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.

How to Setup

7	Option	s						×		
	General	SIP Account	Do-Not-Call	Voice Activity Detection	Call Distribution	Call Transfer	Preset	(• •		
	Accourt	nt information f								
	Displa	isplay Name vocalocity								
	SIP II	IP ID/User Name VH1112863								
	Doma	omain sip-127497.accounts.vocalocity.com								
	Autho	Authorization User VH1112863								
	Passv	vord	•••••	•						
	Outbou	und Proxy								
	Send	outbound calls	via:							
	۲	Domain								
	0	Proxy								
	Concur	Concurrent Calls								
	Number of concurrent calls 3									
	* SIP service must support multiple channels if you want to run concurrent calls									
				Advanced Settings						
						ОК	Ca	incel		

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

	Pause Dialing
==	Connected to vocalocity

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

Click the menu Import > Improt CSV file

How to Setup



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.

Timport Contacts																	
Please specify the index of the column with phone numbers Phone number column (dick the column header to select it) 7 - Specify the corresponding relation between fields and the index of the column First name: 1 _ast name: -1 Email: -1 WebSite: -1 Fax: -1 Company: -1 Job title: -1 Street address: -1 City: -1 State/province: -1 Country/region: -1 ZIP/postal code: -1																	
Column 0	Column 0 Column 1 Column 6 📀 Column 7																
- 💷	name			telephone	phone												
- &	VARATH R ISMAIL BI			61401784	012-6914332												
- &				03-62731724	012-3256434												
- &	SIVAM NA			03-85251601	017-3020437												
HAMZAIDI 61402809 019-355667 AHMAD AF 09-8261414 013-939197 NG KIM HONG 03-31915678 012-282171																	
								- &	- 🚨 KHAIRONI 013-3627613								
								- 🚨 NIK AZIZO 03-91723725 019-3123083									
- 🚨 ONG BOON FOO NULL 012-2314124 🖕																	
4 III																	
Don't add a phone number if it already exists OK Cancel																	

Click the Start Dialing button to start the predictive dialing.

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💎 E	csow Predictive Di	aler - Multi-line B	dition					_		×	💦 Agent	Manager		×
File	Import Export	Tools Report	Help								Chabus	Lines Nam		
			Ö.	1	?			2	License K	iey		Todd Melvin	IC	
	First Name	Last Name	Phone Number	Notes		Call Disposition	Duration	Assigne		^				
1	Gregory	Oenning	(480) 214-5461			Call Distribute Successed	00:00:13	Todd		121				
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									Apply S	Settings	
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							U,				
Auto	matic Dialing								_					
Stop Dialing Pause Dialing														
C:\U	C:\Users\Q\Documents\Ecsow\Campaign-2016-01-08_14-31-09.xml == 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:

🔇 Ecsow Rem	ote Agent - Todd			×
File Tools	Help			
First name:	Justin	Last name:	Kohls	Answer
Phone:	8006947466	Email:		
Company:		Job title:		End Call
Address:		City:	Cave Creek	
State:	AZ Coun	try:	ZIP:	Mute
Website:		Fax:		
Other:				Call Back
Notes:			 ∧ Preset Notes ∨ < 	Do Not Call
Call dispositio	Answering Distribute	d Call	~	Save
🛢 Busy				00:00:08

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