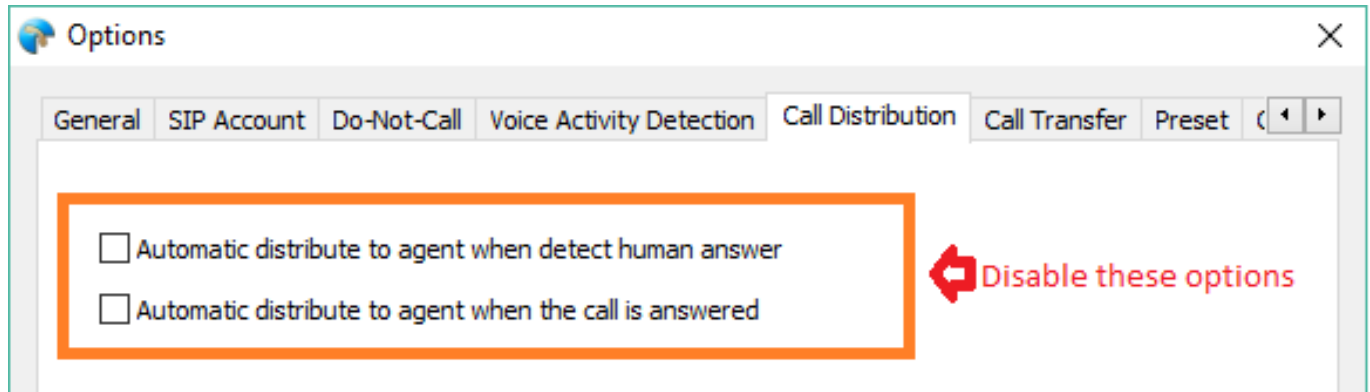


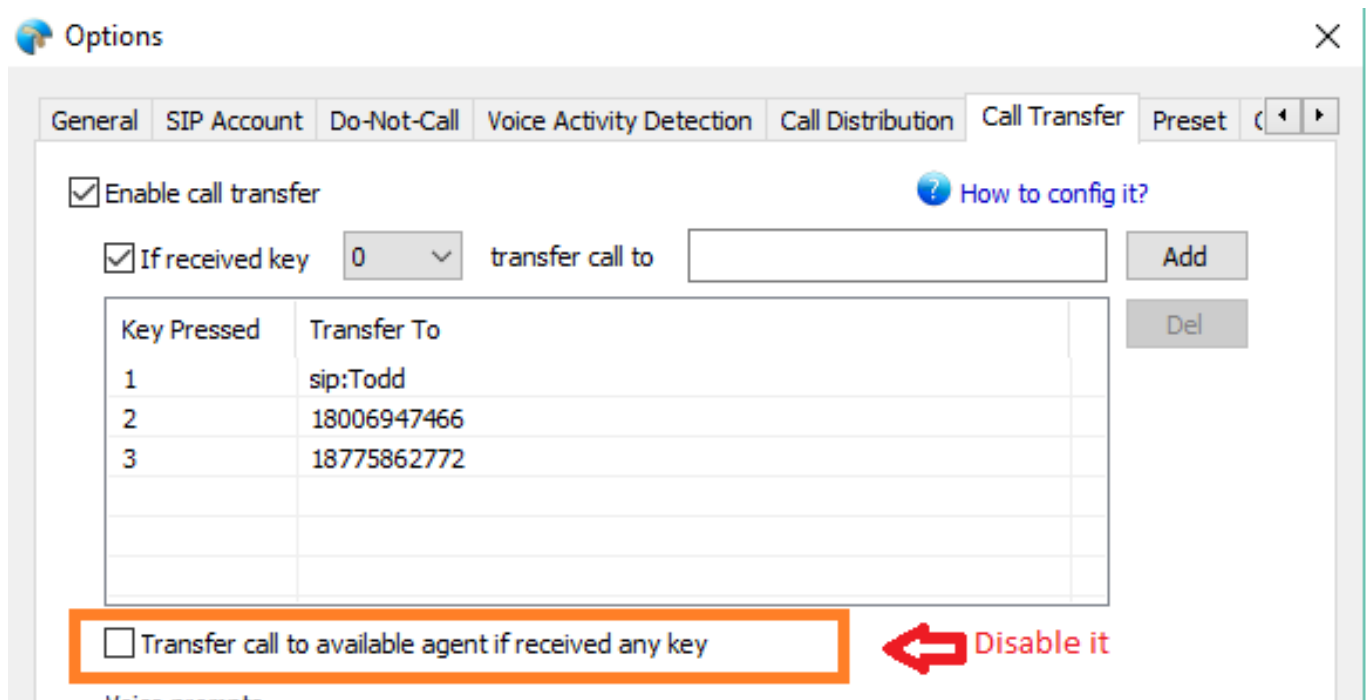
How to Setup How to act the Auto Dialer (Multi-line) as the Voice Broadcast System?

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

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

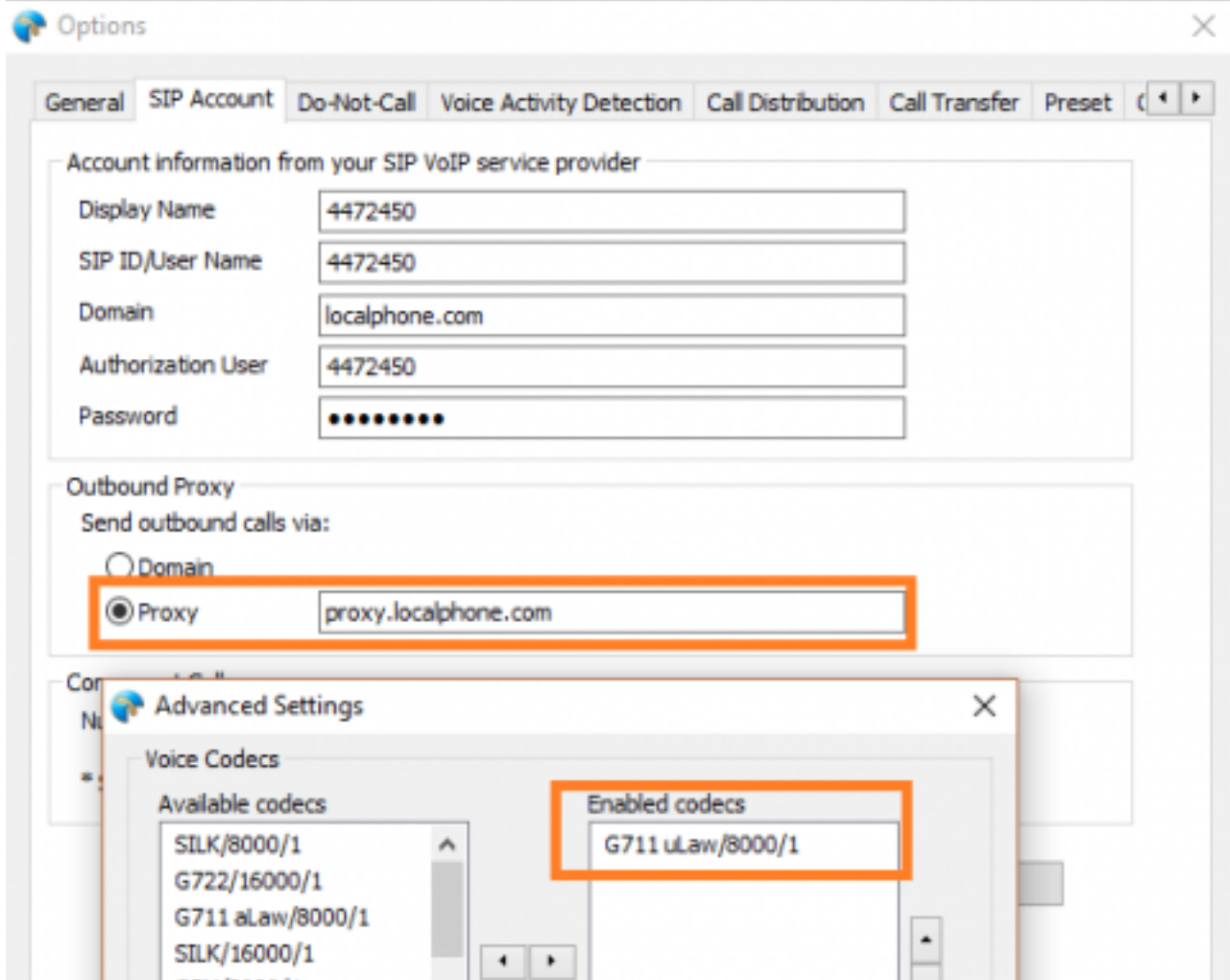


Step 2, Disable the “Transfer call to available agent if received any key” option as below image. And setup the phone number which you want to transfer call to it when callee pressed key.



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

General SIP Account Do-Not-Call VOICE ACTIVITY DETECTION Call Distribution Call Transfer Preset

Enable voice activity detection [Adjust threshold](#)

When the answering machine is detected...

Leave below message on the answering machine line after answering machine greeting

C:\Users\Q\Desktop\Audio\MsgToAnsweringMachine.wav

Hang up immediately if detect answering machine line

When the human is detected...

Play below message if human answered

C:\Users\Q\Desktop\Audio\MsgToHuman.wav

Automatically hang up the call when above message finished playing

Play greeting immediately...

Play below message immediately when the call is answered

C:\Users\Q\Desktop\Audio\greetingabc.wav

Automatically hang up the call when above message finished playing

General

Automatically hang up if the listener does not press a key within sec

(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.)

Unique solution ID: #1042

Author: eva

Last update: 2017-02-02 10:06