User Manual
VOICE CLI

Table of Content

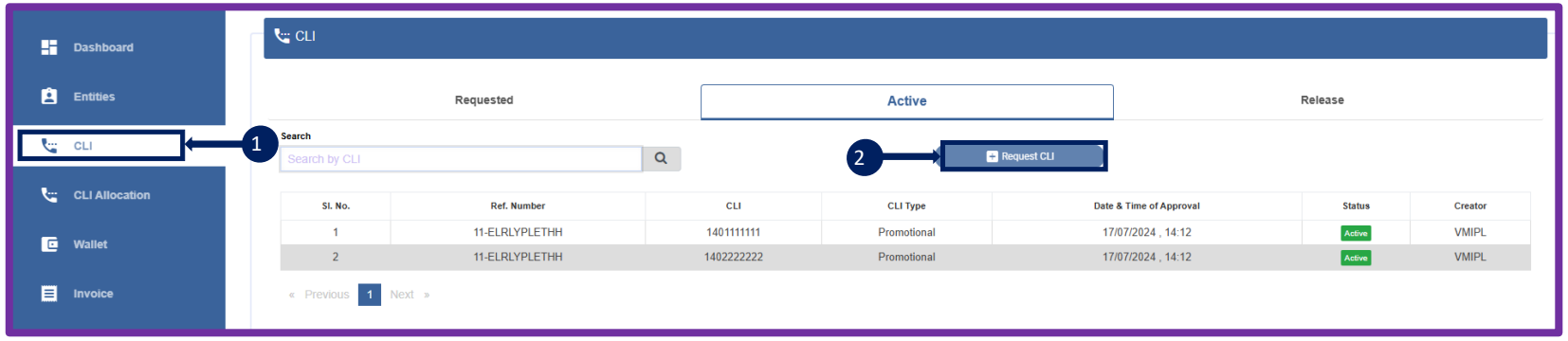
Heading	Sub Heading	Page No.
Voice CLI Registration (TM)	Voice CLI- Registration by TM	5
	Visibility to TM- Post Submission	6
	CLI- Release	7
VOICE CLI PE – TM Binding	Request From Entity to TM	9
	Action By TM on Binding- Request Received from Entity	10
	Request From TM to Entity	11
	Action By Entity on Binding- Request Received from TM	12
VOICE CLI ALLOCATION	TM panel – CLI Allocation to Entity	14
	TM Panel Status – Post CLI Allocation	15

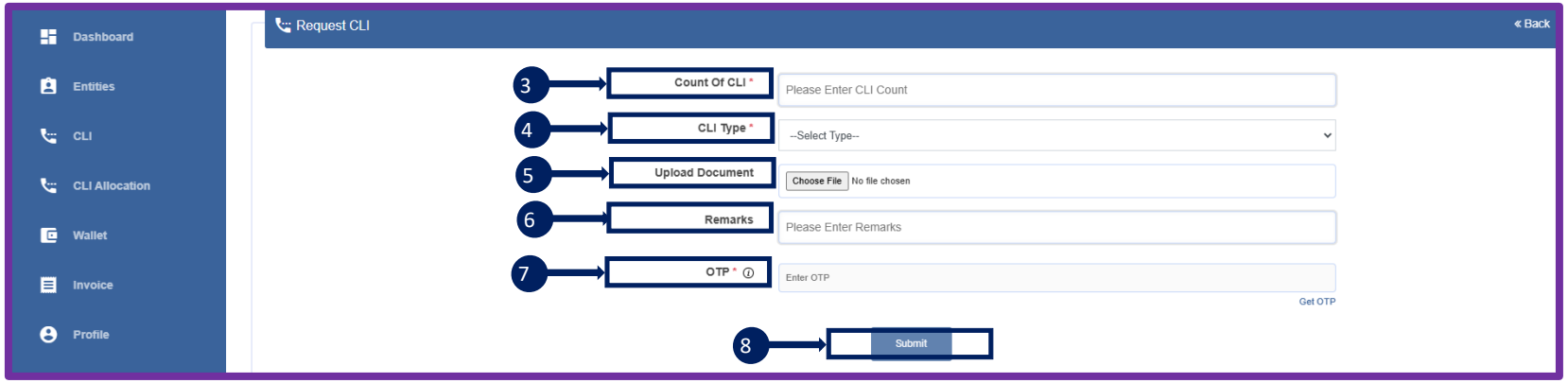
Heading	Sub Heading	Page No.
	TM Panel – Release of CLI	16
	TM Panel – Suspension of CLI	17
	CLI Allocation process at Entity panel	19
	Visibility to Entity – Post Release/ Suspension	21
VOICE TEMPLATE REGISTRATION	Voice Template – Registration Entity Panel	23
	Voice Template – Registration by PE	24
	Voice Template – Post Submission	26
	Voice Template – Rejected	27

VOICE CLI Registration (TM)

Who has opted for voice will only get the option to register

Voice CLI- Registration by TM

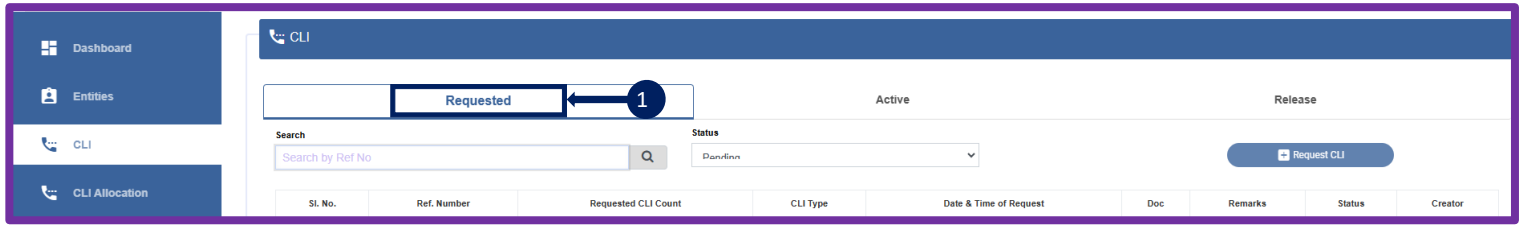




1. To create the Voice CLI-The Telemarketer has to go in CLI section
2. Click on Request CLI button
3. Mention the count of CLI required
4. Choose the CLI type, i.e. promotional for 140 series
5. Upload the document if any
6. Submit the Remarks
7. Submit the OTP through Get OTP Button
8. Submit the Request for Operator Approval

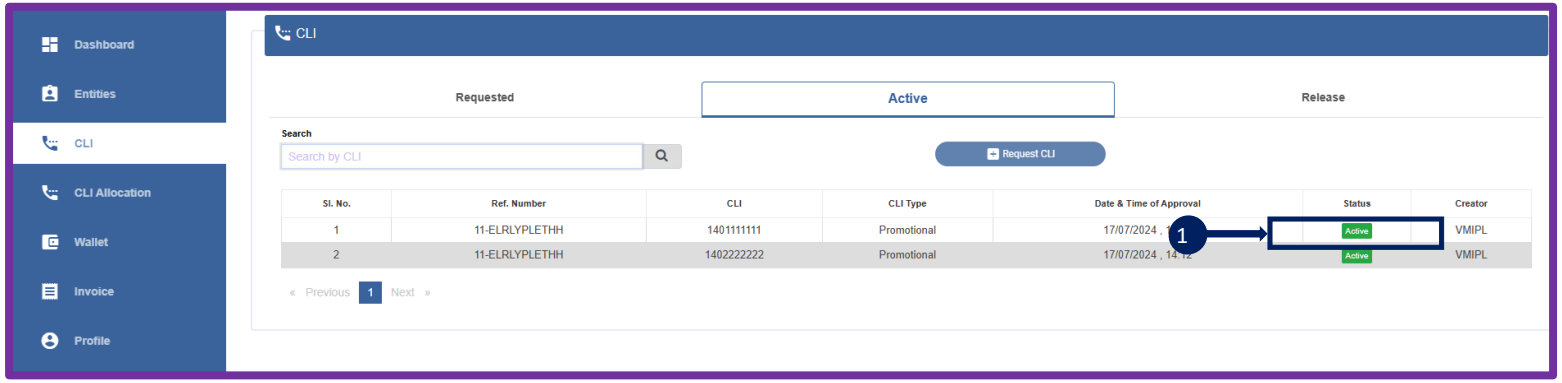
Visibility to TM- Post Submission

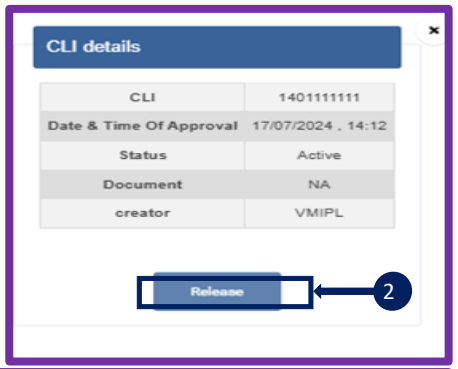
1. Once submitted it shall be visible under "Requested Tab" as Pending.
2. Once the Operator approves it, it will appear in the Active section with an Active status.
3. Under Active section individual series allotted to Telemarketer will be visible as status Active

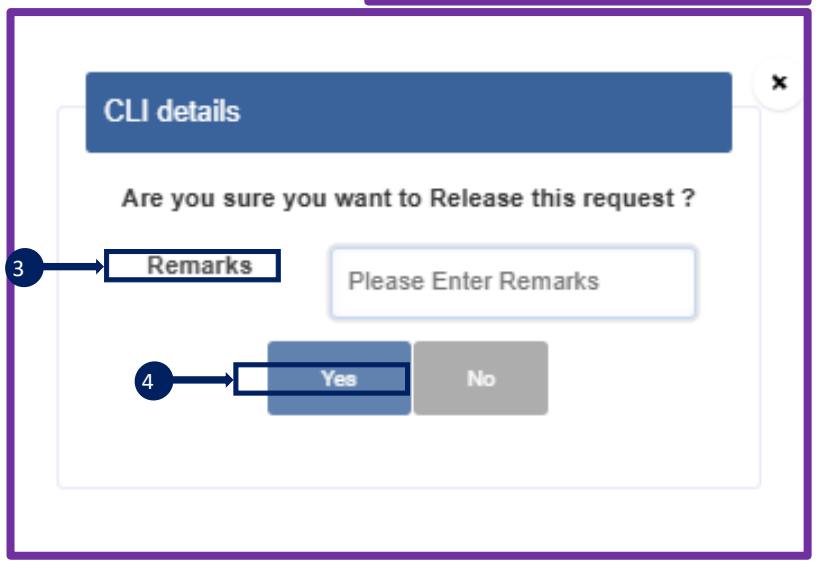


CLI- Release

1. If the TM wants to release a CLI, they need to click on the Active status of that specific CLI.
2. Click on Release Button
3. Submit the Remarks and click on Yes Button
4. Click on Yes Button
5. Once done it will be visible under Release section







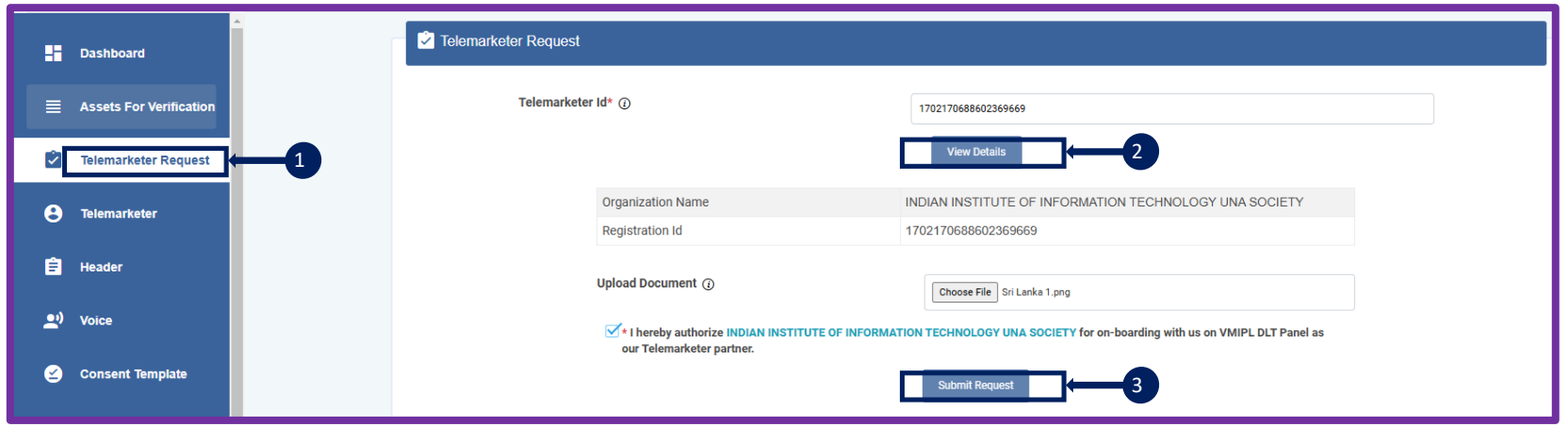
VOICE CLI PE – TM Binding

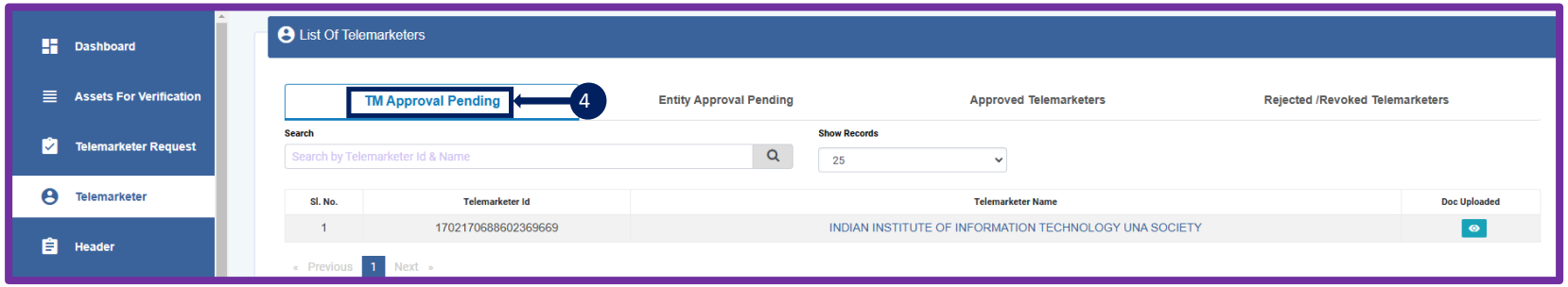
A process of binding Entity and Telemarketer

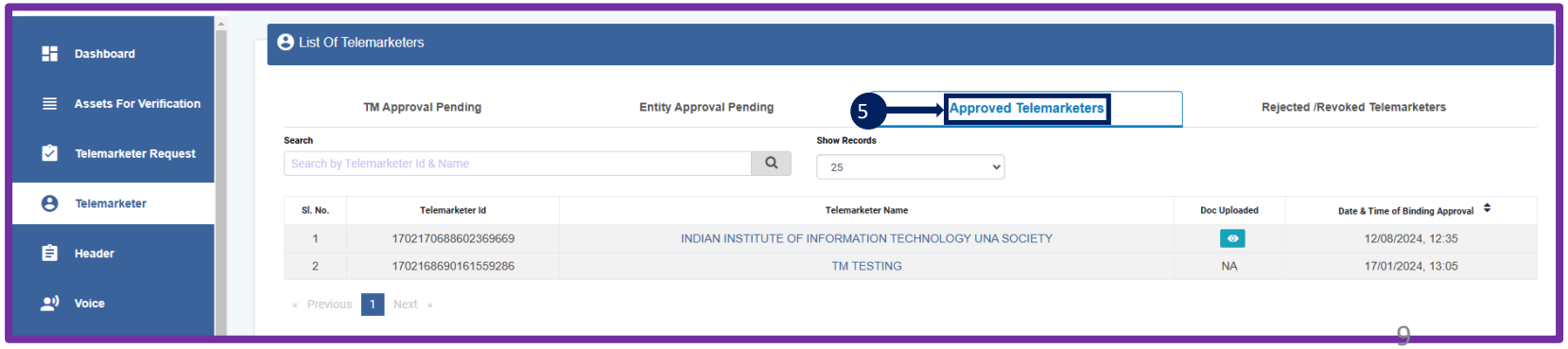
To Allocate the CLI to Entity, the respective TM and Entity should be binded

Request From Entity to TM

1. Entity has to go on the Telemarketer Request Section
2. Enter TM ID to auto fetch the details of that TM
3. Submit the binding request
4. Post submission of the binding request the request can be viewed under “TM Approval Pending Section”
5. Once Approved by the TM it can be viewed under the Approved Telemarketers Tab







Action By TM on Binding-Request Received from Entity

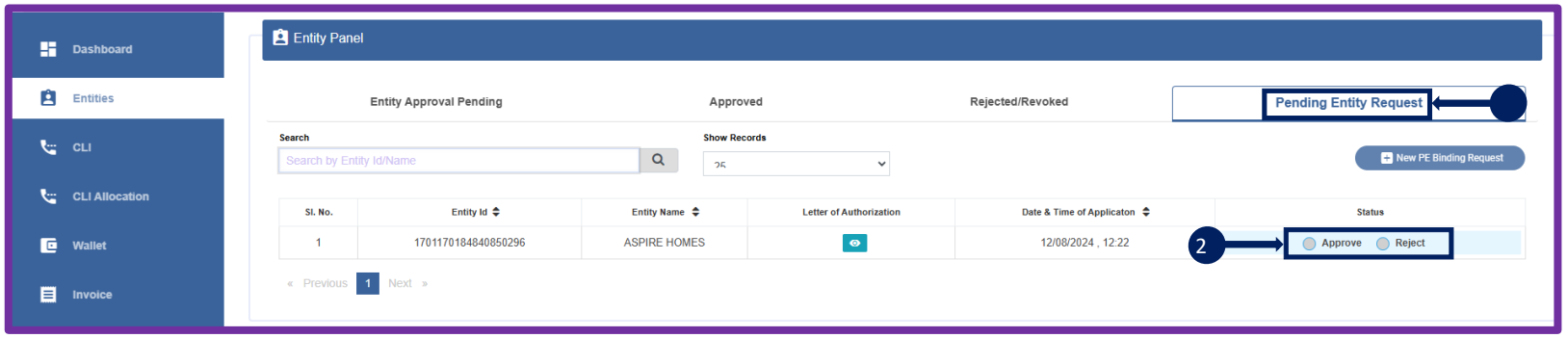
1. The Binding request received from the Entity will be visible under “Pending Entity Request” tab

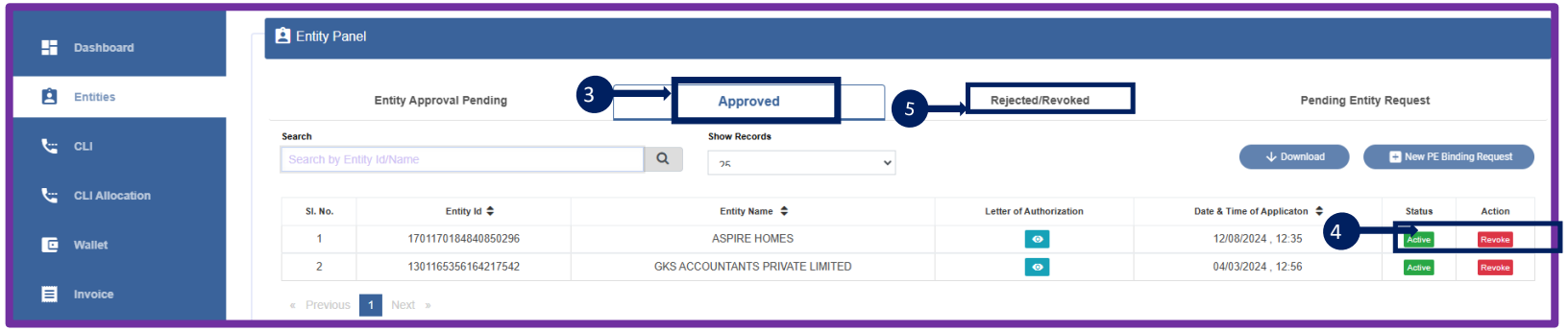
2. Against each request Action button will be there to Approve or Reject the request

3. Once Approved it will be visible under Approved tab

4. Against each Approved request Action button will be there to Revoke the Binding.

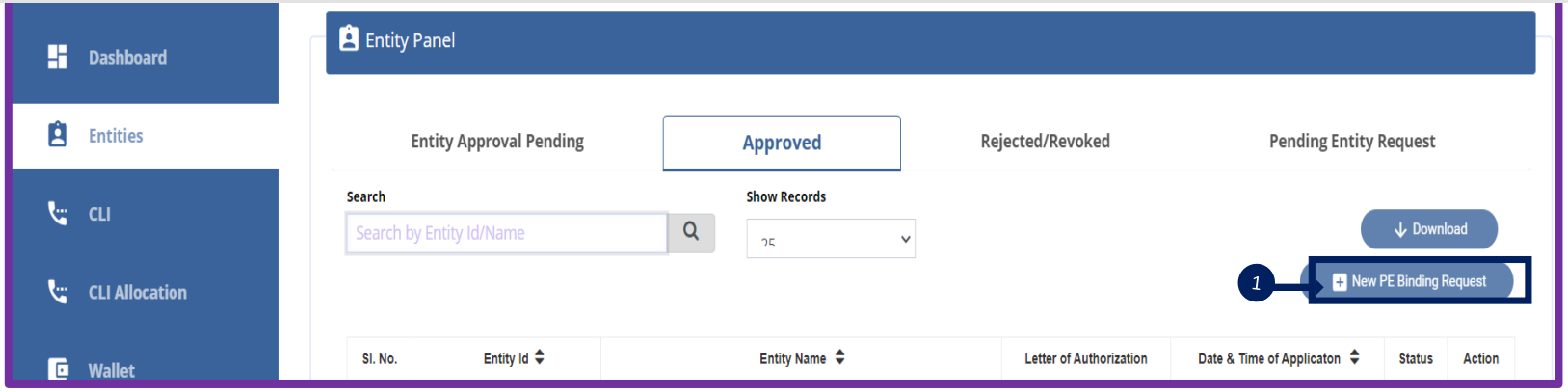
5. Once Revoked it will be visible under Rejected/Revoked section

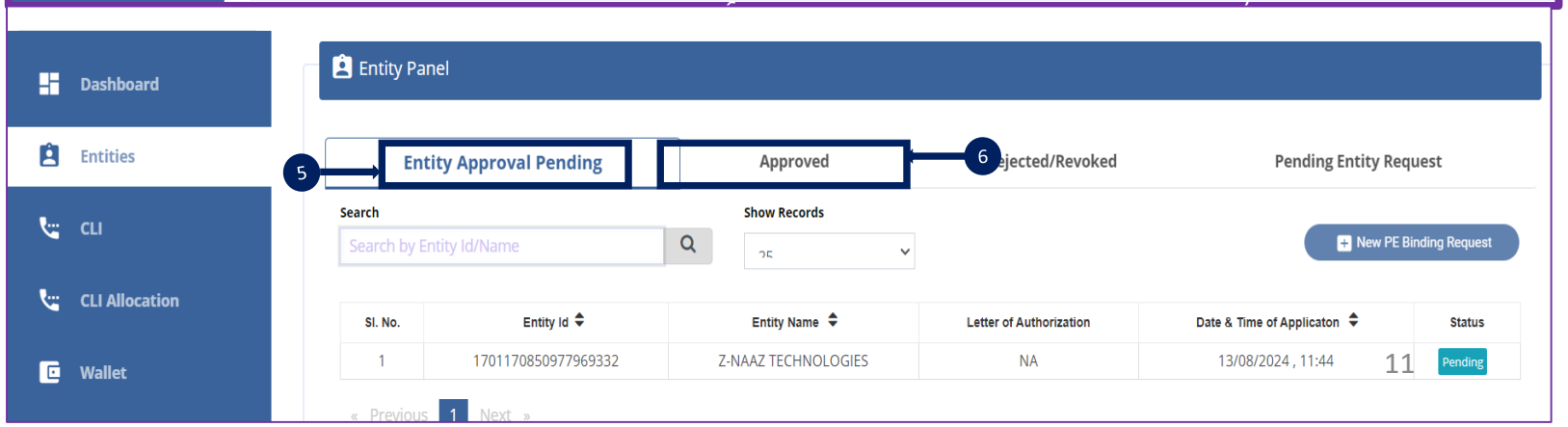




Request From TM to Entity

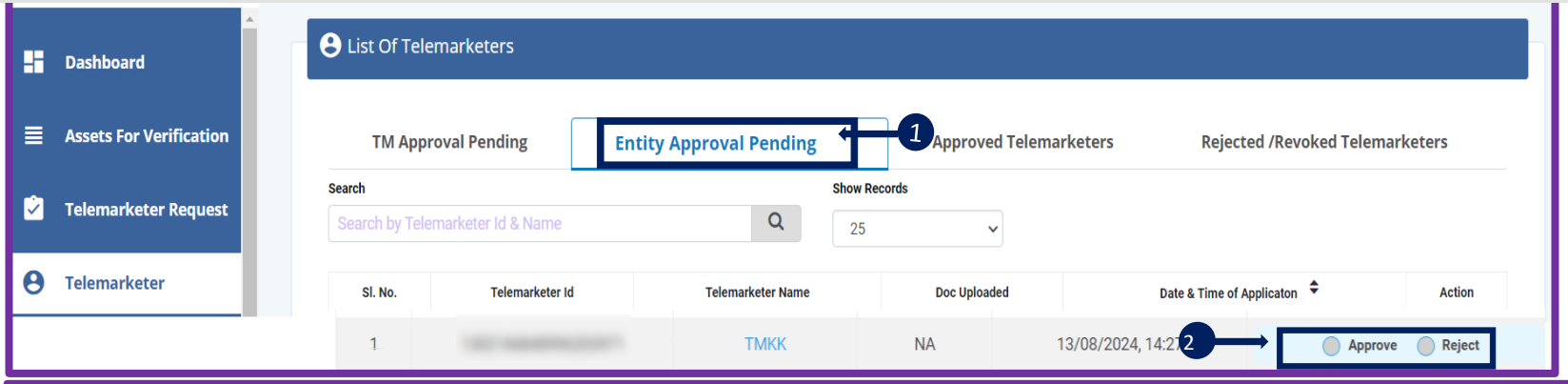
1. TM also has the option to send Binding request to Entity Click on “New PE Binding Request”
2. Enter Entity ID to fetch the details
3. Upload Letter of Authorization
4. Submit the request
5. Once submitted it will be reflected under “Entity Approval pending Tab” as status pending
6. Post Entity’s approval, it will be visible under Approved section.

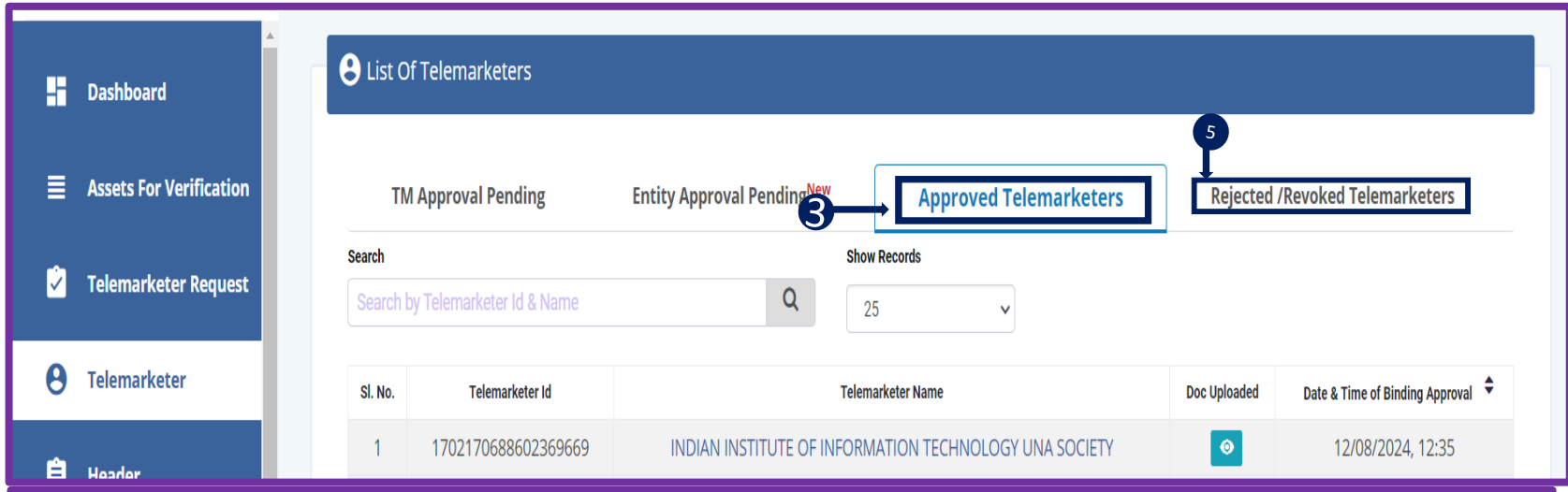


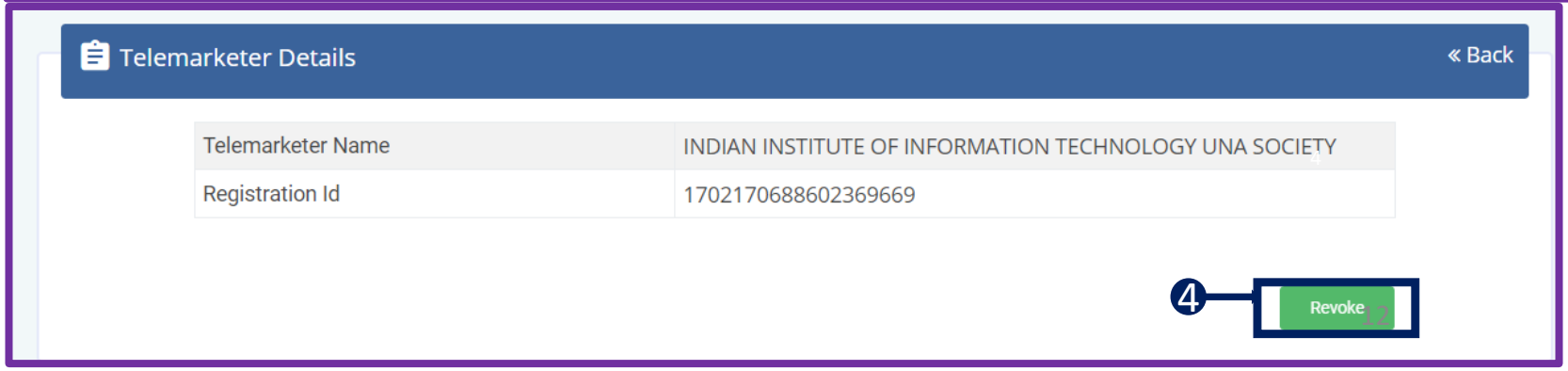


Action By Entity on Binding-Request Received from TM

1. The Binding request received from the TM will be visible under “Entity Approval pending” tab
2. Against each request Action button will be there to Approve or Reject the request
3. Once Approved it will be visible under Approved tab
4. Against each Approved request Action button will be there to Revoke the Binding.
5. Once Revoked it will be visible under Rejected/Revoked section





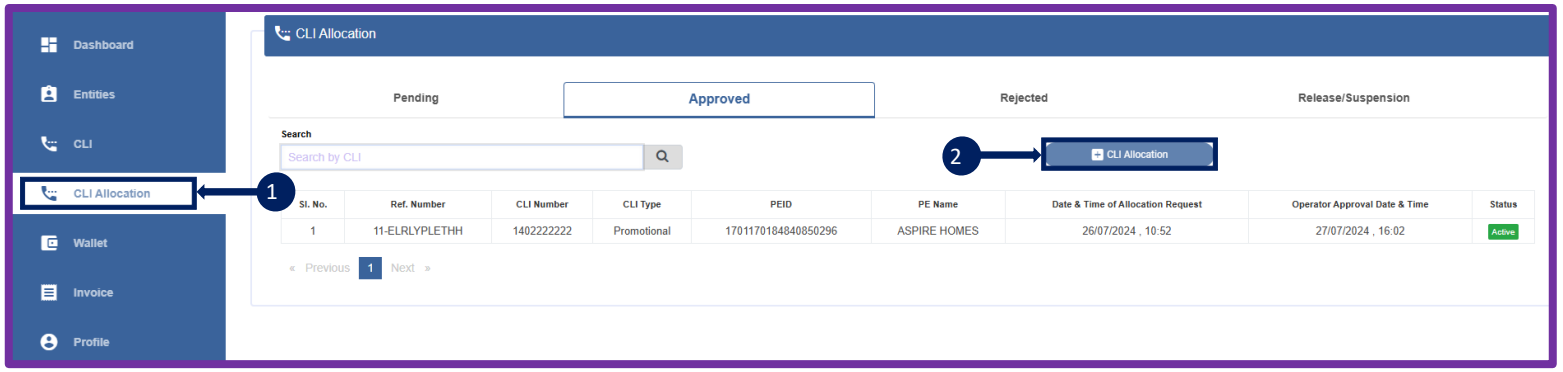


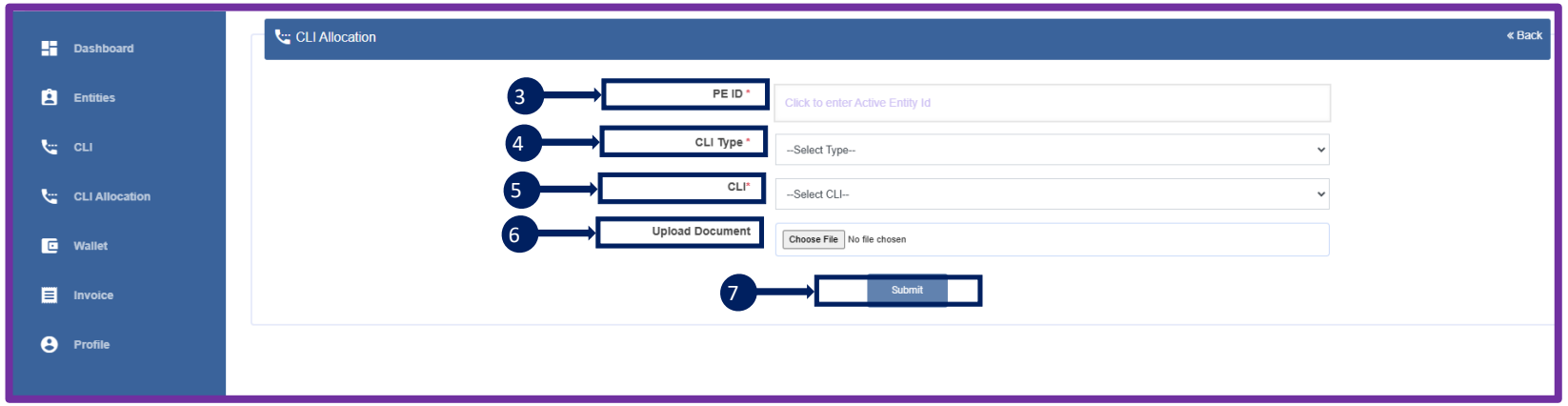
VOICE CLI ALLOCATION

Once CLI Created it can be allocated to Entity which is bounded with respective Telemarketer and has chosen the Voice Option

TM panel – CLI Allocation to Entity

1. To Allot the Voice CLI to PE -The TM has to go in CLI Allocation section
2. Click on Request CLI Allocation button
3. Select the PE ID to whom TM wants to allot the CLI
4. Select the CLI type, i.e. promotional & Transactional
5. Select the CLI
6. Upload Document if any
7. Submit the request for initiation



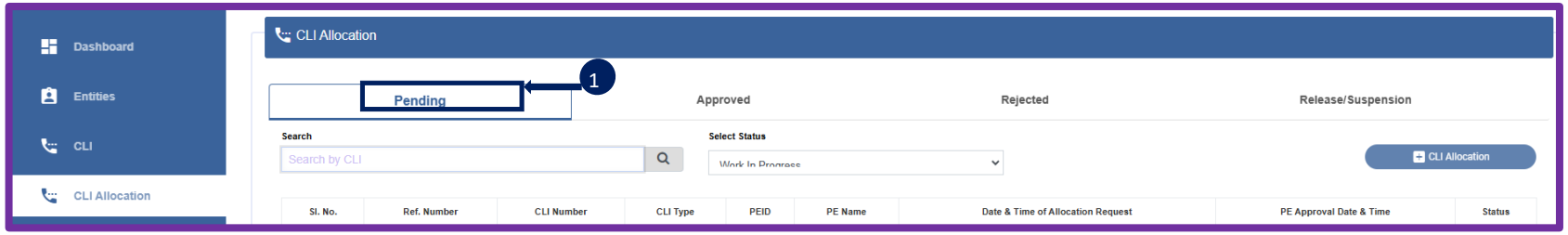


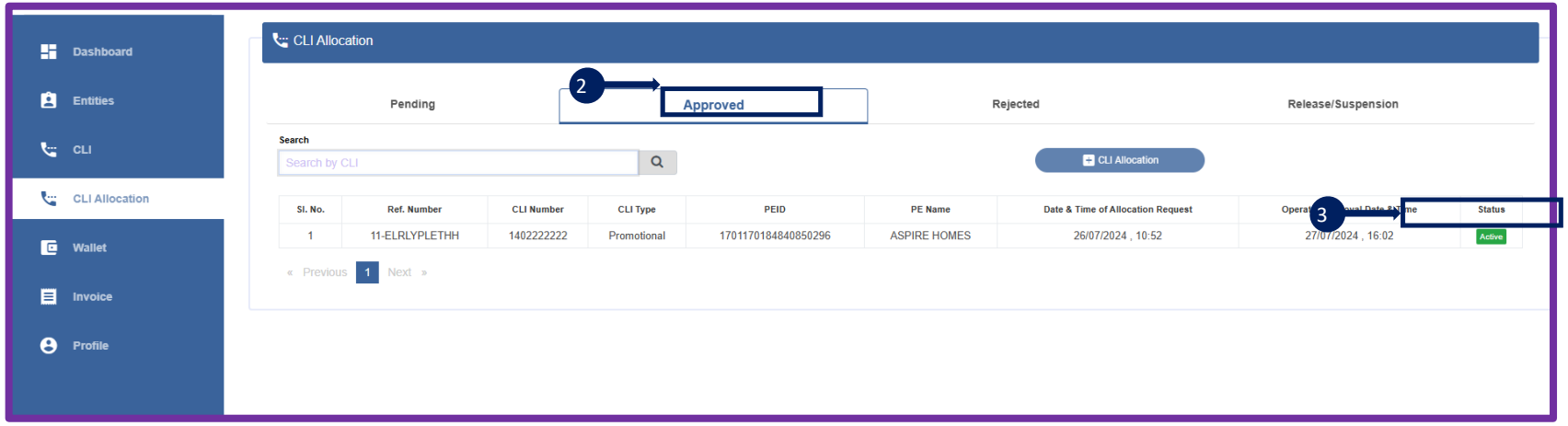
TM Panel Status – Post CLI Allocation

1. Click on pending section to view the pending requests

2. Click on Approved section to view all Active CLI allocation approved by the Entity & Operator

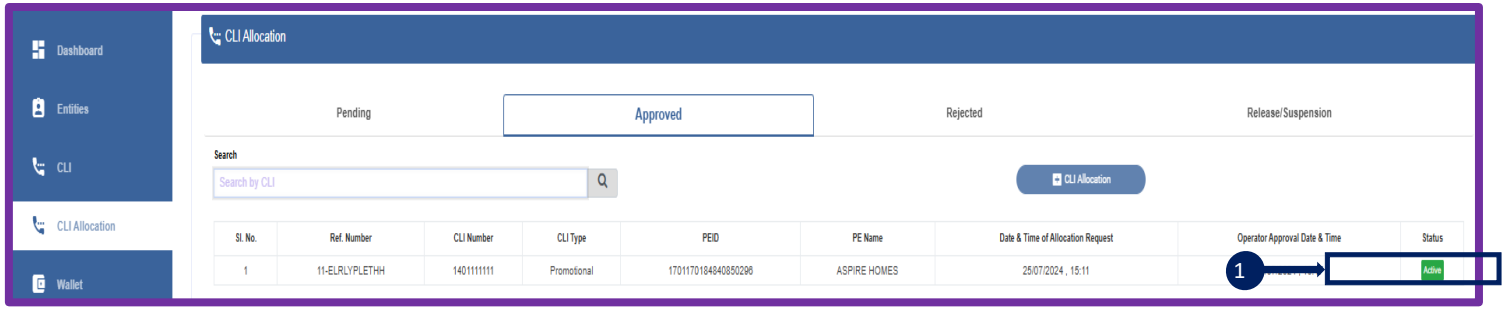
3. Click on Active status to view the detailed and Actions option e.g. Release & Suspension

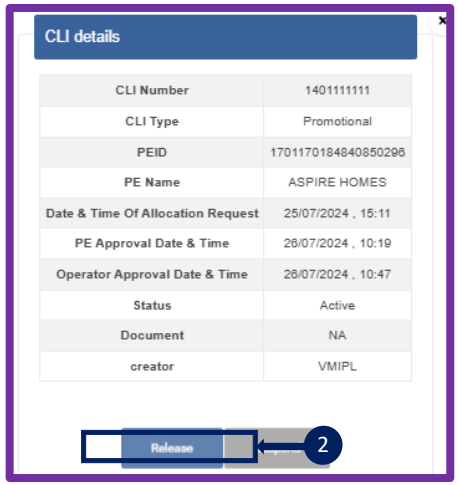


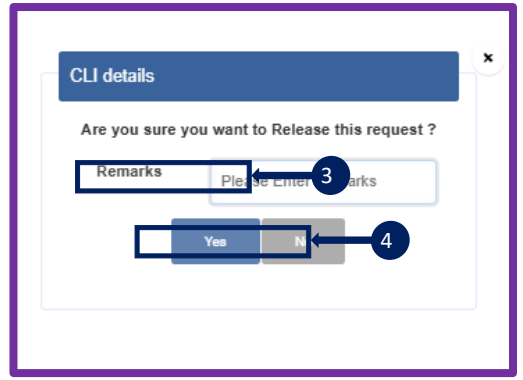


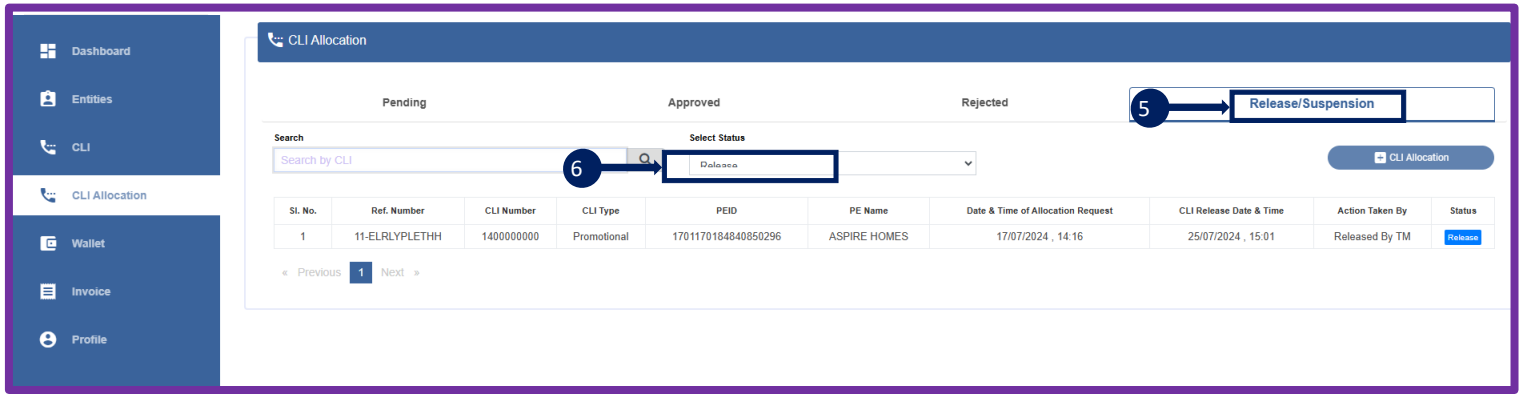
TM Panel – Release of CLI

1. Click on Active status to take action against any CLI Allocated to Entity
2. Click on Release Button to release the CLI
3. Option to fill any remarks
4. Click on yes button to proceed
5. Once released it will be visible under Release/Suspension section
6. Select the status to view status wise CLI



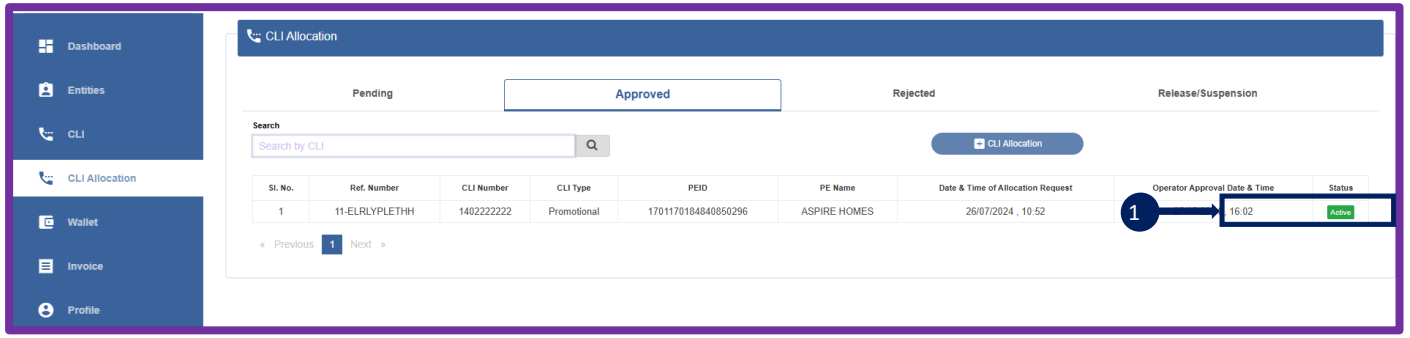


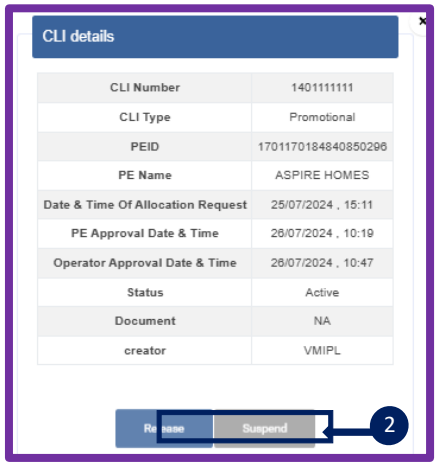


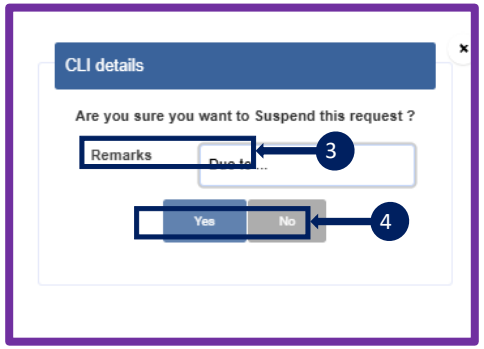


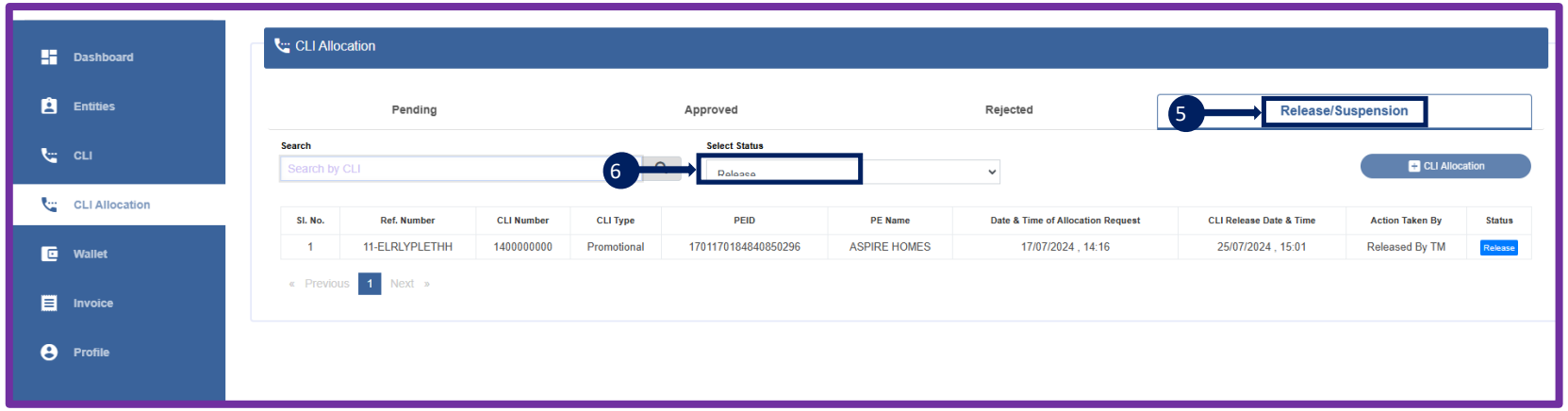
TM Panel – Suspension of CLI

1. Click on Active status to take action against any CLI
2. Click on Suspend Button to Suspend the CLI
3. Remarks regarding suspending that CLI
4. Submit the Yes Button to Process
5. Release and Suspended CLI shows under this section
6. Select the status to view status wise CLI







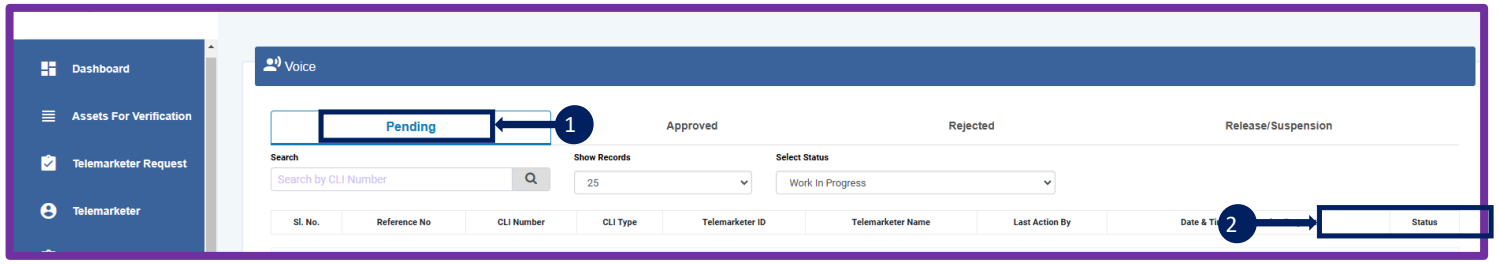


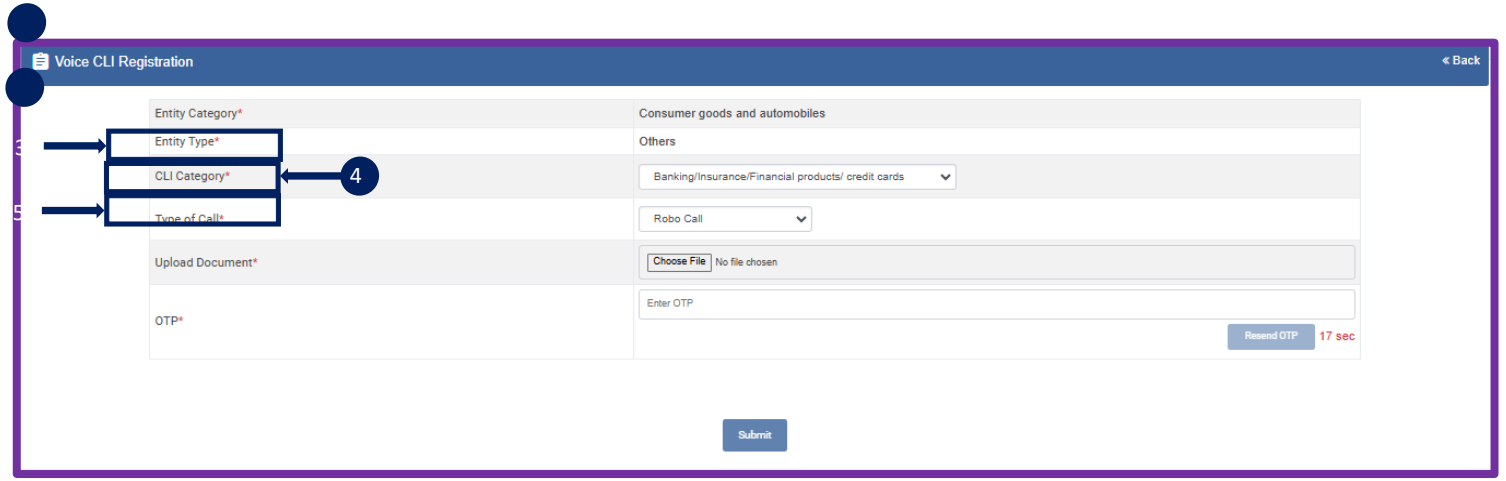
Entity

Who Opted for Voice can only get the option of Voice

CLI Allocation process at Entity panel

1. CLI request received from TM to PE shown in the pending section of Voice.
2. Click on Work In progress Status to fill other details for CLI allocation
3. Entity Category will be auto-fetched
4. Entity Type will be auto-fetched
5. Entity can select the CLI category





CLI Allocation process at Entity panel (Contd..)

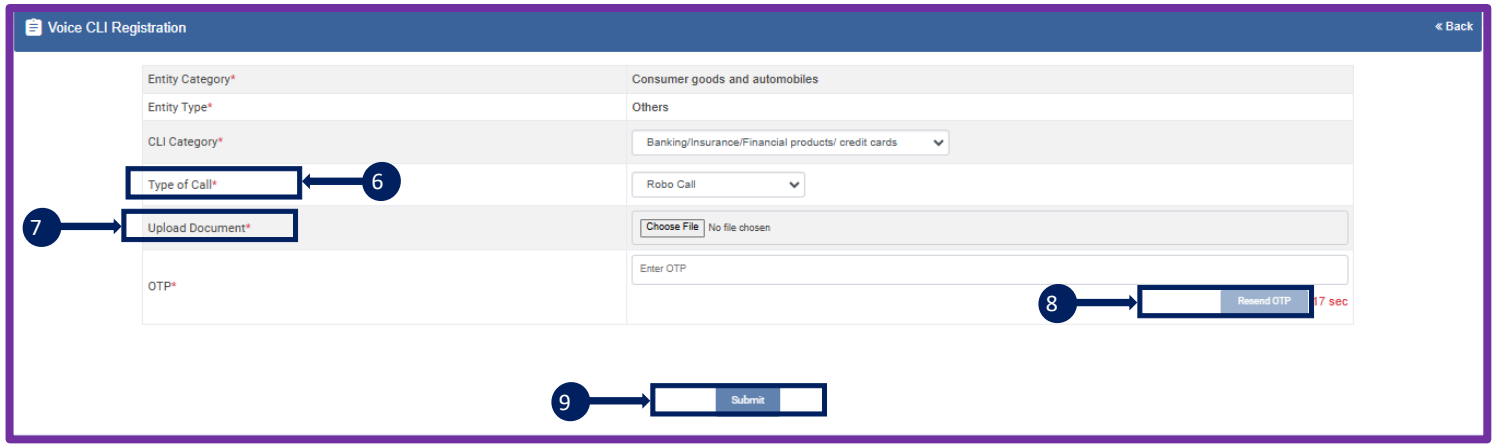
6 Choose the type of call

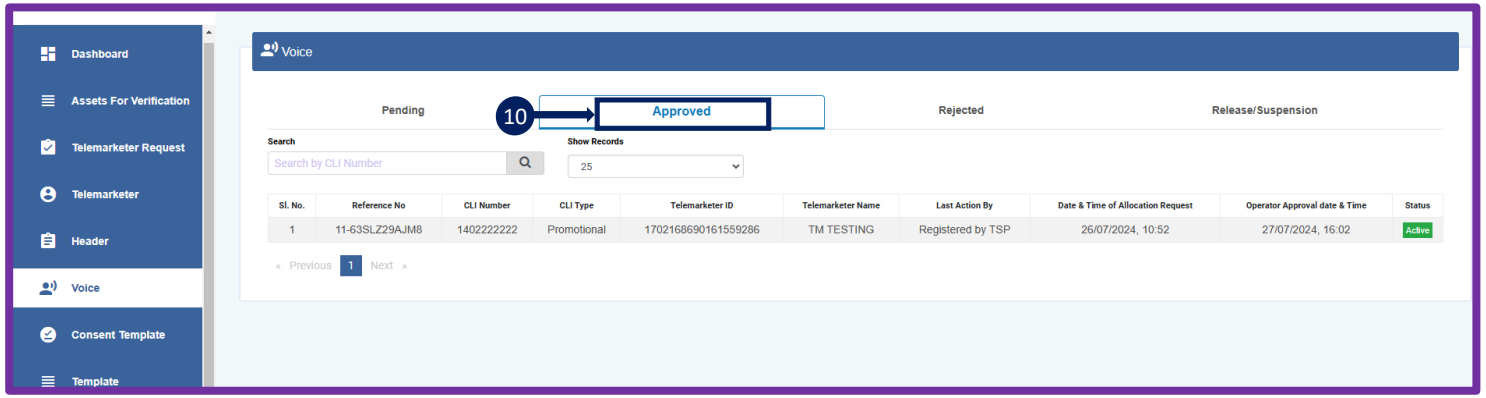
7 Upload required document if any

8 Option to generate the OTP on Entity mail

9 Submit the response

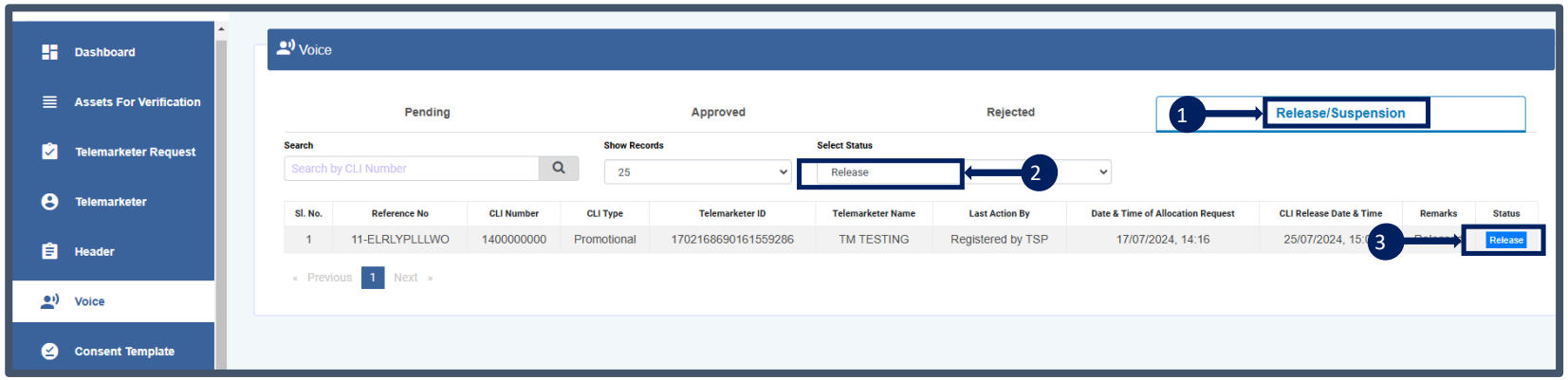
10 Once CLI allocation request approved from the Entity, Operator approval will also be required.
Once approved by the Operator the Allotted CLI show under approved section as Active.

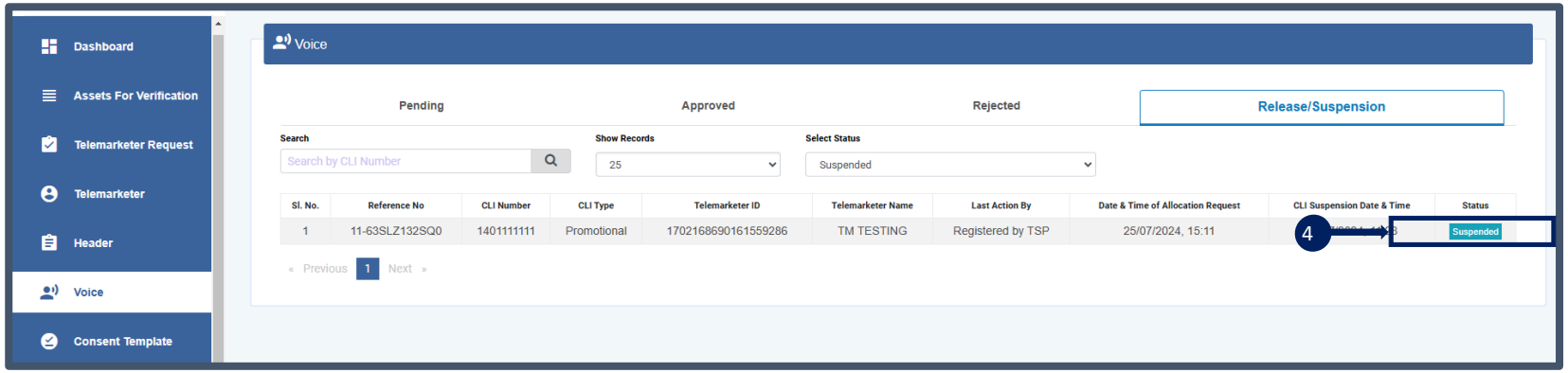




Visibility to Entity – Post Release/ Suspension

1. Click on Release/Suspension section to see all released and suspend CLI from the TM
2. Status wise selection is there e.g. Released or Suspended
3. Reflects the current status of Released CLI
4. Reflects the current status of suspended CLI

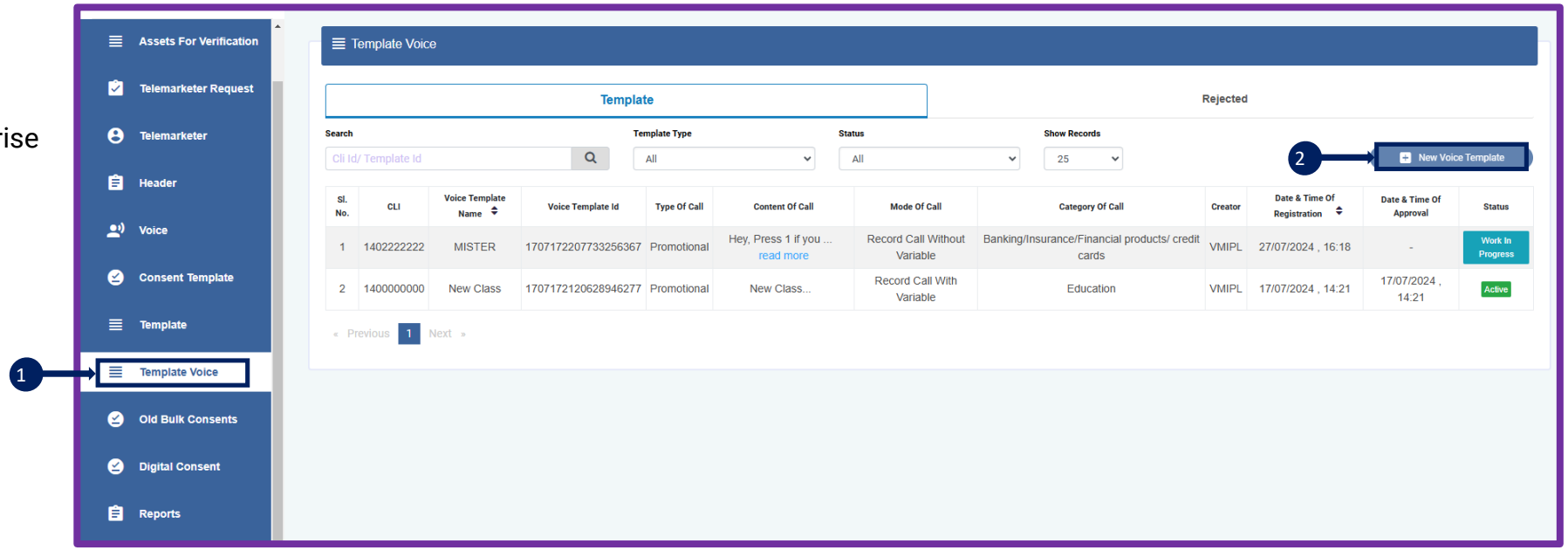




VOICE TEMPLATE REGISTRATION

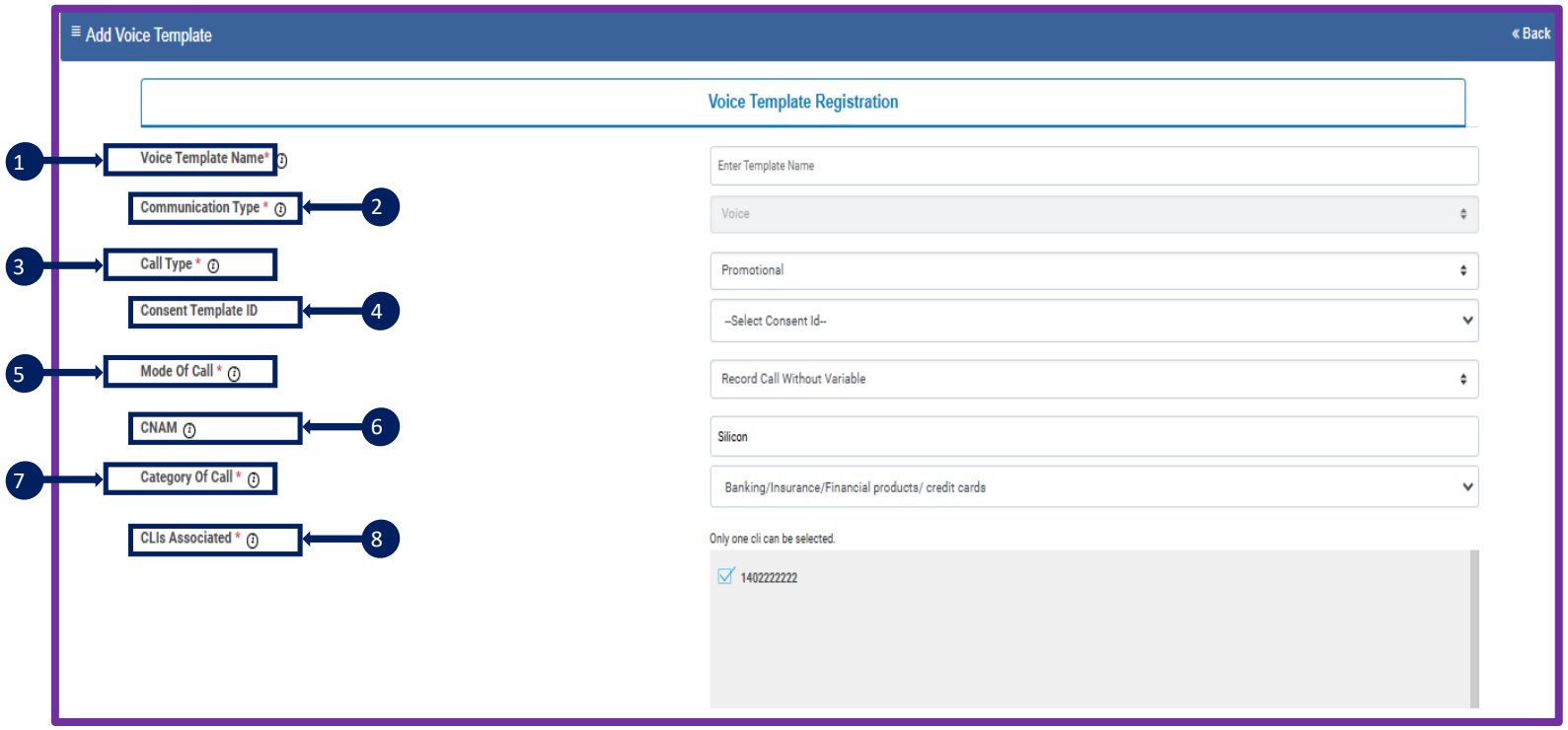
Voice Template – Registration
Entity Panel

1. To create the Voice Template -The Enterprise has to go in Template voice section
2. Click on New Voice Template



Voice Template – Registration by PE

1. Enter the name of voice template
2. Communication type which is default as Voice
3. Enterprise can select the type of call e.g. promo etc.
4. Select the consent template ID if any
5. Select mode of call like P2P, Record call etc.
6. Enter the CNAM name
7. Select the category from dropdown e.g. Banking , real estate etc.
8. Show if a CLI is associated, as only one CLI can be linked to each template.

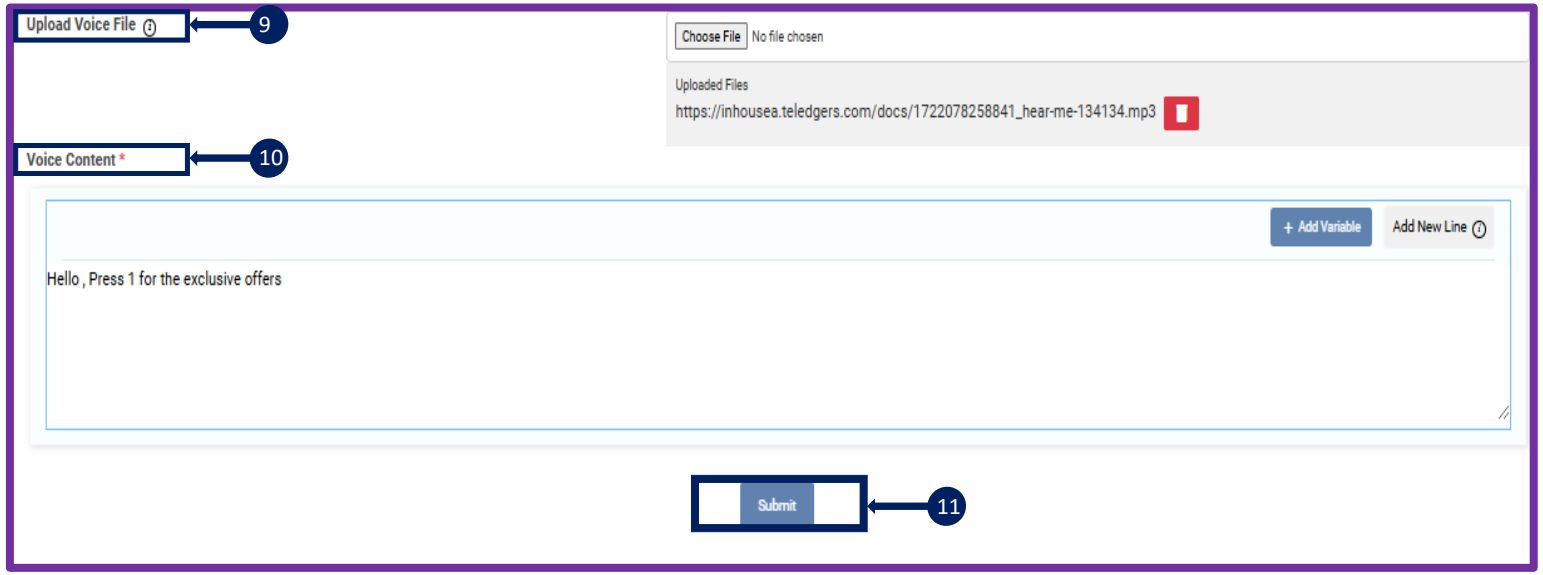


Voice Template – Registration by PE (Contd..)

9 Upload the voice file in wav & mp3 format only up to 25 MB

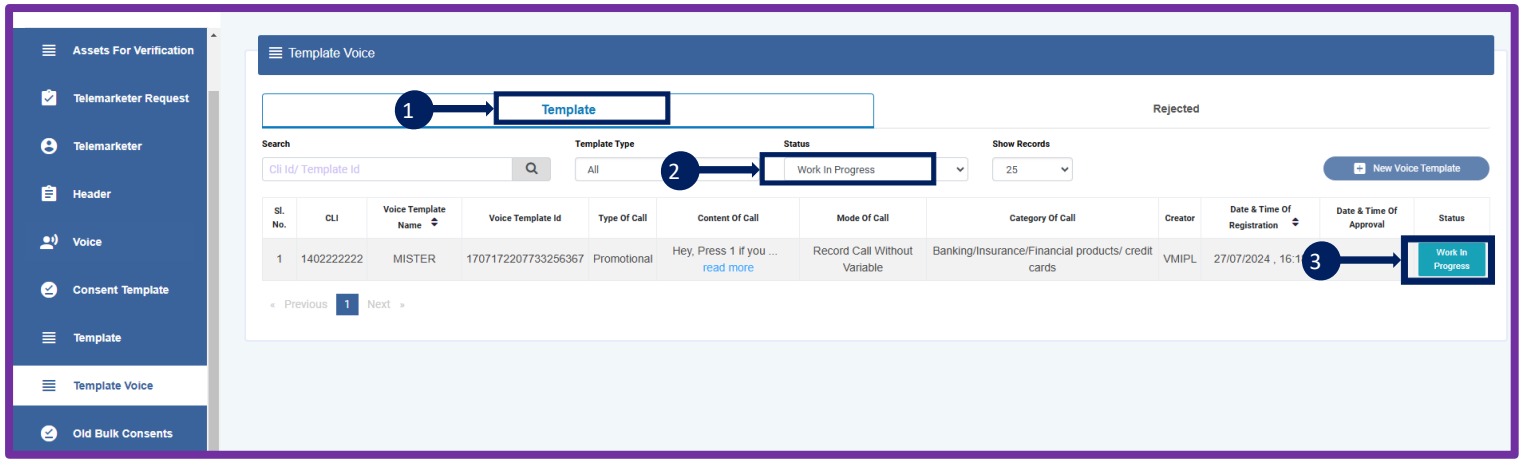
10 In the Voice content enterprise can put the template content

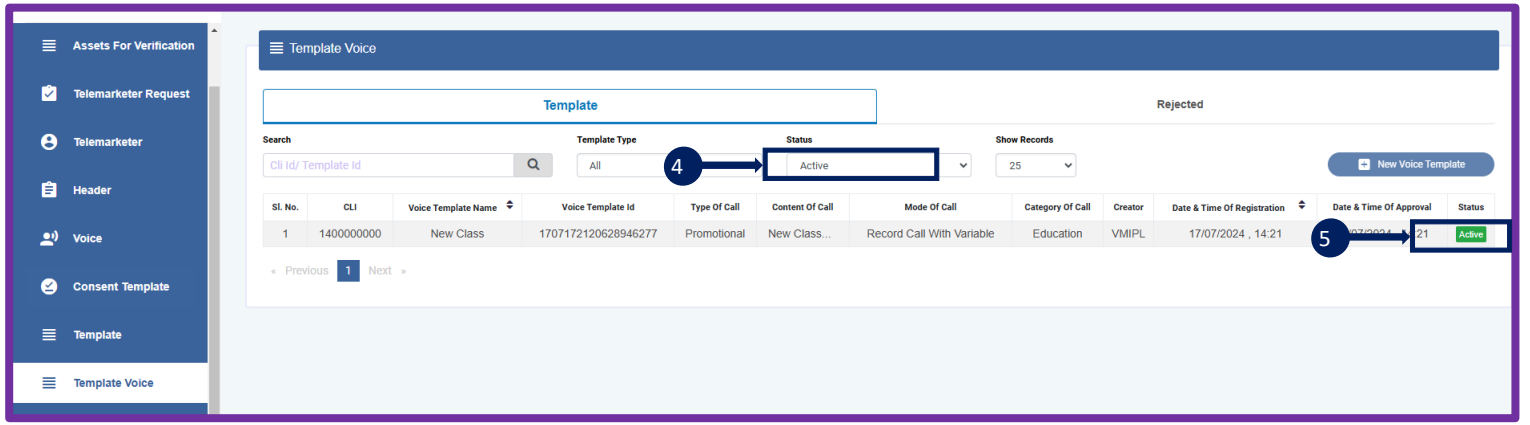
11 Click on Submit Button



Voice Template – Post Submission

1. Post submission Entity click on template section to see all request
2. Status wise request can be selected from here e.g. Work in progress
3. If status is work in progress means its not approved by the operator yet
4. To see the Active Templates select the active from the dropdown
5. Status of the approved template request from the operator

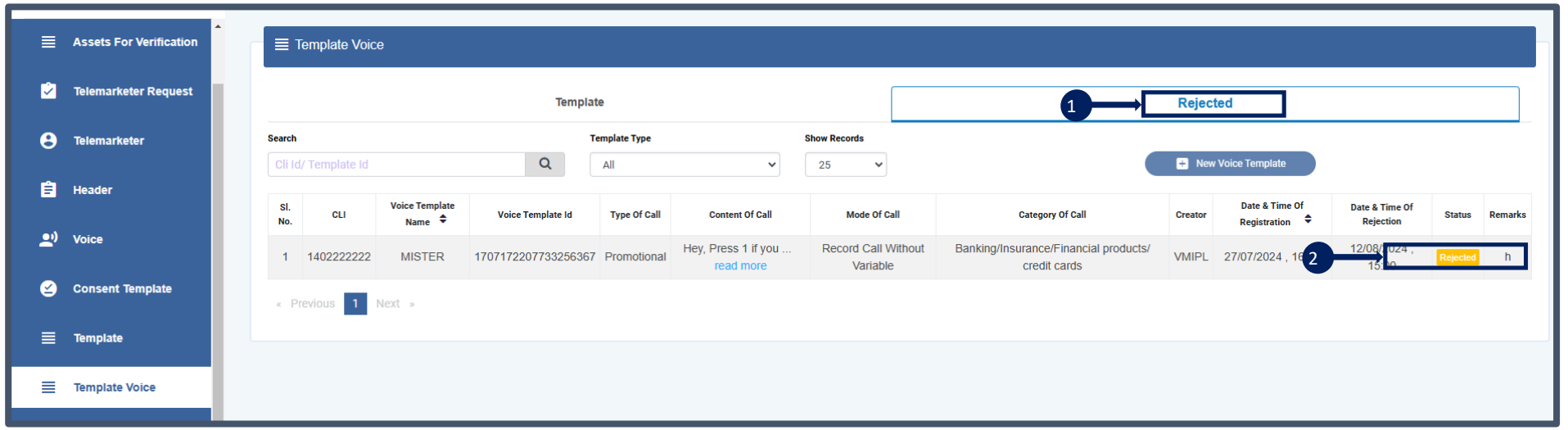


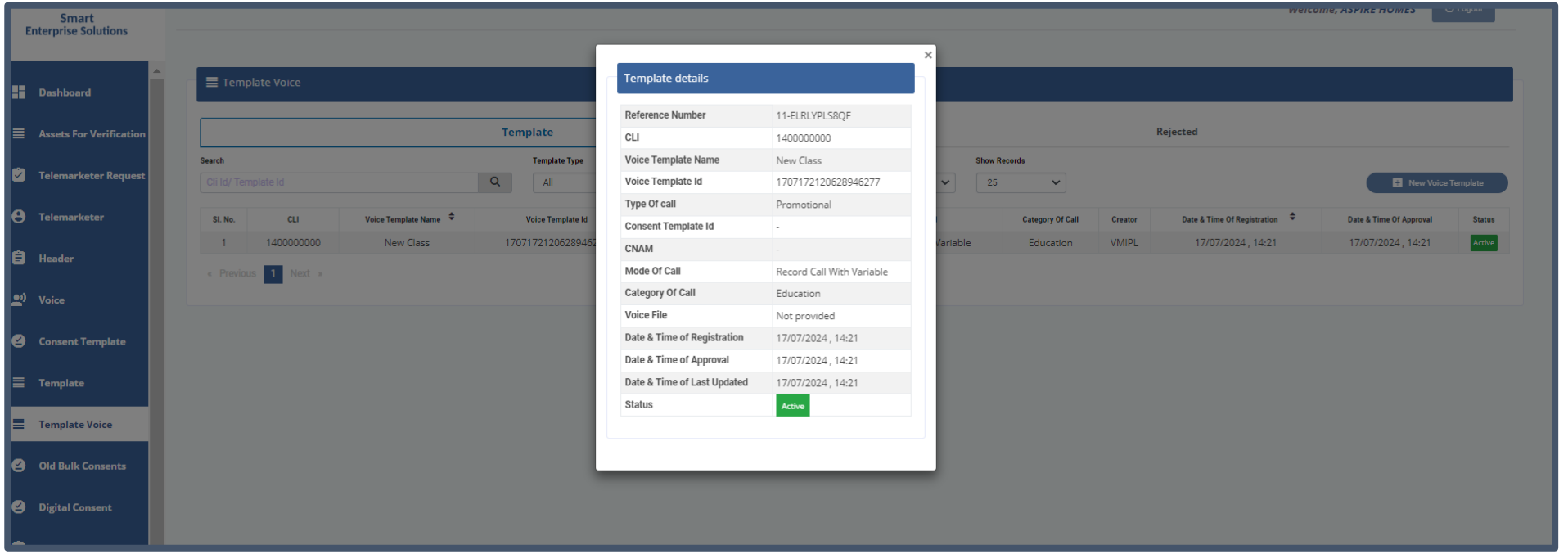


Voice Template – Rejected

1. Click on the Rejected section to see all Rejected request from the operator

2. Click on status to see the detailed information of the request





Thank You