

# IntellaDialer

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# Overview

This section includes options for configuring and utilizing the IntellaDialer addon if it is installed on your system. The IntellaDialer is a sophisticated system for calling large groups of numbers on an automated basis. It is highly configurable to ensure that you will be able to meet your call production needs and ensure compliance with local and federal communication regulations.

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# Dialer Control



## Dialer Control

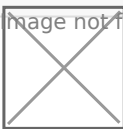



This is the main operations screen for starting and stopping the Dialer as well as getting real-time status, stats, and phone number lists. The lists include: who has been dialed, the results of those dialed numbers, who is still waiting to be dialed, and more. It's a great way to get insight into exactly what is happening right now.

Tip: The status, stats, and data lists are updated every few seconds when a campaign is running. If a campaign is stopped, there is still a periodic check just in case someone else started the campaign.

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Name	Control	Description
Campaign Selector	<div>image.png found or type unknown</div>	Selects a campaign to control. Once selected, the real time status + stats are shown and the <b>Show Activity Button</b> is available to choose the specific Dialer data to view.
Show Activity Button	<div>image.png found or type unknown</div>	Choose the real-time Dialer data display. Each display is updated every few seconds to keep an eye on exactly what is happening. Additional detailed display info is available below.
Start Button	<div>image.png found or type unknown</div>	Starts running the Dialer for the selected campaign. The status will change to RUNNING and phone numbers will begin to be dialed.

Name	Control	Description						
Restart Button	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Restarts the Dialer to the beginning of the campaign phone number list which will call all of the numbers again.						
Resume Button	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Resumes the Dialer exactly where the campaign left off when it was stopped.						
Stop Button	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Stops the Dialer and will no longer call numbers. Use <b>Resume Button</b> to pick up dialing where it left off.						
Status	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	<div>The current campaign status:</div> <table><tr><td><b>RUNNING</b></td><td>Dialing numbers</td></tr><tr><td><b>STOPPED</b></td><td>Not dialing numbers</td></tr><tr><td><b>HOLD</b></td><td>Running with numbers to dial, but no numbers can be dialed right now due to the current rules in place</td></tr></table>	<b>RUNNING</b>	Dialing numbers	<b>STOPPED</b>	Not dialing numbers	<b>HOLD</b>	Running with numbers to dial, but no numbers can be dialed right now due to the current rules in place
<b>RUNNING</b>	Dialing numbers							
<b>STOPPED</b>	Not dialing numbers							
<b>HOLD</b>	Running with numbers to dial, but no numbers can be dialed right now due to the current rules in place							
Remaining	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Numbers left to be dialed.						
Total Numbers	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Total numbers in campaign.						
Answered Calls	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Numbers that were successfully picked up.						
Dialed	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Numbers dialed in campaign thus far.						
Busy / Failed	<div><div>Image not found or type unknown</div><div></div><div>Image.png found or type unknown</div></div>	Numbers that were unreachable.						

Name	Control	Description								
Abandoned	 	Numbers that connected to the Dialer but hung up before connecting to an agent.								
Server Message	 	Real-time status line from the server: <table><tr><td>Next Dial</td><td>NOW or the time until the next dial is scheduled to happen</td></tr><tr><td>Active</td><td>Number of simultaneous Dialers running</td></tr><tr><td>Dialing</td><td>Number of Dialers that are currently dialing</td></tr><tr><td>Bridged</td><td>Number of calls currently connected to agents</td></tr></table>	Next Dial	NOW or the time until the next dial is scheduled to happen	Active	Number of simultaneous Dialers running	Dialing	Number of Dialers that are currently dialing	Bridged	Number of calls currently connected to agents
Next Dial	NOW or the time until the next dial is scheduled to happen									
Active	Number of simultaneous Dialers running									
Dialing	Number of Dialers that are currently dialing									
Bridged	Number of calls currently connected to agents									

# Real-Time Displays

There are multiple real-time displays explained below.

## Show Activity

Field	Description
Campaign	Campaign containing numbers that have been uploaded
Description	Brief description on corresponding campaign
Dialed	Time dial was placed
Number	Number that was dialed
Phone # Group	Set of phone numbers within a group
Priority	Priority of the number in relation to other numbers in a campaign/group
Call Result	The result of the dial attempt

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# Show Next Numbers

Field	Description
Campaign	Campaign containing numbers that have been uploaded
Description	Brief description of the corresponding campaign
Phone # Group	Set of phone numbers within a group
Priority	Priority of the number to other numbers in a campaign/group
Phone Number	The number that was dialed
Locale	Region that the number corresponded with
Ok To Call	Yes / No based on call rules such as timezone etc.
Last Status	Status of last attempt (failed, connected, etc.)
Last Attempt	Date and time of last attempt
Next Attempt	Data and time of next attempt

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# Show Never Dialed

Field	Description
Campaign	Campaign containing numbers that have been uploaded
Locale	Region that the number corresponded with
Ok To call	Yes / No based on call rules such as timezone etc.
Count	Number of numbers that were not dialed.

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# Campaign Editor

## Campaign Settings

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Field	Description
Campaign	Campaign containing numbers that have been uploaded
Start Time	Start time campaign was initiated
CallerID	Outbound CallerID for campaign
Strategy	Strategy the dialer will use when attempting outbound dials.
Campaign Type	
Controls	Functions that control the status of the campaign (explained below)

## Additional Campaign Settings

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Field	Description
Desc	Brief description of the campaign
CallerID	Outbound CallerID
Wrap Up Time	Time between calls
Auto Start	
Attempts Per Number	Amount of times the dialer will attempt a number while the campaign is active
Attempts Interval	Amount of time between dialer attempts
Max Simul Dialers	Maximum number of the outbound dial attempts
Dial Timeout	Time that a dialer will attempt a call before going to wrap up

Field	Description
Dialer Agent Ratio	Number of dialers active per number of agents logged in.

# Campaign Phone Number

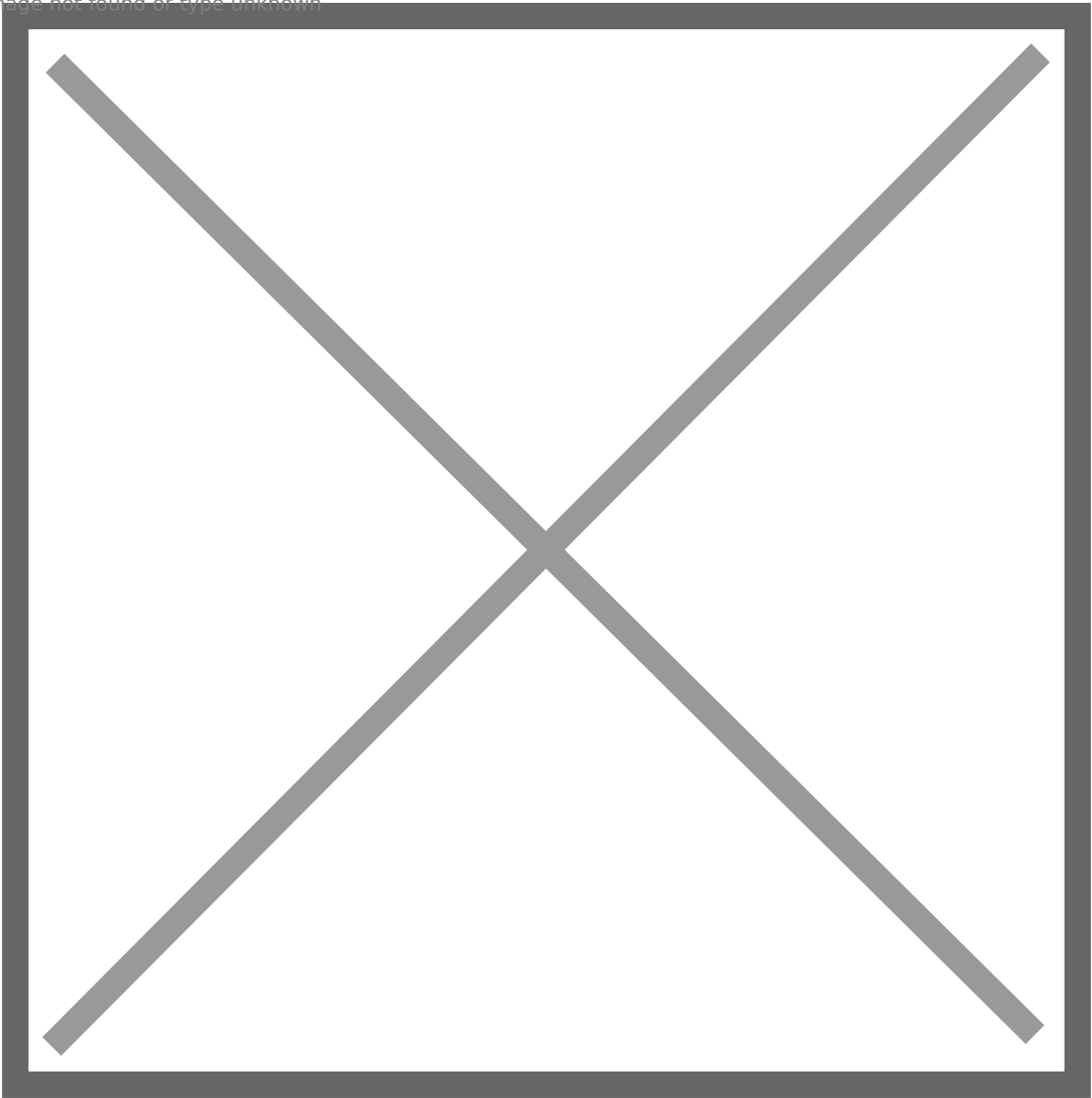
## Overview

### Campaign Phone Numbers

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Field	Type	Description
Campaign Name		Name of campaign
Number Count		Number of #s in campaign
Number Dialed		Number of #s dialed in campaign
Number Remaining		Remaining #s to be dialed
Phone Number Group Name		Number of phone group
Description		Descriptive name of campaign
Created		Date the campaign was created
Updated		Date the campaign was updated

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# Campaign Logs

## Overview

### Campaign Logs

ID	Type	Description
Start Time		
End Time		
Campaign Name		
Campaign Description		
Duration		

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# Campaign Dialer Data

## Overview

## Campaign Dialer Data Options

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Field	Type	Description
ID		
Campaign		
When		
Num Calls		
Answered Calls		
Num Abandons		
Num Busy		
Num Incompletes		
Num Progressives		
Num Predictives		
Min Abandon		
Max Abandon		
Avg Abandon		
Avg Callee Ring		
Min Callee Wait		
Max Callee Wait		
Avg Callee Wait		

# Additional Information

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Field	Type	Description
Dialed Number		
Callee Start		
Callee Pickup		
Agent Pickup		
Agent Name		
Case Number		
Disposition		
Result		
Hangup Cause		
Last Hangup Cause		
Last Status		
Num Attempts		
Play		
Save		

# Generate Reports

## Overview

## Campaign Percentage

Field	Description
ID	
Campaign Name	
Num Calls	
Num Connected	
% Connected	
Num Answered	
% Answered	
Num Abandoned	
% Abandoned	
Num Busy	
% Busy	
Num Incomplete	
% Incomplete	
Num Progressive	
% Progressive	
Num Predictive	
% Predictive	

## Campaign Time

Field	Description
ID	
Campaign Name	
Avg Abandon	
Max Abandon	
Avg Callee Ring	
Max Callee Ring	
Avg Callee Answer	
Max Callee Answer	
Tot Dialer Time	

# Campaign Numbers

Field	Description
Start	
Pickup	
End	
CallerID From Name	
CallerID From Num	
CallerID To Num	
Call Result	

# Dialer Activity

## Top Section

Field	Type	Description
When		
Started Calls		
Active Calls		
Answered		
Abandoned		
External		
20 Sec Calls		
SLA 20 Sec		
Longest Wait		
Avg Wait		
Avg Answer		
Avg Talk		
Max Talk		
Avg Abandon		

## Bottom Section

Field	Type	Description
Time		
From Name		
From Number		
Agent		
To Name		

Field	Type	Description
To Number		
Answer		
Wait		
Talk		
Duration		
Play		
Save		

# Agent Performance

## Top Section

Field	Type	Description
Name		
When		
Queue Calls		
Calls In		
Calls Out		
Calls Total		
Missed Rings		
Logged In		
Avg Talk Time		
Avg Answer Time		

## Bottom Section

Field	Type	Description
Time		
Dept		
From Name		
From Number		
Agent		

Field	Type	Description
To Name		
To Number		
Answer		
Wait		
Talk		
Duration		
Play		

Dialer Status Log - no  
screenies yet