

Voice User Guide



Getting Started with MOBtexting Voice

1. Introduction
2. MOBtexting Voice Features
3. Signing Up with MOBtexting
4. Adding Credits
5. Subscribe Numbers
6. MOBtexting's "Engage" features
7. Studio
8. Reach
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1. Introduction:

MOBtexting Voice plays a significant role in creating a great customer experience with the most secure and scalable voice calling capabilities. You can launch IVR support with our simple, intuitive Flowbuilder or run voice campaigns in just a few simple steps.

The Call Masking feature allows you to safeguard your customer identity and prevent misuse of sensitive information. The Click to Call feature enables effective business communication by providing quicker means to connect with your customers, thereby helping you effectively engage with them, address their problems, and remove obstacles to a seamless communication process.

2. MOBtexting Voice Features:

Subscribe to Voice capable numbers:

Subscribe to different types of phone numbers for making Voice calls depending on the business needs.

MOBtexting offers a variety of numbers:

Toll-free -

These numbers can be dialled by the end customers for free of cost. Toll-free is only Voice incoming capable.

Mobile -

It is a virtual phone number with a range of 7 to 15 digits that can be used to make voice calls from remote locations. These numbers are Voice incoming and outgoing capable.

Fixed Line -

Fixed line numbers are the numbers that have specific area codes. These numbers are Voice incoming and outgoing capable.

Making and receiving calls:

MOBtexting offers a list of public APIs using which you can make outgoing calls, run campaigns, or connect to customers over a call.

The Outbound Calling (OBD) API can be configured to make outbound calls.

Use [Click to Call API](#) to connect to customers in real-time.

IVR flows via FlowBuilder:

Create automated Interactive Voice Response flows using drag and drop widgets using flow builder for customers to interact with the menu system.

Forward the incoming calls to an agent/executive using the call forward widget. Refer to Flow Builder for more information.

Text to Speech:

Convert text into life-like speech across multiple languages with different speech rates.

You can use text to speech for OBD campaigns, to play an automated message to customers like Welcome message or Menu options.

MOBtexting supports English, Hindi and many regional languages. Refer to Text-to-Speech for more information.

Sound Manager

Play a customer sound file of your choice with the help of our Sound Manager. Upload and maintain all your sound files in one place.

Use these uploaded sound files in your OBD and incoming calls for multiple purposes such as playing a sound for customers on hold. Refer to Sound Manager for more information.

Callback for voice call events

Enable callbacks from Callback Profile to receive data when an event is triggered. An event can be a call dial, call answer, keypress, or call completion.

Create and configure these callback profiles in outgoing, click-to-call, and incoming calls for the triggered events. Refer to Callback for voice call events for more information.

Click to Call:

The Click to Call option is now available on the application. You can initiate calls between two parties via both the application and the API. Refer to Click to Call API for more information.

Call Recording:

Record the incoming calls or the call being forwarded for training or monitoring purposes. Call recording can be done for either mono or dual channel.

3. Signing-Up with MOBtexting Voice:

To get started with accessing the application, follow the steps below:

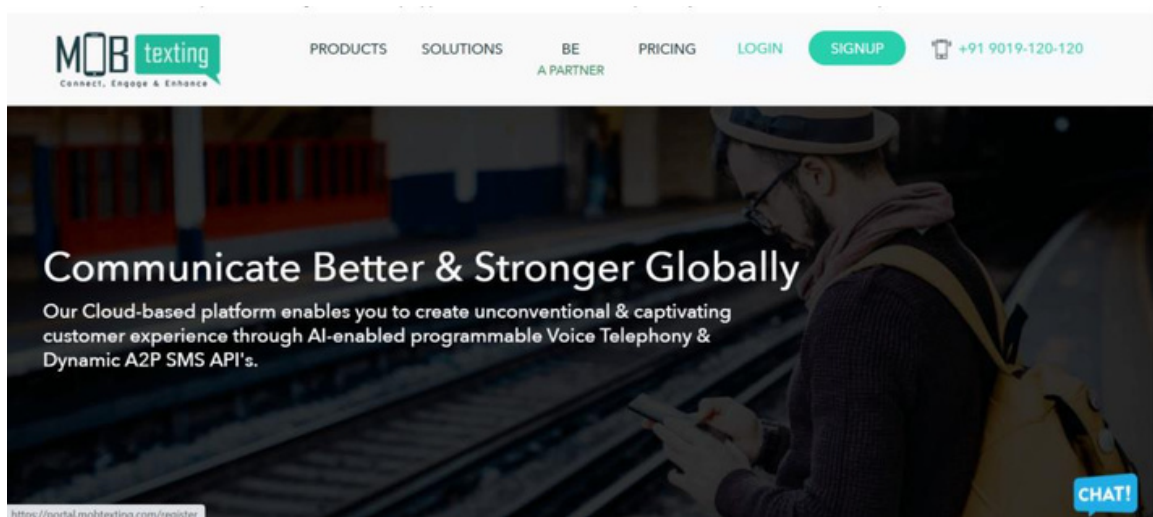
Step 1: In your browser, type in the URL <https://portal.mobtexting.com/login>

Step 2: Enter the username and password to

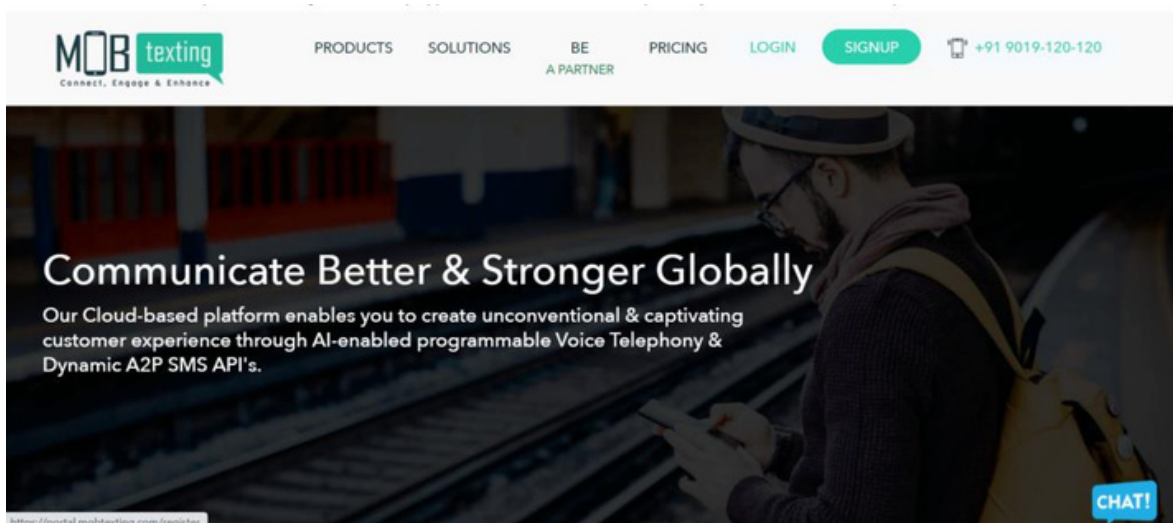
log in Step 3: Click on the Sign-in button

Access for the new user:

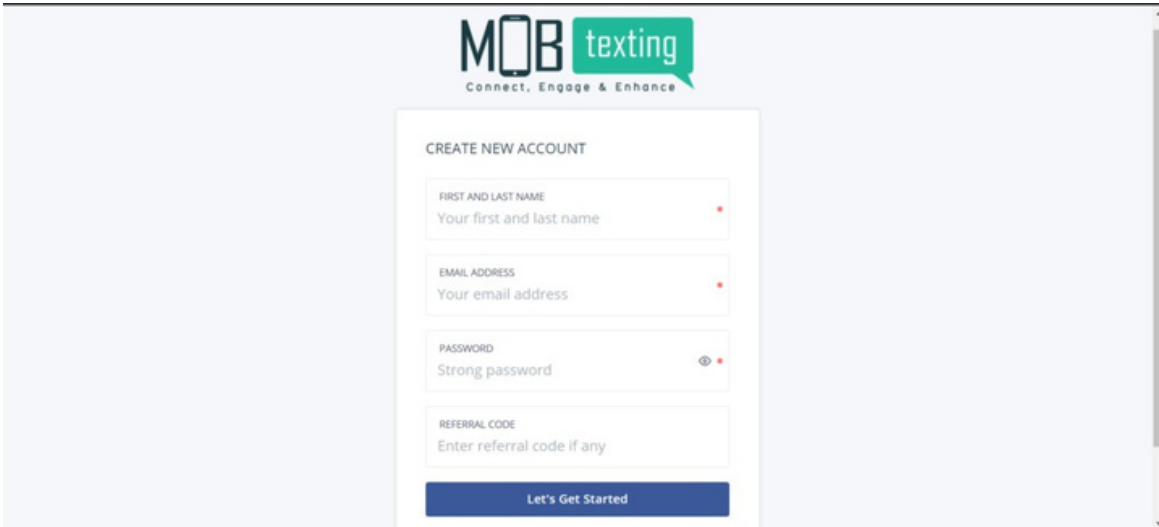
1. Visit <https://www.mobtexting.com/>



2. Click on Sign-Up at the top of the page.

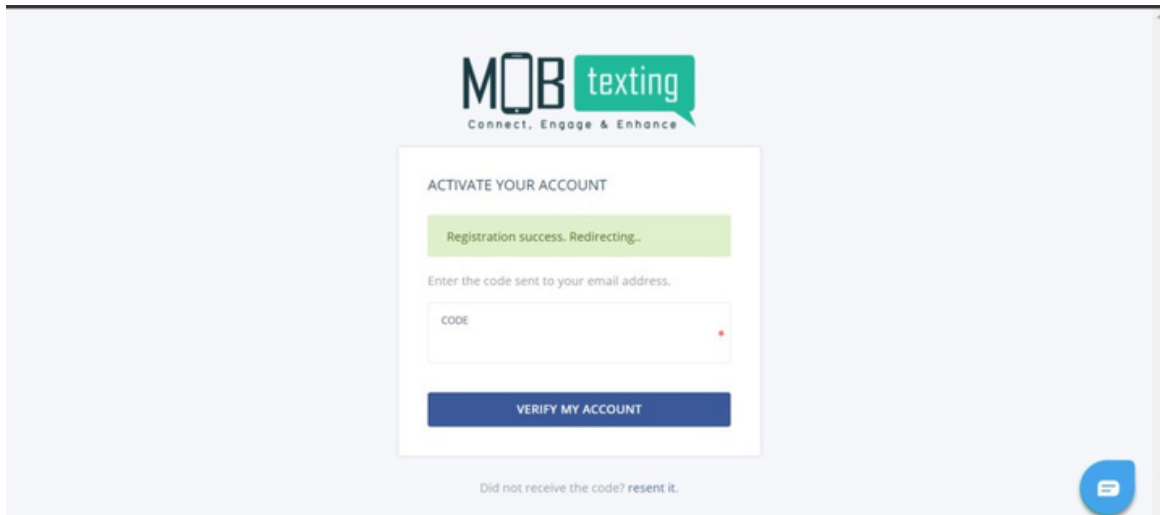


3. Fill up all the required fields. Please provide a valid email address as we verify it.



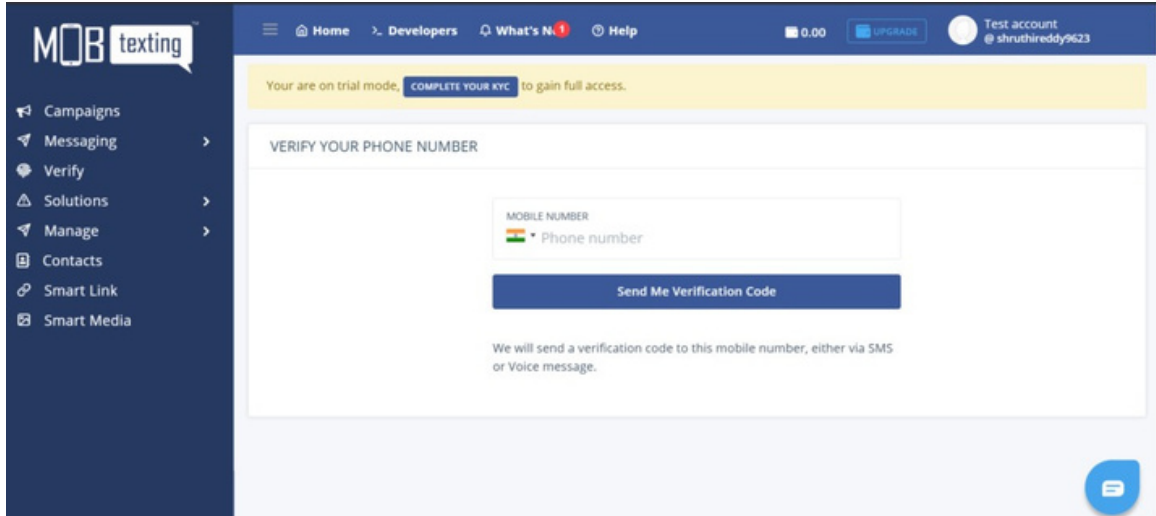
The screenshot shows the 'CREATE NEW ACCOUNT' form on the MOBtexting website. The form is centered on a light blue background. At the top of the form is the MOBtexting logo and tagline. Below the logo, the form contains four input fields: 'FIRST AND LAST NAME' with the placeholder 'Your first and last name', 'EMAIL ADDRESS' with the placeholder 'Your email address', 'PASSWORD' with the placeholder 'Strong password' and an eye icon, and 'REFERRAL CODE' with the placeholder 'Enter referral code if any'. A blue button labeled 'Let's Get Started' is positioned at the bottom of the form.

4. Enter the OTP sent to the email address.

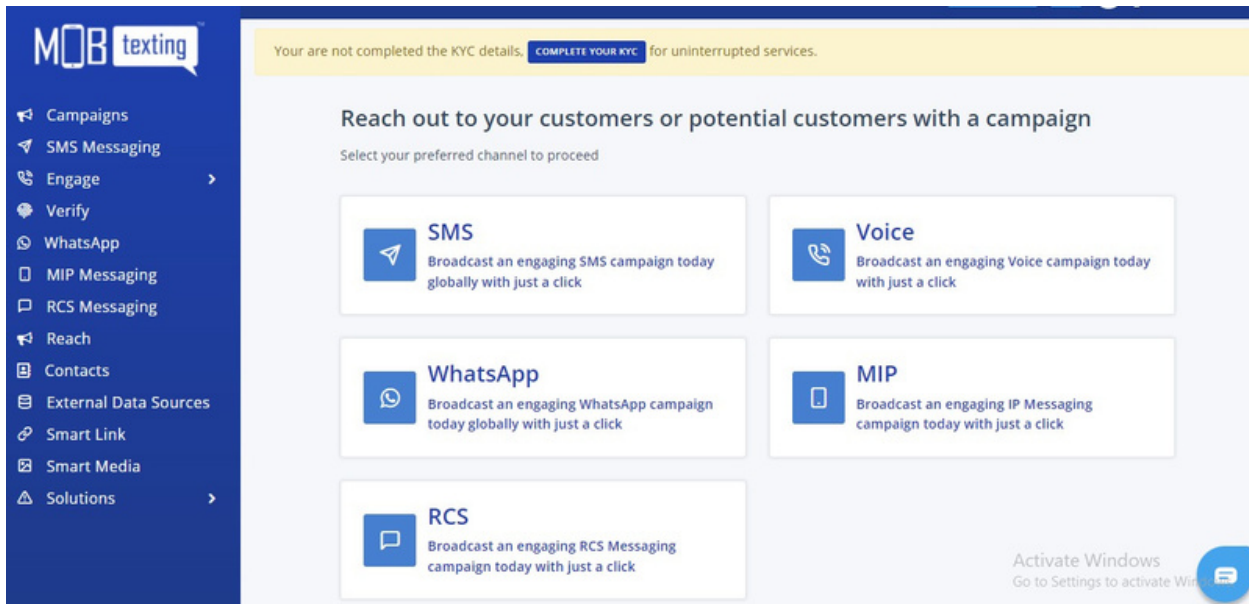


The screenshot shows the 'ACTIVATE YOUR ACCOUNT' form on the MOBtexting website. The form is centered on a light blue background. At the top of the form is the MOBtexting logo and tagline. Below the logo, there is a green notification box that says 'Registration success. Redirecting..'. Underneath, the text 'Enter the code sent to your email address.' is displayed. A white input field labeled 'CODE' is provided for the user to enter the OTP. A blue button labeled 'VERIFY MY ACCOUNT' is located at the bottom of the form. At the very bottom of the page, there is a link that says 'Did not receive the code? resent it.' and a blue chat icon in the bottom right corner.

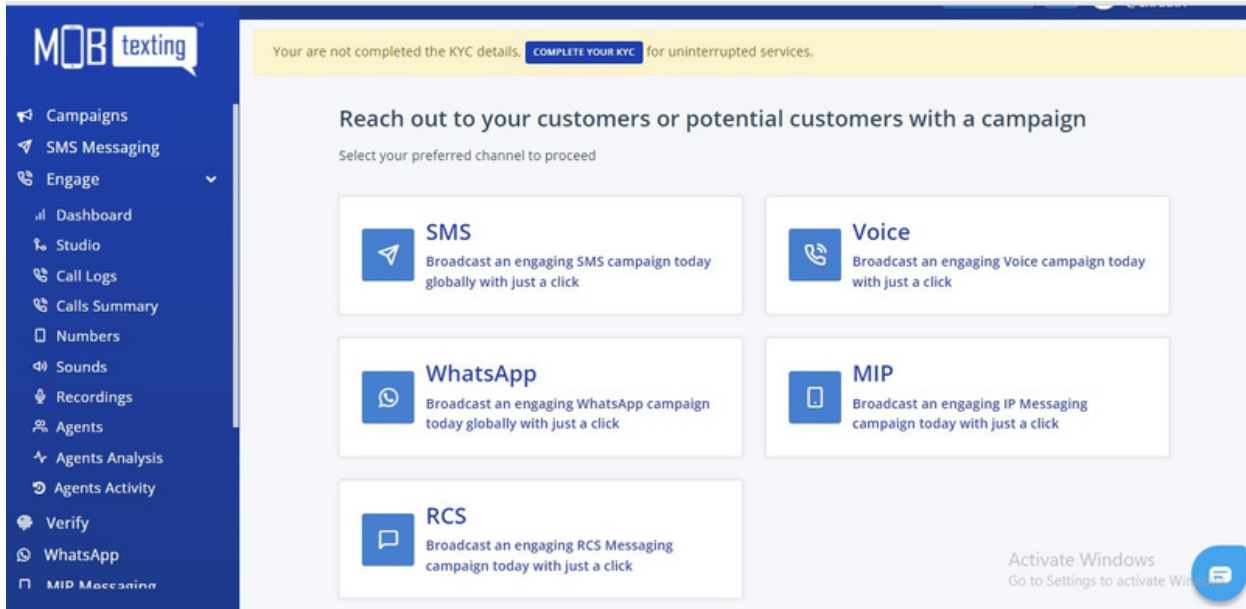
5. After email verification, you need to verify your phone number.



6. After phone verification, you will be getting 25 free Voice credits.



7. Click on 'Engage' on the left tab. You can see the list of features here that you can get from MOBtexting.



Guide to reset a new password:

If you have forgotten the password, click on the 'I Forgot Password' button on the login page to change your password. Enter your username for which you want to reset the password. You will receive a 6 digit code to your registered email id and after entering the code on the login page, you will be redirected to the 'Change Password' page. Set a new password and you're set to re-login!

Checklist to configure your account:

After successful login to your Global account, you need to consider the prerequisites given below:

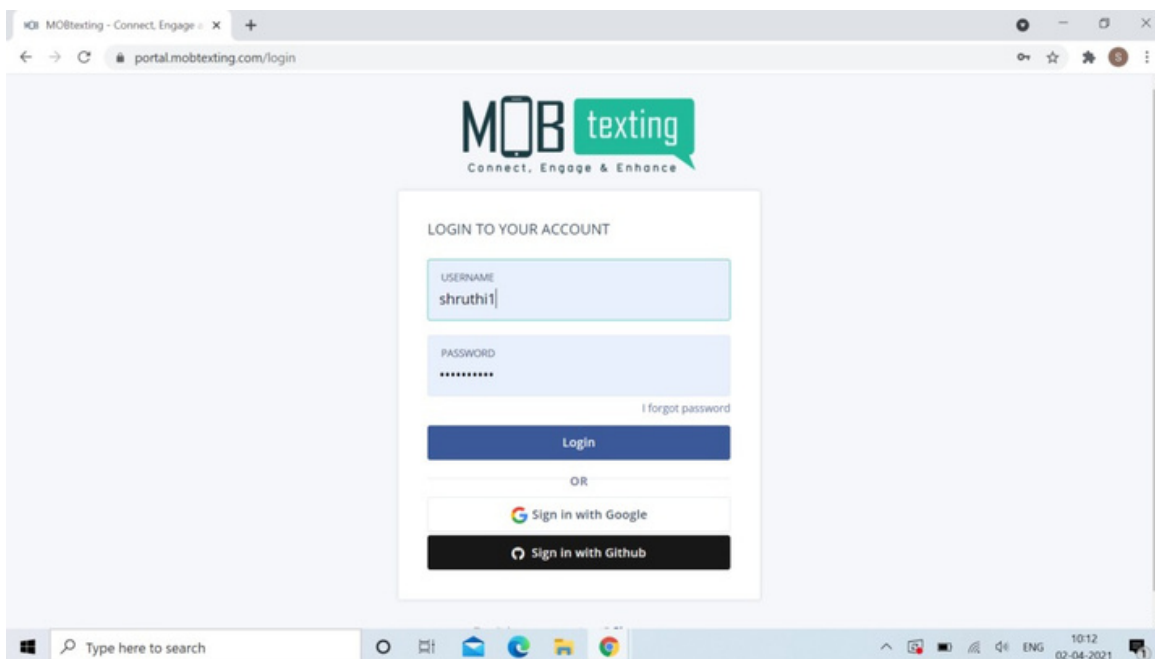
1. Understanding Pricing Structure: Get familiar with the Pricing Details from your account manager.
2. Adding Credits: Request our Support team to add credits to your account if the minimum balance is not all by yourself required to do Voice campaigns.
3. Successful KYC Verification: Make sure you must have gone through our KYC Verification to enjoy an uninterrupted service experience.

4. Adding Credits Online

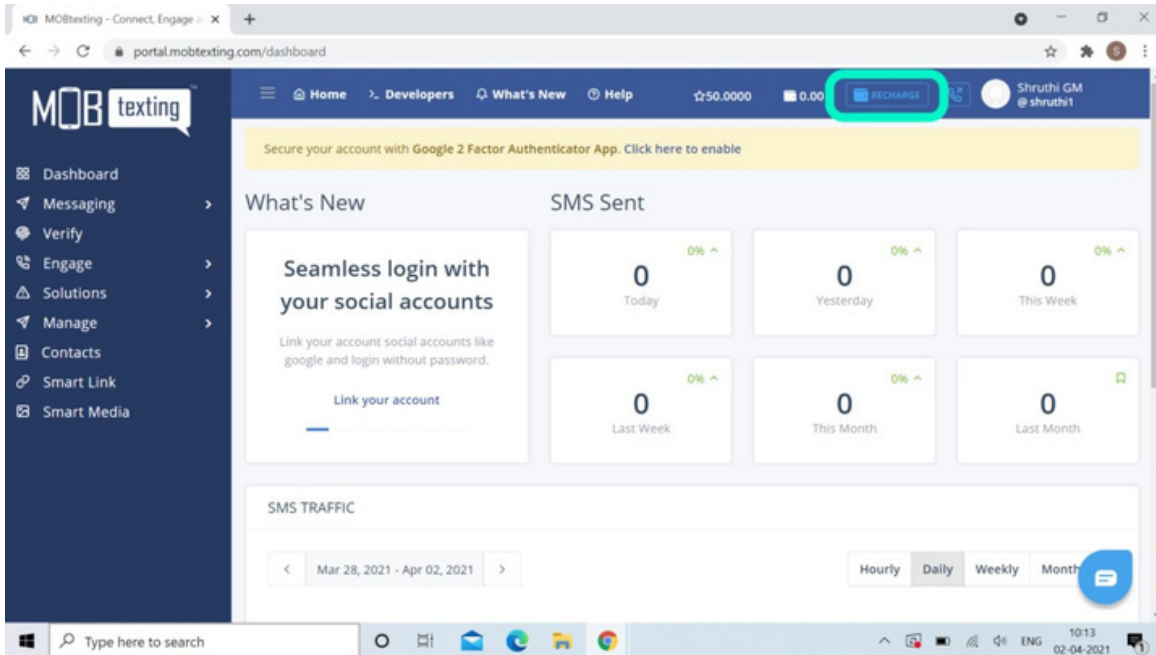
So to ease our client experience and to make our portal a self-servicing platform, now you can easily recharge for SMS. You can top-up your SMS credits on the go.

Follow the steps to do the same:

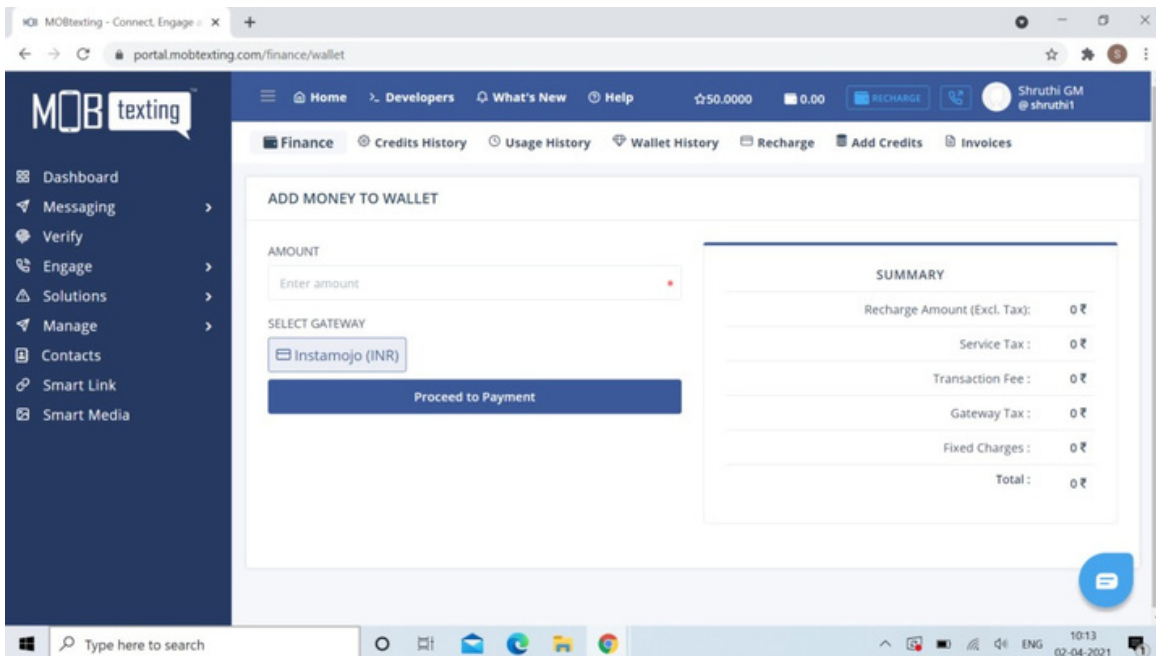
Step 1: Log in to your MOBtexting portal. Enter username and password.



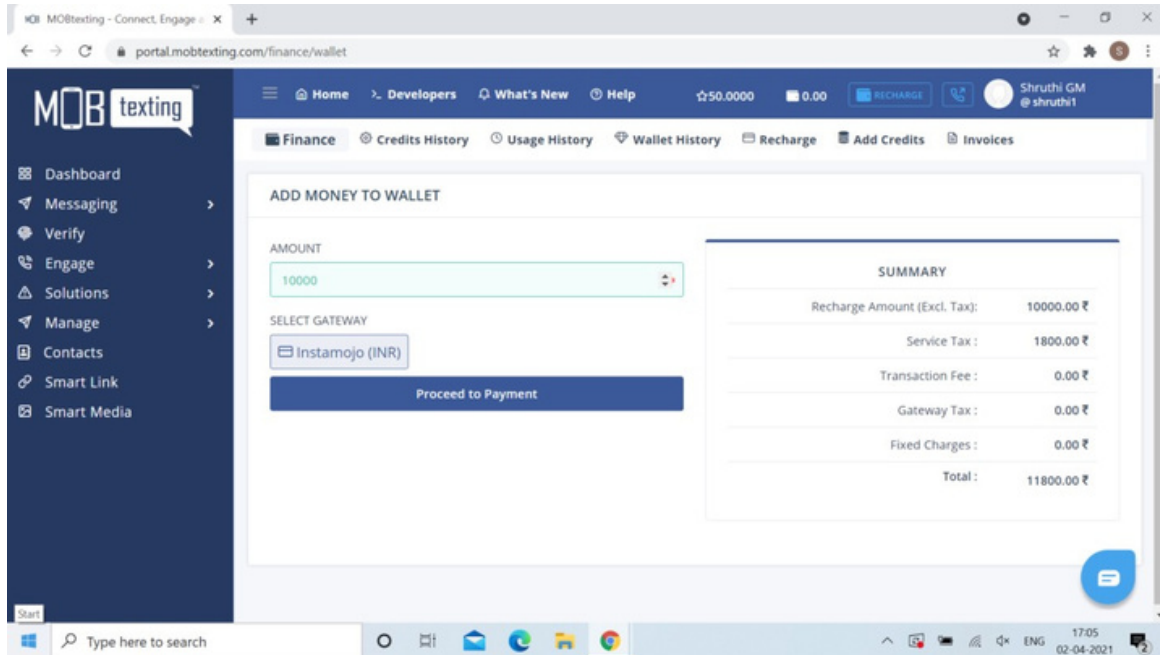
Step 2: This is how the home page of the MOBtexting portal looks like. Click on the recharge option on the top right.



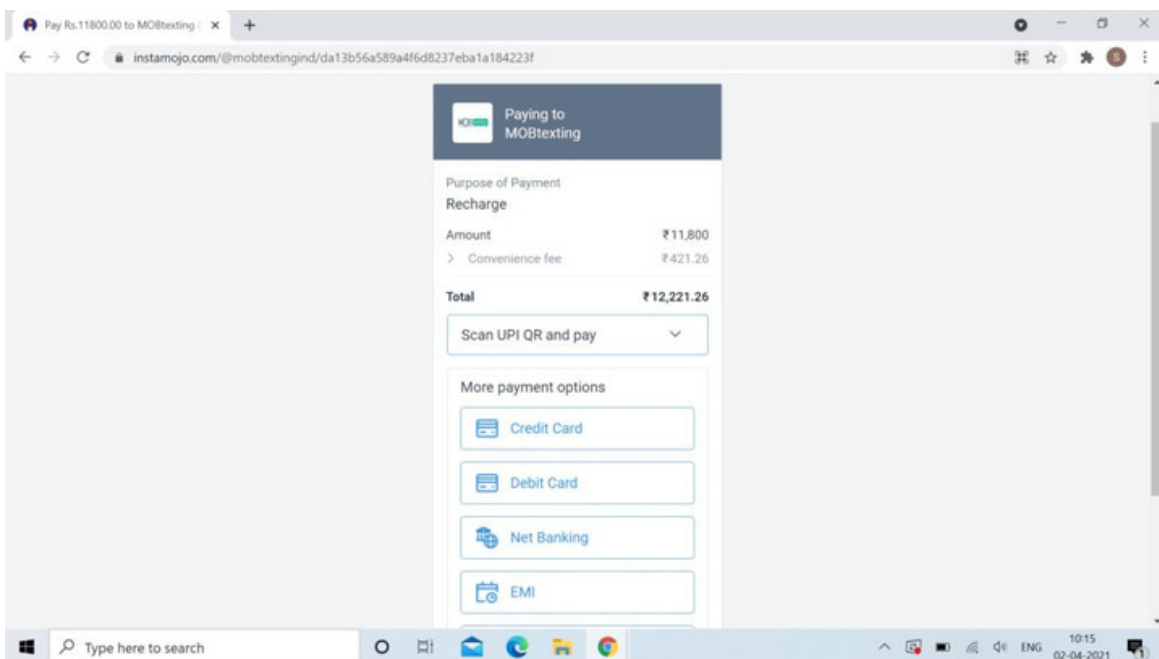
Step 3: Once you click on Recharge, enter the amount for which you want to recharge.



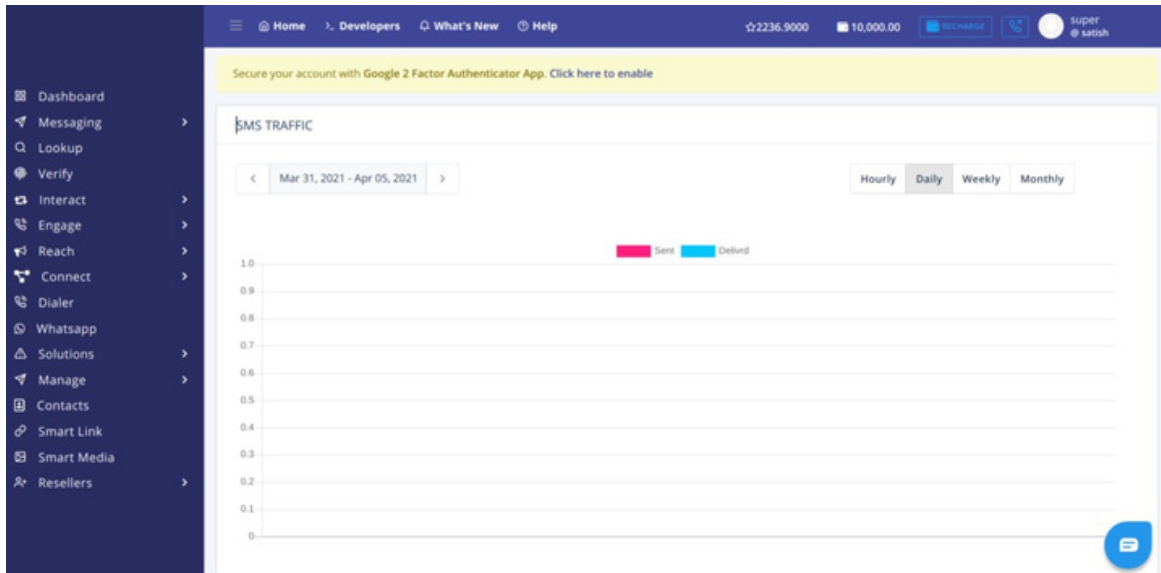
Step 4: For example, I have entered Rs.10,000 in the amount column. To the right side, you can see the total amount is added with 18% GST. The total payable amount is Rs. 11,800.



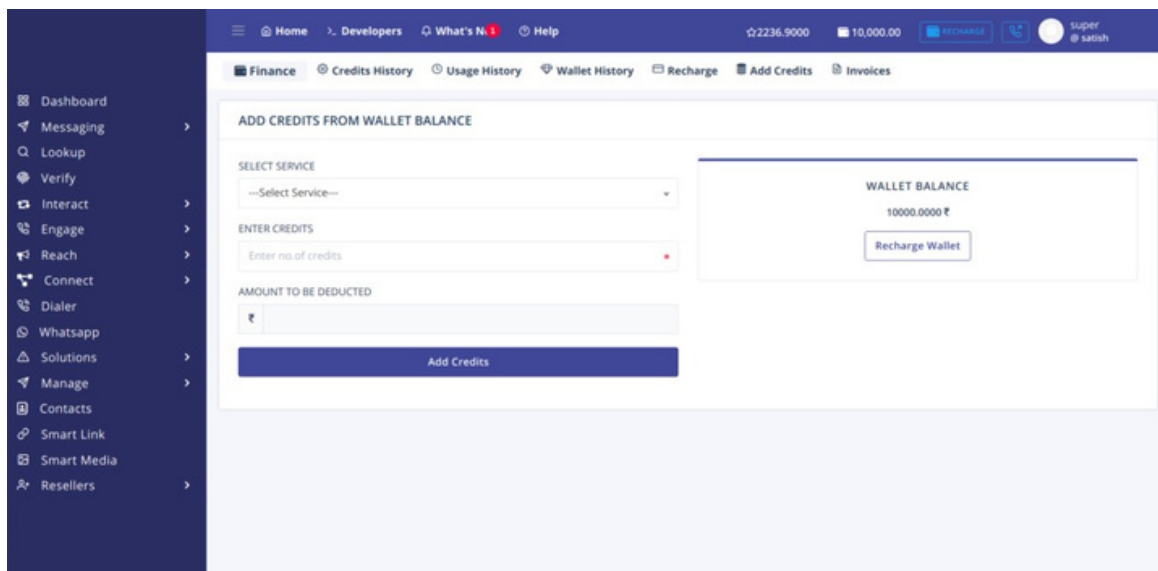
Step 5: Click on Proceed to Payment now. You can make the payment by various payment methods. The convenience fee of Rs. 421.26 will be charged.



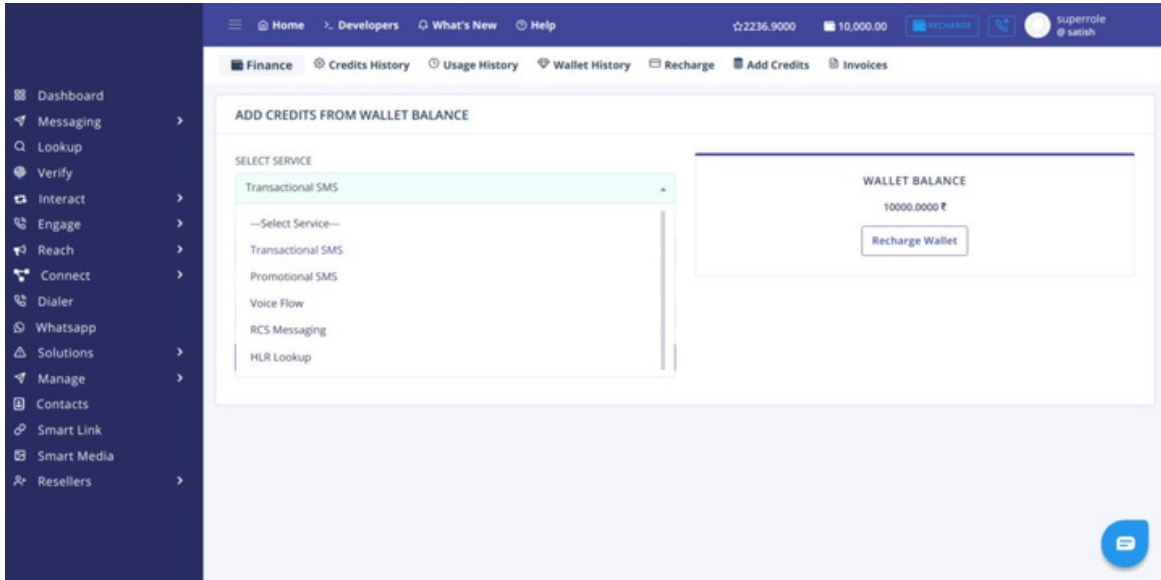
Step 6: You can see the recharged amount on the top right column after payment confirmation.



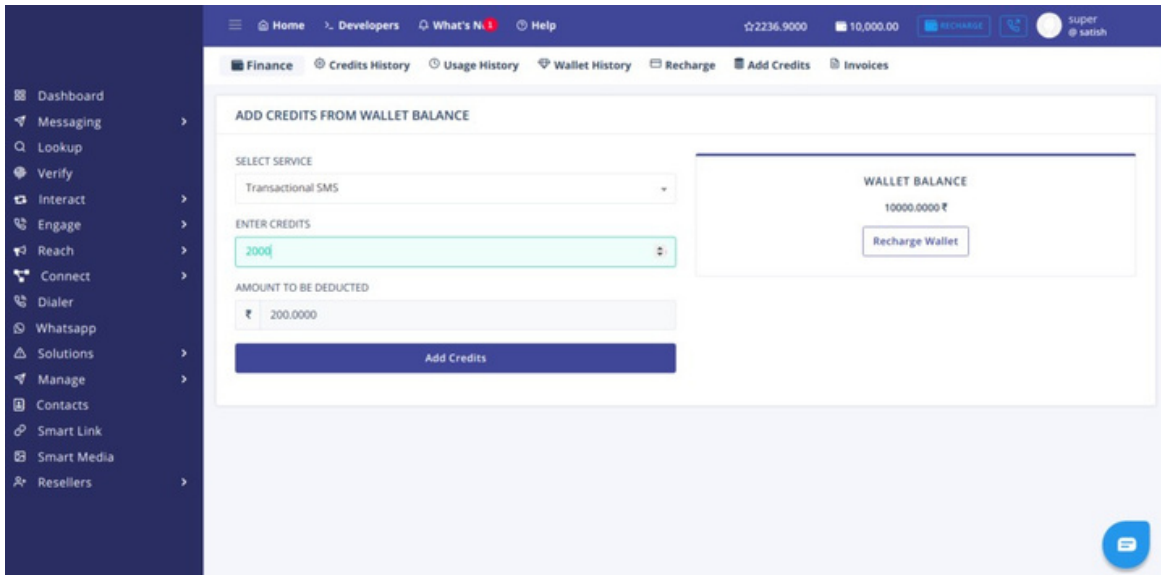
Step 7: Click on the Add Credits and the following page will appear. Fill in the following details like Select Service, Enter Credits. Based on the number of credits entered and the service selected, the system will automatically calculate the amount to be deducted.



Step 8: Select the type of service from the drop-down.



Step 9: Based on the number of credits entered and the service selected, the system will automatically calculate the amount to be deducted from the wallet.



Step 10: You can start using the services for which you have recharged and the credits will get reflected for the same.

5. Subscribe Numbers:

Purchase the number for making and receiving calls.

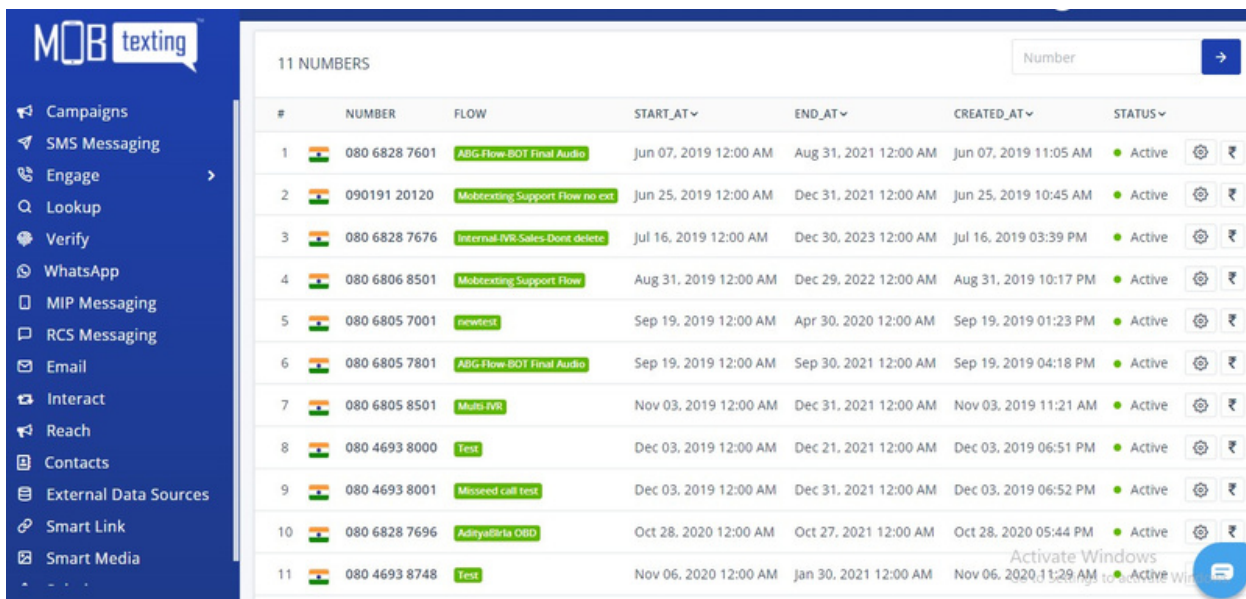
Pre-Requisites:

- Know your Customer (KYC) approval is mandatory. For more information on submission and approval, see Completing the Know Your Customer page.
- The credit balance should be sufficient to purchase numbers for making or receiving calls. For more information on balance details, see Adding Credits page.

Once we have all the information, please contact our Support to get the number (email- support@mobtexting.com or call +919019120120).

The available options in number are Toll-Free, Mobile, DID, and Any.

- Toll-Free - Displays the customer's toll-free number.
- Mobile - Displays the mobile number.
- Fixed Line - Displays the Direct Inward Dialing (DID) number.



#	NUMBER	FLOW	START_AT	END_AT	CREATED_AT	STATUS
1	080 6828 7601	ADG-Flow-BOT Final Audio	Jun 07, 2019 12:00 AM	Aug 31, 2021 12:00 AM	Jun 07, 2019 11:05 AM	Active
2	090191 20120	Mobtexting Support Flow no ext	Jun 25, 2019 12:00 AM	Dec 31, 2021 12:00 AM	Jun 25, 2019 10:45 AM	Active
3	080 6828 7676	Internal-IVR Sales-Do not delete	Jul 16, 2019 12:00 AM	Dec 30, 2023 12:00 AM	Jul 16, 2019 03:39 PM	Active
4	080 6806 8501	Mobtexting Support Flow	Aug 31, 2019 12:00 AM	Dec 29, 2022 12:00 AM	Aug 31, 2019 10:17 PM	Active
5	080 6805 7001	newext	Sep 19, 2019 12:00 AM	Apr 30, 2020 12:00 AM	Sep 19, 2019 01:23 PM	Active
6	080 6805 7801	ADG-Flow-BOT Final Audio	Sep 19, 2019 12:00 AM	Sep 30, 2021 12:00 AM	Sep 19, 2019 04:18 PM	Active
7	080 6805 8501	Multis-IVR	Nov 03, 2019 12:00 AM	Dec 31, 2021 12:00 AM	Nov 03, 2019 11:21 AM	Active
8	080 4693 8000	Test	Dec 03, 2019 12:00 AM	Dec 21, 2021 12:00 AM	Dec 03, 2019 06:51 PM	Active
9	080 4693 8001	Missed call test	Dec 03, 2019 12:00 AM	Dec 31, 2021 12:00 AM	Dec 03, 2019 06:52 PM	Active
10	080 6828 7696	AdityaBeta ODD	Oct 28, 2020 12:00 AM	Oct 27, 2021 12:00 AM	Oct 28, 2020 05:44 PM	Active
11	080 4693 8748	Test	Nov 06, 2020 12:00 AM	Jan 30, 2021 12:00 AM	Nov 06, 2020 11:29 AM	Active

6. MOBtexting’s “Engage”

Features:

Dashboard:

<https://portal.mobtexting.com/voice/dashboard>

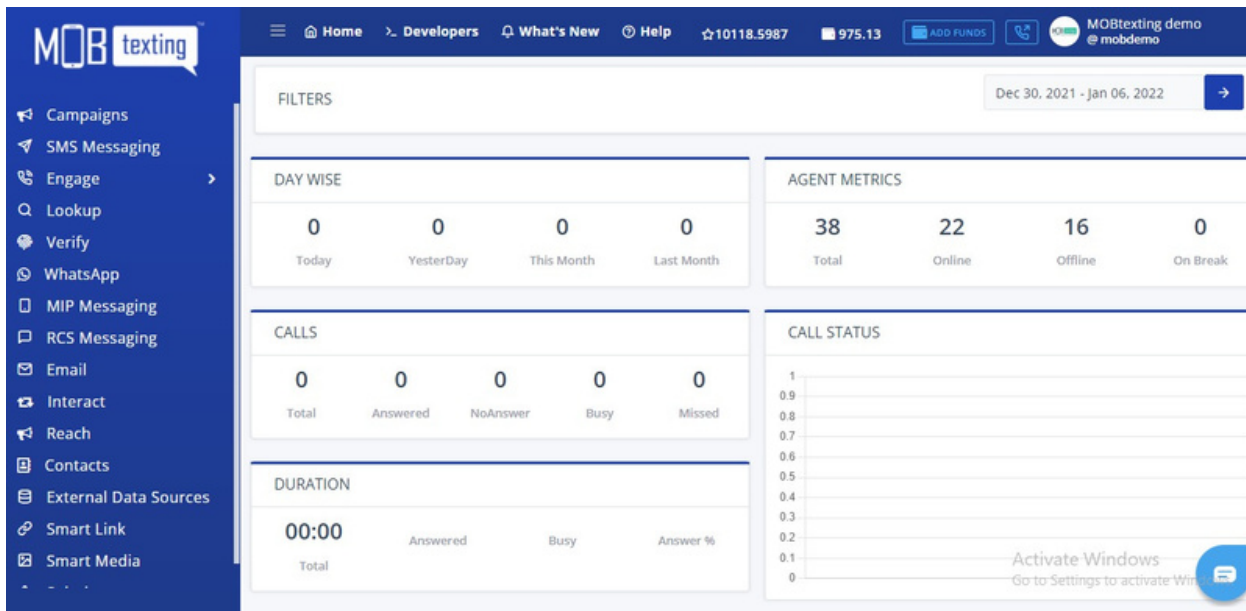
The dashboard helps you to read all the voice campaigns, incoming & outgoing call metrics.

Day Wise metrics: From the dashboard, you can easily check the number of calls made & received in a day.

Agent Metrics: Check the total number of Agents, agents who are online, who are offline & who are on break.

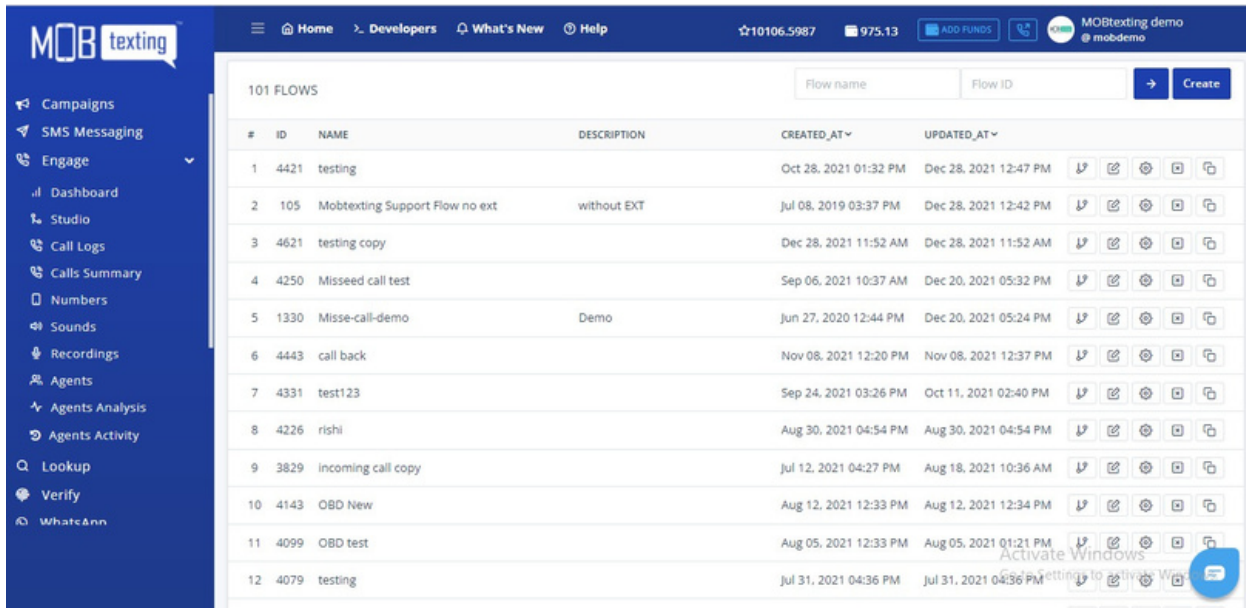
Calls: Check for the total number of calls received, number of calls answered, calls busy & calls missed.

Duration: Check the duration of all the calls.



Studio:

<https://portal.mobtexting.com/voice/flows>



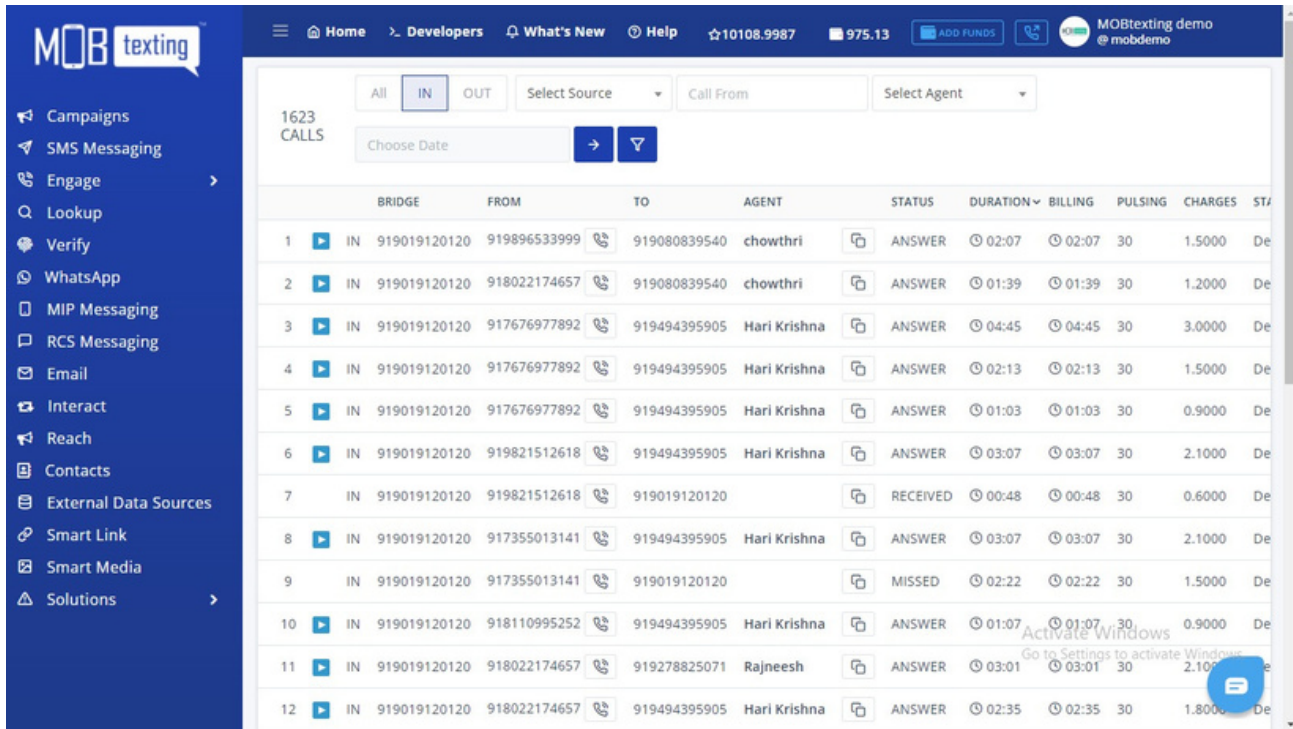
#	ID	NAME	DESCRIPTION	CREATED_AT	UPDATED_AT	
1	4421	testing		Oct 28, 2021 01:32 PM	Dec 28, 2021 12:47 PM	[Icons]
2	105	Mobtexting Support Flow no ext	without EXT	Jul 08, 2019 03:37 PM	Dec 28, 2021 12:42 PM	[Icons]
3	4621	testing copy		Dec 28, 2021 11:52 AM	Dec 28, 2021 11:52 AM	[Icons]
4	4250	Misseed call test		Sep 06, 2021 10:37 AM	Dec 20, 2021 05:32 PM	[Icons]
5	1330	Misse-call-demo	Demo	Jun 27, 2020 12:44 PM	Dec 20, 2021 05:24 PM	[Icons]
6	4443	call back		Nov 08, 2021 12:20 PM	Nov 08, 2021 12:37 PM	[Icons]
7	4331	test123		Sep 24, 2021 03:26 PM	Oct 11, 2021 02:40 PM	[Icons]
8	4226	rishi		Aug 30, 2021 04:54 PM	Aug 30, 2021 04:54 PM	[Icons]
9	3829	Incoming call copy		Jul 12, 2021 04:27 PM	Aug 18, 2021 10:36 AM	[Icons]
10	4143	OBD New		Aug 12, 2021 12:33 PM	Aug 12, 2021 12:34 PM	[Icons]
11	4099	OBD test		Aug 05, 2021 12:33 PM	Aug 05, 2021 01:21 PM	[Icons]
12	4079	testing		Jul 31, 2021 04:36 PM	Jul 31, 2021 04:36 PM	[Icons]

In Studio you can create a call flow and it can be assigned to any number. The call flow can also be edited according to the campaign requirement.

Each Call flow will have an individual Flow ID, Flow Name & date of creation. You can edit & clone the flow from the option to the right.

<https://portal.mobtexting.com/voice/calls>

<https://portal.mobtexting.com/voice/calls>



MOBtexting demo @mobdemo

1623 CALLS

All IN OUT Select Source Call From Select Agent

Choose Date

	BRIDGE	FROM	TO	AGENT	STATUS	DURATION	BILLING	PULSING	CHARGES	STA
1	IN	919019120120	919896533999	919080839540 chowthri	ANSWER	02:07	02:07	30	1.5000	De
2	IN	919019120120	918022174657	919080839540 chowthri	ANSWER	01:39	01:39	30	1.2000	De
3	IN	919019120120	917676977892	919494395905 Hari Krishna	ANSWER	04:45	04:45	30	3.0000	De
4	IN	919019120120	917676977892	919494395905 Hari Krishna	ANSWER	02:13	02:13	30	1.5000	De
5	IN	919019120120	917676977892	919494395905 Hari Krishna	ANSWER	01:03	01:03	30	0.9000	De
6	IN	919019120120	919821512618	919494395905 Hari Krishna	ANSWER	03:07	03:07	30	2.1000	De
7	IN	919019120120	919821512618	919019120120	RECEIVED	00:48	00:48	30	0.6000	De
8	IN	919019120120	917355013141	919494395905 Hari Krishna	ANSWER	03:07	03:07	30	2.1000	De
9	IN	919019120120	917355013141	919019120120	MISSED	02:22	02:22	30	1.5000	De
10	IN	919019120120	918110995252	919494395905 Hari Krishna	ANSWER	01:07	01:07	30	0.9000	De
11	IN	919019120120	918022174657	919278825071 Rajneesh	ANSWER	03:01	03:01	30	2.1000	De
12	IN	919019120120	918022174657	919494395905 Hari Krishna	ANSWER	02:35	02:35	30	1.8000	De

Call logs contain the details of all the calls made & receive using your account. View all the call-related data in the Call log section.

This data includes call type, call from, call to, call status, billing, and other important information. Generate and download reports.

Only the Last 60 days call logs will be available.

Columns on the Log screen

The following table provides descriptions for the columns on the log screen:

Column Name	Description
Type	The type of call. - Incoming—Calls made to the Direct Inward Dialing (DID) numbers from the end-user. - Outgoing—Calls made from the DID number to the end-user.
Bridge Number	The DID number is used to initiate the call.
Call From	The number from which the call is received.
Call To	The number to which the call is made.
Agent	Name of the agent to whom the call was routed.
Call Status	The status of the call. For example ANSWER, NOANSWER, BUSY, and so on.

Duration	Chargeable duration of the call
Billing	The chargeable duration of the call.
Pulsing	The time duration for which the call was ringing
Charges	The credits were utilized for the call.

Call Summary:

Call Summary is a useful Voice Intelligence feature that helps to capture and present some of the most important aspects of your phone call in an easily understandable format.

#	DATE	TOTAL CALLS	ANSWERED	NOANSWER	BUSY	MISSED	DROPPED	RECEIVED
1	2021-10-16 21:08:31 09 PM	1 00:49	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00	1 00:49
2	2021-10-07 21:25:19 09 PM	2 41:53	2 41:53	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00
3	2021-10-07 07:34:56 07 AM	2 01:41	0 00:00	1 00:40	0 00:00	1 01:01	0 00:00	0 00:00
4	2021-06-29 04:02:07 04 AM	3 01:33	0 00:00	0 00:00	1 00:38	1 00:55	0 00:00	1 00:00
5	2021-06-24 21:52:55 09 PM	3 04:45	2 04:41	0 00:00	0 00:00	0 00:00	0 00:00	1 00:04
6	2021-06-21 00:32:55 12 AM	2 05:39	2 05:39	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00
7	2021-06-05 08:32:16 08 AM	2 00:17	0 00:00	0 00:00	1 00:00	1 00:17	0 00:00	0 00:00
8	2021-05-06 21:21:22 09 PM	1 00:13	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00	1 00:13
9	2021-05-03 07:07:03 07 AM	5 34:01	4 33:22	0 00:00	0 00:00	0 00:00	0 00:00	1 00:39
10	2021-05-02 21:56:29 09 PM	4 03:15	0 00:00	2 01:20	0 00:00	2 01:55	0 00:00	0 00:00

Refer Calls Summary section to check total calls, calls answered, calls unanswered, missed and busy calls data.

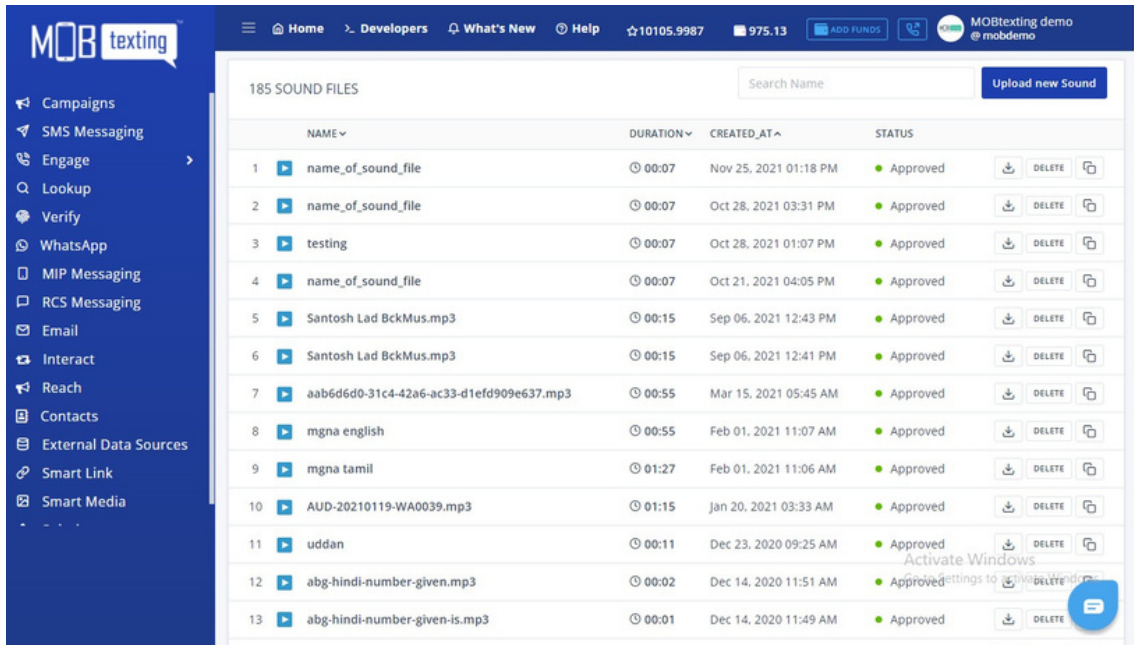
Sound:

<https://portal.mobtexting.com/voice/sounds>

With this MOBtexting's voice feature, you can upload and save the pre-recorded voice messages.

To upload an audio message follow these simple steps:

1. Click Upload New Sound
2. Name the audio track & upload the audio file from your computer.
3. Click Upload & Process to save the file.



The screenshot shows the MOBtexting dashboard interface. On the left is a navigation menu with options like Campaigns, SMS Messaging, Engage, Lookup, Verify, WhatsApp, MIP Messaging, RCS Messaging, Email, Interact, Reach, Contacts, External Data Sources, Smart Link, and Smart Media. The main content area displays a table titled '185 SOUND FILES'. At the top of the table is a search bar and an 'Upload new Sound' button. The table has columns for NAME, DURATION, CREATED_AT, and STATUS. Each row represents a sound file with a play button icon, a name, a duration, a creation timestamp, a status (all are 'Approved'), and action buttons for download, delete, and refresh.

	NAME	DURATION	CREATED_AT	STATUS	
1	name_of_sound_file	00:07	Nov 25, 2021 01:18 PM	Approved	[Download] [DELETE] [Refresh]
2	name_of_sound_file	00:07	Oct 28, 2021 03:31 PM	Approved	[Download] [DELETE] [Refresh]
3	testing	00:07	Oct 28, 2021 01:07 PM	Approved	[Download] [DELETE] [Refresh]
4	name_of_sound_file	00:07	Oct 21, 2021 04:05 PM	Approved	[Download] [DELETE] [Refresh]
5	Santosh Lad BckMus.mp3	00:15	Sep 06, 2021 12:43 PM	Approved	[Download] [DELETE] [Refresh]
6	Santosh Lad BckMus.mp3	00:15	Sep 06, 2021 12:41 PM	Approved	[Download] [DELETE] [Refresh]
7	aab6d6d0-31c4-42a6-ac33-d1efd909e637.mp3	00:55	Mar 15, 2021 05:45 AM	Approved	[Download] [DELETE] [Refresh]
8	mgna english	00:55	Feb 01, 2021 11:07 AM	Approved	[Download] [DELETE] [Refresh]
9	mgna tamil	01:27	Feb 01, 2021 11:06 AM	Approved	[Download] [DELETE] [Refresh]
10	AUD-20210119-WA0039.mp3	01:15	Jan 20, 2021 03:33 AM	Approved	[Download] [DELETE] [Refresh]
11	uddan	00:11	Dec 23, 2020 09:25 AM	Approved	[Download] [DELETE] [Refresh]
12	abg-hindi-number-given.mp3	00:02	Dec 14, 2020 11:51 AM	Approved	[Download] [DELETE] [Refresh]
13	abg-hindi-number-given-is.mp3	00:01	Dec 14, 2020 11:49 AM	Approved	[Download] [DELETE] [Refresh]

Recording:

<https://portal.mobtexting.com/voice/recordings>

Using this feature, you will be able to record participants in a call separately. You can utilize it for assessing call quality, speech to text transcription, easier conflict resolution and more.

Recording:

<https://portal.mobtexting.com/voice/recordings>

Using this feature, you will be able to record participants in a call separately. You can utilize it for assessing call quality, speech to text transcription, easier conflict resolution and more.

AGENT	FROM	TO	DURATION	CREATED_AT
1	Siva	917075987723	01:22	Jan 03, 2022 12:12 PM
2	chowthri	919896533999	01:31	Dec 30, 2021 08:04 PM
3	chowthri	918022174657	00:58	Dec 30, 2021 05:47 PM
4	Hari Krishna	917676977892	02:00	Dec 30, 2021 12:02 PM
5	Hari Krishna	917676977892	01:51	Dec 30, 2021 10:28 AM
6	Hari Krishna	917676977892	00:27	Dec 30, 2021 09:35 AM
7	Hari Krishna	919821512618	02:28	Dec 29, 2021 10:40 AM
8	Hari Krishna	917355013141	02:06	Dec 28, 2021 01:06 PM
9	Hari Krishna	918110995252	00:32	Dec 28, 2021 11:37 AM
10	Rajneesh	918022174657	02:33	Dec 28, 2021 09:18 AM
11	Hari Krishna	918022174657	01:59	Dec 28, 2021 08:58 AM
12	Ashwini M	919590029828	01:13	Dec 27, 2021 12:49 PM
13	Ashwini M	917795681554	09:11	Dec 27, 2021 11:55 AM

Agents:

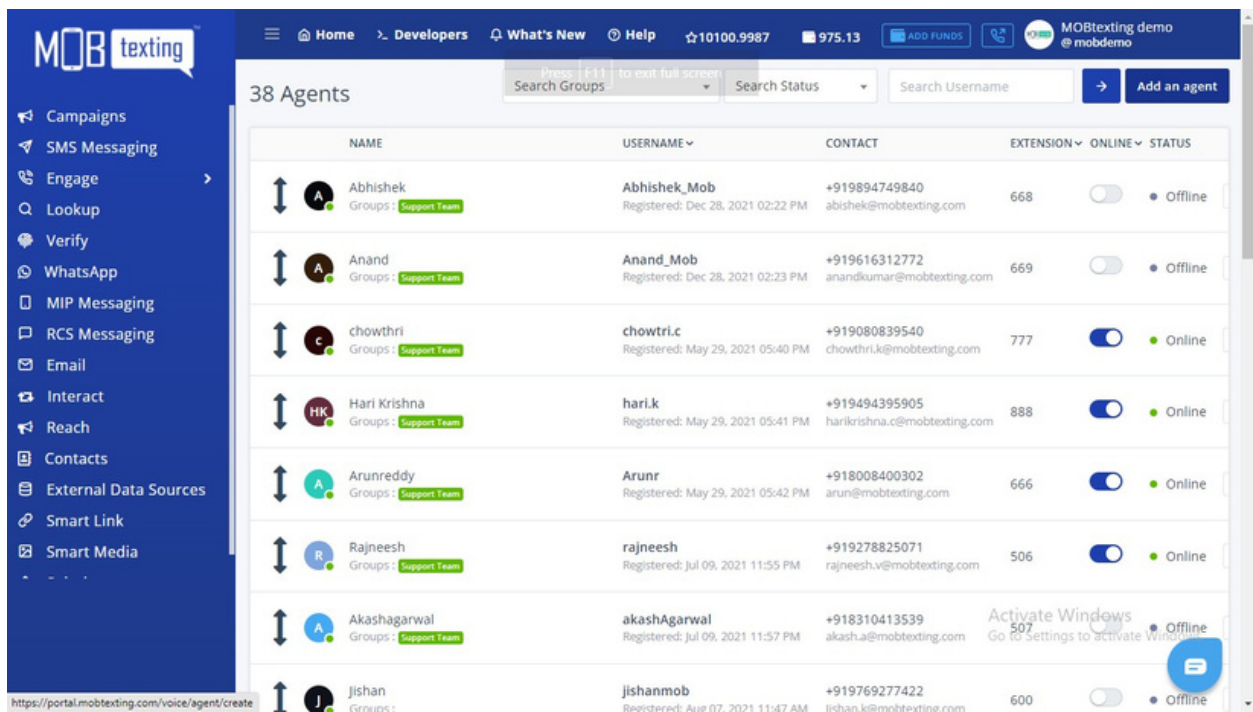
<https://portal.mobtexting.com/voice/agents>

NAME	USERNAME	CONTACT	EXTENSION	ONLINE	STATUS
Abhishek	Abhishek_Mob	+919894749840	668	Offline	Offline
Anand	Anand_Mob	+919616312772	669	Offline	Offline
chowthri	chowtri.c	+919080839540	777	Online	Online
Hari Krishna	hari.k	+919494395905	888	Online	Online
Arunreddy	Arunr	+918008400302	666	Online	Online
Rajneesh	rajneesh	+919278825071	506	Online	Online
Akashagarwal	akashagarwal	+918310413539		Offline	Offline
Jishan	jishanmob	+919769277422	600	Offline	Offline

Add agents to whom the calls should route. Create groups if necessary to assign the calls in a better fashion. Get all the information about your company agents. Like their working hours, online and offline status and many more.

To add an agent, follow these steps:

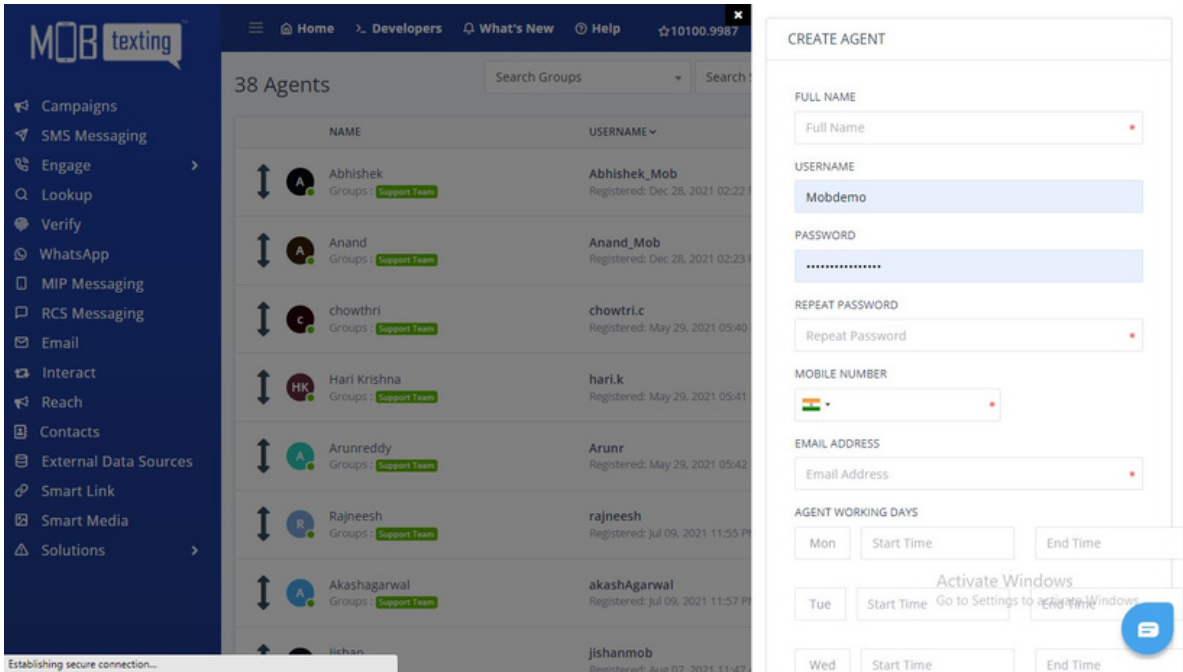
Step 1: Click Add Agent.



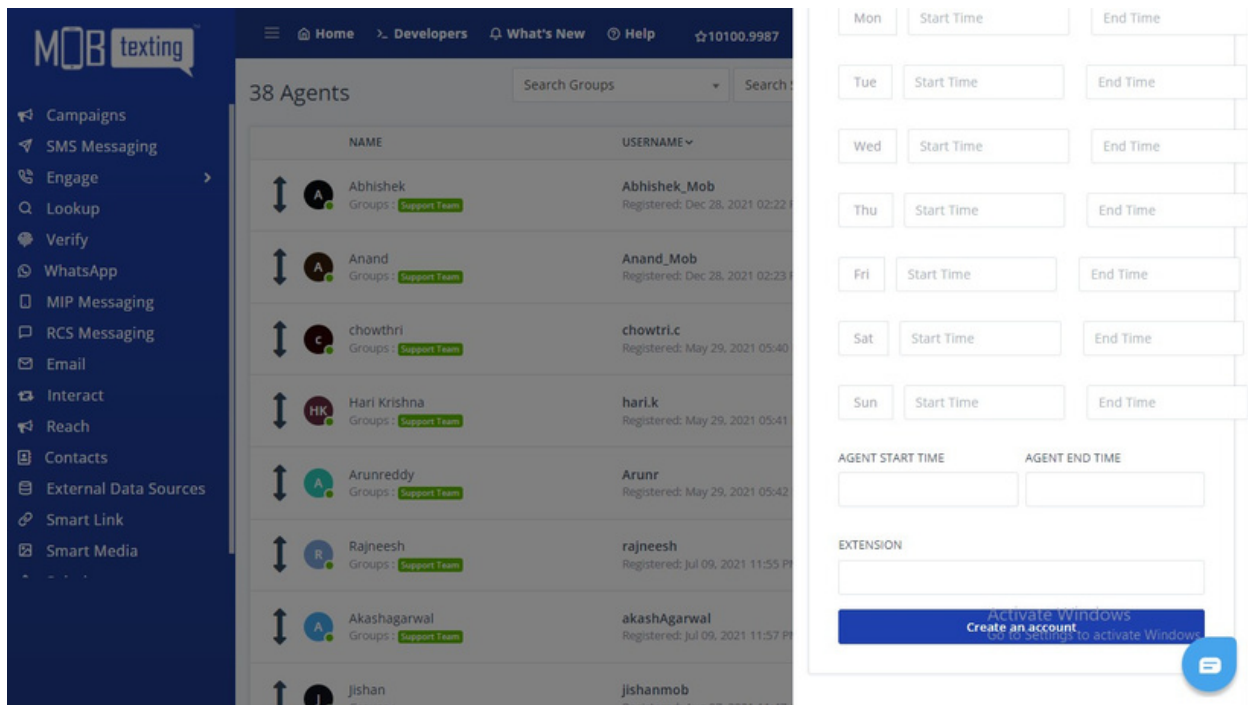
The screenshot shows the MOBtexting dashboard interface. On the left is a navigation sidebar with options like Campaigns, SMS Messaging, Engage, Lookup, Verify, WhatsApp, MIP Messaging, RCS Messaging, Email, Interact, Reach, Contacts, External Data Sources, Smart Link, and Smart Media. The main content area displays a list of 38 agents. At the top of the list, there are search filters for Groups, Status, and Username, along with an 'Add an agent' button. The agent list table has the following columns: NAME, USERNAME, CONTACT, EXTENSION, ONLINE, and STATUS. The agents listed include Abhishek, Anand, chowthri, Hari Krishna, Arunreddy, Rajneesh, Akashagarwal, and Jishan, each with their respective contact information and status (Online or Offline).

NAME	USERNAME	CONTACT	EXTENSION	ONLINE	STATUS
Abhishek Groups: Support Team	Abhishek_Mob Registered: Dec 28, 2021 02:22 PM	+919894749840 abhishek@mobtexting.com	668	<input type="checkbox"/>	Offline
Anand Groups: Support Team	Anand_Mob Registered: Dec 28, 2021 02:23 PM	+919616312772 anandkumar@mobtexting.com	669	<input type="checkbox"/>	Offline
chowthri Groups: Support Team	chowtri.c Registered: May 29, 2021 05:40 PM	+919080839540 chowthri.k@mobtexting.com	777	<input checked="" type="checkbox"/>	Online
Hari Krishna Groups: Support Team	hari.k Registered: May 29, 2021 05:41 PM	+919494395905 harikrishna.c@mobtexting.com	888	<input checked="" type="checkbox"/>	Online
Arunreddy Groups: Support Team	Arunr Registered: May 29, 2021 05:42 PM	+918008400302 arun@mobtexting.com	666	<input checked="" type="checkbox"/>	Online
Rajneesh Groups: Support Team	rajneesh Registered: Jul 09, 2021 11:55 PM	+919278825071 rajneesh.v@mobtexting.com	506	<input checked="" type="checkbox"/>	Online
Akashagarwal Groups: Support Team	akashAgarwal Registered: Jul 09, 2021 11:57 PM	+918310413539 akash.a@mobtexting.com	507	<input type="checkbox"/>	Offline
Jishan Groups: Support Team	jishanmob Registered: Aug 07, 2021 11:47 AM	+919769277422 jishan.k@mobtexting.com	600	<input type="checkbox"/>	Offline

Step2: Add all the requested details.

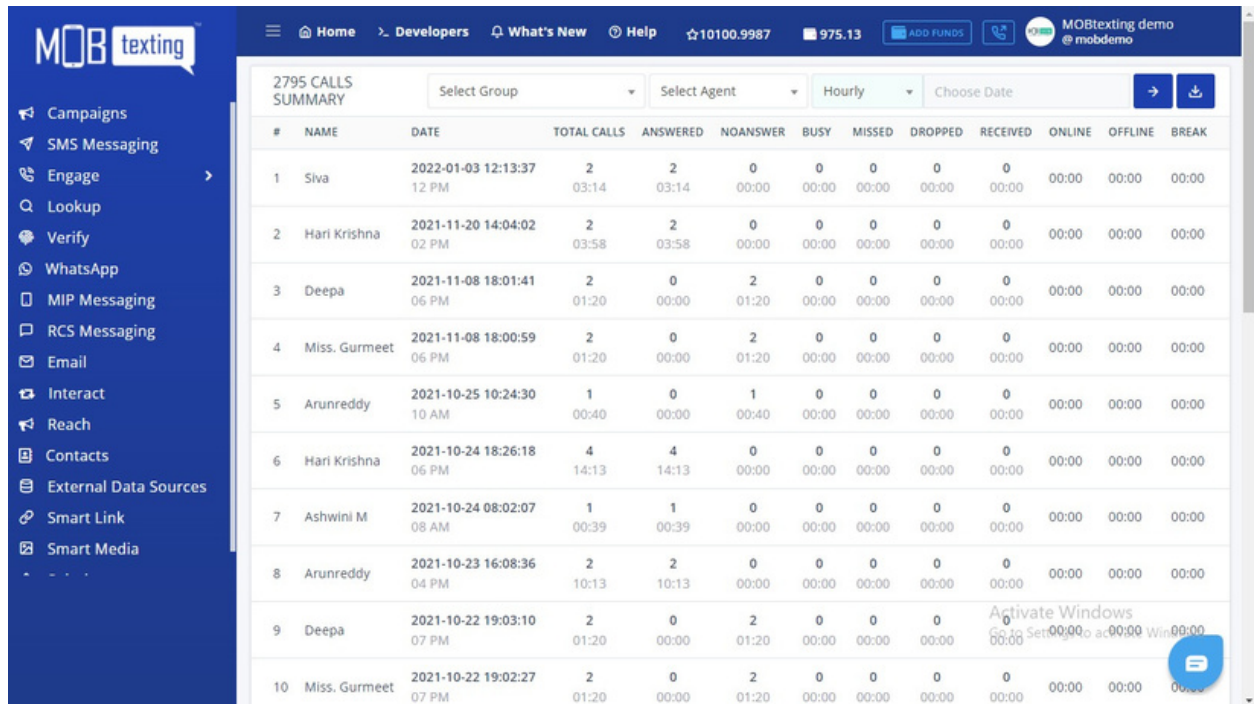


Step3: Click Create Account



Agent Analysis:

<https://portal.mobtexting.com/voice/overall/summary>



#	NAME	DATE	TOTAL CALLS	ANSWERED	NOANSWER	BUSY	MISSED	DROPPED	RECEIVED	ONLINE	OFFLINE	BREAK
1	Siva	2022-01-03 12:13:37 12 PM	2 03:14	2 03:14	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
2	Hari Krishna	2021-11-20 14:04:02 02 PM	2 03:58	2 03:58	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
3	Deepa	2021-11-08 18:01:41 06 PM	2 01:20	0 00:00	2 01:20	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
4	Miss. Gurmeet	2021-11-08 18:00:59 06 PM	2 01:20	0 00:00	2 01:20	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
5	Arunreddy	2021-10-25 10:24:30 10 AM	1 00:40	0 00:00	1 00:40	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
6	Hari Krishna	2021-10-24 18:26:18 06 PM	4 14:13	4 14:13	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
7	Ashwini M	2021-10-24 08:02:07 08 AM	1 00:39	1 00:39	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
8	Arunreddy	2021-10-23 16:08:36 04 PM	2 10:13	2 10:13	0 00:00	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
9	Deepa	2021-10-22 19:03:10 07 PM	2 01:20	0 00:00	2 01:20	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00
10	Miss. Gurmeet	2021-10-22 19:02:27 07 PM	2 01:20	0 00:00	2 01:20	0 00:00	0 00:00	0 00:00	0 00:00	00:00	00:00	00:00

Analyse the agents work individually. Once your business grows beyond a point, it becomes hard to keep track of what agents are doing on a day-to-day basis and to keep them motivated to do their best work. With large customer-facing teams, managers are unable to give each agent the attention, guidance and monitoring they need to perform well. Additionally, tracking and verifying whether or not your agents are actually making the calls they need to make and whether or not they're meeting the SLAs you've promised to customers becomes a task.

Agent Activity:

<https://portal.mobtexting.com/voice/agents/activity>

#	NAME	USERNAME	STATUS	START TIME	END TIME	DURATION(H:M:S)
1	Hari Krishna	hari.k Registered: Jan 09, 2022 11:51 PM	Offline	Jan 09, 2022 11:51 PM		NA
2	Hari Krishna	hari.k Registered: Jan 09, 2022 03:21 PM	Online	Jan 09, 2022 03:21 PM	Jan 09, 2022 11:51 PM	30:19
3	Hari Krishna	hari.k Registered: Jan 08, 2022 11:44 PM	Offline	Jan 08, 2022 11:44 PM	Jan 09, 2022 03:21 PM	36:24
4	chowthri	chowtri.c Registered: Jan 07, 2022 03:05 PM	Online	Jan 07, 2022 03:05 PM		NA
5	chowthri	chowtri.c Registered: Jan 07, 2022 03:00 PM	Offline	Jan 07, 2022 03:00 PM	Jan 07, 2022 03:05 PM	04:33
6	Hari Krishna	hari.k Registered: Jan 05, 2022 03:26 PM	Online	Jan 05, 2022 03:26 PM	Jan 08, 2022 11:44 PM	18:15
7	Siva	sivak Registered: Jan 03, 2022 12:10 PM	Online	Jan 03, 2022 12:10 PM		NA
8	Siva	sivak Registered: Jan 03, 2022 12:10 PM	Online	Jan 03, 2022 12:10 PM		NA
9	Hari Krishna	hari.k Registered: Jan 02, 2022 03:49 PM	Offline	Jan 02, 2022 03:49 PM	Jan 05, 2022 03:26 PM	36:43
10	Ashwini M	ashwini.mob Registered: Jan 02, 2022 11:33 AM	Online	Jan 02, 2022 11:33 AM		NA
11	chowthri	chowtri.c Registered: Dec 30, 2021 03:09 PM	Online	Dec 30, 2021 03:09 PM	Jan 07, 2022 03:00 PM	50:55

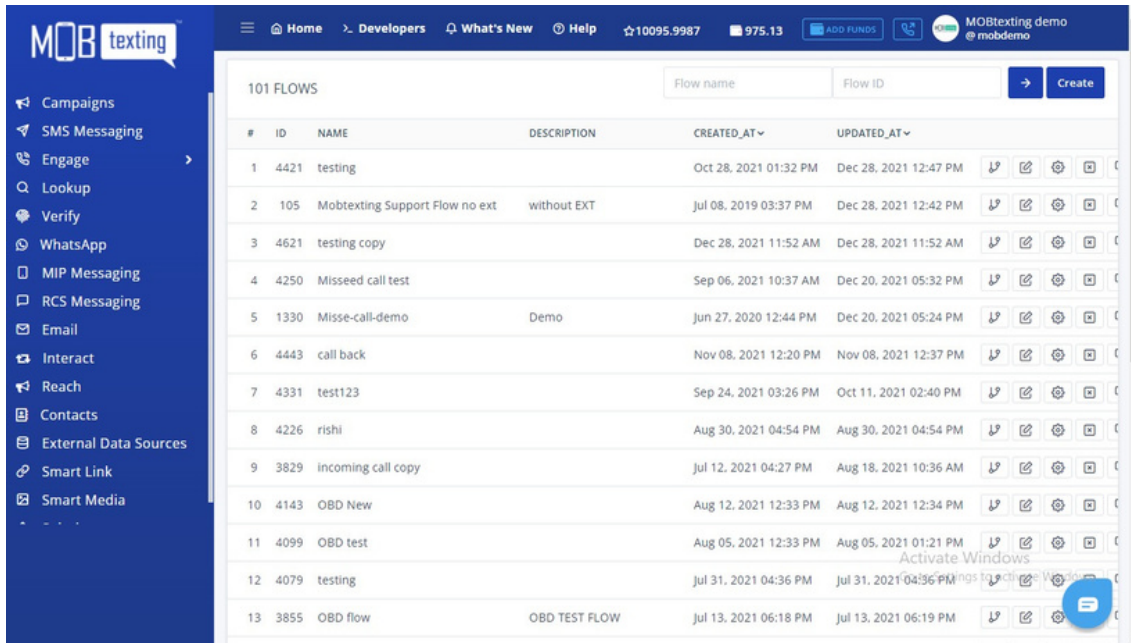
Study the agent activities in this section. MOBtexting's real-time agent reporting provides you with a live dashboard view into the current activity in your call centre. With one glance, you will know your current call volume, what your agents are doing, and how performance has been for the day so far.

Flow Builder:

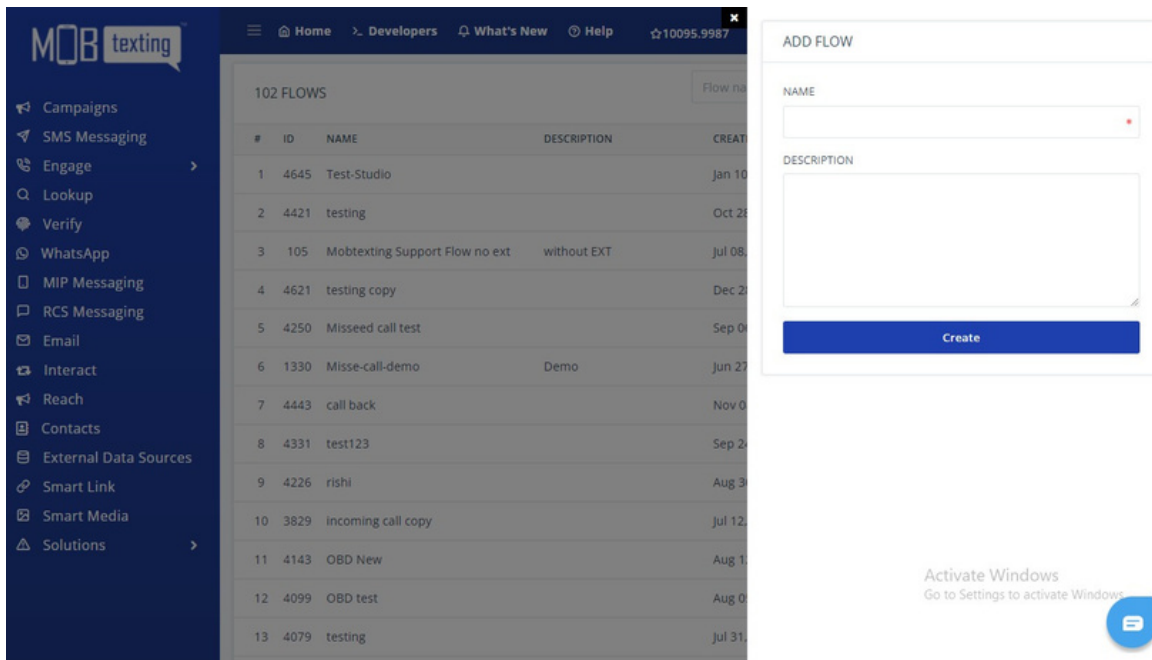
Flowbuilder: Once you have successfully activated your MOBtexting voice account and set up the numbers you want to call customers from, you can start building an automated sequence of voice messages for IVR, or as we call it, a flow.

Follow the steps below to create flow:

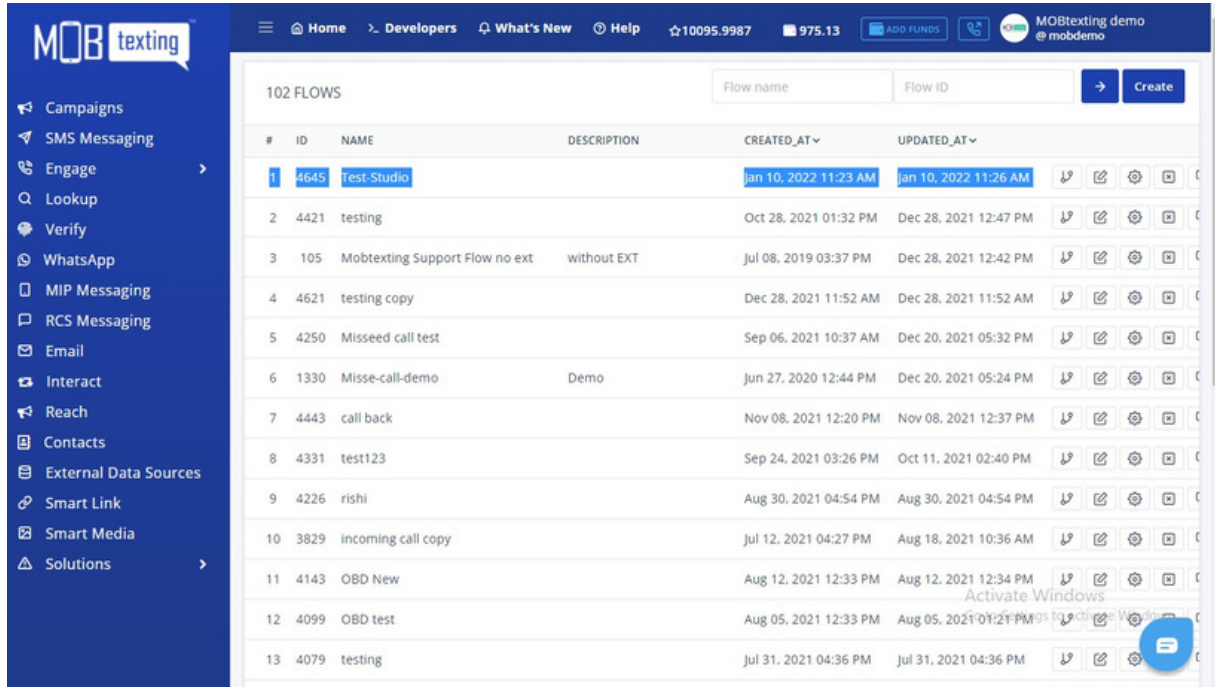
Step 1: Click Create on the right side of the page.



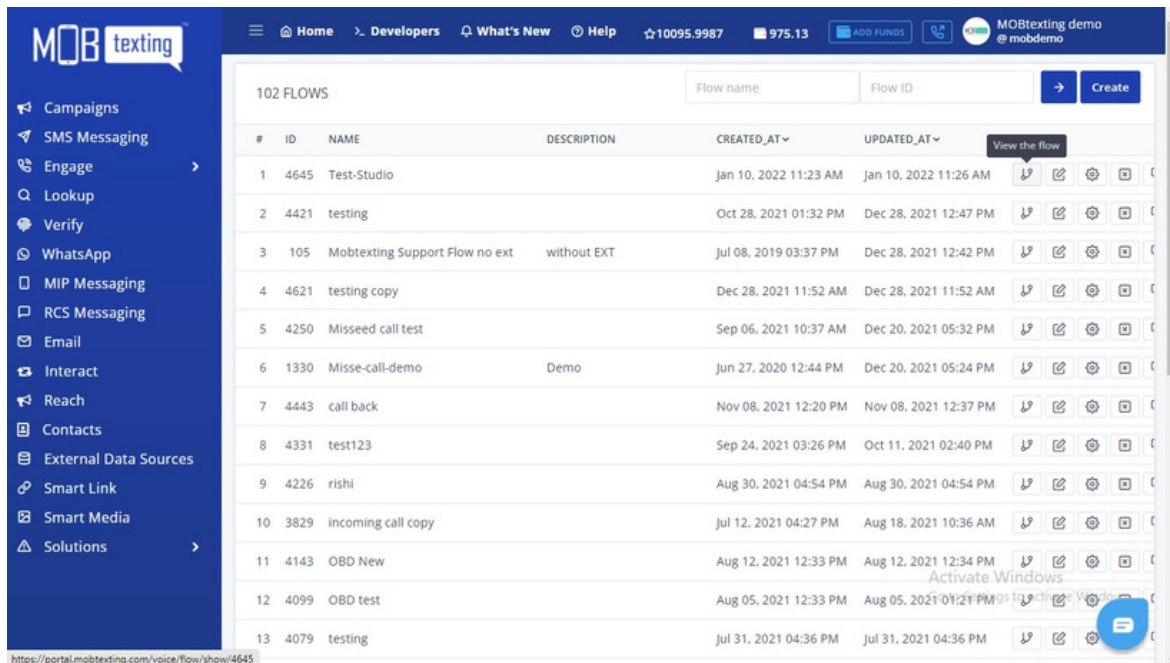
Step 2: Add Flow Name & Description if required. Click Create.



Step 3: A new flow will be created.



Step 4: Click View The Flow and start building the flow.

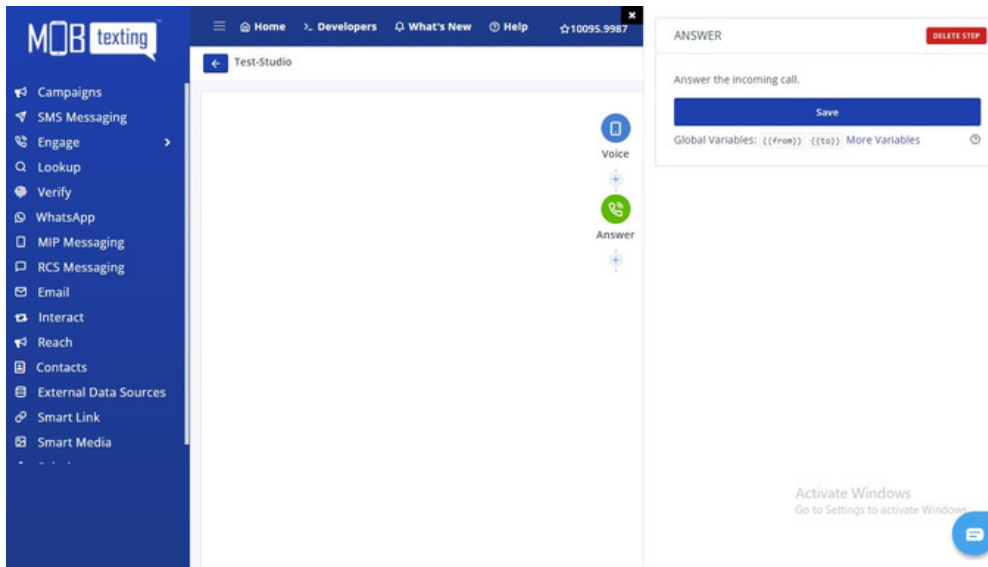


How to Build The Flow?

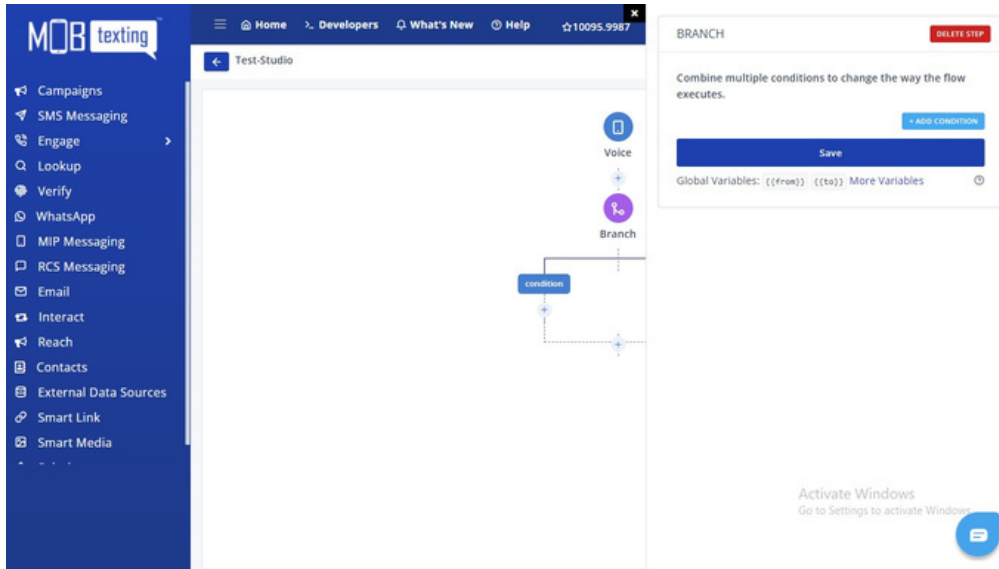
MOBtexting's Flow Builder module in the dashboard allows you to design the flow of an incoming call with easy drag-and-drop widgets.

Let's learn about various widgets in the Flow Builder Menu:

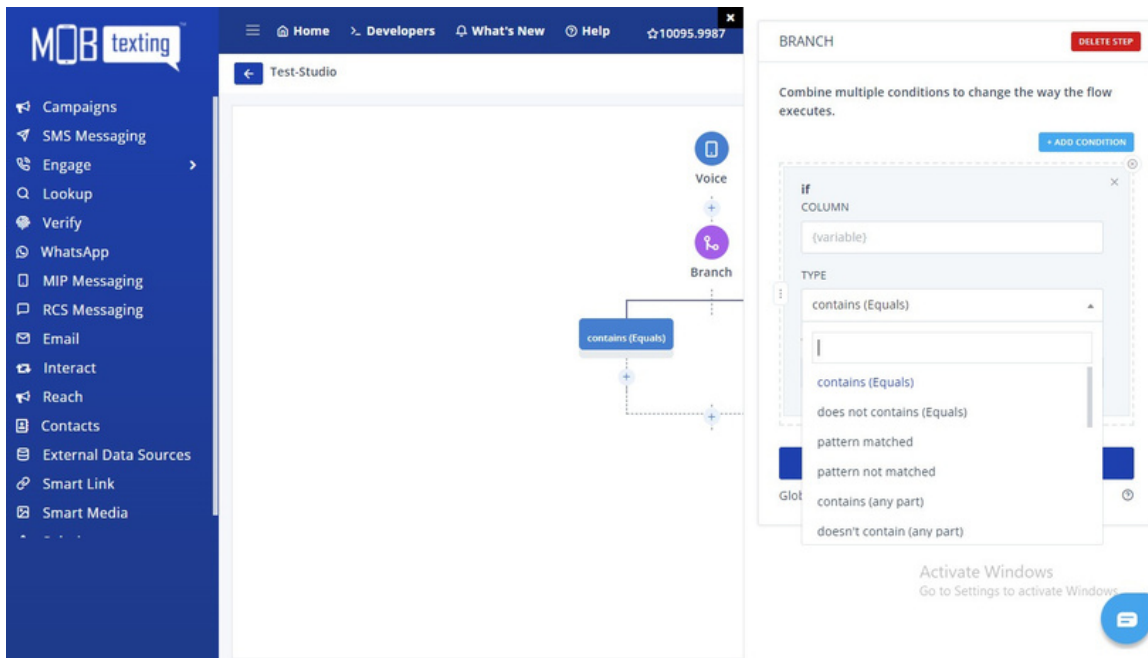
1. Answer: Answer the incoming call by adding this option to the call flow.



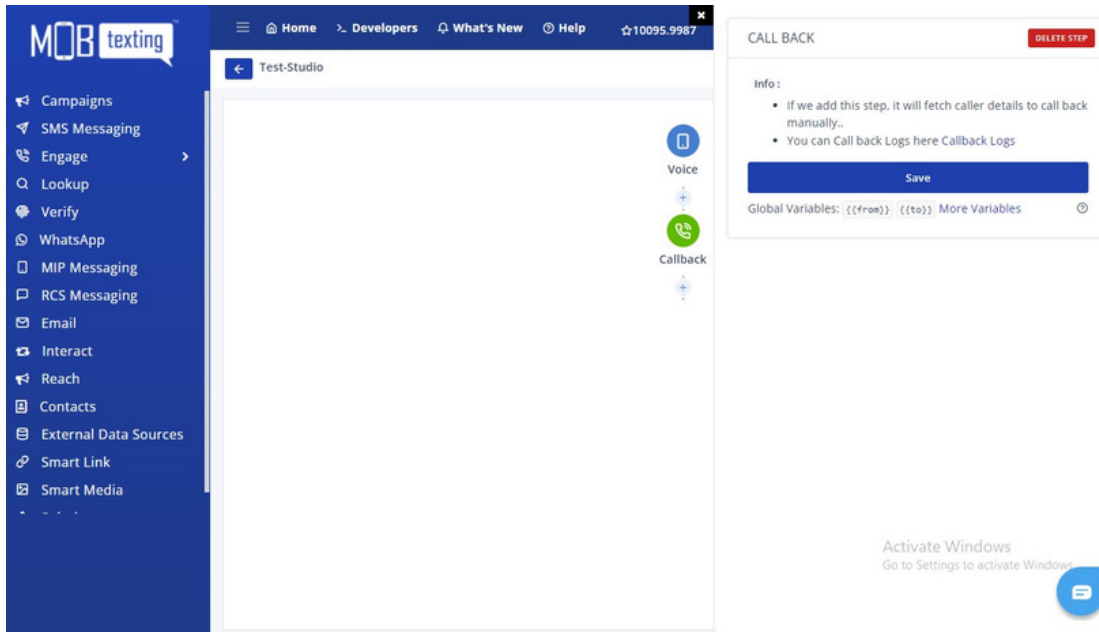
2. Branch: Combine multiple conditions to change the way the flow executes.



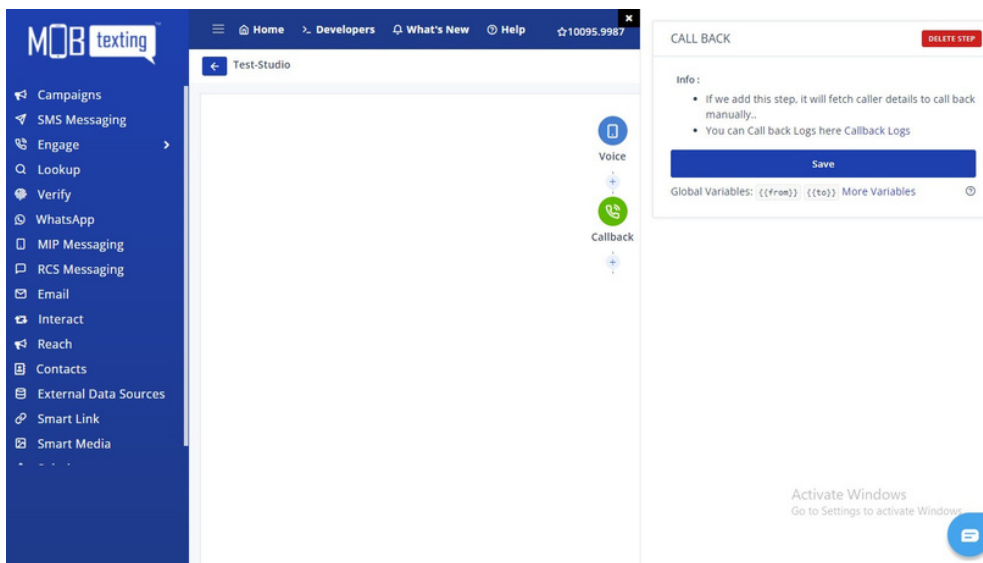
Add conditions:



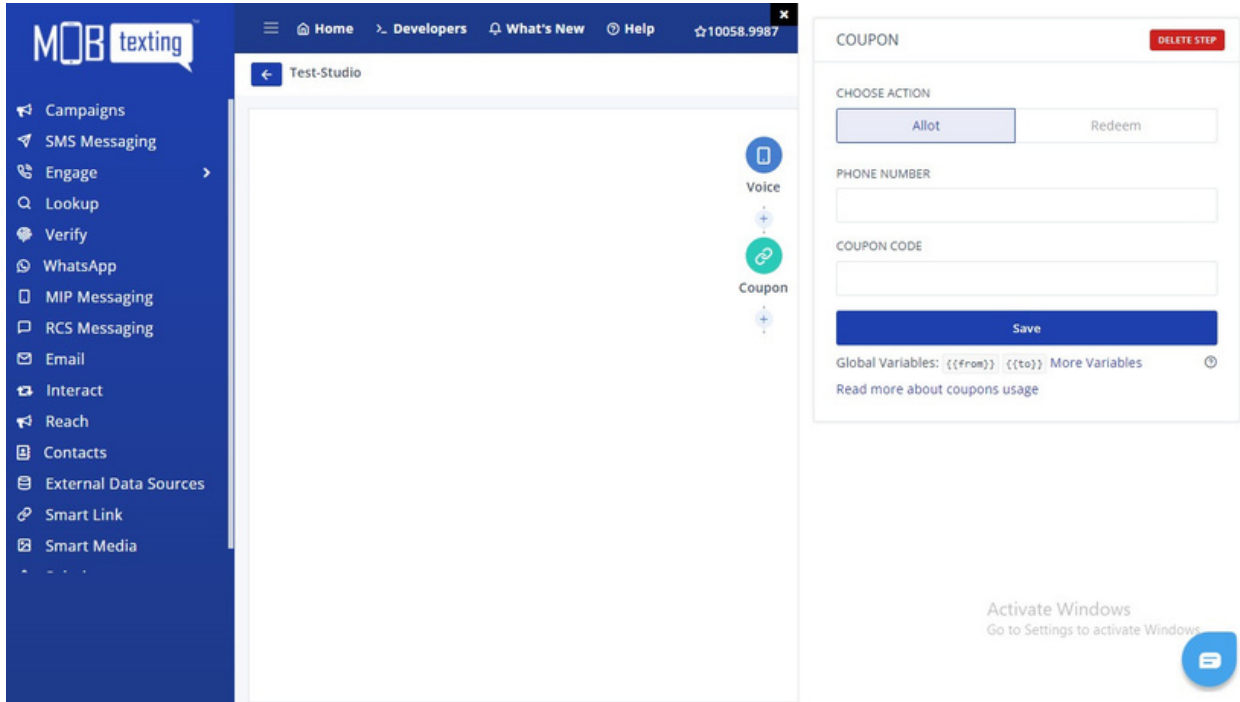
3. Call Back: Call back option for specified calls. When we add this step, it will fetch caller details to call back manually.



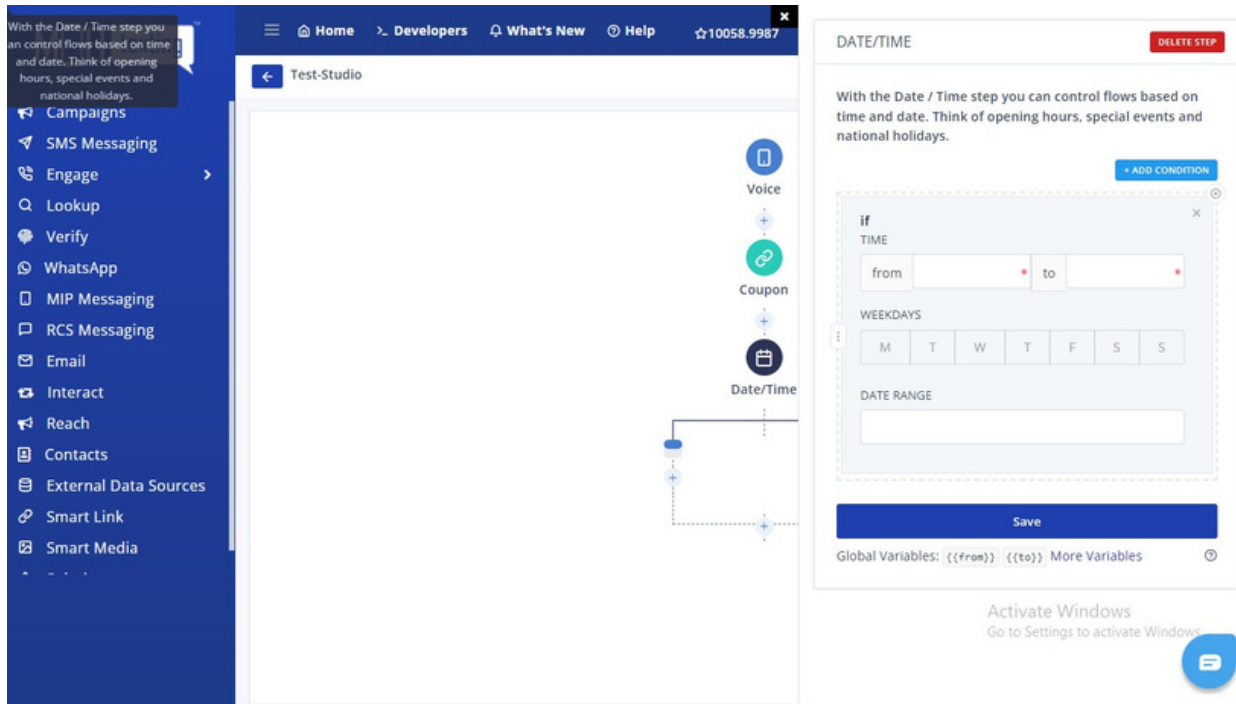
4. Conference: Setup an audio conference with the needed numbers. You can secure the conference call with a pin and the participant must enter it to join the conference. You can control the number of participants on the call, record this conversation, announce caller name & beep tone when someone enters/exits from the conference.



5. Coupon: Allot and redeem coupons for various OBD campaigns.

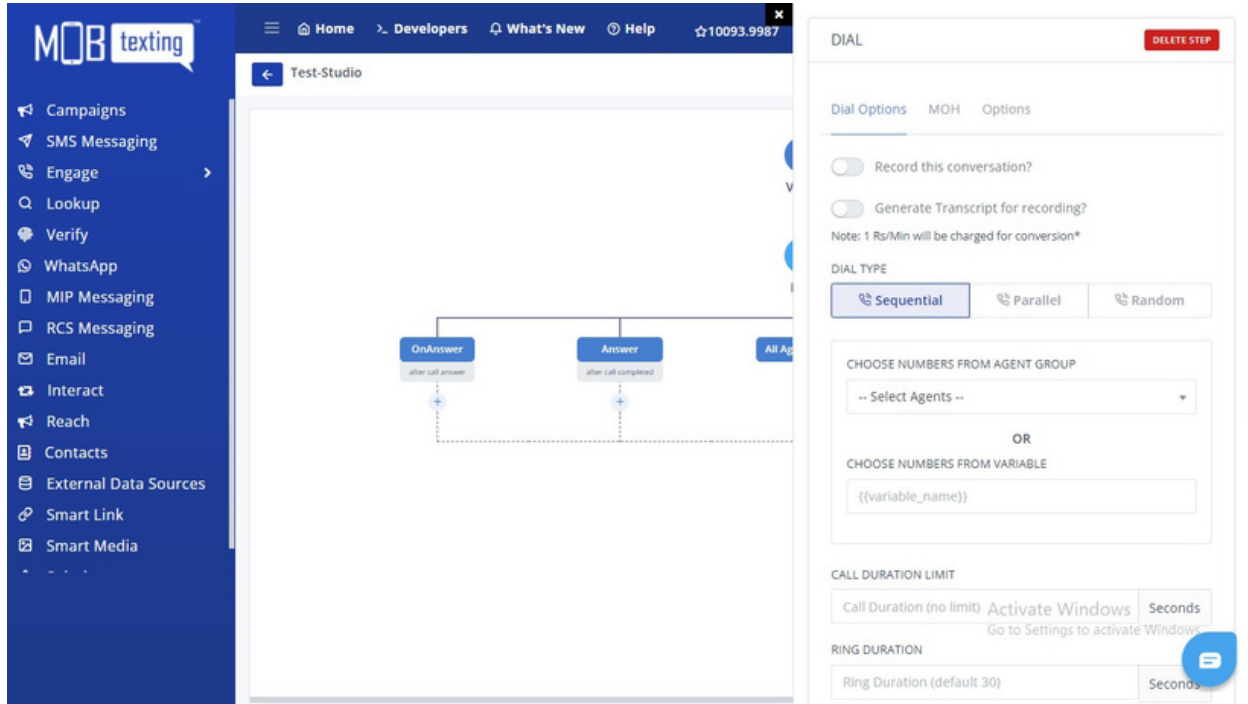


6. Date/Time: With the Date / Time, you can control flows based on time and date. Think of opening hours, special events and national holidays.



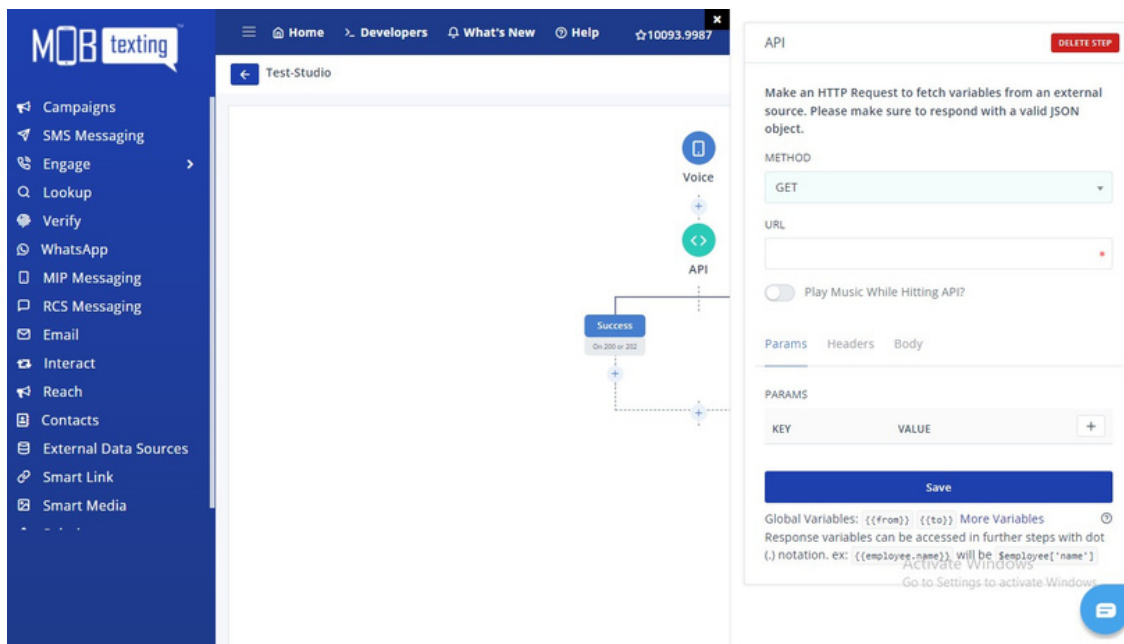
7. Dial: Forward an incoming call to a number of your choice. The call can be forwarded to single and well as multiple numbers based on availability.

- Multiple numbers can be dialed in serial or in round-robin patterns.
- Call recording can be done for each call forwarded through this widget in either mono or dual channel.
- Caller ID can be added to the calls originating from the flow.
- Play a ring to the customer while forwarding the call.
- Select a dial time out if the call doesn't connect.



8. API: Users will now be able to use the API to determine the call flow trajectory. You can configure the different actions based on the API responses.

- Choose the API method type as POST or GET.
- Choose the response type as either an HTTP status or a response variable.

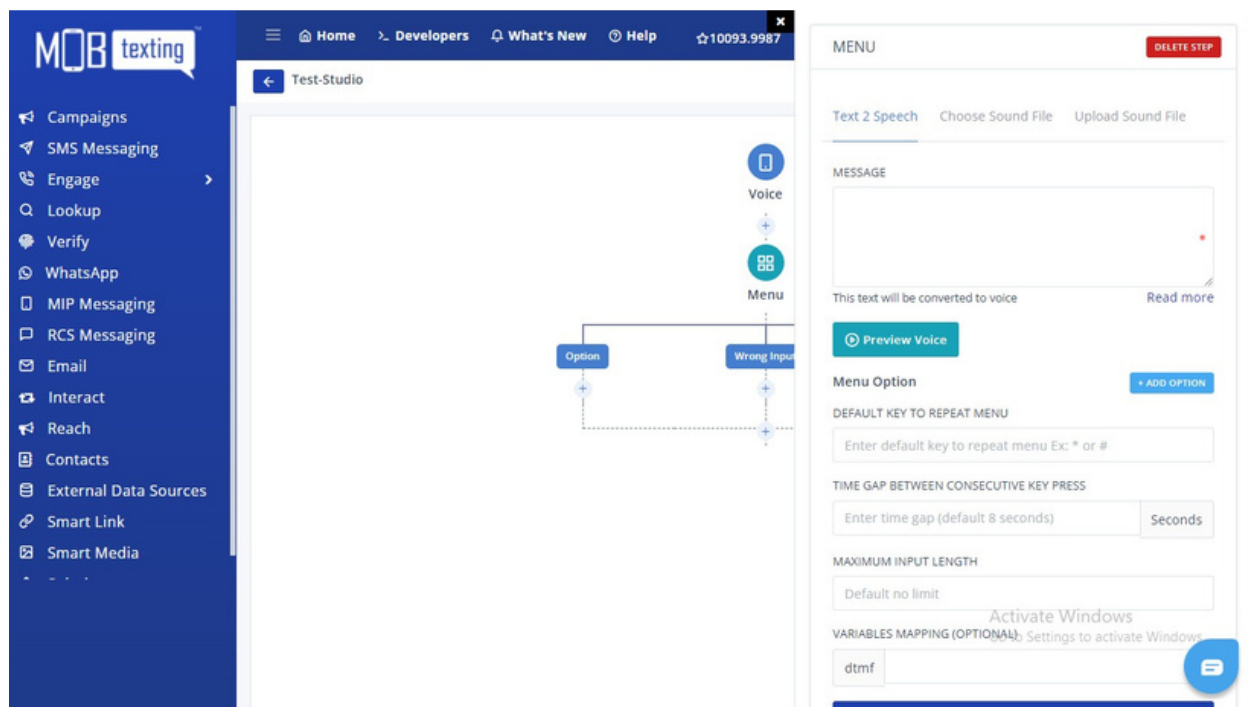


9. Menu: Create an interactive input option for your customers.

- Create and play an IVR message to your customer by using text to speech, audio selection, or sound file upload.
- Control the speech rate and language.
- Choose the inputs that can be given by the customer as a keypress during the call.
- Choose the delay or duration between the keypresses.

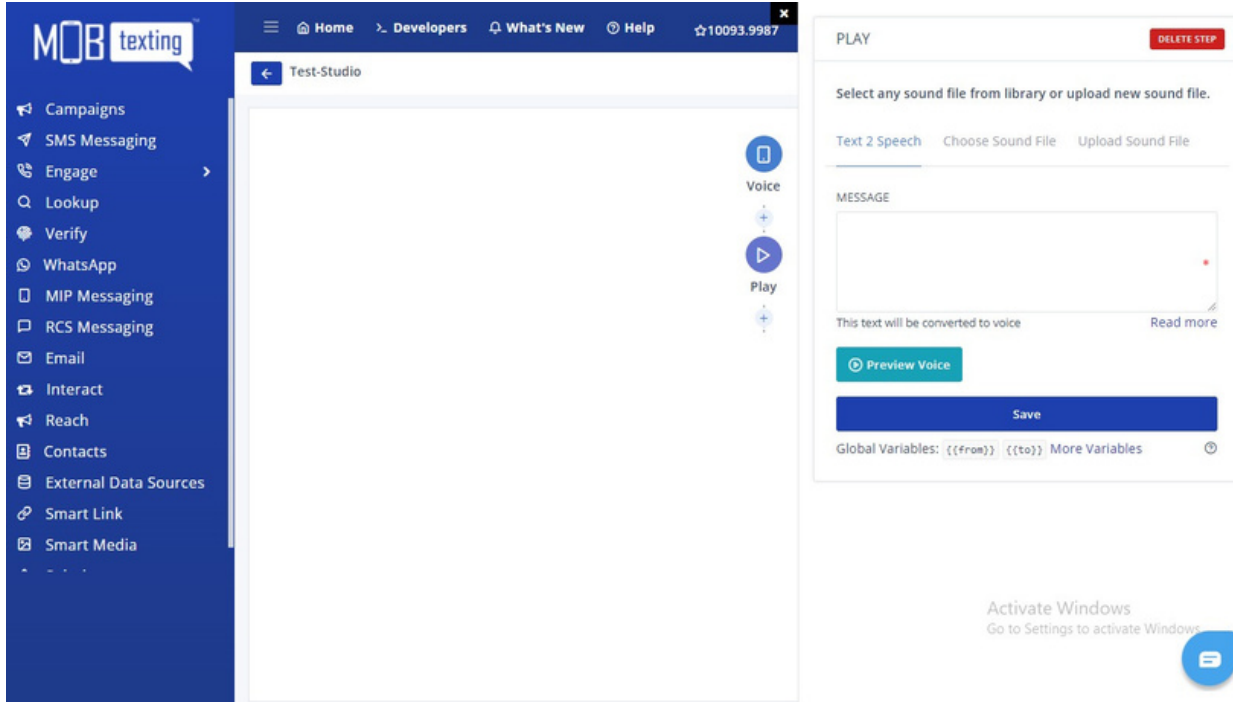
Record the user keypress inputs using this widget. The use cases may involve doing surveys, taking inputs like OTP, pins, etc.

- Configure a message to be played to the customer.
- Regulate the delay between the individual key press.

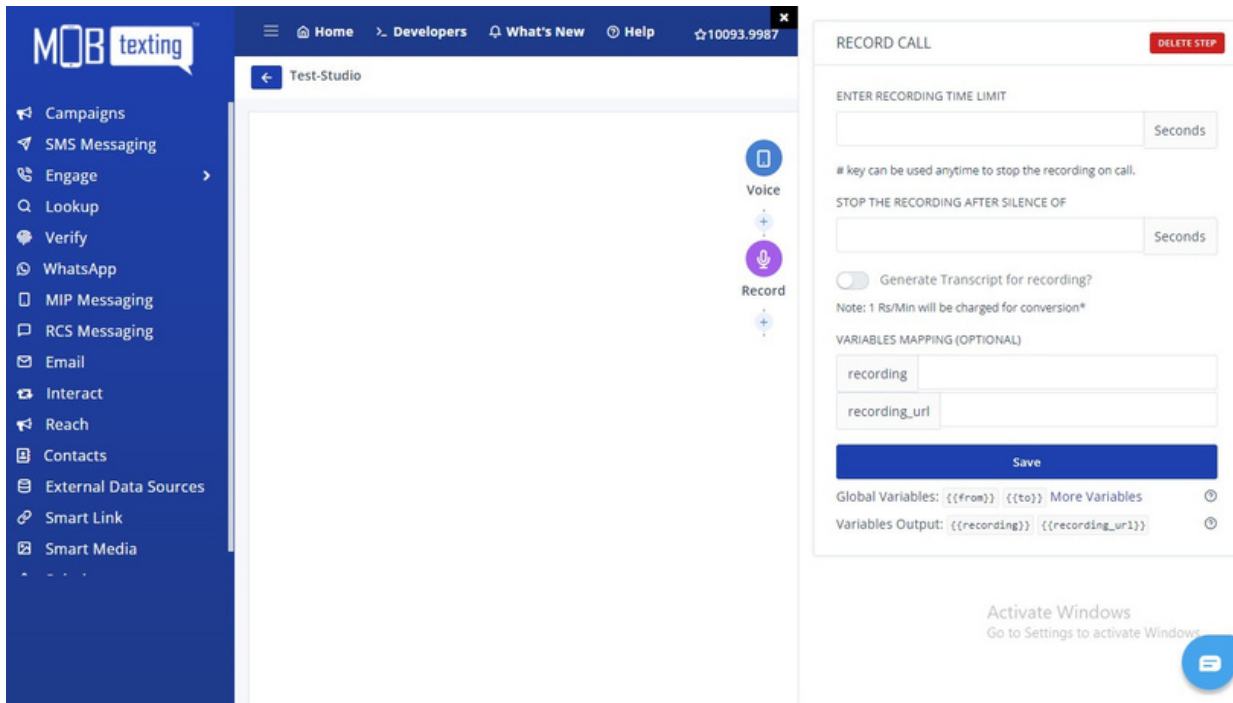


10. Play: Play an introductory or descriptive message for your customers.

- Configure a welcome message or any other message to add to the flow using this widget.
- Use text-to-speech, audio selection, or sound file upload for configuring the message.
- The speech rate and language can be chosen.

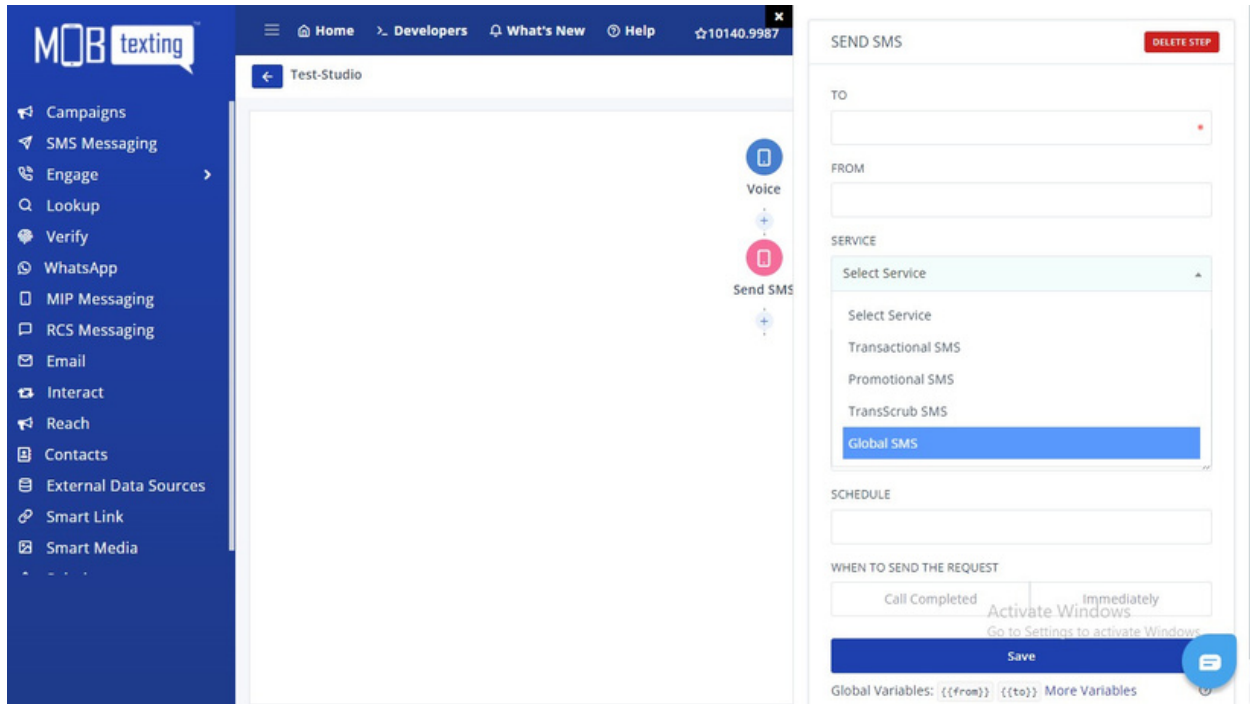


11. Record: Ask the user to record the call.

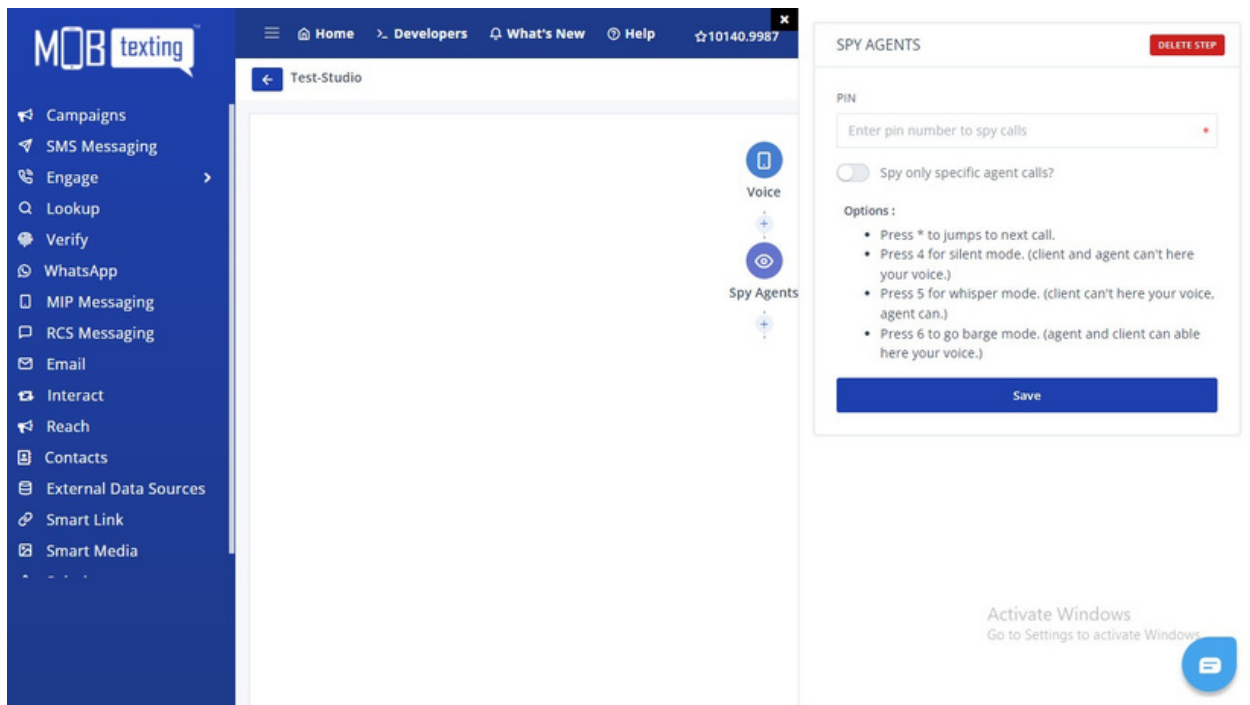


12. Send SMS: Users will now be able to send SMS via Flowbuilder to multiple numbers using their Sender ID.

Send SMS to the caller or any static number. Use the variables in input to get the value of a variable.



13. Spy Agent: Spy your agents by listening to their calls.



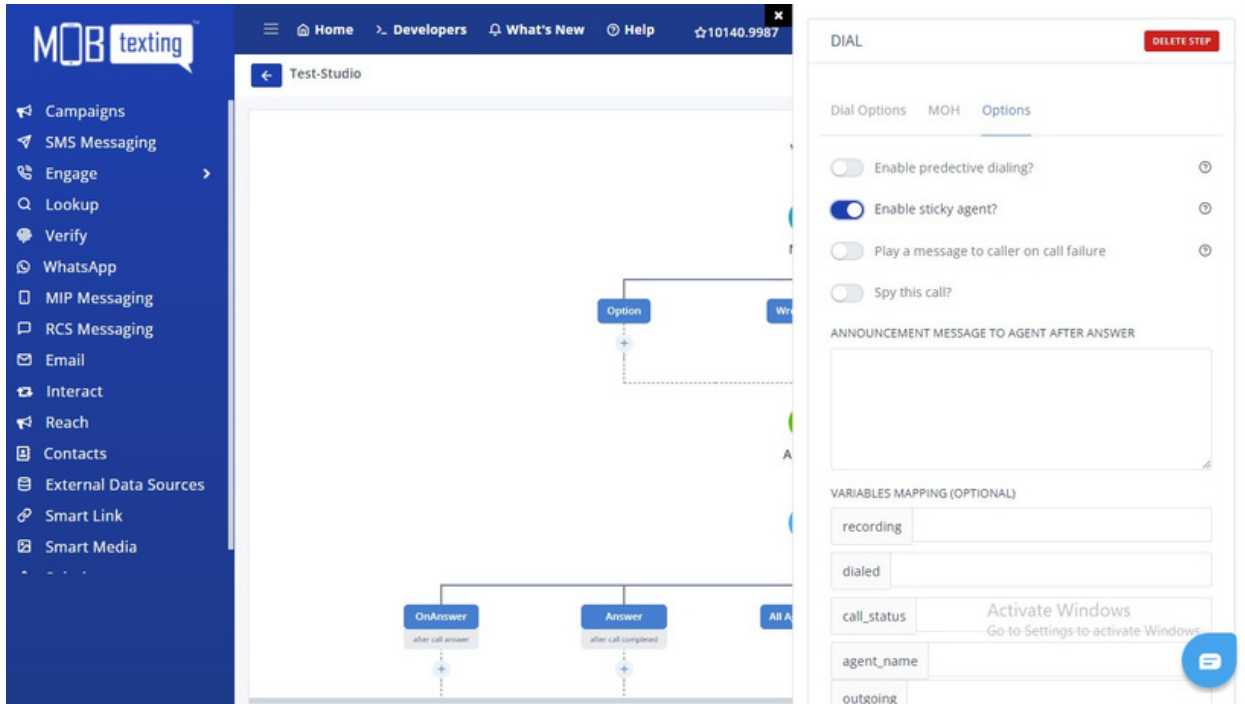
14. End of flow: Hang up the call when your call is completed.

The screenshot shows the MOBtexting Test-Studio interface. On the left is a navigation menu with options like Campaigns, SMS Messaging, Engage, etc. The main workspace displays a vertical flow of steps: Voice, Spy Agents, Wait, and End of flow. The 'End of flow' step is highlighted in green. A configuration panel for this step is open on the right, titled 'END OF FLOW'. It contains a 'DELETE STEP' button, the text 'Flow will end after this step.', a 'Save' button, and 'Global Variables: {{from}} | {{to}} More Variables'. An 'Activate Windows' watermark is visible at the bottom right.

15. Wait: Play music in the background when the customer is kept on hold.

The screenshot shows the MOBtexting Test-Studio interface. The main workspace displays a vertical flow of steps: Voice, Spy Agents, Wait, and Wait. The second 'Wait' step is highlighted in blue. A configuration panel for this step is open on the right, titled 'WAIT'. It contains a 'DELETE STEP' button, the text 'Hold the user some time here and play any background music.', a 'WAIT TIME' field set to '20' seconds, and a 'MUSIC TILL AGENT ANSWER' section with buttons for 'None', 'Default', 'Ring', and 'Custom'. A 'Save' button and 'Global Variables' are also present. An 'Activate Windows' watermark is visible at the bottom right.

16. Sticky Agent: Connect a specific customer to a dedicated agent every time.



CREATE VOICE CAMPAIGN

URL: <https://portal.mobtexting.com/outgoing/push>

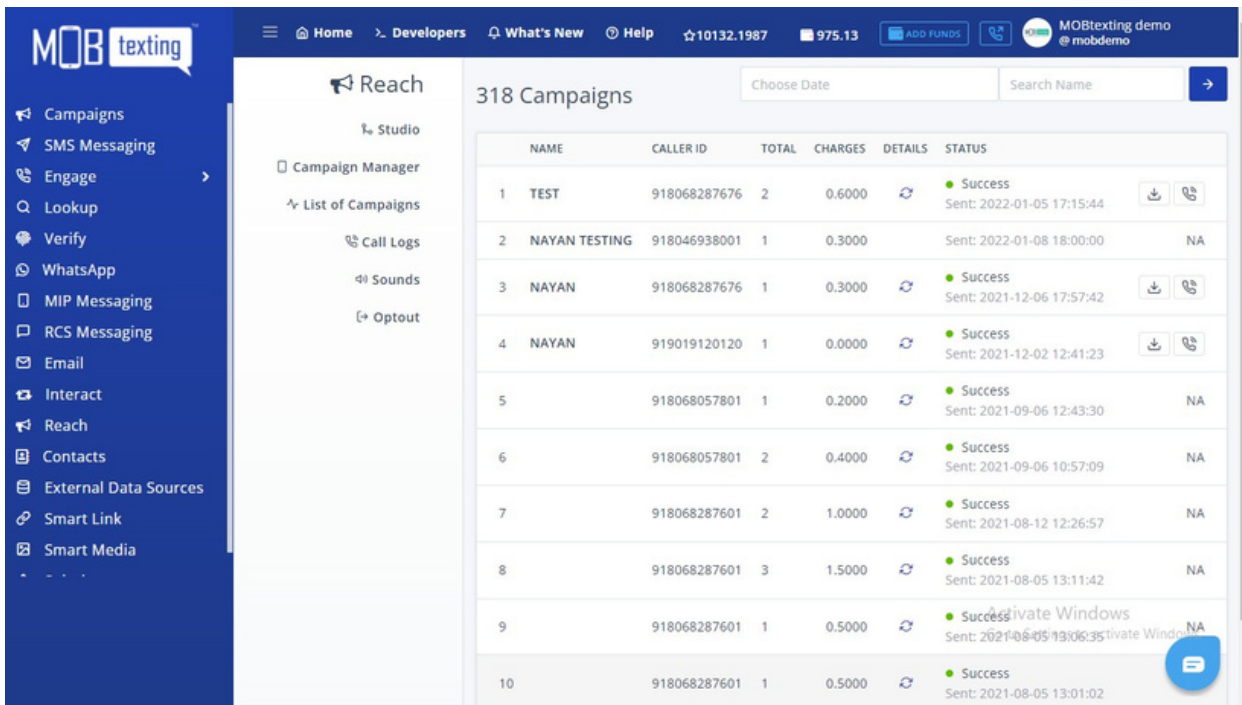
Outbound Dialer (OBD) is a widely-used communication platform to reach a large audience over the phone. You can use the Voice broadcasting service for sending notifications, alerts, offers, announcements, surveys and more. You can either record the voice and upload it in the portal or our text to speech engine converts your desired text to an audio file.

Follow the steps below to create an OBD campaign:

Step 1: <https://portal.mobtexting.com/outgoing>

Click Reach on the left side of the menu.

Step 2: Click Campaign Manager to set up OBD Campaign.



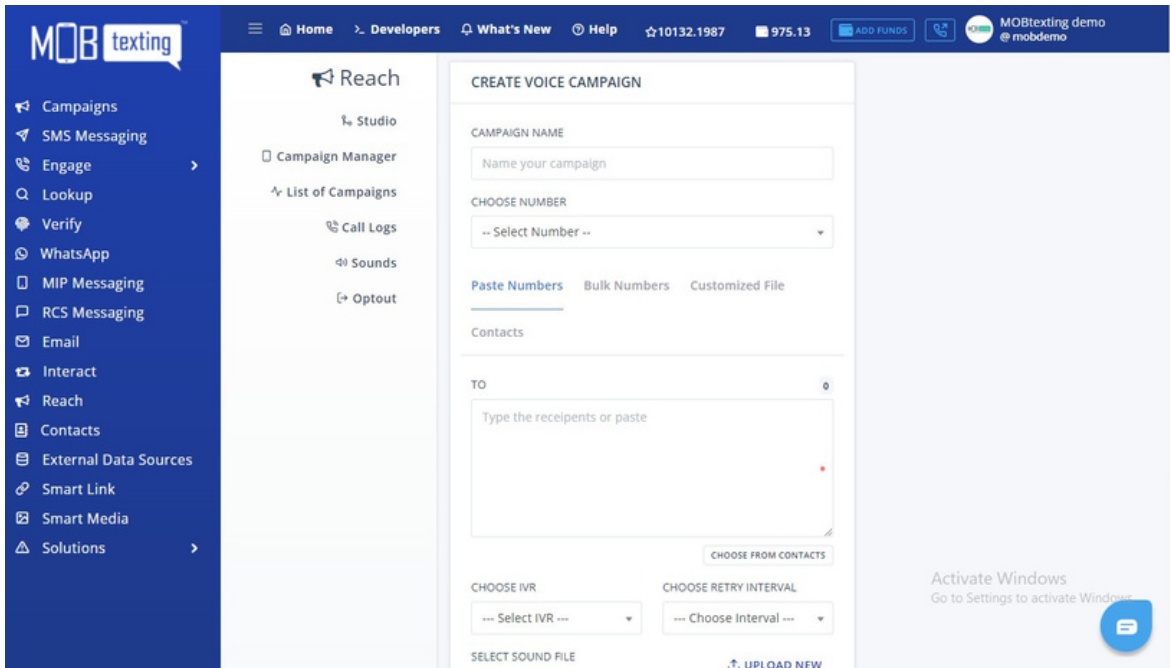
	NAME	CALLER ID	TOTAL	CHARGES	DETAILS	STATUS
1	TEST	918068287676	2	0.6000	Success Sent: 2022-01-05 17:15:44	Success
2	NAYAN TESTING	918046938001	1	0.3000	Sent: 2022-01-08 18:00:00	NA
3	NAYAN	918068287676	1	0.3000	Success Sent: 2021-12-06 17:57:42	Success
4	NAYAN	919019120120	1	0.0000	Success Sent: 2021-12-02 12:41:23	Success
5		918068057801	1	0.2000	Success Sent: 2021-09-06 12:43:30	NA
6		918068057801	2	0.4000	Success Sent: 2021-09-06 10:57:09	NA
7		918068287601	2	1.0000	Success Sent: 2021-08-12 12:26:57	NA
8		918068287601	3	1.5000	Success Sent: 2021-08-05 13:11:42	NA
9		918068287601	1	0.5000	Success Sent: 2021-08-05 13:06:35	NA
10		918068287601	1	0.5000	Success Sent: 2021-08-05 13:01:02	NA

Step 3: <https://portal.mobtexting.com/outgoing/push>

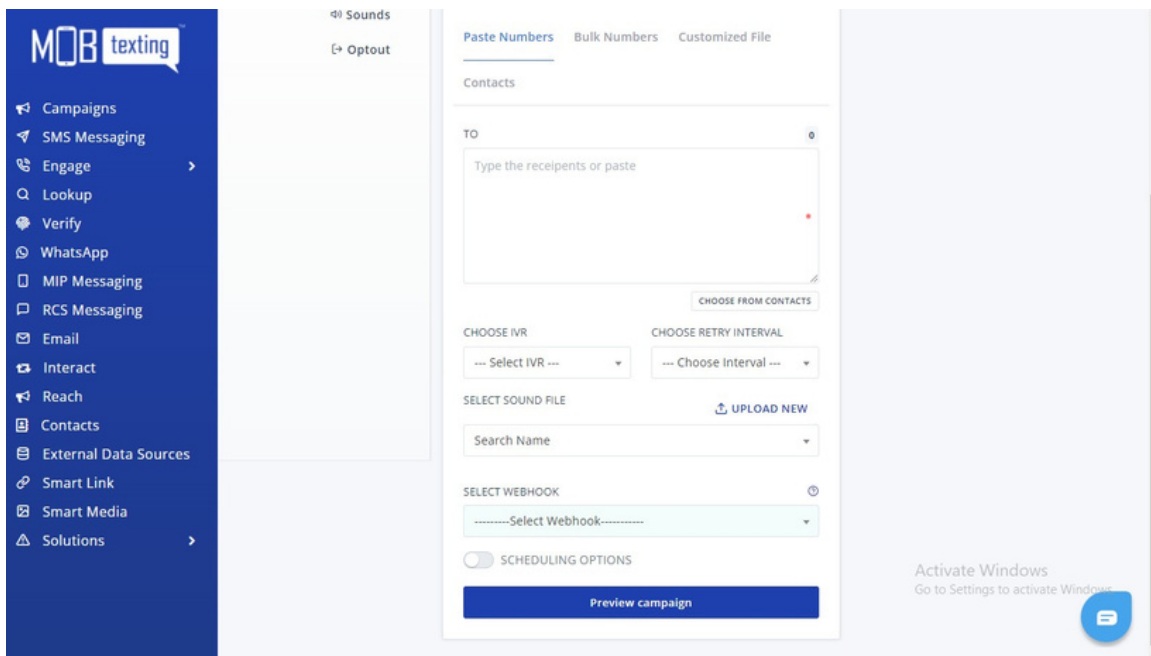
After you click on Campaign Manager, the below-displayed page will appear. Add campaign name and select the number from an approved list of numbers.

To add customers' contacts, you can copy-paste the phone number, Bulk uploads them or upload the customized numbers file.

Choose an IVR Flow from the list or go to the studio to create a new one. To upload a new voice message, click on Upload New.

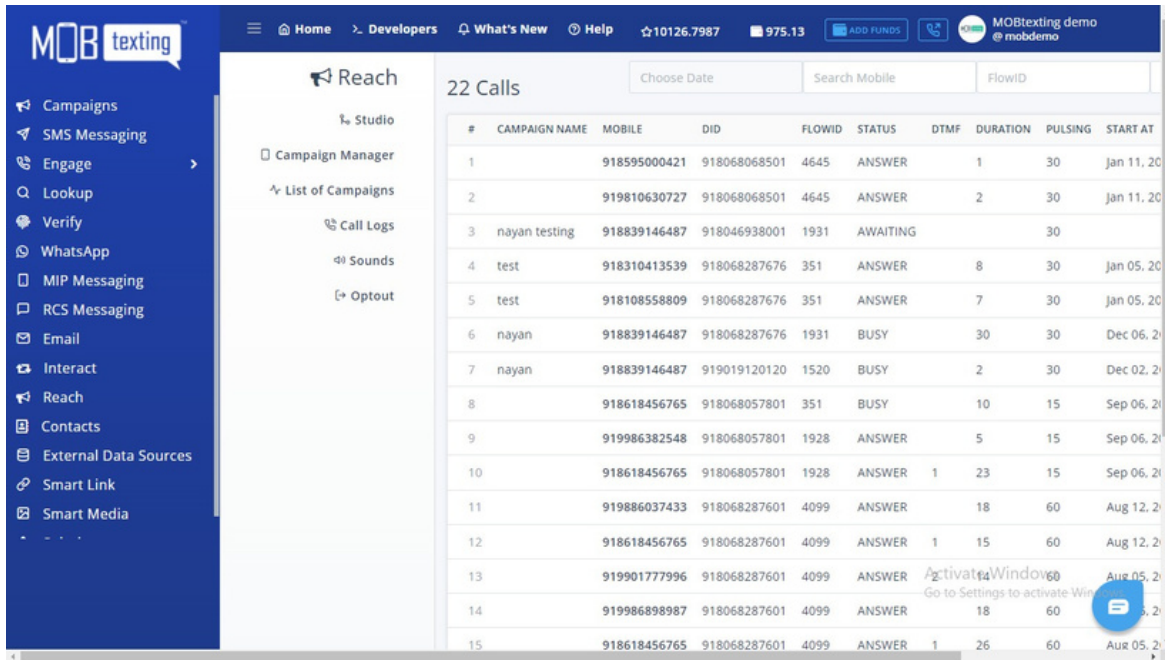


Select WebHook if required and click on Preview Campaign to finish and launch a campaign.



Step 4: <https://portal.mobtexting.com/outgoing/calls>

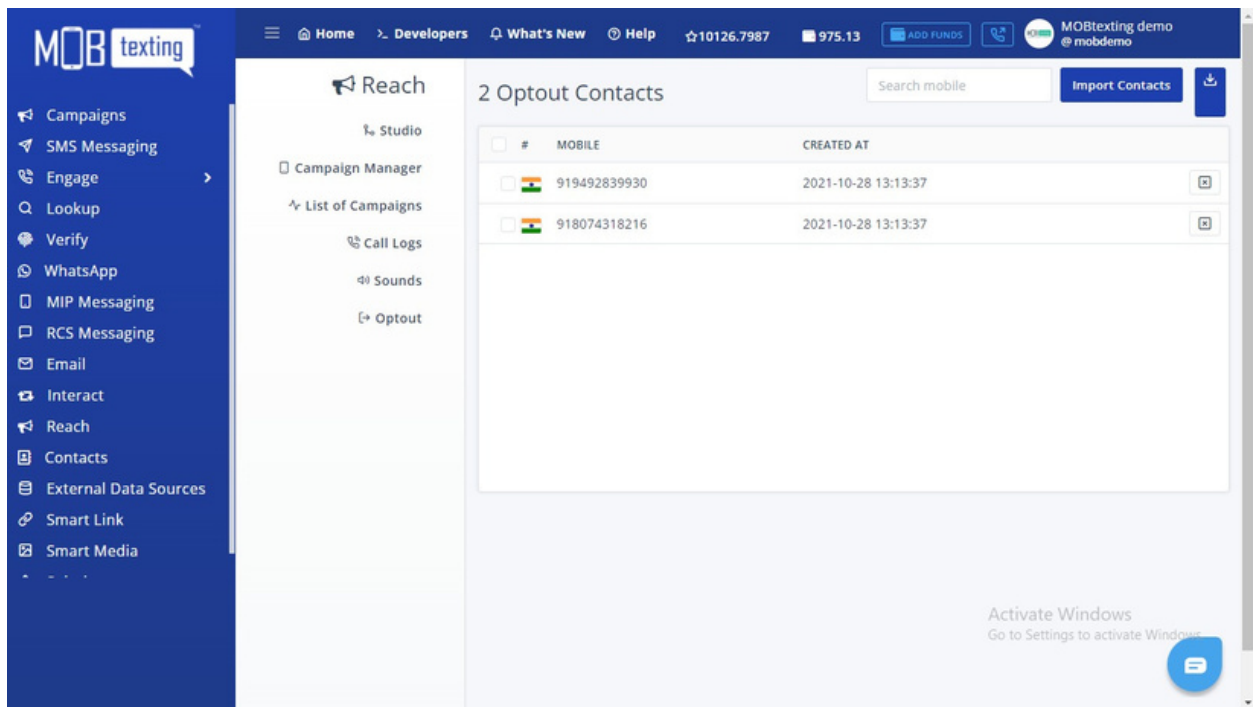
To track the campaign results, Click on Call Logs.



#	CAMPAIGN NAME	MOBILE	DID	FLOWID	STATUS	DTMF	DURATION	PULSING	START AT
1		91859500421	918068068501	4645	ANSWER	1	30		Jan 11, 20
2		919810630727	918068068501	4645	ANSWER	2	30		Jan 11, 20
3	nayan testing	918839146487	918046938001	1931	AWAITING		30		
4	test	918310413539	918068287676	351	ANSWER	8	30		Jan 05, 20
5	test	918108558809	918068287676	351	ANSWER	7	30		Jan 05, 20
6	nayan	918839146487	918068287676	1931	BUSY		30	30	Dec 06, 20
7	nayan	918839146487	919019120120	1520	BUSY		2	30	Dec 02, 20
8		918618456765	918068057801	351	BUSY		10	15	Sep 06, 20
9		919986382548	918068057801	1928	ANSWER		5	15	Sep 06, 20
10		918618456765	918068057801	1928	ANSWER	1	23	15	Sep 06, 20
11		919886037433	918068287601	4099	ANSWER		18	60	Aug 12, 20
12		918618456765	918068287601	4099	ANSWER	1	15	60	Aug 12, 20
13		919901777996	918068287601	4099	ANSWER				Aug 05, 20
14		919986898987	918068287601	4099	ANSWER		18	60	Aug 05, 20
15		918618456765	918068287601	4099	ANSWER	1	26	60	Aug 05, 20

Call Status	Description
Answer	The call was answered by the callee (dialled number).

No Answer	The call was not answered by the callee (dialled number).
Busy	The callee (dialled number) was busy.
Awaiting	The first dialled number was busy when the call was initiated.



9. MOBtexting Voice API Documentation



<https://portal.mobtexting.com/docs/v2/voice>