

How to Setup

How To Use Ecsow Auto Dialer

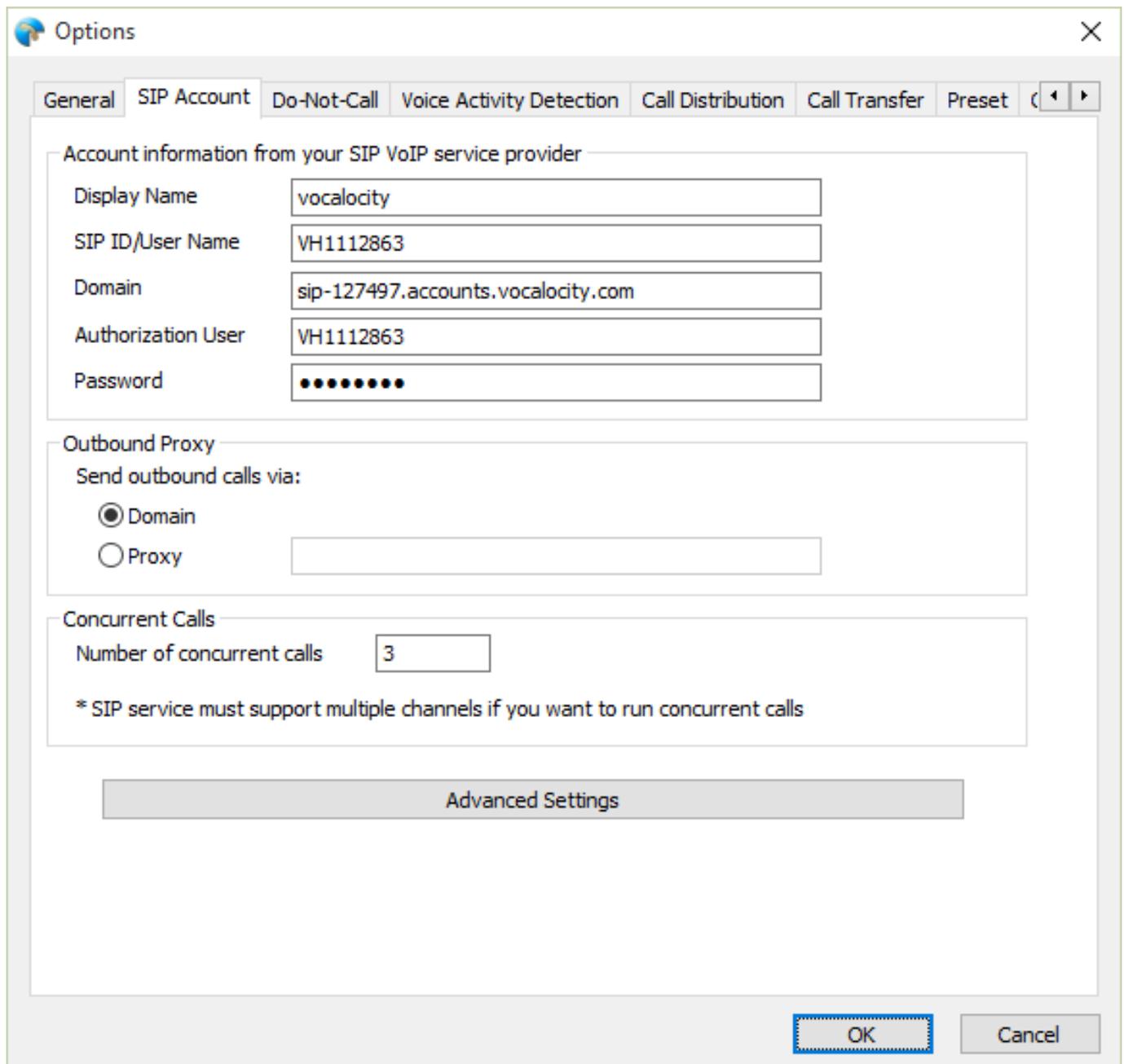
1, Installing the Auto Dialer on a Dialing Computer

Download Ecsow Auto Dialer software and follow on-screen instructions to install Auto 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). **(Note: Single line version also support Desktop of Skype.)**

Click Ecsow menu Tools > Options > SIP Account tab to input your SIP account information.



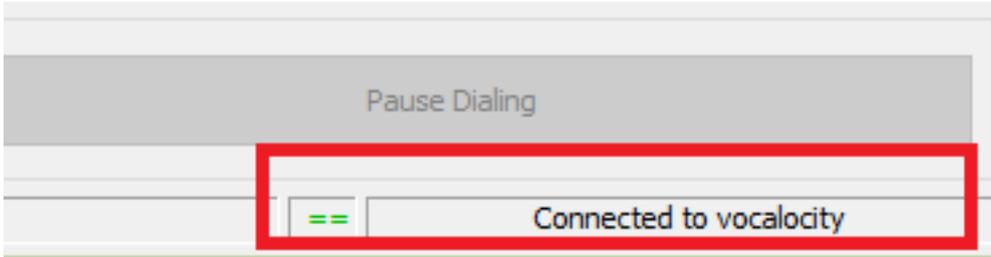
The screenshot shows the 'Options' dialog box with the 'SIP Account' tab selected. The dialog has a title bar with a globe icon and a close button. Below the title bar are several tabs: 'General', 'SIP Account', 'Do-Not-Call', 'Voice Activity Detection', 'Call Distribution', 'Call Transfer', and 'Preset'. The 'SIP Account' tab is active and contains the following fields:

- Account information from your SIP VoIP service provider**
 - Display Name:
 - SIP ID/User Name:
 - Domain:
 - Authorization User:
 - Password:
- Outbound Proxy**
 - Send outbound calls via:
 - Domain
 - Proxy
- Concurrent Calls**
 - Number of concurrent calls:
 - * SIP service must support multiple channels if you want to run concurrent calls

At the bottom of the dialog, there is a button labeled 'Advanced Settings'. At the very bottom right, there are 'OK' and 'Cancel' buttons.

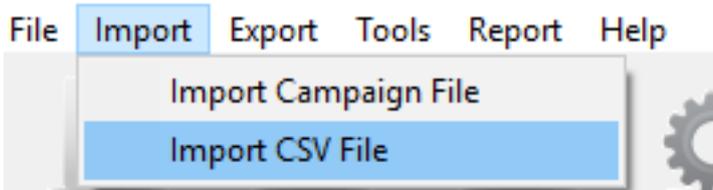
It will show connected to the SIP service on Ecsow main window.

How to Setup

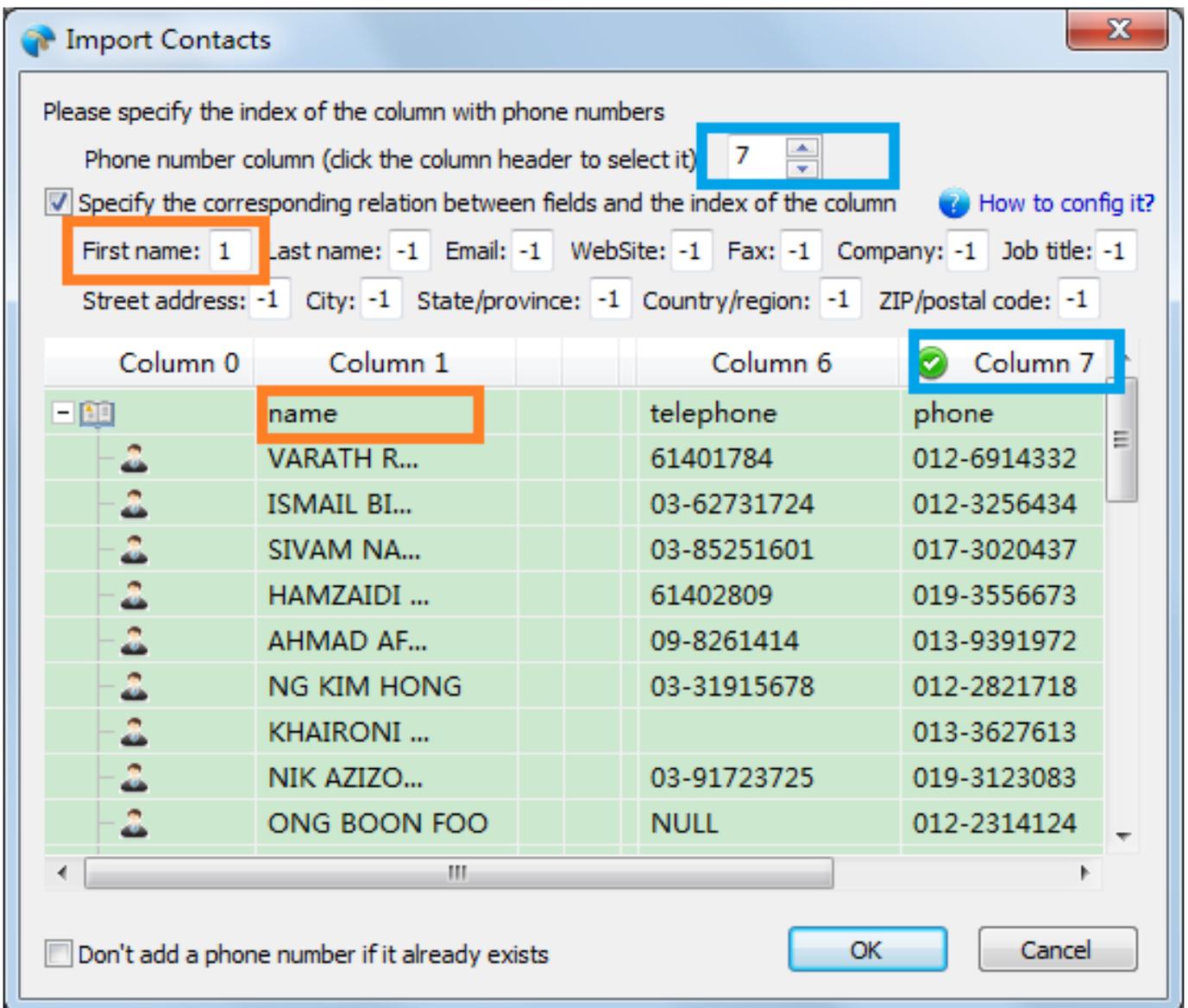


3, Import call list by click Ecsow menu Import > Import CSV File.

Click the menu Import > Import 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.



How to Setup

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

The screenshot displays the Ecsow Predictive Dialer - Multi-line Edition interface. The main window contains a table with the following data:

	First Name	Last Name	Phone Number	Notes	Call Disposition	Duration	Assigne...
1	Gregory	Oenning	(480) 214-5461		Call Distribute Succeeded	00:00:13	Todd
2	Tiffany	Oenning	(480) 214-5670		Call Distribute Succeeded	00:00:28	Melvin
3	Justin	Kohls	(480) 219-1235		Call Distribute Succeeded	00:00:25	Todd
4	Michelle	Kohls	(480) 219-3199		Call Distribute Succeeded	00:00:28	Melvin
5	Justin	Kohls	(480) 219-5796		Call Distribute Failed	00:00:00	Todd
6	Lori	Beresford	8006947466		Answering Machine Answ...		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				

Below the table, there is an "Automatic Dialing" section with two buttons: "Stop Dialing" and "Pause Dialing". The status bar at the bottom shows the file path "C:\Users\Q\Documents\Ecsow\Campaign-2016-01-08_14-31-09.xml" and "Connected to vocalocity".

An "Agent Manager" window is open on the right side, showing a list of agents with their status and user names:

Status	User Name
✓	Todd
✗	Melvin

The Agent Manager window also includes a "+" button, a "-" button, and an "Apply Settings" button.

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.

Unique solution ID: #1015

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Last update: 2016-01-19 10:42