

How to Setup Predictive Dialer Setup

Ecsow Predictive Dialer offers the following key features:

VOIP Predictive Dialing–No need for physical phone lines, Dialogic board or voice modem. Calls are made through Internet VoIP.

Remote Agent–Agent can work at home or office. Calls are forwarded to agent's computer over the internet or local area network.

Installing the Predictive Dialer on a Dialing Computer

Download Ecsow Predictive Dialer software and follow on-screen instructions to install Predictive Dialer on a computer.

Configuring the phone service

Ecsow software can use several phone services: VOIP phone service (such as SkypeConnect, Vonage, Callcentric, any SIP trunk provider, etc); a PBX system with SIP extensions (such as Cisco, Avaya, Asterisk, etc).

Click Ecsow menu Tools > Options > SIP Account tab to input your SIP account information.

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Options

General SIP Account Do-Not-Call Voice Activity Detection Call Distribution Call Transfer Preset

Account information from your SIP VoIP service provider

Display Name: vocalocity

SIP ID/User Name: VH1112863

Domain: sip-127497.accounts.vocalocity.com

Authorization User: VH1112863

Password: ●●●●●●●●

Outbound Proxy

Send outbound calls via:

Domain

Proxy

Concurrent Calls

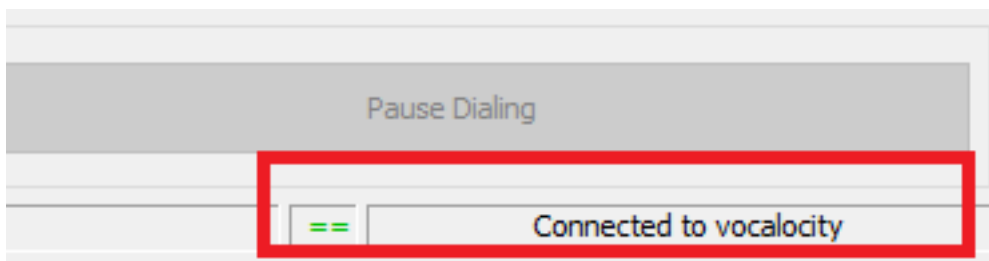
Number of concurrent calls: 3

* SIP service must support multiple channels if you want to run concurrent calls

Advanced Settings

OK Cancel

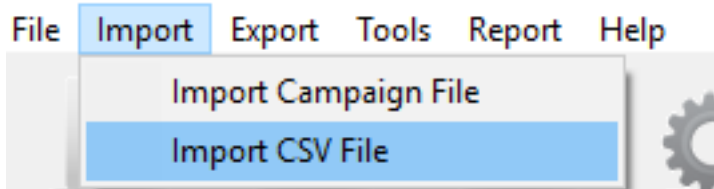
It will show connected to the SIP service on Ecsow main window.



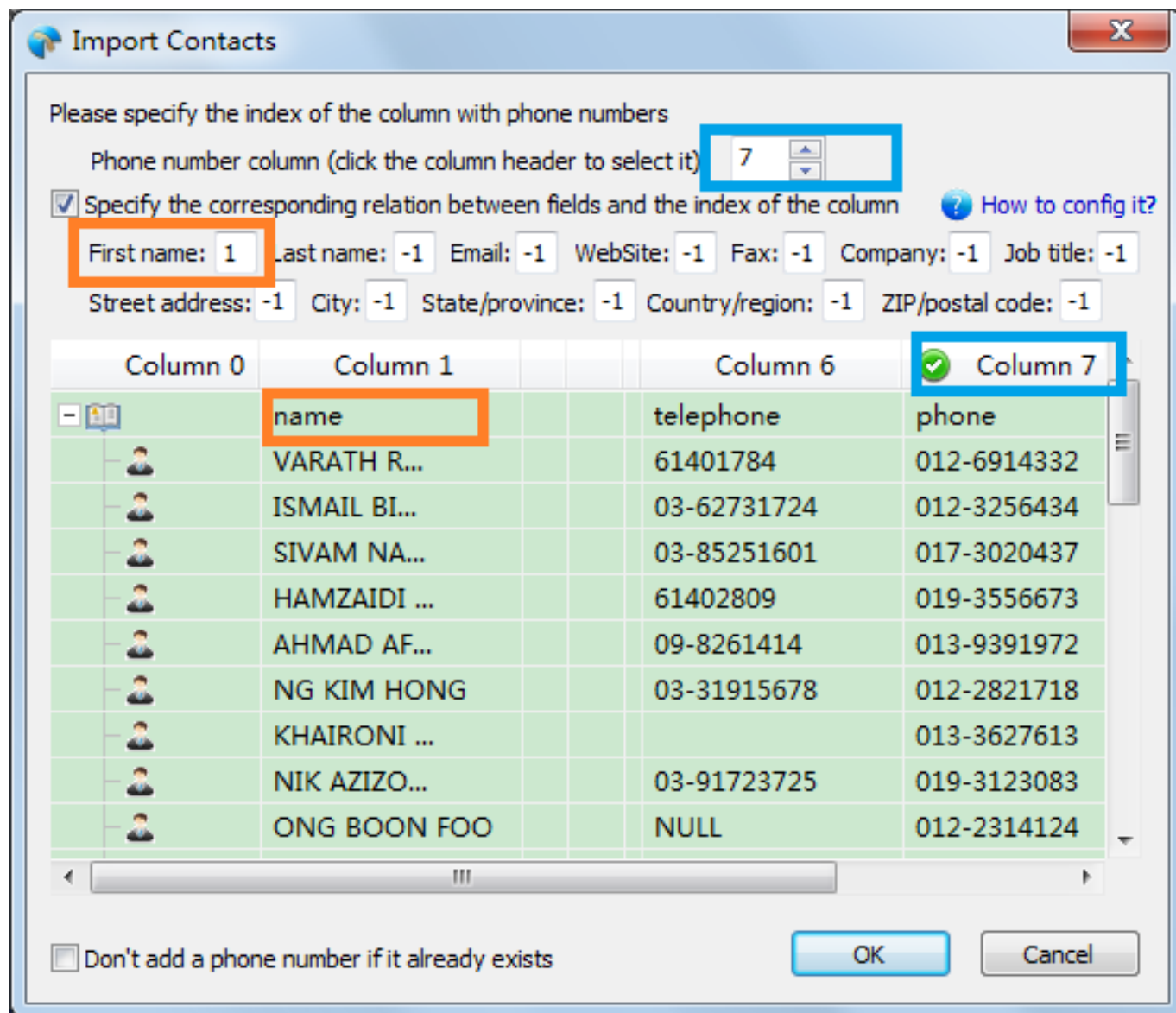
Import call list by click Ecsow menu Import > Import CSV File.

Click the menu Import > Import CSV file

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You will need to specify which of your columns from your call list will be placed on Predictive Dialer's "Name" and "Phone Number" columns.



Click the Start Dialing button to start the predictive dialing.

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The screenshot shows the Ecsow Predictive Dialer interface with a list of 15 contacts and an Agent Manager popup window.

	First Name	Last Name	Phone Number	Notes	Call Disposition	Duration	Assigne...
1	Gregory	Oenning	(480) 214-5461		Call Distribute Succeeded	00:00:13	Todd
2	Tiffany	Oenning	(480) 214-5670		Call Distribute Succeeded	00:00:28	Melvin
3	Justin	Kohls	(480) 219-1235		Call Distribute Succeeded	00:00:25	Todd
4	Michelle	Kohls	(480) 219-3199		Call Distribute Succeeded	00:00:28	Melvin
5	Justin	Kohls	(480) 219-5796		Call Distribute Failed	00:00:00	Todd
6	Lori	Beresford	8006947466		Answering Machine Answe...		Melvin
7	Thomas	Lenard	(480) 219-6552				
8	Jeff	Bush	(480) 219-8598				
9	Gary	Meador	(480) 209-1296				
10	Ashleigh	Diaz	(480) 209-1353				
11	Melvin	Mccloud	(480) 209-1431				
12	John	Bear	(480) 209-1745				
13	Ken	Bock	(480) 209-1780				
14	Todd	Beaudoin	(480) 214-3395				
15	Allen	Rice	(480) 214-3816				

The Agent Manager popup window shows:

- Status:
- User Name: Todd Melvin
- Buttons: +, -, Apply Settings

At the bottom of the dialer, there are buttons for "Stop Dialing" and "Pause Dialing". The status bar shows "Connected to vocalocity".

Please note you need to specify 1 for US phone number, where 1 is the country code. You can set this at Ecsow menu Tools > Options > General tab.

Once a call is answered by a live human, the call is transferred to an available agent; on the agent’s computer, an alert window (screen popup) pops up, and the agent can talk to the client right away. The screen popup contains all the information about the client. Here is what the popup window will look like:

The screenshot shows the Ecsow Remote Agent popup window for agent Todd. It contains a form for client information and a sidebar with call control buttons.

Client Information Form:

- First name: Justin
- Last name: Kohls
- Phone: 8006947466
- Company: [Empty]
- Job title: [Empty]
- Address: [Empty]
- City: Cave Creek
- State: AZ
- Country: [Empty]
- ZIP: [Empty]
- Website: [Empty]
- Fax: [Empty]
- Other: [Empty]
- Notes: [Empty]
- Preset Notes: <<

Call Control Sidebar:

- Answer
- End Call
- Mute
- Call Back
- Do Not Call
- Save

At the bottom, there is a "Call disposition:" dropdown menu set to "Answering Distributed Call", a "Busy" indicator, and a timer showing "00:00:08".

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