

How to Setup

How To Use Ecsow Auto Dialer

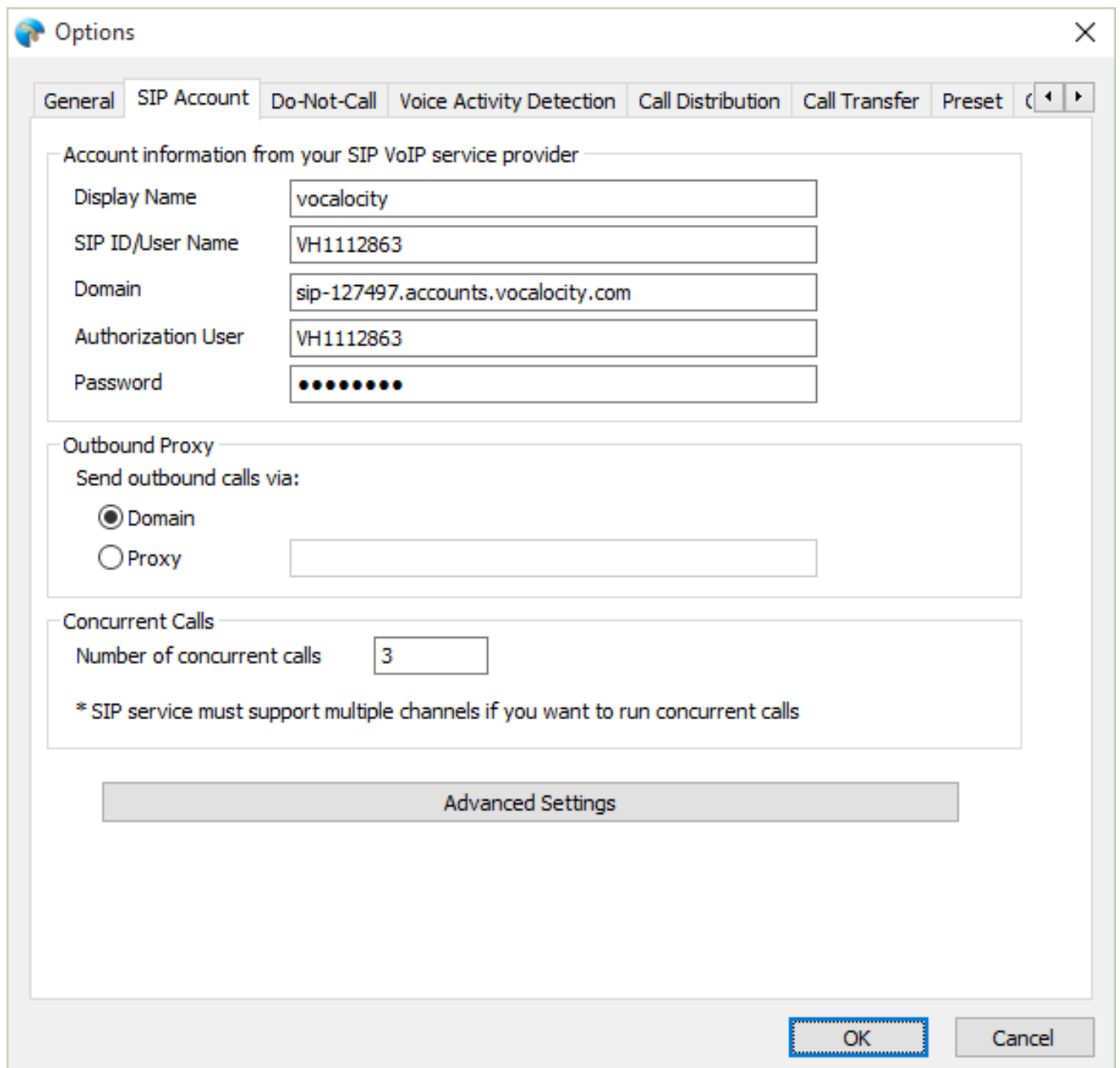
1, Installing the Auto Dialer on a Dialing Computer

Download Ecsow Auto Dialer software and follow on-screen instructions to install Auto Dialer on a computer.

2, Configuring the phone service

Ecsow software can use several phone services: VOIP phone service (such as SkypeConnect, Vonage, Callcentric, any SIP trunk provider, etc); a PBX system with SIP extensions (such as Cisco, Avaya, Asterisk, etc). **(Note: Single line version also support Desktop of Skype.)**

Click Ecsow menu Tools > Options > SIP Account tab to input your SIP account information.



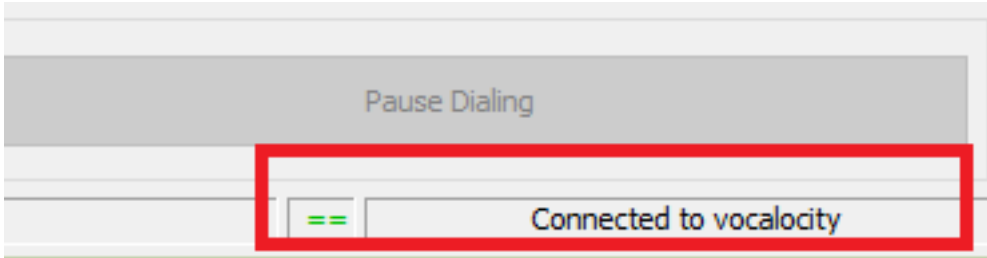
The screenshot shows the 'Options' dialog box with the 'SIP Account' tab selected. The dialog has a title bar with a globe icon and a close button. Below the title bar are several tabs: 'General', 'SIP Account', 'Do-Not-Call', 'Voice Activity Detection', 'Call Distribution', 'Call Transfer', and 'Preset'. The 'SIP Account' tab is active and contains the following fields:

- Account information from your SIP VoIP service provider**
 - Display Name:
 - SIP ID/User Name:
 - Domain:
 - Authorization User:
 - Password:
- Outbound Proxy**
 - Send outbound calls via:
 - Domain
 - Proxy
- Concurrent Calls**
 - Number of concurrent calls:
 - * SIP service must support multiple channels if you want to run concurrent calls

At the bottom of the dialog, there is a button labeled 'Advanced Settings'. At the very bottom right, there are 'OK' and 'Cancel' buttons.

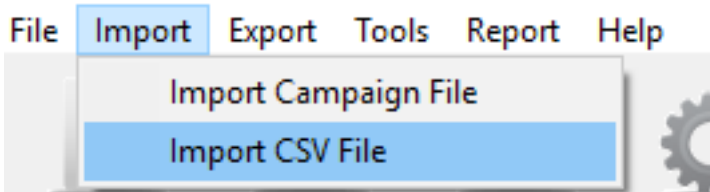
It will show connected to the SIP service on Ecsow main window.

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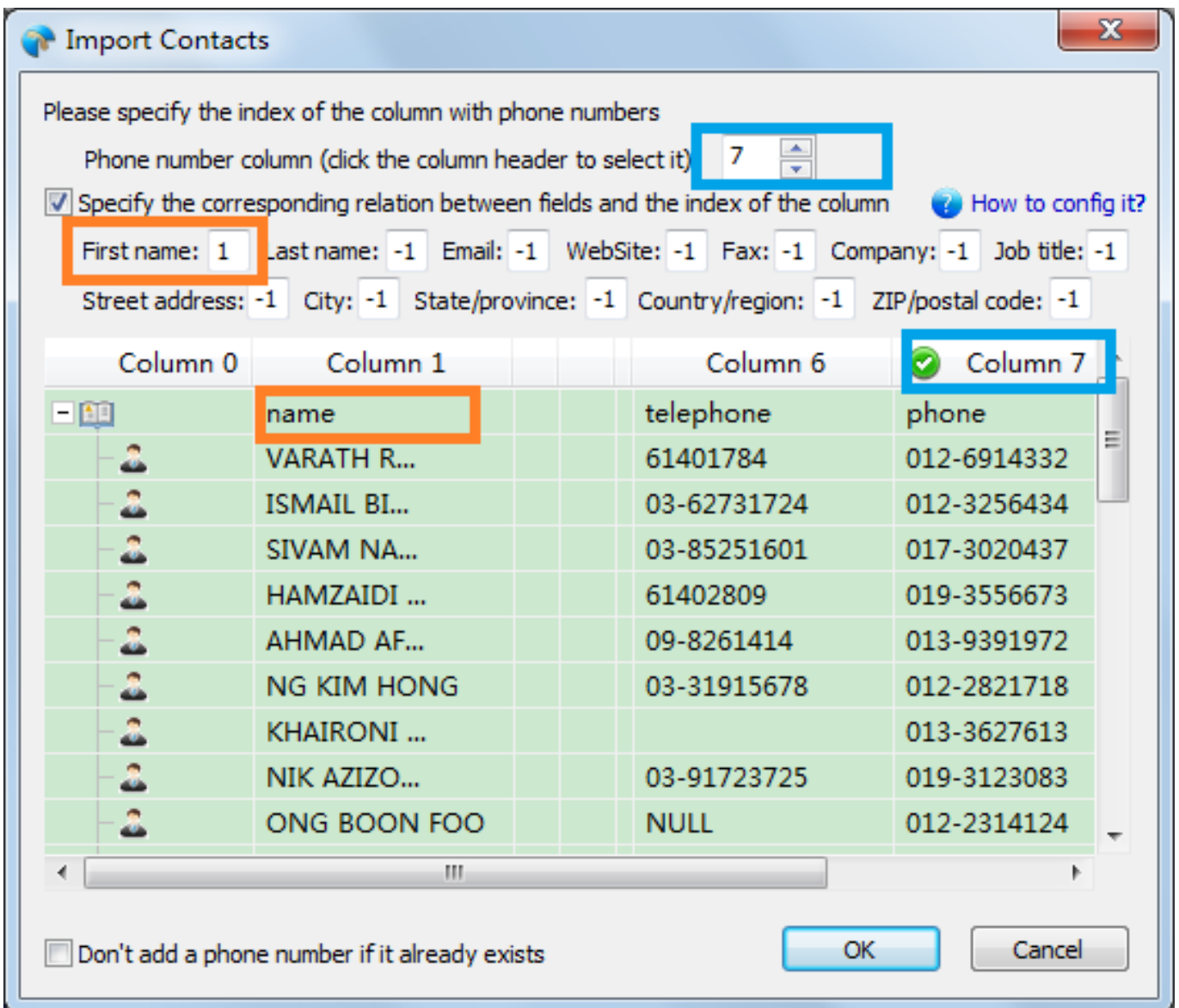


3, Import call list by click Ecsow menu Import > Import CSV File.

Click the menu Import > Import CSV file



You will need to specify which of your columns from your call list will be placed on Predictive Dialer's "Name" and "Phone Number" columns.



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4, Click the Start Dialing button to start the auto dialing.

The screenshot displays the Ecsow Predictive Dialer - Multi-line Edition interface. The main window contains a table with columns: First Name, Last Name, Phone Number, Notes, Call Disposition, Duration, and Assigne... (Assignee). The table lists 15 entries, with row 6 highlighted in blue. Below the table is an 'Automatic Dialing' section with 'Stop Dialing' and 'Pause Dialing' buttons. The status bar at the bottom shows the file path 'C:\Users\Q\Documents\Ecsow\Campaign-2016-01-08_14-31-09.xml' and 'Connected to vocalocity'.

	First Name	Last Name	Phone Number	Notes	Call Disposition	Duration	Assigne...
1	Gregory	Oenning	(480) 214-5461		Call Distribute Succeeded	00:00:13	Todd
2	Tiffany	Oenning	(480) 214-5670		Call Distribute Succeeded	00:00:28	Melvin
3	Justin	Kohls	(480) 219-1235		Call Distribute Succeeded	00:00:25	Todd
4	Michelle	Kohls	(480) 219-3199		Call Distribute Succeeded	00:00:28	Melvin
5	Justin	Kohls	(480) 219-5796		Call Distribute Failed	00:00:00	Todd
6	Lori	Beresford	8006947466		Answering Machine Answ...		Melvin
7	Thomas	Lenard	(480) 219-6552				
8	Jeff	Bush	(480) 219-8598				
9	Gary	Meador	(480) 209-1296				
10	Ashleigh	Diaz	(480) 209-1353				
11	Melvin	Mccloud	(480) 209-1431				
12	John	Bear	(480) 209-1745				
13	Ken	Bock	(480) 209-1780				
14	Todd	Beaudoin	(480) 214-3395				
15	Allen	Rice	(480) 214-3816				

Agent Manager window details:

Status	User Name
✓	Todd
✗	Melvin

Please note you need to specify 1 for US phone number, where 1 is the country code. You can set this at Ecsow menu Tools > Options > General tab.

Unique solution ID: #1015

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