

Inspection Management Module

1. You can create new inspection checklists or store any external inspection reports here.
2. Click on the 'Module Overview' at the navigation bar.
3. Following page will open.
4. Click on 'Inspection Management Module.'

Paperless
Make Life Simple

Module Overview Users User Guide Support Settings Logout/TTC/Sanjay Dewan

Module Overview

Management Manual Module	Procedures Manual Module	Attachment Manual
Work Instructions / SOP Manual Module	Forms Manual Module	External Audit Management Module
Audit Management Module	Meetings Management Module	Nonconformity Management
Inspection Reports Module	Feedback & Complaint Management Module	E-Circulars Module
Documents Vault	Archives Module	

Inspection Management Module Dashboard

1. Inspection report module.
2. You can upload external inspection report by clicking on 'Upload External Inspection Report'.
3. You can search any inspection management module with combine search.






The screenshot displays the 'Inspection Management Module' dashboard. At the top, there is a navigation bar with the Paperless logo and HeroFinCorp. logo on the left, and links for 'Module Overview', 'Users', 'User Guide', 'Support', 'Settings', and 'Logout/TC/Sanjay Dewan' on the right. The main content area features a central heading 'Inspection Management Module' with a vertical slider below it. Two primary action buttons are visible: 'Inspection Report Module' (with a factory icon) and 'Upload External Inspection Report' (with an upload icon). A search icon is located in the top right corner. A blue button labeled '<< Back' is positioned below the main heading. Below this, a search section titled 'Inspection Management Module (Combine Search)' is shown. It includes a 'Search By' dropdown menu with a list of search criteria: 'Report Ref No', 'Name of Inspection Checklist', 'Name of Facility', 'Name of Inspector', 'Report Date', and 'Submitted by'. Below the search section is a table with columns: 'S. No.', 'Report Ref No.', 'Name of Facility', 'Name of Inspector', 'Report Date', 'Submitted By', and 'View'. The table currently displays 'Records not found.'

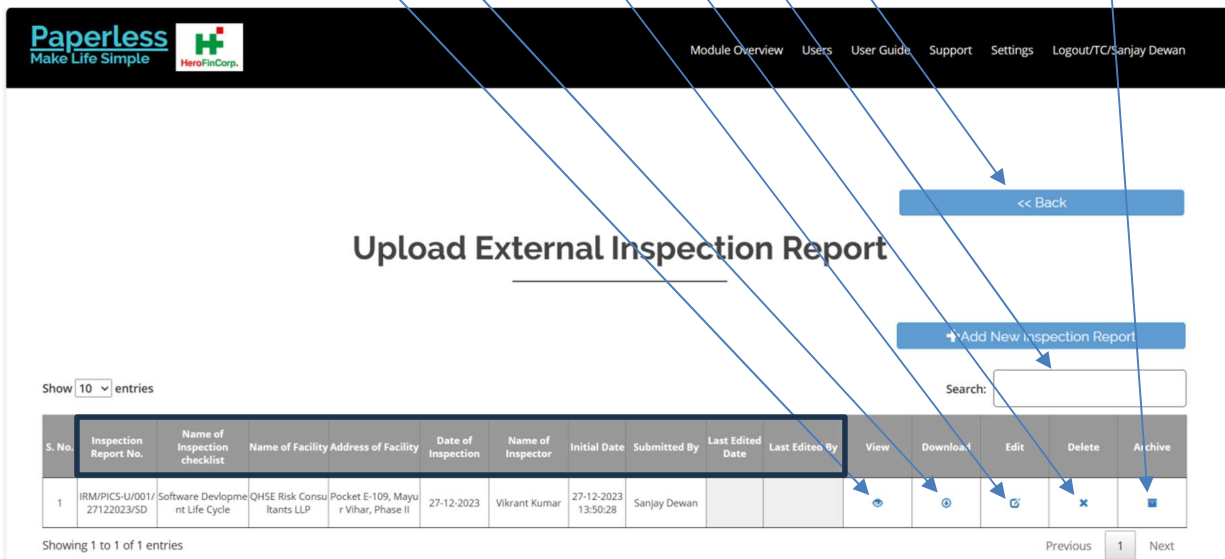
Adding New External Inspection Report

1. You can add the new inspection report of the inspection report module by clicking on 'Add New Inspection Report' on the dashboard.
2. Fill in all the relevant details.
3. Upload the file by clicking on 'Choose File' and uploading the any document (pdf, doc, docx, max size: 5MB).
4. Click on 'Submit' to submit your details.
5. An alert box will show up then click 'OK'.

The screenshot displays the 'Paperless Management System' interface. At the top, there is a navigation bar with the logo 'Paperless Make Life Simple' and 'HeroFinCorp.' on the left, and menu items 'Module Overview', 'Users', 'User Guide', 'Support', 'Settings', and 'Logout/TC/Sanjay Dewan' on the right. Below the navigation bar, the main content area is titled 'Upload External Inspection Report'. A blue button labeled '<< Back' is positioned at the top right. Below this, a blue button labeled '+ Add New Inspection Report' is visible. A table with 14 columns (S. No., Inspection Report No., Name of Inspection checklist, Name of Facility, Address of Facility, Date of Inspection, Name of Inspector, Initial Date, Submitted By, Last Edited Date, Last Edited By, View, Download, Edit, Delete, Archive) is shown, with the text 'Records Not Found.' below it. Below the table, another blue button labeled '<< Back' is present. The main section is titled 'Add New Inspection Report'. It contains a form with several fields: 'Name of checklist' (with a placeholder 'Enter name of checklist here'), 'Name of facility' (with a placeholder 'Enter name of facility here'), 'Address of facility' (with a placeholder 'Enter address of facility here'), 'Date of inspection' (with a placeholder 'dd-mm-yyyy' and a calendar icon), 'Name of inspector' (with a placeholder 'Enter name of inspector here'), and 'Attach any document (pdf, doc, docx, max. size : 5MB)' (with a 'Choose File' button and 'No file chosen' text). A blue 'Submit' button is located at the bottom left of the form. Below the form, a success alert box titled 'Paperless Management System States' displays the message 'The Inspection report has been added successfully.' with an 'OK' button.

Uploaded External Inspection Report Dashboard

1. The 'Upload External Inspection Report' dashboard allows the user to see and access all the required information.
2. You can view the upload external inspection report by clicking on 
3. You can download the upload external inspection report by clicking on 
4. You can Edit the upload external inspection report by clicking on 
5. You can delete the upload external inspection report by clicking on 
6. You can move to archive the upload external inspection report by clicking on 
7. By clicking on 'Back' button to go back to previous page.
8. You can search here for any upload external inspection report.



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Module Overview Users User Guide Support Settings Logout/TC/Sanjay Dewan






Upload External Inspection Report

<< Back

+ Add New Inspection Report

Show 10 entries



Search:

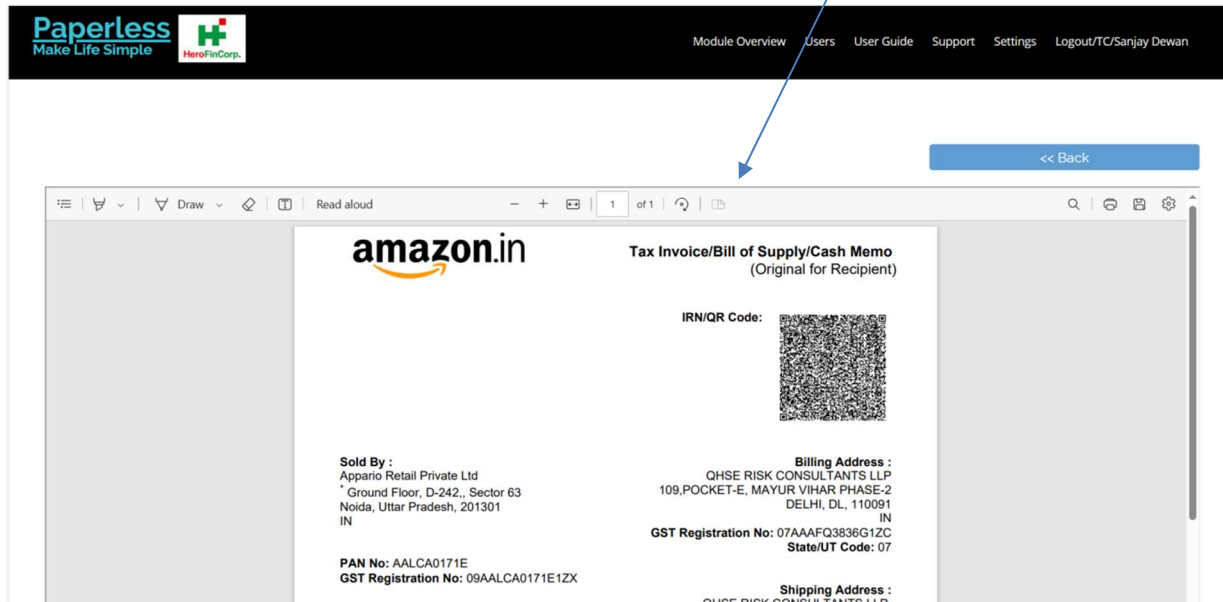
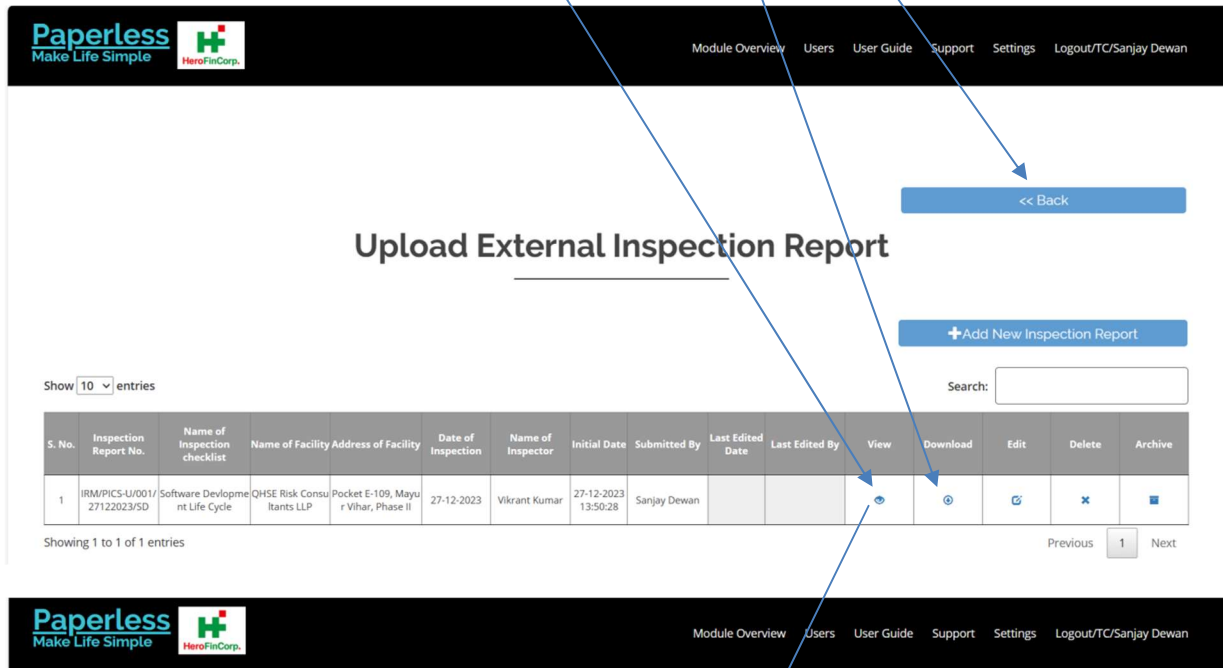
S. No.	Inspection Report No.	Name of Inspection checklist	Name of Facility	Address of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Download	Edit	Delete	Archive
1	IRM/PICS-UI/001/27122023/SD	Software Development Life Cycle	QHSE Risk Consultants LLP	Pocket E-109, Mayur Vihar, Phase II	27-12-2023	Vikrant Kumar	27-12-2023 13:50:28	Sanjay Dewan							

Showing 1 to 1 of 1 entries

Previous 1 Next

Viewing / Downloading the External Inspection Report

1. Click on 'View ' at the upload external inspection report dashboard.
2. Click on 'Download ' at the upload external inspection report dashboard.
3. You can view the 'Upload External Inspection Report'.
4. By clicking on 'Back' button to go back to the previous page.



Editing the Upload External Inspection Report

1. Click on 'Edit' at the upload external inspection report dashboard.
2. The edit form will open up showing the entries.
3. Edit the form as necessary.
4. Upload the file by clicking on 'Choose File' and attach the any document if required. (pdf, doc, docx, max size: 5MB).
5. Update the relevant details and click 'Update'.
6. An alert box will show up then click 'OK'.

Paperless Make Life Simple **HeroFinCorp.** Module Overview Users User Guide Support Settings Logout/TC/Sanjay Dewan

Upload External Inspection Report

<< Back

+ Add New Inspection Report

Show 10 entries Search:

S. No.	Inspection Report No.	Name of Inspection checklist	Name of Facility	Address of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Download	Edit	Delete	Archive
1	IRMP/PCS-U/001-27122023/SD	Software Development Life Cycle	QHSE Risk Consultants LLP	Pocket E-109, Mayur Vihar, Phase II	27-12-2023	Vikrant Kumar	27-12-2023 13:50:28	Sanjay Dewan							

Showing 1 to 1 of 1 entries Previous 1 Next

Edit Inspection Report

<< Back

Name of checklist	Name of facility
<input type="text" value="Software Development Life Cycle"/>	<input type="text" value="QHSE Risk Consultants LLP"/>
Address of facility	Date of inspection
<input type="text" value="Pocket E-109, Mayur Vihar, Phase II"/>	<input type="text" value="27-12-2023"/>
Name of inspector	Attach any document (pdf, doc, docx, max. size : 5MB)
<input type="text" value="Vikrant Kumar"/>	<input type="button" value="Choose File"/> No file chosen View

Paperless Management System States

Title of inspection checklist has been updated successfully.

Deleting the Upload External Inspection Report

1. Click on 'Delete (✕)' at the upload external inspection report dashboard.
2. You can delete the upload external inspection report, as appropriate by clicking on.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.
4. Click 'Cancel' if you want to cancel the action.
5. A message will show up with successfully delete message.



Upload External Inspection Report

<< Back

+ Add New Inspection Report

Show 10 entries Search:

S. No.	Inspection Report No.	Name of Inspection checklist	Name of Facility	Address of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Download	Edit	Delete	Archive
1	IRM/PICS-UJ001/27122023/SD	Software Development Life Cycle	QHSE Risk Consultants LLP	Pocket E-109, Mayur Vihar, Phase II	27-12-2023	Vikrant Kumar	27-12-2023 13:59:28	Sanjay Dewan							

Showing 1 to 1 of 1 entries Previous 1 Next

Paperless Management System states

Do you really want to delete this 'Software Development Life Cycle' inspection report?

<< Back

OK Cancel

+ Add New Inspection Report

Show 10 entries Search:

S. No.	Inspection Report No.	Name of Inspection checklist	Name of Facility	Address of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Download	Edit	Delete	Archive
1	IRM/PICS-UJ001/27122023/SD	Software Development Life Cycle	QHSE Risk Consultants LLP	Pocket E-109, Mayur Vihar, Phase II	27-12-2023	Vikrant Kumar	27-12-2023 13:59:28	Sanjay Dewan	27-12-2023 14:02:33	Sanjay Dewan					

Showing 1 to 1 of 1 entries Previous 1 Next

Paperless Management System States

This 'Software Development Life Cycle' inspection report has been deleted successfully.

OK

Archiving Upload External Inspection Report

1. Here we can view all archived in the upload external inspection report in archive section.
2. Click on 'Archive' at the upload external inspection report dashboard.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.
4. Click 'Cancel' if you want to cancel the action.
5. An alert box will show up then click 'OK'.



<< Back

Upload External Inspection Report

+ Add New Inspection Report

Show 10 entries Search:

S. No.	Inspection Report No.	Name of Inspection checklist	Name of Facility	Address of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Download	Edit	Delete	Archive
1	IRM/PICS-U/001/27122023/SD	Software Development Life Cycle	QHSE Risk Consultants LLP	Pocket Estate 109, Mayur Vihar Phase II	27-12-2023	Vikrant Kumar	27-12-2023 13:50:28	Sanjay Dewan							

Showing 1 to 1 of 1 entries Previous 1 Next

Paperless Management System states

Do you really want to archive this 'Software Development Life Cycle' inspection report?

OK Cancel

<< Back

Upload External Inspection Report

+ Add New Inspection Report

Show 10 entries Search:

S. No.	Inspection Report No.	Name of Inspection checklist	Name of Facility	Address of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Download	Edit	Delete	Archive
1	IRM/PICS-U/003/27122023/SD	Software Development Life Cycle	QHSE Risk Consultants LLP	MAYUR VIHAR PHASE - II, New Delhi	27-12-2023	Vikrant Kumar	27-12-2023 15:46:19	Sanjay Dewan							

Showing 1 to 1 of 1 entries Previous 1 Next

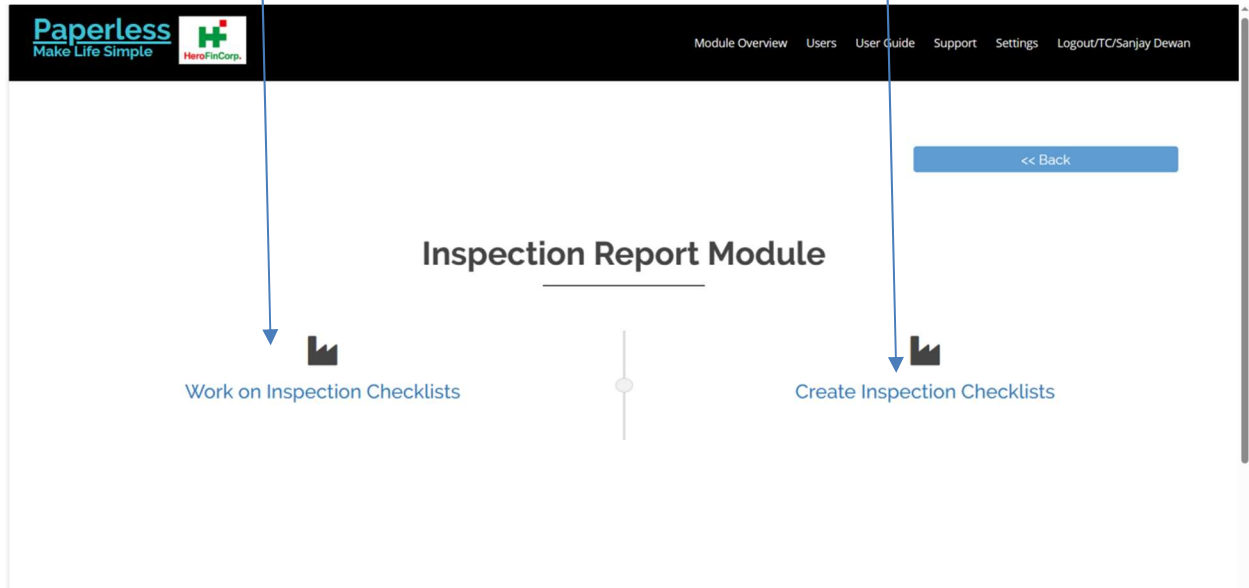
Paperless Management System States

This 'Software Development Life Cycle' inspection report has been archived successfully.

OK

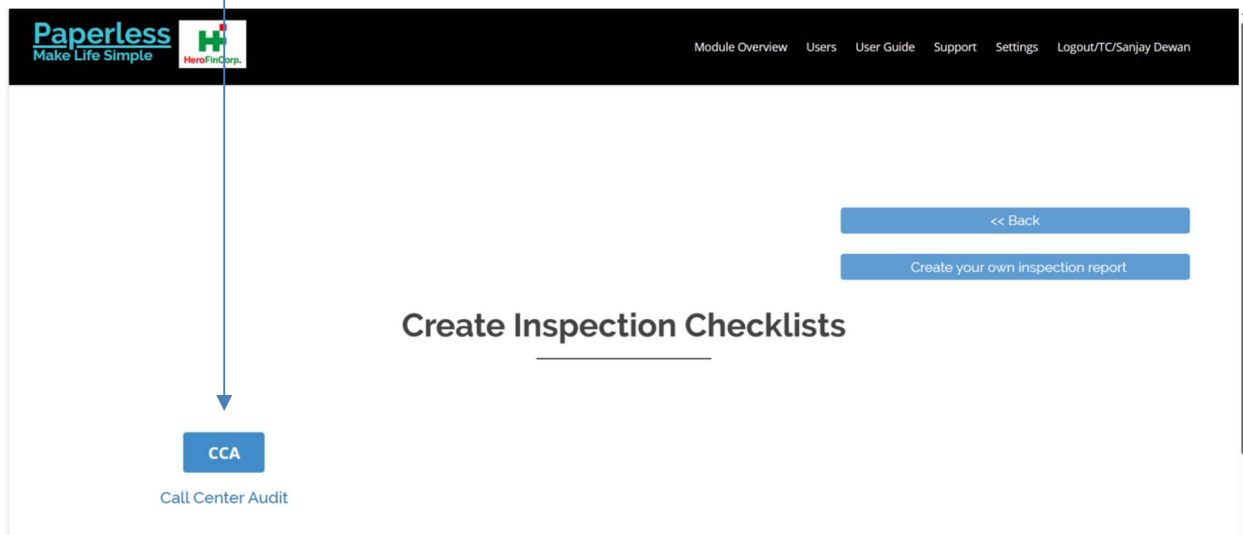
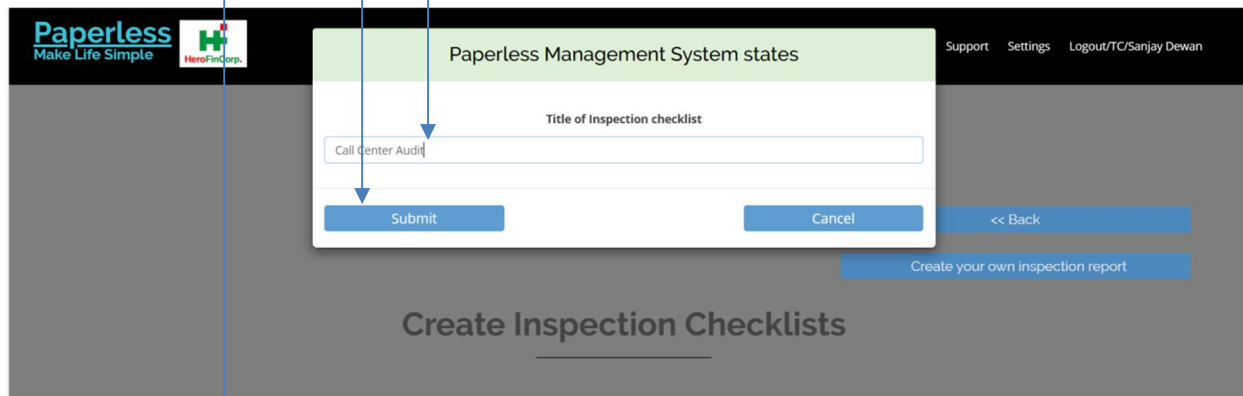
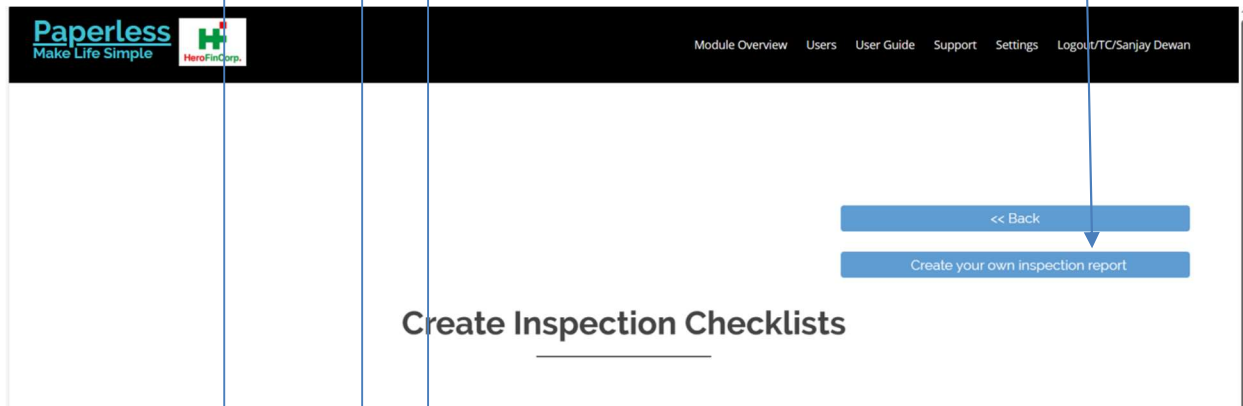
Inspection Report Module Dashboard

1. Work on inspection checklists.
2. You can create inspection checklist by clicking on 'Create Inspection Checklists'.



Create Own Inspection Report

1. You can create your own inspection report of the checklist by clicking on 'Create Your Own Inspection Report' on the dashboard.
2. Write the inspection checklist name in the alert box.
3. Click to submit otherwise click cancel.
4. The new inspection checklist with the allotted name will be created.



Title of Inspection Checklist

1. To make edit / update to the inspection checklist, click on your created checklist on the dashboard.
2. You can edit or update details in the 'Title of Inspection Checklist'. If appropriate.
3. Click to submit.
4. An alert box will show up then click 'OK'.

The image shows a web form for editing an inspection checklist. The form is divided into four main sections, each with a 'Submit' button:

- Title of inspection checklist:** Contains a text input field with the value 'Call Center Audit' and a blue 'Submit' button. A blue arrow points from step 2 of the instructions to this section.
- Sections of inspection checklist:** Contains a text input field with the placeholder 'Enter section of inspection checklist here' and a blue 'Submit' button.
- Items of inspection checklist:** Contains a dropdown menu with 'Please select Section', a text input field with the placeholder 'Enter items of inspection checklist', and a blue 'Submit' button. A blue arrow points from step 3 of the instructions to this section.
- Inspection Checklist:** An empty section at the bottom of the form.

At the top right of the form area is a blue button labeled '<< Back'. A vertical scrollbar is visible on the right side of the form area.

Below the form is a dark grey footer area containing a white alert box with a green header that reads 'Paperless Management System States'. The alert box contains the message 'Title of inspection checklist has been updated successfully.' and a blue 'OK' button. A blue arrow points from step 4 of the instructions to this 'OK' button.

Adding Section of Inspection Checklist

1. On this dashboard you will see section of inspection checklist. Here you can Add, Edit or Delete checklist.
2. You can add checklist section in the 'Inspection Checklist'.
3. Click to submit.
4. An alert box will show up then click 'OK'.

<< Back

Title of inspection checklist

Call Center Audit

Submit

Sections of inspection checklist

Enter section of inspection checklist here

Submit


Process ✕ ✎ Product ✕ ✎ Introduction ✕ ✎ Experience ✕ ✎ Final Comments ✕ ✎ test ✕ ✎

Paperless Management System States

Section of inspection checklist has been added successfully.


OK

Editing the Section of Inspection Checklist

1. After adding the above section, you will see a checklist something like this on your dashboard.
2. You can edit this checklist as per your convenience.
3. By clicking on 'Edit ' you can edit the section of inspection checklist.
4. Click 'Submit' in the alert box if you agree with the statement in the alert box.
5. Click 'Cancel' if you want to cancel the action.
6. An alert box will show up then click 'OK'.

The image illustrates the process of editing an inspection checklist section through a series of screenshots. The top section shows the main dashboard with a '<< Back' button and a 'Title of inspection checklist' field containing 'Call Center Audit' and a 'Submit' button. Below this is the 'Sections of inspection checklist' section, which includes a text input field 'Enter section of inspection checklist here' and a 'Submit' button. A row of section names is displayed: 'Process', 'Product', 'Introduction', 'Experience', 'Final Comments', and 'test', each with an 'edit' icon. The middle section shows the 'Introduction' section selected for editing. An 'Edit section of inspection checklist' modal is open, displaying 'Introduction' in the text field and 'Submit' and 'Cancel' buttons. The bottom section shows the 'Items of inspection checklist' section with a dropdown menu set to 'Please select Section' and an 'Enter items of inspection checklist' field. Finally, a success alert box titled 'Paperless Management System States' displays the message 'Section has been edited successfully.' with an 'OK' button.

Deleting the Section of Inspection Checklist

1. You can also delete this checklist as per your convenience.
2. By clicking on 'Delete ' you can delete the checklist.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.
4. Click 'Cancel' if you want to cancel the action.
5. An alert box will show up then click 'OK'.

<< Back

Title of inspection checklist













Call Center Audit

Submit

Sections of inspection checklist

Enter section of inspection checklist here

Submit

Process   Product   Introduction   Experience   Final Comments   test  

Paperless Management System states

Support Settings Logout/TC/Sanjay Dewan

Are you sure you want to delete Section - Introduction?

OK Cancel << Back

Title of inspection checklist



Call Center Audit

Submit

Sections of inspection checklist

Enter section of inspection checklist here

Submit

Introduction  

Paperless Management System States

Section of inspection checklist has been deleted successfully.

OK

Adding the Items in the Section of Inspection Checklist

1. You can add items in the section list of inspection checklist.
2. Select the section for which you want to add item from the drop-down menu.
3. You can write your item in the section here.
4. Click to submit.
5. An alert box will show up then click 'OK'.

Items of inspection checklist

Introduction
Please select Section
Introduction

Is adherence to the rules being done

Submit

Inspection Checklist

Section - Introduction

S. No.	Item	Edit	Delete
Records not found.			

Paperless Management System States

Section item of Inspection checklist has been added successfully.


OK

Editing the Item in the Section of Inspection Checklist









1. You can also edit this edit item in the section of inspection checklist as per your convenience.
2. Select the section for which you want to edit the item from the drop-down menu.
3. You can edit your item in the section here.
4. Click to submit.
5. An alert box will show up then click 'OK'.



The screenshot displays the Paperless Management System interface. At the top, the header includes the Paperless logo (Make Life Simple) and HeroFinCorp. logo, along with navigation links: Module Overview, Users, User Guide, Support, Settings, and Logout/TC/Sanjay Dewan. The main content area is titled 'Edit Items of Inspection Checklist' and features a '<< Back' button. The form contains a dropdown menu for selecting a section, currently showing 'Introduction' with a sub-menu open listing 'Please select Section' and 'Introduction'. Next to it is a text input field containing 'Is adherence to the rules being done'. A 'Submit' button is located to the right of the input field. Below the form, a modal alert box titled 'Paperless Management System States' displays the message 'Section item of Inspection checklist has been updated successfully.' with an 'OK' button.

Deleting Item in the Section of Inspection Checklist

1. Here you can delete any item which you want to delete in the section of Inspection checklist.
2. By clicking 'Delete'  you can delete the item.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.
4. Click 'Cancel' if you want to cancel the action.
5. An alert box will show up then click 'OK'.







test

Inspection Checklist				
Section - Process				
S. No.	Item		Edit	Delete
1	Is adherence to the rules being done			
Section - Product				
S. No.	Item		Edit	Delete
1	Testing?			
Section - Introduction				
S. No.	Item		Edit	Delete
1	How to conduct the audit			
Section - Experience				
S. No.	Item		Edit	Delete
1	Test			

1 Is adherence to the rules being done  

Paperless Management System states

Do you really want to delete this item - 5 years?

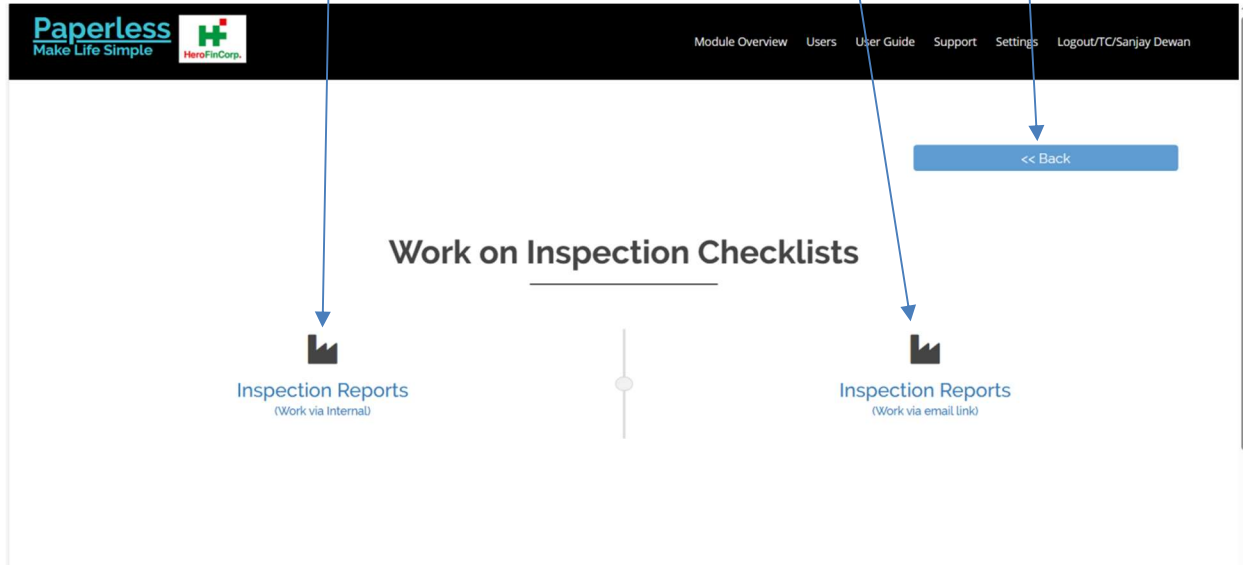
Section - Introduction				
S. No.	Item		Edit	Delete
1	How to conduct the audit			
Section - Experience				
S. No.	Item		Edit	Delete
1	5 years			
Section - Final Comments				
S. No.	Item		Edit	Delete
1	Sign off has been done			

Paperless Management System States

This item of inspection checklist has been delete successfully.

Work on Inspection Checklists Dashboard (Work Via Email Link)

1. You will see the Inspection Reports by clicking on 'Inspection Reports (Work via internal)'.
2. You will see the inspection report by clicking on 'Inspection Reports (Work via email link)'.
3. By clicking on 'Back' button to go back to the previous inspection report module page.



Inspection Report Dashboard (Work Via Email Link)

1. Here you can see the inspection report (work via email link).
2. If you click it, you will get to see a new dashboard.

The screenshot shows a web application interface. At the top, there is a navigation bar with the Paperless logo and HeroFind.com branding, along with links for Module Overview, Users, User Guide, Support, Settings, and Logout/TC/Sanjay Dewan. The main content area is divided into two sections. The first section, titled "Inspection Reports (Work via Email Link)", features a blue button labeled "CCA" with the text "Call Center Audit" below it. A blue arrow points from the "CCA" button to the second section. The second section, titled "Call Center Audit (Work via Email Link)", contains a table with columns for S. No., Assign, New, Inprocess, Completed, Condemned, and Archived. The table has one row with the value "1" in the S. No. column and "0/0" in the Assign column. There are also buttons for "<< Back" and "Download Assign Status" in this section.

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	0/0					

Inspection Checklist Dashboard (Work Via Email Link)

1. Upon clicking the 'Inspection Report' the inspection report (work via email link) dashboard will open then you have click on call center audit will open displaying following information.
2. Click on assign to start working on an inspection checklist.
3. By clicking here you can create new inspection checklist.
4. All inprocess inspection checklist show up here.
5. All completed inspection checklist show up here.
6. All condemned (trash) inspection checklist shows up here.
7. All Archived inspection checklist show up here.
8. Click on 'Download Assign Status' to download assign status / right allocation inspection checklist report (work via email link) according to the user permission an inspection checklist dashboard.

Call Center Audit
(Work via Email Link)

<< Back

Download Assign Status

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	🔗 0/0					

Call Center Audit
(Work via Email Link)

User	No. of forms used	No. of forms allocated	Edit	View	Publish	Condemned
Sanjay Dewan	2	1	Yes	Yes	Yes	Yes

Users Right Assign / Unassigned Inspection Checklist (Work Via Email Link)

1. Here you can assign / unassigned right allocation to the selected users.
2. Here you can assign 'number of forms to be assigned' to the selected users.
3. Here you can allocate permission who can 'view, edit, publish, condemned' the selected users.
4. Click to 'Assign'.
5. Click 'Cancel' if you want to cancel the action.
6. An alert box will show up then click on 'OK'.

Call Center Audit
(Work via Email Link)

<< Back

Download Assign Status

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	0/1		0	0	0	0

Call Center Audit

Please enter number of forms and rights to be assigned to users or clients.

User	No. of forms used	No. of forms allocated	No. of forms to be assigned	View	Edit	Publish	Condemn
Sanjay Dewan	0	0	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Roshan Dayma	0	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pramod Yadav	0	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Puja Vachher	0	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prabuddh Agrawal	0	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assign Close

Settings Logout/TC/Sanjay Dewan

<< Back

Download Assign Status

Archived

Paperless Management System states

Call Center Audit: Please note user rights have been assigned / unassigned and quantities allocated to selected users.

OK

User Rights and Form Quantities Assign / Unassign thru Email Notification (Work Via Email Link)

1. Here you see user or client rights and form quantities assign / unassign.

The screenshot shows a Gmail interface with an email notification. The email subject is "Call Center Audit: User rights and form quantities have been assigned / unassigned." The email content includes a table titled "User or clients who have been assigned / unassigned user rights and quantities for working on Call Center Audit".

S. No.	User	Quantities			Rights			
		No. of forms used	No. of forms previously allocated	No. of forms currently allocated	View	Edit	Publish	Condemn
1	Sanjay Dewan	0	3	0	Yes	Yes	Yes	Yes

Below the table, there are buttons for "Reply", "Reply to all", and "Forward".

Inspection Checklist New Form (Work Via Email Link)

1. Fill in all the relevant details.
2. By clicking on the signature button, the signature field will open for signing.
3. Now do your signature here.
4. Click to ok.
5. Click on 'Submit' for save you details.
6. Click on 'Go to Dashboard' to go back to the main dashboard of inspection checklist.
7. Click on 'Go to Inspection Checklist' to go back to the inspection checklist (work via email link) dashboard.

The image shows a multi-step process for creating an inspection checklist. It starts with a form titled "Call Center Audit (Work via Email Link)". The form has two main sections. The first section contains fields for "Receiver's name", "Mobile No.", "Email id", "Inspection date", and "Facility name". The second section contains fields for "Name", "Position", "Date", and "Signature". A "Sent by" field is also present, showing "Sanjay Dewan". A "Signature" button is located below the signature field. A "Submit" button is at the bottom left of the form. A "Signature Pad" window is shown over the form, with an "OK" button and a "Cancel" button. Below the form, a success message "ISO 9001 Audit Checklist has been sent successfully!" is displayed. At the bottom, there are two buttons: "Go To Dashboard" and "Go to Inspection Checklists".

Receiver's name	Mobile No.	Email id	Inspection date	Facility name
<input type="text" value="Enter receiver's name here"/>	<input type="text" value="Enter mobile no."/>	<input type="text" value="Enter email id here"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Enter facility name here"/>

Name	Position	Date	Signature
Sanjay Dewan	<input type="text" value="Enter position here"/>	<input type="text" value="27-12-2023"/>	<input type="text" value="Signature"/>





Signature Pad: Paperless Management System Signature Pad

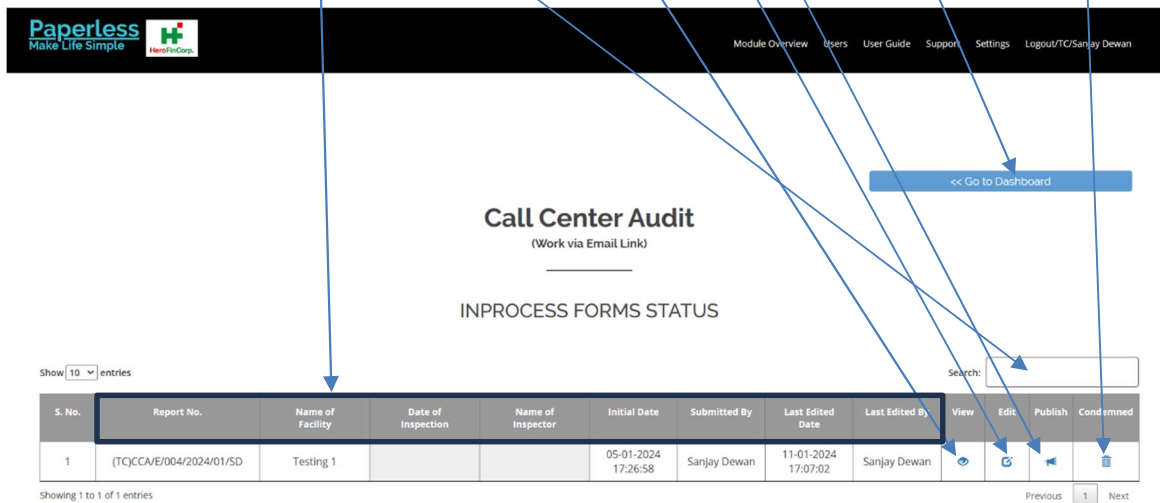
OK Cancel

ISO 9001 Audit Checklist has been sent successfully!





Go To Dashboard Go to Inspection Checklists

Inprocess Dashboard (Work Via Email Link)

1. The 'Inprocess' dashboard allows the user to see and access all the required information.
2. You can view the inspection checklist by clicking on 
3. You can edit the inspection checklist by clicking on 
4. You can publish the inspection checklist by clicking on 
5. You can condemn (Condemned: Unfit for use) the inspection checklist by clicking on 
6. By clicking on 'Go to Dashboard' button to go back to the inspection checklist (work via email link) dashboard.
7. You can search here for any inspection checklist.



The screenshot displays the 'Inprocess Dashboard' for 'Call Center Audit (Work via Email Link)'. The dashboard title is 'INPROCESS FORMS STATUS'. A search bar is located above the table. The table contains one entry with the following details:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Condemned
1	(TC)CCA/E/004/2024/01/SD	Testing 1			05-01-2024 17:26:58	Sanjay Dewan	11-01-2024 17:07:02	Sanjay Dewan				

Below the table, it shows 'Showing 1 to 1 of 1 entries' and navigation buttons for 'Previous', '1', and 'Next'. A blue box highlights the '<< Go to Dashboard' button in the top right corner of the dashboard area.

Viewing the Inprocess Inspection Checklist (Work Via Email Link)

1. You can view the inspection checklist by clicking on 'view ' icon in the inprocess dashboard.
2. Here you can view all the details in the inspection checklist (work via email link).
3. Compliance status: -
 - 0 – Not complaint.
 - 1 – Partially complaint.
 - 2 – Fully complaint.
 - N/A – Not applicable.
4. Heading color: -
 - - Yellow color is partially completed section.
 - - Red color is untouched section.
 - - Green color is completed section.
 - - Blue color is activated section / opened section.
5. You can see overall score and section by score by clicking here.

Call Center Audit

(Work via Email Link)

Testing 1

[View Score Card](#)

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

1. INSPECTION DETAILS AND ABOUT COMPANY		
1	INSPECTION REPORT REF NO.	(TC)CCA/E/004/2024/01/SD
2	DATE OF INSPECTION	
3	PLACE OF INSPECTION	
4	NAME OF INSPECTOR	
5	POSITION OF INSPECTOR	
6	MOBILE NUMBER OF INSPECTOR	
7	E-MAIL ID OF INSPECTOR	
8	COMPANY NAME	
9	COMPANY ADDRESS	
10	NAME OF FACILITY	HFCL Pvt Ltd
11	FACILITY ADDRESS	
12	DATE OF INCORPORATION	
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	
14	NAME OF MANAGING DIRECTOR	
15	WEBSITE ADDRESS	

2. Process								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Is adherence to the rules being done		0	1	2	NA		
Total Score			0.00%					

3. Product								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
Total Score			0.00%					

4. Introduction								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	How to conduct the audit		0	1	2	NA		
Total Score			0.00%					

5. Experience								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
Total Score			0.00%					

6. Final Comments								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Sign off has been done		0	1	2	NA		
Overall Score			0.00%					

7. SIGN OFF				
	Name of inspector	Position of inspector	Date	Signature
Filled by				

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

HERO FINCORP LTD
Registered Office : 34, Community Centre, Basant Lok, Vasant Vihar, New Delhi-110057
Email : cfops-communications@herofincorp.com, **Web** : www.herofincorp.com

6. Color rating: -

<25%	0 – 24.99%
25-49.99%	25 – 49.99%
50-74.99%	50- 74.99%
>75%	75 – 100%

Inspection Checklist Score Card (Work Via Email Link)

1. Here you can view overall score and section by score.
2. You can close this score card tab by clicking on 'Exit'.

Call Center Audit

(Work via Email Link)

Score Card


Exit

HFCL CALL CENTER DELHI		
S.No.	Key Performance Indicators	Compliance @
1	Process	0.00%
2	Product	0.00%
3	Introduction	0.00%
4	Experience	0.00%
5	Final Comments	0.00%
OVERALL SCORE		0.00%

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

Editing the Inprocess Inspection Checklist (Work Via Email Link)

1. You can edit the inspection checklist by clicking on edit button in the inprocess inspection checklist (work via email link) dashboard.
2. The edit form 'Inspection Details and About Facility' will open showing the entries.
3. Edit the form as necessary.



[Module Overview](#) [Users](#) [User Guide](#) [Support](#) [Settings](#) [Logout/TC/Sanjay Dewan](#)

<< Go to Dashboard

Call Center Audit

(Work via Email Link)

INPROCESS FORMS STATUS

Show 10 entries Search

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Condemned
1	(TC)CCA/E/004/2024/01/SD	Testing 1			05-01-2024 17:26:58	Sanjay Dewan	11-01-2024 17:07:02	Sanjay Dewan				

Showing 1 to 1 of 1 entries Previous 1 Next

Call Center Audit

(Work via Email Link)

HFCL Call Center Noida

<< Back

View Score Card

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Sign Off	

1. INSPECTION DETAILS AND ABOUT FACILITY

1	INSPECTION REPORT REF NO.	<input style="width: 90%;" type="text" value="(TC)CCA/E/003/2023/12/SD"/>
2	DATE OF INSPECTION	<input style="width: 90%;" type="text" value="dd-mm-yyyy"/>
3	PLACE OF INSPECTION	<input style="width: 90%;" type="text" value="Enter place of inspection here"/>
4	NAME OF INSPECTOR	<input style="width: 90%;" type="text" value="Sonu Chaurasiya"/>
5	POSITION OF INSPECTOR	<input style="width: 90%;" type="text" value="Enter position of inspector here"/>
6	MOBILE NUMBER OF INSPECTOR	<input style="width: 90%;" type="text" value="Enter mobile number of inspector here"/>
7	E-MAIL ID OF INSPECTOR	<input style="width: 90%;" type="text" value="Enter email id of inspector here"/>
8	COMPANY NAME	<input style="width: 90%;" type="text" value="Enter company name here"/>

4. Update the relevant details and click on 'Save'.
5. An alert box will show up then click on 'OK'.
6. Click on 'Next' button to edit the next form.

9	COMPANY ADDRESS	<input type="text" value="Enter company address here"/>
10	NAME OF FACILITY	<input type="text" value="testing 1"/>
11	FACILITY ADDRESS	<input type="text" value="Enter facility address here"/>
12	DATE OF INCORPORATION	<input type="text" value="dd-mm-yyyy"/>
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	<input type="text" value="Enter details of company operations / products here"/>
14	NAME OF MANAGING DIRECTOR	<input type="text" value="Enter name of managing director here"/>
15	WEBSITE ADDRESS	<input type="text" value="Enter website address here"/>

8		
9	C	
10	NAME OF FACILITY	
11	FACILITY ADDRESS	<input type="text" value="Enter facility address here"/>
12	DATE OF INCORPORATION	<input type="text" value="dd-mm-yyyy"/>
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	<input type="text" value="Enter details of company operations / products here"/>
14	NAME OF MANAGING DIRECTOR	<input type="text" value="Enter name of managing director here"/>
15	WEBSITE ADDRESS	<input type="text" value="Enter website address here"/>

Paperless Management System states

Your information has been saved successfully.

7. After saving the form and clicking on 'Next', another new section 'Product' will open with us.
8. Edit the form as necessary.
9. You can write here comment for compliance.
10. Here you click the compliance status as per applicable.
 - 0 – Not Compliant.
 - 1 – Partially Compliant.
 - 2 – Fully Compliant.
 - N/A – Not Applicable.
11. Here you can upload evidence in PDF format only and then click upload file.
12. Here you can upload image or capture snapshot.
13. Then click to 'Save'.
14. Click on 'Previous' to go back to the previous section.
15. Click on 'Next' to go next to the next section.

Call Center Audit
(Work via Email Link)

HFCL Call Center Noida

[<< Back](#)
[View Score Card](#)

Inspection Details and About Facility	Process	Product	Introduction
Experience	Final Comments	Sign Off	

S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Is adherence to the rules being done	Enter your comments here	0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> NA <input type="radio"/> <small>0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable</small>			Save
Total Score			0.00%			

[<< Previous](#)
[Next](#) >>

Paperless Management System states

[Choose File](#)

[Upload File](#)
[Cancel](#)

Inspection Details and About Facility	Experience	Introduction
---------------------------------------	------------	--------------

S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Is adherence to the rules being done	Enter your comments here	0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> NA <input type="radio"/> <small>0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable</small>			Save
Total Score			0.00%			

[<< Previous](#)
[Next](#) >>

[<< Back](#)
[View Score Card](#)

16. By Clicking here, you can upload any image.

17. Upload the image by clicking on 'Choose Image' and click the 'Yes, I like the picture' for like the picture.

18. Click to upload image.

Call Center Audit
(Work via Email Link)

HFCL Call Center Noida

[<< Back](#)
[View Score Card](#)

Inspection Details and About Facility	Process	Product	Introduction
Experience	Final Comments	Sign Off	

2. Process

S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save								
1	Is adherence to the rules being done	<input type="text" value="Enter your comments here"/>	<table border="1" style="font-size: small;"><tr><td>0</td><td>1</td><td>2</td><td>NA</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Save
0	1	2	NA											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
Total Score			0.00%											

[Previous](#) [Next](#)

Paperless Management System states

[Choose Image](#)

[Yes, I like the picture](#)

[Upload Image](#) [Cancel](#)

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Introduction

Upload / Capture Snapshot Click to Save

[Save](#)

[Previous](#) [Next](#)

- 19. By Clicking here, you can capture snapshot.
- 20. Capture you image here by clicking 'Take Snapshot'.
- 21. Click to 'Submit'.

Call Center Audit

(Work via Email Link)

HFCL Call Center Noida

<< Back
View Score Card

1 Inspection Details and About Facility

2 Process

3 Product

4 Introduction

5 Experience

6 Final Comments

7 Sign Off

2. Process														
S.No.	Items	Comments for Compliance	Compliance Status <small>0- Not Compliant 1- Partially Compliant 2- Fully Compliant NA- Not Applicable</small>	Upload Evidence <small>(Pdf only)</small>	Upload / Capture Snapshot	Click to Save								
1	Is adherence to the rules being done	Enter your comments here	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">0</td> <td style="padding: 2px 5px;">1</td> <td style="padding: 2px 5px;">2</td> <td style="padding: 2px 5px;">NA</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> </tr> </table>	0	1	2	NA							Save
0	1	2	NA											
Total Score			0.00%											

Previous
Next

Paperless Management System States: Choose Camera

Your captured image will appear here...

Take Snapshot
Submit

1 Inspection Details and About Facility

5 Experience

2. Process														
S.No.	Items	Comments for Compliance	Compliance Status <small>0- Not Compliant 1- Partially Compliant 2- Fully Compliant NA- Not Applicable</small>	Upload Evidence <small>(Pdf only)</small>	Upload / Capture Snapshot	Click to Save								
1	Is adherence to the rules being done	Enter your comments here	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">0</td> <td style="padding: 2px 5px;">1</td> <td style="padding: 2px 5px;">2</td> <td style="padding: 2px 5px;">NA</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> <td style="width: 20px; height: 15px; background-color: #ccc;"></td> </tr> </table>	0	1	2	NA							Save
0	1	2	NA											
Total Score			0.00%											

<< Back
View Score Card
Introduction

22. An alert box will show up then click 'OK'.

23. Now this section is completely filled with comments compliance, compliance status, upload evidence, color code, total score and snapshot.

Paperless Management System states

Your information has been saved successfully.

OK

Inspection Details and About Facility

Experience

Final Comments

Test

Introduction

Sign Off

3. Product

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Testing3	All Done	0 1 2 NA <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	8713012024070925AM.pdf		Save
Total Score			0.00%			

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View Score Card

Inspection Details and About Facility

Process

Product

Introduction

Experience

Final Comments

Test

Sign Off

3. Product

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Testing3	All Done	0 1 2 NA <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	8713012024070925AM.pdf		Save
Total Score			50.00%			

24. Heading color: -

- Yellow color is partially completed section.
- Red color is untouched section.
- Green color is completed section.
- Blue color is activated section / opened section.

Sign off Section the Inspection Checklist (Work Via Email Link)

1. After editing all the section, we must signature these forms.
2. We can publish the forms only after signature the section.
3. Fill in all the relevant details.
4. By clicking on the signature button, the signature field will open for signature.
5. Now do your signature here then click 'OK'.

Call Center Audit
(Work via Email Link)

HFCL Call Center Noida

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[View Score Card](#)

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Sign Off	

7. SIGN OFF

	Name of inspector	Position of inspector	Date	Signature
Filled by	<input type="text" value="Somv Chaurasiya"/>	<input type="text" value="Enter position here"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text"/>

[Previous](#) [Save](#)

Paperless Management System Signature Pad

[OK](#) [Cancel](#)

Last Updated: 05-01-2024 18:38:54

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

8. SIGN OFF

	Name of inspector	Position of inspector	Date	Signature
Filled by	<input type="text" value="Enter name here"/>	<input type="text" value="Enter position here"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>

[Previous](#) [Save](#)

6. Click to 'Save'.
7. An alert box will show up then click 'OK'.
8. Click on 'Back' to go back to the inspection checklist inprocess dashboard (work via email link).

Call Center Audit
(Work via Email Link)

Testing 1

[<< Back](#)
[View Score Card](#)

Last Updated: 13-01-2024 11:15:15

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

8. SIGN OFF

	Name of Inspector	Position of Inspector	Date	Signature
Filled by	<input type="text" value="Sonu Chaurasiya"/>	<input type="text" value="Developer"/>	<input type="text" value="13-01-2024"/> <small>Enter date</small>	 <input type="text" value="Signature"/> <input type="button" value="Clear"/>

[<< Previous](#)
[Save](#)

Paperless Management System states

Your information has been saved successfully.

[OK](#)

[<< Back](#)
[View Score Card](#)

Last Updated: 13-01-2024 11:14:58

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

8. SIGN OFF

	Name of Inspector	Position of Inspector	Date	Signature
Filled by	<input type="text" value="Sonu Chaurasiya"/>	<input type="text" value="Developer"/>	<input type="text" value="13-01-2024"/> <small>Enter date</small>	 <input type="text" value="Signature"/> <input type="button" value="Clear"/>

[<< Previous](#)
[Save](#)

Mail Notification (Work Via Email Link)

1. Once you submit the document for publishing a new page will open up. Here you can send the document to any internal or external user.
2. Write any comment from sender here.
3. Click on 'Send Email'.
4. On the right panel you can send the document by email to any internal users or clients, as per your choice, by checking the box against their names.
5. On the left panel you can send the document by email to any of the external user by typing their email ids separated with commas.
6. Click on 'Go to Dashboard Section' to go back to the main dashboard of inspection checklist.
7. Click on 'Go to Complete Section' to go back to inspection checklist (work via email link) complete section dashboard.
8. An alert box will show up then click 'OK'.

Call Center Audit, Ref No: (TC)CCA/E/002/2023/12/SD has been saved successfully.

Comments from sender

Write comments from sender

You can enter multiple email id's below, separated by commas, for sending this form to any receiver / third party

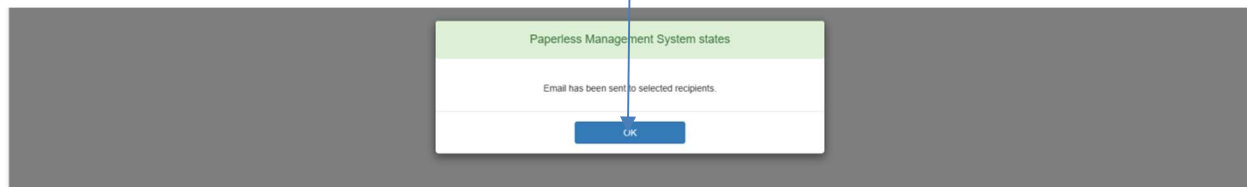
Please select users / clients for creating a working group who shall be involved in working and closure of this form.

<input type="checkbox"/> Abhishek Kumar	<input type="checkbox"/> Balaj Thakur	<input type="checkbox"/> Bhabani Shankar Sutar	<input type="checkbox"/> Gautam Mitra
<input type="checkbox"/> Gopal Jhamtani	<input type="checkbox"/> Harihar Das	<input type="checkbox"/> Harsh Parmar	<input type="checkbox"/> Manish Sharma
<input type="checkbox"/> Mohit Gupta	<input type="checkbox"/> Naveen Siddarth	<input type="checkbox"/> Nihar Dagli	<input type="checkbox"/> Paritosh Das
<input type="checkbox"/> Prabuddh Agrawal	<input type="checkbox"/> Pramod Yadav	<input type="checkbox"/> Prashant Bhatt	<input type="checkbox"/> Puja Vachher
<input type="checkbox"/> Roshan Dayma	<input type="checkbox"/> Sanjay Dewan	<input type="checkbox"/> Shah Krunal Devendrakumar	<input type="checkbox"/> Shibu Senhil Kumar
<input type="checkbox"/> Shruti Handa	<input type="checkbox"/> Sonu Chaurasia	<input type="checkbox"/> Sudip Banerjee	<input type="checkbox"/> Sundeep P Bhanushali
<input type="checkbox"/> Udit Chhania	<input type="checkbox"/> Vineet Agrawal		

Send Email



Go to Dashboard Section

Go to Complete Section



Publish Inprocess Audit Checklist (Work Via Email Link)

1. Click on 'Publish (📄)' at the dashboard to publish inspection checklist (work via email link).
2. Please remember that once you publish the manual no amendments or changes can be done.
3. Fill the Approved by details.

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<< Go to Dashboard

Call Center Audit

(Work via Email Link)

INPROCESS FORMS STATUS

Show entries
Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Condemned
1	(TC)CCA/E/004/2024/01/SD	Testing 1		Sonu Chaurasiya	05-01-2024 17:26:58	Sanjay Dewan	13-01-2024 12:56:04	Sanjay Dewan				

Showing 1 to 1 of 1 entries

Previous
1
Next

<< Back

Call Center Audit

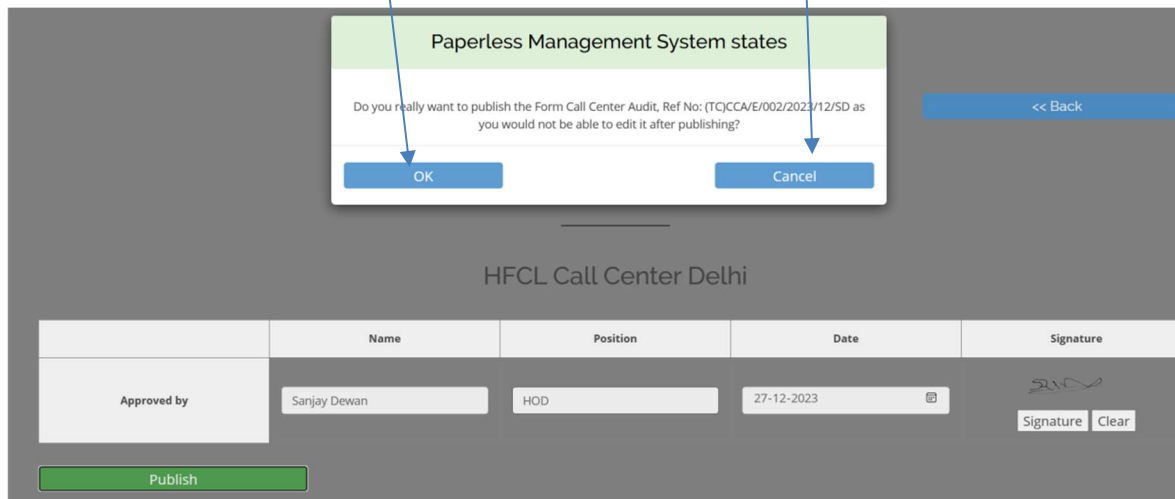
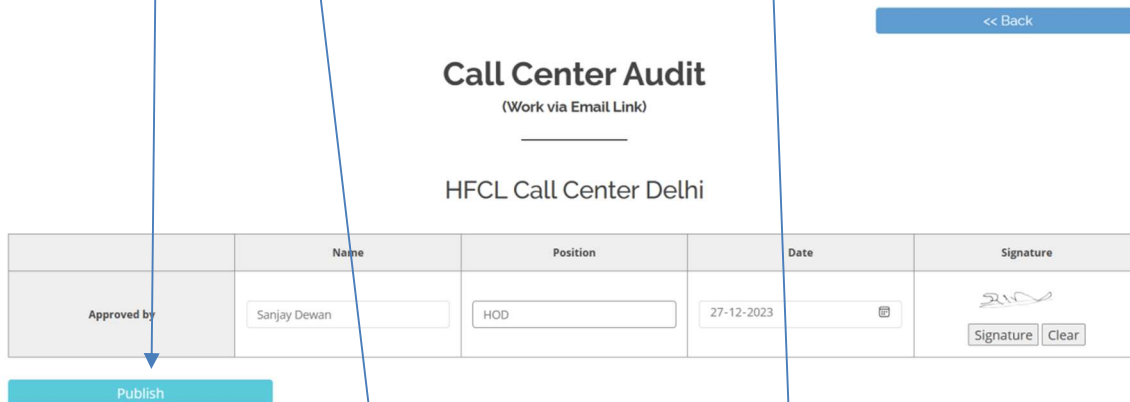
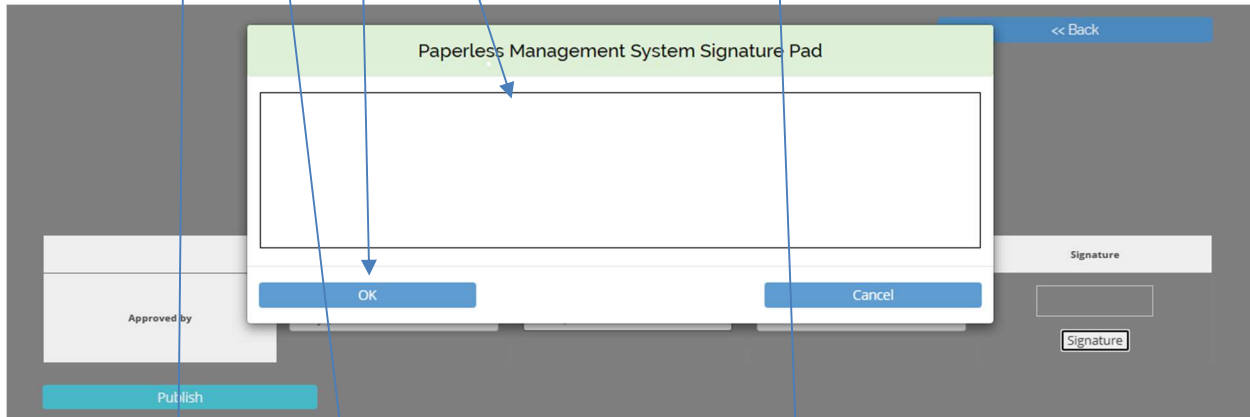
(Work via Email Link)

HFCL Call Center Delhi

	Name	Position	Date	Signature
Approved by	<input style="width: 100%;" type="text" value="Sanjay Dewan"/>	<input style="width: 100%;" type="text" value="Enter position here"/>	<input style="width: 100%;" type="text" value="27-12-2023"/>	<input style="width: 100%; height: 20px;" type="text"/> Signature

Publish

4. Do your Signature here.
5. If you agree to save signature, click on 'OK' in the sign pad otherwise click 'Cancel'.
6. Click to publish.
7. If you agree to publish section of inspection checklist, click 'OK' in the alert box otherwise click 'Cancel'.



8. If you agree to publish section of inspection checklist, click 'OK' in the alert box otherwise click 'Cancel'.
9. The inspection checklist will be published.

Paperless Management System states


You agree to publish the Form Call Center Audit, Ref No: (TC)CCA/E/02/2023/12/SD?

OK Cancel

<< Back


(Work via Email Link)

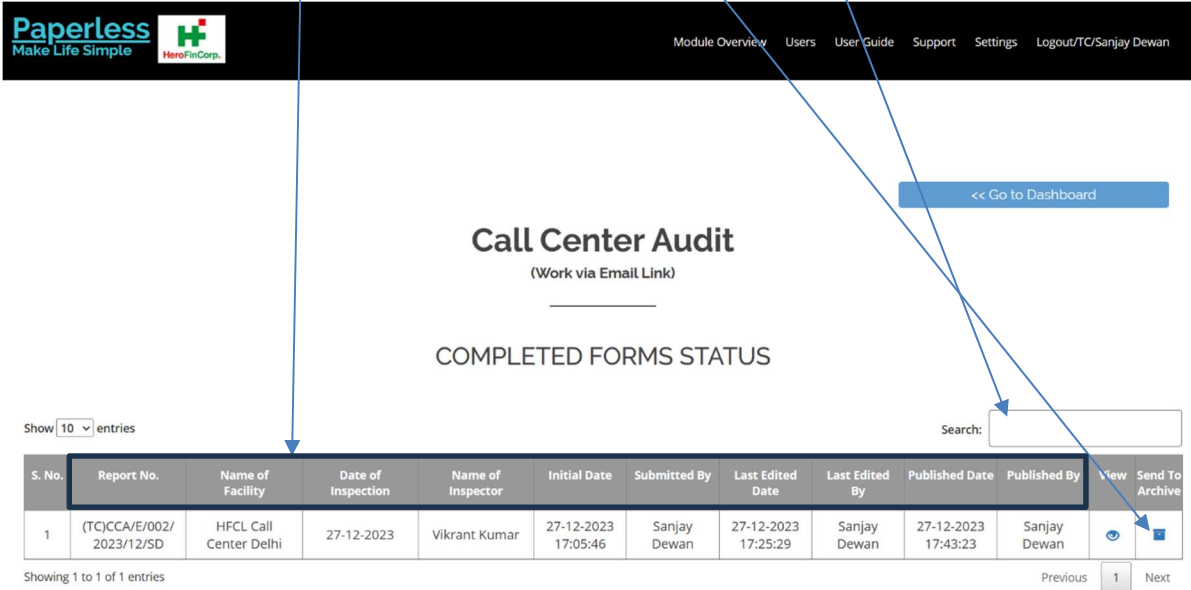
HFCL Call Center Delhi

	Name	Position	Date	Signature
Approved by	Sanjay Dewan	HOD	27-12-2023	 Signature Clear

Publish

Completed Inspection Checklist Dashboard (Work Via Email Link)

1. Here you can view all completed status inspection checklist.
2. Click the number shown under 'Completed' and go to the completed status inspection checklist dashboard.
3. You can search here any completed status inspection checklist.
4. You can archive any inspection checklist by clicking on 



The screenshot shows a web dashboard for 'Call Center Audit (Work via Email Link)'. At the top, there is a navigation bar with the 'Paperless' logo and 'HereFinCorp' logo on the left, and menu items 'Module Overview', 'Users', 'User Guide', 'Support', 'Settings', and 'Logout/TC/Sanjay Dewan' on the right. A blue button labeled '<< Go to Dashboard' is positioned above the main content. The main content area displays the title 'Call Center Audit (Work via Email Link)' and the section 'COMPLETED FORMS STATUS'. Below this, there is a search bar and a table of inspection records. The table has columns for S. No., Report No., Name of Facility, Date of Inspection, Name of Inspector, Initial Date, Submitted By, Last Edited Date, Last Edited By, Published Date, and Published By. A single record is shown for report (TC)CCA/E/002/2023/12/SD at HFCL Call Center Delhi, inspected by Vikrant Kumar on 27-12-2023. The 'View' and 'Send To Archive' icons are visible for this record. At the bottom, there is a pagination control showing 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'.

Module Overview Users User Guide Support Settings Logout/TC/Sanjay Dewan



<< Go to Dashboard

Call Center Audit

(Work via Email Link)

COMPLETED FORMS STATUS

Show 10 entries Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	View	Send To Archive
1	(TC)CCA/E/002/2023/12/SD	HFCL Call Center Delhi	27-12-2023	Vikrant Kumar	27-12-2023 17:05:46	Sanjay Dewan	27-12-2023 17:25:29	Sanjay Dewan	27-12-2023 17:43:23	Sanjay Dewan		

Showing 1 to 1 of 1 entries Previous 1 Next

5. Click on 'OK' in the alert box if you agree with the statement in the alert box.
6. Click on 'Cancel' in the alert box if you do not agree with the statement in the alert box.
7. Again, you will see the alert box of 'Successfully Archived'.
8. Then you will see 'Go to Archived Section' and 'Go to Completed Section' button the alert box.
9. By clicking the 'Go to Archived Section' button, you will directly go to the archived inspection checklist dashboard in the Archive Module.
10. By clicking the 'Go to Completed Section' button, you will go to the completed inspection checklist dashboard.

The screenshot displays the 'Paperless Management System States' interface. At the top, there are logos for 'Paperless Make Life Simple' and 'HeroFinCorp', along with navigation links for 'Support', 'Settings', and 'Logout/TC/Sanjay Dewan'. A central dialog box asks for confirmation to archive a 'Call Center Audit, Report No: (TC)CCA/E/002/2023/12/SD?'. Below this, a table titled 'COMPLETED FORMS STATUS' shows a single entry for a report from HFCL Call Center Delhi. A second dialog box below the table confirms the archiving and provides two buttons: 'Go to Archives Section' and 'Go to Completed Section'.

Paperless Management System States

Do you really want to archive this Call Center Audit, Report No: (TC)CCA/E/002/2023/12/SD?

OK Cancel

<< Go to Dashboard

Call Center Audit
(Work via Email Link)

COMPLETED FORMS STATUS

Show 10 entries Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	View	Send To Archive
1	(TC)CCA/E/002/2023/12/SD	HFCL Call Center Delhi	27-12-2023	Vikrant Kumar	27-12-2023 17:05:46	Sanjay Dewan	27-12-2023 17:25:29	Sanjay Dewan	27-12-2023 17:43:23	Sanjay Dewan		


Showing 1 to 1 of 1 entries Previous 1 Next



Paperless Management System states

Call Center Audit, Ref No: (TC)CCA/E/002/2023/12/SD has been archived.

Go to Archives Section Go to Completed Section

Condemned Checklist Dashboard (Work Via Email Link)

1. Here you can view the all condemned inspection checklist.
2. Click the number shown under 'Condemned' and go to the condemned status Inspection checklist dashboard.
3. You can search here any condemned inspection checklist.
4. You can view condemned inspection checklist by clicking on .
5. Click on 'Go to Dashboard' to go back to the inspection checklist dashboard.


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Call Center Audit

(Work via Email Link)

Download Assign Status

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	HC 4/5		1	0	2	1

<< Go to Dashboard


Call Center Audit

(Work via Email Link)

CONDEMNED FORMS STATUS

Show entries

Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Condemned Date	Condemned By	View
1	(TC)CCA/E/001/2023 /12/SD	HFCL Call Center Delhi	27-12-2023		27-12-2023 16:53:50	Sanjay Dewan			27-12-2023 17:06:33	Sanjay Dewan	

Showing 1 to 1 of 1 entries Previous Next

Call Center Audit

(Work via Email Link)

HFCL Call Center Noida

[View Score Card](#)

1 Inspectors Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

1. INSPECTION DETAILS AND ABOUT COMPANY

1	INSPECTION REPORT REF NO.	(TC)CCA/E/003/2023/12/SD
2	DATE OF INSPECTION	27-12-2023
3	PLACE OF INSPECTION	
4	NAME OF INSPECTOR	Sonu Chaurasiya
5	POSITION OF INSPECTOR	
6	MOBILE NUMBER OF INSPECTOR	
7	E-MAIL ID OF INSPECTOR	
8	COMPANY NAME	
9	COMPANY ADDRESS	
10	NAME OF FACILITY	HFCL Call Center Noida
11	FACILITY ADDRESS	
12	DATE OF INCORPORATION	
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	
14	NAME OF MANAGING DIRECTOR	
15	WEBSITE ADDRESS	

2. Process

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0.00%		

3. Product								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Testing3		0	1	2	NA		
Total Score			0.00%					

4. Introduction								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Is adherence to the rules being done		0	1	2	NA		
2	How to conduct the audit		0	1	2	NA		
Total Score			0.00%					

5. Experience								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Test		0	1	2	NA		
Total Score			0.00%					

6. Final Comments								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Sign off has been done		0	1	2	NA		
Total Score			0.00%					


7. Test								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Test		0	1	2	NA		
Total Score			0.00%					



Overall Score			0.00%					
---------------	--	--	-------	--	--	--	--	--

8. SIGN OFF				
	Name of inspector	Position of inspector	Date	Signature
Filled by	Sonu Chaurasiya			

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

Archived Inspection Checklist Dashboard (Work Via Email Link)

1. Here you can view all archived inspection checklist.
2. Click the number shown under 'Archived' and you will go to the archived inspection checklist dashboard.
3. You can search here any archived status inspection checklist.
4. You can view archived inspection checklist by clicking on .
5. Click on 'Go to Dashboard' to go back to the previous inspection checklist page.



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Call Center Audit

(Work via Email Link)

Download Assign Status

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	 4/5		1	0	2	1

<< Go to Dashboard


Call Center Audit

(Work via Email Link)

Archived FORMS STATUS

Show entries

Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TC)CCA/E/002/2023/12/SD	HFCL Call Center Delhi	27-12-2023	Vikrant Kumar	27-12-2023 17:05:46	Sanjay Dewan	27-12-2023 17:25:29	Sanjay Dewan	27-12-2023 17:43:23	Sanjay Dewan	27-12-2023 17:46:22	Sanjay Dewan	

Showing 1 to 1 of 1 entries

Previous 1 Next

Call Center Audit

(Work via Email Link)

HFCL Call Center Noida

[View Score Card](#)

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

1. INSPECTION DETAILS AND ABOUT COMPANY

1	INSPECTION REPORT REF NO.	(TC)CCA/E/003/2023/12/SD
2	DATE OF INSPECTION	27-12-2023
3	PLACE OF INSPECTION	
4	NAME OF INSPECTOR	Sonu Chaurasiya
5	POSITION OF INSPECTOR	

6	MOBILE NUMBER OF INSPECTOR	
7	E-MAIL ID OF INSPECTOR	
8	COMPANY NAME	
9	COMPANY ADDRESS	
10	NAME OF FACILITY	HFCL Call Center Noida
11	FACILITY ADDRESS	
12	DATE OF INCORPORATION	
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	
14	NAME OF MANAGING DIRECTOR	
15	WEBSITE ADDRESS	

2. Process

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot
Total Score			0.00%		

3. Product

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	Testing3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total Score			0.00%					

4. Introduction

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	Is adherence to the rules being done		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2	How to conduct the audit		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total Score			0.00%					

5. Experience								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Test		0	1	2	NA		
Total Score			0.00%					

6. Final Comments								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Sign off has been done		0	1	2	NA		
Total Score			0.00%					

7. Test								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Test		0	1	2	NA		
Total Score			0.00%					

Overall Score			0.00%					
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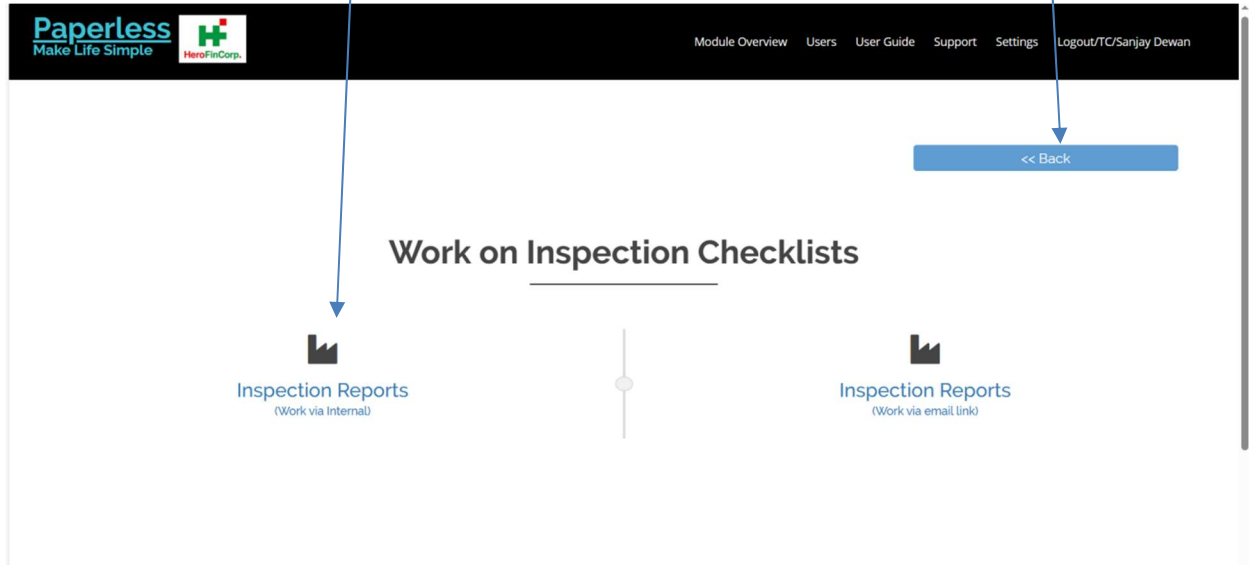
8. SIGN OFF				
	Name of inspector	Position of inspector	Date	Signature
Filled by	Sonu Chaurasiya			

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

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Email : cfops-communications@herofincorp.com, **Web** : www.herofincorp.com

Work on Inspection Checklists Dashboard (Work Via Internal)

1. You will see the Inspection Reports by clicking on 'Inspection Reports (Work via internal)'.
2. You will see the inspection report by clicking on 'Inspection Reports (Work via email link)'.
3. By clicking on 'Back' button to go back to the previous inspection report module page.



Inspection Report Dashboard (Work Via Internal)

1. Here you can see the inspection report (work via internal).
2. if you click it you will get to see a new dashboard.

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Inspection Reports

(Work via Internal)

CCA

Call Center Audit

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Call Center Audit


(Work via Internal)

Download Assign Status

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	2/3		0	0	1	1

Inspection Checklist Dashboard (Work Via Internal)

1. Upon clicking the 'Inspection Report' the inspection report (work via internal) dashboard will open then you have click on call center audit will open displaying following information.
2. Click on assign to start working on an inspection checklist.
3. By clicking here, you can create new inspection checklist.
4. All inprocess inspection checklist show up here.
5. All completed inspection checklist show up here.
8. You can condemned (Condemned: Unfit for use) the inspection checklist by clicking on 
6. All Archived inspection checklist show here.
7. Click on 'Download Assign Status' to download assign status / right allocation inspection checklist report (work via internal) according to the user permission an inspection checklist dashboard.



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Call Center Audit

(Work via Internal)

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Download Assign Status

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	 2/3		0	0	1	1

Call Center Audit

(Work via Internal)

User	No. of forms used	No. of forms allocated	Edit	View	Publish	Condemned
Sanjay Dewan	3	4	Yes	Yes	Yes	Yes

Users Right Assign / Unassigned Inspection Checklist (Work Via Internal)

1. Here you can assign / unassigned right allocation to the selected users.
2. Here you can assign 'number of forms to be assigned' to the selected users.
3. Here you can allocate permission who can 'view, edit, publish, condemned' the selected users.
4. Click to 'Assign'.
5. Click 'Cancel' if you want to cancel the action.
6. An alert box will show up then click 'OK'.

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Call Center Audit

(Work via Internal)

Download Assign Status

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	2/3		0	0	1	1

Paperless Management System states

Call Center Audit

Please enter number of forms and rights to be assigned to users or clients.

User	No. of forms used	No. of forms allocated	No. of forms to be assigned	View	Edit	Publish	Condemn
Sanjay Dewan	0	0	<input style="width: 50px;" type="text" value="1"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Roshan Dayma	0	0	<input style="width: 50px;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pramod Yadav	0	0	<input style="width: 50px;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Puja Vachher	0	0	<input style="width: 50px;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prabuddh Agrawal	0	0	<input style="width: 50px;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assign
Close

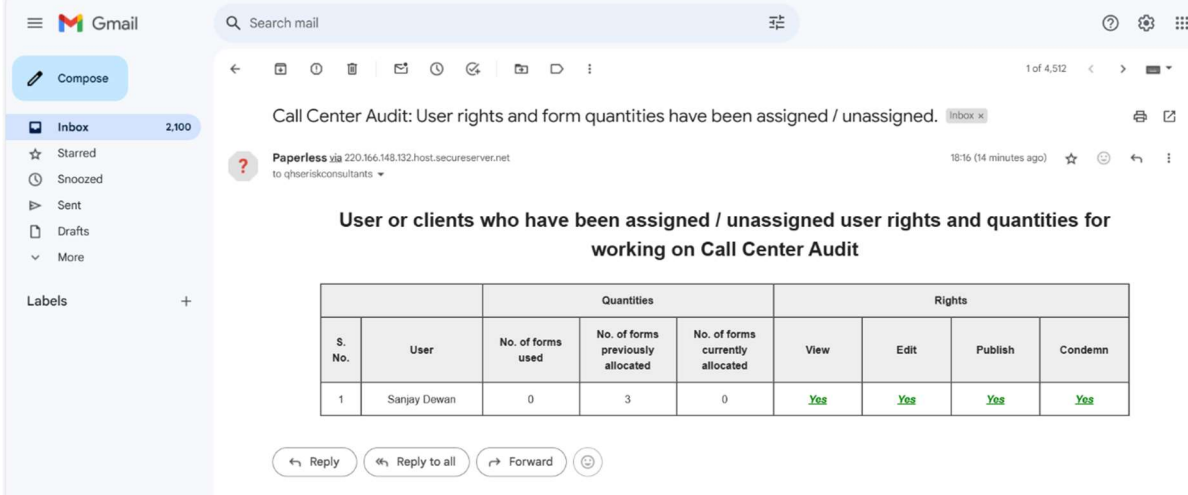
Paperless Management System states

Call Center Audit: Please note user rights have been assigned / unassigned and quantities allocated to selected users.

OK

User Rights and Form Quantities Assign / Unassign thru Email Notification (Work Via Internal)

3. Here you see user or client rights and form quantities assign / unassign.



The screenshot shows a Gmail interface with an email notification. The email subject is "Call Center Audit: User rights and form quantities have been assigned / unassigned." The email content includes a table titled "User or clients who have been assigned / unassigned user rights and quantities for working on Call Center Audit".

S. No.	User	Quantities			Rights			
		No. of forms used	No. of forms previously allocated	No. of forms currently allocated	View	Edit	Publish	Condemn
1	Sanjay Dewan	0	3	0	Yes	Yes	Yes	Yes

Below the table, there are buttons for "Reply", "Reply to all", "Forward", and a "Share" icon.

Inspection Checklist New Form (Work Via Internal)

1. Fill in all the relevant details.
2. Click on 'Submit' for save you details.
3. Click on 'Go to Dashboard' to go back to the main dashboard of inspection checklist.
4. Click on 'Go to inspection inprocess' to go back to the inspection inprocess (work via internal) dashboard.





The screenshot displays a web form titled "Call Center Audit (Work via Internal)". At the top right is a blue button labeled "<< Back". The form contains three input fields: "Name of facility" with the value "HFCL Pvt Ltd", "Date of inspection" with the value "27-12-2023", and "Initiated by" with the value "Sanjay Dewan". Below the form is a blue "Submit" button. A confirmation message reads "Call Center Audit has been added successfully!". At the bottom are two blue buttons: "Go To Dashboard" and "Go to Inspection Inprocess". Blue arrows indicate the flow from the form fields to the "Submit" button, and from the "Submit" button to the "Go To Dashboard" and "Go to Inspection Inprocess" buttons.

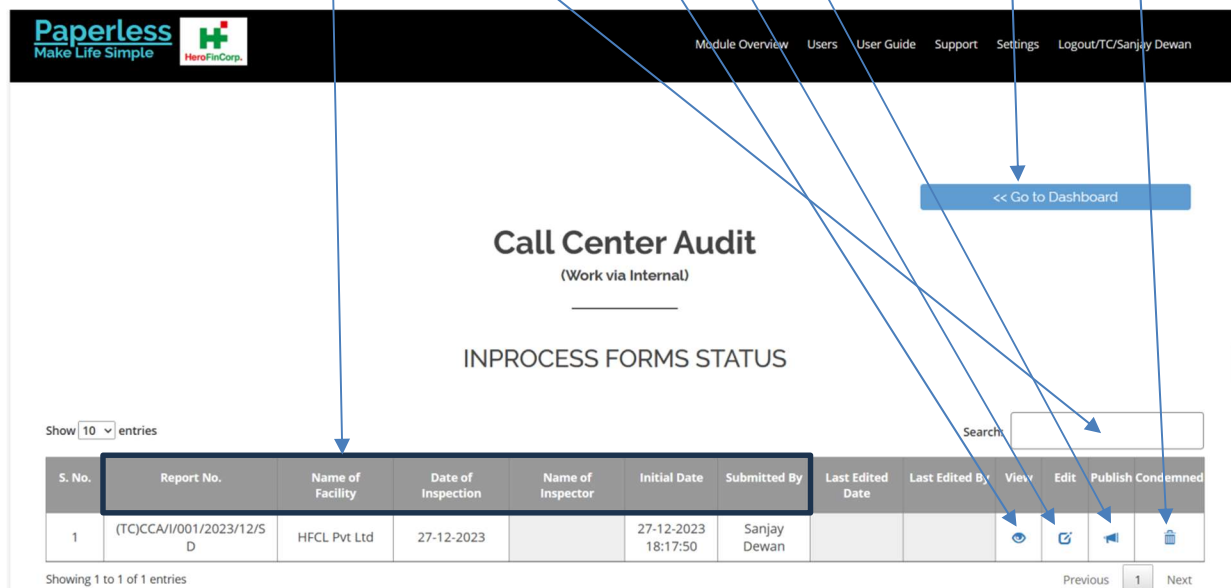
Name of facility	Date of inspection	Initiated by
HFCL Pvt Ltd	27-12-2023	Sanjay Dewan


Call Center Audit has been added successfully!

Go To Dashboard Go to Inspection Inprocess

Inprocess Dashboard (Work Via Internal)

1. The 'Inprocess' dashboard allows the user to see and access all the required information.
2. You can view the inspection checklist by clicking on 
3. You can edit the inspection checklist by clicking on 
4. You can publish the inspection checklist by clicking on 
5. You can condemned (Condemned: Unfit for use) the inspection checklist by clicking on 
6. By clicking on 'Go to Dashboard' button to go back to the inspection checklist (work via internal) dashboard.
7. You can search here for any inspection checklist.







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Call Center Audit

(Work via Internal)

INPROCESS FORMS STATUS

Show entries

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Condemned
1	(TC)CCA/I/001/2023/12/S D	HFCL Pvt Ltd	27-12-2023		27-12-2023 18:17:50	Sanjay Dewan						

Showing 1 to 1 of 1 entries

Previous Next

Viewing the Inprocess Inspection Checklist (Work Via Internal)

1. You can view the inspection checklist by clicking on view button in the inprocess dashboard.
2. Here you can view all the details in the inspection checklist (work via internal).
3. Compliance status: -
 - 0 – Not complaint.
 - 1 – Partially complaint.
 - 2 – Fully complaint.
 - N/A – Not applicable.
4. Heading color: -
 - - Yellow color is partially completed section.
 - - Red color is untouched section.
 - - Green color is completed section.
 - - Blue color is activated section / opened section.
5. You can see overall score and section by score by clicking here.

Call Center Audit

(Work via Internal)

HFCL Pvt Ltd

[View Score Card](#)

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

1. INSPECTION DETAILS AND ABOUT COMPANY		
1	INSPECTION REPORT REF NO.	(TC)CCA/E/004/2024/01/SD
2	DATE OF INSPECTION	
3	PLACE OF INSPECTION	
4	NAME OF INSPECTOR	Sonu Chaurasiya
5	POSITION OF INSPECTOR	
6	MOBILE NUMBER OF INSPECTOR	
7	E-MAIL ID OF INSPECTOR	
8	COMPANY NAME	
9	COMPANY ADDRESS	
10	NAME OF FACILITY	HFCL Pvt Ltd
11	FACILITY ADDRESS	
12	DATE OF INCORPORATION	
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	
14	NAME OF MANAGING DIRECTOR	
15	WEBSITE ADDRESS	

2. Process								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	Is adherence to the rules being done		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Total Score			0.00%					

3. Product								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
Total Score			0.00%					

4. Introduction								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	How to conduct the audit		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Total Score			0.00%					

5. Experience								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
Total Score			0.00%					

6. Final Comments								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	Sign off has been done		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Overall Score			0.00%					

7. SIGN OFF				
	Name of inspector	Position of inspector	Date	Signature
Filed by				

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

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Email : cfops-communications@herofincorp.com, **Web :** www.herofincorp.com

6. Color rating: -

<25%	0 – 24.99%
25-49.99%	25 – 49.99%
50-74.99%	50- 74.99%
>75%	75 – 100%

Inspection Checklist Score Card (Work Via Internal)

1. Here you can view overall score and section by score.
2. You can close this score card tab by clicking on 'Exit'.

Call Center Audit

(Work via Internal)

Score Card

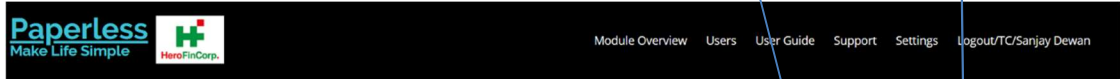
Exit

HFCL PVT LTD		
S.No.	Key Performance Indicators	Compliance @
1	Process	0.00%
2	Product	0.00%
3	Introduction	0.00%
4	Experience	0.00%
5	Final Comments	0.00%
OVERALL SCORE		0.00%

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

Editing the Inprocess Inspection Checklist (Work Via Internal)

1. You can edit the inspection checklist by clicking on edit button in the inprocess inspection checklist (work via internal) dashboard.
2. The edit form 'Inspection Details and About Facility' will open showing the entries.
3. Edit the form, as necessary.
4. By clicking on 'Send Status Update' button, you can send inspection checklist on email.



[<< Go to Dashboard](#)

Call Center Audit

(Work via Internal)

INPROCESS FORMS STATUS

Show 10 entries Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Condemned
1	(TC)CCA/I/005/2024/01/SD	QHSE	13-01-2024		13-01-2024 14:16:49	Sanjay Dewan	13-01-2024 14:17:23	Sanjay Dewan				

Showing 1 to 1 of 1 entries Previous 1 Next

Call Center Audit

(Work via Internal)

HFCL Pvt Ltd

[<< Back](#)
[Send Status Update](#)
[View Score Card](#)

0	Inspection Details and About Facility	2	Process	3	Product	4	Introduction
5	Experience	6	Final Comments	7	Sign Off		

1. INSPECTION DETAILS AND ABOUT FACILITY

1	INSPECTION REPORT REF NO.	<input type="text" value="(TC)CCA/I/001/2023/12/SD"/>
2	DATE OF INSPECTION	<input type="text" value="27-12-2023"/>
3	PLACE OF INSPECTION	<input type="text" value="Enter place of inspection here"/>
4	NAME OF INSPECTOR	<input type="text" value="Enter name of inspector here"/>

5	POSITION OF INSPECTOR	<input type="text" value="Enter position of inspector here"/>
6	MOBILE NUMBER OF INSPECTOR	<input type="text" value="Enter mobile number of inspector here"/>
7	E-MAIL ID OF INSPECTOR	<input type="text" value="Enter email id of inspector here"/>
8	COMPANY NAME	<input type="text" value="Enter company name here"/>
9	COMPANY ADDRESS	<input type="text" value="Enter company address here"/>
10	NAME OF FACILITY	<input type="text" value="HFCL Pvt Ltd"/>
11	FACILITY ADDRESS	<input type="text" value="Enter facility address here"/>

- Update the relevant details and click on 'Save'.
- An alert box will show up then click on 'OK'.
- Click on 'Next' button to edit the next form.

6	MOBILE NUMBER OF INSPECTOR	<input type="text" value="Enter mobile number of inspector here"/>
7	E-MAIL ID OF INSPECTOR	<input type="text" value="Enter email id of inspector here"/>
8	COMPANY NAME	<input type="text" value="Enter company name here"/>
9	COMPANY ADDRESS	<input type="text" value="Enter company address here"/>
10	NAME OF FACILITY	<input type="text" value="HFCL Pvt Ltd"/>
11	FACILITY ADDRESS	<input type="text" value="Enter facility address here"/>
12	DATE OF INCORPORATION	<input type="text" value="dd-mm-yyyy"/>
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	<input type="text" value="Enter details of company operations / products here"/>
14	NAME OF MANAGING DIRECTOR	<input type="text" value="Enter name of managing director here"/>
15	WEBSITE ADDRESS	<input type="text" value="Enter website address here"/>

6	MOBILE NUMBER OF INSPECTOR	<input type="text" value="Enter mobile number of inspector here"/>
7	E-MAIL ID OF INSPECTOR	<input type="text" value="Enter email id of inspector here"/>
8	COMPANY NAME	<input type="text" value="Enter company name here"/>
9	COMPANY ADDRESS	<input type="text" value="Enter company address here"/>
10	NAME OF FACILITY	<input type="text" value="Meeting"/>
11	FACILITY ADDRESS	<input type="text" value="Enter facility address here"/>
12	DATE OF INCORPORATION	<input type="text" value="12-01-2024"/>
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	<input type="text" value="Software"/>
14	NAME OF MANAGING DIRECTOR	<input type="text" value="Enter name of managing director here"/>
15	WEBSITE ADDRESS	<input type="text" value="Enter website address here"/>

Paperless Management System states

Your information has been saved successfully.

7. After saving the form and clicking on 'Next', another new section 'Product' will open with us.
8. Edit the form, as necessary.
9. You can write here comment for compliance.
10. Here you click the compliance status as per applicable.
 - 0 – Not compliant.
 - 1 – Partially compliant.
 - 2 – Fully compliant.
 - N/A – Not applicable.
11. Here you can upload evidence in PDF format only and then click upload file.
12. Here you can upload image or capture snapshot.
13. Then click to 'Save'.
14. Click on 'Previous' to go back to the previous section.
15. Click on 'Next' to go next to the next section.

Call Center Audit
(Work via Internal)

HFCL Pvt Ltd

<< Back

Send Status Update

View Score Card

Inspection details and About facility	Process	Product	Introduction
Experience	Final Comments	Sign Off	

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Is adherence to the rules being done	Enter your comments here	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> NA	<input type="button" value="Upload File"/> <input type="button" value="Capture Snapshot"/>	<input type="button" value="Save"/>	
Total Score			0.00%			

Previous

Next

Paperless Management System states

<< Back

Send Status Update

View Score Card

Inspection details and About Facility	Final Comments	Test	Introduction
Experience	Final Comments	Sign Off	

S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Testing3	Enter your comments here	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> NA	<input type="button" value="Upload File"/> <input type="button" value="Capture Snapshot"/>	<input type="button" value="Save"/>	
Total Score			0.00%			

Previous

Next

16. By Clicking here, you can upload any image.

17. Upload the image by clicking on 'Choose Image' and click the 'Yes, I like the picture' for like the picture.

18. Click to upload image.

Call Center Audit
(Work via Internal)

QHSE

<< Back

Send Status Update

View Score Card

Inspection Details and About Facility

Experience

Process

Final Comments

Product

Test

Introduction

Sign Off

5. Experience						
S.No.	Items	Comments for Compliance	Compliance Status (0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable)	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Test	<input type="text" value="Enter your comments here"/>	0 1 2 NA			<input type="button" value="Save"/>
Total Score			0.00%			

Previous

Next

Paperless Management System states

<< Back

Send Status Update

View Score Card

Inspection Details and About Facility

Experience

Introduction

Sign Off

Previous

Next

19. By Clicking here, you can capture snapshot.
20. Capture you image here by clicking on 'Take Snapshot'.
21. Click to 'submit'.

Call Center Audit
(Work via Internal)

QHSE

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[Send Status Update](#)
[View Score Card](#)

Inspection Details and About Facility	Process	Product	Introduction
Experience	Final Comments	Test	Sign Off

5. Experience

S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save								
1	Test	<input style="width: 100%;" type="text" value="Enter your comments here"/>	<table border="1" style="font-size: 8px;"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Save
0	1	2	NA											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
Total Score			0.00%											

[Previous](#)
[Next](#)

Inspection Details and About Facility

Experience

Paperless Management System States: Choose Camera

Your captured image will appear here...

[Take Snapshot](#)
[Submit](#)

S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save								
1	Is adherence to the rules being done	<input style="width: 100%;" type="text" value="Enter your comments here"/>	<table border="1" style="font-size: 8px;"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Save
0	1	2	NA											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
2	How to conduct the audit	<input style="width: 100%;" type="text" value="Enter your comments here"/>	<table border="1" style="font-size: 8px;"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Save
0	1	2	NA											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
Total Score			0.00%											

[Previous](#)
[Next](#)

22. An alert box will show up then click on 'OK'.

23. Now this section is completely filled with comments compliance, compliance status, upload evidence, color code, total score and snapshot.

Paperless Management System states

Your information has been saved successfully.

OK

Navigation Menu:

- 1 Inspection Details and About Facility (Yellow)
- 2 Process (Red)
- 3 Product (Blue)
- 4 Introduction (Red)
- 5 Experience (Red)
- 6 Final Comments (Red)
- 7 Test (Red)
- 8 Sign Off (Green)

S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Testing3	All Done	0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	8713012024070925AM.pdf	 	Save
Total Score			0.00%			

Navigation Menu:

- 1 Inspection Details and About Facility (Yellow)
- 2 Process (Red)
- 3 Product (Blue)
- 4 Introduction (Red)
- 5 Experience (Red)
- 6 Final Comments (Red)
- 7 Test (Red)
- 8 Sign Off (Green)

S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot	Click to Save
1	Testing3	All Done	0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable	8713012024070925AM.pdf	 	Save
Total Score			50.00%			

24. Heading color: -

- Yellow color is partially completed section.
- Red color is untouched section.
- Green color is completed section.
- Blue color is activated section / opened section.

Sign off Section the Inspection Checklist (Work Via Internal)

1. After editing all the section, we must signature these forms.
2. We can publish the forms only after signature the section.
3. Fill in all the relevant details.
4. By clicking on the signature button, the signature field will open for signature.
5. Now do your signature here then click on 'OK'.

Call Center Audit
(Work via Internal)

HFCL Pvt Ltd

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[Send Status Update](#)
[View Score Card](#)

1	Inspection Details and About Facility	2	Process	3	Product	4	Introduction
5	Experience	6	Final Comments	7	Sign Off		

7. SIGN OFF

	Name of inspector	Position of inspector	Date	Signature
Filled by	<input type="text" value="Sonu Chaurasiya"/>	<input type="text" value="Enter position here"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Signature"/>

[Previous](#) [Save](#)

Paperless Management System Signature Pad

[OK](#) [Cancel](#)

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[View Score Card](#)

1	Inspection Details and About Facility	2	Process	3	Product	4	Introduction
5	Experience	6	Final Comments	7	Test	8	Sign Off

8. SIGN OFF

	Name of Inspector	Position of Inspector	Date	Signature
Filled by	<input type="text" value="Sonu chaurasiya (12-Jan)"/>	<input type="text" value="Enter position here"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Signature"/>

[Previous](#) [Save](#)

6. Click to 'Save'.
7. An alert box will show up then click 'OK'.
8. Click on 'Back' to go back to the inspection checklist (work via internal) in process dashboard.
9. By clicking on 'Send status Update' button you can send inspection status report on mail.

Call Center Audit
(Work via Internal)

QHSE

<< Back

Send Status Update

View Score Card

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Test	8 Sign Off

8. SIGN OFF

Filled by	Name of inspector	Position of inspector	Date	Signature
	<input type="text" value="Sonu"/>	<input type="text" value="Jr. Php developer"/>	<input type="text" value="13-01-2024"/>	 <input type="button" value="Signature"/> <input type="button" value="Clear"/>

Paperless Management System states

Your information has been saved successfully.

<< Back

Send Status Update

View Score Card

Last Updated: 27-12-2023 18:27:37

1 Inspection Details and About Facility	2 Process	3 Product	4 Introduction
5 Experience	6 Final Comments	7 Sign Off	

7. SIGN OFF

Filled by	Name of inspector	Position of inspector	Date	Signature
	<input type="text" value="Sonu Chaurasiya"/>	<input type="text" value="Enter position here"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text"/> <input type="button" value="Signature"/>

Send Status Update Report Thru Email

1. Click on 'Send Status Update' you can send the status update on mail.


Call Center Audit
(Work via Internal)

QHSE

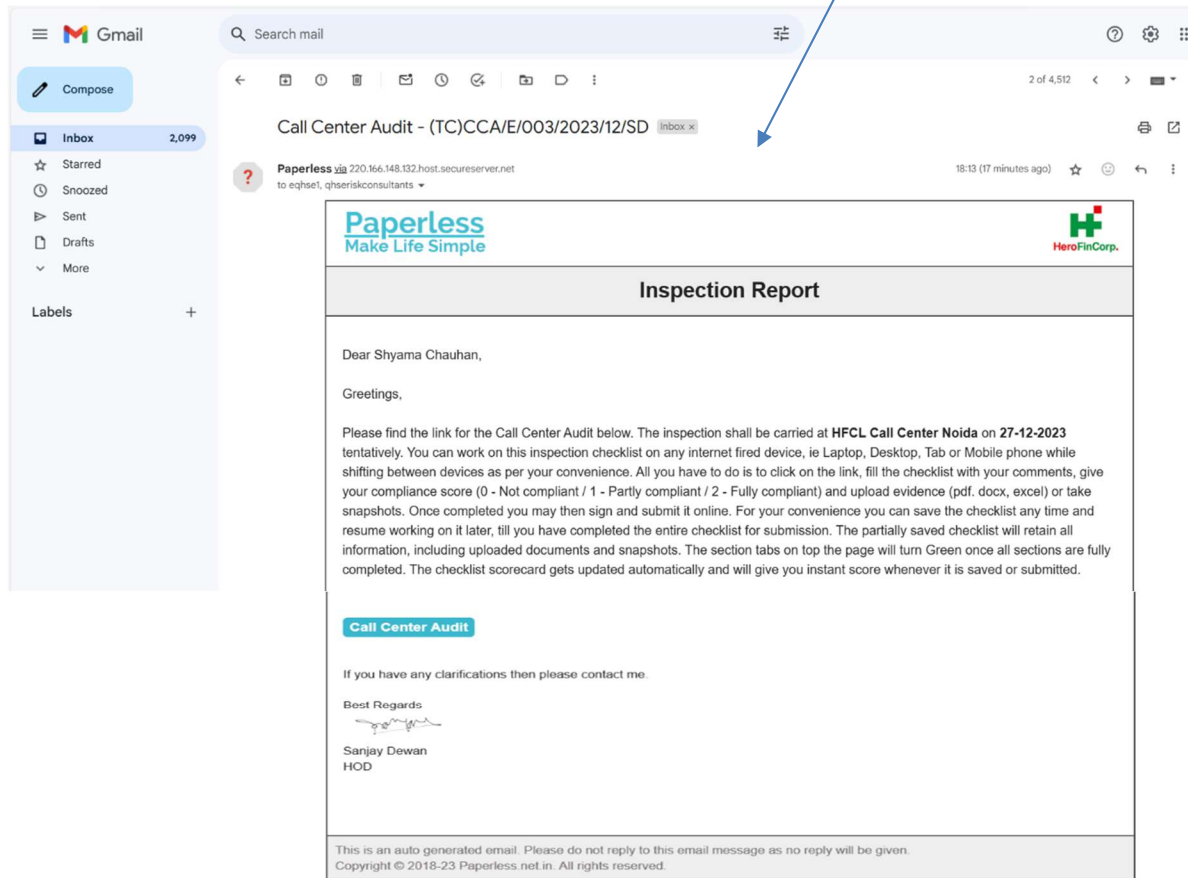
[<< Back](#)
[Send Status Update](#)
[View Score Card](#)

Inspection Details and About Facility	Process	Product	Introduction
Experience	Final Comments	Test	Sign Off

8. SIGN OFF

	Name of Inspector	Position of Inspector	Date	Signature
Filled by	<input type="text" value="Sonu"/>	<input type="text" value="Jr PIP developer"/>	<input type="text" value="13-01-2024"/>	 <input type="button" value="Signature"/> <input type="button" value="Clear"/>

[Previous](#) [Save](#)



The screenshot shows a Gmail interface with an email from Paperless (220.166.148.132) titled "Call Center Audit - (TC)CCA/E/003/2023/12/SD". The email content includes:

Inspection Report


Dear Shyama Chauhan,

Greetings,

Please find the link for the Call Center Audit below. The inspection shall be carried at **HFCL Call Center Noida** on **27-12-2023** tentatively. You can work on this inspection checklist on any internet fired device, ie Laptop, Desktop, Tab or Mobile phone while shifting between devices as per your convenience. All you have to do is to click on the link, fill the checklist with your comments, give your compliance score (0 - Not compliant / 1 - Partly compliant / 2 - Fully compliant) and upload evidence (pdf, docx, excel) or take snapshots. Once completed you may then sign and submit it online. For your convenience you can save the checklist any time and resume working on it later, till you have completed the entire checklist for submission. The partially saved checklist will retain all information, including uploaded documents and snapshots. The section tabs on top the page will turn Green once all sections are fully completed. The checklist scorecard gets updated automatically and will give you instant score whenever it is saved or submitted.

Call Center Audit

If you have any clarifications then please contact me.

Best Regards

Sanjay Dewan
HOD

This is an auto generated email. Please do not reply to this email message as no reply will be given.
Copyright © 2018-23 Paperless.net in. All rights reserved.

For any clarifications please write to TC Communications at cfops-communications@herofincorp.com or call at 9599949106 / 9999455637

Best Regards,
Paperless Management System



Mail Notification (Work Via Internal)

1. Once you updated the document for publishing a new page will open up. Here you can send the document form to any internal or external user.
2. Write any comment from sender here.
3. Click on 'Send Email'.
4. On the right panel you can send the document by email to any internal users or clients, as per your choice, by checking the box against their names.
5. On the left panel you can send the document by email to any of the external user by typing their email ids separated with commas.
6. Click on 'Go to Dashboard Section' to go back to the main dashboard inspection checklist.
7. Click on 'Go to Inprocess Section' to go back to inprocess inspection checklist dashboard.
8. An alert box will show up then click 'OK'.

Call Center Audit (Work via Internal), Ref No: (TC)CCA/1/001/2023/12/SD has been updated successfully.

Comments from sender

Write comments from sender

You can enter multiple email id's below, separated by commas for sending this form to any receiver / third party

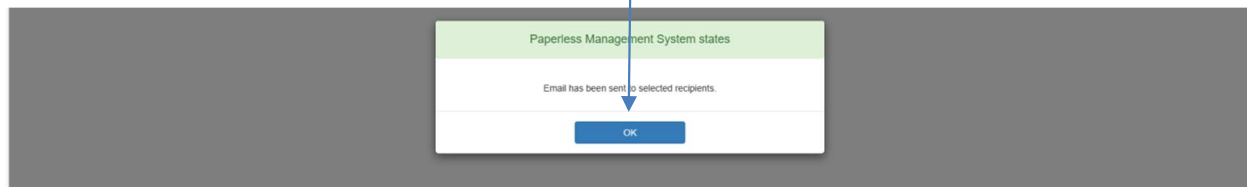
Please select users / clients for creating a working group who shall be involved in working and closure of this form.

<input type="checkbox"/> Abhishek Kumar	<input type="checkbox"/> Balaji Thakur	<input type="checkbox"/> Ehabani Shankar Sutar	<input type="checkbox"/> Gautam Misra
<input type="checkbox"/> Gopal Jhamtani	<input type="checkbox"/> Hemhar Das	<input type="checkbox"/> Harsh Parmar	<input type="checkbox"/> Manish Sharma
<input type="checkbox"/> Mohit Gupta	<input type="checkbox"/> Navleen Siddarth	<input type="checkbox"/> Nihar Dagli	<input type="checkbox"/> Paritosh Das
<input type="checkbox"/> Prabuddh Agrawal	<input type="checkbox"/> Pramod Yadav	<input type="checkbox"/> Prashant Bhatt	<input type="checkbox"/> Puja Vachher
<input type="checkbox"/> Roshan Dayma	<input type="checkbox"/> Sanjay Dhanan	<input type="checkbox"/> Shah Krupal Devendrakumar	<input type="checkbox"/> Shibu Senthil Kumar
<input type="checkbox"/> Shrusi Hande	<input type="checkbox"/> Sonu Chaurasia	<input type="checkbox"/> Sudip Banerjee	<input type="checkbox"/> Sundeeep P Bhanshali
<input type="checkbox"/> Udip Chharia	<input type="checkbox"/> Vineet Agrawal		

Send Email

Go to Dashboard Section

Go to Inprocess Section



Publish Inprocess Audit Checklist (Work Via Internal)

1. Click on 'Publish (🔊)' at the dashboard to publish inspection checklist (work via internal).
2. Please remember that once you publish the manual no amendments or changes can be done.
3. Fill the Approved by details.

The screenshot shows the 'Call Center Audit (Work via Internal)' interface. At the top, there is a navigation bar with the Paperless HeroFinCorp logo and links for Module Overview, Users, User Guide, Support, Settings, and Logout/TC/Sanjay Dewan. A '<< Go to Dashboard' button is visible in the top right. The main heading is 'Call Center Audit (Work via Internal)' followed by 'INPROCESS FORMS STATUS'. Below this, there is a search bar and a table with columns: S. No., Report No., Name of Facility, Date of Inspection, Name of Inspector, Initial Date, Submitted By, Last Edited Date, Last Edited By, View, Edit, Publish, and Condemned. The table contains one entry with S. No. 1, Report No. (TC)CCA/I/001/2023/12/S D, Name of Facility HFCL Pvt Ltd, Date of Inspection 27-12-2023, Name of Inspector, Initial Date 27-12-2023 18:17:50, Submitted By Sanjay Dewan, and Last Edited Date. Below the table, there is a 'Showing 1 to 1 of 1 entries' message and a pagination control with 'Previous', '1', and 'Next' buttons. A '<< Back' button is also present. Below the table, the 'Call Center Audit (Work via Internal)' heading is repeated, followed by the facility name 'HFCL Pvt Ltd'. The approval form has columns for Name, Position, Date, and Signature. The 'Name' field contains 'Sanjay Dewan', the 'Position' field contains 'Enter position here', and the 'Date' field contains '27-12-2023'. There is a 'Signature' field with a 'Signature' button. A 'Publish' button is located at the bottom left.

Module Overview Users User Guide Support Settings Logout/TC/Sanjay Dewan

<< Go to Dashboard

Call Center Audit

(Work via Internal)

INPROCESS FORMS STATUS

Show 10 entries Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Condemned
1	(TC)CCA/I/001/2023/12/S D	HFCL Pvt Ltd	27-12-2023		27-12-2023 18:17:50	Sanjay Dewan						

Showing 1 to 1 of 1 entries Previous 1 Next

<< Back

Call Center Audit

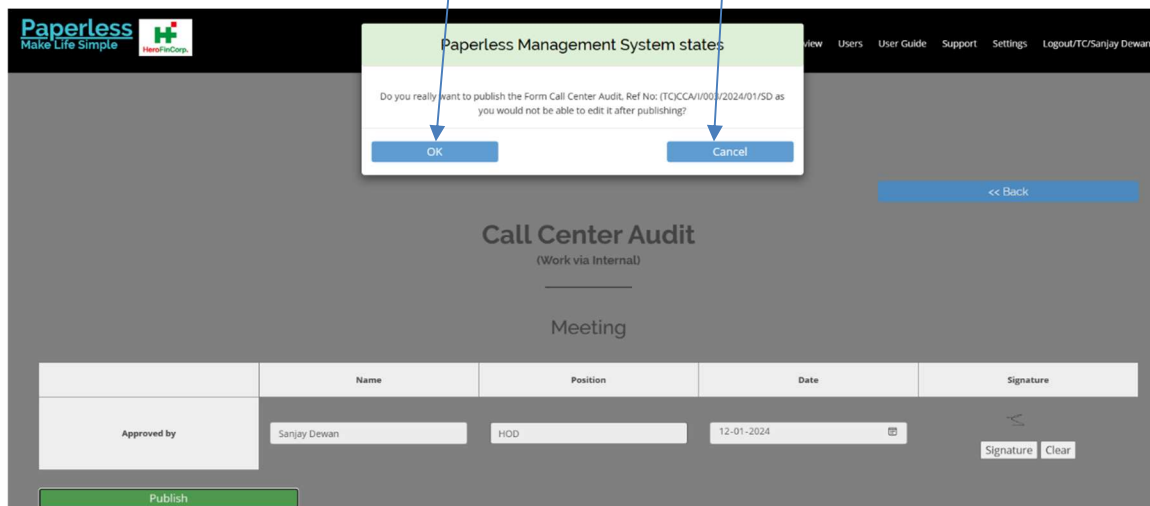
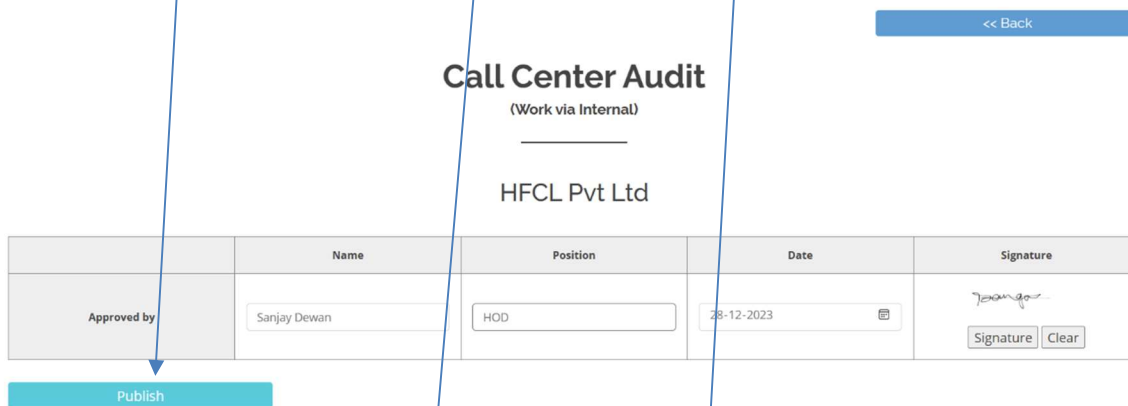
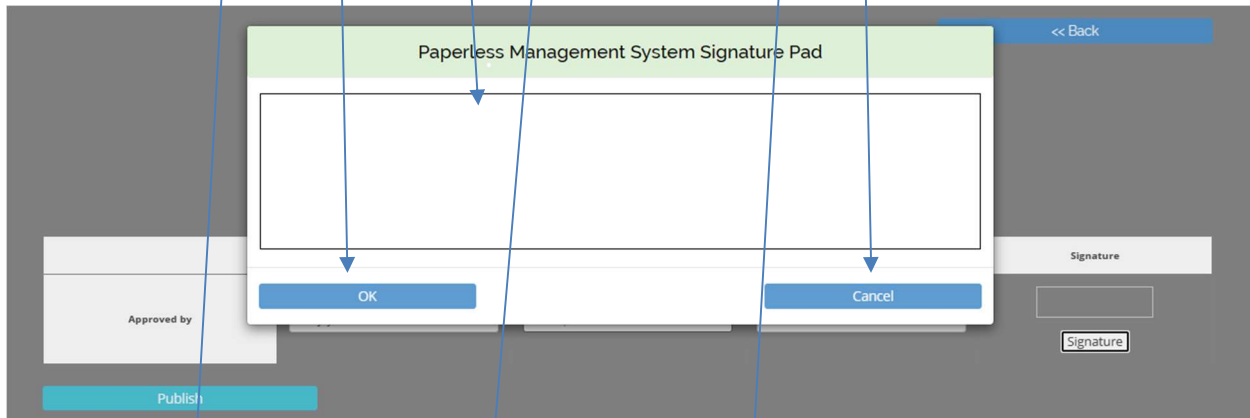
(Work via Internal)

HFCL Pvt Ltd

	Name	Position	Date	Signature
Approved by	Sanjay Dewan	Enter position here	27-12-2023	


Publish

4. Do your signature here.
5. If you agree to save signature, click on 'OK' in the sign pad otherwise click on 'Cancel'.
6. Click to 'Publish' .
7. If you agree to publish section of inspection checklist, click 'OK' in the alert box otherwise click 'Cancel'.



8. If you agree to publish section of inspection checklist, click on 'OK' in the alert box otherwise click on 'Cancel'.
9. The inspection checklist will be published.

The screenshot displays the Paperless Management System interface. At the top left, the logo for Paperless (Make Life Simple) and Herife Corp. is visible. The top navigation bar includes links for Users, User Guide, Support, Settings, and Logout/TC/Sanjay Dewan. A central dialog box titled "Paperless Management System states" prompts the user to confirm publishing a form with reference number TC/CCA/I/003/2024/01/S/D7. The dialog has "OK" and "Cancel" buttons. Below the dialog, the "Call Center Audit" form is shown, including a "Meeting" section and an approval table. The approval table has columns for Name, Position, Date, and Signature. The "Approved by" field is filled with "Sanjay Dewan", "HOD", and "12-01-2024". There are "Signature" and "Clear" buttons next to the date field. A "Publish" button is located at the bottom left of the form area.

	Name	Position	Date	Signature
Approved by	Sanjay Dewan	HOD	12-01-2024	 Signature Clear

Publishing the Mail Notification (Work Via Internal)

1. Once you submit the document for publishing a new page will open up. Here you can send the document to any internal or external user.
2. Write any comment from sender here.
3. Click on 'Send Email'.
4. On the right panel you can send the document by email to any internal users or clients, as per your choice, by checking the box against their names.
5. On the left panel you can send the document by email to any of the external user by typing their email ids separated with commas.
6. Click on 'Go to Dashboard Section' to go back to the main dashboard of inspection checklist.
7. Click on 'Go to Inprocess Section' to go back to inspection checklist (work via internal) complete section dashboard.
8. An alert box will show up then click 'OK'.

Call Center Audit (Work via Internal), Ref No: (TC)CCA/I/001/2023/12/SD has been updated successfully.

Write comments from sender

Comments from sender

You can enter multiple email id's below, separated by commas, for sending this form to any receiver / third party

Please select users / clients for creating a working group who shall be involved in working and closure of this form.

<input type="checkbox"/> Abhishek Kumar	<input type="checkbox"/> Balaji Thakur	<input type="checkbox"/> Bhabani Shankar Sutar	<input type="checkbox"/> Gautam Mitra
<input type="checkbox"/> Gopal Jhamtani	<input type="checkbox"/> Harihar Das	<input type="checkbox"/> Harsh Parmar	<input type="checkbox"/> Manish Sharma
<input type="checkbox"/> Mohit Gupta	<input type="checkbox"/> Iqveen Siddarth	<input type="checkbox"/> Nihar Dagli	<input type="checkbox"/> Paritosh Das
<input type="checkbox"/> Prabuddh Agrawal	<input type="checkbox"/> Prateek Yadav	<input type="checkbox"/> Prashant Bhatt	<input type="checkbox"/> Puja Yachher
<input type="checkbox"/> Roshan Dayma	<input type="checkbox"/> Sanjay Dewan	<input type="checkbox"/> Shah Kiunal Devendrakumar	<input type="checkbox"/> Shibu Sanchil Kumar
<input type="checkbox"/> Shruti Handa	<input type="checkbox"/> Sonu Chaurasia	<input type="checkbox"/> Sudip Banerjee	<input type="checkbox"/> Sundeep P Bhanushali
<input type="checkbox"/> Udit Chharia	<input type="checkbox"/> Vineet Agrawal		

Send Mail

Go to Dashboard Section


Go to Inprocess Section

Paperless Management System states

Email has been sent to selected recipients.

OK

Completed Inspection Checklist Dashboard (Work Via Internal)

1. Here you can view all completed status inspection checklist.
2. Click the number shown under 'Completed' and go to the completed status inspection checklist dashboard.
3. You can search here any completed status inspection checklist.
4. You can archive any inspection checklist by clicking on 



Paperless Management System (Work via Internal)

[<< Back](#)

[Download Assign Status](#)

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	100 1/1		1	0	0	0



Call Center Audit (Work via Internal)

[<< Go to Dashboard](#)

COMPLETED FORMS STATUS

Show entries

Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	View	Send To Archive
1	(TC)CCA/II/001/2 023/12/SD	HFCL Pvt Ltd	27-12-2023	Sonu Chaurasiya	27-12-2023 18:17:50	Sanjay Dewan	27-12-2023 18:27:37	Sanjay Dewan	28-12-2023 10:29:14	Sanjay Dewan		

Showing 1 to 1 of 1 entries

Previous Next


5. Click on 'OK' in the alert box if you agree with the statement in the alert box.
6. Click on 'Cancel' in the alert box if you do not agree with the statement in the alert box.
7. Again, you will see the alert box of 'Successfully Archived'.
8. Then you will see 'Go to Archived Section' and 'Go to Completed Section' button the alert box.
9. By clicking the button 'Go to Archived Section', you will directly go to the archived checklist in the Archive Module.
10. By clicking the button 'Go to Completed Section', you will go to the completed section dashboard.

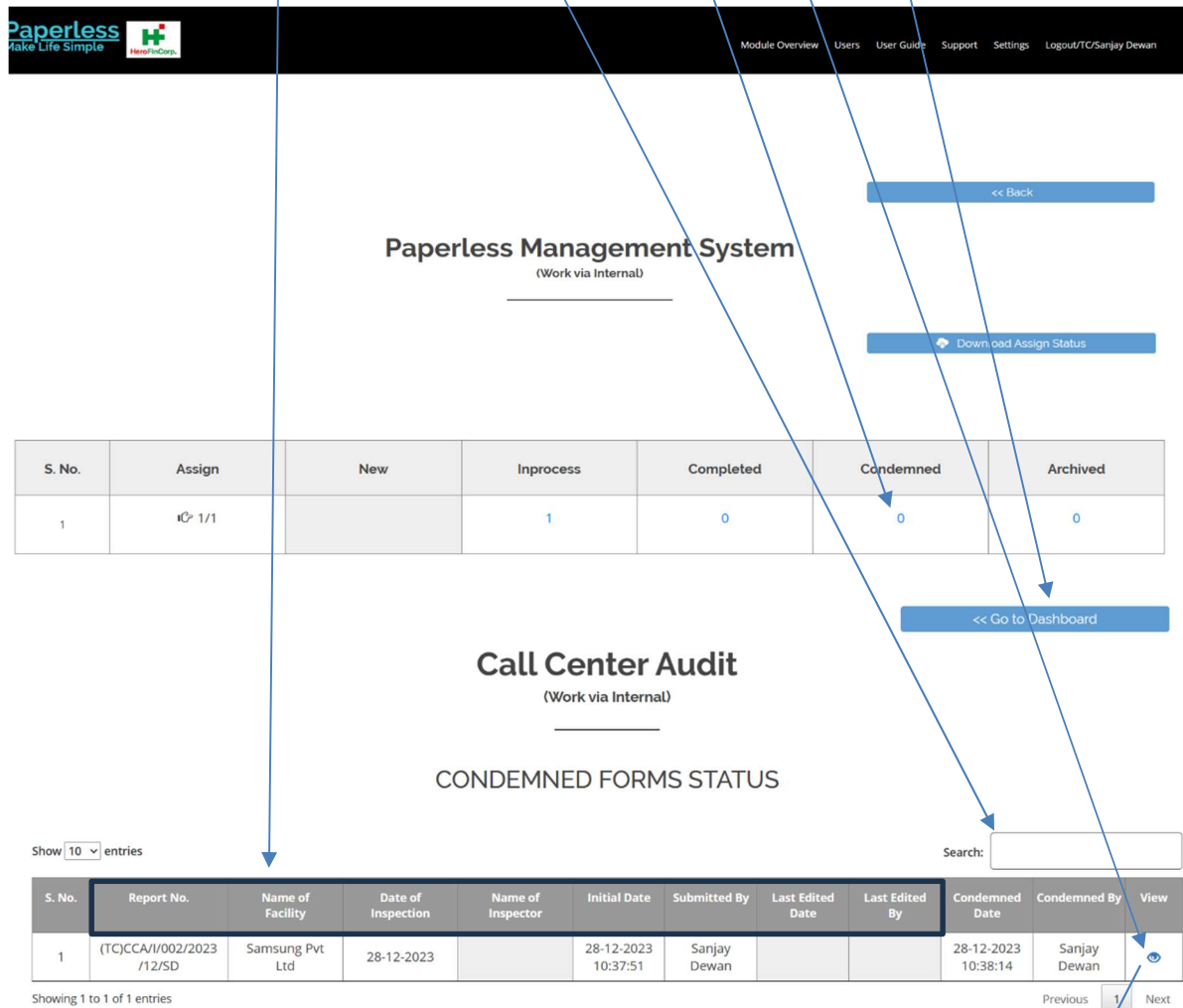
The image shows two screenshots from a web application. The top screenshot displays a confirmation dialog titled "Paperless Management System States" with the message "Do you really want to archive this Call Center Audit, Report No: (TC)CCA/I/001/2023/12/SD?". Below the message are two buttons: "OK" and "Cancel". Below the dialog is a table with the following data:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	View	Send To Archive
1	(TC)CCA/I/001/2023/12/SD	HFCL Pvt Ltd	27-12-2023	Sonu Chaurasiya	27-12-2023 18:17:50	Sanjay Dewan	27-12-2023 18:27:37	Sanjay Dewan	28-12-2023 10:29:14	Sanjay Dewan		

The bottom screenshot shows a success message dialog titled "Paperless Management System states" with the message "Call Center Audit, Ref No: (TC)CCA/I/001/2023/12/SD has been archived.". Below the message are two buttons: "Go to Archives Section" and "Go to Completed Section". Blue arrows indicate the flow from the "OK" button in the first dialog to the success message, and from the "Go to Archives Section" and "Go to Completed Section" buttons to the success message.

Condemned Checklist Dashboard (Work Via Internal)

1. Here you can view the all condemned inspection checklist.
2. Click the number shown under 'Condemned' and go to the condemned status Inspection checklist dashboard.
3. You can search here any condemned inspection checklist.
4. You can view conedemned inspection checklist by clicking on 
5. Click on 'Go to Dashboard' to go back to the inspection checklist dashboard.




Paperless Management System
(Work via Internal)

Call Center Audit
(Work via Internal)

CONDEMNED FORMS STATUS

Show entries

Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Condemned Date	Condemned By	View
1	(TC)CCA/I/002/2023 /12/SD	Samsung Pvt Ltd	28-12-2023		28-12-2023 10:37:51	Sanjay Dewan			28-12-2023 10:38:14	Sanjay Dewan	

Showing 1 to 1 of 1 entries

Previous Next

Call Center Audit

(Work via Internal)

Samsung Pvt Ltd

[View Score Card](#)

1	Inspection Status and Audit Finding	2	Process	3	Product	4	Introduction
5	Experience	6	Final Comments	7	Test	8	Sign Off

1. INSPECTION DETAILS AND ABOUT COMPANY		
1	INSPECTION REPORT REF NO.	(TCCCA)/002/2023/12/SD
2	DATE OF INSPECTION	28-12-2023
3	PLACE OF INSPECTION	
4	NAME OF INSPECTOR	
5	POSITION OF INSPECTOR	
6	MOBILE NUMBER OF INSPECTOR	
7	E-MAIL ID OF INSPECTOR	
8	COMPANY NAME	
9	COMPANY ADDRESS	
10	NAME OF FACILITY	Samsung Pvt Ltd
11	FACILITY ADDRESS	
12	DATE OF INCORPORATION	
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	
14	NAME OF MANAGING DIRECTOR	
15	WEBSITE ADDRESS	

2. Process					
S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable		
Total Score			0.00%		

3. Product													
S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot								
1	Testing3		<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
0	1	2	NA										
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
Total Score			0.00%										

4. Introduction													
S.No.	Items	Comments for Compliance	Compliance Status	Upload Evidence (Pdf only)	Upload / Capture Snapshot								
1	Is adherence to the rules being done		<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
0	1	2	NA										
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
2	How to conduct the audit		<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
0	1	2	NA										
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
Total Score			0.00%										

5. Experience								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	Test		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total Score			0.00%					

6. Final Comments								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	Sign off has been done		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total Score			0.00%					

7. Test								
S.No.	Items	Comments for Compliance	Compliance Status				Upload Evidence (Pdf only)	Upload / Capture Snapshot
			0	1	2	NA		
1	Test		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total Score			0.00%					


Overall Score			0.00%					
---------------	--	--	-------	--	--	--	--	--

8. SIGN OFF				
	Name of Inspector	Position of Inspector	Date	Signature
Filed by				

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

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Email : cfops-communications@herofincorp.com, Web : www.herofincorp.com

Archived Inspection Checklist Dashboard (Work Via Internal)

1. Here you can view all archived inspection checklist.
2. Click the number shown under 'Archived' and you will go to the archived inspection checklist dashboard.
3. You can search here any archived status inspection checklist.
4. You can view archived inspection checklist by clicking on .
5. Click on 'Go to Dashboard' to go back to the previous inspection checklist page.

Call Center Audit (Work via Internal)

[<< Back](#)

[Download Assign Status](#)

S. No.	Assign	New	Inprocess	Completed	Condemned	Archived
1	4/4		1	1	1	1

[<< Go to Dashboard](#)

Call Center Audit (Work via Internal)

Archived FORMS STATUS

Show entries

Search:

S. No.	Report No.	Name of Facility	Date of Inspection	Name of Inspector	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TC)CCA/001/2023/12/SD	HFCL Pvt Ltd	27-12-2023	Sonu Chaurasiya	27-12-2023 18:17:50	Sanjay Dewan	27-12-2023 18:27:37	Sanjay Dewan	28-12-2023 10:29:14	Sanjay Dewan	28-12-2023 10:30:36	Sanjay Dewan	

Showing 1 to 1 of 1 entries

Previous Next

Call Center Audit

(Work via Internal)

Samsung Pvt Ltd

[View Score Card](#)

1	Inspection Details and About Facility	2	Process	3	Product	4	Introduction
5	Experience	6	Final Comments	7	Test	8	Sign Off

1. INSPECTION DETAILS AND ABOUT COMPANY		
1	INSPECTION REPORT REF NO.	(TC)CCA/002/2023/12/SD
2	DATE OF INSPECTION	28-12-2023
3	PLACE OF INSPECTION	
4	NAME OF INSPECTOR	
5	POSITION OF INSPECTOR	
6	MOBILE NUMBER OF INSPECTOR	
7	E-MAIL ID OF INSPECTOR	
8	COMPANY NAME	
9	COMPANY ADDRESS	
10	NAME OF FACILITY	Samsung Pvt Ltd
11	FACILITY ADDRESS	
12	DATE OF INCORPORATION	
13	PLEASE GIVE BRIEF DETAILS OF COMPANY OPERATIONS / PRODUCTS	
14	NAME OF MANAGING DIRECTOR	
15	WEBSITE ADDRESS	

2. Process					
S.No.	Items	Comments for Compliance	Compliance Status 0- Not Compliant 1- Partially Compliant 2- Fully Compliant NA- Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot
Total Score			0.00%		

3. Product													
S.No.	Items	Comments for Compliance	Compliance Status 0- Not Compliant 1- Partially Compliant 2- Fully Compliant NA- Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot								
1	Testing3		<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
0	1	2	NA										
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
Total Score			0.00%										

4. Introduction													
S.No.	Items	Comments for Compliance	Compliance Status 0- Not Compliant 1- Partially Compliant 2- Fully Compliant NA- Not Applicable	Upload Evidence (Pdf only)	Upload / Capture Snapshot								
1	Is adherence to the rules being done		<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
0	1	2	NA										
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
2	How to conduct the audit		<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>NA</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	0	1	2	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
0	1	2	NA										
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
Total Score			0.00%										

5. Experience								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Test		0	1	2	NA		
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total Score			0.00%					

6. Final Comments								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Sign off has been done		0	1	2	NA		
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total Score			0.00%					

7. Test								
S.No.	Items	Comments for Compliance	Compliance Status 0 - Not Compliant 1 - Partially Compliant 2 - Fully Compliant NA - Not Applicable				Upload Evidence (Pdf only)	Upload / Capture Snapshot
1	Test		0	1	2	NA		
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Overall Score			0.00%					

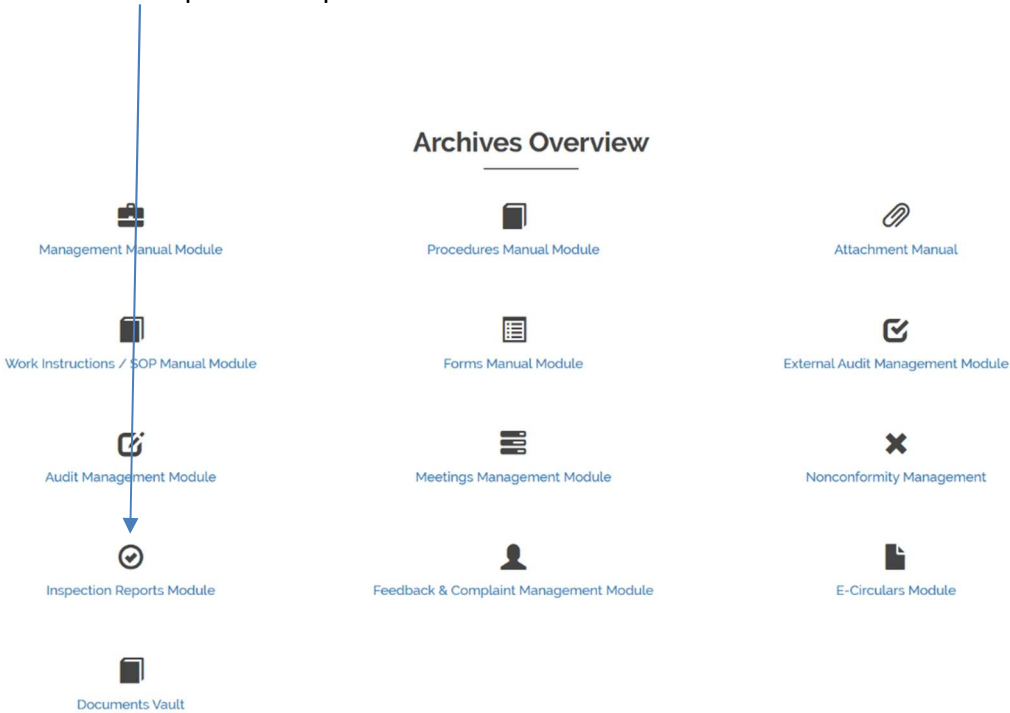
8. SIGN OFF				
	Name of inspector	Position of inspector	Date	Signature
Filled by				

S.No.	Rationale & Action	Rating
1	Inability to demonstrate adherence to recommended practice. Fundamental need to address this area.	<25%
2	Material gap between current practice and recommended practice. Substantial opportunity for improvement.	25-49.99%
3	Some ability to demonstrate adherence to recommended practice. Some opportunity for improvement.	50-74.99%
4	Observed practice consistent with recommended practice. Limited need for further development monitor.	>75%

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Archives Overview Dashboard

- 1. To go to the archive module, we have to click the button on the archives module on the module overview page.
- 2. Following page will open.
- 3. Click on 'Inspection Report Module'.



Archives – Inspection Report Module Dashboard

1. Here you can see all archive inspection checklist report.
2. You can search any inspection checklist by date (By Archived Date, By Initial Date, By Inspected Date) by clicking on 'Go'.
3. By clicking on 'Back' button to go back to 'Archived Inspection Report' dashboard.

Archives - Upload External Inspection Report

Search From To [Go](#)

By Inspected Date
By Archived Date
By Initial Date
By Inspected Date

S. No.	Report No.	Date of Inspection	Place of Inspection	Name of Inspector	Submitted By	Initial Date	Archived By	Archived Date	View	Download
1	IRM/PICS-UI/004/08012024/SD	08-01-2024	Mayur vihar, Delhi, India	Sonu Chaurasiya	Sanjay Dewan	08-01-2024 18:01:27	Sanjay Dewan	08-01-2024 18:07:12	View	Download
2	IRM/PICS-UI/003/27122023/SD	27-12-2023	MAYUR VIHAR PHASE - II, New Delhi	Vikrant Kumar	Sanjay Dewan	27-12-2023 15:46:19	Sanjay Dewan	27-12-2023 15:47:12	View	Download

Archives - Inspection Report Module

[<< Back](#)

Report Name	Archive
Inspection Report (Work via Internal)	1
Inspection Report (Work via Email Link)	1
Upload External Inspection Report	1

Inspection Report Thru Email

2. Click on 'Call Center Audit' for view the inspection checklist report.

The screenshot shows a Gmail interface with the following elements:

- Header:** Gmail logo, search bar, and navigation icons.
- Left Sidebar:** Compose button, and folders: Inbox (2,099), Starred, Snoozed, Sent, Drafts, More, and Labels.
- Email Header:** Title "Call Center Audit - (TC)CCA/E/003/2023/12/SD", sender "Paperless via 220.166.148.132:host.secureserver.net", and time "18:13 (17 minutes ago)".
- Email Body:**
 - Logos:** Paperless (Make Life Simple) and HeroFinCorp.
 - Section Header:** "Inspection Report".
 - Text:** "Dear Shyama Chauhan, Greetings, Please find the link for the Call Center Audit below. The inspection shall be carried at **HFCL Call Center Noida** on **27-12-2023** tentatively. You can work on this inspection checklist on any internet fired device, ie Laptop, Desktop, Tab or Mobile phone while shifting between devices as per your convenience. All you have to do is to click on the link, fill the checklist with your comments, give your compliance score (0 - Not compliant / 1 - Partly compliant / 2 - Fully compliant) and upload evidence (pdf, docx, excel) or take snapshots. Once completed you may then sign and submit it online. For your convenience you can save the checklist any time and resume working on it later, till you have completed the entire checklist for submission. The partially saved checklist will retain all information, including uploaded documents and snapshots. The section tabs on top the page will turn Green once all sections are fully completed. The checklist scorecard gets updated automatically and will give you instant score whenever it is saved or submitted."
 - Link:** "Call Center Audit" (highlighted in blue).
 - Text:** "If you have any clarifications then please contact me."
 - Signature:** "Best Regards [Handwritten Signature] Sanjay Dewan HOD"
 - Footer:** "This is an auto generated email. Please do not reply to this email message as no reply will be given. Copyright © 2018-23 Paperless.net in. All rights reserved."

For any clarifications please write to TC Communications at cfops-communications@herofincorp.com or call at 9599949106 / 9999455637

Best Regards,
Paperless Management System

