How to Setup
How To Use Ecsow Predictive Dialer

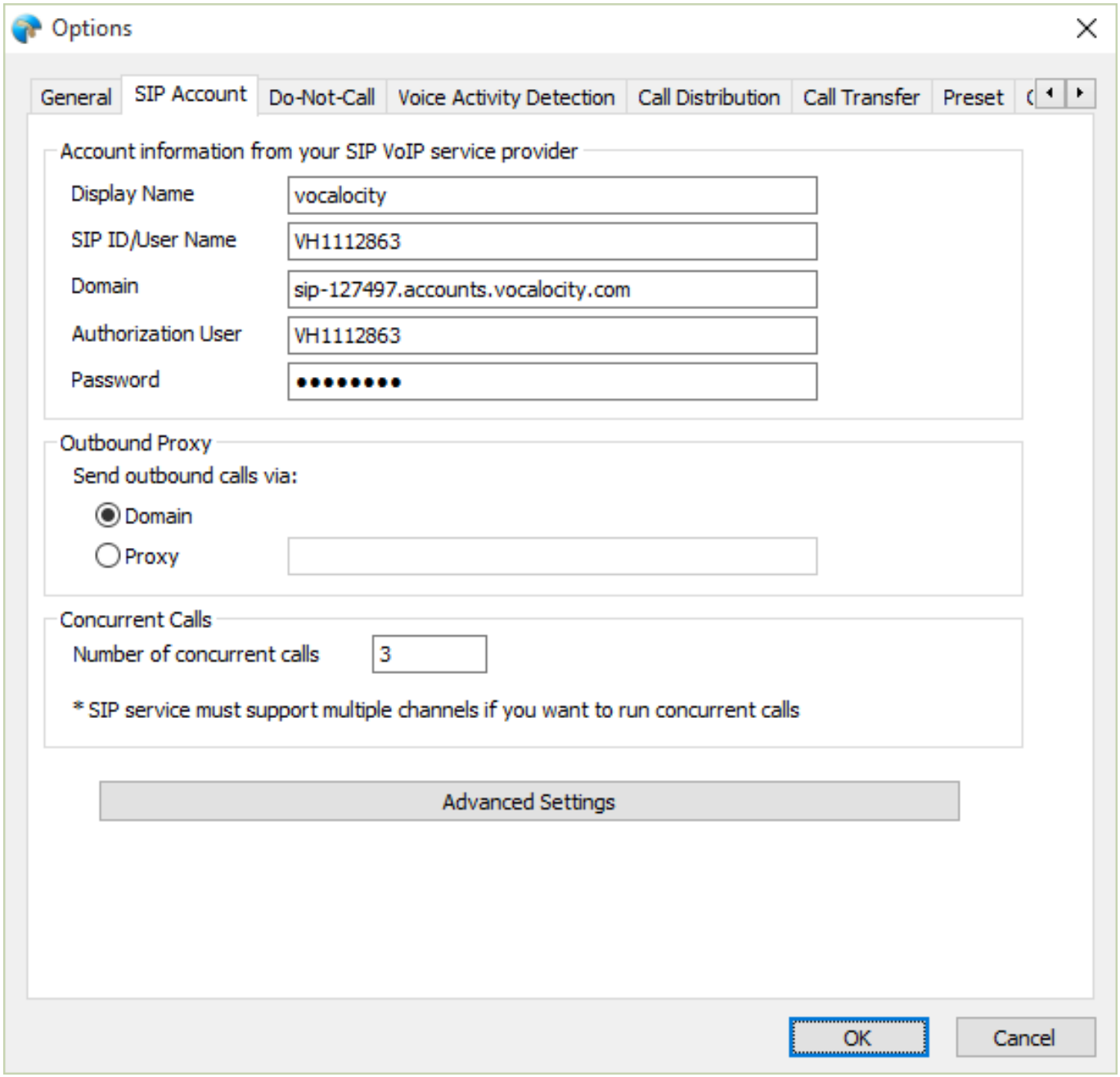
1, Installing the Predictive Dialer on a Dialing Computer

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

2, 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.



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

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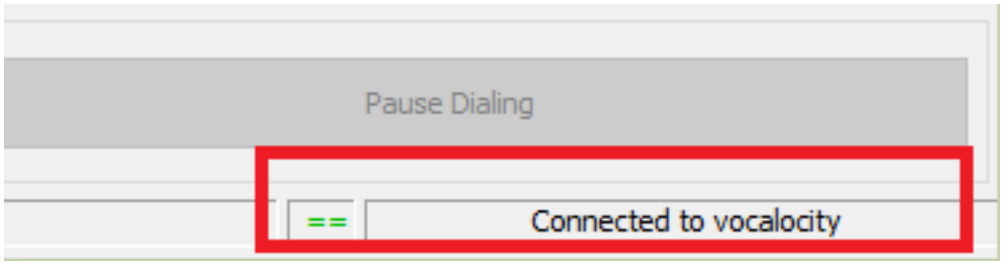
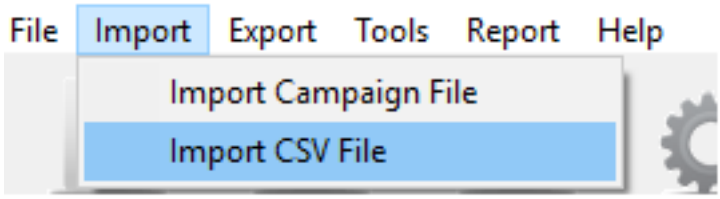
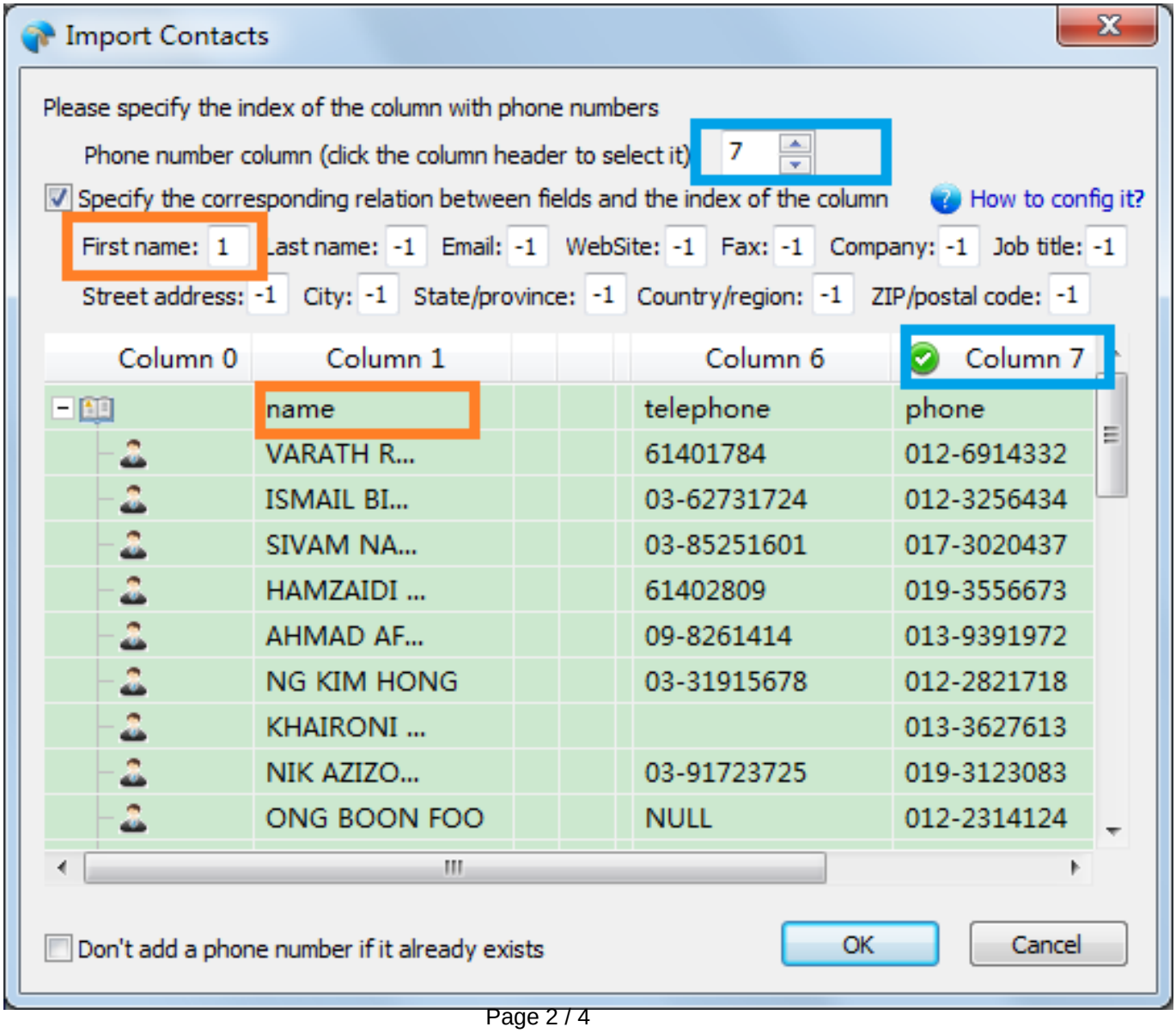


3, Import call list by click Ecsow menu Import > Import CSV File.

Click the menu Import > Improt CSV file



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.



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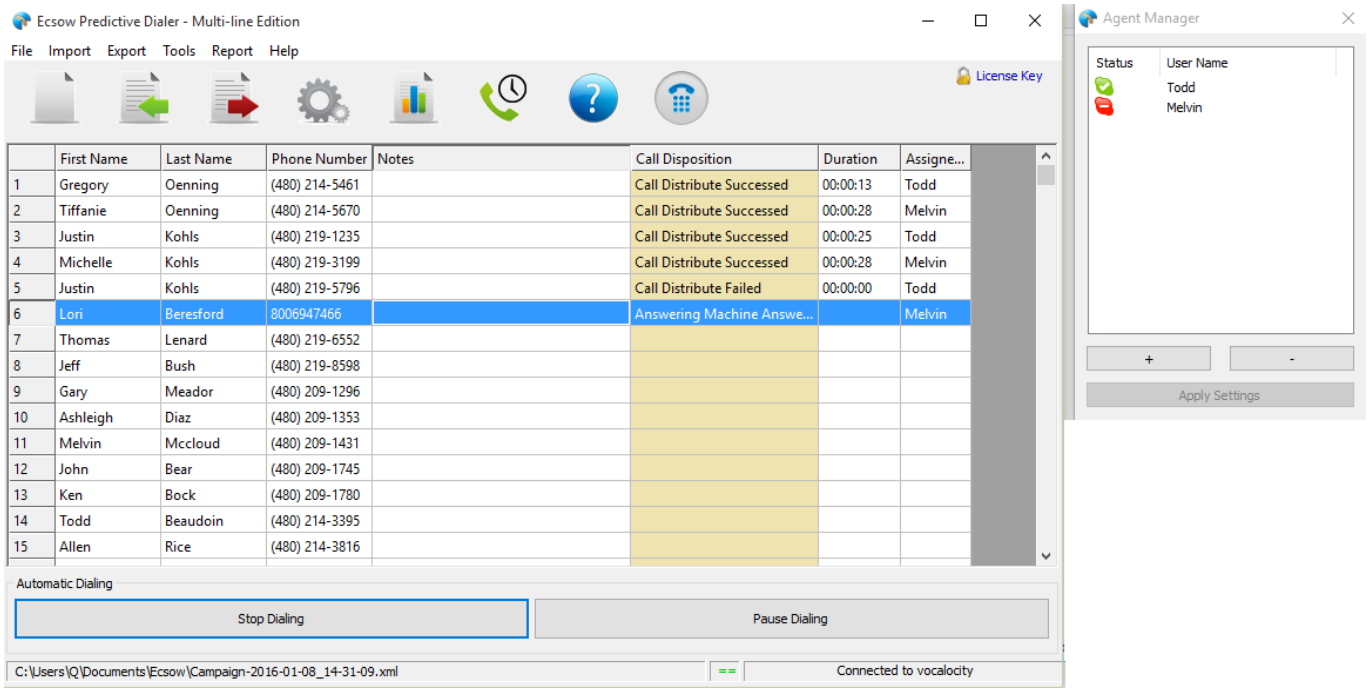
4, Click the Start Dialing button to start the predictive dialing.



	First Name	Last Name	Phone Number	Notes	Call Disposition	Duration	Assigne...
1	Gregory	Oenning	(480) 214-5461		Call Distribute Successed	00:00:13	Todd
2	Tiffanie	Oenning	(480) 214-5670		Call Distribute Successed	00:00:28	Melvin
3	Justin	Kohls	(480) 219-1235		Call Distribute Successed	00:00:25	Todd
4	Michelle	Kohls	(480) 219-3199		Call Distribute Successed	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				

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.

5, Auto distribute call to agent.

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:

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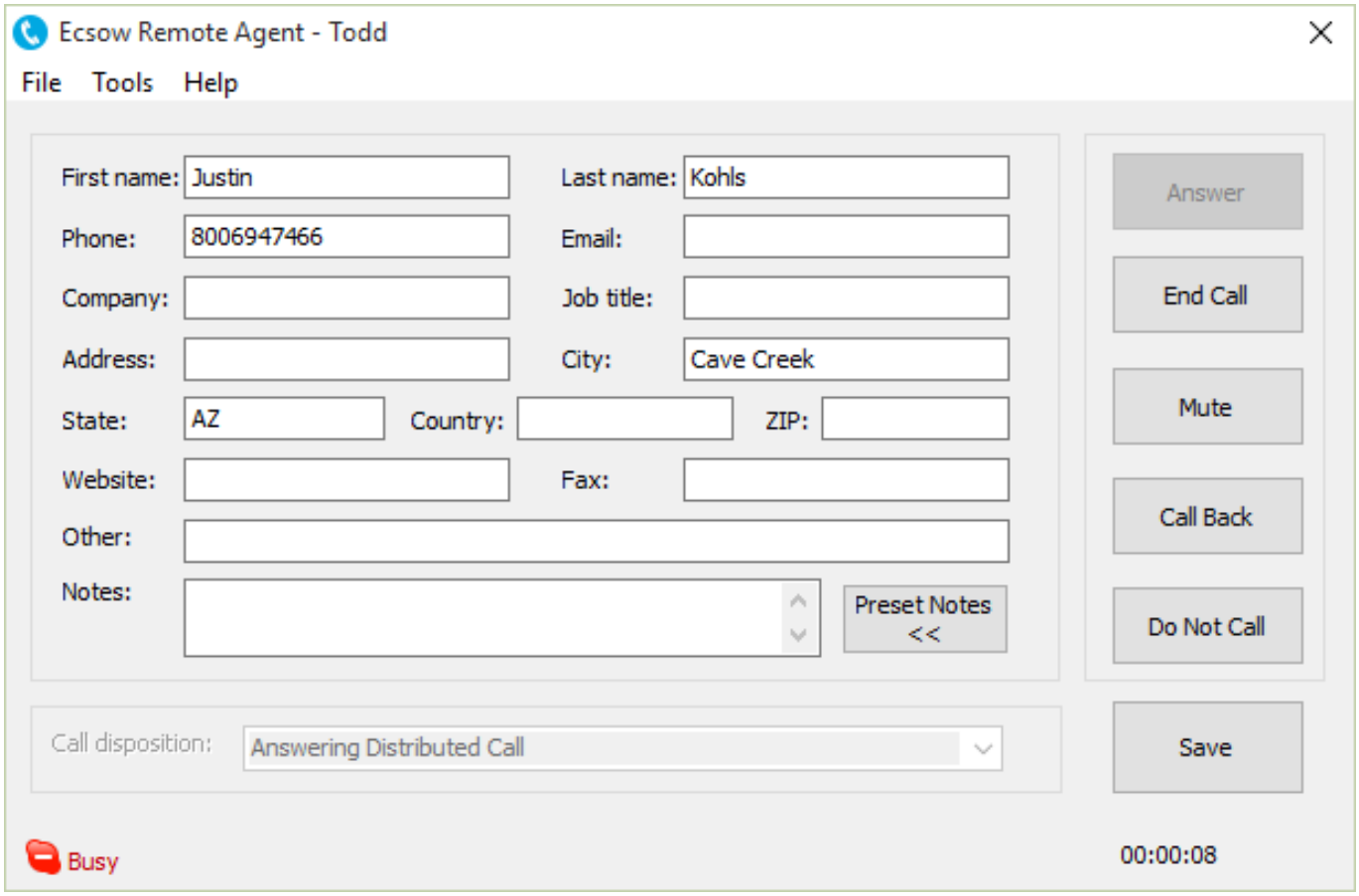

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