

# Start Dialer

Before launching Dialer, you need to load the numbers for dialing to the Webitel dialer and make sure that the records on the Dialer Participants tab are set to "Transferred to Webitel". In case of an error, each entry for which an error occurred will indicate the reason for which the entry was not transferred to Webitel (for example, the contact does not have the necessary type of communication facility).

To transfer the list of dialer participants to members call-list on the Webitel server, you must call the context menu from the Actions menu on the page of the call card. Next, select the item "Download numbers", which run the process "Download dialer participants". After that, you can refresh the page or return to the Dialer page. The status of the transfer of participants in the dialer webitel will be available after updating the page.

After the dialer participants have been transferred, and the necessary employees are marked on the details of the Dialer Operators, select "Start Dialer" in the context menu of the Actions menu. After that, the system will start dialing the Dialer Participants with the parameters defined in the Dialer page and distribute the successful dialing to the operators indicated on the tab "Dialing Operators".