

Get ready to start with

HOOKED

Peter Smith | **HOOKED** | Connected - 00:09 | John Cena

0017 - End Session

Dashboard

- Monthly
- Weekly
- Customs

100 Total Leads

5 Close Leads

95 Open Leads

20 Total Earnings

70 Expected Earnings

30 Missed Opportunity

Open Leads

Name	Call Time	Phone Number	Last Call	Campaign	Status	Action
Jhon cena	02:11 pm	(91) 123-456-7890	4/2/2024 02:11:05pm	Life Insurance	Not List	View
Jhon cena	02:11 pm	(91) 123-456-7890	4/2/2024 02:11:05pm	Life Insurance	Not List	View
Jhon cena	02:11 pm	(91) 123-456-7890	4/2/2024 02:11:05pm	Life Insurance	Call List	View
Jhon cena	02:11 pm	(91) 123-456-7890	4/2/2024 02:11:05pm	Life Insurance	Not List	Listen
Jhon cena	02:11 pm	(91) 123-456-7890	4/2/2024 02:11:05pm	Life Insurance	Not List	View

Todo list calendar

Today | March 2024

Sun	Mon	Tue
1	2	3
8	9	10
15	16	17
22	23	24
29	30	31

Follow Up ma

Tuesday, 10 March 9
Weekly on Tuesday

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standard dummy

Peter Smith

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Hooked Earnings

End Date: 30/04/2022

\$500

-\$80

Year 2022-2023 April Earnings



A centralized call center solution offering both inbound and outbound capabilities with a user-friendly interface, featuring a unified single sign-in system that integrates both CRM and Dialer.

The platform includes an interactive KPI dashboard, an integrated smart calendar system for managing follow-ups, and support for a channel partner/agency layer. It is designed to handle multiple verticals, such as health and life insurance, within a single application, along with many additional features.

What is HOOKED?



Features of **HOOKED**



- Single Sign-In System (Dialer and CRM single Sign-In)
- Multi-Channel Integration. (Multiple Agency Onboarding System)
- Centralized Access. (Admin can track all Agencies and All Agents, Meanwhile Agencies can also track their agents and details.)
- Different Interactive Dashboard for Different User Types. (Like Super Admin, Agencies, Agents)
- Single Platform for both Inbound and Outbound Call.
- Customize Earning Dashboard for Each Different User Type.
- Single Screen Operation. (Means Agents don't need to switch between different tabs for calling and crm operation.)

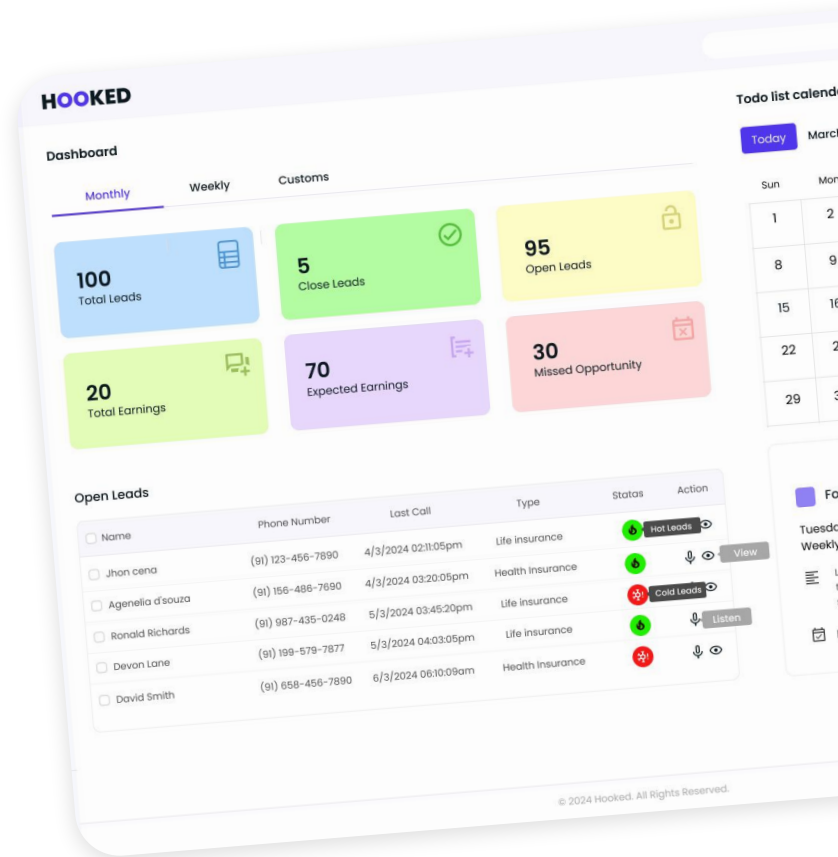
Features of **HOOKED**



- Lead Segmentation (Open Lead, Closed Leads, Missed Leads) and Details.
- Call Routing System as per caller State Licensing.
- Integrated Smart Calendar for take any important notes for a particular call on different or single date. Agents don't need to switch google calendar for the same.
- Automatic Queue System for call landing Process. (Means the call will be landed on that Agent's dialer whose waiting time is highest in the Queue.)
- Multiple Vertical (Health Insurance, Life Insurance) serve in a single

Benefits for agents

- Easy Sing-In, Don't need to Sign-In in Dialer and CRM separately.
- A consolidated platform which provides both CRM and Dialer in One Application.
- One Tab Operation. Means Agents don't need to switch over multiple tabs during the call.
- Consolidated Earning Dashboard.
- Lead Master which gives a Overall scenario of different type of Leads like Open Leads, Closed Leads, Missed Leads.
- Receive only those calls which state license agents holds.



Phone Number	Last Call	Type	Status	Action
(91) 123-456-7890	4/3/2024 02:11:05pm	Life insurance	Hot Leads	↓ 👁
(91) 156-486-7690	4/3/2024 03:20:05pm	Health Insurance	Hot Leads	↓ 👁
(91) 987-435-0248	5/3/2024 03:45:20pm	Life insurance	Cold Leads	↓ 👁
(91) 199-579-7877	5/3/2024 04:03:05pm	Life insurance	Hot Leads	↓ 👁
(91) 658-456-7890	6/3/2024 06:10:09am	Health Insurance	Cold Leads	↓ 👁

Name	Phone	Status
<input type="checkbox"/> Jhon Cena	+91 789 123 4567	Hot Leads
<input type="checkbox"/> Ronald Richards	+91 589 832 4887	Hot Leads
<input type="checkbox"/> Devon Lane	+91 748 172 4475	Cold Leads
<input type="checkbox"/> Agenella d'souza	+91 156 486 7690	Hot Leads
<input type="checkbox"/> David Smith	+91 658 456 7890	Cold Leads
<input type="checkbox"/> Devon Lane	+91 456 123 4488	Cold Leads
<input type="checkbox"/> Ronald Richards	+91 999 113 7788	Hot Leads
<input type="checkbox"/> Devon Lane	+91 661 880 6101	Cold Leads

Benefits for agencies

- Consolidate report (Total Campaign, Closed Campaign, Open Campaign, Total Earning, Expected Earning, Missed Opportunity) for different verticals (Health Insurance, Life Insurance) on weekly, monthly and yearly basis.
- Campaign Master.
- Campaign wise Custom Dashboard.
- Campaign wise all agents listing with online/offline status.
- Agent Master with detail Performance Matrix.
- Consolidated report for Open Leads, Closed Leads and Missed Leads.
- Earning Dashboard which can gives an Agency about the in-depth information on Weekly, Monthly and Yearly basis.

Configuration abilities

- Centralized control of the system.
- Interactive Dashboard which contains KPIs like Total Agencies, Total Agents, Active Agents, Online Agents, Total Campaign, Life Insurance Earning, Health Insurance Earning etc on Weekly, Monthly and Yearly Basis.
- Vertical Master.
- Agency Master.
- Agent Master Agency wise.
- Call Status List Master.
- Earning Dashboard on weekly, monthly and yearly basis with Vertical Filter Option.
- Setting Section for Creating Custom SMTP Configuration, Creating Custom Email Template, Template Type Master, Manual Mail Send Module.



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Follow Up ma

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Lorem ipsum is a placeholder text commonly used in the publishing industry to demonstrate the visual form of a document or to simulate content.

Peter Smith

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