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Vicidial ??? Open Source ??? Asterisk ??? Call Center(?????)????

???

- ?????????????
- ?????????????????
- ??? USA FTC ??(?????????)
- ? Web ?????????????
- ?????????
- ?????????????????????
- ?????????
- ?????????
- ?????? PSTN ? SIP ?????
- [Vicidal 2.2.0](#) ???

?????

- VicidialNOW - ??? **GOautodial**????? CentOS?
 ? ?????????<https://www.goautodial.com/index.php>
 ? ??????<http://goautodial.org/>
- [Vicibox](#) - ????? OpenSuSE?

???? <http://wiki.vicidial.org/index.php/VICI:users>

??????? VicidialNOW ?????

????

??????

	Login	Password
SSH	root	vicidialnow
MySQL	root	vicidialnow
VICIDIAL Admin	admin	vicidialnow ? goautodial
vTiger	admin	vicidialnow ? goautodial
Phone Login(SIP)	100 up to 150	test
Phone Login(IAX)	300 up to 350	test
SIP Phone Credentials	cc100 up to cc150	test

IAX Phone Credentials

cc300 up to cc350

test

??????

// ?????????? IP ??????????????????

#/usr/local/sbin/update_server_ip

// ?????? Firewall ??????????????

;???? IP ??

externip=210.17.53.107 ; Address that we're going to put in outbound SIP

;????????????????????

localnet=10.0.0.0/255.0.0.0

?????? Asterisk ??????????????

service asterisk restart

?? SIP ProviderAdmin Login > Admin > Carriers > **Add New Carrier**

Carrier ID: EKIGAID

Carrier Name: ekiga

Registration String: register=><sip_username>:<sip_password>?ekiga.net/<did_number>

Account Entry

[ekiga-out]

type=friend

username=<sip_number>

secret=<sip_password>

host=ekiga.net

canreinvite=no

insecure=very

qualify=300

context=trunkinbound

Protocol: SIP

Global String: SIPEKIGA = SIP/ekiga-out

Dialplan Entry:

exten => _9886.,1,AGI(agi://127.0.0.1:4577/call_log)

exten => _9886.,2,Dial(\${SIPEKIGA}/\${EXTEN:4},,tTor)

exten => _9886.,3,Hangup

Server IP: <server ip>

Active: Y

Tips:

- ? Global String ?????????? SIP ??? Dialplan ????
- ? Dialplan ??? outbound ? prefix code???? Campaigns > Dial Prefix ???
- ? ???

?? Campaign

?? Campaign, ?? leads, ?? list, users ??????
????????????????? Vicidial ???????

Vicidial Admin UI > Campaigns > **Add New Campaign**

Campaign ID: CAMPOUT
 Campaign Name: Test Campaign for outgoing
 Active: Y
 Park Extension: <blank>
 Park Filename: <blank>
 Allow Closers: Y
 Hopper Level: 5
 Auto Dial Level: 0
 Next Agent Call: oldest call finish
 Local Call Time: 9am-9pm
 Dial Prefix: 9
 Voicemail: <blank>
 Script: NONE
 Get Call Launch: NONE

?? Submit ?????? Detail ?????? Campaign ??????????????????????

Dial Method: MANUAL

NOTES:

- ? Dial Prefix ??? 9????????? 9 + phone code + phone number?phone code ? phone number ?? Leads ?
- ??
- ? ?????????????????? Carriers > Dialplan Entry ????????????

Vicidial Admin UI > Lists > **Add A New List**

List ID: 109 <??? 100 ??????????????>
 List Name: CAMP-OUT-LIST
 Campaign: CAMPOUT
 Active: Y

????????????????

1. Vendor Lead Code - shows up in the Vendor ID field of the GUI
2. Source Code - internal use only for admins and DBAs
3. List ID - the list number that these leads will show up under
4. Phone Code - ?? - 1 for US, 01144 for UK, 01161 for AUS, etc
5. Phone Number - ??????? 8 ??? 11 ???
6. Title - title of the customer - Mr. Ms. Mrs, etc...
7. First Name
8. Middle Initial
9. Last Name
10. Address Line 1
11. Address Line 2
12. Address Line 3
13. City
14. State - limited to 2 characters
15. Province
16. Postal Code
17. Country
18. Gender
19. Date of Birth
20. Alternate Phone Number
21. Email Address
22. Security Phrase
23. Comments

???????????????? .txt, .csv, xls??????

```
"PHONE NUMBER","FIRST NAME","LAST NAME ","ADDRESS1","CITY","STATE","POSTAL CODE"
9123451,"first-iptel1","last1","Address 1","city1","CA1",12341
9123452,"first-iptel2","last2","Address 2","city2","CA2",12342
9123453,"first-iptel3","last3","Address 3","city3","CA3",12343
9123454,"first-iptel4","last4","Address 4","city4","CA4",12344
9123455,"first-iptel5","last5","Address 5","city5","CA5",12345
```

???????-Leads

Vicidial Admin UI > Lists > **Load New Leads**

Load leads from this file: <?? CSV ?>
 List ID Override: 109 <???? List???????? CSV ?????>
 Phone Code Override: Blank <???????? CSV ?????>
 File layout to use: Custom layout

Submit ??? CSV ????????????????? OK?

NOTES:

? ?? List ID , Phone Code, Phone Number ??????? List ID ? Phone Code ??????????????????????
? ?????????? List ID ??????? List ID Override ??????????????????????
? PHOME NUMBER ??? 7 ??????????
? Phone Code ??????????????????????

?? User Groups, Users(?????)

Vicidial Admin UI > User Groups > **Add A New User Group**

Group: MYAGENTS
Description: Agent Group for test

Submit ??? Modify ??????????????????????

Allowed Campaign: ALL -CAMPAIGNS

?????????????????

Vicidial Admin UI > Users > **Add A New User**

User Number: 7777
Pasword: 123456
Full Name: test agent
User Level: 1
User Group: MYAGENTS
Phone Login: <Blank>
Phone Pass: <Blank>

TIPs:

? ?????????????????????? Phone Login/Pass ??????/???

Phones - ????

Vicidial Admin UI > Admin > Phones

? VicialNOW ?????????????? 50 ? SIP ??? 50 ? IAX ??????????????????????

???????

????????????? SIP ?? > ??? ???? > ??????? > ?????????????? > ??

Agent ?????? X-Lite?????????

Phone Login: cc100
Phone Pass: test
Vicidial Server: <Vicidial ???>

Agent ?????????????????? > Agent Login

User Login: 100
User Password: test

TIPS:

- ? cc100 ?? ?????? Admin > Phones > Phone extension
- ? 100 ??????? Admin > Phones > Login

?????? User ??

User Login: 7777
 User Password: 123456
 Campaign: CAMPOUT

TIPS:

? 7777 ??????? Users?????????????? Campaign ???

Agent ???????

1. ? Agent ???(Phone)?Agent ?????????????????????Agent ?????????????????????
2. ?? Agent ??????????????????? Campaign ??????????????????????? Campaign > Auto Dial Level = 0 ? Dial Method = MANUAL????????? Agent ????????? **DIAL NEXT** ?????????????????????????
3. Agent ?????????????????????Agent ?????????????????????????
4. Agent ??????????????????????? **HANGUP** ?????????? CALL DISPOSITION ?????????????????????????????????????
5. Agent ??????????????? LOGOUT????????????????
6. NOTES: List ????????????????????????????????????? List > Reset Lead-Called-Status for this list??? Y?????? List ????

Inbound call ???(Inbound call -> Campaign ??)

Admin Login > In-Groups > **Add A New In-Group**

Group ID: SALESLINE
 Group Name: Primary Sales Line
 Group Color: blue
 Active: Y
 Web Form: <????> ??????? CRM????????????URL?
 Voicemail: <????>
 Next Agent Call: oldest_call_finish
 Fronter Display: Y
 Get Call Launch: NONE
 Call Time: 24 hours

NOTES:

Web Form ?????????? URL????????? 'VAR'???

VARhttp://your.crm.web.site/search.php?phone=---A--phone_number--B--

Admin Login > In-Groups > **Add A New DID**

DID Extension: <???? DID ????? 0800123456>

DID Description: Inbound 0800 Number

Active: Y

DID Route: IN_GROUP

In-Group ID: SALESLINE

In-Group Call Handle Method: CID

In-Group Agent Search Method: LB

In-Group Phone Code: 1

TIPS:

? ?????????????????? SUBMIT ??????????????

? In-Group Call Handle Method ???

- CID - CID received, add record with phone number
- CIDLOOKUP - Lookup CID to find record in whole system
- CIDLOOKUPRL - Restrict lookup to one list
- CIDLOOKUPRC - Restrict lookup to one campaign's lists
- CLOSER - Closer calls from ViciDial frontends
- ANI - ANI received, add record with phone number
- ANILOOKUP - Lookup ANI to find record in whole system
- ANILOOKUPRL - Restrict lookup to one list
- VIDPROMPT - Prompt Caller for Vendor Lead Code, create new lead
- VIDPROMPTLOOKUP - Prompt for Vendor Lead Code, search for lead in system
- VIDPROMPTLOOKUPRL - Prompt for Vendor ID, search for lead in List
- VIDPROMPTLOOKUPRC - Prompt for Vendor ID, search for lead in Campaign Lists
- 3DIGITID - Enter 3 digit code to go to agent
- 4DIGITID - Enter 4 digit code to go to agent
- 5DIGITID - Enter 5 digit code to go to agent
- 10DIGITID - Enter 10 digit code to go to agent

? In-Group Agent Search Method ???

- LO - Load Balance Overflow only (priority to home server)
- LB - <default> Load Balance total system
- SO - Home server only

Admin Login > Campaigns > **Add New Campaign**

Campaign ID: CAMP_IN
Campaign Name: Closer and inbound campaign
Active: Y
<Park Extension, Park Filename, Web Form ???>
Allow Closer: Y
Hopper Level: 5
Auto Dial Level: 1
Next Agent Call: oldest call finish
Local Call Time: 24 hours
<Voicemail ??, Script, Get Call Launch ? NONE>

NOTES:

? CLOSER inbound campaign ??? dial level ? 1 ???dial method ? RATIO, INBOUND_MAN, ???
ADAPT_...(?? MANUAL ??)?

?? SUBMIT > Detail View

Allow Inbound and Blended: Y
Dial Method: RATIO

?? SUBMIT

Allowed Inbound Groups: SALESLINE

NOTES: ??? in-group ??????? campaign ???

???? Carrier ?????

Admin UI > Admin > Carriers

register=>sip_number:sip_pass@sip.proxy.server/DID_number

???? Inbound Campaign?

1. Agent ??? Agent ?????????????(?? Agent ?????? campaign??????? User Groups)
2. ? 0800123456 ?????????? campaign ??? agent ???????

FAQ

- ?? Audio Store????????

ERROR: server(localhost) does not match sounds web server ip(10.10.10.114)

Ans: ?????? URL ??? Server IP ??????? localhost?

- ??????????:

ERROR: sounds_list CENTRAL SOUND CONTROL IS NOT ACTIVE: |admin|0|

Ans: Admin UI > Admin > System Settings

Central Sound Control Active: 1

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- Vicidial Wiki - http://wiki.vicidial.org/index.php/Main_Page
- Vicidial Forum - <http://www.vicidial.org/VICIDIALforum/>
- [How To install ViciDial/astGUIClient 2.2.1 With Asterisk 1.4.21.2 On CentOS 5.5](#)