

VICIDIAL Open-Source Call Center

(VEE CHEE DIAL)

<http://www.eflo.net>



VICIDIAL is a set of programs that are designed to interact with the Asterisk Open-Source PBX Phone system to act as a complete inbound/outbound call center suite.

The agent interface is an interactive set of web pages that work through a web browser to give real-time information and functionality with nothing more than an internet browser on the client computer.

The manager interface is also web-based and offers the ability to view many real-time and summary reports as well as many detailed campaign and agent options and settings.

VICIDIAL can function as an ACD for inbound calls or for Closer calls coming from VICIDIAL outbound frontends and even allows for remote agents logging in from remote locations as well as remote agents that may only have a phone.

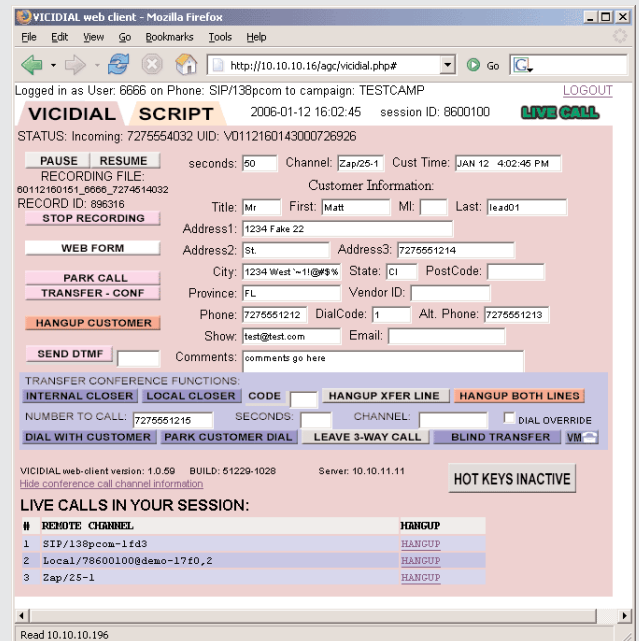
There are currently over 200 installations of VICIDIAL in production in over 30 countries around the world, some with over 300 agent seats, and several with multiple locations.

Major VICIDIAL Features:

- Inbound, Outbound and Blended call handling
- Outbound agent-controlled, broadcast and predictive dialing
- Full USA FTC-compliance capability
- Web-based agent and administrative interfaces
- Ability to have agents operate remotely
- Integrated call recording
- Three-Way calling within the agent application
- Scheduled Callbacks: Agent-Only and Anyone
- Scalable to hundreds of seats
- Ability to use standard Telco lines and VOIP trunks
- Open-Source GPL licensed, with no software licensing cost

Full VICIDIAL Features List:

- Ability for an agent to call clients in succession from a database through a web-client
- Ability to display a script for the agent to read with fields like name, address, etc. filled-in
- Ability to set a campaign to auto-dial and send live calls to available agents
- Ability to dial predictively in a campaign with an adaptive dialing algorithm
- Ability to dial on a single campaign across multiple Asterisk servers, or multiple campaigns on a single server
- Ability to transfer calls with customer data to a closer on the local system or a remote Asterisk server
- Ability to open a custom web page with user data from the call, per campaign
- Ability to autodial campaigns to start with a simple IVR then direct to agent
- Ability to broadcast dial to customers with a pre-recorded message
- Ability to park the customer with custom music per campaign
- Ability to send a dropped call to a voicemail box per campaign if no agent is available
- Ability to set outbound CallerID per campaign
- Ability to take inbound calls grabbing CallerID
- Ability to function as an ACD for inbound and fronter/closer verification calls
- Ability to have an agent take both inbound and outbound calls in one session(blended)
- Ability to start and stop recording an agent's calls at any time
- Ability to automatically record all calls
- Ability to manually or automatically call upto two other customer numbers for the same lead
- Ability to schedule a callback with a customer as either any-agent or agent-specific
- Ability in Manual dial mode to preview leads before dialing
- Ability for agents to be logged in remotely anywhere with just a phone and a web browser
- Faster hangup and dispositioning of calls with one key press (HotKeys)
- Definable Agent Wrapup-time per campaign
- Ability to add custom call dispositions per campaign
- Ability to use custom database queries in campaign dialing
- Recycling of Busy calls at a specified interval without resetting a list
- Dialing with custom TimeZone restrictions including per state and per day-of-the-week
- Dialing with Answering Machine Detection, also playing a message for AM calls
- Multiple campaigns and lead-lists are possible
- Option of a drop timer with safe-harbor message for FTC compliance
- Variable drop call percentage when dialing predictively for FTC compliance
- Internal DNC list can optionally be activated per campaign
- All calls are logged and statuses of calls are logged as well as agent time breakdowns
- Load Balancing across multiple inbound or outbound Asterisk servers is possible
- Several real-time and summary reports available
- Real-time campaign display screens
- 3rd party conferencing(with DTMF macros and number presets)
- 3rd party blind call transfer
- 3rd party conferencing with agent drop-off
- Ability to set user levels and permissions for certain features and campaigns
- Ability for managers to listen-in on agent conversations
- Ability for managers to enter conversations with agents and customers
- Ability for agents to select a Pause Code when they are not active
- Ability for agents to control volume levels and mute themselves
- Outbound dialing is QueueMetrics-compatible
- Web-based administration
- Client web-app web pages available in English, Spanish, Greek, German, French, Italian, Polish, Portuguese and Brazilian Portuguese
- Admin web pages available in English, Spanish, Greek and German



The server elements require an Asterisk server(any version), Zap,IAX or SIP trunks and SIP/IAX/Zap phones, MySQL 4.0 or greater database server (local or remote), Apache and PHP 4.0 or greater (local or remote), Perl with a Net::Telnet, Time::HiRes, DBD::mysql modules loaded. We recommend using Firefox 1.0.6 or greater for the web-clients, but they will also run on InternetExplorer 5+, Mozilla 1.7+, Netscape 8+ and Opera 8.5+.