



# DINOMI

**DINOMI CALL CENTER MODULE**

**SUPERVISOR'S MANUAL**

**VERSION 1.0**

## INTRODUCTION

Dinomi Call Center Module, is a Call Center software for Elastix.

DINOMI is a solution rich in functionalities, available for medium-sized contact centers and advanced with a very competitive price and available immediately.

What does this mean? You do not have to establish a business talk or define your requirement to obtain a quote and buy a license, you should only go to the store online and buy the number of licenses you need.

Dinomi has a powerful predictive dialer that allows to operate high volume of outbound campaigns and also allows progressive calls.

In a predictive mode, the dialer calculates the volume of required calls depending on the lines, available agents and the conversation time from the calls. The dialer makes the calls when there are agents available to answer them.

With Dinomi the user manage the inbound calls by transfer them to an operator, each one of them can be enabled with different ring strategies, allowing a complete personalization of the management, time, audios, overflow and calls escalation.

The operators are able to access to the client's information through a graphic interface at the moment that the communication is established, as well as forms designed specifically for the data collection of the current campaign.

Outbound campaigns operate with multiple contact lists, managed by time windows and concurrent channels. The system contemplates a "do not call" list within the campaign, works in predictive or progressive mode. As in the incoming campaigns, the operators have the user information as well as the necessary forms presented through a graphic interface at the time of communication.

### **DEFINITIONS.-**

- Campaigns.- The campaigns can be outbounds or inbounds. To this campaigns area assigned queues, duration time (date and time) and forms (this to collect customer's information).
- Extension.- Softphone or Physic phone, that contains an extension number. This configuration is permanent on each phone.
- Agent.- An agent is an individual who handles inbound or outbound calls for a business.
- Static Agent.- Is the one that authenticate in the Dinomi Module – Agent Console from any extension, they always maintain an open call in their phone, if that call ends it will automatically close their session in the Agent Console.
- Dynamic Agent/Callback Agent.- A Dynamic Agent is the one that authenticate in the Dinomi Module – Agent Console from a determined extension, they don't always maintain an open call in their phones. The only way to end their session is through the End Session button that the agent has in his/her console.
- Supervisor.- Are users who have the power to administer and manage the PBX and Dinomi Module.

# Chapter 1

## Agent's Administration

## AGENTS

Route: Dinomi Admin – Agents – Agents

Agents are all persons operating the system, called and receive calls from the same.

The agents are present for all Teams and campaigns, the group of agents in work teams are defined by the queues and campaigns.

Any agent that is created in this module will be available for allocation from any campaign system.

In this option the user can make the creation and modification of the agents. At the moment that the supervisor or the administrator click on the Agent option it will appear all the created agents of the system.

Agent Nick	Name	Status	Services	Voice channel status	Options
A001	Agent 0	⊘	📞	✓ Agent/001	✎
002	Agent 2	⊘	📞	✓ Agent/002	✎

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**New Agent:** Create a user

**Delete:** Delete the selected user. To select a user, use the selection item on the left of the listing.

**Disconnect:** Disconnect a user by selecting him from the listing. (Status)

**Show/Hide Filter:** Show or hide the user’s filters.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

## AGENT’S CREATION

Route: Dinomi Admin – Agents – Agents

To create a new agent must click on “+ **New Agent**”, complete all the fields that are required for the agent configuration and click on the Save button. Fields indicated with \* are mandatory.

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In there the user will find three options tabs:

- General tab: Where the user will complete all the fields with information of every agent. The agents password should be only numbers and easy to remember.
- Voice calls tab: Select this option if the agent created will have a voice call role.
- Web chat tab: Select this option if the agent created will have a web chat role.

**Recommendation:**

The ECCP is a text protocol based on XML and specialized for call centers, it's not recommended to write a password for the ECCP password, this field is not mandatory, for safety reasons, if the field is not completed, the system will generate a key complex automatically.

At the moment that the supervisor create an agent, must define what type of agent will be, Static or Dynamic. It's important that before of this step he/she knows the differences between these type of agents. Static Agent can log in into the Agent console from any extension while the Dynamic Agent can't, they are tied on their extension number only.

To create a static agent, the supervisor should be in the agent's creation module. Select the option voice calls, and must type the agent number . If it's a Dyamic Agent must choose in the voice channel type dynamic and write the extension of that agent.

**STATIC AGENT**

**DYNAMIC AGENT**

Enable voice calls: This option must be selected to enable a voice call role for the agent.

Voice channel type: Select if is a Static or Dynamic agent.

Agent Number: Channel identifier for the agent. (example: 001, for static agent).

Call back extension (the extension number for the dynamic agent)

**EDITING / ERASING AN AGENT**

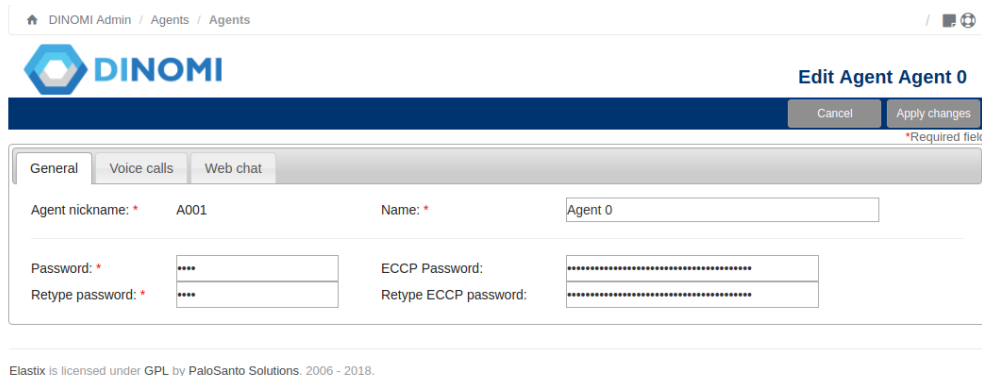
Agent Nick	Name	Status	Services	Voice channel status	Options
A001	Agent 0	⊘	📞	✔ Agent/001	✎
002	Agent 2	⊘	📞	✔ Agent/002	✎

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From the agent's option, the supervisor can click on the edit button in the option column.

To erase an agent, the supervisor must select on the left button of every agent of the listing and click on the *Delete* option.

Only the password and the agent's name are editable, the agent nickname can't be modify.



The screenshot shows the 'Edit Agent Agent 0' page in the DINOMI Admin interface. The breadcrumb trail is 'DINOMI Admin / Agents / Agents'. The page title is 'Edit Agent Agent 0'. There are 'Cancel' and 'Apply changes' buttons. The 'General' tab is selected, showing fields for 'Agent nickname' (A001), 'Name' (Agent 0), 'Password', 'ECCP Password', 'Retype password', and 'Retype ECCP password'. A '\*Required field' note is present. At the bottom, it states 'Elastix is licensed under GPL by PaloSanto Solutions. 2006 - 2018.'

## DISCONNECTING AN AGENT

The agent authenticate in the agent console, if the agent ends his/her session it won't be able to answer/dial any call, this disconnection can be made from the agent in his console but it also can be made from the supervisor.

To disconnect an agent, the supervisor must be in the Agent's Module, select the specific agent and click on the *Disconnect* option.

## Dynamic Configuration and Standard/Static Configuration

The following information was taken from the book "Implementing Call Center with Elastix" Paul Star.

Under the normal configuration of the Call Center, the agent enters the Elastix server and logs in on him, this requires an extension and an IP phone or softphone.

When you receive a call log extension, agent sets the password and enters the Call Center, which remains "free" state until it is transferred or assigned a call.

During this operation, the extension remains in the calling mode, permanently until you exit the module. Between calls the agent hears "music on hold" method to differentiate the "free" state "busy" or "on call". This operation process we will call standard configuration.

The introduction of "Callback Login", allows a different the operating mode in the sense that the agent does not have to be in the login call all the time, but receives a call when allocated by the Call Center.

In this configuration, the agent enters the Elastix server, select an available extension for "Callback Login", sets the password and enters the Call Center. In this process your extension does not receive a call to confirm the entry and instead shows the agent console interface, which remains "free" state until it is assigned a call.

During this operation, extension remains on hook, ring when receiving a call, when answered their status will switch to "busy" while the call lasts. When hangup your status will return to "free."

This process does not require that the agent is permanently on call, but waiting to ring your extension. We will call this operation as dynamic configuration.

Operation of the module under standard configuration requires that the agent keeps a permanent extension call and allow the CallCenter to assign or transfer calls from a campaign, incoming or outgoing.

During this operation the agent will hear any of the music files we have available in our directories of music on hold, if not assigned with a call from a campaign. Under some scenarios, keep in constant listening to music on call waiting can be annoying.

In an outbound campaign opportunities are waiting to be reduced, because the campaign is controlled and seeks to call as many numbers as possible during the working day, so that the waiting time is less per agent.

Under this scenario the agent is likely to pass 95% of the time talking with customers of the campaign. The case is different in an incoming campaign, in which calls are product of some marketing campaign that aims to capture a spontaneous interest in the client and the need to call the call center, or that the agent belongs to a support department that takes calls Frequently at a moderate level.

This situation motivated the functionality, called "Callback Login" is included, which allows an agent / call center operator, is operating without having to remain on call constantly.

his functionality is implemented using AMI QueueAdd to run on the agent's extension and queue of the campaign. This means that when the agent logs in to the module agent is added to the queue with the extension hung. When you Logout, QueueRemove shows the agent queue.

The static agent (which is in a standard configuration) always belongs to the queue, although it may be "not available".

The dynamic agent appears and disappears according QueueAdd and QueueRemove.

# Chapter 2

## QUEUES



## QUEUES

Route: PBX – PBX Configuration - Queues

A queue is a “stack” or “line” of calls that need to be answered. When a call is directed into the queue, by default, the calls are answered in a first-in, first-out order. Call queues are useful when you have more callers than people available to answer calls. Callers placed into a queue will hear music or advertising until someone is available to answer their call. The Queues module allows you to create and design queues that allow callers to speak with agents as quickly and painlessly as possible.

**Queue Number:** Number assign to dial into the queue or transfer callers into this number to put them into the queue. For example: Queue number 222

**Queue Name:** Name to identify the queue in PBX Elastix

The supervisor can create a queue by completing the two fields explained before, in this option there are a lot of parameters which if the supervisor wants, can modify based on what hi/her needs.

## MODULE: QUEUES

Route: Dinomi Admin – Configuration - Queues

This module displays information for all the queues that have been registered to Elastix

Name Queue	Member Events	Status	Options
222 - Cola1	YES	Active	<a href="#">[Edit]</a>
333 - Cola2	NO	Inactive	<a href="#">[Edit]</a>

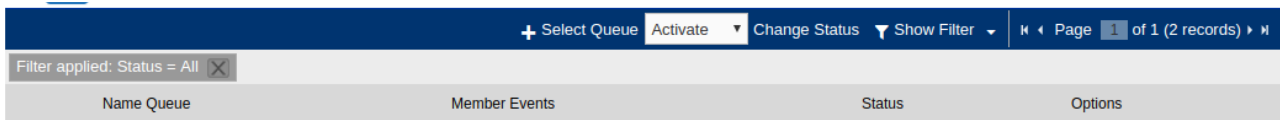
**Name Queue:** The number and name assigned to the queue.

**Member Events:** All the events from the queue, configuration, etc.

**Status:** Queue status (active: can be used for campaigns / Inactive: Turn off, can't be used for campaigns)

**Options:** Actions to be taken on the registered settings of the queue.

## ACTION BAR



**Select Queue :** Register a queue in the system.

**Change Status :** Changes the state of the queue, Activate - Deactivate.

**Page Control :** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter :** There are fields to filter the information to present.

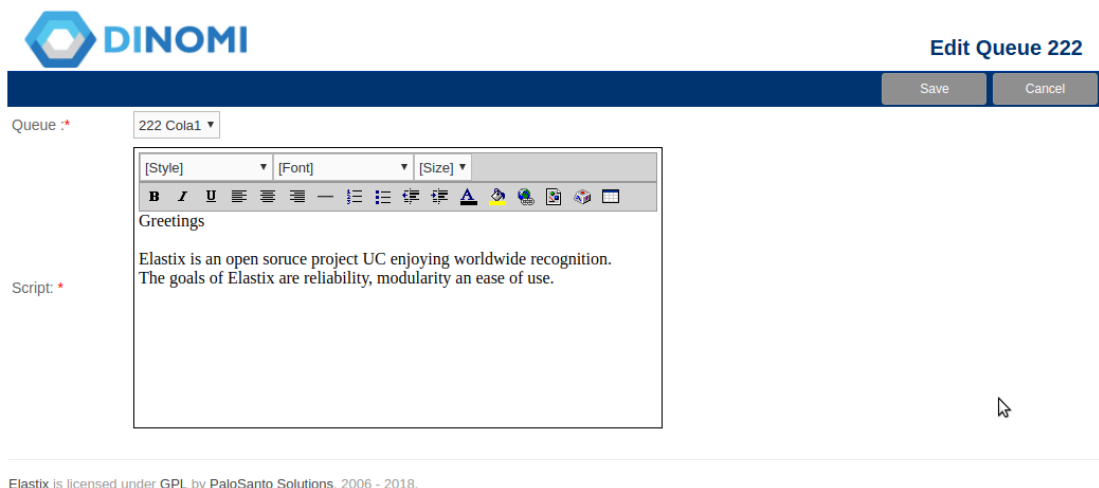
To perform a custom search, complete the appropriate fields, and click "Search"

## REGISTER A NEW QUEUE

To register a new queue, the supervisor must select the queue that wants to activate and click on the "Change status" (*Activate*) from the action bar.

If it's necessary to have a script default it can be added into the queue through the edit option.

This script will tell the agent how to communicate with a customer, it will be an argument to help him through the call.



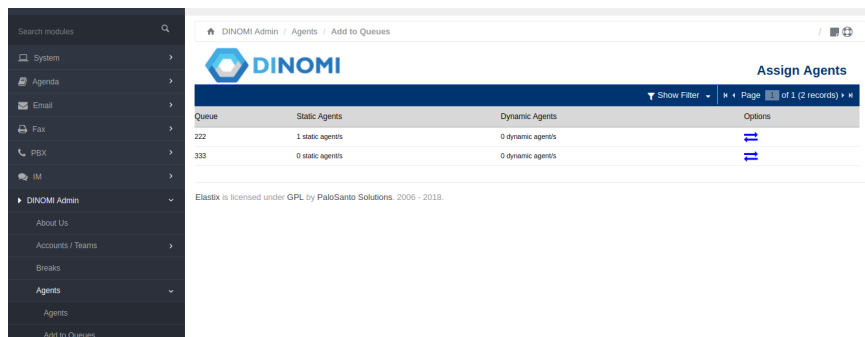
At the end select "Save" to save the data or "Cancel" to cancel it.

## ADD TO QUEUES

Route: Dinomi Admin – Agents – Add to Queues

This module allows the Supervisor to define which agents will be in a queue. It's recommended that the agent that will be assigned to a queue should not be log in into the system.

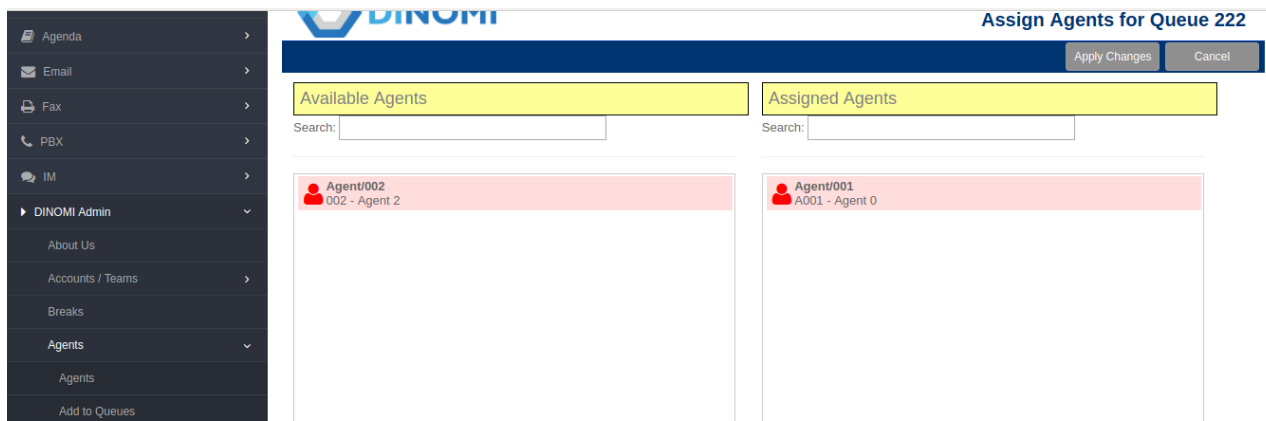
To assign agents to a queue must be created previously from the "Agents" module.



In the Add to queues option, the supervisor must click on the arrows shown in the options column, it will appear a new window in which the system will show all the available agents in the left column and in the right column will be all the agents assigned to the selected queue.

The task allocation is done via Drag & Drop action.

The item is taken from the "Available Agents" group and drag it to the "Assigned Agents" group



To unassign an agent performs the same task but in reverse.

The item is taken from the "Assigned Agents" group and drag it to the "Available Agents" group. After the assignment select "Apply Changes" to update the data or "Cancel" to cancel.

# Chapter 3

## Supervisor's Administration

## Module: Supervisors Accounts

### Listing information

DINOMI Admin / Accounts / Teams / Supervisor Accounts

**DINOMI** Supervisor Accounts

+ New Supervisor x Delete Supervisor Show Filter Page 1 of 1 (1 records)

Filter applied: Type = All Filter applied: Status = All

Username	Name	Type	Status
<input type="checkbox"/> Supervisor	Supervisor1	Call Center Pro General Supervisor	

**Username:** Username with which performs login to Elastix system. Perform a click to edit the user data (change name, keyword or type of supervisor)

**Name:** Name of supervisor

**Type:** Type of supervisor (CallCenter Pro Team, CallCenter Pro General)

**Status:** A column that indicates whether the user has any objection to the Elastix system users. If the operation is normal, there is no indication of Status.

**DINOMI** Supervisor Accounts

+ New Supervisor x Delete Supervisor Show Filter Page 1 of 1 (2 records)

Filter applied: Type = All Filter applied: Status = All

Username	Name	Type	Status
<input type="checkbox"/> John	John Smith	Call Center Pro General Supervisor	
<input type="checkbox"/> Supervisor	Supervisor1	Call Center Pro General Supervisor	

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**Recommendation:** If "Repair" is displayed, the user is not synchronized with the Elastix system users, you must click on to give status for the system to automatically repair the problem.

### ACTION BAR

+ New Supervisor x Delete Supervisor Show Filter Page 1 of 1 (2 records)

Filter applied: Type = All Filter applied: Status = All

**New Supervisor:** Create a supervisor.

**Supervisor Delete:** Delete the selected or supervisors. To select one or more supervisors should use the selection box located to the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter:** There are fields to filter the information to present. To perform a custom search, complete the appropriate fields, and click "Search". In gray the selected search filters is presented.

+ New Supervisor x Delete Supervisor Hide Filter Page 1 of 1 (2 records)

Name:

Type:

Status:

Teams:  Search

Filter applied: Type = All Filter applied: Status = All

## Create Supervisor

Route: Dinomi Admin – Accounts / Teams – Supervisors Accounts

DINOMI Admin / Accounts / Teams / Supervisor Accounts

**DINOMI** New Supervisor

Apply Changes Cancel \*Required field

Username: \*

Name: \*

Password: \*

Retype Password: \*

Supervisor Type: \* Call Center Pro General Supervisor ▼

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Information to complete:

**Username:** Username with which performs login to Elastix system.

**Name:** Name of supervisor

**Password:** Password with which the supervisor performs login to Elastix system

**Supervisor Type:** Type of supervisor (CallCenter Pro Team, CallCenter Pro General)

*The "general supervisors" manage the overall CallCenter configuration, while "team supervisors" are responsible only for managing the agents and campaigns for their teams.*

Fields indicated with \* are mandatory

At the end select "Save" to save the data or "Cancel" to cancel it.

## Module: Supervisors Accounts

The teams are an entity that unifies management CallCenter. Each team can contain campaigns, forms, and varied information.

The teams are supervised by the "Supervisors Teams". A supervisor may be in charge of several Teams, and teams can be managed by several monitors simultaneously.

Several supervisors can monitor the activity of the team.

## Listing information

DINOMI Admin / Accounts / Teams / Teams

**DINOMI** Teams

+ New Team x Delete Team Activate Change Status Show Filter Page 1 of 1 (2 records)

Filter applied: Status = All

Name	Description	Status	Campaigns
<input type="checkbox"/> Supervisor	Supervisor	Active	0
<input type="checkbox"/> Agentes	Agentes	Active	1

**Name:** Name of the team, reference to be used in the other modules of the CallCenter

**Description:** Short description of the Team

**Status:** Status of the team in the system (Active, Inactive)

**Campaigns:** Indicates the number of campaigns that have been assigned that team.

## ACTION BAR

[+ New Team](#)
[✕ Delete Team](#)
[Activate ▾](#)
[Change Status ▾](#)
[Show Filter ▾](#)
Page **1** of 1 (2 records) ▶

Filter applied: Status = All

**New Team:** Create a team.

**Team Delete:** Delete the selected or teams. To select one or more teams must use the selection box located to the left of the listing.

**Change Status:** Changes the state of one or more teams, to select one or more teams must use the selection box located to the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter:** There are fields to filter the information to present. To perform a custom search, complete the appropriate fields, and click "Search". In gray the selected search filters is presented.

## Create Teams

Route: Dinomi Admin – Accounts / Teams – Teams.

[Apply Changes](#) [Cancel](#) \*Required field

Name: \*

Status: \*

Description: \*

Team's Campaigns:

Supervisor \*Required field

Supervisor

Not have assigned campaigns

Information to complete:

**Name:** Name of the team.

**Status:** Status of the team in the system (Active, Inactive)

**Description:** Short description of the team.


**Team's Campaigns:** Campaigns that are /were assigned to that team.

Fields indicated with \* are mandatory

At the end select "Save" to save the data or "Cancel" to cancel it.

## Assign teams to a Supervisor

In the registered supervisor which will be assigned to the teams, give click on "Assign Teams".

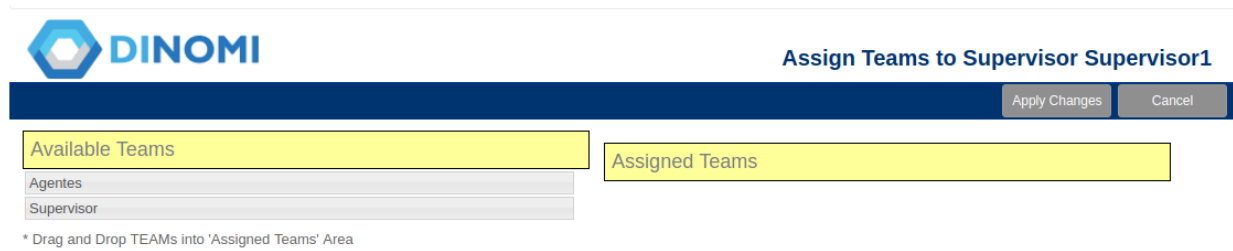
 **Supervisor Accounts**

[+ New Supervisor](#)
[✕ Delete Supervisor](#)
[Show Filter ▾](#)
Page **1** of 1 (2 records) ▶

Filter applied: Type = All    Filter applied: Status = All

	Username	Name	Type	Status
<input type="checkbox"/>	<a href="#">Assign Teams</a>	<a href="#">Supervisor1</a>	CallCenter Supervisor1	Call Center Pro Team Supervisor
<input type="checkbox"/>	<a href="#">Supervisor</a>	General Supervisor	Call Center Pro General Supervisor	

Only the supervisors, that are *Call Center Pro Team Supervisor*, will be the one that can be assigned to a team or if it's the case can also be assigned to more than one team..



To assign teams to a supervisor, must be created previously from the "Teams" module. Two sets of selection is presented: "Available Teams" and "Assigned Teams". Available Teams: All teams available is displayed in the system. Assigned Teams: All teams assigned to the corresponding Supervisor are displayed. The task allocation is done via Drag & Drop action. The item is taken from the "Available Teams" group and drag it to the "Assigned Teams" group.

To unassign a team perform the same task but in reverse. The item is taken from the "Assigned Teams" group and drag it to the "Available Teams" group

After the assignment use "Apply Changes" to update the data or "Cancel" to cancel.

## Administration Breaks

It is important a good definition of Breaks, as these will be used by agents from their work unit. All Breaks are used for all the CallCenter, regardless of Teams, campaigns or Supervisors.

Name	Description	Status	Options
Bathroom	Bathroom	Active	[Edit Break]
Lunch Time	13h00 - 14h00	Active	[Edit Break]
Medium	Medium	Active	[Edit Break]

## Listing information

**Name:** Reference to be used by agents from the console.

**Description:** Brief Description.

**Status:** Status of the break in the system (Active: The Break is active and can be used from the console agent, Inactive: The Break remains in the Call Center, but can not be used from the console agent).

**Options:** Action to Take on Break.



## ACTION BAR



**New Team:** Create a team.

**Team Delete:** Delete the selected or teams. To select one or more teams must use the selection box located to the left of the listing.

**Change Status:** Changes the state of one or more teams, to select one or more teams must use the selection box located to the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter:** There are fields to filter the information to present. To perform a custom search, complete the appropriate fields, and click "Search". In gray the selected search filters is presented.

## CREATE A BREAK

Home DINOMI Admin / Breaks

 **DINOMI** New Break

Information to complete:

**Name:** Name of the break.

**Description:** Brief Description.

Fields indicated with \* are mandatory

At the end select "Save" to save the data or "Cancel" to cancel it.

# Chapter 4

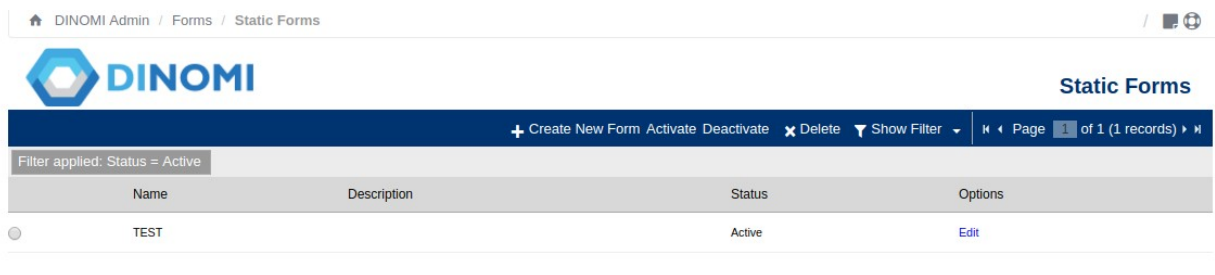
## Form's Administration

## Forms Administration

Forms are an important part of the operation of campaigns and calls in a contact center. In them the agent / operator records information that is consulted for each client, caller or the call. This implies that it is vital for both inbound outbound campaigns to campaigns.

### Module: Static Forms

Route: Dinomi Admin – Forms – Static Forms



DINOMI Admin / Forms / Static Forms

**DINOMI** Static Forms

+ Create New Form Activate Deactivate ✕ Delete ▼ Show Filter Page 1 of 1 (1 records)

Filter applied: Status = Active

Name	Description	Status	Options
TEST		Active	<a href="#">Edit</a>

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### Listing information

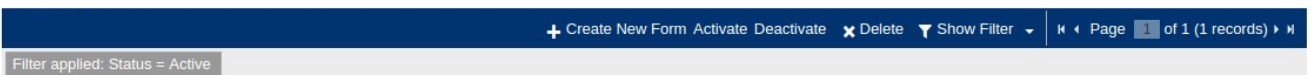
**Name:** Name of the form.

**Description:** Brief review of the same

**Status:** Status (Active: The form can be assigned to a campaign – Inactive: The form is inactive for the system, can not be assigned to a campaign)

**Options:** Actions to be taken on the configuration form.

### ACTION BAR



+ Create New Form Activate Deactivate ✕ Delete ▼ Show Filter Page 1 of 1 (1 records)

Filter applied: Status = Active

**Create New Form:** Creates a static form.

**Activate/Deactivate:** Change the status of the form

**Delete:** Delete the selected form.

**Show Filter:** There are fields to filter the information to present.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

To perform a custom search, complete the appropriate fields.

In gray the selected search filters is presented.

## Create a Static Form

**DINOMI** New Static Form

Name: \*  \*Required field

Description:

Order	Field Name	Type	Values
	<input type="text" value="new field"/>	Type Text	

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Information to complete

**Name :** Name assigned to the form.

**Description :** A brief comment.

**Field Name :** A name identifying a field in a database record.

**Order :** Order of appearance of the field

**Type :** Type of information the field will contain

**Action "Add Field" ( + ):** It allows you to add as many fields as required.

Fields indicated with \* are mandatory

**The field types that can be added in the "New Field" section, are:**

- Type Text
- Type List
- Type Date
- Type Text Area
- Type Label

**DINOMI** Edit Form TEST

Name: \*  \*Required fie

Description:


Order	Field Name	Type	Values
1	<input type="text" value="Name"/>	Type Text	
2	<input type="text" value="Last Name"/>	Type Text	
3	<input type="text" value="Genre"/>	Type List	Masculino, Femenino
4	<input type="text" value="Address"/>	Type Date	
5	<input type="text" value="Birth Date"/>	Type Date	
6	<input type="text" value="Date"/>	Type Date	
	<input type="text" value="new field"/>	Type Text	

At the end select "Save" to save the data or "Cancel" to cancel it.

## Preview a Static Form

Route: Dinomi Admin – Forms – Static Form Preview

🏠 DINOMI Admin / Forms / Static Form Preview

 **Static Forms Preview**

▼ Show Filter | Page 1 of 1 (1 records)

Filter applied: Status = Active

Name	Description	Status	Options
Static Form		Active	<a href="#">Preview</a>

### Listing information

**Name:** Name of the form.


**Description:** Brief review of the same

**Status:** Status (Active: The form can be assigned to a campaign – Inactive: The form is inactive for the system, can not be assigned to a campaign)

**Options:** Actions to be taken on the configuration form.

To preview a form, you must to click on "View" ("Options" column) to display registry.

🏠 DINOMI Admin / Forms / Static Form Preview

 **Preview Form Static Form**

Name: \* Static Form

Description:

Form

Name

Last Name

Genre

Address

Birth Date

Date

## Module: Dynamic Forms

Route: Dinomi Admin – Forms - Dynamic Forms.

Dynamic Forms is where agents recorded information exchanged with customers. Advancing the form changes according to the client's responses.

Are composed of nodes, each node consists of several fields where the information is recorded. The nodes are concatenated by specific type fields Route.

### Listing information

**Name:** Name of the form.

**Number of nodes:** Number of nodes that contains the form

**Created by:** User who created the form

**Creation date:** Date of creation

**Type:** Visibility (Public: The form is accessible to all supervisors – Private: It is accessible only to supervisors Team)

**Team -** Team to which the form belongs, see Property Type

**Status:** Status (Active: The form can be assigned to a campaign – Inactive: The form is inactive for the system, can not be assigned to a campaign)

**Actions:** Actions to be taken on the registry settings of the extension.

## Create a Dynamic Form

Information to complete

**Name:** id form.

**Form Description:** Brief review.

**Public:** Box option that indicates that the form is Visibility Post

**Team:** Must indicate the team to which the form belongs

## Create Node (NODE builder)

Name; Node identifier

+ : Create a new node with the ID "Node"

Fields indicated with \* are mandatory

To create nodes, just the ID/name of the node is entered and click on +  
It allows you to add as many nodes as required.

The screenshot shows the 'Dynamic Form Designer' interface. At the top left is the 'DINOMI' logo. On the right, there are 'Save changes' and 'Cancel' buttons. Below the header, the 'Dynamic form properties' section includes fields for 'Name: \*' (set to 'Clients'), 'Form Description: \*' (set to 'test'), 'Team:' (set to '( Public )'), and 'Current initial node:' (set to 'Welcome').

To the right of these properties is a table listing nodes:

Initial	Refcount	Name	
1	1	Welcome	-
1	1	Take Data	+
1	1	Farewell	+
		new node	+

Below this is the 'Fields for node: Welcome' section, which contains another table:

Order	Field Name	Type	Values Field	
1	want to participate in a survi	Route	'No' redirects 'Farewell' 'Yes' redirects 'Take Data'	+
	new field	Type Text		+

Here all the fields that belong to that node are entered.

The process is very similar to the static forms unless there is a new data type:

**Type:** Route - This type of field is Set to form the next node to execute.

A list of options is created and for each of these, you should indicate the node to "jump"

In the following example, the options are:

YES - node to run segment Take Data

NO - node to run segment: Farewell


Therefore, if the client answers yes to the question "want to participate in a survey?" Redirects to the node form takes data to continue the survey.

If the client answers NO, the form continues its execution in the Farewell node.

## Use Fields in Recycling Campaigns

One of the properties that have fields dynamic forms is to participate in recycling campaigns. Fields with are recyclable Property type: Route and List  
For this part of the recycling field, you must mark the "Recyclable" box when creating it

🏠 DINOMI Admin / Forms / Dynamic Forms


**Dynamic Form Designer**

Save changes Cancel

\*Required field

Dynamic form properties:

Name: *	<input type="text" value="Clients"/>	
Form Description: *	<input type="text" value="test"/>	
Team:	<input type="text" value="( Public )"/>	
Current initial node:	<input type="text" value="Welcome"/>	

Initial	Refcount	Name	
●	1	Welcome	-
●	1	Take Data	+
●	1	Farewell	+
		new node	+

Fields for node: Welcome

Order	Field Name	Type	Values Field	
1	<input type="text" value="want to participate in a surv"/>	<div style="background-color: #1a3d54; color: white; padding: 2px;">Route</div> <div style="background-color: #f8d7da; padding: 2px;">Type Text</div> <div style="background-color: #f8d7da; padding: 2px;">Type List</div> <div style="background-color: #f8d7da; padding: 2px;">Type Date</div> <div style="background-color: #f8d7da; padding: 2px;">Type Textarea</div> <div style="background-color: #f8d7da; padding: 2px;">Type Label</div> <div style="background-color: #1a3d54; color: white; padding: 2px;">Route</div>		



# Chapter 5

## Campaigns

## Campaign Management

Route: Dinomi Manage – Ingoing Calls – Ingoing Campaigns

### Module: Ingoing Campaigns

A campaign receives incoming calls from customers or subscribers spontaneously. No need to have a list of numbers or customers call and prediction does not work in this mode.


As in outbound campaigns, you must define a queue, in which the agents that work in this campaign are included. Should be customers who call the system, are directed to the queue configured for the campaign, this is related to the creation of an IVR to direct the client to the tail, or the direct assignment of a number (which does not is optimum from a commercial point of view).

As in outbound campaigns, the system records in a database agent that was assigned to the call. This information will serve several purposes of consultation.

Although there is no need to generate a list of calls, you can feed the system with information about specific numbers for the agent to have customer information available in the console.

🏠 DINOMI Manage / Ingoing Calls / Ingoing Campaigns

/ 📄 🌐



**Inbound Campaigns**

---

+ New Campaign | Activate ▾ | Change Status | ✕ Delete | ▾ Show Filter
Page 1 of 1 (1 records) ▶▶

Filter applied: Team = All | Filter applied: Status = All

Name	Status	Team	Range Date	Schedule per Day	Queue	Completed calls	Average time	Options
🔵 Campaign - Test	🔴🔴	Agentes	2018-05-21 - 2018-05-31	08:32:00 - 17:00:00	222	2	N/A	📄

### Listing information

**Name:** Reference name of the campaign.

**Status:** Active – Inactive

**Team -** Team you belong.

**Range Date: per Day Schedule:** Days and Hours campaign execution.

**Queue:** Queue used by Asterisk.

**Completed Calls:** Number of completed calls.

**Average time:** Activity information, calls received successfully and average attention.

**Options:** Actions on the campaign, CSV Data - all data is downloaded customer data and associated forms CSV file.

### ACTION BAR

+ New Campaign | Activate ▾ | Change Status | ✕ Delete | ▾ Show Filter
Page 1 of 1 (1 records) ▶▶

Filter applied: Team = All | Filter applied: Status = All

**New Campaign:** Create a campaign.

**Delete:** Delete the selected campaign.

To select a campaign, use the selection item on the left of the listing.

**Status Change:** Changes the state of the campaign, On - Off.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter:** There are fields to filter the information to present.

To perform a custom search, complete the appropriate fields.

In gray the selected search filters is presented.

## Create a Campaign

---

Name: \*

Team Name: \* -- Choose a team -- ▾

Range Date: \*  Start  End

Schedule per Day: \*  :  Start time  
 :  End time

---

Queue: \*  ▾

[Manage Queues](#)

Campaigns using queue in overlapping schedules:

Campaign Type	Name	Range Date	Schedule per Day
No collisions found.			

---

Form:  ▾

[Manage Forms](#)

Dynamic form: -- Choose a form -- ▾

[Manage dynamic forms](#)

---

External URLs:  ▾

[Manage External URLs](#)

---

Enable Form Pause:

Script: \* 

[Style] ▾
[Font] ▾
[Size] ▾

**B** / *I* / U

Information to complete:

**Name:** Identifier of the campaign.

**Team Name:** Team to which it belongs.

**Range Date:** Range of days in which the campaign is active.

**Schedule per Day:** Range of hours in which the campaign is active.

**Queue:** Queue associated with telephone campaign

**Form:** Static form that will be presented to the agent on your console.

**Dynamic Form:** Dynamic Forms to use when contacting the agent.

**External URLs:** External URL that invokes the moment you contact the customer.

**Script:** Script specific to the campaign (script overwrites the default queue)

Fields indicated with \* are mandatory

At the end select "Save" to save the data or "Cancel" to cancel it.

## Module: Clients

Route: Dinomi Manage – Ingoing Calls – Clients



The inbound campaigns allows to upload a list of potential clients who could call. The module verify the incoming call with the list of contacts and show the information from that client to the agent.

The client's list is upload in this section and must be a CSV format.

The document structure and the supported information by Dinomi for uploading a client's list is:

*"Phone", "Identification Card/Number", "Name", "Last Name"*

## Module: Outgoing Campaigns

Route: Dinomi Manage – Outgoing Calls – Campaigns

An outbound campaign, is a set of calls that the Elastix server makes to a list of numbers of customers and that are assigned to an agent / operator who is logged on.

The dialer for Elastix is probably the most important part of such campaigns as it is who participates in the generation and assignment of calls to agents.

It is understood that for an outbound campaign is needed to be performed in advance with a list of telephone numbers of customers. We must feed the system with a file containing the telephone numbers dialed.

When the campaign is activated, the system dials the phone numbers from the list, checking the number of agents / free registered traders who are in the queue. "So many concurrent calls as free agents."

In this method the customer's number enters to the queue and is assigned to the next available agent. The allocation depends on the policy assigned to the queue (linear, random ... ect).

After the call, the agent goes into idle state / standby, and is again available to receive a call.

This process continues through the whole list of numbers. You can set the number of attempts, so that the module call the numbers that failed to be contacted.

Name	Status	Team	Range Date	Schedule per Day	Retries	Trunk	Queue	Completed calls	Average time	Options
Outbound Campaign Test	Inactive	Agentes	2018-05-21 - 2018-05-31	08:30:00 - 17:59:00	5	SIP/9989	222	N/A	N/A	Upload, Refresh, Print

### Listing Information

**Name:** Reference Campaign

**Status:** Active / Inactive

**Team:** Team you belong

**Range Date, Schedule per Day:** Days and Hours of the campaign's execution.

**Retry:** Number of retries that the contact phone numbers were made.

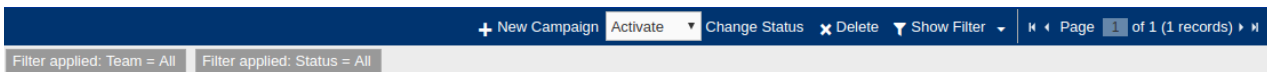
**Trunk:** Canal telephony which outgoing calls are executed.

**Queue:** Asterisk queue that is used for the campaign.

**Completed calls - Average time:** activity information, calls received successfully and average attention.

**Options:** Actions on the campaign, CSV Data (all data is downloaded customer data and Associated forms CSV file), Load Contacts for the campaign (CSV file with customer information), Recycle Contacts for campaign.

### ACTION BAR



**New Campaign:** Create a campaign.

**Change Status:** Changes the state of the campaign, Activate - Deactivate.

**Delete:** Delete the selected campaign.

To select a campaign, use the selection item on the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter:** There are fields to filter the information to present.

To perform a custom search, complete the appropriate fields.

In gray the selected search filters is presented.

## Create a Campaign

Name: \*

Team Name: \* -- Choose a team -- ▾

Range Date: \*  Start  End

Schedule per Day: \*  :  Start time  
 :  End time

Queue: \*  ▾  
[Manage Queues](#)

Campaigns using queue

Campaign Type	Name	F
No collisions found.		

Form:  ▾  
[Manage Forms](#)

Dynamic form: -- Choose a form -- ▾  
[Manage dynamic forms](#)

External URLs:  ▾  
[Manage External URLs](#)

Trunk: \*  ▾  
[Manage Trunks](#)

Outgoing context:  (Leave blank to use default outgoing context, usually from-internal)

Outgoing CallerID:  (Leave blank to use default CallerID set by trunk or dialplan.)  
BEWARE: telephony providers may ignore a CallerID other than the expected one or even refuse to connect the call.

Max. used channels: \*  (Leave as 0 to disable channel limit)

Enable AMD: \*

Enable Form Pause:

Context: \*

Retries: \*

Short call threshold:  (Leave blank to use systemwide shortcall threshold in General Configuration)

Script: \* 

▾  ▾  ▾

Information to complete:

**Name:** Identifier of the campaign.

**Team Name:** Team to which it belongs.

**Range Date:** Range of days in which the campaign is active.

**Schedule per Day:** Range of hours in which the campaign is active.

**Queue:** Queue associated with telephone campaign

**Form:** Static form that will be presented to the agent on your console.

**Dynamic Form:** Dynamic Forms to use when contacting the agent with the customer.

**External URLs:** External URL that invokes the moment the agent contact the customer.

**Trunk:** Telephony channel which outgoing calls are executed.

**Default Options - (By Dialplan):** The dialer dials using the default dialplan Elastix.

**Max. channels used:** Maximum number of channels to be used, is limit simultaneous calls.

**Enable AMD:** Turn on the answering machine detection for the campaign

**Enable Form Pause:** Turn on a pause for the agents to complete the form after a call.

**Context:** The context that will use the campaign. If you do not have a specific context for the Call center management, always place them "from-internal".

**Retries:** Number of retries to call customer's numbers, if the value 0 is placed only to called 1 time.

**Script:** Script specific to the campaign (script overwrites the default queue)

Fields indicated with \* are mandatory

At the end select "Save" to save the data or "Cancel" to cancel it.

## CSV File Format

The CSV file for inserting numbers to call should keep the following format:

"Text CSV (. Csv)". The field delimiter must be a comma (,) and the text delimiter quotes (").

In the file encoding is recommended to choose "UTF-8".

Must have at least one column phone:

"Phone"

099123456

098123456

097123456

You can incorporate additional information phone number, the name of the field as an extra column is added

to the file:

"Phone", "new\_field1", "new\_field2", ....., "new\_fieldX"

For Example

"phone","name","surname"," identification card"

099123456,"Eduardo","SurnameEduardo","11111111"

098123456,"Pedro","SurnamedePedro","22222222"

097123456,"Juan","SurnamedeJuan","33333333"

## Recycling Campaign

The recycling campaign is the provision of outbound campaigns, your main task is to reactivate the customer call data.

This revitalization is done by different methods and choices.

It depends on the status of telephony, for example you can recycle a campaign whose clients did not answer, or to clone contacts into a new campaign.

Home / DINOMI Manage / Outgoing Calls / Campaigns

**DINOMI** Recycle contacts for campaign

Count filter

Selected contacts: 3  
Selected numbers: 3

Reset selected contacts in campaign   Clone contacts into new campaign

**Criteria** Select

Tried contacts: Not tried Don't care Tried

Contacted contacts: Not contacted Don't care Contacted

Node	Field	Value
No recyclable fields selected		
Field	--- Choose ---	--- Choose ---

Criteria - Criteria for selecting contacts to recycle:

Phone Status:

Contacts with at Least one successful call - Contacts that at least one phone number had a successful call.

Contacts with no successful call after all retries - Contacts who never had a successful call from the CallCenter

## Recyclable fields dynamic forms

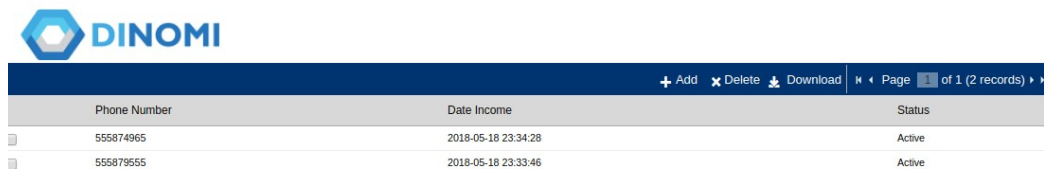
By selecting a field in the node option, the user will be recycling all the available node fields associated with that campaign.

Fields are entered by selecting the +

Once all recycling options are selected, we proceed using the "Recycle" button.

## Do not Call List

Through this option allows us to add numbers to which must not be called in an outbound campaign.

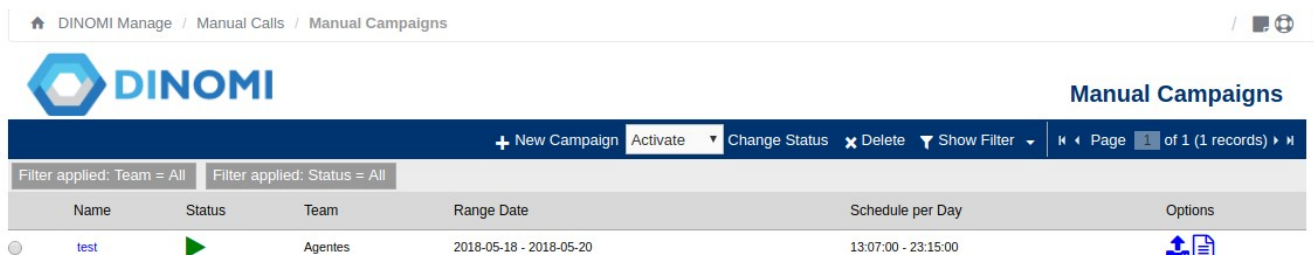


Phone Number	Date Income	Status
555874965	2018-05-18 23:34:28	Active
555879555	2018-05-18 23:33:46	Active

## Module: Manual Campaigns

In manual campaigns, the available list of contacts is presented by the agent in the console and the agent have to dial to start the call.

According to the configuration the agent can omit doing the call to a number,



DINOMI Manage / Manual Calls / Manual Campaigns

**Manual Campaigns**

+ New Campaign Activate Change Status Delete Show Filter Page 1 of 1 (1 records)

Filter applied: Team = All Filter applied: Status = All

Name	Status	Team	Range Date	Schedule per Day	Options
test	▶	Agentes	2018-05-18 - 2018-05-20	13:07:00 - 23:15:00	⬇️ 📄

### Listing Information

**Name:** Reference Campaign

**Status:** Active / Inactive

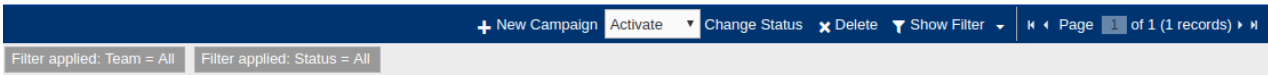
**Team:** Team you belong

**Range Date, Schedule per Day:** Days and Hours of the campaign's execution.

**Options:** Actions on the campaign, CSV Data (all data is downloaded customer data and Associated forms CSV file), Load Contacts for the campaign (CSV file with customer information).



## ACTION BAR



**New Campaign:** Create a campaign.

**Change Status:** Changes the state of the campaign, Activate - Deactivate.

**Delete:** Delete the selected campaign.

To select a campaign, use the selection item on the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter:** There are fields to filter the information to present.

To perform a custom search, complete the appropriate fields.

In gray the selected search filters is presented.

## CREATE CAMPAIGN

Name: \*

Team Name: \* -- Choose a team -- ▾

Range Date: \*  Start  End

Schedule per Day: \* HH ▾ : MM ▾ Start time  
HH ▾ : MM ▾ End time

Manual Campaign Type: \* Random Seek ▾

Call contact automatically when selected

Open external URL while ringing

Agent claims contact on first call

Agents: A001@Agent/001 - Agent 0  
002@Agent/002 - Agent 2  
Karla@SIP/100 - KarlaSama

Form: Static Form

[Manage Forms](#)

Dynamic form: -- Choose a form -- ▾

[Manage dynamic forms](#)

External URLs: (No external URL) ▾

[Manage external URLs](#)

Context: \* from-internal

Short call threshold:  (Leave blank to use systemwide shortcall threshold in General Configuration)

Contact Template:  (If blank defaults to contact-{\_CAMPAIGN\_ID\_}-{\_CONTACT\_ID\_})

Script: \* [Style] ▾ [Font] ▾ [Size] ▾

**B** *I* U

## Listing Information

**Name:** Reference Campaign

**Team Name:** Team you belong

**Range Date, Schedule per Day:** Days and Hours of the campaign's execution.

**Manual Campaign type:** It allows to choose the way in which the contact numbers are shown to the agents.

**Random Seek:** The agent can see all the list of contacts and can choose in a random way which contact to call.

**Restricted Sequential/Sequential:** The contacts will show in a sequential order according to the Contacts list for the agent to call, the agent can also skip any contact.

**Agents:** Agents that will be included in the campaign.

**Form:** Static form that will be presented to the agent on your console.

**Dynamic Form:** Dynamic Forms to use when contacting the agent with the customer.

**External URLs:** External URL that invokes the moment the agent contact the customer.

**Context:** The context that will use the campaign. If you do not have a specific context for the Call center management, always place them "from-internal".

**Script:** Script specific to the campaign (script overwrites the default queue)

Fields indicated with \* are mandatory

At the end select "Save" to save the data or "Cancel" to cancel it.

# Chapter 6

## Recordings

Elastix allows the phone call recordings in the next levels:

Queue, Trunk (Through the outbound routes) and extensions. The most efficient alternative is to configure the recording in the queue for the inbound and outbound campaigns.

The recordings, on a agent level, is not available, with the exception of the extensions that are used in a dynamic mode.

## Recording Calls Activation

Route: PBX – PBX Configuration – Queues

To activate Recordings, must go to the queue in which is needed to be recorded and go to the “General Queue Options”.

In there the Call Recording has multiple options like:

wav49.- Allows the recording of the call that is in a queue, in a wav compressed version.

Wav.- Allows the call recording in a queue in a wav format

Gsm.- Allows the call recording in a queue and codify them with gsm

No.- Deactivate the call recoding.

Once you have selected the recording format, must go to the end of the page and click on Submit Changes and Apply Config.

[Apply Config](#)

## Reviewing Recordings

Route: Dinomi Manage – Reports – Call Details

In the submodule “Call Details”, will show a complete list of all the calls that Dinomi has made. In there we will be able to see all the recordings available in the report, in the recording column.

No. Agent	Agent	Start Time	End Time	Duration	Duration Wait	Queue	Type	Phone	Transfer	Status	Recording
Karla	KarlaSama	2018-05-18 13:33:05	2018-05-18 13:33:29	00:00:24	00:00:00		ManualDialing	111		Success	
A001	Agent 0	2018-04-13 02:53:24	2018-04-13 02:57:26	00:04:02	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-11 15:36:47	2018-04-11 15:38:36	00:01:49	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-10 13:44:17	2018-04-10 13:44:21	00:00:04	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-05 14:34:35	2018-04-05 14:34:56	00:00:22	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-05 10:28:33	2018-04-05 10:31:40	00:03:07	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-05 10:25:14	2018-04-05 10:27:36	00:02:22	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>

To download the recording of all the calls that were made during the period establish in the filters, the user can do this by click on Recordings TGZ, this option allows to download all the recordings at once.

# Chapter 7

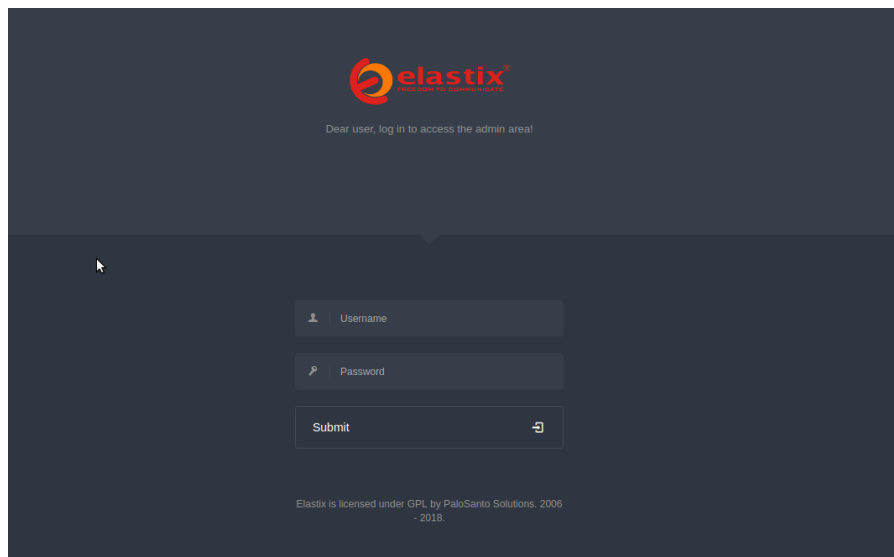
## Agent's Console

## Agent Console

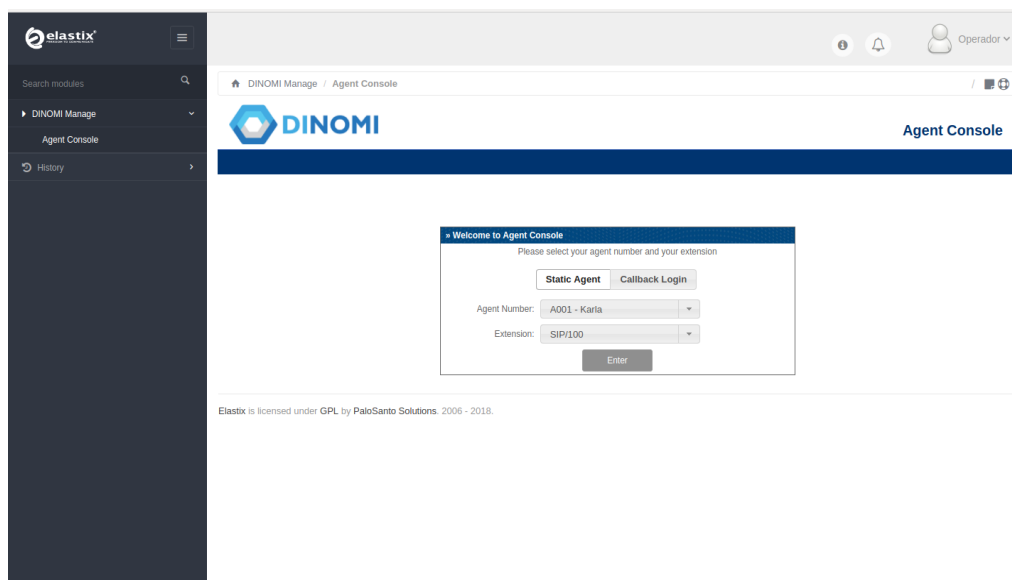
The agent console control the interaction between the agent and the system. This is a toll based on web and works with the ECCP (Elastix Call Center Protocol).

The agent console receive call events through the ECCP, including all the information about it.

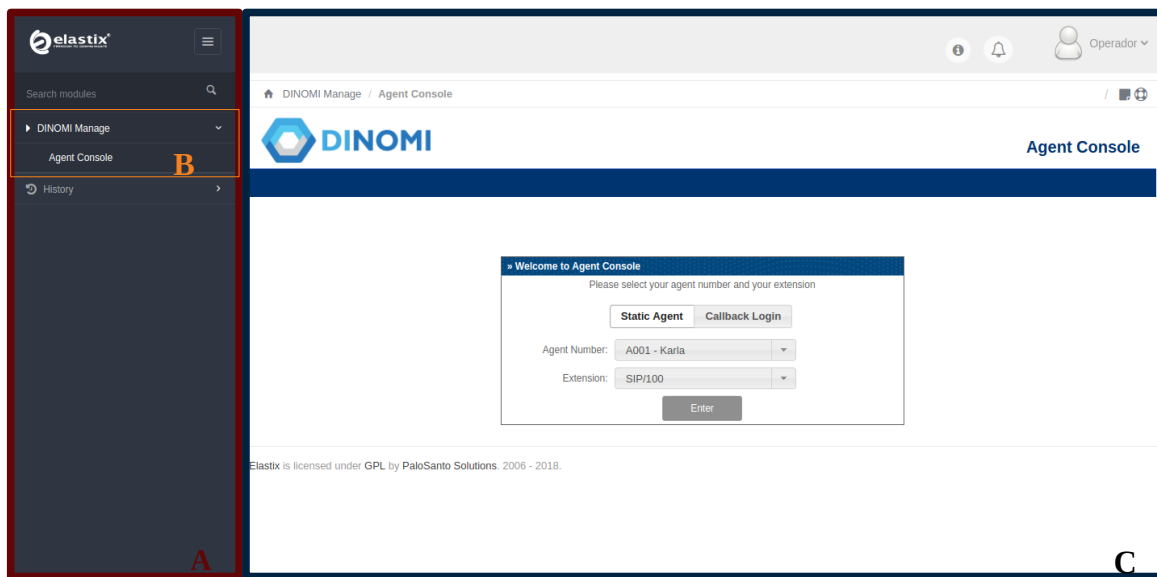
Every agent requires an user and agent number to enter to Elastix. To start working on your agent console, you must log in into Elastix web page with the credentials (user and password) that was given by the administrator.



After the agent logged in, it will show the main page with the available options for the agent role according to the permissions that was given by group assigned:



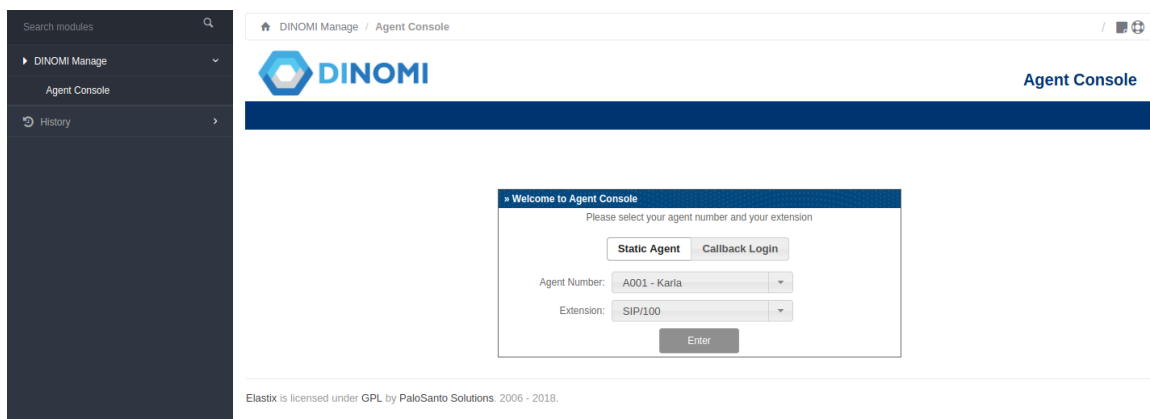
## User Interface



- A) General Menu.- Modules or general sections of Elastix that have specific options or configurations.
- B) Sub Menu.- Available sections in every module or general menu.
- C) Working area.

## Dinomi Manage

At this moment the agent has logged in into the system but he/she hasn't been register into the Dinomi.

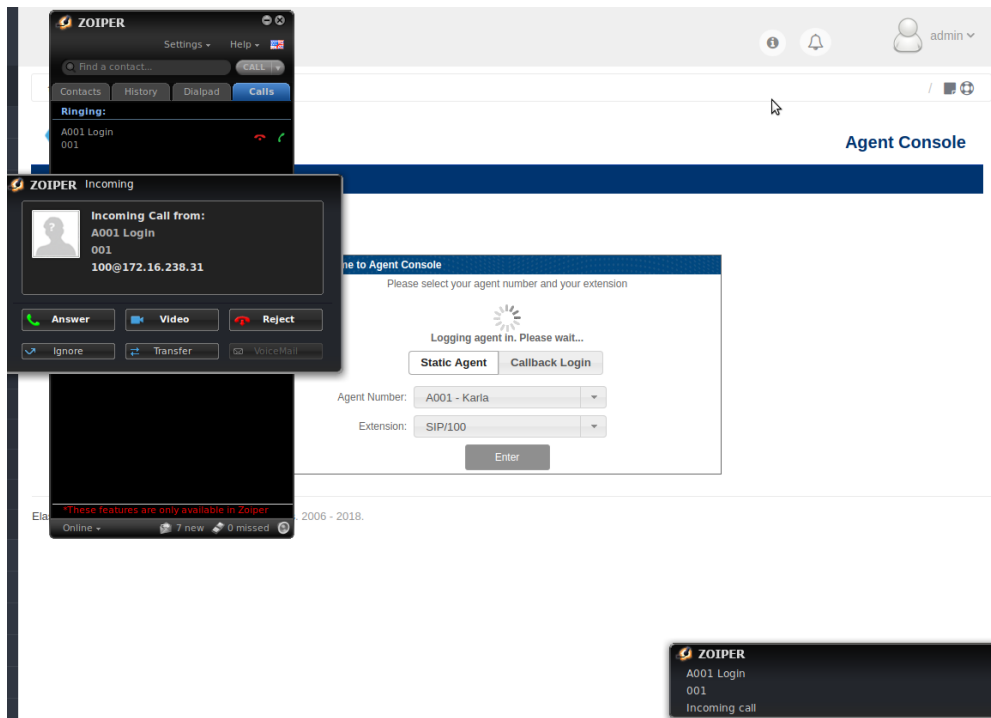


To access to the Dinomi, the agent must select an agent number and an extension, then must click on the enter button.

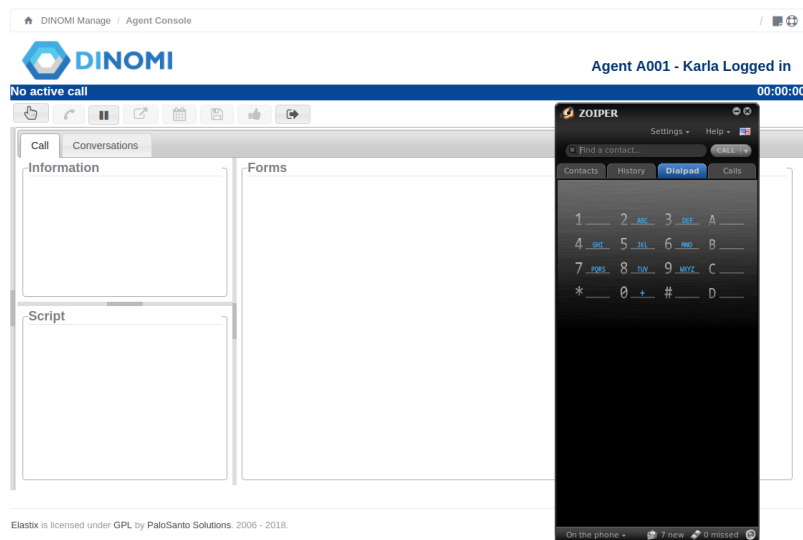
Note: The agent must count with an assigned and configure extension in a phone or soft phone.

At the moment that the agent receive a call must enter the password assigned and the pound key.



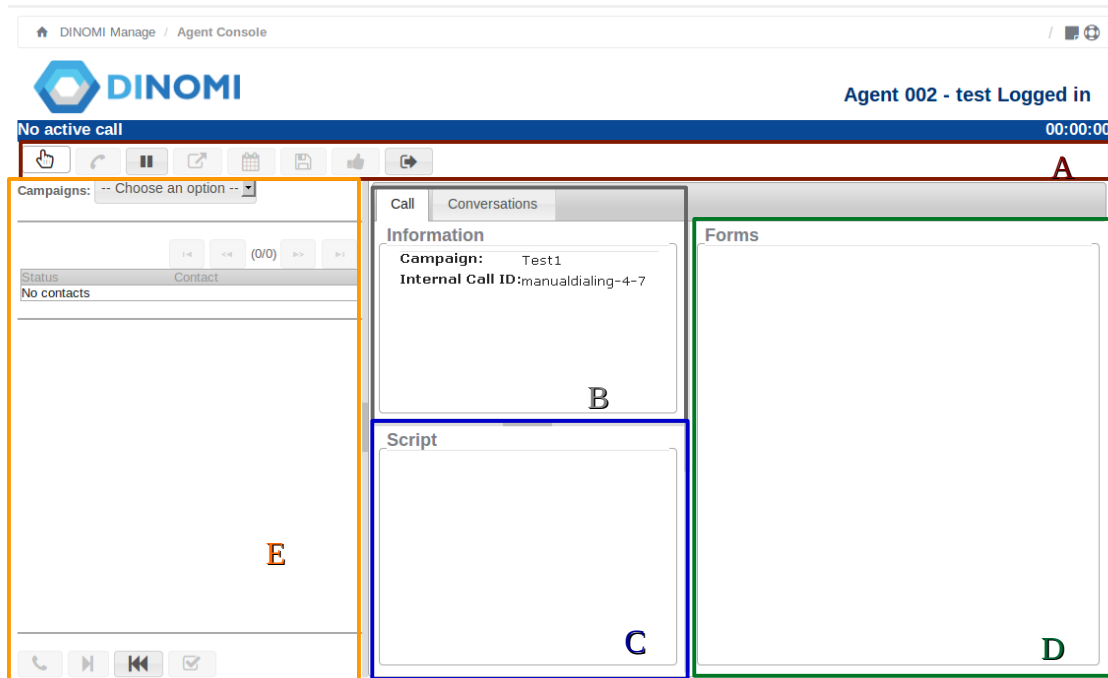


The next image shows the agent connected:



The agent will be “available” until he/she receive a call.

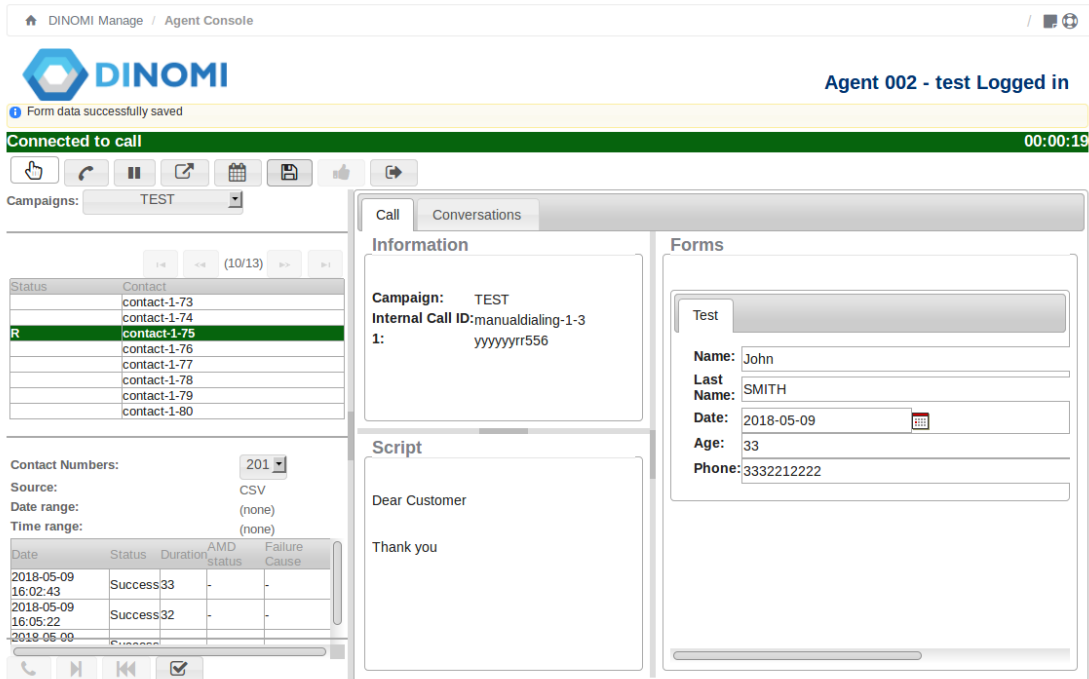
## Console Section



- A) Actions bottoms.- allows the agent to execute actions after and before a call.
- Manuels calls: Activate the option of manual calls.
  - Hang-up: Allow to end the call.
  - Break: Allow the agent to have a break.
  - Transfer: Allow the agent to transfer a call to an existing extension in the system.
  - Schedule Call: This option allows the agent to schedule the call to a day and time that the customer agree and ask for.
  - Save data: Save all the information that was written in the form. The agent must click on the save data icon every time that fulfill the form in every call.
  - End form pause: A pause between calls is set for the agent to complete any form with the information of the client, to end that pause must click on the pause icon.
  - End session: Allows the agent to end the session and exit from the Dinomi.
- B) Call information area: it shows the contact information, phone number, name, last name, etc. This area can be remove .
- C) Script Area: This section shows the script to the agent.
- D) Campaign tools: Contain applications and forms.
- E) Manual calls area: Presents manual calls information and tools (Dial, Skip, Reset, Handled). This area can also be remove.

## Saving Forms information

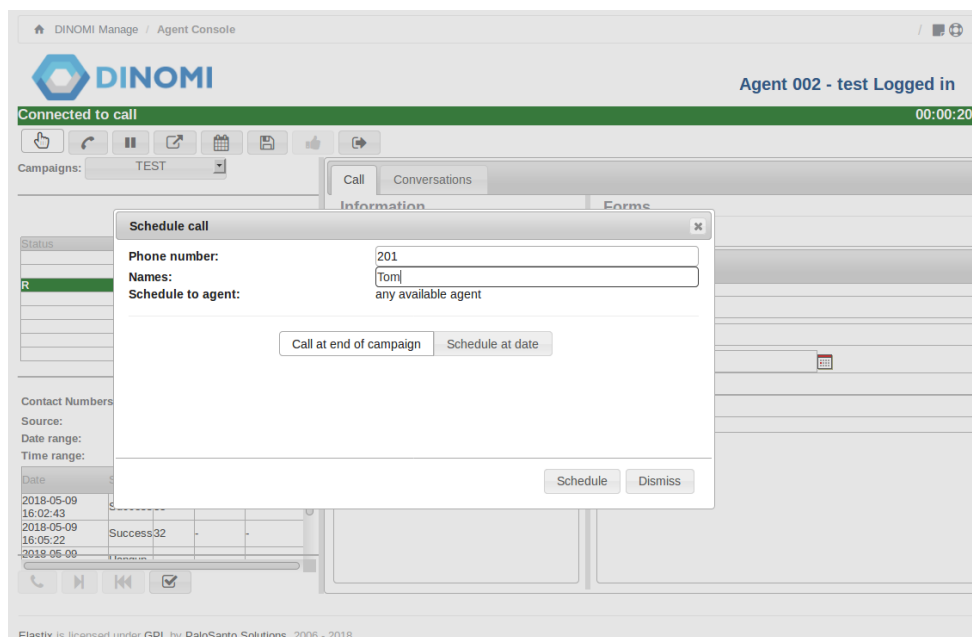
To register the information included in the form, is necessary to click on “Save Data”.



## Schedule Call:

The schedule type can be, to call the customer at the end of the campaign or to schedule at an specific date and time.

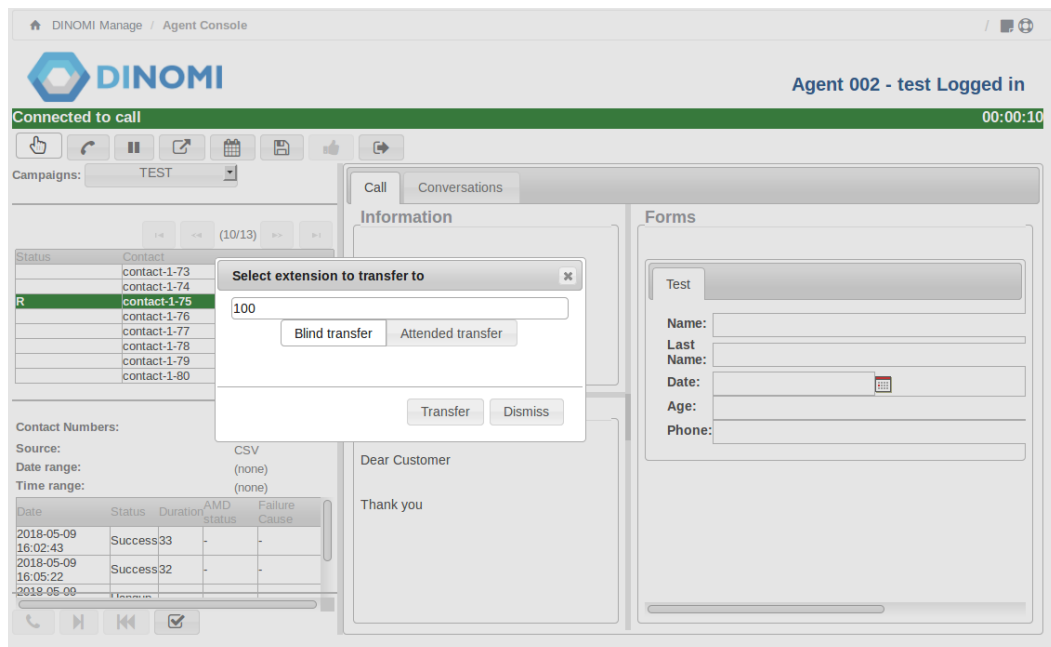
An agent can schedule a call in an outbound campaign if it's require from the customer. The day and time must be inside the time range of the campaign .



## Transfer Call

The agent can make a blind transfer or an attended transfer.

The attended transfer is when you speak with the new agent before the call is transferred, the customer will be on hold until the agent hung up the call and the transfer will be complete. If the agent wants to return to that call (before it transfers), the person in the other extension must hung up.

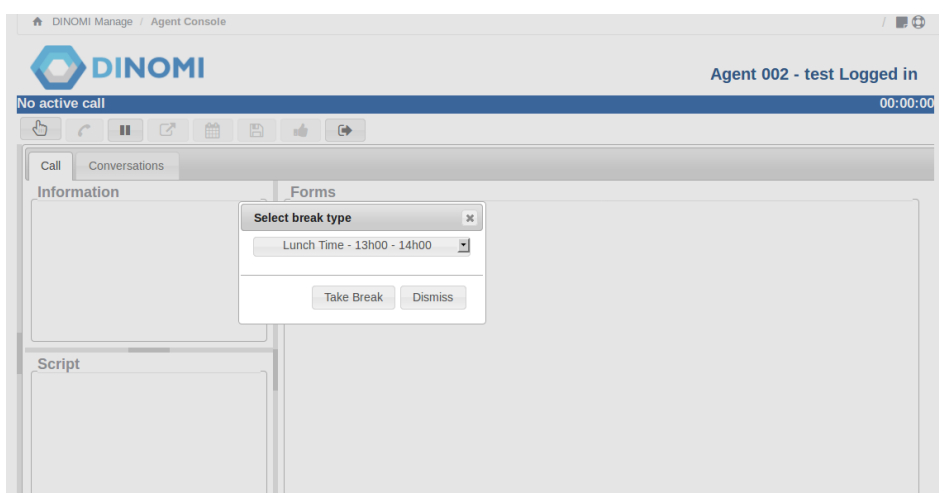


A blind transfer is when you transfer the call to another agent without speaking to the new agent first.

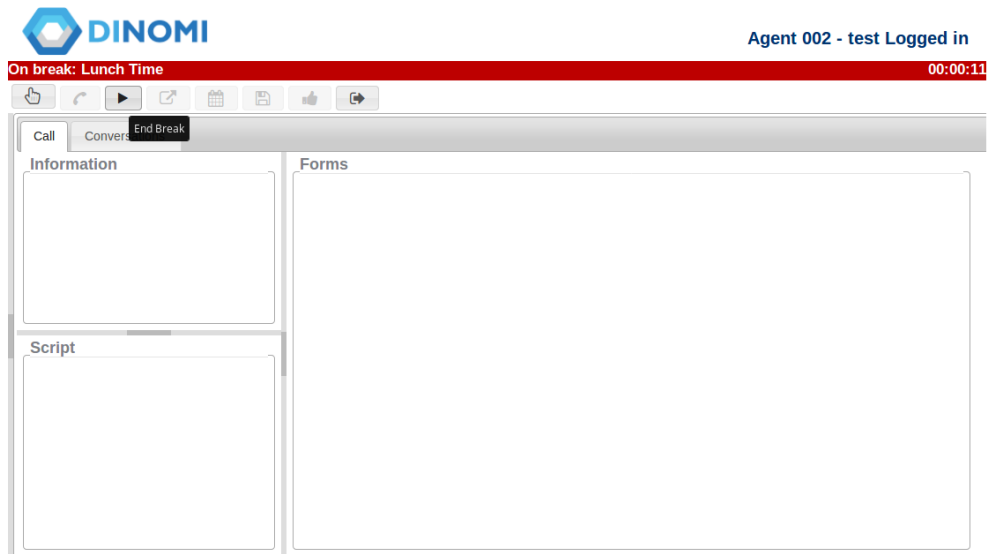
Using this option, the agent you select for transferring the call will hear his/her phone ring and can accept or reject the transfer.

## Break

When the agent click on "Break", it will appear in the console a small window with all the breaks available.



Once the agent pick one of the available breaks, the system will change the agent status to: On break: lunch time (or the break type selected) available. To end the break the agent will have to click on the “End Break” option.



## Manual Campaigns

The configuration of manual campaigns are made in the module of Dinomi Manage. These type of campaigns requires the selection from one or more agents instead of a queue.

Once the campaign has been created and schedule, and agent must log in into the agent console and click on “Manual Calls”.

The agent will see an option “Campaigns” with a list of available campaigns for the agent.

According to the campaign selected, it will appear a contact list and be able to dial or omit if the campaign is sequential.

The screenshot displays the Dinomi Agent Console interface. At the top, it shows the user is logged in as 'Agent 002 - test'. The main area is titled 'No active call' with a timer at '00:00:00'. Below this, there are several control buttons for call management. The 'Campaigns' dropdown is set to 'TEST'. A table lists 8 contacts for this campaign, with 'contact-1-6' highlighted. To the right, the 'Information' panel shows campaign details: 'Campaign: TEST', 'Internal Call ID: manualdialing-1-c6', and '1: Antono Banderas'. The 'Script' panel contains the text 'Dear Customer' and 'Thank you'. The 'Forms' panel is empty, indicating no forms are available for this call.

Status	Contact
	contact-1-1
	contact-1-2
	contact-1-3
	contact-1-4
	contact-1-5
	<b>contact-1-6</b>
	contact-1-7
	contact-1-8

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After click on the option Dial, the console will show a purple label with the message “waiting for call”, when the call is made, the label color will change to green with a message “connected to call”



Agent 002 - test Logged in

Waiting for call 00:00:00



Campaigns: TEST

(6/13)

Status	Contact
	contact-1-41
	contact-1-42
	contact-1-43
	contact-1-44
	contact-1-45
	contact-1-46
R	contact-1-47
	contact-1-48

Contact Numbers: 201  
Source: CSV  
Date range: (none)  
Time range: (none)

Date	Status	Duration	AMD status	Failure Cause
2018-05-09 16:57:01	Dialing	-	-	-



Call Conversations

**Information**  
Campaign: TEST  
Internal Call ID: manualdialing-1-c47  
1: hjghj

**Script**  
Dear Customer  
  
Thank you

**Forms**

Test

Name:

Last Name:

Date:

Age:

Phone:



Agent 002 - test Logged in

Form data successfully saved

Connected to call 00:00:19



Campaigns: TEST

(10/13)

Status	Contact
	contact-1-73
	contact-1-74
R	contact-1-75
	contact-1-76
	contact-1-77
	contact-1-78
	contact-1-79
	contact-1-80

Contact Numbers: 201  
Source: CSV  
Date range: (none)  
Time range: (none)

Date	Status	Duration	AMD status	Failure Cause
2018-05-09 16:02:43	Success	33	-	-
2018-05-09 16:05:22	Success	32	-	-
2018-05-09	Success			



Call Conversations

**Information**  
Campaign: TEST  
Internal Call ID: manualdialing-1-3  
1: yyyyyrr556

**Script**  
Dear Customer  
  
Thank you

**Forms**

Test

Name: John

Last Name: SMITH

Date: 2018-05-09

Age: 33

Phone: 3332212222

# Chapter 8

## Reports



## Reports

Route: Dinomi Manage – Reports

The reports included in the Module Dinomi Manage are designed exclusively for an operation of this type.

The module has a total of 20 statistical reports:

- Reports Break
- Calls Detail
- Calls per hour
- Calls per Agent
- Hold Time
- Login Logout
- Ingoing Call Success
- Graphic Calls per hour
- Agent Information
- Trunks used per hour
- Performance per Agent
- ACD Performance Display
- Performance by Month
- Performance by Day
- Performance by Weekend
- Efficiency by Agent
- Manual Calls
- Manual Agent Action Log
- Non- answered Agent Ring Log
- Call Duration Histogram



The screenshot displays the 'Calls Detail' report interface. On the left is a dark sidebar menu with the following items: System, Agenda, Email, Fax, PBX, IM, **DINOMI Manage** (expanded), Agent Console, Ingoing Calls, Outgoing Calls, Manual Calls, Reports (expanded), Reports Break, Calls Detail, Calls per hour, Calls per Agent, Hold Time, Login Logout, Ingoing Calls Success, Graphic Calls per hour, Agent Information, Trunks used per hour, and Performance per Agent. The main content area features the 'DINOMI' logo and the title 'Calls Detail'. Below the title is a navigation bar with 'Recordings TGZ', 'Show Filter', and 'Download' options, along with a pagination indicator 'Page 0 of 0 (0 records)'. A filter bar shows three active filters: 'Start Date = 2018-05-01 00:00:00, End Date = 2018-05-01 23:59:59', 'Call Type = (Any Type)', and 'Team = All teams'. Below the filter bar, there are two more filter options: 'Queue = (All Queues)' and 'Agent = (All Agents)'. A table header is visible with columns: No. Agent, Agent, Start Time, End Time, Duration, Duration Wait, Queue, Type, Phone, Transfer, Status, and Recording. The table body is empty, with a message 'No records match the filter criteria'. At the bottom, a footer note states 'Elastix is licensed under GPL by PaloSanto Solutions. 2006 - 2018.'

## The most used Reports:

### Reports Break

It is the first available report, and contains many columns as we have set breaks. Filter this report allows querying for a date range.

The report allows us to see a listing of the number and name of the agent against various existing breaks.

Each contains a sum total rest per agent, and the report contains two general summations:

- The sum of all the breaks of each agent, as shown in the column "Total"
- The sum of total rest periods of each agent type of rest. This is shown in row "Total".
- This report can be downloaded as a CSV file, spreadsheet or PDF.

An additional fact that we can get to download a spreadsheet.

No. Agent	Agent Name	Hold	Form	Almuerzo	Baño	Bathroom2	Lunch Time	Medium	Total
A001	Agent 0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
002	Agent 2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Karla	KarlaSama	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00	00:00:00	00:00:03
<b>Total</b>		<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:03</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:03</b>

### Calls Detail

The Call Detail report or "Calls Detail" has the distinction of being the agent oriented, unlike the CDRs Report (Elastix PBX) that is oriented extensions.

This report allows us to set a search criteria based on the following variables:

- Start Date: Starting date in the range you want to select
- End Date: End of range you want to select
- Phone: Option to put a specific phone number
- Type: Type of campaign, Incoming, Outgoing, Manual
- Team: Team assigned for the requested report
- No. Agent: List of available numbers and extensions for agent call back login.
- Queue: List of available queues

No. Agent	Agent	Start Time	End Time	Duration	Duration Wait	Queue	Type	Phone	Transfer	Status	Recording
A001	Agent 0	2018-04-13 02:53:24	2018-04-13 02:57:26	00:04:02	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-11 15:36:47	2018-04-11 15:38:36	00:01:49	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-10 13:44:17	2018-04-10 13:44:21	00:00:04	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-05 14:34:35	2018-04-05 14:34:56	00:00:22	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-05 10:28:33	2018-04-05 10:31:40	00:03:07	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-05 10:25:14	2018-04-05 10:27:36	00:02:22	00:00:13	222	Incoming	1515		Success	<a href="#">Download</a>
A001	Agent 0	2018-04-05 09:56:22	2018-04-05 09:58:32	00:02:10	00:00:54	222	Incoming	1515		Success	<a href="#">Download</a>

This report can be downloaded as a CSV file, spreadsheet or PDF.

## Calls per hour

The "Calls per Hour" or Hourly calls, report analyzes how many calls were made or received per hour level.

This report allows us to set a search criteria based on the following variables:

- Start Date: Starting date in the range you want to select
- End Date: End of range you want to select
- Type: Type of campaign, Incoming, Outgoing
- Status: All Calls, Completed or Abandoned
- Queue: Allows you to filter the results by queue.

Hour	Count	Queue
00:00	0	All
01:00	0	All
02:00	1	All
03:00	0	All
04:00	0	All
05:00	0	All
06:00	0	All
07:00	0	All
08:00	0	All
09:00	11	All
10:00	3	All
11:00	0	All
12:00	0	All
13:00	1	All
14:00	10	All
15:00	2	All
16:00	2	All
17:00	1	All
18:00	2	All
19:00	1	All
20:00	0	All
21:00	0	All
22:00	0	All
23:00	0	All
<b>Total Calls</b>	<b>34</b>	<b>All</b>
<b>Hour</b>	<b>222</b>	<b>All</b>

This report can be downloaded as a CSV file, spreadsheet or PDF.

## Calls per Agent

The report calls per agent or "Calls per Agent" allows us to identify at a glance how many calls were answered by an agent in particular.

This report allows us to set a search criteria based on the following variables:

- Start Date: Starting date in the range you want to select
- End Date: End of range you want to select
- Type: Type of campaign, Inbound, Outbound
- Team: Team assigned for the requested report
- No. Agent: List of available numbers and extensions for agent call back login.
- Queue: List of available queues

No. Agent	Agent	Type	Queue	Calls answered	Duration	Average	Longest Call
A001	Agent 0	Inbound	Z22	34	04:19:33	00:07:38	01:42:03
<b>Total</b>				<b>34</b>	<b>04:19:33</b>	<b>00:07:38</b>	<b>01:42:03</b>

These results do not allow to analyze two key factors, abuse of breaks by the agents and on the other hand, if the ring strategy we have chosen is efficient in a queue for our call volume. The average obtained is also useful if you have an estimated time it will take a call, this allows us to review first hand if the agent is having problems with the implementation of the campaign. In some cases, especially if we use predictive dialing function, calls that enter the queue may experience some wait time to be connected with an agent. For this reason it is important to review these results together with the report of Hold Time.

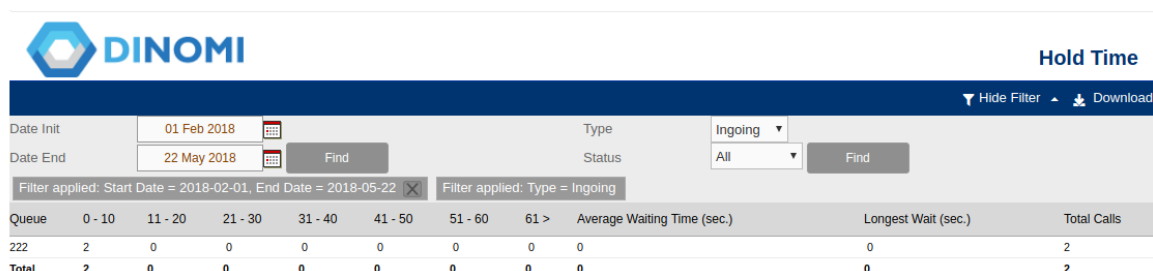
This report can be downloaded as a CSV file, spreadsheet or PDF.

## Hold Time

The report Timeout or "Hold Time" allows us to easily identify the time a person had to wait for the call to be answered by an agent. The analysis and the results displayed are oriented to the queue.

This report allows us to set a search criteria based on the following variables:

- Start Date: Starting date in the range you want to select
- End Date: End of range you want to select
- Type: Allows us to classify search on incoming calls or outgoing calls.
- Status: Lets us show all available results, successful calls or abandoned calls.



The screenshot shows the DINOMI 'Hold Time' report interface. It includes a search bar with 'Date Init' (01 Feb 2018) and 'Date End' (22 May 2018), and a 'Type' dropdown set to 'Ingoing'. A table below shows call statistics for queue '222'.

Queue	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 >	Average Waiting Time (sec.)	Longest Wait (sec.)	Total Calls
222	2	0	0	0	0	0	0	0	0	2
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

This report can be downloaded as a CSV file, spreadsheet or PDF.

## Login Logout

This report allows us to check the dates and times at which the agents entered and left the agent's console.

Login Logout also allows to obtain the total connection time of an agent, the time spent on calls and the percentage of service, the time spent in calls about the time that was available in the agent console.

This report allows us to set a search criteria based on the following variables:

- Start Date: Starting date in the range you want to select
- End Date: End of range you want to select
- Queue: List of available queues
- Type: Shows the result of a detailed or general.

Agent Name	Date Init	Date End	Total Login	Incoming calls	Outgoing calls	Manual dialing calls	Time on Calls	Service(%)	Status	Login Extension	Logout Reason
A001 Agent 0	2018-03-15 15:51:25	2018-03-15 15:56:24	00:04:59	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-15 15:57:10	2018-03-15 16:12:10	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Agent inactivity timeout
A001 Agent 0	2018-03-15 16:18:02	2018-03-15 16:27:44	00:09:42	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-15 16:28:06	2018-03-15 16:29:03	00:00:57	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-16 09:19:43	2018-03-16 09:26:46	00:07:03	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-16 09:37:47	2018-03-16 09:47:54	00:10:07	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 12:02:56	2018-03-19 12:05:49	00:02:53	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 12:10:08	2018-03-19 12:15:02	00:04:54	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 14:07:03	2018-03-19 14:22:54	00:15:51	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 14:46:49	2018-03-19 14:51:37	00:04:48	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 15:42:00	2018-03-19 15:49:04	00:07:04	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 15:49:51	2018-03-19 15:51:21	00:01:30	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 15:57:28	2018-03-19 15:59:06	00:01:38	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-19 16:12:40	2018-03-19 16:20:42	00:08:02	00:01:54	00:00:00	00:00:00	00:01:54	23.65	SIP100		Session terminated
A001 Agent 0	2018-03-19 16:32:46	2018-03-19 16:37:27	00:04:41	00:03:27	00:00:00	00:00:00	00:03:27	73.67	SIP100		Session terminated
A001 Agent 0	2018-03-19 18:25:17	2018-03-19 18:34:26	00:09:09	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-21 14:09:18	2018-03-21 16:02:28	01:53:10	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Agent inactivity timeout
A001 Agent 0	2018-03-21 17:50:51	2018-03-21 18:20:38	00:29:47	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Agent inactivity timeout
A001 Agent 0	2018-03-23 10:32:56	2018-03-23 12:15:33	01:42:37	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-27 16:39:14	2018-03-27 16:56:15	00:17:01	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Agent inactivity timeout
A001 Agent 0	2018-03-27 17:28:02	2018-03-27 17:32:16	00:04:14	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-03-27 19:38:45	2018-03-27 19:58:31	00:19:46	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 09:17:34	2018-04-05 09:31:22	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 09:39:37	2018-04-05 09:40:47	00:01:10	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 09:47:33	2018-04-05 09:49:57	00:02:24	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 09:55:14	2018-04-05 09:58:39	00:03:25	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 09:59:05	2018-04-05 09:59:30	00:00:25	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 10:24:32	2018-04-05 10:27:36	00:03:04	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 10:28:00	2018-04-05 10:41:48	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-05 14:33:57	2018-04-05 14:36:26	00:02:29	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-06 11:33:16	2018-04-06 11:33:54	00:00:38	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Session terminated
A001 Agent 0	2018-04-10 12:05:40	2018-04-10 12:22:41	00:17:01	00:00:00	00:00:00	00:00:00	00:00:00	0.00	SIP100		Agent inactivity timeout

With respect to classification search "type", selecting the "Detail" option, can see each of the inputs and outputs that had agents in the selected time range.

The "General" option instead takes a sum of the values of time are presented.

The way we relate this information to a campaign is selecting the assigned queue.

This report can be downloaded as a CSV file, spreadsheet or PDF.

### Ingoing Calls Success

The report ingoing calls success shows in detail the results of inbound campaigns for each of the available queues.

This report allows us to set a search criteria based on the following variables:

Start Date: Starting date in the range you want to select

End Date: End of range you want to select

Queue	Successful	Abandoned	Hold Time	Total Calls
222	34	7	00:06:15	41
333	0	1	00:00:06	1
<b>Total</b>	<b>34</b>	<b>8</b>	<b>00:06:21</b>	<b>42</b>

Each line shows the total calls, successful calls, abandoned and waiting time. Like the report calls per hour, is more effective for revising daily time range, or the range period of the campaign.

Although not classified as a real-time report, information is updated as completed calls in the system with which we can see results globally campaign effectiveness by comparing successful calls with abandoned calls.

This report can be downloaded as a CSV file, spreadsheet or PDF.

## Agent Information

The "Agent Information" report shows detailed information of each Agent, as the first and the last connection, the total time of the agent, call counts, among others.

The information in this report is useful to see the effectiveness of the agent, especially when they work on a contingency basis.

AGENT NAME		Agent 0	
<b>CONNECTION DATA</b>			
First Connection	2018-03-15 15:51:25		
Last Disconnection	2018-05-09 09:46:39		
Connection Time	14:44:29		
Connection Count	41		
<b>INCOMING CALLS</b>			
Incoming Calls Count	34 Call(s) (34 Monitored, 0 Unmonitored)		
Calls/h	2.31		
Incoming Calls Time	04:19:33		
Incoming Calls Average	00:07:38.0294 (Monitored only)		
<b>NOT-AVAILABLE REASON</b>			
Break	Count	Hour	Percentage of not-available time
Almuerzo	4	00:02:16	100.00 %

This report allows us to set a search criteria based on the following variables:

- Start Date: Starting date in the range you want to select
- End Date: End of range you want to select
- Queue: Allows sorting the report by queues.
- No. Agent: A required value, but what we enter the report throw an error.

This is an individual report and shows overall results of campaigns, so we select the queue you want to review.

We could say that this report is the resume of the agent.

This report can be downloaded as a CSV file, spreadsheet or PDF.


## Trunks used per hour

The "Trunks used per hour" report allows us to review the use of each trunk per hour for a specified date range.

Another important information is the amount of inbound, answered and abandon calls. Although some of the information collected will lead summations, allows real-time data review of calls that are queued or have been abandoned.

This report allows us to set a search criteria based on the following variables:

- Start Date: Starting date in the range you want to select
- End Date: End of range you want to select
- Trunk: Allows sorting the report by Trunk



### Report Trunks used per hour of the day

Hide Filter | Download | Page 1 of 1 (12 records)

Start date: 2018-01-01  
 End date: 2018-05-22  
 Trunk: (All) Show

Filter applied: Start Date = 2018-01-01, End Date = 2018-05-22

Time Period	Entered	Answered	Abandoned	In queue	Without monitoring
02:00:00 - 03:00:00	1	1	0	0	0
09:00:00 - 10:00:00	13	11	2	0	0
10:00:00 - 11:00:00	7	3	0	4	0
11:00:00 - 12:00:00	2	0	1	1	0
13:00:00 - 14:00:00	2	1	0	1	0
14:00:00 - 15:00:00	10	10	0	0	0
15:00:00 - 16:00:00	2	2	0	0	0
16:00:00 - 17:00:00	2	2	0	0	0
17:00:00 - 18:00:00	1	1	0	0	0
18:00:00 - 19:00:00	2	2	0	0	0
19:00:00 - 20:00:00	2	1	1	0	0
20:00:00 - 21:00:00	4	0	4	0	0
<b>TOTAL</b>	<b>48</b>	<b>34</b>	<b>8</b>	<b>6</b>	<b>0</b>

Time Period | Entered | Answered | Abandoned | In queue | Without monitoring

Page 1 of 1 (12 records)

It can be downloaded as a CSV file, spreadsheet or PDF.

# Chapter 9

## Monitoring




## Monitoring

Route: Dinomi Manage – Monitoring

### Incoming calls monitoring

The "Incoming calls monitoring" report is a real-time monitoring of incoming calls.

Here we can see the general state of the calls in a queue with a summary of total waiting, abandoned, answered, finished calls and without monitoring.



**Incoming calls monitoring**


Page 0 of 0 (1 records)

Queue	Waiting calls	Abandoned	Answered	Finished	Without monitoring	Entered
222 Cola1	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Agents Monitoring

"Agents Monitoring" is a real-time reporting that allows us to view the status of each agent.

The report will show all available queues and agents that belong to each.




**Agent Monitoring**

Queue	Number	Agent	Extension	Current status	Total calls	Total login time	Total talk time
222 Cola1	A001 (Agent/001)	Agent 0	-	⊘	0	00:00:00	00:00:00
	Karla (SIP/100)	KarlaSama	SIP/100	👤 00:00:33	0	00:18:47	00:00:00
<b>TOTAL</b>		<b>Agents: 2</b>			<b>0</b>	<b>00:18:47</b>	<b>00:00:00</b>
Queue	Number	Agent	Extension	Current status	Total calls	Total login time	Total talk time

### Campaign Monitoring

Basically a monitoring module in real time, allowing us to see the activity of a campaign.

The module has a header where you can select the campaign and the information is shown.


Campaign Monitoring

---

Campaign: (Incoming campaign) Campaign - Test

Start date:	2018-05-21	End date:	2018-05-31	Schedule:	08:32:00 - 17:00:00
Queue:	222	Retries:	N/A		
Total calls:	2	Queued calls:	0	Connected calls:	0
Lost track:	0	Abandoned calls:	0	Finished calls:	2
Average Call Duration:	00:02:41	Maximum Call Duration:	00:03:27		

Placing calls:				Agents:					
Status	Phone Number	Trunk	Since	Agent	Status	Phone Number	Trunk	Since	Actions
				A001	Logged out	-	-	-	
				Karla	Busy	0999542791	SIP/9989	19:11:21	

View campaign log:

Under the heading of monitoring have three panels:

- **Placing Calls:** (Left panel) shows all calls processed by the dialer are awaiting assignment to an agent. In the case of an incoming campaign will show the calls that are in queue, waiting to be served by an agent.
- **Agents:** (Right panel) Displays agents, static or dynamic, that are in the queue of the campaign. Indicates the status of the agent and the call is attending at the time.
- **View Campaign Log:** (Lower panel) shows a log of the actions being undertaken as the dialer places calls for attend campaign.

# Chapter 10

## Automatic IVR

## Automatic IVR

Route: Dinomi Manage – Automatic IVR

### IVR Audio Files

In this option the user will be able to personalize the audio files that will sound at the moment that the call is made.

### ACTION BAR

Audio Name	Source	Language	Audio Path	Format	Valid
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**New Audio:** Create an audio file.

**Delete:** Delete the selected audio.


To select an audio file, use the selection item on the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Test Audio:** Reproduce the selected audio file.

### CREATE AN AUDIO FILE

To create a new audio file, click on +New Audio



Audio Name	Source	Language	Audio Path	Format	Valid
<input type="radio"/> ATM	uploaded	en	custom/IVR CMS DIARIO	wav	YES
<input type="radio"/> Campaaha_test	uploaded	es	custom/IVR_Mesa_Ayuda_2	wav	YES
<input type="radio"/> PlanillaVence	uploaded	(global)	custom/planilla_vence	wav	YES
<input type="radio"/> SaldoPendiente	uploaded	(global)	custom/saldo_pendiente	wav	YES
<input type="radio"/> PuntosAutorizados	uploaded	(global)	custom/puntos_autorizados	wav	YES

There are two ways of uploading the audio files to be used in an automatic IVR:

- Upload the audio files previously recorded from an specific route of the computer from where the user is accessing the Elastix's web page.



**Audio Upload**

Audio Name: \*

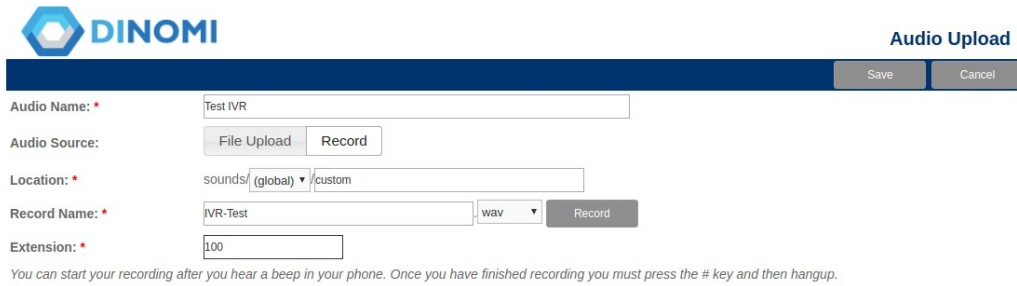
Audio Source:

Location: \* sounds/(global) /

File Upload: \*  No se eligió archivo

Recognized extensions: .mp3 .g726-16 .g726-24 .g726-32 .g726-40 .g723 .g723sf .siren7 .g729 .g719 .siren14 .vox .sln192 .sln96 .sln48 .sln44 .sln32 .sln24 .sln16 .sln12 .sln .raw .ilbc .gsm .WAV .wav49 .ogg .g722 .au .alaw .al .alw .pcm .ulaw .ul .mu .ulw .wav16 .wav

- To record the audio at the moment that the user log in into Elastix's web page.



Select in the field Audio Source, the Record option, in there the user in the extension option, must write the extension from where the audio will be recorded.

It is recommended that the name of the audio at the moment of creating the file does not have space as well as the format of the file should be "wav", this format compressed the file without losing quality and it helps to the size of the file.

## IVR Scripts

In this module the IVR will be design to be associated with the IVR Campaigns.

### ACTION BAR

Script Name	Description	Usage Count
Test IVR		

**Test IVR:** Reproduce the selected IVR and you must write the extension in which the IVR will be tested.

**New IVR:** Create an IVR.

**Delete:** Delete the selected IVR.

To select an audio file, use the selection item on the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

## Create an IVR Script

To create a new IVR, click on +New IVR



Script Name	Description	Usage Count
prueba	prueba	0
CNEL-RecordarPago	CNEL-RecordarPago	2

The screenshot shows the 'IVR designer' interface. At the top left is the DINOMI logo. On the right, there are 'Save' and 'Cancel' buttons. Below the header, there are two required fields: 'IVR Name' and 'Description'. Below these fields is a table with columns for 'Order', 'Step Label', 'Type', and 'Step Attributes'. A plus sign button is located at the end of the table header. A note below the table says 'Click on the plus button at the right to add steps to the IVR.'

Information to complete

**IVR Name:** Id IVR

**Description:** Brief review

To configure the IVR template click on (+)

This screenshot shows the 'IVR designer' interface with a step configured. The 'IVR Name' and 'Description' fields are filled. The table below has one row with 'Order' 1 and 'Step Label' 'Audio'. The 'Type' dropdown menu is open, showing options like 'Play audio file', 'Say integer value', etc. The 'Step Attributes' section is populated with the following values: 'Audio file: custom/IVR CMS DIARIC', 'Escape digits: 0123456789', 'Timeout for keypress (ms): 10000', 'Hangup on timeout: No Yes', 'Save input as: my\_var', 'Map keypress to value: No Yes', and 'Jump on keypress: No Yes'.

**Type:** It contain different information options.

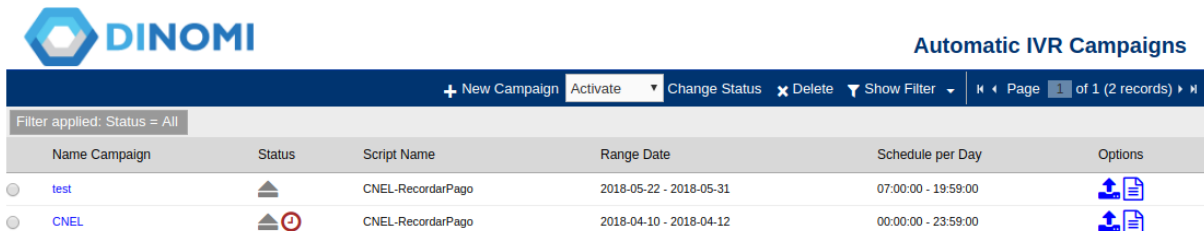
- Play Audio file: Play only one audio file.
- Say Integer Value: Play an integer value from the database or the value that is inserted in that field (Data source: "Literal value").
- Say a digit sequence: Play a digit sequence from the database or the value that is inserted in that field (Data source: "Literal value"). Ex: 2234
- Say a letter sequence: Play the word inserted in that field, letter by letter.
- Say a Date: Play the date that is inserted in that field (Data source: "Literal value") or can choose in the data source option "contact attribute", put the name of the column in which the data is found from the database. Ex: Date
- Say a monetary value: Play a monetary value in dolars. The value can be inserted in the field (Data source: "Literal value") or can choose in the data source option "contact attribute", put the name of the column in which the data is found from the database.
- Input a Single Keypress: Input only one key from the client, this can be used for inquests or for passing on the menu.

- Input a Key sequence: Input a sequence number from the client, the maximum number of digits must be defined, this can be used for asking for customer's information. Ex: Service Code: 55578792
- Save Channel expression: Save values on a telephony level of Asterisk.

Fields indicated with \* are mandatory

At the end select "Save" to save the IVR designed or "Cancel" to cancel it.

## IVR CAMPAIGNS



Name Campaign	Status	Script Name	Range Date	Schedule per Day	Options
test	▲	CNEL-RecordarPago	2018-05-22 - 2018-05-31	07:00:00 - 19:59:00	⬇️ 📄
CNEL	▲🚫	CNEL-RecordarPago	2018-04-10 - 2018-04-12	00:00:00 - 23:59:00	⬇️ 📄

### Listing Information

**Name:** Reference Campaign

**Status:** Active / Inactive / Finish

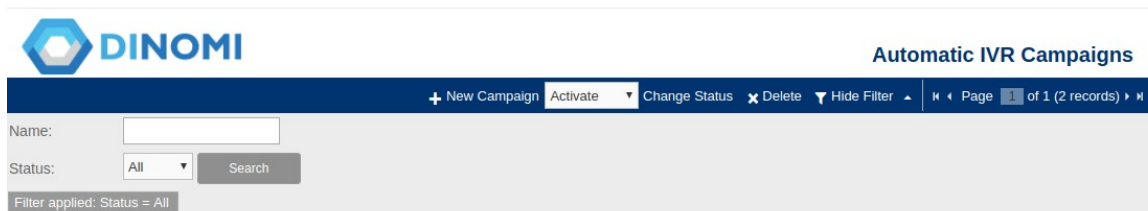
**Script Name:** Script selected for the campaign.

**Range Date, Schedule per Day:** Days and Hours of the campaign's execution.

**Retry:** Number of retries that the contact phone numbers were made.

**Options:** Actions on the campaign, CSV Data (all data is downloaded customer data and Associated forms CSV file), Load Contacts for the campaign (CSV file with customer information).

### ACTION BAR



Name:  
 Status:  Search  
 Filter applied: Status = All

**New Campaign:** Create a campaign.

**Change Status:** Changes the state of the campaign, Activate - Deactivate.

**Delete:** Delete the selected campaign.

To select a campaign, use the selection item on the left of the listing.

**Page Control:** Change page in the list, when there are many elements, the system displays information using pages to make viewing more efficient.

**Show Filter:** There are fields to filter the information to present.

To perform a custom search, complete the appropriate fields.

In gray the selected search filters is presented.

## Create IVR Campaigns

Name Campaign: \*

Range Date: \*

Schedule per Day: \*  :  Start time  
 :  End time

IVR Script:

[Manage IVR Scripts](#)

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Trunk: \*

[Manage Trunks](#)

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Outgoing context:  (Leave blank to use default outgoing context, usually from-internal)

Enable short call check:

Outgoing CallerID:  (Leave blank to use default CallerID set by trunk or dialplan.)  
BEWARE: telephony providers may ignore a CallerID other than the expected one or even refuse to connect the call.

Max. used channels: \*

Enable AMD: \*

Retries: \*

Channel Language: \*

Information to complete:

**Name:** Identifier of the campaign.

**Range Date:** Range of days in which the campaign is active.

**Schedule per Day:** Range of hours in which the campaign is active.

**IVR Script:** Script selected for the new campaign

**Trunk:** Telephony channel which outgoing calls are executed.

**Default Options - (By Dialplan):** The dialer dials using the default dialplan Elastix.

**Context:** The context that will use the campaign. If you do not have a specific context for the Call center management, always place them "from-internal".

**Max. channels used:** Maximum number of channels to be used, is limit simultaneous calls.

**Enable AMD:** Turn on the answering machine detection for the campaign

**Retries:** Number of retries to call customer's numbers, if the value 0 is placed only to called 1 time.

Channel Language: English, Spanish, etc.

Fields indicated with \* are mandatory

At the end select "Save" to save the data or "Cancel" to cancel it.