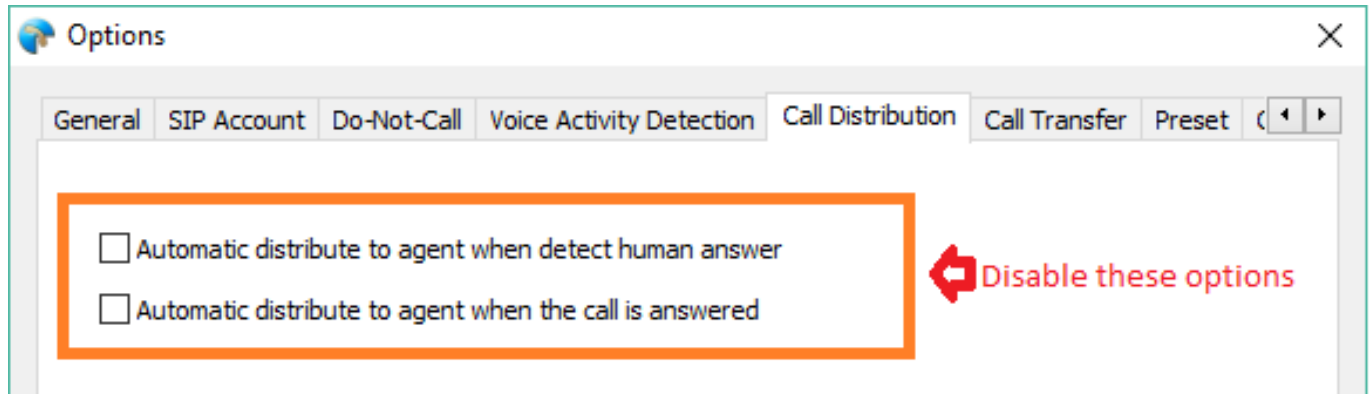


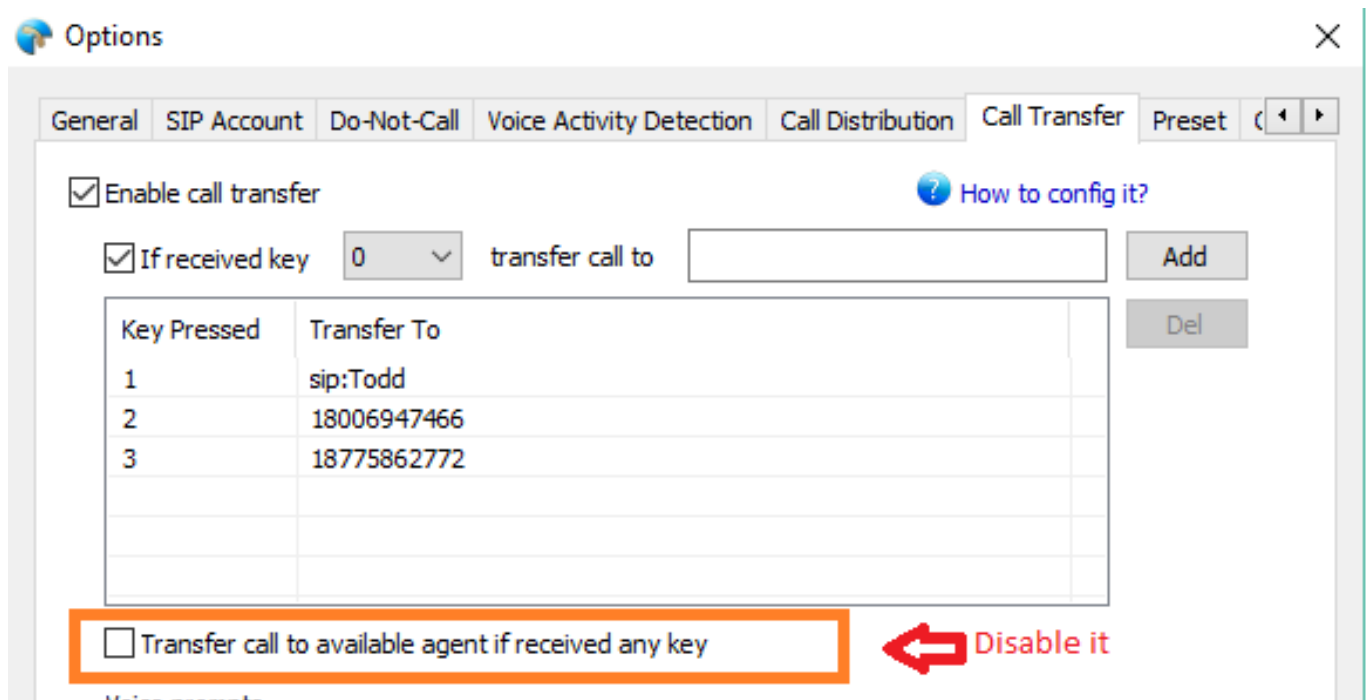
How to Setup How to act the Predictive Dialer as the Voice Broadcast System?

It's very simple to act the Predictive Dialer as the Voice Broadcast System.

Step 1, Disable the Call Distribution Settings as below image.

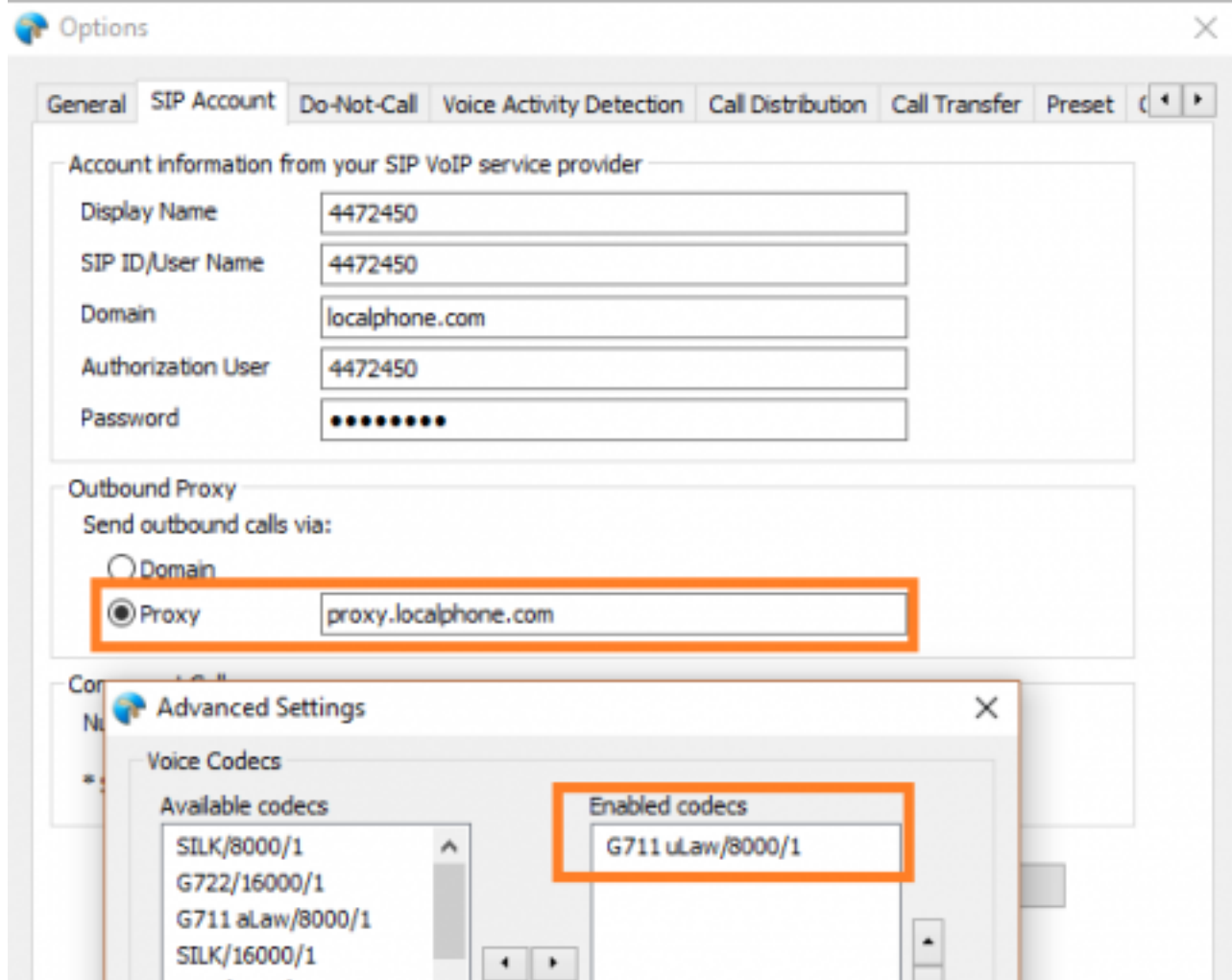


Step 2, Disable the “Transfer call to available agent if received any key” option as below image. And setup the phone number which you want to transfer call to it when callee pressed key.



Step 3, Setup your VoIP account (We use localphone service as sample). You should setup it according to your VoIP account information.

How to Setup



Step 4, On "Voice Activity Detection" option you can setup the voice greeting file which you want to play it on the call.

How to Setup

The screenshot shows the 'General' tab of a configuration window. It features several sections for setting up voice activity detection and greetings. The 'When the answering machine is detected...' section includes a checked checkbox for 'Enable voice activity detection' and an 'Adjust threshold' button. Below this, there is a checked checkbox for 'Leave below message on the answering machine line after answering machine greeting' and a text input field containing the file path 'C:\Users\Q\Desktop\Audio\MsgToAnsweringMachine.wav', with 'Record' and 'Browse...' buttons. A second checkbox, 'Hang up immediately if detect answering machine line', is unchecked. The 'When the human is detected...' section has a checked checkbox for 'Play below message if human answered' and a text input field with the path 'C:\Users\Q\Desktop\Audio\MsgToHuman.wav', also with 'Record' and 'Browse...' buttons. A checkbox for 'Automatically hang up the call when above message finished playing' is unchecked. The 'Play greeting immediately...' section has an unchecked checkbox for 'Play below message immediately when the call is answered' and a text input field with the path 'C:\Users\Q\Desktop\Audio\greetingabc.wav', with 'Record' and 'Browse...' buttons. A checkbox for 'Automatically hang up the call when above message finished playing' is unchecked. The 'General' section at the bottom has a checked checkbox for 'Automatically hang up if the listener does not press a key within' and a text input field with the value '25' and the unit 'sec'. A red note at the bottom states: '(Notes: All voice message can only be heard at the remote party. The caller couldn't hear the voice message.)'

Step 5, Import your campaign csv (comma-separated) file to Ecsow, then press “Start dialing” to start.

(Notes: Please add the country code at Ecsow menu Tools > Options > General tab if the phone number still not include the country code.)

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