

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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Options

General SIP Account Do-Not-Call Voice Activity Detection Call Distribution Call Transfer Preset

Account information from your SIP VoIP service provider

Display Name: vocalocity

SIP ID/User Name: VH1112863

Domain: sip-127497.accounts.vocalocity.com

Authorization User: VH1112863

Password: ●●●●●●●●

Outbound Proxy

Send outbound calls via:

Domain

Proxy

Concurrent Calls

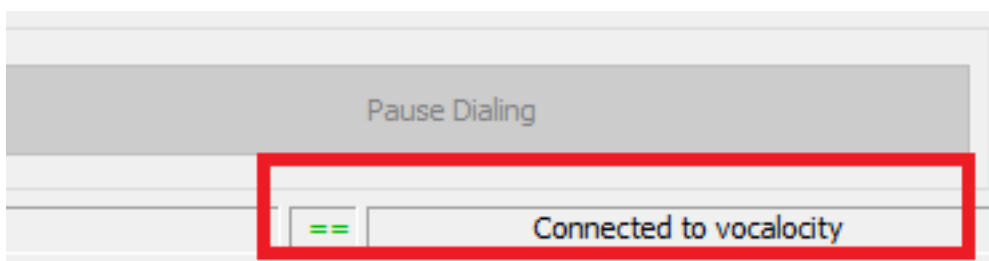
Number of concurrent calls: 3

* SIP service must support multiple channels if you want to run concurrent calls

Advanced Settings

OK Cancel

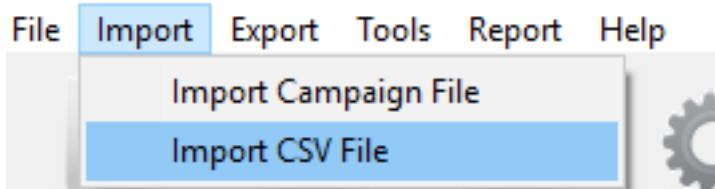
It will show connected to the SIP service on Ecsow main window.



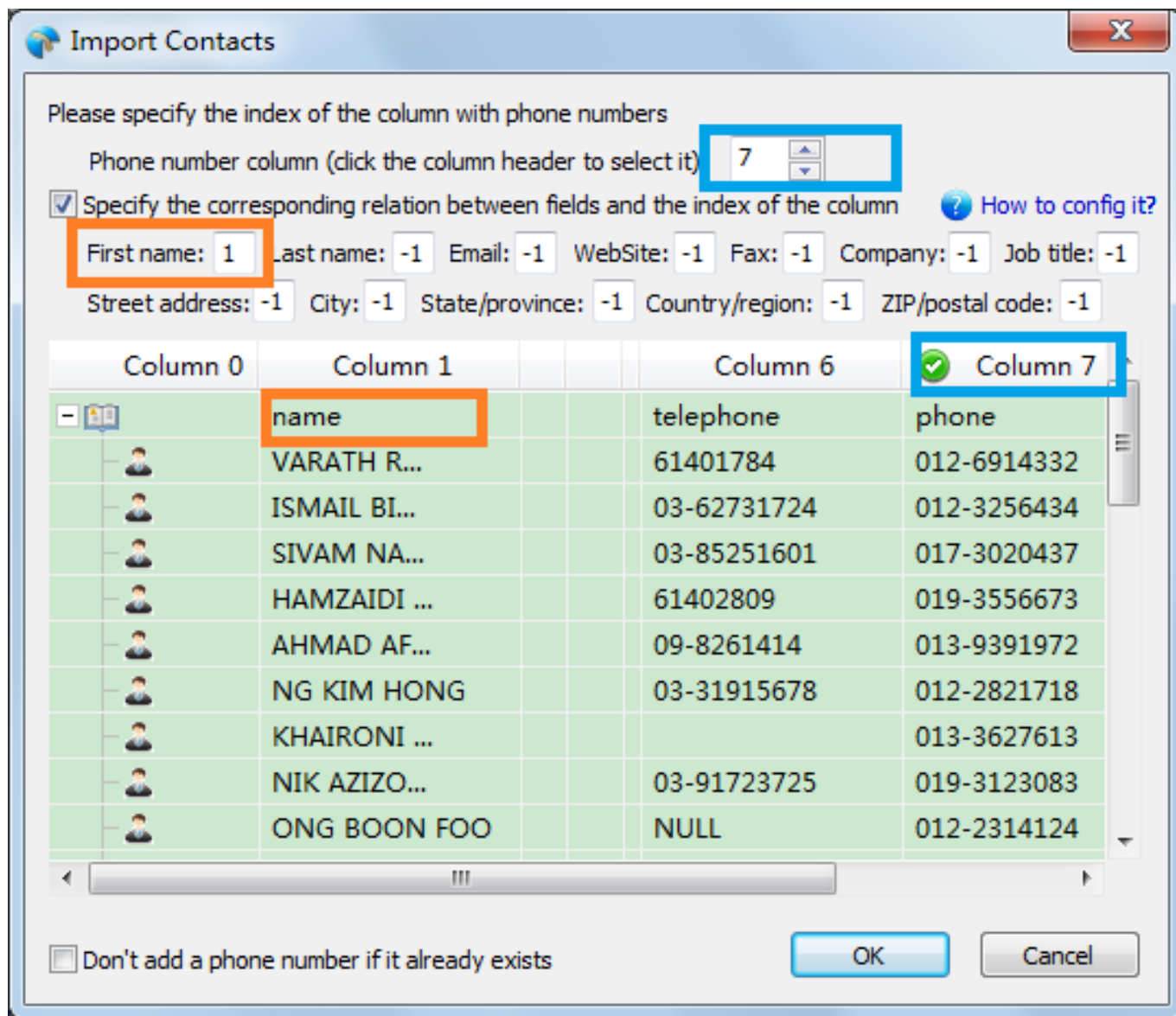
Import call list by click Ecsow menu Import > Import CSV File.

Click the menu Import > Import 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.



Click the Start Dialing button to start the predictive dialing.

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The screenshot shows the Ecsow Predictive Dialer - Multi-line Edition interface. The main window displays a table of call records with columns for First Name, Last Name, Phone Number, Notes, Call Disposition, Duration, and Assignee. The Agent Manager popup window is open on the right, showing the status of the current call and the assigned agent's name.

| | First Name | Last Name | Phone Number | Notes | Call Disposition | Duration | Assignee |
|----|------------|-----------|----------------|-------|----------------------------|----------|----------|
| 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 Answered | | 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 | | | | |

Agent Manager popup window details:

- Status: ✔
- User Name: Todd Melvin
- Buttons: +, -, Apply Settings

Bottom status bar: 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:

The screenshot shows the Ecsow Remote Agent - Todd popup window. It contains a form for client information and a set of call control buttons.

Client Information Form:

- First name: Justin
- Last name: Kohls
- Phone: 8006947466
- Company: [Empty]
- Job title: [Empty]
- Address: [Empty]
- City: Cave Creek
- State: AZ
- Country: [Empty]
- ZIP: [Empty]
- Website: [Empty]
- Fax: [Empty]
- Other: [Empty]
- Notes: [Empty]
- Preset Notes: <<

Call Controls:

- Answer
- End Call
- Mute
- Call Back
- Do Not Call
- Save

Call disposition: Answering Distributed Call

Bottom status bar: ⓞ Busy | 00:00:08

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Unique solution ID: #1003

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