How to Setup
How To Use Ecsow Predictive Dialer

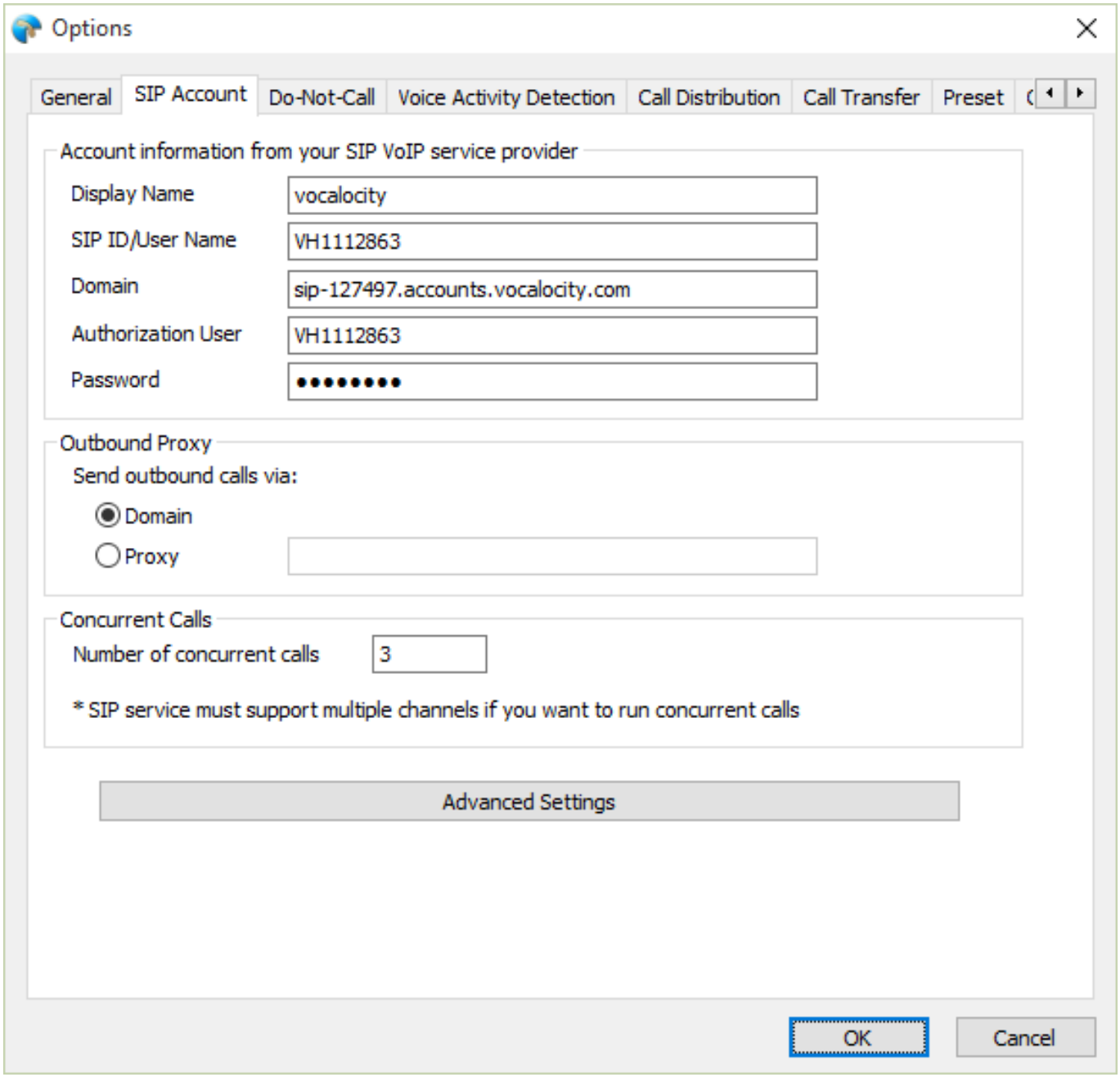
1, Installing the Predictive Dialer on a Dialing Computer

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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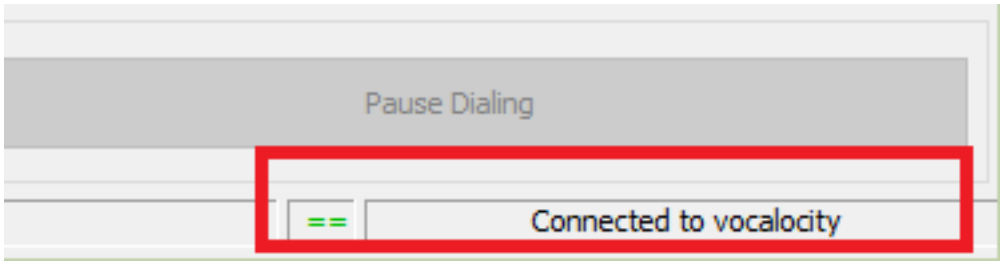
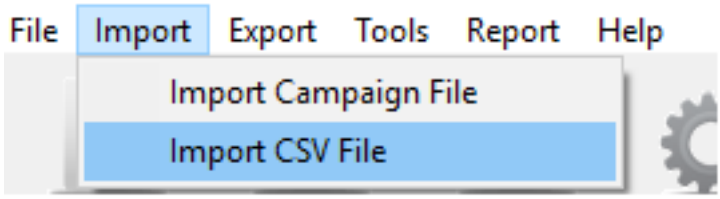
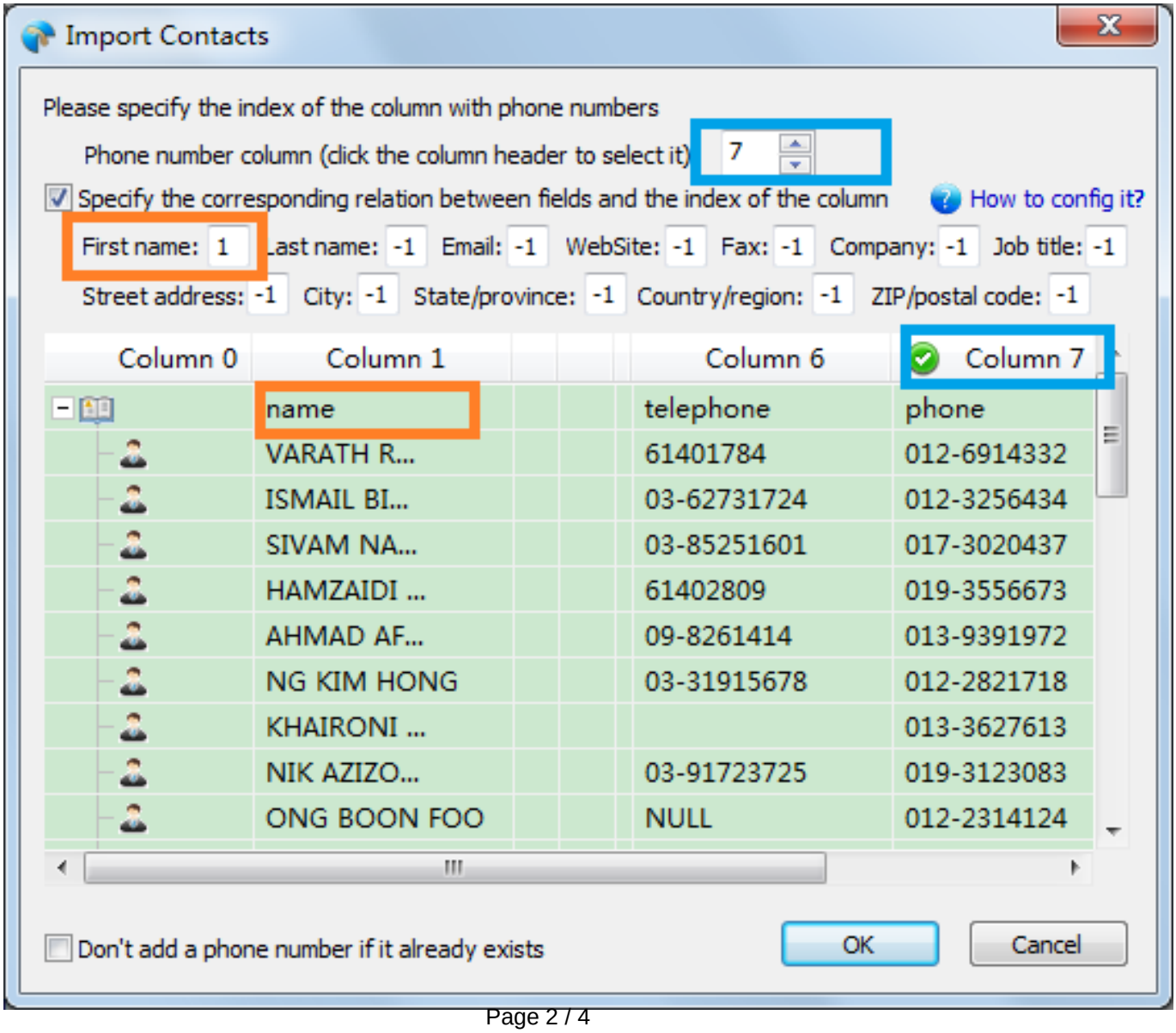


3, Import call list by click Ecsow menu Import > Import CSV File.

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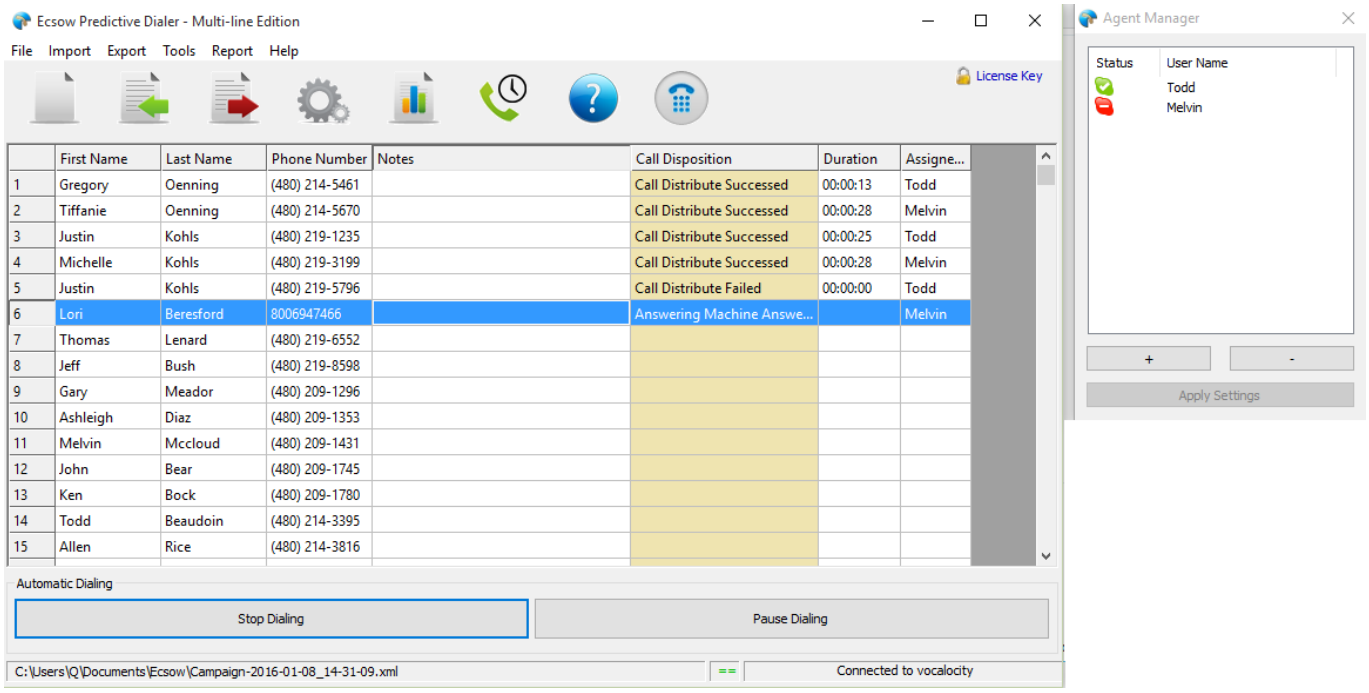
4, Click the Start Dialing button to start the predictive dialing.



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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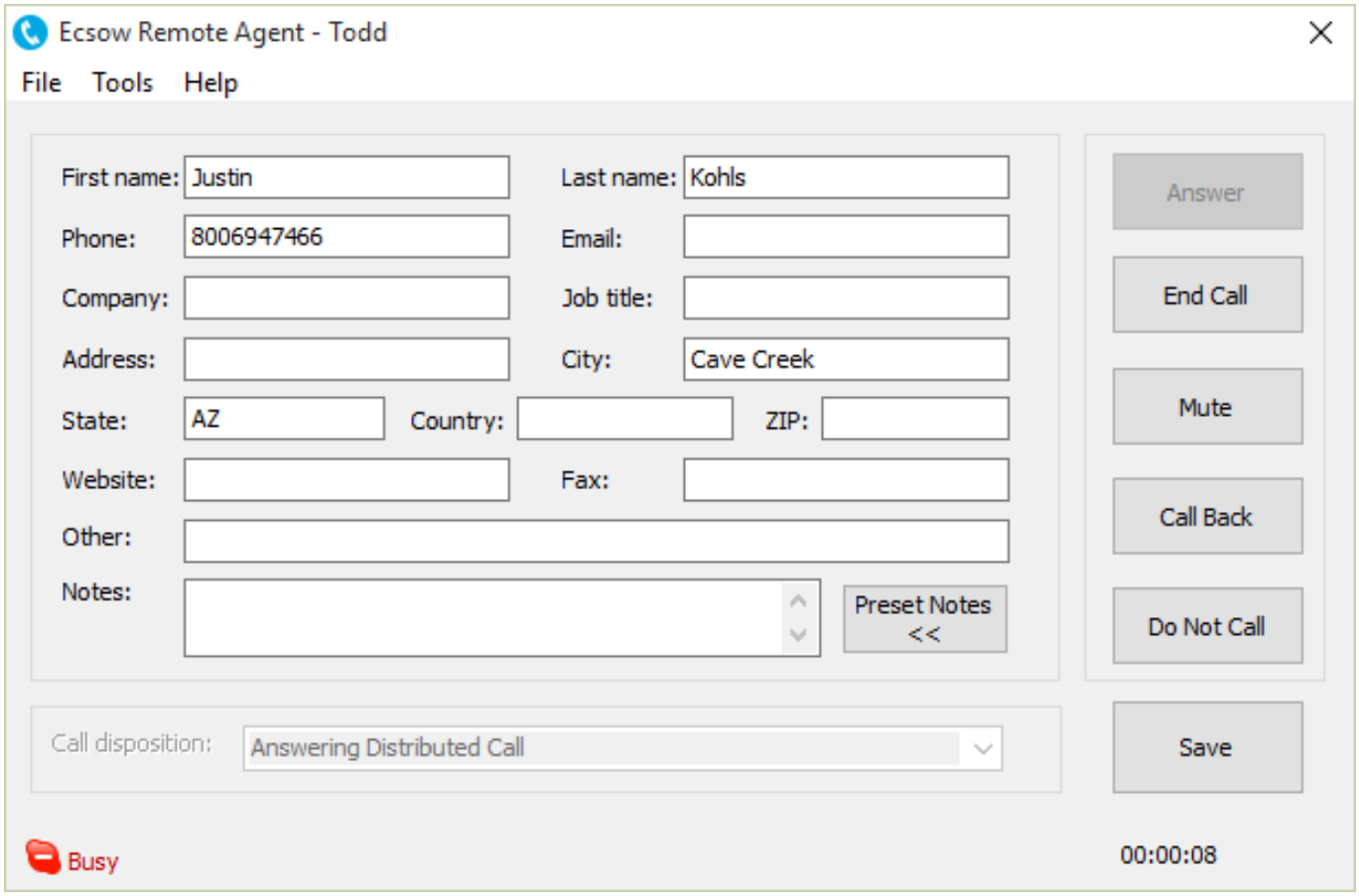

Unique solution ID: #1007
Author: eva
Last update: 2016-01-19 10:38

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