

ICTDialer Cloud Platform User Guide:

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1. Introduction:

ICTDialer is a cloud based unified communications contact center platform that supports a variety of business scenarios based on voice, sms and fax communications technologies. You require an internet connection only to register with the ICTDialer cloud platform, add funds into your account and start running campaigns directly. It empowers you to market your products and services and interact with your customers with ease and efficiency never imagined before.

2. Call Center User Guide:

2.1. Registration:

To get call center services follow the steps below:

Open web-browser, use the given link <https://ictdialer.com> to visit the website as display below:

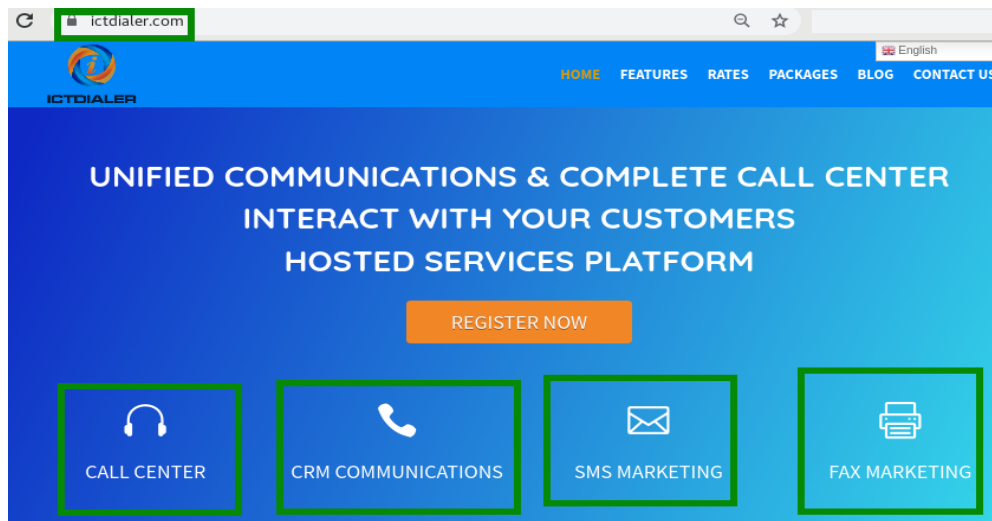
Following blurbs are shown on main page of web-page, they are named as:

Call Center

CRM Communication

SMS Marketing

Fax Marketing



WELCOME TO ICTDIALER

ICTDialer is a hosted unified communications contact center that support Voice, SMS and Fax communications technologies. You need internet and web browser to access ICTDialer Cloud platform. It will empower you to market and interact with your customers using multiple communication technologies .

To approach registration form click any of given options.

Click on “Call Centre”,

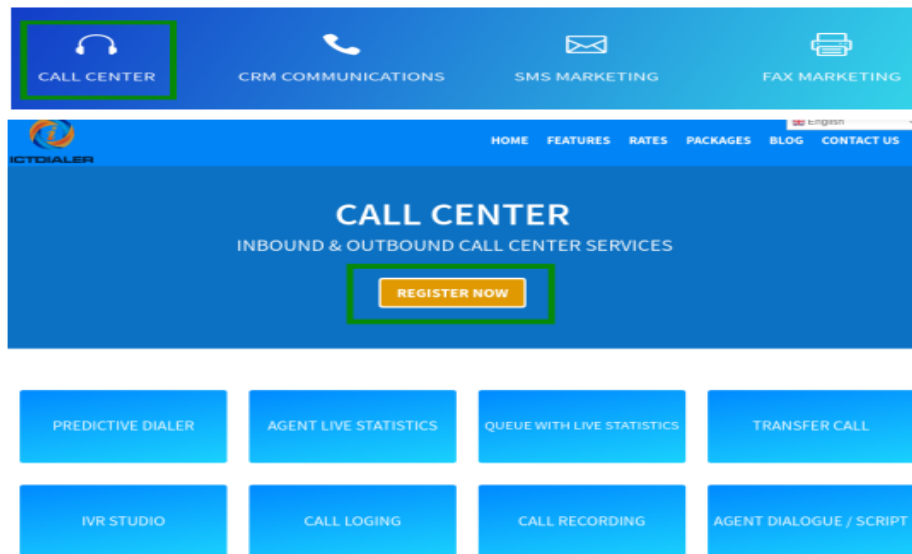
Click on register now button, it leads to next page for further procedure

Enter the required information, configure your desired options for cloud call center.

Enter personal information and billing details.

Must enter phone number for account verification.

Click on continue button as shown below:



2.2. Setup:

After completing registration procedure user will login to the main system. Before starting campaign user will configure contacts list that will be used in campaign.

The screenshot shows the ICTBroadcast Agent Login interface. At the top, there is a header with the ICTBroadcast logo and the text 'ICTBroadcast'. Below the header, there is a section titled 'Action: Agent Login'. To the right of this section, there is a link that says 'User :: Login'. The main content area is titled 'Login' and contains a form with two input fields: 'Username' with the value 'admin' and 'Password' with masked characters '*****'. A 'Login' button is located below the password field. The entire login form area is highlighted with a green border.

Contact groups:

Click on contacts menu from main menu

Click on contact groups sub-menu

User can view list of contact groups and details will display on screen.

Click on edit button to change/update information in contact groups as shown below:

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups | Contacts | DNC Contacts |

Logged in as : admin | English, American | page loaded at : Tue, 15 Dec 2020 09:09:05 (GMT +0000) | logout

Action:

Contact Group :: List

List of Contact Groups

Group Name	Description	Total Contacts	Total CNAM	Operations
<input type="checkbox"/> New Group	This is new group	1	1	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Export]
<input type="checkbox"/> Test1		1	1	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Export]
<input type="checkbox"/> Test 2		0	0	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Export]
<input type="checkbox"/> Dialer_01_101		48	0	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Export]

To Add New Contact Group:

Click on Add New button to enter new contact group in system.

Type contact group title and description in text box

Click on drop-down to select type of source to import contacts from list.

Click on save button

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups | Contacts | DNC Contacts |

Logged in as : admin | English, American | page loaded at : Tue, 15 Dec 2020 09:09:05 (GMT +0000)

Action:

Contact Group :: List

Action:

Contact Group :: Add

Import Contacts (Optional)

Type of Source: [continue without import]

Upload Contact's File: No file chosen

Example File: contact_sample.csv

CSV Format

* Column Separated By: ,

* Column Enclosed By: "

* Rows to Skip: 0

Scan for CNAM

Contacts:

Click on contacts sub-menu

Contact list will display on page. To check contact details set filter settings.

Select contact group from drop-down list

Click on search button as shown below:

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups **Contacts** DNC Contacts

Logged in as: admin English, American page loaded at: Tue, 15 Dec 2020 09:33:40 (GMT +0000)

Action: Add new Refresh Import Export Apply DNC

Contact :: List

Filter Settings

Contact Group [Any Group]

Name

Phone

Filter [No Filter]

Search Reset

List of Contacts

Displaying results 1 to 20 from hundreds 1 2 3 4 5 no

First Name	Last Name	Phone	E-Mail	Operations
------------	-----------	-------	--------	------------

[Edit] [Update CNAM]

To Add New Contacts:

Click on “Add New” button, a page will open that have required information.

Enter personal information

Enter Contact Addresses

If any contact required from existing groups, select groups from available list

Click on save to complete the task as shown below:

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups **Contacts** DNC Contacts

Logged in as: admin English, American page loaded at: Tue, 15 Dec 2020 09:33:40 (GMT +0000)

Action: Add new Refresh Import Export Apply DNC

Contact :: List

Filter Settings

Contact Group [Any Group]

Name

Phone

Filter [No Filter]

Search Reset

List of Contacts

Displaying results 1 to 20 from hundreds 1 2 3 4 5 no

First Name	Last Name	Phone	E-Mail	Operations
------------	-----------	-------	--------	------------

[Edit] [Update CNAM]

DNC Contacts:

Click on DNC Contact sub-menu, a list of DNC contacts will display

The screenshot shows the ICT Dialer web application interface. The top navigation bar includes links for Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Agent Evaluation. The 'Contacts' menu is expanded, showing 'Contact Groups', 'Contacts', and 'DNC Contacts'. The 'DNC Contacts' sub-menu is highlighted. Below the navigation bar, the user is logged in as 'admin' and the page is loaded at 'Tue, 15 Dec 2020 10:01:49 (GMT +0000)'. The main content area shows the 'DNC :: List' page with a 'List of DNC' link. Below this is a table with columns: First Name, Last Name, Phone, E-Mail, and Operations.

To Add New DNC Contact:

Click on Add New button

Select DNC group from drop-down list

Enter personal information: first name, last name

Enter DNC address: Phone number, email address

Type comments/remarks in description box

Click on save button to confirm the task as shown below:

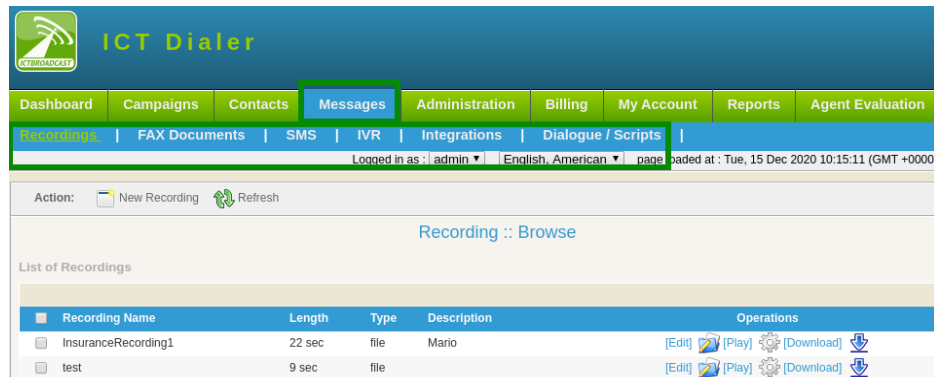
The screenshot shows the 'DNC :: Add' form in the ICT Dialer web application. The form is titled 'DNC :: Add' and includes the following sections:

- Action:** Buttons for 'Add new', 'Refresh', 'Import', and 'Export'.
- DNC Group:** A dropdown menu labeled 'DNC Group' with the value '[User DNC Group]' selected.
- Personal Information:** Input fields for 'First Name' and 'Last Name'.
- DNC Addresses:** Input fields for 'Phone Number', 'E-Mail', and 'Address'.
- Comments / Remarks:** A text area labeled 'Description'.

The 'Save' button is highlighted in the 'Action' section.

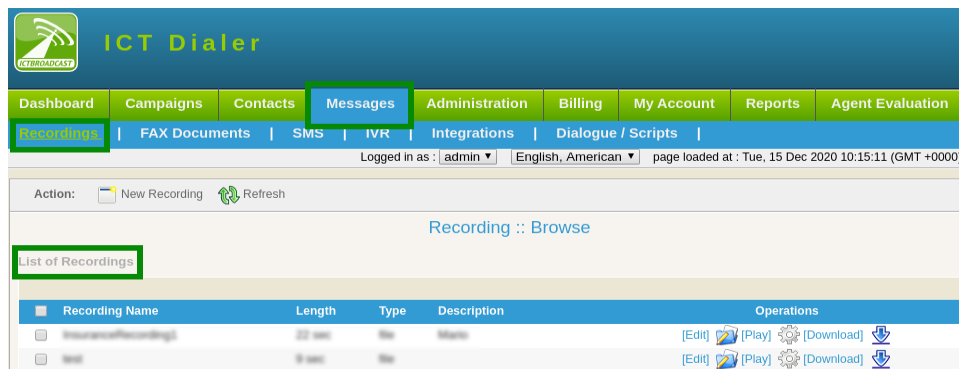
Messages:

Click on messages from main menu, following sub-menus related to messages are mentioned that required. These messages will be used when user need to create a campaign as shown:



Recordings:

Click on recordings sub-menu, a list of recordings will display. User can change information by clicking edit button as shown:



To Add New Recordings:

Click on New Recording button, a form will appear enter the required fields

Type recording name and description in text box

Select recording source from drop-down list

Click on choose file button, select file from device as shown:

Click on save button to complete task.

ICT Dialer

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Campaigns | FAX Documents | SMS | IVR | Integrations | Dialogue / Scripts

Logged in as : admin | English, American | page loaded at : Tue, 15 Dec 2020 10:15:11 (GMT +0900)

Action: [New Recording](#) [Refresh](#)

Action: [Save](#) [Reset](#) [Cancel](#)

Recording :: Add

Recording

* Recording Name

Description

Message Recording

Recording Source

* File Name No file chosen

2.3. Running the campaigns:

User can manage call center campaign by configuring the requirements as it is predictive dialer that dial numbers from contact list and on answer by the recipient, directly forward call to agent/external call center/IVR system. Follow the below steps to run campaign:

Click on Campaigns from main-menu, list of campaigns will display.

ICT Dialer

Dashboard | **Campaigns** | Contacts | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Campaigns | Campaign Summary | Campaign Default Settings

Logged in as : admin | English, American | page loaded at : Wed, 16 Dec 2020 05:18:12 (GMT +0000)

Action: [Add new](#) [Refresh](#)

Campaign :: List

List of Campaigns

#	Campaign Name	Type	Progress	Status	Operations	Reports
101	Phone's 2000-camp	Voice	1 of 1	Completed	[Edit as New] [Results]	[Results]
102	Phone's 2000-camp	Voice	1 of 1	Completed	[Edit as New] [Results]	[Results]
103	Phone's 2000-camp	Voice	1 of 1	Completed	[Edit as New] [Results]	[Results]

Following categories of campaigns are available. User can select the desired campaign to run that is according to need they are:

Agent Campaign

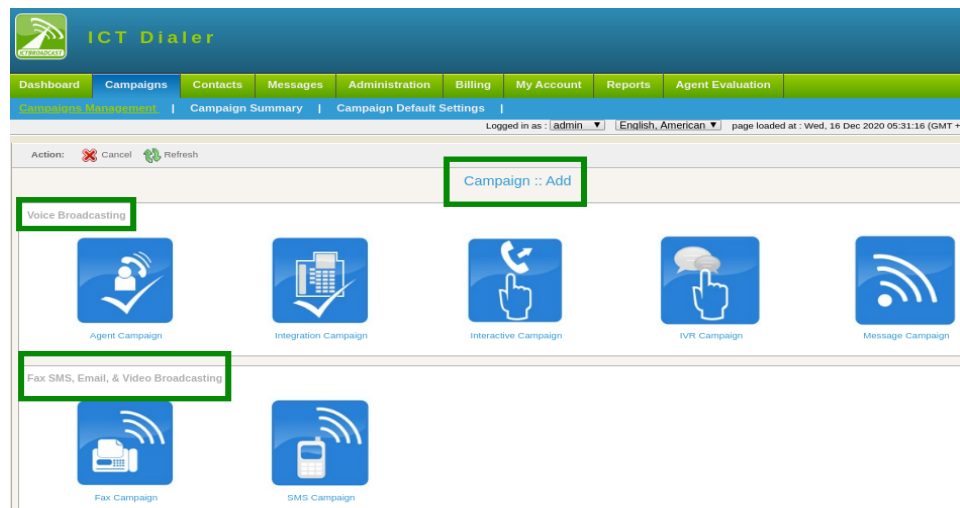
Fax Campaign

Sms Campaign

Interactive Campaign

Press 1 Campaign

Click on “Add New” button, categories of campaigns will display on page.



2.4. To Create New Campaign:

Click on agent campaign, a form will open that contains requirement field and settings for creating this campaign.

Enter the requirements that are follows:

Campaign name: For identification of in summary

Campaign mode: select option from drop-down- inbound/outbound campaign

Campaign contacts:

Select contact group from drop-down

Caller ID Type:

Select Caller id type from drop-down

Caller ID

Enter caller ID

Caller Name:

Enter the name of caller

General Options:

select dialogue/script from drop-down if have.

Enter contact url in field box. It shows caller detail when agent enter in system. Agent can edit any information about caller if it is required.

Agent/Operator Extension:

Select single agent/extension or make list agents/extensions in queue from available list in drop-down. When call is placed the extension forwarded to agents.

Action on AMD:

Select action from drop-down, when it is disabled it ignores answering machine. On hangup it detect AMD if found then hangup the call otherwise continue normally. When leave a message is selected it detects AMD if found then play a different message.

Settings:

Set maximum concurrent channels

Set maximum call retries to contacts

Set maximum call duration to engage

Set maximum ring time in seconds, if in set time call is entertained then it stop.

Campaign Schedule:

Set campaign start time from drop-down,

→ start campaign immediately

→ On scheduled time according to select date and time

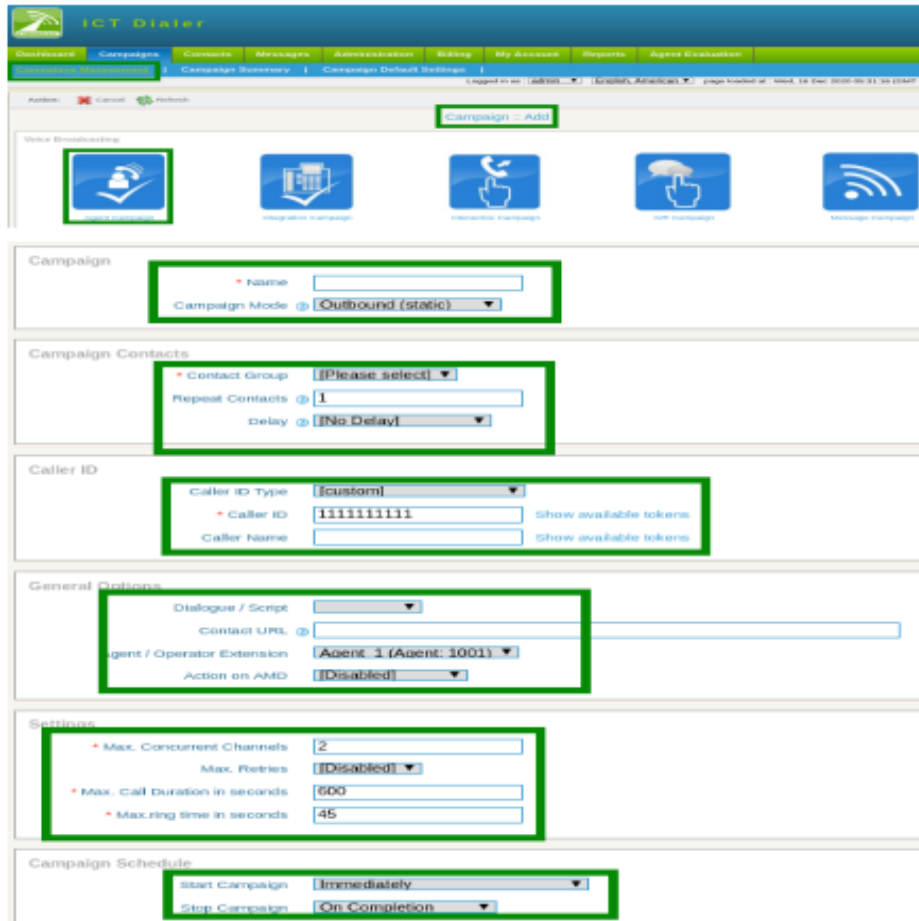
Set campaign stop time from drop-down

→ to stop when it is completed

→ On scheduled time according selected date and time

3rd part integration:

Set Request call end when call to be ended.



ICT Dialer

Dashboard Campaigns Contacts Messages Administration Billing My Account Reports Agent Evaluation

Campaigns Overview Campaign Summary Campaign Default Settings

Logged in as: jadhav... | Logout, Add/Cancel... | page loaded at: Mon, 14 Dec 2020 09:21:30 (GMT +5)

Buttons:

Voice Broadcasting

☒ Voice Broadcasting ☐ Integration Campaign ☐ Interactive Campaign ☐ IVR Campaign ☐ Message Campaign

Campaign

* Name

Campaign Mode @

Campaign Contacts

* Contact Group

Repeat Contacts @

Delay @

Caller ID

Caller ID Type

* Caller ID [Show available tokens](#)

Caller Name [Show available tokens](#)

General Options

Dialogue / Script

Contact URL @

Agent / Operator Extension

Action on AMD

Settings

* Max. Concurrent Channels

Max. Retries

* Max. call duration in seconds

* Max. ring time in seconds

Campaign Schedule

Start Campaign

Stop Campaign

2.5. Reports:

To view call detail record and details.

Click on reports option from main-menu

Click on overview sub-menu, a page will open required fields.

Select service type from drop-down.

Type company in text-box

Select user from drop-down

Enter date/time

Hit search button as shown below:

The screenshot shows the ICT Dialer web application. The top navigation bar includes links for Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Agent Evaluation. The 'Reports' menu is highlighted, and a sub-menu is open showing 'Overview', 'CDR Summary', 'CDR', 'Queue Statistics', 'Live Statistics', 'Agent Statistics', and 'Campaign Statistics'. The 'CDR Summary' sub-menu item is selected. Below the navigation bar, there is a 'Filter Settings' section with dropdowns for Service Type (Any Service), Company, User (Any User), Campaign (Any Campaign), and a Date field (16-12-2020). A 'Search' button and a 'Reset' button are also present. Below the filter settings, there is a 'Call Detail Report' table with columns: Date / Time, Campaign, Total Calls, Total Amount, Total Cost, and Action. The table contains two rows of data for the date 15-12-2020.

Date / Time	Campaign	Total Calls	Total Amount	Total Cost	Action
15-12-2020 05:53 => 15-12-2020 06:53	-	-	-	-	[Detail]
15-12-2020 06:53 => 15-12-2020 07:53	-	-	-	-	[Detail]

CDR Summary:

CDR summary provides user a chart view of campaign status. To check CDR(call detail record) summary of campaign like (company name, user name, campaign, destination, status etc).

Click on CDR summary sub-menu.

Set filter settings, click on search button to view the detail as shown below:

The screenshot shows the ICT Dialer web application. The top navigation bar includes links for Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Agent Evaluation. The 'Reports' menu is highlighted, and a sub-menu is open showing 'Overview', 'CDR Summary', 'CDR', 'Queue Statistics', 'Live Statistics', 'Agent Statistics', and 'Campaign Statistics'. The 'CDR Summary' sub-menu item is selected. Below the navigation bar, there is a 'Filter Settings' section with dropdowns for Service Type (sms), Company, User (admin), Campaign (test), and a Date field (16-12-2020 to 16-12-2020). A 'Search' button and a 'Reset' button are also present. Below the filter settings, there is a 'Call Detail Report' table with columns: Date, Company, Username, Campaign, Destination, Duration, Cost, Provider, Status, and Response.

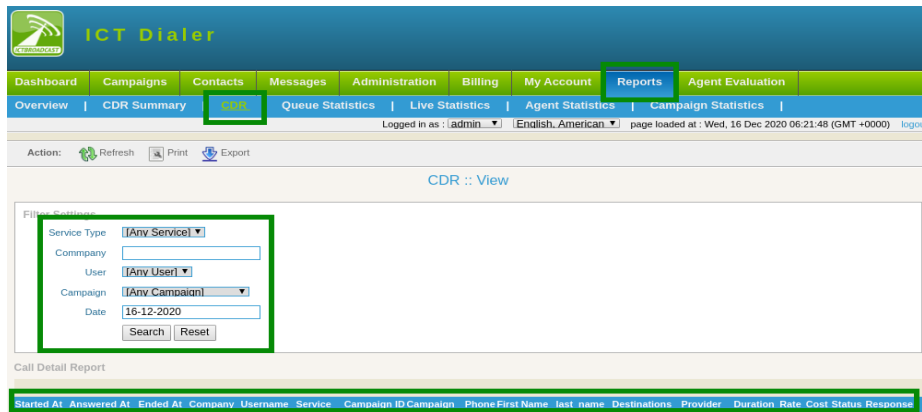
Date	Company	Username	Campaign	Destination	Duration	Cost	Provider	Status	Response
------	---------	----------	----------	-------------	----------	------	----------	--------	----------

CDR:

To check details about every call placed by a campaign.

Click on CDR sub-menu

Set filter settings, click on search button to view the detail as shown below:



Queue Statistics:

To check details about agents in queue like (offline agents, ready agents, etc)

Click on queue statistics sub-menu

Click on live statistics sub-menu, list of queue statistics will display on page as shown below:

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Evaluation

Overview | CDR Summary | CDR | **Queue Statistics** | Live Statistics | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | session started at : Fri, 20 Sep 2019 09:20:46 (GMT +0500)

Action: Refresh

Queue :: Statistics

Live Statistics

Queue Name	Extension	Offline Agents	Ready Agents	Max Ready	Busy Agents	InQueue Calls	Max Wait	Live Calls
Queue 1	1001	1	0	10	0	0	0	0
Queue 2	1002	0	0	10	0	0	0	0
Queue 3	1003	1	0	10	0	0	0	0
Queue 4	1004	0	0	10	0	0	0	0

Live Statistics:

To view agents details like (when agent logged in, login age, operations etc)

Click on live statistics sub-menu, list of live statistics will display on page as shown below:

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Evaluation

Overview | CDR Summary | CDR | Queue Statistics | **Live Statistics** | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | session started at : Fri, 20 Sep 2019 09:20:46 (GMT +0500)

Action: Refresh

Agent Statistics :: Live

Live Statistics

Campaign	Agent	Extension	Status	Duration	Logged At	Login Age	Operations
#	1001	1001	Not Ready	Not Set	2019-09-20 12:14:00	Not Set	[Force Logout] [Agent Icon]
#	1002	1002	Not Ready	Not Set	2019-09-20 12:14:00	Not Set	[Force Logout] [Agent Icon]
#	1003	1003	Not Ready	Not Set	2019-09-20 12:14:00	Not Set	[Force Logout] [Agent Icon]
#	1004	1004	Not Ready	Not Set	2019-09-20 12:14:00	Not Set	[Force Logout] [Agent Icon]

Agents Statistics:

To check overall summary of agents, click on agents statistics sub-menu

Set filter settings, select desired agent from drop-down.

Click on search button to view the detail as shown below:

The screenshot shows the 'Agents Statistics' page. The top navigation bar includes 'Dashboard', 'Campaigns', 'Contacts', 'Messages', 'Administration', 'Billing', 'My Account', 'Reports', and 'Evaluation'. The 'Reports' menu is expanded, showing 'Overview', 'CDR Summary', 'CDR', 'Queue Statistics', 'Live Statistics', 'Agent Statistics', and 'Campaign Statistics'. The 'Agent Statistics' link is highlighted. Below the navigation bar, there is a 'Filter Settings' section with dropdowns for 'Company', 'User' (set to 'Any User'), 'Agent / Extension' (set to 'Any Agent / Extension'), and 'Date' (set to '20-09-2019'). There are 'Search' and 'Reset' buttons. Below the filter settings, there is a 'Call Detail Report' table with columns: Agent, Login, Logout, Logged Time, Campaign, Handled, AHT, Held, Not Ready, Handle Time, Hold Time, Talk Time, Ring Time, Reserved, Occupancy, and Break Reason. The table is currently empty.

Campaign Statistics:

To check details of each campaign, click on campaign sub-menu.

set filter settings, select desired campaign from drop-down to see results according to need and requirements as shown below:

The screenshot shows the 'Campaign Statistics' page. The top navigation bar is the same as the previous page. The 'Reports' menu is expanded, and the 'Campaign Statistics' link is highlighted. Below the navigation bar, there is a 'Filter Settings' section with dropdowns for 'Company', 'User' (set to 'Any User'), 'Campaign' (set to 'Any Campaign'), and 'Date' (set to '16-12-2020'). There are 'Search' and 'Reset' buttons. Below the filter settings, there is a 'Call Detail Report' table with columns: Campaign, Date / Time, Answer Wait, Handled, Offered, Handle Time, Talk Time, Hold Time, Answered, Handled(s), Abandoned, Abandon Time, Handle Time(s), and Answer Time(s). The table is currently empty.

3. CRM Communication User Guide:

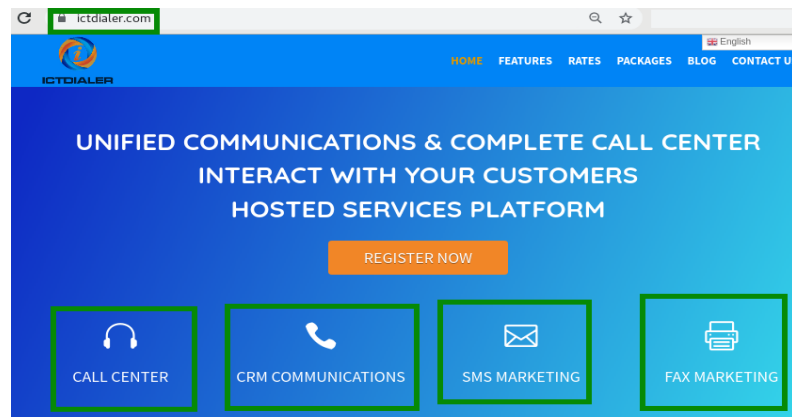
3.1. Registration:

To get crm communication services follow the steps below:

Open web-browser, use the given link <https://ictdialer.com> to visit the website as display below:

Following blurbs are shown on main page of web-page, they are named as:

Call Center
CRM Communication
SMS Marketing
Fax Marketing



WELCOME TO ICTDIALER

ICTDialer is a hosted unified communications contact center that support Voice, SMS and Fax communications technologies. You need internet and web browser to access ICTDialer Cloud platform. It will empower you to market and interact with your customers using multiple communication technologies .

To approach registration form click any of given options.

Click on “CRM Communications”,

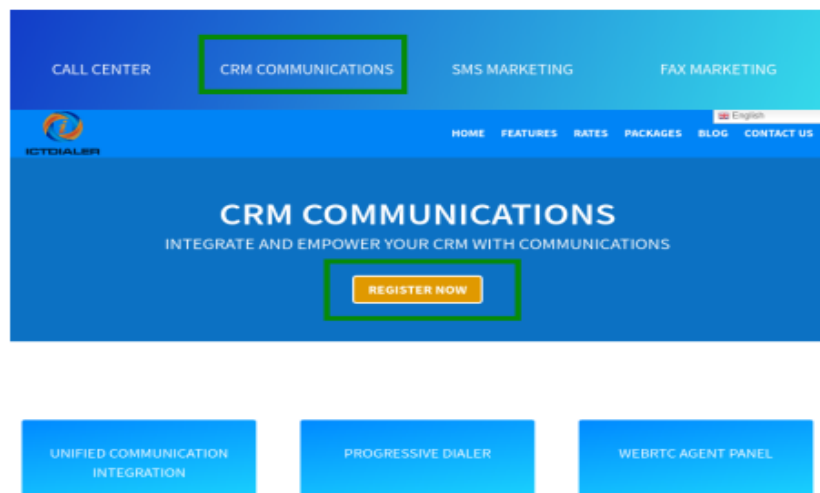
Click on register now button, it leads to next page for further procedure

Enter the required information, configure your desired options for cloud call center.

Enter personal information and billing details.

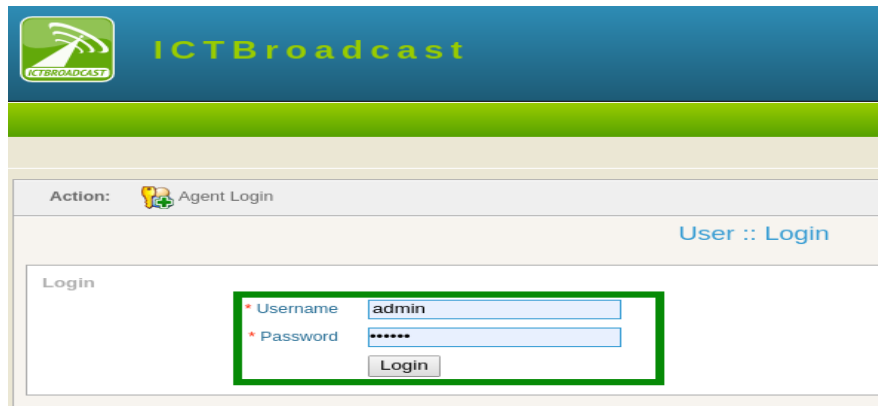
Must enter phone number for account verification.

1. Click on continue button as shown below:



3.2. Setup:

After completing registration procedure user will login to the main system. Before starting campaign user will configure contacts list that will be used in campaign.



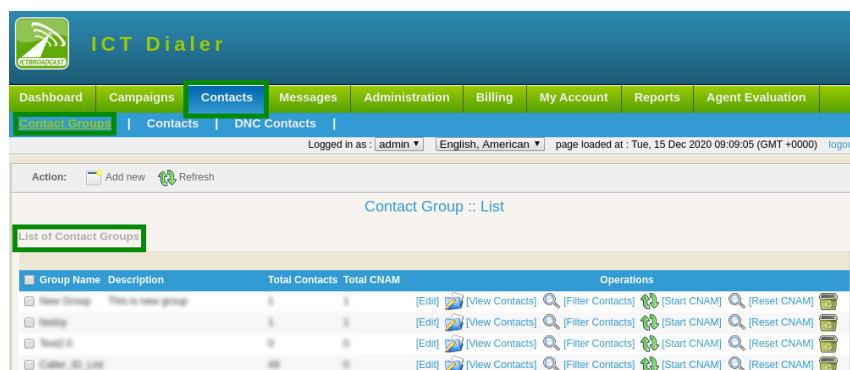
Contact groups:

Click on contacts menu from main menu

Click on contact groups sub-menu

User can view list of contact groups and details will display on screen.

Click on edit button to change/update information in contact groups as shown below:



Group Name	Description	Total Contacts	Total CNAM	Operations
New Group	This is new group	0	0	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM]
Test1	This is test group	0	0	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM]
Test2	This is test group	0	0	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM]

To Add New Contact Group:

Click on Add New button to enter new contact group in system.

Type contact group title and description in text box

Click on drop-down to select type of source to import contacts from list.

Click on save button

Contacts:

Click on contacts sub-menu

Contact list will display on page. To check contact details set filter settings.

Select contact group from drop-down list

Click on search button as shown below:

To Add New Contacts:

Click on “Add New” button, a page will open that have required information.

Enter personal information

Enter Contact Addresses

If any contact required from existing groups, select groups from available list

Click on save to complete the task as shown below:

ICT Dialer

Dashboard | Campaigns | **Contacts** | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Contact Groups | **Contacts** | DNC Contacts

Logged in as: admin | English, American | page loaded at: Tue, 15 Dec 2020 09:30:40 (GMT +0000)

Action: **Add new** | Refresh | Import | Export | Apply DNC

Actions: Save | Reset | Cancel

Contact :: Add

Personal Information

First Name:
Last Name:

Contact Addresses

Phone Number:
E-Mail:
Address:

Groups

Related Groups:
Available: Carrier_ID_List, Tuxboy, Just Brian, List 1, New Group, pak, TehwareGroup, Test2.0
Selected:
select all | remove all

Custom Data

Custom Value #1:

DNC Contacts:

Click on DNC Contact sub-menu, a list of DNC contacts will display

ICT Dialer

Dashboard | Campaigns | **Contacts** | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Contact Groups | Contacts | **DNC Contacts**

Logged in as: admin | English, American | page loaded at: Tue, 15 Dec 2020 10:01:49 (GMT +0000)

Action: Add new | Refresh | Import | Export

DNC :: List

List of DNC

First Name	Last Name	Phone	E-Mail	Operations

To Add New DNC Contact:

Click on Add New button

Select DNC group from drop-down list

Enter personal information: first name, last name

Enter DNC address: Phone number, email address

Type comments/remarks in description box

Click on save button to confirm the task as shown below:

ICT Dialer

Dashboard | Campaigns | **Contacts** | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Contact Groups | Contacts | **DNC Contacts**

Logged in as: admin | English, American | page loaded at: Tue, 25 Dec 2020 20:01:49 (GMT +0000)

Action: Add new Refresh Logout Export

DNC :: List

Action: Save Reset Cancel

DNC :: Add

DNC Group: DNC Group [User DNC Group]

Personal Information: First Name Last Name

DNC Addresses: Phone Number E-Mail Address

Comments / Remarks: Description

Messages:

Click on messages from main menu, following sub-menus related to messages are mentioned that required. These messages will be used when user need to create a campaign as shown:

ICT Dialer

Dashboard | Campaigns | Contacts | **Messages** | Administration | Billing | My Account | Reports | Agent Evaluation

Recordings | FAX Documents | SMS | IVR | Integrations | Dialogue / Scripts

Logged in as: admin | English, American | page loaded at: Tue, 15 Dec 2020 10:15:11 (GMT +0000)

Action: New Recording Refresh

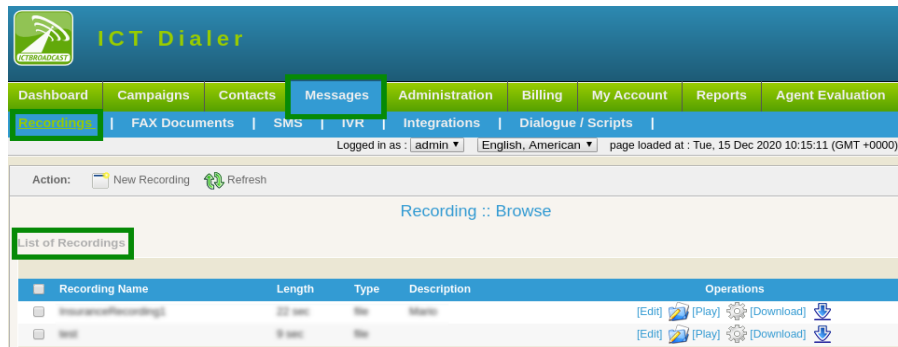
Recording :: Browse

List of Recordings

Recording Name	Length	Type	Description	Operations
InsuranceRecording1	22 sec	file	Mario	[Edit] [Play] [Download]
test	9 sec	file		[Edit] [Play] [Download]

Recordings:

Click on recordings sub-menu, a list of recordings will display. User can change information by clicking edit button as shown:



To Add New Recordings:

Click on New Recording button, a form will appear enter the required fields

Type recording name and description in text box

Select recording source from drop-down list

Click on choose file button, select file from device as shown:

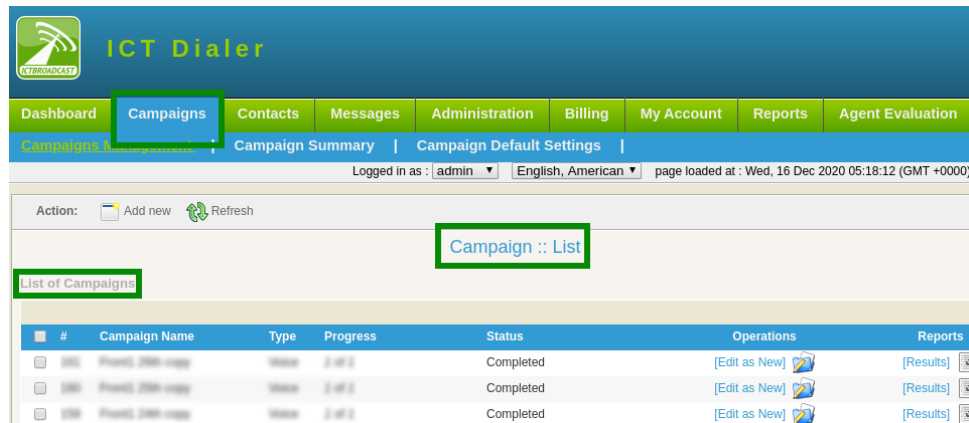
Click on save button to complete task.

The screenshot shows the 'Recording :: Add' form in the ICT Dialer interface. The form has a title bar with 'Recording :: Add'. Below the title bar, there are three buttons: 'Save', 'Reset', and 'Cancel'. The 'Save' button is highlighted. The form contains two main sections: 'Recording' and 'Message Recording'. The 'Recording' section has two text input fields: 'Recording Name' and 'Description'. The 'Message Recording' section has a 'Recording Source' dropdown menu set to 'Recording File' and a 'File Name' input field with a 'Choose File' button and a 'No file chosen' label. The 'Save' button is highlighted in the top left.

3.3. Running the campaigns:

User can manage call center campaign by configuring the requirements as it is predictive dialer that dial numbers from contact list and on answer by the recipient, directly forward call to agent/external call center/IVR system. Follow the below steps to run campaign:

Click on Campaigns from main-menu, list of campaigns will display.



Following categories of campaigns are available. User can select the desired campaign to run that is according to need they are:

Agent Campaign

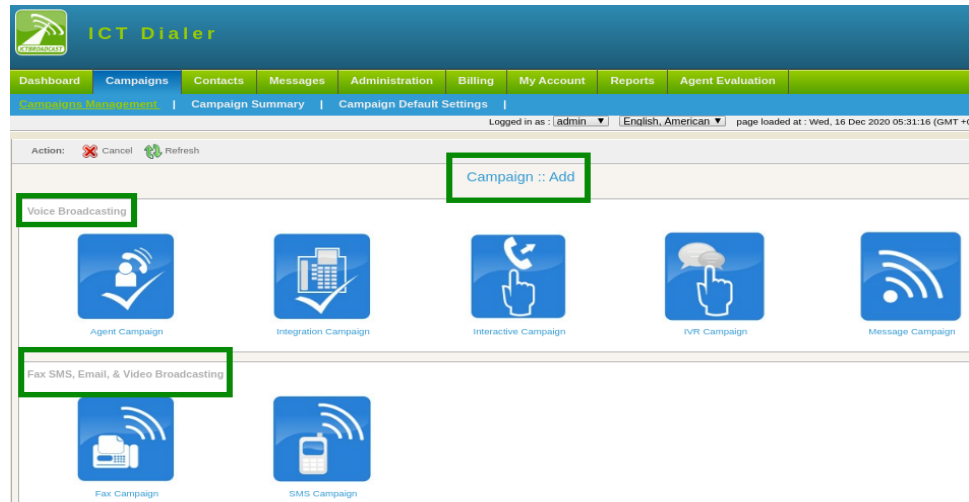
Fax Campaign

Sms Campaign

Interactive Campaign

Press 1 Campaign

Click on “Add New” button, categories of campaigns will display on page.



3.4. To Create New Campaign:

Click on agent campaign, a form will open that contains requirement field and settings for creating this campaign.

Enter the requirements that are follows:

Campaign name: For identification of in summary

Campaign mode: select option from drop-down- inbound/outbound campaign

Campaign contacts:

Select contact group from drop-down

Caller ID Type:

Select Caller id type from drop-down

Caller ID

Enter caller ID

Caller Name:

Enter the name of caller

General Options:

select dialogue/script from drop-down if have.

Enter contact url in field box. It shows caller detail when agent enter in system. Agent can edit any information about caller if it is required.

Agent/Operator Extension:

Select single agent/extension or make list agents/extensions in queue from available list in drop-down. When call is placed the extension forwarded to agents.

Action on AMD:

Select action from drop-down, when it is disabled it ignores answering machine. On hangup it detect AMD if found then hangup the call otherwise continue normally. When leave a message is selected it detects AMD if found then play a different message.

Settings:

Set maximum concurrent channels

Set maximum call retries to contacts

Set maximum call duration to engage

Set maximum ring time in seconds, if in set time call is entertained then it stop.

Campaign Schedule:

Set campaign start time from drop-down,

→ start campaign immediately

→ On scheduled time according to select date and time

Set campaign stop time from drop-down

→ to stop when it is completed

→ On scheduled time according selected date and time

3rd part integration:
Set Request call end when call to be ended.

The screenshot shows the 'Campaign :: Add' form in the ICT Dialer application. The form is organized into several sections, each with a green border. The 'Voice Broadcasting' section at the top contains five icons: Agent campaign, Integration campaign, Outbound campaign (highlighted with a green box), IVR campaign, and Message campaign. Below this is the 'Campaign' section with a 'Name' text field and a 'Campaign Mode' dropdown menu set to 'Outbound (static)'. The 'Campaigns Contacts' section includes a 'Contact Group' dropdown, a 'Repeat Contacts' text field, and a 'Delay' dropdown. The 'Caller ID' section has a 'Caller ID Type' dropdown, a 'Caller ID' text field, and a 'Caller Name' text field. The 'Voice' section features a 'Message Recording' dropdown. The 'General Customization' section contains a large text area with various settings like 'Integrate / Merge', 'Contact URL', 'Introductory Message', 'Action on DTMF', 'Required input key', 'Agent / operator extension', and 'Action on AMO'. The 'Restrictions' section includes fields for 'Max. Concurrent Channels', 'Max. Parties', 'Max. Call Duration in seconds', and 'Max. Ring time in seconds'. The 'Campaigns workflow' section has 'Start Campaigns' and 'Stop Campaigns' buttons. The 'Send party instructions' section has a 'Request (Call End)' dropdown.

3.5. Reports:

To view call detail record and details.
Click on reports option from main-menu
Click on overview sub-menu, a page will open required fields.
Select service type from drop-down.
Type company in text-box
Select user from drop-down
Enter date/time
Hit search button as shown below:

The screenshot shows the ICT Dialer web application. The top navigation bar includes links for Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Agent Evaluation. The 'Reports' menu is highlighted, and its sub-menu is open, showing 'Overview', 'CDR Summary', 'CDR', 'Queue Statistics', 'Live Statistics', 'Agent Statistics', and 'Campaign Statistics'. The 'CDR Summary' sub-menu item is selected. Below the navigation bar, there is a 'Filter Settings' section with dropdowns for Service Type (Any Service), Company, User (Any User), Campaign (Any Campaign), and a Date field set to 16-12-2020. A 'Search' button and a 'Reset' button are also present. Below the filter settings, there is a 'Call Detail Report' table with columns: Date / Time, Campaign, Total Calls, Total Amount, Total Cost, and Action. The table contains two rows of data for the date 15-12-2020.

Date / Time	Campaign	Total Calls	Total Amount	Total Cost	Action
15-12-2020 05:53 => 15-12-2020 06:53	-	-	-	-	[Detail]
15-12-2020 06:53 => 15-12-2020 07:53	-	-	-	-	[Detail]

CDR Summary:

CDR summary provides user a chart view of campaign status. To check CDR(call detail record) summary of campaign like (company name, user name, campaign, destination, status etc).

Click on CDR summary sub-menu.

Set filter settings, click on search button to view the detail as shown below:

The screenshot shows the ICT Dialer web application. The top navigation bar includes links for Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Agent Evaluation. The 'Reports' menu is highlighted, and its sub-menu is open, showing 'Overview', 'CDR Summary', 'CDR', 'Queue Statistics', 'Live Statistics', 'Agent Statistics', and 'Campaign Statistics'. The 'CDR' sub-menu item is selected. Below the navigation bar, there is a 'Filter Settings' section with dropdowns for Service Type (sms), Company, User (admin), Campaign (test), and a Date field set to 16-12-2020 to 16-12-2020. A 'Search' button and a 'Reset' button are also present. Below the filter settings, there is a 'Call Detail Report' table with columns: Date, Company, Username, Campaign, Destination, Duration, Cost, Provider, Status, and Response. The table is currently empty.

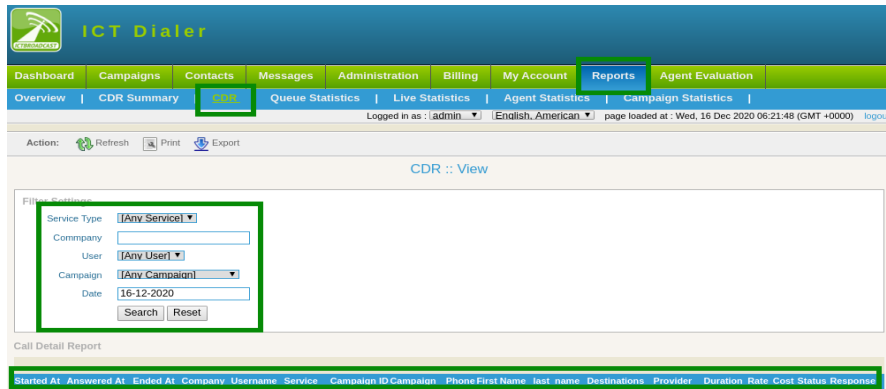
Date	Company	Username	Campaign	Destination	Duration	Cost	Provider	Status	Response
------	---------	----------	----------	-------------	----------	------	----------	--------	----------

CDR:

To check details about every call placed by a campaign.

Click on CDR sub-menu

Set filter settings, click on search button to view the detail as shown below:



Queue Statistics:

To check details about agents in queue like (offline agents, ready agents, etc)

Click on queue statistics sub-menu

Click on live statistics sub-menu, list of queue statistics will display on page as shown below:

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Evaluation

Overview | CDR Summary | CDR | **Queue Statistics** | Live Statistics | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | session started at : Fri, 20 Sep 2019 09:20:46 (GMT +0500)

Action: Refresh

Queue :: Statistics

Live Statistics

Queue Name	Extension	Offline Agents	Ready Agents	Max Ready	Busy Agents	InQueue Calls	Max Wait	Live Calls
Queue 1	1001	0	0	0	0	0	0	0
Queue 2	1002	0	0	0	0	0	0	0
Queue 3	1003	0	0	0	0	0	0	0
Queue 4	1004	0	0	0	0	0	0	0

Live Statistics:

To view agents details like (when agent logged in, login age, operations etc)

Click on live statistics sub-menu, list of live statistics will display on page as shown below:

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Evaluation

Overview | CDR Summary | CDR | Queue Statistics | **Live Statistics** | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | session started at : Fri, 20 Sep 2019 09:20:46 (GMT +0500)

Action: Refresh

Agent Statistics :: Live

Live Statistics

Campaign	Agent	Extension	Status	Duration	Logged At	Login Age	Operations
II	1001	1001	Not Ready	0m 00s	2019-09-20 17:40:00	0m 00s	[Force Logout] [Agent Icon]
II	1002	1002	Not Ready	0m 00s	2019-09-20 17:40:00	0m 00s	[Force Logout] [Agent Icon]
II	1003	1003	Not Ready	0m 00s	2019-09-20 17:40:00	0m 00s	[Force Logout] [Agent Icon]
II	1004	1004	Not Ready	0m 00s	2019-09-20 17:40:00	0m 00s	[Force Logout] [Agent Icon]

Agents Statistics:

To check overall summary of agents, click on agents statistics sub-menu

Set filter settings, select desired agent from drop-down.

Click on search button to view the detail as shown below:

The screenshot shows the 'Agents Statistics' page. At the top, there is a navigation bar with tabs: Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Evaluation. Below this is a sub-navigation bar with links: Overview, CDR Summary, CDR, Queue Statistics, Live Statistics, Agent Statistics (highlighted), and Campaign Statistics. The main content area has a title 'Agent :: Statistics' and a 'Filter Settings' section. The filter settings include: Company (text input), User (dropdown menu with 'Any User' selected), Agent / Extension (dropdown menu with 'Any Agent / Extension' selected), and Date (text input with '20-09-2019'). There are 'Search' and 'Reset' buttons. Below the filter settings is a 'Call Detail Report' section with a table header. The table header includes: Agent, Login, Logout, Logged Time, Campaign, Handled, AHT, Hold, Not Ready, Handle Time, Hold Time, Talk Time, Ring Time, Reserved, Occupancy, and Break Reason. The table body is currently empty, showing 'No item found'.

Campaign Statistics:

To check details of each campaign, click on campaign sub-menu.

set filter settings, select desired campaign from drop-down to see results according to need and requirements as shown below:

The screenshot shows the 'Campaign Statistics' page. At the top, there is a navigation bar with tabs: Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Agent Evaluation. Below this is a sub-navigation bar with links: Overview, CDR Summary, CDR, Queue Statistics, Live Statistics, Agent Statistics, and Campaign Statistics (highlighted). The main content area has a title 'Campaign :: Statistics' and a 'Filter Settings' section. The filter settings include: Company (text input), User (dropdown menu with 'Any User' selected), Campaign (dropdown menu with 'Any Campaign' selected), and Date (text input with '16-12-2020'). There are 'Search' and 'Reset' buttons. Below the filter settings is a 'Call Detail Report' section with a table header. The table header includes: Campaign, Date / Time, Answer Wait, Handled, Offered, Handle Time, Talk Time, Hold Time, Answered, Handled(g), Abandoned, Abandon Time, Handle Time(g), and Answer Time(g). The table body is currently empty, showing 'No item found'.

4. SMS Marketing User Guide:

4.1. Registration:

To get sms marketing services follow the steps below:

Open web-browser, use the given link <https://ictdialer.com> to visit the website as display below:

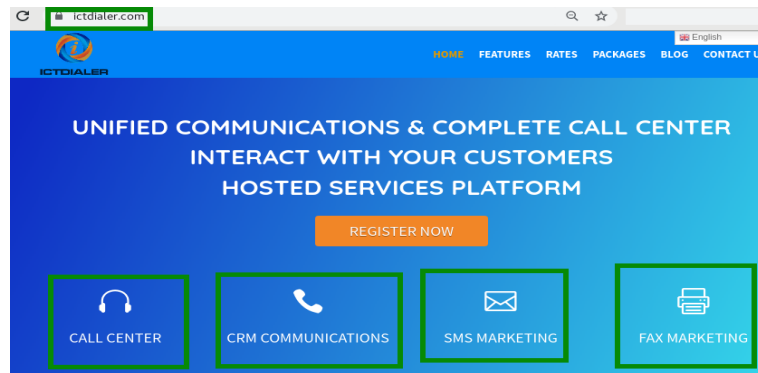
Following blurbs are shown on main page of web-page, they are named as:

Call Center

CRM Communication

SMS Marketing

Fax Marketing



WELCOME TO ICTDIALER

ICTDialer is a hosted unified communications contact center that support Voice, SMS and Fax communications technologies. You need internet and web browser to access ICTDialer Cloud platform. It will empower you to market and interact with your customers using multiple communication technologies .

To approach registration form click any of given options.

Click on “SMS Marketing”,

Click on register now button, it leads to next page for further procedure

Enter the required information, configure your desired options for cloud call center.

Enter personal information and billing details.

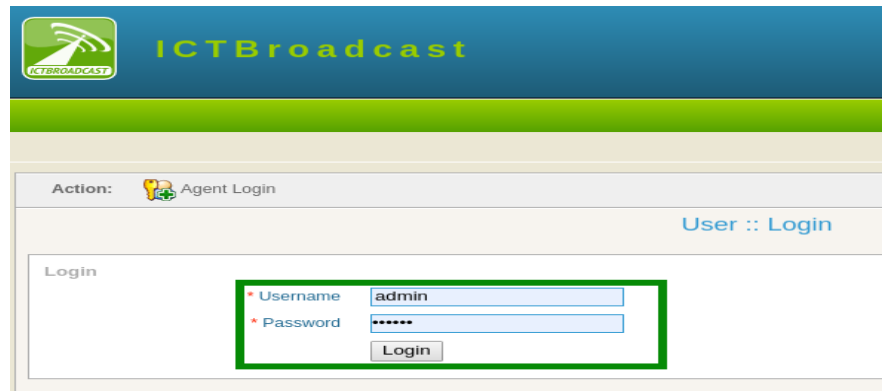
Must enter phone number for account verification.

Click on continue button as shown below:



4.2. Setup:

After completing registration procedure user will login to the main system. Before starting campaign user will configure contacts list that will be used in campaign.



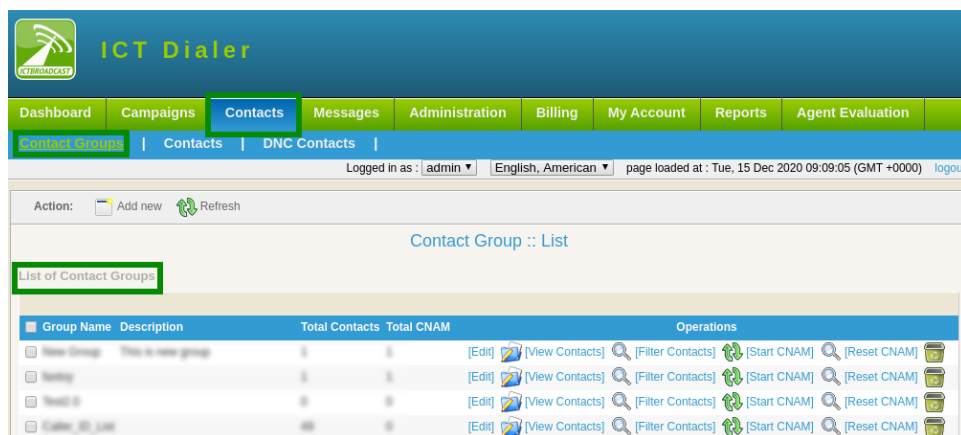
Contact groups:

Click on contacts menu from main menu

Click on contact groups sub-menu

User can view list of contact groups and details will display on screen.

Click on edit button to change/update information in contact groups as shown below:



Group Name	Description	Total Contacts	Total CNAM	Operations
New Group	This is new group	1	1	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Add]
Test 1		1	1	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Add]
Test 2		0	0	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Add]
Test 3		0	0	[Edit] [View Contacts] [Filter Contacts] [Start CNAM] [Reset CNAM] [Add]

To Add New Contact Group:

Click on Add New button to enter new contact group in system.

Type contact group title and description in text box

Click on drop-down to select type of source to import contacts from list.
Click on save button

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups | **Contacts** | DNC Contacts |

Logged in as : admin | English, American | page loaded at : Tue, 15 Dec 2020 09:09:05 (GMT +0000)

Action: Add new Refresh

Contact Group :: List

Action: Save Reset Cancel

Contact Group :: Add

Import Contacts (Optional)

Type of Source [continue without import]

Upload Contact's File Choose File No file chosen

Example File contact_sample.csv

CSV Format

Column Separated By ,

Column Enclosed By "

Rows to Skip 0

Scan for CNAM

Fetch CNAM Data Don't fetch

Contacts:

Click on contacts sub-menu

Contact list will display on page. To check contact details set filter settings.

Select contact group from drop-down list

Click on search button as shown below:

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups | **Contacts** | DNC Contacts |

Logged in as : admin | English, American | page loaded at : Tue, 15 Dec 2020 09:33:40 (GMT +0000)

Action: Add new Refresh Import Export Apply DNC

Contact :: List

Filter Settings

Contact Group [Any Group]

Name

Phone

Filter [No Filter]

Search Reset

List of Contacts

Displaying results 1 to 20 from hundreds 1 2 3 4 5 next

First Name	Last Name	Phone	E-Mail	Operations
				[Edit] [Update CNAM] Refresh

To Add New Contacts:

Click on "Add New" button, a page will open that have required information.

Enter personal information

Enter Contact Addresses

If any contact required from existing groups, select groups from available list
Click on save to complete the task as shown below:

The screenshot shows the 'Contact :: Add' form in the ICT Dialer application. The form is divided into several sections: 'Personal Information' with fields for 'First Name' and 'Last Name'; 'Contact Address' with fields for 'Phone Number', 'E-Mail', and 'Address'; 'Groups' which includes a 'Related Groups' list, an 'Available' list (containing 'Caller ID List', 'Tudboy', 'Just Brian', 'List 1', 'New Group', 'pak', 'TehwareGroup', 'Test2.0'), and a 'Selected' list; and 'Custom Data' with a field for 'Custom Value #1'. The 'Save' button is highlighted in the top action bar.

DNC Contacts:

Click on DNC Contact sub-menu, a list of DNC contacts will display

The screenshot shows the 'DNC :: List' page in the ICT Dialer application. The page displays a table with the following columns: 'First Name', 'Last Name', 'Phone', 'E-Mail', and 'Operations'. The 'List of DNC' link is highlighted in the top left.

To Add New DNC Contact:

- Click on Add New button
- Select DNC group from drop-down list
- Enter personal information: first name, last name
- Enter DNC address: Phone number, email address
- Type comments/remarks in description box
- Click on save button to confirm the task as shown below:

ICT Dialer

Dashboard | Campaigns | **Contacts** | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Contact Groups | Contacts | **DNC Contact**

Logged in as : admin | English, American | page loaded at : Tue, 25 Dec 2020 10:01:49 (GMT +0000)

Action: Add new Refresh Logout Export

DNC :: List

Action: Save Reset Cancel

DNC :: Add

DNC Group: [DNC Group] [User DNC Group]

Personal Information

First Name: []
Last Name: []

DNC Addresses

* Phone Number: []
E-Mail: []
Address: []

Comments / Remarks

Description: []

Messages:

Click on messages from main menu, following sub-menus related to messages are mentioned that required. These messages will be used when user need to create a campaign as shown:

ICT Dialer

Dashboard | Campaigns | Contacts | **Messages** | Administration | Billing | My Account | Reports | Agent Evaluation

Recordings | FAX Documents | SMS | IVR | Integrations | Dialogue / Scripts

Logged in as : admin | English, American | page loaded at : Tue, 15 Dec 2020 10:15:11 (GMT +0000)

Action: New Recording Refresh

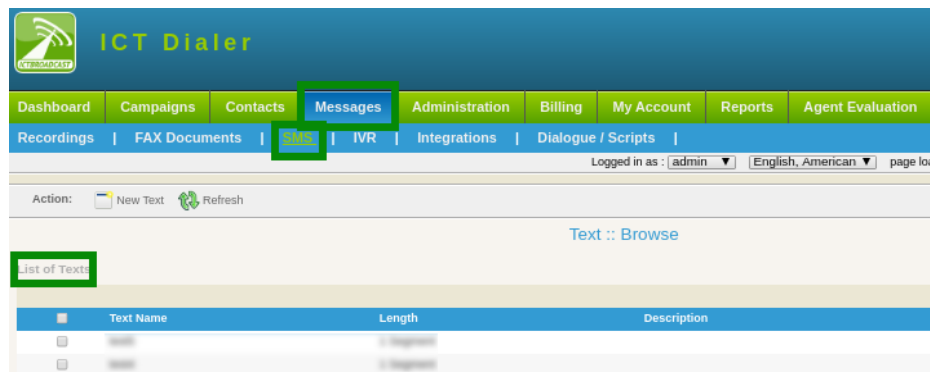
Recording :: Browse

List of Recordings

Recording Name	Length	Type	Description	Operations
InsuranceRecording1	22 sec	file	Mario	[Edit] [Play] [Download] [Download]
test	9 sec	file		[Edit] [Play] [Download] [Download]

SMS:

Click on SMS sub-menu, a list of recordings will display



Click on New Text button, a form will appear enter the required fields

Type text title and description in text box

Type SMS Message in dialogue box that is being used in campaign

Click on save button to complete task.

4.3. Running the campaign:

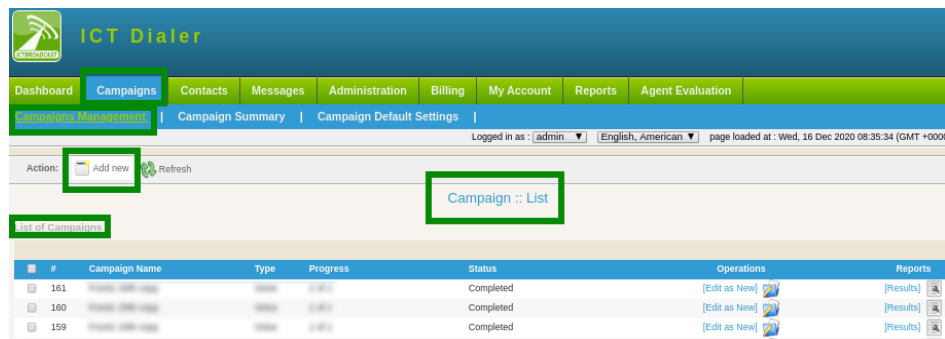
SMS Campaign:

In sms campaign, dial numbers from contact list and send messages to all recipient.

SMS can be advertisement or public service message, it depends on user requirement.

To start campaign, click on campaign management sub-menu.

Click on add new button.



4.4. To Create SMS Campaign:

Click on sms campaign from categories of campaigns.

A form will open that contains requirement field and settings for creating this campaign.

Enter the requirements that are follows:

Campaign name: For identification of in summary

Campaign mode: select option from drop-down- inbound/outbound campaign

Campaign contacts:

Select contact group from drop-down

Set call repeat contacts in field box

Set delay time from drop-down

Caller ID:

Caller ID Type: Select Caller id type from drop-down

Caller ID: Enter caller ID

Caller Name: Enter the name of caller

SMS:

Select your Text message from drop-down list that needs to run in campaign.

Campaign Schedule:

Set campaign start time from drop-down,

→ start campaign immediately

→ On scheduled time according to select date and time

Set campaign stop time from drop-down

→ to stop when it is completed

→ On scheduled time according selected date and time.

ICT Dialer

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Logged in as: [admin] | [English, American] | page loaded at: Wed, 16 Dec 2020 05:53:53 (GMT +0000)

Action: [Save](#) [Reset](#) [Cancel](#)

Campaign :: Add

Campaign

* Name

Campaign Mode

Campaign Contacts

* Contact Group

Repeat Contacts

Delay

Caller ID

Caller ID Type

* Caller ID [show available tokens](#)

Caller Name [show available tokens](#)

SMS

* Text Message

Campaign Schedule

Start Campaign

Stop Campaign

4.5. Reports:

To view call detail record and details.

Click on reports option from main-menu

Click on overview sub-menu, a page will open required fields.

Select service type from drop-down.

Type company in text-box

Select user from drop-down

Enter date/time

Hit search button as shown below:

ICT Dialer

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Logged in as: [admin] | [English, American] | page loaded at: Wed, 16 Dec 2020 05:53:53 (GMT +0000)

Action: [Print](#)

CDR Summary Report :: View

Filter Settings

Service Type

Company

User

Campaign

Date

[Search](#) [Reset](#)

Call Detail Report

Date / Time	Campaign	Total Calls	Total Amount	Total Cost	Action
15-12-2020 05:53 ~> 15-12-2020 06:53	-	-	-	-	[Detail]
15-12-2020 06:53 ~> 15-12-2020 07:53	-	-	-	-	[Detail]

CDR Summary:

CDR summary provides user a chart view of campaign status. To check CDR(call detail record) summary of campaign like (company name, user name, campaign, destination, status etc).

Click on CDR summary sub-menu.

Set filter settings, click on search button to view the detail as shown below:

ICT Dialer

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Overview | CDR Summary | CDR | Queue Statistics | Live Statistics | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | page loaded at : Wed, 16 Dec 2020 06:15:33 (GMT +0000)

Action: Refresh Print Export

CDR :: View

Filter Settings

Service Type: SMS

Company: admin

User: test

Campaign: 16-12-2020 to 16-12-2020

Search Reset

Call Detail Report

Date	Company	Username	Campaign	Destination	Duration	Cost	Provider	Status	Response
------	---------	----------	----------	-------------	----------	------	----------	--------	----------

CDR:

To check details about every call placed by a campaign.

Click on CDR sub-menu

Set filter settings, click on search button to view the detail as shown below:

ICT Dialer

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | Reports | Agent Evaluation

Overview | CDR Summary | CDR | Queue Statistics | Live Statistics | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | page loaded at : Wed, 16 Dec 2020 06:21:48 (GMT +0000)

Action: Refresh Print Export

CDR :: View

Filter Settings

Service Type: Any Service

Company: Any User

User: Any Campaign

Campaign: 16-12-2020

Search Reset

Call Detail Report

Started At	Answered At	Ended At	Company	Username	Service	Campaign ID	Campaign	Phone First Name	Last Name	Destinations	Provider	Duration	Rate	Cost	Status	Response
------------	-------------	----------	---------	----------	---------	-------------	----------	------------------	-----------	--------------	----------	----------	------	------	--------	----------

Queue Statistics:

To check details about agents in queue like (offline agents, ready agents, etc)

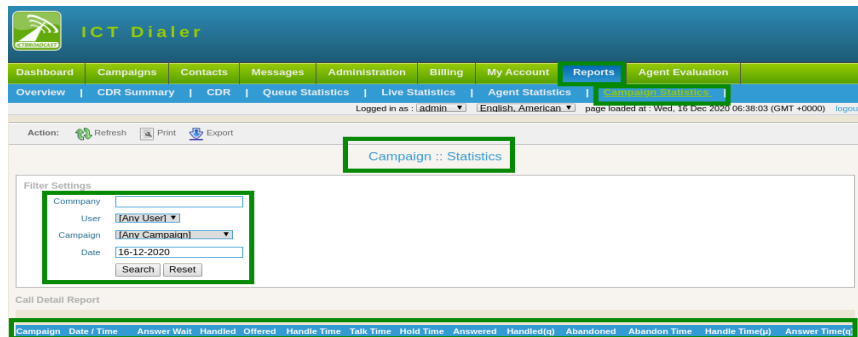
Click on queue statistics sub-menu

Click on live statistics sub-menu, list of queue statistics will display on page as shown below:

Campaign Statistics:

To check details of each campaign, click on campaign sub-menu.

set filter settings, select desired campaign from drop-down to see results according to need and requirements as shown below:



5. Fax Marketing User Guide:

5.1. Registration:

To get fax marketing services follow the steps below:

Open web-browser, use the given link <https://ictdialer.com> to visit the website as display below:

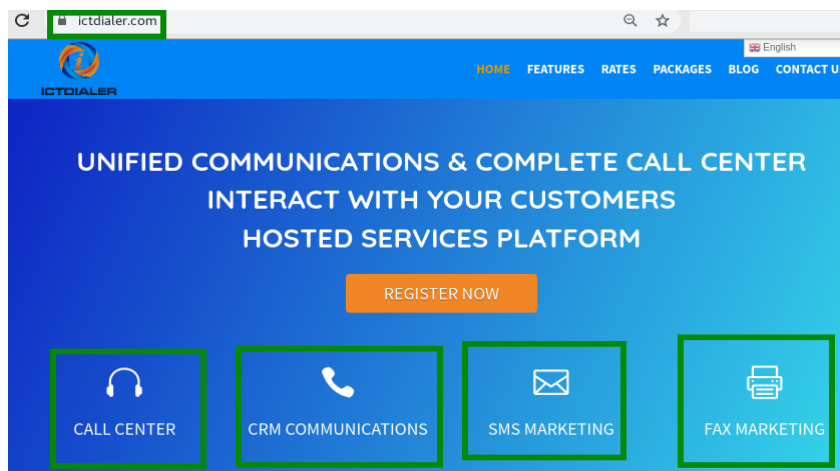
Following blurbs are shown on main page of web-page, they are named as:

Call Center

CRM Communication

SMS Marketing

Fax Marketing



WELCOME TO ICTDIALER

ICTDialer is a hosted unified communications contact center that support Voice, SMS and Fax communications technologies. You need internet and web browser to access ICTDialer Cloud platform. It will empower you to market and interact with your customers using multiple communication technologies .

To approach registration form click any of given options.

Click on “Fax Marketing”,

Click on register now button, it leads to next page for further procedure

Enter the required information, configure your desired options for cloud call center.

Enter personal information and billing details.

Must enter phone number for account verification.

Click on continue button as shown below:



5.2. Setup:

After completing registration procedure user will login to the main system. Before starting campaign user will configure contacts list that will be used in campaign.



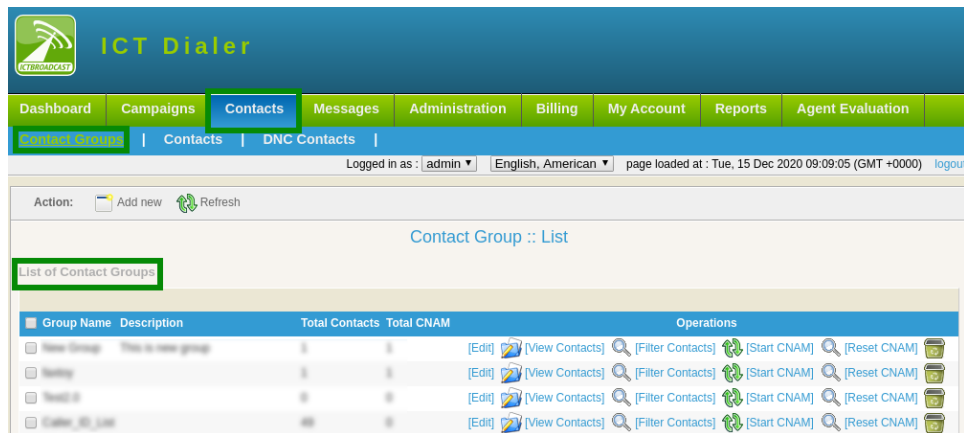
Contact groups:

Click on contacts menu from main menu

Click on contact groups sub-menu

User can view list of contact groups and details will display on screen.

Click on edit button to change/update information in contact groups as shown below:



To Add New Contact Group:

Click on Add New button to enter new contact group in system.

Type contact group title and description in text box

Click on drop-down to select type of source to import contacts from list.

Click on save button

Contacts:

Click on contacts sub-menu

Contact list will display on page. To check contact details set filter settings.

Select contact group from drop-down list

Click on search button as shown below:

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups | **Contacts** | DNC Contacts |

Logged in as : [admin] | English, American | page loaded at : Tue, 15 Dec 2020 09:33:40 (GMT +0000)

Action: Add new Refresh Import Export Apply DNC

Filter Settings

Contact Group: [Any Group]

Name:

Phone:

Filter: [No Filter]

Search Reset

List of Contacts

Displaying results 1 to 20 from hundreds 1 | 2 | 3 | 4 | 5 | next

First Name	Last Name	Phone	E-Mail	Operations
				[Edit] [Update CNAM] Refresh

To Add New Contacts:

Click on "Add New" button, a page will open that have required information.

Enter personal information

Enter Contact Addresses

If any contact required from existing groups, select groups from available list

Click on save to complete the task as shown below:

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Contact Groups | **Contacts** | DNC Contacts |

Logged in as : [admin] | English, American | page loaded at : Tue, 15 Dec 2020 09:33:40 (GMT +0000)

Action: Add new Refresh Import Export Apply DNC

Save Reset Cancel

Contact :: Add

Personal Information

First Name:

Last Name:

Contact Address

Phone Number:

E-Mail:

Address:

Groups

Related Groups

Available

Caller_ID_List
Factory
Just Brian
List 1
New Group
pak
TehvaneGroup
Test2.0

Selected

select all

REMOVE all

Custom Data

Custom Value #1:

DNC Contacts:

Click on DNC Contact sub-menu, a list of DNC contacts will display

The screenshot shows the ICT Dialer web application interface. The top navigation bar includes links for Dashboard, Campaigns, Contacts, Messages, Administration, Billing, My Account, Reports, and Agent Evaluation. The 'Contacts' menu is expanded, showing 'Contact Groups', 'Contacts', and 'DNC Contacts'. The 'DNC Contacts' sub-menu is highlighted. Below the navigation bar, the user is logged in as 'admin' and the page is loaded at 'Tue, 15 Dec 2020 10:01:49 (GMT +0000)'. The main content area displays 'DNC :: List' and a table with columns: First Name, Last Name, Phone, E-Mail, and Operations. The 'List of DNC' link is highlighted.

To Add New DNC Contact:

Click on Add New button

Select DNC group from drop-down list

Enter personal information: first name, last name

Enter DNC address: Phone number, email address

Type comments/remarks in description box

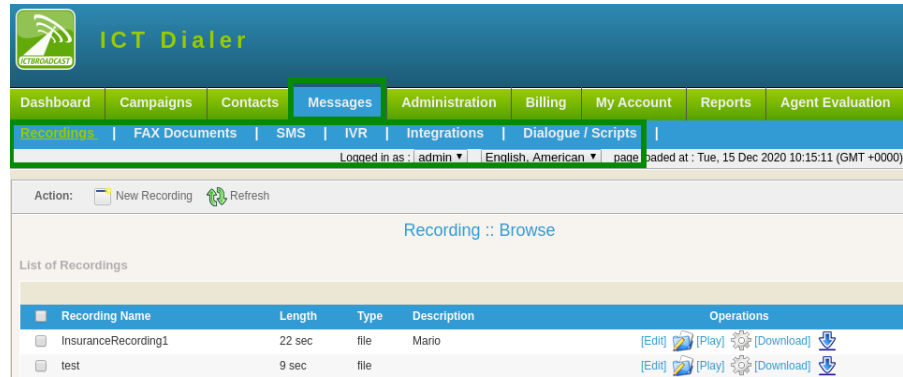
Click on save button to confirm the task as shown below:

The screenshot shows the ICT Dialer web application interface for adding a new DNC contact. The top navigation bar is the same as the previous screenshot. The 'DNC Contacts' sub-menu is highlighted. Below the navigation bar, the user is logged in as 'admin' and the page is loaded at 'Tue, 25 Dec 2020 20:02:49 (GMT +0000)'. The main content area displays 'DNC :: Add'. The form includes the following fields:

- Action:** Save, Reset, Cancel
- DNC Group:** A dropdown menu with the selected value '[User DNC Group]'.
- Personal Information:** First Name and Last Name text input fields.
- DNC Addresses:** Phone Number, E-Mail, and Address text input fields.
- Comments / Remarks:** A text area labeled 'Description'.

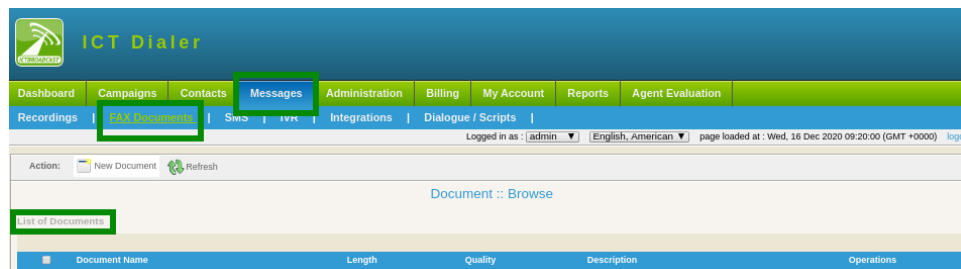
Messages:

Click on messages from main menu, following sub-menus related to messages are mentioned that required. These messages will be used when user need to create a campaign as shown:



Fax Documents:

Click on Fax Document sub-menu, a list of recordings will display



Click on New Document button, a form will appear enter the required fields

Type document name and description in text box

Select fax quality from drop-down list

Click on choose file button, select file from device as shown:

Click on save button to complete task.

ICT Dialer

Dashboard Campaigns **Contacts** Messages Administration Billing My Account Reports Agent Evaluation

Recordings **Add Document** New ... Refresh ... Integrations Dialogues | Scripts

Logged in as: admin | English, American | page loaded at: Wed, 16-Dec-2020 09:38:00 (GMT +0000)

Action: New Document Refresh

Action: Save Reset Cancel

document :: Add

Document

* Document Name

Description

FAX Document

Fax quality: Standard ▼

* File Name Choose File No file chosen

5.3. Running the campaign:

Fax Campaign:

In fax campaign, dial numbers from contact list, on answer by the recipient, transfer fax documents. Fax document can in form of (text file, image file) it depends on user requirement. To start campaign, click on campaign management sub-menu. Click on add new button.

ICT Dialer

Dashboard **Campaigns** Contacts Messages Administration Billing My Account Reports Agent Evaluation

Add New Campaign Campaign Summary Campaign Default Settings

Logged in as: admin | English, American | page loaded at: Wed, 16 Dec 2020 09:18:12 (GMT +0000)

Action: Add new Refresh

Campaign :: List

List of campaigns

#	Campaign Name	Type	Progress	Status	Operations	Reports
<input type="checkbox"/> 161	Phone: 0800-1234	Phone	100%	Completed	[Edit as New]	[Results]
<input type="checkbox"/> 160	Phone: 0800-1234	Phone	100%	Completed	[Edit as New]	[Results]
<input type="checkbox"/> 159	Phone: 0800-1234	Phone	100%	Completed	[Edit as New]	[Results]

5.4. To Create Fax Marketing Campaign:

Click on fax campaign from categories of campaigns.

A form will open that contains requirement field and settings for creating this campaign.

Enter the requirements that are follows:

Campaign name: For identification of in summary

Campaign mode: select option from drop-down- inbound/outbound campaign

Campaign contacts:

Select contact group from drop-down

Set call repeat contacts in field box

Set delay time from drop-down

Caller ID Type:

Select Caller id type from drop-down

Caller ID

Enter caller ID

Caller Name:

Enter the name of caller

Fax Document: Select your fax document from drop-down list that needs to transfer.

Settings:

Set maximum concurrent channels in field box

Set maximum call retries to contacts. Select enable option from drop-down list. Otherwise select disabled.

Set maximum call duration to engage in field box

Set maximum ring time in seconds, if in set time call is entertained then it stop.

Campaign Schedule:

Set campaign start time from drop-down,

→ start campaign immediately

→ On scheduled time according to select date and time

Set campaign stop time from drop-down

→ to stop when it is completed

→ On scheduled time according selected date and time

3rd part integration:

Set Request call end when call to be ended.

ICT Dialer

Dashboard Campaigns Contacts Messages Administration Billing My Account Reports Agent Evaluation

Campaign :: Add

For SMS, Email, & Video Broadcasting

Actions: **Save** Reset Cancel

Campaign :: Add

Campaign

* Name

Campaign Mode

Campaign Contacts

* Contact Group

Repeat Contacts

Delay

Caller ID

Caller ID Type

* Caller ID [Show available tokens](#)

Caller Name [Show available tokens](#)

PACE

* CAR Document

Settings

* Max. Concurrent Channels

Max. Retries

* Max. Call Duration in seconds

* Max. ringing time in seconds

Campaign Schedule

Start Campaign

Stop Campaign

3rd party integration

* Request (Call End)

5.5. Reports:

To view call detail record and details.

Click on reports option from main-menu

Click on overview sub-menu, a page will open required fields.

Select service type from drop-down.

Type company in text-box

Select user from drop-down

Enter date/time

Hit search button as shown below:

ICT Dialer

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Agent Evaluation

Overview | **CDR Summary** | CDR | Queue Statistics | Live Statistics | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | page loaded at : Wed, 16 Dec 2020 05:53:53 (GMT +0000)

Action: [Print](#)

CDR Summary Report :: View

Filter Settings

Service Type: [Any Service] ▼
 Company:
 User: [Any User] ▼
 Campaign: [Any Campaign] ▼
 Date: 16-12-2020
[Search](#) [Reset](#)

Call Detail Report

Date / Time	Campaign	Total Calls	Total Amount	Total Cost	Action
15-12-2020 05:53 => 15-12-2020 06:53	-	-	-	-	[Detail]
15-12-2020 06:53 => 15-12-2020 07:53	-	-	-	-	[Detail]

CDR Summary:

CDR summary provides user a chart view of campaign status. To check CDR(call detail record) summary of campaign like (company name, user name, campaign, destination, status etc).

Click on CDR summary sub-menu.

Set filer settings, click on search button to view the detail as shown below:

ICT Dialer

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Agent Evaluation

Overview | **CDR Summary** | CDR | Queue Statistics | Live Statistics | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | page loaded at : Wed, 16 Dec 2020 06:15:33 (GMT +0000)

Action: [Refresh](#) [Print](#) [Export](#)

CDR :: View

Filter Settings

Service Type: [sms] ▼
 Company:
 User: [admin] ▼
 Campaign: [test] ▼
 Date: 16-12-2020 to 16-12-2020
[Search](#) [Reset](#)

Call Detail Report

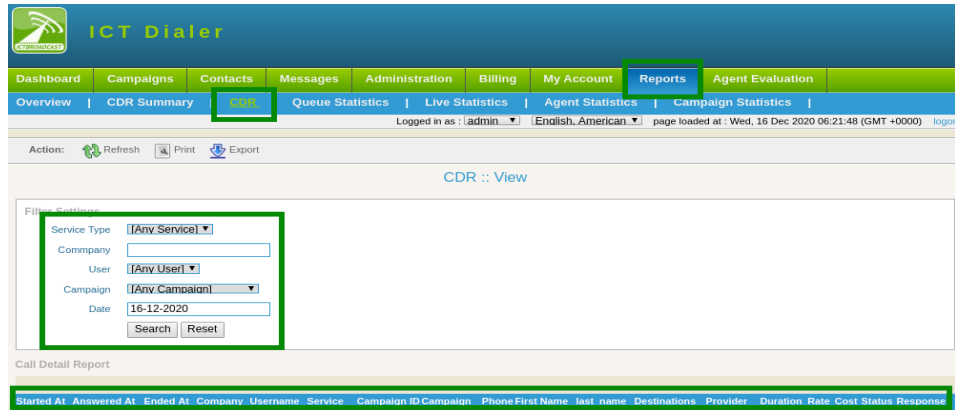
Date	Company	Username	Campaign	Destination	Duration	Cost	Provider	Status	Response
------	---------	----------	----------	-------------	----------	------	----------	--------	----------

CDR:

To check details about every call placed by a campaign.

Click on CDR sub-menu

Set filer settings, click on search button to view the detail as shown below:



Queue Statistics:

To check details about agents in queue like (offline agents, ready agents, etc)

Click on queue statistics sub-menu

Click on live statistics sub-menu, list of queue statistics will display on page as shown below:

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Evaluation

Overview | CDR Summary | CDR | **Queue Statistics** | Live Statistics | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | session started at : Fri, 20 Sep 2019 09:20:46 (GMT +0500)

Action: Refresh

Queue :: Statistics

Live Statistics

Queue Name	Extension	Offline Agents	Ready Agents	Max Ready	Busy Agents	InQueue Calls	Max Wait	Live Calls
Queue 1	1001	0	0	0	0	0	0	0
Queue 2	1002	0	0	0	0	0	0	0
Queue 3	1003	0	0	0	0	0	0	0

Live Statistics:

To view agents details like (when agent logged in, login age, operations etc)

Click on live statistics sub-menu, list of live statistics will display on page as shown below:

Dashboard | Campaigns | Contacts | Messages | Administration | Billing | My Account | **Reports** | Evaluation

Overview | CDR Summary | CDR | Queue Statistics | **Live Statistics** | Agent Statistics | Campaign Statistics

Logged in as : admin | English, American | session started at : Fri, 20 Sep 2019 09:20:46 (GMT +0500)

Action: Refresh

Agent Statistics :: Live

Live Statistics

Campaign	Agent	Extension	Status	Duration	Logged At	Login Age	Operations
//	1001	1001	Not Ready	0m 00s	2019-09-20 17:48:00	0m 00s	[Force Logout] [Logout]
//	1002	1002	Not Ready	0m 00s	2019-09-20 17:48:00	0m 00s	[Force Logout] [Logout]
//	1003	1003	Not Ready	0m 00s	2019-09-20 17:48:00	0m 00s	[Force Logout] [Logout]
//	1004	1004	Not Ready	0m 00s	2019-09-20 17:48:00	0m 00s	[Force Logout] [Logout]

Agents Statistics:

To check overall summary of agents, click on agents statistics sub-menu

Set filter settings, select desired agent from drop-down.

Click on search button to view the detail as shown below:

The screenshot shows the 'Agents Statistics' page. The top navigation bar includes 'Dashboard', 'Campaigns', 'Contacts', 'Messages', 'Administration', 'Billing', 'My Account', 'Reports', and 'Evaluation'. The 'Reports' menu is expanded, showing 'Overview', 'CDR Summary', 'CDR', 'Queue Statistics', 'Live Statistics', 'Agents Statistics', and 'Campaign Statistics'. The 'Agents Statistics' sub-menu is selected. Below the navigation bar, there is a header section with 'Agent :: Statistics'. The main content area contains a 'Filter Settings' box with the following fields: 'Company' (text input), 'User' (dropdown menu with 'Any User' selected), 'Agent / Extension' (dropdown menu with 'Any Agent / Extension' selected), and 'Date' (text input with '20-09-2019'). There are 'Search' and 'Reset' buttons. Below the filter settings, there is a 'Call Detail Report' section with a table header. The table header includes columns: 'Agent', 'Login', 'Logout', 'Logged Time', 'Campaign', 'Handled', 'AHT', 'Hold', 'Not Ready', 'Handle Time', 'Hold Time', 'Talk Time', 'Ring Time', 'Reserved', 'Occupancy', and 'Break Reason'. The table body is currently empty, showing 'no data found'.

Campaign Statistics:

To check details of each campaign, click on campaign sub-menu.

set filter settings, select desired campaign from drop-down to see results according to need and requirements as shown below:

The screenshot shows the 'Campaign Statistics' page. The top navigation bar includes 'Dashboard', 'Campaigns', 'Contacts', 'Messages', 'Administration', 'Billing', 'My Account', 'Reports', and 'Agent Evaluation'. The 'Reports' menu is expanded, showing 'Overview', 'CDR Summary', 'CDR', 'Queue Statistics', 'Live Statistics', 'Agent Statistics', and 'Campaign Statistics'. The 'Campaign Statistics' sub-menu is selected. Below the navigation bar, there is a header section with 'Campaign :: Statistics'. The main content area contains a 'Filter Settings' box with the following fields: 'Company' (text input), 'User' (dropdown menu with 'Any User' selected), 'Campaign' (dropdown menu with 'Any Campaign' selected), and 'Date' (text input with '16-12-2020'). There are 'Search' and 'Reset' buttons. Below the filter settings, there is a 'Call Detail Report' section with a table header. The table header includes columns: 'Campaign', 'Date / Time', 'Answer Wait', 'Handled', 'Offered', 'Handle Time', 'Talk Time', 'Hold Time', 'Answered', 'Handled(g)', 'Abandoned', 'Abandon Time', 'Handle Time(p)', and 'Answer Time(g)'. The table body is currently empty, showing 'no data found'.