

How to Setup

How To Use Ecsow Predictive Dialer

1, 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.

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).

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

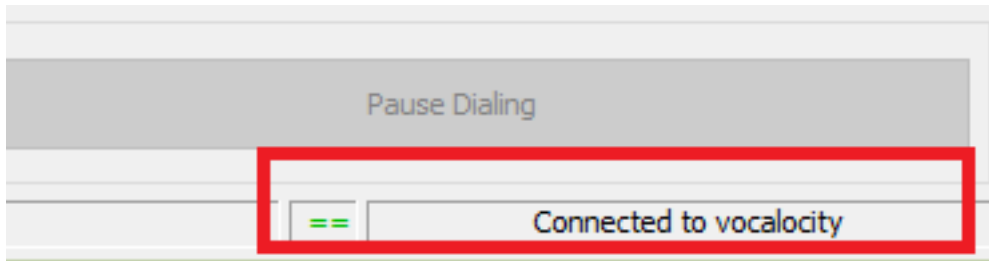
The screenshot shows the 'Options' dialog box with the 'SIP Account' tab selected. The dialog has a title bar with a globe icon and a close button. Below the title bar are several tabs: 'General', 'SIP Account', 'Do-Not-Call', 'Voice Activity Detection', 'Call Distribution', 'Call Transfer', and 'Preset'.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

- Account information from your SIP VoIP service provider**: A group box containing five input fields:
 - Display Name:
 - SIP ID/User Name:
 - Domain:
 - Authorization User:
 - Password:
- Outbound Proxy**: A group box containing the text 'Send outbound calls via:' and two radio buttons:
 - Domain
 - Proxy
- Concurrent Calls**: A group box containing a label 'Number of concurrent calls' and a text input field with the value '3'. Below this is a note: '* 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' and two buttons at the very bottom: 'OK' and 'Cancel'.

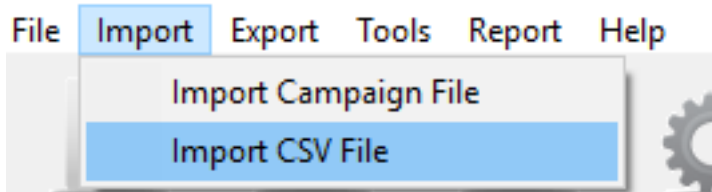
It will show connected to the SIP service on Ecsow main window.

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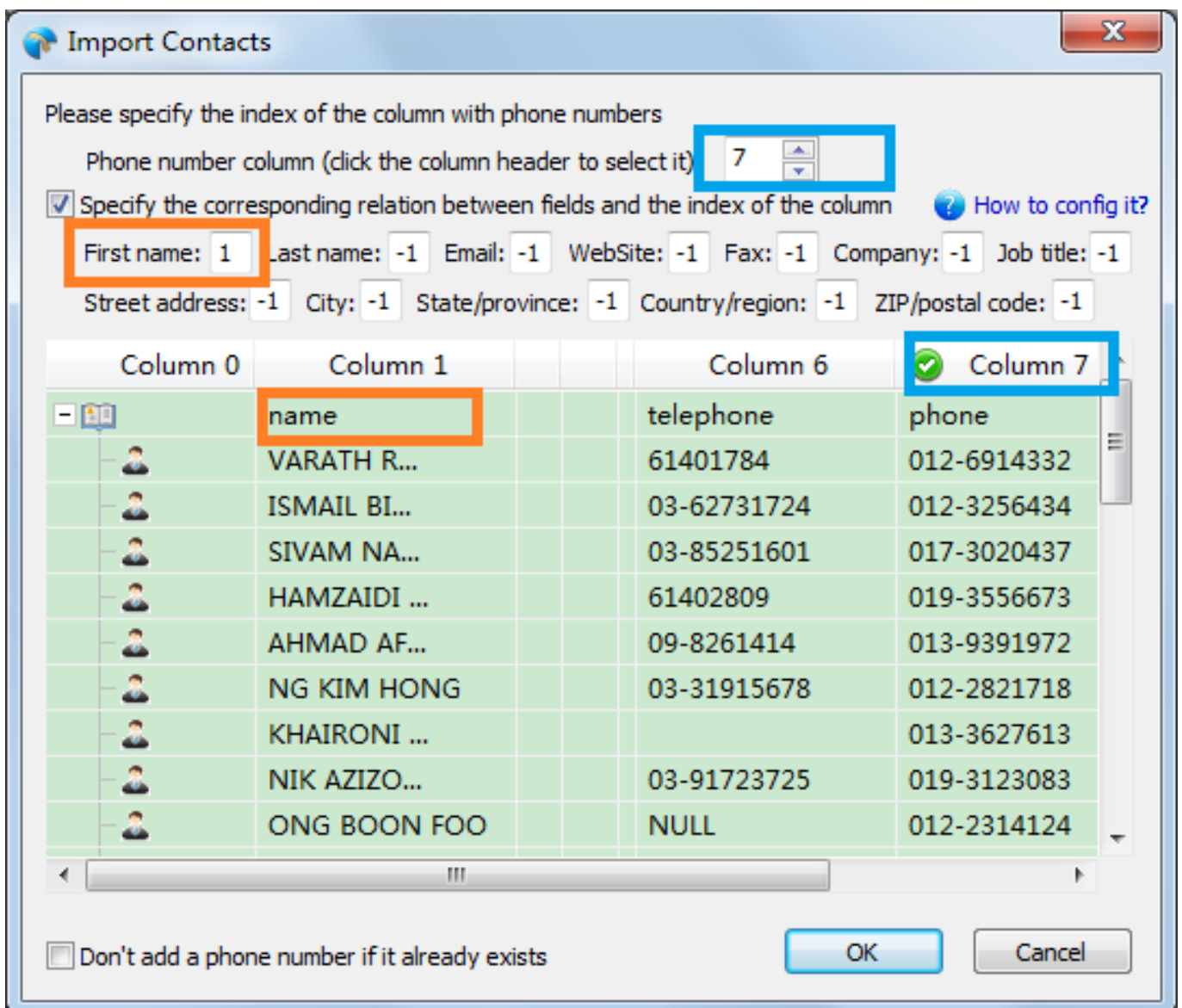


3, Import call list by click Ecsow menu Import > Import CSV File.

Click the menu Import > Import CSV file

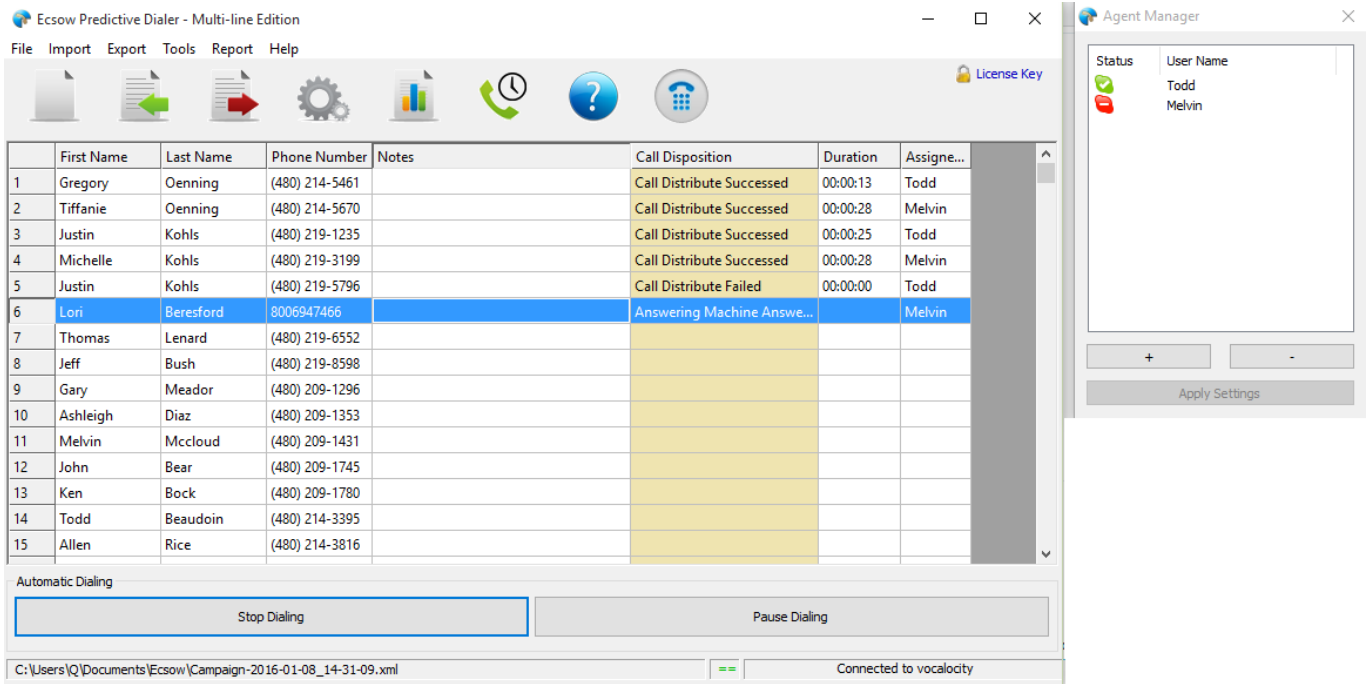


You will need to specify which of your columns from your call list will be placed on Predictive Dialer's "Name" and "Phone Number" columns.



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



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.

5, Auto distribute call to agent.

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:

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Ecsow Remote Agent - Todd

File Tools Help

First name:	<input type="text" value="Justin"/>	Last name:	<input type="text" value="Kohls"/>		
Phone:	<input type="text" value="8006947466"/>	Email:	<input type="text"/>		
Company:	<input type="text"/>	Job title:	<input type="text"/>		
Address:	<input type="text"/>	City:	<input type="text" value="Cave Creek"/>		
State:	<input type="text" value="AZ"/>	Country:	<input type="text"/>	ZIP:	<input type="text"/>
Website:	<input type="text"/>	Fax:	<input type="text"/>		
Other:	<input type="text"/>				
Notes:	<input type="text"/>	<input type="button" value="Preset Notes <<"/>			

Call disposition:

00:00:08

Unique solution ID: #1007

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