

13 Dialer

The section is designed to configure and manage outbound campaigns in Webitel

Campaign Types

Title	Description
Voice Broadcasting	Automatic outbound campaigns without operators.
Progressive Dialer	Outbound campaign with operator reservation.
Predictive Dialer	Outbound campaign without prior reservation of the operator.

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General settings for all campaign types are given below. Real-time monitoring of the dialer at the tab [Statistic](#).

General

	Title	Value
1	Name	The name for the dialer.
2	Type	Type of dialer.
3	Priority	Priority for the dialer.
4	Calendar	Select a pre-set calendar in which the dialer works.
5	Playback file	Ability to select a sound file to play to the subscriber while waiting for a connection with the operator. By default, silence.
6	Members strategy	Subscriber Selection Strategy: Strict circuit (first of all, the strategy is selecting subscribers that have higher priority and were added earlier. The time of the next dialing attempt is stamped after an unsuccessful dialing attempt to the client (did not pick up the phone, dropped, etc.). Subsequent calls to members are carried out taking into account the previously set time for the next attempt.) and Next try circuit (consider the time of the next attempt)
7	Number strategy	The strategy of bypassing subscriber numbers 2 types are supported: Top-down and By priority .
8	Eternal queue	Do not shut down the dialer, even if there are already no callers. Expect to add new subscribers.
9	Record session	Enable call recording
10	Auto reset dialer statistic	Automatic cleaning of dialing indicators and connections with operators at 0:00
11	Retries by numbers	To try on each of the phone numbers of a given type separately
12	Retry abandoned	Do not stop attempts to dial the lost subscribers.
13	One day task	All dialing to subscribers, which set the type of communication (Communication Type) should be completed within the framework of the current day, without delaying attempts to the next day.
14	Description	Additional description

15	Variab les	Variables that will be in the channel of each call to subscribers from the list in this campaign.
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Setting advanced **parameters** of the dealer:

	Parameter	Value
1	Limit	Maximum number of simultaneous dialer calls. The system does not exceed the specified parameter of simultaneous dialing and calls.
2	Wait between retries (in seconds)	The time in seconds that the dialer is waiting for the next attempt on the subscriber, if the previous attempt was unsuccessful.
3	Minimum succeed call duration (in sec)	The minimum duration of the conversation between the subscriber and the operator, after which the dialer considers the call successful and stops the attempts to dial the subscriber. The parameter is IGNORED if Waiting for result status is on!
4	Maximum number of retry	The maximum number of unsuccessful attempts to dial the subscriber. If the Waiting for result status parameter is enabled, then unsuccessful attempts are considered as those that received a callback with the result of success: false
5	Originate timeout	Duration of dialing to the subscriber by the dialer.
6	Start predict adjust	Determines how many calls to take in order to start a prediction algorithm. The prediction algorithm works only if there are more than 5 agents on the task.
7	Target predictive silent calls (%)	Permissible percentage of lost calls (phoned, but could not connect with the operator).
8	Max predictive silent calls (%)	The maximum allowable percentage of lost calls (phoned, but could not connect with the operator). Dyer will not exceed this value.
9	Waiting for result status	Wait for the REST API call result from the external system.
10	Result timeout	Maximum waiting time for the result of the call. If the result is not received, the system does not count the attempt and continues to dial.

AMD (answering machine detection)

It allows you to enable automatic detection of human response

#	Title	Value
1	Use AMD	Enable auto detection
2	Silence threshold (ms)	The maximum duration of silence between words.
3	Maximum word length (ms)	Maximum duration of one sentence.
4	Total analysis time (ms)	The maximum time allotted for the operation of the person detection or answering machine algorithm.
5	Maximum number of words	The maximum number of words in the greeting. If that is exceeded - answering machine.
6	After greeting silence (ms)	The duration of silence after greeting.
7	Between words silence (ms)	The duration of silence between words.
8	Greeting (ms)	Maximum length of greeting.
9	Minimum word length (ms)	The minimum duration of a continuous sound of a voice to identify this sound as a word.
10	Initial silence (ms)	Maximum silence before greeting.
11	Transfer NOTSURE to an agent	To send numbers to agents for which there is no clear definition of a machine or person.

Types of communications

Allows you to specify what time on which type of number how many attempts to carry out.

Call Routing

Call Routing - allow you to assign lines through which to dial the subscriber. **PAY ATTENTION:** Standard routing is not used in the work of the dealer.

Creating a regular expression (direction) for dialing:

Turning SIP gateway in the selected direction:

Turning SIP Uri in selected areas:

General view of resource settings:

Record session Enable call recording10 Auto reset dialer statistic Automatic cleaning of dialing indicators and connections with operators at 0:0011 Retries by numbers Perform attempts for each of the telephone numbers of a given type separately12 Retry abandoned Do not stop attempts to dial the lost subscribers.13 One day task All dialing to subscribers should be completed within the framework of the current day, without delaying attempts to the next day.14 Description Additional Description15 Variables Variables that will be added to the channel of each call to subscribers from the list in this campaign.

Members

Subscribers can be added manually:

Imported from any CSV file:

Or uploaded via REST API



A [free utility for downloading subscribers from MS SQL](#) to webitel is available.

Log Analysis

Each call attempt to the subscriber is saved on the **Log** tab of the subscriber card:

Campaign restart

When all subscribers have called, it is possible to return to the work of **not successful** subscribers by clearing the history of attempts and logs, by pressing the Reset button