**GoAutoDial Multi-Language Support**

**DASHBOARD**

|  |  |
| --- | --- |
| **ENGLISH** | **YOUR LANGUAGE** |
| **DASHBOARD** |  |
| Telephony – Users,Campaigns,List and Call Recordings,Scripts |  |
| Call Reports – Reports & Analytics |  |
| Support |  |

|  |  |
| --- | --- |
| **TODAY'S STATUS** |  |
| **Sales** |  |
| Total Sales |  |
| Outbound Sales |  |
| In Sales/Hour |  |
| Out Sales /Hour |  |
| **Calls** |  |
| Calls Ringing |  |
| Calls in Incoming Queue |  |
| Live Inbound |  |
| Live Outbounds |  |
| Total Calls |  |
| **Dropped Call Percentage** |  |
| % Dropped Percentage |  |
| Dropped Calls |  |
| Answered Calls |  |

|  |  |
| --- | --- |
| **AGENTS LEAD STATUS** |  |
| **Agents Resources** |  |
| Agent(s) on call |  |
| Agent(s) on paused |  |
| Agent(s) waiting |  |
| Total agents online |  |
| **Lead Resources** |  |
| Leads in hopper |  |
| Dialable Leads |  |
| Total Active leads |  |
| Campaign Resources |  |
| **ACCOUNT INFORMATION** |  |
| **Balance** |  |
| Remaining Minutes |  |
| Carrier Status |  |
| Active |  |
| **Account Informations** |  |
| First name |  |
| Last name |  |
| Email |  |
| Phone |  |
| Address |  |
| City |  |
| State |  |
| Zip Code |  |
| Country |  |
| **Account Number** |  |
| *\* Minutes remaining is based on US and Canada call rate* |  |

|  |  |
| --- | --- |
| **AGENTS & PHONES** |  |
| **Agents** |  |
| Number of agent(s) |  |
| **URL Resources** |  |
| Agent Login URL |  |
| SIP/Server Domain |  |
| **Agents** |  |
| Name |  |
| Password [show] |  |
| **Phones** |  |
| Login |  |
| Password [show] |  |
| *Click here to show more..* |  |

|  |  |
| --- | --- |
| **GO Analytics** |  |
| Outbound Sales / Month ( ) |  |
| Inbound Sales / Day (Month: ) |  |

Header –

Notifications -

Settings -

|  |  |
| --- | --- |
| **Show on screen** |  |
| Today's Status |  |
| JustGOVoIP |  |
| Agent's Status |  |
| Agents & Phones |  |
| GO Analytics |  |
| **Screen Layout** |  |
| Number of Columns |  |
| **Introduction Help** |  |
| **Select Language** |  |
| Spanish |  |
| English |  |

|  |  |
| --- | --- |
| Welcome to GOadmin!  This walk through will help you navigate the system easily or Skip this walk through.  [Next](https://jameshv.goautodial.com/dashboard) |  |
| Load Credit(s)  Click [here](http://goautodial.org/projects/goautodialce/wiki/Hosted_Howto_Load_Credits_30#_blank) for how to load credit  [Next](https://jameshv.goautodial.com/dashboard) |  |
| Monitor/Barge  Click [here](http://goautodial.org/projects/goautodialce/wiki/HowTo_Monitor_and_Barge_30#_blank) to monitor or barge live agent(s)  [Next](https://jameshv.goautodial.com/dashboard) |  |
| Active Calls  Click to show active calls being placed  [Next](https://jameshv.goautodial.com/dashboard) |  |
| That's it!  To get started ASAP please go over our tutorials here: [Tutorials](https://jameshv.goautodial.com/%3chttp://goautodial.org/projects/goautodialce/wiki%3e#_blank) Show this introduction help again next login?  [Close](https://jameshv.goautodial.com/dashboard) |  |

TELEPHONY

**USERS**

|  |  |
| --- | --- |
| Users |  |
| Search Users |  |
| Agent ID |  |
| Agent Name |  |
| Level |  |
| Status |  |
| Action  Enable Selected  Disable Selected  Delete Selected |  |
| Add New User |  |
| Displaying 1 to 22 of 22 users |  |

**Tooltips -**

Agent ID –

|  |  |
| --- | --- |
| Clicking on the Agent ID or the modify icon will show the screen below and allow you to edit the user settings. |  |

Agent Name -

|  |  |
| --- | --- |
| Modify user |  |

Level -

|  |  |
| --- | --- |
| Level – Defines the permission granted to a user.  Current settings are: |  |
| Level 1-6  Agent Level  Can only access agent login. Cannot modify account settings. Limited privilege. |  |
| Level 7-8  Admin Level  Can access both agent login and admin dashboard. Can make changes to account settings. |  |

Action -

|  |  |
| --- | --- |
| Clicking on the Agent ID or the modify icon will show the screen below and allow you to edit the user settings. |  |
| Delete User (*agent id)* |  |
| Info Icon gives all relevant information about agent activity and status. Allows admin to force logout user. |  |

**POP-UP BOX -**

**Add New User -**

|  |  |
| --- | --- |
| Users Wizard |  |
| Step 1 |  |
| Wizard Type  Add New User |  |
| Next |  |

|  |  |
| --- | --- |
| Users Wizard >> Add New User |  |
| Step 2 |  |
| Current Users |  |
| Additional Seat(s) |  |
| Cancel |  |
| Next |  |
| *Warning: Creating additional users with phone extension will put you over the limit of 10. That means newly added users will no longer have phone extensions added with them.* |  |

|  |  |
| --- | --- |
| **Users Wizard » Add New User** |  |
| Step 3 |  |
| **User Group** |  |
| User ID |  |
| Password |  |
| Full Name |  |
| Active  Yes  No |  |
| Back |  |
| Save |  |
| Success: New User(s) successfully created |  |
| Ok |  |

**Edit**

|  |  |
| --- | --- |
| Modify User |  |
| Agent ID |  |
| Password |  |
| Full Name |  |
| Phone Login |  |
| Phone Password |  |
| Active  Yes  No |  |
| Hotkeys  Yes  No |  |
| Update |  |
| Update successful! |  |
| Ok |  |

**Delete**

|  |  |
| --- | --- |
| Do you really want to delete this agent? |  |
| Cancel |  |
| Ok |  |
| Success: User(s) deleted |  |
| Ok |  |

**CAMPAIGNS**

**CAMPAIGNS TAB**

Info img (green) tooltip

|  |  |
| --- | --- |
| A campaign is a unique account feature that allows you to modify and change the behaviour of the system according to the needs of your clients. |  |

|  |  |
| --- | --- |
| Campaigns |  |
| Campaign id |  |
| Campaign Name |  |
| Dial Method |  |
| Status |  |
| Action  Activate Selected  Deactivate Selected  Delete Selected |  |
| Add New Campaign |  |
| Search Campaigns |  |
| All |  |
| Displaying 1 to 25 of 605 campaigns |  |

Tooltip

|  |  |
| --- | --- |
| Campaigns Tab – Gives a list of campaigns created on the account and relevant information regarding the campaigns. |  |
| Modify Campaign |  |
| Add New Campaign – Allows admin to create a new campaign. |  |
| Delete Campaign |  |
| View info for campaign |  |

Add New Campaign

|  |  |
| --- | --- |
| Add New Campaign |  |
| Campaign Wizard » Outbound |  |
| Step 1 |  |
| Campaign Type |  |
| Campaign id |  |
| check to edit campaign id and name |  |
| Campaign Name |  |
| Next |  |

|  |  |
| --- | --- |
| Campaign Wizard » Outbound » Load Leads |  |
| Step 2 |  |
| Lead File: Browse (No file selected) |  |
| List id |  |
| Country |  |
| Check for duplicates  No duplicate check  Check for duplicates by phone in list id  Check for duplicate by phone in all campaign list |  |
| Upload leads |  |
| Back |  |
| Next |  |

|  |  |
| --- | --- |
| Campaign Wizard » Outbound » Load Leads » Information |  |
| Step 3 |  |
| Campaign id |  |
| Campaign name |  |
| Dial method  Manual  Autodial  Predictive |  |
| Auto-Dial Level  Off  On |  |
| Carrier to use for this Campaign  Custom Dial Prefix  Kam01hv-01 – 9999 -kamalio-meetme on meetme01  kam03hv-01 – 8888 -kamalio-sippy on meetme01 |  |
| Answering Machine Detection  Off  On |  |
| Back |  |
| Save & Finish |  |
| Modify |  |

Modify Campaign

|  |  |
| --- | --- |
| Modify Campaign |  |
| Campaign id |  |
| Campaign Name |  |
| Campaign Description |  |
| Active  Yes  No |  |
| Dial Method  Manual  Auto Dial  Predictive  Inbound Man |  |
| Auto Dial Level  Off  On |  |
| Script  None |  |
| Campaign CallerID |  |
| Campaign Recording  Off  On  Ondemand |  |
| Answering Machine Detection  Off  On |  |
| Local Call Time  12pm-5pm - default 12pm to 5pm calling  12pm-9pm - default 12pm to 9pm calling  24hours - default 24 hours calling  5pm-9pm - default 5pm to 9pm calling  9am-5pm - default 9am to 5pm calling  9am-9pm - default 9am to 9pm calling |  |
| Campaign Change Date |  |
| Campaign Login Date |  |
| Campaign Call Date |  |
| Park Music-on-Hold |  |
| Web Form Target |  |
| Allow Inbound and Blended (Yes/No) |  |
| Active Dial Status 1  **N** - No Answer  Remove |  |
| Active Dial Status 2  **NA** - No Answer AutoDial  Remove |  |
| Active Dial Status 3  **A** - Answering Machine  Remove |  |
| Active Dial Status 4  **AA** - Answering Machine Auto  Remove |  |
| Active Dial Status 5  **DROP** - Agent Not Available  Remove |  |
| Active Dial Status 6  **B** - Busy  Remove |  |
| Active Dial Status 7  **NEW** - New Lead  Remove |  |
| List Order  Down |  |
| Lead Filter  None |  |
| Force Reset Leads on Hopper  Yes  No |  |
| Dial Timeout  in seconds |  |
| Get Call Launch  None |  |
| Answering Machine Message  Audio Chooser |  |
| WaitForSilence Options |  |
| AMD Send to VM exten  Yes  No |  |
| CPD AMD Action  Disabled |  |
| Pause Codes Active (Yes/No) |  |
| Available Only Tally (Yes/No) |  |
| Manual Dial Filter  DNC Only |  |
| Agent Lead Search  Disabled |  |
| Agent Lead Search Method  Camplists All |  |
| Campaign Rec Filename FULLDATE\_CUSTPHONE\_CAMPAIGN\_AGENT |  |
| Next Agent Call  Oldest Call Finish |  |
| Transfer-Conf Number 1 |  |
| Transfer-Conf Number 2 |  |
| 3-Way Call Outbound CallerID  Campaign |  |
| Customer 3-Way Hangup Logging  Enabled |  |
| Customer 3-Way Hangup Seconds |  |
| Customer 3-Way Hangup Action  None |  |
| [ - ADVANCE SETTINGS ] |  |
| SAVE SETTINGS |  |
| LISTS WITHIN THIS CAMPAIGN |  |
| List id |  |
| List name |  |
| Description |  |
| Leads Count |  |
| Active |  |
| Last Call Date |  |
| Modify |  |
| SAVE ACTIVE LIST CHANGES |  |
| This campaign has 1 active lists and 0 inactive lists |  |
| This campaign has 0 leads in the queue (dial hopper) |  |
| View leads in the hopper for this campaign |  |
| Logout all agents within this campaign |  |

**Modify Campaign Tooltips**

Web Form Target

|  |  |
| --- | --- |
| Web Form Tartget – allows admin to specify the frame where the web for will open. Only the applicable for multi frame browsers. |  |

Active Dial Status (Remove)

|  |  |
| --- | --- |
| Remove Status |  |

Force Reset Leads on Hopper

|  |  |
| --- | --- |
| Force Reset Leads on Hopper - will clear the current phone numbers loaded on the hopper that are waiting to be dialed. The hopper willautomatically load a new set of numbers after a few minutes. |  |

Dial Timeout

|  |  |
| --- | --- |
| Dial Timeout – Specifies the number of seconds the systems will attempt to dial a phone number before hanging up. |  |

Dial Method

|  |  |
| --- | --- |
| Manual – User will have to click the – *Dial Next* button to make outbound calls. This is always done after a call has been disappointed. |  |
| Auto Dial – Used for outbound type campaign. System wiil automatically dial phone numbers on the lead file. Number of lines is set on the Auto Dial Level. |  |
| Predictive – used for outbound type campaign. System will automatically calculate dial level based on the dropped percentage. Default drop percentage is 3%. if dropped percentage is met or exceeded, the system will lower down the auto dial level. |  |
| Inbound Man – Used for blended type campaign. Agents will get inbound calls when they click on the Resume button. Outbound calls are done by either clicking on the [dial next] button. Or by clicking on the manual dial link on the agent webpage. |  |

Auto Dial Level

|  |  |
| --- | --- |
| Slow – 1 line per available agent. |  |
| Normal – 2 lines per available agent. |  |
| High – 4 lines per available agent. |  |
| Max – 6 lines per available agent. |  |
| Max Predictive – 10 lines per available agent (this is for predictive). |  |
| Advance – Allows admin to set how many lines per agent will be opened. |  |

Get Call Launch

|  |  |
| --- | --- |
| Get Call Launch - allows admin to automatically have the script popup on the Agent webpage at the onset of a call without the need for the agents to click on their respective button. |  |

Scripts

|  |  |
| --- | --- |
| Allows admin to enable a window to popup on the agent webpage during a live call (Agent needs to click on the script button. |  |

Answering Machine Message

|  |  |
| --- | --- |
| Answering Machine Message – Allows admin to set a pre-recorded voice file to be played when the system detects an answering machine. CPD AMD action should be set to message. | . |

WaitForSilence Options

|  |  |
| --- | --- |
| WaitForSilence Options – Sets the number of milliseconds, the system will wait before triggering the Answering Machine Message. Two settings separated by the comma, are needed to be entered. Firsdt setting will detect the length of silence to wait (measured in milliseconds) and the other is the number of times it needs to detect that before playing the pre-recorded voice file. |  |

Campaign CallerID

|  |  |
| --- | --- |
| Campaign CallerID – sets the phone number that will be displayed on the called party phone. |  |

Campaign Recording

|  |  |
| --- | --- |
| Off – No calls will be recorded. |  |
| On – All outbound calls will be recorded. |  |
| Ondemand – No outbound calls will be recorded unless agent click on the record button on the Agent webpage. |  |

Next Agent Call

|  |  |
| --- | --- |
| Next Agent Call – defines how calls will be routed to an agent. |  |

Transfer-Conf Number 1 & 2

|  |  |
| --- | --- |
| Transfer-Conf Number 1 and 2 – will store a specific phone number on the D1 and D2 that can be used to auto populate the “number to call” box. This option is only used during transfer calls. |  |

Customer 3-Way Hangup Logging

|  |  |
| --- | --- |
| Customer 3-Way Hangup Logging – if this option is enabled will allow the system to log if customer hung up during a 3-way call. This option will also  trigger the option set on Customer 3-Way Hangup  Action. |  |

Customer 3-Way Hangup Seconds

|  |  |
| --- | --- |
| Customer 3-Way Hangup Seconds – Specifies the amount in seconds before the system will trigger the Customer 3-Way Hangup Action. |  |

Customer 3-Way Hangup Action

|  |  |
| --- | --- |
| Customer 3-Way Hangup Action – If set to dispo  , this will take the agent webpage to the disposition screen when the system detects that the customer has hungup on the 3-way call. |  |

Local Call Time

|  |  |
| --- | --- |
| Local Call Time – sets the time window when leads will be called. This is based on the actual time where the phone number is located. |  |

LISTS WITHIN THIS CAMPAIGN

|  |  |
| --- | --- |
| List ID’s being used by the campaign – you can toggle between lists or combine them by ticking the “Active” column box. The “Modify” icon allows you to edit the List ID itself. |  |

View leads in the hopper for this campaign

|  |  |
| --- | --- |
| Clicking on this link will show all phone numbers currently loaded on the hopper. |  |

**END OF TOOLTIP...**

|  |  |
| --- | --- |
|  |  |
|  |  |

View leads in the hopper for this campaign (Pop up box)

|  |  |
| --- | --- |
| **CURRENT HOPPER LIST** |  |
| Total Leads in Hopper |  |
| ORDER |  |
| PRIORITY |  |
| LEAD ID |  |
| LIST ID |  |
| PHONE NUMBER |  |
| STATE |  |
| STATUS |  |
| COUNT |  |
| GMT |  |
| ALT |  |
| SOURCE |  |
| per page |  |
| Sources |  |
| Auto-alt-dial |  |
| No-hopper queue insert |  |
| Scheduled Callbacks |  |
| Recycled leads |  |
| Xth New lead order |  |
| Standard hopper load |  |
| Non-Agent API hopper load |  |
| Close |  |

View Info for campaign

|  |  |
| --- | --- |
| Campaign ID |  |
| Campaign Name |  |
| Campaign Description |  |
| Allow Inbound and Blended |  |
| Dial Method |  |
| Auto Dial Level |  |
| Answering Machine Detection |  |

Delete Campaign

|  |  |
| --- | --- |
| Are you sure you want to delete this Campaign? |  |
| Please make sure to transfer any existing list ids  that have leads uploaded to it to any available campaign. |  |
| Cancel |  |
| Ok |  |

**DISPOSITIONS TAB**

|  |  |
| --- | --- |
| Dispositions |  |
| Campaign id |  |
| Campaign name |  |
| Custom Disposition |  |
| Action  Delete Selected |  |
| Add New Status |  |
| Displaying 1 to 1 of 1 campaigns |  |

Add New Status

|  |  |
| --- | --- |
| **Status Wizard » Create New Status** |  |
| Step 1 |  |
| Campaign  – All Campaign – |  |
| Status  eg. New |  |
| Status Name  eg. New Campaign Status |  |
| Selectable |  |
| Human Answered |  |
| Sale |  |
| DNC (Do Not Call) |  |
| Customer Contact |  |
| Not Interested |  |
| Unworkable |  |
| Scheduled Callback |  |
| Submit |  |
| Yes / No |  |

Modify Campaign Statuses

|  |  |
| --- | --- |
| CUSTOM STATUSES WITHIN THIS CAMPAIGN |  |
| STATUS |  |
| STATUS NAME |  |
| ACTION  Delete Selected |  |
| ADD STATUS |  |
| Select Table |  |
| Human Answered |  |
| Sale |  |
| DNC (Do Not Call) |  |
| Customer Contact |  |
| Not Interested |  |
| Unworkable |  |
| Scheduled Callback |  |
| Yes / No |  |
| Close |  |

View Info Disposition

|  |  |
| --- | --- |
| Campaign ID |  |
| Campaign Name |  |
| Disposition(s) |  |
| Close |  |

Delete Campaign Statuses

|  |  |
| --- | --- |
| Are you sure you want to delete the selected campaign's statuses? |  |
| Cancel |  |
| Ok |  |

Tooltips

|  |  |
| --- | --- |
| Dispositions Tab – Gives a list of custom dispositions created on the account and allows you to create new ones. |  |
| Modify campaign Statuses |  |
| Delete Campaign Statuses |  |
| View Dispositions for campaign |  |
| Add New Status |  |

**LISTS AND CALL RECORDINGS**

**Lists**

**Show Lists Tab**

|  |  |
| --- | --- |
| Show Lists |  |
| List id |  |
| Name |  |
| Status |  |
| Last Call Date |  |
| Leads Count |  |
| Campaign |  |
| Action  Activate Selected  Deactivate Selected  Delete Selected |  |
| Create new list |  |
| Search lists |  |
| Displaying 1 to 1 of 1 list id's |  |

Create New List

|  |  |
| --- | --- |
| List Wizard » Create New List |  |
| Step 1 |  |
| Auto Generate |  |
| List id  Numeric only |  |
| List Name |  |
| List Description |  |
| Campaign |  |
| Active  Yes  No |  |
| Submit |  |
| Close |  |

Modify list

|  |  |
| --- | --- |
| Modify List I.D  *Change date*  *Last call date* |  |
| Name |  |
| Description |  |
| Campaign  – Select Campaign – |  |
| Reset Times |  |
| Reset Lead-Called-Status  Active  Yes  No |  |
| Agent Script Override |  |
| Campaign CID Override |  |
| Drop Inbound Group Override |  |
| Web Form |  |
| Transfer-Conf Number Override  Number 1  Number 2  Number 3  Number 4  Number 5 |  |
| [ + ] STATUSES WITHIN THIS LIST |  |
| Modify |  |
| Close |  |

View info for list

|  |  |
| --- | --- |
| List id |  |
| Description |  |
| Status |  |
| Last call date |  |
| Download |  |

Delete list

|  |  |
| --- | --- |
| Confirm to delete the List 210050322 and all of its leads? |  |
| Cancel |  |
| Ok |  |

Tooltips

|  |  |
| --- | --- |
| Did you know? Campaigns can use multiple list. This allows you greater freedom to choose the phone numbers to call based on the list you want active on the campaign. |  |
| Show Lists Tab – displays all list ID’s created on the account along with relevant information  regarding each list ID. |  |
| Name – Can be edited to allow admin to give a brief description of the list. |  |
| Leads Count Column – displays the total number of phone numbers that can be dialed on the list. |  |
| Action Column – provides additional admin options such as edit, get more info, delete and  download the list. |  |

**Load Leads Tab**

|  |  |
| --- | --- |
| Load Leads |  |
| Leads file  Browse  No file selected |  |
| List id |  |
| Phone code  \*If you select Load from Lead Files, be sure to check your phone code from your file. |  |
| Duplicate check  No duplicate check  Check for duplicates by phone in list id  Check for duplicates by phone in all campaign lists |  |
| Time zone  Country code and area code only  Postal code first  Owner time zone code first |  |
| Upload Leads |  |
| Create New List |  |

Tooltips

|  |  |
| --- | --- |
| Did you Know? When uploading a lead file, you need to make sure that its in either .csv or .Xls format, tab or comma delimited. The minimum required fields on the lead file itself should be at  least 3. |  |
| Browse Button – allows admin to load a lead file located on your local drive or network. |  |
| List ID – defines the list ID that will contain the lead file. |  |
| Phone Code – specifies the country where the phone numbers on your lead file are located. |  |
| Duplicate Check – Will check the phone numbers on the lead file and cross reference it with all  phone number on a specific campaign or in all list ID. |  |
| Time Zone – Will affect the call time settings of your campaign. Selecting Country Code and Area  Code Only will set the call time settings based on the country and area code of the phone number.  Postal Code First will based it on the zip code of the phone number (Zip code Field is required),  Owner Time Code First will based it on the time zone set on the field of the lead file. |  |
| Create New List |  |

**Call Recordings & Lead Search Tab**

|  |  |
| --- | --- |
| Call Recordings & Lead Search |  |
| Search for a lead |  |
| Lead id |  |
| List id |  |
| Phone |  |
| Fullname |  |
| Last call date |  |
| Status |  |
| Last Agent |  |

Search for a lead popup box

Basic

|  |  |
| --- | --- |
| Lead Search Options |  |
| Phone |  |
| First name |  |
| Last name |  |
| Advance |  |
| Search |  |
| Close |  |

Advance

|  |  |
| --- | --- |
| Search Alt. Phone  Yes  No |  |
| Last call date  search with date |  |
| Lead id |  |
| Disposition  – SELECT A DISPOSITION –  NEW - New Lead  QUEUE - Lead To Be Called  INCALL - Lead Being Called  DROP - Agent Not Available  XDROP - Agent Not Available IN  NA - No Answer AutoDial  CALLBK - Call Back  CBHOLD - Call Back Hold  A - Answering Machine  AA - Answering Machine Auto  AM - Answering Machine Sent to Mesg  AL - Answering Machine Msg Played  AFAX - Fax Machine Auto  B - Busy  DC - Disconnected Number  DEC - Declined Sale  DNC - DO NOT CALL  DNCL - DO NOT CALL Hopper Match  SALE - Sale Made  N - No Answer  NI - Not Interested  NP - No Pitch No Price  PU - Call Picked Up  PM - Played Message  XFER - Call Transferred  ERI - Agent Error  SVYEXT - Survey sent to Extension  SVYVM - Survey sent to Voicemail  SVYHU - Survey Hungup  SVYREC - Survey sent to Record  QVMAIL - Queue Abandon Voicemail Left  AB - Busy Auto  ADC - Disconnected Number Auto  TIMEOT - Inbound Queue Timeout Drop  AFTHRS - Inbound After Hours Drop  NANQUE - Inbound No Agent No Queue Drop  QCFAIL - QC\_FAIL\_CALLBK  New1 - New Name |  |
| List id |  |
| Last agent |  |
| Address |  |
| City |  |
| State |  |
| Email |  |
| Comments |  |
| \* Lead search by date range is limited to 60 days only. |  |
| Basic |  |

**Part II**

**Script**

|  |  |
| --- | --- |
| Scripts |  |
| Add New Script |  |
| Script id |  |
| Script Name |  |
| Status |  |
| Type |  |
| Action  Enable Selected  Disable Selected  Delete Selected |  |
| Search Scripts |  |
| Displaying 1 to 0 of 0 scripts |  |

Add New Scripts

|  |  |
| --- | --- |
| **Script Wizard » Add New Script** |  |
| Step 1 |  |
| Script Type  Default  Advance (Limesurvey) |  |
| Next |  |
| Close |  |

|  |  |
| --- | --- |
| **Script Wizard » Add New Script** |  |
| Step 2 |  |
| Script id |  |
| Script name |  |
| Script Comments |  |
| Active  Yes  No |  |
| Script Text  Insert |  |
| Back |  |
| Next |  |
| Close |  |

|  |  |
| --- | --- |
| **Script Wizard » Add New Script** |  |
| Step 3  ***Script Preview*** |  |
| Script id |  |
| Script name |  |
| Script Comments |  |
| **Active** |  |
| Script Text |  |
| Campaign id |  |
| Back |  |
| Save |  |
| Close |  |

|  |  |
| --- | --- |
| Success: New default script created |  |
| Ok |  |

Tooltip(s)

Script text

|  |  |
| --- | --- |
| A script allows admin to enable a window to popup on the Agent webpage during a live call  when the “script” button is clicked. Each item  on the “Script Text“ is a syntax that gets pasted on the text box whenever the “insert” button is clicked and allows the system to call specific  information on uploaded lead files or system information like agent names and display it on  a window when the agent presses the script button on the agent user interface (UI). |  |

**Inbound**

**Ingroups Tab**

|  |  |
| --- | --- |
| Ingroups |  |
| In-group |  |
| Descriptions |  |
| Priority |  |
| Status  Yes  No |  |
| Time |  |
| Action  Activate Selected  Deactivate Selected  Delete Selected |  |
| Add New In-group |  |
| Displaying 1 to 2 of 2 in-groups |  |

Add New In-group

|  |  |
| --- | --- |
| In-Group Wizard » Create New In-Group |  |
| Step 1 |  |
| Group id  \*(no spaces). 2 and 20 characters in length |  |
| Group Name  \*2 and 20 characters in length |  |
| Group Color |  |
| User Group  ADMIN – GOAUTODIAL ADMINISTRATOR  AGENTS – GOAUTODIAL AGENTS  SUPERVISOR - SUPERVISOR |  |
| Active  Yes  No |  |
| Web Form |  |
| Voicemail  Voicemail chooser |  |
| Next Agent Call  random  oldest\_call\_star  oldest\_call\_finish  overall\_user\_level  inbound\_group\_rank  campaign\_rank  fewest\_calls  fewest\_calls\_campaign  longest\_wait\_time  ring\_all |  |
| Fronter Display  Yes  No |  |
| Script  None |  |
| Get Call Launch  None  Script  Webform  Form |  |
| Submit |  |
| Close |  |

View info/Modify In-Group

Settings Tab

|  |  |
| --- | --- |
| Settings |  |
| Description |  |
| Color |  |
| Status  Yes  No |  |
| Web Form |  |
| Next Agent Call  random  oldest\_call\_star  oldest\_call\_finish  overall\_user\_level  inbound\_group\_rank  campaign\_rank  fewest\_calls  fewest\_calls\_campaign  longest\_wait\_time  ring\_all |  |
| Queue Priority  Higher  Lower |  |
| Fronter Display  Yes / No |  |
| Script  None |  |
| ADVANCE SETTINGS |  |
| SUBMIT |  |
| On-Hook Ring Time |  |
| Ignore List Script Override  Yes / No |  |
| Get Call Launch  None  Script  Webform  Form |  |
| Transfer-Conf DTMF 1 |  |
| Transfer-Conf Number 1 |  |
| Transfer-Conf DTMF 2 |  |
| Transfer-Conf Number 2 |  |
| Transfer-Conf Number 3 |  |
| Transfer-Conf Number 4 |  |
| Transfer-Conf Number 5 |  |
| Timer Action  None  Dial  Webform  Hangup  Callmenu  Extension  In group |  |
| Drop Call Seconds |  |
| Drop Action  Hangup  Message  Voicemail  Ingroup  Callmenu |  |
| Call Time  12pm-5pm - default 12pm to 5pm calling  12pm-9pm - default 12pm to 9pm calling  24hours - default 24 hours calling  5pm-9pm - default 5pm to 9pm calling  9am-5pm - default 9am to 5pm calling  9am-9pm - default 9am to 9pm calling |  |
| After Hours Action  Hangup  Message  Extension  Voicemail  Ingroup |  |
| After Hours Message Filename  Audio chooser |  |
| After Hours Extension |  |
| After Hours Voicemail  Voicemail chooser |  |
| After Hours Transfer Group  None |  |
| No Agents No Queueing  Yes / No |  |
| No Agent No Queue Action  Call menu  Ingroup  DID  Message  Extension  Voicemail |  |
| Audio File  Audio chooser |  |
| Max Calls Method  Total  In Queue  Disabed |  |
| Max Calls Count |  |
| Max Calls Action  Drop  Afterhours  No agent no queue |  |
| Welcome Message Filename  None  Audio Chooser |  |
| Play Welcome Message  Always  Never  If wait only  Yes unless no delay |  |
| Music On Hold Context  Default  MOH Chooser |  |
| On Hold Prompt Filename  Generic\_hold  Audio Chooser |  |
| On Hold Prompt Interval |  |
| On Hold Prompt No Block  Yes / No |  |
| On Hold Prompt Seconds |  |
| Play Place in Line  Yes / No |  |
| Play Estimated Hold Time  Yes / No |  |
| Calculate Estimated Hold Seconds |  |
| Estimated Hold Time Minimum Filename  Audio Chooser |  |
| Estimated Hold Time Minimum Prompt No Block  Yes / No |  |
| Estimated Hold Time Minimum Prompt Seconds |  |
| Wait Time Option  None  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup |  |
| Wait Time Second Option  None  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup |  |
| Wait Time Third Option  None  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup |  |
| Wait Time Option Seconds |  |
| Wait Time Option Extension |  |
| Wait Time Option Callmenu  None  Test call menu – NOC Call Menu |  |
| Wait Time Option Voicemail  Voicemail Chooser |  |
| Wait Time Option Transfer In-Group  None |  |
| Wait Time Option Press Filename  Audio Chooser |  |
| Wait Time Option Press No Block  Yes / No |  |
| Wait Time Option Press Filename Seconds |  |
| Wait Time Option After Press Filename  Audio Chooser |  |
| Wait Time Option Callback List ID |  |
| Wait Hold Option Priority  Wait  Both |  |
| Estimated Hold Time Option  None  Extension  Call menu  Voicemail  Ingroup  Caller id callback  Drop Action  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup |  |
| Hold Time Second Option  None  Extension  Call menu  Voicemail  Ingroup  Caller id callback  Drop Action  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup |  |
| Hold Time Third Option  None  Extension  Call menu  Voicemail  Ingroup  Caller id callback  Drop Action  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup |  |
| Hold Time Option Seconds |  |
| Hold Time Option Minimum |  |
| Hold Time Option Extension |  |
| Hold Time Option Callmenu  None  Test call menu – NOC Call Menu |  |
| Hold Time Option Voicemail |  |
| Hold Time Option Transfer In-Group  None |  |
| Hold Time Option Press Filename  Audio Chooser |  |
| Hold Time Option Press No Block  Yes / No |  |
| Hold Time Option Press Filename Seconds |  |
| Hold Time Option After Press Filename  Audio Chooser |  |
| Hold Time Option Callback List ID |  |
| Agent Alert Filename  Audio Chooser |  |
| Agent Alert Delay |  |
| Default Transfer In-Group  None |  |
| Default Group Alias  None |  |
| Dial In-Group CID |  |
| Hold Recall Transfer In-Group  None |  |
| No Delay Call Route  Yes / No |  |
| In-Group Recording Override  Disabled  Never  Ondemand  Allcalls  Allforce |  |
| In-Group Recording Filename  None |  |
| Stats Percent of Calls Answered Within X seconds 1 |  |
| Stats Percent of Calls Answered Within X seconds 2 |  |
| Start Call URL |  |
| Dispo Call URL |  |
| Add Lead URL |  |
| No Agent Call URL |  |
| Extension Append CID  Yes / No |  |
| Uniqueid Status Display  Disabled  Enabled  Enabled Prefix  Enabled Preserve |  |
| Uniqueid Status Prefix |  |

Agents Tab

|  |  |
| --- | --- |
| Agents |  |
| Tenant id |  |
| Selected |  |
| Rank |  |
| Grade |  |
| Calls today |  |
| Search Users |  |
| Submit |  |
| All |  |
| Close |  |

**Phone numbers (DIDs/TFNs) Tab**

|  |  |
| --- | --- |
| Phone Numbers |  |
| Descriptions |  |
| Status |  |
| Route |  |
| Action  Activate Selected  Deactivate Selected  Delete Selected |  |
| Add New DID |  |
| Search DIDs |  |
| Displaying 1 to 0 of 0 in-groups |  |

Add New DIDs/ Modify

|  |  |
| --- | --- |
| DID Wizard » Create New DID |  |
| Step 1 |  |
| DID Extension |  |
| DID Description |  |
| Active (Yes/No) |  |
| DID Route  Agent  Ingroup  Phone  Call menu / IVR  Voicemail  Custom Extension |  |
| User Group  Admin – Goautodial Administrator  Agents – Goautodial Agents  Supervisor – Supervisor |  |
| Agent id  None  Admin  Agent |  |
| Agent Unavailable Action  Voicemail  Phone  Ingroup  Custom extension |  |
| Submit |  |
| Close |  |
| Advance Settings |  |
| Save Settings |  |

Delete DID

|  |  |
| --- | --- |
| Delete |  |
| Are you sure you want to delete this DID? |  |
| Cancel |  |
| Ok |  |

**Interactive Voice Response (IVR) Menus tab**

|  |  |
| --- | --- |
| Interactive Voice Response (IVR) Menus tab |  |
| Menu id |  |
| Phone numbers |  |
| Prompt |  |
| Timeout |  |
| Action |  |
| Add New Call Menu |  |
| Search IVRs |  |
| Displaying 1 to 2 of 2 in-groups |  |

Add New Call Menu/ Modify

|  |  |
| --- | --- |
| Call Menu Wizard » Create New Call Menu |  |
| Step 1 |  |
| Menu id |  |
| Menu Name |  |
| Menu Greeting  Audio Chooser |  |
| Menu Timeout |  |
| Menu Timeout Greeting  Audio Chooser |  |
| Menu Invalid Greeting  Audio Chooser |  |
| Menu Repeat |  |
| Tracking |  |
| Tracking Group |  |
| User Group |  |
| Next |  |
| Call time |  |
| Custom dial plan entry |  |

|  |  |
| --- | --- |
| Call Menu Wizard » Create New Call Menu » Call Menu Options |  |
| Step 2 |  |
| Default Call Menu Entry |  |
| Option  Timeout  Timecheck  Invalid |  |
| Description  Hangup |  |
| Audio File  vm-goodbye |  |
| Route  Hangup |  |
| Add new call menu options |  |
| Back |  |
| Finish |  |
| Close |  |

Delete IVR

|  |  |
| --- | --- |
| Delete |  |
| Are you sure you want to delete this Call Menu / IVR? |  |
| Cancel |  |
| Ok |  |

**Music On Hold**

|  |  |
| --- | --- |
| Music on hold |  |
| Music on hold listings |  |
| Music on hold id |  |
| Music on hold name |  |
| Status |  |
| Random order |  |
| Group |  |
| Action  Activate Selected  Deactivate Selected  Delete Selected |  |
| Add new Music On Hold |  |
| Search Music On Hold |  |
| Displaying 1 to 2 of 2 music on hold item(s) |  |

Add New Music On Hold

|  |  |
| --- | --- |
| Music on Hold Wizard » Add New Music on Hold |  |
| Step 1 |  |
| Music on Hold ID |  |
| Music on Hold Name |  |
| Status  Active  Inactive |  |
| User Group  – All User Group –  Admin – Goautodial Administrators  Agents – Goautodial Agents  Supervisor – Supervisor |  |
| Random Order  Yes  No |  |
| Submit |  |
| Close |  |
| Success  Ok |  |

Modify

|  |  |
| --- | --- |
| MODIFY MUSIC ON HOLD: default |  |
| Music on Hold Name |  |
| Status  Active  Inactive |  |
| User Group  – All User Group –  Admin – Goautodial Administrators  Agents – Goautodial Agents  Supervisor – Supervisor |  |
| Random Order  Yes  No |  |
| Rank |  |
| Filename |  |
| Action |  |
| Add an audio file  Select an audio file to upload |  |
| Save settings |  |
| Close |  |

Delete / Borrar

|  |  |
| --- | --- |
| Are you sure you want to delete test? |  |
| Cancel |  |
| Ok |  |

**Voice Files**

|  |  |
| --- | --- |
| Voice Files |  |
| Number |  |
| Filename |  |
| Date |  |
| Size |  |
| Play |  |
| Search Voice Files (case sensitive) |  |
| Voice File to upload  Browse  No file selected  Upload |  |
| We STRONGLY recommend uploading only 16bit Mono 8k PCM WAV audio files(.wav) |  |

Tooltip

|  |  |
| --- | --- |
| The voice file screen displays all the voice files that you have uploaded to your account. |  |

**CALL REPORTS**

**Reports & Analytics**

**[1] Statistical Report**

|  |  |
| --- | --- |
| Statistical Report |  |
| Select Campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Date Range |  |
| Daily |  |
| Weekly |  |
| Monthly |  |
| Calls per day |  |

Tooltip(s)

|  |  |
| --- | --- |
| Reports and Analytics – will give you practically every data you need regarding your account. Reports are downloadable and in spreadsheet  format. There is a wide variety of reports you can choose from with each reports customizable to tailor to your needs. It will also display an onscreen graph comparing different data in relation to each other. Each type of report will be discussed in detail in the succeeding pages. |  |
| Drop down Menu will allow you to customize  your reports and give you the information you  need. |  |
| Custom Tabs allow for different types of reports to be displayed on the screen. |  |
| The Calendar icon allows you to generate a report based on a specific date range. |  |
| Statistical Report – generates a graphical representation of data on a specific campaign. Data will include total calls and their dispositions and the average calls on a daily, weekly or monthly basis. |  |
| You can filter the line graph by selecting the weeks you would like shown. Just check the box on the week you want. |  |

**[2] Agent Time Details**

|  |  |
| --- | --- |
| Agent Time Details |  |
| Select a campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Date Range |  |
| Full Name |  |
| User Name |  |
| Calls |  |
| Agent Time |  |
| Wait |  |
| Talk |  |
| Disposition |  |
| Pause |  |
| Wrap-up |  |
| Customer |  |
| Total Agents |  |
| LOGIN |  |
| Total |  |
| Export to CSV |  |

Tooltip(s)

|  |  |
| --- | --- |
| Agent Time Details – provides a breakdown on  all activity the agent did during his shift. |  |
| Agent Time – Total login time of the agent. |  |
| Talk – Entire length of the conversation.  Includes the wrap-up time and Disposition time. |  |
| Disposition – time it takes for an  agent to disposition a call. |  |
| Wrap-Up – time after customer hung up but before agents clicks on the hang up button. |  |
| Customer – Actual time agent and customer was on a conversation. |  |

**[3] Agent Performance Details**

|  |  |
| --- | --- |
| Agent Performance Details |  |
| Select a campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Date Range |  |
| Full Name |  |
| ID |  |
| Calls |  |
| Time |  |
| **Pause » Avg** |  |
| **Wait » Avg** |  |
| **Talk » Avg** |  |
| **Disposition » Avg** |  |
| **Wrap-up » Avg** |  |
| **Customer » Avg** |  |
| Legend  N = No Answer  A = Answering Machine |  |
| Total |  |
| Non Pause |  |
| Pause |  |
| Login |  |
| Lagged |  |
| Export to CSV |  |

Tooltip(s)

|  |  |
| --- | --- |
| Agent Performance Detail – gives a detailed report on each agent’s activity for a specific  campaign on a specified time period. The report breaks down each agent’s activity during his shift.  The report is broken down to the total number of calls, Pause time, Wait time, Talk time, Time to  disposition a call, and Wrap-up time. The report will also give information on the dispositions and  their total. |  |
| Breakdown of agent activity during a shift. The report will also give an average time  per call of each data. |  |
| Tally of dispositions on a given date range |  |
| Total time logged in. Total time on NonPause vs. Pause |  |

**[4] Dial Statuses Summary**

|  |  |
| --- | --- |
| Dial Statuses Summary |  |
| Select a Campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Status |  |
| Status Name |  |
| Sub total |  |
| Total for all List id's under inbound |  |

Tooltip(s)

|  |  |
| --- | --- |
| Dial Statuses Summary – will display the number of calls that have been dispositioned  for each call to a specific lead. This page will display dispositions on a lead for the initial call, as well as succeeding calls to that lead. |  |
| Each column on the report represents a dial attempt made to a specific lead with 0 representing the number of leads for a particular status when the report generation was first made. |  |

**[5] Sales Per Agent**

|  |  |
| --- | --- |
| Sales Per Agent |  |
| Select a Campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Date Range |  |
| Outboud  Inbound |  |
| Agents Name |  |
| Agents ID |  |
| Sales Count |  |

Tooltip(s)

|  |  |
| --- | --- |
| Sales Per Agent – will display the total sales of each agent on a specific campaign on a given date range. Sales are tracked whether they were made during an outbound call or an inbound call. |  |

**[6] Sales Tracker**

|  |  |
| --- | --- |
| Sales Tracker |  |
| Select a Campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Date Range |  |
| Outboud |  |
| Inbound |  |
| Sales number |  |
| Call Date & Time |  |
| Agent |  |
| Phone number |  |
| First name |  |
| Last name |  |
| Info |  |
| Export to CSV |  |

Tooltip(s)

|  |  |
| --- | --- |
| Sales Tracker – displays all sale made for a specific campaign on a given date range. Information displayed includes the date and time of the call, the agent ID, name of the agent, and the phone number. |  |

**[7] Inbound Call Report**

|  |  |
| --- | --- |
| Inbound Call Report |  |
| Select a Campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Date Range |  |
| Search done 6 inbound call(s) found. |  |
| # (number) |  |
| Date |  |
| Agent ID |  |
| Phone Number |  |
| Time |  |
| Call Duration (in seconds) |  |
| Dispositions |  |
| Export to CSV |  |

Tooltip(s)

|  |  |
| --- | --- |
| Inbound Call Report – display all inbound calls received by a specified ingroup. Phone numbers of the caller, actual date and time of call, duration of the call and the dispositions of the calls on a given date range are all listed. |  |

**[8] Export Call Report**

|  |  |
| --- | --- |
| Export Call Report |  |
| Date Range |  |
| Header Row  Yes  No |  |
| Recording Fields  ID  Filename  Location  All  None |  |
| Custom Fields  Yes  No |  |
| Per Call Notes  Yes  No |  |
| Export Fields  Standard  Extended |  |
| Campaigns  None |  |
| Inbound Groups  None |  |
| Lists  All |  |
| Statuses  All |  |
| Submit |  |

Tooltip(s)

|  |  |
| --- | --- |
| Export Call Report – generates a report on all data and lead information of your calls. The report will be based on the Campaigns, Inbound groups, List ID, Statuses, Custom fields and date range you will select. The report generated will be in  spread sheet format. |  |

**[9] Dashboard**

|  |  |
| --- | --- |
| Dashboard |  |
| Select a Campaign |  |
| Selected Campaign  Please select a campaign. |  |
| Date Range |  |
| Dialer calls |  |
| Disposition Code |  |
| Disposition name |  |
| Count |  |

Tooltip(s)

|  |  |
| --- | --- |
| Dashboard – gives a graphical representation of the Contact Rate, Sales Rate and Transfer Rate of a selected campaign. This data primarily focuses on how good your leads were with regards to the  Contact and Sales rate. Good lead files will return high Contact Rate and Sales Rate. |  |

**[10] Call History**

|  |  |
| --- | --- |
| Call History |  |
| Date Range |  |
| Connect time |  |
| CLI (caller id) |  |
| CLD (called number) |  |
| Country |  |
| Description |  |
| Billed Duration |  |
| Cost |  |
| Download |  |

Tooltip(s)

|  |  |
| --- | --- |
| Caller ID |  |
| Called Number |  |
| Destination of call |  |
| Type of phone number (i.e. TFN, mobile, landline etc.) |  |
| Billed Duration – 6/6  Billing rate will apply |  |
| Call cost in USD |  |
| What is 6/6 billing?  A "6/6" billing indicates a 6 second minimum  with subsequent 6 second increments. For  example a 10 second call on 6/6 billing will be  billed as 12 seconds; a 31 second call on 6/6  billing will be billed as 36 seconds and so on. |  |

**ADMIN SETTINGS**

[1] Admin Logs

|  |  |
| --- | --- |
| Search Admin Logs |  |
| Logs |  |
| User |  |
| IP Address |  |
| Date |  |
| Action |  |
| Details |  |
| DB Query |  |
| Show Query |  |
| Displaying 1 to 25 of 898 logs |  |

[2] Call Times

Call Times Tab

|  |  |
| --- | --- |
| Call Times |  |
| Calltime id |  |
| Calltime Name |  |
| Default Start |  |
| Default Stop |  |
| Group |  |
| Action  Delete Selected |  |
| Search Call Times |  |
| Add New Call Times |  |
| Displaying 1 to 6 of 6 call times |  |

Add New Call Times

|  |  |
| --- | --- |
| Call Times Wizard » Add New Call Time |  |
| Step 1 |  |
| Call Time ID  Minimum of 3 characters  Available |  |
| Call Time Name |  |
| Call Time Comments |  |
| User Group |  |
| Next |  |
| Close |  |

|  |  |
| --- | --- |
| Step 2 |  |
| Start |  |
| Stop |  |
| After Hours Audio |  |
| Default |  |
| Sunday |  |
| Monday |  |
| Tuesday |  |
| Wednesday |  |
| Thursday |  |
| Friday |  |
| Saturday |  |
| Audio Chooser |  |
| Back |  |
| Submit |  |
| Close |  |

|  |  |
| --- | --- |
| Success: Added New Call Time ID. |  |
| Ok |  |

Modify

|  |  |
| --- | --- |
| MODIFY CALL TIME |  |
| Call Time ID |  |
| Call Time Name |  |
| Call Time Comments |  |
| User Group |  |
| Start |  |
| Stop |  |
| After Hours Audio |  |
| Default |  |
| Monday |  |
| Tuesday |  |
| Wednesday |  |
| Thursday |  |
| Friday |  |
| Audio Chooser |  |
| Save Settings |  |
| State Call Time ID |  |
| ACTIVE STATE CALL TIME FOR THIS RECORD |  |
| STATE CALL TIME DEFINITION |  |
| Add State Call Time Rule  Select a State Call Time Rule |  |
| Add Rule  Please select a state call time rule  Success!  State call time rule 'alabama' has been added.  Delete State call time from this record  Are you sure you want to delete 'alabama' from the list?  Success!  State call time rule 'alabama' has been deleted.  Cancel  Ok |  |
| CAMPAIGNS USING THIS CALL TIME |  |
| INBOUND GROUPS USING THIS CALL TIME |  |

Delete Call times / Eliminar horas de llamadas

|  |  |
| --- | --- |
| Are you sure you want to delete '12pm-5pm' from the list? |  |
| Cancel |  |
| Ok |  |

**[3] Carriers**

|  |  |
| --- | --- |
| Carriers |  |
| Carrier id |  |
| Carrier Name |  |
| Server IP |  |
| Protocol |  |
| Registration |  |
| Status |  |
| Group |  |
| Action  Activate Selected  Deactivate Delected  Delete Selected |  |
| Add New Carrier |  |
| Displaying 1 to 0 of 0 carriers |  |
| Search Carriers |  |
| No Records Found |  |

Add New Carrier

|  |  |
| --- | --- |
| Carrier Wizard » Add New Carrier |  |
| Step 1 |  |
| Carrier Type  GoAutoDial – JustGoVoip  Manual  Copy Carrier |  |
| Next |  |
| Close |  |

|  |  |
| --- | --- |
| Welcome to |  |
| GoAutoDial Inc. Cloud Call Center |  |
| GoAutoDial Inc. is an easy to set up and easy to use, do it yourself (DIY) cloud based telephony solution for any type of organization in wherever country you conduct your sales, marketing, service and support activites. Designed for large enterprise-grade call center companies but priced to fit the budget of the Small Business Owner, GoAutoDial Inc. uses intuitive graphical user interfaces so that deployment is quick and hassle-free, among its dozens of hot features.  Using secure cloud infrastructures certified by international standards, GoAutoDial Inc. is a "Use Anywhere, Anytime" web app so that you can create more customers for life – in the office, at home or at the beach. |  |
| \*\*email [sales@goautodial.com](mailto:sales@goautodial.com) to get 120 free minutes (US, UK and Canada calls only). |  |
| Cancel |  |
| Next |  |
| Close |  |

Sign up / Contratar

|  |  |
| --- | --- |
| Please fill out the information below: |  |
| **Company** |  |
| First Name |  |
| Last Name |  |
| Address |  |
| City |  |
| State |  |
| Postal Code |  |
| Country |  |
| Time zone |  |
| Phone |  |
| Mobile Phone |  |
| Email |  |
| Terms And Condition  This site is owned and operated by GoAutoDial, Inc. ("we", "us", "our" or "GoAutoDial"). GoAutoDial, Inc. provides its services to you ("Customer", "you" or "end user") subject to the following conditions. If you visit or shop at our website or any other affiliated [reverse phone lookup](http://reversephonelookuppages.com/) websites, you affirmatively accept the following conditions. Continued use of the site and any of GoAutoDial's services constitutes the affirmative agreement to these terms and conditions. GoAutoDial reserves the right to change the terms, conditions and notices under which the GoAutoDial sites and services are offered, including but not limited to the charges associated with the use of the GoAutoDial sites and services.  1. Electronic Communications  1.1. When you visit GoAutoDial's websites or send Email to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by Email or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.  2. Trademarks and Copyright  2.1. All content on this site, such as text, graphics, logos, button icons, images, trademarks or copyrights are the property of their respective owners. Nothing in this site should be construed as granting any right or license to use any Trademark without the written permission of its owner.  3. Services & Conditions  3.1. GoAutoDial shall not be held liable for any delay or failure to provide service(s) at any time. In no event shall GoAutoDial, its officers, Directors, Employees, Shareholders, Affiliates, Agents or Providers who furnishes services to customer in connection with this agreement or the service be liable for any direct, incident, indirect, special, punitive, exemplary or consequential damages, including but not limited to loss of data, lost of revenue, profits or anticipated profits, or damages arising out of or in connection to the use or inability to use the service. The limitations set forth herein apply to the claimed founded in Breach of Contract, Breach of Warranty, Product Liability and any and all other liability and apply weather or not GoAutoDial was informed of the likely hood of any particular type of damage.  3.2. GoAutoDial makes no warranties of any kind, written or implied, to the service in which it provides.  3.3. GoAutoDial provides prepaid services only. You must keep a positive balance to retain services with GoAutoDial. You must pay all negative balances immediately. Customer agrees to keep a positive balance in customer's account at all times and agrees to pay the rate in which the customer signed up for any destinations. Customer agrees to pay any and all charges that customer incurs while using GoAutoDial's service.  3.4. GoAutoDial's VOIP and Cloud services are not intended for use as a primary telephone source for business or residential users. GoAutoDial does not provide e911 service.  3.5. All calls placed through GoAutoDial's VOIP network to US48 destinations are billed at 6 second increments unless otherwise stated.  3.6. Customer agrees to the exclusive jurisdiction of the courts of Pasig City in the Republic of the Philippines for any and all legal matters.  3.7. Violation of any state or federal laws or laws for any other competent jurisdiction may result in immediate account termination and/or disconnection of the offending service.  3.8. GoAutoDial reserves the right to terminate service at any time with or without notice; especially if Customer is found to be in violation of GoAutoDial's Terms & Conditions. You agree that GoAutoDial shall not be liable to you or to any third party for any modification, suspension or discontinuance of service.  3.9. Due to the nature of this industry and high credit card fraud rate, GoAutoDial reserves the right to request the following documentation for verification purposes; A copy of the credit card used to establish the account along with valid photo identification such as a Passport, Drivers License or other Government issued identification.  3.10 DID and TFN (Toll Free Numbers ) Services and Subscriptions Activation and Deactivation  3.10.1 DID/TFN monthly service fee shall be automatically deducted or debited from the customer's account balance or credits with or without prior notice; prior to activation of service its subscriptions agreement.  3.10.2 Auto-debit of monthly payment shall commence once DID/TFN has been activated.  3.10.3 Failure to pay the agreed DID/TFN monthly services and monthly subscription fee (having one [1] month unpaid bill) shall be subject to DID/TFN deactivation.  3.10.4 A maximum one 1 month grace period shall be given to the customer to settle his/her account before DID/TFN deactivation and/or deletion.  4. Technical Support  4.1. GoAutoDial Technical Support is available Mondays to Fridays 09:00 to 24:00 24/5 EST, all support concerns should be filed at GoAutoDial's ticketing system <https://www.goautodial.com/supporttickets.php>.  4.2. Monthly Technical Support  4.2.1. GoAutoDial's monthly support subscriptions covers the configurations and troubleshooting for the following issues:  Campaigns – outbound, inbound and blended campaign creation and configurations Lists/Leads – creation of lists and loading of leads. Statuses/Dispositions configuration Call Times configuration IVR – Basic configuration (one level only) Basic tutorial for Campaign and Leads management.  4.2.2. All advance configurations not listed above will be charged with the regular hourly support rate of $80 per hour.  4.2.3. We provide limited support and provide samples configurations for IP Phones/Softphones. It is the end users responsibility to properly configure their workstations and devices for use with GoAutoDial's services.  4.2.4. Leads Management, Campaign Management, Agent Monitoring and Reports Generation are end users responsibility.  4.3. Emergency Technical Support  4.3.1. Emergency technical support outside the regular coverage of Monday to Friday 9:00 to 24:00 EST will be charged $80 per hour.  4.3.2. Emergency technical support for Weekend and Holidays will be charged $160 per hour.  5. Refund Policy  5.1. VoIP and Cloud Services: We offer full refunds on remaining pre-paid balance on VoIP and Cloud services upon request for all payments made within 7 days.  5.2. Monthly Subscriptions: We do not offer refunds for monthly subscriptions such as Hosted Dialer, DID's or Toll Free numbers  5.3. Prepaid Technical Support and Consulting Services: We offer refunds only if no technical support or consulting service and has been rendered.  5.4. There will be no refunds for one-time/setup fees  6. Site Policies, Modification & Severability  6.1. We reserve the right to make changes to our site, policies, and these Terms & Conditions at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.  7. General Complaints  7.1. Please send reports of activity in violation of these Terms & Conditions to [cloud@goautodial.com](mailto:cloud@goautodial.com). GoAutoDial will reasonably investigate incidents involving such violations. GoAutoDial may involve and will cooperate with law enforcement officials if any criminal activity is suspected. Violations may involve criminal and civil liability  8. Paypal Payments  8.1 In case of payment via PayPal.com, customer fully understands that there will be no tangible product shipping to any address. The customer understands that they are purchasing services for which GoAutoDial provides online Call History (CDR) for VOIP/Cloud usage and/or outbound/inbound reports for the Dialer. In case of PayPal disputes the customer agrees to abide by GoAutoDial’s online Call History (CDR) for VOIP/Cloud usage and/or outbound/inbound reports for delivered service totaling the PayPal.com payment.  9. Limitation of Liabilities  9.1. In no event shall GoAutoDial, Inc. be liable to any party for any direct, indirect, incidental, special, exemplary or consequential damages of any type whatsoever related to or arising from this website or any use of this website, or any site or resource linked to, referenced, or access throught this website, or for the use or downloading of, or access to, any materials, information, products, or services, including withouth limitation, any lost profits, business interruption, lost savings or loss of programs or other data, even if GoAutoDial, Inc. is expressly advised of the possiblity of such damages.  10. Call Compliance  10.1. GoAutoDial has full USA, UK and Canada regulatory compliance. Customer fully understands that it is their responsibility to follow these regulations. Failure to do so may result in immediate account suspension and/or disconnection. |  |

**[4] Phones**

|  |  |
| --- | --- |
| Phones |  |
| Extension |  |
| Protocol |  |
| Server |  |
| Dial Plan |  |
| Status |  |
| Name |  |
| Voice Mail |  |
| Group |  |
| Action  Activate Selected  Deactivate Selected  Delete Selected |  |
| Search Phones |  |
| Add New Phone |  |
| Displaying 1 to 25 of 26 phones |  |
| All |  |

Add New Phone

|  |  |
| --- | --- |
| Phone Wizard » Add New Phone |  |
| Step 1 |  |
| Additional Phone(s)  Custom |  |
| Starting Extension |  |
| Client Protocol  SIP  External  IAX2 |  |
| Next    WARNING: One or more extensions from the range given are already exist. |  |
| Close |  |

|  |  |
| --- | --- |
| Step 2 |  |
| Phone Extension/Login |  |
| Phone Login Password |  |
| User Group  All User Groups  Admin – GoAutoDial Administrators  Agent – GoAutoDial Agents  Supervisor – Supervisor |  |
| Server IP |  |
| Fullname |  |
| Client Protocol  SIP  External  IAX2 |  |
| Local GMT  (Do NOT adjust for DST) |  |
| Back |  |
| Submit  Success: Phone saved  Ok |  |
| Close |  |

Modify Phone

|  |  |
| --- | --- |
| Phone Extension / Login |  |
| Phone Password |  |
| Dial Plan Number |  |
| Voicemail ID |  |
| Outbound CallerID |  |
| Server IP |  |
| Agent Screen Login |  |
| SIP Registration Password |  |
| Status  Active  Suspended  Closed  Pending  Admin |  |
| Active Account  Yes  No |  |
| Full Name |  |
| Email |  |
| Delete Voicemail After Email |  |
| Company |  |
| Picture |  |
| New Messages |  |
| Old Messages |  |
| Client Protocol |  |
| Local GMT |  |
| Phone Ring Timeout |  |
| On-Hook Agent  Yes  No |  |
| Default User |  |
| Default Pass |  |
| Default Campaign |  |
| Park Exten |  |
| Conf Exten |  |
| Monitor Prefix |  |
| Recording Exten |  |
| Voicemail Exten |  |
| Voicemail Dump Exten |  |
| Exten Context  Default |  |
| Phone Context  Default |  |
| Call Logging |  |
| User Switching |  |
| Conferencing |  |
| Admin Hang Up |  |
| Admin Hijack |  |
| Admin Monitor |  |
| Call Park |  |
| Updater Check |  |
| AF Logging |  |
| Queue Enabled |  |
| CallerID Popup |  |
| Voicemail Button |  |
| Fast Refresh |  |
| Fast Refresh Rate |  |
| Persistant MySQL |  |
| Auto Dial Next Number |  |
| Stop Recording After Each Call |  |
| Enable SIPSAK Messages |  |
| Template ID  None |  |
| Conf Override |  |
| [ - ADVANCE SETTINGS ] |  |
| SAVE SETTINGS |  |

Delete

|  |  |
| --- | --- |
| Are you sure you want to delete 9009? |  |
| Cancel |  |
| Ok  PHONE ENTRY DELETED |  |

**[5] Servers**

|  |  |
| --- | --- |
| Servers |  |
| Server id |  |
| Name |  |
| Server IP |  |
| Status |  |
| Asterisk |  |
| Trunks |  |
| GMT |  |
| Action |  |
| Add New Server |  |
| Search Server |  |
| Displaying 1 to 1 of 1 servers. |  |

Add New Server

|  |  |
| --- | --- |
| Server Wizard » Add New Server |  |
| Step 1 |  |
| Server id  Available  Not Available |  |
| Server Description |  |
| Server IP |  |
| Active (Yes/No) |  |
| Asterisk Version |  |
| User Group  All User Groups  Admin – GoAutoDial Administrators  Agent – GoAutoDial Agents  Supervisor – Supervisor |  |
| Submit  Success  Ok |  |
| Close |  |

Modify Server / Modificar Servidor

|  |  |
| --- | --- |
| Server ID |  |
| Server Description |  |
| Server IP |  |
| Active (Yes/No) |  |
| System Load |  |
| Live Channels |  |
| Disk Usage |  |
| Admin User Group  All User Group |  |
| Asterisk Version |  |
| Max Trunks |  |
| Max Call per Second |  |
| Balance Dialing (Yes/No) |  |
| Balance Rank |  |
| Balance Offlimits |  |
| Telnet Host |  |
| Telnet Port |  |
| Manager User |  |
| Manager Secret |  |
| Manager Update User |  |
| Manager Listen User |  |
| Manager Send User |  |
| Conf File Secret  Weak  Medium  Strong |  |
| Local GMT |  |
| Voicemail Dump Exten |  |
| Autodial Extension |  |
| Default Context |  |
| System Performance Log (Yes/No) |  |
| Server Logs (Yes/No) |  |
| AGI Output  None  STDERR  File  Both |  |
| Carrier Logging Active (Yes/No) |  |
| Recording Web Link |  |
| Alternate Recording Server IP |  |
| External Server IP |  |
| Active Twin Server IP |  |
| Active Asterisk Server (Yes/No) |  |
| Active Agent Server (Yes/No) |  |
| Generate conf Files (Yes/No) |  |
| Rebuild conf Files (Yes/No) |  |
| Rebuild Music On Hold (Yes/No) |  |
| Sounds Update (Yes/No) |  |
| Recording Limit |  |
| Custom Dialplan Entry |  |
| ADVANCE SETTINGS |  |
| SAVE SETTINGS |  |
| Carriers within this server  Carrier id  Name  Registration  Active |  |
| Phones within this server  Extension  Name  Active |  |
| Conference within this server  Conference  Extension |  |

Delete Server / Eliminar Servidor

|  |  |
| --- | --- |
| Are you sure you want to delete test? |  |
| Cancel |  |
| Ok  Server entry deleted. |  |

**[6] System Settings**

|  |  |
| --- | --- |
| Version |  |
| DB Schema Version |  |
| DB Schema Update Date |  |
| Auto User-add Value |  |
| Install Date |  |
| Use Non-Latin (Yes/ No) |  |
| Webroot Writable (Yes/ No) |  |
| VICIDIAL Agent Disable Display  Not Active  Live Agent  External  All |  |
| Allow SIPSAK Messages (Yes/ No) |  |
| Admin Home URL  Login |  |
| Admin Modify Refresh |  |
| Admin No-Cache (Yes/ No) |  |
| Enable Agent Transfer Logfile (Yes/ No) |  |
| Enable Agent Disposition Logfile (Yes/ No) |  |
| Timeclock End Of Day |  |
| Default Local GMT |  |
| Timeclock Last Auto Logout |  |
| Agent Screen Header Date Format |  |
| Agent Screen Customer Date Format |  |
| Agent Screen Customer Phone Format |  |
| Agent API Active (Yes/ No) |  |
| Agent Only Callback Campaign Lock (Yes/ No) |  |
| Central Sound Control Active (Yes/ No) |  |
| Sounds Web Server |  |
| Sounds Web Directory |  |
| Admin Web Directory |  |
| Active Voicemail Server |  |
| Auto Dial Limit |  |
| Outbound Auto-Dial Active (Yes/No) |  |
| Max FILL Calls per Second |  |
| Allow Custom Dialplan Entries (Yes/ No) |  |
| Generate Cross-Server Phone Extensions (Yes/ No) |  |
| User Territories Active (Yes/ No) |  |
| Enable Second Webform (Yes/ No) |  |
| Enable TTS Integration (Yes/ No) |  |
| Enable CallCard (Yes/ No) |  |
| Enable Custom List Fields (Yes/ No) |  |
| First Login Trigger |  |
| Default Phone Registration Password |  |
| Default Phone Login Password |  |
| Default Server Password |  |
| Slave Database Server |  |
| Custom Dialplan Entry |  |
| Reload Dialplan On Servers (Yes/ No) |  |
| Label Title |  |
| Label First Name |  |
| Label Middle Initial |  |
| Label Last Name |  |
| Label Address1 |  |
| Label Address2 (Hide) |  |
| Label Address3 (Hide) |  |
| Label City |  |
| Label State |  |
| Label Province (Hide) |  |
| Label Postal Code |  |
| Label Vendor Lead Code |  |
| Label Gender (Hide) |  |
| Label Phone Number |  |
| Label Phone Code |  |
| Label Alt Phone |  |
| Label Security Phrase |  |
| Label Email |  |
| Label Comments |  |
| QC Features Active (Yes/ No) |  |
| QC Last Pull Time |  |
| Default Codecs |  |
| Default Webphone (Yes/ No) |  |
| Default External Server IP (Yes/ No) |  |
| Webphone URL |  |
| Webphone System Key |  |
| Submit |  |

**[7] User Groups**

|  |  |
| --- | --- |
| User Groups |  |
| Group name |  |
| Type |  |
| Forced Timeclock |  |
| Action  Delete Selected |  |
| Search User groups |  |
| Add New User Group |  |
| Displaying 1 to 3 of 3 user groups |  |

Add New User Group

|  |  |
| --- | --- |
| User Group Wizard » Add New User Group |  |
| Step 1 |  |
| User Group |  |
| Group Name |  |
| Group Template  Admin  Agents  Supervisor  Testgroup  Tenant |  |
| Group Level |  |
| Dashboard  Todays Status  Account information  Agent lead status  Server settings  Go analytics  System service  Cluster status |  |
| User  Create  Read  Update  Delete |  |
| Campaign  Create  Read  Update  Delete |  |
| List  Create  Read  Update  Delete |  |
| Custom Fields  Create  Read  Update  Delete |  |
| Load leads  Read |  |
| Scripts  Create  Read  Update  Delete |  |
| Inbound  Create  Read  Update  Delete |  |
| Voice Files  Upload  Delete |  |
| Reports & Analytics  Statistical Report  Agent Time Detail  Agent Performance Detail  Dial Status Summary  Sales Per Agent  Sales Tracker  Inbound Call Report  Export Call Report  Dashboard  Advance Script |  |
| Recording  Allowed recording view |  |
| Support  Allowed support |  |
| Multi-tenant  Create  Read  Update  Delete  Admin Logs  Call times  Phones  Voicemails |  |
| Submit  Success  Ok |  |
| Close |  |

Modify (advance settings)

|  |  |
| --- | --- |
| Force Timeclock Login  Yes  No  Admin exempt |  |
| Shift Enforcement  Off  Start  All  Admin exempt |  |

|  |  |
| --- | --- |
| Allowed Campaigns |  |
| Agent Status Viewable Groups |  |
| Agent Status View Time (Yes / No) |  |
| Agent Call Log View (Yes / No) |  |
| Agent Allow Consultative Xfer (Yes / No) |  |
| Agent Allow Dial Override Xfer (Yes / No) |  |
| Agent Allow Voicemail Message Xfer (Yes / No) |  |
| Agent Allow Blind Xfer (Yes / No) |  |
| Agent Allow Dial With Customer Xfer (Yes / No) |  |
| Agent Allow Park Customer Dial Xfer (Yes / No) |  |
| Agent Fullscreen (Yes / No) |  |
| Allowed Reports |  |
| Allowed User Groups  ALL-GROUPS - All user groups in the system ADMIN - GOAUTODIAL ADMINISTRATORS AGENTS - GOAUTODIAL AGENTS SUPERVISOR - SUPERVISOR |  |
| Allowed Call Times |  |
| Save settings  Success  Ok |  |

Delete User group / Eliminar Grupo de Usuarios

|  |  |
| --- | --- |
| Are you sure you want to delete (usergroupname)? |  |
| Cancel |  |
| Ok  USER GROUP ENTRY DELETED |  |
| Close |  |

**[8] Voicemails**

|  |  |
| --- | --- |
| Voicemails |  |
| Voicemail id |  |
| Name |  |
| Status |  |
| New Message |  |
| Old Message |  |
| Delete |  |
| User Group |  |
| Action  Activate Selected  Deactivate Selected  Delete Selected |  |
| Search Voicemails |  |
| Add New Voicemail |  |
| Displaying 1 to 1 of 1 voicemails |  |

Add New Voicemail

|  |  |
| --- | --- |
| Voicemail Wizard » Add New Voicemail |  |
| Step 1 |  |
| Voicemail id |  |
| Password |  |
| Name |  |
| Active  Yes  No |  |
| Email |  |
| User Group  All User Groups  Admin – GoAutoDial Administrators  Agent – GoAutoDial Agents  Supervisor – Supervisor |  |
| Submit |  |
| Close |  |

Modify Voicemail

|  |  |
| --- | --- |
| Voicemail id |  |
| Password |  |
| Name |  |
| Email |  |
| Active |  |
| Delete Voicemail after email |  |
| New Message |  |
| Old Message |  |
| Save Settings  Success  Ok |  |
| Close |  |

Delete Voicemail

|  |  |
| --- | --- |
| Are you sure you want to delete 289? |  |
| Cancel |  |
| Ok  VOICEMAIL ENTRY DELETED |  |
| Close |  |