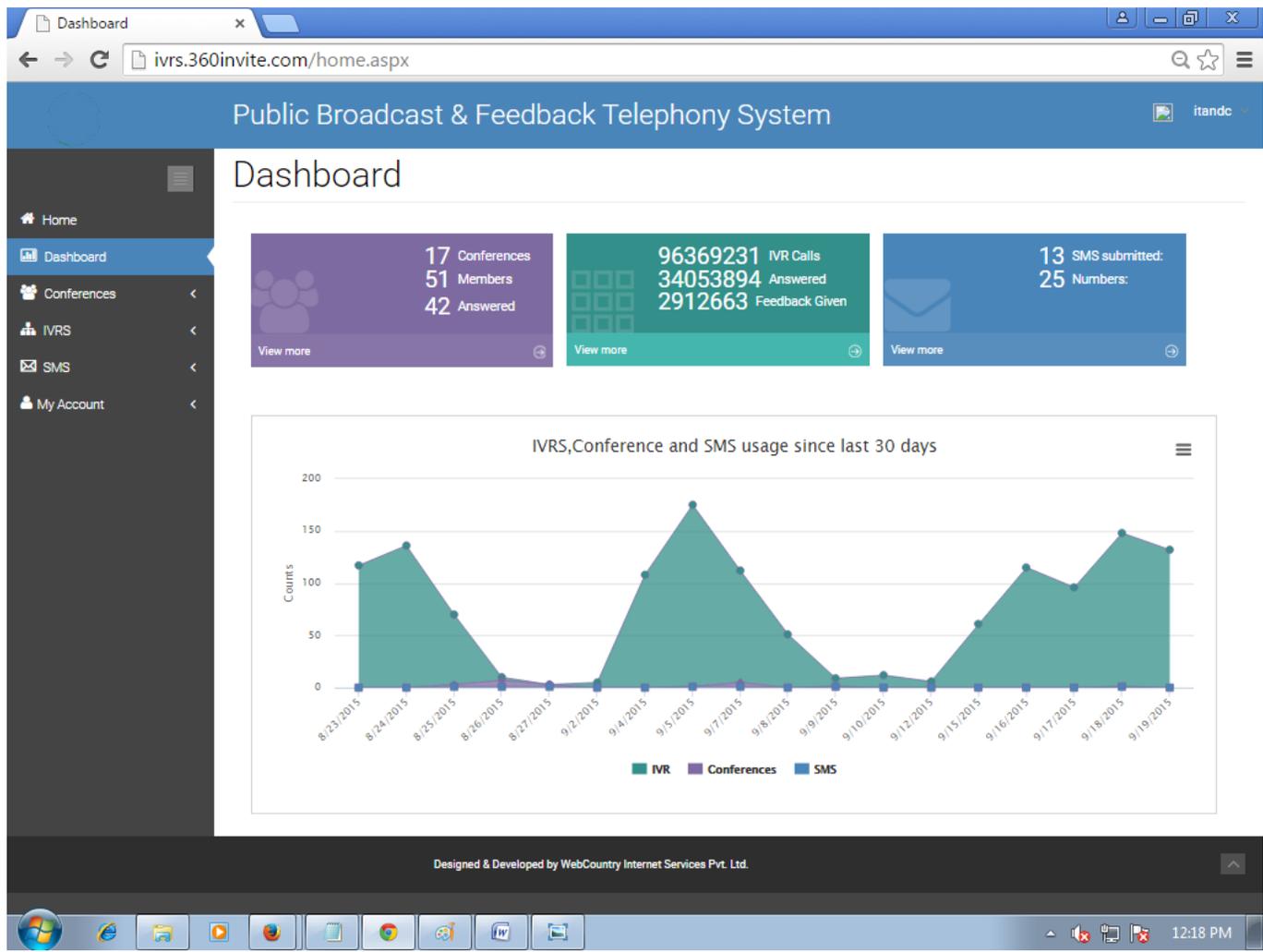


User Guide

Dash Board

This tab allows you to view on screen:

- Conference
- IVR calls
- SMS submitted



Conferences:

Dashboard

Public Broadcast & Feedback Telephony System

Dashboard

Category	Value
Conferences	17
Members	51
Answered	42
IVR Calls	96369231
Answered	34053894
Feedback Given	2912663
SMS submitted	13
Numbers	25

View more (Conferences)

View more (IVR Calls)

View more (SMS)

IVRS,Conference and SMS usage since last 30 days

Counts

Legend: IVR (Green), Conferences (Purple), SMS (Blue)

Date	IVR	Conferences	SMS
8/23/2015	120	0	0
8/24/2015	140	0	0
8/25/2015	70	0	0
8/26/2015	10	0	0
8/27/2015	0	0	0
9/1/2015	0	0	0
9/4/2015	110	0	0
9/5/2015	180	0	0
9/7/2015	110	0	0
9/8/2015	50	0	0
9/9/2015	10	0	0
9/10/2015	10	0	0
9/11/2015	0	0	0
9/15/2015	60	0	0
9/16/2015	110	0	0
9/17/2015	90	0	0
9/18/2015	150	0	0
9/19/2015	130	0	0

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12:18 PM

Click on "Conference View more"

Public Broadcast & Feedback Telephony System

Conferences Count

Select a date range:

Department Name	Total Conferences	Total Members	Members Joined	Handraise	Allowed to Speak
Tech Support	38	215	99	16	10

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Activate Windows
Go to System in Control Panel to activate Windows.

Windows taskbar showing icons for Start, File Explorer, Google Chrome, Skype, Firefox, Word, and other applications. System tray shows the time as 1:18 PM on 9/15/20.

Here we can see Total conferences count report

1. **Select Date Range:** When you click on Select Date Range, you can see all the listed conferences count as per date

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conferencecounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The main heading is "Conferences Count".

Below the heading, there is a "Select a date range:" section with a "Get" button. A date range selection calendar is open, showing two calendars for September 2015. The "FROM" date is set to 09/11/2015 and the "TO" date is set to 09/15/2015. The calendar for the second month shows the 15th as the selected date.

To the right of the calendar, there is a table with the following data:

Members Joined	Handraise	Allowed to Speak
	16	10

At the bottom of the page, there is a footer that reads "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and a Windows watermark that says "Activate Windows Go to System in Control Panel to activate Windows." The Windows taskbar at the bottom shows the time as 1:43 PM on 9/15/20.

2. **Total Conferences:** When you click on Total Conferences number, it will show the Total conferences list.

The screenshot shows a web browser window with the URL ivrs.360invite.com/conferencecounts.aspx. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Conferences Count".

Below the title, there is a "Select a date range:" label and an empty text input field. To the right of the input field is a green "Get" button.

Below the input field is a table with the following data:

Department Name	Total Conferences	Total Members	Members Joined	Handraise	Allowed to Speak
Tech Support	38	215	99	16	10

The "Total Conferences" value of 38 for the "Tech Support" department is circled in blue. The "Get" button is also circled in blue.

At the bottom of the page, there is a footer with the text "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and a Windows watermark that says "Activate Windows Go to System in Control Panel to activate Windows." The Windows taskbar at the bottom shows the time as 1:49 PM on 9/15/20.

3. Download to Excel: We can download Total conferences list.

Public Broadcast & Feedback Telephony System

Conference Summary Reports

Select a date range: Count: 38

Department Name	Conference Name	Done Date	Total Members	Total Calls Tried	Total Calls Answered	Handraise	Allowed to Speak
Tech Support	CMConf	9/14/2015	2	4	4	0	0
Tech Support	CMCOn2	9/14/2015	4	1	0	0	0
Tech Support	CMCOn2	9/14/2015	4	7	1	0	0
Tech Support	Sai	9/11/2015	2	1	1	0	0
Tech Support	Sai	9/11/2015	2	2	2	0	0
Tech Support	Sai	9/11/2015	2	1	0	0	0
Tech Support	Sai	9/11/2015	2	1	0	0	0
Tech Support	Sai	9/11/2015	2	1	1	0	0
Tech Support	Sai	9/11/2015	2	1	1	0	0
Tech Support	Sai	9/11/2015	2	2	1	0	0

Showing 1 to 10 of 38 entries

Previous Next

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

Activate Windows
Go to System in Control Panel to activate Windows.

2:00 PM
9/15/2015

4. **Conference report:** To view the any conference report in the list, click on “Conference Name”

The screenshot shows a web browser window displaying the 'Conference Summary Reports' page. The browser's address bar shows the URL 'ivrs.360invite.com/ConferenceSummary.aspx'. The page header includes the text 'Public Broadcast & Feedback Telephony System' and a 'techsu' logo. A navigation menu on the left lists various telephony services, with 'Conferences' selected. The main content area features a table of conference reports. The table has columns for 'Department Name', 'Conference Name', 'Done Date', 'Total Members', 'Total Calls Tried', 'Total Calls Answered', and 'Handraise'. The 'Smsc Conference' entry is circled in blue. Below the table, there is a pagination control showing 'Showing 21 to 30 of 40 entries' and a 'Previous' button.

Department Name	Conference Name	Done Date	Total Members	Total Calls Tried	Total Calls Answered	Handraise
Tech Support	test kalyan	9/10/2015	1	2	2	0
Tech Support	Support Team	9/3/2015	5	1	1	0
Tech Support	test sep2	9/2/2015	1	2	2	0
Tech Support	test sep2	9/2/2015	1	1	0	0
Tech Support	TEST15	9/2/2015	3	5	2	1
Tech Support	Smsc Conference	9/2/2015	86	113	29	8
Tech Support	test 12dig	9/2/2015	2	3	2	0
Tech Support	Sai	9/2/2015	2	2	2	0
Tech Support	qww	9/1/2015	2	2	1	0
Tech Support	test	8/29/2015	1	3	3	0

5. Conference report: We can view the total report of the conference.

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conferencereports.aspx?calluid=8CDBABCCD70A4C02BC1C6F8195AE0578&date=9/2/2015`. The page is titled "Public Broadcast & Feedback Telephony System" and "Smsc Conference Reports".

Summary Statistics:

- Start Time : Sep 2 2015 4:44PM
- End Time : Sep 2 2015 4:55PM
- Total Allowed to speak : 4
- Maximum Attendance : 21
- Total Hand Raises : 7
- Total Participants : 86

Search:

Name	To number	Handraise	Allowed to speak?	End reason	Call timings	Duration
Bhagya Lakshmi Gandu	8106429633	NO	NO	CALL ENDED	4:50PM - 4:55PM	6 4
Chandra Sekhar Paupuleti	7207760759	NO	NO	CALL ENDED,CALL ENDED	4:52PM - 4:55PM,4:46PM - 4:50PM	4 5
Durga Sumanohar Gandham	8019827104	NO	NO	SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,USER BUSY,CALL ENDED,CALL ENDED	4:47PM - 4:47PM,4:46PM - 4:46PM	1 1
Hafeez Shaik	7207608926	NO	NO	NORMAL CLEARING,NOT ANSWERED,NOT ANSWERED,NOT ANSWERED,NOT ANSWERED,NOT ANSWERED,NOT ANSWERED	4:52PM - 4:54PM	2
Harshitha Basani	7396983560	NO	NO	CALL ENDED	4:46PM - 4:55PM	10
Indira Priyanka Padidadakala	7207529688	NO	NO	NORMAL CLEARING,NOT ANSWERED,NOT ANSWERED	4:48PM - 4:55PM	8
Jostina Deshabhaktini	8099718451	NO	NO	CALL ENDED	4:46PM - 4:55PM	10
Jyothi Narra	7680842345	NO	NO	CALL ENDED,CALL ENDED	4:50PM - 4:55PM,4:46PM - 4:50PM	8 4
Prasanna Jonnakuti	7386525763	NO	NO	CALL ENDED	4:46PM - 4:55PM	9
Pujitha Tirupathi	7382604879	NO	NO	CALL ENDED	4:46PM - 4:55PM	9

IVR calls:

Dashboard

Public Broadcast & Feedback Telephony System

itandc

Dashboard

- Home
- Dashboard
- Conferences
- IVRS
- SMS
- My Account

Category	Value
Conferences	17
Members	51
Answered	42
IVR Calls	96369231
Answered	34053894
Feedback Given	2912663
SMS submitted	13
Numbers	25

View more

View more

View more

IVRS,Conference and SMS usage since last 30 days

Counts

8/23/2015 8/24/2015 8/25/2015 8/26/2015 8/27/2015 9/2/2015 9/4/2015 9/5/2015 9/7/2015 9/8/2015 9/9/2015 9/10/2015 9/12/2015 9/15/2015 9/16/2015 9/17/2015 9/18/2015 9/19/2015

■ IVR ■ Conferences ■ SMS

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

12:18 PM

Click on "IVR Calls View more"

The screenshot shows a web browser window with the URL `ivrs.360invite.com/ivrscounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "IVR Reports Summary". Below the title, there is a "Select a date range:" label and an empty text input field. A green "Get" button is positioned below the input field. A table displays the report data for the department "ItandC". The table has five columns: "Department Name", "IVR Count", "Total Calls", "Answered Calls", and "Feedback". The data row shows: "ItandC", "91385", "73314561", "25730599", and "2898090". A sidebar on the left contains navigation links: Home, Dashboard, Conferences, IVRS (selected), IVRS List, Reports, SMS, and My Account. The Windows taskbar at the bottom shows the system tray with the time "5:07 PM" and date "9/15/20".

Public Broadcast & Feedback Telephony System

IVR Reports Summary

Select a date range:

Get

Department Name	IVR Count	Total Calls	Answered Calls	Feedback
ItandC	91385	73314561	25730599	2898090

Activate Windows
Go to System in Control Panel to activate Windows.

Here we can see Total IVR Call report count

1. **Select Date Range:** When you click on Select Date Range, you can see all the listed IVRS as per date

The screenshot displays the 'Public Broadcast & Feedback Telephony System' interface. The main heading is 'IVR Reports Summary'. Below this, there is a 'Select a date range:' section with a text input field and a date picker. The date picker shows two calendars for September 2015, with the 15th of the month selected. To the right of the date picker, there is a table with the following data:

Feedback
2898090

The Windows taskbar at the bottom shows the system time as 5:13 PM on 9/15/2015. An 'Activate Windows' watermark is visible in the bottom right corner of the browser window.

2. **Total IVR Count:** When you click on Total IVRS count number, it will show the Total IVRS list.

Public Broadcast & Feedback Telephony System

IVR Reports Summary

Select a date range:

Department Name	IVR Count	Total Calls	Answered Calls	Feedback
ItandC	91385	73314561	25730599	2898090

Activate Windows
Go to System in Control Panel to activate Windows.
[Show all downloads...](#)

20150915165527704.amr

5:14 PM
9/15/20

3. IVR Summary report: We can view the total IVRS report as per the range of departments

The screenshot shows a web browser window with the URL `ivrs.360invite.com/lvrsReportsSummary.aspx?fdate=&tdate=undefined&did=36`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "itandc".

The main heading is "IVR Summary Reports". Below it, there is a form with "Department Name:" set to "ItandC" and "Count : 91434". A "Get" button is visible.

Dept Name	Ivr Name	Date	Total Calls	Not Processed	Answered	Not Answered	Feed Back
ItandC	Record_ivr_15-09-2015_12:6:35	2015-09-15	1	0	1	0	1
ItandC	IVR Survey_15-09-2015_12:42:50	2015-09-15	1	0	1	0	0
ItandC	IVR Survey_15-09-2015_12:44:44	2015-09-15	1	0	1	0	0
ItandC	IVR Survey_15-09-2015_12:44:44	2015-09-15	1	0	1	0	0
ItandC	IVR Survey_15-09-2015_12:45:41	2015-09-15	1	0	1	0	0
ItandC	GetRecordClip_15-09-2015_12:48:37	2015-09-15	1	0	1	0	0
ItandC	GetRecordClip_15-09-	2015-	1	0	1	0	0

The interface includes a sidebar with navigation options: Home, Dashboard, Conferences, IVRS (selected), IVRS List, Reports, SMS, and My Account. A download bar at the bottom shows a file named "20150915165527704.amr". The Windows taskbar at the bottom shows the time as 5:17 PM on 9/15/20.

4. IVR Feedback Report: We can view total summary feedback of IVR Call

Count : 50000

Mobile Number	End Reason	Feedback key
7207055504	NORMAL_UNSPECIFIED	
7207055584	NORMAL_UNSPECIFIED	
7207055742	NORMAL_UNSPECIFIED	
7207085350	SUBSCRIBER_ABSENT	
7207097904	NO_ANSWER	
7207118865	NORMAL_UNSPECIFIED	
7207130013	SUBSCRIBER_ABSENT	
7207133080	SUBSCRIBER_ABSENT	
7207169367	SUBSCRIBER_ABSENT	
7207248876	UNALLOCATED_NUMBER	

Showing 1 to 10 of 50,000 entries

Previous 1 2 3 4 5 ... 5000 Next

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12:35 PM

SMS Submitted:

The screenshot shows a web browser window with the URL `ivrs.360invite.com/home.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The dashboard features a sidebar with navigation options: Home, Dashboard, Conferences, IVRS, SMS, and My Account. The main content area displays three summary cards: 1) 17 Conferences, 51 Members, 42 Answered; 2) 96369231 IVR Calls, 34053894 Answered, 2912663 Feedback Given; 3) 13 SMS submitted, 25 Numbers. The third card is circled in blue. Below these cards is a line chart titled "IVRS,Conference and SMS usage since last 30 days". The chart shows IVR usage peaking at approximately 180 on 9/5/2015, with Conferences and SMS usage remaining at zero. A tooltip for 9/12/2015 shows IVR: 6, Conferences: 0, and SMS: 0. The footer of the page reads "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and the system clock shows 12:44 PM.

Click on "SMS Submitted View more"

The screenshot shows a web browser window with the URL `ivrs.360invite.com/smscounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System". A left-hand navigation menu is visible with options: Home, Dashboard, Conferences, SMS (selected), Send SMS, Reports, and My Account. The main content area is titled "SMS Count" and includes a "Select a date range:" input field with a "Get" button. Below this is a table with the following data:

Department name	SMS sent count	Total mobile numbers
Tech Support	17	28

An "Activate Windows" watermark is present in the bottom right corner of the page content. The Windows taskbar at the bottom shows the time as 3:16 PM on 9/15/20.

Here we can see total “SMS sent count” report

1. **Select Date Range:** When you click on Select Date Range, you can see all the listed SMS Count as per date

Public Broadcast & Feedback Telephony System

SMS Count

Select a date range:

FROM: 09/15/2015 TO: 09/15/2015

Apply Cancel

Sep 2015							Sep 2015						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5	30	31	1	2	3	4	5
6	7	8	9	10	11	12	6	7	8	9	10	11	12
13	14	15	16	17	18	19	13	14	15	16	17	18	19
20	21	22	23	24	25	26	20	21	22	23	24	25	26
27	28	29	30	1	2	3	27	28	29	30	1	2	3
4	5	6	7	8	9	10	4	5	6	7	8	9	10

Members

Activate Windows
Go to System in Control Panel to activate Windows.

3:20 PM
9/15/20

2. **SMS sent count:** When you click on SMS sent count number, it will shows the Total conferences list.

The screenshot shows a web browser window with the URL `ivrs.360invite.com/smscounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The user is logged in as "techsu". The left sidebar contains navigation options: Home, Dashboard, Conferences, SMS (selected), Send SMS, Reports, and My Account. The main content area is titled "SMS Count" and features a "Select a date range:" input field with a "Get" button. Below this is a table with the following data:

Department name	SMS sent count	Total mobile numbers
Tech Support	17	28

The value "17" in the "SMS sent count" column for "Tech Support" is circled in blue. At the bottom right, there is a watermark: "Activate Windows Go to System in Control Panel to activate Windows." The Windows taskbar at the bottom shows the time as 3:23 PM on 9/15/20.

3. SMS report: We can view the total SMS report.

Public Broadcast & Feedback Telephony System

SMS Reports

Select a date range:

 Count : 17

Dept Name	Date	Summary	Total Sent
Tech Support	9/15/2015 2:41:21 PM	OTP	1
Tech Support	9/14/2015 4:12:34 PM	OTP	1
Tech Support	9/11/2015 5:13:10 PM	Conference SMS	1
Tech Support	9/11/2015 5:12:22 PM	OTP	1
Tech Support	9/11/2015 4:29:30 PM	OTP	1
Tech Support	9/11/2015 4:19:39 PM	OTP	1
Tech Support	9/9/2015 3:02:55 PM	lfkdjg,dfg	2
Tech Support	9/9/2015 3:02:18 PM	OTP	1
Tech Support	9/9/2015 2:58:31 PM	OTP	1
Tech Support	9/9/2015 2:55:43 PM	OTP	1

Showing 1 to 10 of 17 entries

Activate Windows
Go to Settings to activate Windows.

4. **Mobile Numbers:** We can see total sent mobile numbers by clicking on “Total Sent Number”. Eg:2

Public Broadcast & Feedback Telephony System

SMS Reports

Select a date range:

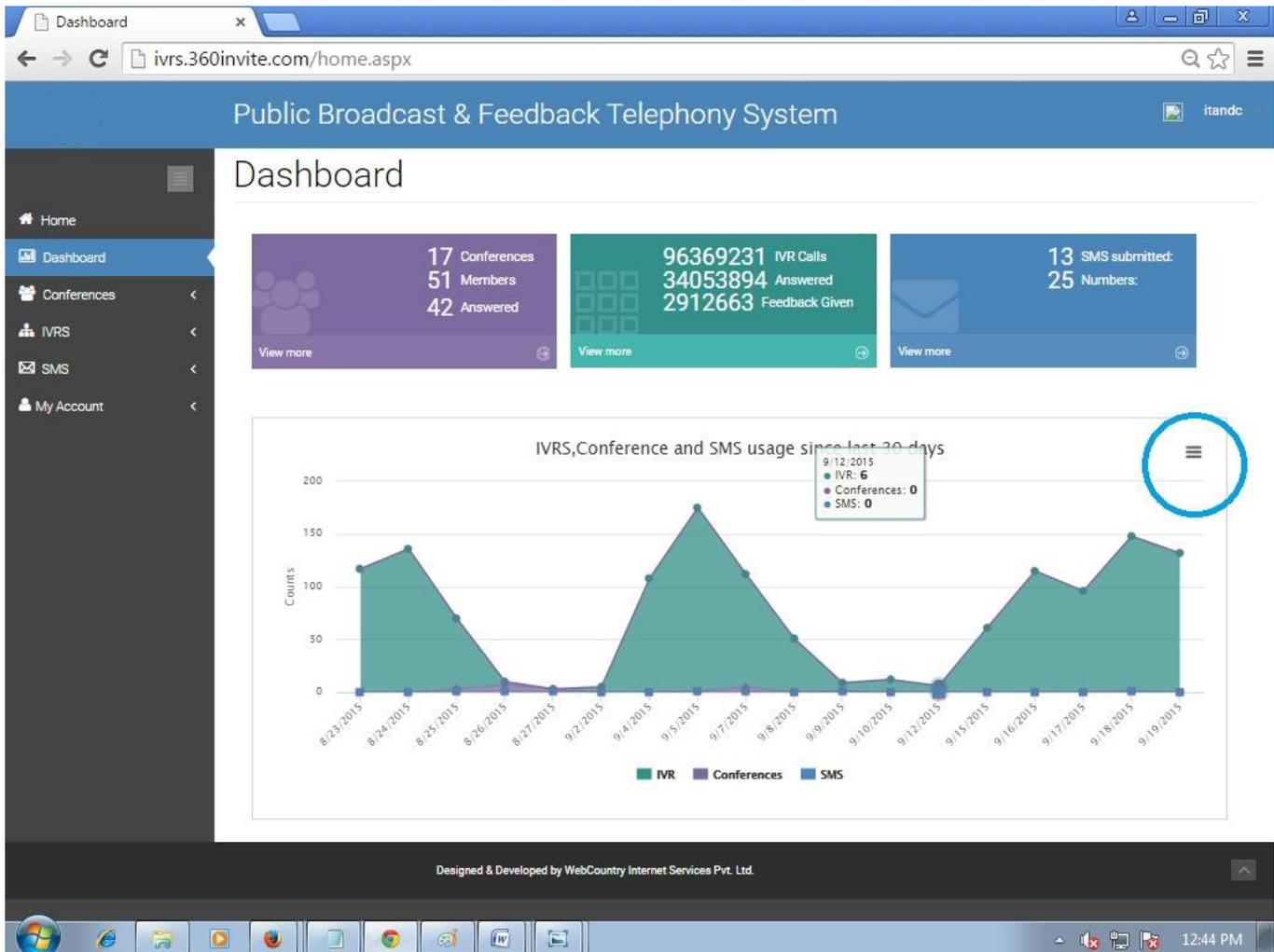
 Count : 17

Dept Name	Date	Summary	Total Sent
Tech Support	9/15/2015 2:41:21 PM	OTP	1
Tech Support	9/14/2015 4:12:34 PM	OTP	1
Tech Support	9/11/2015 5:13:10 PM	Conference SMS	1
Tech Support	9/11/2015 5:12:22 PM	OTP	1
Tech Support	9/11/2015 4:29:30 PM	OTP	1
Tech Support	9/11/2015 4:19:39 PM	OTP	1
Tech Support	9/9/2015 3:02:55 PM	lfkdjg,dfg	2
Tech Support	9/9/2015 3:02:18 PM	OTP	1
Tech Support	9/9/2015 2:58:31 PM	OTP	1
Tech Support	9/9/2015 2:55:43 PM	OTP	1

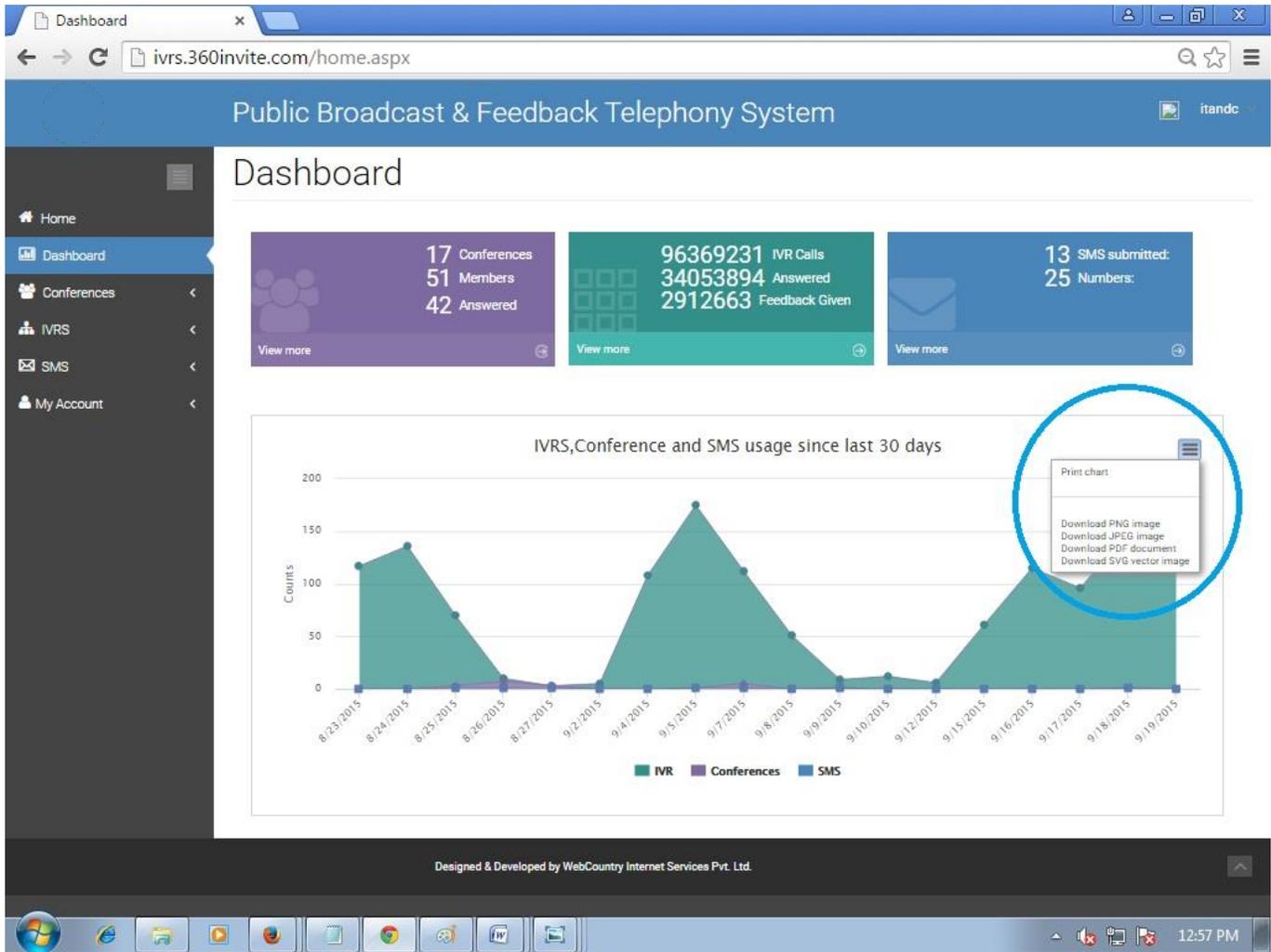
Showing 1 to 10 of 17 entries

Activate Windows
Go to Settings to activate Windows.

Chart Context Menu:

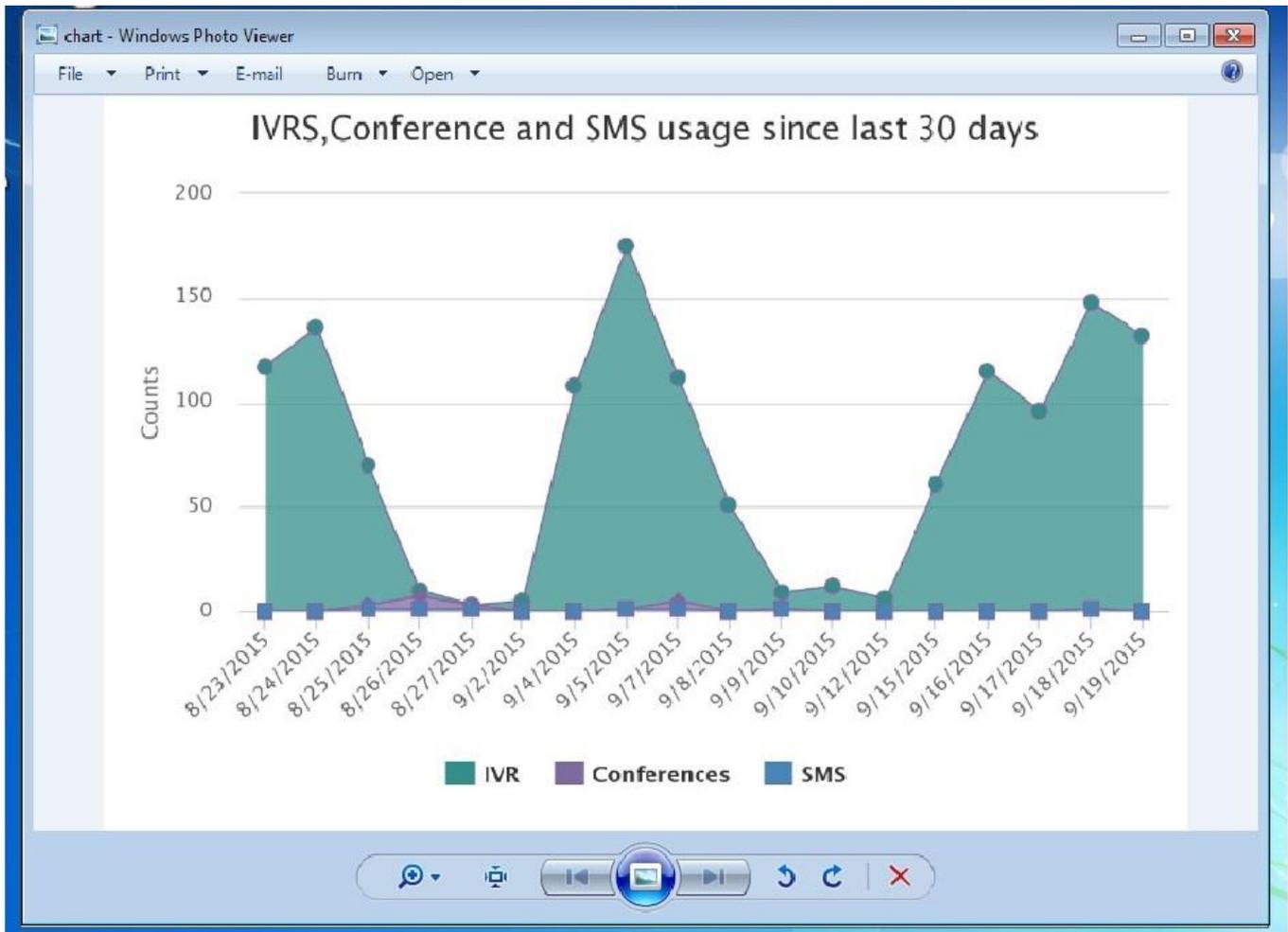


Click on "Chart Context Menu"



Here, we can see 'Download' different type of formats to print the chart, Select any one.

Eg: Click on "Download JPEG Image"



After downloading the file View/Print

Conferences

This tab allows you to view:

- Conferences List
- Reports

Conferences List:

Public Broadcast & Feedback Telephony System

techsu

My Conferences (5)

techsupport, Welcome to your conference account! [Create Conference](#)

Conference Name	Created By	Created Date	Last Conference Date	Description
CMCon2	Suresh	2015/09/14	2015/09/14	CMCon2
CMConf	Suresh	2015/09/14	2015/09/14	CMConf
Sai	SURESH	2015/09/02	2015/09/11	TEST
Smsc Conference	rajsekhar	2015/09/02	2015/09/02	a conference for testing purpose
Support Team	Prasad	2015/08/28	2015/09/03	srinivas sir told to connect to support

In Conferences list, we can view previous conferences list and we can create new conference.

Create New Conference:

Click on “Create Conference”

Public Broadcast & Feedback Telephony System

techsu

My Conferences (5)

techsupport, Welcome to your conference account!

[Create Conference](#)

Conference Name	Created By	Created Date	Last Conference Date	Description
CMCon2	Suresh	2015/09/14	2015/09/14	CMCon2

Conference Name	Created By	Created Date	Last Conference Date	Description
CMConf	Suresh	2015/09/14	2015/09/14	CMConf

Conference Name	Created By	Created Date	Last Conference Date	Description
Sai	SURESH	2015/09/02	2015/09/11	TEST

Conference Name	Created By	Created Date	Last Conference Date	Description
Smsc Conference	rajsekhar	2015/09/02	2015/09/02	a conference for testing purpose

Conference Name	Created By	Created Date	Last Conference Date	Description
Support Team	Prasad	2015/08/28	2015/09/03	srinivas sir told to connect to support

Activate Windows
Go to System in Control Panel to activate Windows.

Procedure for Creating a Conference:

Public Broadcast & Feedback Telephony System

Create Conference

Conference name:

Welcome Clip: No file chosen

Moderator:

Summary Of Conference:

Creator Name:

Category Name:

Category:

Members:

Excel Upload Select from contacts Select all contacts

No file chosen

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1. **Enter Conference Name.** Enter the Name for the conference
2. **Upload a Welcome Clip.** (MP3 format only) Participants will listen to clip once they join the conference call
3. **Select Moderator.** Choose a moderator for the conference from existing contact
4. **Creator Name:** Enter the Name of the Main person going to speak in the conference who is already in the contacts.

5. **Summary of conference:** Enter the summary of the conference
6. **Category:** Choose the category from the list
7. **Category Name:** Enter the name belongs to the Category
8. **Add Contact(s).** Choose from existing contacts or upload multiple new contacts using an Excel sheet or Select from contacts or Select all contacts
9. **Submit:** Click on Submit after finish all fields.

Access Live Conference Panel:

View all past conferences in detail

The screenshot shows a web browser window with the URL ivrs.360invite.com/conference_studio.aspx. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main heading is "My Conferences (5)". Below the heading, there is a welcome message "techsupport, Welcome to your conference account!" and a "Create Conference" button. A table lists five conferences with columns for Conference Name, Created By, Created Date, Last Conference Date, and Description.

Conference Name	Created By	Created Date	Last Conference Date	Description
CMCon2	Suresh	2015/09/14	2015/09/14	CMCon2
CMConf	Suresh	2015/09/14	2015/09/14	CMConf
Sai	SURESH	2015/09/02	2015/09/11	TEST
Smac Conference	rajsekhar	2015/09/02	2015/09/02	a conference for testing purpose
Support Team	Prasad	2015/08/28	2015/09/03	srinivas sir told to connect to support

1. **Conference Name:** When you click on the conference name you can see all the details pertaining to that conference

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conference_studio.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main heading is "My Conferences (6)". Below the heading, there is a welcome message "techsupport, Welcome to your conference account!" and a "Create Conference" button. A table lists six conferences with columns for Conference Name, Created By, Created Date, Last Conference Date, and Description. The "Smisc Conference" row is circled in blue.

Conference Name	Created By	Created Date	Last Conference Date	Description
support team conf	kalyan	2015/09/18	2015/09/18	support team conference
CMCon2	Suresh	2015/09/14	2015/09/14	CMCon2
CMConf	Suresh	2015/09/14	2015/09/14	CMConf
Sai	SURESH	2015/09/02	2015/09/11	TEST
Smisc Conference	rajsekhar	2015/09/02	2015/09/02	a conference for testing purpose
Support Team	Prasad	2015/08/28	2015/09/03	srinivas sir told to connect to support

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Waiting for highstairs-a.akamaihd.net...

3:34 PM

2. **Total Members:** Displays all the participants (including the moderator/operator) in the conference

Public Broadcast & Feedback Telephony System

Smsc Conference

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	21

Count : 0 Search

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Activate Windows
Go to System in Control Panel to activate Windows.

2:03 PM
9/15/2015

Conference Room x

ivrs.360invite.com/conference_room.aspx?id=2646

Public Broadcast & Feedback Telephony System

techsu

Smsc Conference

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members: 86
Total Inprogress: 0
Total mute: 0
Total unmute: 0
Total hand rise: 0
Private Room: 0
Moderator: rajsekhar
Total Issues: 0

Peak Attendance : 21
Count : 86 Search

Name	Designation	Department	District	Mandal	Action
Indira Priyanka Padidadakala					Call Ended
Hafeez Shaik					Call Ended
Chandra Sekhar Paupuleti					Call Ended
Vasudev Jagarlamudi					NO ANSWER
Pujitha Tirupathi					Call Ended
Prasanna Jonnakuti					Call Ended
Harshitha Basani					Call Ended
Jyothi Narra					Call Ended
siva swaroop					Call Ended
Durga Sumanohar Gandham					Not Answered
Swamy Madimetla					User Busy
Joshna Deshabhaktini					Call Ended
Bhagya Lakshmi Gandu					Call Ended

4:23 PM

a) We can make a call by clicking on “call” symbol for who want to connect again in the conference.

Conference Room

ivrs.360invite.com/conference_room.aspx?id=2694

Public Broadcast & Feedback Telephony System

techsu

smsc test

Mute Dial all Mute all Hangup all Play stop SendSMS

Join Member

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator Sheakr	Total Issues
1	1	0	1	0	0	⏻	0

Peak Attendance : 0

Count : 1 Search

Name	Designation	Department	District	Mandal	Action
kalyan					 

<< 1 >>

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

4:47 PM

b) We can disconnect the call by clicking on “Shut down” symbol from the conference.

3. **Total In-Progress:** All active (on call) participants are displayed here

Conference Room x

ivrs.360invite.com/conference_room.aspx?id=2694

Public Broadcast & Feedback Telephony System

techsu

smc test

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members	Total inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator Sheakr	Total Issues
1	1	0	1	0	0	0	0

Count : 0 Search

Peak Attendance : 0

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4:46 PM

Conference Room x

ivrs.360invite.com/conference_room.aspx?id=2694

Public Broadcast & Feedback Telephony System

techsu

smc test

Mute Dial all Mute all Hangup all Play stop SendSMS

Join Member

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues
1	1	0	1	0	0	Sheakr ⏻	0

Peak Attendance : 0

Count : 2 Search

Name	Designation	Department	District	Mandal	Action
kalyan	null	null	null	null	🎤 🔊 Private ⏻
Sheakr					🎤 🔊 Private ⏻

<< 1 >>

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

javascript;

4:47 PM

- a) When click on “Total inprogress”, it shows the list of the persons who are in conference.

4. **Peak-Attendance:** Displays maximum participation

Public Broadcast & Feedback Telephony System

Smsc Conference

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members	Total inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator rajsekhar	Total Issues	Peak Attendance : 21
86	0	0	0	0	0		0	

Count : 0 Search

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

Activate Windows
Go to System in Control Panel to activate Windows.

2:03 PM
9/15/2015

5. **Total Mute:** Displays all the participants on mute (cannot talk, only listen)

Public Broadcast & Feedback Telephony System

Smsc Conference

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members	Total inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator rajsekhar	Total Issues	Peak Attendance : 21
86	0	0	0	0	0		0	

Count : 0 Search

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

Activate Windows
Go to System in Control Panel to activate Windows.

2:03 PM
9/15/2015

6. Total Un-Mute: Displays all the participants who can talk

Public Broadcast & Feedback Telephony System

Smsc Conference

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator rajsekhar	Total Issues	Peak Attendance : 21
86	0	0	0	0	0		0	

Count : 0 Search

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

Activate Windows
Go to System in Control Panel to activate Windows.

2:03 PM
9/15/2015

Conference Room x

ivrs.360invite.com/conference_room.aspx?id=2694

Public Broadcast & Feedback Telephony System

techsu

smc test

Mute Dial all Mute all Hangup all Play stop SendSMS

Join Member

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues
1	1	0	1	0	0	Sheakr ⏻	0

Peak Attendance : 0

Count : 2 Search

Name	Designation	Department	District	Mandal	Action
kalyan	null	null	null	null	 Private 
Sheakr					 Private 

<< 1 >>

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

javascript;

4:47 PM

- a) This person cannot able to speak on phone because person is in Mute, to make “Unmute” means giving the permission to speak click on the “Mute” symbol shown figure.

Conference Room

ivrs.360invite.com/conference_room.aspx?id=2694

Public Broadcast & Feedback Telephony System

techsu

smcsc test

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members	Total inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator Sheakr	Total Issues
1	1	0	1	0	0	⏻	0

Count : 2 Search

Peak Attendance : 0

Name	Designation	Department	District	Mandal	Action
kalyan	null	null	null	null	🔊 Private ⏻
Sheakr					🔊 Private ⏻

<< 1 >>

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

4:50 PM

- b) This person can able to speak on phone because person is in Unmute, to make “Mute” means disconnecting the permission to speak click on the “Unmute” symbol shown in figure.

7. **Total Hand Raise:** Displays all the participants on mute who want to talk during the conference. Participants can raise their hand by **Pressing 0**

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conference_room.aspx?id=2646`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Smsc Conference" and features a control bar with buttons: "Mute Dial all", "Mute all", "Hangup all", "Play", "stop", and "SendSMS". A "Join Member" button is also present. Below the control bar, a statistics table displays the following data:

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	:21

The "Total hand rise" value of 0 is circled in blue. Below the table, there is a "Count : 0" label and a search input field. The footer of the page includes the text "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" watermark. The Windows taskbar at the bottom shows the time as 2:03 PM on 9/15/2015.

8. **Total Issues:** Displays all the participants who experience call quality issues. They can inform the moderator/operator by **Pressing *1**

Public Broadcast & Feedback Telephony System

Smsc Conference

Mute Dial all Mute all Hangup all Play stop SendSMS Join Member

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator rajsekhar	Total Issues	Peak Attendance
86	0	0	0	0	0		0	1

Count : 0 Search

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

Activate Windows
Go to System in Control Panel to activate Windows.

2:03 PM
9/15/2015

9. Moderator: Displays the Moderator of the conference call

The screenshot displays a web application interface for a conference room. The browser address bar shows the URL `ivrs.360invite.com/conference_room.aspx?id=2646`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Smsc Conference" and features several control buttons: "Mute Dial all", "Mute all", "Hangup all", "Play", "stop", "SendSMS", and "Join Member". Below these buttons is a table of statistics:

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	:21

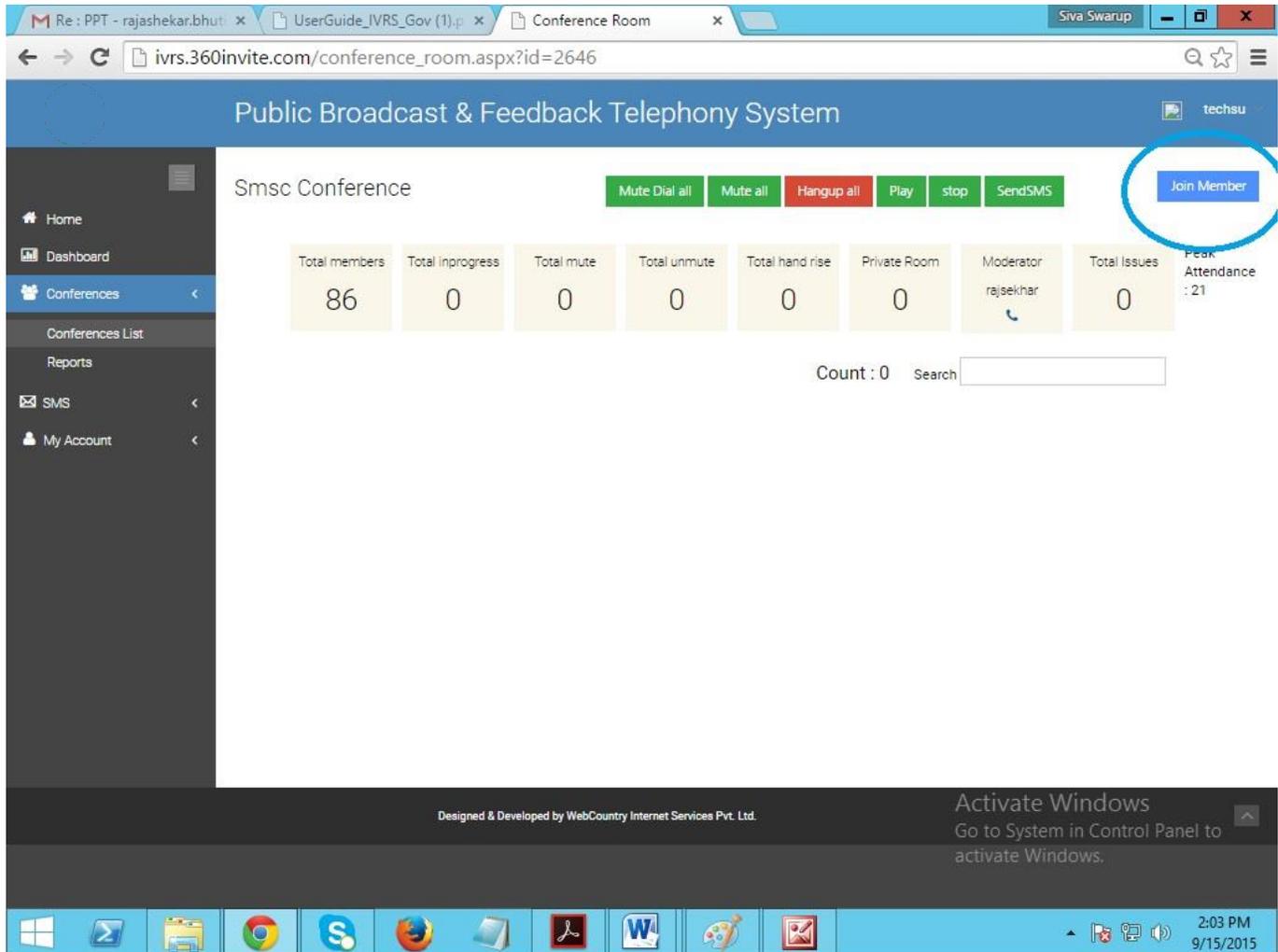
A blue circle highlights the "Moderator" field, which contains the name "rajsekhar". Below the table, there is a "Count : 0" label and a search input field.

The footer of the page includes the text "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" watermark. The Windows taskbar at the bottom shows the time as 2:03 PM on 9/15/2015.

Live Conference Panel

Access to features that allow you to manage the conference smoothly

1. **Join Member:** The Moderator/Operator can add new participants to the conference at anytime



2. Mute Dial All: Dials Participants (on mute) from the bridge number

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conference_room.aspx?id=2646`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Smsc Conference" and features a control bar with several buttons: "Mute Dial all" (circled in blue), "Mute all", "Hangup all", "Play", "stop", and "SendSMS". A "Join Member" button is also present. Below the control bar is a statistics table:

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	:21

Below the table, there is a "Count : 0" label and a search input field. The footer of the page includes the text "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" notification. The Windows taskbar at the bottom shows the time as 2:03 PM on 9/15/2015.

3. **Mute All:** Mute participants on the conference (muted participant's voice cannot be heard by other conference members)

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conference_room.aspx?id=2646`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Smsc Conference" and features a control bar with buttons: "Mute Dial a", "Mute all" (circled in blue), "Hangup all", "Play", "stop", and "SendSMS". A "Join Member" button is also present. Below the control bar is a dashboard with the following data:

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	:21

Below the dashboard, there is a "Count : 0" label and a search input field. The footer of the page includes "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" watermark. The Windows taskbar at the bottom shows the time as 2:03 PM on 9/15/2015.

4. **Hang Up All:** End the Conference in one click

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conference_room.aspx?id=2646`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Smsc Conference" and features a control bar with buttons: "Mute Dial all", "Mute all", "Hangup all" (circled in blue), "Play", "stop", and "SendSMS". A "Join Member" button is also present. Below the control bar is a statistics table:

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	:21

Below the table, there is a "Count : 0" label and a search input field. The footer of the page includes "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" notification. The Windows taskbar at the bottom shows the time as 2:03 PM on 9/15/2015.

5. **Play:** Play Welcome/Wait clip for participants at time of joining or waiting on call

Public Broadcast & Feedback Telephony System

Smsc Conference

Mute Dial all Mute all Hangup a **Play** stop SendSMS Join Member

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator rajsekhar	Total Issues	Peak Attendance :21
86	0	0	0	0	0		0	

Count : 0 Search

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

Activate Windows
Go to System in Control Panel to activate Windows.

2:03 PM
9/15/2015

6. **Stop:** Stop playing Welcome/Wait clip

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conference_room.aspx?id=2646`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Smsc Conference" and features a control panel with several buttons: "Mute Dial all", "Mute all", "Hangup all", "Play", "stop", and "endSMS". The "stop" button is circled in blue. Below the buttons is a table of statistics:

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	:21

Below the table, there is a "Count : 0" label and a search input field. The footer of the page includes the text "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" notification. The Windows taskbar at the bottom shows the time as 2:03 PM on 9/15/2015.

7. **Send SMS:** Send SMS to participants with conference details like: Name, Moderator, Time of call, and Conference Agenda etc.

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conference_room.aspx?id=2646`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "Smsc Conference" and features a row of control buttons: "Mute Dial all", "Mute all", "Hangup all", "Play", "stop", and "SendSMS" (which is circled in blue). A "Join Member" button is also present. Below the buttons is a dashboard with the following data:

Total members	Total Inprogress	Total mute	Total unmute	Total hand rise	Private Room	Moderator	Total Issues	Peak Attendance
86	0	0	0	0	0	rajsekhar	0	:21

Below the dashboard, there is a "Count : 0" label and a search input field. The footer of the page includes "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" notification. The Windows taskbar at the bottom shows the time as 2:03 PM on 9/15/2015.

Reports:

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conferencecounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The main heading is "Conferences Count". Below the heading, there is a "Select a date range:" label with an input field and a green "Get" button. A table displays the conference counts for the "Tech Support" department.

Department Name	Total Conferences	Total Members	Members Joined	Handraise	Allowed to Speak
Tech Support	38	215	99	16	10

At the bottom of the page, there is a footer with the text "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and a Windows activation watermark that says "Activate Windows Go to System in Control Panel to activate Windows." The Windows taskbar at the bottom shows the time as 1:18 PM on 9/15/20.

Here we can see Total conferences count report list

1. **Select Date Range:** When you click on Select Date Range, you can see all the listed conferences count as per date

The screenshot shows a web browser window with the URL `ivrs.360invite.com/conferencecounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The main heading is "Conferences Count".

Below the heading, there is a "Select a date range:" section with two input fields: "FROM" (containing "09/11/2015") and "TO" (containing "09/15/2015"). There are "Apply", "Cancel", and "Get" buttons. Two calendar pop-ups for "Sep 2015" are shown, with the date "15" selected in both.

To the right of the date range selection, there is a table with the following data:

Participants Joined	Handraise	Allowed to Speak
	16	10

At the bottom of the browser window, there is a Windows taskbar with various application icons and a system tray showing the time "1:43 PM" and date "9/15/20". A watermark at the bottom right reads "Activate Windows Go to System in Control Panel to activate Windows."

2. **Total Conferences:** When you click on Total Conferences number, it will show the Total conferences list.

The screenshot shows a web browser window with the URL ivrs.360invite.com/conferencecounts.aspx. The page title is "Public Broadcast & Feedback Telephony System". The main heading is "Conferences Count". Below the heading, there is a "Select a date range:" label and an empty input field. A green "Get" button is positioned to the right of the input field. Below this is a table with the following data:

Department Name	Total Conferences	Total Members	Members Joined	Handraise	Allowed to Speak
Tech Support	38	215	99	16	10

The "Total Conferences" value of 38 for the Tech Support department is circled in blue. The "Get" button is also circled in blue. The footer of the page includes the text "Designed & Developed by WebCountry Internet Services Pvt. Ltd." and an "Activate Windows" watermark. The Windows taskbar at the bottom shows the time as 1:49 PM on 9/15/20.

3. Download to Excel: We can download Total conferences list.

Public Broadcast & Feedback Telephony System

Conference Summary Reports

Select a date range: Count: 38

Department Name	Conference Name	Done Date	Total Members	Total Calls Tried	Total Calls Answered	Handraise	Allowed to Speak
Tech Support	CMConf	9/14/2015	2	4	4	0	0
Tech Support	CMCOn2	9/14/2015	4	1	0	0	0
Tech Support	CMCOn2	9/14/2015	4	7	1	0	0
Tech Support	Sai	9/11/2015	2	1	1	0	0
Tech Support	Sai	9/11/2015	2	2	2	0	0
Tech Support	Sai	9/11/2015	2	1	0	0	0
Tech Support	Sai	9/11/2015	2	1	0	0	0
Tech Support	Sai	9/11/2015	2	1	1	0	0
Tech Support	Sai	9/11/2015	2	1	1	0	0
Tech Support	Sai	9/11/2015	2	2	1	0	0

Showing 1 to 10 of 38 entries

Previous Next

Designed & Developed by WebCountry Internet Services Pvt. Ltd.

Activate Windows
Go to System in Control Panel to activate Windows.

2:00 PM
9/15/2015

4. Conference report: We can view the total report for the conference.

Public Broadcast & Feedback Telephony System

Smsc Conference Reports

Start Time : Sep 2 2015 4:44PM Maximum Attendance : 21
 End Time : Sep 2 2015 4:55PM Total Hand Raises : 7
 Total Allowed to speak : 4 Total Participants : 86

Search :

Name	To number	Handraise	Allowed to speak?	End reason	Call timings	Duration
Bhagya Lakshmi Gandu	8106429633	NO	NO	CALL ENDED	4:50PM - 4:55PM	6 4
Chandra Sekhar Paupuleti	7207760759	NO	NO	CALL ENDED,CALL ENDED	4:52PM - 4:55PM,4:46PM - 4:50PM	4 5
Durga Sumanohar Gandham	8019827104	NO	NO	SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,SUBSCRIBER ABSENT,USER BUSY,CALL ENDED,CALL ENDED	4:47PM - 4:47PM,4:46PM - 4:46PM	1 1
Hafeez Shaik	7207608926	NO	NO	NORMAL CLEARING,NOT ANSWERED,NOT ANSWERED,NOT ANSWERED,NOT ANSWERED,NOT ANSWERED	4:52PM - 4:54PM	2
Harshitha Basani	7396983560	NO	NO	CALL ENDED	4:46PM - 4:55PM	10
Indira Priyanka Padidadakala	7207529688	NO	NO	NORMAL CLEARING,NOT ANSWERED,NOT ANSWERED	4:48PM - 4:55PM	8
Jostina Deshabhaktini	8099718451	NO	NO	CALL ENDED	4:46PM - 4:55PM	10
Jyothi Narra	7680842345	NO	NO	CALL ENDED,CALL ENDED	4:50PM - 4:55PM,4:46PM - 4:50PM	8 4
Prasanna Jonnakuti	7386525763	NO	NO	CALL ENDED	4:46PM - 4:55PM	9
Pujitha Tirupathi	7382604879	NO	NO	CALL ENDED	4:46PM - 4:55PM	9

IVRS

This tab allows you to:

- IVRS list
- Reports

IVRS list

Public Broadcast & Feedback Telephony System

My IVRS

itandc, Welcome to your IVR Account!

Use the quick links below to create new ivr system or change ivr number for existing ivrs.

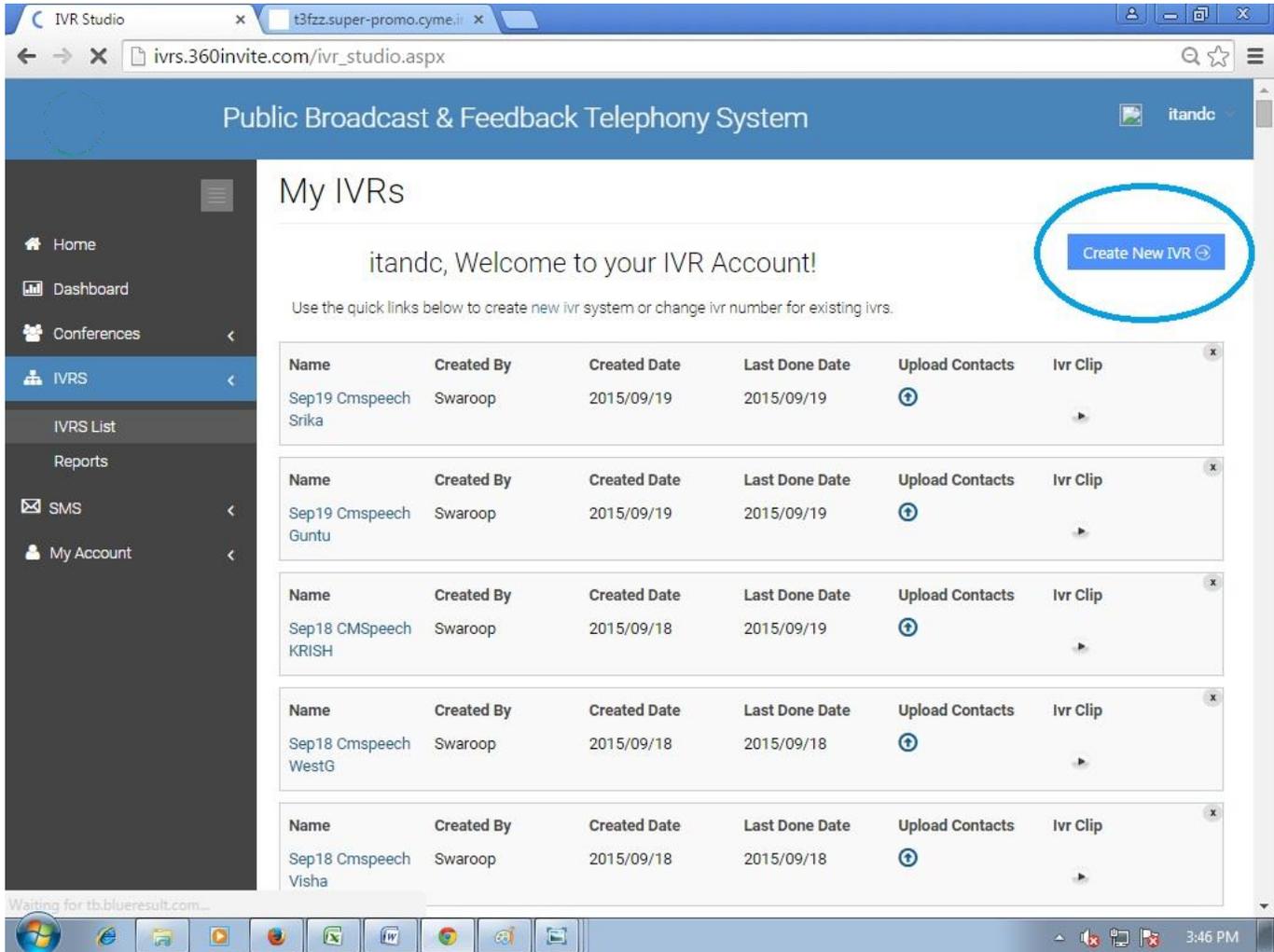
Create New IVR

Name	Created By	Created Date	Last Done Date	Upload Contacts	Ivr Clip
SEP10 SET1 GRA MA COM	Swaroop	2015/09/10	2015/09/10		
SEP10 GRAMA CO MMITTE	Swaroop	2015/09/10	2015/09/10		
Sep08 Set4 Aviniti	Swaroop	2015/09/08	2015/09/09		
Sep08 Set4 Dwakra	Swaroop	2015/09/08	2015/09/08		
Sep08 Set4 Ntrvaid	Swaroop	2015/09/08	2015/09/08		

Here we can view IVR Campaign Name, Type (Outbound/Inbound), IVR Play Clip and To Create New IVR

Create New IVR (using IVR Studio)

Click on “Create new IVR” to create a new IVR



Public Broadcast & Feedback Telephony System

itandc

My IVRs

itandc, Welcome to your IVR Account!

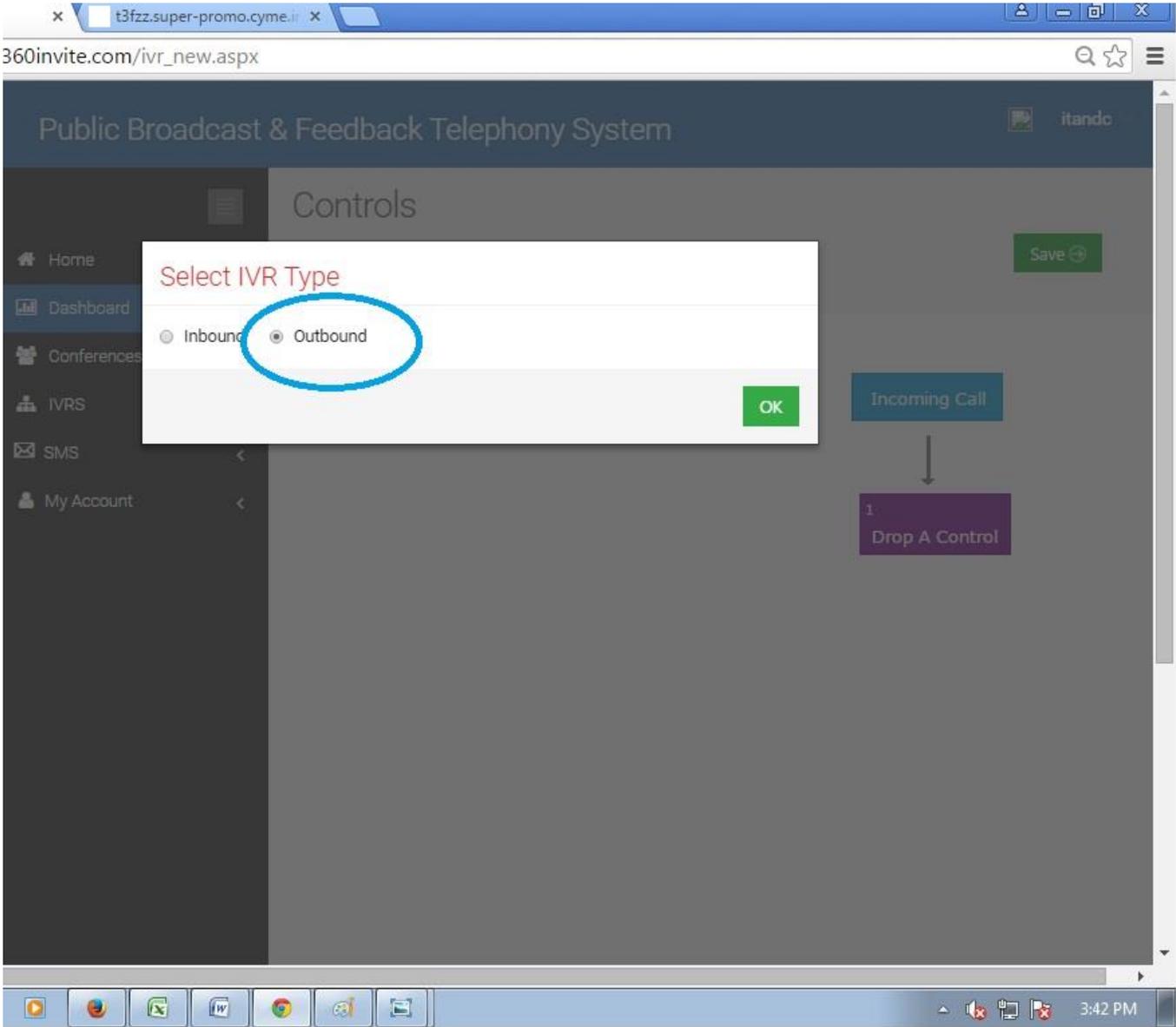
Use the quick links below to create new ivr system or change ivr number for existing ivrs.

Name	Created By	Created Date	Last Done Date	Upload Contacts	Ivr Clip
Sep19 Cmspeech Srika	Swaroop	2015/09/19	2015/09/19		
Sep19 Cmspeech Guntu	Swaroop	2015/09/19	2015/09/19		
Sep18 CMSpeech KRISH	Swaroop	2015/09/18	2015/09/19		
Sep18 Cmspeech WestG	Swaroop	2015/09/18	2015/09/18		
Sep18 Cmspeech Visha	Swaroop	2015/09/18	2015/09/18		

Waiting for tb.blueresult.com...

3:46 PM

Select from Outbound IVR or Inbound IVR



Outbound

The screenshot shows a web browser window with the URL `ivrs.360invite.com/ivr_new.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The user is logged in as "Siva Swarup".

The main content area is titled "Controls" and contains three buttons: "Play message", "Menu", and "Hang Up". A green "Save" button is located in the top right corner of the controls section.

A diagram illustrates an "Outgoing Call" flow. It starts with a blue box labeled "Outgoing Call", which points down to a purple box labeled "1 Drop A Control".

The left sidebar contains a navigation menu with the following items: Home, Dashboard, Conferences, IVRS (highlighted), IVRS List, Reports, SMS, and My Account.

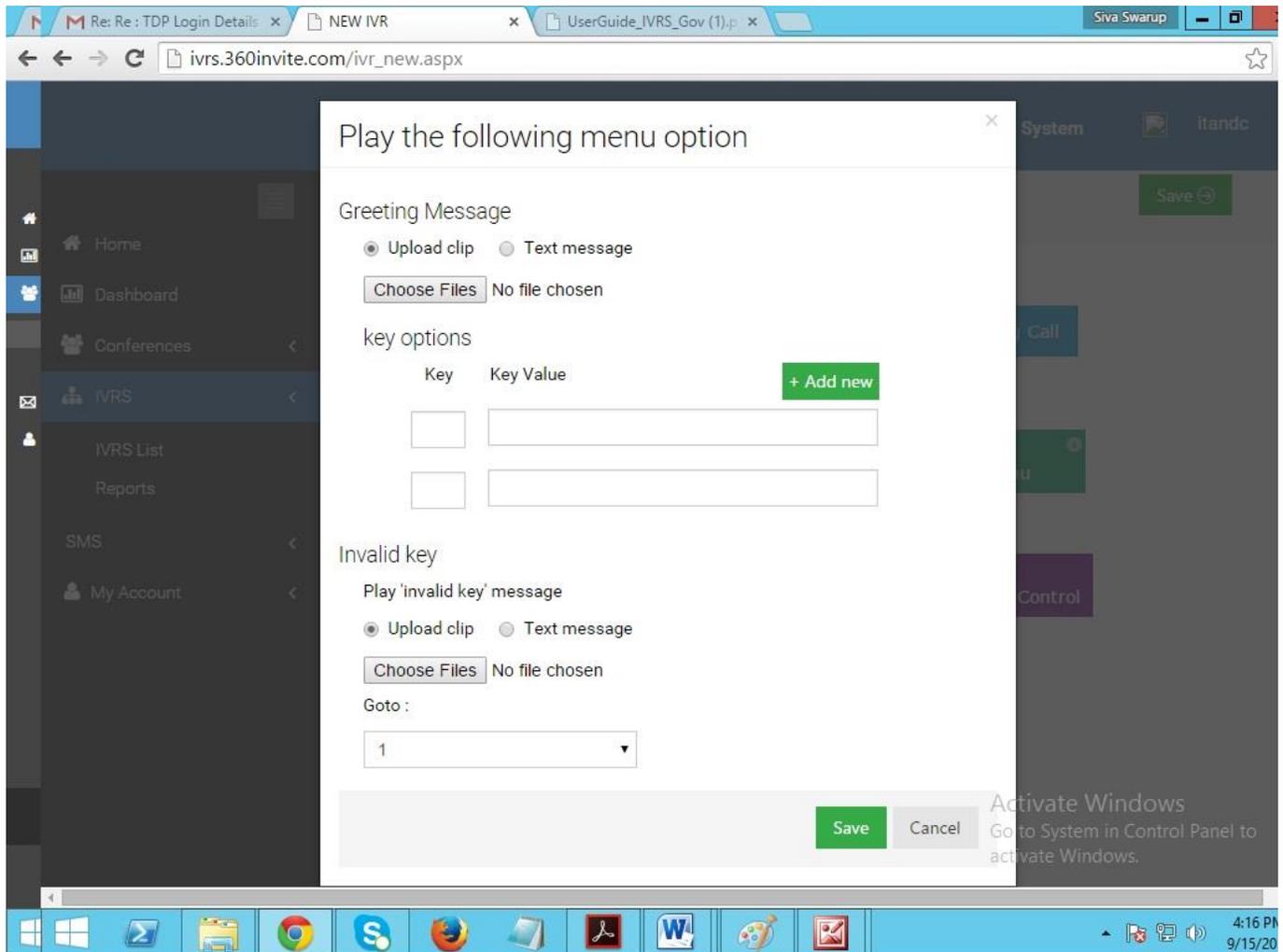
An "Activate Windows" watermark is visible in the bottom right corner of the page, with the text: "Go to System in Control Panel to activate Windows."

The Windows taskbar at the bottom shows the following icons: Start, File Explorer, Google Chrome, Skype, Firefox, a folder icon, Adobe Reader, Microsoft Word, and a paint application. The system tray on the right shows the date and time: "4:13 PM 9/15/20".

Controls

1. Play Message

Play a welcome message to Caller/Receiver



a. Upload Clip

Upload an MP3 Audio Clip

b. Text Message or Text-to-Speech (TTS)

Convert Text into Audio format using the TTS Engine. It currently supports **English, Telugu and Hindi** languages

2. Menu

Public Broadcast & Feedback Telephony System

itandc

Save

Play the following menu option

Greeting Message

Upload clip Text message

0:00

Upload new

key options

Key	Key Value
2	c
4	d

+ Add new

Invalid key

Play 'invalid key' message

Upload clip Text message

0:00

Goto :

1

Upload new

Save Cancel

Activate Windows
Go to System in Control Panel to activate Windows.

Re: Re: TDP Login Details x NEW IVR x UserGuide_IVRS_Gov (1).p x Siva Swarup

ivrs.360invite.com/ivr_new.aspx

Home Dashboard Conferences IVRS IVRS List Reports SMS My Account

4:23 PM 9/15/20

a. Greeting Message

Upload a clip or use the Text Message (TTS) option that mentions what keys to press and what action will follow on pressing a particular key

b. Key Options

Key – Assign a number. Example: 2 & 7

Key Value – Assign an action for that particular Key. Example: 2 is Accept & 7 is Reject

Add New: Add a new Key and Key Value. Example: 4 is Transfer/Forward Call

c. Invalid Key

On pressing an invalid key (those numbers that are not assigned) a voice clip is played to the caller asking him to press the correct key. Upload a clip or use the Text Message (TTS) option.

d. Go to

On pressing an Invalid Key direct the caller to the required menu

3. Hang Up

Public Broadcast & Feedback Telephony System

Controls

Play message Menu Hang Up Save

Outgoing Call

1 Menu

2 C

4 D

Invalid key

Play Message

2 Hang Up

3 Hang Up

End Call

End Call

Activate Windows
Go to System in Control Panel to activate Windows.

4:29 PM
9/15/20

a. Send SMS to Caller

Send SMS to Caller on ending the call

b. Send SMS to User

Send SMS to Client or authorized person on ending the call

c. Send Email to

Send Email to multiple parties on ending the call

d. Simply Hang up

'Clicking on Save' without selecting any of the above options, simply ends the call

Inbound

Re: Re : TDP Login Details x NEW IVR x UserGuide_IVRS_Gov (1).p x Siva Swarup

ivrs.360invite.com/ivr_new.aspx

Play the following menu option

Greeting Message

Upload clip Text message

Choose Files No file chosen

key options

Key	Key Value	+ Add new
<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	

Invalid key

Play 'invalid key' message

Upload clip Text message

Choose Files No file chosen

Goto :

1

Save Cancel

Activate Windows
Go to System in Control Panel to activate Windows.

System itandc

Save

Call

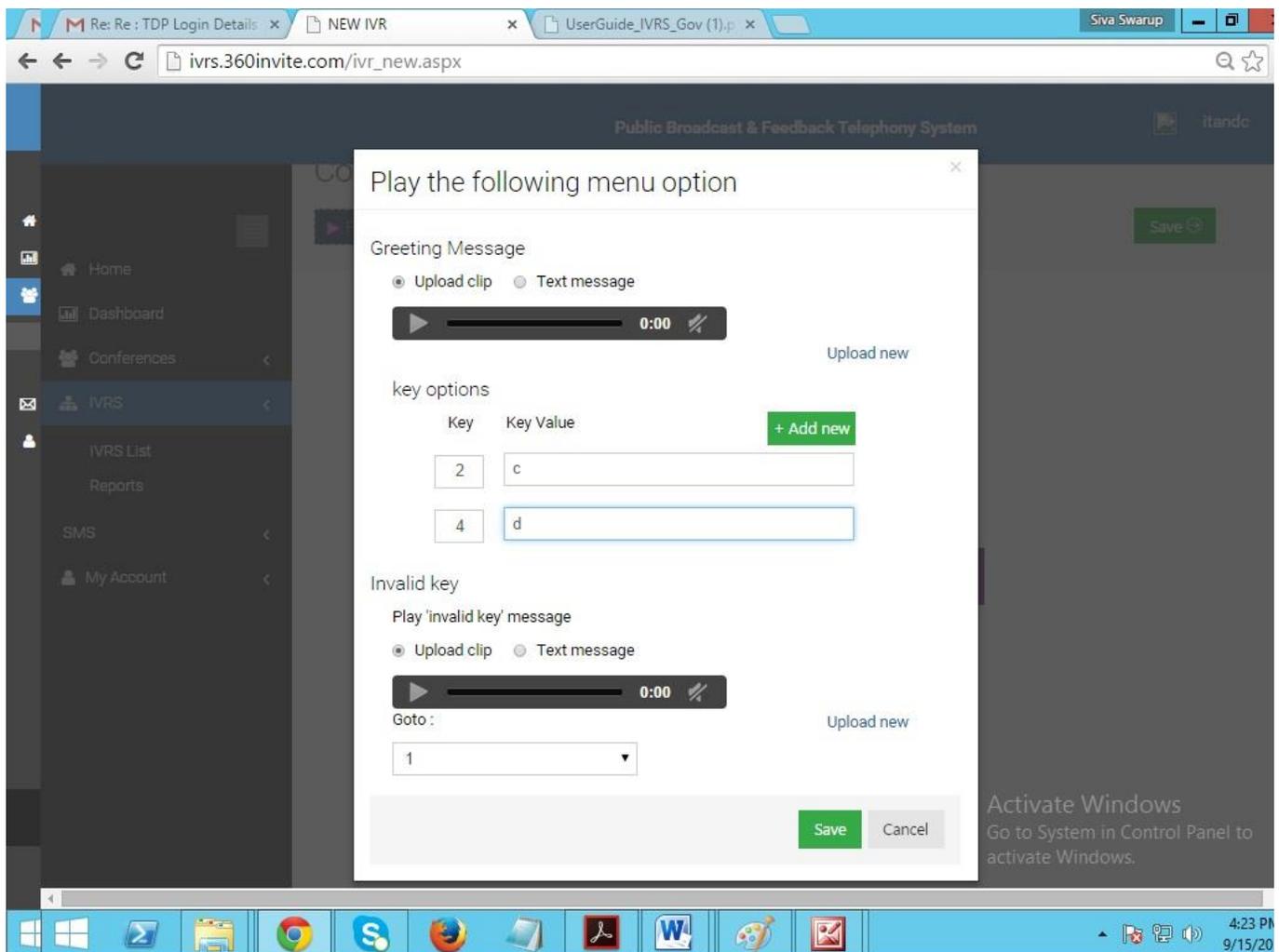
Control

Windows taskbar: 4:16 PM 9/15/20

Controls

1. Play Message

Play a welcome message to Caller/Receiver



The screenshot shows a web browser window with the URL `ivrs.360invite.com/ivr_new.aspx`. The page title is "Public Broadcast & Feedback Telephony System". A modal dialog box titled "Play the following menu option" is open, allowing configuration of a greeting message and key options.

Greeting Message

- Upload clip Text message
- Audio player: 0:00
- Upload new

key options

Key	Key Value	
2	c	+ Add new
4	d	

Invalid key

- Play 'invalid key' message
- Upload clip Text message
- Audio player: 0:00
- Upload new
- Goto: 1

Buttons: Save, Cancel

Windows taskbar at the bottom shows the time 4:23 PM on 9/15/20.

a. Upload Clip

Upload an MP3 Audio Clip

b. Text Message or Text-to-Speech (TTS)

Convert Text into Audio format using the TTS Engine. It currently supports **English, Telugu and Hindi languages**

2. Menu

The screenshot displays a web browser window with the URL `ivrs.360invite.com/ivr_new.aspx`. The page title is "Public Broadcast & Feedback Telephony System". A left-hand navigation menu is visible, with "IVRS" selected. The main content area is titled "Controls" and contains a row of buttons: "Play message", "Menu", "Time of the day", "Ring user(s)", "Voice mail", "Hang Up", "goto", "Email", "SMS", and a "Save" button. Below the buttons, a flow diagram shows an "Incoming Call" box pointing to a "1 Drop A Control" box. An arrow points from the "Menu" button to the "1 Drop A Control" box. At the bottom right, there is a "Activate Windows" watermark.

a. Greeting Message

Upload a clip or use the Text Message (TTS) option that mentions what keys to press and what action will follow on pressing a particular key

b. Key Options

Key – Assign a number. Example: 2 & 7

Key Value – Assign an action for that particular Key. Example: 2 is Accept & 7 is Reject

Add New: Add a new Key and Key Value. Example: 4 is Transfer/Forward Call

c. Invalid Key

On pressing an invalid key (those numbers that are not assigned) a voice clip is played to the caller asking him to press the correct key. Upload a clip or use the Text Message (TTS) option.

d. Go to

On pressing an Invalid Key direct the caller to the required menu

3. Time of the Day

Forward/Transfer calls based on time of the day. Create more complicated work flows based on day of the week.

4. Ring User(s)

a. Add New

Add Agent Contact information (name, number and email)

b. Ring Strategy

Ring all Agents at once or one at a time (round-robin strategy)

c. Login Authentication

Option to add additional login security layer for agent

d. Wait Clip

Upload an MP3 clip

e. User Busy

If agent is busy option to send an SMS to caller and/or forward to Voice Mail. Recorded voice mail clip can also be emailed to concerned person(s).

5. Voice Mail

a. Greeting Message

Upload MP3 or use TTS

b. Thank You Message

Upload MP3 or use TTS

c. Select User

Select which agent's voice mail the clip should be forwarded to

d. Notify User

SMS and/or Email concerned agent about receiving a voice mail

6. Go To

Direct Callers to required IVR menu as per their key press

7. Email

Trigger Emails (Subject & Body can be edited) to concerned person(s)

8. SMS

Trigger SMS to concerned person(s)

9. Hang Up

The screenshot displays a web-based interface for configuring an IVR system. The browser address bar shows `ivrs.360invite.com/ivr_new.aspx`. The page title is "Public Broadcast & Feedback Telephony System". A "Controls" panel at the top includes buttons for "Play message", "Menu", "Time of the day", "Ring user(s)", "Voice mail", "Hang Up", "goto", "Email", "SMS", and a "Save" button. A navigation sidebar on the left lists "Home", "Dashboard", "Conferences", "IVRS", "IVRS List", "Reports", "SMS", and "My Account".

The main area features a flowchart illustrating the call process:

- An "Incoming Call" leads to a "1 Menu" node.
- From the "1 Menu" node, three paths emerge:
 - Path 1: Labeled "1", leading to an orange "J" node, then a green "2 Hang Up" node, and finally a blue "End Call" node.
 - Path 2: Labeled "2", leading to an orange "D" node, then a green "3 Hang Up" node, and finally a blue "End Call" node.
 - Path 3: Labeled "Invalid key", leading to a green "Play Message" node.

The Windows taskbar at the bottom shows the system time as 4:40 PM on 9/15/20.

a. Send SMS to Caller

Send SMS to Caller on ending the call

b. Send SMS to User

Send SMS to Client or authorized person on ending the call

c. Send Email to

Send Email to multiple parties on ending the call

d. Simply Hang up

‘Clicking on Save’ without selecting any of the above options, simply ends the call

Upload Contacts

- Broadcast an old IVR campaign to new contacts. Add single or multiple contacts at a time by using the Upload Contacts option.

The screenshot shows a web browser window with the URL `ivrs.360invite.com/ivr_studio.aspx`. The page title is "Public Broadcast & Feedback Telephony System". The main content area is titled "My IVRs" and displays a welcome message: "itandc, Welcome to your IVR Account!". Below the message is a table listing five IVR systems. Each row in the table has columns for Name, Created By, Created Date, Last Done Date, Upload Contacts, and IvR Clip. The "Upload Contacts" column contains a blue circular icon with a white plus sign, which is circled in blue in the image. The table data is as follows:

Name	Created By	Created Date	Last Done Date	Upload Contacts	Ivr Clip
SEP10 SET1 GRA MA COM	Swaroop	2015/09/10	2015/09/10		
SEP10 GRAMA CO MMITTE	Swaroop	2015/09/10	2015/09/10		
Sep08 Set4 Aviniti	Swaroop	2015/09/08	2015/09/09		
Sep08 Set4 Dwakra	Swaroop	2015/09/08	2015/09/08		
Sep08 Set4 Ntrvaid	Swaroop	2015/09/08	2015/09/08		

The interface also includes a sidebar with navigation options: Home, Dashboard, Conferences, IVRS, SMS, and My Account. A "Create New IVR" button is visible in the top right corner. The Windows taskbar at the bottom shows the time as 5:00 PM on 9/15/20.

Reports:

Public Broadcast & Feedback Telephony System

IVR Reports Summary

Select a date range:

Department Name	IVR Count	Total Calls	Answered Calls	Feedback
ItandC	91385	73314561	25730599	2898090

Activate Windows
Go to System in Control Panel to activate Windows.

5:07 PM
9/15/20

Here we can see Total IVR Call report count

1. **Select Date Range:** When you click on Select Date Range, you can see all the listed IVRS as per date

The screenshot shows a web browser window with the URL `ivrs.360invite.com/ivrscounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the main heading is "IVR Reports Summary". A sidebar on the left contains navigation links: Home, Dashboard, Conferences, IVRS (selected), IVRS List, Reports, SMS, and My Account. The main content area has a "Select a date range:" label and a date picker. The date picker shows two calendar views for September 2015. The "FROM" date is 09/15/2015 and the "TO" date is 09/15/2015. The date 15 is highlighted in both calendars. Below the date picker is a table with a "Feedback" column and a value of 2898090. At the bottom of the page, there is a Windows taskbar with various application icons and a system tray showing the time as 5:13 PM on 9/15/2015.

		Sep 2015							Sep 2015							Feedback	
FROM	TO	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa		
09/15/2015	09/15/2015	30	31	1	2	3	4	5	30	31	1	2	3	4	5		
		6	7	8	9	10	11	12	6	7	8	9	10	11	12		
		13	14	15	16	17	18	19	13	14	15	16	17	18	19		2898090
		20	21	22	23	24	25	26	20	21	22	23	24	25	26		
		27	28	29	30	1	2	3	27	28	29	30	1	2	3		
		4	5	6	7	8	9	10	4	5	6	7	8	9	10		

2. **Total IVR Count:** When you click on Total IVRS count number, it will show the Total IVRS list.

Public Broadcast & Feedback Telephony System

IVR Reports Summary

Select a date range:

Department Name	IVR Count	Total Calls	Answered Calls	Feedback
ItandC	91385	73314561	25730599	2898090

20150915165527704.amr

Activate Windows
Go to System in Control Panel to activate Windows.
[Show all downloads...](#)

5:14 PM
9/15/20

3. IVR summary report: We can view the total IVRS report as per the range of departments

Public Broadcast & Feedback Telephony System

IVR Summary Reports

Department Name: Select a date range: Count : **91434**

Dept Name	Ivr Name	Date	Total Calls	Not Processed	Answered	Not Answered	Feed Back
ItandC	Record_ivr_15-09-2015_12:6:35	2015-09-15	1	0	1	0	1
ItandC	IVR Survey_15-09-2015_12:42:50	2015-09-15	1	0	1	0	0
ItandC	IVR Survey_15-09-2015_12:44:44	2015-09-15	1	0	1	0	0
ItandC	IVR Survey_15-09-2015_12:44:44	2015-09-15	1	0	1	0	0
ItandC	IVR Survey_15-09-2015_12:45:41	2015-09-15	1	0	1	0	0
ItandC	GetRecordClip_15-09-2015_12:48:37	2015-09-15	1	0	1	0	0
ItandC	GetRecordClip_15-09-	2015-	1	0	1	0	0

20150915165527704.amr

5:17 PM 9/15/20

4. IVR Feedback Report: We can view total summary feedback of IVR Call

Ivr FeedBacks

ivrs.360invite.com/IvrFeedbacks.aspx?calluid=d5c3d496-c743-468d-a84f-2136616efcd5&dte=2015-09-19

Public Broadcast & Feedback Telephony System

Sep18 CMSpeech KRISH Ivr Feed Backs

Count : 50000

Mobile Number	End Reason	Feedback key
7207055504	NORMAL_UNSPECIFIED	
7207055584	NORMAL_UNSPECIFIED	
7207055742	NORMAL_UNSPECIFIED	
7207085350	SUBSCRIBER_ABSENT	
7207097904	NO_ANSWER	
7207118865	NORMAL_UNSPECIFIED	
7207130013	SUBSCRIBER_ABSENT	
7207133080	SUBSCRIBER_ABSENT	
7207169367	SUBSCRIBER_ABSENT	
7207248876	UNALLOCATED_NUMBER	

Showing 1 to 10 of 50,000 entries

Previous 1 2 3 4 5 ... 5000 Next

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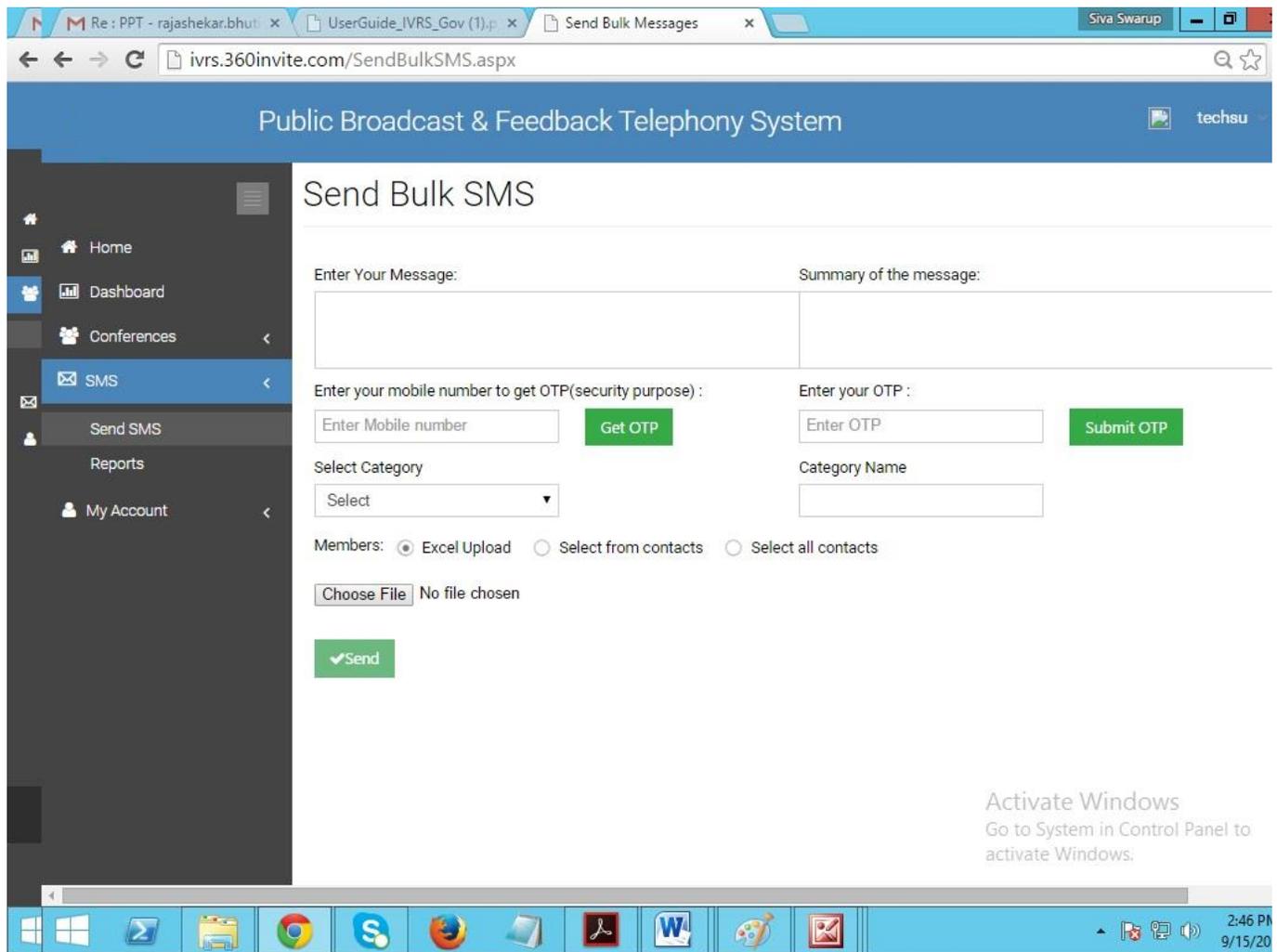
12:35 PM

SMS:

This tab allows you to view

- Send SMS
- Reports

Send SMS:



The screenshot shows a web browser window with the URL `ivrs.360invite.com/SendBulkSMS.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main heading is "Send Bulk SMS".

The interface includes a left-hand navigation menu with the following items: Home, Dashboard, Conferences, SMS (selected), Send SMS, Reports, and My Account.

The main content area contains the following fields and controls:

- Enter Your Message:** A large text input field.
- Summary of the message:** A smaller text input field.
- Enter your mobile number to get OTP (security purpose):** A text input field labeled "Enter Mobile number" and a green "Get OTP" button.
- Enter your OTP:** A text input field labeled "Enter OTP" and a green "Submit OTP" button.
- Select Category:** A dropdown menu currently showing "Select".
- Category Name:** A text input field.
- Members:** Three radio button options: "Excel Upload" (selected), "Select from contacts", and "Select all contacts".
- Choose File:** A button labeled "Choose File" and the text "No file chosen".
- Send:** A green button with a checkmark icon and the text "Send".

An "Activate Windows" watermark is visible in the bottom right corner of the page.

Under Send SMS, we can View

Procedure:

1. **Enter Message:** Enter the text in the box which you want to send

2. **Summary of the message:** Enter the summary of the message in that box
3. **Get OTP:** Enter the mobile number and click on Get OTP
4. **Submit OTP:** Enter the OTP number what you received in your mobile and click on Submit OTP

Note: OTP stands for One Time Password and it contains 6 digit numeric codes. OTP will send to your mobile for the purpose of acknowledgement from your end.

5. **Category:** Choose the category from the list
6. **Category name:** Enter the Name belongs to the category

Send Bulk SMS

file uploaded successfully, please send sms.

Enter Your Message:

Summary of the message:

Enter your mobile number to get OTP(security purpose) :

Enter Mobile number

Enter your OTP :

Enter OTP

Select Category

Select

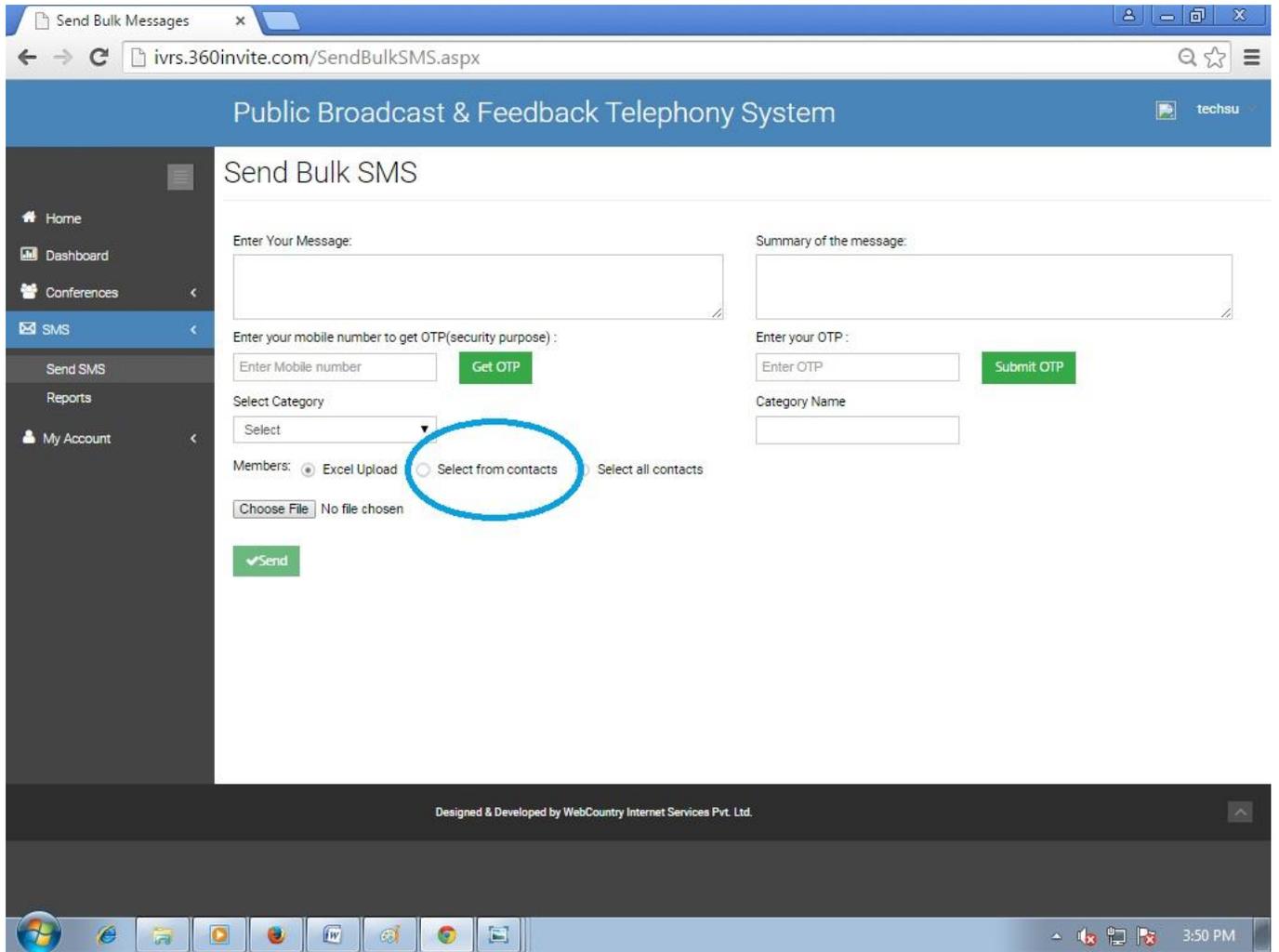
Member Excel Upload Select from contacts Select all contacts

No file chosen

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3:35 PM

7. **Excel Upload:** Click on “Excel Upload” and click on “Choose File” for uploading multiple new contacts using an Excel sheet then acknowledgement shows ‘Uploaded successfully’



8. Select from contacts: Click on “Select from contacts” for sending SMS from the contacts already saved.

Send Bulk Messages x

ivrs.360invite.com/SendBulkSMS.aspx

Public Broadcast & Feedback Telephony System

techsu

Reports

My Account

Select Category: Select

Category Name:

Members: Excel Upload Select from contacts Select all contacts

Who all shall be there?

kalyan x Prasad x Type

Search by:

Category: select

Groups: All Contacts(10)

Department:

Designation:

Other Search:

Add all people To Conference

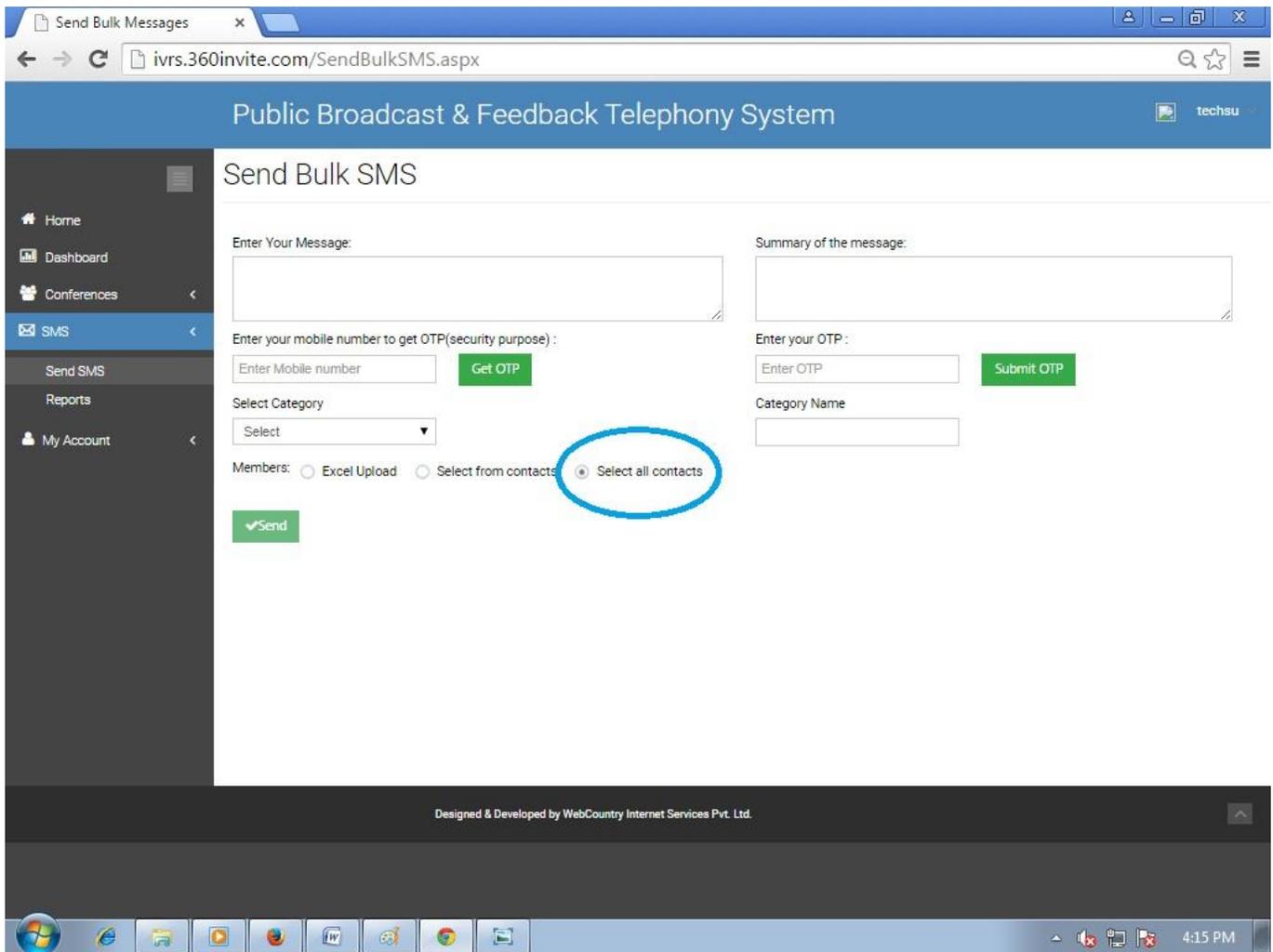
Name	Designation	Department	Reporting Officer	Mobile Number	District	Constituency
<input checked="" type="checkbox"/> kalyan				9177952295		
<input type="checkbox"/> Kalyan	Tech Engineer			9552656546	Vijayawada	
<input checked="" type="checkbox"/> Prasad				8686183018		
<input type="checkbox"/> Prasad	Support Engineer			9856531326	Visakhapatnam	
<input type="checkbox"/> Prasad Suport				9951704052		

Send

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3:57 PM

- We can add contacts by typing the names which already saved
- We can add the contacts by selecting on Check box
- We can add all contacts by single click “Add all people To conference”
- We can add contacts as per Category/Groups/Department/Designation/Other Search. Eg: Filter the contacts like category then click on “Add all people to conference”



9. Select all contacts: Click on “Select all contacts” to select all contacts which already saved.

10. Send: Click on “Send” to send SMS

Reports:

The screenshot shows a web browser window with the URL `ivrs.360invite.com/smscounts.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The left sidebar contains navigation options: Home, Dashboard, Conferences, SMS (selected), Send SMS, Reports, and My Account. The main content area is titled "SMS Count" and includes a "Select a date range:" input field with a "Get" button. Below this is a table with the following data:

Department name	SMS sent count	Total mobile numbers
Tech Support	17	28

An "Activate Windows" watermark is visible in the bottom right corner of the page content.

Here we can see total “SMS sent count” report

1. **Select Date Range:** When you click on Select Date Range, you can see all the listed SMS Count as per date

Public Broadcast & Feedback Telephony System

SMS Count

Select a date range:

FROM 09/15/2015 TO 09/15/2015

Apply Cancel

Sep 2015							Sep 2015						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5	30	31	1	2	3	4	5
6	7	8	9	10	11	12	6	7	8	9	10	11	12
13	14	15	16	17	18	19	13	14	15	16	17	18	19
20	21	22	23	24	25	26	20	21	22	23	24	25	26
27	28	29	30	1	2	3	27	28	29	30	1	2	3
4	5	6	7	8	9	10	4	5	6	7	8	9	10

Members

Activate Windows
Go to System in Control Panel to activate Windows.

3:20 PM
9/15/2015

2. **SMS sent count:** When you click on SMS sent count number, it will shows the Total conferences list.

Public Broadcast & Feedback Telephony System

SMS Count

Select a date range:

Department name	SMS sent count	Total mobile numbers
Tech Support	17	28

Activate Windows
Go to System in Control Panel to activate Windows.

3. SMS report: We can view the total SMS report.

Public Broadcast & Feedback Telephony System

SMS Reports

Select a date range:

Count : 17

Dept Name	Date	Summary	Total Sent
Tech Support	9/15/2015 2:41:21 PM	OTP	1
Tech Support	9/14/2015 4:12:34 PM	OTP	1
Tech Support	9/11/2015 5:13:10 PM	Conference SMS	1
Tech Support	9/11/2015 5:12:22 PM	OTP	1
Tech Support	9/11/2015 4:29:30 PM	OTP	1
Tech Support	9/11/2015 4:19:39 PM	OTP	1
Tech Support	9/9/2015 3:02:55 PM	lfkdjg,dfg	2
Tech Support	9/9/2015 3:02:18 PM	OTP	1
Tech Support	9/9/2015 2:58:31 PM	OTP	1
Tech Support	9/9/2015 2:55:43 PM	OTP	1

Showing 1 to 10 of 17 entries

Activate Windows
Go to Settings to activate Windows.

4. **Mobile Numbers:** We can see total sent mobile numbers by clicking on “Total Sent Number”. Eg:2

Public Broadcast & Feedback Telephony System

SMS Reports

Select a date range:

 Count : 17

Dept Name	Date	Summary	Total Sent
Tech Support	9/15/2015 2:41:21 PM	OTP	1
Tech Support	9/14/2015 4:12:34 PM	OTP	1
Tech Support	9/11/2015 5:13:10 PM	Conference SMS	1
Tech Support	9/11/2015 5:12:22 PM	OTP	1
Tech Support	9/11/2015 4:29:30 PM	OTP	1
Tech Support	9/11/2015 4:19:39 PM	OTP	1
Tech Support	9/9/2015 3:02:55 PM	lfkdjg,dfg	2
Tech Support	9/9/2015 3:02:18 PM	OTP	1
Tech Support	9/9/2015 2:58:31 PM	OTP	1
Tech Support	9/9/2015 2:55:43 PM	OTP	1

Showing 1 to 10 of 17 entries

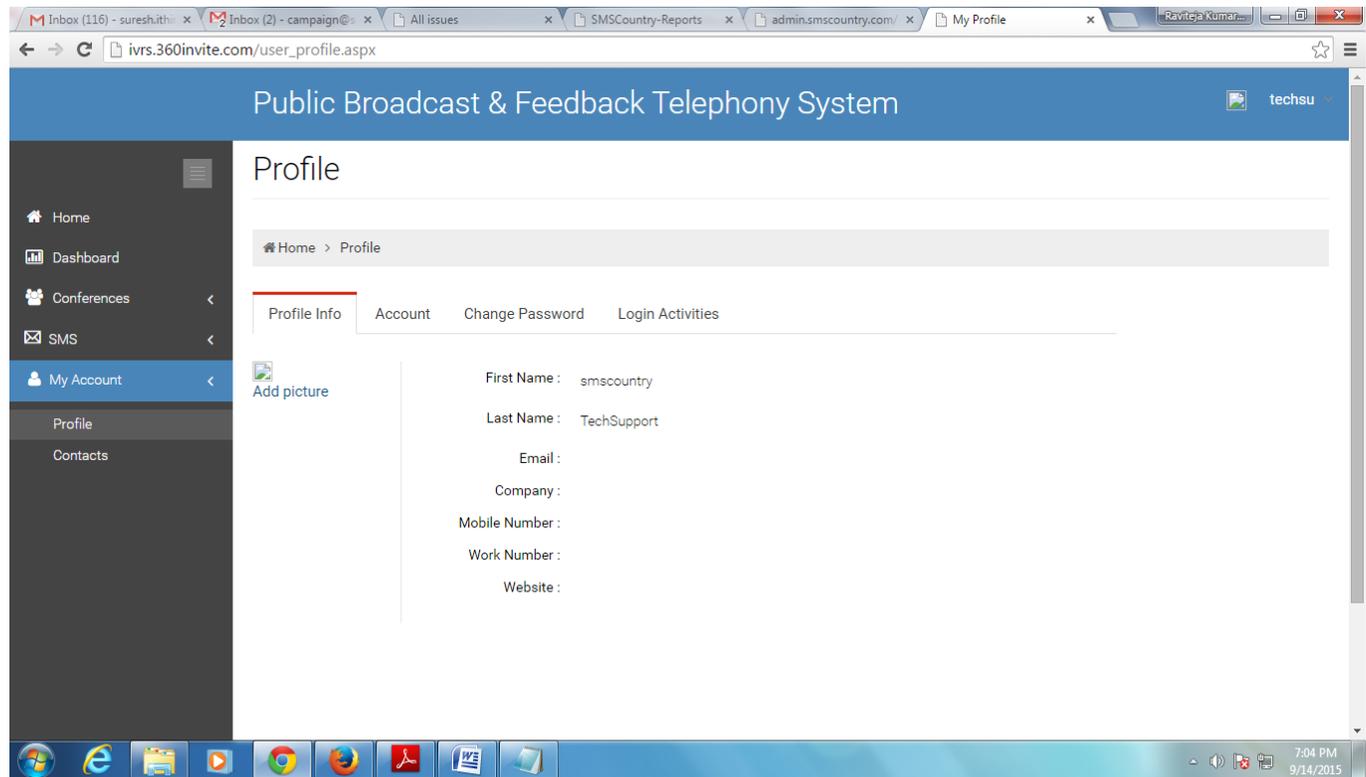
Activate Windows
Go to Settings to activate Windows.

My Account:

This tab allows you to view

- Profile
- Contacts

Profile:



When you click on Profile tab, we can View Profile info, Account, Change Password and Login Activities

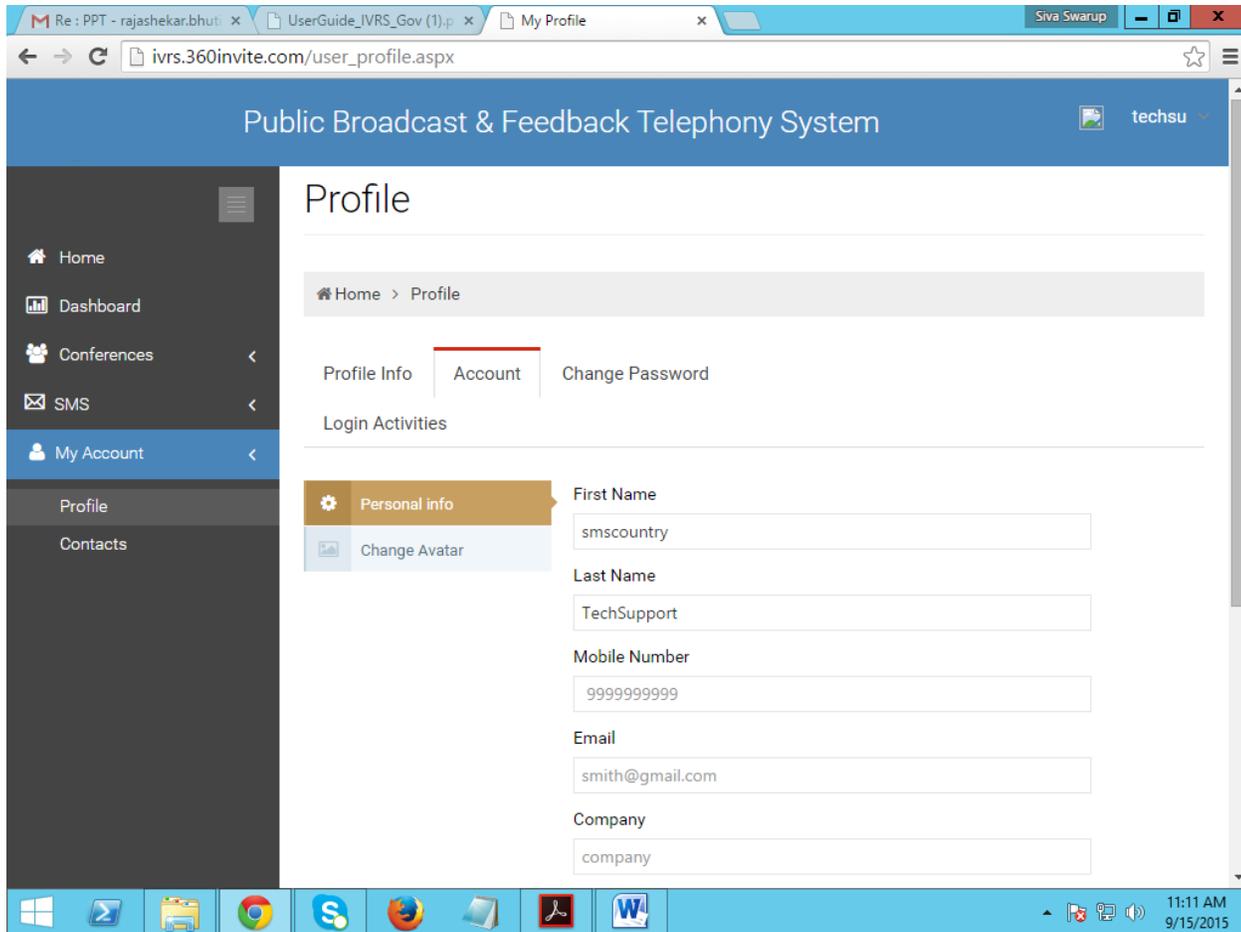
On Profile info, we can view Profile Picture, First Name, Last Name, Email, Company, Mobile Number, Work Number and Website.

Account:

This tab allows you to view

- Personal Info
- Change Avatar

Personal Info

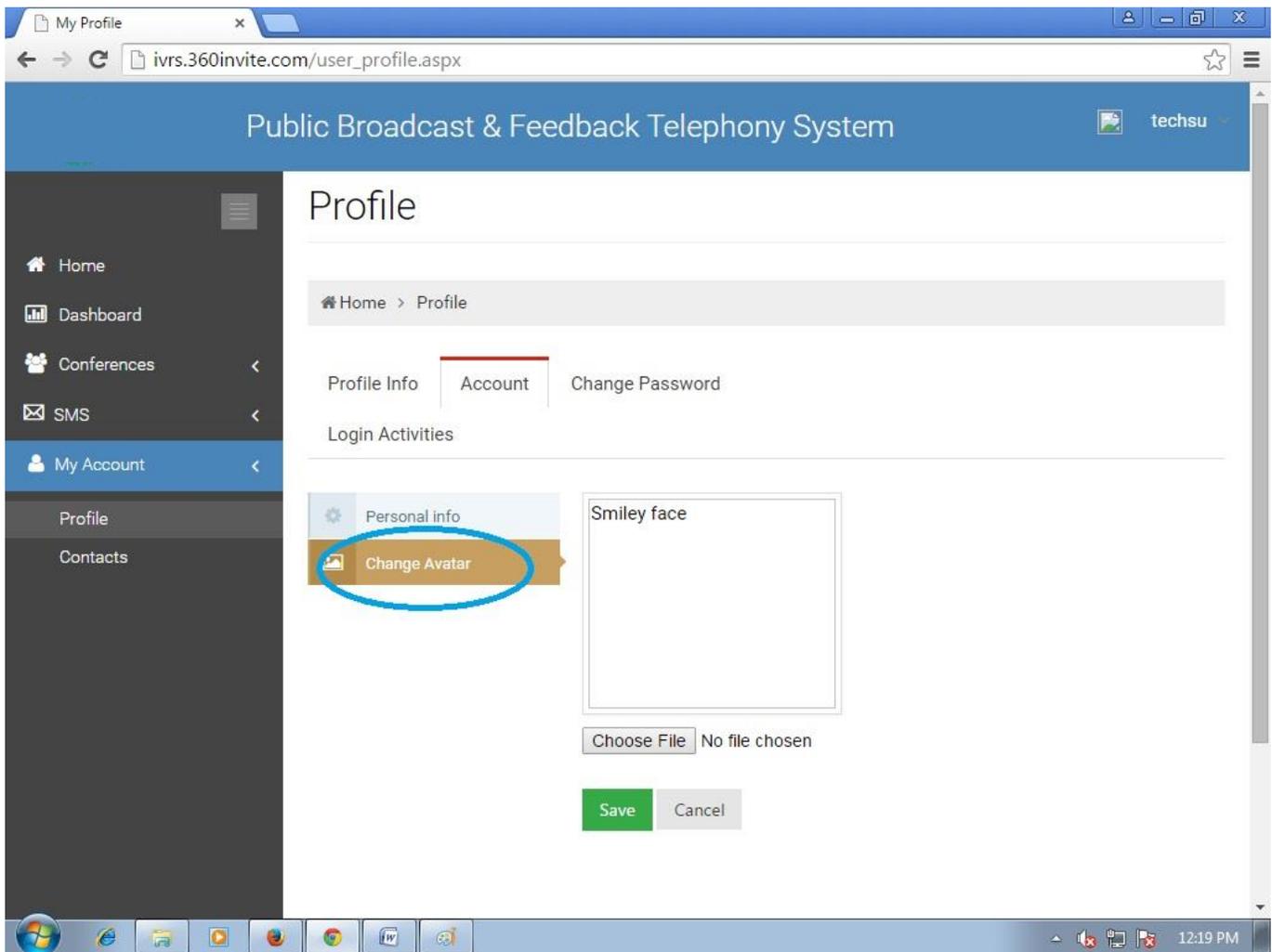


The screenshot shows a web browser window with the URL `ivrs.360invite.com/user_profile.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main content area is titled "Profile" and contains a navigation menu with "Profile Info", "Account", and "Change Password". The "Personal info" section is active, showing the following fields:

Field	Value
First Name	smscountry
Last Name	TechSupport
Mobile Number	9999999999
Email	smith@gmail.com
Company	company

On Personal information and we can modify information like First Name, Last Name, Email, Company, Mobile Number, Work Number and Website.

Change Avatar



The screenshot shows a web browser window with the URL `ivrs.360invite.com/user_profile.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main content area is titled "Profile" and has a breadcrumb trail "Home > Profile". There are three tabs: "Profile Info", "Account", and "Change Password". Below the tabs is a "Login Activities" section. The "Change Avatar" option is highlighted with a blue circle. To the right of the "Change Avatar" button is a placeholder for an avatar, labeled "Smiley face". Below the placeholder is a "Choose File" button and the text "No file chosen". At the bottom of the form are "Save" and "Cancel" buttons. The Windows taskbar is visible at the bottom of the screen, showing the time as 12:19 PM.

On Change Avatar, we can upload “Avatar” from your computer by click on “Choose file” for uploading Avatar then click on “Save”

Change Password:

The screenshot shows a web browser window with the URL `ivrs.360invite.com/user_profile.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main content area is titled "Profile" and contains a breadcrumb trail "Home > Profile". There are three tabs: "Profile Info", "Account", and "Change Password", with the "Change Password" tab selected. Below the tabs is a "Login Activities" section. The "Change Password" form consists of three input fields: "Current Password", "New Password", and "Re-Enter Password", followed by a green "Submit" button with a right-pointing arrow. The Windows taskbar at the bottom shows the time as 11:14 AM on 9/15/2015.

On Change Password, we can assign “New Password” by entering text on boxes Current Password, New Password and Re-Enter Password

Login Activities:

The screenshot shows a web browser window with the URL `ivrs.360invite.com/user_profile.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main content area is titled "Profile" and has a navigation menu with "Profile Info", "Account", and "Change Password". The "Login Activities" tab is selected, displaying a table of login events.

Username	Browser Name	IP address	Login Status	Time Stamp
techsupport	Chrome	183.82.2.22	Login Successful	9/15/2015 9:39:47 A
techsupport	Firefox	183.82.2.22	Log Out	9/14/2015 12:00:00
techsupport	Firefox	183.82.2.22	Login Successful	9/14/2015 8:19:47 P
techsupport	Chrome	183.82.2.22	Login Successful	9/14/2015 6:29:14 P
techsupport	Chrome	183.82.2.22	Login Successful	9/14/2015 4:42:34 P
techsupport	Chrome	183.82.2.22	Login Failed	9/14/2015 4:42:16 P
techsupport	Chrome	183.82.2.22	Login Successful	9/14/2015 3:45:04 P
techsupport	Chrome	183.82.2.22	Log Out	9/14/2015 12:00:00

On Login information, we can view like Username, Browser Name, IP Address, Login Status and Time Stamp

Contacts:

Contacts

Displays all the contacts with the rows of Name, Designation, Department, Mobile Number, District and etc.

Create New Group:

Public Broadcast & Feedback Telephony System

Contacts

Contacts Add New Excel Upload

Select Group: All Contacts(7) Select Category: All

Search by Department: Designation: Other Search:

Name	Designation	Department	Reporting Officer	Mobile Number	District	constituency	Mandal	Village	Land Number	Tab Number	Email	Which Ministry?
kalyan				9177952295								
Prasad				8686183018								
Prasad Support				9951704052								
ead				9978457898								
Sheakr				9440783533								
siva swaroop				7702289983								
Suresh				9951051820								

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Step 1: To create a new group clicks on 'New Group' and give the Group Name.

Mycontacts

ivrs.360invite.com/mycontacts.aspx#

Public Broadcast & Feedback Telephony System

techsu

Contacts

Contacts Add New Excel Upload

Select Group: All Contacts(7)

Select Category: All

Search by: raja

Count: 2

Name	Designation	Department	Reporting Officer	Mobile Number	District	constituency	Mandal	Village	Land Number	Tab Number	Email	Which Ministry?
<input checked="" type="checkbox"/> kalyan				9177952295								
<input type="checkbox"/> Prasad				8686183018								
<input type="checkbox"/> Prasad Support				9951704052								
<input checked="" type="checkbox"/> sad				9978457898								
<input type="checkbox"/> SivaKr				9440783533								
<input type="checkbox"/> siva swaroop				7702289983								
<input type="checkbox"/> Suresh				9951051820								

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1:47 PM

Step 2: Select the contacts for add to Group.

Step 3: Click on “Add to another group” and select the group to the contacts.

Step 4: Click ‘Ok’ on acknowledgement dialogue box.

Public Broadcast & Feedback Telephony System

Contacts

Contacts Add New Excel Upload

Select Group: raja(2)

Select Category: All, Employee, Beneficiary, Scheme

New Group | Edit Group | Delete Group

Name	Designation	Department	Reporting Officer	Number	District	constituency	Mandal	Village	Land Number	Tab Number	Email	Which Ministry?	Cont Type
kalyan				9177952295									
sad				9978457898									

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2:11 PM

Step 5: Select the group then selected contacts will display under the group

Step 6: We can filter the contacts by “Select Category” like Employee / Beneficiary / Scheme

Public Broadcast & Feedback Telephony System

Contacts

Contacts Add New Excel Upload

Select Group Select Category New Group

Search by Department Designation : Other Search :

Name	Designation	Department	Reporting Officer	Mobile Number	District	constituency	Mandal	Village	Land Number	Tab Number	Email
kalyan				9177952295							
Kalyan	Tech Engineer			9552656546	Vijayawada						
Prasad				8686183018							
Prasad	Support Engineer			9856531326	Visakhapatnam						
Prasad Support				9951704052							
Rajashekar	Support Engineer			9440783000	Hyderabad						

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3:16 PM

Step 7: When you click on “Search by”, we can filter the contacts as per Department, Designation and other Search

Step 8: We can edit the group by clicking on “Edit Group”

Step 9: We can delete the group by clicking on “Delete Group”

Add New

The screenshot shows a web browser window with the URL `ivrs.360invite.com/mycontacts.aspx`. The page title is "Public Broadcast & Feedback Telephony System" and the user is logged in as "techsu". The main heading is "Contacts". There are three tabs: "Contacts", "Add New" (which is selected), and "Excel Upload". The "Add New" form contains the following fields:

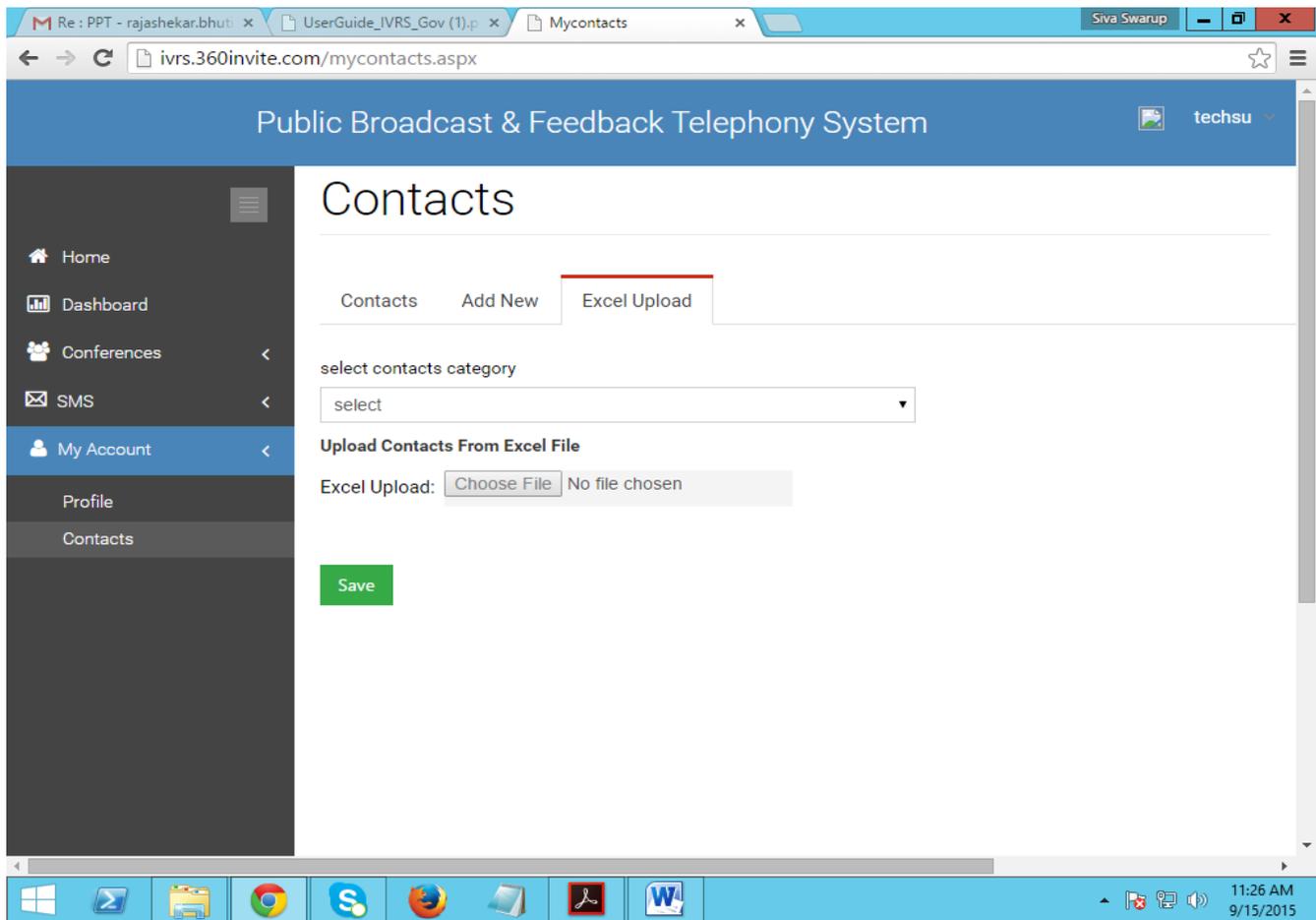
- Contact Category * (dropdown menu, currently showing "select")
- Contact Type * (dropdown menu, currently showing "select")
- Full Name * (text input field, placeholder "Full Name")
- Mobile Number * (text input field, placeholder "Mobile number")
- Email (text input field, placeholder "Email address")
- Land Line Number (text input field, placeholder "Land Line Number")
- Tab Number (text input field, placeholder "Tab Number")
- Village (text input field, placeholder "Village")

The Windows taskbar at the bottom shows the time as 11:23 AM on 9/15/2015.

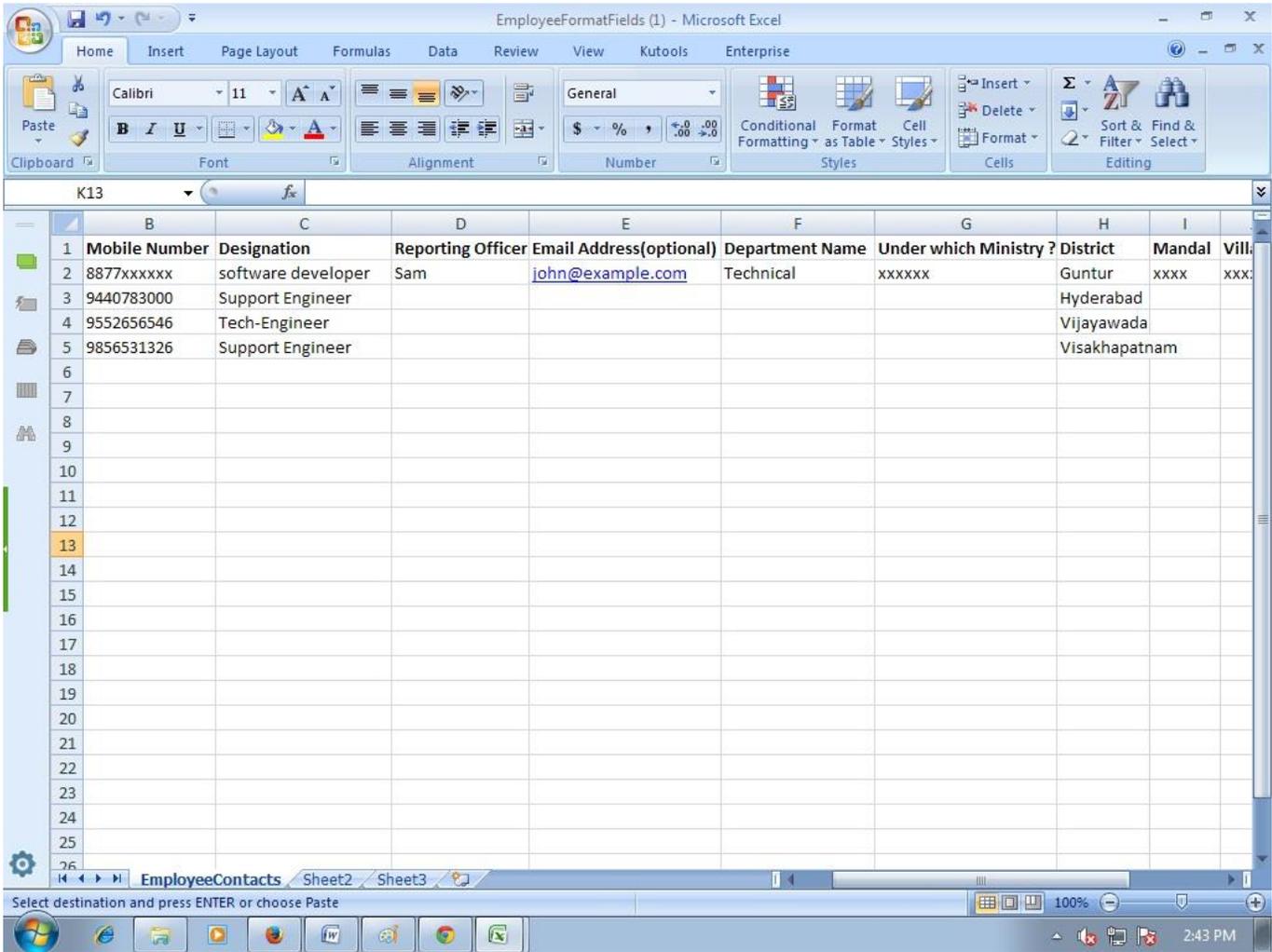
Add single contact by submitting details in columns: Contact category, Contact type, Name, Mobile number, Email and etc. (in that order)

Excel Upload

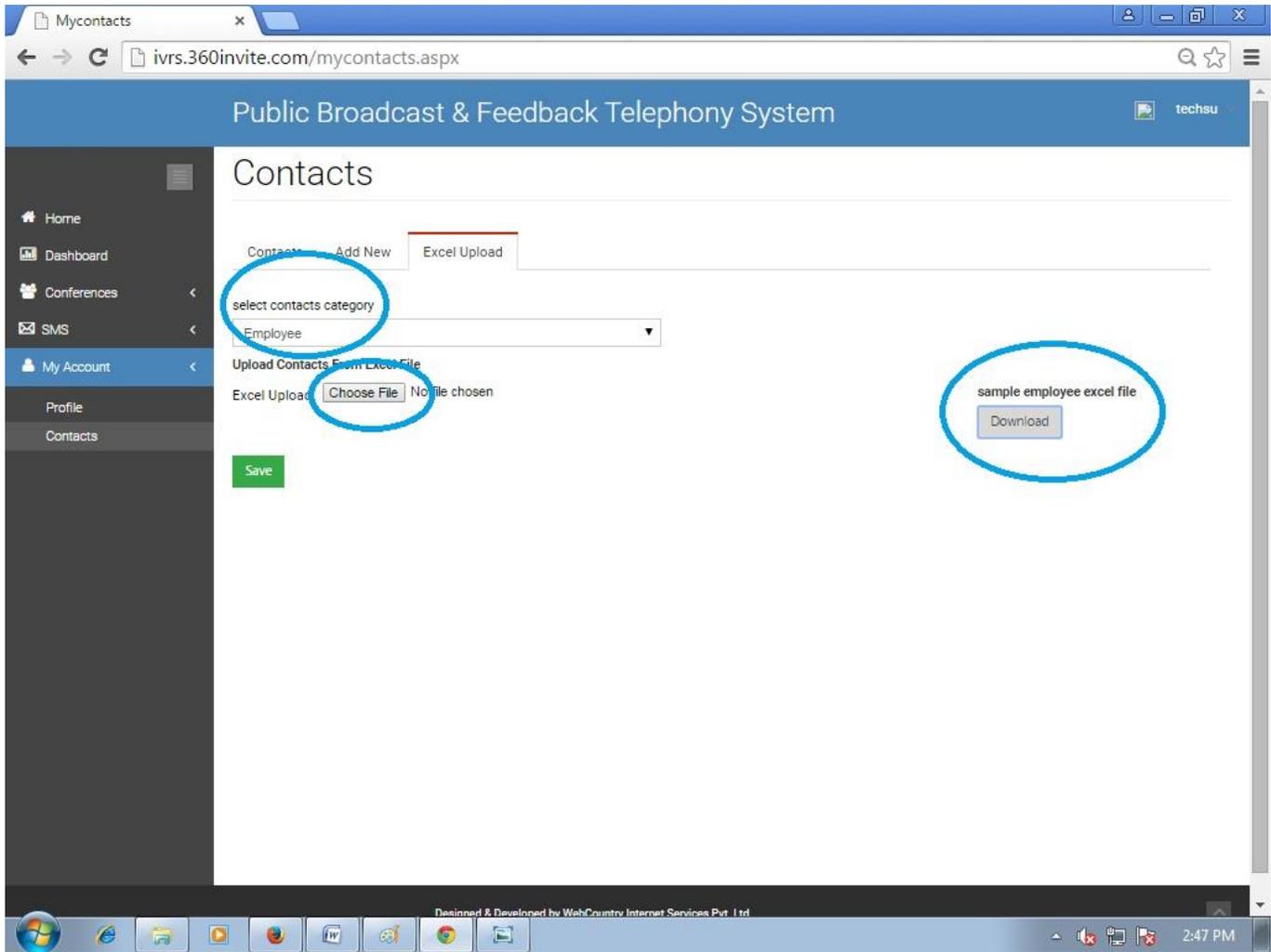
Create New Excel Group:



Add single or multiple contacts using the excel upload option. Submit an excel sheet with the columns: Name, Designation, Department, Mobile Number, District and etc. (in that order) without any headers



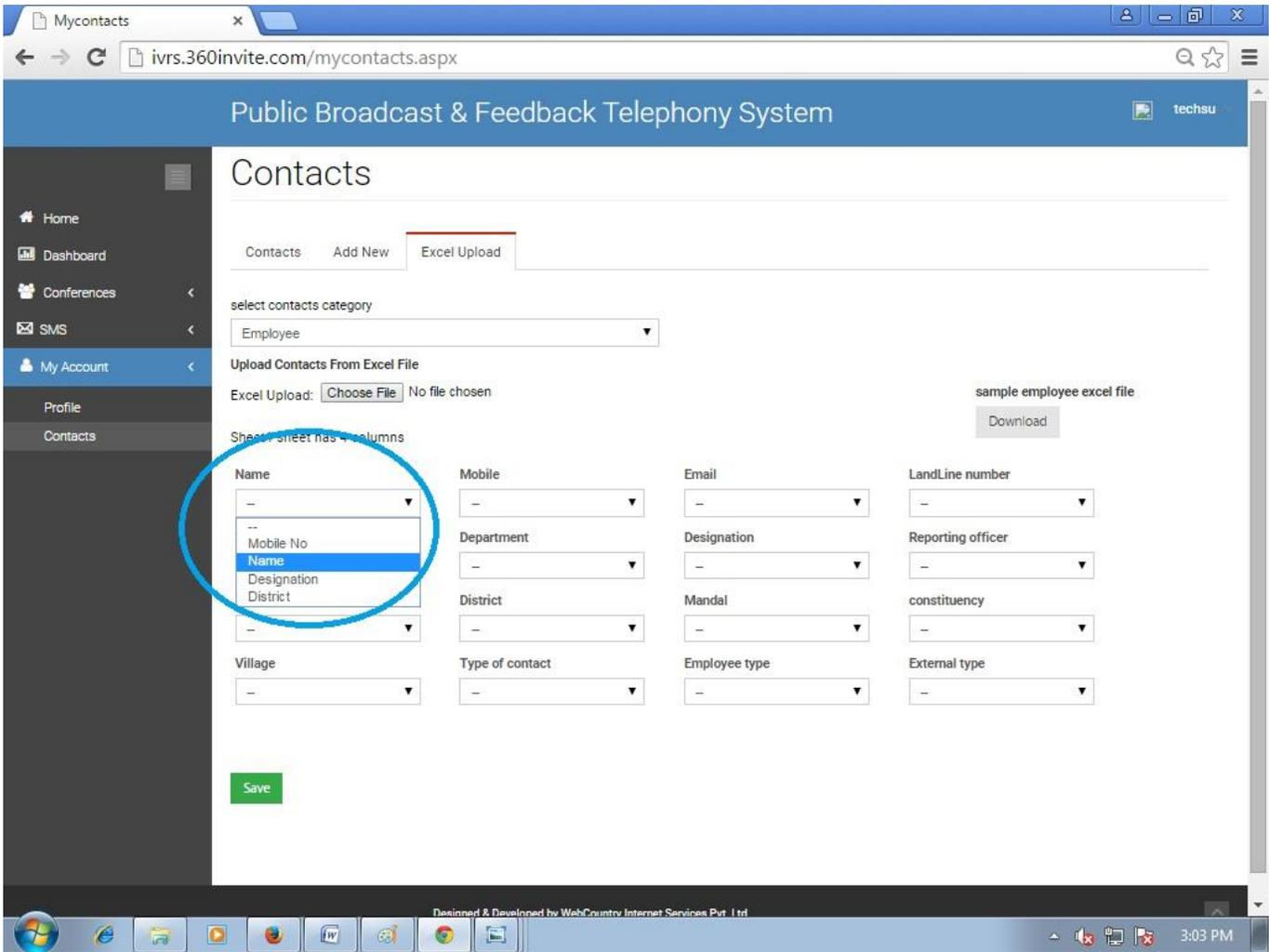
Step 1: Create Excel file with required fields like shown above



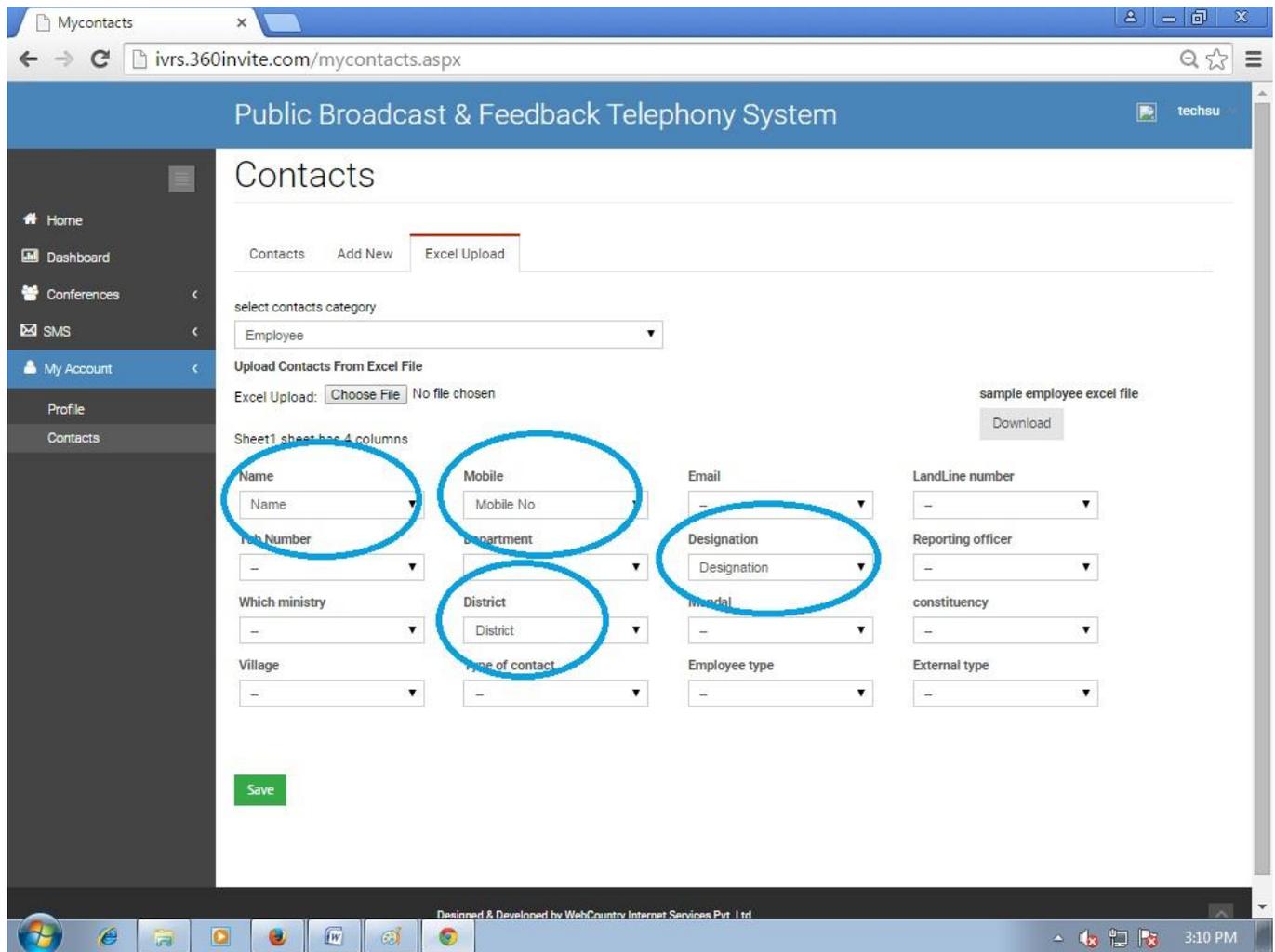
Step 2: Choose from “Select Contacts Category” like Employee / Beneficiary / Scheme

Step 3: Click “Download” for sample excel file (Optional)

Step 4: Click on “Choose File” for uploading excel file then click on “Save”



Step 4: Select the Column as per given fields in excel sheet and choose the same option as per your requirement. Eg: Column: Name and Select: Name



Step 5: Choose the options as per shown above and click on “Save”