

ICTContact Admin Guide

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ICTContact Admin Guide

1. Introduction:

ICTContact is advance contact centre solution featuring progressing dialing multi tenant, unified communication and CRM business automation and integration supporting voice, sms, email, technologies suitable for contact centres enterprises/entrepreneurs and service providers. ICTContact offers smart WebRTC (Web Real-Time Communication) agent bases progressive dialing capabilities. It enables service provider to offer a wide range of contact centre services to their users. It can be scaled to support thousands of agents also it fits most of the inbound/outbound contact centre scenarios and business automation, it is simple reliable powerful and provides a user friendly web portal for effective and efficient communications management.

2. Requirements To Setup ICTContact:

- Server Specs:
- Quad Core 3GHZ
- Ram 4GB
- Hard Disk 200GB
-

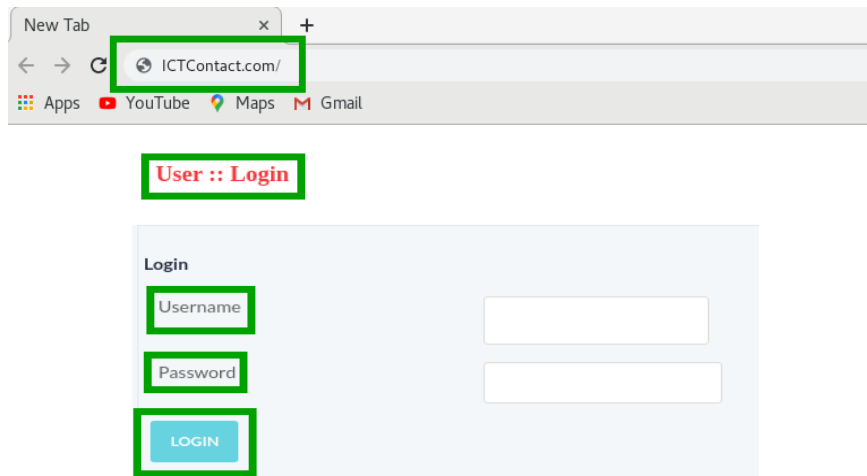
3. Operating System:

- CentOS 7.X

4. To Login As Admin:

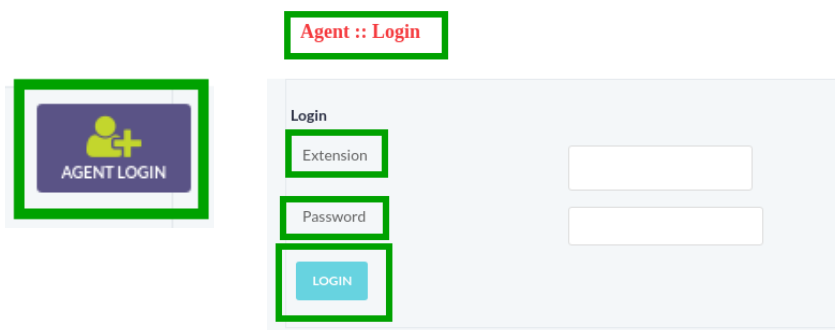
- **Configuration:**

1. Once it is installed, open your “Web browser”.
2. Enter “Domain Name” or “Ip address” as URL in address bar.
3. Login page will appear on screen with required field.
4. Enter “User-name”, “Password” in text boxes.
5. Click on “Login” button as shown below:

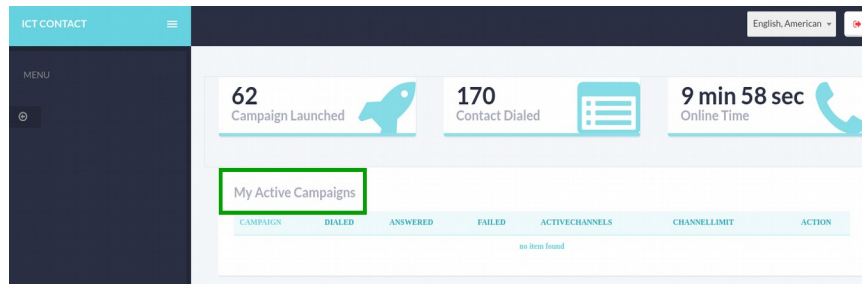


5. To Login As Agent:

1. Click on “Agent Login” button.
2. Enter “Extension” and “Password” in text boxes.
3. Click on “Login” button.

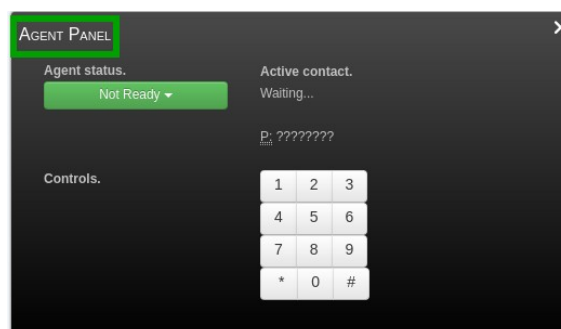


4. A window container will displayed on screen that contain list of active campaigns as shown below:



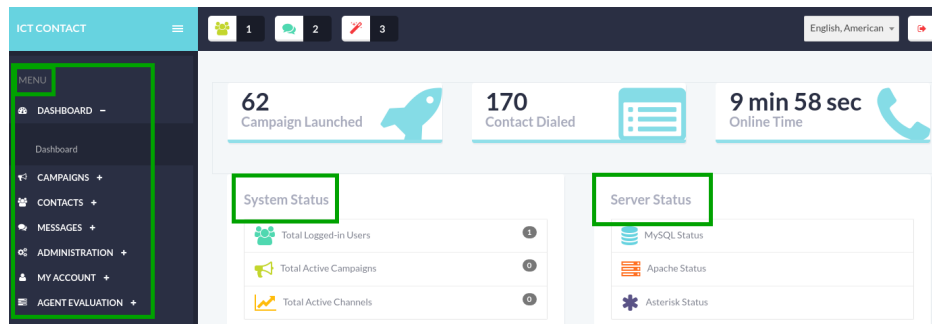
5. Agent Panel is available on page to manage activity of agents.

- To make call
- To Receive call
- To transfer Call
- Inbound & Outbound call
- To Check online & Offline contact Status etc.



6. Admin Panel:

1. Main page will appear on screen that displayed “Main Menu” vertically on left side and “System & Server Status” on right of the page as shown below:



2. Scroll down the page that displayed campaigns status and details such as:

My Active Campaigns

CAMPAIGN	DIALED	ANSWERED	FAILED	ACTIVECHANNELS	CHANNELLIMIT	ACTION
----------	--------	----------	--------	----------------	--------------	--------

All Active Campaigns

CAMPAIGN	OWNER	DIALED	ANSWERED	FAILED	ACTIVECHANNELS	ACTION
----------	-------	--------	----------	--------	----------------	--------

Logged-in Users

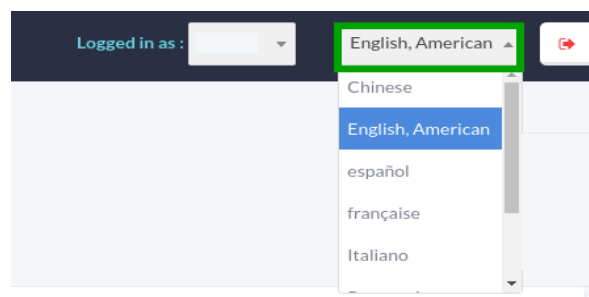
USER	CREDIT	ACTIVECHANNEL	CHANNELLIMIT
------	--------	---------------	--------------

Node Statistics

NODE	ACTIVE CHANNELS	CPU USAGE %	MEMORY USAGE %	HARD DISK USAGE %
------	-----------------	-------------	----------------	-------------------

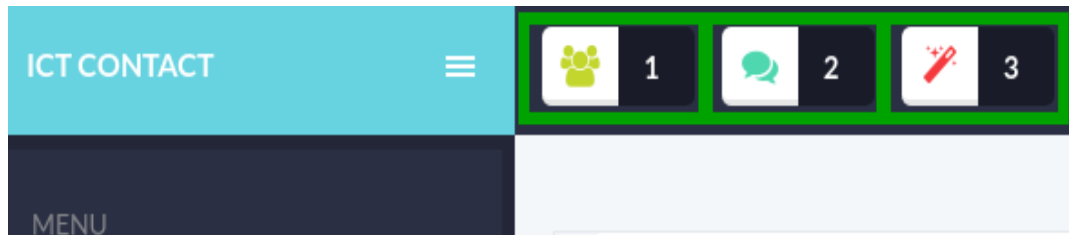
3. On top of main page following button are available, on top of the page.

4. Click the “Drop-Down” button, a list will appear you can select language that is suitable for you .



5. On left side of page you can directly access the specified options by clicking the buttons such as:

- Create Contact Group
- Upload Voice Recording
- Launch New Campaign



7. Create Contact Group:

- **Contact Group:: Add:**

1. Click on “Create Contact Group” button, a window form will appear on screen that contains required fields to add new contact group such as:

- **Group Description:**

- **Title:** Write title of “Contact Group” in text box.
- **Description:** Write description of “Contact Group” in text box.

- **Import Contacts(Optional):**

- **Type of Source:**

1. To select source, click on drop-down button, a list of multiple options will appear on page.

2. Select “Contact Without Import” to continue without any source.

The screenshot shows a top navigation bar with three icons and numbers: 1 (group of people), 2 (chat bubble), and 3 (pencil). Below the bar, a red box highlights the text "1: Create contact group" and "Contact Group :: Add". The main form area has three sections: "Group Description" with "Title" and "Description" fields; "Import Contacts (Optional)" with a "Type of Source" dropdown menu; and a list of options: "[continue without import]", "[continue without import]" (highlighted in blue), "Upload new contact via file", and "Copy Contacts from existing Groups".

3. Select “Upload New Contact via file” from list, a command button will appear to upload a file.

4. Click on “Choose File” command button, a dialog box will appear on screen to select document.

5. Navigate to the location of file on your computer.

6. Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:

The first screenshot shows the "Import Contacts (Optional)" section with "Type of Source" set to "Upload Contact's File" and "Example File" set to "Example File". The "Upload new contact via file" dropdown is open, showing the same options as the previous screenshot, with "Upload new contact via file" highlighted in blue.

The second screenshot shows the "Choose File" button next to "Example File" and a file selection dialog box. The dialog box shows the "Documents" folder and a file named "Contact Sample.csv" selected. The "Open File" button is highlighted in green.

The third screenshot shows the "Import Contacts (Optional)" section with "Type of Source" set to "Upload Contact's File" and "Example File" set to "Example File". The "Upload new contact via file" dropdown is open, showing the same options as the previous screenshot, with "Upload new contact via file" highlighted in blue. The "Choose File" button is highlighted in green, and the text "file chosen" is displayed next to it. The file "contact_sample.csv" is listed below the dropdown.

7. Select “Copy Contacts from existing Group” from list.
8. To select “Source Group” a pick list will appear on page containing all existing.
9. You can select contacts from existing groups as shown below:

The top screenshot shows the 'Import Contacts (Optional)' form. The 'Type of Source' dropdown menu is open, showing options: 'Upload new contact via file', '[continue without import]', 'Upload new contact via file', and 'Copy Contacts from existing Groups'. The 'Copy Contacts from existing Groups' option is highlighted with a green box.

The bottom screenshot shows the same form with 'Copy Contacts from existing Groups' selected in the 'Type of Source' dropdown. A 'Source Groups' pick list is shown, with 'Copy Contacts from existing Groups' selected. Below the pick list, there are two columns: 'Available' (Showing all 11) and 'Selected' (Showing all 3). Each column has a 'Filter' input and a list of contacts. The 'Available' list has a right-pointing arrow, and the 'Selected' list has a left-pointing arrow. The 'Available' and 'Selected' headers and the pick list are highlighted with green boxes.

10. Click on “Save” button to save the settings.
11. Click on “Arrow” button to reset the settings.
12. Click on “Cancel” button to discard changes as shown below:



8. To Upload Voice Recording:

- **Recording :: Add:**

1. Click on “Upload Voice Recording” button, a window form will appear on screen that contain required fields, fill the specified fields as such as:

- **Recording:**

- **Recording Name:** Write the “Recording Name” in the text box.
- **Description:** Write the description of recording in the text box.

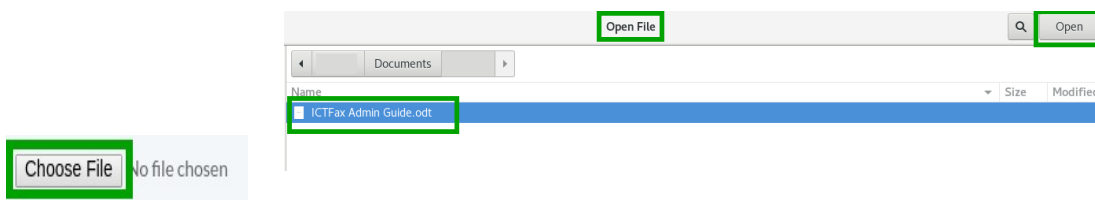
- **Message Recording:**

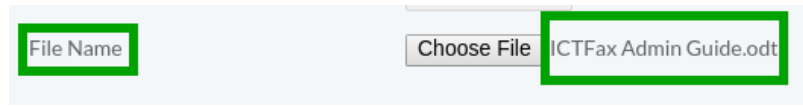
- **Recording Source:**

1. Click the “Drop-Down” button to select recording source, a list appear on screen that contains couple of options.
2. Select “Recording File” from list, a command button will appear on page to upload a file.

The screenshot shows a top navigation bar with three icons labeled 1, 2, and 3. Icon 2 is highlighted with a green box. Below it, a tooltip says "2: Upload voice recording". A red text label "Recording :: Add" is also highlighted with a green box. The main form has two sections: "Recording" and "Message Recording". In the "Recording" section, the "Recording Name" and "Description" text boxes are highlighted with green boxes. In the "Message Recording" section, the "Recording Source" dropdown menu is highlighted with a green box, and its arrow button is also highlighted. Below the dropdown, a "Choose File" button is highlighted with a green box, and the text "No file chosen" is visible next to it.

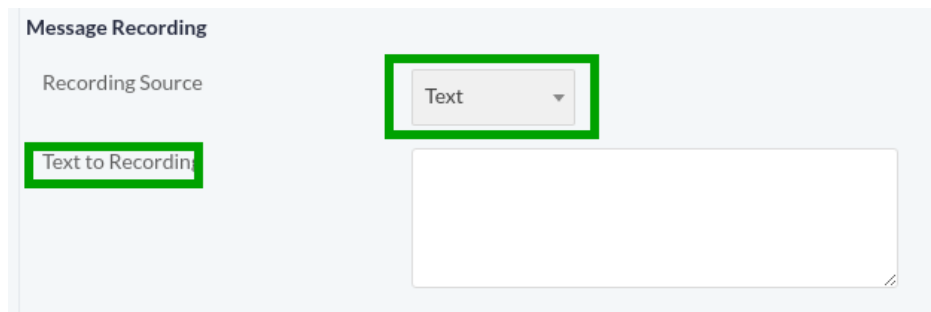
3. Click on “Choose File” command button, a dialog box will appear on screen to select document.
4. Navigate to the location of file on your computer.
5. Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:





File Name Choose File ICTFax Admin Guide.odt

6. Select “Text” option from list, a “Text to Recording” text container will appear on page as shown below:



Message Recording

Recording Source

Text

Text to Recording

7. Click on “Save” button to save the settings.
8. Click on “Arrow” button to reset the settings.
9. Click on “Cancel” button to discard changes as shown below:



SAVE RESET CANCEL

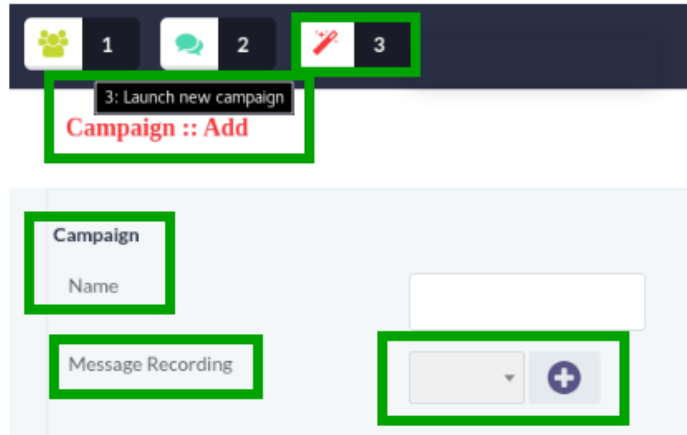
9. Launch New Campaign:

- **Campaign :: Add:**

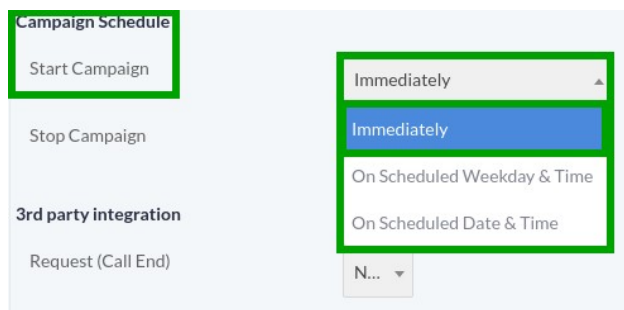
1. Click on “Launch New Campaign” button, a window form will appear on screen that contain required fields, fill the specified fields such as:

- **Campaign:**

- **Name:** Write the “Name of Campaign” in the text box.
- **Message recording:** Click the “Plus” icon to record your message as shown:



- **Campaign Schedule:**
 - **To Start Campaign:**
Click on “Drop-Down” button, a list will appear that contain multiple options.
 - **Immediately:**
To start campaign immediately, select “Immediately” from list.



- **Scheduled and Weekdays:**
 1. To start campaign on “Weekdays”.
 2. Select “On scheduled Weekdays and time” from list.
 3. Following check box will appear on page, by click “Check Boxes” you can specify the days and set the time from pick list to start campaign as shown below:

Campaign Schedule

Start Campaign

Stop Campaign

3rd party integration

Request (Call End)

Immediately

On Scheduled Weekday & Time

On Scheduled Date & Time

N...

Campaign Schedule

Start Campaign

On Scheduled Weekday & Time

At

08 05

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

- **Scheduled and Date:**

1. To start campaign based on “Date and Time”, select “On Scheduled Date and Time” from list.
2. Click on “Time and Date Picker” box, a calendar pop-up will appear on screen.
3. Select date from calendar pop-up and set the “Time” from pick list as shown below:

Campaign Schedule

Start Campaign

On Scheduled Weekday & Time

Immediately

On Scheduled Weekday & Time

On Scheduled Date & Time

Campaign Schedule

Start Campaign

On Scheduled Date & Time

Date

9-3-2020

At

08 05

- **Stop Campaign:**

1. Click on “Drop-Down” button, a list appear that contains following options:
2. Select “On Completion” from list to stop campaign.

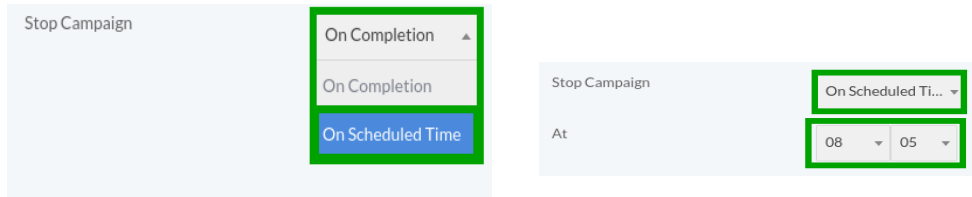
Stop Campaign

On Completion

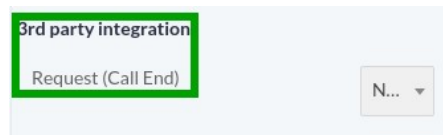
On Completion

On Scheduled Time

3. To stop campaign on scheduled based.
4. Click on pick list to set the “Time” to stop campaign.



- **3rd Party integration:**
 1. Request (Call End):
 2. Select “None” as shown below:

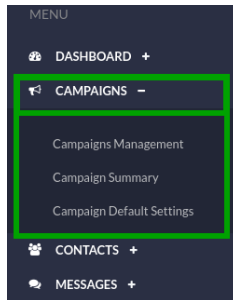


3. Click on “Save” button to save the settings.
4. Click on “Arrow” button to reset the settings.
5. Click on “Cancel” button to discard changes as shown below:



10. Campaigns:

1. Click on “Campaign” menu button from main menu, list of sub menus will appear on screen such as:
 - Campaigns Management
 - Campaign Summary
 - Campaign Default Settings



Campaigns Management:

1. Click on “Campaign Management” menu button, a window container will appear that contains list of completed campaigns and details as shown below:

The screenshot shows a window titled 'Campaign :: List' in red text. On the left is a dark sidebar menu with 'CAMPAIGNS -' expanded, and 'Campaigns Management', 'Campaign Summary', and 'Campaign Default Settings' highlighted with a green box. The main content area is titled 'List of Campaigns' in green. It features a table with columns: #, CAMPAIGN NAME, TYPE, PROGRESS, STATUS, OPERATIONS, and REPORTS. The first row shows a campaign with ID 62, name 'API-campaign-5e53cb7a', type 'SMS', progress '100%', and status 'Completed'. The OPERATIONS column has a button '[EDIT AS NEW]' with a green pencil icon. The REPORTS column has a button '[RESULTS]' with a checkmark icon. At the top right of the table are two buttons: 'ADD NEW' (blue with a plus icon) and 'REFRESH' (blue with a circular arrow icon).

2. You can update the information of campaign.
3. Click on “Edit” button, a window form will appear on screen that contains required fields, fill the specified fields such as:

The screenshot shows a window titled 'Campaign :: Add' in red text. On the left is a dark sidebar menu with 'CAMPAIGNS -' expanded, and 'Campaigns Management', 'Campaign Summary', and 'Campaign Default Settings' highlighted with a green box. The main content area is titled 'List of Campaigns' in green. It features a form with the following fields: 'Name' (text input with value 'API-campaign-5e53cb7a'), 'Campaign Mode' (dropdown menu with value 'Broadcast'), 'Contact Group' (dropdown menu with value 'Test121as'), 'Repeat Contacts' (text input with value '1'), 'Delay' (dropdown menu with value '[No Delay]'), 'Caller ID Type' (dropdown menu with value '[custom]'), 'Caller ID' (text input with value '1111111111'), and 'Caller Name' (text input). At the top right of the form are two buttons: 'ADD NEW' (blue with a plus icon) and 'REFRESH' (blue with a circular arrow icon).

- **Campaign:**

- **Name:** Write the campaign name in the text box.
- **Campaign Mode:** Click on “Drop-Down” button, list of campaign modes will appear on page such as:
- **Inbound:** In this mode ICTContact will receive incoming calls on published did numbers and will play Interactive Voice Response (IVR) and connect to available agents for further communications.
- **Outbound:** In this mode ICTContact will automatically dial numbers from contact list and on answer, the said call will be connected to available agent for further communication
- **Dynamic:** In this mode ICTContact will remain in listening mode and wherever a third party application request a call to a contact using rest API,s, ICTContact will dial said contact automatically and will connect to available agent.



The image shows a form for configuring a campaign. It has a light blue background. On the left side, there are three labels: 'Campaign', 'Campaign Mode', and 'DID Number'. Each label is inside a green rectangular box. To the right of these labels are input fields. The 'Campaign' label is above a text input field. The 'Campaign Mode' label is above a dropdown menu that currently shows 'Inbound' with a downward arrow. The 'DID Number' label is above a text input field. The entire form is enclosed in a light blue border.

- **Campaign Contacts:**

- **Contact Group:** Click on “Drop-Down” button to select contact group that being user in campaign as shown:
- **Repeat Contacts:** You can set repetition time to run campaign by writing in the text box.

- **Delay:** Click on “Drop-Down” button to set retry clock time to send message to any contact:

- **Caller ID:**

- **Caller ID Type:**

1. Click on “Drop-Down” button, a list appear on screen that contain following options to enter “Caller ID” type from list to use with outgoing calls such as:

- User Caller ID
- Anonymous Caller ID
- Custom
- Random Caller List
- Sequential Caller ID list

- **Caller ID:** Enter “Caller ID” in the text box.
- **Caller Name:** Write the name of “Caller” in the text box.

- **General Options:**

- **Dialogue/Script:** Click on “Drop-Down” button, to choose the script.
- **Contact URL:** Enter contact URL in the text box.

- **Agent/Operator Extension:**

1. Click on “Drop-Down” button, a list will appear on page that contain following options to select extension on which calls will be placed as shown below:
2. The extension may be forwarded to agents or external call center or any IVR system for further handling of call.

- **Action on Answering Machine Detection (AMD):**

- Click on “Drop-Down” button, a list will appear on page that contain following options such as:
 - **Disabled:** When disabled is selected it ignores answering machine.
 - **Hangup:** When hangup is selected, it detects AMD if found then hang up the call otherwise continue normally.
 - **Leave Message:** When leave message is selected, it detects AMD if found then play a different message and hangup, it has another field for message recorded for answering machine.

The screenshot shows a configuration form with the following elements highlighted by green boxes:

- General Options** (Section Header)
- Dialogue / Script** (Text field)
- Contact URL** (Text field)
- Agent / Operator Extension** (Text field)
- Action on AMD** (Text field)
- A dropdown menu next to the **Dialogue / Script** field.
- A dropdown menu next to the **Action on AMD** field.
- A dropdown menu next to the **Agent / Operator Extension** field.

The text fields contain the following values:

- Dialogue / Script:** (Empty)
- Contact URL:** <https://ihhcrm.com/suite>
- Agent / Operator Extension:** Agent_2 (Agent: 100...)
- Action on AMD:** [Disabled]

- **Setting:**

- **Max Concurrent Channels:**

- Write maximum number of concurrent channels in the text box that said campaign will support”

- **Max Retires:**

- Click on “Drop-Down”, a list will appear that contains numbers.
- Select a number from list to maximum number of retries to contact the said contact.

- **Maximum Call Duration:**

- Set maximum allowed duration for each call in the text box, after the duration call will be disconnect automatically. If user is not sure about duration of call let it be max number so that it does not effect cal conversation.

The screenshot shows a 'Settings' panel with four configuration items, each with a label and a corresponding input field:

- Max. Concurrent Channels:** Input field contains the value '2'.
- Max. Retries:** Input field is a dropdown menu currently showing '[Disabl...]'.
- Max. Call Duration in seconds:** Input field contains the value '600'.
- Max. ring time in seconds:** Input field contains the value '45'.

- **Campaign Schedule:**

- **To Start Campaign:** Click on “Drop-Down” button, a list will appear that contain multiple options.
- **Immediately:** To start campaign immediately, select “Immediately” from list.

The screenshot shows the 'Campaign Schedule' panel. The 'Start Campaign' dropdown menu is open, displaying the following options:

- Immediately (highlighted in blue)
- On Scheduled Weekday & Time
- On Scheduled Date & Time

Other visible options in the panel include 'Stop Campaign', '3rd party integration', and 'Request (Call End)'.

- **Scheduled and Weekdays:**

1. To start campaign on “Weekdays”, select “On scheduled Weekdays and time” from list.
2. Following check box will appear on page, by click “Check Boxes” you can specify the days and set the time from pick list to start campaign as shown below:

The image contains two screenshots of the 'Campaign Schedule' panel illustrating the configuration for a scheduled campaign.

Left Screenshot: The 'Start Campaign' dropdown menu is open, and the option 'On Scheduled Weekday & Time' is selected and highlighted in blue.

Right Screenshot: The 'Start Campaign' dropdown menu is closed. The 'On Scheduled Weekday & Time' option is selected. Below the dropdown, there is a row of checkboxes for the days of the week: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The checkboxes for Monday, Tuesday, Wednesday, and Thursday are checked. Below the checkboxes, there is a time picker set to 08:05.

- **Scheduled and Date:**

1. To start campaign based on “Date and Time”, select “On Scheduled Date and Time” from list.
2. Click on “Time and Date Picker” box, a calendar pop-up will appear on screen.
3. Select date from calendar pop-up and set the “Time” from pick list as shown below:

The image shows two screenshots of the 'Campaign Schedule' interface. The left screenshot shows the 'Start Campaign' button and a dropdown menu with 'On Scheduled Date & Time' selected. The right screenshot shows the 'Date' and 'At' fields with the date '9-3-2020' and time '08:05' selected.

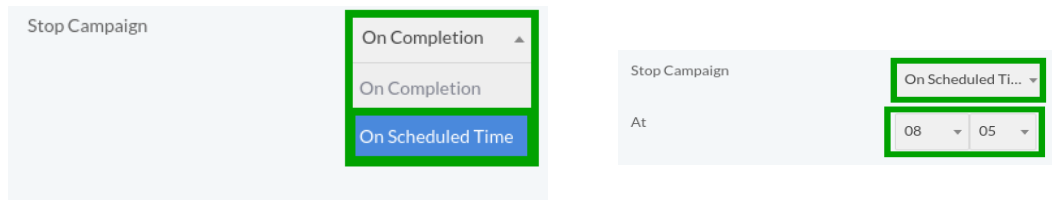
- **Stop Campaign:**

1. Click on “Drop-Down” button, a list appear that contains following options:
2. Select “On Completion” from list to stop campaign.

The image shows a screenshot of the 'Stop Campaign' interface. It features a dropdown menu with three options: 'On Completion', 'On Completion', and 'On Scheduled Time'. The 'On Completion' option is selected and highlighted in blue.

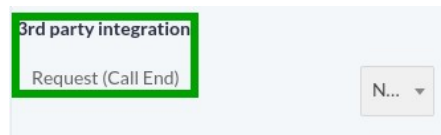
- **To stop campaign on scheduled based:**

1. Click on pick list to set the “Time” to stop campaign.



- **3rd Part integration:**
- **Request (Call End):**

Select “None” as shown below:



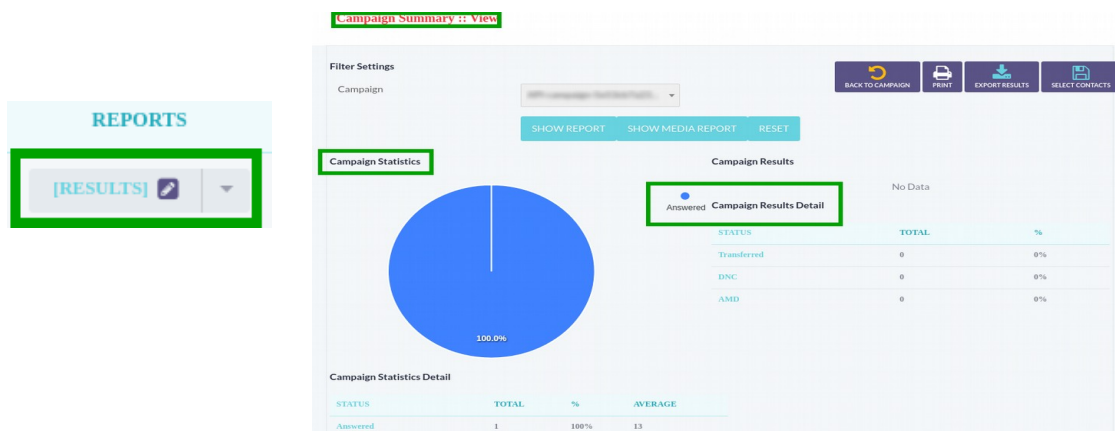
- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- **To View Campaign Summary:**

1. Click on “Pencil” button to view campaign results, a window container will open on screen that displayed how many calls answered and how many calls were failed then you should see campaign summary as shown below:

- Filter Settings:
- Campaign Statistics:
- Campaign Results Detail:
- Campaign Statistics Detail:



- **Filer Setting:**

1. Click on “Drop-Down” button, a list will appear on page, following campaign names are categorized in the list.
2. Select campaign from list.
3. Click on “Show Report” button, selected campaign detail and result table will be shown on page:

Filter Settings
Campaign

Campaign Statistics

Campaign Statistics Detail

STATUS	TOTAL	%	AVERAGE
Answered	1	100%	13
Failed	0	0%	0
Busy	0	0%	0
No Answer	0	0%	0

SHOW REPORT **SHOW MEDIA REPORT**

To Check Media Report:

1. Click on “Show Media Report” button, a window form will appear on screen with required number, fill the specified fields.
2. Click on “Filter Calls” button as shown below:
3. Click on “Reset” button to reset the detail on page:

Campaign Report :: View

SHOW REPORT
SHOW MEDIA REPORT

DATE / TIME	FIRST NAME	LAST
<div>Filter Settings</div> <div> Name <input type="text"/> </div> <div> Phone <input type="text"/> </div> <div> FILTER CALLS RESET </div>		

- Move the cursor on top right side of the page, click on “Export” button to export current report in comma-separated values (CSV).
- Click on “Back Arrow” button to go back to campaign summary.



- Click on “Select Contacts”, a window form will appear on screen with required fields such as:

- Contact Destination:**

- Action:**

- Click on “Drop-Down” button to select contact destination, a list of multiple option will appear on page such as:
- Copy Selected Contact into New Group
- Create New Campaign Using Selected Contact
- Mark Select Contact as Pending (Retry in Same Campaign)

Campaign Report :: Save Contacts

BACK TO CAMPAIGN
PRINT
EXPORT RESULTS
SELECT CONTACTS

Contact destination
Action

Contact Group Information
Title
Description

Copy selected contact into new group
Copy selected contact into new group
Create new campaign using selected contact
Mark selected contact as pending (retry in same campaign)

- Click on “Delete” button to discard changes and show campaign summary.



- Click on “Export” button to export campaign report.
- Click on “Print” button to print report summary.
- Click on “Back To Campaign” button to go to the campaign list.



Add New Campaign:

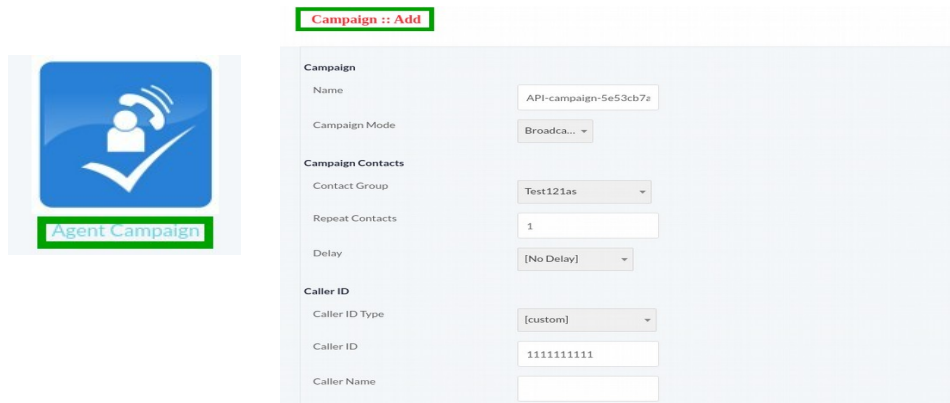
- Move the cursor on top right side of the page.
- Click on “Add New” button, a window container will open on screen that displayed following options to select the type of campaign such as:

- Voice Broadcasting:**
 - Agent Campaign
 - Message Campaign
- Fax SMS, Email and Video Broadcasting:**
 - SMS Campaign
 - Email Campaign



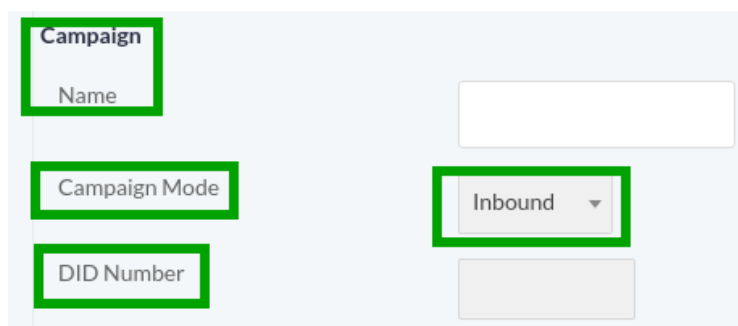
Agent Campaign:

Click on “Agent Campaign” button to create agent operated campaign, a window form will appear on screen that contains required fields, fill the specified fields such as:



The screenshot shows a web interface for creating an agent campaign. On the left is a blue button with a white icon of a person and a checkmark, labeled "Agent Campaign". To its right is a form titled "Campaign :: Add". The form contains several sections: "Campaign" with fields for Name (API-campaign-5e53cb7e) and Campaign Mode (Broadcast...); "Campaign Contacts" with fields for Contact Group (Test121as), Repeat Contacts (1), and Delay ([No Delay]); and "Caller ID" with fields for Caller ID Type ([custom]), Caller ID (1111111111), and Caller Name.

- **Campaign:**
 - **Name:** Write the campaign name in the text box.
 - **Campaign Mode:** Click on “Drop-Down” button, list of campaign modes will appear on page such as:
 - **Inbound:** In this mode ICTContact will receive incoming calls on published did numbers and will play Interactive Voice Response (IVR) and connect to available agents for further communications.
 - **Outbound:** In this mode ICTContact will automatically dial numbers from contact list and on answer, the said call will be connected to available agent for further communication
 - **Dynamic:** In this mode ICTContact will remain in listening mode and wherever a third party application request a call to a contact using rest API,s, ICTContact will dial said contact automatically and will connect to available agent.



This close-up view of the form highlights four specific fields: the "Campaign" title, the "Name" text box, the "Campaign Mode" dropdown menu which currently shows "Inbound", and the "DID Number" text box.

- **Campaign Contacts:**

- **Contact Group:** Click on “Drop-Down” button to select contact group that being user in campaign as shown:
- **Repeat Contacts:** You can set repetition time to run campaign by writing in the text box.
- **Delay:** Click on “Drop-Down” button to set retry clock time to send message to any contact:

The image shows a configuration form for 'Campaign Contacts'. It consists of four rows, each with a label on the left and an input field on the right. The labels are 'Campaign Contacts', 'Contact Group', 'Repeat Contacts', and 'Delay'. The input fields are: a dropdown menu for 'Contact Group' showing 'Test121as', a text box for 'Repeat Contacts' containing '1', and a dropdown menu for 'Delay' showing '[No Delay]'. All four input fields are highlighted with green boxes.

- **Caller ID:**

- **Caller ID Type:**

Click on “Drop-Down” button, a list appear on screen that contain following options to enter “Caller ID” type from list to use with outgoing calls such as:

- User Caller ID
- Anonymous Caller ID
- Custom
- Random Caller List
- Sequential Caller ID list

- **Caller ID:** Enter “Caller ID” in the text box.
- **Caller Name:** Write the name of “Caller” in the text box.

Caller ID

Caller ID Type [custom]

Caller ID 1111111111

Caller Name

- **General Options:**

- **Dialogue/Script:** Click on “Drop-Down” button, to choose the script.
- **Contact URL:** Enter contact URL in the text box.
- **Agent/Operator Extension:**

1. Click on “Drop-Down” button, a list will appear on page that contain following options to select extension on which calls will be placed as shown below:

2. The extension may be forwarded to agents or external call center or any IVR system for further handling of call.

- **Action on Answering Machine Detection (AMD):**

1. Click on “Drop-Down” button, a list will appear on page that contain following options such as:

- **Disabled:** When disabled is selected it ignores answering machine.
- **Hangup:** When hangup is selected, it detects AMD if found then hang up the call otherwise continue normally.
- **Leave Message:** When leave message is selected, it detects AMD if found then play a different message and hangup, it has another field message recorded for answering machine.

General Options

Dialogue / Script

Contact URL https://ihhcrm.com/suite

Agent / Operator Extension Agent_2 (Agent: 100...

Action on AMD [Disabled]

- **Setting:**

- **Max Concurrent Channels:** Write maximum number of concurrent channels in the text box that said campaign will support”.
- **Max Retires:** Click on “Drop-Down”, a list will appear that contains numbers, select a number from list to maximum number of retries to contact the said contact.
- **Maximum Call Duration:** Set maximum allowed duration for each call in the text box, after the duration call will be disconnect automatically. If user is not sure about duration of call let it be max number so that it does not effect cal conversation.

The screenshot shows a 'Settings' panel with four configuration items. Each item's label is enclosed in a green box. To the right of each label is an input field. The 'Max. Retires' field is a dropdown menu, and its dropdown arrow is also highlighted with a green box.

Setting Label	Value
Max. Concurrent Channels	2
Max. Retires	[Disabl... ▼]
Max. Call Duration in seconds	600
Max. ring time in seconds	45

- **Campaign Schedule:**

- **To Start Campaign:** Click on “Drop-Down” button, a list will appear that contain multiple options.
- **Immediately:** To start campaign immediately, select “Immediately” from list.

The screenshot shows a 'Campaign Schedule' panel. The 'Start Campaign' button is highlighted with a green box. To its right, a dropdown menu is open, showing four options: 'Immediately' (selected and highlighted in blue), 'Immediately', 'On Scheduled Weekday & Time', and 'On Scheduled Date & Time'. The entire dropdown menu area is enclosed in a green box.

Option
Immediately
Immediately
On Scheduled Weekday & Time
On Scheduled Date & Time

- **Scheduled and Weekdays:**

1. To start campaign on “Weekdays”, select “On scheduled Weekdays and time” from list.
2. Following check box will appear on page, by click “Check Boxes” you can specify the days and set the time from pick list to start campaign as shown below:

The left screenshot shows the 'Campaign Schedule' section with a 'Start Campaign' button highlighted. Below it is a dropdown menu with 'On Scheduled Weekday & Time' selected. The right screenshot shows the same section with the 'Start Campaign' button highlighted, the dropdown menu set to 'On Scheduled Weekday & Time', and a row of checkboxes for days of the week (Sunday to Saturday) with Monday through Friday checked. Below the checkboxes is a time picker set to 08:05.

- **Scheduled and Date:**

1. To start campaign based on “Date and Time”, select “On Scheduled Date and Time” from list.
2. Click on “Time and Date Picker” box, a calendar pop-up will appear on screen.
3. Select date from calendar pop-up and set the “Time” from pick list as shown below:

The left screenshot shows the 'Campaign Schedule' section with a 'Start Campaign' button highlighted. Below it is a dropdown menu with 'On Scheduled Date & Time' selected. The right screenshot shows the same section with the 'Start Campaign' button highlighted, the dropdown menu set to 'On Scheduled Date & Time', a date picker set to 9-3-2020, and a time picker set to 08:05.

- **Stop Campaign:**

1. Click on “Drop-Down” button, a list appear that contains following options:
- 2 Select “On Completion” from list to stop campaign.

The screenshot shows the 'Stop Campaign' section with a dropdown menu. The dropdown menu is open, showing three options: 'On Completion' (selected), 'On Completion', and 'On Scheduled Time'.

3. To stop campaign on scheduled based.
4. Click on pick list to set the “Time” to stop campaign.

The left screenshot shows the 'Stop Campaign' section with a dropdown menu. The menu is open, showing 'On Completion' as the selected option and 'On Scheduled Time' as the highlighted option. The right screenshot shows the 'Stop Campaign' section with 'On Scheduled Time' selected. Below this, there is a time picker set to 08:05.

- **3rd Part integration:**
 - Request (Call End):

Select “None” as shown below:

The screenshot shows the '3rd party integration' section. The 'Request (Call End)' dropdown is highlighted. To its right, there is a dropdown menu with 'None' selected.

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

The screenshot shows the bottom of the form with three buttons: 'SAVE', 'RESET', and 'CANCEL'. The 'SAVE' button is highlighted.

Message Campaign:

- 1. Click on “Message Campaign” button to create a simple message campaign, a window form will appear on screen that contains required fields, fill the specified fields such as:



Campaign :: Add

Campaign	
Name	API-campaign-5e53cb7e
Campaign Mode	Broadca... ▼
Campaign Contacts	
Contact Group	Test121as ▼
Repeat Contacts	1
Delay	[No Delay] ▼
Caller ID	
Caller ID Type	[custom] ▼
Caller ID	1111111111
Caller Name	

- Campaign:**
 - Name:** Write the campaign name in the text box.
 - Campaign Mode:** Click on “Drop-Down” button, list of campaign modes will appear on page such as:
 - Inbound:** In this mode ICTContact will receive incoming calls on published did numbers and will play Interactive Voice Response (IVR) and connect to available agents for further communications.
 - Outbound:** In this mode ICTContact will automatically dial numbers from contact list and on answer, the said call will be connected to available agent for further communication
 - Dynamic:** In this mode ICTContact will remain in listening mode and wherever a third party application request a call to a contact using rest API,s, ICTContact will dial said contact automatically and will connect to available agent.

Campaign

Name

Campaign Mode

DID Number

Inbound

- **Campaign Contacts:**

- **Contact Group:** Click on “Drop-Down” button to select contact group that being user in campaign as shown:
- **Repeat Contacts:** You can set repetition time to run campaign by writing in the text box.
- **Delay:** Click on “Drop-Down” button to set retry clock time to send message to any contact:

Campaign Contacts

Contact Group

Repeat Contacts

Delay

Test121as

1

[No Delay]

- **Caller ID:**

- **Caller ID Type:** Click on “Drop-Down” button, a list appear on screen that contain following options to enter “Caller ID” type from list to use with outgoing calls such as:

- User Caller ID
- Anonymous Caller ID
- Custom
- Random Caller List
- Sequential Caller ID list

- **Caller ID:** Enter “Caller ID” in the text box.

- **Caller Name:** Write the name of “Caller” in the text box.

- **General Options:**
 - **Introductory Message:** Click on “Drop-Down” button, select “Disable from list.”
 - **Action on DNC:** Click on “Drop-Down” button, select “Disable” from list.

- **Action on Answering Machine Detection (AMD):**

1. Click on “Drop-Down” button, a list will appear on page that contain following options such as:

- **Disabled:** When disabled is selected it ignores answering machine.
- **Hangup:** When hangup is selected, it detects AMD if found then hang up the call otherwise continue normally.
- **Leave Message:** When leave message is selected, it detects AMD if found then play a different message and hangup, it has another field for message recorded for answering machine.

- **Setting:**

- **Max Concurrent Channels:** Write maximum number of concurrent channels in the text box that said campaign will support”.
- **Max Retires:** Click on “Drop-Down”, a list will appear that contains numbers, select a number from list to maximum number of retries contact the said contact.
- **Maximum Call Duration:** Set maximum allowed duration for each call in the text box, after the duration call will be disconnect automatically. If user is not sure about duration of call let it be max number so that it does not effect call conversation.

Settings

Max. Concurrent Channels: 2

Max. Retries: [Disab...]

Max. Call Duration in seconds: 600

Max. ring time in seconds: 45

- **Campaign Schedule:**

- **To Start Campaign:** Click on “Drop-Down” button, a list will appear that contain multiple options.
- **Immediately:** To start campaign immediately, select “Immediately” from list.

Campaign Schedule

Start Campaign

Stop Campaign

3rd party integration

Request (Call End)

Immediately

Immediately

On Scheduled Weekday & Time

On Scheduled Date & Time

N... ▼

- **Scheduled and Weekdays:**

- To start campaign on “Weekdays”, select “On scheduled Weekdays and time” from list.

- Following check box will appear on page, by click “Check Boxes” you can specify the days and set the time from pick list to start campaign as shown below:

The left screenshot shows the 'Campaign Schedule' section with a 'Start Campaign' button and a dropdown menu. The dropdown menu has four options: 'Immediately', 'Immediately', 'On Scheduled Weekday & Time' (highlighted in blue), and 'On Scheduled Date & Time'. Below the dropdown is a '3rd party integration' section with a 'Request (Call End)' button.

The right screenshot shows the 'Campaign Schedule' section with a 'Start Campaign' button and a dropdown menu. The dropdown menu has one option: 'On Scheduled Weekday & Time'. Below the dropdown is a row of checkboxes for days of the week: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Below the checkboxes is a time picker showing '08' and '05'.

- **Scheduled and Date:**

- To start campaign based on “Date and Time”, select “On Scheduled Date and Time” from list.
- Click on “Time and Date Picker” box, a calendar pop-up will appear on screen.
- Select date from calendar pop-up and set the “Time” from pick list as shown below:

The left screenshot shows the 'Campaign Schedule' section with a 'Start Campaign' button and a dropdown menu. The dropdown menu has four options: 'On Scheduled Weekday & Time', 'Immediately', 'On Scheduled Weekday & Time', and 'On Scheduled Date & Time' (highlighted in blue).

The right screenshot shows the 'Campaign Schedule' section with a 'Start Campaign' button and a dropdown menu. The dropdown menu has one option: 'On Scheduled Date & Time'. Below the dropdown is a date picker showing '9-3-2020' and a time picker showing '08' and '05'.

- **Stop Campaign:**

- Click on “Drop-Down” button, a list appear that contains following options:
- Select “On Completion” from list to stop campaign.

The screenshot shows the 'Stop Campaign' section with a 'Stop Campaign' button and a dropdown menu. The dropdown menu has three options: 'On Completion' (highlighted in blue), 'On Completion', and 'On Scheduled Time'.

- To stop campaign on scheduled based.
- Click on pick list to set the “Time” to stop campaign.

The left screenshot shows the 'Stop Campaign' section with a dropdown menu. The options are 'On Completion', 'On Completion', and 'On Scheduled Time'. The 'On Scheduled Time' option is highlighted in blue. The right screenshot shows the 'Stop Campaign' section with a dropdown menu set to 'On Scheduled Ti...' and the 'At' field set to '08' and '05'.

- 3rd Part integration:

-Request (Call End):

Select “None” as shown below:


The screenshot shows the '3rd party integration' section. The 'Request (Call End)' field is highlighted. To its right is a dropdown menu with the value 'N...'.

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

The screenshot shows three buttons: 'SAVE' (with a floppy disk icon), 'RESET' (with a circular arrow icon), and 'CANCEL' (with a red X icon). All three buttons are highlighted with a green border.

SMS Campaign:

- Click on “SMS Campaign” button to create “SMS Campaign, a window form will appear on screen that contains required fields, fill the specified fields such as:



Campaign :: Add

Campaign

Name

Campaign Mode

Campaign Contacts

Contact Group

Repeat Contacts

Delay

Caller ID

Caller ID Type

Caller ID

Caller Name

- **Campaign:**
 - **Name:** Write the campaign name in the text box.
 - **Campaign Mode:** Click on “Drop-Down” button, list of campaign modes will appear on page such as:
 - **Inbound:** In this mode ICTContact will receive incoming calls on published did numbers and will play Interactive Voice Response (IVR) and connect to available agents for further communications.
 - **Outbound:** In this mode ICTContact will automatically dial numbers from contact list and on answer, the said call will be connected to available agent for further communication
 - **Dynamic:** In this mode ICTContact will remain in listening mode and wherever a third party application request a call to a contact using rest API,s, ICTContact will dial said contact automatically and will connect to available agent.

Campaign

Name

Campaign Mode

DID Number

- **Campaign Contacts:**

- **Contact Group:** Click on “Drop-Down” button to select contact group that will be used in campaign as shown:
- **Repeat Contacts:** Set number of times that said contact will be called , if you like a contact to be called 100 times again and again, set repeat contact value to 100.
- **Delay:** Click on “Drop-Down” button to set retry clock time to send message to any contact:

The screenshot displays the 'Campaign Contacts' configuration section. It includes three main input areas: 'Contact Group' with a dropdown menu currently showing 'Test121as', 'Repeat Contacts' with a text input field containing the number '1', and 'Delay' with a dropdown menu currently showing '[No Delay]'. Each of these three input areas is highlighted with a green rectangular box.

- **Caller ID:**

- **Caller ID Type:** Click on “Drop-Down” button, a list appear on screen that contain following options to enter “Caller ID” type from list to use with outgoing calls such as:

- User Caller ID
- Anonymous Caller ID
- Custom
- Random Caller List
- Sequential Caller ID list

- **Caller ID:** Enter “Caller ID” in the text box.
- **Caller Name:** Write the name of “Caller” in the text box.

Caller ID

Caller ID Type [custom]

Caller ID 1111111111

Caller Name

- **SMS:** To select “Text Message”:

SMS

Text Message

- **Campaign Schedule:**

- **To Start Campaign:** Click on “Drop-Down” button, a list will appear that contain multiple options.
- **Immediately:** To start campaign immediately, select “Immediately” from list.

Campaign Schedule

Start Campaign

Stop Campaign

3rd party integration

Request (Call End)

Immediately

Immediately

On Scheduled Weekday & Time

On Scheduled Date & Time

N...

- **Scheduled and Weekdays:**

- To start campaign on “Weekdays”, select “On scheduled Weekdays and time” from list.

- Following check box will appear on page, by click “Check Boxes” you can specify the days and set the time from pick list to start campaign as shown below:

- **Scheduled and Date:**

- To start campaign based on “Date and Time”, select “On Scheduled Date and Time” from list.
- Click on “Time and Date Picker” box, a calendar pop-up will appear on screen.
- Select date from calendar pop-up and set the “Time” from pick list as shown below:

- **Stop Campaign:**

- Click on “Drop-Down” button, a list appear that contains following options:
- Select “On Completion” from list to stop campaign.

- **To stop campaign on scheduled based:**
 - Click on pick list to set the “Time” to stop campaign.

The left screenshot shows the 'Stop Campaign' section with a dropdown menu open, displaying 'On Completion' and 'On Scheduled Time'. The 'On Scheduled Time' option is highlighted. The right screenshot shows the 'Stop Campaign' section with the 'On Scheduled Time' dropdown selected and a time picker set to 08:05.

- **3rd Part integration:**
 - **Request (Call End):**
 - Select “None” as shown below:


The screenshot shows the '3rd party integration' section with 'Request (Call End)' selected and a dropdown menu set to 'None'.

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

The screenshot shows the bottom buttons: SAVE, RESET, and CANCEL.

Email Campaign:

- Click on “Email Campaign” button to create “Email Campaign, a window form will appear on screen that contains required fields, fill the specified fields such as:



Campaign :: Add

Campaign

Name

Campaign Mode

Campaign Contacts

Contact Group

Repeat Contacts

Delay

Caller ID

Caller ID Type

Caller ID

Caller Name

- Campaign:**
 - Name:** Write the campaign name in the text box.
 - Campaign Mode:** Click on “Drop-Down” button, list of campaign modes will appear on page such as:
 - Inbound:** In this mode ICTContact will receive incoming calls on published did numbers and will play Interactive Voice Response (IVR) and connect to available agents for further communications.
 - Outbound:** In this mode ICTContact will automatically dial numbers from contact list and on answer, the said call will be connected to available agent for further communication
 - Dynamic:** In this mode ICTContact will remain in listening mode and wherever a third party application request a call to a contact using rest API,s, ICTContact will dial said contact automatically and will connect to available agent.

Campaign

Name

Campaign Mode

DID Number

- **Campaign Contacts:**

- **Contact Group:** Click on “Drop-Down” button to select contact group that being user in campaign as shown:
- **Repeat Contacts:** You can set repetition time to run campaign by writing in the text box.
- **Delay:** Click on “Drop-Down” button to set retry clock time to send message to any contact:

Campaign Contacts

Contact Group

Repeat Contacts

Delay

Test121as

1

[No Delay]

- **Caller ID:**

- **Caller ID Type:** Click on “Drop-Down” button, a list appear on screen that contain following options to enter “Caller ID” type from list to use with outgoing calls such as:
 - User Caller ID
 - Anonymous Caller ID
 - Custom
 - Random Caller List
 - Sequential Caller ID list
- **Caller ID:** Enter “Caller ID” in the text box.
- **Caller Name:** Write the name of “Caller” in the text box.

Caller ID

Caller ID Type

[custom]

Caller ID

1111111111

Caller Name

- **Email:** To select “Email Templates”:

Email

Email Template

- **Campaign Schedule:**
 - **To Start Campaign:** Click on “Drop-Down” button, a list will appear that contain multiple options.
 - **Immediately:** To start campaign immediately, select “Immediately” from list.

Campaign Schedule

Start Campaign

Stop Campaign

3rd party integration

Request (Call End)

Immediately

Immediately

On Scheduled Weekday & Time

On Scheduled Date & Time

N...

- **Scheduled and Weekdays:**

- To start campaign on “Weekdays”, select “On scheduled Weekdays and time” from list.
- Following check box will appear on page, by click “Check Boxes” you can specify the days and set the time from pick list to start campaign as shown below:

The left screenshot shows the 'Campaign Schedule' section with the 'Start Campaign' button highlighted. A dropdown menu is open, showing options: 'Immediately', 'On Scheduled Weekday & Time' (highlighted), and 'On Scheduled Date & Time'. The right screenshot shows the 'On Scheduled Weekday & Time' dropdown expanded, displaying checkboxes for days of the week (Monday, Tuesday, Wednesday, Thursday, Friday) and a time picker set to 08:05.

- **Scheduled and Date:**

- To start campaign based on “Date and Time”, select “On Scheduled Date and Time” from list.
- Click on “Time and Date Picker” box, a calendar pop-up will appear on screen.
- Select date from calendar pop-up and set the “Time” from pick list as shown below:

The left screenshot shows the 'Campaign Schedule' section with the 'Start Campaign' button highlighted. A dropdown menu is open, showing options: 'On Scheduled Weekday & Time', 'Immediately', 'On Scheduled Weekday & Time', and 'On Scheduled Date & Time' (highlighted). The right screenshot shows the 'On Scheduled Date & Time' dropdown expanded, displaying a date picker set to 9-3-2020 and a time picker set to 08:05.

- **Stop Campaign:**

- Click on “Drop-Down” button, a list appear that contains following options:
- Select “On Completion” from list to stop campaign.

The screenshot shows the 'Stop Campaign' section with a dropdown menu open, displaying options: 'On Completion' (highlighted), 'On Completion', and 'On Scheduled Time'.

- To stop campaign on scheduled based.
- Click on pick list to set the “Time” to stop campaign.

The image shows two screenshots of the 'Stop Campaign' interface. The left screenshot shows a dropdown menu with 'On Completion' selected and 'On Scheduled Time' highlighted. The right screenshot shows the 'On Scheduled Time' option selected, with the time set to 08:05.

- **3rd Part integration:**

- **Request (Call End):**

Select “None” as shown below:

The image shows a screenshot of the '3rd party integration' section. The 'Request (Call End)' option is selected, and a dropdown menu is set to 'None'.

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

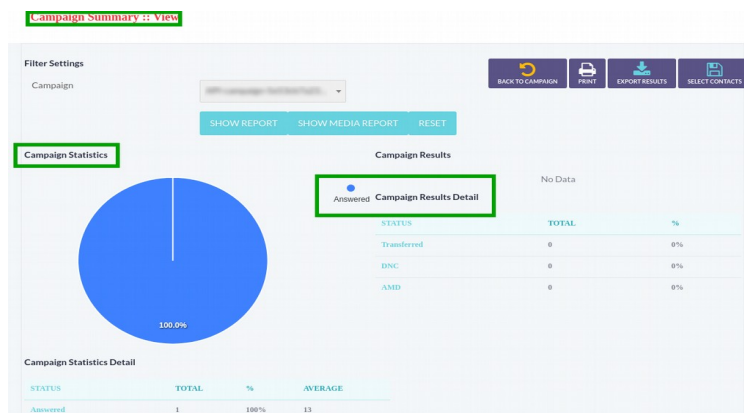
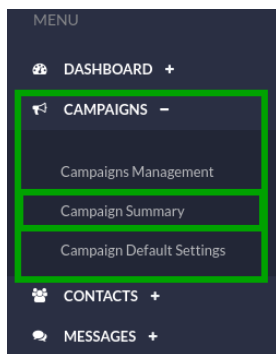
The image shows a screenshot of the bottom buttons: SAVE, RESET, and CANCEL.

- Click on “Cancel” button to discard changes and show campaign list as shown below:
- Click on “Refresh” button to refresh the current page.



Campaign Summary:

- Click on “Campaign Summary” menu button from main menu to view campaign results, a window container will open on screen that displayed how many calls answered and how many calls were failed then you should see campaign summary as shown below:
 - Filter Settings:
 - Campaign Statistics:
 - Campaign Results Detail:
 - Campaign Statistics Detail:



- **Filer Setting:**

- The screenshot shows the 'Filter Settings' dropdown menu open, displaying a list of campaigns. The 'Campaign' filter is selected. Below the dropdown, the 'Campaign Statistics' section is visible, showing a table with columns: STATUS, TOTAL, %, and AVERAGE. The table lists four status categories: Answered (1 total, 100%, 13 average), Failed (0 total, 0%, 0 average), Busy (0 total, 0%, 0 average), and No Answer (0 total, 0%, 0 average). The 'SHOW REPORT' button is highlighted with a red box.

STATUS	TOTAL	%	AVERAGE
Answered	1	100%	13
Failed	0	0%	0
Busy	0	0%	0
No Answer	0	0%	0

- SHOW REPORT

SHOW MEDIA REPORT

Campaign Report :: View

DATE / TIME	FIRST NAME	LAST NAME
<div> <div>Filter Settings</div> <div> <div>Name</div> <div>Phone</div> </div> </div>		
		<input type="text"/>
		<input type="text"/>
		<div> <div>FILTER CALLS</div> <div>RESET</div> </div>

- Move the cursor on top right side of the page, click on “Export” button to export current report in comma-separated values (CSV).
- Click on “Back Arrow” button to go back to campaign summary.



- Click on “Select Contacts”, a window form will appear on screen with required fields such as:
 - **Contact Destination:**
 - **Action:** Click on “Drop-Down” button to select contact destination, a list of multiple option will appear on page such as:
 - Copy Selected Contact into New Group
 - Create New Campaign Using Selected Contact.
 - Mark Select Contact as Pending (Retry in Same Campaign)


- **Contact Group Information:**
 - **Title:** Write the title of contact group in the text box.
 - **Description:** Write the description of contact group in the text box
 - **Campaign Statistics:**
 1. Following check-boxes are available on page.
 2. Click on check-boxes to select the results.

- **Campaign Results:**
 1. Following check-boxes are available on page.
 2. Click on check-boxes to select campaign results.
 3. Click on “Done” button to perform selected action on marked contacts as shown:

Campaign Report :: Save Contacts

Contact destination
 Action

Copy selected contact into new group



Contact Group Information
 Title
 Description

Campaign Statistics
 Please select results

☐ Answered (1)
 ☐ Failed (0)
 ☐ Busy (0)
 ☐ No Answer (0)
 ☐ Congestion (0)
 ☐ Unknown Error (0)
 ☐ Ignored (0)
 ☐ Blocked (DNC) (0)
 ☐ Schedule Expired (0)
 ☐ Invalid Number (0)
 ☐ Pending (0)
 ☐ F

Campaign Results
 Please select results

☐ Transferred (0)
 ☐ DNC (0)
 ☐ AMD (0)

- Click on “Reset” button to reset contact group selection.
- Click on “Delete” button to discard changes and show campaign summary.

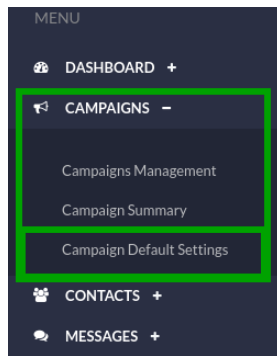


- Click on “Export” button to export campaign report.
- Click on “Print” button to print report summary.
- Click on “Back To Campaign” button to go to the campaign list.



Campaign Default Settings:

- Click on “Campaign Default Settings” menu button from menu, a window form will appear on screen that contains required fields,, fill the specified fields such as:



- Basic Campaign Configurations:**

- Key Press Timeout:** Set maximum key press time in text box to wait for user to allow him to press his desired key:
- DNC key:** Click on “Drop-Down” button, a list of digits will appear, select one digit as a key to use as DNC key:
- Global DNC Group:** Click on “Drop-Down” button, a list of multiple options will appear such as:
 - Select “Disable”, no action will be taken.
 - Select “Enable”, to activate global DNC group.
- Message Reply Key:** Click on “Drop-Down”, a list of digits will appears on page, select one digit as a key to use for message reply.
- Auto message Reply:** Click on “Drop-Down” button, a list of multiple options will appear such as:
 - Select “Disable”, for no action.
 - Select “Enable”, to activate auto message reply.

- **Max Message Play:**
To write number in text box, after this number of repeat tries current IVR message will be skipped.
- **Block Call Phone:**
Click on “Drop-Down” button, a list of multiple options will appear such as:
 - Select “Disable”, for no action.
 - Select “Enable”, to activate block cell phone.

Basic Campaign Configurations	
Key Press Timeout	[default]
DNC Key	[defa... ▼]
Global DNC Group	Disab... ▼
Message Replay Key	[defa... ▼]
Auto Message Replay	Disab... ▼
Max. Message Replay	[default]
Block Cell Phone	[Disabl... ▼]

- **Default Parameters for Campaign:**
 - **Campaign Default Caller ID:** Use “Default” as caller ID in text box:
 - **Campaign Default Caller ID Name:** Use “Default” as Caller Name in text box.
 - **Channels Per Campaign:** Use “default” for channels per Campaign:
 - **Max. Retires:** Click on “Drop-Down” button, a list of digits will appear on page, elect on digit from list, it means max number of retries to contact the said contact:
 - **Max. Call Duration in Seconds:** Use “Default” for maximum number of seconds for each call:
 - **Max. Ring Time in Seconds:** Use “Default” for maximum ring time in seconds:
 - **Call Monitoring:** Click on “Drop-Down” button, a list will appear on page that contain following options such as:
 - Default

- No Call Monitoring
- Record Call After Transfer
- Record Complete Call

Default Parameters for Campaign

Campaign Default CallerID	[default]
Campaign Default CallerID Name	[default]
Channels per campaign	[default]
Max. Retries	1 ▼
Max. Call Duration in seconds	[default]
Max. ring time in seconds	[default]
Call Monitoring	[default] ▼

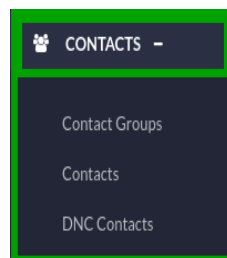
- Click on “Save” button to save campaign settings:
- Click on “Refresh” button to refresh the configuration:



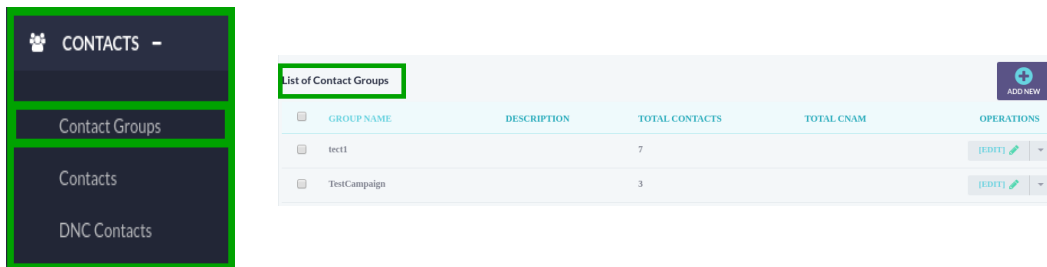
11. Contacts:

Click on “Contact” menu button from main menu, following sub-menus will appear such as:

- Contact Groups
- Contacts
- DNC Contacts



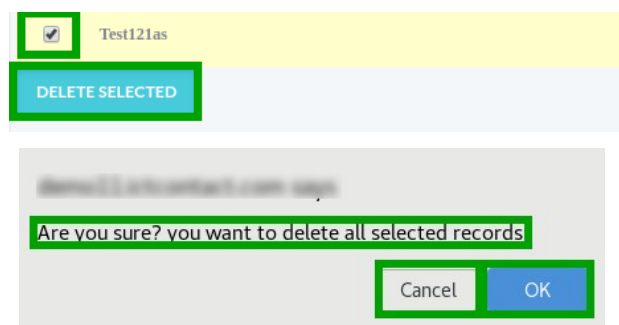
- Click on “Contact Groups” menu button, a window container will open on screen that contain list of all contact group as shown below:



The image shows a sidebar menu on the left with the following items: CONTACTS (with a group icon), Contact Groups, Contacts, and DNC Contacts. The 'Contact Groups' item is highlighted. To the right, a window titled 'List of Contact Groups' is open, displaying a table with the following data:

GROUP NAME	DESCRIPTION	TOTAL CONTACTS	TOTAL CNAM	OPERATIONS
tec11		7		[EDIT] [Pencil icon] [Dropdown arrow]
TestCampaign		3		[EDIT] [Pencil icon] [Dropdown arrow]

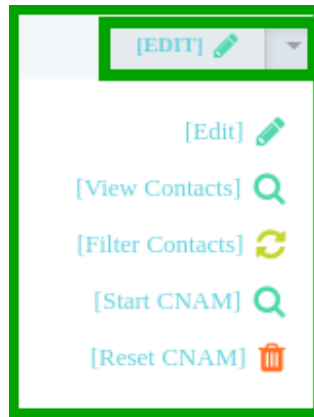
- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



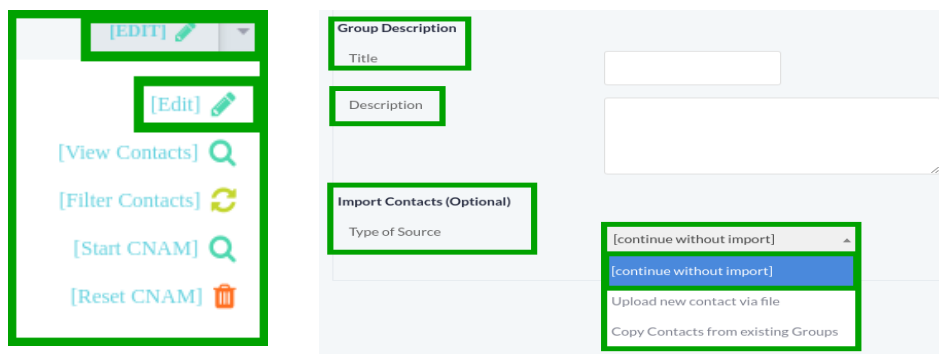
The image shows a confirmation dialog box with the following elements:

- A yellow header bar with a checked checkbox and the text 'Test121as'.
- A blue button labeled 'DELETE SELECTED'.
- A grey dialog box with the text 'Are you sure? you want to delete all selected records'.
- Two buttons at the bottom: 'Cancel' and 'OK'.

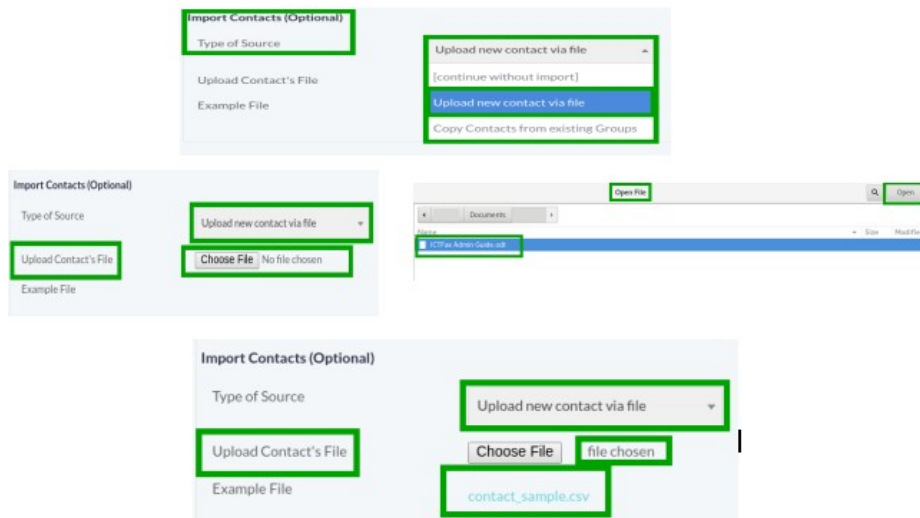
- Click on “Drop-Down Arrow” button on right side of page, a list will that contain following options:



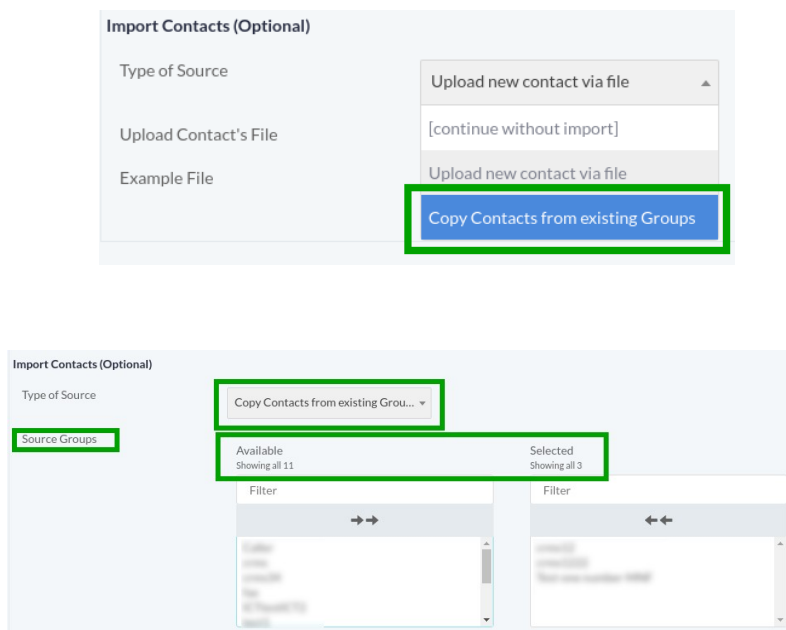
- **To Configure Contact Record:**
- **Edit:** Click on “Pencil” button, a window form will appear on screen that contained all configurable fields such as:
 - **Group Description:**
 - **Title:** Write title of “Contact Group” in text box.
 - **Description:** Write description of “Contact Group” in text box.
- **Import Contacts(Optional):**
 - **Type of Source:** To select source, click on drop-down button, a list of multiple options will appear on page, select “Contact Without Import” to continue without any source.



- Select “Upload New Contact via file” from list, a command button will appear to upload a file.
- Click on “Choose File” command button, a dialog box will appear on screen to select document.
- Navigate to the location of file on your computer.
- Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:



- Select “Copy Contacts from existing Group” from list.
- To select “Source Group” a pick list will appear on page containing all existing.
- You can select contacts from existing groups as shown below:



- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- Click on “View Contacts” button from list, a window form will appear on screen that contains required fields, fill the specified fields such as:

- **Filter Settings:**

- **Contact Group:** Click on “Drop-Down” button, a list will appear on page that contain contact groups, select “Contact Group” from list.
- **Name:** Write the name of user in the text box.
- **Phone:** Enter the contact number in the text box:
- **Filer:** Click on “Drop-Down” button, multiple options are available in the list such as:
 - No Filter
 - Invalid Contact
 - Duplicate Contacts

- Select one option from list and click on “Search” button, list of filtered contacts will be shown below on page:
- Click on “Reset” button to reset the settings:

The screenshot shows a web interface with two main sections. The top section, titled "Filter Settings", contains a "Contact Group" dropdown menu with "tect1" selected, a "Name" text input field, a "Phone" text input field, and a "Filter" dropdown menu with "[No Filter]" selected. Below these are two buttons: "SEARCH" and "RESET". The bottom section, titled "List of Contacts", shows a table with columns for "FIRST NAME", "LAST NAME", and "PHONE". A checkbox is visible to the left of the table header.

- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.

The screenshot shows a confirmation pop-up message. At the top, there is a yellow bar with a checkbox and the text "Test121as". Below this is a blue button labeled "DELETE SELECTED". The pop-up message itself is a grey box with the text "Are you sure? you want to delete all selected records" and two buttons: "Cancel" and "OK".

- **Add New Contact:** Click on “Add New” button, a window form will appear on screen that contains required fields to add new contact such as:
- **Personal Information:**
 - **First Name:** Write “First Name” in text box.
 - **Description:** Write “Second Name” in text box

- **Contact Addresses:**

- **Phone Number:** Write “Phone Number” in text box.
- **E-Mail:** Write “E-Mail Address” in the text box.
- **Address:** Write “Address” in the text box.
- **Groups:** To select “Related Group” a pick list displayed on page containing all existing groups:

You can select contacts from existing groups as shown below:

- **Custom data:** Type custom value in the text boxes:

- **Comments/Description:** Write comments in the text box:

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

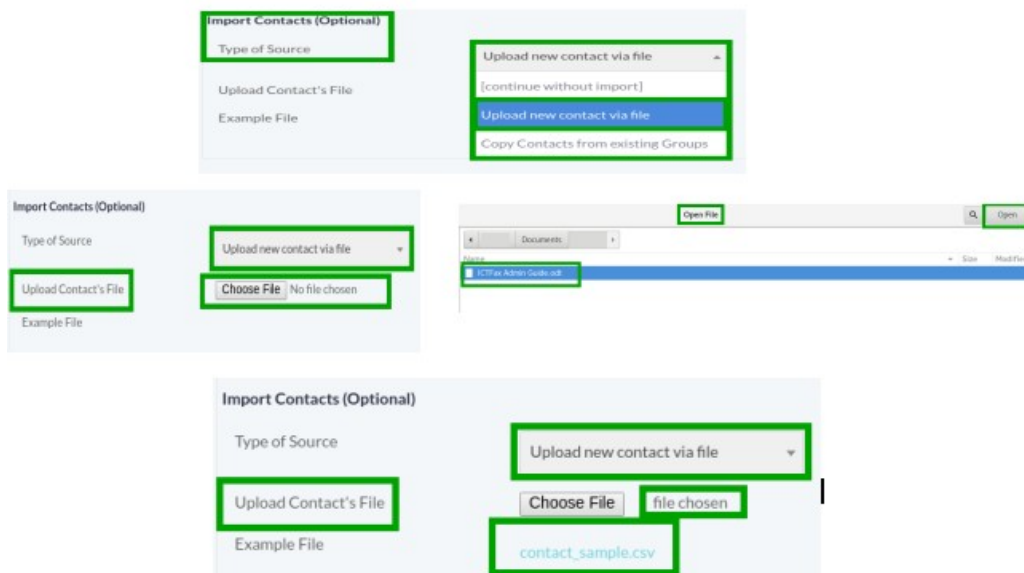


- Click on “Import” button, a window container will appear on screen that contain required fields, fill the specified fields such as:

- **Import Contacts Form:**

- **Type of Source:**

- To select source, click on drop-down button, a list of multiple options will appear on page as shown below:
 - Select “Upload New Contact via file” from list, a command button will appear to upload a file.
 - Click on “Choose File” command button, a dialog box will appear on screen to select document.
 - Navigate to the location of file on your computer.
 - Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:



- Select “Copy Contacts from existing Group” from list.
- To select “Source Group” a pick list will appear on page containing all existing.
- You can select contacts from existing groups as shown below:

Import Contacts (Optional)

Type of Source

Upload Contact's File

Example File

Upload new contact via file

[continue without import]

Upload new contact via file

Copy Contacts from existing Groups

Import Contacts (Optional)

Type of Source

Source Groups

Copy Contacts from existing Group...

Available Showing all 11

Selected Showing all 3

Filter

Filter

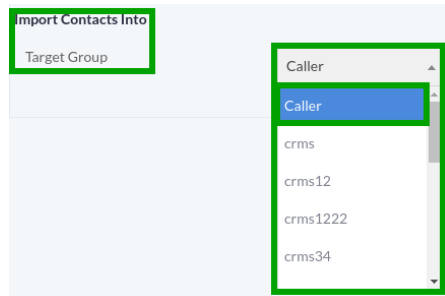
→ →

← ←

Filter

Filter

- **Import Contacts Into:**
 - **Target Group:**
 - Click on “Drop-Down” button to select the group:



- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- Click on “Refresh” button to refresh the contact list:
- Click on “Export” button to export current report in comma-separated value (CSV).
- Click on “DNC” button to apply DNC on contact to remove from campaign:



- Click on “Filter Contact” from list, a window form will appear that contain required fields, fill the specified fields such as:

- **Contact Filer:**

- **Phone Number:** Select “Phone Number” from drop-down list:
- **E-Mail Address:** Select “Email Address” from drop-down list:

Contact Group :: Filter

Contact Filter

Phone number [doesn't matter] ▼

Email address [doesn't matter] ▼

- **CNAM Filter:**

- **CNAM Record:** Click on “Drop-Down” button, a list will appear on page that contain following options such as:

- Doesn't Matter
- Invalid or no CNAM record
- NO CNAM record
- Invalid record

- Select one option from list as CNAM record as shown below:

- **Contact Type:** Click on “Drop-Down” button, a list will appear on page that contain following options such as:

- Doesn't Matter
- Land-line
- Wireless/Mobile
- Pager
- VOIP
- Other

- Select one option from list as shown below:

- **Ported Contacts:** Click on “Drop-Down” button, a list will appear on page that contain following options such as:

- Doesn't Matter
- Ported
- Not Ported

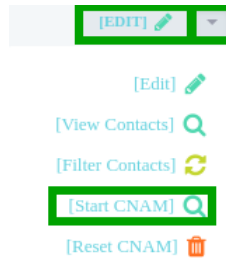
- Select one option from list as shown below:

- **Filter Contacts:**
- **Do Not Call Registry (DNC):** Click on “Drop-Down” button, a list will appear on page that contain following options, select one option from list as shown below:
- **Duplicate Contacts:** Click on “Drop-Down” button, a list will appear on page that contain following options such as:
 - Doesn’t Matter
 - Duplicate Phone Number
 - Duplicate Email Address
- Select one option from list as shown below:
- **Which Copy of Duplicate:** Click on “Drop-Down” button, a list will appear on page that contain following options, select one option from list as shown below:

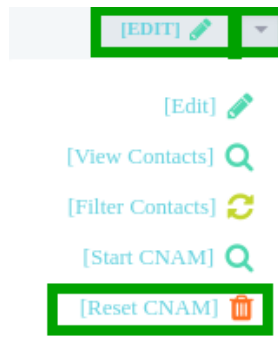
- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- Click on “Start CNAM” button to start a process to create or update CNAM database for selected contact group:



- Click on “Reset CNAM” button to drop all CNAM records associated with the selected contact group:



- To Add New Campaign:** Move the cursor on top right side of page. Click on “Add New” button to create new campaign, a window form will appear on screen that contains required fields, fill the specified fields such as:
 - Group Description:**
 - Title:** Write title of “Contact Group” in text box.
 - Description:** Write description of “Contact Group” in text box
 - Import Contacts(Optional):**
 - Type of Source:** To select source, click on drop-down button, a list of multiple options will appear on page, select “Contact Without Import” to continue without any source.

Contact Group :: Add

Group Description

Title

Description

Import Contacts (Optional)

Type of Source

[continue without import]

[continue without import]

Upload new contact via file

Copy Contacts from existing Groups

- Select “Upload New Contact via file” from list, a command button will appear to upload a file.
- Click on “Choose File” command button, a dialog box will appear on screen to select document.
- Navigate to the location of file on your computer.
- Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:

Import Contacts (Optional)

Type of Source

Upload Contact's File

Example File

Upload new contact via file

[continue without import]

Upload new contact via file

Copy Contacts from existing Groups

Open File

Documents

contact_sample.csv

Choose File

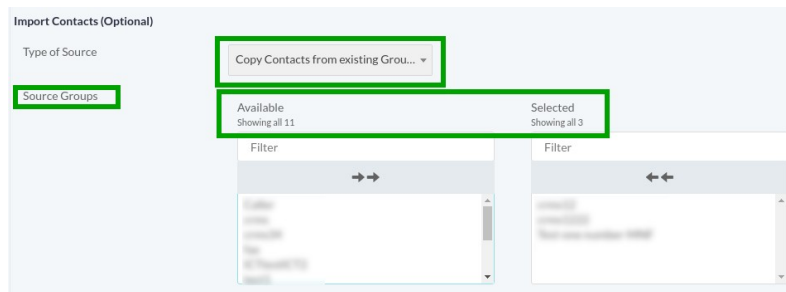
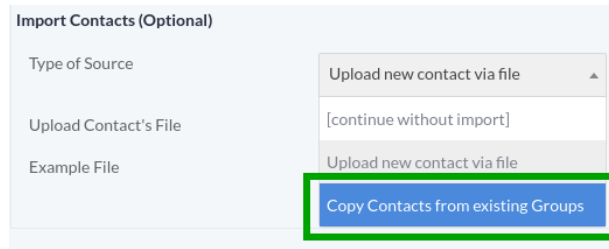
No file chosen

file chosen

contact_sample.csv

- Select “Copy Contacts from existing Group” from list.
- To select “Source Group” a pick list will appear on page containing all existing.

- You can select contacts from existing groups as shown below:



- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



Contacts:

- Contact :: List:**

Click on “Contacts” menu button from menu, a window form will appear on screen that contains required fields, fill the specified fields such as:

- **Filter Settings:**

- **Contact Group:**

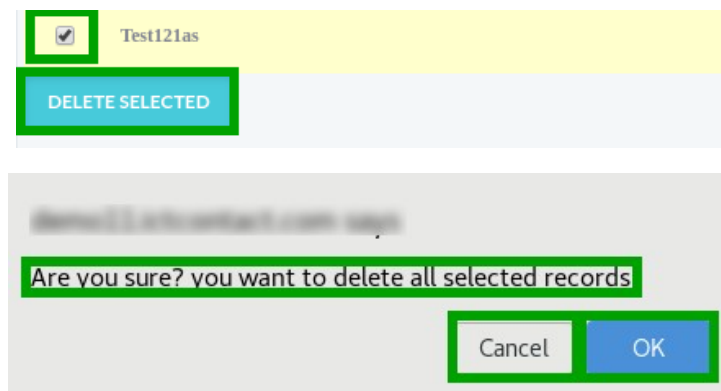
1. Click on “Drop-Down” button, a list will appear on page that contain contact groups, select “Contact Group” from list.

- **Name:** Write the name of user in the text box:
- **Phone:** Enter the contact number in the text box:
- **Filter:** Click on “Drop-Down” button, multiple options are available in the list such as:

- No Filter
- Invalid Contact
- Duplicate Contacts

- Select one option from list and click on “Search” button, list of filtered contacts will be shown below on page:
- Click on “Reset” button to reset the settings:

- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



Add New Contact:

Click on “Add New” button, a window form will appear on screen that contains required fields to add new contact such as:
Personal Information:

- **First Name:** Write “First Name” in text box.
- **Description:** Write “Second Name” in text box
- **Contact Addresses:**
 - **Phone Number:** Write “Phone Number” in text box.
 - **E-Mail:** Write “E-Mail Address” in the text box.
 - **Address:** Write “Address” in the text box.
 - **Groups:** To select “Related Group” a pick list displayed on page containing all existing groups:

- You can select contacts from existing groups as shown below:

The screenshot shows the 'Contact :: Add' form. At the top, there is a toolbar with buttons: ADD NEW, REFRESH, IMPORT, EXPORT, and APPLY DNC. Below the toolbar, the form is titled 'Contact :: Add'. It is divided into three main sections: 'Personal Information', 'Contact Addresses', and 'Groups'. The 'Personal Information' section has fields for 'First Name' and 'Last Name'. The 'Contact Addresses' section has fields for 'Phone Number', 'E-Mail', and 'Address'. The 'Groups' section has a 'Related Groups' field. Below these sections, there are two lists: 'Available Showing all 14' and 'Selected Empty list'. Both lists have a 'Filter' input and a double-headed arrow icon.

- Custom data:** Type custom value in the text boxes:

The screenshot shows the 'Custom Data' section. It has a title 'Custom Data' and three text boxes labeled 'Custom Value #1', 'Custom Value #2', and 'Custom Value #3'.

- Comments/Description:** Write comments in the text box:

The screenshot shows the 'Comments / Remarks' section. It has a title 'Comments / Remarks' and a text box labeled 'Description'.

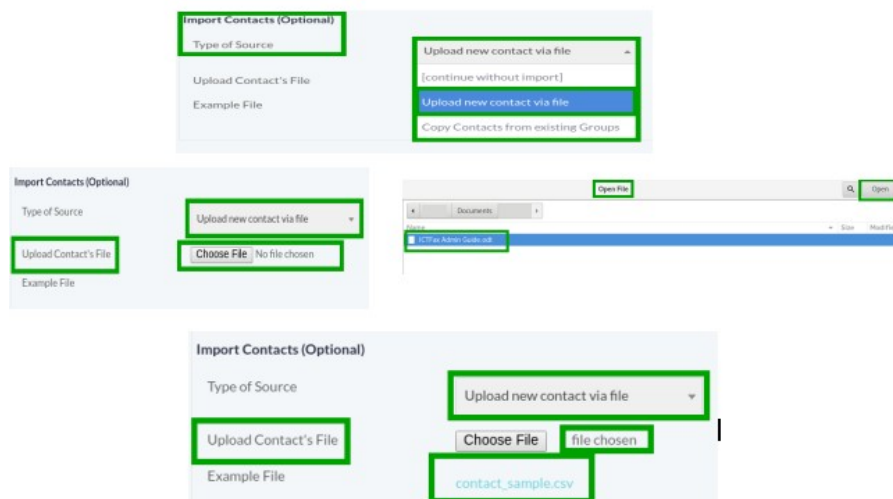
- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- Click on “Import” button, a window container will appear on screen that contain required fields, fill the specified fields such as:

- **Import Contacts Form:**

- **Type of Source:** To select source, click on drop-down button, a list of multiple options will appear on page as shown below:
- Select “Upload New Contact via file” from list, a command button will appear to upload a file.
- Click on “Choose File” command button, a dialog box will appear on screen to select document.
- Navigate to the location of file on your computer.
- Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:



- Select “Copy Contacts from existing Group” from list.
- To select “Source Group” a pick list will appear on page containing all existing.
- You can select contacts from existing groups as shown below:

Import Contacts (Optional)

Type of Source

Upload Contact's File

Example File

Upload new contact via file

[continue without import]

Upload new contact via file

Copy Contacts from existing Groups

Import Contacts (Optional)

Type of Source

Copy Contacts from existing Group...

Source Groups

Available
Showing all 11

Selected
Showing all 3

Filter

Filter

- **Import Contacts Into:**
 - **Target Group:** Click on “Drop-Down” button to select the group:

Import Contacts Into

Target Group

Caller

Caller

crms

crms12

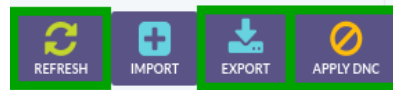
crms1222

crms34

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

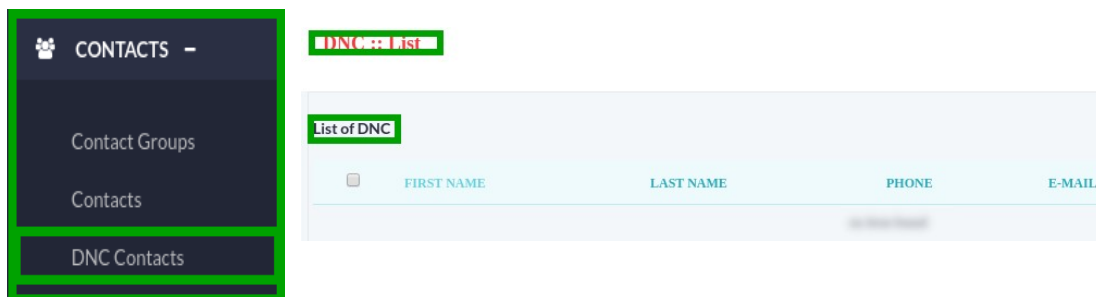


- Click on “Refresh” button to refresh the contact list:
- Click on “Export” button to export current report in comma-separated value (CSV).
- Click on “DNC” button to apply DNC on contact to remove from campaign:

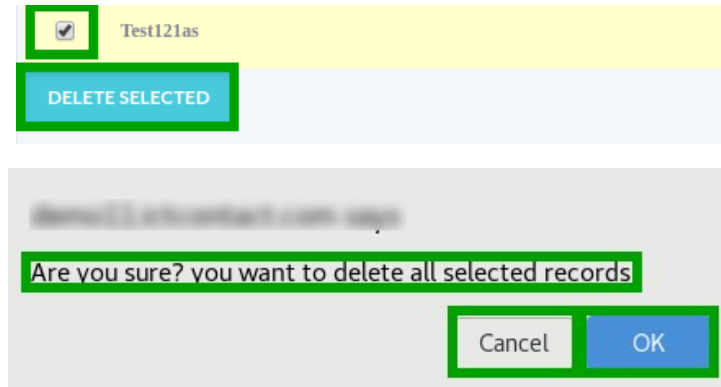


DNC Contacts:

Click on “DNC Contacts” menu button from main menu, a window container will displayed o screen that contain list of DNC as shown below:



- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



Add New DNC:

- **DNC :: Add:**

- Move the cursor “Add New” button on top right side of page.
- Click on “Add New” button, a window form will appear that contain required fields, fill the specified fields such:

The image shows the 'ADD NEW' button in a toolbar, which is highlighted with a green box. Below it is the 'DNC Add' form. The form has a title bar 'DNC Add' and a 'DNC Group' dropdown menu. The form is divided into several sections: 'Personal Information' with 'First Name' and 'Last Name' fields; 'DNC Addresses' with 'Phone Number', 'E-Mail', and 'Address' fields; and 'Comments / Remarks' with a 'Description' field. Each section title and its corresponding fields are highlighted with green boxes.

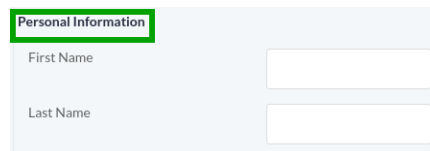
- **DNC Group:**

- To select DNC group, click on “Drop-Down” button, a list will appear that contain following options such as:
- User DNC Group
- Global DNC Group



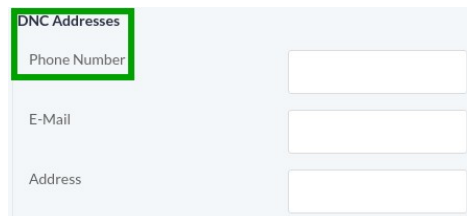
- **Personal Information:**

- First Name:
- Last Name



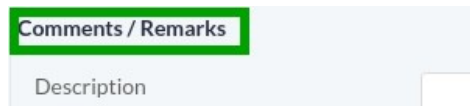
- **DNC Addresses:**

- Phone Number
- E-Mail
- Address



- **Comments/Remarks:**

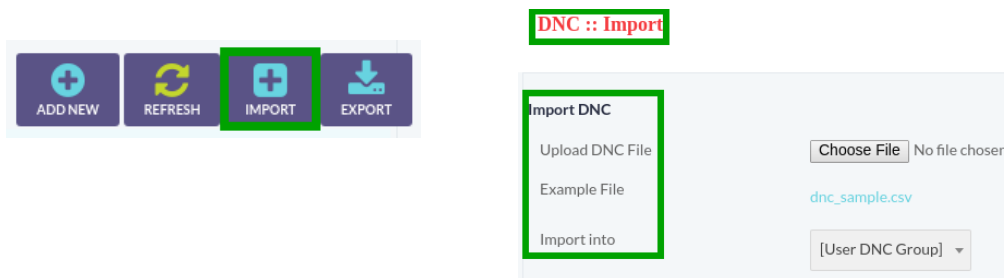
- **Description:** Write description about DNC in the text box:



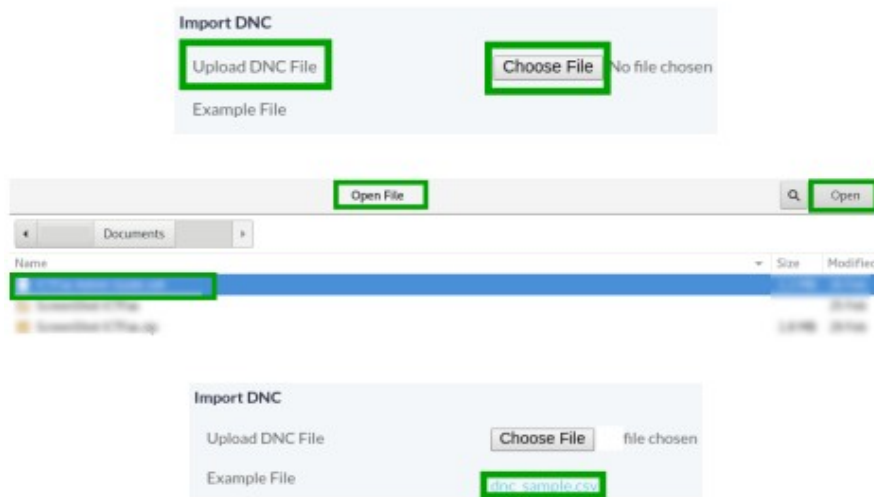
- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- Click on “Import” button to import new DNC, a window form will appear on screen that required fields, fill the specified fields such as:



- **Import DNC:**
 - **Upload DNC File:**
 - Click on “Choose File” command button, a dialog box will appear on screen to select document.
 - Navigate to the location of file on your computer.
 - Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:



- **Import into:**

- Click on “Drop-Down” button, a list will appear on page that contain following option, select any option to import DNC as shown below:



- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



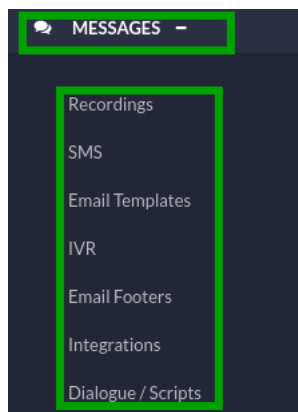
- Click on “Refresh” button to refresh the DNC list:
- Click on “Export” button to export current report in comma-separated values (CSV).



12. Messages:

Click on “Messages” menu button from main menu, following sub-menus will displayed such as:

- Recordings
- SMS
- Email Templates
- IVR
- Email Footers
- Intergrations
- Dialogue/Scripts

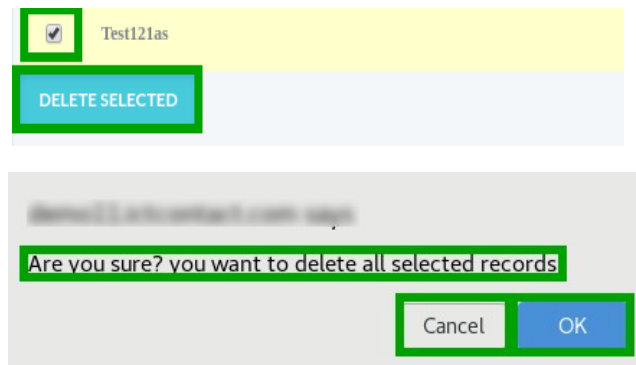


Recordings:

- Click on “Recordings” menu button, a window container will appear on screen that contains list of recordings and details as shown below:



- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



To Add New Recording:

1. Move the cursor on “New Recording” on top right side of the page.
2. Click on “New Recording” button, a window form will appear on screen with required fields, fill the specified fields such as:

- Recording:
- Recording Name:
- Description:
- Message Recording:
- **Recording Source:**
 - Click the “Drop-Down” button to select recording source, a list appear on screen that contains couple of options such as:
 - Select “Recording File” from list, a command button will appear on page to upload a file.

Recording :: Add

Recording

Recording Name

Description

Message Recording

Recording Source

File Name

Recording ...

Choose File

- Click on “Choose File” command button, a dialog box will appear on screen to select document.
- Navigate to the location of file on your computer.
- Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:

Choose File

Open File

Documents

Name

Size

Modified

ICTFax Admin Guide.odt

File Name

Choose File

- Select “Text” option from list, a “Text to Recording” text container will appear on page as shown below:

Message Recording

Recording Source

Text

Text to Recording

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

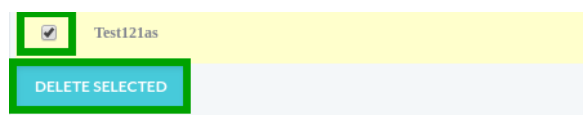


SMS:

- Click on “SMS” menu button from main menu, a window container will appear on screen that contain list of texts as shown below:

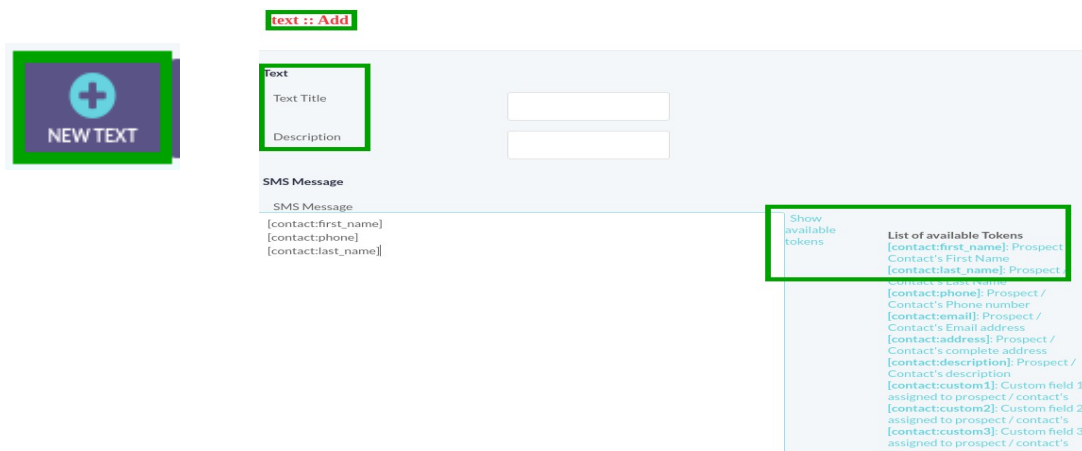


- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



To Add New Text:

- Move the cursor on “Add Text” on top right side of the page.
- Click on “Add Text” button, a window form will appear on screen that contain required fields, fill the specified fields such as:



The screenshot shows the 'Add Text' form and a list of available tokens. The form has two sections: 'Text' and 'SMS Message'. The 'Text' section has fields for 'Text Title' and 'Description'. The 'SMS Message' section has a field for 'SMS Message' and a list of tokens. The 'List of available Tokens' is shown in a separate window.

Text

Text Title

Description

SMS Message

SMS Message

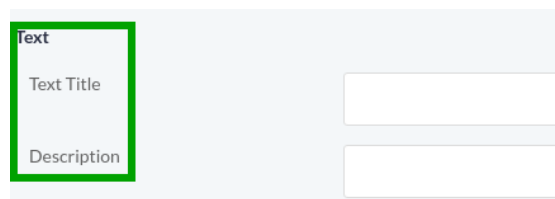
[contact:first_name]
[contact:phone]
[contact:last_name]

Show available tokens

List of available Tokens

[contact:first_name]: Prospect
[contact:last_name]: Prospect
[contact:phone]: Prospect / Contact's Phone number
[contact:email]: Prospect / Contact's Email address
[contact:address]: Prospect / Contact's complete address
[contact:description]: Prospect / Contact's description
[contact:custom1]: Custom field 1 assigned to prospect / contact's
[contact:custom2]: Custom field 2 assigned to prospect / contact's
[contact:custom3]: Custom field 3 assigned to prospect / contact's

- **Text:**
- **Text Line:**
- **Description:**



The screenshot shows the 'Add Text' form. The 'Text' section has fields for 'Text Title' and 'Description'. The 'SMS Message' section has a field for 'SMS Message'.

Text

Text Title

Description

SMS Message

SMS Message

- **SMS Message:**

1. List of “Tokens” are available on the page.
2. User can use “Tokens” while creating on “SMS”. “Tokens” are useful when customer specific information is required such as:

- Customers Name

- Customers Address
- Customers Email Address

Following pattern is allowed for using “Tokens” such as:

- [Contact’s First Name]
- [Contact’s Phone Number]

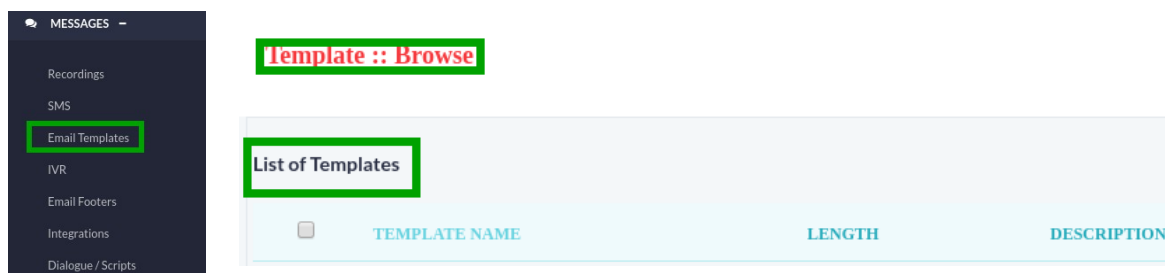
Whenever above pattern is used it means first name of contact will be replaced at this place. Similarly you can use all fields as “Tokens”. Following is a list of “Tokens” that can be used in “SMS Messages” as shown below:

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

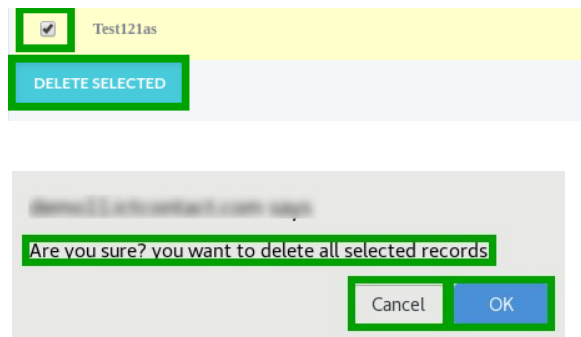


• Email Templates:

- Click on “Email Templates” menu button from main menu, a window container will appear on screen that contain list of texts as shown below:



- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



To Add New Template:

1. Move the cursor on “New Template” on top right side of the page.
2. Click on “New Template” button, a window form will appear on screen that contain required fields. “Email Template” is a sample email that where user ca provide subject of the email, email body, alternate email body user custom tokens in place of receivers name and contact info etc.
3. Once “Email Template” is complete user can use it to send its contact list:

The image shows a form titled 'template :: Add'. On the left is a button with a plus icon and the text 'NEW TEMPLATE'. The form itself has two main sections: 'Template' and 'Email Message'. The 'Template' section has two input fields: 'Template Name' and 'Description'. The 'Email Message' section has two input fields: 'Subject' and 'Message Body'.

- **Template Name:** Write the name of “Template” in the text box as it appear in the campaign form.
- **Description:** Write description of “Template” in the text box:

This is a close-up of the 'Template' section of the form. It shows two input fields: 'Template Name' and 'Description'.

- **Email Message:**
- **Subject:** Subject line of the email that user needed.
- **Message Body:** Write message in the Text box to send.

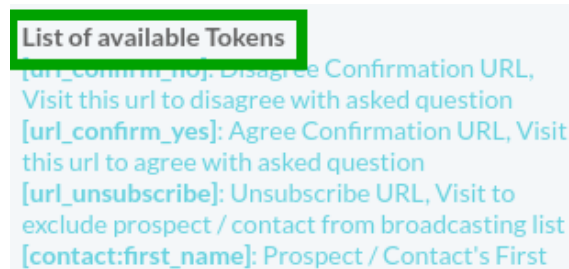
The screenshot shows a web interface for composing an email. On the left, a sidebar labeled 'Email Message' contains 'Subject' and 'Message Body' fields. To the right, there's a 'Show available tokens' link and a box titled 'List of available Tokens' which lists several tokens for use in the email body, such as [url_confirm_no] and [url_unsubscribe].

- **Alternate Message:**
- **Attachment:**
 - To attach a file/image, click on “Choose File” command button, a dialog box will appear on screen to select document.
 - Navigate to the location of file on your computer.
 - Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:

The screenshot displays the 'Attachments' section of the 'Alternate Message' form. It features two 'Choose File' buttons, each with a 'No file chosen' status. A 'MORE >' button is located below the first 'Choose File' button. At the bottom, a file explorer window is open, showing the 'Documents' folder. A file is selected, and the 'Open' button is highlighted.

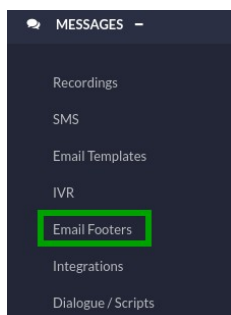
- **Using “Tokens” in Email Templates:**
 1. “Tokens” are useful when customer specific information is required, following pattern is allowed for using “Tokens” in email templates:
 - [Contact First-Name]
 - [Contact Phone Number]

Whenever above pattern is used it means first name of contact will be replaced at this place, following is a list of “Tokens” that can be used in “Email Templates” as shown below:

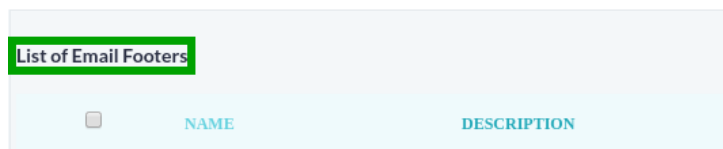


Email Footer:

- Click on “Email Footer” menu button from main menu, a window container will appear on screen that contain list of texts as shown below:



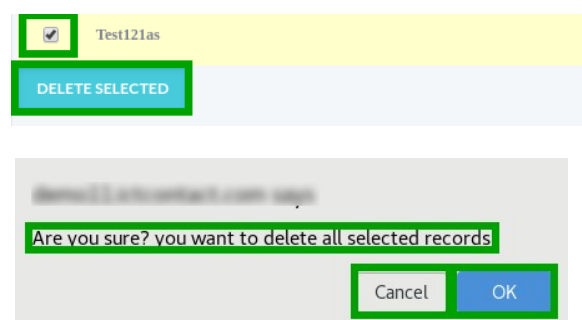
Email Footer :: Browse



A screenshot of a window titled "List of Email Footers". The window contains a table with two columns: NAME and DESCRIPTION. The table is currently empty.

NAME	DESCRIPTION
------	-------------

- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



To Add New Email Footer:

1. Move the cursor on “New Email Footer” on top right side of the page.
2. Click on “New Email Footer” button, a window form will appear on screen that contain required fields, fill the specified fields such as:
 - Email Footer Info
 - Footer Name/Title
 - Description
 - Email Footer Details
 - Footer Message
 - Alternative Footer Message

Email Footer :: Add

Email Footer Info

Footer Name / Title: 0

Description:

Email Footer Details

Footer Message:

Alternative Footer Message

NEW EMAIL FOOTER

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

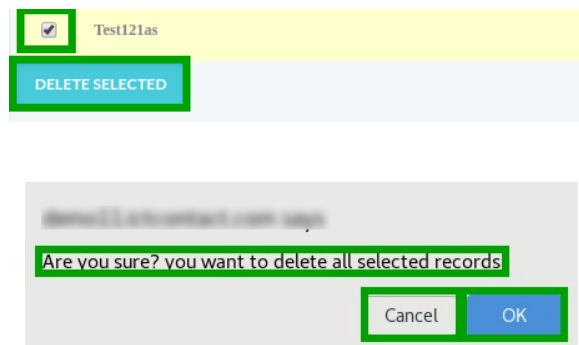
SAVE RESET CANCEL

Dialogue/Script:

- Click on “Dialogue/Script” menu button from main menu, a window container will appear on screen that contain list of texts as shown below:



- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



To Add New Dialogue:

- 1, Move the cursor on “Add Dialogue” on top right side of the page.

2. Click on “Add Text” button, a window form will appear on screen that contain required fields, fill the specified fields such as:

Dialogue :: Add

NEW DIALOGUE

Dialogue

Dialogue name

Description

Agent Script

Dialogue / Script

- **Dialogue:**
- **Dialogue Name:**
- **Description:**

Dialogue

Dialogue name

Description

Agent Script:

- **Dialogue/Script:**
 1. List of “Tokens” are available on the page.
 2. User can use “Tokens” while creating on “SMS”. “Tokens” are useful when customer specific information is required such as:
 - Customers Name
 - Customers Address
 - Customers Email Address

Agent Script

Dialogue / Script

[contact:first_name]
[contact:phone]
[contact:phone]

Show available tokens

List of available Tokens

[contact:first_name]: Prospect /
Contact's First Name
[contact:last_name]: Prospect /
Contact's Last Name
[contact:phone]: Prospect /

Following pattern is allowed for using “Tokens” such as:

- [Contact’s First Name]
- [Contact’s Phone Number]

Whenever above pattern is used it means first name of contact will be replaced at this place. Similarly you can use all fields as “Tokens”. Following is a list of “Tokens” that can be used in “SMS Messages” as shown below:

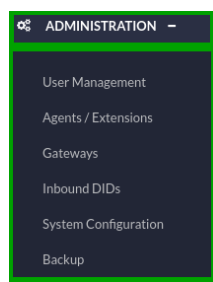
List of available Tokens:
[contact:first_name]: Prospect /
Contact's First Name
[contact:last_name]: Prospect /
Contact's Last Name
[contact:phone]: Prospect /
Contact's Phone number
[contact:email]: Prospect /
Contact's Email address

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



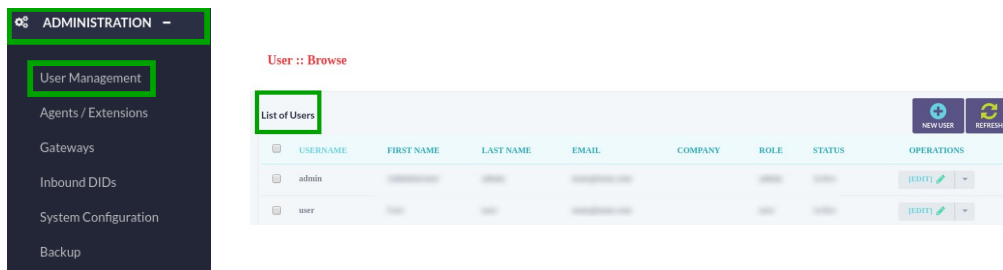
13. Administration:

- Click on “Administration” menu button from main menu, following sub-menus will displayed such as:
 - User Management
 - Agents/Extensions
 - Gateways
 - Inbound DID's
 - System Configuration
 - System Configuration
 - Backup

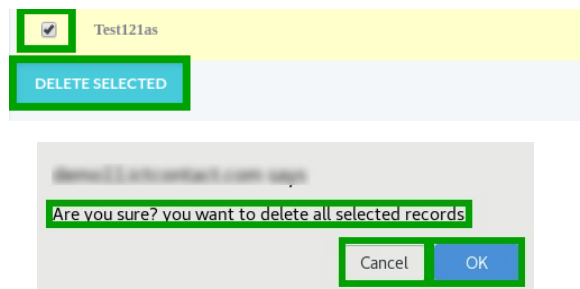


User Management:

1. Click on “User Management” menu button from menu, a window container will appear on screen that contain list of users as shown below:



2. Click on check-boxes to select the contact from list.
3. Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
4. Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



5. Click on “Drop-Down” button on right side of page, a list will appear that contain following options such as:

- Edit
- Resources

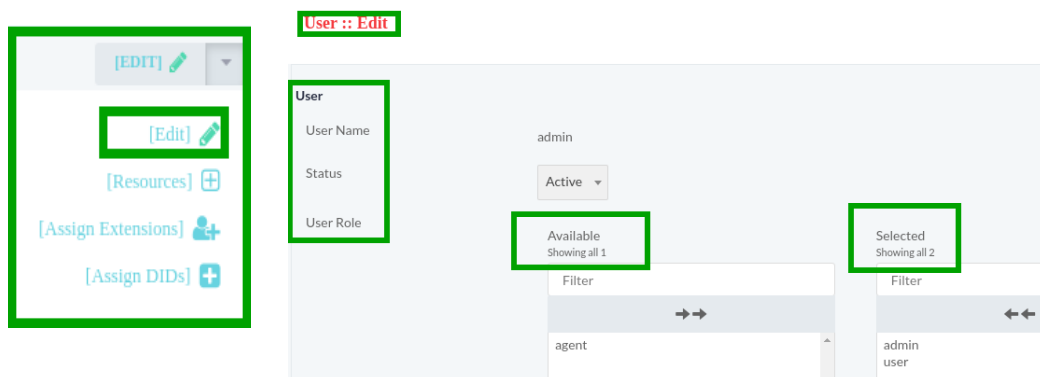
- Assign Extensions
- Assign DIDs



6. Click on “Edit” button, a window form will appear on screen that contain required fields, fill the specified fields such as:

- **User Name:**
- **Status:** Click on “Drop-Down” button, select active from list.
- **User Role:** To select “Role” a pick list will appear on page containing all available roles.

You can select any of from available list as shown below:



- **Password:**
 - Retype Password:
 - Pin Code:

- Personal Contact Info:

- Email
- First & Last Name
- Phone
- Mobile
- Street Address
- Company
- Country

Click on “Drop-Down” list, Select “Country” name from list.

A screenshot of a web form titled "Personal Contact Info". The form contains several input fields: Email (none@none.com), First Name (Administrator), Last Name (admin), Phone (empty), Mobile (empty), Street Address (none), Company (empty), and Country (Pakistan). The labels for the first three fields (Email, First Name, Last Name) and the Country field are highlighted with green boxes.

- **Locale Settings:**

- **Timezone Offset:** Click on “Drop-Down” list, Select “Timezone” from list.
- **Language:** Click on “Drop-Down” list, Select suitable “Language” to understand from list.

A screenshot of a web form titled "Locale Settings". The form contains three dropdown menus: Timezone offset (Thursday, March 12, 2020 09:29 (GMT)), Language (English, Ameri...), and Theme (Allia...). The labels for the first two dropdowns (Timezone offset, Language) and the dropdown arrows for all three are highlighted with green boxes.

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- **Resources:** Click on “Resources” button from list, a window form will appear on screen that contain required fields such as:

- Allowed Time Slot To Run Campaign
- Range From
- Range To

Click on “Drop-Down” button to set time to run campaign as shown below:

- **Allowed Weekdays:**
 - To start campaign on “Weekdays”, select “On scheduled Weekdays and time” from list.
 - Following check box will appear on page, by click “Check Boxes” you can specify the days and set the time from pick list to start campaign as shown below:

Allowed Weekdays

☐ Sunday
 ☒ Monday
 ☒ Tuesday
 ☒ Wednesday
 ☒ Thursday
 ☒ Friday
 ☐ Saturday

- **Permissions:**

- Following check box are available on page, by clicking “Check Boxes” you can allow campaign type to start campaign as shown below:

Permissions

☐ Allow Fax campaign
 ☐ Allow Survey campaign
 ☐ Allow Interactive campaign
 ☐ Allow IVR campaign
 ☐ Allow Subscription campaign

☐ Allow DID as CallerID
 ☐ Allow anonymous CallerID
 ☐ Allow custom CallerID
 ☐ Allow CallerID list

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- **Assign Extension:**

- Click on “Assign Extension” button from list, a window container will appear on screen that contain following options such as:
- List of Assigned Extensions:

[EDIT]

[Edit]

[Resources]

[Assign Extensions]

[Assign DIDs]

User (admin) :: Extension Assignment

List of Assigned Extensions

EXTENSION	SIP	IAX
<input type="checkbox"/>	Disabled	Disabled
<input type="checkbox"/>	Disabled	Disabled

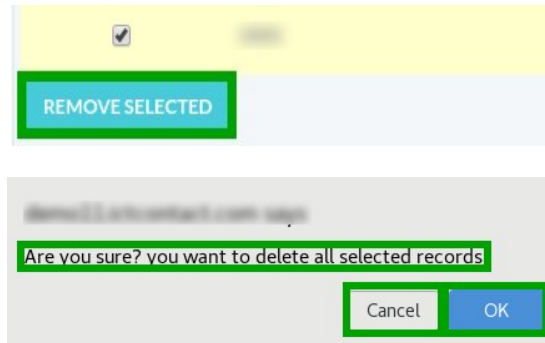
REMOVE SELECTED

List of Available Extensions

EXTENSION	SIP	IAX
<input type="checkbox"/>		

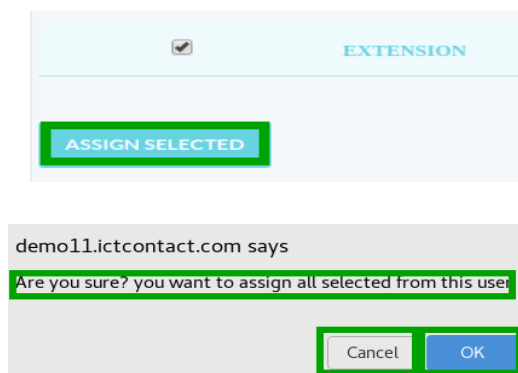
ASSIGN SELECTED

- You can remove any record from list, click on check-boxes to select the record.
- Click the “Remove Selected” button to remove the selected record, a pop-up will appear on top of the page with confirmation message.
- Click the “OK” button or click “Cancel” button to remain same changes.



- **List of Available Extensions:**

- List of available extensions displayed, click on check-boxes to select the extension.
- Click the “Assign Selected” button to assign the extension as shown below:

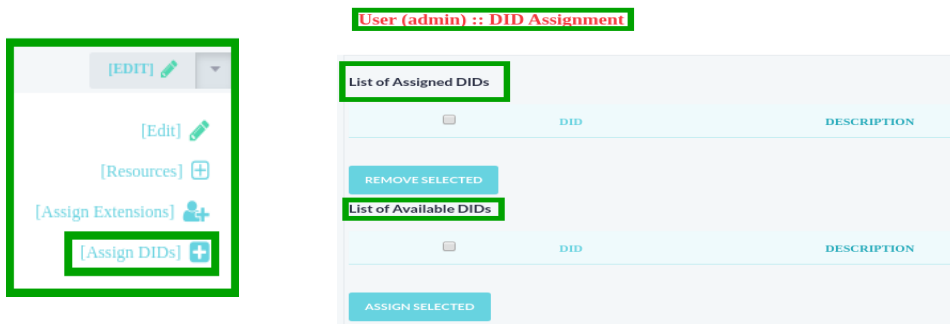


- Click on “Refresh” button to refresh the extension list:
- Click on “Cancel” button to discard changes and show user list:

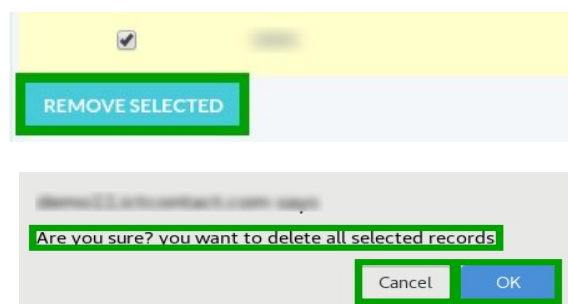


- **Assign DIDs:**

- Click on “Assign DIDs” button from list, a window container will appear on screen that contain following options such as:
- List of Assigned DIDs
- List of Available DIDs

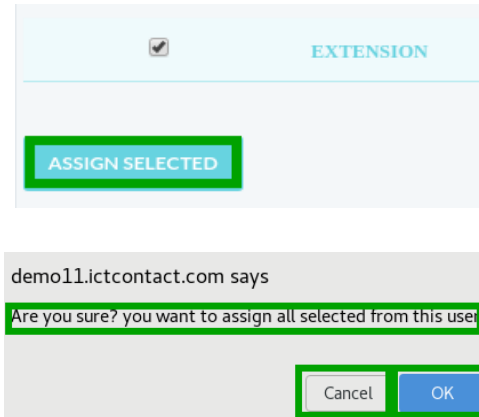


- You can remove any record from list, click on check-boxes to select the record.
- Click the “Remove Selected” button to remove the selected record, a pop-up will appear on top of the page with confirmation message.
- Click the “OK” button or click “Cancel” button to remain same changes.



- **List of Available DID:**

- List of available DIDs displayed on page, click on check-boxes to select the DIDs.
- Click the “Assign Selected” button to assign the DIDs as shown below:



- Click on “Refresh” button to refresh the extension list:
- Click on “Cancel” button to discard changes and show user list:



To Add New User:

1. Move the cursor on “New User” on top right side of page.
2. Click on “New User” button, a window form will appear on screen that contain required fields, fill the specified fields such as:
 - User Name
 - **Status:** Click on “Drop-Down” button, select active from list
 - **User Role:** To select “Role” a pick list will appear on page containing all available roles, select any of from available list as shown below:

User :: Edit

[EDIT]

[Edit]

[Resources]

[Assign Extensions]

[Assign DIDs]

User

User Name

Status

User Role

admin

Active

Available Showing all 1

Filter

agent

Selected Showing all 2

Filter

admin user

- **Password:**
- **Retype Password:**
- **Pin Code:**

Password

Password

Retype Password

Pin Code

0000

- **Personal Contact Info:**
 - Email
 - First & Last Name
 - Phone
 - Mobile
 - Street Address
 - Company
 - Country

Click on “Drop-Down” list, Select “Country” name from list.

Personal Contact Info

Email

First Name

Last Name

Phone

Mobile

Street Address

Company

Country

none@none.com

Administrator

admin

none

Pakistan

- **Locale Settings:**

- **Timezone Offset:** Click on “Drop-Down” list, Select “Timezone” from list.
- **Language:** Click on “Drop-Down” list, Select suitable “Language” to understand from list.

Locale Settings

Timezone offset: Thursday, March 12, 2020 09:29 (GMT)

Language: English, Ameri...

Theme: Allia.

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



Agent/Extensions:

- Click on “Agent/Extensions” menu button from menu, a window container will appear on screen that contain list of extensions and detail as shown below:

ADMINISTRATION

- User Management
- Agents / Extensions**
- Gateways
- Inbound DID's
- System Configuration
- Backup

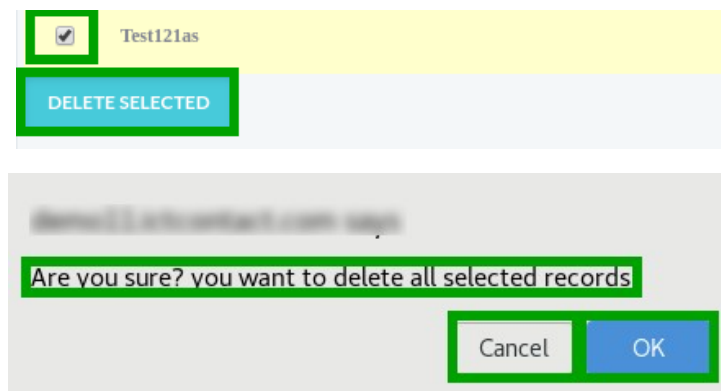
Extension :: Brows

List of Extensions

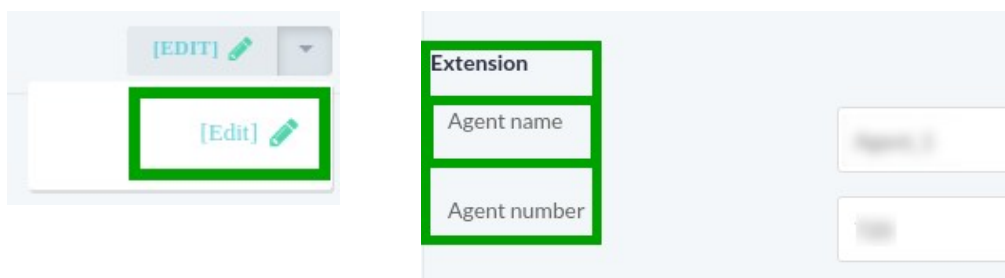
AGENT NAME	AGENT NUMBER	FORWARD TO	ASSIGNED TO	OPERATIONS
AGENT NAME	AGENT NUMBER	Agent / Device	admin	[EDIT]

NEW EXTENSION CREATE EXTENSIONS IN BATCH REFRESH

- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



- Click on “Edit” button, a pop-up form will appear on screen that contain all configurable fields such as:
 - **Extension:**
 - Agent Name
 - Agent Number



- **Agent:**

- Web Phone
- SIP
- IAX
- Secret/Password

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



To Add New Extension:

1. Move the cursor on “New Extension” on top right side of page.
 2. Click on “New Extension” button, a pop-up form will appear on screen that contain required fields, fill the specified fields such as:
 - Extension:
 - Agent Name
 - Agent Number
- **Forward:**
 - Click on “Drop-Down” button, a list will appear on page, user can forward any extension to external call center or IVR system.



- **Agent:**

- Web Phone
- SIP
- IAX
- Secret/Password

Extension :: Add

Extension	
Agent name	<input type="text"/>
Agent number	<input type="text"/>
Forward to	Agent / Device <input type="text"/>

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



Create Extensions In Batch:

1. Move the cursor on “New Extension” on top right side of page.
2. Click on “New Extension” button, a pop-up form will appear on screen that contain required fields, fill the specified fields such as:

- Extension:
- Agent Name
- **Extension Range:** Set extension range in text box.
- **Forward:** Click on “Drop-Down” button, a list will appear on page, user can forward any extension to external call center or IVR system.

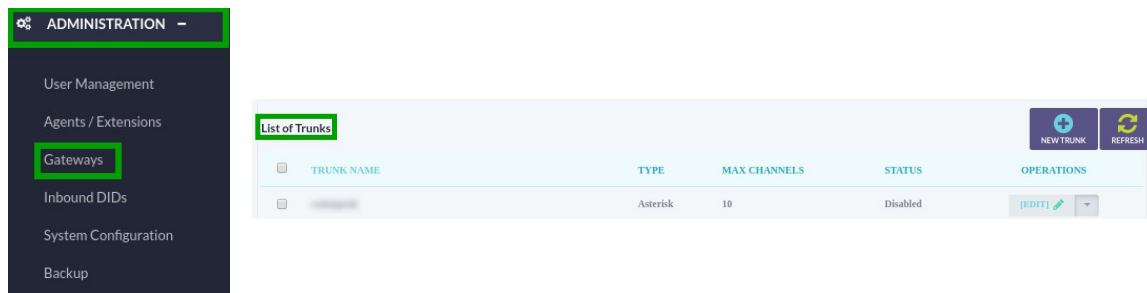
- **Agent:**
 - Web Phone
 - SIP
 - IAX
 - Secret/Password

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

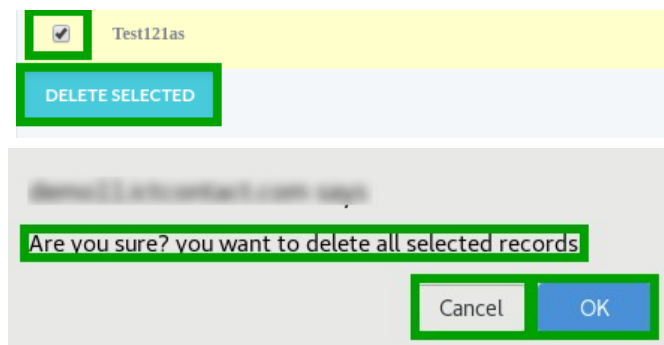


Gateways:

- Click on “Gateways” menu button from main menu, a window container will displayed on screen that contain list of Trunks as shown below:



- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



- Click on “Edit” button, a window form will appear on screen that contain required fields, fill the specified fields such as:

- **Trunk:**
 - **Trunk Name:**
 - **Type:** Click on “Drop-Down” button, select type from drop-down list:
 - **Status:** To status for trunk, select active or disable from drop-down list:
 - **Weight:** Weight sets priority of trunk. Trunk will lower values will be preferred from others while doing route selection Node: Select the type of nodes.

- **Technical Information's :**

- Following check-boxes are available to select gateway type shown below:

The image shows a web interface for managing trunks. On the left, there is a table with two rows. The first row has an '[EDIT]' button with a pencil icon and a dropdown arrow. The second row has an '[Edit]' button with a pencil icon. On the right, there is a detailed configuration form for a trunk. The form has a title 'Trunk :: Edit' in a red box. Below it, there is a section 'Trunk' with fields for 'Trunk Name' (value: commpeak), 'Type' (value: Outbound), 'Status' (value: Disab...), and 'Weight' (value: 0). Below this is a section 'Technical Informations' with a field for 'Gateway Type'. At the bottom, there is a section 'Asterisk' with checkboxes for 'Voice' (checked), 'Fax' (checked), 'SMS' (unchecked), 'Email' (unchecked), and 'Video' (unchecked).

- **Outbound Configuration:**
 - **CPS limit:** Select the CPS limit.
 - **Max Channel Capacity:** Number of Maximum channel allowed.
 - **Dial Prefix:** If any prefix required by this trunk
- **Caller ID:**
 - **Caller ID format:** Select the format caller ID
 - **Title Format:** Select the title

Outbound Configurations

CPS Limit: 1

Max. Channel Capacity: 10

Dial Prefix: [blurred]

CallerID / From Address

CallerID Format: Custom CallerID

CallerID Title Format: Custom CallerID Na...

- **Trunk Configuration:**
 - **Protocol Type:** Select protocol type from drop-down list. IAX or SIP
 - **Register String:** Only if asked or required by trunk
 - **Setting:** Type, Host, User and Password for connecting to this trunk
- **Dial String (Default):**

Trunk Configuration

Protocol Type: SIP

Register String: [blurred]

Settings: [blurred]

Dial String: [blurred]

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- **To Add New Trunk:**

1. Move the cursor on “New Trunk” on top right of the page.
2. Click on “New Trunk” button, a window form will appear on screen that contain required fields, fill the specified such as:

- **Trunk:**

- **Trunk Name:**
- **Type:** Click on “Drop-Down” button, select type from drop-down list:
- **Status:** To status for trunk, select active or disable from drop-down list:
- **Weight:** Weight sets priority of trunk. Trunk will lower values will be preferred from others while doing route selection Node: Select the type of nodes.
- **Technical Information's :** Following check-boxes are available to select gateway type shown below:

The screenshot shows a web interface for adding a new trunk. On the left, there are two buttons: 'NEW TRUNK' (with a plus icon) and 'REFRESH' (with a circular arrow icon). To the right, there is a form titled 'Trunk :: Edit'. The form contains several fields: 'Trunk Name' (text input), 'Type' (drop-down menu), 'Status' (drop-down menu), 'Weight' (text input), and 'Technical Informations' (a section containing 'Gateway Type' and a series of checkboxes for 'Voice', 'Fax', 'SMS', 'Email', and 'Video'). The 'Voice' checkbox is checked. The 'Trunk Name' field contains the text 'commpeak'. The 'Type' field is set to 'Outbound'. The 'Status' field is set to 'Disab...'. The 'Weight' field is set to '0'.

- **Outbound Configuration:**

- **CPS limit:** Select the limit Max.
- **Channel Capacity:** Number of Maximum channel allowed
- **Dial Prefix:** If any prefix required by this trunk.

- **Caller ID:**

- **Caller ID format:** Select the format caller I
- **Title Format:** Select the title

Outbound Configurations

CPS Limit: 1

Max. Channel Capacity: 10

Dial Prefix: [Redacted]

CallerID / From Address

CallerID Format: Custom CallerID

CallerID Title Format: Custom CallerID Na...

- **Trunk Configuration:**
 - **Protocol Type:** Select protocol type from drop-down list. IAX or SIP.
 - **Register String:** Only if asked or required by trunk.
 - **Setting:** Type, Host, User and Password for connecting to this trunk.
- **Dial String (Default):**

Trunk Configuration

Protocol Type: SIP

Register String: [Redacted]

Settings: [Redacted]

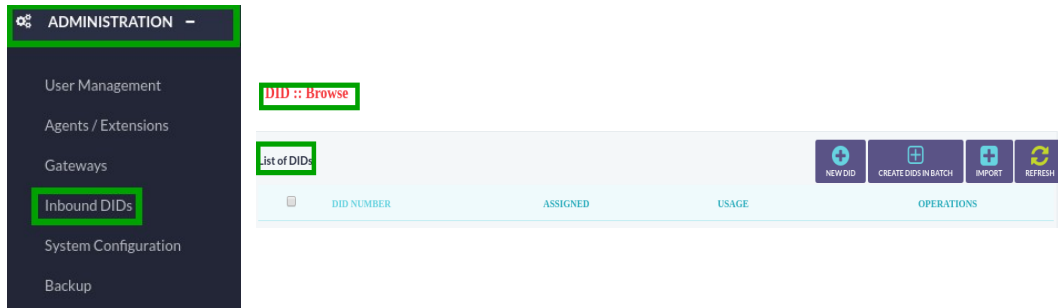
Dial String: [Redacted]

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:

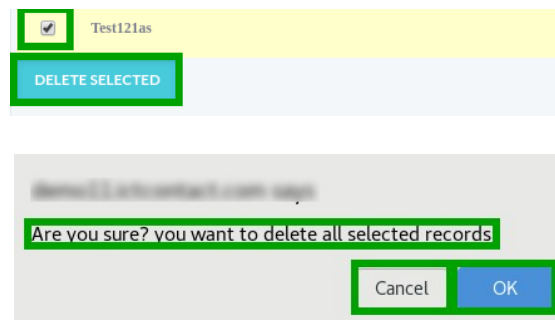


Inbound DID:

- Click on “Inbound DIDs” menu button from menu, a window container will displayed on screen that contain list of all DIDs as shown below:



- Click on check-boxes to select the contact from list.
- Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
- Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



To Add New DID:

- Move the cursor on “New DID” on top right side of page.
- Click on “New DID” button, a pop-up form will appear on screen that contain required fields, fill the specified fields such as:
 - DID Number
 - Description
 - DID Application:

- **Assigned to:** Click on “Drop-Down” button, select “Available to Users” from drop-down list:

DID :: Add

DID

DID Number

Description

DID Application

Assigned to

Available to us... ▲

[System]

Available to users

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



To Create DIDs in Batch:

1. Move the cursor on “Create DIDs in Batch” on top right side of page.
2. Click on “Create DIDs in Batch” button, a pop-up form will appear on screen that contain required fields, fill the specified fields such as:

- **DID Range:** Set DID range in text box:
- Description
- DID Application:

- **Assigned to:** Click on “Drop-Down” button, select “Available to Users” from drop-down list:

DID :: Add

DID

DID Range

Description

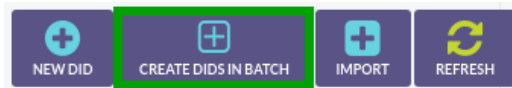
DID Application

Assigned to

Available to us... ▲

[System]

Available to users



- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



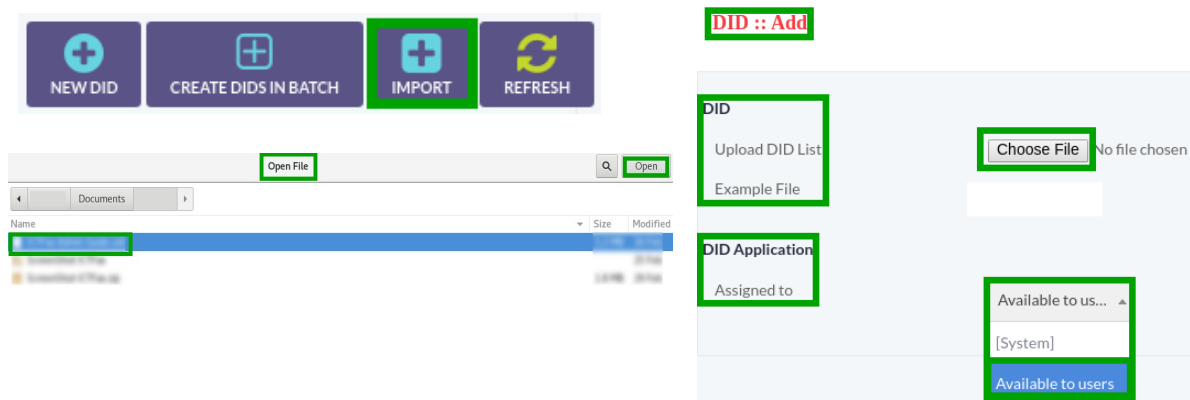
Import new DIDs:

1. Move the cursor “Import” on top right side of page.
2. Click on “Import” button, a pop-up form will appear on screen that contain required fields, fill the specified fields such as:

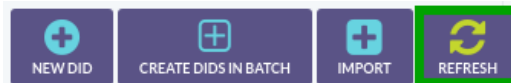
Upload DID list:

1. To upload DID list, click on “Choose File” command button, a dialog box will appear on screen to select document.
2. Navigate to the location of file on your computer.
3. Double clicking or select a file from location and click on “Open” button, file will be uploaded as shown below:
4. DID Application:

- **Assigned to:** Click on “Drop-Down” button, select “Available to Users” from drop-down list:



- Click on “Refresh” button to refresh the did list:



- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



System Configuration:

- Click on “System Configuration” menu button from menu, a window container will appear on screen.
- A Menu bar displayed on top of page that contain following options for system configuration as shown below:

ADMINISTRATION -

- User Management
- Agents / Extensions
- Gateways
- Inbound DIDs
- System Configuration
- Backup

System :: Configurations

Web Site
List / Reports
Asterisk
CNAM
Automatic Answering Machine
Provisioning
Kannel
Campaign
Message
SAVE
REFRESH

Web Site Configurations

Website Title / Name
ICT Contact
Host / Domain name
Website base URL
Front Page URL
Website Cookies Name
ictcontact
Default Language
English, Ameri...
Default Theme
Allia...
Running As
Live
TTS Engine
Festival CLI

Web Site:

Click on “Web Site” menu button from menu bar, following configurable fields will appear on page:

1. It allows admin to change various options related to the Web site URLs and appearance.
2. Website Title allows to set custom title of Broadcasting.
3. Domain Name allows to set custom host/domain name. This option creates a link at title/logo of ICTContact header.
4. Website base URL tells where on the web server ICTContact can be located (directory path at web server).
5. Front page URL allows to set custom first page title. It can be helpful to redirect user to some custom page.
6. Website cookie Name is the cookie (temporary text file) that is stored at the client machine.
7. Default Language allows to set default language for ICTContact system.
8. Running As tells the status of the ICTContact system whether it is demo or live_h)TTS engine_select the type.

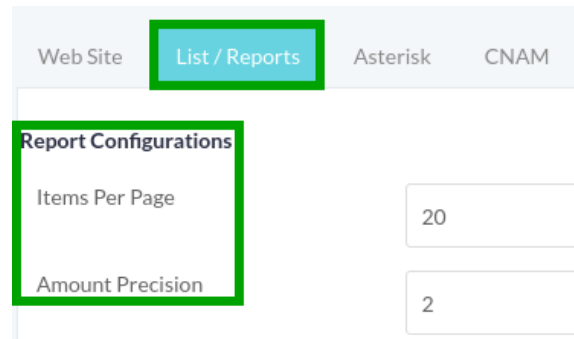
Web Site Configurations	
Website Title / Name	ICT Contact
Host / Domain name	
Website base URL	
Front Page URL	
Website Cookies Name	ictcontact
Default Language	English, Ameri... ▼
Default Theme	Allia... ▼
Running As	Live ▼
TTS Engine	Festival CLI ▼

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



List/Reports:

- Set options to display lists and reports.
 - 1. Items per page:**
 - Items to display in a list at a time (pagination).
 - 2. Amount Precision:**
 - Display amount (currency) digits of precision.



Web Site **List / Reports** Asterisk CNAM

Report Configurations

Items Per Page 20

Amount Precision 2

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



Asterisk:

- It tells the configuration options for connecting to the asterisk server.
 - 1. AMI Host:**
 - IP address (alias) where database is hosted.
 - 2. AMI Port:**
 - Port of the database to connect to.
 - 3. AMI Username:**
 - Name of the user to connect to asterisk.
 - 4. AMI Password:**
 - Password of the above user to connect to asterisk.

5. TTS engine:

- Select the type from drop-down list.

6. Monitor QoS:

- As enabled or disabled.

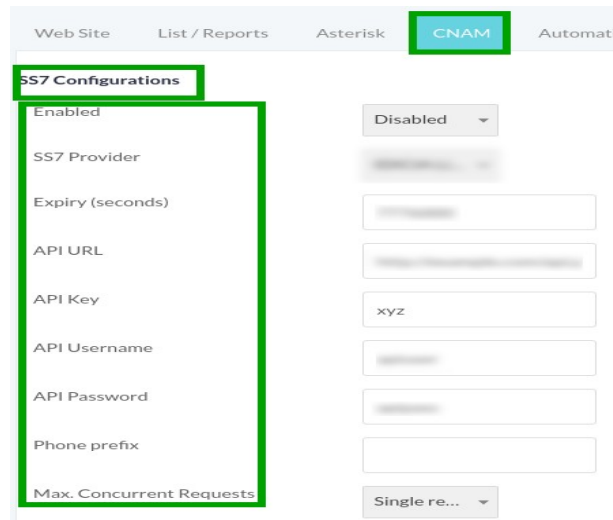
- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



CNAM:

- It tells the configuration for SS7 in server:
- **Enable:**
Select “Enable” or “Disable” to activate CNAM.
- **SS7 Provider:**
Select telecommunication standard from drop-down list.
- **Expiry (Second).**
Set time duration time to update CNAM record.
- **API URL:**
Write API URL in the text box.
- **API Key:**
Write API key in the Text box.
- **API Username:**
Write API Username in the Text box.

- **API Password:**
Write API Password in the Text box.
- **Phone Prefix:**
Write format of phone number to set phone prefix.
- **Max. Concurrent Requests:**
Click on “Drop-Down” button to select max concurrent requests from list:



The screenshot shows a web interface with a top navigation bar containing 'Web Site', 'List / Reports', 'Asterisk', 'CNAM', and 'Automatic'. The 'CNAM' tab is selected and highlighted with a green box. Below the navigation bar, the 'SS7 Configurations' section is highlighted with a green box. This section contains a list of configuration fields on the left and their corresponding input controls on the right. The fields are: 'Enabled' (with a 'Disabled' dropdown), 'SS7 Provider' (with a text input), 'Expiry (seconds)' (with a text input), 'API URL' (with a text input), 'API Key' (with a text input containing 'xyz'), 'API Username' (with a text input), 'API Password' (with a text input), 'Phone prefix' (with a text input), and 'Max. Concurrent Requests' (with a 'Single re...' dropdown). The entire configuration area is enclosed in a green border.

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



Automatic Answering Machine (AMD):

1. Click on “Automatic Answering Machine” from menu bar.
2. To configure AMD following fields will appear on page such as:
3. Checking Silence Duration(3500):
4. Greeting(1800):
5. After Greeting(1200):
6. Total Time(5000):
7. Minimum Length(120):

8. Silence Length(50):
9. Maximum Words(4):
10. Silence Threshold(256):

Automatic Answering Machine
Provisioning
Kannel
Campaign
Messages

AMD Configurations

Checking Silence Duration (3500)

2500

Greeting (1800)

1500

After Greeting (1200)

300

Total Time (5000)

5000

Minimum Length (120)

120

Silence Length (50)

50

Maximum words (4)

4

Silence threshold (256)

384

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



Provisioning:

1. Click on “Provisioning” button from menu bar.
2. To configure “Phone Provisioning” following fields will appear on page such as:

- Host:
- SIP Port:
- Wss Port :

Provisioning
Kannel
Campaign
Messages

Phone Provisioning

Host

localhost

SIP Port

WSS Port

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



Kannel:

It tells the configuration options for connecting to the kannel server.

1. Kannel Host:

IP address (alias) where kannel is hosted.

2. Kannel Port:

Port of the database to connect to.

3. Kannel Username:

Name of the database user to connect to kannel.

4. Kannel Password:

Password of the above user to connect to kannel.

5. URL path for send SMS:

Path to the send SMS library of Kannel.

6. Kannel Message Size:

Size of the Kannel message.

Kannel	Campaign	Messages
Kannel Configurations		
Kannel Host	<input type="text" value="localhost"/>	
Kannel Port/Socket	<input type="text" value=""/>	
Kannel Username	<input type="text" value=""/>	
Kannel Password	<input type="text" value=""/>	
URL path for sendsms	<input type="text" value="/usr/lib/kannel/sendsms"/>	
Kannel Message Size	<input type="text" value=""/>	

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



Campaign:

i) General Campaign Configurations:

It allow to configure global options for all the campaigns.

1. Maximum Survey question:

Maximum number of questions allowed in per survey campaign.

2. Maximum Subscription offers:

Maximum number of offers allowed in per Subscription campaign.

3. Caller ID Format:

Sets default caller id for outbound campaigns. Admin can set any value here and it will be used as global caller id. Admin can also use tokens (variables) here such as [campaign:caller-id]. It tells system to use caller id set by individual campaign.

4. Caller ID Name Format:

Set default caller id title for outbound campaigns. Similar to above, admin can use any value or token ([campaign:caller-id_name]) in this field

5. Caller ID Format Transfer:

Set caller id on transfer. For example, when call is transferred to call center / Agents. Admin can use [contact:phone] to show call recipients phone number when they are transferred to agents.

6. Caller ID Name Format for Transfer:

Set caller id on transfer. For example, when call is transferred to call center / Agents. Admin can use [contact:first_name contact:last_name] to show call recipients phone number when they are transferred to agents.

7. Channel Incremental:

Per step channel incremental while increasing or decreasing channels of running campaigns.

General Campaign Configuration	
Max. Survey Questions	10
Max. Subscription offers	20
CallerID Format	[campaign:callerid]
CallerID Name Format	[campaign:callerid_name]
CallerID Format for Transfer	[contact:phone]

ii) Default Campaign Parameters for User:

1. Key press Timeout:

Max time to wait for user to allow him to press his desired key.

2. DNC Key:

Call recipient will have to press this key on his dial pad to add his number to DNC.

3. Global DNC :

If enabled then contact will be checked again.

4. Message Replay Key:

Call recipient will have to press this key on his dial pad when he wants to receive current IVR message.

5. Auto Message Replay:

If call recipient fail to reply then automatically repeat IVR message.

6. Max Message Replay:

After this number of repeat tries current IVR message will be skipped.

7. Block Cell:

Select the number to disable or enable.

8. Channel per Campaign:

Maximum number of channels for each campaign.

9. Max Allowed Call Retries:

Set maximum number of call retries option. If set to disabled, then Max Retries option will not be displayed on campaign form.

10. Repeat Contacts:

Set how contact will be repeated to dial. Whether to repeat all contacts or just repeat those which are marked fail on previous attempt.

11. Call monitoring:

Number of calls monitoring

Default Campaign Parameters for User

Key Press Timeout	10
DNC Key	9
Global DNC Group	Disabled
Message Replay Key	*
Auto Message Replay	Disabled

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



Messages:

- **Invalid message recording:**
 - Please select a recorded message, which will be played when user failed to enter valid option.

Kannel Campaign Messages

Message Configurations

Invalid Message Recording	Invalid C...
Enforce Email Footer	Disabled

- Click on “Save” button to save the settings.
- Click on “Refresh” button to refresh the configuration.



Backup:

1. Click on “Backup” menu button from menu, a window form will appear that contain required fields to create backup.

Fill the specified fields such as:

- Folder/Directory:
- Select mass for backup:

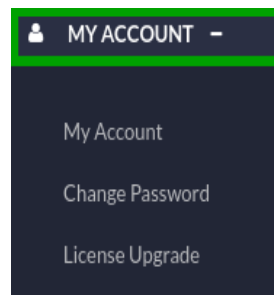
2. Click on “Drop-Down” button to select mass for backup, a list will appear on page that contain following options, select one option from list as shown below:

- Backup Server Access:
- IP Host name:
- Port:
- Username:
- Login password to remote server:
- Folder Name:

3. Click on “Create Backup” button to create and save a new backup as shown below:

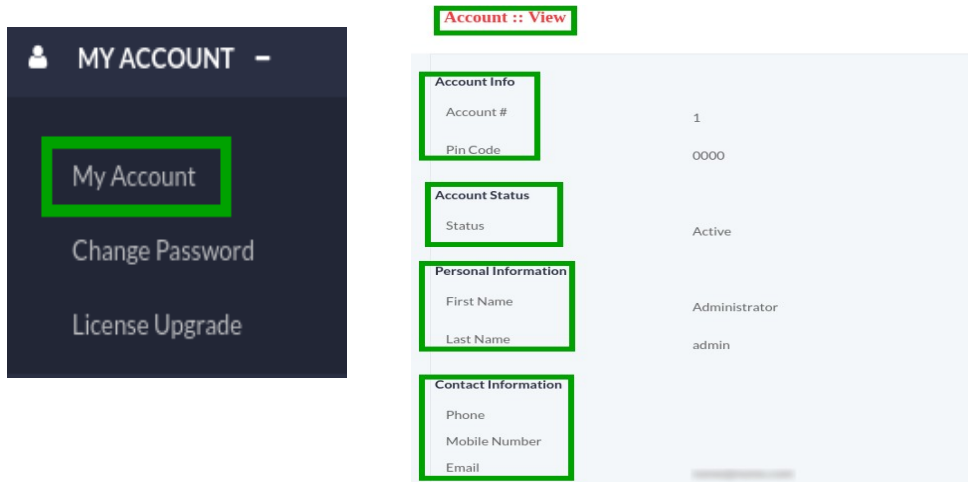
14. My Account:

- Click on “My Account” menu button from main menu, following sub-menus will appear on screen such as:
 - My Account
 - Change Password
 - License Upgrade



My Account:

- Click on “My Account” menu button from menu, a window container will displayed on screen that contain account information as shown below:



2. Move the cursor on “Edit” on top right side of page.
3. Click on “Edit” button, a window form will open that contain following fields that are configurable such as:

- Personal Contact Info:
- Email
- First & Last Name
- Phone
- Mobile
- Street Address
- Company
- Country

3. Click on “Drop-Down” list, Select “Country” name from list.

- **Settings:**
 - **Timezone Offset:** Click on “Drop-Down” list, Select “Timezone” from list.
 - **Language:** Click on “Drop-Down” list, Select suitable “Language” to understand from list.
 - **Theme:** Select theme from drop-down list:

EDIT REFRESH ACCESS KEY

Personal Information

First Name Administrator

Last Name admin

Contact Information

Phone

Mobile Number

Email

Address none

Country Pakistan

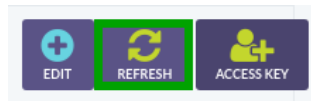
Settings

Time Zone Friday, March 13, 2020 07:37 (GMT)

Language English, Americ...

Theme Allia...

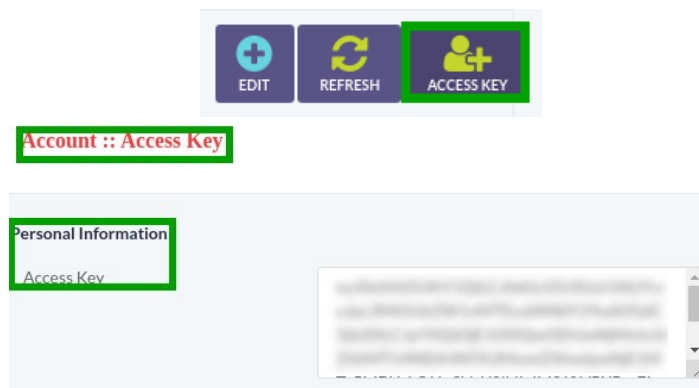
4. Click on “Refresh” button to refresh the account list.



- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



- Move the cursor on “Access Key” button top right side of the page.
- Click on “Access Key” button to get access key for account as shown below:



Change Password:

1. Click on “Change Password” menu button to create password, a pop-up form will appear on screen that contain required fields, fill the specified fields such as:

- New Password
- Verify Password
- Pic Code

The screenshot shows the 'MY ACCOUNT' menu on the left with 'Change Password' highlighted. The main area displays the 'Password :: Change' form with fields for 'New Password', 'Verify Password', and 'Pin Code'.

- Click on “Save” button to save the settings.
- Click on “Arrow” button to reset the settings.
- Click on “Cancel” button to discard changes as shown below:



License Upgrade:

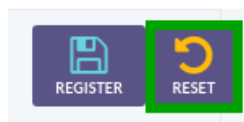
1. Click on “License Upgrade” button from menu, a window container will appear on screen that contain following fields, fill the specified fields to for license registration that are as follows:

- **Registered to:**
 - **Name/Company:** Enter the name of organization in the text box.
 - **E-Mail Address:** Enter user email address in the text box.
 - **Main Network:** Select main network.
 - **License:** Enter license key in the text box.

2. Click the “Register” to get register with ICT Contact.

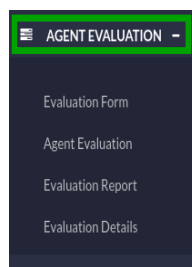
The screenshot shows the 'License :: Register' form. The 'MY ACCOUNT' menu on the left has 'License Upgrade' highlighted. The form contains fields for 'Registered to' (Name / Company, E-Mail Address, Main network) and 'License' (License Key). A 'REGISTER' button (blue icon) and a 'RESET' button (yellow circular arrow icon) are located on the right.

3. Click on “Reset” button to reset the registration.



15. Agent Evaluation:

- Click on “Agent Evaluation” menu button from main menu, following sub-menus will appear on screen as shown below:



Evaluation Form:

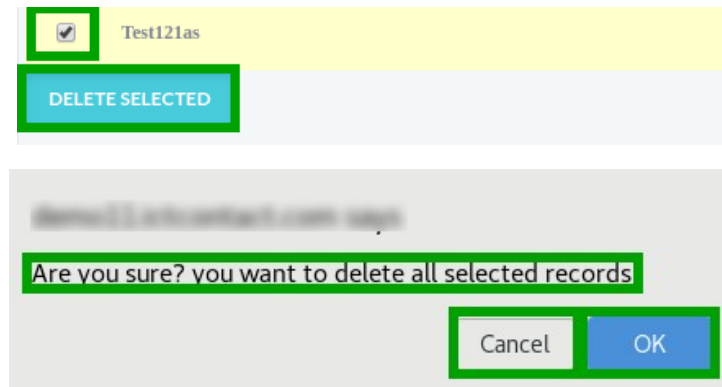
- Click on “Evaluation Form” menu button from menu, a window container will appear on screen that contain list of evaluation forms and detail as shown below:



Evaluation Form :: Browse

List of Evaluation Forms			NEW FORM	REFRESH
FORM NAME	DESCRIPTION	OPERATIONS		
<input type="checkbox"/> knowledge	Evaluating knowledge transfer	[EDIT]		

2. Click on check-boxes to select the contact from list.
3. Click the “Delete Selected” button to delete the selected record, a pop-up confirmation message will appear on top of the page.
4. Click on “OK” button to delete the record or click on “Cancel” button remain same changes.



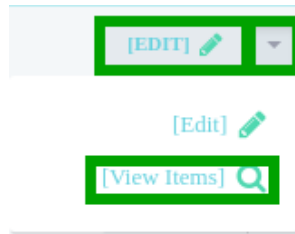
5. Click on “Edit” button, a pop-up form will appear on screen that contain all configurable fields, fill the specified fields such as:
 - Evaluation Form Info:
 - Form Title:
 - Description:



6. Click on “Save” button to save the settings.
7. Click on “Arrow” button to reset the settings.
8. Click on “Cancel” button to discard changes as shown below:

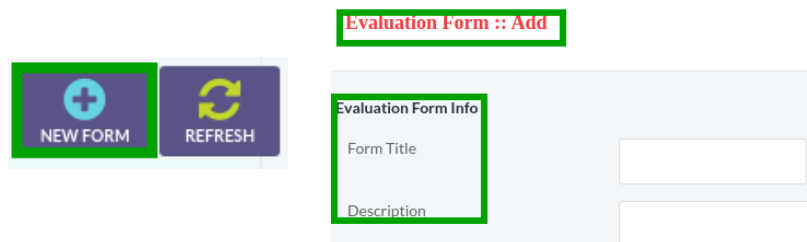


9. Click on “View Items” button to view evaluations items in the form:

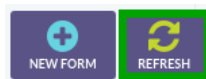


To Add New Evaluation Form:

1. Move the cursor on “New Form” on top right of side of page.
2. Click on “New Form” button, a window form will appear on screen that contain required fields, fill the specified fields such as:
 - Evaluation Form Info:
 - Form Title:
 - Description:



3. Click on “Refresh” button to refresh the evaluation form list:



4. Click on “Save” button to save the settings.
5. Click on “Arrow” button to reset the settings.
6. Click on “Cancel” button to discard changes as shown below:



Agent Evaluation:

1. Click on “Agent Evaluation” menu button from menu, a window container will appear on screen that contain following fields to evaluate the performance of the agents according to selected date, fill the following fields such as:

- Filter Settings
- Company Name
 - **User:** Click on “Drop-Down” button, select user from drop-down list.
 - **Agent/Extension:** Click on “Drop-Down” button, select “Agent/Extension” from drop-down list.
 - **Date:** Select date in text box to filter out the results.

2. Click on “Search” Button, list of call detail report will be displayed below of the page:

3. Click on “Reset” button to reset the settings.



Agent :: Evaluation

Filter Settings

Company

User



Agent / Extension

Date

Call Detail Report

DATE / TIME CAMPAIGN CONTACT CALL DURATION AGENT EXTENSION WAIT RING TALK HOLD OPERATIONS

4. Click on “Refresh” button to refresh the agent evaluation.
5. Click on “Flag For Evaluation” button, a window container will appear on screen that contain required fields, fill the specified fields to search and flag matching calls for evaluation as shown below:



Agent Evaluation :: Filter & Flag Calls

Call Search Settings

Minimum Call Duration

120

Minimum Queue Wait

120

Minimum Ring Time

60

Minimum Talk Time

600

Minimum Hold Time

60

Maximum Call / Agent

5 Call per agent

6. Click on “Filter And Flag Evaluation” button for “Search and Flag matching calls for evaluation”:
7. Click on “Reset” button to reset the evaluation form.
8. Click on “Cancel” button to discard changes and show evaluation list:







Evaluation Report:

1. Click on “Evaluation Report” menu button from menu, a window container will appear on screen that contain following fields to evaluate the performance of the agents according to selected date.
Fill the following fields such as:

- Filter Settings:
 - Company Name:
 - **User:** Click on “Drop-Down” button, select user from drop-down list.
 - **Agent/Extension:** Click on “Drop-Down” button, select “Agent/Extension” from drop-down list.
 - **Date:** Select date in text box to filter out the results.
2. Click on “Search” Button, list of call detail report will be displayed below of the page:
3. Click on “Reset” button to reset the settings.

Call Detail Report										
EVALUATED AT	INTERACTED AT	FORM	SCORE %	EVALUATOR	AGENT NAME	EXTENSION	QA FLAG	CALLERID	DURATION	COMMENTS

4. Click on “Refresh” button to refresh the page.
5. Click on “Print” button to print the evaluation report.
6. Click on “Export” button to export evaluation report in CSV.



Evaluation Details:

1. Click on “Evaluation Details” menu button from menu, a window container will appear on screen that contain following fields to evaluate the performance of the agents according to selected date.

Fill the following fields such as:

- Filter Settings:
- Company Name
- **User:** Click on “Drop-Down” button, select user from drop-down list.
- **Agent/Extension:** Click on “Drop-Down” button, select “Agent/Extension” from drop-down list.
- **Date:** Select date in text box to filter out the results.

2. Click on “Search” Button, list of call detail report will be displayed below of the page.

3. Click on “Reset” button to reset the settings.



Agent :: Evaluation

Filter Settings

Company

User

Agent / Extension

Date

Call Detail Report												
EVALUATED AT	INTERACTED AT	ITEM NAME	TOTAL SCORE	ITEM SCORE	ITEM COMMENT	EVALUATOR	AGENT NAME	QA FLAG	FLAGGED AT	CALLERID	CALLEDID	DURATION

4. Click on “Refresh” button to refresh the page.

5. Click on “Print” button to print the evaluation report.

6. Click on “Export” button to export evaluation report in CSV.

