Import CSV File to Dialer

1. Go to the Webitel web panel

2. Go to Queue> Dialer

3. Click the Integrations tab

ⓘ   Please note: you must have import configured so that the diver correctly recognizes the information contained in the CSV file.

If you do not have the content in this section, please go to the "Configuring the import template in the" Integrations "tab below.

4. Click on the table import button.

(i) Please note: it is very important to set the correct separator and encoding that correspond to the separator and encoding of the CSV file.

5. Select the CSV file containing the numbers to import by clicking on button in upload menu.

Customizing the import template in the Integrations tab

1. In the dealer, go to the Integrations tab

2. Create a new integration by clicking on the button

2.1. From the drop-down list, select the required type of import (in this case, CSV).

3. You will see import settings menu:

(i)

ⓘ Template CSV Fields

 1. Import name - an arbitrary name, or the name of the integration. It will be displayed after creating and maintaining the integration.
2. Delete all participants before importing - if you enable this option, the dialer will delete all existing (manually created or previously imported) participants before loading them from the table.
3. Skip headers. The table has field headings. In our case - Type, Name, Contact and so on. If you enable this option, Dialer will not import them, but simply skip them.
4. Encoding. It is important to make sure that the text encoding selected here matches the encoding of the file, otherwise the table will not load correctly.
5. Separator. CSV file separates the fields using a special character - separator. It indicates where one field ends and another begins.
Button to create a new field for the import template. Using this button, we define a template or, in other words, "explain" to Dialer how our table should be interpreted.
6.1. The serial number of the field.
6.2. Type of field.
6.3. Value.
6.4. Position. Allows you to move fields up or down after they are created.