



What is the VICIdial Open-Source Contact Center Suite and Where is it Going?

Presented by

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What is VICIdial?

Open Source Contact Center Suite

Inbound, Outbound and Blended Call Handling

Inbound Email and Website Customer Chat

Runs on top of Asterisk Open Source PBX

Web-based user interfaces

Available in multiple languages

- Agent interface is in 16 languages

- Administrative interface is in 7 languages

- Make or edit your own language translations, Easy!

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. Address 2: Address 3:

City: Clearwater State: FL

Province: Post Code: 33760

Phone: 7275554032 Vendor ID: Alt Phone: Show: surprise E: test@

Comments: comments go here

WEB FORM

Code: []

SENDER TERMINATOR

LEAVE 3-WAY CALL

Number to call: 8175094450 Length: Zap: DTMF to send: .1..5465#...7

DIAL WITH CUSTOMER PARK CUSTOMER DIAL DIAL BLIND TRANSFER SEND DTMF UK1 UK2 UK3

GRAB PARK CUSTOMER HANGUP XFER LINE HANGUP BOTH LINES DIALPAD AUS1 AUS2 US1

US2 MW

BUILD 40716-1632 <vicidial@eflo.net>

VICIdial History: 2005

First AJAX web-based agent screen released

Blended inbound/outbound Call Handling added

Agent script tab added to agent screen

HotKeys quick dispositioning added

Multi-server load balancing added

First alternate language(Spanish) agent static-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:

RECORDING ID: START REC | STOP REC

PARK CALL | GRAB PARK
TRANSFER - CONF
HUNGUP | STILL LIVE
[HANGUP](#)
[CUSTOMER](#)

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

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#

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	HANGUP
2	Local/78600100@demo-17f0_2	HANGUP
3	Zap/25-1	HANGUP

Read 10.10.10.196

VICdial History: 2007

Skills-based call routing added

QueueMetrics logging added

List Mix and more lead ordering options added

Asterisk 1.4 support added

First official VICdial Training classes

The Vicidial Group company is founded to provide VICdial support

VICdial Hosted service(VICIhost) launched

VICIdial History: 2008

2nd prize for voice applications at VO.IP Germany

Queue Prioritization added

Timeclock time tracking added

DID call routing from web interface added

Web APIs added

More inbound features like estimated hold time, place in line and other hold time options added

VICIdial demo LiveCD released

VICIdial History: 2009

Integration with Sangoma's CPD Advanced Answering Machine Detection

In-depth VtigerCRM integration added

Agent shift enforcement added

Audio prompts and Music-on-Hold web config

Cepstral Text-to-Speech integration

Web-based Asterisk configuration added

Version 2.2.0 released

VICibox server installation ISO

VICIdial Screen-Shot: 2009

Logged in as User: 6666 on Phone: IAX2/cc350 to campaign: TESTCAMP

[GROUPS](#) [LOGOUT](#)



SCRIPT

2009-02-12 02:29:55

session ID: 8600051

Calls in Queue: 0

NO LIVE CALL

STATUS:

seconds:

PAUSE **RESUME**

ALT PHONE DIAL

RECORDING FILE:

RECORD ID:

START RECORDING

WEB FORM

PARK CALL

TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

Customer Time: Channel:

Customer Information:

Title: First: MI: Last:

Address1:

Address2: Address3:

City: State: PostCode:

Province: Vendor ID: Gender: U - Undefined

Phone: DialCode: Alt. Phone:

Show: Email:

Comments:



[1 ACTIVE CALLBACKS](#)
[MANUAL DIAL](#) [FAST DIAL](#)

[ENTER A PAUSE CODE](#)

VICIDIAL web-client version: 2.0.5-197 BUILD: 90209-0132

Server: 10.0.0.6

[Show conference call channel information](#)

HOT KEYS INACTIVE

MUTE

[Alert is OFF](#)

VICIdial History: 2010

OrecX call and screen recording integration

Zoiper Webphone agent screen integration

Web IVR configuration(call menus)

Custom List Fields and Agent Forms added

Advanced Real-Time Report added

Start and Dispo Call URL functions added

VICdial History: 2011

Won ITexpo “Best of Show” Call Center Award

User Group agent and admin permissions separation added

Inbound agent probability routing added

Phone login load balance grouping added

Advanced Auto-Alt-Number dialing added

VICIdial History: 2012

Version 2.4 released

Web-based Lead Management tools added

Quality Control features added

Inbound Lead Search added

Inbound Email agent handling added

VICIdial History: 2013

Version 2.7 released

Report logging added

Holiday call time restrictions added

Encrypted passwords functionality added

Security audit of all web code completed

Cellphone number filtering for USA added (TCPA)

Asterisk 1.8 support added

VICIdial History: 2014

Version 2.9 released

Database languages translation code added

Agent audio soundboards added

Lots of code cleanup

VICIdial History: 2015

Version 2.11 released

Customer website agent chat added

Internal manager and agent chat features added

DNC.com list filtering features added

Agent screen debug logging added

Asterisk 11 support added

VICIdial History: 2016

Version 2.13 released

Redesign of admin web screens

WebRTC compatibility for agent screen added

Screen colors templates added

CIOreview Most Promising Call Center Software
award

VICIdial History: 2017

Automated Reports added

IP Lists blocking and whitelisting added

Drop Lists features added

Inbound forecasting reports added

Cross-Cluster Communication added

Agent Events HTTP Push features added

Sangoma CPD/CPA/Lyra goes end-of-life

Asterisk 13 support added

VICIdial Agent Screenshot: 2017

Inició de sesión como usuario:6666 en el teléfono:Local/8300@default6666 hacer campaña: TESTCAMP TERRITORIOS GRUPOS Cerrar sesión



GUIÓN

FORMULARIO

EMAIL

CHARLA INTERNO

CHARLA CLIENTE

2017-01-10 16:18:30 ID de sesión: 8600051 Llamadas en cola: 0 mensajes de correo electrónico en la cola: 0

Ninguna Llamada

Estado: segundos:

USTED ESTÁ EN PAUSA

Tiempo de clientes:

Canal:

- MARCAR AL TELÉFONO ALTERNATIVO
- [Pausa a Siguiente llamada](#)
- GRABACIÓN DE ARCHIVO:

Información útil: [BUSCAR CONTACTO](#)

título: Primero: IM: Último:

Address1:

Address2: DIRECCIÓN3:

Ciudad: estado: CódigoPostal:

Provincia: ID del vendedor: género: U - Indefinido ▼

Teléfono: Código de marcación: Teléfono alternativo:

Mostrar: Correo electrónico:

Fecha de Entrada: Última llamada:

Comentarios: -historia-

Llame Notas: [Ver notas](#)

- [Comenzar La Grabación](#)
- Formulario Web
- Formulario Web 2
- Formulario Web 3
- Aparcar llamada
- IVR PARK CALL
- Transferencia - Conf
- QUICK TRANSFER
- CUSTOM TRANSFER
- RE-QUEUE CALL

Colgar al Cliente

Leads dialable: 4186

1 DEVOLUCIÓN DE LLAMADAS ACTIVAS INTRODUCZA UN CÓDIGO DE PAUSA
[MARCACIÓN MANUAL](#) [MARCACIÓN RÁPIDA](#) [VER REGISTRO DE LLAMADAS](#)

VERSIÓN: 2.14-506c CONSTRUIR: 161222-1111 servidor: 192.168.198.5
[Mostrar información del canal de conferencia](#)

[Ocultar las llamadas en cola](#)

TECLAS ACCESO RÁPIDO INACTIVAS

[Agentes Ver +](#)

Llamadas en cola:

Teléfono	NOMBRE COMPLETO	ESPERA	Agente	GRUPO DE MARCACION	TIPO DE LLAMADA
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VICdial Agent Soundboard

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

TERRITORIES GROUPS LOGOUT

VICdial SCRIPT FORM EMAIL CHAT INTERNAL CHAT CUSTOMER

2016-11-13 11:04:20 session ID: 8600051
Calls in Queue: 0 Emails in Queue: 0

NO LIVE CALL

STATUS:

seconds:

YOU ARE PAUSED
[Next Call Pause](#)
 RECORDING FILE:
 RECORD ID:
START RECORDING

- WEB FORM
- WEB FORM 2
- WEB FORM 3
- PARK CALL
- IVR PARK CALL
- TRANSFER - CONF
- QUICK TRANSFER
- CUSTOM TRANSFER
- RE-QUEUE CALL

HANGUP CUSTOMER

SEND DTMF



Soundboard Test [refresh](#)

Outbound Customers Soundboard

stop audio

OPENING	ASK FOR ORDER	REBUTTALS	Q and A
Hello	YES REORDER	Wants Mail Only	800 number
Good Morning	FULL PLAN	Husband - Wife Do It	Supplies needed
Good Evening	BASIC PLAN	How Does This Work	I am in Training
Good Afternoon	ONE-TIME-ONLY	How Much Time	QUICK LEAVE
INBOUND CALL	SAMPLE PAK	NAME OF GROUP	Supported Programs
FIND ADULT	FINAL ASK - TRIAL	Did This Already	Order Status
Wrong person	INFOPIECE ASK	Gave to Different	STATE - NATION
RESCHEDULE	YES TO INFOPIECE	Count on Your Support	Return question
CALL ME BACK			Who is this?
			Where are you located?
			Company name
			Website
			President
			How did you get my #
			Org Location

HOTKEYS	FINAL
Uh-huh	Are you 100% sure?
Okay	Add to DNC list
Repeat that	Transfer to Verification
Thank you	(Please hold on)
	(EXIT CALL)

VERSION: 2.12-500c BUILD: 161106-2221 Server: 192.168.198.5
[Show conference call channel information](#)

NO ACTIVE CALLBACKS

[Hide Calls In Queue](#)

HOT KEYS INACTIVE

[Agents View +](#)

Calls In Queue:

PHONE	FULL NAME	WAIT	AGENT	CALL GROUP	TYPE
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VICIdial Admin Screenshots

[Reports](#)
[Users](#)
[Campaigns](#)
[Lists](#)
[Scripts](#)
[Filters](#)
[Inbound](#)
[User Groups](#)
[Remote Agents](#)
[Admin](#)

Real-Time Main Report
Choose Report Display Options
[RELOAD NOW](#)
[MODIFY | SUMMARY](#)
refresh: 7178

[+ VIEW MORE](#)
[VIEW USER GROUP](#)
[SHOW SERVER INFO](#)
[HIDE WAITING CALLS](#)
[SHOW IN-GROUP STATS](#)
[SHOW PHONES](#)
[SHOW CUSTPHONES](#)

DIAL LEVEL: 2.608 TRUNK SHORT/FILL: 0 / 0 FILTER: NONE TIME: 2016-06-22 16:42:22
 DIALABLE LEADS: 115664 CALLS TODAY: 104200 AVG AGENTS: 2.30 DIAL METHOD: INBOUND_MAN
 HOPPER (min/auto): 4049 / 1080 DROPPED / ANSWERED: 31.000 / 29971 DL DIFF: 1.63 STATUSES: A, B, N, XFER, NA, NEW
 LEADS IN HOPPER: 1296 DROPPED PERCENT: 0.10% DIFF: 71.03% ORDER: DOWN

current active calls 307	calls ringing 229	calls waiting for agents 1	calls in IVR 0		
agents logged in 119	agents in calls 96	agents waiting 7	paused agents 2	agents in dead calls 1	agents in dispo 3

Calls Waiting: 2016-06-22 16:42:22

STATUS	CAMPAIGN	PHONE NUMBER	SERVER IP	DIALTIME	CALL TYPE	PRIORITY
LIVE	1APSA_C	7731774326	192.168.201.198	0:00	IN	0

Agents Time On Calls Campaign: 2016-06-22 16:42:22

STATION	USER	SHOW ID	INFO	SESSIONID	STATUS	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
IAX2/W063e	W063	+		8600093	READY	0:23	WAPSAC	337		
IAX2/W0301	W030	+		8600084	READY	0:22	WAPSAC	330		
IAX2/W0201	W020	+		8600102	READY	0:20	WAPSAC	330		
IAX2/W016h	W016	+		8600099	READY	0:16	WAPSAC	330		
IAX2/W008j	W008	+		8600073	READY	0:16	WAPSAC	332		
IAX2/W012d	W012	+		8600094	READY	0:21	WAPSAC	330		
IAX2/W029k	W029	+		8600094	READY	0:17	WAPSAC	329		
IAX2/W072d	W072	+		8600084	QUEUE	0:34	WAPSAC	338		
IAX2/W0901	W090	+		8600078	QUEUE	0:29	WAPSAC	342		
IAX2/W064f	W064	+		8600118	DEAD	10:45	WAPSAC	315		
IAX2/1209b	Glabuna Libo	+		8600105	INCALL	2:36	1APSA_C	7	0	1APSA_C - APSA Cold

VICdial Admin Screenshots

Inbound Forecasting Report ?

Dates:
 2017-04-26
 to
 2017-04-26

Campaigns:
 -- ALL CAMPAIGNS --
 1000
 1037
 140
 2424

In-groups:
 -- ALL INGROUPS --
 _STAY - Testing options
 123 - enfenfj
 9999999 - 9999999
 AAA_ALL_TEST - Alpha test

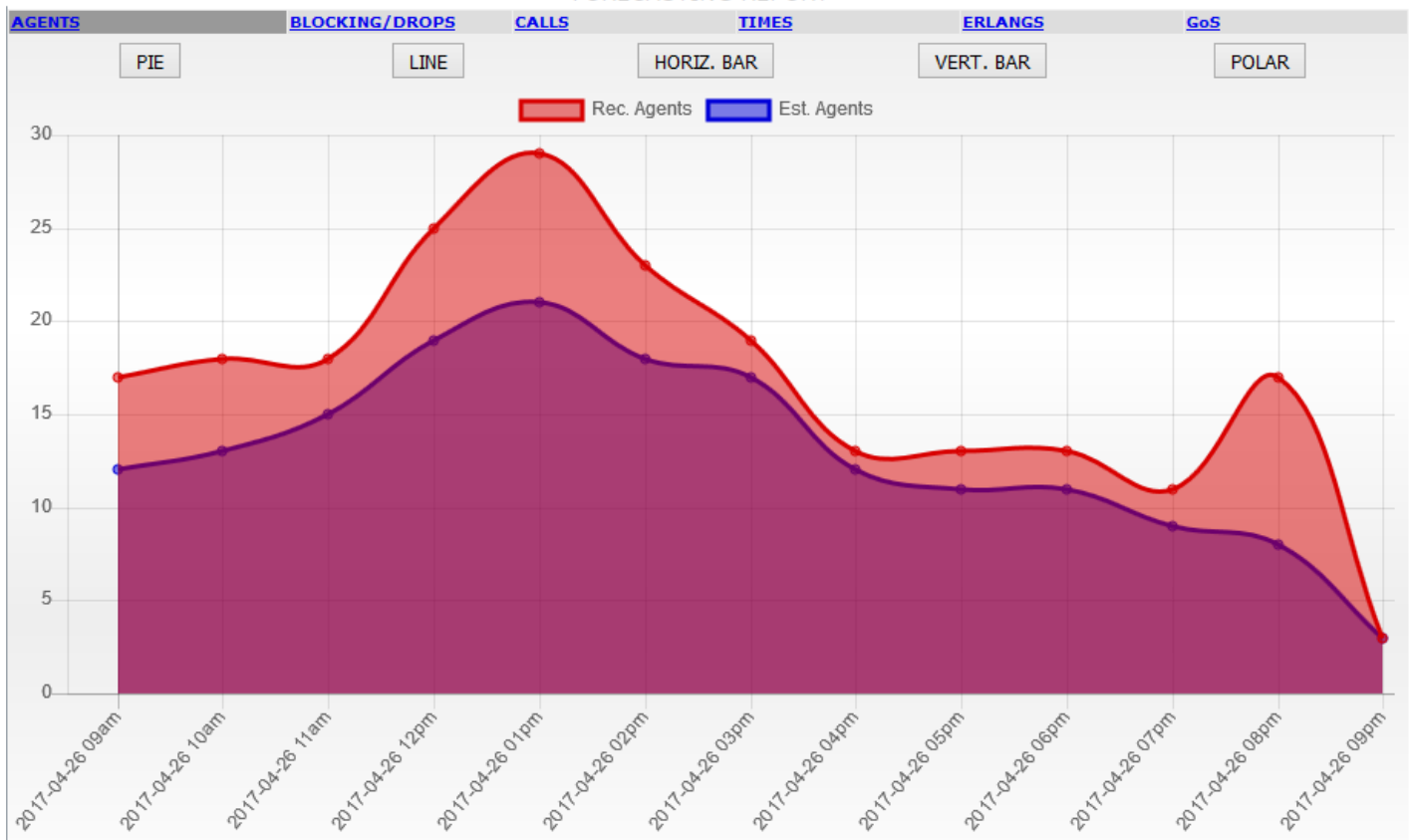
Target drop rate:
 3 % (optional)

[Advanced Forecasting Report](#)

[DOWNLOAD](#) | [REPORTS](#)

Date range : 2017-04-26 to 2017-04-26
 Campaigns : --ALL--
 In-groups : --ALL--

FORECASTING REPORT



INBOUND SUMMARY	
Total calls:	880
Total drops:	132
Desired drop rate:	3.00 %
Total blocking/drop rate:	15.00 %
Sale rate:	0.34 %
Average call duration:	569.74
Erlangs:	10.7131
Grade of service:	14.75%
Estimated agents fielding calls:	12
Recommended agent count:	17

VICdial Admin Screenshots

HOME | Timeclock | Chat | Logout (6666) | Change language Saturday September 30, 2017 17:34:01 PM


ADMINISTRATION

- Reports
- Users
- Campaigns
- Lists
- Quality Control
- Scripts
- Filters
- Inbound
- User Groups
- Remote Agents
- Admin**
- Call Times
- Shifts
- Phones
- Templates
- Carriers
- Servers
- Conferences
- System Settings
- Screen Labels
- Screen Colors
- System Statuses
- Status Groups
- Voicemail

Administration

	Call Times		Conferences		Voicemail		Text To Speech
	Shifts		System Settings		Email Accounts		CallCard Admin
	Phones		Agent Screen Labels		Audio Store		Contacts
	Templates		Screen Colors		Music On Hold		Settings Containers
	Carriers		System Statuses		Languages		Automated Reports
	Servers		Status Groups		Audio Soundboards		IP Lists

VICIdial Customer Chat Screenshot

Current chat: ACTIVE 

Julian (2016-08-18 13:07:31) - Hello, how can I help you today?

Harold Smith (2016-08-18 13:08:12) - Hi, I would like to order more anvils, I'm SOOOO close to catching that roadrunner

Julian (2016-08-18 13:08:29) - I can certainly help you with that, do you have a customer number?

Harold Smith (2016-08-18 13:08:42) - Yes, it's 874563

Julian (2016-08-18 13:09:13) - OK, I've brought up your customer record, I see you order 4 anvils last month, did you want to order 4 again?

Yes please, I'm sure that will be enough this time|

SEND MESSAGE

CLEAR

Mute alert sound

LEAVE CHAT

Powered by
 **VICIdial**
chat

Planned Future Features

Lumenvox CPD/SIT integration

Ability for agents to “pause” recordings

Areacode dialing suppression features

Remote system monitoring

Issues Working With Asterisk

Asterisk queues was unstable, unreliable, inconsistent and not scalable

No bridging function between two channels

Meetme chosen as agent bridging application

VICIdial queuing is done through AGI & database

Some Asterisk releases cannot be used, bugs and crashing at high load

Changing or removing of core Asterisk functions

* Go see Michael Cargile's presentation tomorrow about this

VICIdial Agent Screen Evolution

Started with Perl/Tk on each workstation

Required client software installation & configuration

Upgrades very time consuming for large call centers

Move to web-based AJAX/Javascript app

Moved agent phone configuration to the database

No software required beyond web browser

Code is on a server, no workstation upgrades needed

More steps in coding of software, AJAX toolkit packages don't work for this complex of an application

Language Screen Translations

Change to UTF-8 compatibility

Translation of phrases stored in database

Agent interface has 1000+ phrases

Administration has 6000+ phrases

Live phrase lookup in database is part of core code

Native speaker input very important

ADMINISTRATION:

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

AGENT:

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

How Do You Make Money?

Hosted VICdial service, www.VICdialhost.com

Installation of new VICdial systems

Upgrades of existing, or improperly installed, VICdial systems

Customization: Custom programming VICdial to suit client needs

Selling VICdial Agent and Admin manuals

Official training classes

Selling hardware(servers, phones, TMD cards)

Why Enterprise Users Choose VICIdial

No Product End-of-life

No per-seat licensing cost

Wide feature set

Internal control of code-base

Higher degree of customization is possible

Commercial support available

Most widely used contact center solution in the world

Competitive advantage

What the Fork!?

There have been dozens of VICIdial forks created

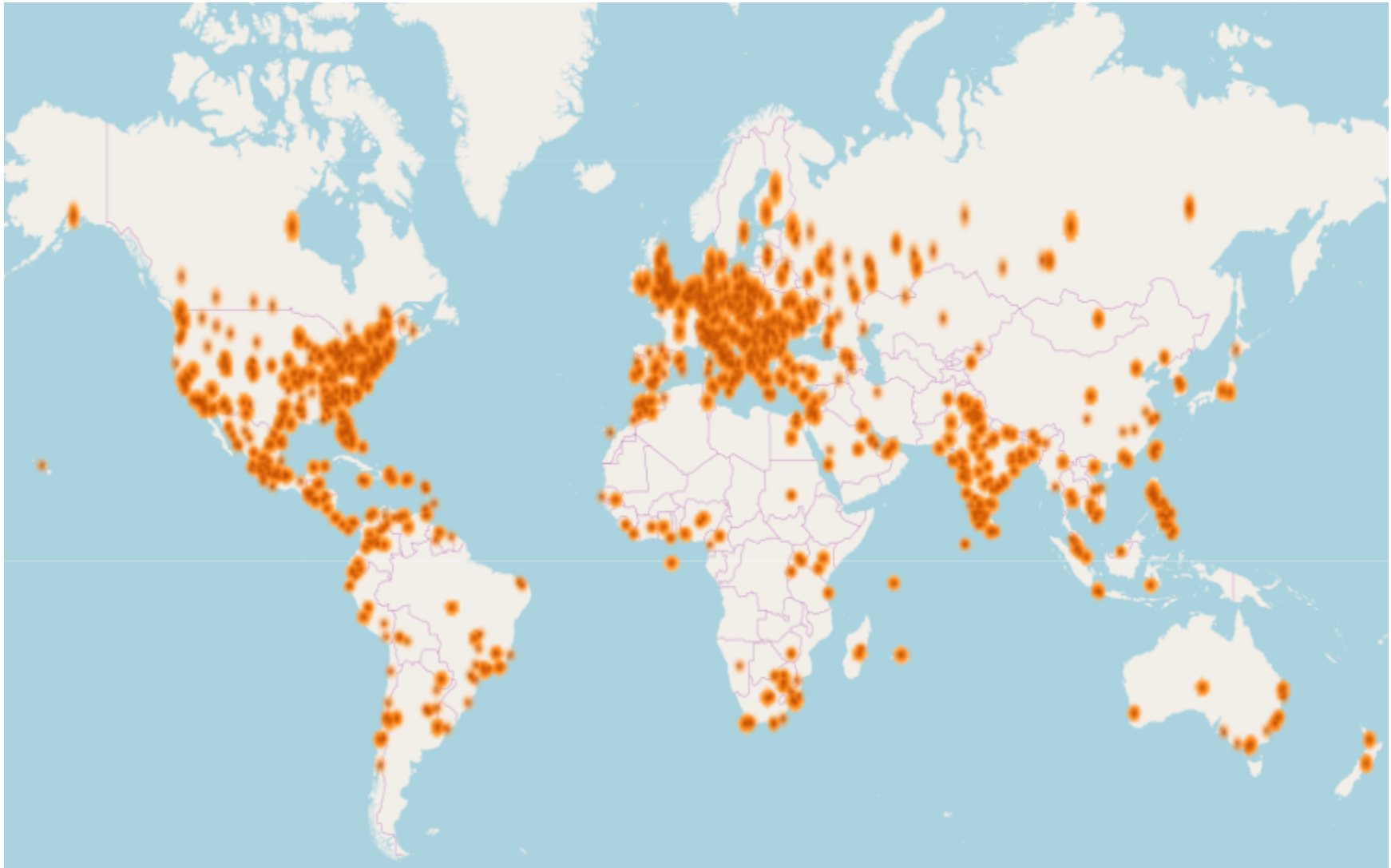
Most are one-offs or die after a few years and do not maintain security or stability updates

Some are on hosted-only services and try to hide their VICIdial code use

Several do not follow AGPLv2 license terms, we are suing one company for that now

Best way to stay on top is to constantly add new features and be responsive to the community

Over 15,000 New VICIdial Installs in the last 2 years!



Thank you!

For more information, go to:

www.vicidial.org

www.vicidial.com