

# Dialer Control

## Dialer Control

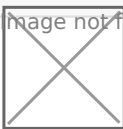

This is the main operations screen for starting and stopping the Dialer as well as getting real-time status, stats, and phone number lists. The lists include: who has been dialed, the results of those dialed numbers, who is still waiting to be dialed, and more. It's a great way to get insight into exactly 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><div>Image not found or type unknown</div><div>Image.png</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>Image.png</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>Image.png</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>Image.png</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>Image.png</div></div>	Numbers left to be dialed.						
Total Numbers	<div><div>Image not found or type unknown</div><div>Image.png</div></div>	Total numbers in campaign.						
Answered Calls	<div><div>Image not found or type unknown</div><div>Image.png</div></div>	Numbers that were successfully picked up.						
Dialed	<div><div>Image not found or type unknown</div><div>Image.png</div></div>	Numbers dialed in campaign thus far.						
Busy / Failed	<div><div>Image not found or type unknown</div><div>Image.png</div></div>	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><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
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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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