

# Dialer Control

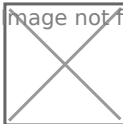




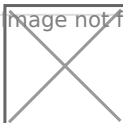
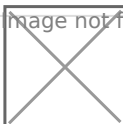
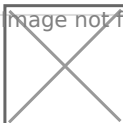
## Dialer Control

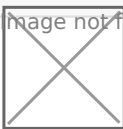

This is the main operations screen for starting and stopping the Dialer as well as getting real-time status, stats, and phone number lists. The lists include: who has been dialed, the results of those dialed numbers, who is still waiting to be dialed, and more. It's a great way to get insight into exactly 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> <div>Image not 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> <div>Image not 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> <div>Image not 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>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</div>   | Restarts the Dialer to the beginning of the campaign phone number list which will call all of the numbers again.                                                                                                                                                                                                        |                |                 |                |                     |             |                                                                                                        |
| Resume Button  | <div>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</div>   | Resumes the Dialer exactly where the campaign left off when it was stopped.                                                                                                                                                                                                                                             |                |                 |                |                     |             |                                                                                                        |
| Stop Button    | <div>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</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>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</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>Image.png found or type unknown</div>                                                                                                                                           | Numbers left to be dialed.                                                                                                                                                                                                                                                                                              |                |                 |                |                     |             |                                                                                                        |
| Total Numbers  | <div>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</div> | Total numbers in campaign.                                                                                                                                                                                                                                                                                              |                |                 |                |                     |             |                                                                                                        |
| Answered Calls | <div>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</div> | Numbers that were successfully picked up.                                                                                                                                                                                                                                                                               |                |                 |                |                     |             |                                                                                                        |
| Dialed         | <div>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</div> | Numbers dialed in campaign thus far.                                                                                                                                                                                                                                                                                    |                |                 |                |                     |             |                                                                                                        |
| Busy / Failed  | <div>Image not found or type unknown</div> <div></div> <div>Image.png found or type unknown</div> | Numbers that were unreachable.                                                                                                                                                                                                                                                                                          |                |                 |                |                     |             |                                                                                                        |


| Name           | Control                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                              |           |                                                            |        |                                        |         |                                              |         |                                               |
|----------------|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------------------|--------|----------------------------------------|---------|----------------------------------------------|---------|-----------------------------------------------|
| Abandoned      | <br>Image not found or type unknown | Numbers that connected to the Dialer but hung up before connecting to an agent.                                                                                                                                                                                                                                                                                                          |           |                                                            |        |                                        |         |                                              |         |                                               |
| Server Message | <br>Image not found or type unknown | 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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