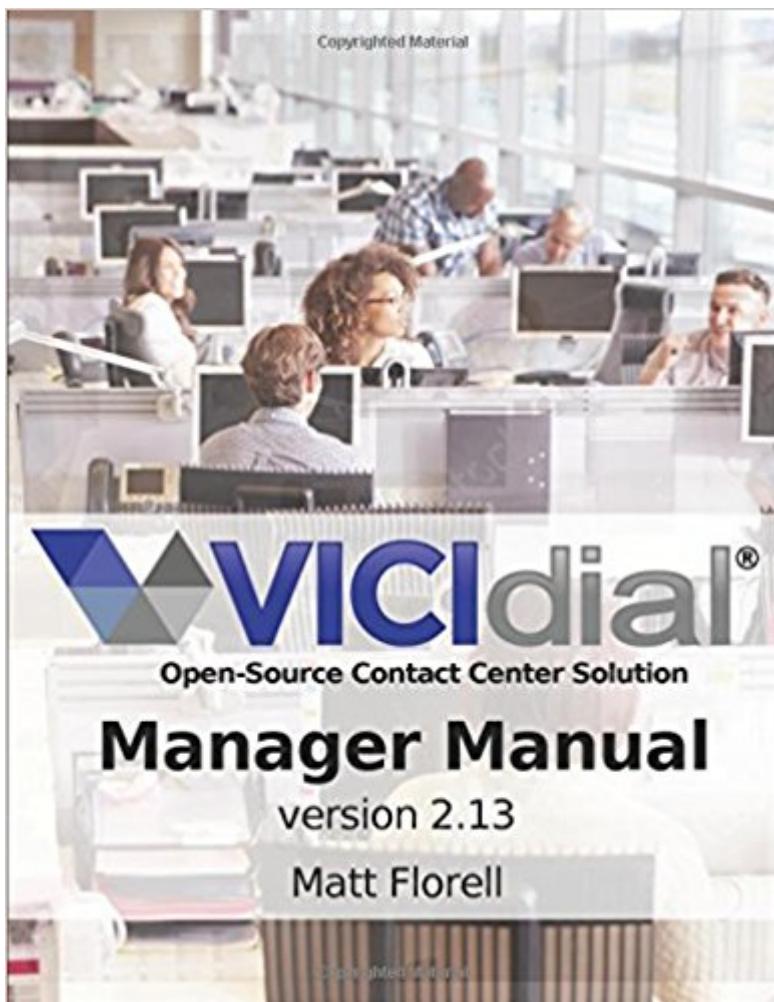


The book was found

VICIdial® Manager Manual: Version 2.13



Synopsis

This is the official VICIdial® Contact Center Manager Manual. Proceeds from the sale of this book go to support the development of the free and open VICIdial project. This manual contains many tutorials that will show you step-by-step instructions for how to set up many functions within VICIdial. The manual also has descriptions of the thousands of settings that are available within the VICIdial Open-Source Contact Center software. Also included are complete descriptions of the VICIdial agent and non-agent APIs.

TUTORIALS INCLUDED IN THE MANAGER MANUAL:

- Initial Dialer Setup
- Add a new SIP or IAX phone to the system
- Add a new Carrier trunk to your system
- Create a campaign, load leads, add a list, add users and start dialing
- Change your outbound dialing campaign to use Predictive Dialing
- Create an inbound-group, point a DID at it, and take calls
- Set up a remote agent to be able to take calls from an Outbound Campaign or an Inbound group
- Set up the Audio Store, upload an audio prompt and record a prompt over the phone
- Set up your outbound campaign to do Answering Machine Detection(AMD)
- Set up an auto-dial campaign to dial without any live agents and play a message
- Set up a “press-1” type, or survey, outbound dialing campaign
- Set up blended in/outbound calling with your inbound-enabled campaign
- Add a VICIdial External-user Agent on their home phone
- Add a DID and point it to go to a specific logged-in VICIdial Agent
- Add a Call Menu(or IVR) to an Inbound DID and inbound group
- Add a “If you know the extension”
- Add External Phone entry for your mobile phone then live monitor using the Real-time Report
- Creating Custom Fields
- Brief overview of Cepstral Text To Speech software integration
- Configuring Phone Aliases
- Configuring Email
- Setting Up a Ring-all Ingroup & Phone
- Implementing the agent_monitor.agi script for agent monitoring

Book Information

Paperback: 436 pages

Publisher: Independently published (December 27, 2016)

Language: English

ISBN-10: 1520244657

ISBN-13: 978-1520244655

Product Dimensions: 8.5 x 1 x 11 inches

Shipping Weight: 2.7 pounds (View shipping rates and policies)

Average Customer Review: Be the first to review this item

Best Sellers Rank: #1,205,902 in Books (See Top 100 in Books) #93 in Books > Business &

Money > Marketing & Sales > Marketing > Telemarketing #1176 in Books > Business & Money > Marketing & Sales > Customer Service #1411 in Books > Textbooks > Business & Finance > Marketing

[Download to continue reading...](#)

VICIdial® Manager Manual: version 2.13 VICIdial® Agent Manual: version 2.13 Product Manager Interview: A Step by Step Approach to Ace the Product Manager Interview at The Product Manager's Survival Guide: Everything You Need to Know to Succeed as a Product Manager (Business Books) The Campaign Manager: Running and Winning Local Elections (Campaign Manager: Running & Winning Local Elections) Today's Technician: Manual Transmissions and Transaxles Classroom Manual and Shop Manual, Spiral bound Version The Medical Manager Student Edition, Version 10.31 Taber's Cyclopedic Medical Dictionary (Thumb-indexed Version) (Taber's Cyclopedic Medical Dictionary (Thumb Index Version)) Super Scratch Programming Adventure! (Covers Version 2): Learn to Program by Making Cool Games (Covers Version 2) Pokemon Black Version 2 & Pokemon White Version 2 Scenario Guide: The Official Pokemon Strategy Guide (Prima Official Game Guides: PokÃƒÂ©mon) Pokemon Black Version & Pokemon White Version Volume 1: The Official Pokemon Strategy Guide Pokemon Black Version 2 & Pokemon White Version 2 Collector's Edition Guide: The Official Pokemon Strategy Guide Pokemon Black Version 2 & Pokemon White Version 2 The Official National Pokedex & Guide Volume 2: The Official Pokemon Strategy Guide (Prima Official Game Guides: PokÃƒÂ©mon) Official Nintendo Power Pokemon Gold Version and Silver Version Player's Guide Pokemon Leafgreen Version and Firered Version: Prima Official Game Guide Pokemon Black Version & Pokemon White Version Collector's Edition: The Official Pokemon Strategy Guide & Unova Pokedex with Removable Front-cover Lenticular Symphony No.3 in D minor, WAB 103 (5th version/2nd published version (1890)): Full Score [A3176] 2006 International Building Code - Softcover Version: Softcover Version (International Building Code) Taber's Cyclopedic Medical Dictionary (Non-thumb-indexed Version) (Taber's Cyclopedic Medical Dictionary (Non-Indexed Version)) Mosby's Textbook for Nursing Assistants (Soft Cover Version) - Text, Workbook, and Mosby's Nursing Assistant Video Skills - Student Version DVD 4.0 Package, 9e

[Contact Us](#)

[DMCA](#)

[Privacy](#)

FAQ & Help