



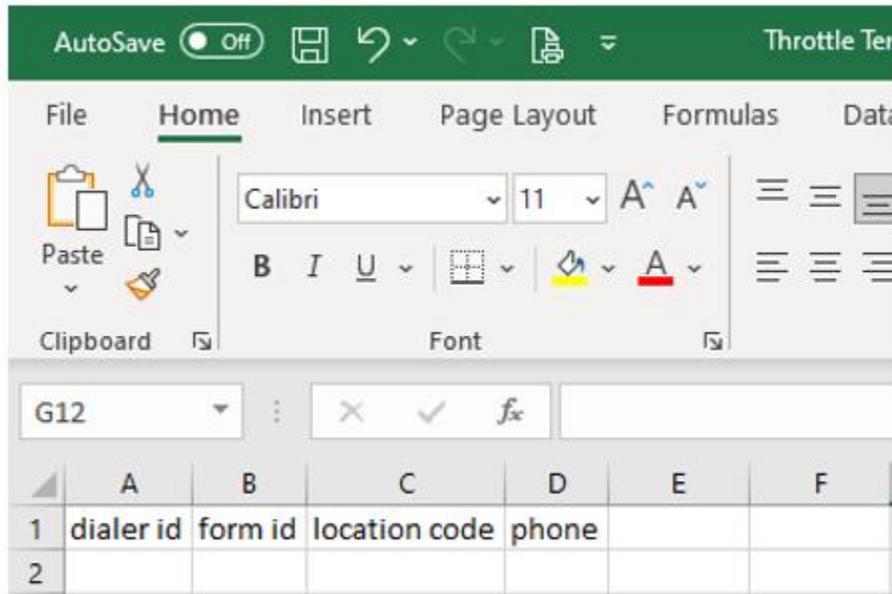
# Auto-Dialer Instruction Manual

## Overview

- ✓ An Excel CSV is emailed to [dialer@voiceforpest.com](mailto:dialer@voiceforpest.com)
- ✓ The phone book is imported into the dialer and checked for duplicates/invalid numbers.
- ✓ The phones numbers are added to an existing campaign.
- ✓ The dialer is started automatically, and calls go out.
- ✓ You can start/pause/stop on [dialer.voiceforpest.com](http://dialer.voiceforpest.com).
- ✓ Once campaign is over you will receive a results report.

## Step 1 Create Your List

1. Export the customer's info into an Excel spreadsheet.
2. Set up your spreadsheet to match the following template:



**IMPORTANT: When the dialer reads the information and imports the phonebook, it is case sensitive! Make sure all column titles below are lower case.**

There are 4 required columns for any campaign:

Dialer ID – your username for dialer.voiceforpest.com

Form ID – the ID of the campaign you want to add your numbers to

Location Code – the location code of your customer

Phone – the phone number to dial

## Step 2 Save Your List

Click File

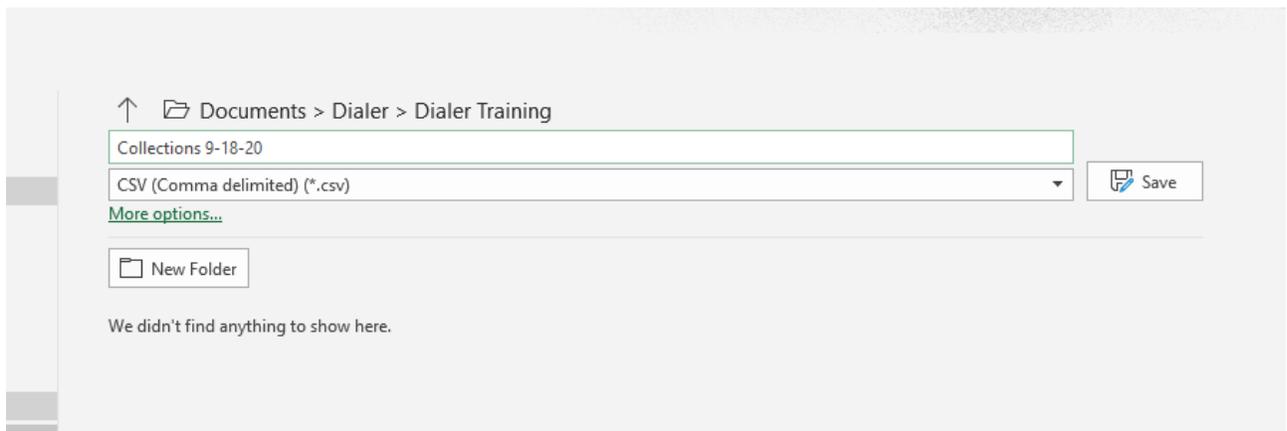
Click Save As

Enter the Spreadsheet Name

Select the File Type Drop Down Menu

Select CSV (Comma delimited) File

**Please Note: The only file type that will work is CSV (Comma delimited) (\*.csv)**



## Step 3 Sending Your List

Compose an Email

The subject of the email will be your campaign name

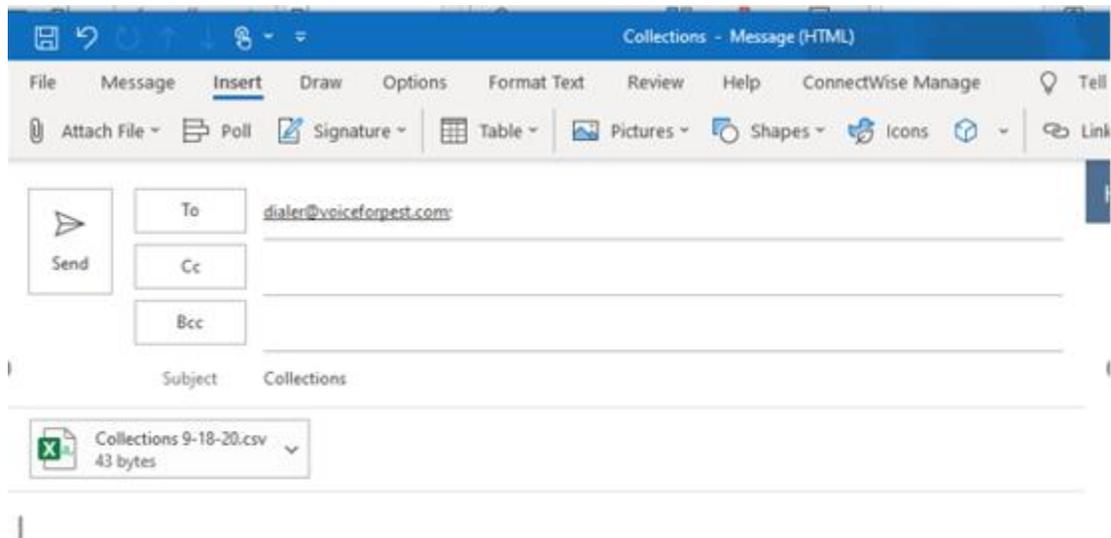
You do not need to add a date, it will be added automatically

Press Insert and attach your list

**Please Note: The Body of your Email must be *Completely Blank***

Remove all text, images, signatures, etc. from the body of your email

Send to [dialer@voiceforpest.com](mailto:dialer@voiceforpest.com)



You will receive a reply email confirming whether the campaign creation was successful or not.

If the campaign was not created successfully the email will document what needs to be corrected.

## Step 4 The Dialer

Once you receive your confirmation email, the dialer will automatically start making calls.

### Logging into the dialer

Go to <https://dialer.atscall.me/login/>.

Username:

Password:

You will see the progress bar moving to the right.

The Live-Calls Call count is the main call going out.

The Xfer is when a call has Pressed 1.

The stats should update. If not, hit your browsers refresh.

When it is 100% complete and there are 0 calls, the campaign is finished. 100% Progress on its own is does NOT mean it is done by itself. Disregard CPLT.

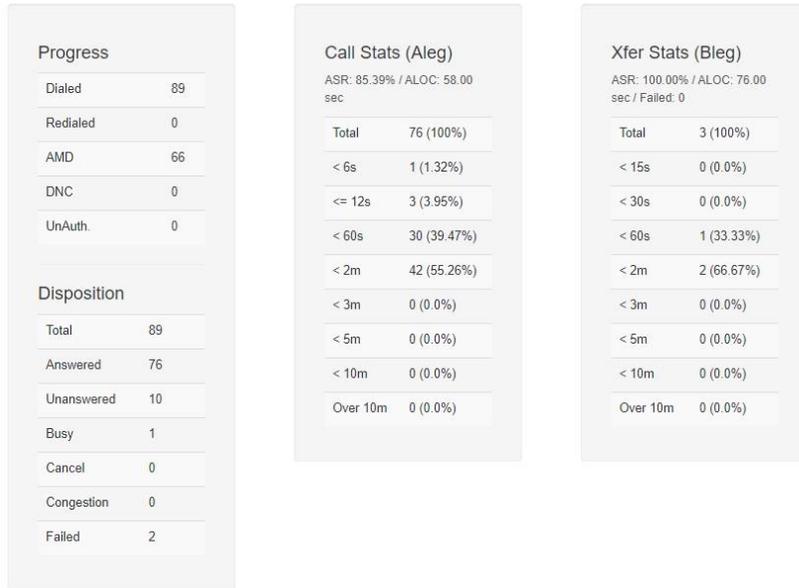
**IMPORTANT:** You have the ability to pause, stop, or play your current campaign by using the dials you see under STATUS. This allows you to control the dial like you would music.

<input type="checkbox"/>	 NW Quarterly Reminders 4-08...	Apr 08, 2022, 09:22	Northwest App Reminders	NW Quarterly Reminders 4-08-22 AM	4	3	67	89		Call: 0 Xfer: 0	 - Started	
<input type="checkbox"/>	 Do Not Delete - Northwest A...	Jan 26, 2022, 12:57	Northwest App Reminders		4	1	1	2		Call: 0 Xfer: 0	 - Stopped	

## NW Quarterly Reminders 4-08-22 AM (id:36876)

First Call: April 8, 2022, 10:05 a.m. - Last Call: April 8, 2022, 10:34 a.m.

Total Reached: 76 / Total Call Cost: \$3.800 / Total Xfer Cost: \$0.078



## Step 5: The Dashboard

For another way to see the status of your campaign, click Dashboard, then Voice Dashboard.

Choose the Campaign to view and the entire date range.

# Voice Campaign Dashboard

First Call: Oct. 27, 2020, 1:29 p.m. - Last Call: Oct. 27, 2020, 2:06 p.m.

[17973] Terminate 10/27/20 (Outbound)

Last 24 hours

Search

100.0%

## A-Leg / Standard Calls

Dial	Redial	Bill Dur.	Incr Dur.	Cost	ASR	ALOC	Answer	NoAns	Live	Live(%)	VM	VM(%)	Xfer(%)
73	0	48:08 min	51:30 min	\$3.550	97.26%	40.00 sec	71	2	44	61.97%	27	38.03%	0.0
<b>Total</b>		<b>&lt; 6s</b>	<b>&lt;= 12s</b>	<b>&lt; 60s</b>		<b>&lt; 2m</b>		<b>Over 2m</b>					
71 (100 %)		0 (0.0 %)	0 (0.0 %)	39 (54.93 %)		32 (45.07 %)		0 (0.0 %)					

## B-Leg / XFer Calls

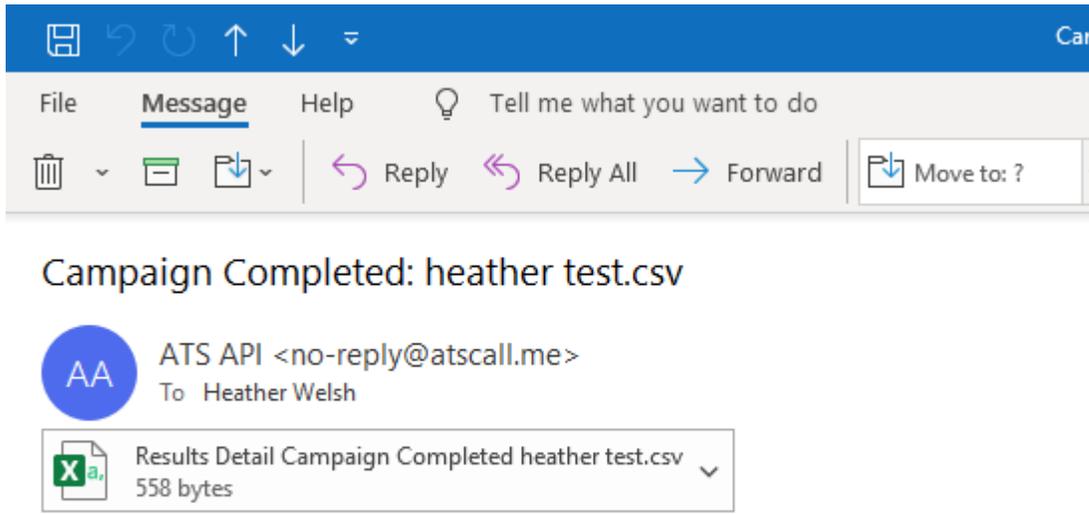
Dial	Bill Dur.	Incr Dur.	Cost	ASR	ALOC	Answer	NoAns		
0	00:00 min	00:00 min	\$0.000	0.00%	0.00 sec	0	0		
<b>Total</b>		<b>&lt; 15s</b>	<b>&lt; 30s</b>	<b>&lt; 60s</b>	<b>&lt; 2m</b>	<b>&lt; 3m</b>	<b>&lt; 5m</b>	<b>&lt; 10m</b>	<b>Over 10m</b>
0 (100 %)		0 (0.0 %)	0 (0.0 %)	0 (0.0 %)	0 (0.0 %)	0 (0.0 %)	0 (0.0 %)	0 (0.0 %)	0 (0.0 %)

## Call Disposition (A-Leg)



# Step 6: Get Your Results

1.) You will receive an email with your results!



2.) Result column can be:

- Answered
- No Answer
- Busy
- Transfer (If enabled)

	A	B	C	D	E
1	dialer id	campaign id	location code	phone	result
2	root	15465	100146	7326626943	Answered
3					

# Step 8: Reports on the Dialer Site

- 1.) Click the Reporting tab from the top menu.
- 2.) Choose CDRs
- 3.) Choose the Campaign you would like to view and set any filters. Click Search.

## Call Reports Detailed call data

**From\***

**To\***

**Hangup Cause**

**AMD Status**

**Leg type**

**Campaign**

[Calls](#)
[Daily Report](#)
[Q850 Report](#)
[A-Leg Hourly Report](#)
[Xfer Hourly Report](#)

### Call Detail Records -

Action -

Start date	Leg	Caller ID	Phone no	Campaign	Gateway	Bill Dur.	Incr Dur.	Cost	Disposition	Amd status	
Oct. 27, 2020, 2:06 p.m.	A-Leg	2538451818	12538585840	[17973] Termite 10/27/20 (Outbound)	Bandwidth.com-216.82.224.38	19	24	\$0.050	ANSWER	PERSON	Q
Oct. 27, 2020, 2:04 p.m.	A-Leg	2538451818	12539056992	[17973] Termite 10/27/20 (Outbound)	Bandwidth.com-216.82.224.38	62	66	\$0.050	ANSWER	MACHINE	Q
Oct. 27, 2020, 2:04 p.m.	A-Leg	2538451818	12067072004	[17973] Termite 10/27/20 (Outbound)	Bandwidth.com-216.82.224.38	62	66	\$0.050	ANSWER	MACHINE	Q
Oct. 27, 2020, 2:04 p.m.	A-Leg	2538451818	13604810244	[17973] Termite 10/27/20 (Outbound)	Bandwidth.com-216.82.224.38	23	24	\$0.050	ANSWER	PERSON	Q
Oct. 27, 2020, 2:03 p.m.	A-Leg	2538451818	12538515521	[17973] Termite 10/27/20 (Outbound)	Bandwidth.com-216.82.224.38	57	60	\$0.050	ANSWER	UNSURE	Q
Oct. 27, 2020, 2:03 p.m.	A-Leg	2538451818	12538585840	[17973] Termite 10/27/20 (Outbound)	Bandwidth.com-216.82.224.38	62	66	\$0.050	ANSWER	MACHINE	Q

## DEFINITIONS

A-Leg calls are all the calls out by the dialer.

Amd status is normally a MACHINE or a live PERSON. A MACHINE status can be a live answer but the person answering was not detected or they did not say anything. Not detected is usually associated with a NO ANSWER.

B-Leg are live answer calls that were transferred to your agents.

The Bill Dur is how long person listened to the live answer OR a message was being left.

The A-Leg Caller ID is the broadcast Caller ID Number for the outbound call.

Phone no is the number dialed.

The B-Leg are calls routed to your PBX (agents).

The Caller ID of the B-Leg is the number that was called by the dialer pressing 1 and thus the number the dialer delivers to your PBX/Agent.

- Note the disposition of a B-leg call is always "NO DETECTION as we do not want it to detect any IVR etc.

The disposition normally will say "ANSWER" whether a person or a machine as noted in the amd\_status column.

IMPORTANT - those that say "NO ANSWER" could be a wrong number or simply someone without an answering machine. "FAILED" can be a disconnected number or a number entered incorrectly. "BUSY" calls do get retried but its not guaranteed. "NOANSWER," "FAILED," and "BUSY" calls should be looked into a called manually to ensure they get the message.

## DIALER SETTINGS

If you use a Press 1 option in your campaign, the system uses a Power Dialer. This means that the campaign will "throttle" calls and you can control the number of calls that go out depending on how many agents you have to answer calls.

- 1.) All the way on your right of your campaign, click the pencil and paper graphic that says "Update Campaign."
- 2.) Click the second tab over that says "Dialer."

## Update Voice Campaign Set voice campaign parameters

A started campaign can only edit the dialer settings and the scheduler

General **Dialer** Retry Voicemail Schedule Extra

### Dialer Settings

#### A-Leg Gateway\*

Bandwidth.com-67.231.12.81

select outbound gateway

#### Max concurrent call\*

100

max concurrent call (0: unlimited)

#### Frequency\*

10

calls per minute (minimum: 10)

#### Max concurrent transfer (Max available agents)\*

1

max concurrent transfer (0: unlimited) - Set the number of agents available to take calls.

### Dialer Mode

#### Dialing method\*

Power Dialer

simple dialer: use the 'Frequency' to set the number of calls made each minute.  
power dialer: only dials contacts when agents are free to take calls.  
callcenter dialer: only dials contacts when callcenter queue have available agents

#### Dial rate\*

2

used in 'Power Dialer' mode. Number of calls to make per free agent. If set to 3, the dialer will call 3 contacts for each free agent.

 Update

## SCHEDULE

1.) Click to the fourth tab over that say "Schedule"

By default, a created or duplicated Campaign will have a 24 hour window from the time it is created. This may present a problem for lengthy lists spanning multiple days. You can set when the Campaign Starts, Ends, Days of the Week and what time of days it will make calls.



# Update Voice Campaign Set voice campaign parameters

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General **Dialer** Retry Voicemail **Schedule** Extra

### Schedule Settings

**Week Days**

<b>Monday</b> <input type="checkbox"/> ON	<b>Tuesday</b> <input type="checkbox"/> ON	<b>Wednesday</b> <input type="checkbox"/> ON	<b>Thursday</b> <input type="checkbox"/> ON
<b>Friday</b> <input type="checkbox"/> ON	<b>Saturday</b> <input type="checkbox"/> ON	<b>Sunday</b> <input type="checkbox"/> ON	

**Start\***

**Finish\***

**Daily start time\***

**Daily stop time\***

**Timezone Dialing**  
 ON

Enable timezone dialing. Outbound calls will be made between 'Daily Start Time' and 'Daily Stop Time' local to the contact being called.

A Campaign with a yellow triangle typically means it is out of the date range for which it was designed. If going through a length list, you may need to extend the end date. Pay attention to time of day, calls will go out late in the evening if not careful.

\*\*\*All time is set in EDT time zone.