# CASE STUDY

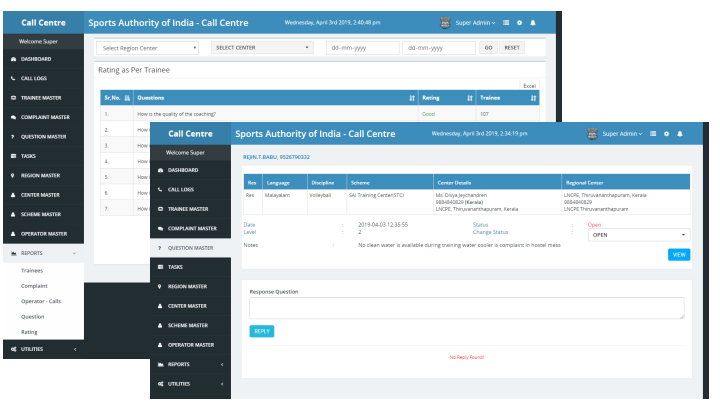
## THE MINISTRY OF YOUTH AFFAIRS_CCC SOFTWARE

## OBJECTIVE

The Ministry of Youth Affairs, India was looking for a complete solution towards registering the suggestions and grievances of more than 50,000 Players or trainee profiles. Also, they required different and unique features in the software like call monitoring, call barging, predictive dialer, Click to call, real time reporting and more such features.

## OBJECTIVE

In order to fulfill the client's requirement ADG came up with the software called 'CCC Software" where the idea was not just to register but also facilitate an automated calling process week on week basis. We took help of cloud telephony, which is a voice and messaging service that replaces the need for the conventional business telephone system like PBX, EPBAX, etc. We integrated an on-premise legacy Private Branch Exchange (PBX) through multiple layers of integration with a CRM. Further, this replaced the need for the conventional business telephone system like PBX. We also covered different features as listed below:




- Automatic screen pop
- Call Queues
- Communication tool integration
- Call Control
- Disposition codes
- Call Monitoring
- Call barging
- Predictive Dialer
- Click-to-call
- Call Tag
- Desktop Notification
- Real Time Reporting
- Call Escalating
- Call Notes
- Call Reports
- Help Desk Ticketing
- Schemes
- Dashboard
- User Transfer

## Result

ADG Online Solution was successful in implementing a complete solution for the SAI team. SAI was able to track the training, lodging and safety of the trainees. We were able to generate:

- Key insights where user based reports can be generated which will further help call center agents understand their daily performance with a centralized and personal view of metrics, evaluations and schedules.
- Real time monitoring reports
- Call summary dashboard
- Call center representative summary
- Representative report
- Outbound report
- Inbound report
- Trainee summary
- Performance report
- Status report
- Historical report