

How to Use Rating System (Outgoing)

Step 1:- Rating System (Outgoing Call):

Launch Rating System via Voice to get Your Customer Opinion on a Specific issue or collect feedback from all customer / employee Regarding a **Product/Service/Company**. Like "Hello, How is You Satisfied with Your Executive Rahul, Please Rate between 1 to 5".

Rating System x

 Start Import Voice BroadCast

Outgoing

- Get Rating on a Specific issue or collect feedback regarding a Product/Service/Company.

 Tutorial Sample

Start Here

Incoming

- Get Rating on a Specific issue or collect feedback regarding a Product/Service/Company When he/she Call.

 Tutorial Sample

Enable
Set Up

Step 2: Import Number

Enter Contact Number(s):- here you can directly enter number or copy paste from anywhere.

Contact Number Format: -

Enter 10 digits Number for Indian Number, Leave +91

Use +<Country Code> For Outside of India Number.

Ex. +85221420069 (Here + 852 is Hong Kong Country Code.)

(Consider Charge(s) for international call)

Alternatively: you can import from text file, Contact Book or History.

Remove Duplicate: Software automatically remove Duplicate Number from List

Remove Problematic: if you are using for Marketing Purpose, You have too many Number in txt or Excel file for that, and you are

Important Note: Use your own 1-2 Personal Number first, to check Audio Quality and Sample Voice Call.

Not Sure for Valid Number or not. If you are not checking this option software automatically detect them and give Chance to correct them, either it remove it. Then click on **Next** Button

Rating System

The screenshot shows the 'Rating System' software interface. At the top, there is a navigation bar with four buttons: 'Start' (with a play icon), 'Import' (with a phone icon), 'Voice' (with a hand icon), and 'BroadCast' (with a signal icon). The 'Import' button is currently selected. Below the navigation bar, the main interface is divided into two columns. The left column is titled 'Enter Contact No : (?)' and contains a text area with the following phone numbers: 9875875895, 6987898578, 9586485987, 9865487589, 9568745687, 9658745698, 8698584789, and 9685478965. Below the text area, it says 'Total Count : 8'. The right column is titled 'Or Import From' and contains three buttons: '+ txt File' (with a document icon), '+ Excel File' (with an Excel icon), and '+ Contact Book' (with a group of people icon). Below these buttons, there are two checkboxes: 'Remove Duplicate' (checked) and 'Remove Problematic' (checked). At the bottom right of the interface, there is a green button labeled 'Next >'.

Step 3:- Voice

Main Audio: Select Main Audio That you want to listen first like “Hello Please Press 1 to vote BJP or Press 2 to Congress”.

Get Reply in: Collect Response from user Between 1 to 5.

Play Thank You Audio: (Optional) if audience reply with proper menu than reply them Thank you message like Thank you for your Opinion.

Play Invalid Option: (Optional) if audience reply with incorrect menu than alert those like you choose invalid option.

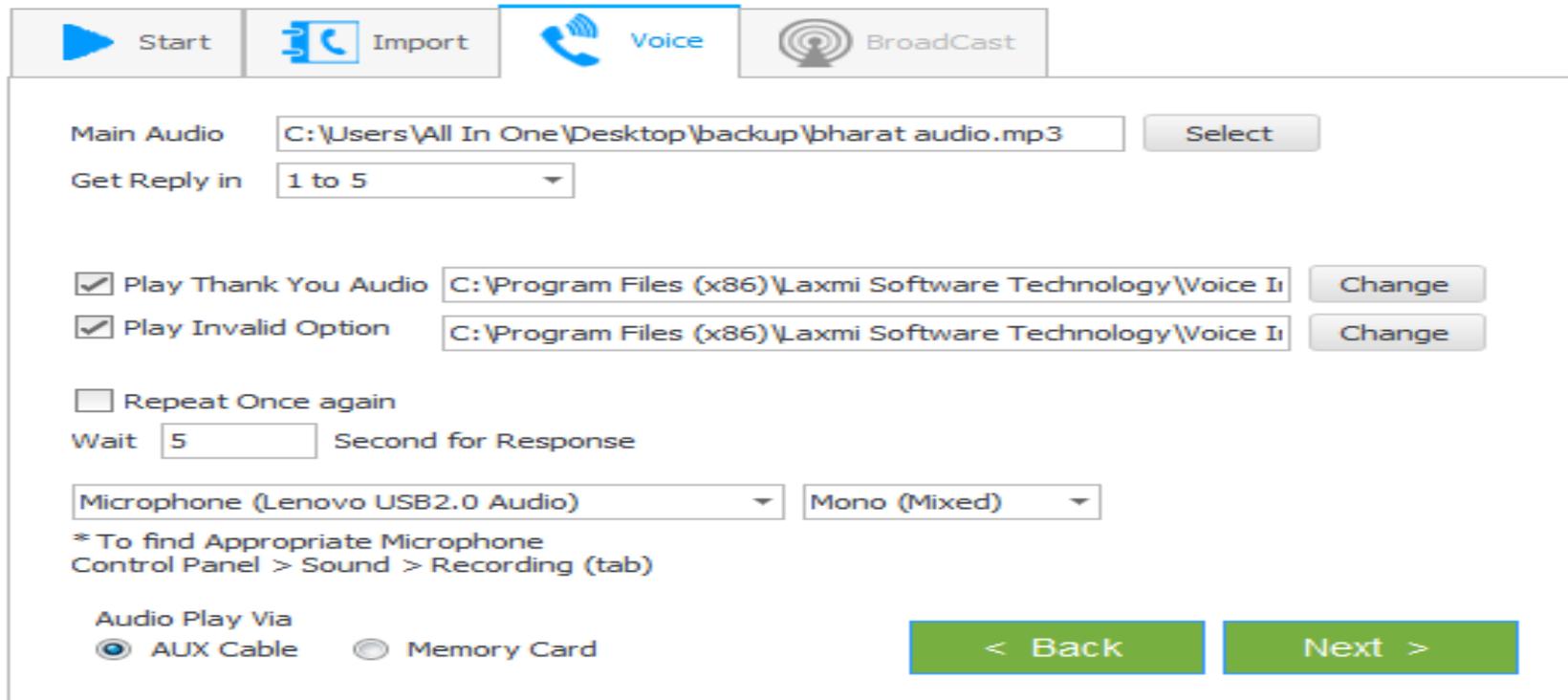
Repeat Once again: check this option if any audience can't reply with first time, software again plays main audio for them.

Wait second: wait second give a time to reply to audience after competing main audio.

Sound Card: You must select Proper Sound Card to catch reply Menu. (Sound Card is nothing but Your Microphone jack of Computer).

To find Appropriate Microphone go to **Control Panel > Sound > Recording (tab)**

Rating System



The screenshot shows the 'Rating System' software interface. At the top, there are four tabs: 'Start', 'Import', 'Voice' (which is selected and highlighted in blue), and 'BroadCast'. Below the tabs, the 'Voice' configuration panel is visible. It includes the following settings:

- Main Audio:** A text box containing the path 'C:\Users\All In One\Desktop\backup\bharat audio.mp3' and a 'Select' button.
- Get Reply in:** A dropdown menu set to '1 to 5'.
- Play Thank You Audio:** A checked checkbox followed by a text box containing the path 'C:\Program Files (x86)\Laxmi Software Technology\Voice II' and a 'Change' button.
- Play Invalid Option:** A checked checkbox followed by a text box containing the path 'C:\Program Files (x86)\Laxmi Software Technology\Voice II' and a 'Change' button.
- Repeat Once again:** An unchecked checkbox.
- Wait:** A text box containing the number '5' followed by the text 'Second for Response'.
- Microphone:** A dropdown menu set to 'Microphone (Lenovo USB2.0 Audio)'.
- Format:** A dropdown menu set to 'Mono (Mixed)'.
- Audio Play Via:** Two radio buttons: 'AUX Cable' (which is selected) and 'Memory Card'.

At the bottom of the panel, there are two green buttons: '< Back' and 'Next >'. Below the panel, there is a note: '* To find Appropriate Microphone Control Panel > Sound > Recording (tab)'.

Step 4:- Broadcast

Real time Tracking of Your Voice Broadcasting. Also you get Various Status like Calling, Ringing, Disconnect, Answer and Cut, Busy. And you also know your progress of your Voice Calls.

Pause: if you want pause call for some time, you can, after that you also resume.

Stop: if you want to Cancel Broadcast you can.

Skip Call: If you want to skip current Call you can.

Voice India : Business Voice Broadcasting Server

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Start		Skip Call		Pause	Stop	Exit
Contact No.	Status	Call Duration	Call Time			
9875875895	None	00:00				
6987898578	None	00:00				
9586485987	None	00:00				
9865487589	None	00:00				
9568745687	None	00:00				
9658745698	None	00:00				
8698584789	None	00:00				
9685478965	None	00:00				

Total Number	Answered	Answered & Cut	Busy/No Answer	Remaining
8	0000	0000	0000	0000

Estimate Remaining Time : 00:00:00 0% Completed
Make Call Between : [\(Change\)](#) No any Time Selected
What to Do When Broadcast Complete : [\(Change\)](#) Do Nothing

00:00:00
 31 (?)
Campaign Name

Step 5:- Get Report:

Here you can see Complete Report of Your Broadcast and Reply from Audience.

Save Report: If you want to save report in Excel. If you are not saving, it's already stored in history and you can get detail whenever You need.

Resend to fail: We Sure that All People can't pick up Call, So Press Resend to Send Again who is Busy or Out of Coverage.

