

# How to Setup

## How to setup Call Auto Distribution

It will auto distribute the call to the available agent by default. And it will put the call into waiting queue if there no agent is available.

You can change the settings as your need.

Options

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

Automatic distribute to agent when detect human answer

Automatic distribute to agent when the call is answered

Voice prompts

Play the greeting before call distribute  
C:\Program Files (x86)\Ecsow Dialer\voices\starttransferring.wav Play New

Play the waiting music during the call distributing  
C:\Program Files (x86)\Ecsow Dialer\voices\holdon.wav Play New

Play the greeting if the call distribute failed  
C:\Program Files (x86)\Ecsow Dialer\voices\calldistributefailed.wav Play New

Play the greeting when the call put into the waiting queue  
C:\Program Files (x86)\Ecsow Dialer\voices\distributequeue.wav Play New

OK Cancel

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