

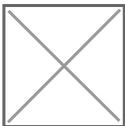
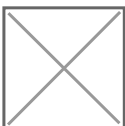
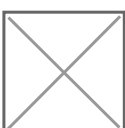
# Dialer Control









## Dialer Control


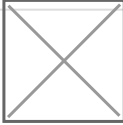
This is the main operations screen for starting and stopping the Dialer as well as getting real-time status, stats, and phone number lists. The lists include: who has been dialed, the results of those dialed numbers, who is still waiting to be dialed, and more. It's a great way to get insight into exactly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

image.png

| Name                 | Control  | Description   |
|----------------------|--|---|
| Campaign Selector    | <br>image.png | 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 | <br>image.png | 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         | <br>image.png | 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 | <br><a href="#">image.png</a>   | Restarts the Dialer to the beginning of the campaign phone number list which will call all of the numbers again.  |                |                 |                |                     |             |  |
| Resume Button  | <br><a href="#">image.png</a>   | Resumes the Dialer exactly where the campaign left off when it was stopped.   |                |                 |                |                     |             |  |
| Stop Button    | <br><a href="#">image.png</a>   | Stops the Dialer and will no longer call numbers. Use <b>Resume Button</b> to pick up dialing where it left off.  |                |                 |                |                     |             |  |
| Status         | <br><a href="#">image.png</a>   | <p>The current campaign status:</p> <table border="1" data-bbox="1050 788 1485 1173"> <tbody> <tr> <td data-bbox="1050 788 1267 884"><b>RUNNING</b></td> <td data-bbox="1267 788 1485 884">Dialing numbers</td> </tr> <tr> <td data-bbox="1050 884 1267 981"><b>STOPPED</b></td> <td data-bbox="1267 884 1485 981">Not dialing numbers</td> </tr> <tr> <td data-bbox="1050 981 1267 1173"><b>HOLD</b></td> <td data-bbox="1267 981 1485 1173">Running with numbers to dial, but no numbers can be dialed right now due to the current rules in place</td> </tr> </tbody> </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      | <a href="#">image.png</a>  | Numbers left to be dialed.  |                |                 |                |                     |             |  |
| Total Numbers  | <br><a href="#">image.png</a> | Total numbers in campaign.  |                |                 |                |                     |             |  |
| Answered Calls | <br><a href="#">image.png</a> | Numbers that were successfully picked up.   |                |                 |                |                     |             |  |
| Dialed         | <br><a href="#">image.png</a> | Numbers dialed in campaign thus far.  |                |                 |                |                     |             |  |
| Busy / Failed  | <br><a href="#">image.png</a> | Numbers that were unreachable.  |                |                 |                |                     |             |  |

| Name             | Control   | Description   |                  |  |               |  |                |  |                |   |
|------------------|---|---|------------------|--|---------------|--|----------------|--|----------------|---|
| Abandoned        |  <a href="#">image.png</a> | Numbers that connected to the Dialer but hung up before connecting to an agent.   |                  |  |               |  |                |  |                |   |
| Server Message   |  <a href="#">image.png</a> | Real-time status line from the server: <table border="1" data-bbox="1050 398 1485 857"> <tbody> <tr> <td><b>Next Dial</b></td> <td>NOW or the time until the next dial is scheduled to happen</td> </tr> <tr> <td><b>Active</b></td> <td>Number of simultaneous Dialers running</td> </tr> <tr> <td><b>Dialing</b></td> <td>Number of Dialers that are currently dialing</td> </tr> <tr> <td><b>Bridged</b></td> <td>Number of calls currently connected to agents</td> </tr> </tbody> </table> | <b>Next Dial</b> | NOW or the time until the next dial is scheduled to happen | <b>Active</b> | Number of simultaneous Dialers running | <b>Dialing</b> | Number of Dialers that are currently dialing | <b>Bridged</b> | Number of calls currently connected to agents |
| <b>Next Dial</b> | NOW or the time until the next dial is scheduled to happen  |   |                  |  |               |  |                |  |                |   |
| <b>Active</b>    | Number of simultaneous Dialers running  |   |                  |  |               |  |                |  |                |   |
| <b>Dialing</b>   | Number of Dialers that are currently dialing  |   |                  |  |               |  |                |  |                |   |
| <b>Bridged</b>   | 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  |

[image.png](#)

### 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                               |

[image.png](#)

## 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.             |

[image.png](#)

Revision #5

Created 2024-03-25 13:57:01 UTC

Updated 2024-08-23 18:39:45 UTC by Andrew Baumes