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**2 LACS**  
SMALL BUSINESS  
USING OUR SERVICES

## What is a Super Receptionist ?



**PBX Systems for  
MSME**

- SR is a “phone number” given to a Business Owner.
- On calling that number the callers are greeted with a professional greeting - “the IVR”
- Depending upon the “key press” by the caller, SR
  - Transfers call to a extension number given by MSME
  - Asks caller to record a message : “ Voice Mail ”

### SR Advantages

- Helps convey a “Big Company” image
- Never loose Business Leads – “Handle Multiple Calls”
- Collate Business Leads – “Call Logs”
- After Hours Support (Time slot)

# Super Receptionist – Benefits and Features

## Why would a MSME buy a SR ?

### Big Company Image

- Helps MSME owner convey a “Big Company” image
- Callers are welcome by a “Professional Greeting”

### Never Loose Business Leads

- Access to Instant “Call Logs”
- Call Waiting / Call Forwarding : Call is routed even if a number is busy
- After Hours Call Routing

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## Features offered by SR

Call Forwarding

Call Recordings

Call Logs

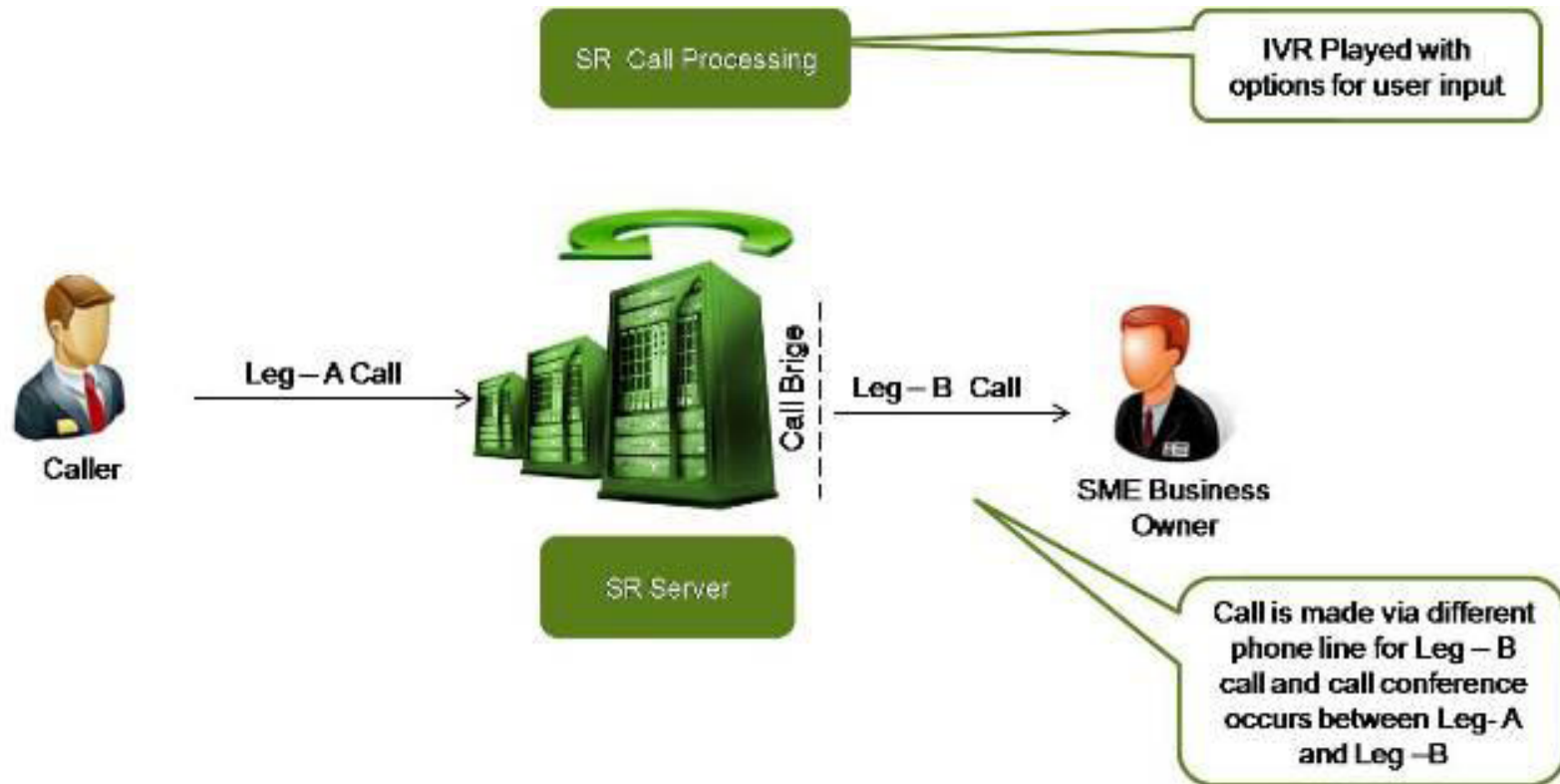
After Hours Support

Click to Call

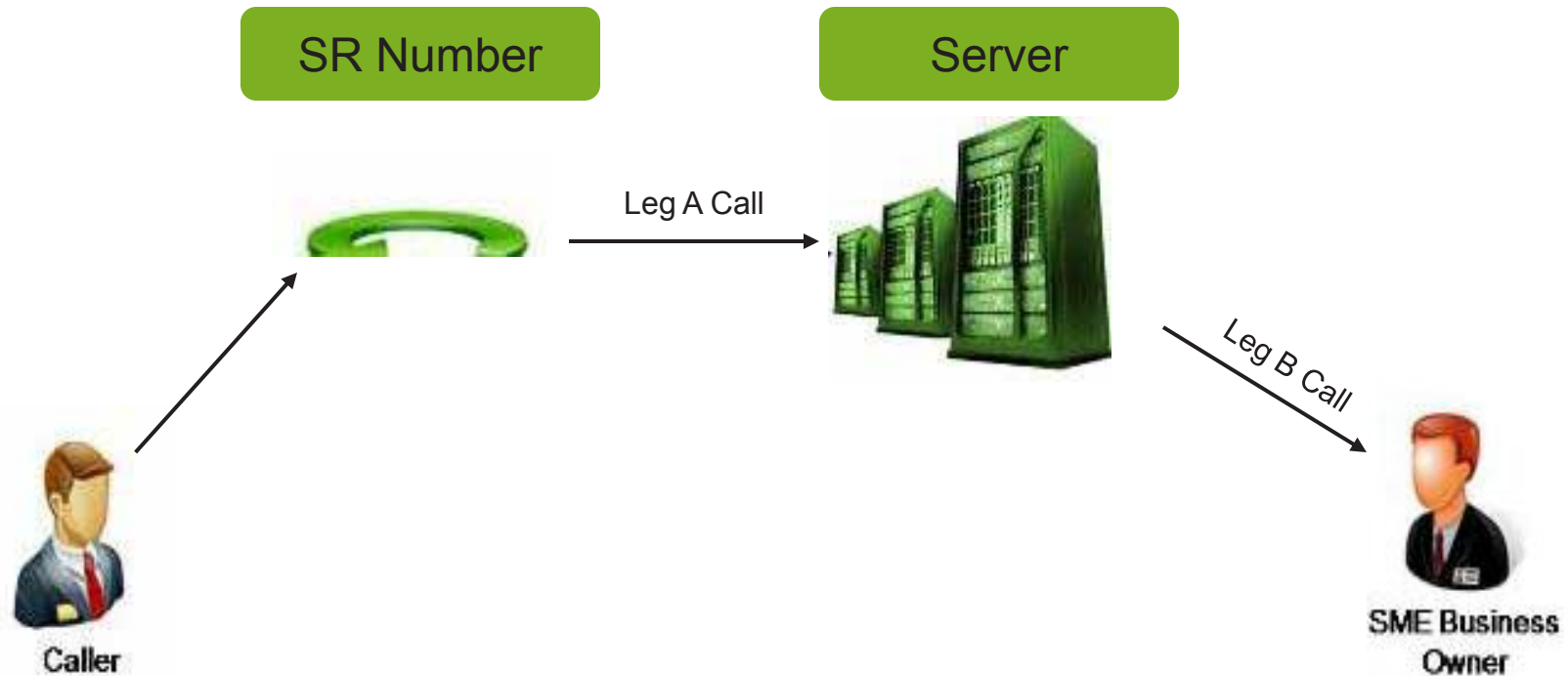
Phone Book

Mini CRM Integration

# How SR Handles Call Flow



## How SR Handles Call Flow



When a caller calls on SR Number that call is forwarded to Server / DID number and from the server call is forwarded to agent's or business owner's phone.

Call generated from SR Number to Server is Leg A Call.

Call generated from Server to agent's number is Leg B Call.

Leg A is free unlimited. For Leg B we give 1000 minutes worth of call free with every channel per month.

# Dashboard



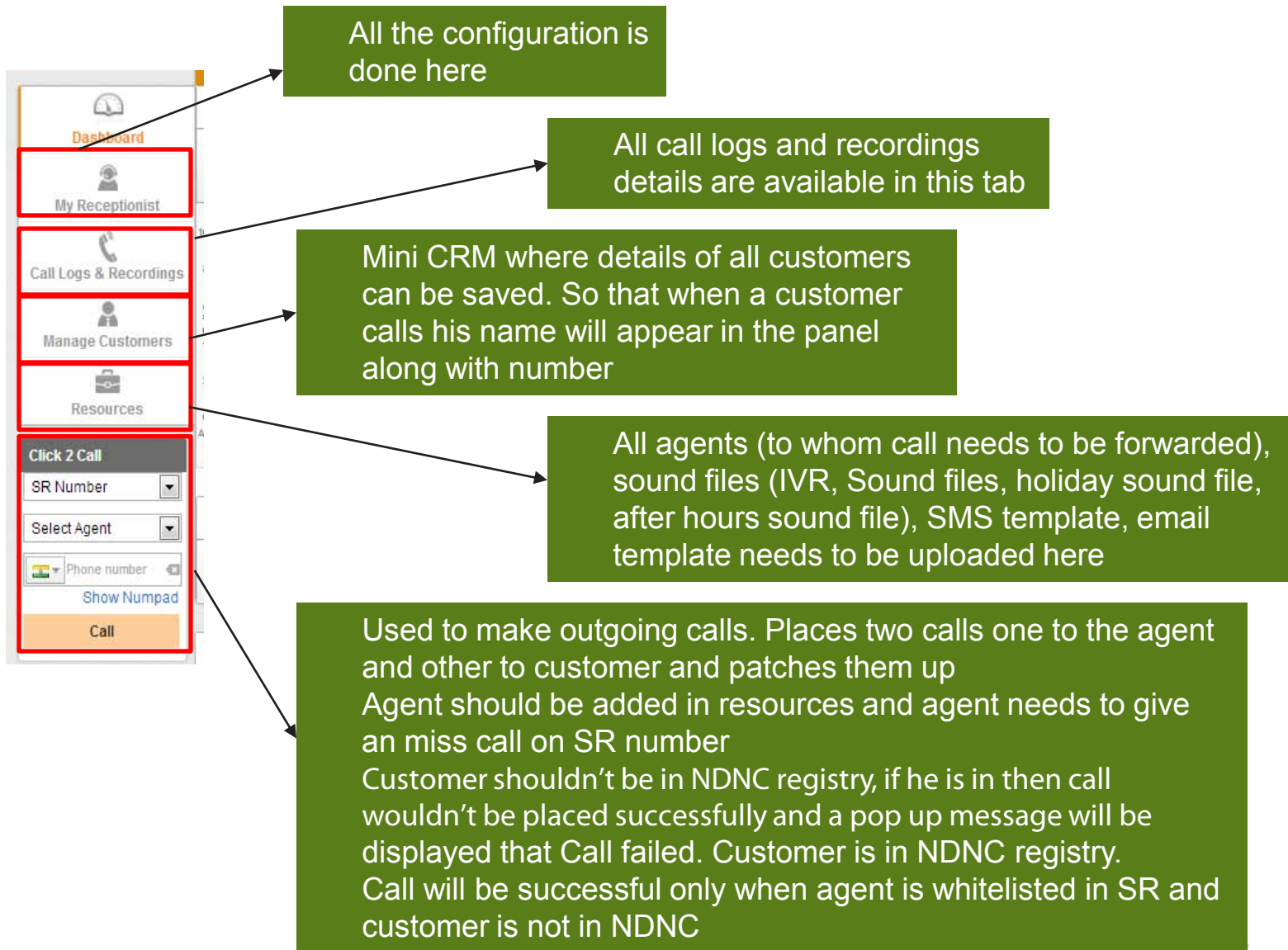
Dashboard shows following details:

Summary of last 30 days in graphical view  
5 latest calls on SR. (Live Snapshot)  
Call details of 24 hour, 7 days, 30 days, 90 days

Tabs for different plans available in single panel. Configuration for each plan can be done separately  
Gives plan expiry date when cursor is hovered on the plan

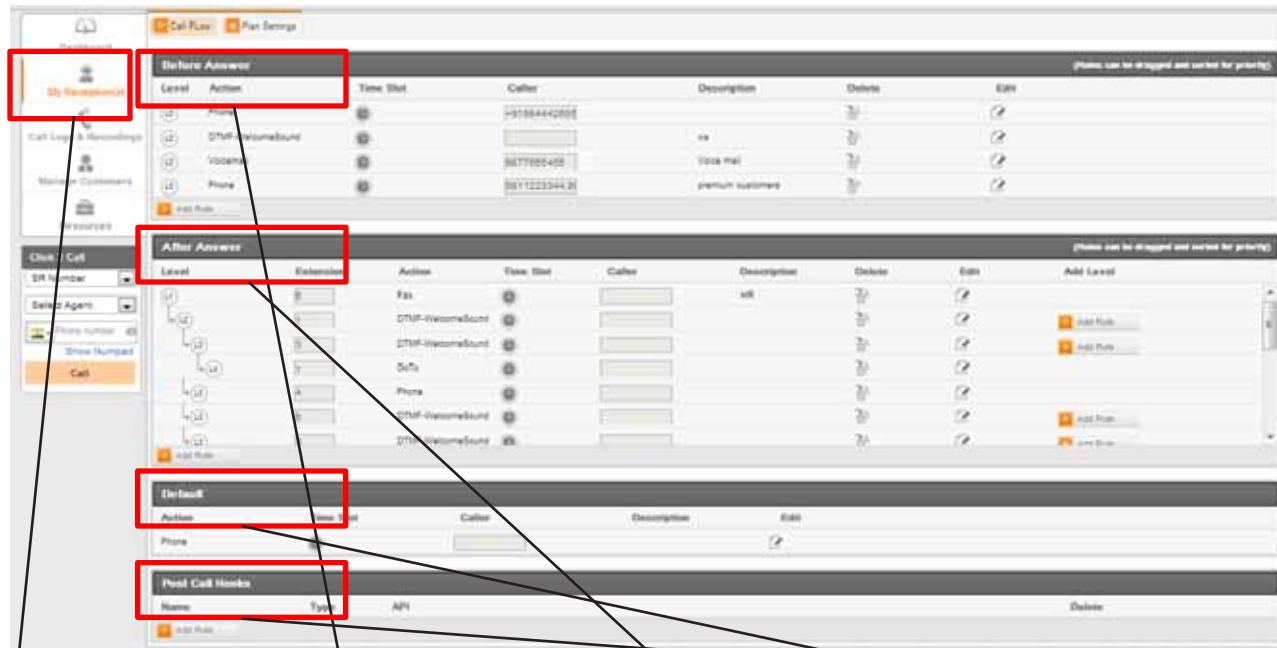
Gives the total coin balance for all the plans together

# Dashboard





# SR – My Receptionist



All Rules  
(Configuration)  
are set in – My  
Receptionist  
tab

Before Answer  
Rule - First  
action that is  
taken when call  
lands on the  
server

After Answer Rule  
- All actions /  
configurations  
after before  
answer rule are  
done here like  
Multi level IVR

Default: Default  
works in 2 cases. 1.  
When caller presses  
wrong input. 2.  
When Enable  
fallback is activated  
in particular  
extension

Post Call Hooks: If  
customer needs  
data from SR, then  
he needs to hook  
API here



## SR – My Receptionist – Before Answer Rule

Before Answer Rule – First action that is taken when someone calls on SR number

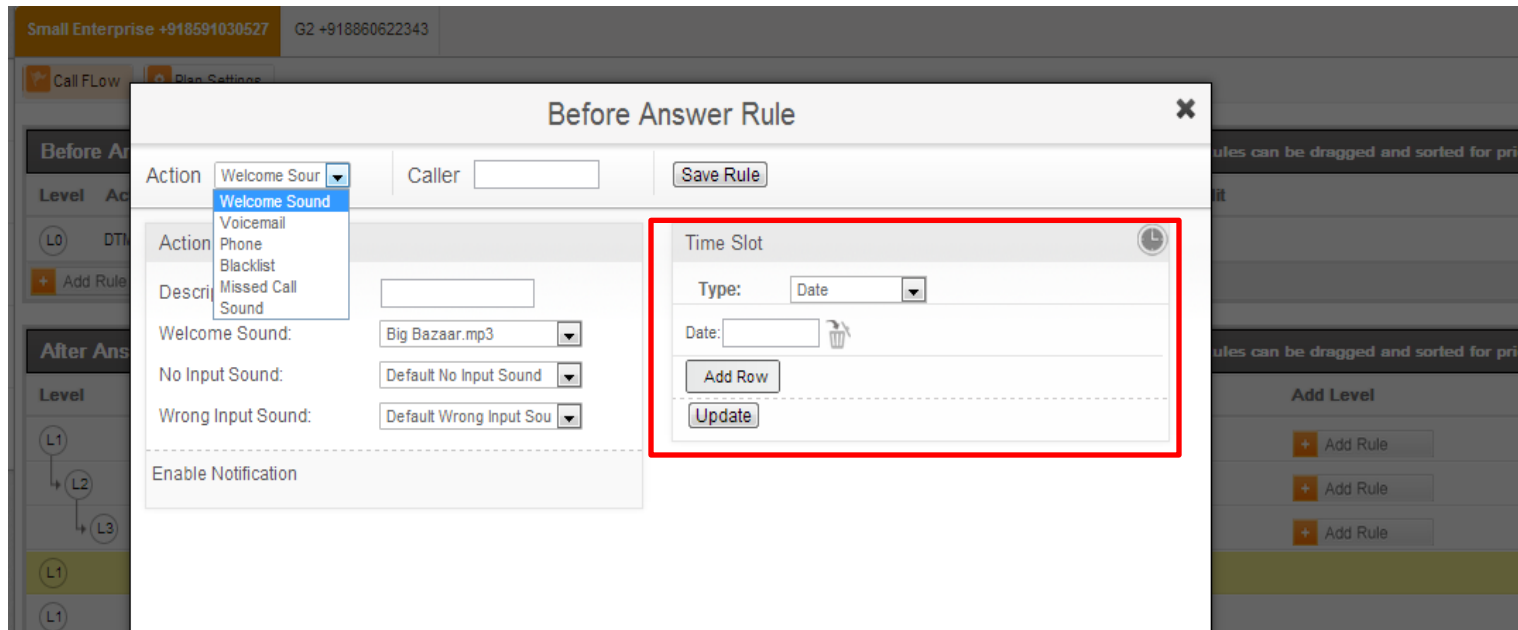
Can be a welcome message like “Welcome to Knowlarity Communications. Press 1 for Hindi and Press 2 for English or calls can be directly forwarded to a phone based on the action selected

Only one action will be performed for one call

Action performed can be on the basis of caller calling or on the time (day, date) on which call is received

Caller – Action will be performed on the number put here. Like if I have selected phone in action and have put some number in caller, for that number call will always be forwarded to the selected agent without any IVR being played

## SR – My Receptionist – Before Answer Rule



Small Enterprise +918591030527 G2 +918860622343

Call Flow Plan Settings

Before Answer

Level Action

LO DTI

+ Add Rule

After Answer

Level

L1

L2

L3

L1

L1

Before Answer Rule

Action: Welcome Sound

Caller:

Save Rule

Action: Welcome Sound

Description:

Welcome Sound: Big Bazaar.mp3

No Input Sound: Default No Input Sound

Wrong Input Sound: Default Wrong Input Sou

Enable Notification

Time Slot

Type: Date

Date:

Add Row

Update

Time Slotting – We can decide the action on the basis of time like if someone calls between 9 am – 6 pm, welcome sound can be set. If someone calls between 6 pm – 12 am , that can be directly forwarded to agent (phone). If someone calls between 12 am – 9 am caller can be asked to leave a voicemail.

Similarly we can do slotting for days and dates like if someone calls on weekends, different action like a voicemail or a sound can be played

## SR – My Receptionist – Before Answer Rule

Small Enterprise +918591030527 G2 +918860622343

Call Flow Plan Settings

Before Answer

Level Action

LO DT

+ Add Rule

After Answer

Level

L1

L2

L3

L1

L1

Before Answer Rule

Action Welcome Sour

Caller

Save Rule

Action

Voicemail

Phone

Blacklist

Missed Call

Sound

Describe

Welcome Sound: Big Bazaar.mp3

No Input Sound: Default No Input Sound

Wrong Input Sound: Default Wrong Input Sou

Enable Notification

Time Slot

Type: Date

Date:

Add Row

Update

rules can be dragged and sorted for prio

rules can be dragged and sorted for prio

Add Level

+ Add Rule

+ Add Rule

+ Add Rule

### Actions

Welcome Sound – A IVR will be played

Voicemail - Plays a sound file and asked to leave a message

Phone – Directly forwarded to agent's phone

Blacklist – If customer wants to block someone from calling him, he can select blacklist option and puts his number to block that number

Miss Call – When someone calls on SR number and miss call is selected for that number, call will get cut after couple of rings and will appear as miss call in call logs and resources

Sound – A sound file will be played. It is used when SR owner wants that anyone who is calling on the SR number should listen to some message

## SR – My Receptionist – Before Answer Rule

Before Answer Rule

Action: Welcome So | Caller: +91984442605 | Save Rule

Action Settings

Description:

Welcome Sound: Default Welcome Sou

No Input Sound: Default No Input Sour

Wrong Input Sound: Default Wrong Input S

Enable Notification: NO

Time Slot

Type: Date

Date:

Add Row

Update

Action selected is Welcome Sound

This welcome sound can be played to a set of caller (put phone numbers in caller or in some specific time interval (time slotting) or to all the callers, all the time – by leaving caller and time slotting blank

We need to give a description of the welcome sound and to select the welcome sound from the drop down

## SR – My Receptionist – Before Answer Rule

The screenshot shows the 'Add Rule' dialog for a 'Before Answer' rule. The 'Action' dropdown is set to 'Voicemail'. The 'Action Settings' panel is highlighted with a red box, showing the following fields:

- Description: [Empty text box]
- Email: [Empty text box]
- Pre Sound: CS\_offhours.mp3
- Post Sound: Saanya.mp3
- Enable Notification: NO

The 'Time Slot' panel is visible on the right, showing a 'Type' dropdown set to 'Date' and a 'Date' field.

Action selected is Voicemail

This welcome sound can be played to a set of caller (put phone numbers in caller or in some specific time interval (time slotting) or to all the callers, all the time – by leaving caller and time slotting blank

We need to give a description of the action, a email sound, a pre sound like “We are can’t take your call right now, please leave a message after the beep” and once the customer has left the message a post sound will be played like “Thanks for your message, we shall get back to you as soon as possible”

## SR – My Receptionist – Before Answer Rule

The screenshot shows the 'Before Answer Rule' configuration window. The 'Action' dropdown is set to 'Phone'. The 'Action Settings' section is highlighted with a red box and contains the following fields:

- Description: ws
- Use API for Agents: NO
- Agent(s): Add Agent
- Call Mode: Sequential
- Pre Sound: None
- Hold Sound: Default Hold Sound
- Error Sound: Default Error Sound
- Enable Notification: NO

The 'Time Slot' section is visible on the right, with 'Type' set to 'Date' and 'Date' set to a blank field. The 'Enable Fallback' checkbox is set to 'NO'.

→ Action selected is Phone

Call will be directly forwarded to the agents assigned without any welcome message or sound file being played. Call can be forwarded to a set of caller (put phone numbers in caller) or at some specific time interval (time slotting) or to all the callers, all the time – by leaving caller and time slotting blank

→ Need to give a description of the action. Add agents to whom the call need to be forwarded, select the call mode and set the pre sound, hold sound and error sound.

Pre sound is sound file that is played before call is transfered like "Welcome to Knowlarity Communications"

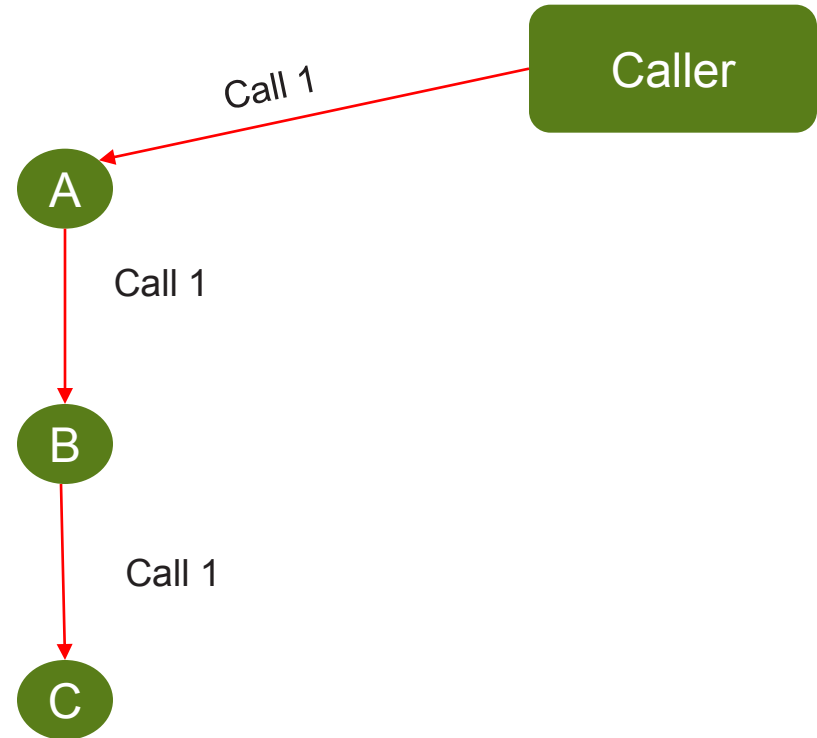
Hold Sound is sound file that is played while call is getting connected like "Please wait while we connect your call"

Error sound is the sound file that is played if customer is not picking up the call, like "We can't take your call right now, please call after some time"

## SR – My Receptionist – Before Answer Rule

### Call Mode - Sequential

All calls will be forwarded to Agent A first, if he doesn't pick then call will go to Agent B, if he doesn't pick then call will go to agent C





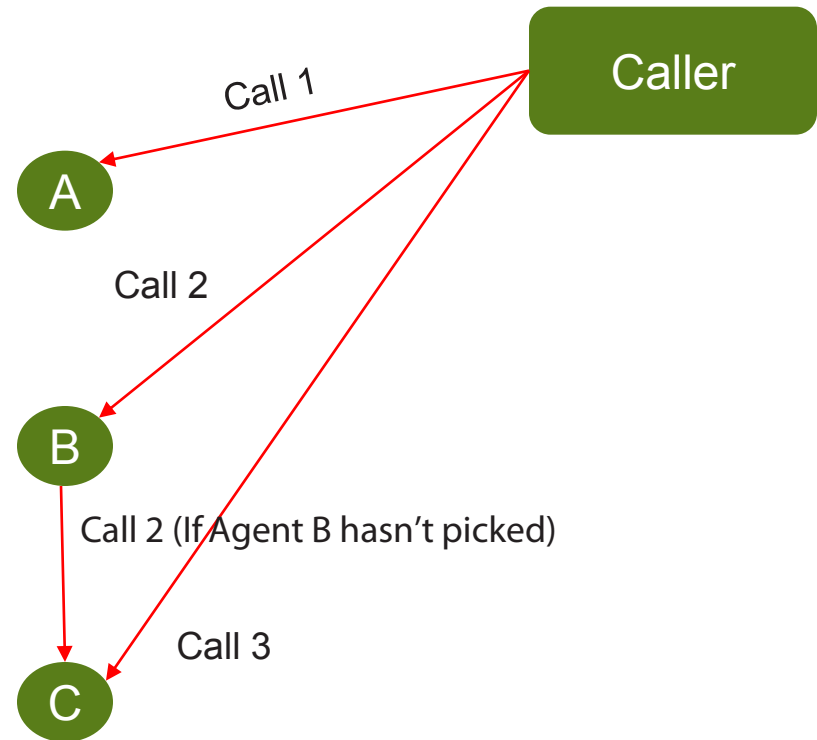
## SR – My Receptionist – Before Answer Rule

### Call Mode - Round Robin

First call will go to agent A, second call will go to agent B, third call will go to agent C

If agent B doesn't pick his call (2<sup>nd</sup> call) that call will go to agent C, next call (3<sup>rd</sup> call) will come to agent C

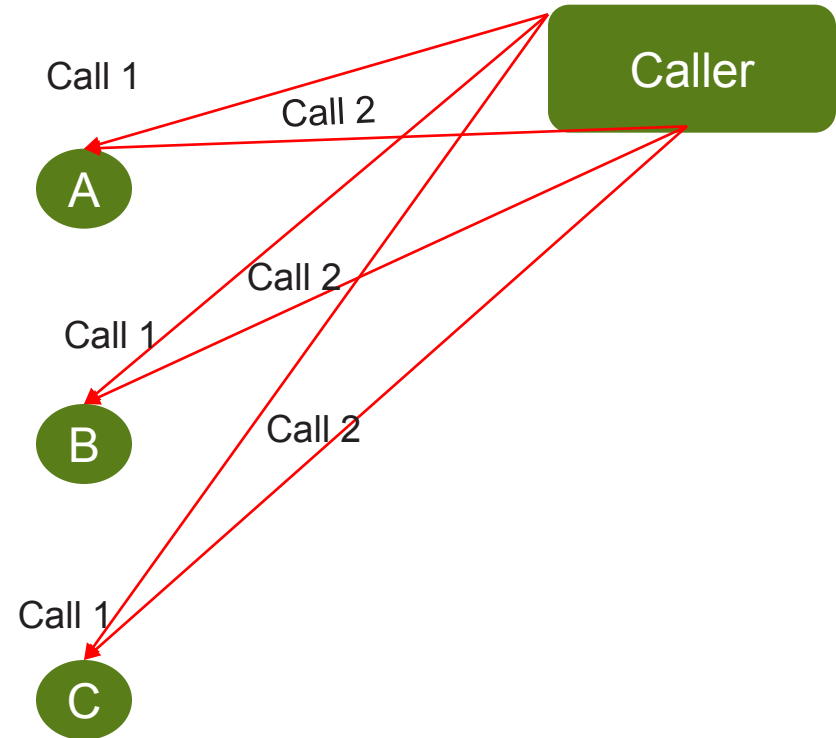
Equal distribution of calls will happen, if everyone picks all of their calls



## SR – My Receptionist – Before Answer Rule

Call Mode - Parallel

All calls will simultaneously go to all the agents



## SR – My Receptionist – Before Answer Rule

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Small Enterprise +915591030527 G2 +912860622143

Call Flow Plan Settings

### Before Answer

Level	Action
LO	Phone
LO	VoiceMail
LO	Phone

Add Rule

### After Answer

### Before Answer Rule

Action: **Blacklist** Caller:  Save Rule

Action Settings

Description:

Enable Notification:

Time Slot

Type: **Date**

Date:

Add Row

Update

Action selected is Blacklist

Call will be blocked and will not be able to call on the SR number. Similarly it can be time slotted like a particular number can be blocked at some specific time interval (time slotting)

Can put multiple numbers in the caller box separated by a comma

Also if we want to block multiple numbers of a series it can be done like 98765432\*\* (blocks all the numbers between 201 – 299)

Need to give a description of the action.

## SR – My Receptionist – Before Answer Rule

Small Enterprise +818591830527 G2 +918550622141

Call Flow Plan Settings

### Before Answer

Level	Action
L0	Phone
L0	VoiceMail
L0	Phone

Add Rule

### After Answer

Level	Extension
-------	-----------

### Before Answer Rule

Action: Missed Call Caller: Save Rule

Action Settings

Description: WS

Enable Notification: NO

Time Slot

Type: Date

Date: Add Row Update

Action selected is Missed Call

Call will get disconnected after couple of rings. We can put the phone numbers in caller box and for that number call will be missed. Similarly it can be time slotted like call from a particular number will be missed at some specific time interval (time slotting)

Can put multiple numbers in the caller box separated by a comma

Need to give a description of the action.

## SR – My Receptionist – Before Answer Rule

The screenshot shows the 'Before Answer Rule' configuration window. The 'Action' dropdown is set to 'Sound'. The 'Action Settings' section is highlighted with a red box, showing the following fields:

- Description: ws
- Sound: - Select Sound -
- Enable Notification: NO

The 'Time Slot' section is also visible, showing the following fields:

- Type: Date
- Date: [empty]
- Buttons: Add Row, Update

Action selected is Sound

Whenever someone calls on a SR number, a sound file is played. We can put the phone numbers in caller box and for that number sound file will be played. Similarly it can be time slotted like for a particular number sound file will be played at some specific time interval (time slotting)

Can put multiple numbers in the caller box separated by a comma

Need to give a description of the action.

## SR – My Receptionist – After Answer Rule

After Answer								(Rules can be drag
Level	Extension	Action	Time Slot	Caller	Description	Delete	Edit	Add Level
L1	8	Fax			HR			
→ L2	1	DTMF-WelcomeSound						+ Add Rule
→ L3	3	DTMF-WelcomeSound						+ Add Rule
→ L4	1	GoTo						
→ L3	4	Phone						
→ L3	5	DTMF-WelcomeSound						+ Add Rule
→ L3	3	DTMF-WelcomeSound						+ Add Rule
+ Add Rule								

### After Answer Rule

Configuration that are done after before answer rule and before the call is terminated are done in after answer rule

We can create multilevel IVR in after answer rule. Up to 5 levels can be created in after answer rule. In each level ten extensions can be created and under each extension further ten extensions can be created. For example in Level 1, ten Level 2 can be created, in each level 2 further ten level 3 can be created

# SR – My Receptionist – After Answer Rule

The screenshot displays the 'After Answer Rule' configuration window. The 'Action' dropdown menu is open, showing the following options: Welcome Sound, Phone, Voicemail, Conference, Fax, Sound, and GoTo. The 'Welcome Sound' option is currently selected and highlighted. The window also includes fields for 'Extension' (set to 1), 'Caller', and a 'Save Rule' button. Below the dropdown, there are 'Action Settings' for 'Description' (set to english), 'Welcome Sound' (set to Default We), 'No Input Sound' (set to Default No Input Soun), and 'Wrong Input Sound' (set to Default Wrong Input S). There is also an 'Enable Notification' toggle set to 'NO'. To the right, there is a 'Time Slot' section with 'Type' set to 'Date', a 'Date' field, and buttons for 'Add Row' and 'Update'.

## Actions

Welcome Sound – A IVR will be played

Phone – Directly forwarded to agent's phone

Voicemail - Plays a sound file and asked to leave a message

Conference – SR number can be used to conference between anyone who is calling on SR number. Maximum number of people who can do conference on SR is the maximum number of channels allocated in SR plan

Fax - SR number can be used to receive fax. We need to give the email address on which fax needs to be delivered

Sound – A sound file will be played. It is used when SR owner wants that anyone who is calling on the SR number should listen to some message

Goto – Used to go to previous levels in multi level IVR



## SR – My Receptionist – After Answer Rule

The screenshot shows the 'After Answer Rule' configuration window. On the left, a sidebar displays the 'Before Answer' section with a table of levels and actions:

Level	Action
L0	DTMF-WelcomeSound
L0	VoiceMail
L0	DTMF-WelcomeSound

Below this table is an 'Add Rule' button. The main window is titled 'After Answer Rule' and contains the following fields:

- Extension: 1
- Action: GoTo (selected from a dropdown)
- Caller: (empty field)
- Save Rule button

The 'Action Settings' section is highlighted with a red box and contains:

- Description: (empty field)
- Go to Level: A dropdown menu with options L1, L1 (highlighted in blue), and L2.

The 'Time Slot' section on the right includes:

- Type: Date (selected from a dropdown)
- Date: (empty field with a calendar icon)
- Add Row button
- Update button

Action selected is Goto

Can go to previous levels in SR

In this case we are doing configuration for Level 4, so we can go to L1 or L2

We can't go to L0 (Before Answer Rule)

If at L4, we can't go back to L3

## SR – My Receptionist – Default Rule

**After Answer**

Level	Extension	Action
L1	1	DTMF-WelcomeSound
L2	1	DTMF-WelcomeSound
L3	1	Phone
L4	2	DTMF-WelcomeSound
L5	1	DTMF-WelcomeSound
L6	2	Phone

**Default**

Action	Time Slot	Call
Phone		

**Default Rule**

Action: Phone

Save Rule

**Action Settings**

Description:

Use API for Agents: ☐ NO

Agent(s):

- Bikesh : (+91) 8010255444 \*
- Ashish Munjal : (+91) 8800920808 \*
- Shreyas : (+91) 9845806050 \*

Add Agent +

Call Mode: Sequential

Hold Sound: Default Hold Sound

Error Sound: Default Error Sound

If Enable fall back is YES, then default rule will work

In case selected action doesn't work (like in case of phone, no one is picking phone) then default rule will work

Select the action as Phone, Voicemail or Sound

In case of phone – agents need to be assigned and call mode needs to be selected

# SR – Call Logs and Recordings

tanvi.girdhar@alpha.knowlarity.com 98668.00 Asia/Kolkata My Account

SR Numbers: All Select Time Period: 15/12/2013 - 14/1/2014 [Generate] [Download]

### Call Records

In/Out	SR Num	Date & Time	Caller	Duration(Sec)	Coins Deducted	Option Selected	Action	Destination/Agent
				Time >	Coins >	All	All	
	+919015159526	13-Jan-2014 15:10	+919792564491	0	0		Phone	Call Missed
	+919015159526	11-Jan-2014 19:26	+917800773912	36	2		Phone	+918010255444
	+919015159526	10-Jan-2014 13:32	+919711708883	65	5		Phone	+919930791429
	+919015159526	10-Jan-2014 13:24	+919711708883	16	1		Phone	Customer Missed
	+919015159526	10-Jan-2014 12:38	+919930791429	0	0		Phone	Call Missed
	+919015159526	10-Jan-2014 12:38	+919930791429	2	1		Phone	+918800920808
	+918800622343	10-Jan-2014 12:37	+919930791429	0	0		Missed Call	Missed Call
	+918591030527	08-Jan-2014 18:36	+918130920808	0	0		Phone	Call Missed
	+918800622343	07-Jan-2014 15:01	+918376901367	3	1		Phone	+918800920808
	+919015159526	06-Jan-2014 21:40	+919560485399	11	1		Phone	+918800920808

Advanced Search Page 1 of 3 View 1 - 10 of 23

Customers can see all the call logs of last 30 days in Call logs and recording tabs

Tells whether call was incoming or outgoing

On which SR number call came

What was the date and time when call came

What was the number of caller

Duration of the call

How many coins were deducted for that call

What was the action taken on that call

Recording of the call

What finally happened to the call, if it was picked or missed and if picked who picked that call (Number of the agent who picked the call)

# Resources

Welcome | Inbox (33) - smita.tiwari@... | Training Calendar 2013 | Super Receptionist - Your ...

www.superreceptionist.in/vr/sr-resources/

Compose Mail - ma... | EmployWise :: | 17 Sample Thank Yo... | Their beauty secrets ... | Sandesh of Hanuma... | Smita Tiwari | Enterprise - Home | Happy Birth Day Qu... | Thank You Messages

Logout | Live Support | Get More

**Super Receptionist**

Home | How It Works | Features | Customers | Pricing & Signup | FAQs | Rate Card

[We have changed >>](#)

smita.tiwari@alpha.knowlarity.com | 98735.00 | Asia/Kolkata | My Account

Dashboard

My Receptionist

Call Logs & Recordings

Manage Customers

**Resources**

Click 2 Call

SR Number

Select Agent

Phone number

Show Numpad

**Agents**

Name	Number	Edit	Delete
Smita	(+91) 9999999999		
1	(+91) 9711433347		
J	(+91) 9999295577		
Joy	(+91) 9538605645		

Add Agent

**Sound Library**

File ( Only mp3 Format Supported)	Play	Delete
CS_offhours.mp3		
Saanya.mp3		
Eng.mp3		
kannada.mp3		

Add Sounds

**Email Templates**

Email	Edit	Delete
Thank you		
Hi		
Bye		
hellozz		

Add Template

**SMS Templates**

SMS	Edit	Delete
Notify Caller		
Success notice for Called		
Failure notice for Called		
Notify Caller		

Add Template

**Hook API**

	Edit	Delete
--	------	--------

www.superreceptionist.in/vr/home/

11:53 AM 9/20/2013

# SR – My Receptionist

Welcome

Inbox (33) - smita.tiwari@alpha.knowlarity.com

Training Calendar 2013

Super Receptionist - Your


www.superreceptionist.in/vr/showform/?plan\_id=1

Compose Mail - ma... :: EmployWise :: 17 Sample Thank Yo... :: Their beauty secrets ... :: Sandesh of Hanuma... :: Smita Tiwari :: Enterprise - Home :: Happy Birth Day Qu... :: Thank You Messages

Logout

Live Support

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G2 +918860622343

Call Flow

Plan Settings

Dashboard

**My Receptionist**

Call Logs & Recordings

Manage Customers

Resources

Click 2 Call

SR Number

Select Agent

Phone number

Show Numpad

Call

**Before Answer**


(Rules can be dragged and sorted for priority)

Level	Action	Time Slot	Caller	Description	Delete	Edit
L0	DTMF-WelcomeSound					
<div>+ Add Rule</div>						

**After Answer**


(Rules can be dragged and sorted for priority)

Level	Extension	Action	Time Slot	Caller	Description	Delete	Edit	Add Level
L1	1	DTMF-WelcomeSou			HR			<div>+ Add Rule</div>
L2	1	DTMF-WelcomeSou						<div>+ Add Rule</div>
L3	1	DTMF-WelcomeSou						<div>+ Add Rule</div>
L1	2	Phone						
L1	0	Voicemail						
L1	3	Fax						
<div>+ Add Rule</div>								



11:56 AM

9/20/2013



# SR – My Receptionist (Default & Post Call Hooks)

Welcome x Inbox (34) - smita.tiwari@ x Training Calendar 2013 x Super Receptionist - Your x

www.superreceptionist.in/vr/showform/?plan\_id=1

Compose Mail - ma... :: EmployWise :: 17 Sample Thank Yo... Their beauty secrets ... Sandesh of Hanuma... Smita Tiwari Enterprise - Home Happy Birth Day Qu... Thank You Messages

**My Receptionist**

Call Logs & Recordings

Manage Customers

Resources

Click 2 Call

SR Number

Select Agent

Phone number

Show Numpad

Call

L0 DTMF-WelcomeSound

+ Add Rule

**After Answer** (Rules can be dragged and sorted for priority)

Level	Extension	Action	Time Slot	Caller	Description	Delete	Edit	Add Level
L1	1	DTMF-WelcomeSou			HR			+ Add Rule
L2	1	DTMF-WelcomeSou						+ Add Rule
L3	1	DTMF-WelcomeSou						+ Add Rule
L1	2	Phone						
L1	0	Voicemail						
L1	3	Fax						

+ Add Rule

**Default**

Action	Time Slot	Caller	Description	Edit
Voicemail				

**Post Call Hooks**

Name	Type	API	Delete
+ Add Rule			

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12:42 PM  
9/20/2013



# Call logs and Recordings

Welcome | Inbox (34) - smita.tiwari@... | Training Calendar 2013 | Super Receptionist - Your ...

www.superreceptionist.in/vr/getcdr/

Compose Mail - ma... | EmployWise :: | 17 Sample Thank Yo... | Their beauty secrets ... | Sandesh of Hanuma... | Smita Tiwari | Enterprise - Home | Happy Birth Day Qu... | Thank You Messages

Logout | Live Support | Get More

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Home | How It Works | Features | Customers | Pricing & Signup | FAQs | Rate Card

We have changed >>>

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SR Numbers: +918860622343 | Select Time Period: 21/8/2013 - 20/9/2013 | Generate | Download

### Call Records

In/Out	SR Num	Date & Time	Caller	Duration(Sec)	Coins Deducted	Option Selected	Action	Destination/Age
				Time >	Coins >	All	All	
	+918860622343	18-Sep-2013 12:03	+919958422336	39	4		Phone	+919711433347
	+918860622343	18-Sep-2013 11:58	+919958422336	16	0		Welcome Sound	Welcome Sound
	+918860622343	11-Sep-2013 15:01	+918285732068	13	0		Welcome Sound	Welcome Sound
	+918860622343	05-Sep-2013 11:56	+918745801212	21	0	1	Welcome Sound	Welcome Sound
	+918860622343	05-Sep-2013 11:55	+918745801212	48	0	1	Welcome Sound	Welcome Sound
	+918860622343	05-Sep-2013 11:42	+918010255444	10	1		Phone	Customer Missed
	+918860622343	05-Sep-2013 11:41	+918010255444	35	2		Phone	Customer Missed
	+918860622343	05-Sep-2013 11:39	+918010255444	0	0		Missed Call	Missed Call
	+918860622343	03-Sep-2013 16:44	+919036125716	46	0	1	Phone	Call Missed
	+918860622343	03-Sep-2013 16:43	+919036125716	18	0		Welcome Sound	Welcome Sound

Advanced Search | Page 1 of 2 | View 1 - 10 of 20

† - Only calls which are successfully transferred are billed

Dashboard | My Receptionist | Call Logs & Recordings | Manage Customers | Resources

Click 2 Call | SR Number | Select Agent | Phone number | Show Numpad | Call



# Call logs and Recordings

Welcome | Inbox (34) - smita.tiwari@... | Training Calendar 2013 | Super Receptionist - Your ...

www.superreceptionist.in/vr/getcdr/

Compose Mail - ma... | EmployWise... | 17 Sample Thank Yo... | Their beauty secrets ... | Sandesh of Hanuma... | Smita Tiwari | Enterprise - Home | Happy Birth Day Qu... | Thank You Messages

Logout | Live Support | Get More

**Super Receptionist**

Home | How It Works | Features | Customers | Pricing & Signup | FAQs | Rate Card

We have changed >>>

smitta.tiwari@alpha.knowlarity.com | 98735.00 | Asia/Kolkata | My Account

SR Numbers: +918860622343

Select Time Period: 21/8/2013 - 20/9/2013 | Generate | Download

Call Recd

In/Out	Date & Time	Caller	Duration(Sec)	Coins Deducted	Option Selected	Action	Destination/Age
			Time >	Coins >	All	All	
	18-Sep-2013 12:03	+919958422336	39	4		Phone	+919711433347
	18-Sep-2013 11:58	+919958422336	16	0		Welcome Sound	Welcome Sound
	11-Sep-2013 15:01	+918285732068	13	0		Welcome Sound	Welcome Sound
	05-Sep-2013 11:56	+918745801212	21	0	1	Welcome Sound	Welcome Sound
	05-Sep-2013 11:55	+918745801212	48	0	1	Welcome Sound	Welcome Sound
	05-Sep-2013 11:42	+918010255444	10	1		Phone	Customer Missed
	05-Sep-2013 11:41	+918010255444	35	2		Phone	Customer Missed
	05-Sep-2013 11:39	+918010255444	0	0		Missed Call	Missed Call
	03-Sep-2013 16:44	+919036125716	46	0	1	Phone	Call Missed
	03-Sep-2013 16:43	+919036125716	18	0		Welcome Sound	Welcome Sound

Advanced Search | Page 1 of 2 | View 1 - 10 of 20

† - Only calls which are successfully transferred are billed

Dashboard | My Receptionist | Call Logs & Recordings | Manage Customers | Resources

Click 2 Call

SR Number | Select Agent | Phone number | Show Numpad | Call

# Manage Customers – (CRM Integration) Phone Book

The screenshot displays the Super Receptionist CRM interface. The browser window shows the URL [www.superreceptionist.in/vr/manageCustomers](http://www.superreceptionist.in/vr/manageCustomers). The page features a navigation bar with links for Home, How It Works, Features, Customers, Pricing & Signup, FAQs, and Rate Card. A sidebar on the left contains icons for Dashboard, My Receptionist, Call Logs & Recordings, Manage Customers (highlighted), and Resources. Below the sidebar, there is a 'Click 2 Call' section with input fields for SR Number, Select Agent, and Phone number, along with a 'Show Numpad' link and a 'Call' button. The main content area shows a 'Contacts' tab with sub-tabs for Follow Up and Status View. It includes buttons for 'Add Contact' and 'Upload Contacts', and a 'Sort By: Choose Order' dropdown. A table lists contacts with columns for Name and Phone Number. The table contains 9 rows of data. At the bottom, there is a pagination bar showing 'Page 1 of 3' and 'Total Contacts: 24'. The footer includes the text 'All rights reserved. © Copyright 2009-12 Knowlarity Communications Pvt. Ltd. | Powered by Knowlarity'.

Super Receptionist

Home How It Works Features Customers Pricing & Signup FAQs Rate Card

We have changed >>

smita.tiwari@alpha.knowlarity.com 98735.00 Asia/Kolkata My Account

Contacts Follow Up Status View

Add Contact Upload Contacts Sort By: Choose Order

Name	Phone Number
abdul	+918587997188
AMAN	+917838000295
Amit B	9313756702
Ashish	+918800920808
fhj	
george	9711433347
Motheto	09871724477
Pankaj	
Rahul	
Ruchi	9650867152

Page 1 of 3 10 Total Contacts: 24

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# Manage Customers – Follow Up

Browser tabs: Inbox (23) - smita.tiwari@... | Inbox (694) - smita.tiwari@... | Super Receptionist - Your ...

Address bar: www.superreceptionist.in/vr/manageCustomers

Navigation: Logout | Live Support

Super Receptionist

Home | How It Works | Features | Customers | Pricing & Signup

Dashboard | My Receptionist | Call Logs & Recordings | Manage Customers | My Account | Get More ★

**G2TF2** SR Number : 918860622343 Expiry : 31 Dec, 2015 Balance : 93997 Coins User : smita.tiwari@alpha.knowlarity.com [Rate Card](#)

Contacts | **Follow Up** | Status View

Missed

Today

Name	Phone	Status	Time	Last Note
------	-------	--------	------	-----------

Next Week

In Near Future

www.superreceptionist.in/vr/manageCustomers#ui-tabs-2

Taskbar: Windows, Internet Explorer, File Explorer, Google Chrome, Firefox, Microsoft Word


System tray: 5:27 PM 11/8/2012

# Manage Customers – Status View

Inbox (23) - smita.tiwari@... Inbox (694) - smita.tiwari@... Super Receptionist - Your ...

www.superreceptionist.in/vr/manageCustomers

Logout Live Support

 **Super Receptionist**

Home How It Works Features Customers Pricing & Signup

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Get More ★

**G2TF2** SR Number : 918860622343 Expiry : 31 Dec, 2015 Balance : 93997 Coins User : smita.tiwari@alpha.knowlarity.com [Rate Card](#)

Contacts Follow Up **Status View**

Hot Warm Cold Closed

Name	Phone Number	Follow Up Date	Last Note
<a href="#">Yash</a>	7838555996	29 Dec 00:00	08 Nov 15:15 Interested. Hot Prospect.
<a href="#">Soma</a>	8743881100	30 Nov 00:00	
<a href="#">Rahul</a>		27 Dec 00:00	

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5:31 PM 11/8/2012



- Thank You