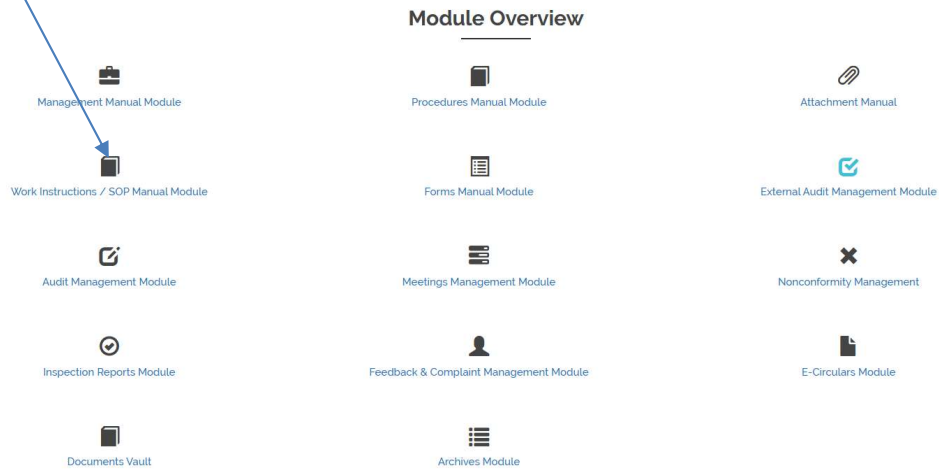



Work Instructions / SOP Manual Module

1. All SOP's / Work Instruction Manuals can be created in this module.
2. Click on the 'Module Overview' at the navigation bar.
3. Following page will open.
4. Click on 'Work Instruction / SOP Manual Module'.






Work Instructions / SOP Manual Module Dashboard

1. You can add new manual by clicking on 'Add New Manual'.
2. View master list by clicking 'View Master List'.
3. You can edit the manual by clicking on 'Edit Contents'.
4. You can view the manual by clicking on the .
5. You can edit the header and footer of the manual by clicking on 'Edit Header/Footer'.
6. You can save your manual by clicking on 'Save Now'.
7. You can publish your manual by clicking on 'Publish Now'.
8. You can search here any type of field.
9. If you have many manual name entries so you can use pagination.

Work Instructions / SOP Manual Module

Add New Manual

Show entries

S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	Collection Agency SOP <small>(Future Publishing)</small>	0	Jan	2024	60 months	Sanjay Dewan	22-12-2023 12:56:23	Sanjay Dewan	22-12-2023 13:24:38					View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now
2	Telecollections Call Centre SOP <small>(Published Manual)</small>	0	Jan	2024	60 months	Pramod Yadav	13-12-2023 13:49:07	Sanjay Dewan	20-12-2023 16:17:09	Pramod Yadav	21-12-2023 12:45:51	Pramod Yadav	21-12-2023 12:46:03	View Master List				Save Now Publish Now
2	Telecollections Call Centre SOP <small>(Future Publishing)</small>	01	Dec	2023	60 months	Pramod Yadav	21-12-2023 12:46:03	Sanjay Dewan	22-12-2023 13:32:32	Sanjay Dewan	22-12-2023 13:33:01			View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

Showing 1 to 5 of 5 entries Previous **1** Next

1. The color meaning in the SOP manual dashboard.
2. : - Green color means published manual completed.
3. : - Orange color means future published in process.

Adding Header and Footer

1. You can add the header and footer of the manual by clicking 'Add New Manual' on the dashboard.
2. Fill up the header and footer details.
3. Upload the logo / image by clicking on 'Choose File' and choosing the logo.
4. Please re-check your form before create manual header and footer.
5. Click on 'Create Manual' for submit your details.

<< Back

Add Manual Header Details

Manual name	Month	Year
<input type="text" value="Enter manual name here"/>	<input type="text" value="Dec"/>	<input type="text" value="2023"/>
Retention period (In months)	Logo header (Max. Size : 2MB) dimensions (250 x 200 pixels)	
<input type="text" value="60"/>	<input type="button" value="Choose File"/> No file chosen	

Add Manual Footer Details

Manual name	Logo footer (Max. Size : 2MB) dimensions (100 x 100 pixels)
<input type="text" value="Enter manual name here"/>	<input type="button" value="Choose File"/> No file chosen

Create Manual

Viewing the Master List of all Section and Chapters

1. Click on 'View Master List' at the dashboard.
2. The master list page will show up.

<< Back

Master List

Table of Content	Rev. No.	Month / Year
Section 1 Introduction	00	
Chapter 1.1 Introduction of North Zone Call centre	00	
Chapter 1.2 Introduction of South Zone Call Centre	00	
Chapter 1.3 Introduction of East Zone Call Centre	00	
Chapter 1.4 Introduction of West Zone Call Centre	00	
Section 2 Organization Structure	00	
Chapter 2.1 Organization Structure of North Zone Call Centre	00	
Chapter 2.2 Organization Structure of South Zone Call Centre	00	
Chapter 2.3 Organization Structure of East Zone Call Centre	00	
Chapter 2.4 Organization Structure of West Zone Call Centre	00	

Editing the Title Page

1. Click on 'Edit Contents' at the dashboard.
2. The title page will open up.
3. We see the 'Edit Title Page' button click here for edit title page.
4. Start creating / editing the title page by clicking on 'Edit Title Page'.
5. Fill up the relevant details.
6. Submit your details.
7. The title page will be updated to your requirements.

The image shows a two-pane interface for editing a title page. The left pane is a preview of the title page, and the right pane is a form for editing the details. Blue arrows from the numbered list point to specific elements: arrow 1 points to the 'Edit Title Page' button, arrow 2 points to the preview area, arrow 3 points to the 'Edit Title Page' button, arrow 4 points to the form fields, arrow 5 points to the form fields, arrow 6 points to the 'Submit' button, and arrow 7 points to the preview area.

Preview (Left Pane):

HeroFinCorp.
HFCL Telecollections
34, Community Centre, Basant Lok, Vasant Vihar, New Delhi-110057

Collection Agencies SOP

ISO 9001:2015
Quality Management System

Location : Pan India
Reference : HFCL/TC/CASOP/00

Edit Title Page (Right Pane):

Name of the company	HFCL Telecollections
Company address	34, Community Centre, Basant Lok, Vasant Vihar, New Delhi-110057
Name of the manual	Collection Agencies SOP
Standard name	ISO 9001:2015
Standard title	Quality Management System
Location	Pan India
Manual ID	HFCL/TC/CASOP/00

Submit

Adding New Section / Chapter

1. Click on 'Edit Contents' at the dashboard.
2. Scroll down till you see the 'Master List- Work Instruction / SOP Manual Module' page.
3. You can add a new section or chapter by clicking on 'Add New Section / Chapter' at the right-hand top corner in the first image.
4. A fresh page will open up showing the blank 'Add New Section / Chapter' on the left panel and 'Master List' on the right panel.
5. Select 'Section or Chapter' from the drop-down menu, as required.
6. Write the title no.
7. Write the title.
8. Choose the section in which you want to insert or add the new chapter from the drop-down menu of 'To be inserted in'.
9. Submit your details.
10. The new chapter will be added and show up under the chosen section at the right side panel.
11. Search here if you want search any section or chapter.

Master List - Work Instructions / SOP Manual Module			
<input style="width: 100px;" type="text" value="Search"/> Q			
Add New Section / Chapter			
Manual title	Current Rev. No.	Current Rev. month / year	Edit contents & approval sheet
Section 1 Introduction	00		Edit
Chapter 1.1 Introduction of North Zone Call centre	00		Edit
Chapter 1.2 Introduction of South Zone Call Centre	00		Edit
Chapter 1.3 Introduction of East Zone Call Centre	00		Edit
Chapter 1.4 Introduction of West Zone Call Centre	00		Edit
Section 2 Organization Structure	00		Edit
Chapter 2.1 Organization Structure of North Zone Call Centre	00		Edit

<< Back

Add New Section / Chapter

Category

Select category
v

Title No.

Enter title no. here

Title

Enter title here

To be inserted in

Please select
v


Submit

Master List

Table of content	Rev. No.
Section 1 Introduction	00
Chapter 1.1 Introduction of North Zone Call centre	00
Chapter 1.2 Introduction of South Zone Call Centre	00
Chapter 1.3 Introduction of East Zone Call Centre	00
Chapter 1.4 Introduction of West Zone Call Centre	00
Section 2 Organization Structure	00
Chapter 2.1 Organization Structure of North Zone Call Centre	00
Chapter 2.2 Organization Structure of South Zone Call Centre	00
Chapter 2.3 Organization Structure of East Zone Call Centre	00
Chapter 2.4 Organization Structure of West Zone Call Centre	00
Section 3 Roles and Responsibilities	00
Section 4 Process Flow	00
Section 5 Telecalling	00
Chapter 5.1 Customer contact	00
Chapter 5.2 Calling Script	00
Chapter 5.3 Appointment fixing	00

Editing the Content of SOP Manual

1. Click on 'Edit Contents' at the dashboard.
2. The cover page will open up.
3. Keep scrolling down till you see the 'Master List- Work Instruction / SOP Manual' page
4. You can edit any section or chapter by clicking on 'Edit'.

Master List - Work Instructions / SOP Manual Module			
			<input type="text" value="Search"/> 
Add New Section / Chapter			
Manual title	Current Rev. No.	Current Rev. month / year	Edit contents & approval sheet
Section 1 Introduction	00		Edit
Chapter 1.1 Introduction of North Zone Call centre	00		Edit
Chapter 1.2 Introduction of South Zone Call Centre	00		Edit
Chapter 1.3 Introduction of East Zone Call Centre	00		Edit
Chapter 1.4 Introduction of West Zone Call Centre	00		Edit
Section 2 Organization Structure	00		Edit
Chapter 2.1 Organization Structure of North Zone Call Centre	00		Edit

5. A page will open up showing two panels.
 - The 'Edit Content' panel will be on the left showing the chosen section or chapter which you want to edit.
 - The 'Edit Approval Sheet' will be on the right panel where you can get your approvals signature.
6. You can edit / update the content at the left panel by editing / updating the various data / information.
7. While updating the content remember to highlight the new content in Italics
8. Use the features of the editor to make your content attractive.
9. You can also copy and paste directly from any 'word' or 'excel' document.
10. You can add extra approval (prepared by, recommended by and approved by).
11. Submit your details upon completion.
12. Click on 'Send email for signature approval' by email.
13. An alert box will show up. Click 'OK' to save the edited contents.
14. Another alert box will show up reminding you if you have followed the protocol of highlighting the newly added content in Italics. If this has been done then click 'OK'. And the contents will be saved.
15. If not done then you should 'Cancel' and go back to follow the protocol and repeat the process.

Edit Content

Chapter 5.2 Calling Script

Chapter		
5.2		
Title No.		
Enter title no. here		
Title		
Calling Script		
Rev No.	Month	Year
00	Select month	Select year
Issued	Checked	Approved
Enter issued here	Enter checked here	Enter approved here
CONTROLLED COPY @ Information for uncontrolled copy		
Enter controlled copy	Enter information for uncontrolled copy here	
1.0 Purpose		

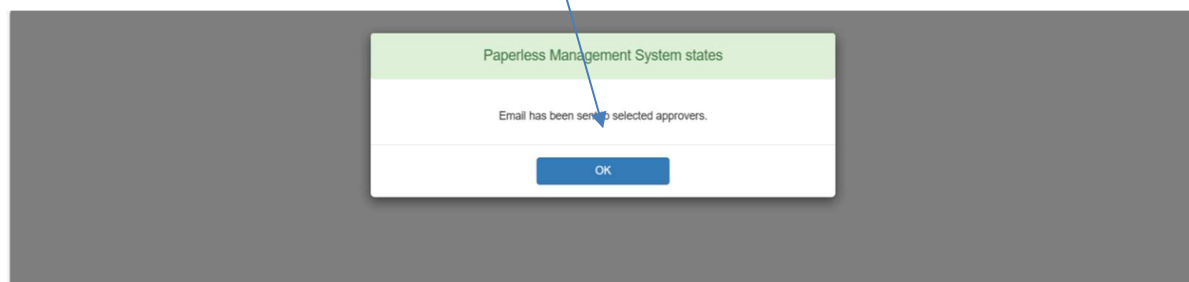
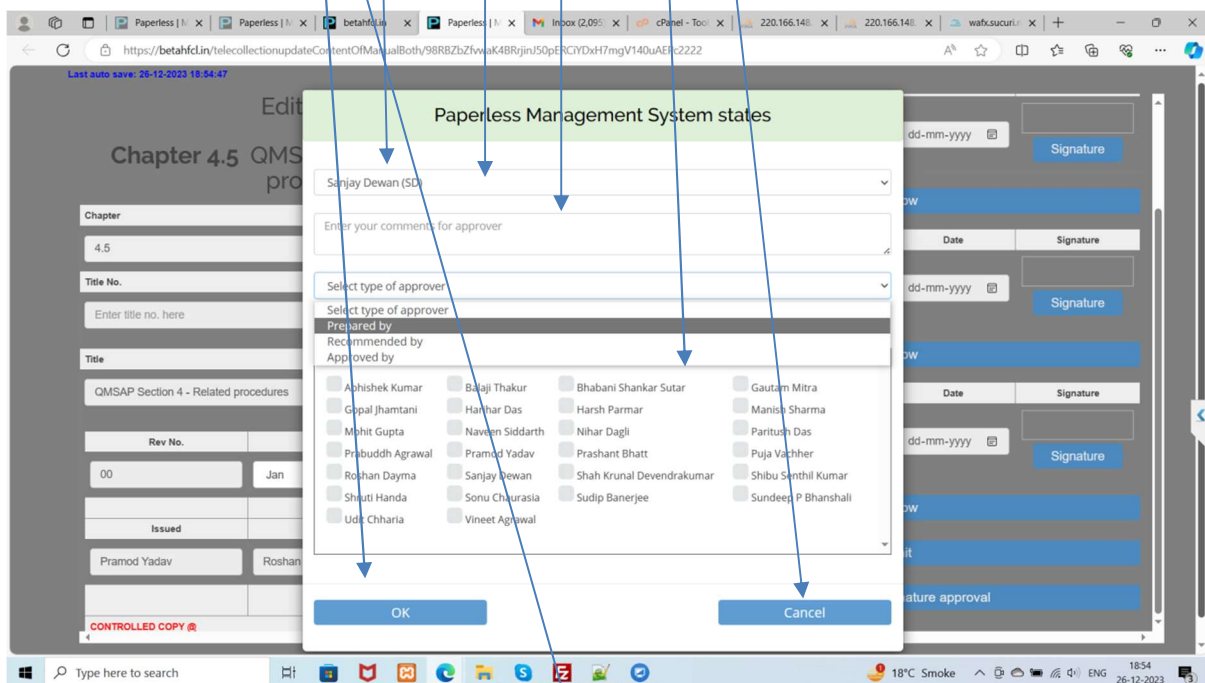
Edit Approval Sheet

Chapter 5.2 Calling Script

Name / Position	Date	Signature
Prepared by Pramod Y.	dd-mm-yyyy	Signature
Add Row		
Recommended by Roshan D	dd-mm-yyyy	Signature
Add Row		
Approved by Pooja Vach	dd-mm-yyyy	Signature
Add Row		
Submit		
Send email for signature approval		

Sending E-mail for Signature Approval

1. You can send an email for approval to any of the approvers who can approve and sign on email itself without logging in to the application.
2. Select sender name from the drop-down menu.
3. Write your comment for approver here.
4. Select type of approver from the drop-down menu as required.
5. Select / checkbox the management manual approvers here.
6. Click on 'OK' for sending the mail to selected approvers.
7. An alert box will show up then click 'OK'.
8. By clicking on 'Cancel' you can cancel the approval.



Request Approval for Signature E-mail

1. The approver will receive a new mail for approving the document online without logging in to the application.
2. Click on 'Give Approval' for approving the document.
3. If you want some changes or updates in the management manual so you can clicking on 'Raise Query'.

The screenshot shows a Gmail interface with a search bar containing 'sop'. The email subject is 'Request Approval / Telecollections Call Centre SOP - SOP Manual'. The sender is 'Paperless via 220.166.148.132.host.secureserver.net to eqhset'. The email body contains the following content:

Please sign
To: Sonu Chaurasia / From: Sanjay Dewan

Telecollections Call Centre SOP - SOP Manual

Chapter 5.1 Customer contact

Chapter		
5.1		
Title No.		
Title		
Customer contact		
Rev No.	Month	Year
00		
Issued	Checked	Approved
CONTROLLED COPY @	Information for uncontrolled copy	
1.0 Purpose		
2.0 Division / Department / Unit		
3.0 Responsibilities		
8.0 References		
9.0 Summary of Revisions		

Give Approval

Raise Query

Please login to work on it [Login](#)

For any clarifications please write to TC Communications at cfoos-communications@herofincorp.com or call at 9599949108 / 8929178054

Best Regards,
Paperless Management System

HeroFinCorp.

Online Approval of Manual thru Email

1. Upon clicking the 'Give Approval' button following page will open with the approvers name.
2. If you want to give approval then select the date.
3. Click on the 'Signature' button and sign the approval.
4. Sign on signature then clicks 'OK' button.
5. Click the 'Approved' button and the approval will be sent to the requestor.

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Give Approval

Name / Position	Date	Signature
Mohit Gupta	30-12-2023	<input type="text"/> Signature

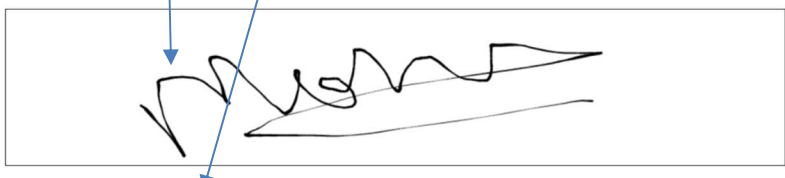
Approved

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Paperless Management System Signature Pad

Name
Mohit Gupta




OK Cancel

Approved

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Give Approval

Name / Position	Date	Signature
Mohit Gupta	30-12-2023	 Signature Clear

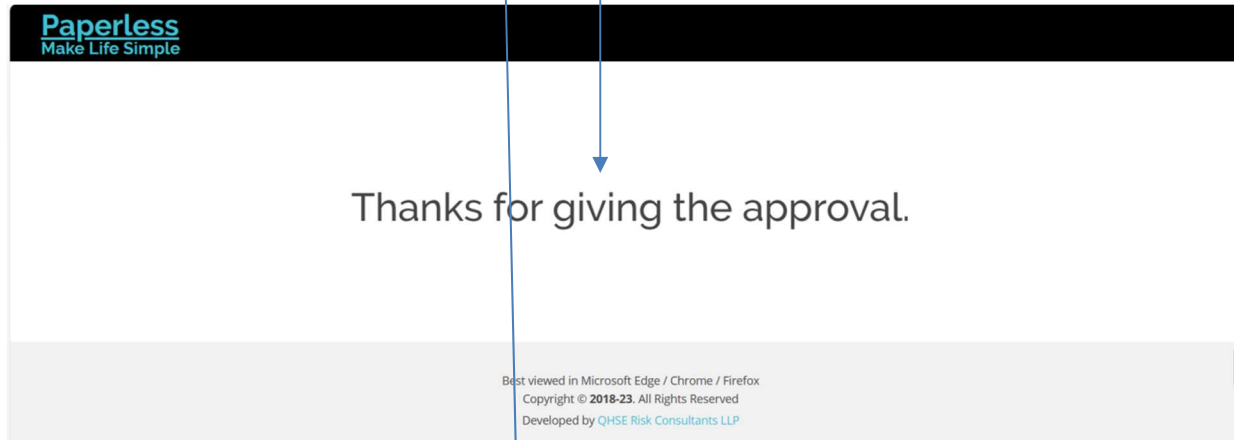
Approved

Best viewed in Microsoft Edge / Chrome / Firefox
Copyright © 2018-23. All Rights Reserved
Developed by QHSE Risk Consultants LLP

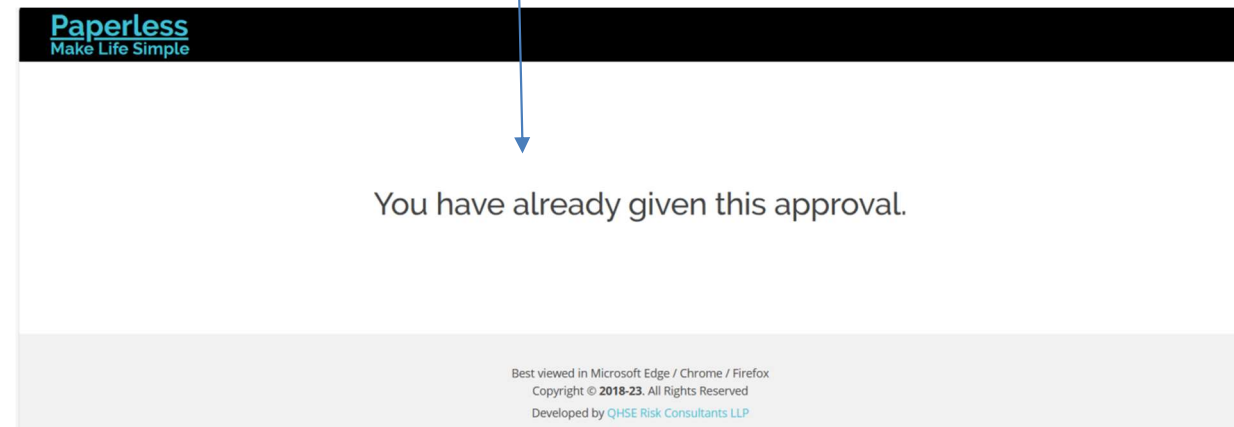
Online Approval of SOP Manual thru Email

1. Once you give the approval the following page will open.
2. Here you can see 'Thanks for giving the approval' message.
3. If you try to approve the same management manual again then following message will show up.

First Image

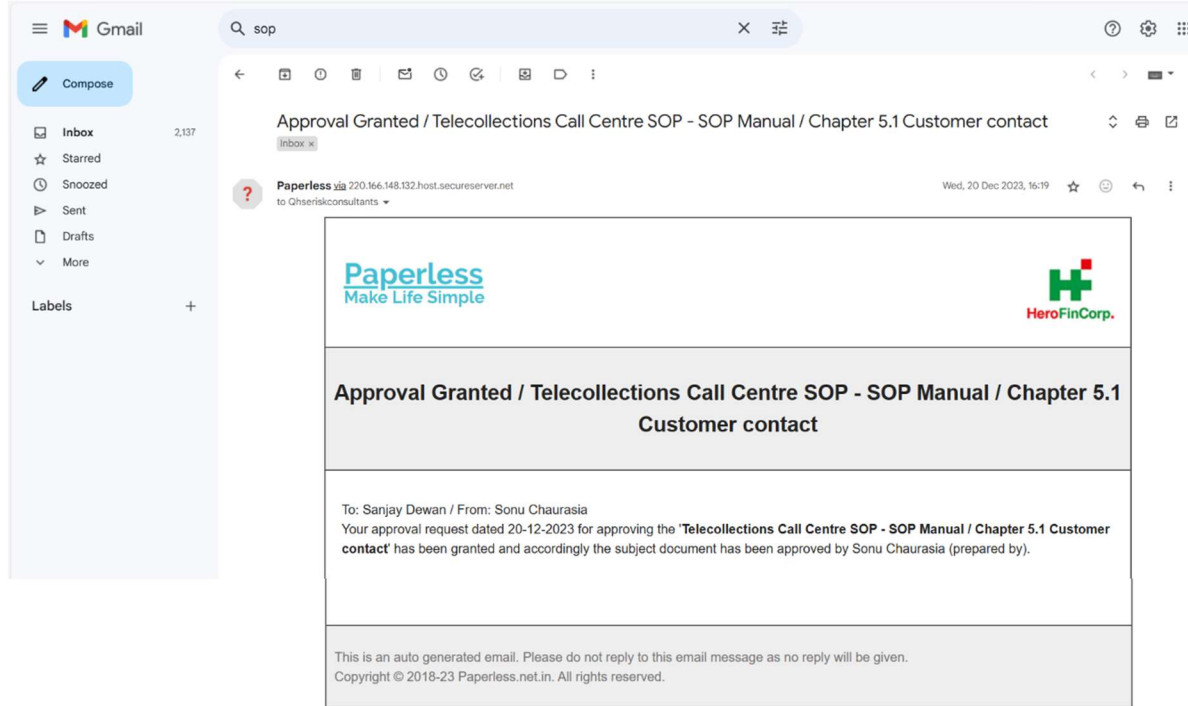


Second Image



SOP Manual Approval Granted Email

1. The SOP manual approval email will be received by the requestor and all approver(s) indicating that the specific approver has approve the manual.



Please login to access it [Login](#)

For any clarifications please write to CF Ops Communications at cfops-communications@herofincorp.com or call at 9599949106 / 8929178054

Best Regards,

Paperless Management System



Raising Query

1. If you want some changes or updates in the SOP manual so you can raise your query here.
2. Click submit.
3. Here you can see a 'Thank you' message display on your screen.
4. If you try to raise the same SOP manual query again then following message will show up.

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Raise Your Query

Enter your query here

Submit

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Thanks for raising the query which has been delivered to the sender.


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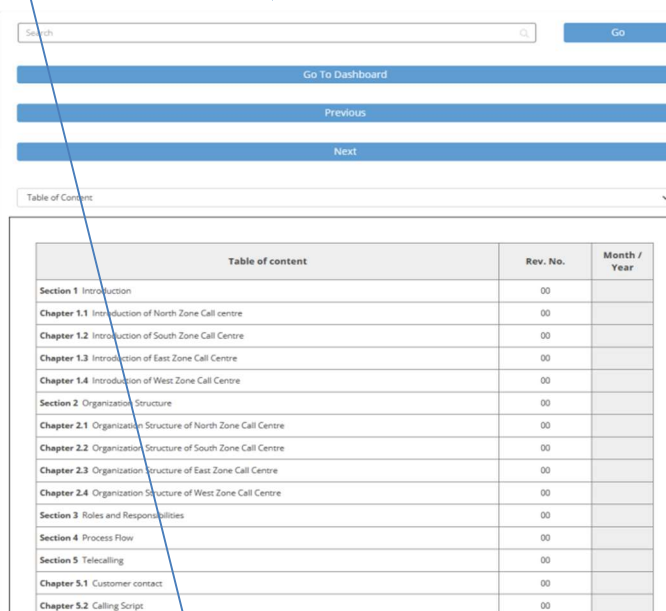
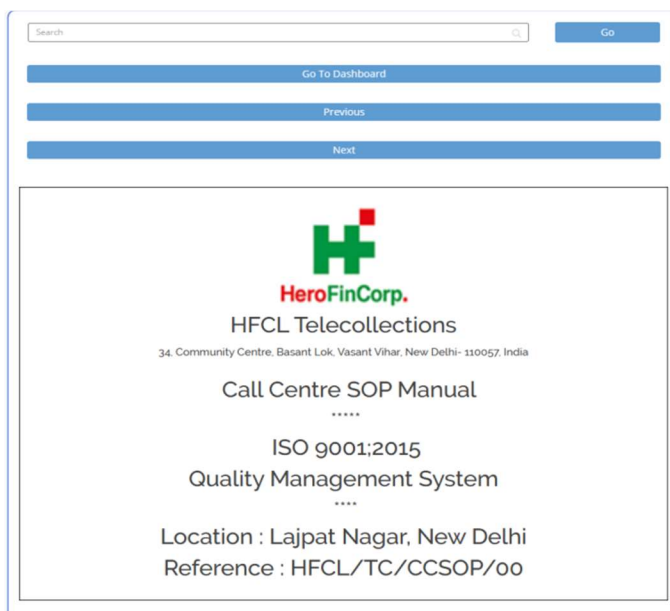
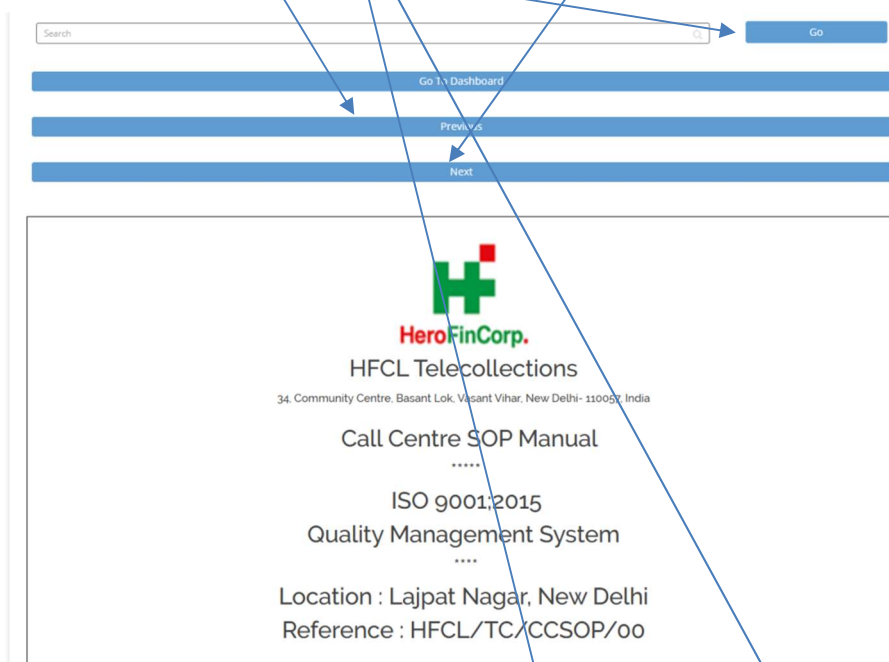
Paperless
Make Life Simple

You have already raised a query which has been delivered to the sender.

Best viewed in Microsoft Edge / Chrome / Firefox
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Developed by QHSE Risk Consultants LLP

Viewing the SOP Manual

1. Click on  at the dashboard to view the manual.
2. The cover page of the manual will open first.
3. To view the entire manual page by page keeps on clicking 'Next'.
4. Click 'Previous' to go to previous page.
5. After clicking 'Next' you will see the 'Table of Contents'. Click on the drop-down menu and select any section or chapter of your choice to view them.
6. The relevant section or chapter will then open up.
7. Search here if you want to search any section / chapter / content then enter the keyword and click 'Go'.




Search

[Go To Dashboard](#)

[Previous](#)

[Next](#)



HeroFinCorp.

HFCL Telecollections

34, Community Centre, Basant Lok, Vasant Vihar, New Delhi- 110057, India

Call Centre SOP Manual

ISO 9001:2015

Quality Management System

Location : Lajpat Nagar, New Delhi

Reference : HFCL/TC/CCSOP/00

Search

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[Previous](#)

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Table of Contents		
Section 1 Introduction		
Chapter 1.1 Introduction of North Zone Call centre		
Chapter 1.2 Introduction of South Zone Call Centre		
Chapter 1.3 Introduction of East Zone Call Centre		
Chapter 1.4 Introduction of West Zone Call Centre		
Section 2 Organization Structure		
Chapter 2.1 Organization Structure of North Zone Call Centre		
Chapter 2.2 Organization Structure of South Zone Call Centre		
Chapter 2.3 Organization Structure of East Zone Call Centre		
Chapter 2.4 Organization Structure of West Zone Call Centre		
Section 3 Roles and Responsibilities		
Section 4 Process Flow		
Section 5 Telecalling		
Chapter 5.1 Customer contact		
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Chapter 5.3 Appointment fixing		
Chapter 5.4 Dealing with Raging Customers		
Chapter 5.5 DO's and Don'ts		
Section 6 Code of Conduct		
Chapter 2.3 Organization Structure of East Zone Call Centre	00	
Chapter 2.4 Organization Structure of West Zone Call Centre	00	
Section 3 Roles and Responsibilities	00	
Section 4 Process Flow	00	
Section 5 Telecalling	00	
Chapter 5.1 Customer contact	00	
Chapter 5.2 Calling Script	00	
Chapter 5.3 Appointment fixing	00	



Search

[Go To Dashboard](#)

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[Next](#)

Section 1 Introduction

	Telecollections Call Centre SOP	Rev No: 01 Month : Year :	Issued / Checked / Approved :
Section 1 Introduction			
Telecollections Call Centre SOP			
CONTROLLED COPY			

Search

[Go To Dashboard](#)

[Previous](#)

[Next](#)

Chapter 1.1 Introduction of North Zone Call centre

	Name / Position	Date	Signature
Prepared by			
Recommended by			
Approved by			

1.0 Purpose

2.0 Division / Department / Unit

3.0 Responsibilities

Editing the Header and Footer of the Manual

1. Click on 'Edit Header / Footer' at the dashboard to edit the header and footer of the manual.
2. 'Edit Manual Header Details' and 'Edit Manual Footer Details' page will show up
3. Fill / change / amend the details as required.
4. Upload the logo / image by clicking on 'Choose File' and choosing the logo.
5. Update your details to save the data entered.

The screenshot displays two forms for editing manual details. The top form, titled "Edit Manual Header Details", has a "<< Back" button in the top right. It contains two input fields: "Manual name" (with the value "Collection Agency SOP") and "Retention period (In months)" (with the value "60"). Below these is a "Logo header" section with a "Choose File" button and the text "No file chosen". The bottom form, titled "Edit Manual Footer Details", has a "Manual name" field (with "Collection Agency SOP") and a "Logo footer" section with a "Choose File" button and "No file chosen" text. A blue "Update" button is located at the bottom left. Blue arrows from the numbered list point to the "Manual name" field in the header form, the "Choose File" button in the header form, the "Choose File" button in the footer form, and the "Update" button.

Manual name	Retention period (In months)
Collection Agency SOP	60

Logo header (Max. Size : 2MB) dimensions (250 x 200 pixels)

Choose File No file chosen

Manual name	Logo footer (Max. Size : 2MB) dimensions (100 x 100 pixels)
Collection Agency SOP	Choose File No file chosen

Update

Saving the SOP Manual

1. Every time you revise your manual it is recommended to save it immediately.
2. Click on save now at the dashboard to save the manual.
3. If you agree to save manually, click 'OK' in the alert box otherwise click 'Cancel'.
4. The manual will be saved.
5. The last saved date and time will be shown in the dashboard.
6. The name of user who saved it last will be shown in the dashboard.
7. You can search here any type of field.
8. Use pagination for viewing more entries on single page.

Work Instructions / SOP Manual Module

Add New Manual

Show 10 entries Search:

S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	Collection Agency SOP (Future Publishing)	0	Jan	2024	60 months	Sanjay Dewan	22-12-2023 12:56:23	Sanjay Dewan	22-12-2023 13:24:38					View Master List	Edit Contents	👁	Edit Header / Footer	Save Now Publish Now
2	Telecollections Call Centre SOP (Published Manual)	0	Jan	2024	60 months	Pramod Yadav	13-12-2023 13:49:07	Sanjay Dewan	20-12-2023 16:17:09	Pramod Yadav	21-12-2023 12:45:51	Pramod Yadav	21-12-2023 12:46:03	View Master List		👁		
2	Telecollections Call Centre SOP (Future Publishing)	01	Dec	2023	60 months	Pramod Yadav	21-12-2023 12:46:03	Sanjay Dewan	22-12-2023 13:32:32	Sanjay Dewan	22-12-2023 13:33:01			View Master List	Edit Contents	👁	Edit Header / Footer	Save Now Publish Now

Showing 1 to 5 of 5 entries Previous 1 Next

Paperless Management System states

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

Do you really want to save this manual?

OK
Cancel

Work Instructions / SOP Manual Module

Add New Manual

Show 10 entries Search:

S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
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2	Telecollections Call Centre SOP (Future Publishing)	01	Dec	2023	60 months	Pramod Yadav	21-12-2023 12:46:03	Sanjay Dewan	22-12-2023 13:32:32	Sanjay Dewan	22-12-2023 13:33:01			View Master List	Edit Contents	👁	Edit Header / Footer	Save Now Publish Now

Publishing the SOP Manual

1. Once your manual is ready for release you should publish it for everyone to view it.
2. Please remember that once you publish the manual no amendments or changes can be done.
3. Click on publish now at the dashboard to publish the manual click here.
4. If you agree to save manually, click 'OK' in the alert box otherwise click 'Cancel'.
5. Click 'OK' again if you finally agree to publish the manual.
6. The manual will be published.
7. A new page will open up where you can choose to send email to all the users as per your choice by checking the box against their names at the right-side panel.
8. You can also choose to send email to any other third party by entering their email ID's at the left-side panel.
9. Click on 'Send Email'.
10. The emails will be sent to all chosen recipients.
11. Click on 'Go to Dashboard'.
12. The published date and time will be shown in the dashboard.
13. The name of user who published it will be shown in the dashboard.
14. The previous manual will be automatically archived and can be sighted in the Archives module.

Work Instructions / SOP Manual Module

Add New Manual

Showing 10 entries Search:

S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	Collection Agency SOP (Future Publishing)	0	Jan	2024	60 months	Sanjay Dewan	22-12-2023 12:56:23	Sanjay Dewan	22-12-2023 13:24:38					View Master List	Edit Contents	<input type="checkbox"/>	Edit Header / Footer	Save Now Publish Now
2	Telecollections Call Centre SOP (Published Manual)	0	Jan	2024	60 months	Pramod Yadav	13-12-2023 13:49:07	Sanjay Dewan	20-12-2023 16:17:09	Pramod Yadav	21-12-2023 12:45:51	Pramod Yadav	21-12-2023 12:46:03	View Master List		<input checked="" type="checkbox"/>		
2	Telecollections Call Centre SOP (Future Publishing)	01	Dec	2023	60 months	Pramod Yadav	21-12-2023 12:46:03	Sanjay Dewan	22-12-2023 13:32:32	Sanjay Dewan	22-12-2023 13:33:07			View Master List	Edit Contents	<input type="checkbox"/>	Edit Header / Footer	Save Now Publish Now

Showing 1 to 5 of 5 entries Previous 1 Next

Paperless Management System states

Do you want to publish this Work Instructions / SOP Manual as you would not be able to edit it after publishing?

OK
Cancel

Add New Manual

Showing 10 entries Search:

S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	Collection Agency SOP (Future Publishing)	00	Jan	2024	60 months	Sanjay Dewan	22-12-2023 12:56:23	Sanjay Dewan	22-12-2023 13:24:38					View Master List	Edit Contents	<input type="checkbox"/>	Edit Header / Footer	Save Now Publish Now
2	Telecollections Call Centre SOP (Published Manual)	00	Jan	2024	60 months	Pramod Yadav	13-12-2023 13:49:07	Sanjay Dewan	20-12-2023 16:17:09	Pramod Yadav	21-12-2023 12:45:51	Pramod Yadav	21-12-2023 12:46:03	View Master List		<input checked="" type="checkbox"/>		
2	Telecollections Call Centre SOP (Future Publishing)	01	Dec	2023	60 months	Pramod Yadav	21-12-2023 12:46:03	Sanjay Dewan	22-12-2023 13:32:32	Sanjay Dewan	22-12-2023 13:33:07			View Master List	Edit Contents	<input type="checkbox"/>	Edit Header / Footer	Save Now Publish Now

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Archives Dashboard

1. Click on 'Archives' module and click 'Management Manual'. You can view the all the archived management manuals.
2. Click the number shown under 'Archived' and you will go to the archived dashboard if available.
3. You can search here any archived status management manual if available.
4. Click on 'Back' to go back to the previous page.

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