**GoAutoDial Multi-Language Support**

**DASHBOARD**

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

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

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

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

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

Header –

Notifications -

Settings -

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

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

TELEPHONY

**USERS**

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

**Tooltips -**

Agent ID –

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

Agent Name -

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

Level -

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

Action -

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

**POP-UP BOX -**

**Add New User -**

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

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

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

**Edit**

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

**Delete**

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

**CAMPAIGNS**

**CAMPAIGNS TAB**

Info img (green) tooltip

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

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

Tooltip

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

Add New Campaign

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

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

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

Modify Campaign

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

**Modify Campaign Tooltips**

Web Form Target

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

Active Dial Status (Remove)

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

Force Reset Leads on Hopper

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

Dial Timeout

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

Dial Method

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

Auto Dial Level

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

Get Call Launch

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

Scripts

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

Answering Machine Message

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

WaitForSilence Options

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

Campaign CallerID

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

Campaign Recording

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

Next Agent Call

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

Transfer-Conf Number 1 & 2

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

Customer 3-Way Hangup Logging

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

Customer 3-Way Hangup Seconds

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

Customer 3-Way Hangup Action

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

Local Call Time

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

LISTS WITHIN THIS CAMPAIGN

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

View leads in the hopper for this campaign

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

**END OF TOOLTIP...**

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

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

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

View Info for campaign

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

Delete Campaign

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

**DISPOSITIONS TAB**

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

Add New Status

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

Modify Campaign Statuses

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

View Info Disposition

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

Delete Campaign Statuses

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

Tooltips

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

**LISTS AND CALL RECORDINGS**

**Lists**

**Show Lists Tab**

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

Create New List

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

Modify list

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

View info for list

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

Delete list

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

Tooltips

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

**Load Leads Tab**

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

Tooltips

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

**Call Recordings & Lead Search Tab**

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

Search for a lead popup box

Basic

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

Advance

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

**Part II**

**Script**

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

Add New Scripts

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

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

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

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

Tooltip(s)

Script text

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

**Inbound**

**Ingroups Tab**

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

Add New In-group

|  |  |
| --- | --- |
| In-Group Wizard » Create New In-Group |  |
| Step 1 |  |
| Group id \*(no spaces). 2 and 20 characters in length  |  |
| Group Name \*2 and 20 characters in length  |  |
| Group Color |  |
| User Group ADMIN – GOAUTODIAL ADMINISTRATOR AGENTS – GOAUTODIAL AGENTS SUPERVISOR - SUPERVISOR |  |
| Active Yes No |  |
| Web Form |  |
| Voicemail Voicemail chooser |  |
| Next Agent Callrandomoldest\_call\_staroldest\_call\_finishoverall\_user\_levelinbound\_group\_rankcampaign\_rankfewest\_callsfewest\_calls\_campaignlongest\_wait\_timering\_all |  |
| Fronter Display Yes No |  |
| Script None |  |
| Get Call Launch None Script Webform Form |  |
| Submit |  |
| Close |  |

View info/Modify In-Group

Settings Tab

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

Agents Tab

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

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

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

Add New DIDs/ Modify

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

Delete DID

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

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

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

Add New Call Menu/ Modify

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

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

Delete IVR

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

**Music On Hold**

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

Add New Music On Hold

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

Modify

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

Delete / Borrar

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

**Voice Files**

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

Tooltip

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

**CALL REPORTS**

**Reports & Analytics**

**[1] Statistical Report**

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

Tooltip(s)

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

**[2] Agent Time Details**

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

Tooltip(s)

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

**[3] Agent Performance Details**

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

Tooltip(s)

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

**[4] Dial Statuses Summary**

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

Tooltip(s)

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

**[5] Sales Per Agent**

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

Tooltip(s)

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

**[6] Sales Tracker**

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

Tooltip(s)

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

**[7] Inbound Call Report**

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

Tooltip(s)

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

**[8] Export Call Report**

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

Tooltip(s)

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

**[9] Dashboard**

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

Tooltip(s)

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

**[10] Call History**

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

Tooltip(s)

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

**ADMIN SETTINGS**

[1] Admin Logs

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

[2] Call Times

Call Times Tab

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

Add New Call Times

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

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

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

Modify

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

Delete Call times / Eliminar horas de llamadas

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

**[3] Carriers**

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

Add New Carrier

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

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

Sign up / Contratar

|  |  |
| --- | --- |
| Please fill out the information below: |  |
| **Company** |  |
| First Name |  |
| Last Name |  |
| Address |  |
| City |  |
| State |  |
| Postal Code |  |
| Country |  |
| Time zone |  |
| Phone |  |
| Mobile Phone |  |
| Email |  |
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You must pay all negative balances immediately. Customer agrees to keep a positive balance in customer's account at all times and agrees to pay the rate in which the customer signed up for any destinations. Customer agrees to pay any and all charges that customer incurs while using GoAutoDial's service.3.4. GoAutoDial's VOIP and Cloud services are not intended for use as a primary telephone source for business or residential users. GoAutoDial does not provide e911 service.3.5. All calls placed through GoAutoDial's VOIP network to US48 destinations are billed at 6 second increments unless otherwise stated.3.6. Customer agrees to the exclusive jurisdiction of the courts of Pasig City in the Republic of the Philippines for any and all legal matters.3.7. Violation of any state or federal laws or laws for any other competent jurisdiction may result in immediate account termination and/or disconnection of the offending service.3.8. GoAutoDial reserves the right to terminate service at any time with or without notice; especially if Customer is found to be in violation of GoAutoDial's Terms & Conditions. You agree that GoAutoDial shall not be liable to you or to any third party for any modification, suspension or discontinuance of service.3.9. Due to the nature of this industry and high credit card fraud rate, GoAutoDial reserves the right to request the following documentation for verification purposes; A copy of the credit card used to establish the account along with valid photo identification such as a Passport, Drivers License or other Government issued identification.3.10 DID and TFN (Toll Free Numbers ) Services and Subscriptions Activation and Deactivation3.10.1 DID/TFN monthly service fee shall be automatically deducted or debited from the customer's account balance or credits with or without prior notice; prior to activation of service its subscriptions agreement.3.10.2 Auto-debit of monthly payment shall commence once DID/TFN has been activated.3.10.3 Failure to pay the agreed DID/TFN monthly services and monthly subscription fee (having one [1] month unpaid bill) shall be subject to DID/TFN deactivation.3.10.4 A maximum one 1 month grace period shall be given to the customer to settle his/her account before DID/TFN deactivation and/or deletion.4. Technical Support4.1. GoAutoDial Technical Support is available Mondays to Fridays 09:00 to 24:00 24/5 EST, all support concerns should be filed at GoAutoDial's ticketing system <https://www.goautodial.com/supporttickets.php>.4.2. Monthly Technical Support4.2.1. GoAutoDial's monthly support subscriptions covers the configurations and troubleshooting for the following issues:Campaigns – outbound, inbound and blended campaign creation and configurations Lists/Leads – creation of lists and loading of leads. Statuses/Dispositions configuration Call Times configuration IVR – Basic configuration (one level only) Basic tutorial for Campaign and Leads management.4.2.2. All advance configurations not listed above will be charged with the regular hourly support rate of $80 per hour.4.2.3. We provide limited support and provide samples configurations for IP Phones/Softphones. It is the end users responsibility to properly configure their workstations and devices for use with GoAutoDial's services.4.2.4. Leads Management, Campaign Management, Agent Monitoring and Reports Generation are end users responsibility.4.3. Emergency Technical Support4.3.1. Emergency technical support outside the regular coverage of Monday to Friday 9:00 to 24:00 EST will be charged $80 per hour.4.3.2. Emergency technical support for Weekend and Holidays will be charged $160 per hour.5. Refund Policy5.1. VoIP and Cloud Services: We offer full refunds on remaining pre-paid balance on VoIP and Cloud services upon request for all payments made within 7 days.5.2. Monthly Subscriptions: We do not offer refunds for monthly subscriptions such as Hosted Dialer, DID's or Toll Free numbers5.3. Prepaid Technical Support and Consulting Services: We offer refunds only if no technical support or consulting service and has been rendered.5.4. There will be no refunds for one-time/setup fees6. Site Policies, Modification & Severability6.1. We reserve the right to make changes to our site, policies, and these Terms & Conditions at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.7. General Complaints7.1. Please send reports of activity in violation of these Terms & Conditions to cloud@goautodial.com. GoAutoDial will reasonably investigate incidents involving such violations. GoAutoDial may involve and will cooperate with law enforcement officials if any criminal activity is suspected. Violations may involve criminal and civil liability8. Paypal Payments8.1 In case of payment via PayPal.com, customer fully understands that there will be no tangible product shipping to any address. The customer understands that they are purchasing services for which GoAutoDial provides online Call History (CDR) for VOIP/Cloud usage and/or outbound/inbound reports for the Dialer. In case of PayPal disputes the customer agrees to abide by GoAutoDial’s online Call History (CDR) for VOIP/Cloud usage and/or outbound/inbound reports for delivered service totaling the PayPal.com payment.9. Limitation of Liabilities9.1. 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**[4] Phones**

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

Add New Phone

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

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

Modify Phone

|  |  |
| --- | --- |
| Phone Extension / Login |  |
| Phone Password |  |
| Dial Plan Number |  |
| Voicemail ID |  |
| Outbound CallerID |  |
| Server IP |  |
| Agent Screen Login |  |
| SIP Registration Password |  |
| Status Active Suspended Closed Pending Admin |  |
| Active Account Yes  No |  |
| Full Name |  |
| Email |  |
| Delete Voicemail After Email |  |
| Company |  |
| Picture |  |
| New Messages |  |
| Old Messages |  |
| Client Protocol |  |
| Local GMT |  |
| Phone Ring Timeout |  |
| On-Hook Agent Yes No |  |
| Default User |  |
| Default Pass |  |
| Default Campaign |  |
| Park Exten |  |
| Conf Exten |  |
| Monitor Prefix |  |
| Recording Exten |  |
| Voicemail Exten |  |
| Voicemail Dump Exten |  |
| Exten Context Default |  |
| Phone Context Default |  |
| Call Logging |  |
| User Switching |  |
| Conferencing |  |
| Admin Hang Up |  |
| Admin Hijack |  |
| Admin Monitor |  |
| Call Park |  |
| Updater Check |  |
| AF Logging |  |
| Queue Enabled |  |
| CallerID Popup |  |
| Voicemail Button |  |
| Fast Refresh |  |
| Fast Refresh Rate |  |
| Persistant MySQL |  |
| Auto Dial Next Number |  |
| Stop Recording After Each Call |  |
| Enable SIPSAK Messages |  |
| Template IDNone |  |
| Conf Override |  |
|  [ - ADVANCE SETTINGS ] |  |
| SAVE SETTINGS |  |

Delete

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

**[5] Servers**

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

Add New Server

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

Modify Server / Modificar Servidor

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

Delete Server / Eliminar Servidor

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

**[6] System Settings**

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

**[7] User Groups**

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

Add New User Group

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

Modify (advance settings)

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

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

Delete User group / Eliminar Grupo de Usuarios

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

**[8] Voicemails**

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

Add New Voicemail

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

Modify Voicemail

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

Delete Voicemail

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