

Telecalling v1.0

This is web-based application which enables tracking of phone calls made. The system also allows users to send emails with attachment(s) to selected customer(s). The system also allows user set followup dates for calls/emails. It's a very useful system that keeps track of all calls and email sent by user .

Who should use:

- a) Sales and Marketing Executives.
- b) Tele Operators.
- c) Mass Mailers.

The system provides a query builder which gives user flexibility to generate activity reports based on user requirement.

Querying tool allows user query data based on :

- a) Specified Date Range.
- b) Selected/all Users.
- c) Selected Brand, Verticals, Status, Category, Product Category, Lead Source, Account Manager, Company Type
- d) Scheduled/Actual activity

It also allows you specify 'order' for records displayed.

There are 2 user types:

- a) User
- b) Admin.

According to permissions given, user can access details from the system. Admin can monitor activities of users. For quick navigation to desired task, the system enables user to select task at the time of login.

Ameya Software

**Samadhan
Patwardhan Bag
S.No 21. Pune 411004
Ph. No 020-25441159**

Email: info@ameyasoftware.com

The system captures following information:

1. Master information
 - Company – Add multiple contact persons and respective details and also add multiple phone no's, Mobile no's and email addresses for respective contact person. One can also set default calling frequency for a company. One can set 'Do not disturb flag' for a company, which will prohibit user from making unwanted calls.
 - Vendor - Add multiple contact persons and respective details and also add multiple phone no's, Mobile no's and email addresses for respective contact person.
 - Brand, Vertical, Lead Source, Status, Account Manager, Category, Company Type, Default Frequency etc.
 - User Details. (Set permissions and user type)
2. Details of call made by user
3. Send email for the selected customer's contact person. The system has facility send email to multiple contact persons. If for a contact user selects multiple email addresses then the first email address is put in To and others will be in Cc. For writing email there is user-friendly text editor, so that user can format the text entered. The system also allows user to insert images in message.

The system displays following information:

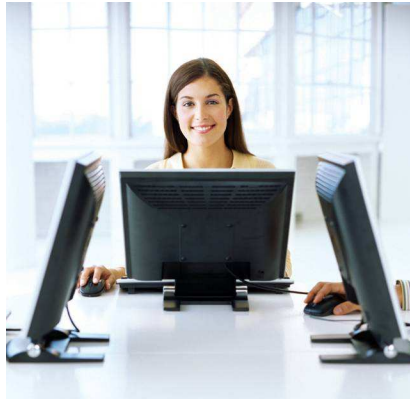
1. Actual call details for the selected date.
2. Schedule call details for the current date.
3. Call schedule based on Master frequency
4. Daily Activity Details of user.
5. Entire call history for the selected call.

Ameya Software

**Samadhan
Patwardhan Bag
S.No 21. Pune 411004
Ph. No 020-25441159**

Email: info@ameyasoftware.com

Benefits



- Monitor all calls made and email sent by user.
- The system is very User Friendly.
- According to the permission given to the user, system shows the details so this will make day-to-day working easy for the operator.
- The Administrator can monitors user's activity.
- Query builder to generate various reports
- Export Reports to Excel.

System Requirements

- Operating systems – Windows Server 2003 or higher
- SQL Server 2005 or higher
- .Net framework 3.5
- Internet Information Server(IIS) 5 and above

Ameya Software

**Samadhan
Patwardhan Bag
S.No 21. Pune 411004
Ph. No 020-25441159**

Email: info@ameyasoftware.com