Add dialer by operators

To add the first dialer , go to the Dialer page in the navigation menu and click the New button. By default, adding of dialer is available to all users, in order to edit the access rights to the section entries, use the standard tools for setting up access rights and workstations in bpm'online.

In the interface of the Dialer page it is possible to set the basic parameters necessary for creating a Dialer in the Webitel telephony. For more detailed settings, you can go to the Webitel administration interface and enable the setting. A description of all the parameters of the dialer is presented here: Work with the dialer.

By default, the system has 2 types of Calling - **Predictive Dialer** and **Voice Broadcasting:**

Predictive Dialer - outgoing campaign without prior reservation of the operator, with the distribution of the call to a group of operators.

Voice Broadcasting - automatic outgoing campaigns without the participation of operators with playing a voice over message via TTS voice technology.

Consider the example of adding a callback with the **Predictive Dialer** type. After selecting the appropriate type of Dialer for adding, the Dialer page of the required type will open. In the Dialer page with **Predictive Dialer** there is a main area, side part and tabs. Tab Assignment:
OPTIONS - on this tab, call options are set that are required to create a Dialer in the Webitel. Option description, see the table below.
DIALER PARTICIPANTS - this tab adds an audience for outgoing calls.
DIALER OPERATORS - on this tab are added the operators who will take part in the dialing.
CALLS - this tab will display the register of successful calls on this dialer with the ability to listen to the recording.
CDR - tab with information about all dialing attempts associated with this dialer.
FEED - default bpm'online tab

Main area

Name - the name of Dialer which will be displayed in the registry and statistics. Any numeric and Cyrillic or Latin characters are allowed. Special characters are not allowed.

Business process - a directory of processes in bpm'online. It is necessary to choose from the list the process that will be launched by the operator when receiving a call on this dialer. As an example, the "Outgoing call to contact" process is configured. Read more about the call process and editing options in the Processes section.

WebitelDialerID - a non-editable field that is filled in by synchronizing the Dialer with the Dialer section in the Webitel after saving the Dialer page in bpm'online. It is the identifier for dialing in Webitel for the subsequent exchange of information on parameters, participants and operators of dialing.

Gateway - the directory of gateways available and configured in the Gataweys section on the Webitel server. Read more about configuring gateways in the Initial Setup section.

Call status - a non-editable field that is filled when you start or stop Dialer. The default is not filled.

SETTINGS tab

Recognition of the answering machine - a logical field that determines the activation of the recognition function of the answering machine and voice mail (AMD) when dialing the client.

Time between attempts - the time between attempts to dial up one Dialer participant in seconds.

Priority - if the same operators are involved in different dialers, the Priority parameter determines which of the Dialer call first.