

# 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

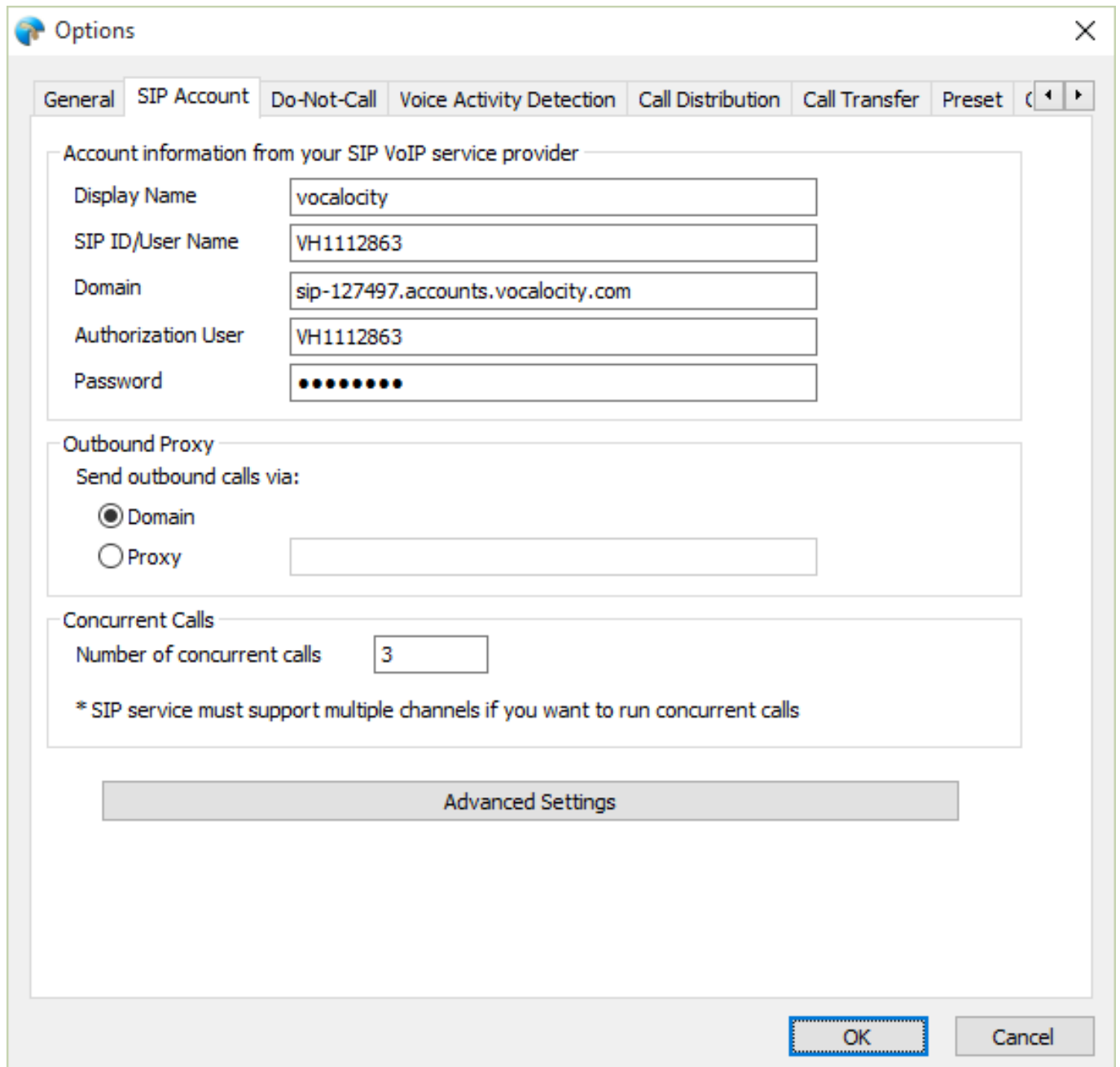
Download Ecsow Predictive Dialer software and follow on-screen instructions to install Predictive Dialer on a computer.

### 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.

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The 'Options' dialog box is shown with the 'SIP Account' tab selected. The 'Account information from your SIP VoIP service provider' section contains the following fields:

- Display Name: vocalocity
- SIP ID/User Name: VH1112863
- Domain: sip-127497.accounts.vocalocity.com
- Authorization User: VH1112863
- Password: (masked with dots)

The 'Outbound Proxy' section has the 'Domain' radio button selected.

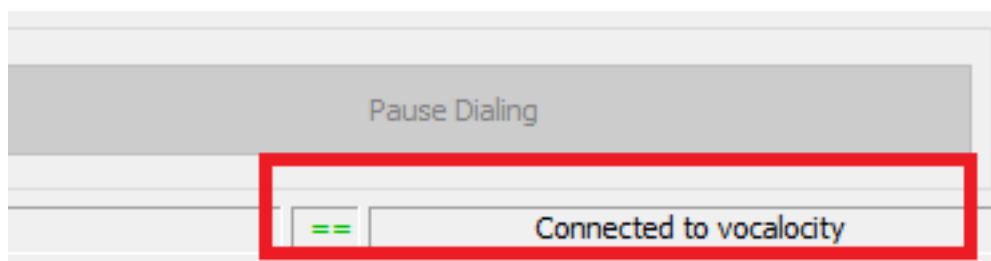
The 'Concurrent Calls' section shows 'Number of concurrent calls' set to 3.

A note states: '\* SIP service must support multiple channels if you want to run concurrent calls'.

An 'Advanced Settings' button is located below the 'Concurrent Calls' section.

The 'OK' button is highlighted with a blue border.

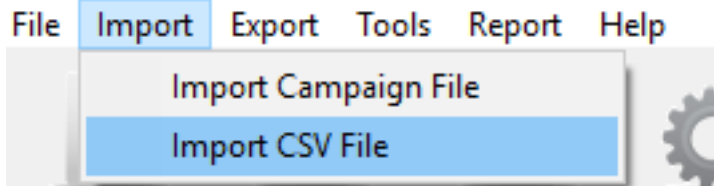
It will show connected to the SIP service on Ecsow main window.



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

Click the menu Import > Improt CSV file

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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.

Please specify the index of the column with phone numbers

Phone number column (click the column header to select it)

☒ Specify the corresponding relation between fields and the index of the column [? How to config it?](#)

First name:  Last name:  Email:  WebSite:  Fax:  Company:  Job title:

Street address:  City:  State/province:  Country/region:  ZIP/postal code:

Column 0	Column 1	Column 6	<input checked="" type="checkbox"/> Column 7
	name	telephone	phone
	VARATH R...	61401784	012-6914332
	ISMAIL BL...	03-62731724	012-3256434
	SIVAM NA...	03-85251601	017-3020437
	HAMZAIDI ...	61402809	019-3556673
	AHMAD AF...	09-8261414	013-9391972
	NG KIM HONG	03-31915678	012-2821718
	KHAIRONI ...		013-3627613
	NIK AZIZO...	03-91723725	019-3123083
	ONG BOON FOO	NULL	012-2314124

☐ Don't add a phone number if it already exists

Click the Start Dialing button to start the predictive dialing.

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The screenshot shows two windows from the Ecsow software. The main window is 'Ecsow Predictive Dialer - Multi-line Edition'. It features a menu bar (File, Import, Export, Tools, Report, Help), a toolbar with icons for file operations, settings, and call management, and a large table of call data. Below the table are buttons for 'Automatic Dialing', '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'.

	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	Tiffanie	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				

The 'Agent Manager' window is open on the right, showing a list of agents with status and user names. It includes buttons for '+', '-', and 'Apply Settings'.

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:

The screenshot shows the 'Ecsow Remote Agent - Todd' window. It has a menu bar (File, Tools, Help) and a form for entering client information. The form includes fields for First name, Last name, Phone, Email, Company, Job title, Address, City, State, Country, ZIP, Website, Fax, and Other. There is also a Notes field with a 'Preset Notes' button. A 'Call disposition' dropdown menu is set to 'Answering Distributed Call'. On the right side, there are buttons for 'Answer', 'End Call', 'Mute', 'Call Back', 'Do Not Call', and 'Save'. At the bottom left, there is a 'Busy' status indicator, and at the bottom right, a timer shows '00:00:08'.

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