

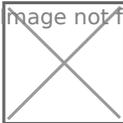
Dialer Control

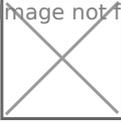
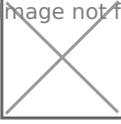
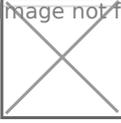
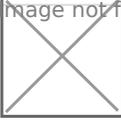
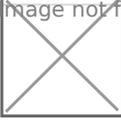
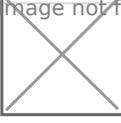
Dialer Control

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	 image.png found or type unknown	Selects a campaign to control. Once selected, the real time status + stats are shown and the Show Activity Button is available to choose the specific Dialer data to view.
Show Activity Button	 image.png found or type unknown	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	 image.png found or type unknown	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	 Image.png found or type unknown	Restarts the Dialer to the beginning of the campaign phone number list which will call all of the numbers again.						
Resume Button	 Image.png found or type unknown	Resumes the Dialer exactly where the campaign left off when it was stopped.						
Stop Button	 Image.png found or type unknown	Stops the Dialer and will no longer call numbers. Use Resume Button to pick up dialing where it left off.						
Status	 Image.png found or type unknown	The current campaign status: <table border="1" data-bbox="1050 786 1485 1171"> <tbody> <tr> <td data-bbox="1050 786 1267 882">RUNNING</td> <td data-bbox="1267 786 1485 882">Dialing numbers</td> </tr> <tr> <td data-bbox="1050 882 1267 978">STOPPED</td> <td data-bbox="1267 882 1485 978">Not dialing numbers</td> </tr> <tr> <td data-bbox="1050 978 1267 1171">HOLD</td> <td data-bbox="1267 978 1485 1171">Running with numbers to dial, but no numbers can be dialed right now due to the current rules in place</td> </tr> </tbody> </table>	RUNNING	Dialing numbers	STOPPED	Not dialing numbers	HOLD	Running with numbers to dial, but no numbers can be dialed right now due to the current rules in place
RUNNING	Dialing numbers							
STOPPED	Not dialing numbers							
HOLD	Running with numbers to dial, but no numbers can be dialed right now due to the current rules in place							
Remaining	Image.png found or type unknown	Numbers left to be dialed.						
Total Numbers	 Image.png found or type unknown	Total numbers in campaign.						
Answered Calls	 Image.png found or type unknown	Numbers that were successfully picked up.						
Dialed	 Image.png found or type unknown	Numbers dialed in campaign thus far.						
Busy / Failed	 Image.png found or type unknown	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 border="1" data-bbox="1050 398 1485 857"> <tbody> <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> </tbody> </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
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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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Revision #5

Created 25 March 2024 13:57:01 by Robert Alexander

Updated 23 August 2024 18:39:45 by Andrew Baumes