# **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
- 9. MOBtexting voice API documentation

## **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.



MOBtexting Voice User Guide

## 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

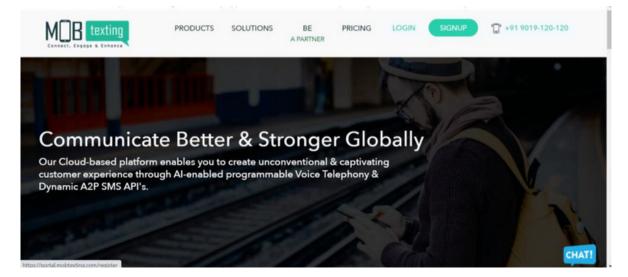
log in Step 3: Click on the Sign-in button

## 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.

CREATE NEW ACCOUNT	
REST AND LAST NAME Your first and last name	
EMAIL ADDRESS Your email address	
PASSWORD Strong password	
REFERRAL CODE Enter referral code if any	
Let's Get Started	

4. Enter the OTP sent to the email address.

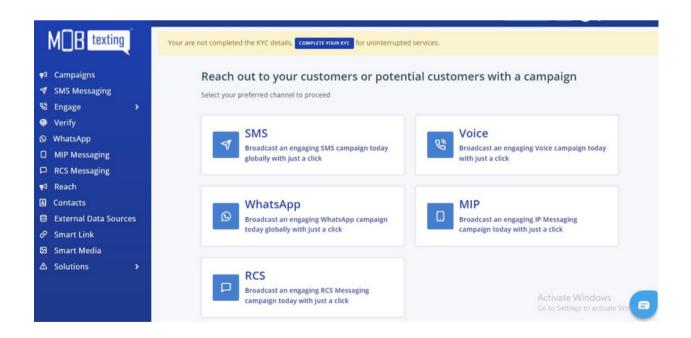
ACTIVATE YOUR ACCOUNT	
Registration success. Redirecting	
Enter the code sent to your email address.	
CODE	
VERIFY MY ACCOUNT	
Did not receive the code? resent it.	•



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

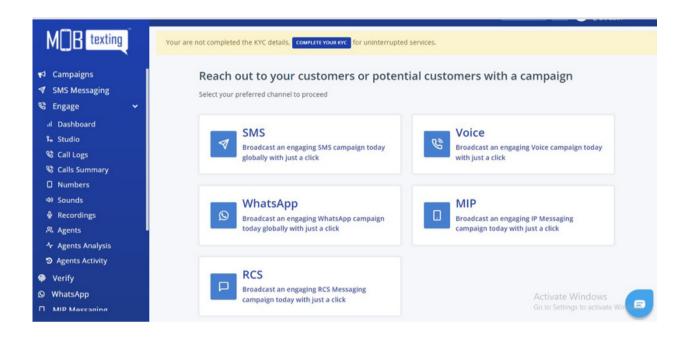
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	Campaigns Messaging > Verify	Your are on trial mode, COMPLETE YOUR RYC to gain full access. VERIFY YOUR PHONE NUMBER
⊗ ⊟ ⊗	Solutions > Manage > Contacts Smart Link Smart Media	MOBILE NUMBER    Phone number  Send Me Verification Code
		We will send a verification code to this mobile number, either via 5MS or Voice message.

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.

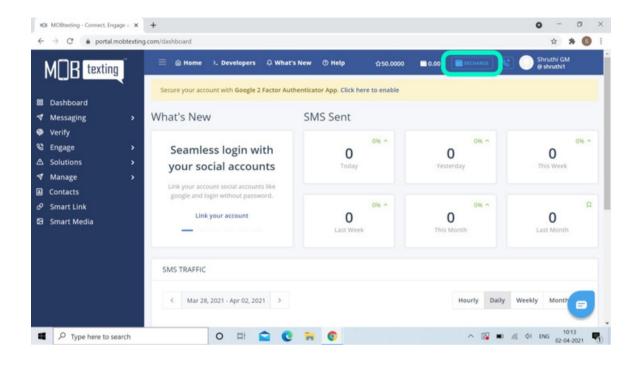
Follow the steps to do the same:

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

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	I forgot password					
	Login					
	OR					
	G Sign in with Google					
	Sign in with Github					
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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.

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Type here to search	xting.com/finance/wallet	



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.

a MOBtesting - Connect, Engage ≥ > → C (a) portal.mobitest	ng.com/finance/wallet = @ Home >_ Developers & What's New @ Help \$50.0000 \$0.00 [Stockast] &	<ul> <li>- 0</li> <li>* * S</li> <li>Shruthi GM</li> <li>Shruthi 1</li> </ul>
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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.

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

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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.

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

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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.

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Manage	>			
Contacts				
Smart Link				
Smart Media				



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 (emailsupport@mobtexting.com or call +919019120120).

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

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

M B texting	11 NUMBERS				Number		
Campaigns	# NUMBER	FLOW	START_AT~	END_AT~	CREATED_AT~	STATUS ¥	
SMS Messaging	1 💼 080 6828 7601	ABG-Flow-BOT Final Audio	Jun 07, 2019 12:00 AM	Aug 31, 2021 12:00 AM	Jun 07, 2019 11:05 AM	Active	٢
Engage >	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	٢
Verify	3 💼 080 6828 7676	Internal-IVR-Sales-Dont delete	Jul 16, 2019 12:00 AM	Dec 30, 2023 12:00 AM	Jul 16, 2019 03:39 PM	Active	٢
WhatsApp	4 👥 080 6806 8501	Mobtexting Support How	Aug 31, 2019 12:00 AM	Dec 29, 2022 12:00 AM	Aug 31, 2019 10:17 PM	Active	٢
MIP Messaging RCS Messaging	5 💼 080 6805 7001	newtest	Sep 19, 2019 12:00 AM	Apr 30. 2020 12:00 AM	Sep 19, 2019 01:23 PM	• Active	٢
Email	6 👥 080 6805 7801	ABG-Flow-BOT Final Audio	Sep 19, 2019 12:00 AM	Sep 30, 2021 12:00 AM	Sep 19, 2019 04:18 PM	Active	٢
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External Data Sources	9 💼 080 4693 8001	Misseed call test	Dec 03, 2019 12:00 AM	Dec 31, 2021 12:00 AM	Dec 03, 2019 06:52 PM	Active	٢
Smart Link	10 💼 080 6828 7696	Aditya8irta OBD	Oct 28. 2020 12:00 AM	Oct 27, 2021 12:00 AM	Oct 28. 2020 05:44 PM	Active	۲
Smart Media	11 👥 080 4693 8748	Test	Nov 06. 2020 12:00 AM	Jan 30. 2021 12:00 AM	Activate Wi Nov 06. 2020 J 1:29 AM		



## 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.

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SMS Messaging						82			
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Verify	1								
WhatsApp	Today	YesterDay	y	This Month	Last Month	Total	Online	Offline	On Brea
MIP Messaging									
RCS Messaging	CALLS					CALL STATU	IS		
Email	0	0	0	0	0	1			
Interact	Total	Answered	NoAnswer	-	Missed	0.9			
Reach				,		0.7			
Contacts	DUDITION					0.6			
External Data Sources	DURATION					0.4			
Smart Link	00:00	Answered	d	Busy	Answer %	0.3			
Smart Media	Total			ousy.		0.1		Activate Wind	lows Inctivate Win



#### Studio:

#### https://portal.mobtexting.com/voice/flows

	10	I FLOW	IS		Flow name	Flow ID			•	c	reat
Campaigns SMS Messaging											
Engage V		ID	NAME	DESCRIPTION	CREATED_AT~	UPDATED_AT~					
	1	4421	testing		Oct 28, 2021 01:32 PM	Dec 28, 2021 12:47 PM	3	Ľ	٢	×	C
I Dashboard	2	105	Mobtexting Support Flow no ext	without EXT	Jul 08, 2019 03:37 PM	Dec 28, 2021 12:42 PM	2	ß	۲		C
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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

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Verify	1	IN	919019120120	919896533999	60	919080839540	chowthri	6	ANSWER	© 02:07	O 02:07	30	1.5000	C
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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
Туре	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, NOANSWR, 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.



	514	CALLS SUMMARY			Dai	ly	- Choo	ose Date	+
ampaigns		DATE	TOTAL CALLS	ANSWERED	NOANSWER	BUSY	MISSED	DROPPED	RECEIVED
MS Messaging									
ngage >	1	2021-10-16 21:08:31 09 PM	1 00:49	00:00	00:00	00:00	00:00	00:00	1 00:49
ookup		U9 PM	00.49	00.00	00.00	00.00	00.00	00.00	00.49
erify	2	2021-10-07 21:25:19	2	2	0	0	0	0	0
·		09 PM	41:53	41:53	00:00	00:00	00:00	00:00	00:00
hatsApp	3	2021-10-07 07:34:56	2	0	1	0	1	0	0
IP Messaging	2	07 AM	01:41	00:00	00:40	00:00	01:01	00:00	00:00
CS Messaging		2021-06-29 04:02:07	3	0	0	1	1	0	1
nail	4	04 AM	01:33	00:00	00:00	00:38	00:55	00:00	00:00
teract	5	2021-06-24 21:52:55	3	2	0	0	0	0	1
ach	2	09 PM	04:45	04:41	00:00	00:00	00:00	00:00	00:04
ontacts	6	2021-06-21 00:32:55	2	2	0	0	0	0	0
ternal Data Sources	0	12 AM	05:39	05:39	00:00	00:00	00:00	00:00	00:00
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nart Media		2021-05-06 21:21:22	1	0	0	0	0	0	1
• •	8	09 PM	00:13	00:00	00:00	00:00	00:00	00:00	00:13
		2021-05-03 07:07:03	5	4	0	0	o Ad	tivate Wind	lows 1
	9	07 AM	34:01	33:22	00:00	00:00	00:00 <sup>GO</sup>	to Settings to a	activate Window

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.



	185 SOUND FILES		Search Name		Upload new Sound
Campaigns					
SMS Messaging	NAME ~	DURATION~	CREATED_AT ^	STATUS	
Engage >	1 Dame_of_sound_file	O0:07	Nov 25, 2021 01:18 PM	<ul> <li>Approved</li> </ul>	🕹 DELETE
Lookup	2 name_of_sound_file	() 00:07	Oct 28, 2021 03:31 PM	<ul> <li>Approved</li> </ul>	🛓 DELETE 🕻
Verify WhatsApp	3 🕨 testing	() 00:07	Oct 28, 2021 01:07 PM	<ul> <li>Approved</li> </ul>	DELETE C
MIP Messaging	4 <b>b</b> name_of_sound_file	() 00:07	Oct 21, 2021 04:05 PM	<ul> <li>Approved</li> </ul>	CELETE C
RCS Messaging		© 00:15	Sep 06. 2021 12:43 PM		
Email	5 Santosh Lad BckMus.mp3	0 00:15	Sep 06. 2021 12:45 PM	<ul> <li>Approved</li> </ul>	S DELETE G
Interact	6 💽 Santosh Lad BckMus.mp3	<sup>(3)</sup> 00:15	Sep 06, 2021 12:41 PM	<ul> <li>Approved</li> </ul>	A DELETE
Reach	7 Dabbddddo-31c4-42a6-ac33-d1efd909e637.mp3	© 00:55	Mar 15, 2021 05:45 AM	<ul> <li>Approved</li> </ul>	🕁 DELETE 🕻
Contacts	8 💌 mgna english	© 00:55	Feb 01, 2021 11:07 AM	<ul> <li>Approved</li> </ul>	🕁 DELETE 🕻
External Data Sources Smart Link	9 D mgna tamil	© 01:27	Feb 01, 2021 11:06 AM	<ul> <li>Approved</li> </ul>	J. DELETE C
Smart Link					
	10 AUD-20210119-WA0039.mp3	© 01:15	Jan 20, 2021 03:33 AM	<ul> <li>Approved</li> </ul>	S DELETE C
	11 🕨 uddan	© 00:11	Dec 23, 2020 09:25 AM	<ul> <li>Approved Activate W</li> </ul>	
	12 Dabg-hindi-number-given.mp3	© 00:02	Dec 14, 2020 11:51 AM		s to agtivabeletendor
	13 bg-hindi-number-given-is.mp3	© 00:01	Dec 14, 2020 11:49 AM	<ul> <li>Approved</li> </ul>	UELETE

#### 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

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Campaigns	1422 RECORD	Call Fr	om 👻 Search	Select Agent	Choose Da	Select Agent Group	• <del>•</del>
SMS Messaging		AGENT	FROM	то	DURATION~	CREATED_AT ~	
Engage >	1.0	Siva	917075987723	917095837516	O 01:22	Jan 03, 2022 12:12 PM	ځ
Lookup		5110	511015501725	517055057510	0 01.22	junios, evec retrainin	
Verify	2 🕨	chowthri	919896533999	919019120120	© 01:31	Dec 30, 2021 08:04 PM	*
WhatsApp	3 🖪	chowthri	918022174657	919019120120	© 00:58	Dec 30, 2021 05:47 PM	*
MIP Messaging	4	Hari Krishna	917676977892	919019120120	© 02:00	Dec 30, 2021 12:02 PM	*
RCS Messaging							
Email	5 🕨	Hari Krishna	917676977892	919019120120	© 01:51	Dec 30, 2021 10:28 AM	*
Interact	6 📘	Hari Krishna	917676977892	919019120120	O 00:27	Dec 30, 2021 09:35 AM	*
Reach	7 🖪	Hari Krishna	919821512618	919019120120	© 02:28	Dec 29, 2021 10:40 AM	*
Contacts					0		
External Data Sources	8 🕨	Hari Krishna	917355013141	919019120120	© 02:06	Dec 28, 2021 01:06 PM	*
Smart Link	9 🕨	Hari Krishna	918110995252	919019120120	() 00:32	Dec 28, 2021 11:37 AM	¥
	10 📘	Rajneesh	918022174657	919019120120	© 02:33	Dec 28, 2021 09:18 AM	÷
	11 🖪	Hari Krishna	918022174657	919019120120	© 01:59	Dec 28, 2021 08:58 AM Activate Windows	÷
	12 🕨	Ashwini M	919590029828	919019120120	O 01:13	Dec 27, 2021 G2:47 Settings to activate	Window
	13 🗖	Ashwini M	917795681554	919019120120	O 09:11	Dec 27, 2021 11:55 AM	

#### Agents:

#### https://portal.mobtexting.com/voice/agents

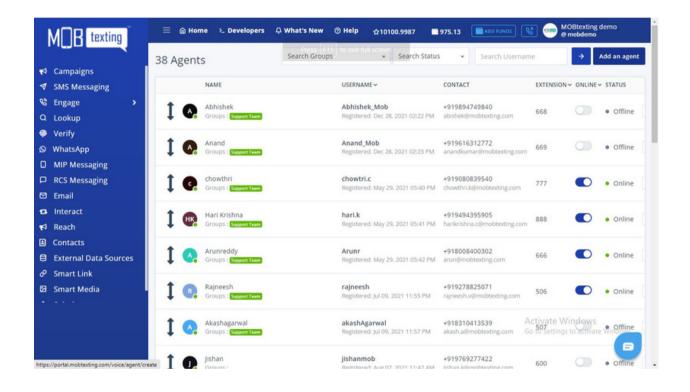
	38 Agents	Search Groups - Search Statu	s 🔹 Search Usernan	ne 🔶	Add an agen
a Campaigns	So Agents				
SMS Messaging	NAME	USERNAME ~	CONTACT	EXTENSION ~ ONLINE ~	STATUS
है Engage > २ Lookup	Abhishek Groups : Support Team	Abhishek_Mob Registered: Dec 28, 2021 02:22 PM	+919894749840 abishek@mobtexting.com	668	Offline
Verify WhatsApp	Anand Groups : Support Team	Anand_Mob Registered: Dec 28, 2021 02:23 PM	+919616312772 anandkumar@mobtexting.com	669	Offline
MIP Messaging RCS Messaging Email	Chowthri Groups : Support Team	chowtri.c Registered: May 29, 2021 05:40 PM	+919080839540 chowthri.k@mobtexting.com	777	Online
Interact Reach	Hari Krishna Groups : Support Team	<b>hari.k</b> Registered: May 29, 2021 05:41 PM	+919494395905 harikrishna.c@mobtexting.com	888	• Online
Contacts External Data Sources	Arunreddy Groups : Support Team	Arunr Registered: May 29, 2021 05:42 PM	+918008400302 arun@mobtexting.com	666	Online
Smart Link Smart Media	Rajneesh Groups : Support Team	rajneesh Registered: Jul 09, 2021 11:55 PM	+919278825071 rajneesh.v@mobtexting.com	506	Online
	Akashagarwal Groups : Support Team	akashAgarwal Registered: Jul 09, 2021 11:57 PM	+918310413539 A akash.a@mobtexting.com G	Activate Windows	. Offline
	1 D. Jishan	jishanmob Resistensed: Aust 07, 2021 11:47 AM	+919769277422 lishan k@mohtexting.com	600	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.

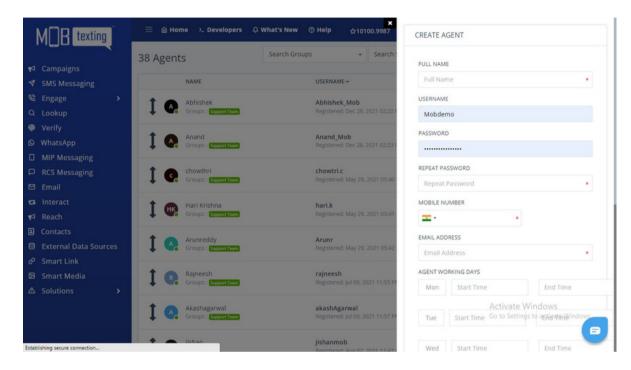
To add an agent, follow these steps:

Step 1: Click Add Agent.

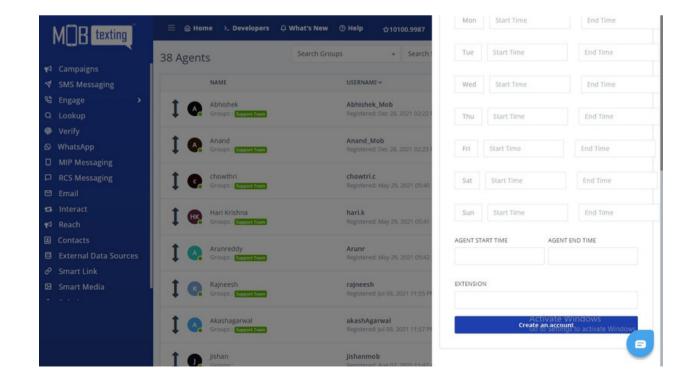




#### Step2: Add all the requested details.



#### Step3: Click Create Account





#### Agent Analysis:

#### https://portal.mobtexting.com/voice/overall/summary

		95 CALLS MMARY	Select Group	-	Select A	gent	* Ho	urly	• Choos	e Date		<b>→</b>	소
Campaigns SMS Messaging		NAME	DATE	TOTAL CALLS	ANSWERED	NOANSWER	BUSY	MISSED	DROPPED	RECEIVED	ONLINE	OFFLINE	BREAK
ingage >	1	Siva	2022-01-03 12:13:37 12 PM	<b>2</b> 03:14	<b>2</b> 03:14	<b>0</b> 00:00	<b>0</b> 00:00	0 00:00	<b>0</b> 00:00	<b>0</b> 00:00	00:00	00:00	00:00
.ookup /erify	2	Hari Krishna	2021-11-20 14:04:02 02 PM	<b>2</b> 03:58	<b>2</b> 03:58	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	0 00:00	<b>0</b> 00:00	00:00	00:00	00:00
VhatsApp MIP Messaging	3	Deepa	2021-11-08 18:01:41 06 PM	<b>2</b> 01:20	<b>0</b> 00:00	<b>2</b> 01:20	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	00:00	00:00	00:00
CS Messaging mail	4	Miss. Gurmeet	2021-11-08 18:00:59 06 PM	<b>2</b> 01:20	<b>0</b> 00:00	<b>2</b> 01:20	<b>0</b> 00:00	<b>0</b> 00:00	0 00:00	<b>0</b> 00:00	00:00	00:00	00:00
nteract leach	5	Arunreddy	2021-10-25 10:24:30 10 AM	<b>1</b> 00:40	<b>0</b> 00:00	<b>1</b> 00:40	00:00	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	00:00	00:00	00:00
ontacts xternal Data Sources	6	Hari Krishna	2021-10-24 18:26:18 06 PM	<b>4</b> 14:13	<b>4</b> 14:13	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	00:00	00:00	00:00
mart Link	7	Ashwini M	2021-10-24 08:02:07 08 AM	<b>1</b> 00:39	<b>1</b> 00:39	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	00:00	00:00	00:00
mart Media	8	Arunreddy	2021-10-23 16:08:36 04 PM	<b>2</b> 10:13	<b>2</b> 10:13	<b>0</b> 00:00	0 00:00	<b>0</b> 00:00	<b>0</b> 00:00	<b>0</b> 00:00	00:00	00:00	00:00
	9	Deepa	2021-10-22 19:03:10 07 PM	2 01:20	0	2 01:20	0	0	0	Activa	te Wind	lows ac <b>90:99</b> wi	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	STAR	T TIME	END TIME		DURATION(H:M:S)
Campaigns SMS Messaging	1	Hari Krishna	hari.k Registered: Jan 09. 2022 11:51 PM	Offline	Jan 0	9, 2022 11:51 PM			NA
Engage >	2	Hari Krishna	hari.k Registered: Jan 09, 2022 03:21 PM	• Online	Jan 0	9. 2022 03:21 PM	Jan 09. 202	2 11:51 PM	30:19
Verify	3	Hari Krishna	<b>hari.k</b> Registered: Jan 08, 2022 11:44 PM	Offline	Jan 0	8, 2022 11:44 PM	Jan 09, 202	2 03:21 PM	36:24
WhatsApp MIP Messaging	4	chowthri	chowtri.c Registered: Jan 07, 2022 03:05 PM	• Online	Jan 0	7, 2022 03:05 PM			NA
RCS Messaging Email	5	chowthri	chowtri.c Registered: Jan 07, 2022 03:00 PM	Offline	Jan 0	7, 2022 03:00 PM	Jan 07, 202	2 03:05 PM	04:33
Interact Reach	6	Hari Krishna	hari.k Registered: Jan 05. 2022 03:26 PM	• Online	Jan 0	5, 2022 03:26 PM	Jan 08, 202	2 11:44 PM	18:15
Contacts	7	Siva	sivak Registered: Jan 03, 2022 12:10 PM	• Online	Jan 0	3, 2022 12:10 PM			NA
External Data Sources Smart Link	8	Siva	sivak Registered: Jan 03, 2022 12:10 PM	• Online	Jan 0	3, 2022 12:10 PM			NA
Smart Media	9	Hari Krishna	hari.k Registered: Jan 02, 2022 03:49 PM	Offline	Jan 0	2, 2022 03:49 PM	Jan 05, 202	2 03:26 PM	36:43
	10	Ashwini M	ashwini.mob Registered: Jan 02, 2022 11:33 AM	• Online	Jan 0	2. 2022 11:33 AM		Activate W Go to Settings	indows to activate Window
	11	chowthri	chowtri.c Registered: Dec 30, 2021 03:09 PM	• Online	Dec	30, 2021 03:09 PM	Jan 07, 202		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.



	101 FLOV	WS		Flow name	Flow ID		•	Crea	ate
Campaigns SMS Messaging	# ID	NAME	DESCRIPTION	CREATED_AT~	UPDATED_AT ~				
Engage >			DESCRIPTION	CREATED_AT	OPDATED_AT V				
Lookup	1 4421	testing		Oct 28, 2021 01:32 PM	Dec 28, 2021 12:47 PM	18	C	٢	×
Verify	2 105	Mobtexting Support Flow no ext	without EXT	Jul 08, 2019 03:37 PM	Dec 28, 2021 12:42 PM	12	Ø	٢	×
WhatsApp	3 4621	testing copy		Dec 28, 2021 11:52 AM	Dec 28, 2021 11:52 AM	L9	Ø	٢	×
MIP Messaging	4 4250	Misseed call test		Sep 06, 2021 10:37 AM	Dec 20, 2021 05:32 PM	19	ß	0	×
RCS Messaging	5 1330	Misse-call-demo	Domo	hun 27 2020 12/14 014	Dec 20, 2021 05:24 04	10	50	â	-
Email	5 1330	Misse-call-demo	Demo	Jun 27. 2020 12:44 PM	Dec 20, 2021 05:24 PM	18	C	٢	×
Interact	6 4443	call back		Nov 08, 2021 12:20 PM	Nov 08, 2021 12:37 PM	18	C	٢	×
Reach	7 4331	test123		Sep 24, 2021 03:26 PM	Oct 11, 2021 02:40 PM	19	Ø	٢	×
Contacts	8 4226	rishi		Aug 30, 2021 04:54 PM	Aug 30, 2021 04:54 PM	19	ß	0	×
External Data Sources									_
Smart Link	9 3829	incoming call copy		Jul 12. 2021 04:27 PM	Aug 18, 2021 10:36 AM	12	C	٢	×
Smart Media	10 4143	OBD New		Aug 12, 2021 12:33 PM	Aug 12, 2021 12:34 PM	L9	Ø	٢	×
	11 4099	OBD test		Aug 05, 2021 12:33 PM	Aug 05, 2021 01:21 PM Activate W	19 indo	10 WS	٢	×
	12 4079	testing		Jul 31, 2021 04:36 PM	Jul 31, 2021 04:36 PMings	topd	C	Node	
	10.0000	OBD flow	OBD TEST FLOW	Jul 13, 2021 06:18 PM	Jul 13, 2021 06:19 PM	19	C	0	8

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

	102 FLOWS		Flow na NAME	
✓ SMS Messaging	# ID NAME	DESCRIPTION	CREAT	
8 Engage >	1 4645 Test-Studio		Jan 10	ON
Lookup	2 4421 testing		Oct 28	
Verify	2 4421 testing		Ottze	
WhatsApp	3 105 Mobtexting Support Flow no ex	t without EXT	Jul 08,	
MIP Messaging	4 4621 testing copy		Dec 2	
RCS Messaging	5 4250 Misseed call test		Sep Or	
ð Email			Sep of	Create
Interact	6 1330 Misse-call-demo	Demo	Jun 27	
Reach	7 4443 call back		Nov 0	
Contacts	8 4331 test123		Sep 24	
External Data Sources			Job 2.	
Smart Link	9 4226 rishi		Aug 3	
3 Smart Media	10 3829 incoming call copy		Jul 12,	
Solutions >	11 4143 OBD New		Aug 1.	
	12 4099 OBD test		Aug 0	Activate Windows Go to Settings to activate Window
	13 4079 testing		jul 31,	



#### Step 3: A new flow will be created.

Campaigns	102 FLO	WS		Flow name	Flow ID		÷	Crea	te
SMS Messaging	# ID	NAME	DESCRIPTION	CREATED_AT~	UPDATED_AT~				
Engage >	1 464	5 Test-Studio		Jan 10, 2022 11:23 AM	Jan 10, 2022 11:26 AM	19	C	٢	×
Lookup									
Verify	2 442	1 testing		Oct 28, 2021 01:32 PM	Dec 28, 2021 12:47 PM	8	C	٢	×
WhatsApp	3 105	Mobtexting Support Flow no ext	without EXT	Jul 08, 2019 03:37 PM	Dec 28, 2021 12:42 PM	12	C	٢	×
MIP Messaging	4 462	1 testing copy		Dec 28, 2021 11:52 AM	Dec 28, 2021 11:52 AM	19	ß	٢	×
RCS Messaging	F 105				D	10	-	~	-
Email	5 425	0 Misseed call test		Sep 06, 2021 10:37 AM	Dec 20, 2021 05:32 PM	12	C	٢	×
Interact	6 133	0 Misse-call-demo	Demo	Jun 27. 2020 12:44 PM	Dec 20, 2021 05:24 PM	2	Ø	٢	×
Reach	7 444	3 call back		Nov 08, 2021 12:20 PM	Nov 08, 2021 12:37 PM	19	C	۲	×
Contacts	8 433	1 test123		Sep 24, 2021 03:26 PM	Oct 11, 2021 02:40 PM	19	C	0	×
External Data Sources	0 400	1 (63(12)		369 24, 2021 03,20 PM	OCC11, 2021 02.40 PM	~	6	\$	۵
Smart Link	9 422	6 rishi		Aug 30, 2021 04:54 PM	Aug 30, 2021 04:54 PM	12	C	٢	×
Smart Media	10 382	9 incoming call copy		Jul 12, 2021 04:27 PM	Aug 18, 2021 10:36 AM	19	C	٢	×
Solutions >	11 414	3 OBD New		Aug 12, 2021 12:33 PM	Aug 12, 2021 12:34 PM Activate Wi			٢	×
	12 409	9 OBD test		Aug 05, 2021 12:33 PM	Aug 05, 2021 01221 PM 95	gedi	Ce	100	
	13 407	9 testing		Jul 31, 2021 04:36 PM	Jul 31, 2021 04:36 PM	L9	C	-	=

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

Engage > Lookup Verify WhatsApp MIP Messaging RCS Messaging	3 109 4 462 5 425	1 testing 5 Mobtexting Support Flow no ext 1 testing copy	DESCRIPTION without EXT	CREATED_AT ~ Jan 10, 2022 11:23 AM Oct 28, 2021 01:32 PM Jul 08, 2019 03:37 PM Dec 28, 2021 11:52 AM Sep 06, 2021 10:37 AM	Jan 10, 2022 11:26 AM Dec 28, 2021 12:47 PM Dec 28, 2021 12:42 PM Dec 28, 2021 11:52 AM	ew the f	low C C C	000000000000000000000000000000000000000	××
Lookup Verify WhatsApp MIP Messaging RCS Messaging Email Interact	2 442 3 105 4 462 5 425	1 testing 5 Mobtexting Support Flow no ext 1 testing copy	without EXT	Oct 28, 2021 01:32 PM Jul 08, 2019 03:37 PM Dec 28, 2021 11:52 AM	Jan 10, 2022 11:26 AM Dec 28, 2021 12:47 PM Dec 28, 2021 12:42 PM Dec 28, 2021 11:52 AM	6 61 61	C C C	0	×
Verify WhatsApp MIP Messaging RCS Messaging Email Interact	3 109 4 462 5 425	Mobtexting Support Flow no ext testing copy	without EXT	Jul 08, 2019 03:37 PM Dec 28, 2021 11:52 AM	Dec 28, 2021 12:42 PM Dec 28, 2021 11:52 AM	78 78 78	C	0	×
Verify WhatsApp MIP Messaging RCS Messaging Email Interact	3 109 4 462 5 425	Mobtexting Support Flow no ext testing copy	without EXT	Jul 08, 2019 03:37 PM Dec 28, 2021 11:52 AM	Dec 28, 2021 12:42 PM Dec 28, 2021 11:52 AM	78 78	C	٢	×
MIP Messaging RCS Messaging Email Interact	4 462 5 425	1 testing copy	without EXT	Dec 28, 2021 11:52 AM	Dec 28, 2021 11:52 AM	18			
RCS Messaging Email Interact	5 425						C	٢	×
Email Interact		0 Misseed call test		Sep 06, 2021 10:37 AM	Dec 20, 2021 05-32 PM	10			
Email Interact		o misseed contest				19	ß	0	×
	4 9 9								
Reach	0 133	0 Misse-call-demo	Demo	Jun 27. 2020 12:44 PM	Dec 20, 2021 05:24 PM	18	Ċ	٢	×
	7 444	3 call back		Nov 08. 2021 12:20 PM	Nov 08, 2021 12:37 PM	19	Ċ	٢	×
	8 433	1 test123		Sep 24, 2021 03:26 PM	Oct 11, 2021 02:40 PM	19	ß	0	×
External Data Sources							_		
Smart Link	9 422	6 rishi		Aug 30, 2021 04:54 PM	Aug 30, 2021 04:54 PM	18	C	۲	×
	0 382	9 incoming call copy		Jul 12. 2021 04:27 PM	Aug 18, 2021 10:36 AM	19	Ċ	٢	×
Solutions >	1 414	3 OBD New		Aug 12, 2021 12:33 PM	Aug 12, 2021 12:34 PM Activate W	10 /indo	C WS	٢	×
	2 409	9 OBD test		Aug 05, 2021 12:33 PM	Aug 05, 2021 01:21 PM 95	taged	ive	Nod	

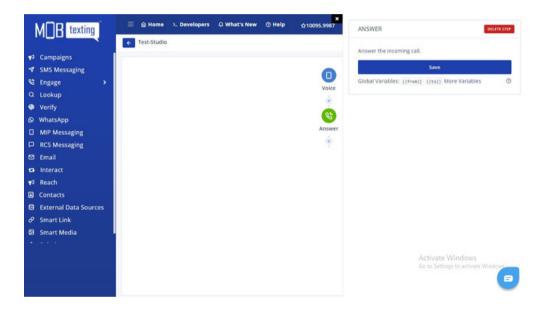


## How to Build The Flow?

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

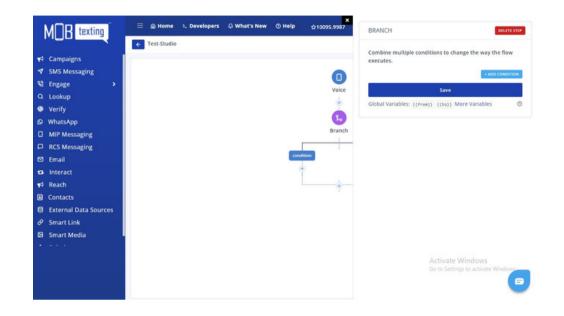
Let's learn about various widgets in the Flow Builder Menu:

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

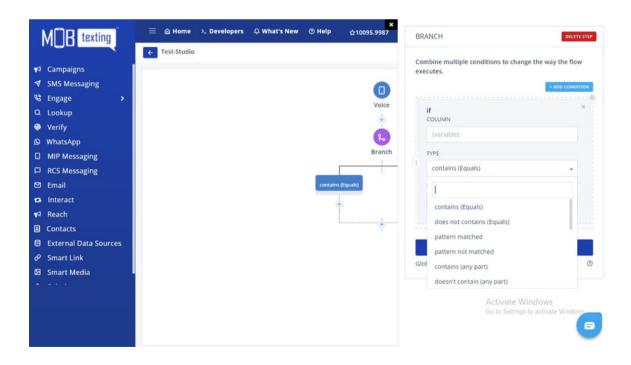




2. Branch: Combine multiple conditions to change the way the flow executes.

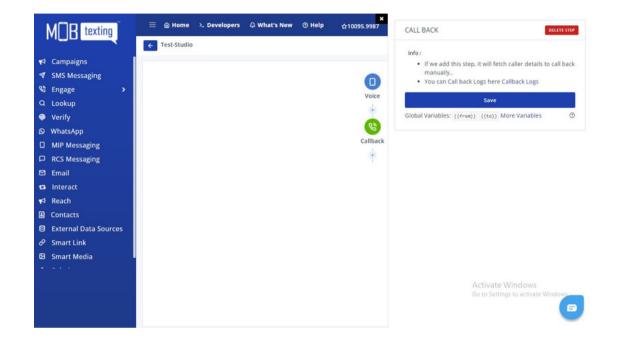


#### Add conditions:





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

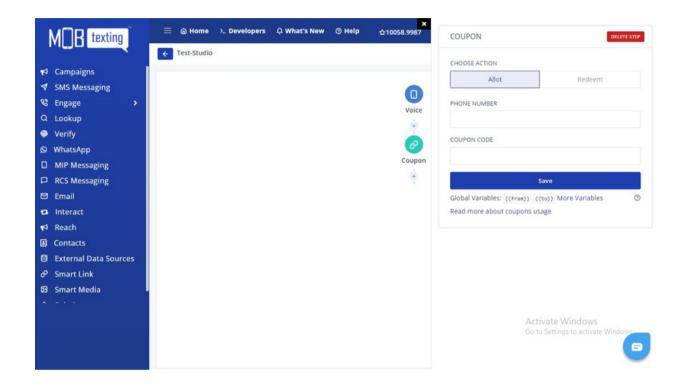


4. Conference: Setup an audio conference with the needed numbers. You can secure the conference call with a pin and the participant must enter it to join the conference. You can control the number of participants on the call, record this conversation, announce caller name & beep tone when someone enters/exits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

M B texting	😑 🍙 Home 斗 De	velopers 🇘 What's N	ew 💿 Help	<mark>x</mark> ☆10095.9987	CALL BACK	DELET
	← Test-Studio				Info:	
Campaigns					If we add this step, it will fetch o	aller details to call
				0	<ul> <li>manually</li> <li>You can Call back Logs here Call</li> </ul>	back Logs
🖁 Engage 🔷 🗲 🗲				Voice		00000 20000
Q Lookup				÷	Save	
Verify					Global Variables: {{from}} {{to}} Mon	e Variables
9 WhatsApp				8		
MIP Messaging				Callback		
RCS Messaging				÷		
2 Email						
Interact						
⊲ Reach						
Contacts						
External Data Sources						
P Smart Link						
Smart Media						
					Activate W	
					Go to Settings	to activate Window

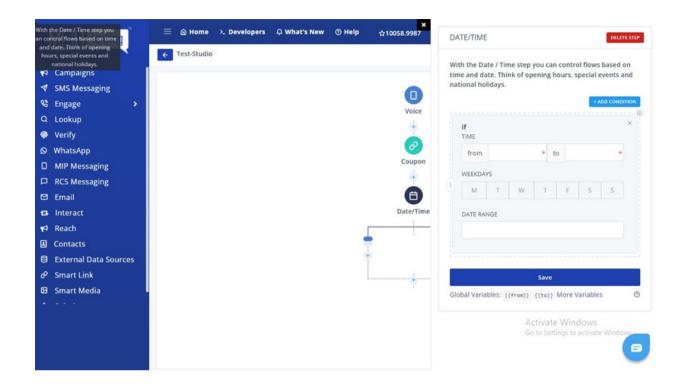


5. Coupon: Allot and redeem coupons for various OBD campaigns.



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 dialled 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.



SMS Messaging Engage > Lookup Verify WhatsApp MIP Messaging RCS Messaging Email Interact Reach Contacts External Data Sources Smart Link Smart Media	7 DIAL		DELETE
Interact Reach Contacts External Data Sources Smart Link Smart Media	Dial Options Dial Options Record Genera Note: 1 Rs/Min W DIAL TYPE Sequer	I this conversation? ate Transcript for recording? will be charged for conversion*	ि Random
CAL CAL	Select A	OR MBERS FROM VARIABLE	•
	RING DURATION	n (no limit) Activate Window Go to Settings to activ	

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.

M B texting	A CARLON AND AND A CARLON AND AND AND A CARLON AND AND AND AND AND AND AND AND AND AN	× t's New ⑦ Help ☆10093.9987	API	DELETE STEP
<ul> <li>✓ Campaigns</li> <li>✓ SMS Messaging</li> <li>♥ Engage &gt;</li> <li>Q Lookup</li> <li>♥ Verify</li> <li>♥ WhatsApp</li> <li>MIP Messaging</li> <li>■ RCS Messaging</li> <li>♥ Email</li> <li>♥ Interact</li> <li>✓ Reach</li> <li>♥ Contacts</li> <li>♥ External Data Sources</li> </ul>	C Test-Studio	Uoice Success Chi 200 - 202	Make an HTTP Request to fetch va source. Please make sure to responsible to METHOD GET URL Play Music While Hitting APT Params Headers Body PARAMS KEY VALUE	nd with a valid JSON
<ul> <li>Smart Link</li> <li>Smart Media</li> <li>- · ·</li> </ul>			Save Global Variables: {{from}} {to} Response variables can be accesse (.) notation. ex: {{employer_energy} ACLIVATE Go to Setti	d in further steps with dot



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.

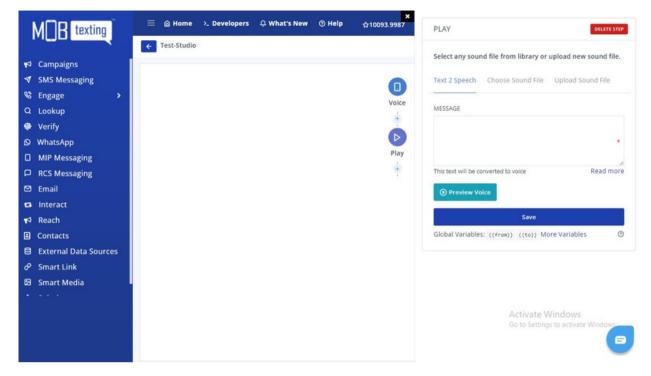
- Configure a message to be played to the customer.
- Regulate the delay between the individual key press.

M R texting	≡ @ Home ≻ Developers	🗘 What's New 💿 Help	x ☆10093.9987 MENU	DELETE STEP
<ul> <li>Campaigns</li> <li>SMS Messaging</li> <li>Engage</li> <li>Lookup</li> <li>Verify</li> <li>WhatsApp</li> <li>MIP Messaging</li> <li>RCS Messaging</li> <li>Email</li> <li>Interact</li> <li>Reach</li> <li>Contacts</li> <li>External Data Sources</li> <li>Smart Link</li> <li>Smart Media</li> <li>T + 1</li> </ul>	E  Home  Developers	Option	Image: State of the state	e Sound File Upload Sound File

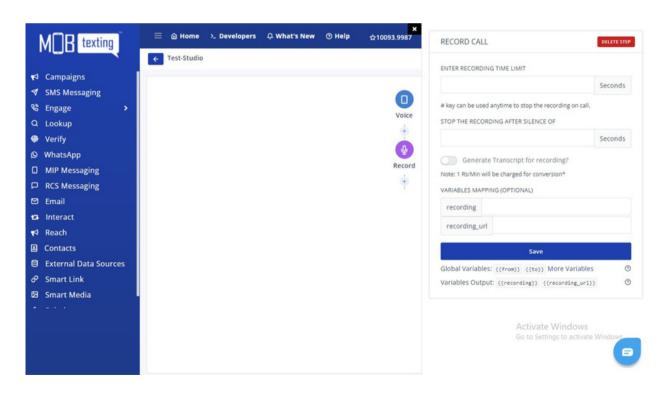
10. Play: Play an introductory or descriptive message for your customers.

- 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.





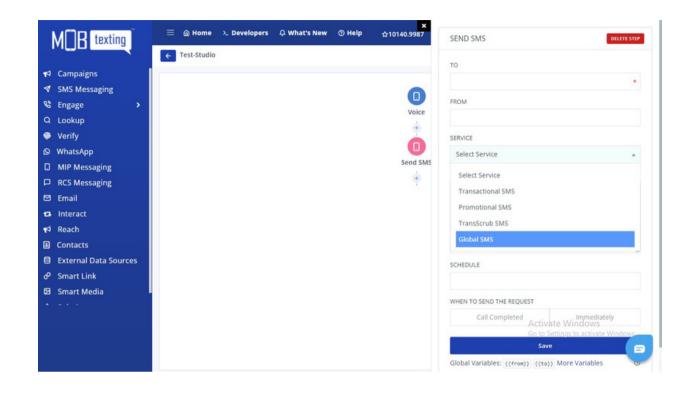
11. Record: Ask the user to record the call.



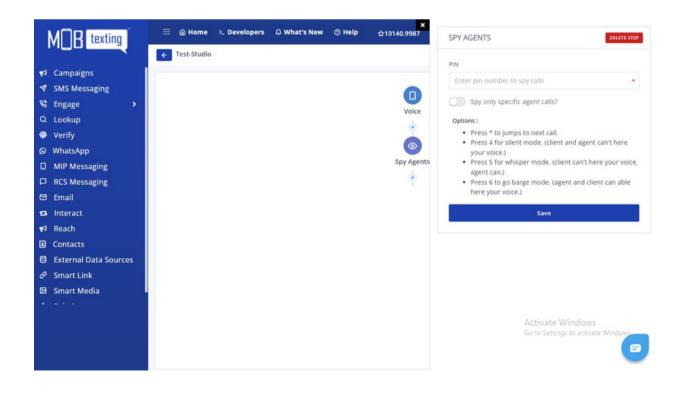
12. Send SMS: Users will now be able to send SMS via Flowbuilder to multiple numbers using their Sender ID.

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



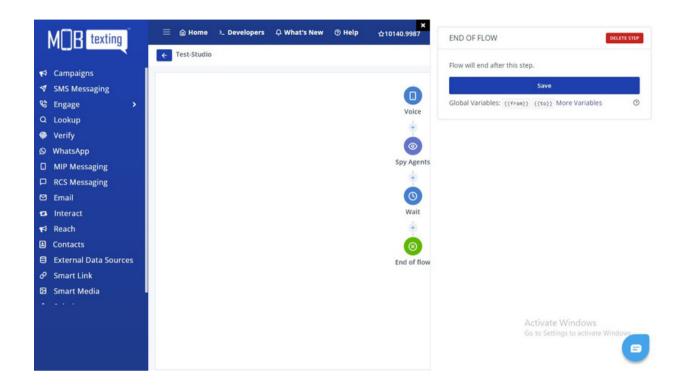


13. Spy Agent: Spy your agents by listening to their calls.

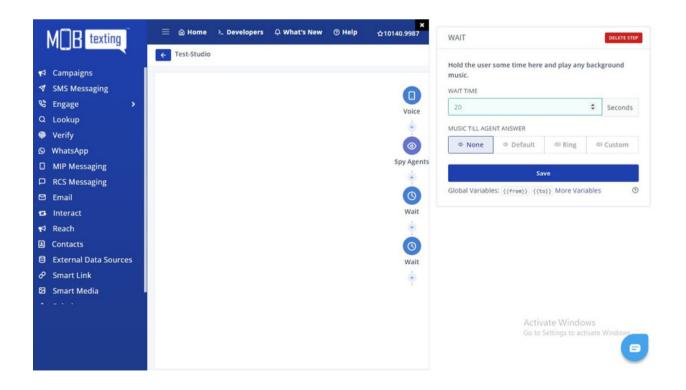




14. End of flow: Hang up the call when your call is completed.



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





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

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Q Lookup					1	Enable sticky agent?	0
Verify						Play a message to caller on call fai	lure ③
S WhatsApp							
MIP Messaging				Option	w	Spy this call?	
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## **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.



	📢 Reach	318	Campaigns		Choose I	Date		Search Name	
✿ Campaigns	% Studio	5.0	campa.8.15						
SMS Messaging			NAME	CALLER ID	TOTAL	CHARGES	DETAILS	STATUS	
BEngage >	Campaign Manager	1.0					~	• Success	0.5
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Verify	& Call Logs	2	NAYAN TESTING	918046938001	1	0.3000		Sent: 2022-01-08 18:00:00	NA
WhatsApp	40 Sounds					0.0000	~	Success	0.2
MIP Messaging	Co. Ontout	3	NAYAN	918068287676	1	0.3000	0	Sent: 2021-12-06 17:57:42	6
RCS Messaging	(→ Optout	4	NAYAN	919019120120	1	0.0000	0	• Success	8
) Email						0.0000	~	Sent: 2021-12-02 12:41:23	
Interact		5		918068057801	1	0.2000	0	<ul> <li>Success</li> <li>Sent: 2021-09-06 12:43:30</li> </ul>	NA
Reach									
Contacts		6		918068057801	2	0.4000	0	<ul> <li>Success</li> <li>Sent: 2021-09-06 10:57:09</li> </ul>	NA
External Data Sources								Success	
Smart Link		7		918068287601	2	1.0000	0	Sent: 2021-08-12 12:26:57	NA
Smart Media								Success	
		8		918068287601	3	1.5000	0	Sent: 2021-08-05 13:11:42	NA
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		10		918068287601	1	0.5000	ø	• Success Sent: 2021-08-05 13:01:02	e

#### 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.



Image: Paste Numbers       CREATE VOICE CAMPAIGN         Image: Paste Numbers       CAMPAIGN NAME         Image: Paste Numbers       Name your campaign         Image: Paste Numbers       CHOOSE NUMBER         Image: Paste Numbers       Customized File         Image: Paste Numbers       Contacts         Image: Paste Numbers       To         Image: Paste Numbers       Type the recelpents or paste         Image: Paste Numbers       Type the recelpents or paste	MB texting	😑 🍙 Home 👌 Developers	다 What's New ③ Help ☆10132.1987 ■ 975.13	MOBtexting demo
Image: Studio     CAMPAIGN NAME       SMS Messaging     □ Campaign Manager     Name your campaign       Q Lookup     Image: List of Campaigns     CHOOSE NUMBER       Verify     Image: CHOOSE NUMBER       Image: CS Messaging     Image: Contacts       Image: Contacts     Image: Contacts		📢 Reach	CREATE VOICE CAMPAIGN	
RCS Messaging   Email   Interact   Reach   Contacts   Contacts     Type the receipents or paste	<ul> <li>✓ SMS Messaging</li> <li>♥ Engage</li> <li>&gt; Q. Lookup</li> <li>♥ Verify</li> <li>♥ WhatsApp</li> </ul>	Campaign Manager 사 List of Campaigns 唋 Call Logs	Name your campaign CHOOSE NUMBER Select Number 👻	
r4     Reach     r0     e       Contacts     Type the receipents or paste       E     External Data Sources	<ul> <li>□ RCS Messaging</li> <li>☑ Email</li> </ul>	[+ Optout		
	<ul><li><b>€</b> Reach</li><li><b>E</b> Contacts</li></ul>		Type the receipents or paste	
Smart Media     Solutions				
CHOOSE IVR CHOOSE RAW CONTACTS CHOOSE IVR CHOOSE RETRY INTERVAL Select IVR Choose Interval			CHOOSE IVR CHOOSE RETRY INTERVAL	Activate Windows Go to Settings to activate Windows

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

<sup>40</sup> Sounds E→ Optout	Paste Numbers Bulk Numbers Customized File	
◄ Campaigns		
✓ SMS Messaging	то о	
🗞 Engage 🛛 🔸	Type the receipents or paste	
Q Lookup		
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t3 Interact	Select IVR + Choose Interval +	
<b>₹</b> <sup>3</sup> Reach	SELECT SOUND FILE	
Contacts	Search Name	
External Data Sources	Search Name	
🔗 Smart Link	SELECT WEBHOOK (5)	
🖾 Smart Media	Select Webhook	
▲ Solutions >		
	SCHEDULING OPTIONS	Activate Windows
	Preview campaign	Go to Settings to activate Windows
		•



#### Step 4: https://portal.mobtexting.com/outgoing/calls

To track the campaign results, Click on Call Logs.

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	📢 Reach	22 Calls	Choose D	ate	Search	h Mobile		FlowID		
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🗞 Engage 🔹 🔸	Campaign Manager	1	918595000421	918068068501	4645	ANSWER		1	30	Jan 11, 2
Q Lookup	小 List of Campaigns	2	919810630727	918068068501	4645	ANSWER		2	30	Jan 11, 2
Verify	🗞 Call Logs	3 nayan testing	918839146487	918046938001	1931	AWAITING			30	
WhatsApp	40 Sounds	4 test	918310413539	918068287676	351	ANSWER		8	30	Jan 05, 2
MIP Messaging		4 (62)	916310413539	910000207070	331	ANSWER		0		
RCS Messaging	[→ Optout	5 test	918108558809	918068287676	351	ANSWER		7	30	Jan 05.
🖻 Email		6 nayan	918839146487	918068287676	1931	BUSY		30	30	Dec 06,
a Interact		7 nayan	918839146487	919019120120	1520	BUSY		2	30	Dec 02.
⊄ Reach		8	918618456765	918068057801	351	BUSY		10	15	Sep 06,
Contacts		9	919986382548	918068057801	1928	ANSWER		5	15	Sep 06.
External Data Sources								-		
P Smart Link		10	918618456765	918068057801	1928	ANSWER	1	23	15	Sep 06.
a Smart Media		11	919886037433	918068287601	4099	ANSWER		18	60	Aug 12,
		12	918618456765	918068287601	4099	ANSWER	1	15	60	Aug 12,
		13	919901777996	918068287601	4099	ANSWER		ettings to ac		Aug 05,
		14	919986898987	918068287601	4099	ANSWER		18	60	Ξ.
		15	918618456765	918068287601	4099	ANSWER	1	26	60	Aug 05.

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.

	📢 Reach	2 Optout Contacts	Search mobile Import Con	itacts
🕫 Campaigns	% Studio			
		# MOBILE	CREATED AT	
🗞 Engage 🔹 🗲	Campaign Manager	919492839930	2021-10-28 13:13:37	E
Q Lookup	小 List of Campaigns	918074318216	2021-10-28 13:13:37	
Verify	& Call Logs	5100/4510210	2021-10-20 15:15:57	
9 WhatsApp	40 Sounds			
MIP Messaging	C. O. M.			
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Contacts				
External Data Sources				
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			Activate Windows	

## 9. MOBtexting Voice API Documentation



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