

Open Source Call Center Solution

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- [Vicidial scratch installation in Centos 6.5](#)

????(??)?? - Auto-dial campaign and play a message

?????

1. ??????? Carriers, Campaign, List
2. ?? User
3. ?? Remote Agent
4. ?? Campaign
5. ???????? dialplan

?????Carriers, Campaign, List

- ???
- ??? Campaign ??????????????????????????????
- Campaign: BCAST
- List: bcastList

?? Group/User

??

Vicidial Admin > User Groups > Add A New User Group

Group: BCAST

Description: Broadcasting Group

> Submit

Allowed Campaigns: BCAST<????????? Campaign> <== ??

Vicidial Admin > Users > Add A New User

User Number: 2001 (???????)

Password: 1234

Full Name: Broadcasting

User Level: 4 (??? 4 ?????????????????????????????? Admin -- System Settings -- Auto Dial Limit) <== ??

User Group: Brocast (???? group)

Phone Login: (??)

Phone Pass: (??)

Active: Y

?? Remote Agent

????????? user????????????????????????????????

Vicidial Admin > Remote Agents > Add A New Remote Agent

User ID Start: 2001 (user number ??) <==??

Number of Lines: 1

External Extension: 188001 (agent dialplan)

Status: INACTIVE (agent)

Campaign: BCAST

Tips:

Number of Lines? Agent Campaign >
Answering Machine Message: vm-goodbye

Campaign

Campaign Campaign

- Hopper Level: 5 (List)
- Dial Method: ADAPT_TAPERED
- Auto Dial Level: (ADAPT_TAPERED 3.00)
- ADAPT OVERRIDE: ??
- Local Call Time: 9am-5pm
- Campaign VAVD exten: 8376 (extensions.conf 83XX ? dialplan)
- Answering Machine Message: vm-goodbye (agent)

Tips:

Hopper Level

- List

-

Admin > Servers > Vicidial > Max VICIDIAL Trunks, Max Calls per Second

Admin > System Settings > Max FILL Calls per Second

Remote Agents > Number of Lines

dialedplan

?? /etc/asterisk/extensions.conf

???

[my-broadcasting]

exten => 188001,1,WaitForSilence(1000,2)

exten => 188001,n,Playback(demo-congrats)

exten => 188001,n,AGI(VD_amd_post.agi,\${EXTEN})

exten => 188001,n,Hangup

???

[default]

include => vicidial-auto

include => my-broadcasting <=== ?????

?? 8375 ????????

....

....

; VICIDIAL SURVEY transfer script AMD with Cepstral variables:

exten => 8375,1,Playback(sip-silence)

exten => 8375,2,AGI(agi://127.0.0.1:4577/call_log)

exten => 8375,3,AMD(2000|2000|1000|5000|120|50|4|256)

exten => 8375,4,AGI(VD_amd.agi,{EXTEN})

exten => 8375,5,AGI(agi-VDAD_ALL_outbound.agi,SURVEYCAMPCEP-----LB)

exten => 8375,6,AGI(agi-VDAD_ALL_outbound.agi,SURVEYCAMPCEP-----LB)

exten => 8375,7,Hangup

; by alang

; VICIDIAL_auto_dialer transfer script for BROADCAST:

exten => 8376,1,Playback(sip-silence)

exten => 8376,2,AGI(agi://127.0.0.1:4577/call_log)

exten => 8376,3,AGI(agi-VDAD_ALL_outbound.agi,BROADCAST-----LB)

exten => 8376,4,AGI(agi-VDAD_ALL_outbound.agi,BROADCAST-----LB)

exten => 8376,5,Hangup

Tips:

? ?? VD_amd_post.agi ????? List ? calls status???????????????

[NEW] ????????

[AL] ????????????????

[B] ????????

[DROP] ??????? remote agent ???(??? remote agent > number of lines)

[XFER] ??????????????????

? ?? 8376 ??? Campaign > Detail View > Campaign VDAD exten

?? Audio Store

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

Admin UI > Admin > System Settings

- Central Sound Control Active = 1
- Sounds Web Server = (??? IP ??)
- Active Voicemail Server = (?? IP ??)

?? Submit ?????????????????? - **Audio Store?**

? Audio Store ?? Call Menu?In-Group?Music-on-Hold??

????

?????????????????????????? 8168??? pin number 4321????????????????????? ID (?? 85100001)????????????????????? Audio Store ?????

FAQ

Q:??? auto-dialer ???????

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

????????????? Admin ???

- 1. Campaign > Active: Y
- 2. User > Active: Y
- 3. Remote Agent > Status: ACTIVE
- 4. List > Active: Y/N (????????? auto-dialer ??)

????????????? agent ???

?? Admin ??????????

- 1. Campaign > Active: Y
- 2. User > Active: Y
- 3. List > Active: Y
- 4. Remote Agent > Status: INACTIVE (Admin ??????? INACTIVE)

???? auto-dialer ? agent????????????????? Status ?????????/??? Users ??????

http://xxx.xxx.xxx.xxx/vicidial/vdremote.php

?????????????? Users > User Level ?? 4?

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- [Vicidial ?? FAQ](#)
- [using vicidial to send simple prerecorded messages](#)