

# Call Center

## Overview

The **Call Center** module is used to handle incoming calls and log them into the CRM. When someone calls, the call center agent can categorize the call into one of three types and take the appropriate action.

Call Center Leads Search...

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**Filters**

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**CALLS** Search...  [NEW LEAD +](#) [RECALL +](#) [TICKET +](#) [EXPORT LEADS -](#) [EXPORT -](#) [PRINT PDF](#)

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**Number Of Calls : 16**  
Total Number of Leads: 7

Ticket Numbers	Type	Name	Phone	Communication Method	Note	Date	Salesman	Leads ID	Project	Source	Unit Type	Related Item	Done Date	User	Recall Project	State
8	Ticket	Hilton 45646	201032265448	email		2026-06-09 16:24:05	Admin	PROJECT Z CAMPAIGN/SMILE AGENCY/FB	-Elite Living	-Facebook		None	2026-06-09 16:24:16	Admin		<a href="#">DONE</a>
	Just Asking	kin	201202213221			2026-06-09 14:34:43		PROJECT Z CAMPAIGN/SMILE AGENCY/FB	-Elite Living	-Facebook		None		Admin		
	New Request	kinmmmm	201065542331			2026-06-09 14:33:02		Eslam Lead	N/A	- Ambassador		None		Admin		<a href="#">PENDING</a>
	New Request	kinmm	201065545662			2026-06-09 14:31:59	Admin	PROJECT Z CAMPAIGN/SMILE AGENCY/WP	-Elite Living	-WhatsApp		None		Admin		<a href="#">PENDING</a>
7	Ticket	ko testtttt	201094489113	phone	n bjkbjkjbkj	2026-06-07 13:37:02	Admin	Eslam Lead	N/A	- Ambassador		None		Admin		<a href="#">PENDING</a>

## The Three Call Types

Option	When to Use
<b>Add Lead</b>	The caller is a new potential client — create a new lead.
<b>Recall</b>	The caller is an existing lead calling again, possibly about a different project.
<b>Ticket</b>	The caller is an existing client with a request or complaint — open a support ticket.

## Available Actions

- **Export Leads** — export only the leads logged by the call center.

- **Export All** — export everything (leads, tickets, and just asking entries).
  - **Print PDF** — print a PDF of the current view.
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# Available Filters

Filter	Description
<b>Date</b>	Filter by date range (From / To).
<b>Name</b>	Search by caller name.
<b>Tag</b>	Filter by tag applied to the entry.
<b>Unit</b>	Filter by a specific unit.
<b>Type</b>	Filter by entry type (Lead, Ticket, Just Asking).
<b>Ticket Number</b>	Search by a specific ticket number.
<b>Project</b>	Filter by project name.
<b>Salesman</b>	Filter by assigned salesman.
<b>Leads ID</b>	Filter by marketing Lead ID.
<b>Unit Type</b>	Filter by unit type.
<b>Branches</b>	Filter by company branch.

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