

Dialler

The jtel Dialer is used for outbound campaigns. It can be operated in two modes:

- CTI / Manual Mode
In this mode, the agent reserves contacts from a preview list, contacts are called when agents click on the contact themselves.
- Preview Mode
In this mode, the dialler chooses the contact to dial in the campaign by itself. Agents can preview the contact before it is called. Contacts are moved through the campaign by the dialler itself according to the parameters setup in the campaign.