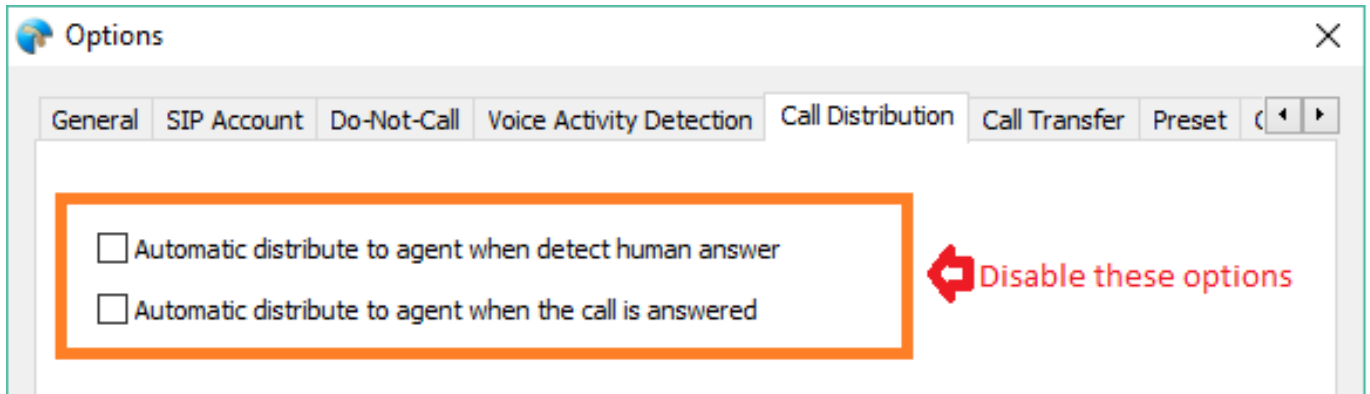


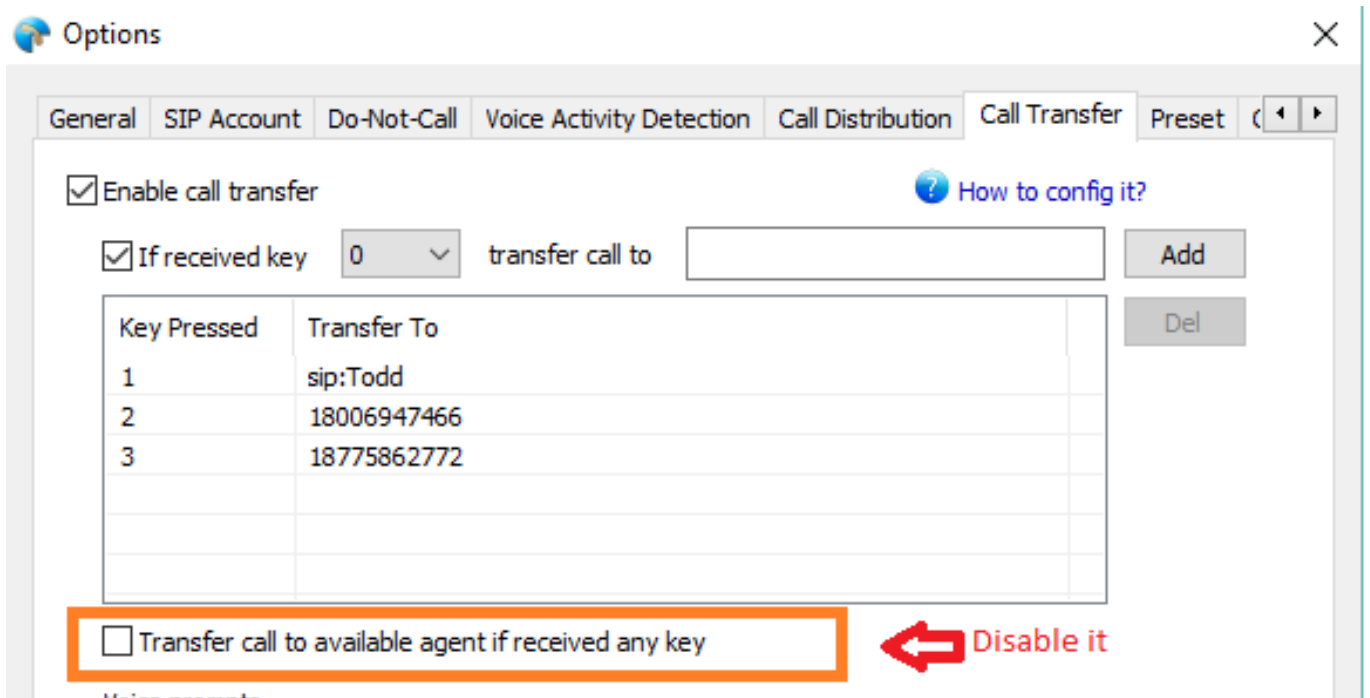
How to Setup How to act the Predictive Dialer as the Voice Broadcast System?

It's very simple to act the Predictive Dialer as the Voice Broadcast System.

Step 1, Disable the Call Distribution Settings as below image.

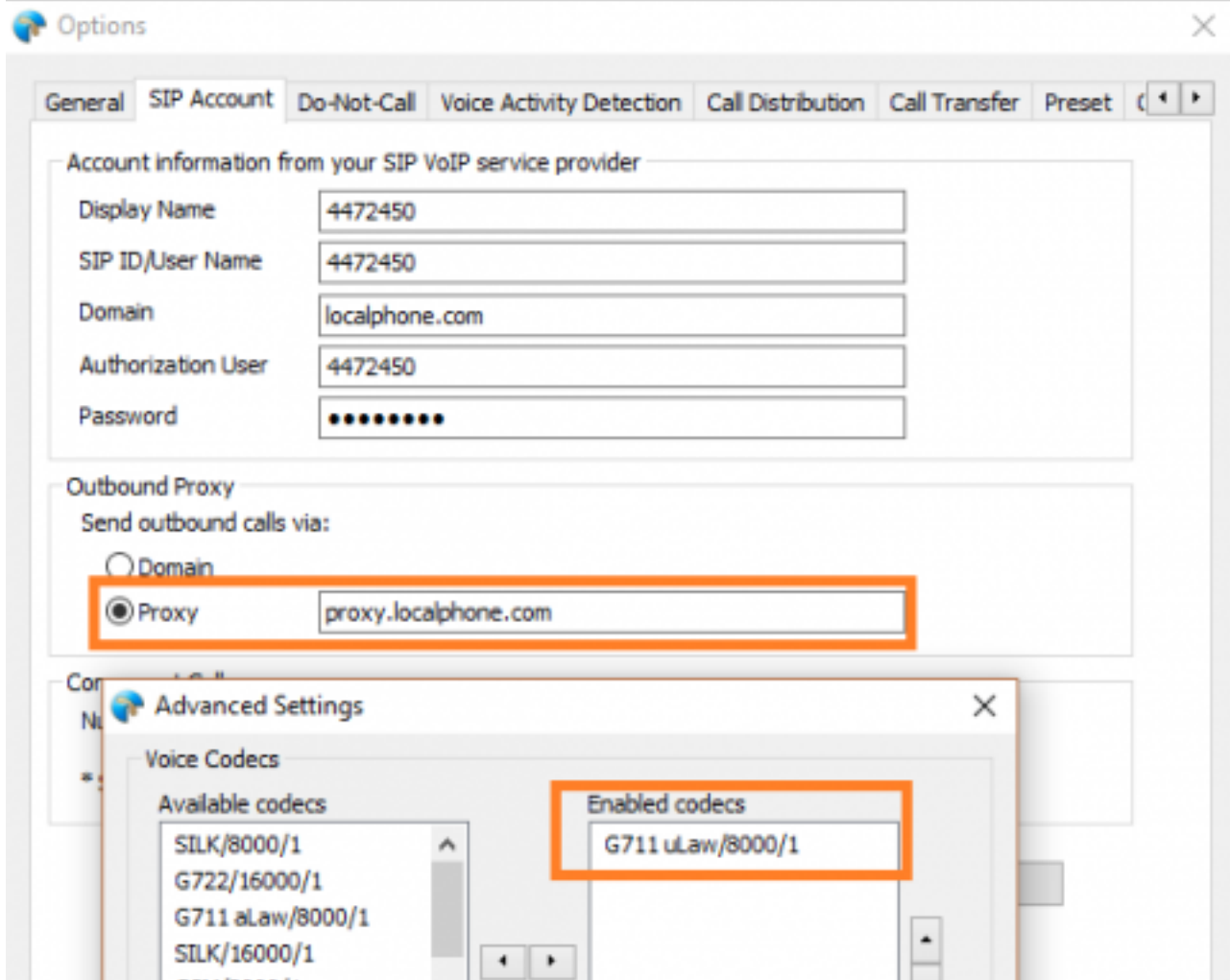


Step 2, Disable the "Transfer call to available agent if received any key" option as below image. And setup the phone number which you want to transfer call to it when callee pressed key.



Step 3, Setup your VoIP account (We use localphone service as sample). You should setup it according to your VoIP account information.

How to Setup



Step 4, On "Voice Activity Detection" option you can setup the voice greeting file which you want to play it on the call.

How to Setup

The screenshot shows the 'General' tab of a software interface. At the top, there are several tabs: 'General', 'SIP Account', 'Do-Not-Call', 'VOICE ACTIVITY DETECTION', 'Call Distribution', 'Call Transfer', and 'Preset'. The 'VOICE ACTIVITY DETECTION' tab is active. Below the tabs, there is a checkbox labeled 'Enable voice activity detection' which is checked. To its right is a blue globe icon and the text 'Adjust threshold'. Below this is a section titled 'When the answering machine is detected...' with a speaker icon. It contains a checkbox 'Leave below message on the answering machine line after answering machine greeting' which is checked. Below this is a text input field containing 'C:\Users\Q\Desktop\Audio\MsgToAnsweringMachine.wav', a 'Record' button, and a 'Browse...' button. Below the input field is a checkbox 'Hang up immediately if detect answering machine line' which is unchecked. The next section is 'When the human is detected...' with a person icon. It contains a checkbox 'Play below message if human answered' which is checked. Below this is a text input field containing 'C:\Users\Q\Desktop\Audio\MsgToHuman.wav', a 'Record' button, and a 'Browse...' button. Below the input field is a checkbox 'Automatically hang up the call when above message finished playing' which is unchecked. The next section is 'Play greeting immediately...' with a speaker icon. It contains a checkbox 'Play below message immediately when the call is answered' which is unchecked. Below this is a text input field containing 'C:\Users\Q\Desktop\Audio\greetingabc.wav', a 'Record' button, and a 'Browse...' button. Below the input field is a checkbox 'Automatically hang up the call when above message finished playing' which is unchecked. The final section is 'General' with a phone icon. It contains a checkbox 'Automatically hang up if the listener does not press a key within' which is checked. To its right is a text input field containing '25' and the text 'sec'. At the bottom, there is a red note: '(Notes: All voice message can only be heard at the remote party. The caller couldn't hear the voice message.)'

Step 5, Import your campaign csv (comma-separated) file to Ecsow, then press “Start dialing” to start.

(Notes: Please add the country code at Ecsow menu Tools > Options > General tab if the phone number still not include the country code.)

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