

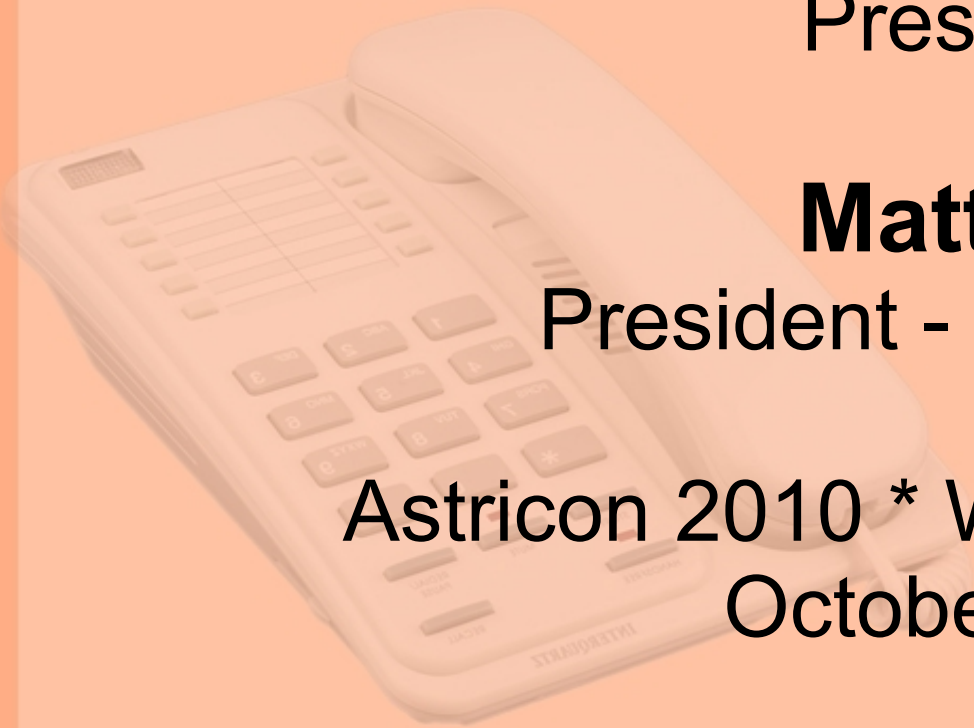
# Getting Started With ViciDial

Presented by

**Matt Florell**

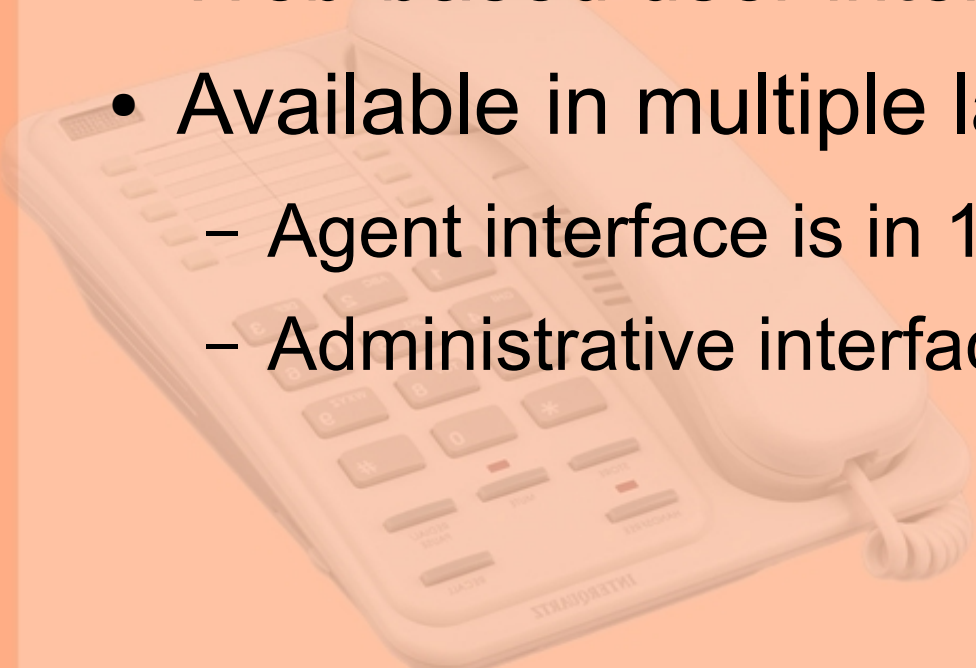
President - ViciDial Group

Astricon 2010 \* Washington DC, USA  
October 28, 2010



# What is ViciDial?

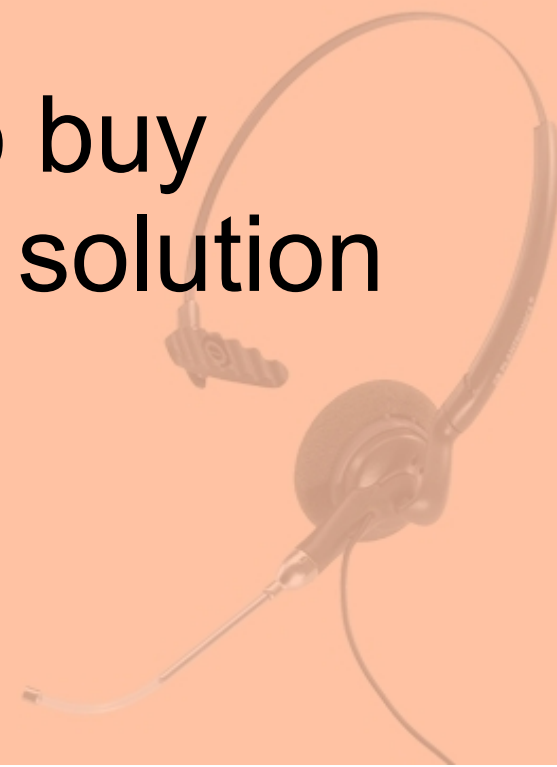
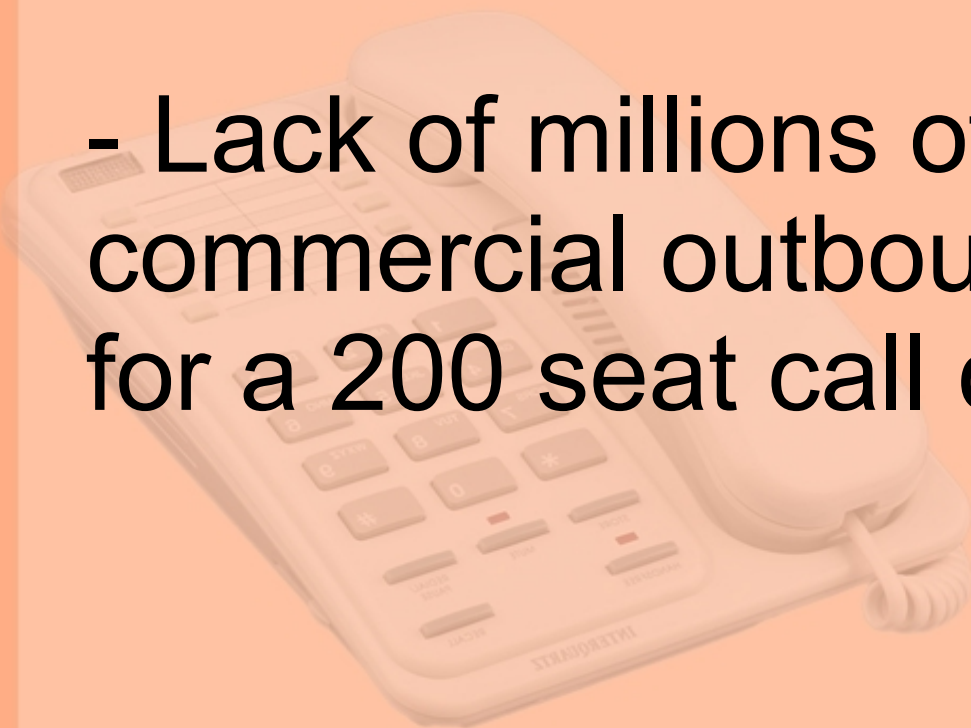
- Open Source Call Center Suite
- Inbound, Outbound and Blended Call Handling
- Runs on top of Asterisk Open Source PBX
- Web-based user interfaces
- Available in multiple languages
  - Agent interface is in 14 languages
  - Administrative interface is in 7 languages



# Why Was ViciDial Created?

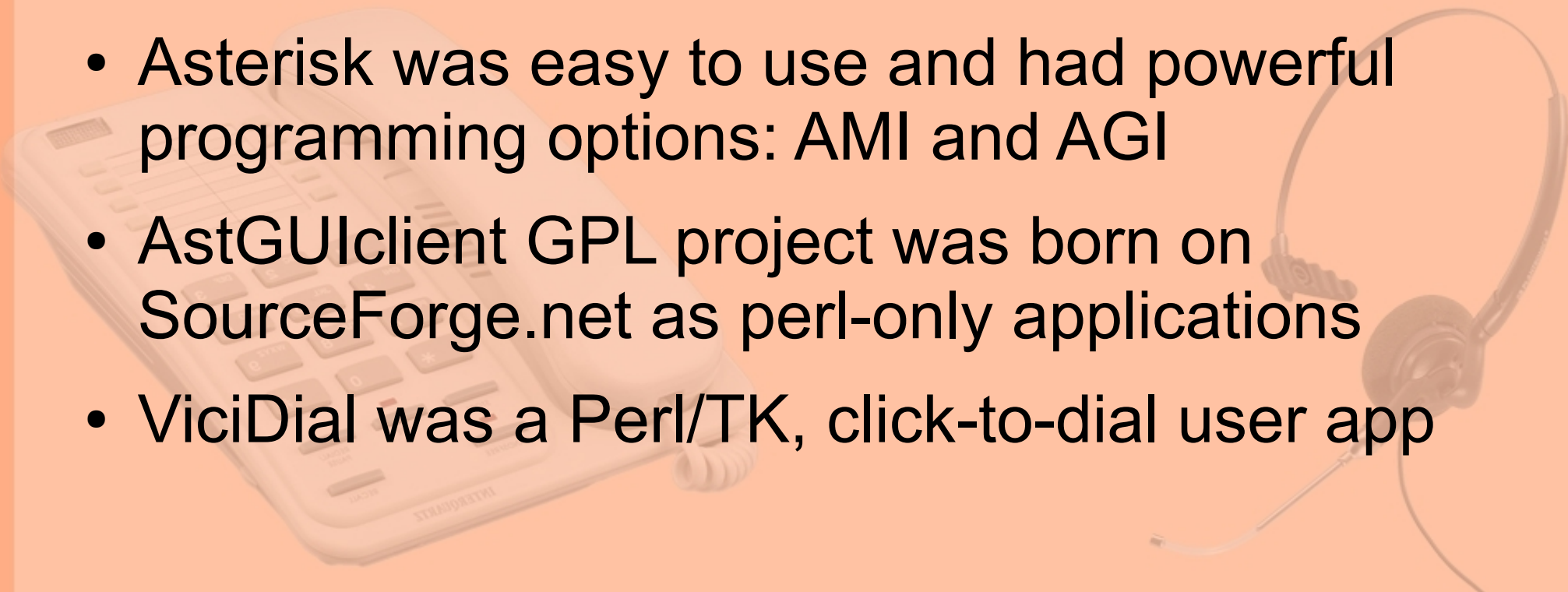
Two Reasons:

- Because Asterisk was available
- Lack of millions of dollars to buy commercial outbound dialing solution for a 200 seat call center



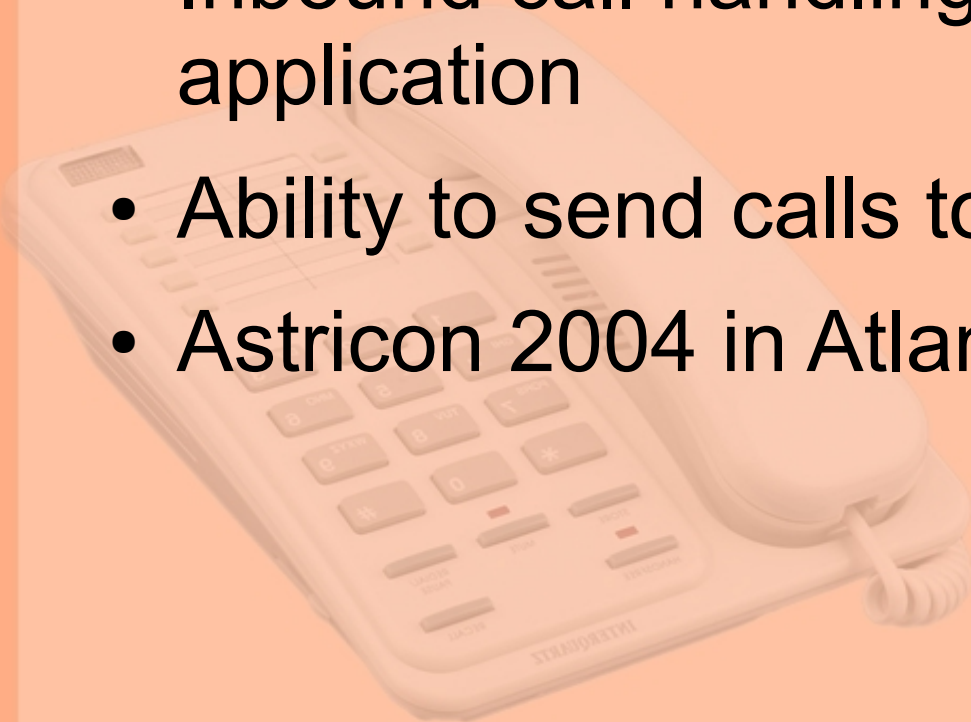
# ViciDial History: 2003

- Working with Dialogic and Bayonne was an exercise in frustration
- Bought single T1 card from Digium and had working Asterisk system in 2 hours
- Asterisk was easy to use and had powerful programming options: AMI and AGI
- AstGUIclient GPL project was born on SourceForge.net as perl-only applications
- ViciDial was a Perl/TK, click-to-dial user app



# ViciDial History: 2004

- astVICIDIAL became focus of astGUIclient project
- Auto-dialing added
- Inbound call handling used separate web-based application
- Ability to send calls to other agent groups
- Astricon 2004 in Atlanta



# ViciDial Screen-Shot: 2004

**astVICIDIAL - 0.6**

Time: 2004/07/21 16:08:56 Phone ID: SIP/138pcom Session ID: 8600100

User ID: 6666 Password: sales Campaign: TESTCAMP LOGOUT

STATUS: Auto-dialer resumed. Waiting for next call

PAUSE RESUME

RECORDING FILENAME:

RECORDING ID:

START REC STOP REC

PARK CALL GRAB PARK

CUSTOMER HUNGUP

HANGUP CUSTOMER

TRANSFER - CONF

Dial Code: 1 Call Length: 89 Zap: Zap/74-1

Customer Information:

Title: Mr First: Matt MI: Last: lead01

Address 1: 1234 Fake St. WEB FORM

Address 2:

Address 3:

City: Clearwater State: FL

Province:  Post Code: 33760

Phone: 7275554032 Vendor ID:

Alt Phone:  Show: surprise E: test@t

Code:

LEAVE 3-WAY CALL

Comments: comments go here

Number to call: 8175094450 Length:  Zap:  DTMF to send: UK1 UK2 UK3  
 .1,5465#...7

DIAL WITH CUSTOMER PARK CUSTOMER DIAL DIAL BLIND TRANSFER SEND DTMF AUS1 AUS2 US1

GRAB PARK CUSTOMER HANGUP XFER LINE HANGUP BOTH LINES DIALPAD US2 MW

BUILD 40716-1632 <vicidial@eflo.net>

# ViciDial History: 2005

- First AJAX web-based agent released
- Blended inbound/outbound Call Handling added
- Agent script tab added
- HotKeys for quick dispositioning added
- Multi-server load balancing added
- First alternate language(Spanish) agent translation released



# ViciDial Screen-Shot: 2005

VICIDIAL web client - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://10.10.10.15/vdc/vicidial.php#

Logged in as User: 6666 on Phone: SIP/138pcom to campaign: TESTCAMP [LOGOUT](#)

**VICIDIAL** 2005-07-05 14:45:30 session ID: 8600095 **NO LIVE CALL**

STATUS: Called: 7274514032 UID: M0705144451002501687

**DIAL NEXT NUMBER**  
RECORDING FILE:

Seconds:  Channel:  Cust Time:

Customer Information:

Title:  First:  MI:  Last:

Address1:

Address2:  Address3:

City:  State:  PostCode:

Province:  Vendor ID:

Phone:  DialCode:  Alt. Phone:

Show:  Email:

Comments:

INTERNAL CLOSER

LOCAL CLOSER

CODE:

LEAVE 3-WAY CALL

RECORDING ID:  
START REC | STOP REC  
---  
WEB FORM  
---  
PARK CALL | GRAB PARK  
TRANSFER - CONF  
HUNGUP | STILL LIVE  
[HANGUP](#)  
[CUSTOMER](#)

Transfer dial frame:

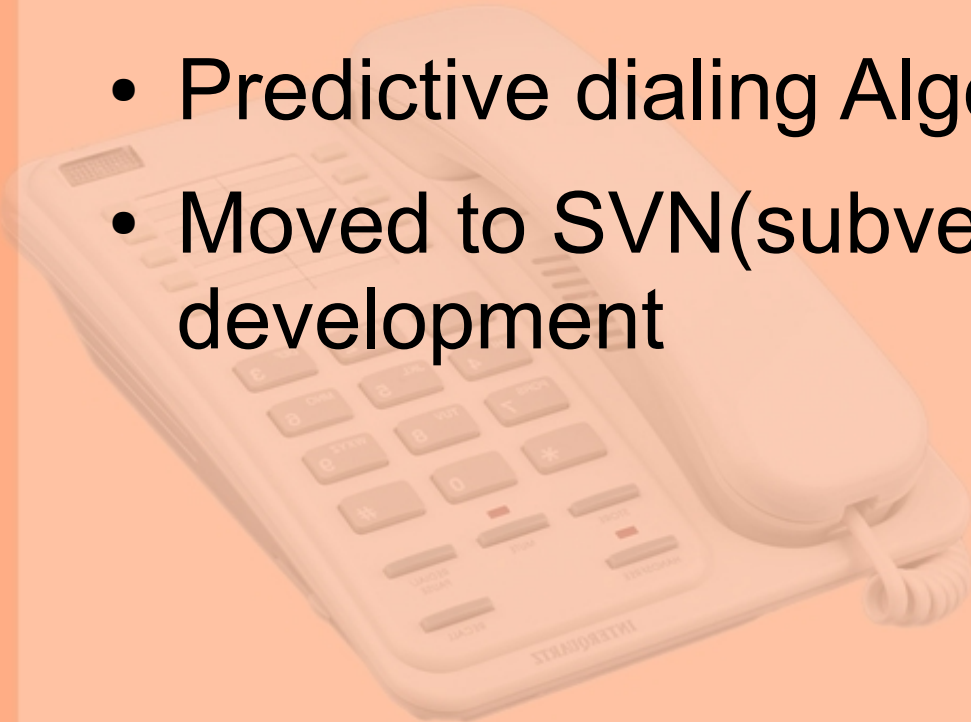
VICIDIAL web-client version: 0.0.10 build: 50705-1432 server: 10.10.11.11

Done



# ViciDial History: 2006

- Won SourceForge.net project of the year for VOIP applications 2006
- Scheduled Callbacks added
- Alternate Phone number dialing added
- Predictive dialing Algorithm added
- Moved to SVN(subversion) for code control and development



# ViciDial Screen-Shot: 2006

VICIDIAL web client - Mozilla Firefox  
File Edit View Go Bookmarks Tools Help  
http://10.10.10.16/agc/vicidial.php#  
Go

Logged in as User: 6666 on Phone: SIP/138pcom to campaign: TESTCAMP [LOGOUT](#)

**VICIDIAL SCRIPT** 2006-01-12 16:02:45 session ID: 8600100 **LIVE CALL**

STATUS: Incoming: 7275554032 UID: VO112160143000726926

**PAUSE** **RESUME** seconds:  Channel:  Cust Time:

RECORDING FILE: 60112160151\_6666\_7274514032  
RECORD ID: 896316

**STOP RECORDING**

**WEB FORM**

**PARK CALL**

**TRANSFER - CONF**

**HANGUP CUSTOMER**

**SEND DTMF**

Customer Information:  
Title:  First:  MI:  Last:   
Address1:   
Address2:  Address3:   
City:  State:  PostCode:   
Province:  Vendor ID:   
Phone:  DialCode:  Alt. Phone:   
Show:  Email:   
Comments:

TRANSFER CONFERENCE FUNCTIONS:  
**INTERNAL CLOSER** **LOCAL CLOSER** **CODE**  **HANGUP XFER LINE** **HANGUP BOTH LINES**

NUMBER TO CALL:  SECONDS:  CHANNEL:   DIAL OVERRIDE

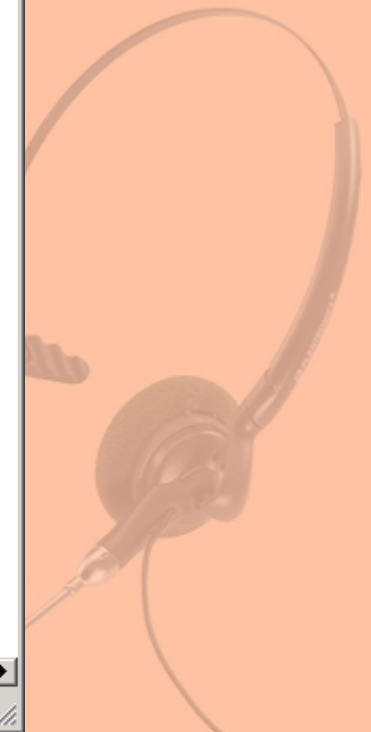
**DIAL WITH CUSTOMER** **PARK CUSTOMER DIAL** **LEAVE 3-WAY CALL** **BLIND TRANSFER** **VM**

VICIDIAL web-client version: 1.0.59 BUILD: 51229-1028 Server: 10.10.11.11  
[Hide conference call channel information](#) **HOT KEYS INACTIVE**

**LIVE CALLS IN YOUR SESSION:**

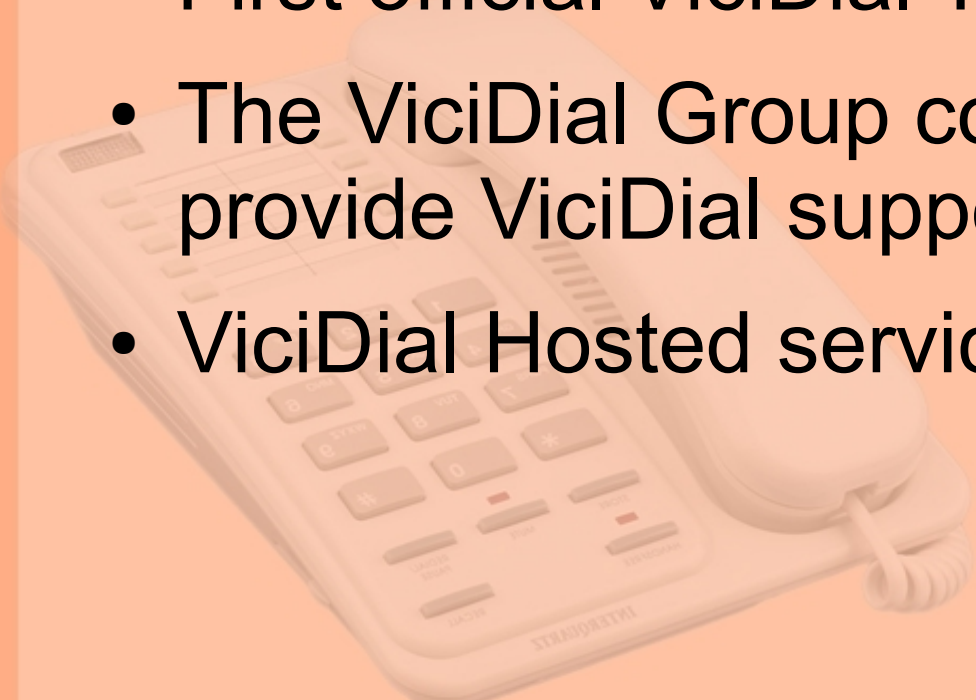
#	REMOTE CHANNEL	HANGUP
1	SIP/138pcom-1fd3	<a href="#">HANGUP</a>
2	Local/78600100@demo-17f0,2	<a href="#">HANGUP</a>
3	Zap/25-1	<a href="#">HANGUP</a>

Read 10.10.10.196



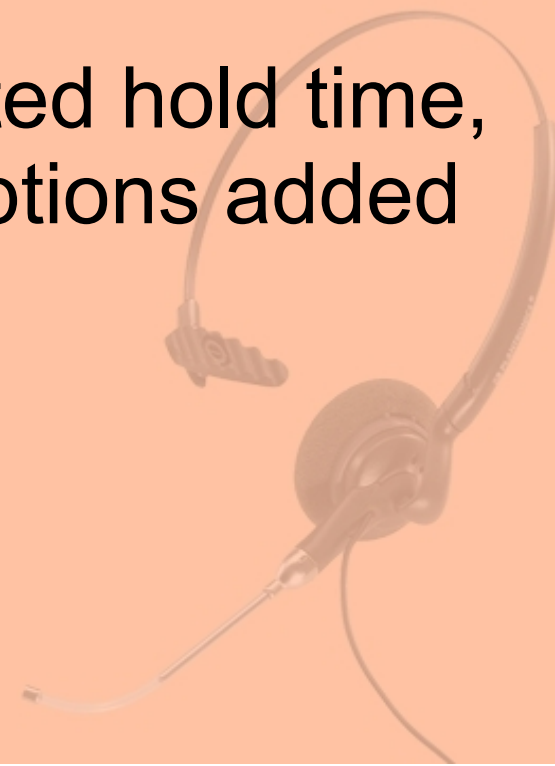
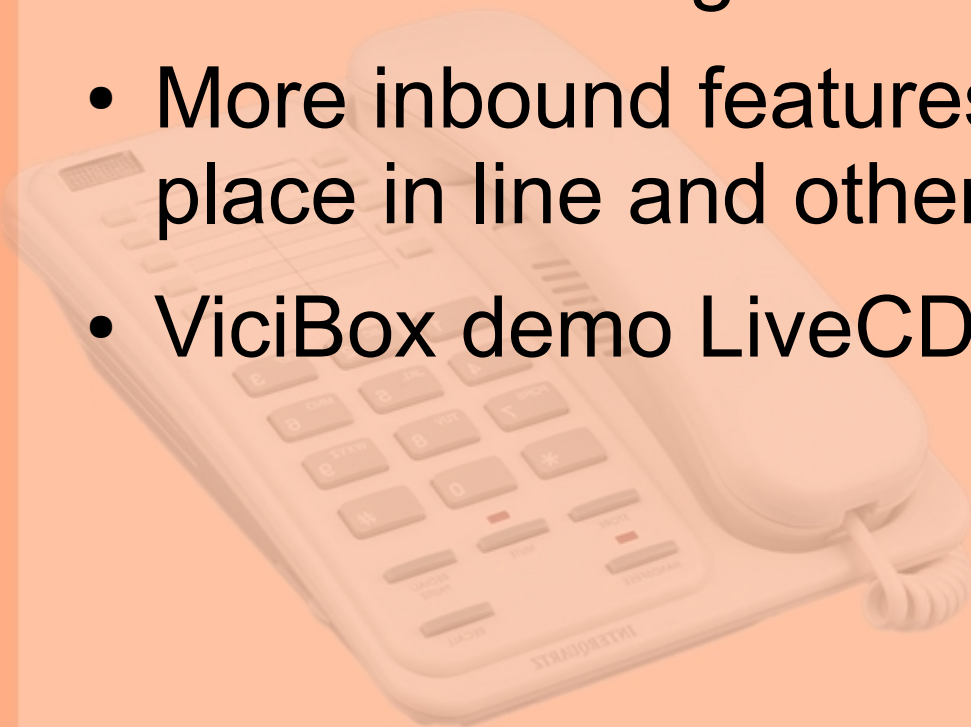
# ViciDial History: 2007

- Skills-based call routing added
- QueueMetrics logging added
- List Mix and more lead ordering options added
- First official ViciDial Training classes
- The ViciDial Group company is founded to provide ViciDial support
- ViciDial Hosted service launched



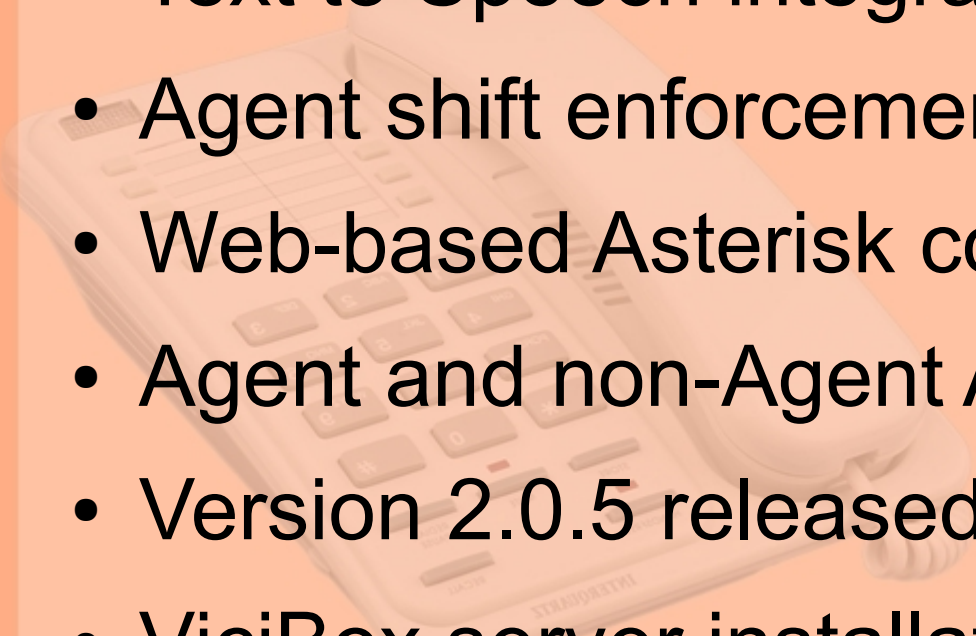
# ViciDial History: 2008

- 2<sup>nd</sup> prize for voice applications at VO.IP Germany
- Queue Prioritization added
- Timeclock time tracking added
- DID call routing from admin web interface added
- More inbound features like estimated hold time, place in line and other hold time options added
- ViciBox demo LiveCD released

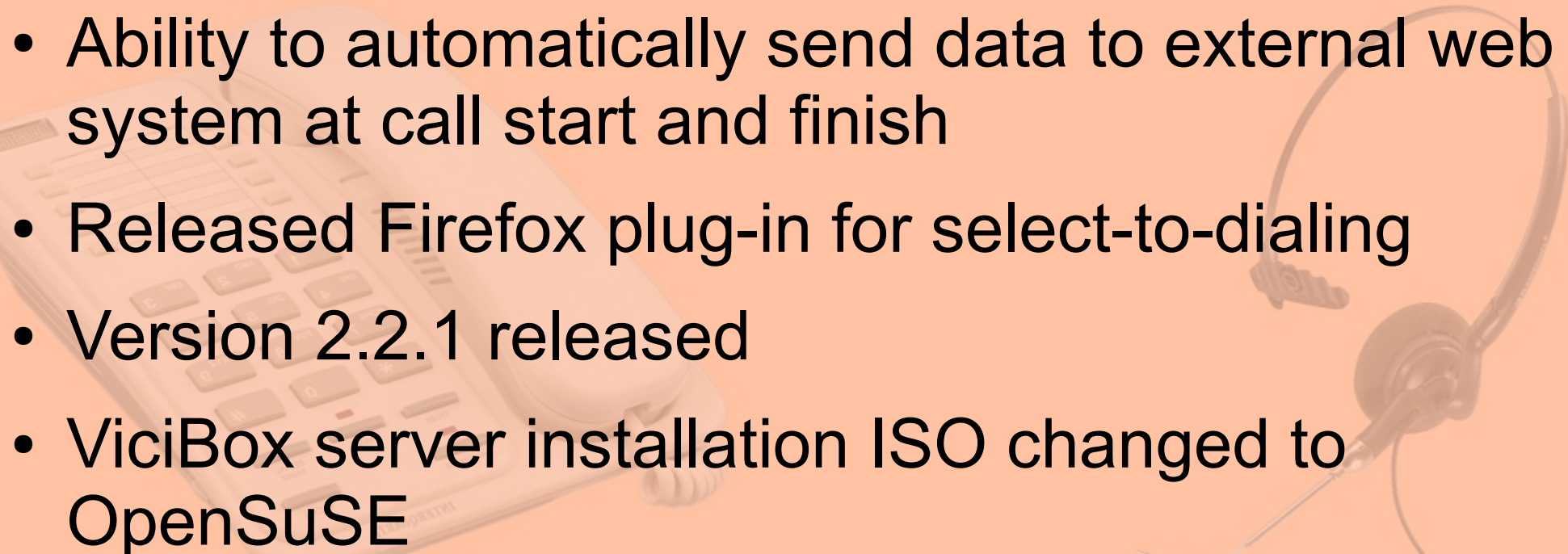


# ViciDial History: 2009

- Integration with Sangoma's CPD Advanced Answering Machine Detection
- In-depth VtigerCRM integration added
- Web-based IVR configuration
- Text to Speech integration
- Agent shift enforcement added
- Web-based Asterisk configuration added
- Agent and non-Agent APIs added
- Version 2.0.5 released
- ViciBox server installation ISO



# ViciDial History: 2010

- Integration with Zoiper webphone into the agent interface
  - Custom Fields and Forms
  - Added many new inbound call handling features
  - Ability to automatically send data to external web system at call start and finish
  - Released Firefox plug-in for select-to-dialing
  - Version 2.2.1 released
  - ViciBox server installation ISO changed to OpenSuSE
- 
- A faint, semi-transparent background image showing a white telephone on the left and a headset on the right, set against a light orange gradient.

# ViciDial Screen-Shot: 2010

Logged in as User : 6666 on Phone: Local/8300@default6666 to campaign: TESTCAMP GROUPS LOGOUT

**VICIdial** SCRIPT FORM 2010-07-02 15:31:55 session ID: 8600051 Calls in Queue: 0 **CALL HUNGUP**

STATUS: Incoming: 727-555-1212 Group- TEST inbound 3 Fronter: - 7275551113 seconds: 861

**PAUSE** | **RESUME**

ALT PHONE DIAL

RECORDING FILE:  
20100702-151725\_727555...

RECORD ID: 1637

**STOP RECORDING**

---

**WEB FORM**

**WEB FORM 2**

---

**PARK CALL**

**TRANSFER - CONF**

**QUICK TRANSFER**

**RE-QUEUE CALL**

---

**HANGUP CUSTOMER**

---

**SEND DTMF**

Hello and thank you for calling ACME Widgets, My name is Admin, can I schedule an appointment for you to review our lovely widgets?

**Appointment Date**  [help+](#) **Appointment Time**   [help+](#)

**Favorite Color**

Red

Blue

Green

Purple

[help+](#)

**Appointment Notes**

This is only a test  
Here is another line...

[help+](#)

**Discussion Topics**

Price

Color

Texture

Shipping

[help+](#)

**Contact ID**  [help+](#)

**Nearest City**  [help+](#)

Agent web-client version: 2.4-278 BUILD: 100702-1315 Server: 192.168.198.5 [Hide Calls In Queue](#)

**HOT KEYS INACTIVE**

**MUTE** [Agents View +](#)

# Planned Future Features

- Website Chat IM(Instant Messaging):
  - Customers to agents
  - Agents to agents
  - Agents to managers
  - Manager broadcast messaging to agents
- Holiday scheduling
- Asterisk 1.8 compatibility





# Multi-Language Builds

- UTF-8 compatible
- Translation files used with all phrases
  - Agent interface has 500+ phrases
  - Administration has 2500+ phrases
- Static builds created with translation utility
- Native speaker input very important

## ADMINISTRATION:

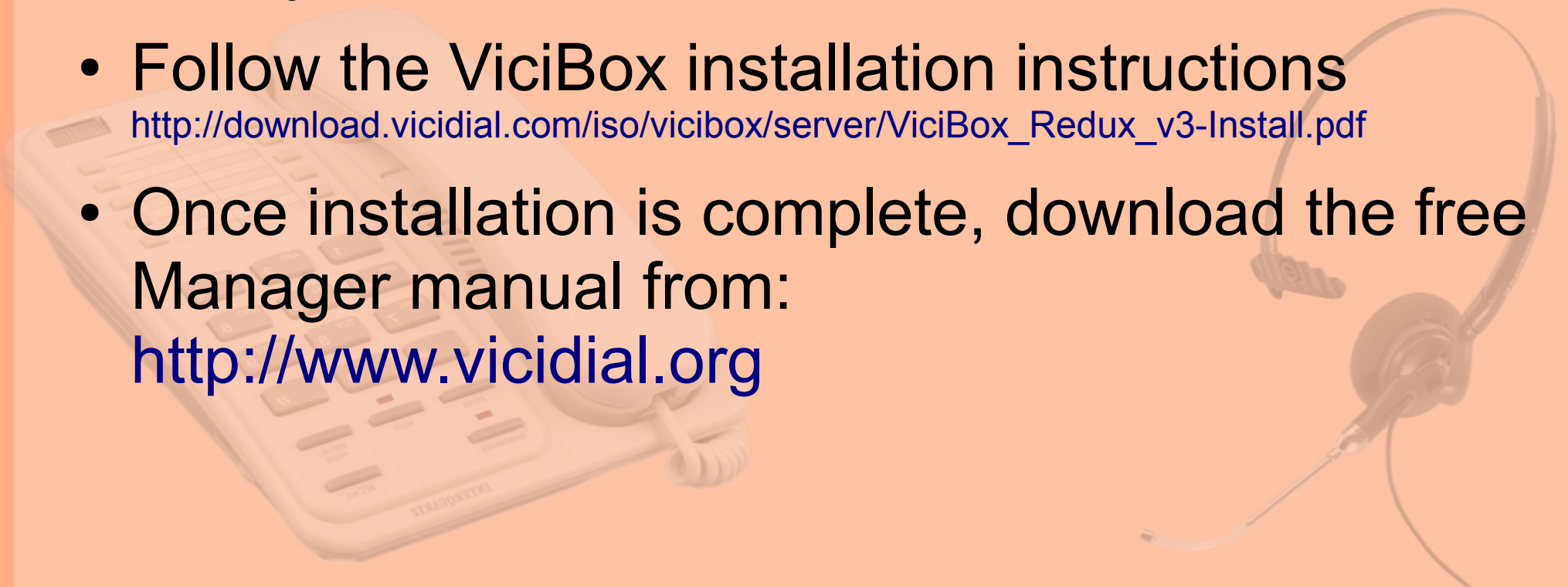
- English
- Spanish
- French
- German
- Italian
- Greek
- Brazilian Portuguese

## AGENT:

- English
- Spanish
- French
- German
- Italian
- Greek
- Swedish
- Portuguese
- Brazilian Portuguese
- Polish
- Slovak
- Dutch
- Russian
- Traditional Chinese

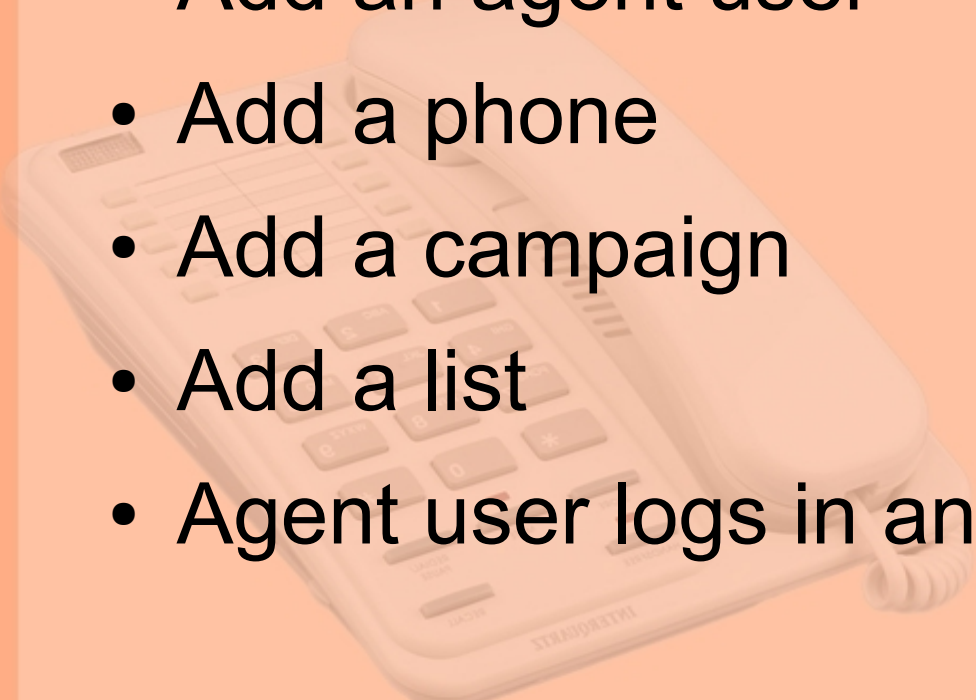
# How to Get Started With ViciDial

- Download our installation ISO from:  
<http://www.vicibox.com>
- Burn the ISO image to a CD
- Boot your server with the CD
- Follow the ViciBox installation instructions  
[http://download.vicidial.com/iso/vicibox/server/ViciBox\\_Redux\\_v3-Install.pdf](http://download.vicidial.com/iso/vicibox/server/ViciBox_Redux_v3-Install.pdf)
- Once installation is complete, download the free Manager manual from:  
<http://www.vicidial.org>



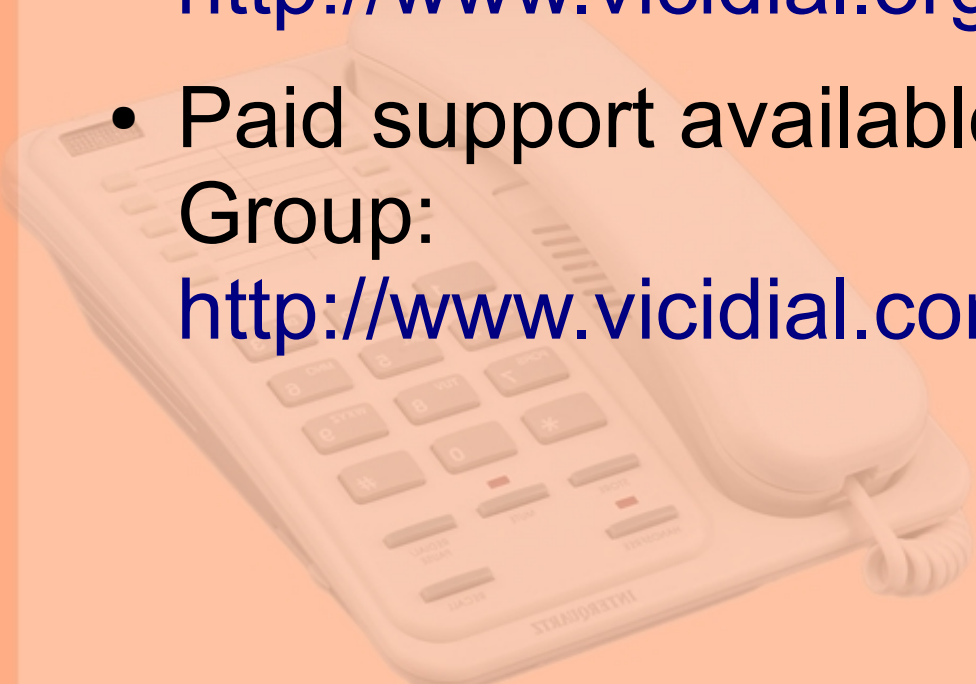
# Initial Setup Steps

- Set your Default passwords
- Give administrative user all permissions
- Add a User Group for Agents
- Add an agent user
- Add a phone
- Add a campaign
- Add a list
- Agent user logs in and places a call



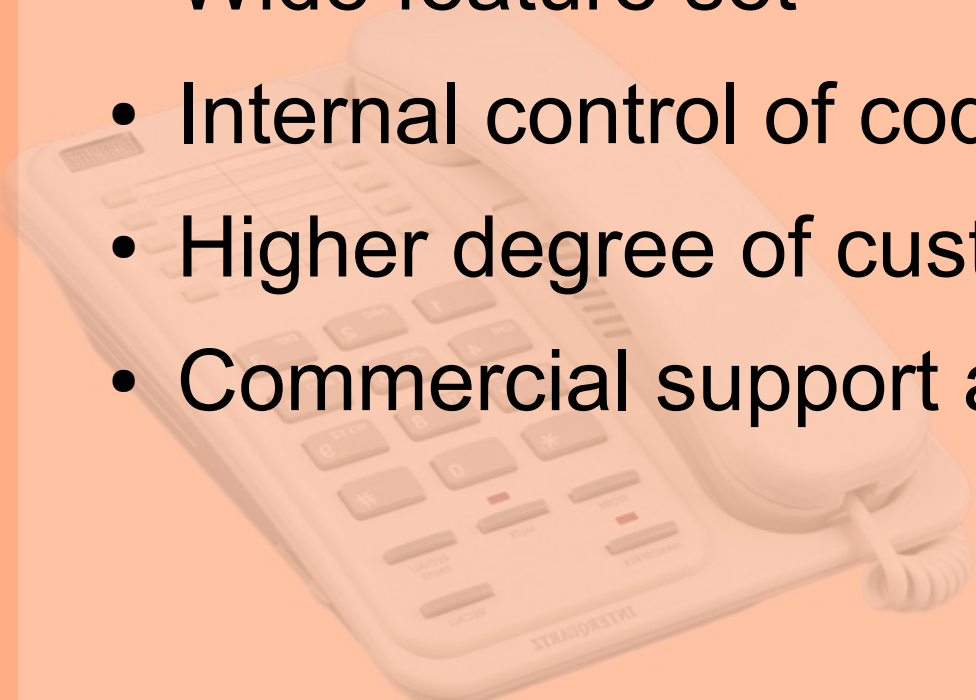
# Support Options

- Free support available in the ViciDial Forums:  
<http://www.vicidial.org/VICIDIALforum>
- Issue Tracker for reporting bugs and contributing new features  
<http://www.vicidial.org/VICIDIALmantis>
- Paid support available through the ViciDial Group:  
<http://www.vicidial.com>

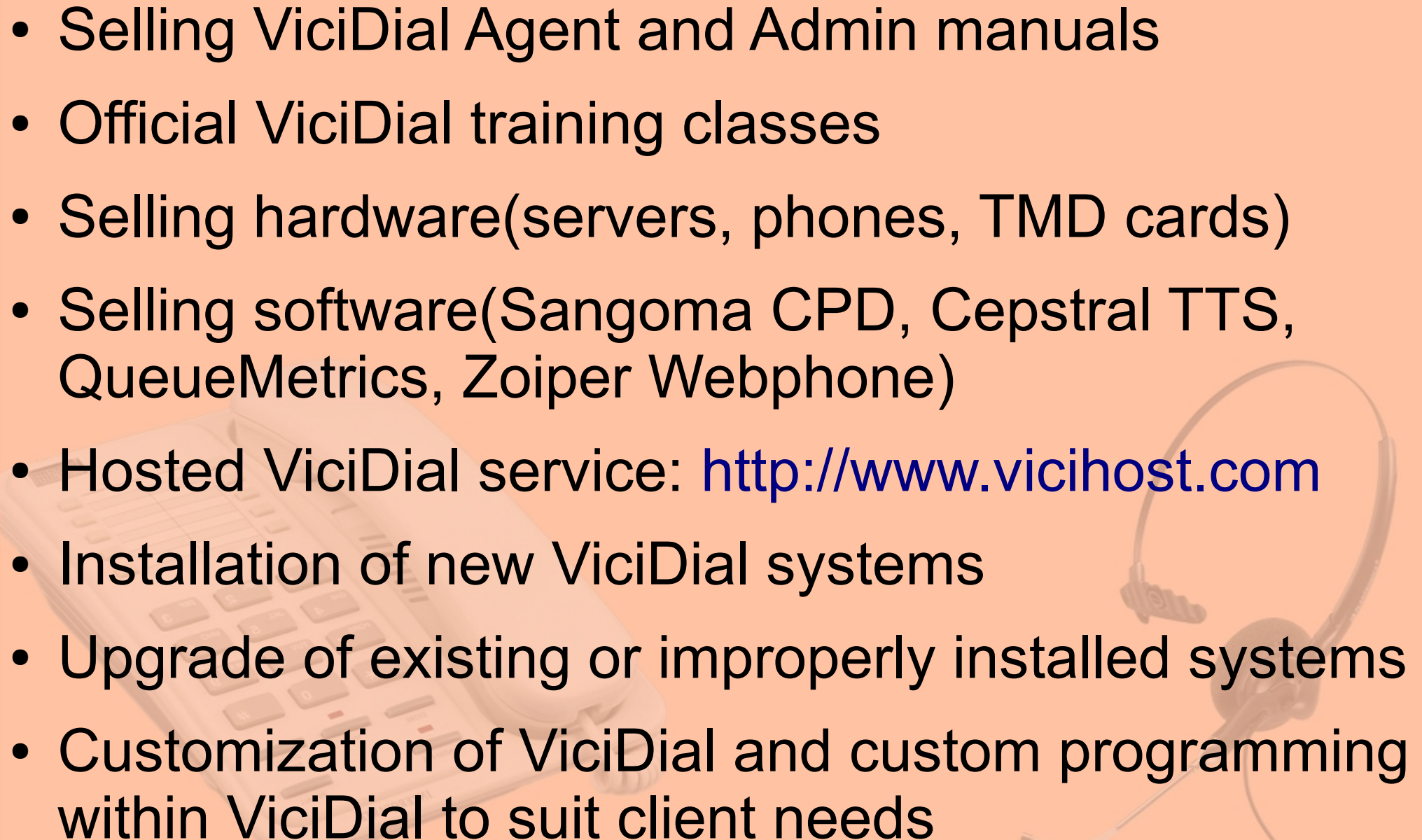


# Why Companies Choose ViciDial

- No End-of-life
- No per-seat licensing cost
- No forced support plans
- Wide feature set
- Internal control of code-base is possible
- Higher degree of customization is possible
- Commercial support available



# How Do You Make Money?

- Selling ViciDial Agent and Admin manuals
  - Official ViciDial training classes
  - Selling hardware(servers, phones, TMD cards)
  - Selling software(Sangoma CPD, Cepstral TTS, QueueMetrics, Zoiper Webphone)
  - Hosted ViciDial service: <http://www.vicihost.com>
  - Installation of new ViciDial systems
  - Upgrade of existing or improperly installed systems
  - Customization of ViciDial and custom programming within ViciDial to suit client needs
- 

# Thank you!

For more information, go to:

[www.vicidial.org](http://www.vicidial.org)

