

Outgoing dial to the contact

The process is triggered automatically when you receive an incoming call to the OnNewCall event when DialerID is received in WebitelData. In other words, the process is started only for calls that have been transferred to the operator from Webitel Dialer. The process is referential, for making changes it is necessary to copy the process diagram and set the new process to the Process parameter in the Dialer page. Then, when you receive a call from this dialer, the necessary process will be launched. Below is a diagram of the reference process that can be modified using the standard process designer:

As part of the process, the Contact is read from the table Dialer Participants. Information about the dialing member comes to the process as a member_id parameter, which is transmitted from the Webitel at the time of the incoming call. The standard elements for the correct functioning of the dialer are "callresult filling page", "Send the status of the dialer with the additional number" and "Send the status of the dialer". In the page of the autogenous page "Filling page callresult" there is an opportunity to mark the following parameters:

Field in the page	Variable	Type	Description
Successful	success	boolean	<ul style="list-style-type: none">• true - Successful call. Stop dialing the contact on all other numbers.• false - Not successful call. Continue dialing attempts.
Call back in a, sec	next_after_sec	number	If specified, the time in seconds after how much to make the next attempt to dial the contact. If no time is specified, the value from the dialer settings is taken into account.
Additional number	next_communication	string	In what number make the next attempt. If no number is specified, the number will be selected in order of priority. If a new number is specified, it will be added with a higher priority.
Exclude number from the Dialer	stop_communications	array	Array with numbers that no longer make any attempts to dial. Or, you can specify all (as a string), then the dial to all numbers will be terminated, except for the one specified in the next_communication field "stop_communications": "all"
Comment	description	string	Any comment on the action.