

Sports Authority of India (Call Centre Application)

Design & Developed By: ADGONLINE Pvt. Ltd.

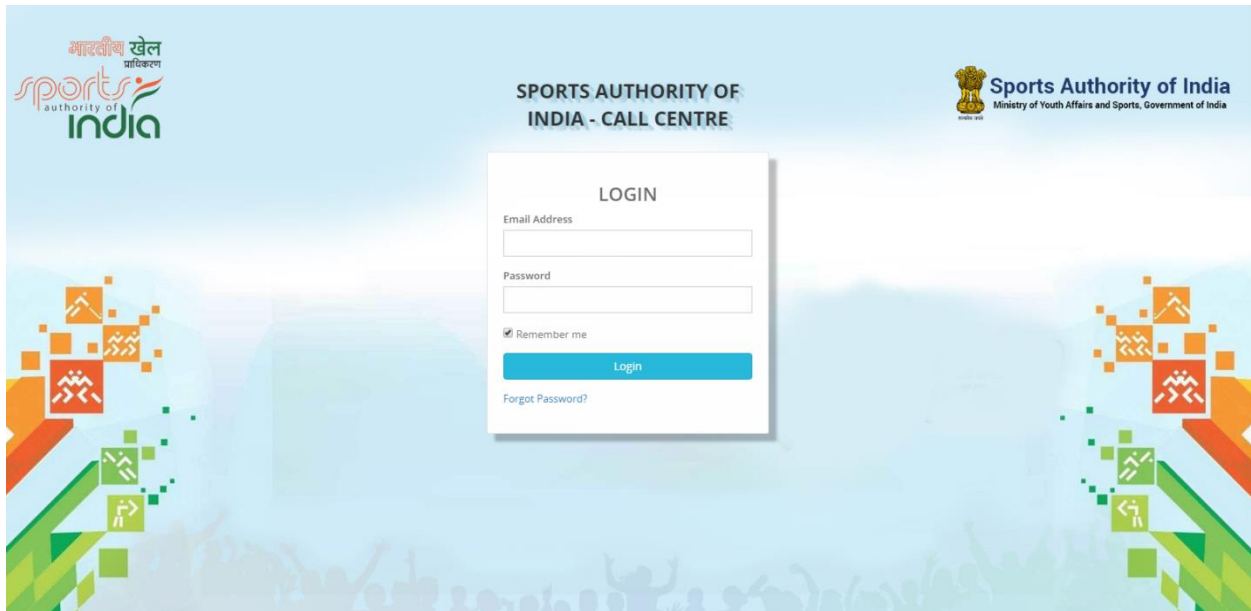
Software Feature Listing: It is application associated with incoming and outgoing call. It is a call center software feature that displays information about the caller automatically in the computer as the phone rings. This information can typically be customized to meet the call center's needs, but by default displays the caller's name, picture, phone number, address, email address, center, region. Once integrated, the call center software will display the caller's previous history, phone calls with the company, chat transcripts, voicemails, notes, cases, support tickets, etc. Call Control refers to basic call handling functionality such as hold, mute, conference, transfer and hang up. More progressive call center software solutions have call control functionality entirely in the browser, so call center agents can place callers on hold or transfer calls with a click of a mouse.

Disposition codes are descriptions of a final outcome of the call (i.e., "Most critical", "Critical", "Average Type", "Transferred to Tech Support", "Meeting Requested", etc.). Once applied by the agent, the disposition code appears next to the call in the contact's profile as well as on recent calls lists. Call monitoring allows managers to listen in on live calls without the agent or caller knowing. Call monitoring is great for making sure that newly hired agents are up-to-speed and for keeping an eye on the performance of an entire team. More progressive call center software solutions run entirely in the browser so managers can monitor live calls from anywhere.

In the given application or software enable the Call barging is a call center software feature that allows managers to drop in on live calls to speak with both the agent and the caller. This call center software feature is helpful when callers ask that their call be escalated to a manager and to optimize agent training. A predictive dialer is a call center software dialer that automatically calls several contacts at the same time just before an agent becomes available. Once a caller answers, the predictive dialer transfers the live call to the available agent. Click-to-call is a call center software feature that allows agents to click on any phone number from website to make a call. Click-to-call makes it simple for agents to place outbound calls and eliminates the hassle associated with dialing the wrong number. There are system-provided tags available, but one can also create custom tags that align with SAI model and your trainee needs. For example, if a specific trainee only speaks Hindi, he/she can add a language tag that specifies that so that SAI customer support application knows to only route the ticket to a rep that speaks that language. Receive notification desktop when trainee calls so that representative can accept the call even if he/she working on another task. Real-time reporting displays call center metrics in real-time in an agent and manager dashboard. While representative is on the phone sorting out a trainee support issue, online support capabilities allow them to take notes while they speak to trainee. This all shall take place in the CRM because the call will be received through that system. Notes taken while on a call are automatically added to the interaction history of the trainee who called, allowing representative to go back and reference key points from the call.

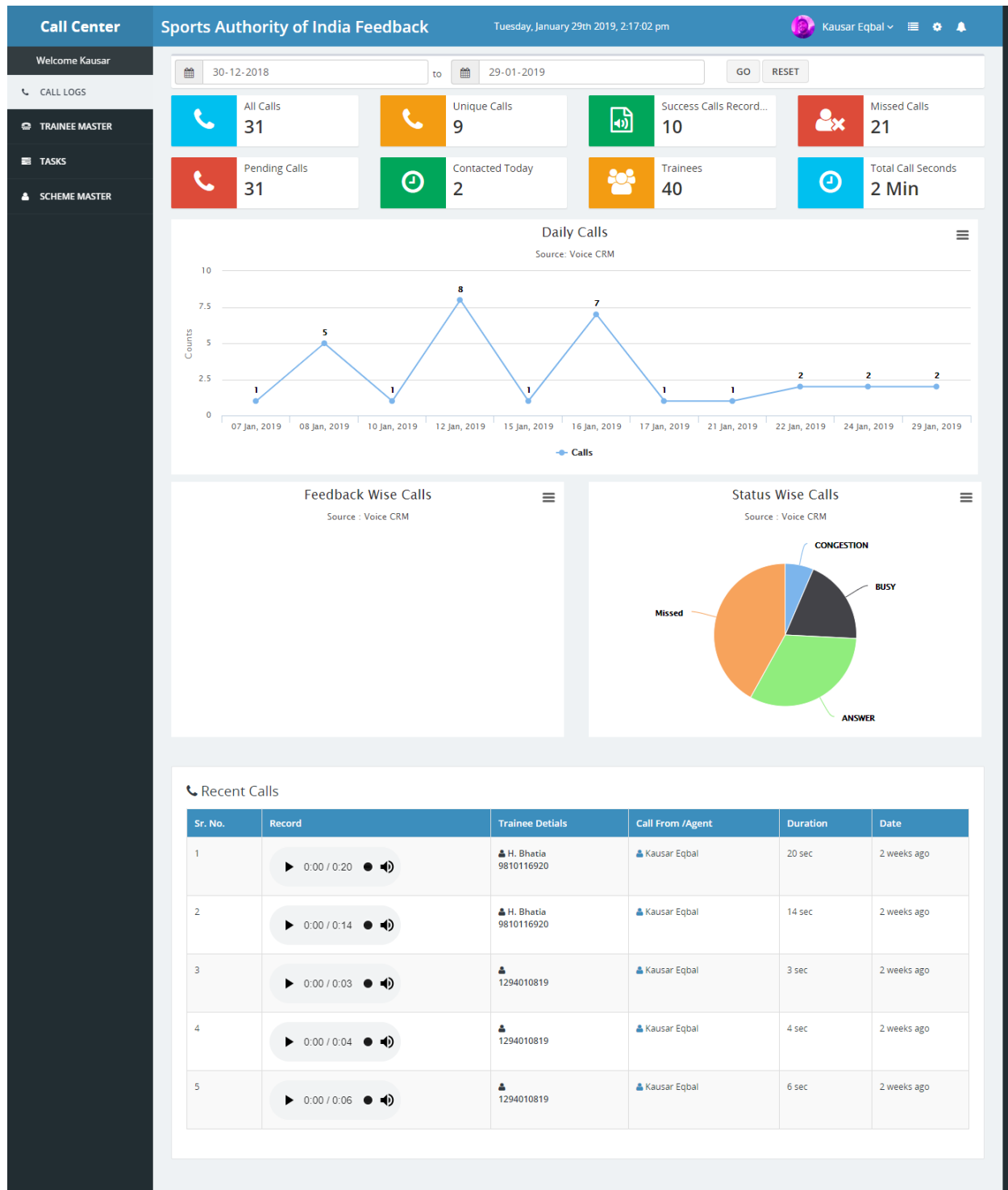
Call Reports: Customer support application should allow to run customer support reports and keep track of key metrics that allow SAI to understand where your team is falling short of expectations, and where they are hitting the mark. Keep track of the data and metrics around all calls made and received with reporting that provides insight into call results. Maintain a view into calls by user, call duration, reporting around call outcomes, and more. Just like with all Agile CRM reporting, you can also schedule these to be delivered to your email on a recurring basis.

Help Desk Ticketing: Each time someone calls for support, the system automatically creates a new help desk support ticket for that individual's issue. Then, the system tracks all the touch points your support team has with that client, giving you a paper trail that you can reference in the future.



Details: User will open any browser and paste the given URL which is mention on the top, after that User will inset the given username and password to enter the application. If the provide details are correct user can see the dashboard.

DASHBOARD SCREEN:



Recent Calls

Sr. No.	Record	Trainee Details	Call From /Agent	Duration	Date
1	▶ 0:00 / 0:20 ● 🔊	👤 H. Bhatia 9810116920	👤 Kausar Eqbal	20 sec	2 weeks ago
2	▶ 0:00 / 0:14 ● 🔊	👤 H. Bhatia 9810116920	👤 Kausar Eqbal	14 sec	2 weeks ago
3	▶ 0:00 / 0:03 ● 🔊	👤 1294010819	👤 Kausar Eqbal	3 sec	2 weeks ago
4	▶ 0:00 / 0:04 ● 🔊	👤 1294010819	👤 Kausar Eqbal	4 sec	2 weeks ago
5	▶ 0:00 / 0:06 ● 🔊	👤 1294010819	👤 Kausar Eqbal	6 sec	2 weeks ago

Description: After successfully login user can see the entire dashboard. We have further divided the dashboard in to two side left hand side and right hand side. If we talk about the left hand side, there are four tabs like Call logs, Trainee master, Tasks, Scheme master. While user clicks on these tabs it will open on the right side with all the details. In the dashboard user can see the call history **like All calls, Missed calls, pending calls, Total call seconds**. In the bottom side user can also see the recent calls table according landing call time, name, duration, date.

All Calls:

When user will click on the all calls option screen look like as given flows. User can see all the call option assigned different trainee.

Trainee Master: Trainee can see all the call available in the queue in the tabular format. In the table we have given a call option for direct call. When trainee will click on the call option, he/she will get a new pop up window. In this given window user can see the customer entire details like name, language, center derails, complaint feedback. There is notes option given in the bottom where trainee can maintain the call history.

Call Center

Welcome Kausar

CALL LOGS

TRAINEE MASTER

TASKS

SCHEME MASTER

Sports Authority of India Feedback

Tuesday, January 29th 2019 2:18:07 pm

Kausar Eqbal

Priya

Name	Res	Language	Discipline	Scheme	Center Details	Regional Center
Priya (Female) View Profile	Res	Hindi	Hockey	Army Boys Sports Companies(ABSC) View Scheme	Ms.Hema Dev 8022221671 (Karnataka) SAI Training Centre, Bangalore	SAI Training Centre, Bangalore 8023213204 RC Bangalore

Contact No. : 9318361981

CALL

COMPLAINT

FEEDBACK

Training

Boarding

Lodging

Safety

Anti-Ragging

Anti-Doping

Rating

Notes :

Enter Notes.

SUBMIT

CLOSE

<input type="checkbox"/>	5	S.Rithika Mother Name: Father Name: Senthil kumar Age: 15.09.2005	9092471704 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	6	S. Mariammal Mother Name: Father Name: Sankar Age: 19.06.2001	98430 71576 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	7	L. Kowshika Mother Name: Father Name: R. Lakshminarayanan Age: 18.03.2004	9524290899 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	8	P.Keerthika Mother Name: Father Name: Paneer selvam Age: 12.02.2001	9584409378 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	9	G. Monisha Mother Name: Father Name: D. Gaanapathy Age: 13.10.1997	96007 59137 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	10	P.Madhumitha Mother Name: Father Name: C. Peroumalraj Age: 26.06.2001	9943145351 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	11	P. Abinaya Mother Name: Father Name: Prabu Age: 26.02.2004	8122590553 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	12	S. Ragavi Mother Name: Father Name: Saravanan Age: 17.11.1999	9786600179 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	13	K. Subiksha Mother Name: Father Name: Kumar Age: 20.04.1999	9443225400 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	14	N. Vijayadamodaran Mother Name: Father Name: D. Narayanan Age: 14.07.2004	9486650165 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	15	D. Tamizhselvan Mother Name: Father Name: R. Dhandapani Age: 20.09.2001	9952718633 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	16	V. Vijayaganapathy Mother Name: Father Name: A. Velmourougane Age: 20.01.2005	9345400518 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	17	M. Poovanban Mother Name: Father Name: A. Murugaiyan Age: 16.06.2005	9092591769 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	18	V. Jayasuriya Mother Name: Father Name: K Velmurugan Age: 16.03.2002	9443468834 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	19	P. Thulasiram Mother Name: Father Name: B. Pandurangan Age: 01.01.2001	9442514225 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	
<input type="checkbox"/>	20	A.J. Yogeshwaran Mother Name: Father Name: H Jayadev Age: 18.09.1999	9600257507 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	

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Call Center

Welcome Kausar

CALL LOGS

TRAINEE MASTER

TASKS

SCHEME MASTER

Sports Authority of India Feedback

Tuesday, January 29th 2019, 2:23:30 pm

Kausar Eqbal

Priya

Name	Res	Language	Discipline	Scheme	Center Details	Regional Center
Priya (Female) View Profile	Res	Hindi	Hockey	Army Boys Sports Companies(ABSC) View Scheme	Ms.Hema Dev 8022221671 (Karnataka) SAI Training Centre, Bangalore	SAI Training Centre, Bangalore 8023213204 RC Bangalore

Contact No. : 9318361981 [CALL](#) [COMPLAINT](#) [FEEDBACK](#)

Select Category

Select Sub Category

No (Sensitive)

Complaint Title

Complaint Detail

[SUBMIT](#)

Training

Boarding

Lodging

Safety

Anti-Ragging

Anti-Doping

Rating

Notes :

Enter Notes.

[SUBMIT](#)

[CLOSE](#)

<input type="checkbox"/>	7	<div><div></div><div>L. Kowshika</div><div>Mother Name: Father Name: R. Lakshminarayanan Age: 18.03.2004</div></div>	9524290899	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	8	<div><div></div><div>P. Keerthika</div><div>Mother Name: Father Name: Paneer selvam Age: 12.02.2001</div></div>	9584409378	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	9	<div><div></div><div>G. Monisha</div><div>Mother Name: Father Name: D. Gaanapathy Age: 13.10.1997</div></div>	9600759137	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	10	<div><div></div><div>P. Madhumitha</div><div>Mother Name: Father Name: C. Peroumalraj Age: 26.06.2001</div></div>	9943145351	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	11	<div><div></div><div>P. Abinaya</div><div>Mother Name: Father Name: Prabu Age: 26.02.2004</div></div>	8122590553	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	12	<div><div></div><div>S. Ragavi</div><div>Mother Name: Father Name: Saravanan Age: 17.11.1999</div></div>	9786600179	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	13	<div><div></div><div>K. Subiksha</div><div>Mother Name: Father Name: Kumar Age: 20.04.1999</div></div>	9443225400	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	14	<div><div></div><div>N. Vijayadamodaran</div><div>Mother Name: Father Name: D. Narayanan Age: 14.07.2004</div></div>	9486650165	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	15	<div><div></div><div>D. Tamizhselvan</div><div>Mother Name: Father Name: R. Dhandapani Age: 20.09.2001</div></div>	9952718633	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	16	<div><div></div><div>V. Vijayaganapathy</div><div>Mother Name: Father Name: A. Velmourougane Age: 20.01.2005</div></div>	9345400518	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	17	<div><div></div><div>M. Poovanban</div><div>Mother Name: Father Name: A. Murugaiyan Age: 16.06.2005</div></div>	9092591769	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	18	<div><div></div><div>V. Jayasuriya</div><div>Mother Name: Father Name: K Velmurugan Age: 16.03.2002</div></div>	9443468834	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	19	<div><div></div><div>P. Thulasiram</div><div>Mother Name: Father Name: B. Pandurangan Age: 01.01.2001</div></div>	9442514225	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
<input type="checkbox"/>	20	<div><div></div><div>A.J. Yogeshwaran</div><div>Mother Name: Father Name: H Jayadev Age: 18.09.1999</div></div>	9600257507	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call

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Complaint:

During the call there is option given for complaint when trainee will click on that tab next pop window will open in the bottom side. In the form there are five text box given to select the category, select the sub category, sensitive, complaint title, Complaint details. After collect all the information for the caller click on the submit button.

Feedback:

In the feedback option there are only two textbox given on the pop window after click on the feedback button. Mood of the caller is happy, unhappy, Neutral, angry. In the second textbox mention the comments.

Call Center

Welcome Kausar

CALL LOGS

TRAINEE MASTER

TASKS

SCHEME MASTER

Sports Authority of India Feedback

Tuesday, January 29th 2019, 2:24:06 pm

Kausar Eqbal

Priya

Name	Res	Language	Discipline	Scheme	Center Details	Regional Center
Priya (Female) View Profile	Res	Hindi	Hockey	Army Boys Sports Companies(ABSC) View Scheme	Ms.Hema Dev 8022221671 (Karnataka) SAI Training Centre, Bangalore	SAI Training Centre, Bangalore 8023213204 RC Bangalore

Contact No. : 9318361981

CALL

COMPLAINT

FEEDBACK

Happy

Enter Notes.

SUBMIT

Training

Boarding

Lodging

Safety

Anti-Ragging

Anti-Doping

Rating

Notes :

Enter Notes.

SUBMIT

CLOSE

<input type="checkbox"/>	6	<div><div></div><div>S. Mariammal</div><div>Mother Name:</div><div>Father Name: Sankar</div><div>Age: 19.06.2001</div></div>	98430 71576	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	7	<div><div></div><div>L. Kowshika</div><div>Mother Name:</div><div>Father Name: R. Lakshminarayanan</div><div>Age: 18.03.2004</div></div>	9524290899	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	8	<div><div></div><div>P. Keerthika</div><div>Mother Name:</div><div>Father Name: Paneer selvam</div><div>Age: 12.02.2001</div></div>	9584409378	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	9	<div><div></div><div>G. Monisha</div><div>Mother Name:</div><div>Father Name: D. Gaanapathy</div><div>Age: 13.10.1997</div></div>	96007 59137	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	10	<div><div></div><div>P. Madhumitha</div><div>Mother Name:</div><div>Father Name: C. Peroumalraj</div><div>Age: 26.06.2001</div></div>	9943145351	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	11	<div><div></div><div>P. Abinaya</div><div>Mother Name:</div><div>Father Name: Prabu</div><div>Age: 26.02.2004</div></div>	8122590553	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	12	<div><div></div><div>S. Ragavi</div><div>Mother Name:</div><div>Father Name: Saravanan</div><div>Age: 17.11.1999</div></div>	9786600179	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	13	<div><div></div><div>K. Subiksha</div><div>Mother Name:</div><div>Father Name: Kumar</div><div>Age: 20.04.1999</div></div>	9443225400	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	14	<div><div></div><div>N. Vijayadamodaran</div><div>Mother Name:</div><div>Father Name: D. Narayanan</div><div>Age: 14.07.2004</div></div>	9486650165	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	15	<div><div></div><div>D. Tamizhselvan</div><div>Mother Name:</div><div>Father Name: R. Dhandapani</div><div>Age: 20.09.2001</div></div>	9952718633	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	16	<div><div></div><div>V. Vijayaganapathy</div><div>Mother Name:</div><div>Father Name: A. Velmourougane</div><div>Age: 20.01.2005</div></div>	9345400518	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	17	<div><div></div><div>M. Poovanban</div><div>Mother Name:</div><div>Father Name: A. Murugaiyan</div><div>Age: 16.06.2005</div></div>	9092591769	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	18	<div><div></div><div>V. Jayasuriya</div><div>Mother Name:</div><div>Father Name: K Velmurugan</div><div>Age: 16.03.2002</div></div>	9443468834	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	19	<div><div></div><div>P. Thulasiram</div><div>Mother Name:</div><div>Father Name: B. Pandurangan</div><div>Age: 01.01.2001</div></div>	9442514225	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>
<input type="checkbox"/>	20	<div><div></div><div>AJ. Yogeshwaran</div><div>Mother Name:</div><div>Father Name: H Jayadev</div><div>Age: 18.09.1999</div></div>	9600257507	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	<div><div></div><div></div></div>

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Call Center

Welcome Kausar

CALL LOGS

TRAINEE MASTER

TASKS

SCHEME MASTER

Sports Authority of India Feedback

Tuesday, January 29th 2019, 2:17:44 pm

Kausar Eqbal

My List: 40All TraineeNew Trainee

	Sr. No.	Name	Mobile	Res/ Non-Res	Discipline	Communication	Last Contact	Action
<input type="checkbox"/>	1	👤 Mis Priya Mother Name: Father Name: Age:	9318361981 Call	Res	Hockey	Hindi	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	2	👤 I.Srimathi Mother Name: Father Name: Iyyappa Age: 06.05.2001	9443427924 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	3	👤 R.H. Madhumitha Mother Name: Father Name: K. Rajivel Age: 23.03.2005	9362847874 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	4	👤 V. Madhumitha Mother Name: Father Name: Velmurugan Age: 13.09.2004	9894876862 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	5	👤 S.Rithika Mother Name: Father Name: Senthil kumar Age: 15.09.2005	9092471704 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	6	👤 S. Mariammal Mother Name: Father Name: Sankar Age: 19.06.2001	98430 71576 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	7	👤 L. Kowshika Mother Name: Father Name: R. Lakshminarayanan Age: 18.03.2004	9524290899 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	8	👤 P. Keerthika Mother Name: Father Name: Paneer selvam Age: 12.02.2001	9584409378 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	9	👤 G. Monisha Mother Name: Father Name: D. Gaanapathy Age: 13.10.1997	96007 59137 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	10	👤 P. Madhumitha Mother Name: Father Name: C. Peroumalradja Age: 26.06.2001	9943145351 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	11	👤 P. Abinaya Mother Name: Father Name: Prabu Age: 26.02.2004	8122590553 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	12	👤 S. Ragavi Mother Name: Father Name: Saravanan Age: 17.11.1999	9786600179 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	13	👤 K. Subiksha Mother Name: Father Name: Kumar Age: 20.04.1999	9443225400 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	14	👤 N. Vijayadamodaran Mother Name: Father Name: D. Narayanan Age: 14.07.2004	9486650165 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	15	👤 D. Tamizhselvan Mother Name: Father Name: R. Dhandapani Age: 20.09.2001	9952718633 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	16	👤 V. Vijayanapathy Mother Name: Father Name: A. Velmourougane Age: 20.01.2005	9345400518 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	17	👤 M. Poovanban Mother Name: Father Name: A. Murugaiyan Age: 16.06.2005	9092591769 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	18	👤 V. Jayasuriya Mother Name: Father Name: K. Velmurugan Age: 16.03.2002	9443468834 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	19	👤 P. Thulasiram Mother Name: Father Name: B. Pandurangan Age: 01.01.2001	9442514225 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞
<input type="checkbox"/>	20	👤 A.J. Yogeshwaran Mother Name: Father Name: H. Jayadev Age: 18.09.1999	9600257507 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	👤 📞

12>

MY LIST: Trainee can see all his call listed below in that option. There is a call option given by development team so user can direct call from here.

Questions:When trainee will click on the all call option in the new pop up window open and in that window there are several option given the regarding to ask the question like training, safety, anti-ragging, anti-dropping. According to the customer answer select the answer is YES or NO and mentions the remarks.

The screenshot displays the 'Sports Authority of India Feedback' interface. On the left, a sidebar contains 'CALL LOGS', 'TRAINEE MASTER', 'TASKS', and 'SCHEME MASTER'. The main area shows a call log entry for 'Priya' with details: Name (Priya, Female), Res, Language (Hindi), Discipline (Hockey), Scheme (Army Boys Sports Companies(ABSC)), Center Details (Ms.Hema Dev, 8022231671 (Karnataka), SAI Training Centre, Bangalore), and Regional Center (SAI Training Centre, Bangalore, 8023213204, RC Bangalore). Below the call log, there are buttons for 'CALL', 'COMPLAINT', and 'FEEDBACK'. The 'FEEDBACK' button is active, leading to a form titled 'Training Related Questions'. The form includes a 'Happy' dropdown, a 'Enter Notes' field, and a 'SUBMIT' button. Below this, there are tabs for 'Training', 'Boarding', 'Lodging', 'Safety', 'Anti-Ragging', 'Anti-Doping', and 'Rating'. The 'Training' tab is selected, showing a list of questions for residential trainees. The questions are numbered 1 through 14, with columns for 'Yes', 'No', and 'Remarks'. The 'Next' button is visible at the bottom right of the form.

Name	Res	Language	Discipline	Scheme	Center Details	Regional Center
Priya (Female)	Res	Hindi	Hockey	Army Boys Sports Companies(ABSC)	Ms.Hema Dev 8022231671 (Karnataka) SAI Training Centre, Bangalore	SAI Training Centre, Bangalore 8023213204 RC Bangalore

Contact No. : 9318361981 [CALL](#) [COMPLAINT](#) [FEEDBACK](#)

Happy [SUBMIT](#)

[Training](#) [Boarding](#) [Lodging](#) [Safety](#) [Anti-Ragging](#) [Anti-Doping](#) [Rating](#)

Training Related Questions

To the Residential Trainees

SN	Questions	Yes	No	Remarks
1.	Whether coach is available? (If Yes, the number of coaches available?)	<input type="radio"/>	<input type="radio"/>	
2.	Whether the coaches are regular?	<input type="radio"/>	<input type="radio"/>	
3.	Are you satisfied with the coaching?	<input type="radio"/>	<input type="radio"/>	
4.	Whether the playfields are clean with availability of water?	<input type="radio"/>	<input type="radio"/>	
5.	Do you receive the sports kit every year? (If Yes, what items have been provided?)	<input type="radio"/>	<input type="radio"/>	
6.	Do you go to School/College?	<input type="radio"/>	<input type="radio"/>	
7.	Do you get fees for education?	<input type="radio"/>	<input type="radio"/>	
8.	Did you attend any tournaments last year? (If yes, numbers of tournaments)	<input type="radio"/>	<input type="radio"/>	
9.	Do you get medical assistance?	<input type="radio"/>	<input type="radio"/>	
10.	Are you covered under medical insurance/risk cover?	<input type="radio"/>	<input type="radio"/>	
11.	Do you get Yoga classes?	<input type="radio"/>	<input type="radio"/>	
12.	Are you getting enough training sessions per day? (If Yes, what are the training session timings?)	<input type="radio"/>	<input type="radio"/>	
Additional Questions for Khelo India Scheme				
13.	Do you receive your Out of Pocket Allowance (OPA) on time? (If Yes, amount received & date of Receipt)	<input type="radio"/>	<input type="radio"/>	
14.	What is the total amount received as on date?	<input type="radio"/>	<input type="radio"/>	

Notes : [SUBMIT](#) [Next](#) [CLOSE](#)

Rating Question:

There is button available on the extreme right side in the bottom; color of the button is yellow for rating. When trainee will click on that button rating question will appear in the bottom of the page to ask the caller. After call how does caller rate our services?

Call Center

Welcome Kausar

CALL LOGS

TRAINEE MASTER

TASKS

SCHEME MASTER

Sports Authority of India Feedback

Tuesday, January 29th 2019, 2:24:44 pm

Kausar Eqbal

Priya

Name	Res	Language	Discipline	Scheme	Center Details	Regional Center
Priya (Female) View Profile	Res	Hindi	Hockey	Army Boys Sports Companies(ABSC) View Scheme	Ms.Hema Dev 8022221671 (Karnataka) SAI Training Centre, Bangalore	SAI Training Centre, Bangalore 8023213204 RC Bangalore

Contact No. : 9318361981 [CALL](#) [COMPLAINT](#) [FEEDBACK](#)

Happy

Enter Notes.

SUBMIT

Training

Boarding

Lodging

Safety

Anti-Ragging

Anti-Doping

Rating

Rating Questions

SN	Questions	Excellent	Good	Average	Poor
1.	How is the quality of the coaching?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
2.	How is the Quality of available sports equipment?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3.	How is the condition of the playing facilities?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4.	How is the quality of the sports kit?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
5.	How is the hygienic condition of the mess?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6.	How is the quality of the food?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
7.	How is the maintenance of the mess?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

SUBMIT

CLOSE

	9	G Monisha Mother Name: Father Name: D. Gaanapathy Age: 13.10.1997	96007 59137 Call	Non Res	Weightlifting	Tamil	Not Contacted Assign to Kausar Eqbal	Call
	10	P.Madhumitha Mother Name: Father Name: C. Peroumalradja Age: 26.06.2001	9943145351 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call
	11	P. Abinaya Mother Name: Father Name: Prabu Age: 26.02.2004	8122590553 Call	Non Res	Table tennis	Tamil	Not Contacted Assign to Kausar Eqbal	Call

Task: If we talk about the task section trainee can check the entire assign task given by the senior authority (team leader/ manager). In the table we have also define the task priority.

Call Center | Sports Authority of India Feedback | Tuesday, January 29th 2019, 2:18:39 pm | Kausar Eqbal

Welcome Kausar

CALL LOGS

TRAINEE MASTER

TASKS

SCHEME MASTER

EXPORT FILTER RELOAD

Search:

Name	Date Start	Priority
pleas--(Kausar-9718554188)	01/05/2019	Low

Showing 1 to 1 of 1 tasks

Previous 1 Next

Task Details: In the task option when trainee will click on any task row the next pop up window will open in the right side where he can check the entire details and comment.

Call Center | Sports Authority of India Feedback | Tuesday, January 29th 2019, 2:18:54 pm | Kausar Eqbal

Welcome Kausar

CALL LOGS

TRAINEE MASTER

TASKS

SCHEME MASTER

EXPORT FILTER RELOAD

Search:

Name	Date Start	Priority
pleas--(Kausar-9718554188)	01/05/2019	Low

Showing 1 to 1 of 1 tasks

Previous 1 Next

Priority: Low

Start Date: 01/05/2019

Due Date: 01/31/2019

Finished: 01/21/2019 17:26:01

pleas

ADD COMMENT