Dialler Operation

Modes

Three modes exist, in which the dialler can operate.

Manual / CTI

In this mode, the agent is presented with a screen of available contacts. Agents can reserve contacts, and call them. The actual initiation of the call is manual, by mouse click.

After the call has ended (or during the call), agents can record a result code for the call.

Automatic results, such as busy or invalid number, are recorded by the dialler itself without agent interaction.

Preview Dialing

In preview mode, the dialler dials the next contact automatically.

It searches through all active sub campaigns which are mapped to the master campaign the agent is logged into.

The algorithm within these records is as follows:

Step / Priority	Description	Sorting
1	Agent bound appointment for contact in dialler, date / time for appointment is reached or overdue.	Earliest appointment first
2	Non agent bound appointment for contact in dialler, date / time for appointment is reached or overdue.	Earliest appointment first
3	Agent bound delay (for example, delay by 2 hours) for contact in dialler, date / time for delay is reached or overdue.	Earliest delay first
4	Non agent bound delay (for example, delay by 2 hours) for contact in dialler, date / time for delay is reached or overdue.	Earliest delay first
5	Busy series for contact (last agent = current agent), next try in series due.	Oldest busy series first
6	Busy series for contact (any last agent), next try in series due.	Oldest busy series first
7	Contacts in current time window, contacts reserved for agent.	Earliest entry in time window first
8	Contacts in current time window, non reserved contacts.	Earliest entry in time window first
9	Contacts by weight from sub campaigns, contacts reserved for agent.	By campaign weight, within campaign random
10	Contacts by weight from sub campaigns, non reserved contacts .	By campaign weight, within campaign random

IVR Mode

In IVR mode, the system dials contacts automatically, up to a maximum number of parallel lines.

When contacts are reached, they are routed to an IVR application (like in an inbound IVR).

The routing application can be used as an IVR application, or to route reached contacts into an ACD group, for example.

Note: using the dialler in IVR mode is illegal in some countries. For example, this mode can only be legally used by debt collection agencies in Germany.