# CASE STUDY

#### **OBJECTIVE**

The Ministry of Youth Affairs, India was looking for a complete solution towards registering the suggestions and grievances of more than 50,000 Players or trainee profiles. Also, they required different and unique features in the software like call monitoring, call barging, predictive dialer, Click to call, real time reporting and more such features.

### **OBJECTIVE**

In order to fulfill the client's requirement ADG came up with the software called 'CCC Software" where the idea was not just to register but also facilitate an automated calling process week on week basis. We took help of cloud telephony, which is a voice and messaging service that replaces the need for the conventional business telephone system like PBX, EPBAX, etc. We integrated an on-premise legacy Private Branch Exchange (PBX) through multiple layers of integration with a CRM. Further, this replaced the need for the conventional business telephone system like PBX. We also covered different features as listed below:

Call Centre	Sports A	uthorit	y of India - Call	Centr					8		
Welcome Super	Select R	egion Cente		SELECT CE	NTER		* di	I-mm-yyy	dd-mm-yyyy	GO RESET	
DASHBOARD	Destroye	as Per Tra									
	Rating a	is per tra	anee							Dooel	
CO TRAINEE MASTER	Sr.No.	IÅ Quest	ions						IT Rating	11 Trainee 11	
COMPLAINT MASTER	1.	How is	the quality of the coaching?						Good	107	
7 QUESTION MASTER	2.	How	Call Centre	S	port	s Authori	ty of India				
TASIS	3.	How	Welcome Super		RUNI	.BADU, 952679	1222				
REGION MASTER	5	How	DASHBOARD							_	
CENTER MASTER	6.	How			Res Res	Language Malayalam	Discipline Volleyball	Scherre SAI Training Center(ST)	Center I	a jeychandren	Regional Center LNCPE, Thiruvananthapuram, Kerala
SCHEME MASTER	2.	How	C TRAINEE MASTER							029 (Kerala) hinuxananthapunant, Kenala	0054040829 LNCPE Thiruvananthapunan
OPERATOR MASTER			COMPLAINT MASTER		Date Level			2019-04-03 12:35 2	-55	Status Change Status	Open
IN REPORTS		- 1	? QUESTION MASTER		Notes			No clean water is	available cluring training	ng water cooler is complaint in hostel r	
Trainees		-	II TASKS								-
Complaint			REGION MASTER								
Operator - Calls			CENTER MASTER		Resp	onse Question					
Question			SCHEWE MASTER			_					
Rating			OPERATOR MASTER		85	PLY					
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			et unumes	*							

- Automatic screen pop
- Call Queues
- Communication tool integration
- Call Control
- Disposition codes
- Call Monitoring
- Call barging
- Predictive Dialer
- Click-to-call
- Call Tag

- Desktop Notification
- Real Time Reporting
- Call Escalating
- Call Notes
- Call Reports
- Help Desk Ticketing
- Schemes
- Dashboard
- User Transfer

## THE MINISTRY OF YOUTH AFFAIRS\_CCC SOFTWARE

### Result

ADG Online Solution was successful in implementing a complete solution for the SAI team. SAI was able to track the training, lodging and safety of the trainees. We were able to generate:

- Key insights where user based reports can be generated which will further help call center agents understand their daily performance with a centralized and personal view of metrics, evaluations and schedules.
- Real time monitoring reports
- Call summary dashboard
- Call center representative summary
- Representative report
- Outbound report
- Inbound report
- Trainee summary
- Performance report
- Status report
- Historical report