Avaya IP Office Contact Center Task Based Guide - Dialer

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Change History

This section describes the major changes in this document as of Release 10.1.1.

Issue	Date	Summary of Changes
Release 10.1.1, Issue 1.0	October 2017	• Updated information relating to Job / Campaign Time Limit description

IP Office Contact Center Contact Dialer Configuration

Overview

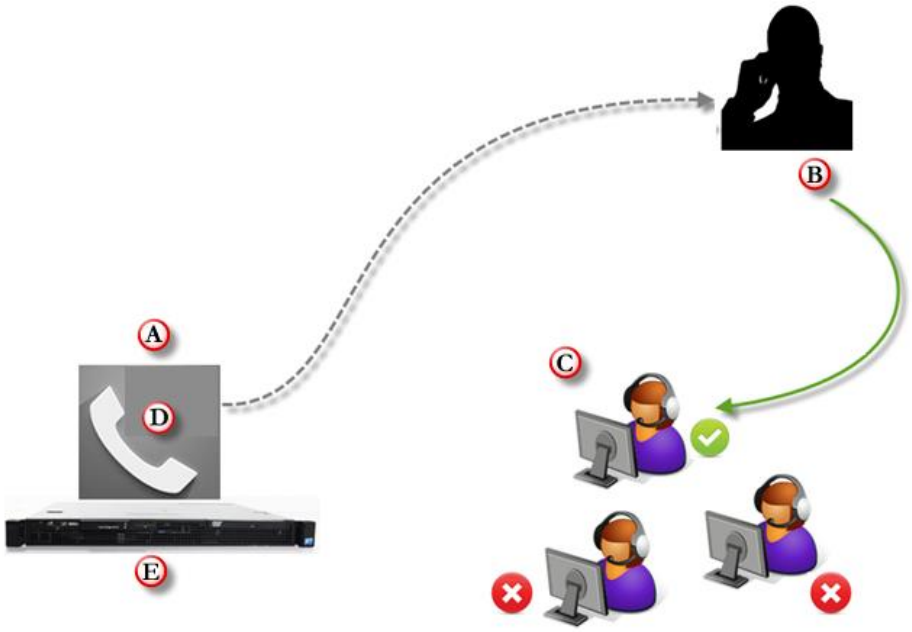
The IP Office Contact Center has an inbuilt dialer that can automatically distribute outgoing calls for IP Office Contact Center Agents, therefore improving the efficiency of the Contact Center. The dialer facility does not require any additional IP Office Contact Center licenses to function.

The outbound calls can be distributed in a number of ways. The basis of the outgoing dialing process is referred to as a call job. Calls / Jobs can be distributed by the IP Office Contact Center and distributed to an available agent once the connection to the called party is established. Alternatively, a dialer call can be distributed to an agent in order for the agent to preview the call, before the outgoing call is made. The connection to the call job destination number is started from the agent's phone.

Call jobs are defined for specific IP Office Contact Center Topics and the outbound distribution of the calls is controlled by a configured Task Flow Set.

Mechanic Dialer

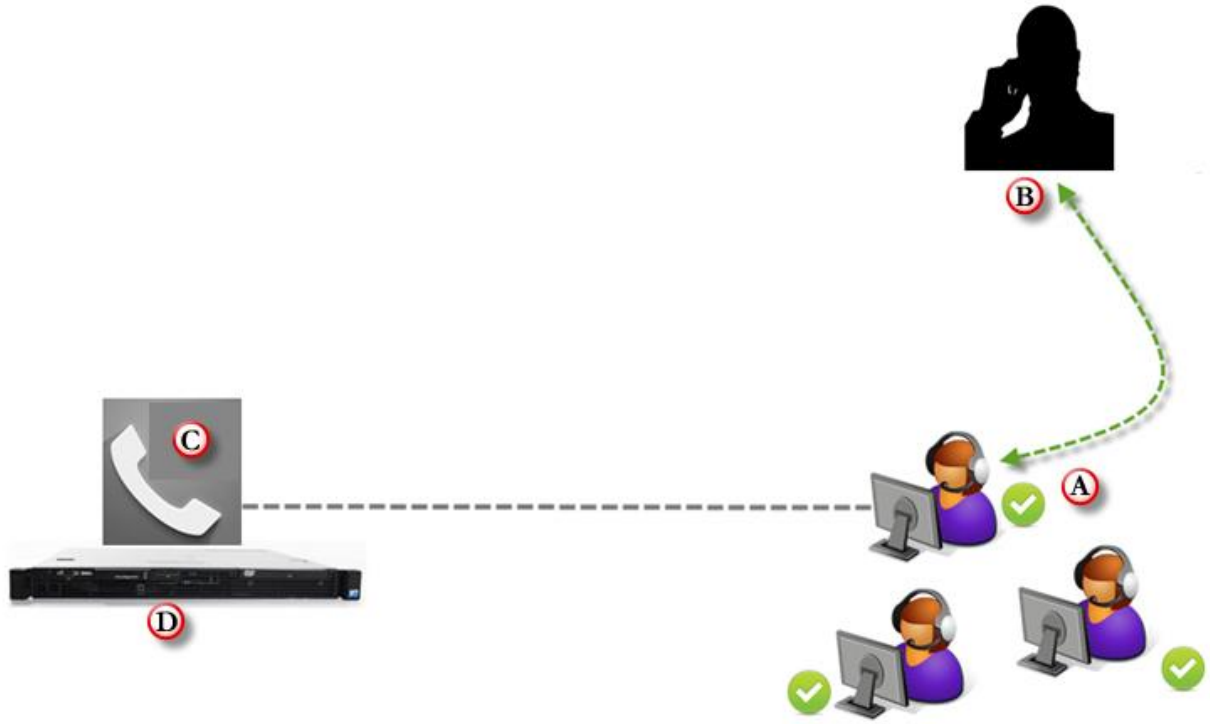
The call is initiated in the IP Office Contact Center (CHAP Line) via SIP. When the call is established with the customer, the call is automatically connected to an available Agent. If no agents are free, the call is dropped or directed via a custom call flow. This method is very efficient, however the customer call experience can be reduced if no agents are available to take the connected call.



A. Call initiated in the IP Office Contact Center
B. Call established with customer
C. Call is automatically connected to an available Agent
D. IP Office Contact Center Dialer
E. IP Office Contact Center Server

Direct Dialer

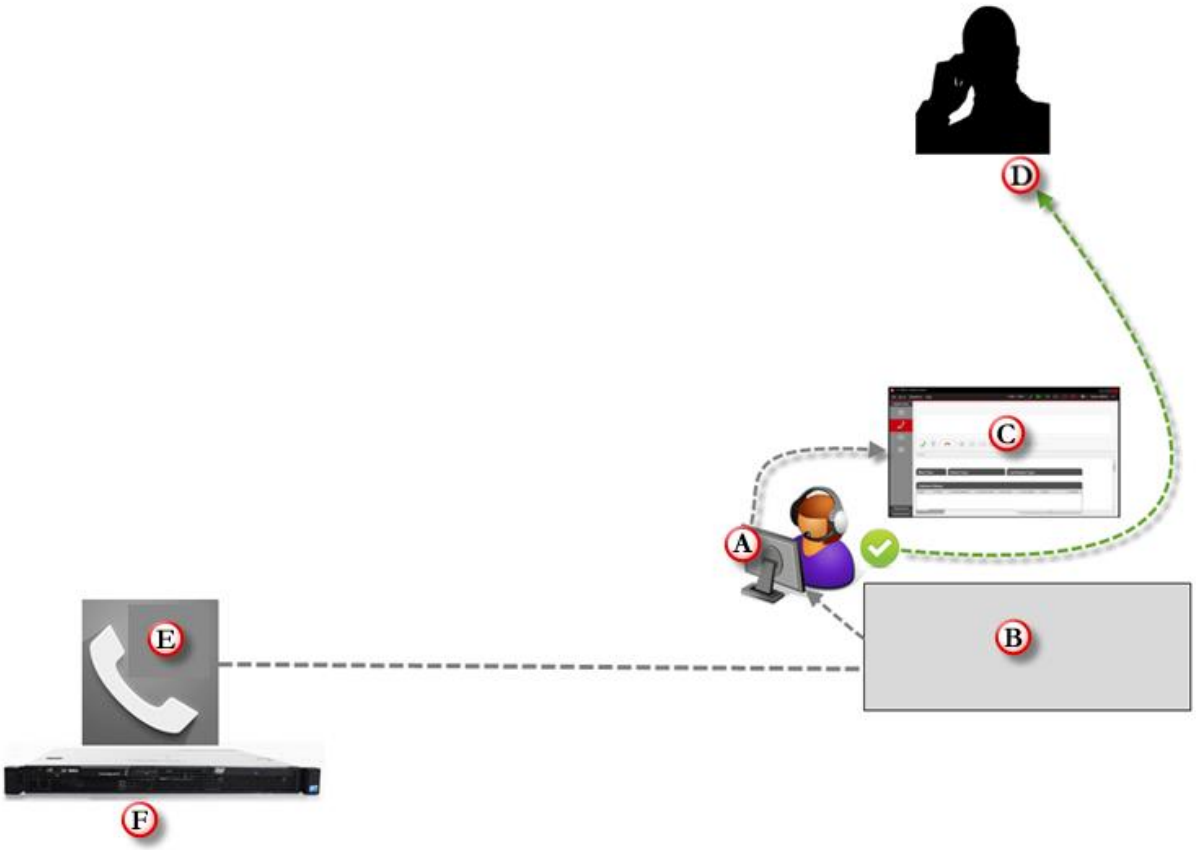
The call is initiated from the agent's telephone device utilizing TAPI. This can result in a higher quality of call for the customer, as the agent and customer are directly connected. However from an agent's perspective, this method can be inefficient as the agent has to deal with unanswered calls or calls made to incorrect numbers. The Agent is also classed as busy while the call is ringing or not answered.



A. The call is initiated from the agent's device utilizing TAPI
B. The agent and customer are directly connected
C. IP Office Contact Center Direct Dialer
D. IP Office Contact Center Server

Preview Dialer

The customer details relating to the call are previewed to the agent before the call is established. The agent can click to end the preview time, initiate the call from their IP Office Contact Center User Interface or end the call. If the agent takes no action at the end of the preview time, the call will automatically be made.



A. The Customer's details are previewed to the agent before the call is made.

B. For Example – Customer Name: Alan Smith

Customer Contact Number 123456789

Previous Purchase: Product A

C. The call can be initiated from the Agent's IP Office Contact Center User Interface.

D. The agent and customer are connected.

E. IP Office Contact Center Preview Dialer

F. IP Office Contact Center Server

There are two methods of distributing calls with a Dialing Campaign:

Campaign Dialer

A Campaign Dialer is associated with a specific Topic. A task flow then targets an Agent Group to which the calls are distributed, rather than targeting a specific agent. The agent is only selected once the call has been successfully established.

Agent Dialer

An Agent Dialer targets a single Agent. The outbound call to the customer will be made if the agent is available.

Dialer Modes

Auto Mode:

Starts a number of outgoing calls that match the number of available agents. This method uses a dial factor of 1.0 which means that the number of calls started correlates to the number of available agents. Therefore if no agents are available, no calls are started.

Power Mode:

Can create more outgoing calls than available agents using a dial factor above 1.0. For example, a dial factor of 2 would result in two calls being started for each available agent. Any calls that cannot be connected with an agent are dropped. This is dependent on the Task Flow.

Progressive Mode:

As with power mode, however the dial factor can be automatically adjusted depending on the current call drop rate.

Options for the Dialer Modes

Note: Please note any changes to the Dialer mode require the Watchdog Service to be restarted.

A: Mechanic – Auto Dialer

B: Mechanic – Power Dialer

C: Mechanic Progressive dialer

D: Direct

E: Preview

Parameter	Default	Minimum	Maximum	Dialer
Dial factor	1.0	1.0	8.0	B,C
Max. drop rate (in %)	3	0	20	C
Access Code	n/a	n/a	n/a	D,E
Max. preview time (in mm:ss)	1:00	00:00	30:00	E
Max. number of dial attempts (DAs)	1000	1	1000	A,B,C,D,E
Max. number of attempts to busy destination	1000	1	1000	A,B,C,D
Max. number of attempts if destination does not answer	1000	1	1000	A,B,C,D
Max. number of attempts when dropped	10	1	10	A,B,C,D
Max. number of attempts with closures	1000	1	1000	A,B,C,D
Wait time between 2 dial attempts to busy destination (in min)	1	1	1000000	A,B,C,D
Wait time between 2 dial attempts with no answer (in min)	5	5	1000000	A,B,C,D

Parameter	Default	Minimum	Maximum	Dialer
Extension of recall time if destination does not answer (in %)	50	0	500	A,B,C,D
Wait time between 2 dial attempts when dropped (in min)	1	1	1000000	A,B,C
Wait time between 2 dial attempts if customer hangs up (in min)	1	1	1000000	A,B,C,D
Wait time between 2 dial attempts with closures (in min)	1	1	1000000	A,B,C,D

Required Information

- Which dialer type will be used?
    - Mechanic Dialer
    - Direct Dialer
    - Preview Dialer
- Will a Campaign Dialer or Agent Dialer be used?
    - Which Topic is associated with the Campaign?
    - What time periods will the Campaign be active?
- Which Dialer Modes will be used?
    - Auto Dialer Mode
    - Power Dialer Mode
    - Progressive Dialer Mode
- Which Dial Factor will be used?
- What is the maximum call drop rate?
- What is the maximum Preview Time?
- What is the maximum number of dial attempts?
    - To busy destination
    - If a destination does not answer
    - When the dial attempt is dropped
    - When the dial attempt is closed
- What is the wait time between two dial attempts?
    - To a busy destination
    - When there is no answer
    - When the dial attempt is dropped
    - When the customer hangs up
    - When the dial attempt is closed

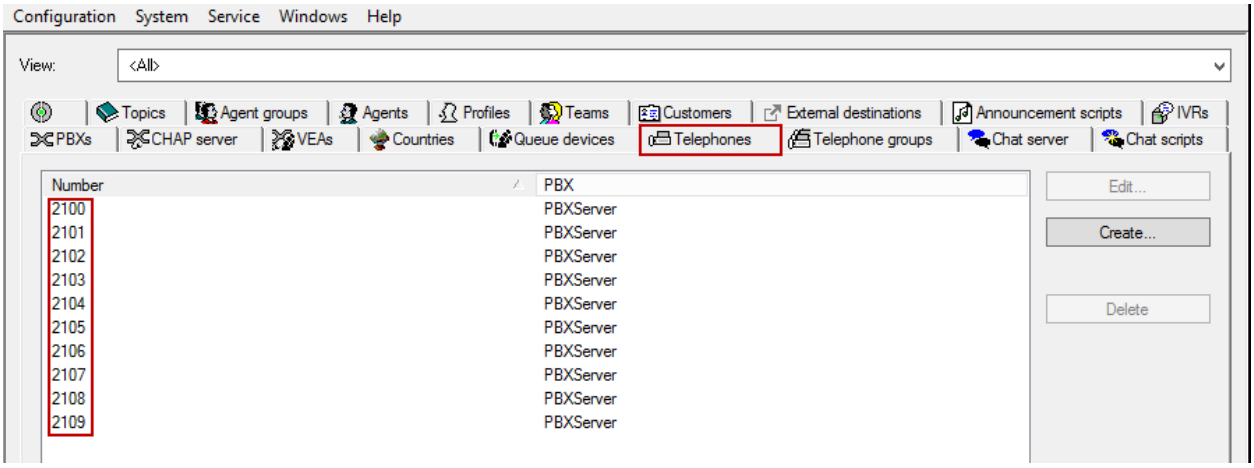
- Are enough queue devices available for the Dialer calls to be processed? A Dialer call uses 1 queue device.
- Are there adequate numbers of IP Office Contact Center agents signed into the system to handle the generated calls?
    - For example, in a Progressive dialer environment it is recommended that a minimum of five agents are signed on to the required Agent group.

NOTE: Please be aware that when the system is configured to use Campaign or Dialer functionality, each Agent may receive approximately 3 Preview dialer calls before any inbound queuing calls are presented to the Agents. This can occur when Agents decline the previewed dialer call multiple times to be presented with the incoming queueing call.

NOTE: It is recommended to use only external phone numbers as destinations for the call jobs.

If the customer wishes to use internal extension numbers as destinations for the call jobs, they must not use any numbers that are in use by the IP Office Contact Center.

The list of extension numbers that cannot be used, can be found under the Telephones tab.



Since IP Office Contact Center 10.0, has the ability to provide a customer who is queuing in a Topic, with an option to drop the call and be called back when an agent becomes available, whilst retaining their original position in the queue. This feature is called ‘Callback’.

When the customer selects the ‘Call back’ option by entering a DTMF digit, their call will end. However, the task remains in the task distribution and it is routed to the next free agent. IP

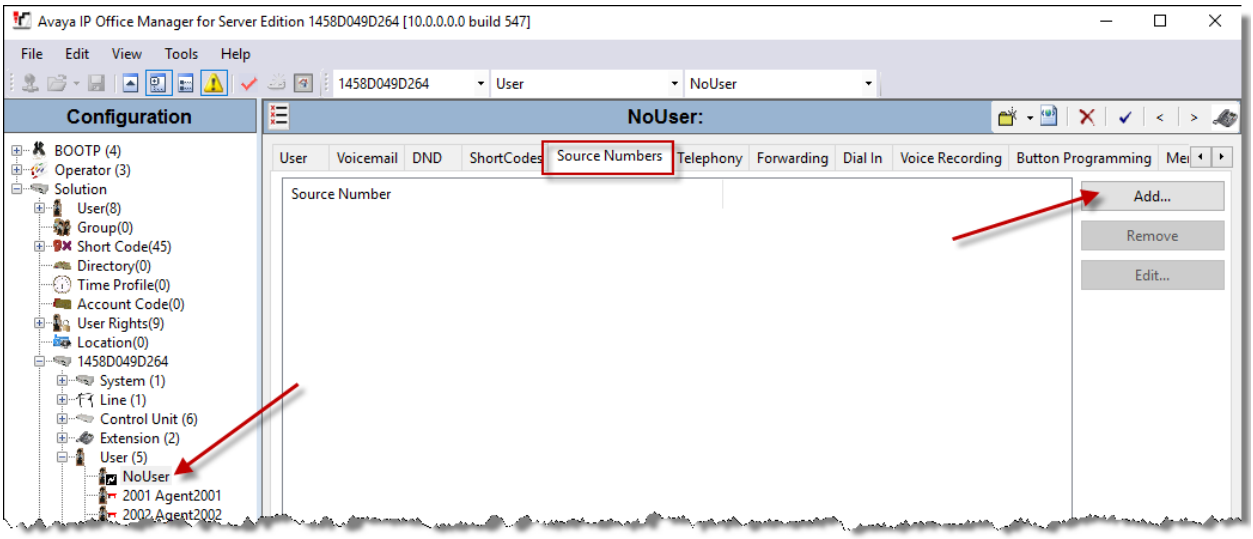
Office Contact Center then generates an outgoing call for the original Topic from the agent to the customer, whilst retaining the customer's original queue position from their previous call.

Note: Normal Dialer settings cannot be used for the 'Call back' feature, as the outbound call will not follow the settings of the dialer. When the 'Call back' feature is utilized, and the call is presented to a free agent, the call back to the customer is placed immediately.

Dialers used in SCN Environments utilizing Expansion Modules with PRI Trunks

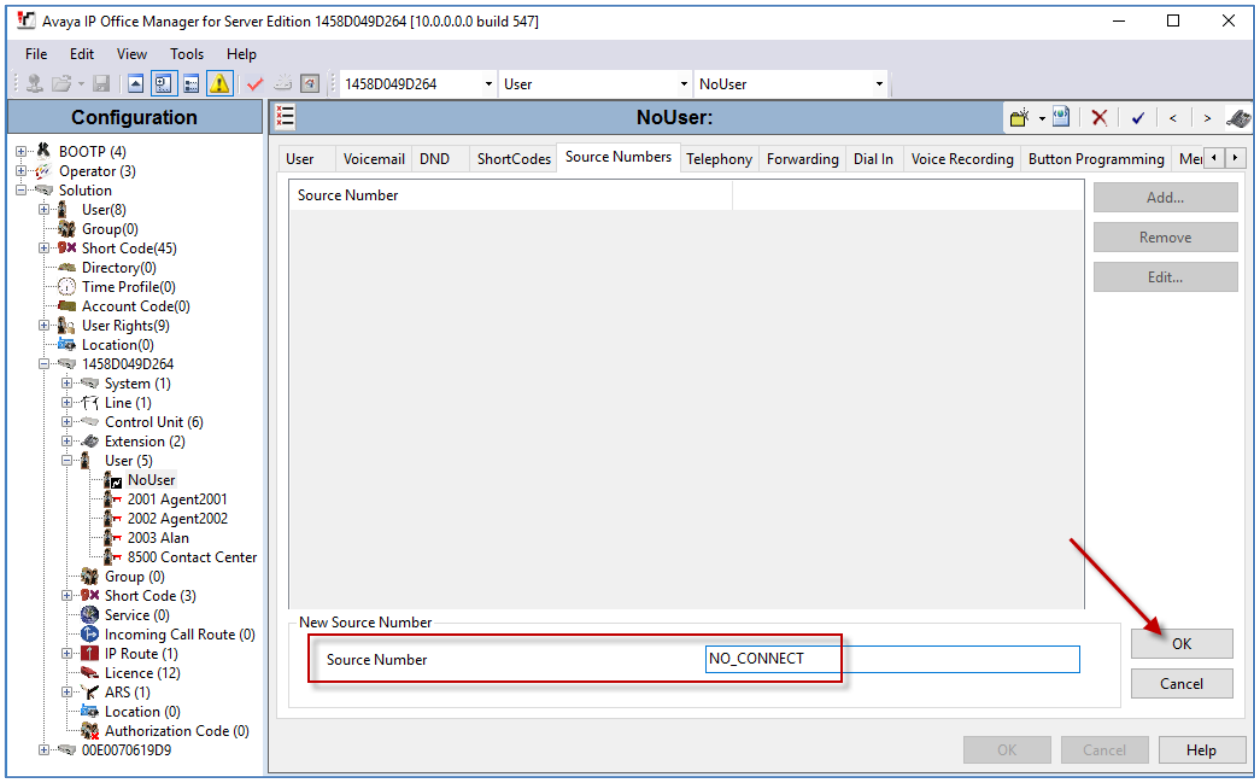
When the Dialer is used in an SCN environment that utilizes IP Office expansion modules with PRI Trunks, the **Source Number** of **NoUser** has to be defined. This will prevent connect states in failed number conditions.

1. Within IP Office Manager, go the **User** link and select **NoUser**.
2. Click the Source Numbers tab and then click the **Add** button.

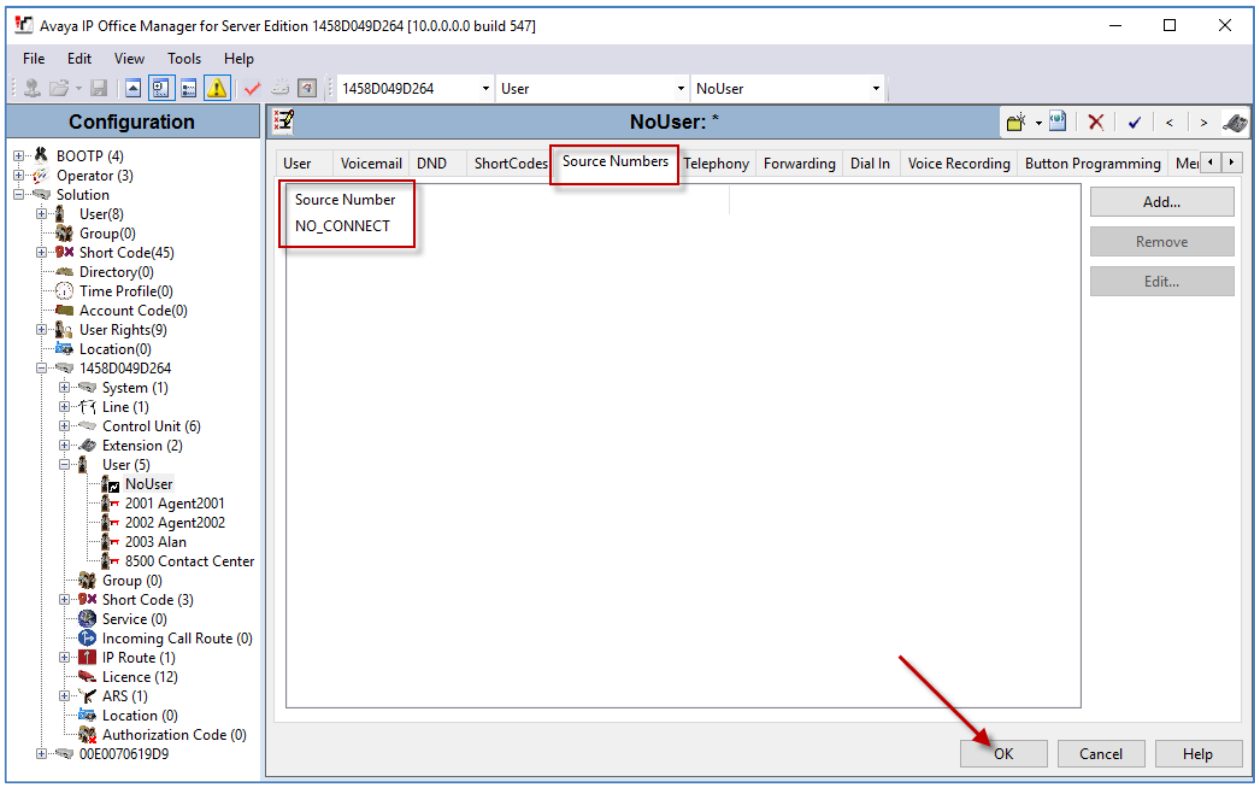


3. In the **Source Number** field enter **NO_CONNECT**

4. Click the **OK** button.



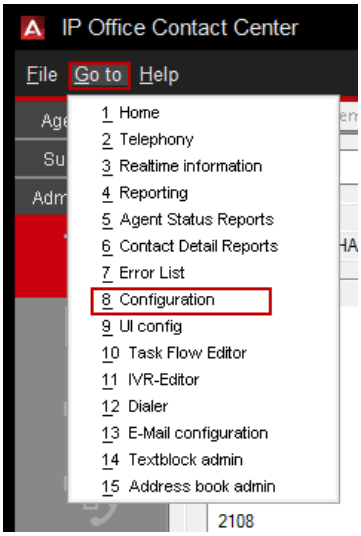
5. **NO_CONNECT** is displayed as the **Source Number** against **NoUser**. Click **OK** and save the configuration.



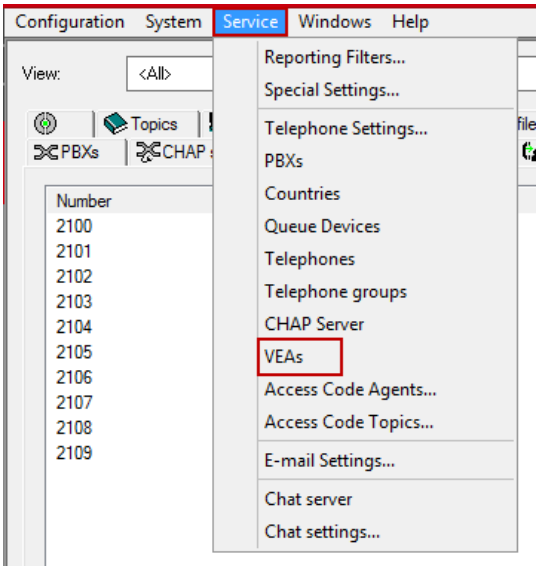
IP Office Contact Center Dialer Configuration

Allocating Channel Resources to the Dialer

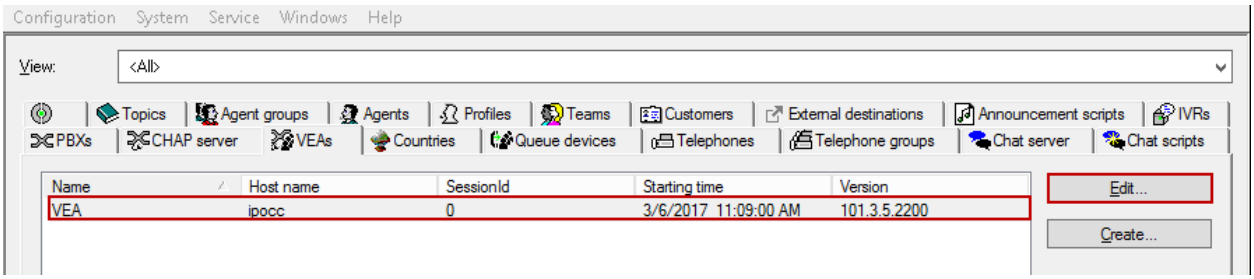
1. From the **Go to** menu click **Configuration**.



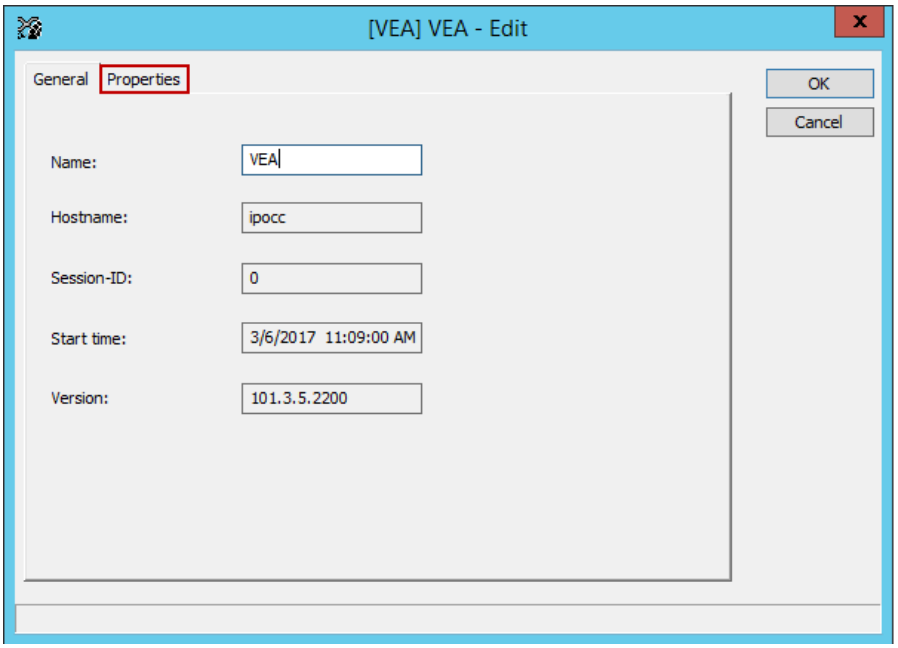
2. Click **Service** and then select **VEA…**



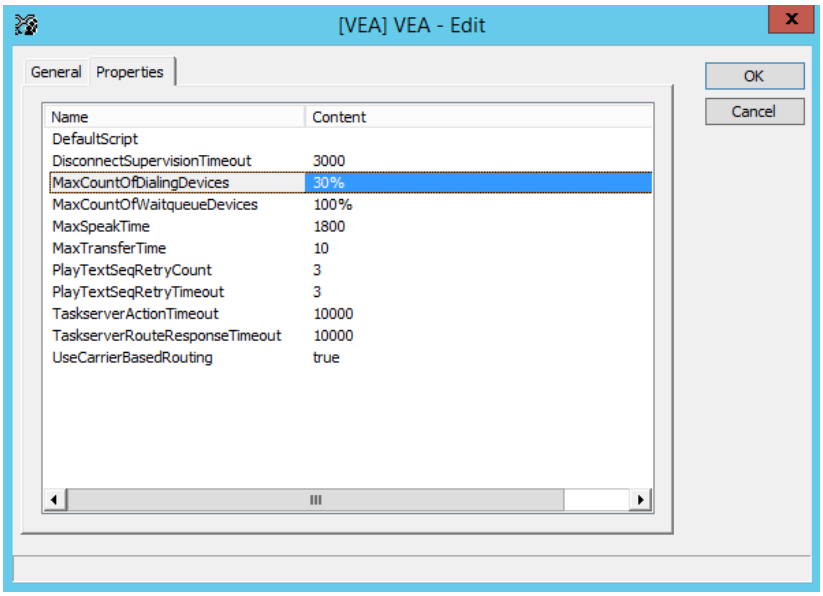
3. Select **VEA** (Voice Extension Adapter) and then select the **Edit…** button.



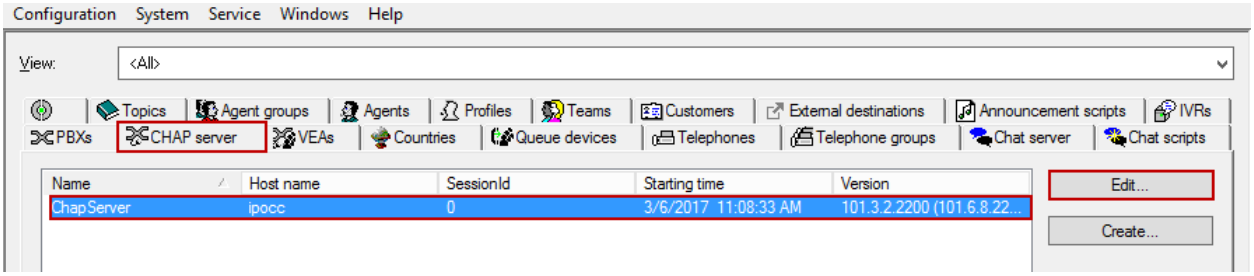
4. Click the **Properties** tab.



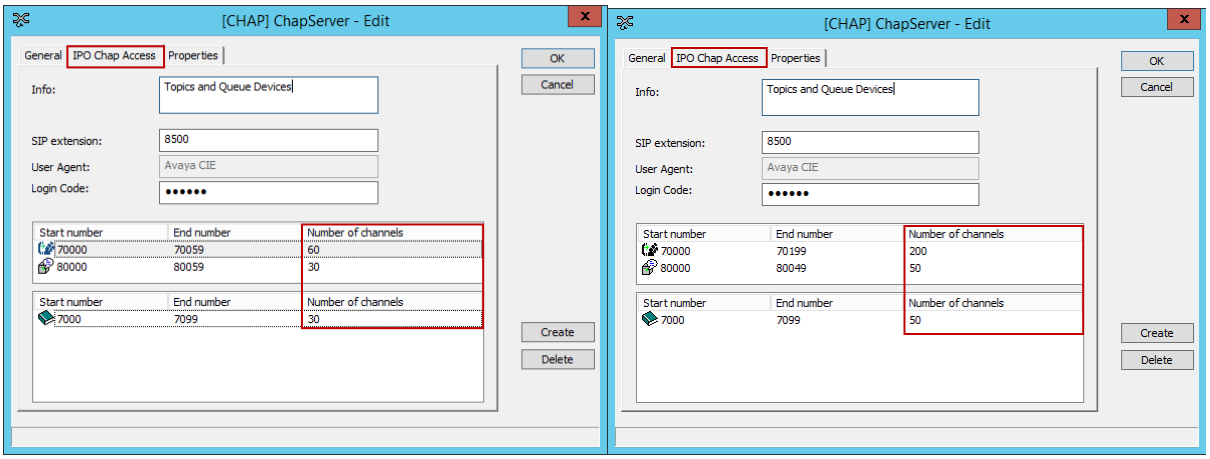
5. By default, the **MaxCountofDialingDevices** is set to **30%**



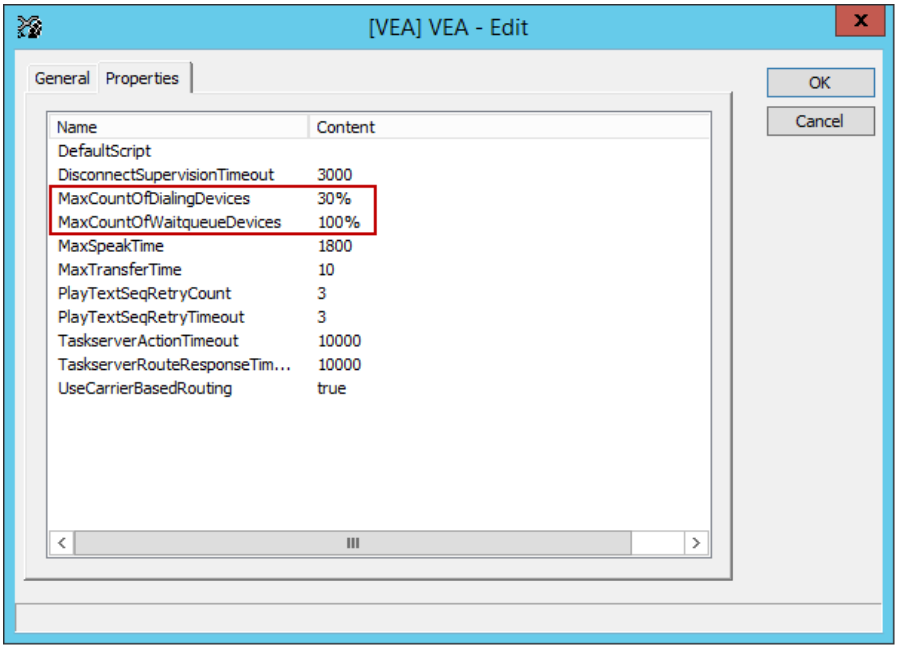
6. Depending on the configuration of the IP Office Contact Center, you may need to share the resource of the server to allow the two IP Office Contact Center 'devices' to facilitate outbound and inbound calls. By default, the IP Office Contact Center has 120 available channels in total (300 Maximum). However, for dialing, only the range for queue devices are used (default after configuration via excel import is 30 channels for topics, 60 queue devices, 30 IVR ports).



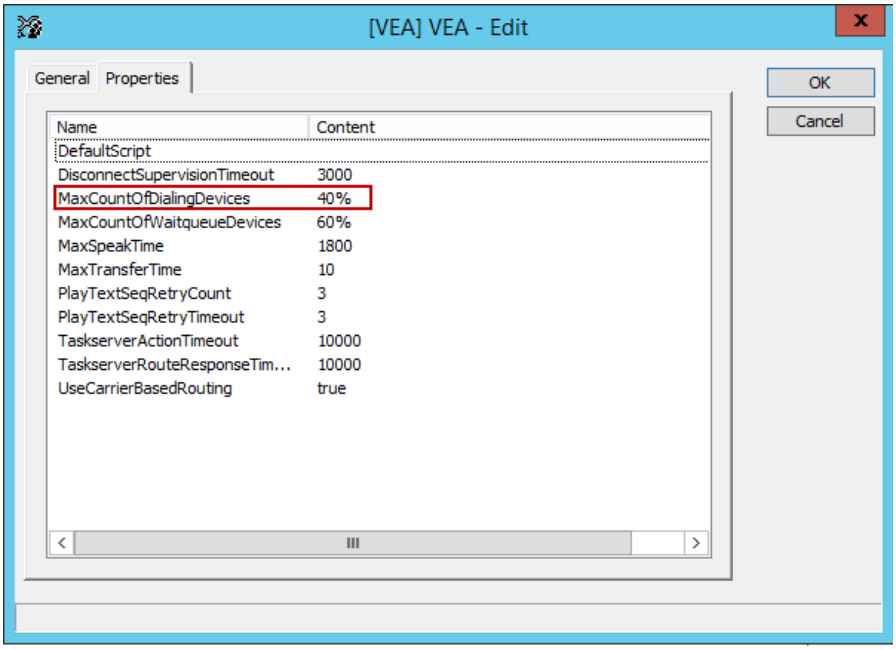
120 Channels **300 Channels**



7. Therefore a % allocation of channels has to be allowed to facilitate outbound dialing **MaxcountOfDialingDevices** and inbound calls **MaxcountOfWaitingqueueDevices**.



8. In the example below, 40% of the channel resources have been allocated for use with the dialer. Therefore, the dialer will use up to a maximum of 24 outgoing channels (using the imported channel configuration, 40% of 60 queue devices equates to 24 channels for the dialer). To change the % double click in the Content field and amend as required.

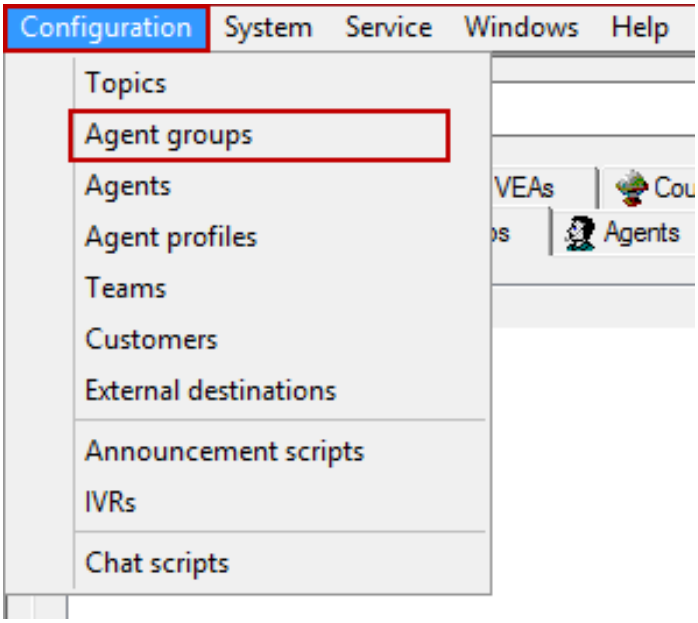


Note: You must ensure that there are sufficient lines available to service the percentage of channels allocated. Therefore the **MaxCountofWaitQueueDevices** and **MaxCountofDialingDevices** must be set for the Dialer module.
Values can be configured to total more than 100%. For example, you can set 75% for queue devices and 65% for dialing devices. This enables optimum use of the devices for inbound and outbound calls and jobs.
If you have few inbound calls for example, the Dialer module can use more devices for outbound jobs or vice versa. If you have more inbound calls make sure you have enough waiting queues.
Note: Do not set **MaxCountofDialingDevices** too high, otherwise there may be no available devices to facilitate inbound calls.

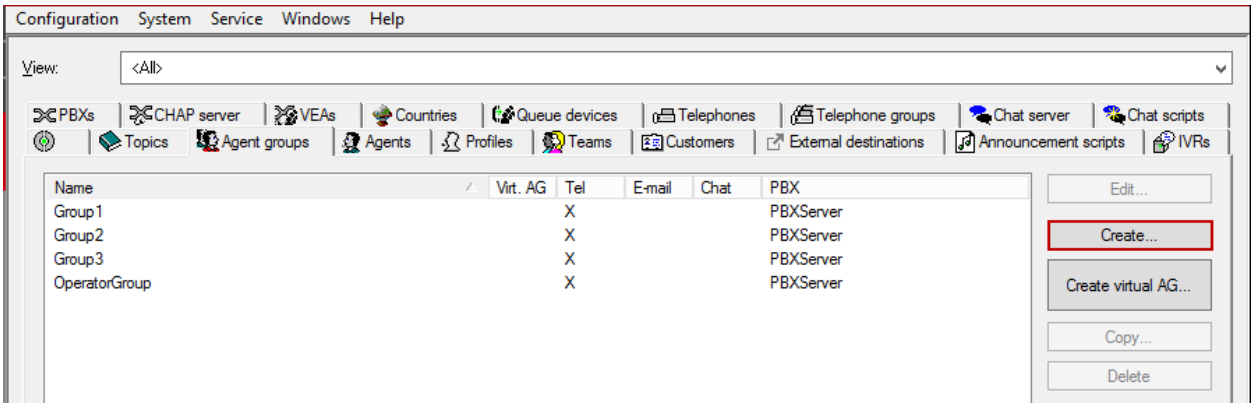
Creating an Agent Group to be used with the Dialer

We will now create a new Agent Group that will contain the agents who will handle the Dialer calls.

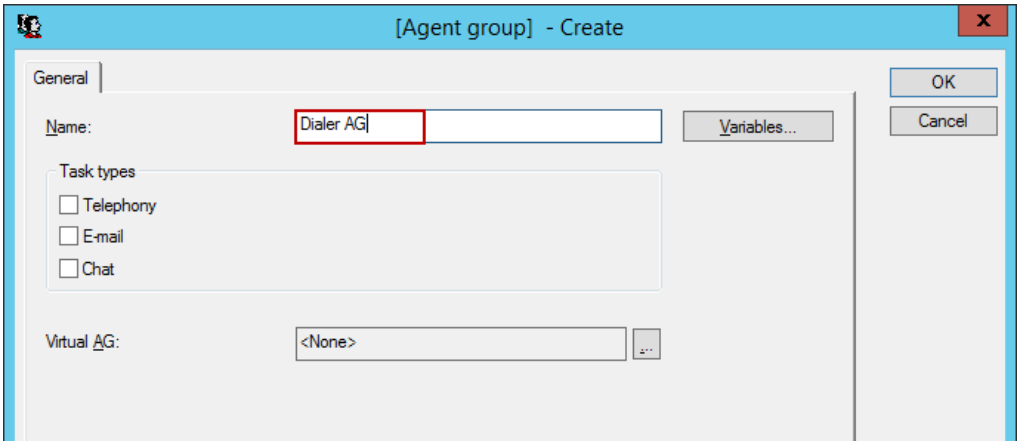
1. Click **Configuration** and then select **Agent group**.



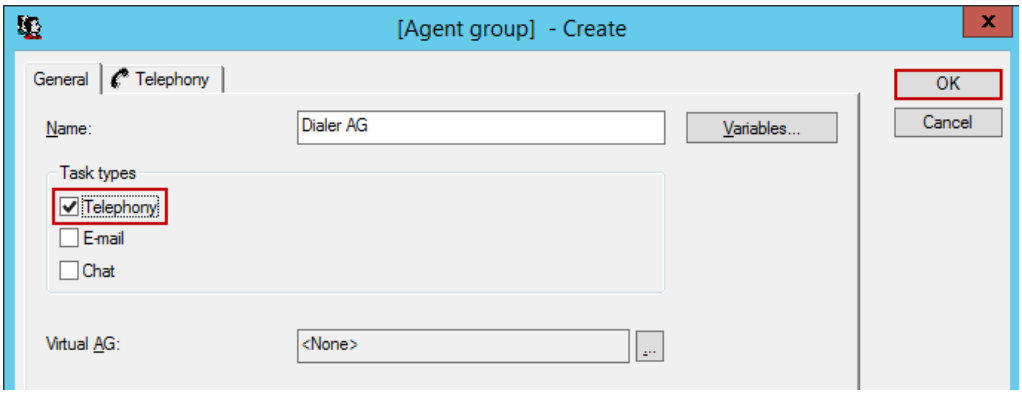
2. Click the **Create** button.



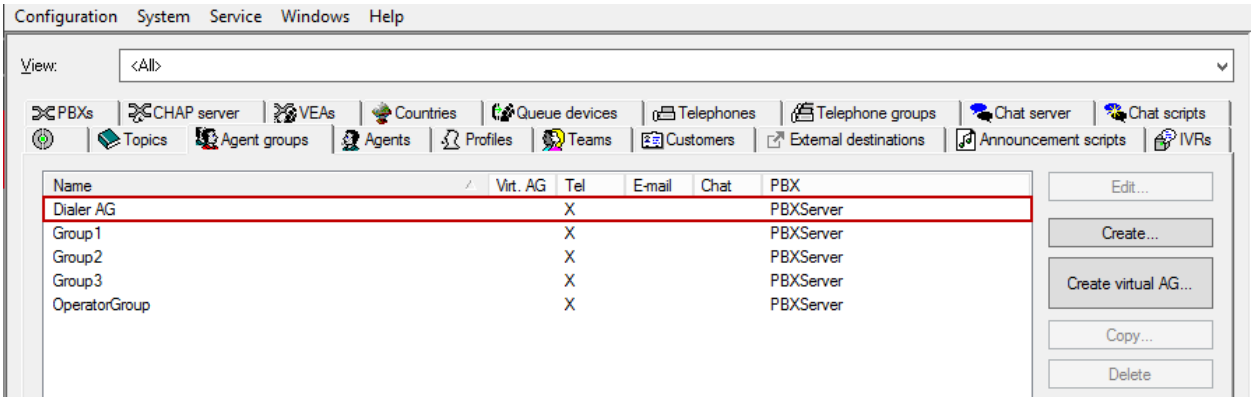
3. Enter a **Name** for the new Agent Group. For example **Dialer AG.**



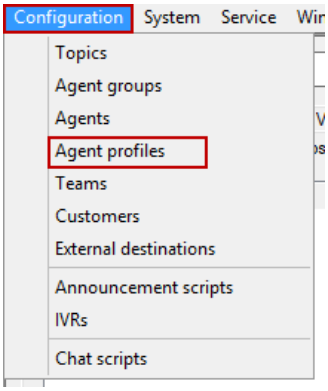
4. Click the **Telephony Task Type** and then select the **OK** button.



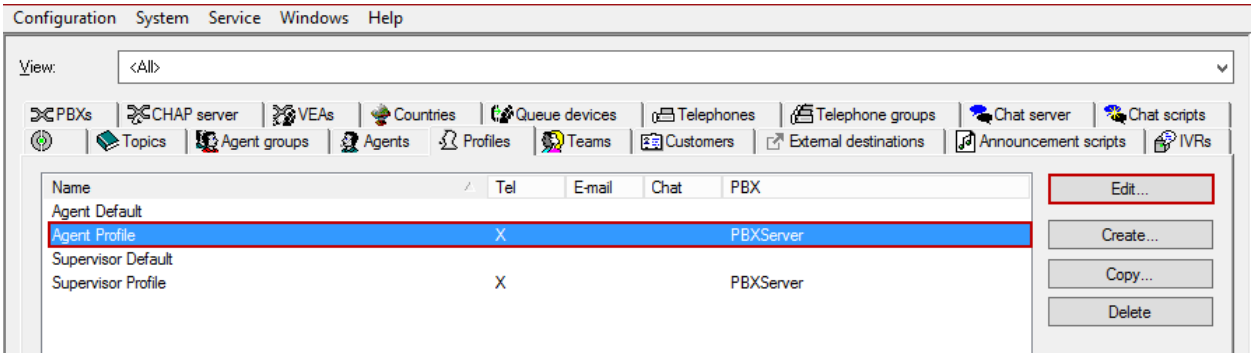
5. The new **Agent Group** is displayed.



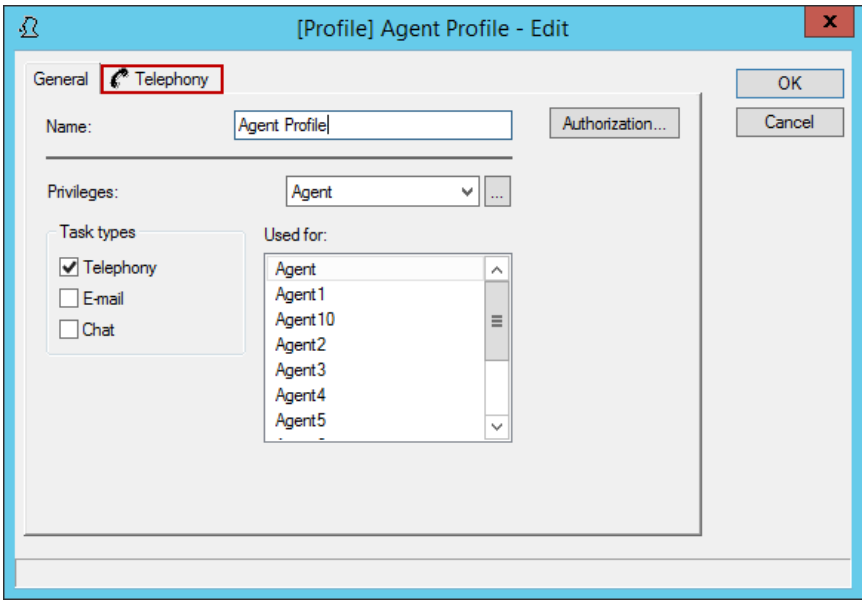
6. Click **Configuration** and then select **Agent Profile**.



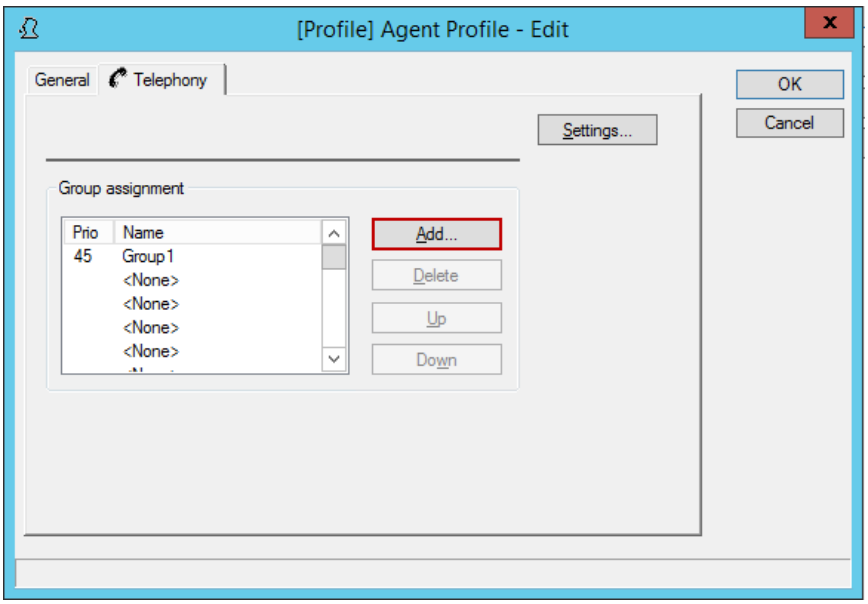
7. Select the required **Agent Profile** and then select the **Edit** button.



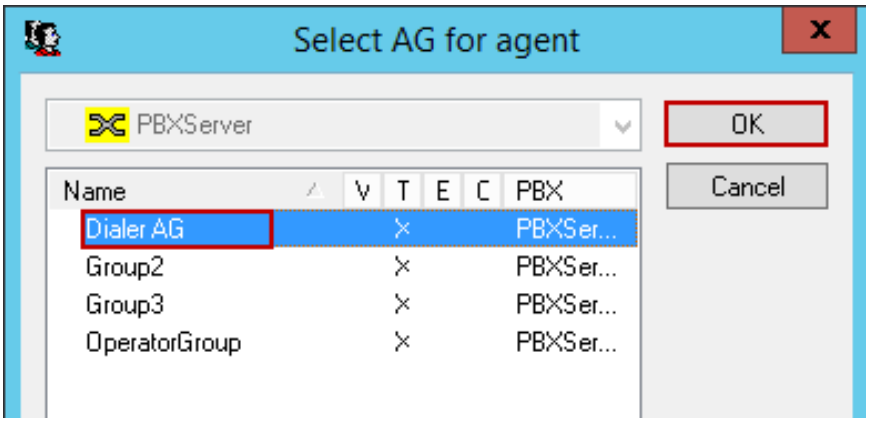
8. Click the **Telephony** tab.



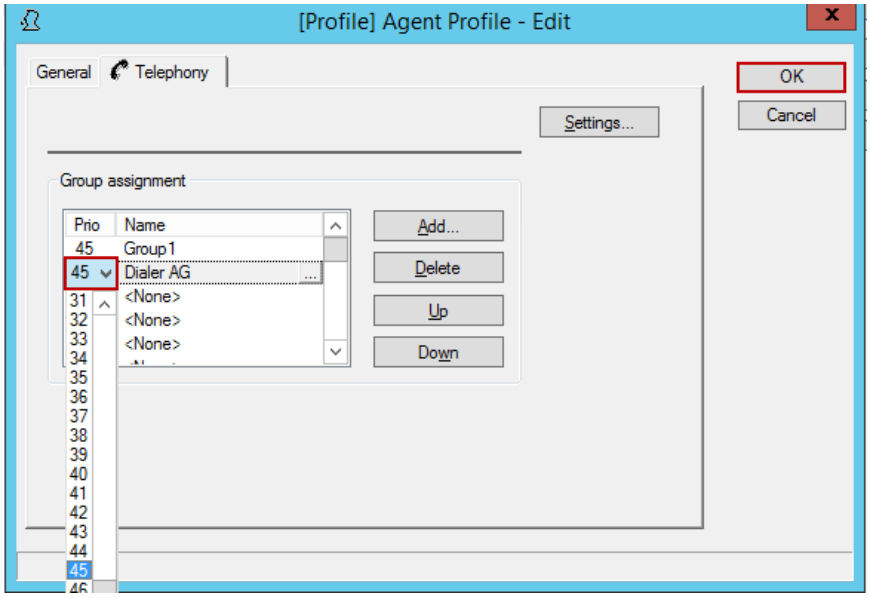
9. Click the **Add…** button.



10. Click **Dialer Group** and then click the **OK** button.

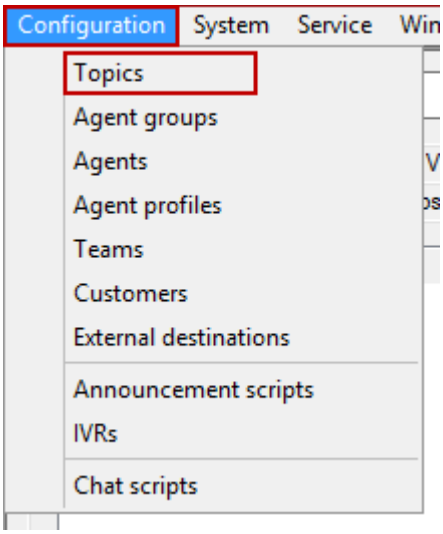


11. The group is assigned, choose the Priority **pull down** and select a Priority for the Dialer call to this Agent Group (By changing it from the default 60, you could assign another Agent group to be a higher priority at a later date) Then choose the **OK** button.

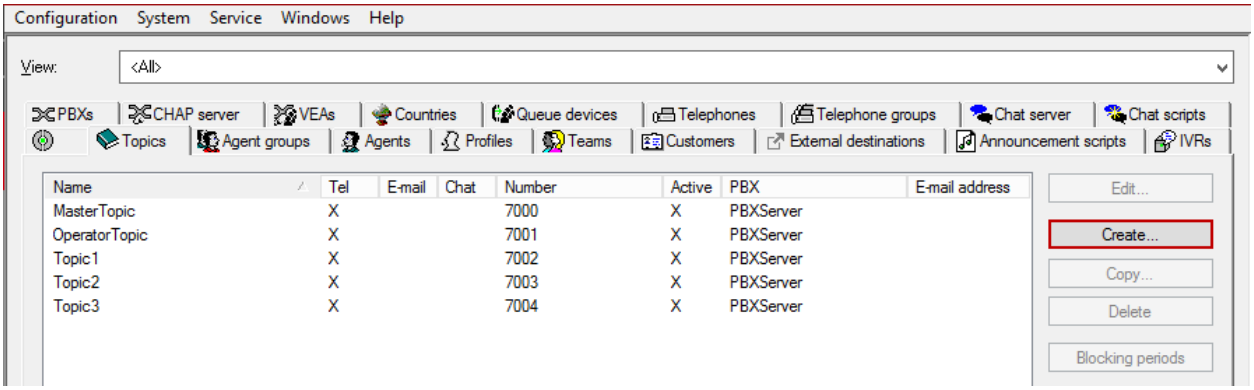


Creating a New Topic for Use with the Dialer

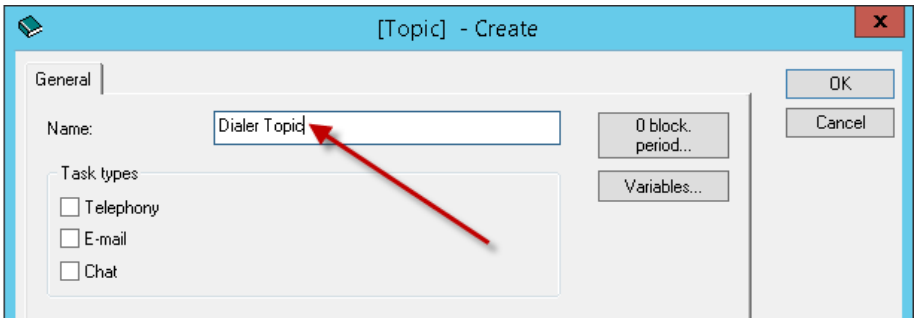
1. It is recommended that a new Topic is created that will be used by the Dialer. The Agents will sign in and off from the Group that is allocated to the Topic. They will then be able to receive the dialers outgoing calls. Click the **Configuration** link and then select **Topics**.



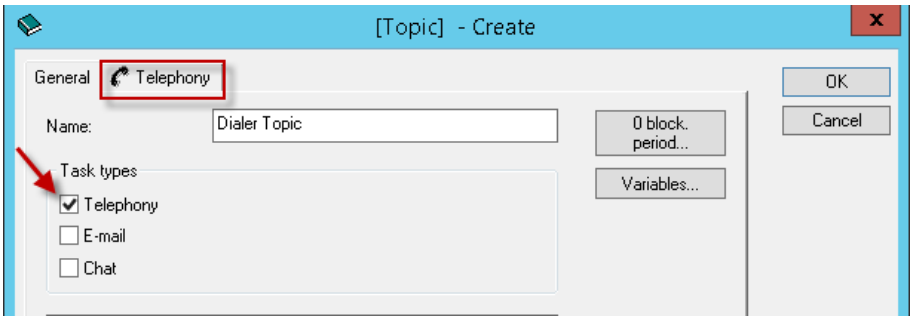
2. Click the **Create** button.



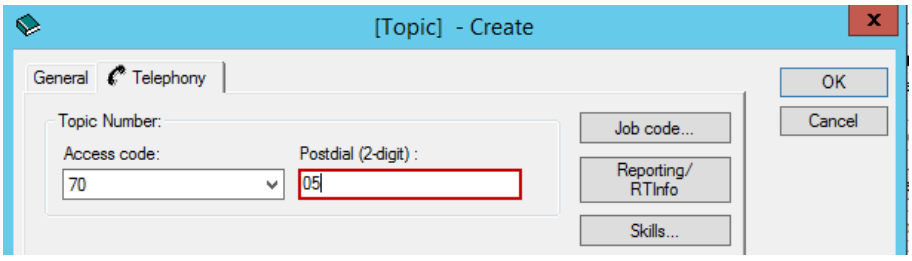
3. Enter a **Name** for the Topic, for example type **Dialer Topic**.



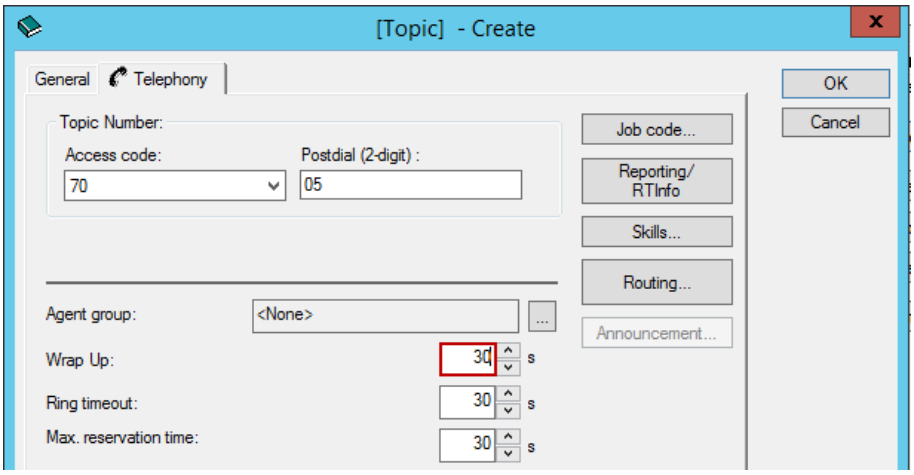
4. Click the **Telephony Task Type** and the select the **Telephony** tab.



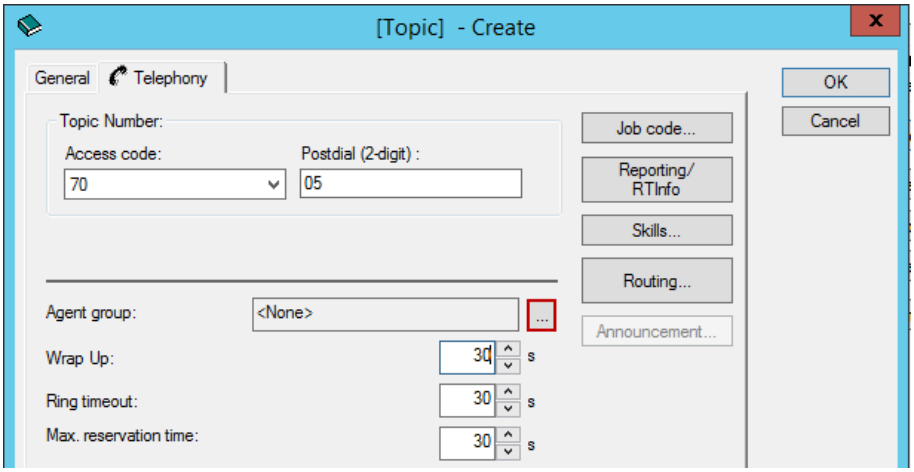
5. In the **Postdial (2-digit)** field, enter the last two digits for the Topic. In this example, the Topic number will be 7005. Therefore, 05 has been added as the Postdial digits.



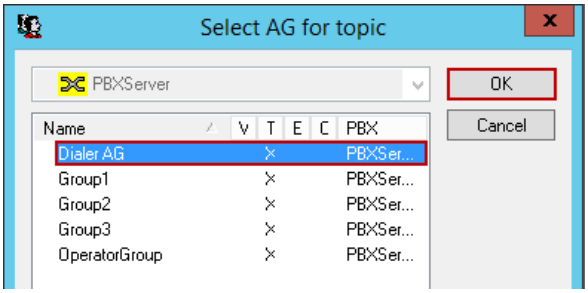
6. In the **Wrap Up** field, increase the Wrap Up time from 0 to **30 seconds**. This will provide sufficient time for the Agent to qualify the call event. The 30 second Wrap Up time below is for illustrative purposes only and can be edited as required.



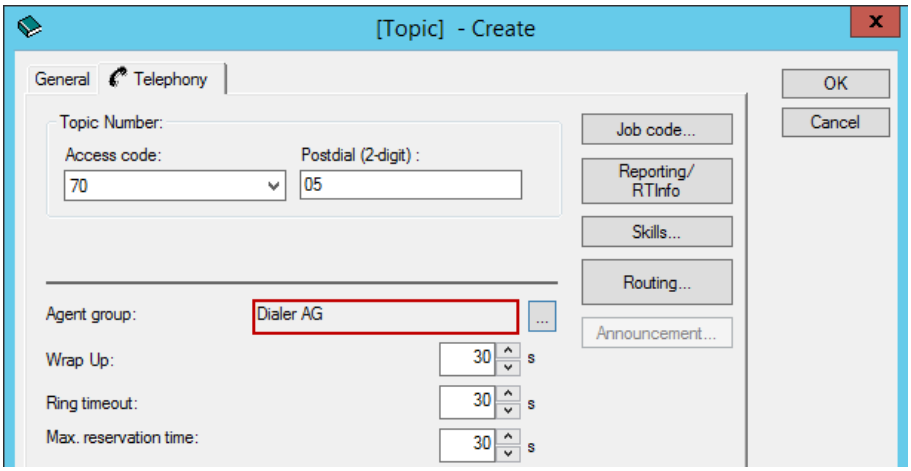
7. Click the **Agent Group** browser button.



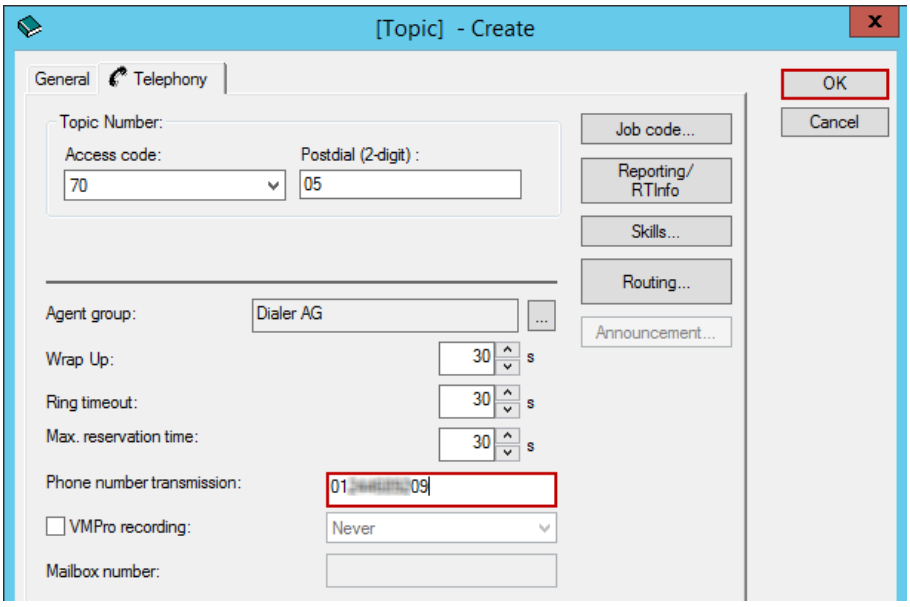
8. Select the Dialer Group that was previously configured. The agent group can also be taken from active task/call flow.



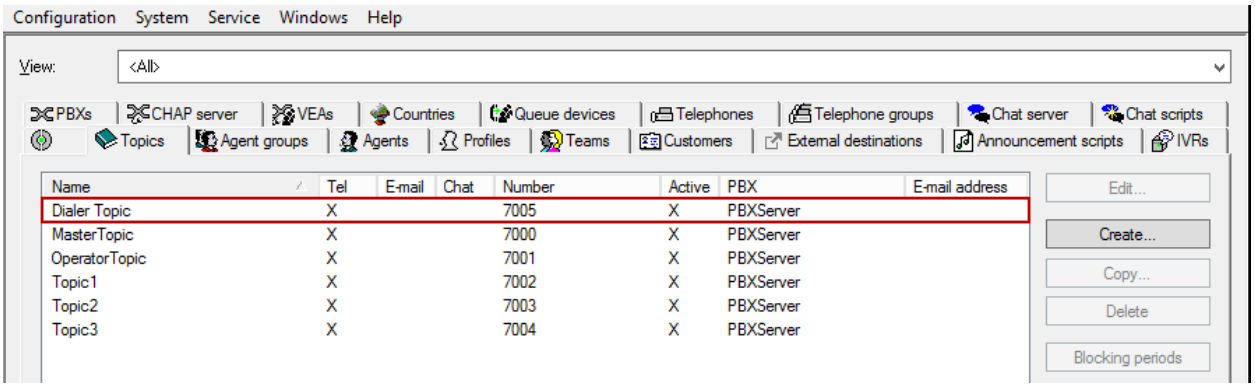
9. The assigned Agent Group is displayed.



10. Type the phone number to be given out by the Topic when making outgoing calls and then select the **OK** button.



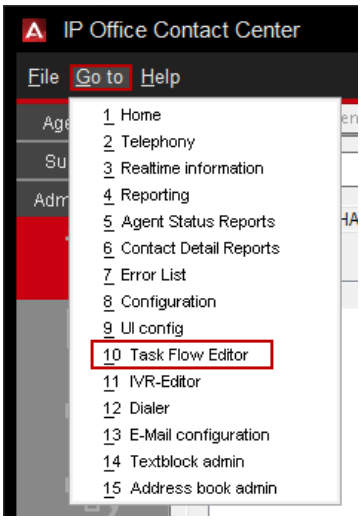
11. The new Topic is displayed.



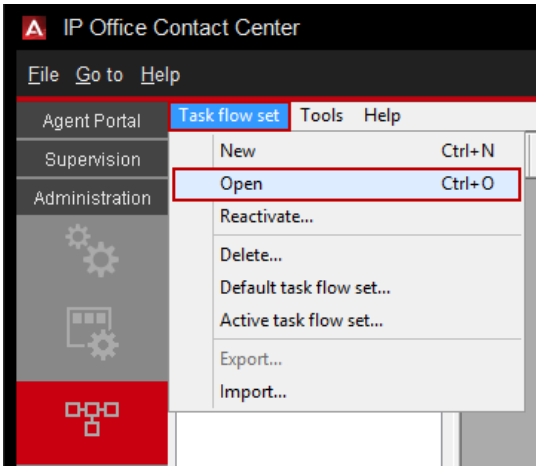
Creating a Call Flow for use with the Dialer

A Call flow for the Dialer can now be created using Task Flow Editor.

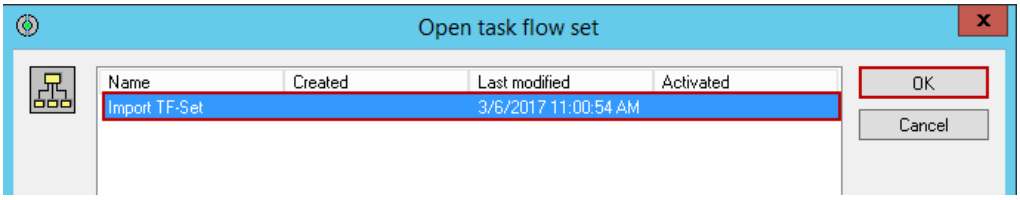
1. Click the **Go to** menu and then select **Task Flow Editor**.



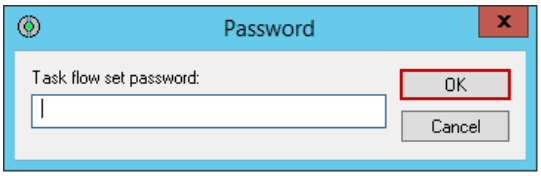
2. Click **Task flow set** and then select **Open.**



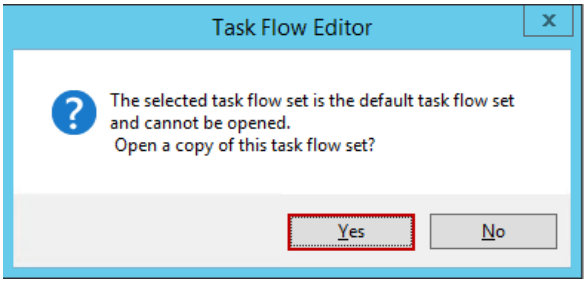
3. Click the Active Task flow set and then select the **OK** button.



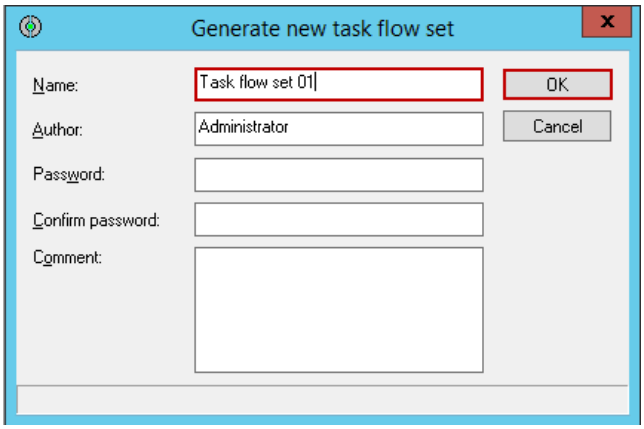
4. Enter the password if required and then select the **OK** button.



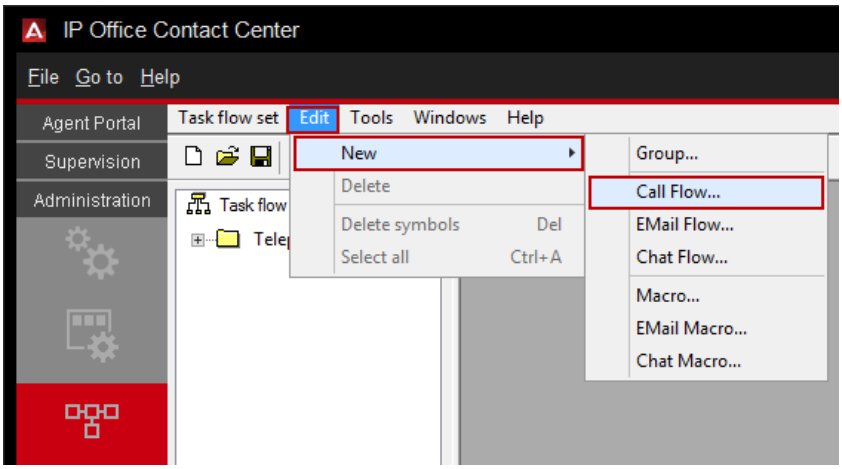
5. A message appears to inform you that you cannot open the default task flow. Click **Yes** to create a copy.



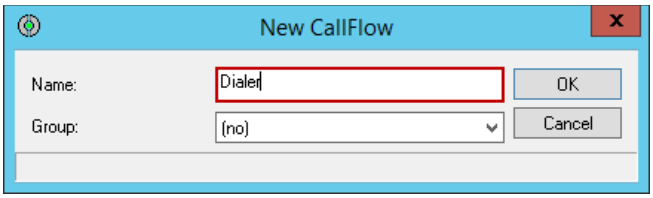
6. Name the Task Flow Set and click the **OK** button.



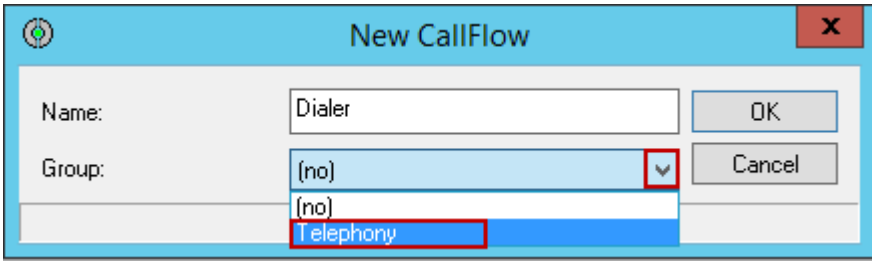
7. Click **Edit** – **New** and then select **Call Flow…**.



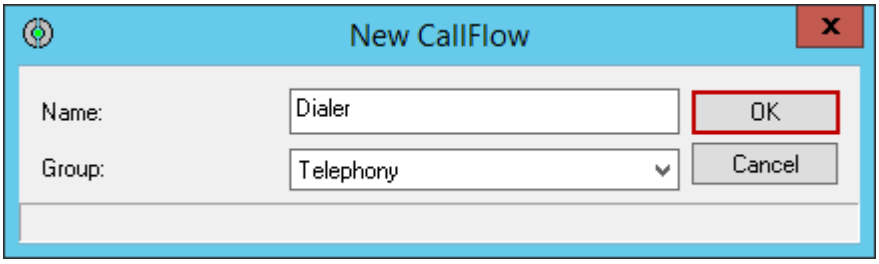
8. In the **Name** field type **Dialer**.



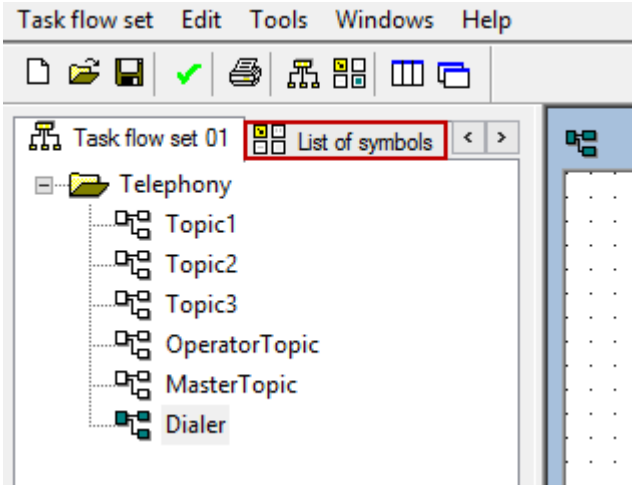
9. Use the Pull down tab next to the field Group and choose **Telephony**.



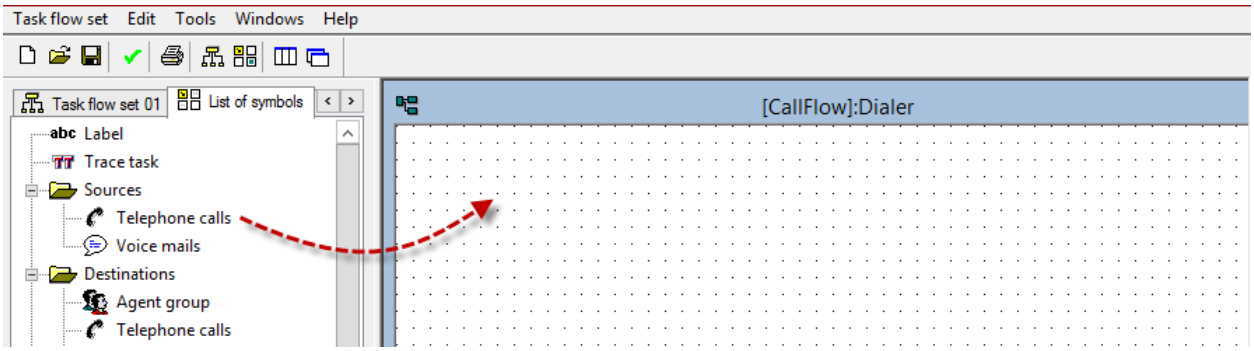
10. Click the **OK** button.



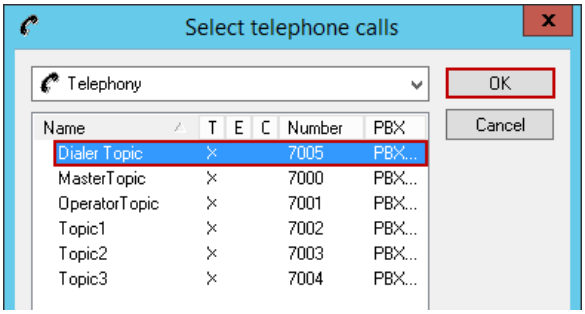
11. Click the **List of symbols** tab.



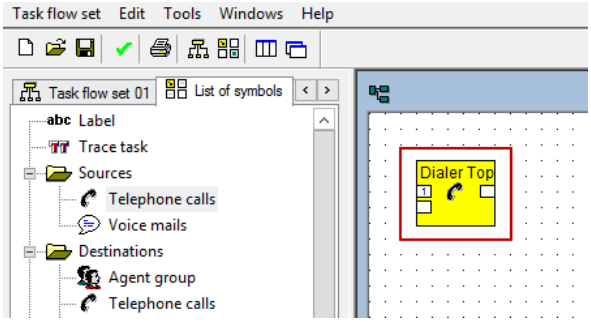
12. To start the Dialer topic, a **Telephone calls** element will be used. Drag the element into the Call flow working area.



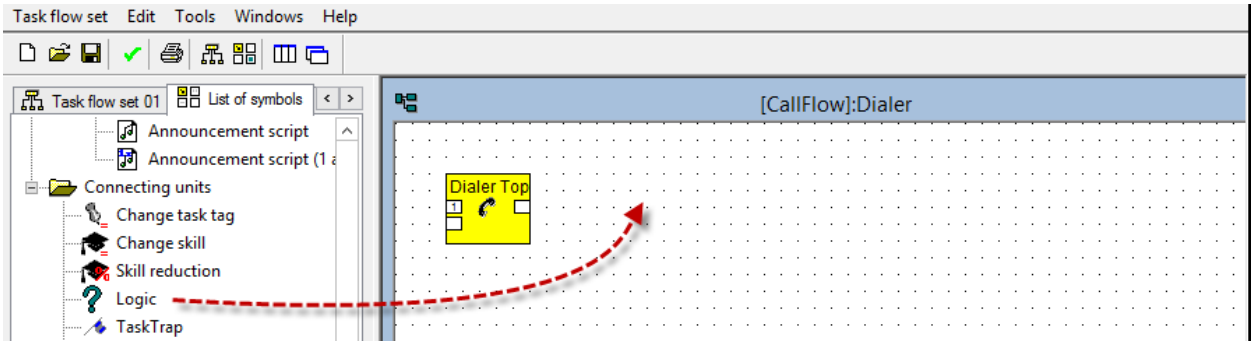
13. Select **Dialer Topic** and then click the **OK** button.



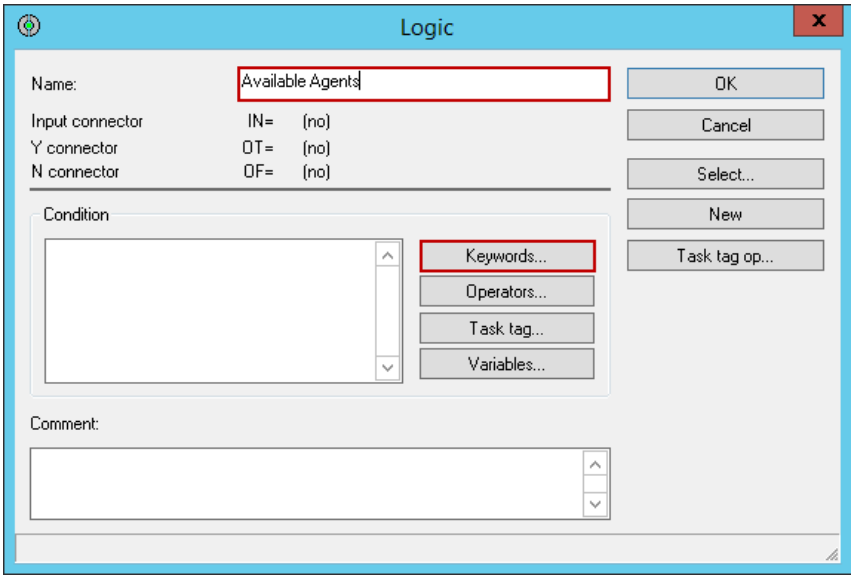
14. The configured element is displayed.



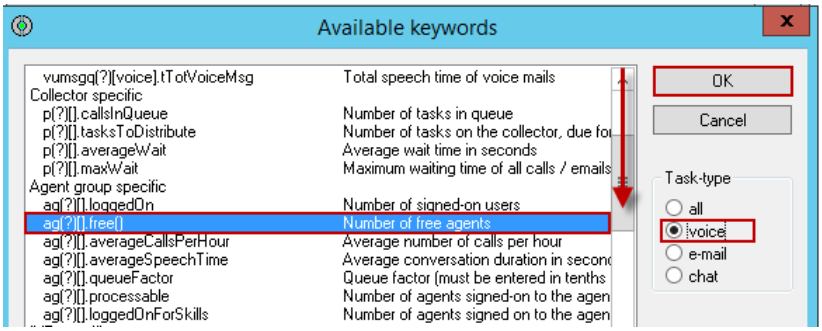
15. We now need to check if any Agents are available before the call is distributed. This can be achieved using a **Logic** element. Drag the element into the Call Flow working area.



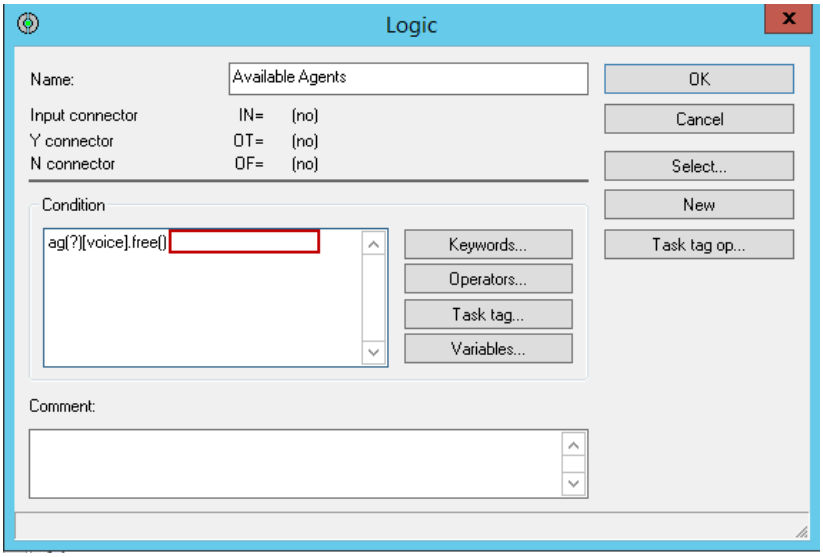
16. In the **Name** field type **Available Agents** and then click the **Keywords…** button.



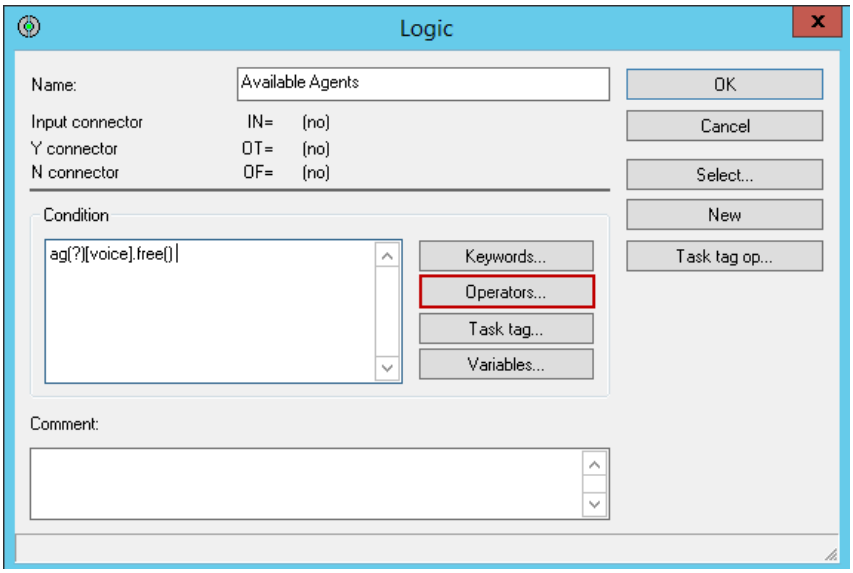
17. Scroll down and Click the **Number of Free Agents** and Task-type **voice** and then select the **OK** button.



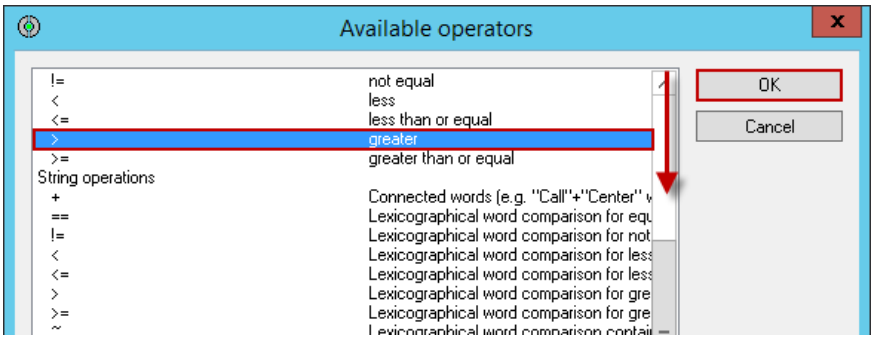
18. Click after the **Condition** text.



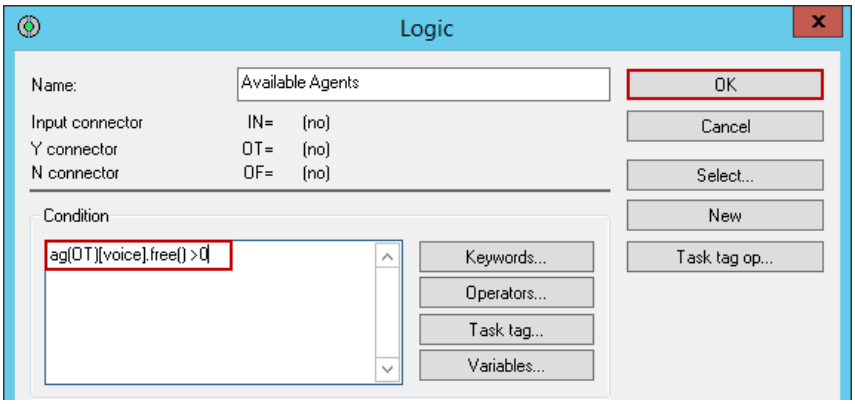
19. Click the **Operators…** button.



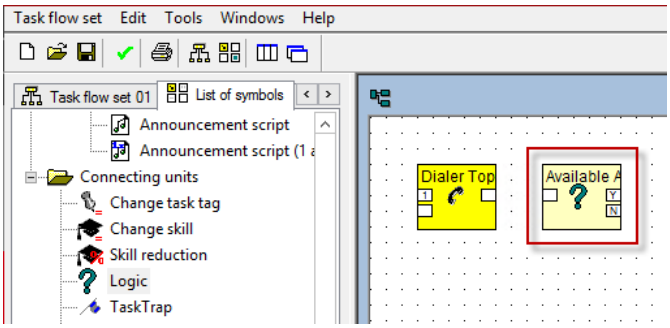
20. Scroll down and select the **greater** operator and then select the **OK** button.



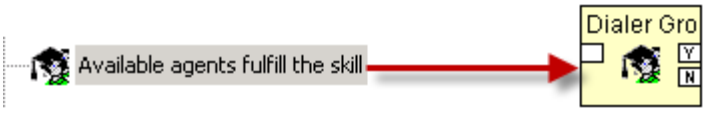
21. Within the **Condition** text change the **?** to **OT** and add a **0** to the end of the condition. Then select the **OK** button.



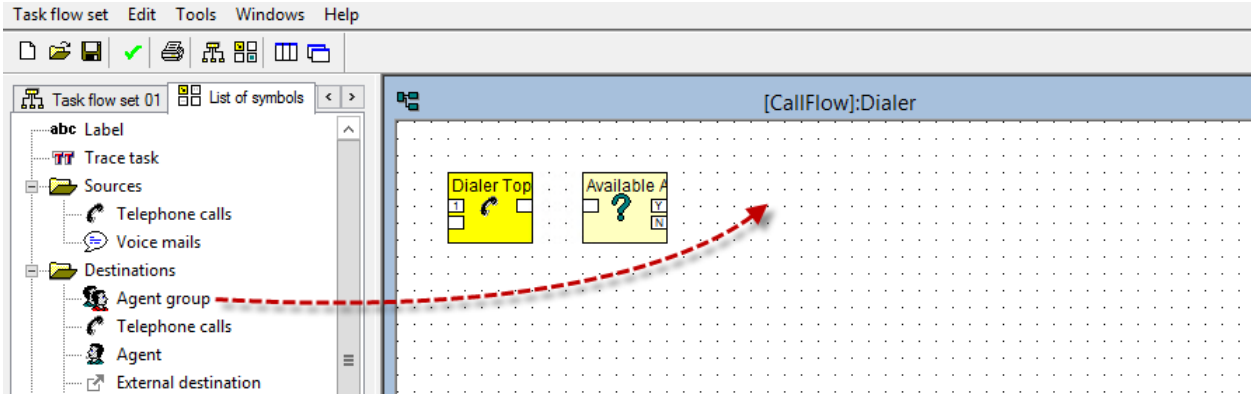
22. The configured element is displayed.



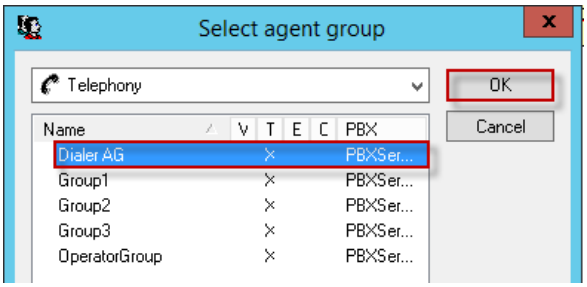
Note: If required, as an alternative to using the **Logic** element and to avoid syntax errors, the connection element **Available agents fulfil the skill** can be used.



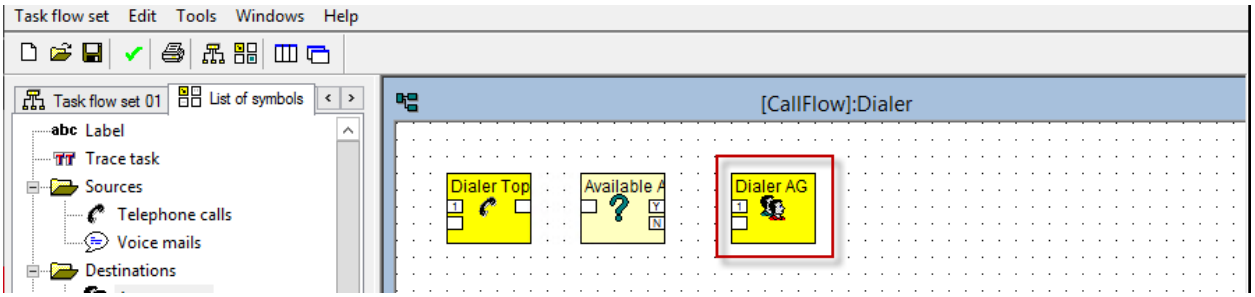
23. If an Agent is available to take the call, the call should be passed to the Agent group. This can be achieved using an **Agent group** element. Drag the element into the CallFlow working area.



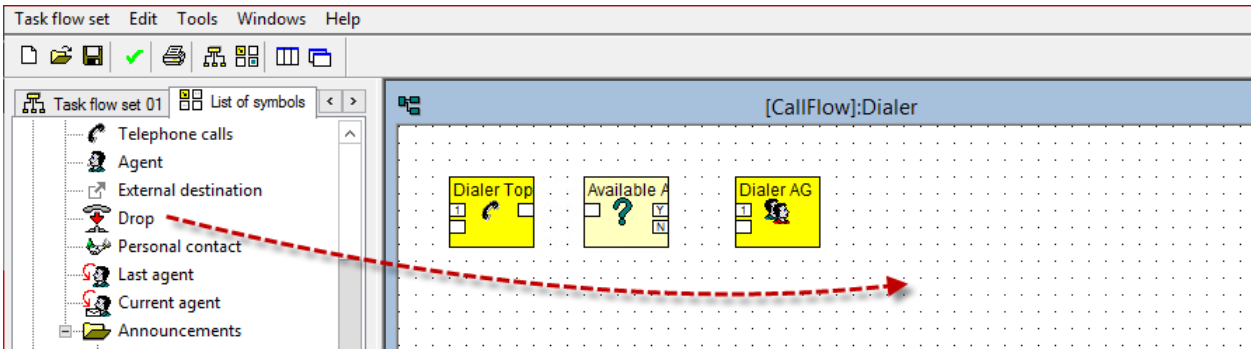
24. Select the Agent Group that was previously created for use with the dialer. In this example, the **Dialer Group** has been selected. Then click the **OK** button.



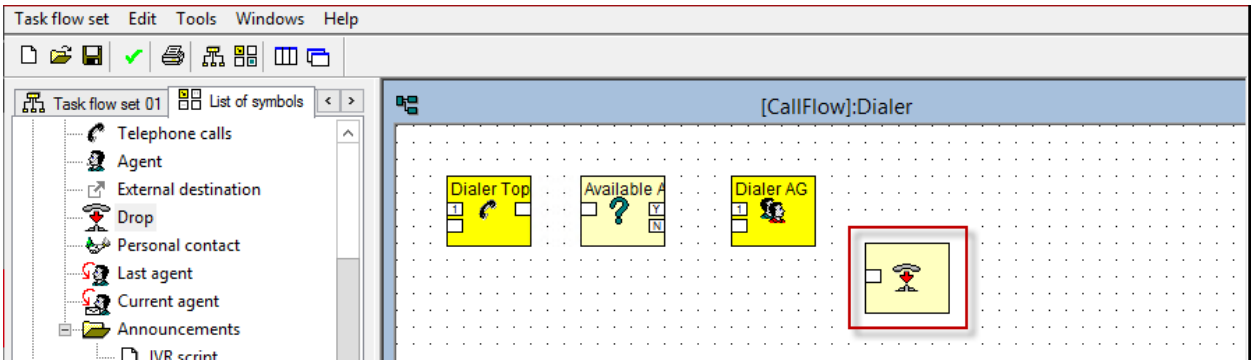
25. The configured element is displayed.



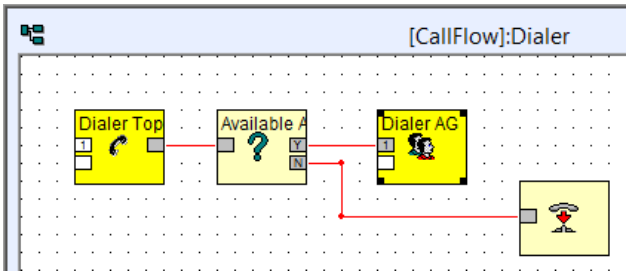
26. In this example, if no Agents are available to take the call, the call will be disconnected from the dialer. This can be achieved using a **Drop** element. Drag the element into the Callflow working area.



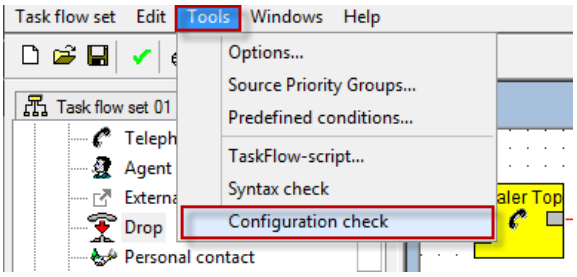
27. The configured element is displayed.



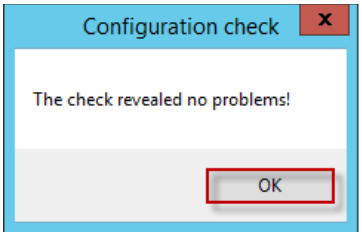
28. Connect the elements as illustrated below.



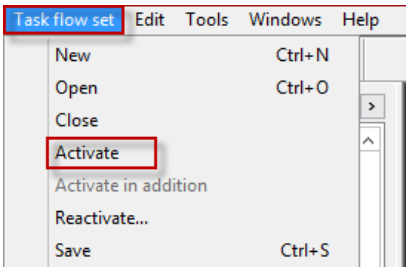
29. Click **Tools** and the select **Configuration check**.



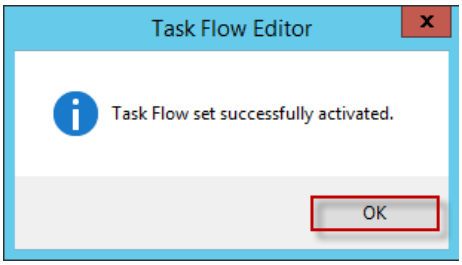
30. Chose the OK button.



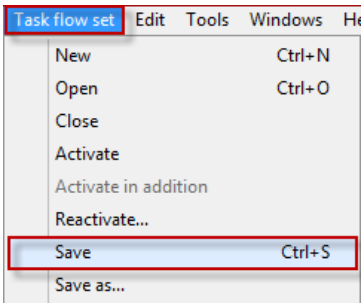
31. Click **Task flow set** and then select **Activate**.



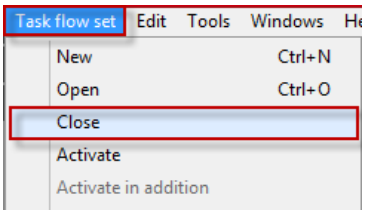
32. When prompted click the **OK** button.



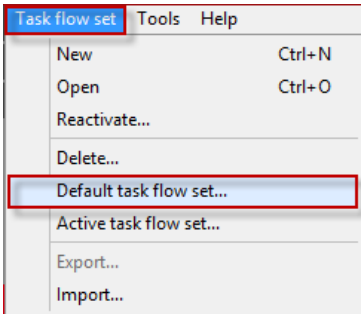
33. Click Task flow set and then select Save.



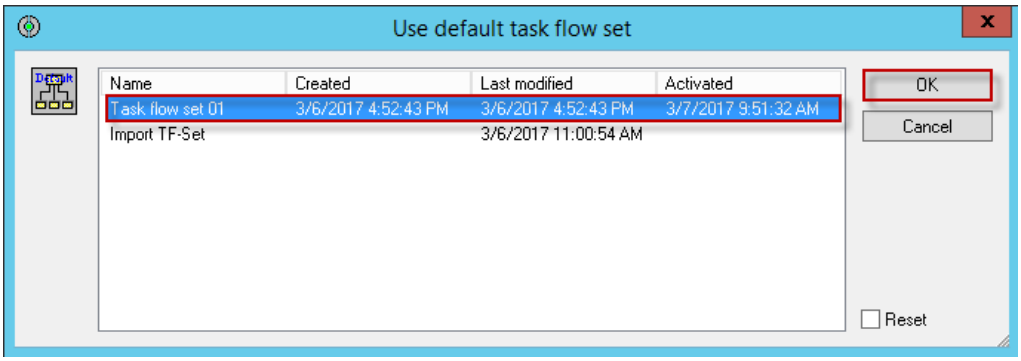
34. To make the new task flow the Default Task Flow, click **Task flow set** followed by **Close**.



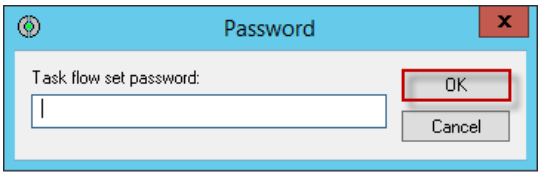
35. Then select **Task flow set** followed **Default task flow set…**.



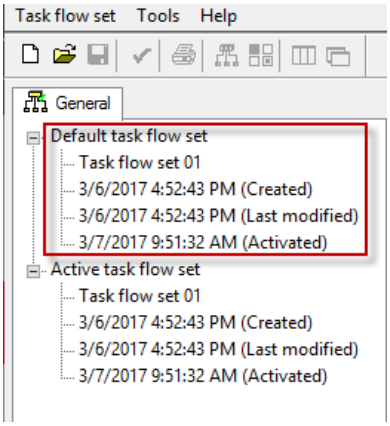
36. The **Use default task flow set** dialogue box is displayed. Select the task flow that will be the default task flow, in this example the **Dialer** task flow has been selected. Click **OK**.



37. If required enter the password for the Task flow, click **OK**.

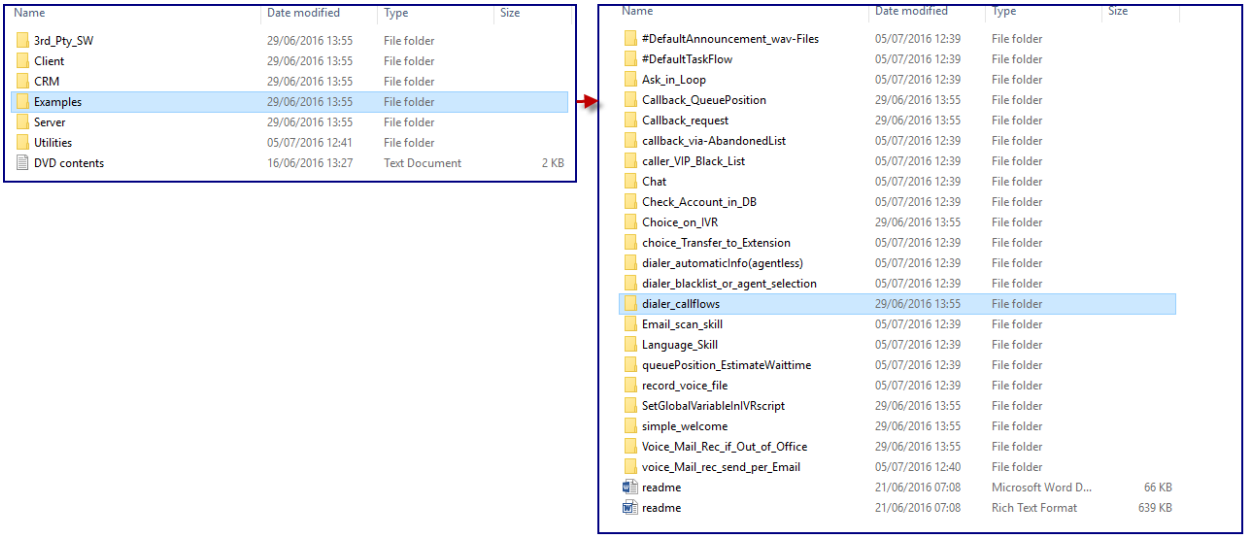


38. The task flow is then assigned as the Default task flow set.



Note: the IP Office Contact Center ISO image includes Dialer task flow examples, that can be utilized by the customer.

The Dialer task flow examples, contain task flows which are recommended depending on dialer mode.

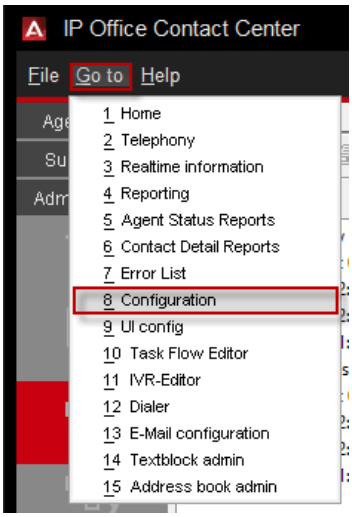


Defining an Access Code and Dialing Parameters

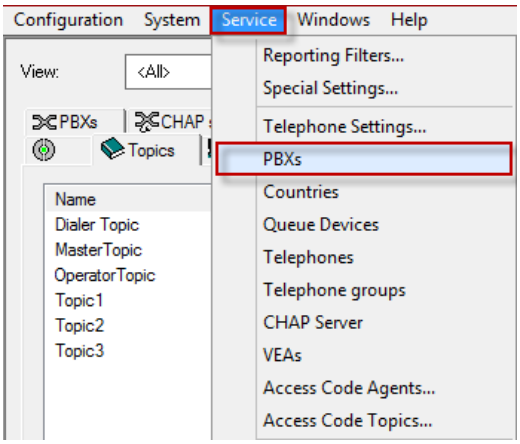
Note: Access codes may not be required on your installation. Check the IP Office settings to see if an Access code is required for the Dialer.

There are two different dialer access codes. One for the mechanical dialer and one for the Direct, Preview or Agent dialer.

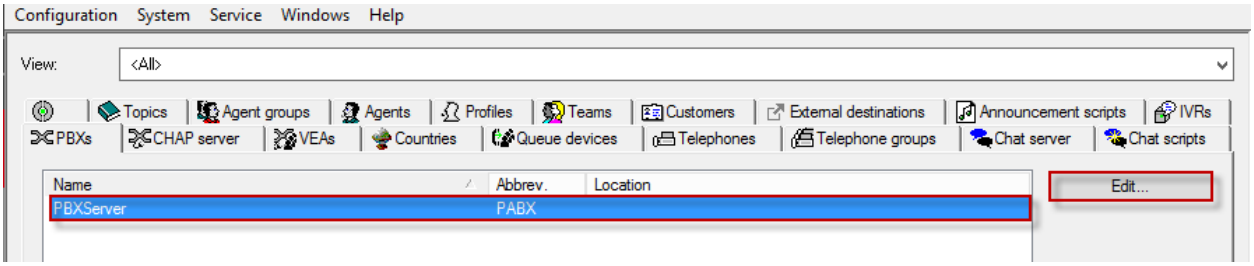
1. A number can now be defined to be used for outside line access for the dialer. Click **Go to** and then select **Configuration**.



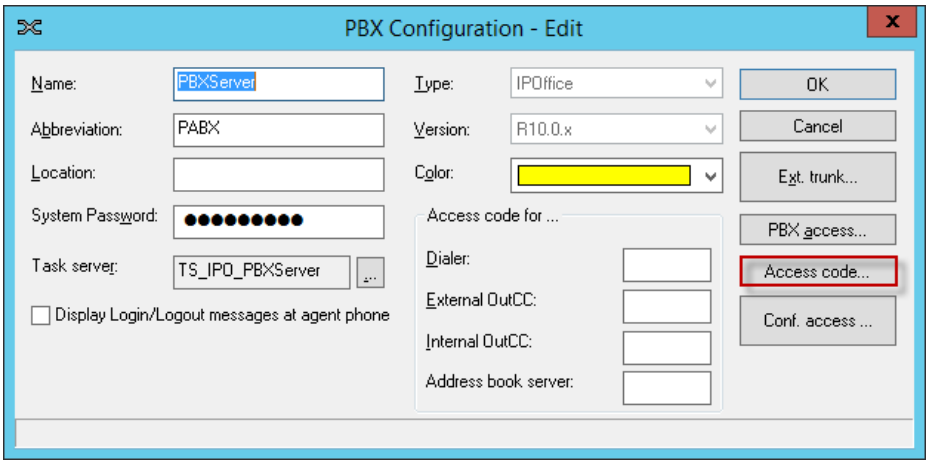
2. Click **Service** and then select **PBXs**



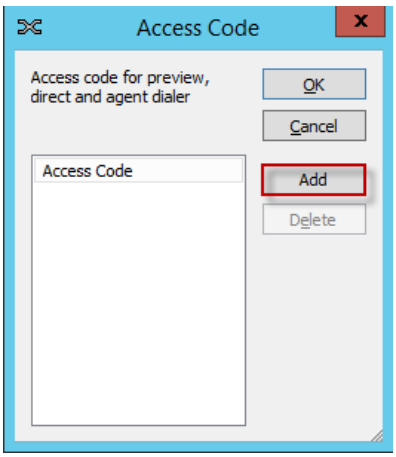
3. Select the **PBXServer** and then click the **Edit** button.



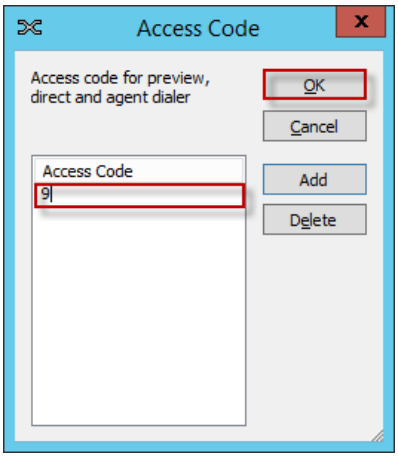
4. Click the **Access code…** button.



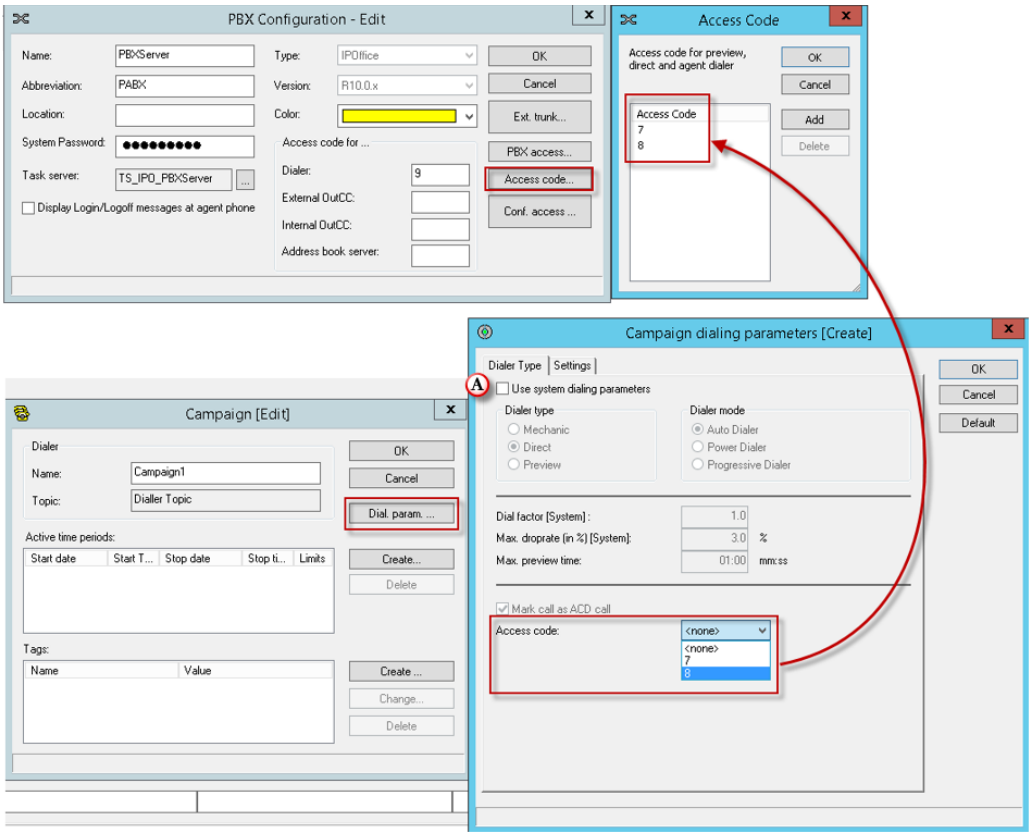
5. Click the **Add** button to add an access code to be used by the **preview, direct** and the **agent dialer**.



6. The default is **0** but can be changed to the required access code for your system. In this example, an access code of 9 has been added. Click **OK** when complete. Multiple access codes can be added, if required.



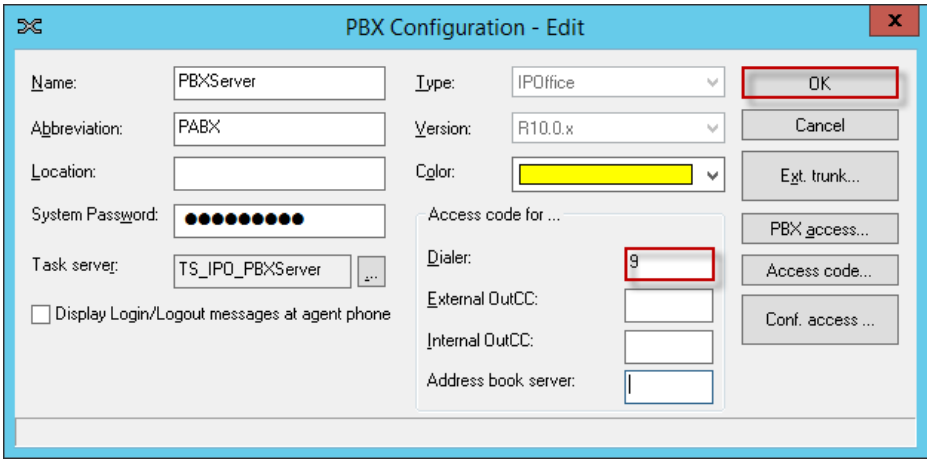
Note: For **Direct** and **Preview** dialer, once defined an access code can also be selected from the **Access Code** drop down list during **Campaign** configuration.



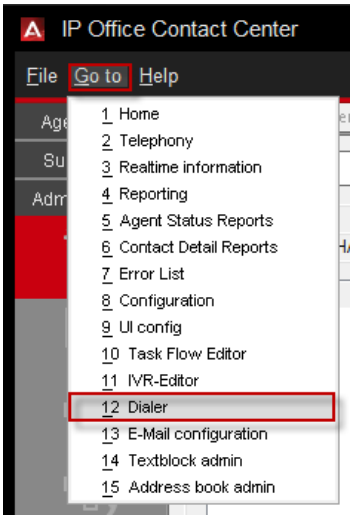
A) Deselect **Use system dialing parameters**, otherwise the Access code drop down box will be greyed out.

7. If required, an access code for the mechanic dialer can be added. In this example, a 9 has been added. Click the **OK** button.

Note: For the **Mechanic** dialer, only one access code can be entered. This code is entered under **PBX Configuration** > **Access Code for… Dialer**. Once defined, the code is used automatically when the Mechanic dialer is used. This value is only valid after the IPOCC Watchdog is restarted.

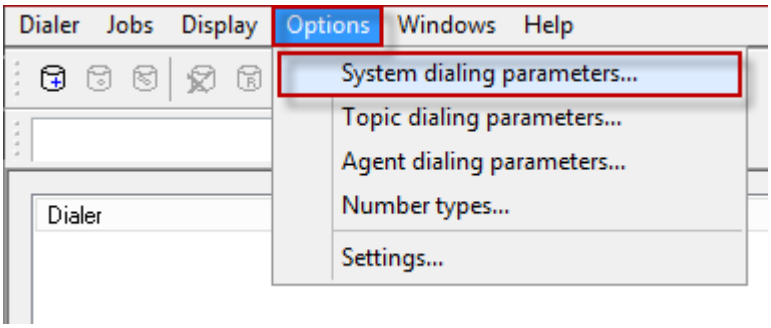


8. Click the **Go to** menu and then select **Dialer**.

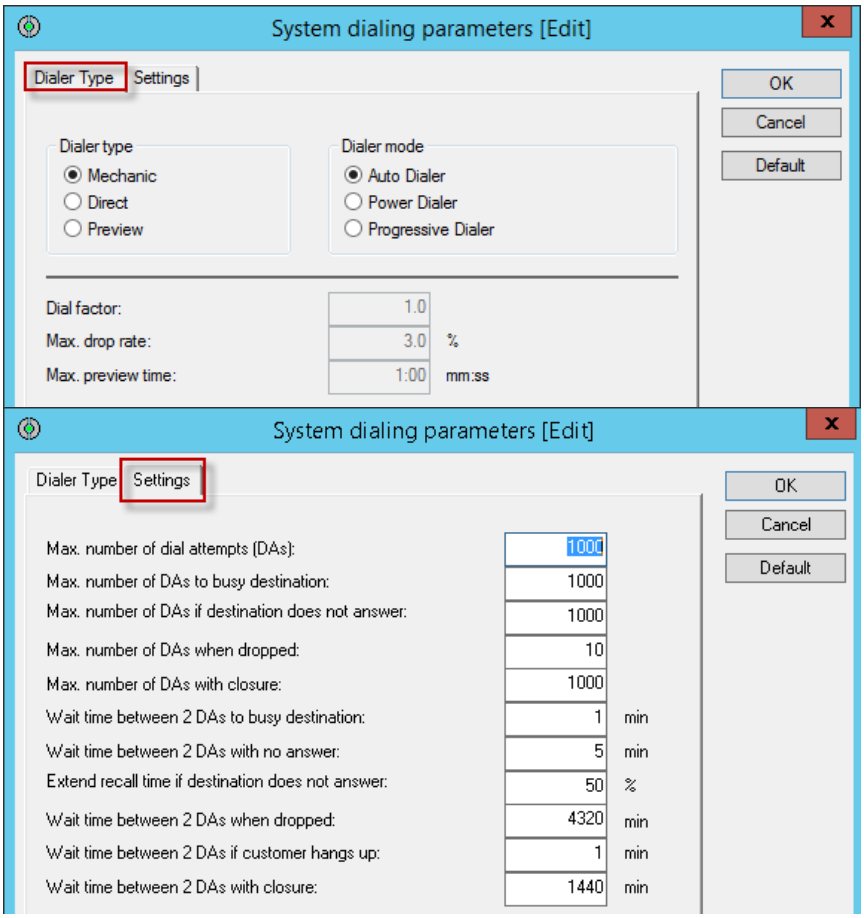


9. The Dialers' parameters can be changed for the whole system, topic or agent.

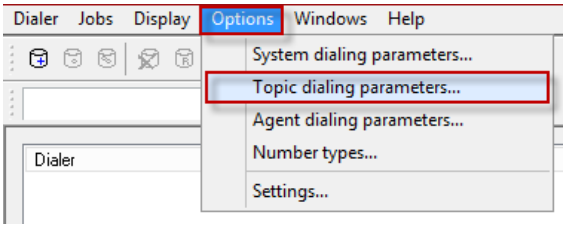
10. Click **Options** and then select **System dialing parameters…**



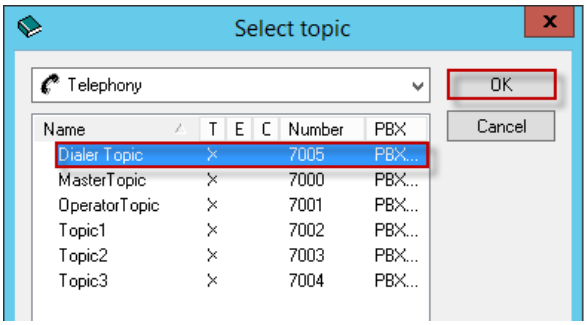
11. Select the dialer to be utilized and configure the parameters as required, then click the **OK** button. Please refer to the **Dialer Modes** section of this guide that contains a table of dialing parameters. Also please be aware that certain country locations may have their own legislative dialer guidelines.



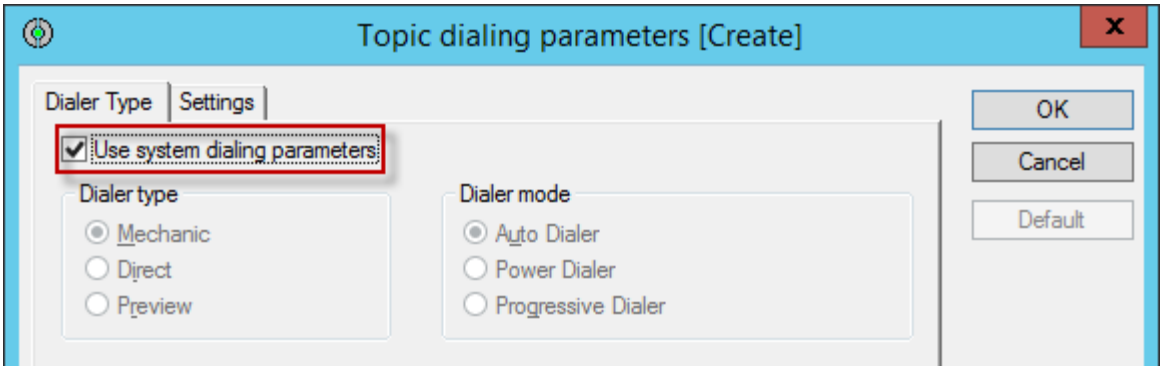
12. Dialing parameters are also available relating to Topics. Click **Options** and then select **Topic dialing parameters…**.



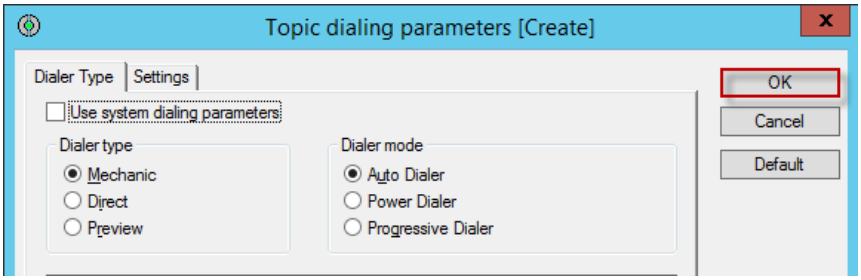
13. Select the required **Topic**. In this example, the previously configured Topic named **Dialer Topic** has been selected. Click the **OK** button.



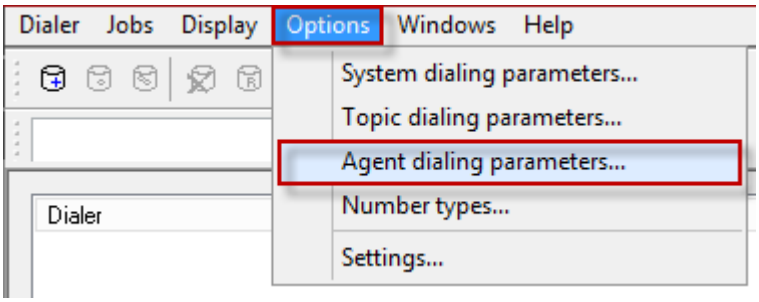
14. If system dialing parameters are not going to be used, deselect the **Use system dialing parameters** check box.



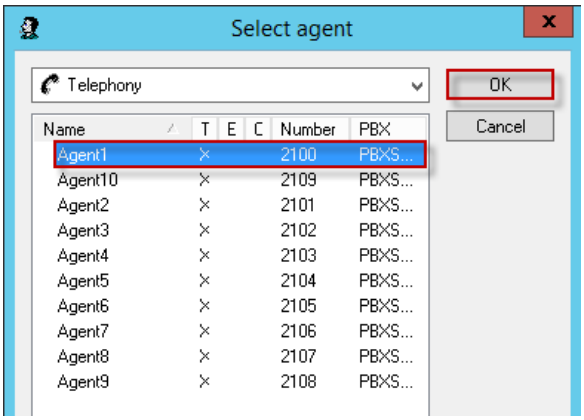
15. Select the required dialer and change the dialing parameters as required. Then click the **OK** button. Please refer to the Dialer Modes section of this guide that contains a table of dialing parameters. Also please be aware that certain country locations may have their own legislative dialer guidelines.



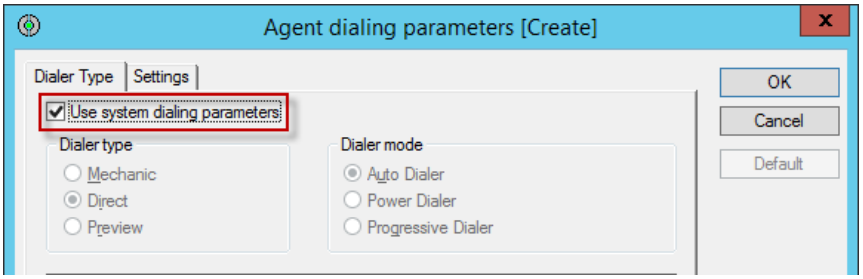
16. Dialing parameters are also available relating to Agents. Click **Options** and then select **Agents dialing parameters….**



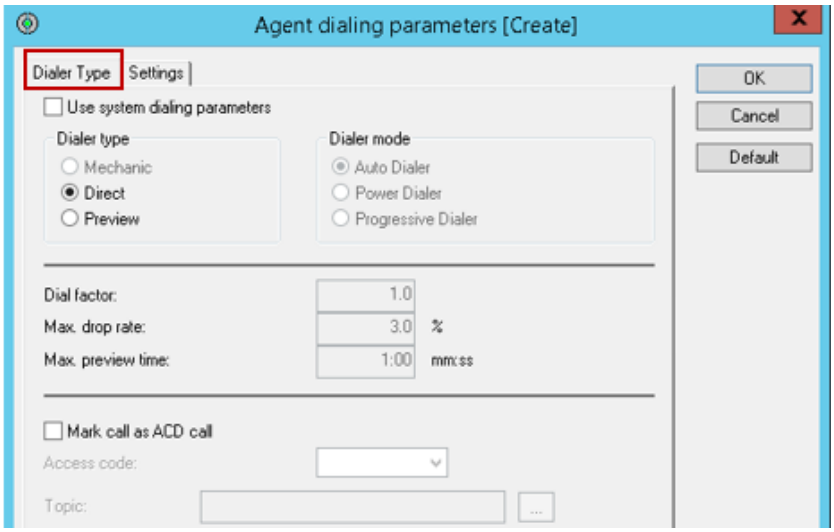
17. Select the required Agent. Then click the **OK** button.

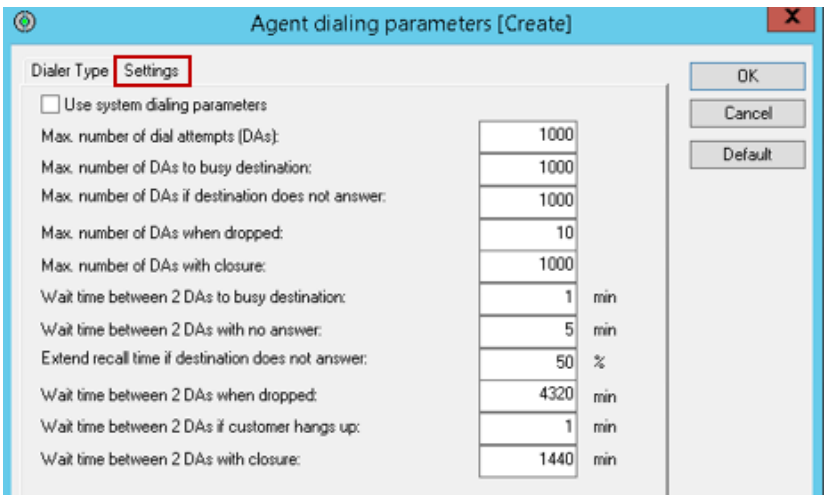


18. If system dialing parameters are not going to be used, deselect the **Use system dialing parameters** check box.

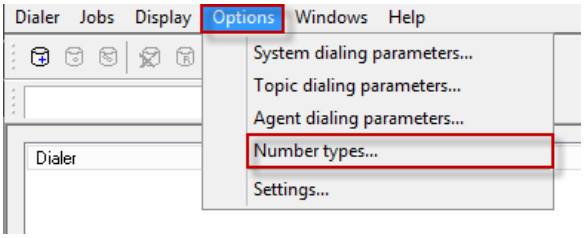


19. Select the required dialer. Only **Direct** or **Preview** dialers can be assigned to a specific agent. Configure the dialing parameters as required. Then click the **OK** button. Please refer to the Dialer Modes section of this guide that contains a table of dialing parameters. Also please be aware that certain country locations may have their own legislative dialer guidelines.



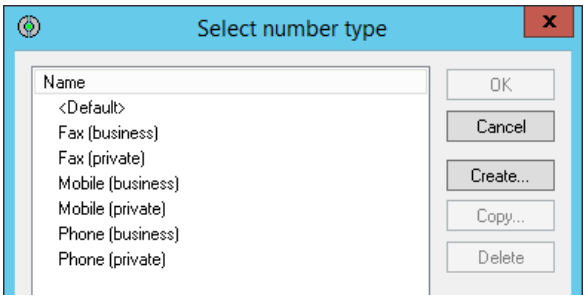


20. Now we can set up the Number types for the dialer. Choose **Options** and then select **Number types**.

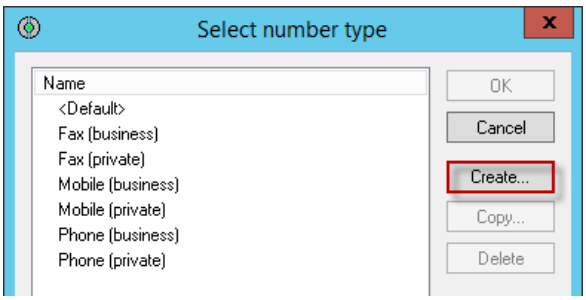


21. .Number types are a text reference for the type for number being called by the dialer. They also contain the maximum ring time and time limits for each number type

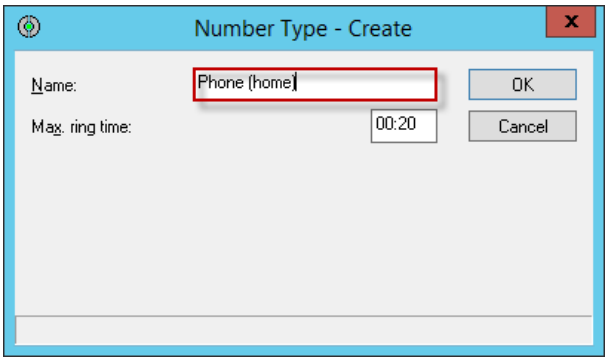
Note: Dialer number type names can be configured by the customer and therefore the text used in Number types are not translated.



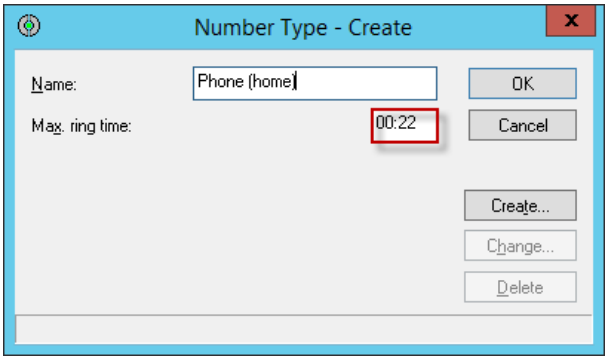
22. Choose the **Create** button.



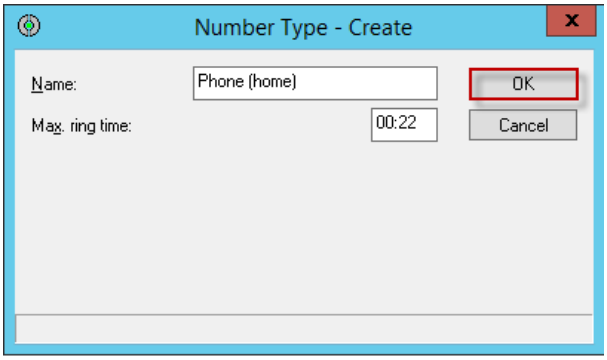
23. Type the **name** of the Number Type in the Name field.



24. Alter the Max ring time if required.

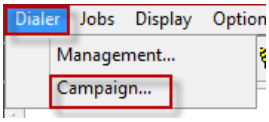


25. Click the **OK** button.

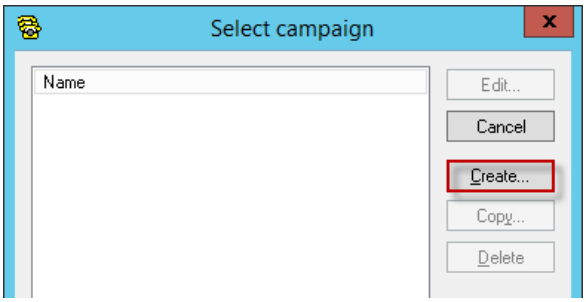


Configuring a Dialer Campaign

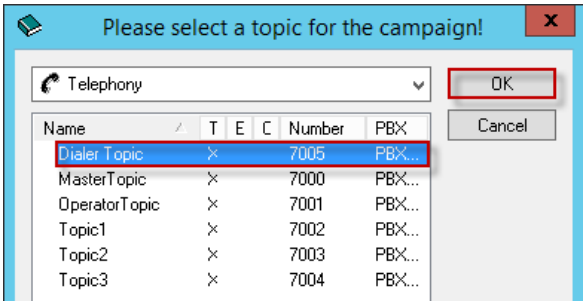
1. Once the dialer parameters have been defined, a **Dialer Campaign** can be configured. Click **Dialer** and then select **Campaign**.



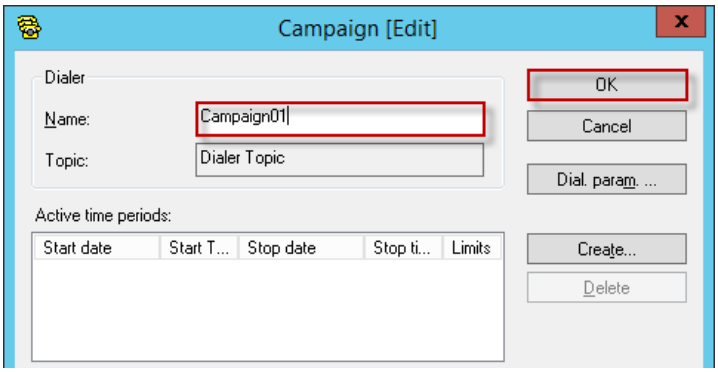
2. Click the **Create** button.



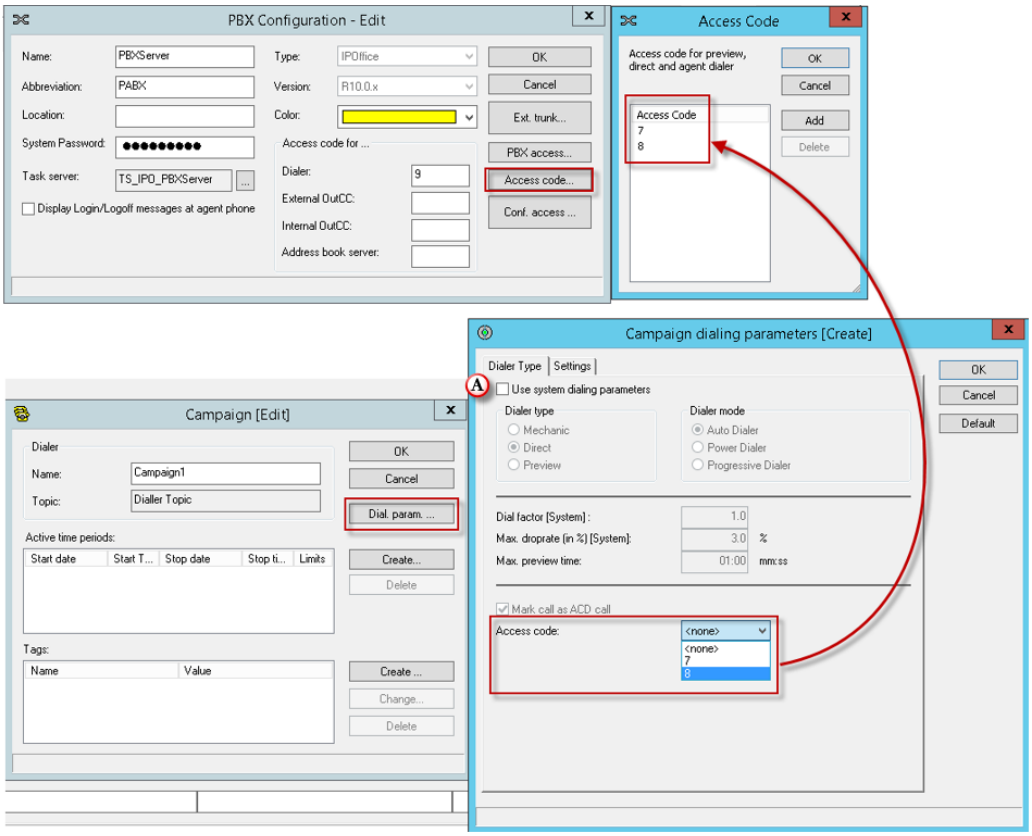
3. Select the required Topic, in this example the previously configured **Dialer Topic** has been selected. Click the **OK** button.



4. In the **Name** field, enter a name for the Campaign. Then click the **OK** button.

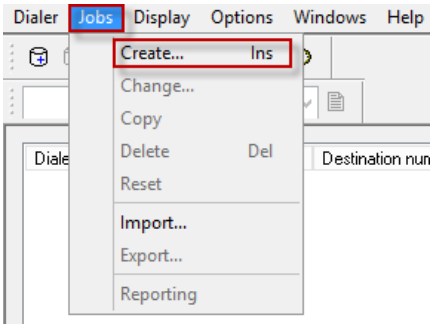


Note: For **Direct** and **Preview** dialer, once defined an access code can also be selected from the **Access Code** drop down list during **Campaign** configuration.



A) Deselect Use system dialing parameters, otherwise the Access code drop down box will be greyed out.

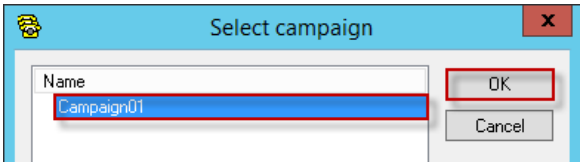
5. The next step in the configuration process is to create a **Job** that will define the time period in which we will start processing the Campaign. In this example, a job will be created that will run 08:30 9/9/17 to 19:00 9/5/18 Saturday and Sunday but we only want this campaigns calls to happen between the hours of 12:00 and 14:00 only on a Saturday and Sunday. Also, the CLI of the call will be changed to show the CLI of the incoming Topic. Click **Jobs** and then select **Create**.



6. Click the **Select Campaign** button.



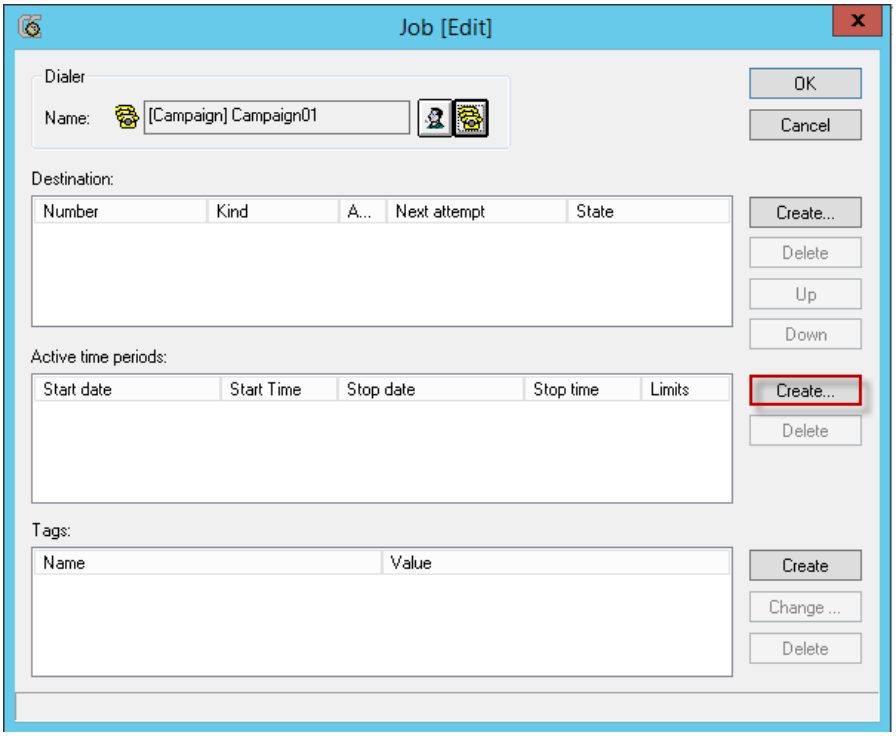
7. Select the campaign that was previously created, in this example Campaign **01** and then click the **OK** button.



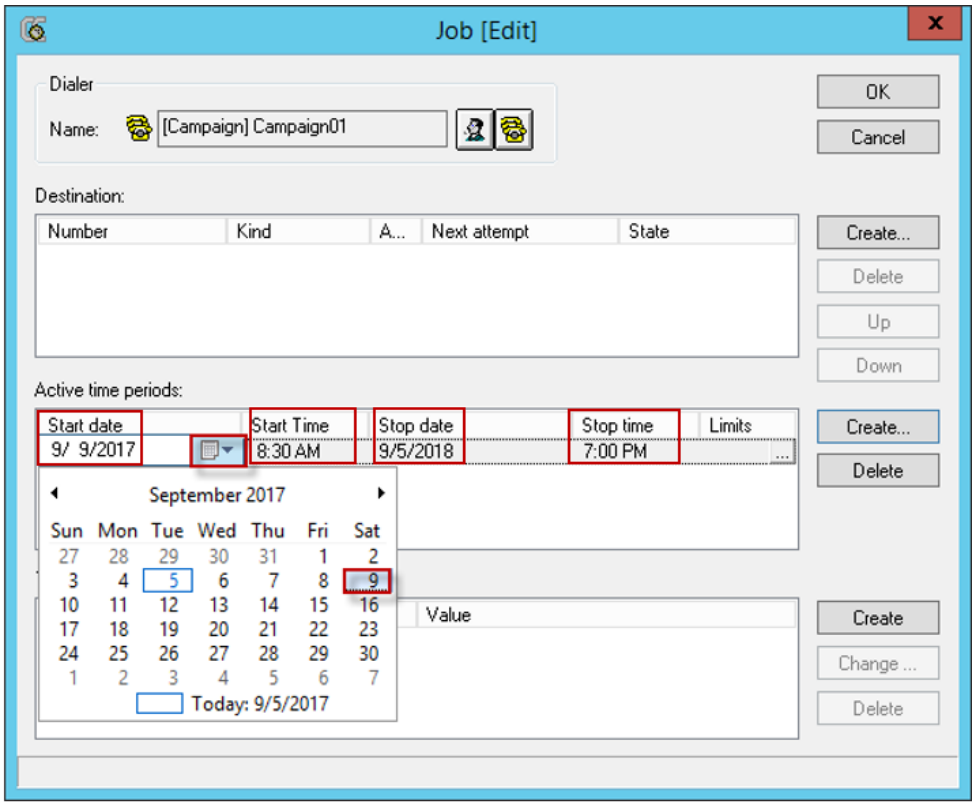
8. The selected Campaign is displayed.



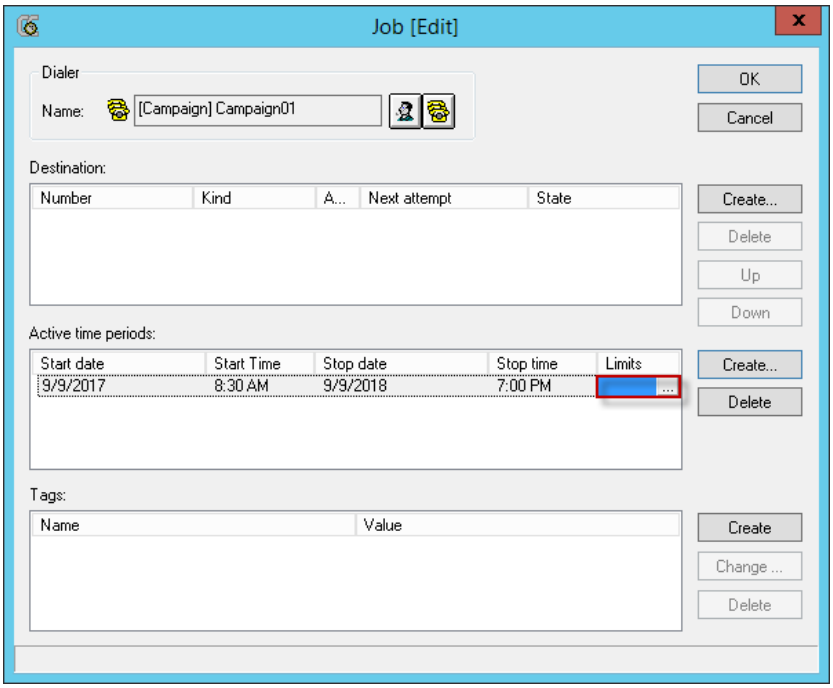
9. Click the **Create** button adjacent to the **Active time periods** field.



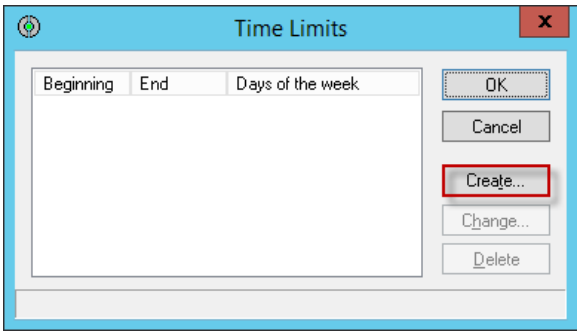
10. Double click on the **Active time periods** fields and alter the **Start date, Start time, Stop date** and **Stop time** to your requirements. In the screen capture below, the start time has been configured as 8:30am 9/9/2017 with an end time of 7:00pm 9/5/2018



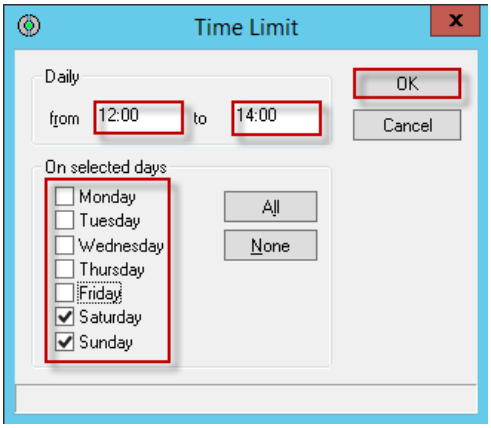
11. Then select the field under **Limit** and then select the **browser** button **….**



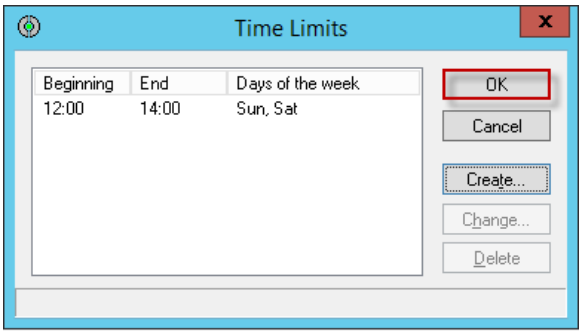
12. Click the **Create** button.



13. Change the **Time Limit** to cover the period when the Campaign should place calls to the Agents. Click the **OK** button.

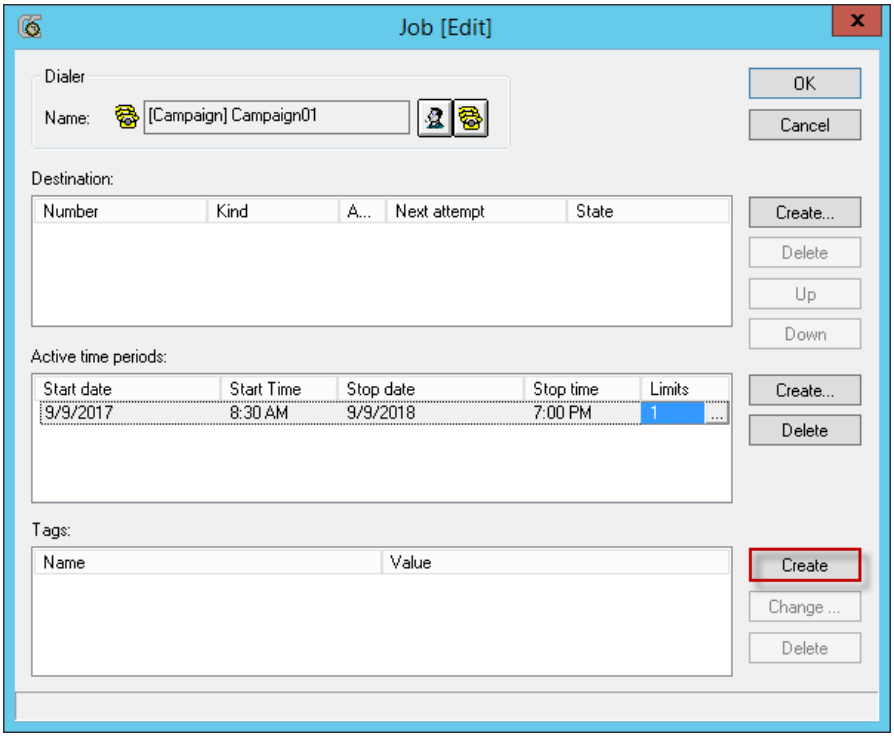


14. Click the **OK** button.

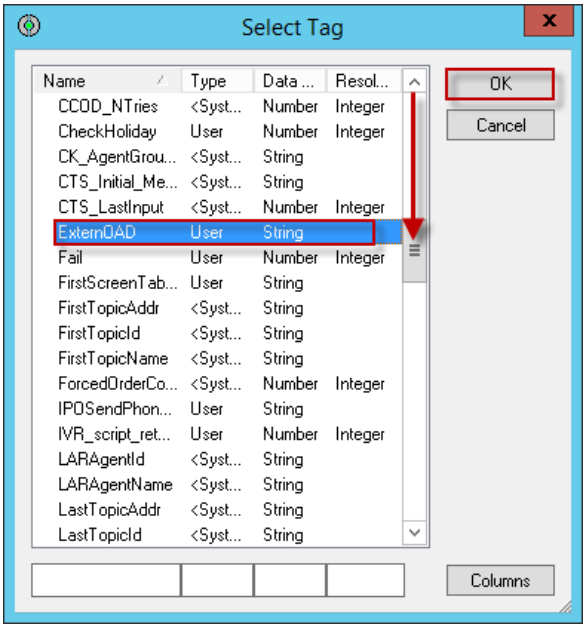


A tag will be used that will change the CLI to that of the incoming Topic.

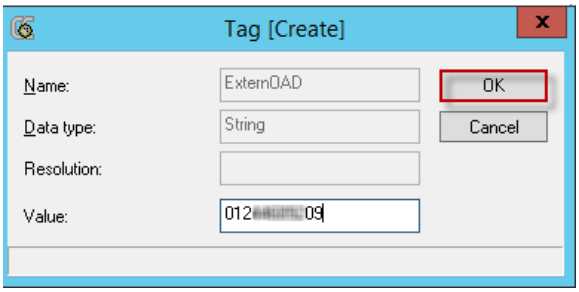
15. Click the **Create** button adjacent to the **Tags** field.



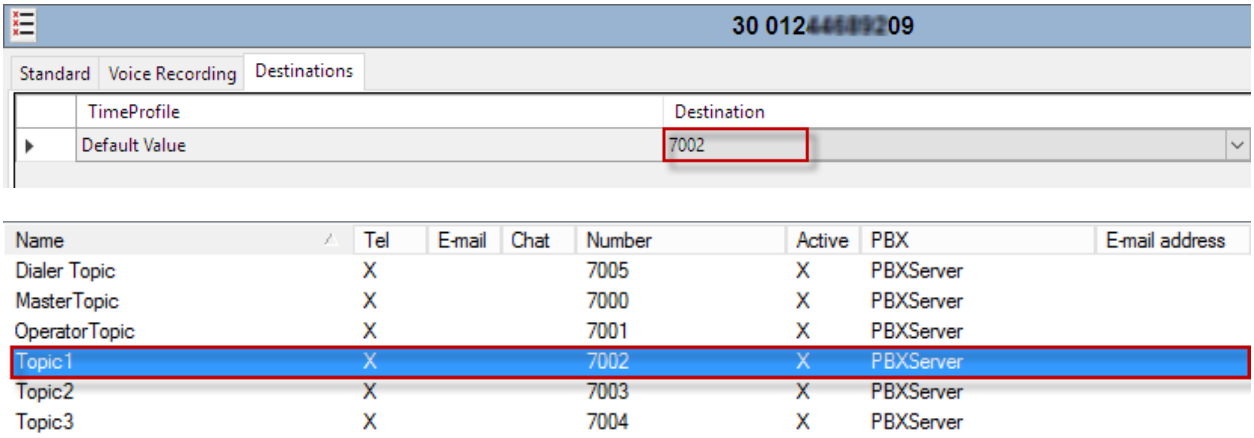
16. Select **ExternOAD** field and click the **OK** button.



17. In the **Value** field type the CLI to be presented on the outgoing calls. Then click the **OK** button.

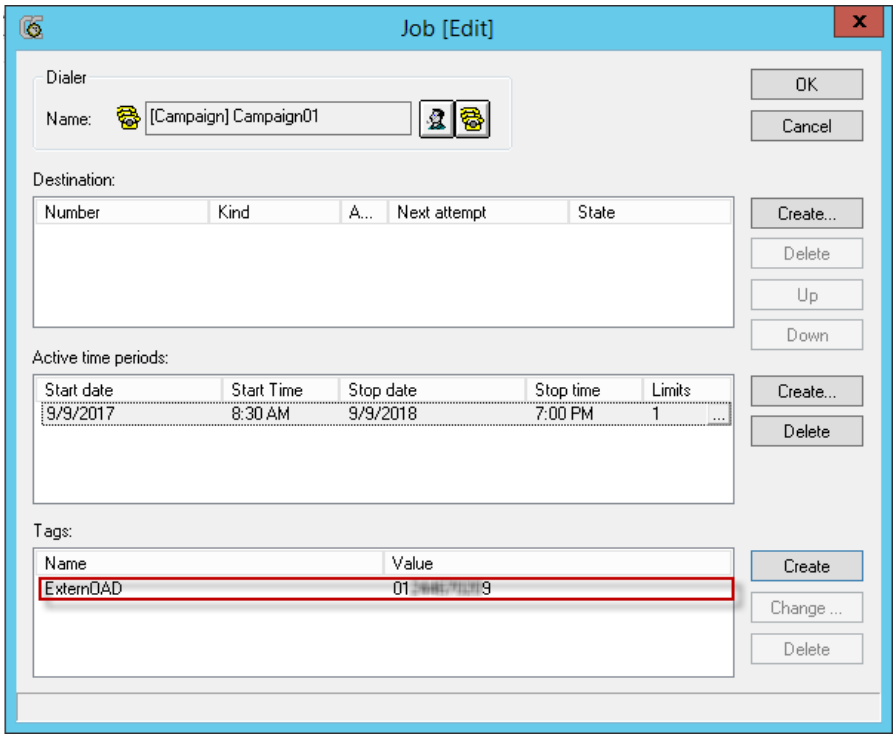


Note: The CLI of the dialers outgoing calls may be changed if you wish to direct any customers who have missed a dialer call, to call back to a number that is directed to a specific Topic. In the example below, the dialer is linked to Topic number 7002, however the CLI has been changed so that a customer will see the number 012xxxxxX09 which is directed to Topic 1.

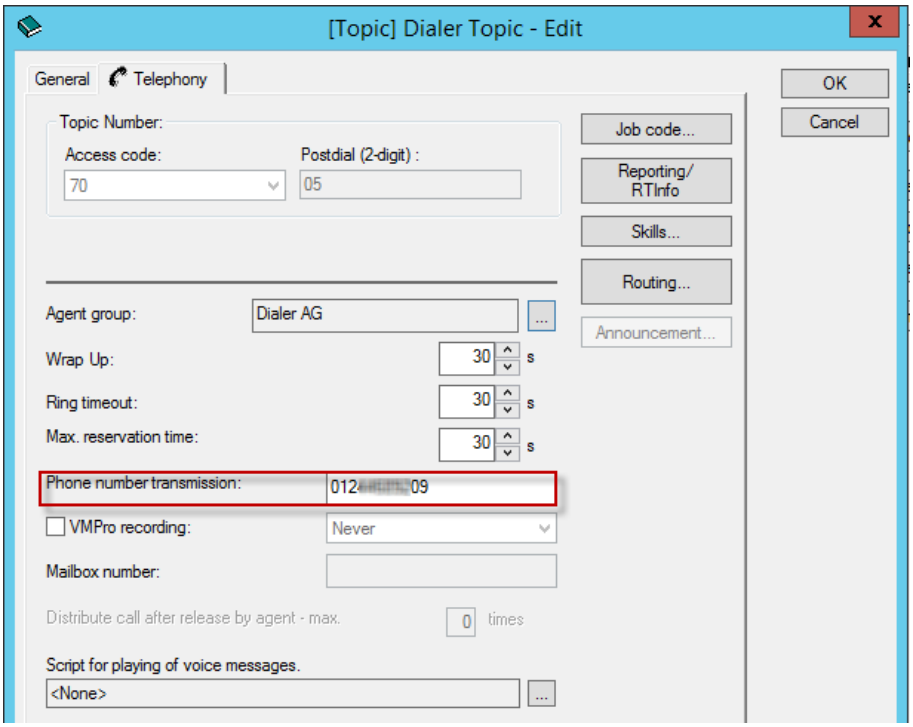


A. the CLI of the dialers outgoing calls could be changed to reference the incoming call route number for example, 012xxxxx200 directed to Topic 1.

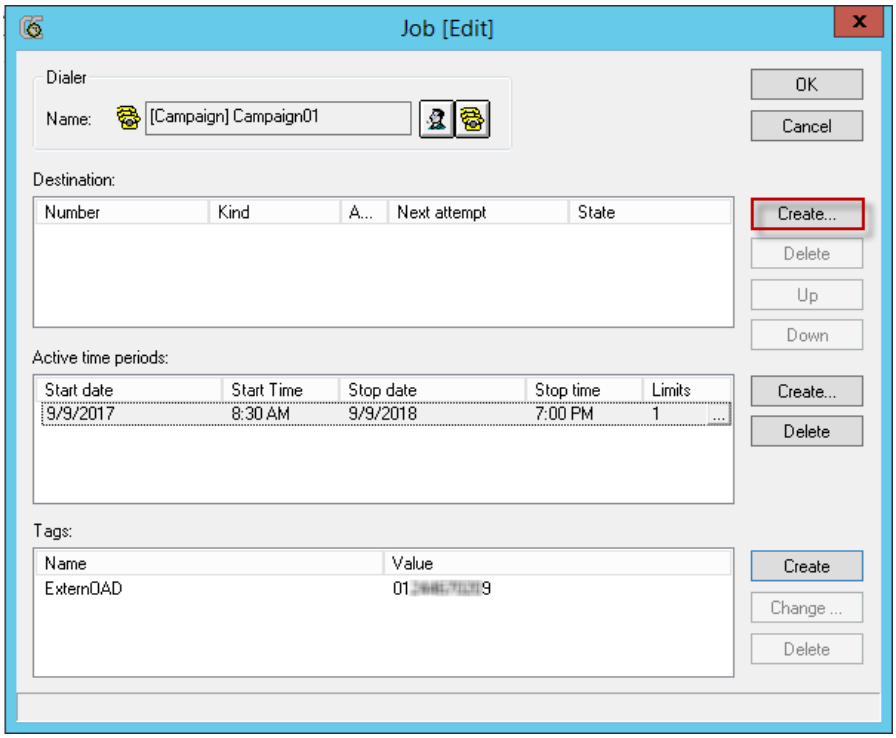
18. The configured **ExternOAD Tag** is displayed.



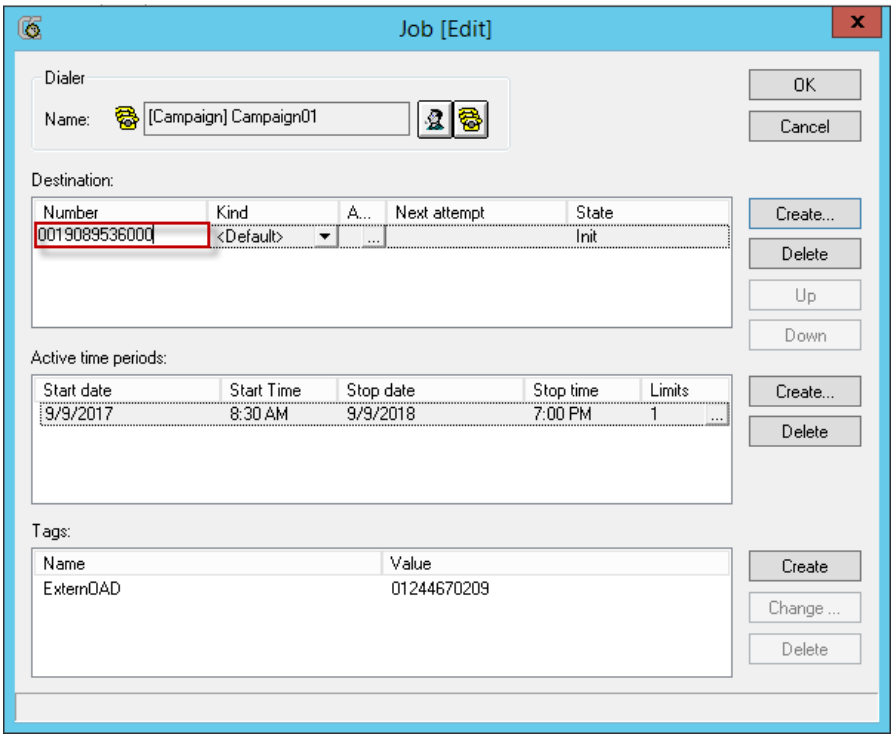
Note: The tag **ExtOAD** can be set at Topic configuration rather than at the call job, consequently every call job inherits ExtOAD from the Topic. If the same number is to be given out from every dialer task from a topic. The ExtOAD can set at the Topic level under the option Phone number transmission.



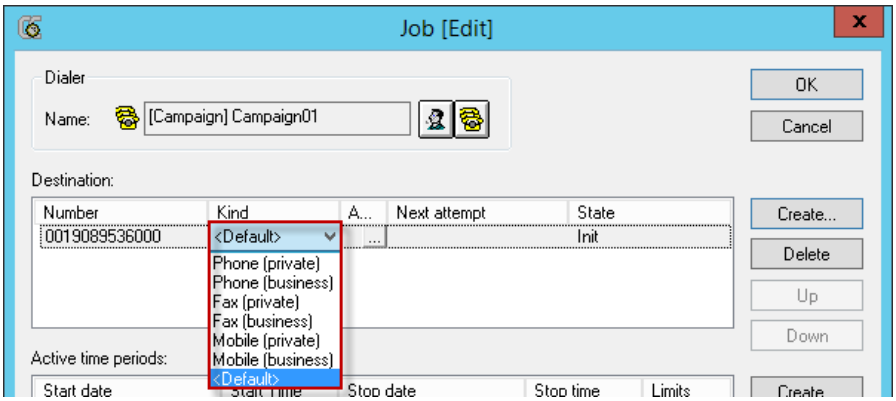
19. Click the **Create** button adjacent to the **Destination** field.



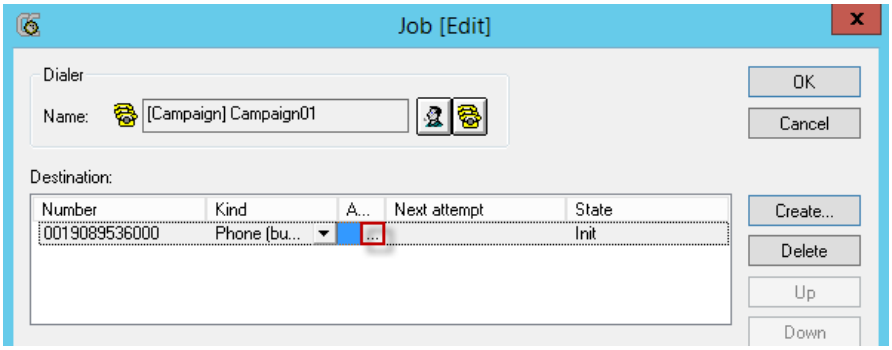
20. Double click on the **Destination** fields and enter the destination number to be dialed.



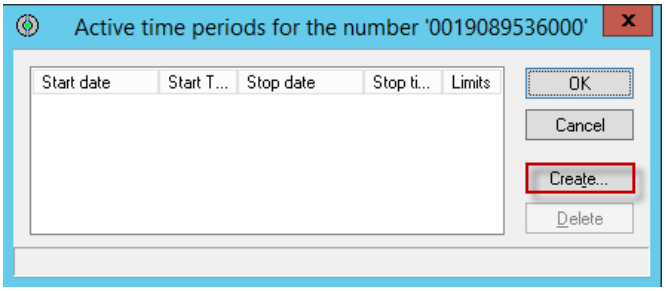
21. From the **Kind** drop down box select the type of number to be dialed.



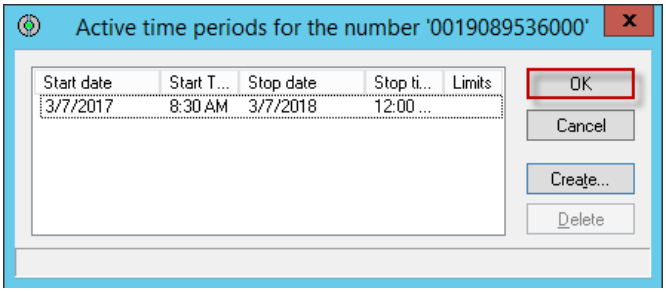
22. For a particular job, you may wish to dial a specific number during a specific **Active time** period. For example, a specified private phone number to be dialed between 8:30am and 12:00PM. Click the **Active Time** browser button.



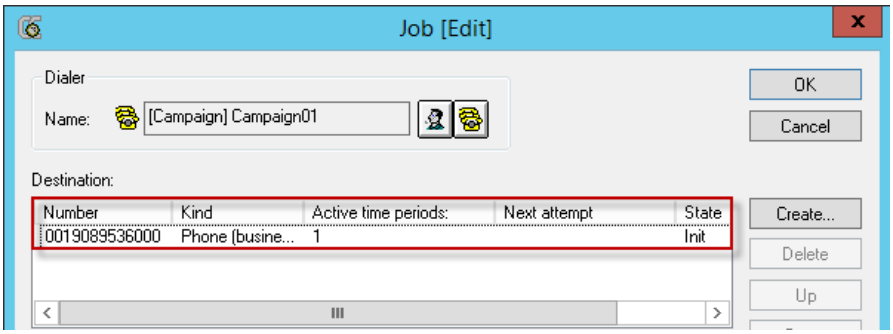
23. Click the **Create** button.



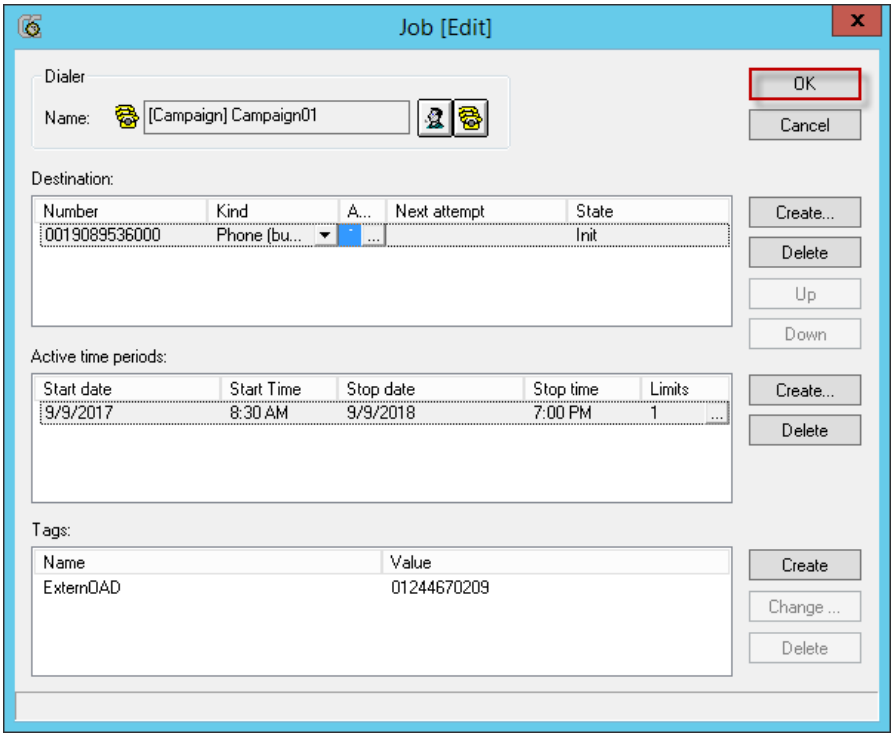
24. Enter the required Time Periods when this specific number will be dialed. Click the **OK** button.



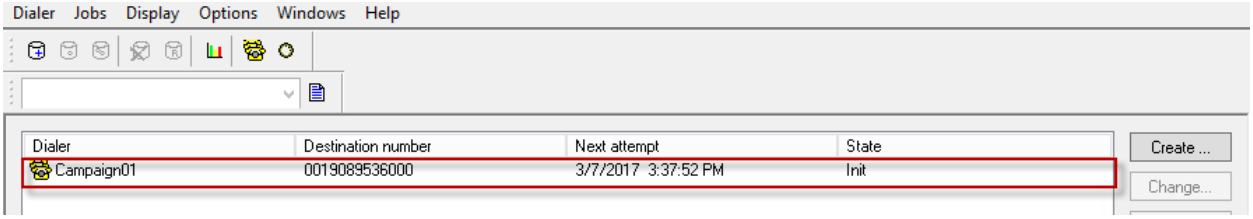
25. The configured destination is displayed.



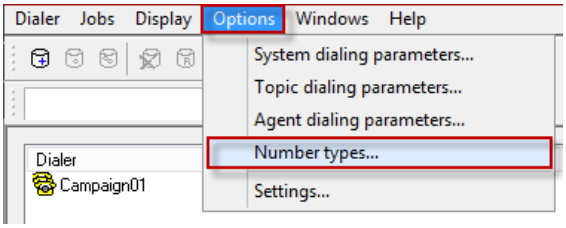
26. Click the **OK** button.



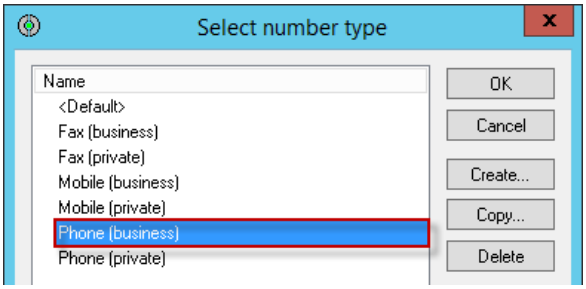
27. The configured Campaign is displayed.



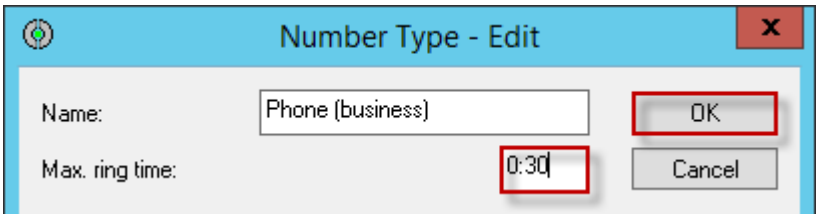
28. The outgoing call will only ring the customer by default for twenty seconds. If required, this can be changed for each caller type. Click **Options** and then select **Number types**.



29. Double click a number type to be changed.



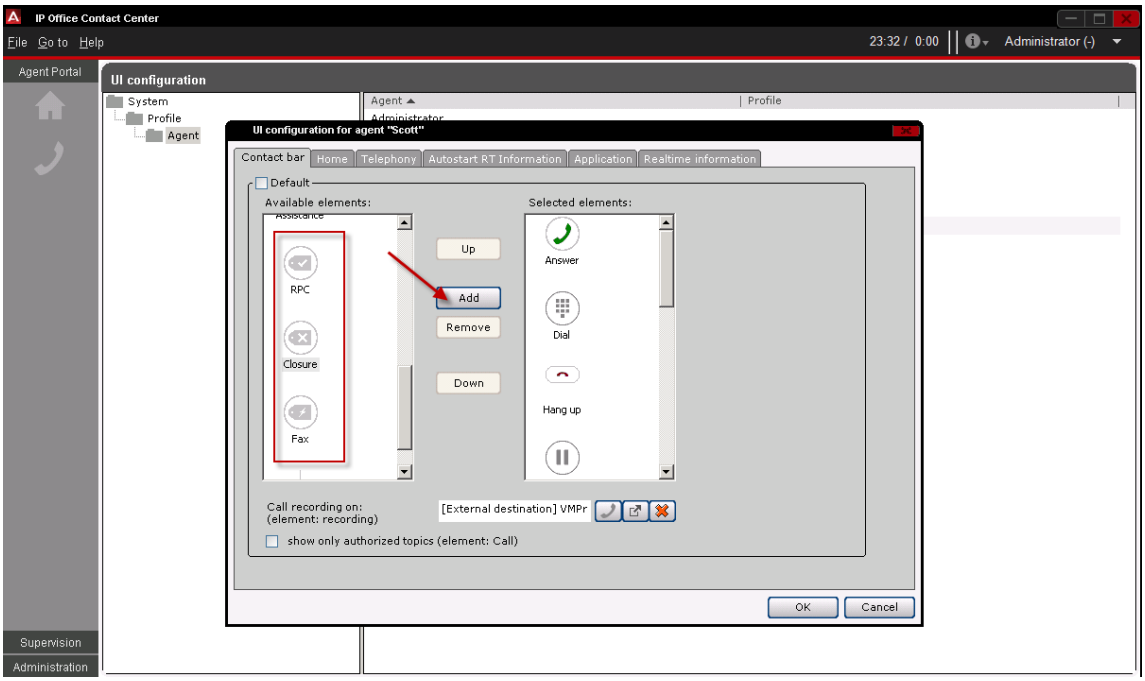
30. The **Max ring time** can be changed as required. Click the OK button.



Updating the Agents User Interface Contact Bar for use with a Dialer

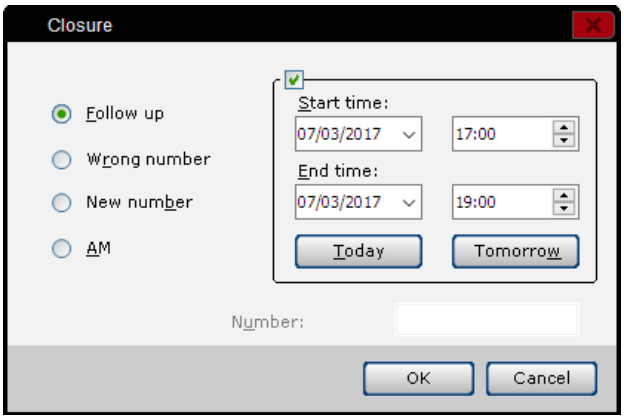
If an Agent is required to use the dialer, their User Interface's Contact bar should be updated. For details relating to the IP Office Contact Center User Interface, please refer to the *Avaya IP Office Contact Center Task Based Guide - Telephony User Interface Configuration*.

1. Configure the agents Contact bar to show:
    - Right Party Contact qualification – to confirm that the agent has spoken to the correct customer.
    - Closure qualification – to confirm that the customer should be contacted again or that a wrong number was dialed, an answer machine answered the call or that a new number should be used to contact this customer.
    - Qualification as fax abandoned – to confirm that the number dialed was answered by a fax machine.

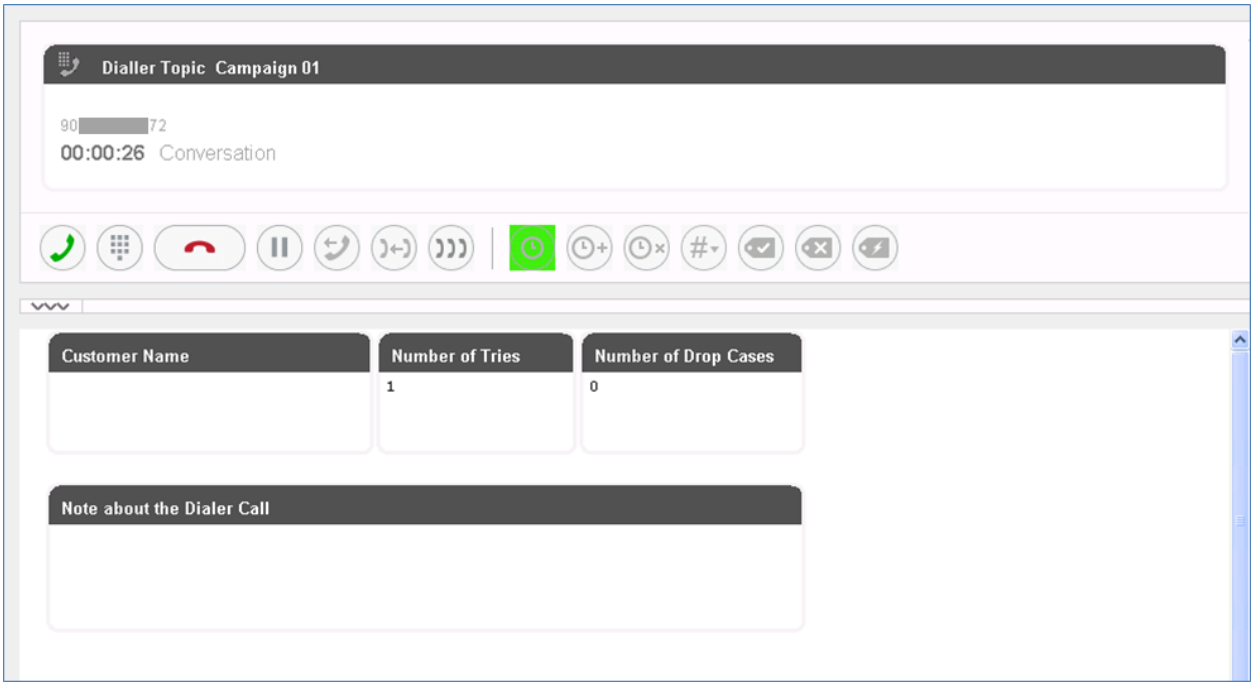


2. When the agents call is connected to the called Party, they may be required to qualify the call if someone other than intended call recipient answers the call. In the screen capture below, the agent has clicked the closure button 

on their interface, and selected **Follow Up** to define that a follow up call should be made to the customer.



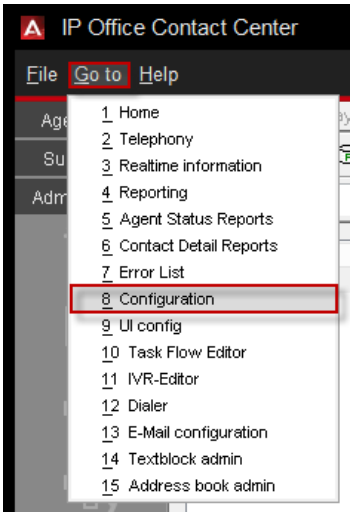
3. The Agent can now use these three buttons as part of their Telephony User Interface.



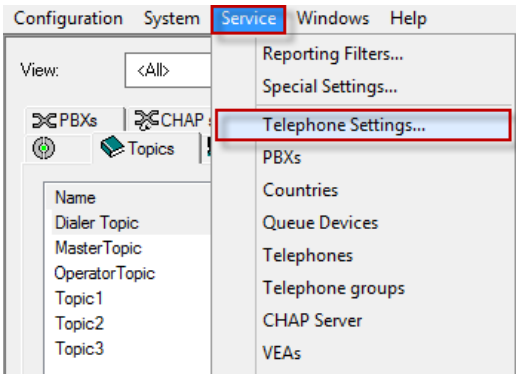
Automatic Answer

As this is an outbound contact center, you may require the agents to be automatically connected to the dialed party. Automatic answer is setup as default to automatic answer an outgoing dialer call after 1 second. This can be amended.

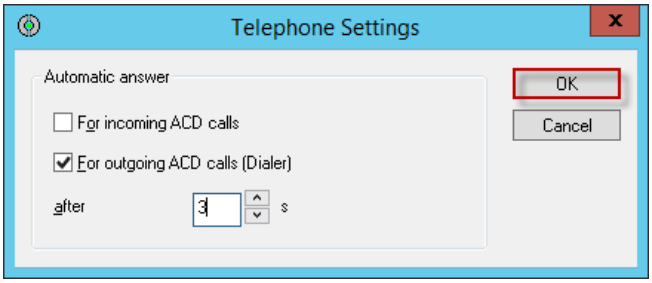
1. To amended **Automatic Answer** from the **Go to** menu click **Configuration**.



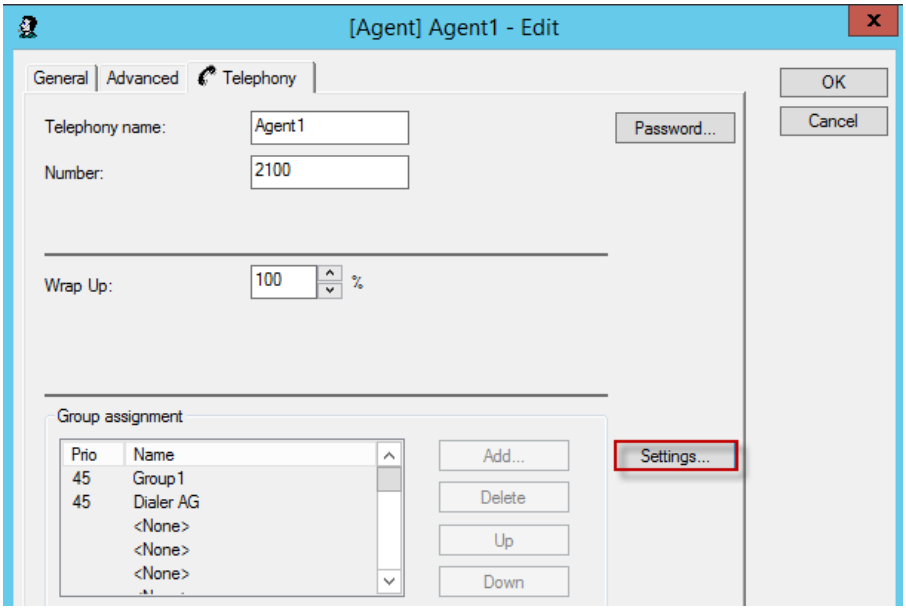
2. Click **Service** and then select **Telephone Settings**.

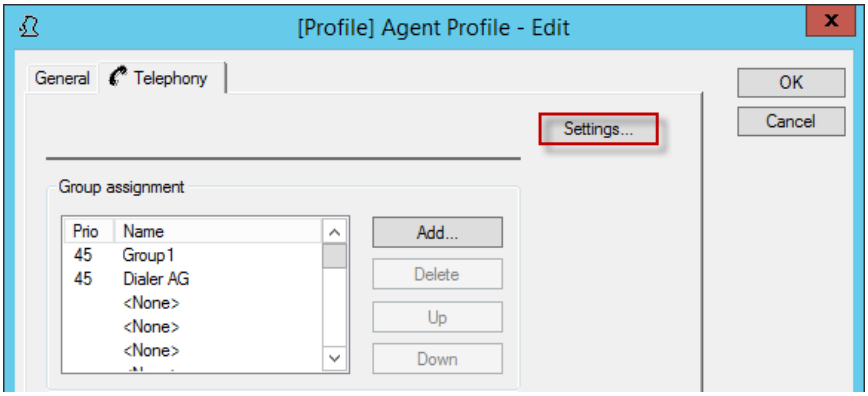


3. Click the correct **Automatic answer** option depending on the dialer type and then click the number of seconds for automatic answer. Then select the OK button.



Note: Automatic answer can also be set per Agent and per Profile, within the Telephony settings for Agents,





For the **Mechanic dialer** choose "For outgoing ACD Calls".

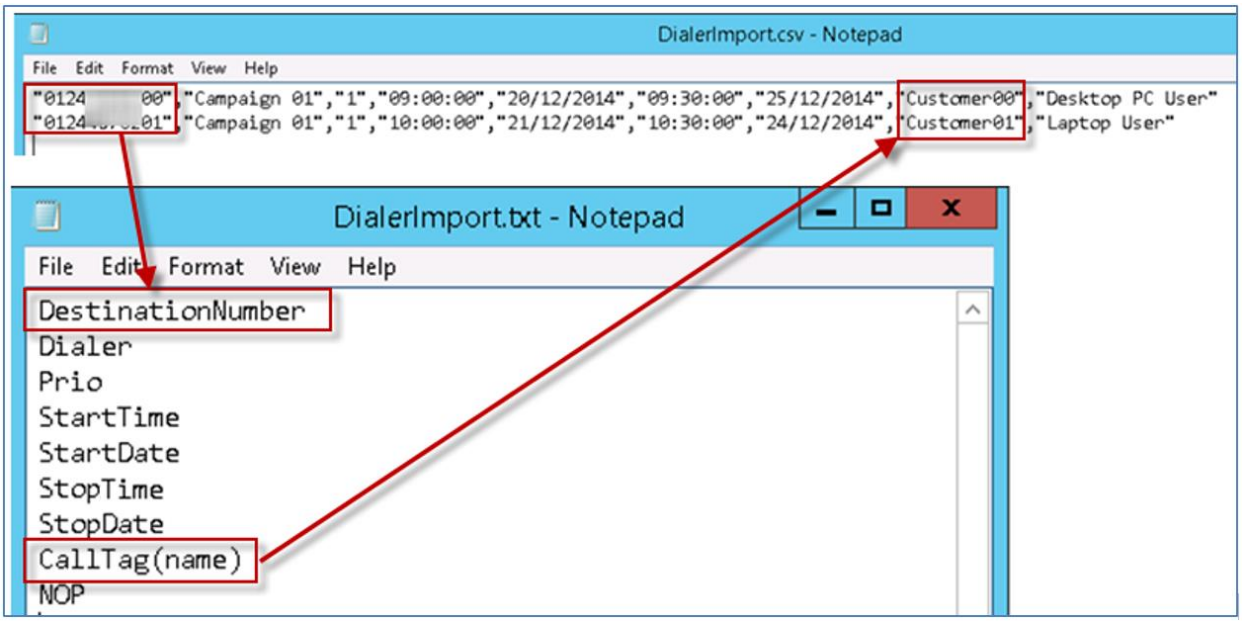
Importing and Exporting of Job Records

A csv file can be imported with the details of the numbers to be called from the dialer. To import these numbers, two files are required. The first is the csv file containing the numbers to be dialed and the second is a control file which tells the dialer which fields to import.

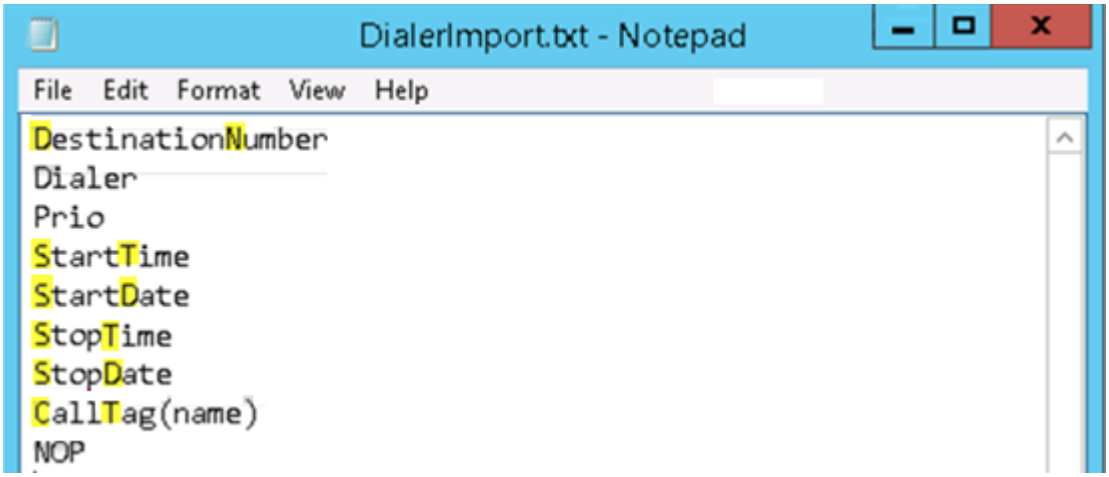
Note: The Control and .CSV files must have the same name. If they have different names, the Import functionality will not work.

Note: The topic campaign for which the dialer jobs will be imported must exist before the import. Also the date format in the csv file should be the same as date format on IP Office Contact Center server.

In the example below, the first field is the DestinationNumber and the CallTag (name) is the customer name. The NOP is a marker that indicates that the field should be ignored in the CSV file.



Note: All attributes in the Control File must contain capital letters for concatenated words for example, StartTime, StartDate, StopTime,StopDate.

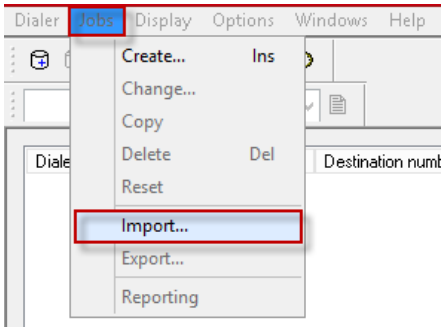


Any CallTag can be imported using CallTag(<name of Tag>), for example, CallTag(CCK_Caller_Name)

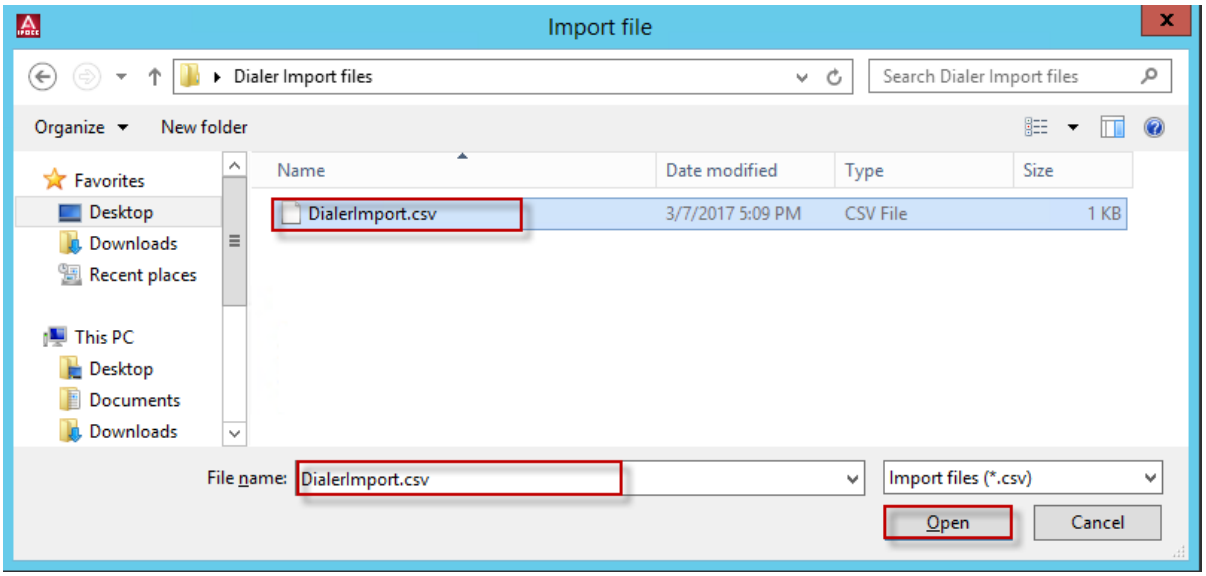
Other tags include **Dialer**: name of campaign

Prio: with valid values 0 or 1, where digit 1 indicates that this call job should be prioritized. For example, in several jobs with same time frame, the call job with the **prio** flag is prioritized (used for call back and urgent calls, it should not be used for all of the call jobs within a campaign).

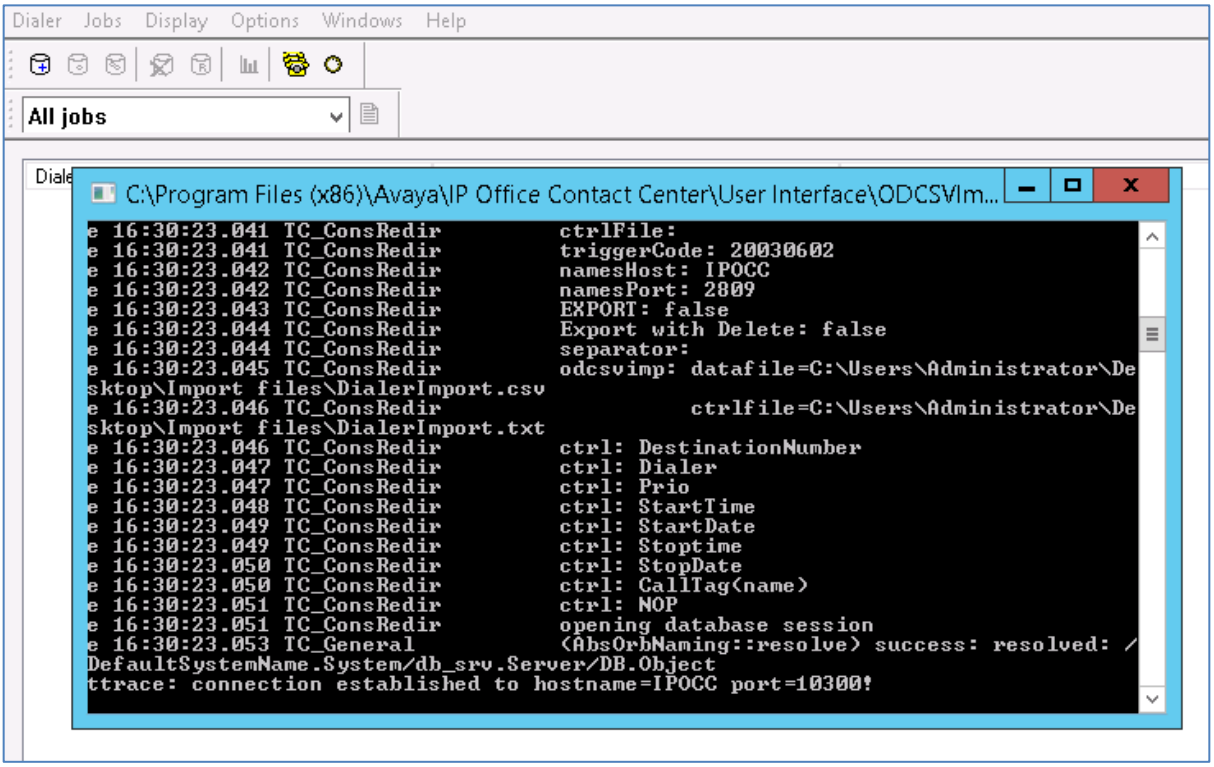
1. From the dialer interface, click **Jobs** and then select **Import…**.



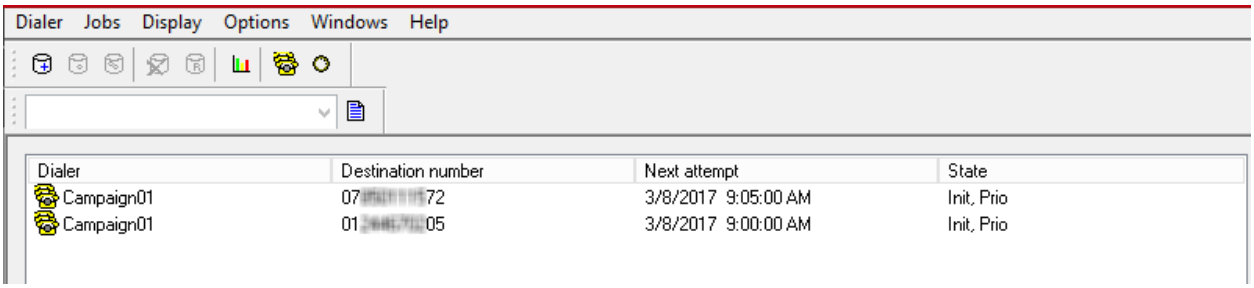
2. Locate the import files and select the CSV file. Then click the **Open** button.



3. The file is now imported.



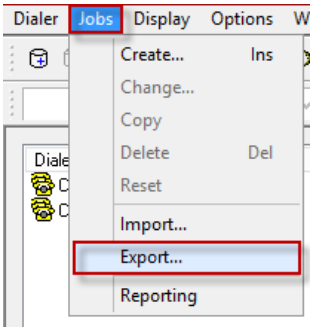
4. The imported jobs can now be seen and will be used by the Dialer.



To export Job Records

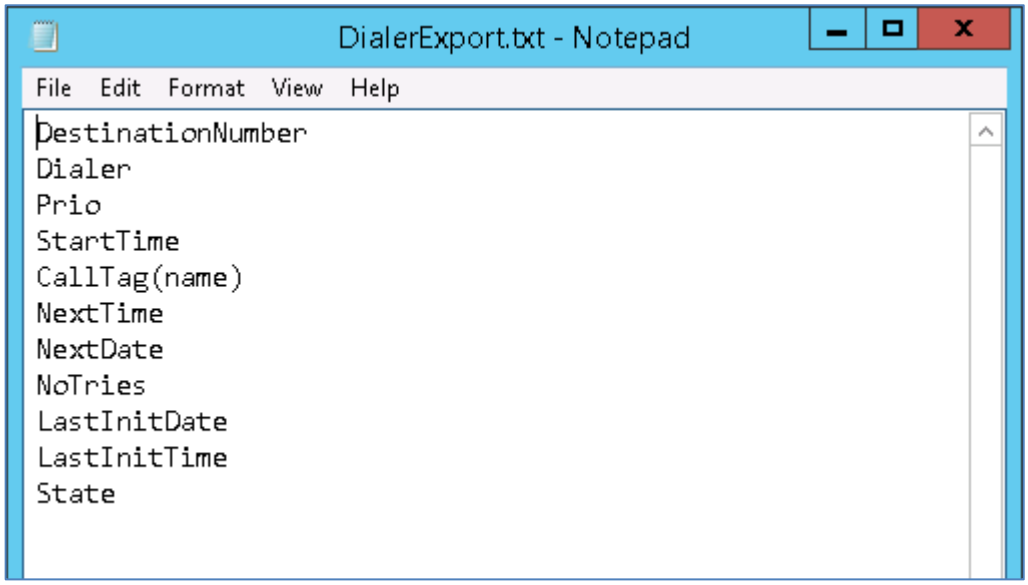
The export of the dialer also contains the information on the dialer events

1. Click **Jobs** and then select **Export**.



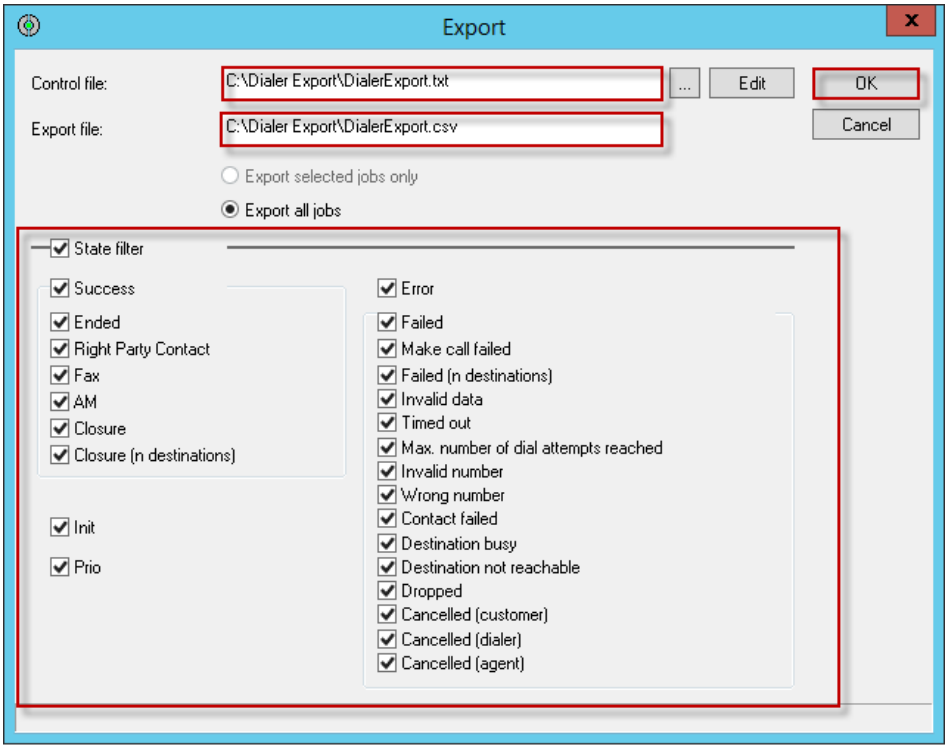
Note: Again you require two files to be created. The Control .TXT file and a blank .CSV file. The files must have the same name. If they have different names, the Export functionality will not work.

2. A Control file is required for the csv files to be exported. Create a txt file with the required output parameters.

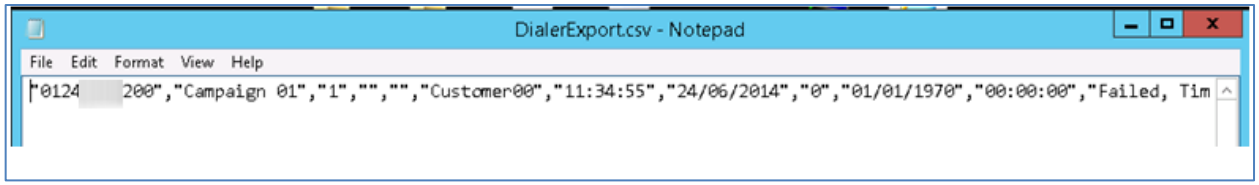


Note: All attributes in the Control File must contain capital letters for concatenated words for example, DestinationNumber, StartTime, CallTag(name), NextTime, NextDate, NoTries, LastInitDate, LastInitTime.

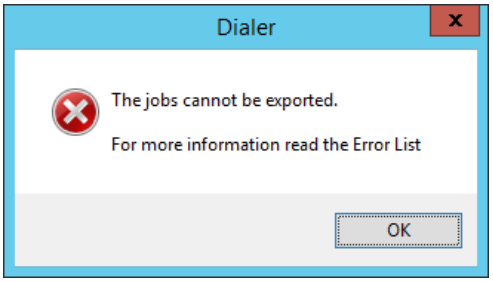
3. Browse to the location of the Control file. Then enter the Export file location and name. We can also export specified content by using a **State filter** and selecting the check boxes as required. Click the **OK** button to create the file.



4. The CSV file is then created.



5. If the export fails the Supervisor error list can be viewed to see the error.



Example of Error seen in Supervision - Error list



Avaya Documentation

- http://support.avaya.com/

Avaya IP Office Contact Center Task Based Guides

Avaya IP Office Contact Center Start Here First

Avaya IP Office Contact Center Task Based Guide - Core Installation

Avaya IP Office Contact Center Task Based Guide - Advanced Installation

Avaya IP Office Contact Center Task Based Guide - IVR Editor Scenarios

Avaya IP Office Contact Center Task Based Guide - Task-Flow Editor Telephony

Avaya IP Office Contact Center Task Based Guide - Telephony User Interface

Avaya IP Office Contact Center Task Based Guide - Reporting

Avaya IP Office Contact Center Task Based Guide - Dialer

Avaya Task Based Guide - Configuring Call Recording for Avaya IP Office Contact Center

Avaya IP Office Contact Center - Task Based Guide Email and Chat Services

Avaya IP Office Contact Center - Task Based Guide Maintenance

Please note, only the Avaya IP Office Contact Center Task Based Guides listed above are available from Avaya. Further IP Office Task Based Guide documentation as listed below is available directly from ITEL. http://www.iteluk.com/

ITEL IP Office Task Based Guides

Initial Installation

1. IP Office Configuration Maps
2. IP Office Hardware Installation
3. IP Office Initialisation
4. IP Office Manager
5. IP Office Voicemail Pro Initial Installation Guide
6. IP Office Small Community Networking
7. IP Office Customer Call Reporter Initial Installation Guide
8. IP Office Server Edition Configuration
9. IP Office Security Policies

UCM

10. IP Office Unified Communications Module

Core Telephony

11. IP Office Telephony and Call Routing
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