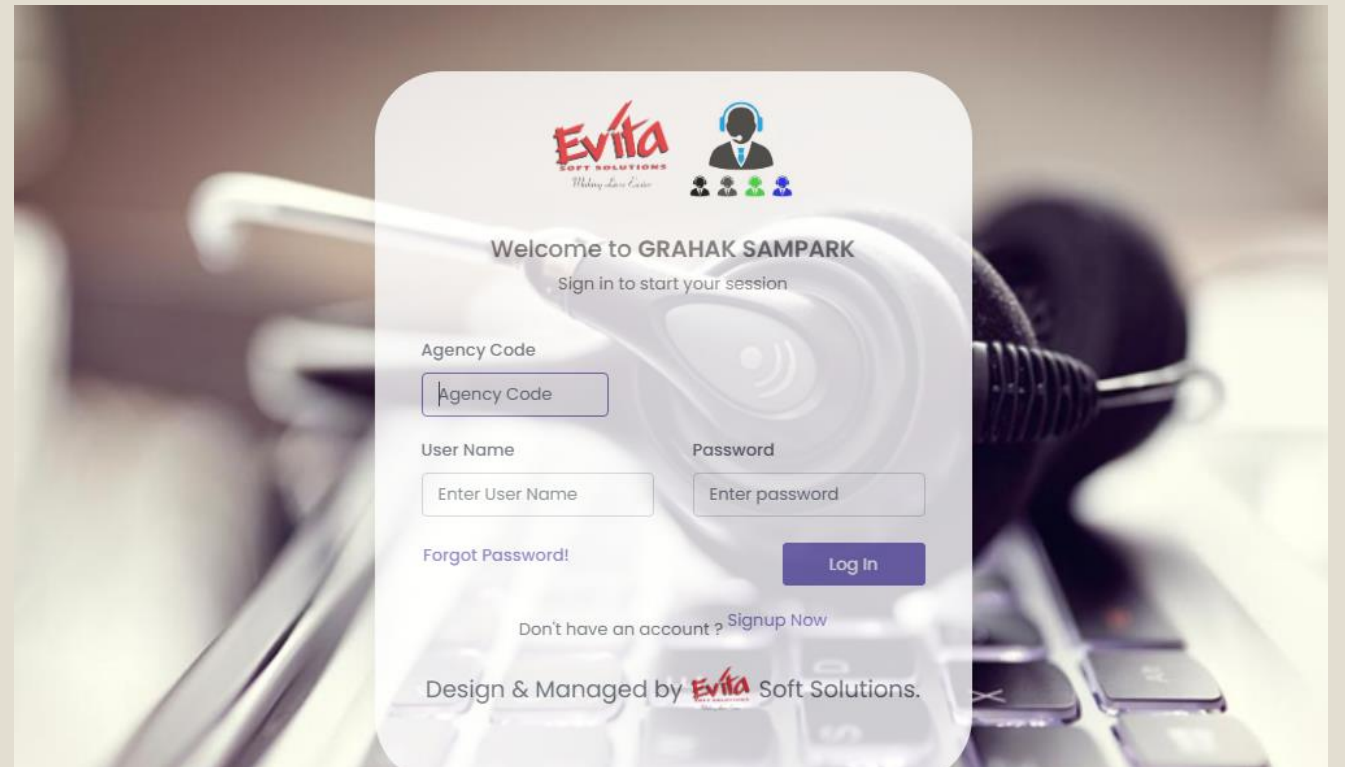


Garhark Smapark

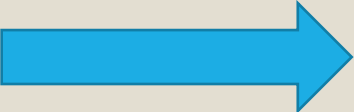
Garhak Sampark

INTRODUCING

WEB BASED APPLICATION



- ❖ **Campaign Manager**
- ❖ **Call Disposal**
- ❖ **Tele caller Manager**
- ❖ **Call Manager**
- ❖ **Call Upload**
- ❖ **Call Allocation**
- ❖ **Report**



PRASHANT GAS AGENCY RAHUL Friday, 21 January, 04:51:14 PM

Dashboard Campaign Management

Master Campaign Manager Call Deposit Telecaller Manager Call Manager Report Viewer

Add New Campaign

Campaign Name* Campaign Description* Campaign Status

Submit Clear

Campaign Details List

Sl. No.	Campaign Name	Short Name	Campaign Description	Status	Action
1	DIC	DIC	DIC	Active	--



PRASHANT GAS AGENCY RAHUL Saturday, 22 January, 02:52:58 PM

Dashboard Add New Telecaller

Master Telecaller Manager Call Manager Report Viewer

First Name* Middle Name Last Name* Gender

Mobile No* User ID* Password* Telecaller Status

Submit Clear

Telecaller Details List

Sl. No.	Name	Mobile No	User Id	Password	Status	Action
1	ADITY Z	9087854323	ADITMORE	ADITI234	Active	--
2	RAHUL KUMAR SINGH	9889556449	rahul	4321	Active	--



ANITA GAS SERVICE LAL THAKUR Thursday, 5 May, 06:59:40 PM

Dashboard Report Management

Master Telecaller Manager Call Manager Report Viewer Summarized Report

Calling Details Summary Report

From Date To Date Campaign Telecaller

Get Data Clear



Calling Data Upload Management

Upload Calling Data

Select Excel File Campaign Type

Choose file VOTING

Upload Clear Sample Excel Format Excel Uploading Guidelines

Total UnAllocated Call Campaign Wise List

Campaign Name	Unallocated Call
Voting	3