



## Call Log Management System

This software is all about customer queries management (customer queries allotted to the company's employee). The Call Tracking System manages employee's data, customers query records and other relevant details. Our Call Management System meets the needs of Customer's call management, timely work allocation to employee, work status reports, resolving the unsatisfied calls and customer update.

As because companies are trying to enhance their Call management and expects a better control over their employee's work they need software called Call Management System in order to fulfill the requirements in a more efficient way. This software is a single solution for multiple customer queries management.



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## MACO Call Log Management System Features

### Masters

- Create Company
- Create Branch
- Location
- Department
- Category
- Issue
- Export Data to Excel

### System Settings

- Create User
- Role definition for User (Manager, Public User etc)
- Active or Inactive User
- View/ Edit the users
- Export Data to Excel
- Assigns manager to the Employees

### Controls Description

- Admin can creates masters, create managers, create users (workers), log call, re-open call, check all calls reports, make users active/inactive.
- Manager can view his and his user's call list, reopen his user's call, log new call
- User can view his call list, Edit his calls, update his call status, and change his password.

### Mail Intimation (Process)

- At every action mail goes to upward and downward direction.
- If Resolved / closed at any stage then mail goes to first user of requested as well.
- User login Page: User Id is compulsory for every user.
- Stages
  - Requested
  - Resolved/ closed request

### Transactions

- Complain logging
- Complain Number allotment
- Complain Assign to concern department/Person
- Worker Update his status
- Admin/Manager check all the status of his worker
- Enter Remarks with each work
- Reopen the call
- Complain review with details and can export to excel
- Every action gives a Mail confirmation to concerns users

### User Profile

- Role Creations
- User Creations
- Roles Authorization
- Password change facility