**GoAutoDial Multi-Language Support**

**DASHBOARD**

|  |  |
| --- | --- |
| **ENGLISH** | **ITALIAN** |
| **DASHBOARD** | Pannello di Controllo |
| Telephony – Users,Campaigns,List and Call Recordings,Scripts | Telefoni, utenti,Canpagne,Liste e Registrazione chiamate,Scripts |
| Call Reports – Reports & Analytics | Report Chaimate-Reportistica e Analisi |
| Support | Supporto |

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| --- | --- |
| **TODAY'S STATUS** | Stato Giornaliero |
| **Sales** | vendite |
| Total Sales | Totale vendite |
| Outbound Sales | Vendite in outbound |
| In Sales/Hour | Vendite inbound/ora |
| Out Sales /Hour | Vendite outbound/ora |
| **Calls** | chiamate |
| Calls Ringing | Numeri in chiamata |
| Calls in Incoming Queue | Chiamate in coda in ingresso |
| Live Inbound | Chiamate in corso inbound |
| Live Outbounds | Chiamate in corso outbound |
| Total Calls | Chiamate totali |
| **Dropped Call Percentage** | Percentuale chiamate perse |
| % Dropped Percentage | % percentuale perse |
| Dropped Calls | Chiamate perse |
| Answered Calls | Chiamate gestite |

|  |  |
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| **AGENTS LEAD STATUS** | STATO OPERATORI CONTATTI |
| **Agents Resources** | Risorse Operatori |
| Agent(s) on call | Operatori in chiamata |
| Agent(s) on paused | Operatori in pausa |
| Agent(s) waiting | Operatori in attesa di chiamata |
| Total agents online | Totale Operatori loggati |
| **Lead Resources** | Risorse Contatti |
| Leads in hopper | Contatti prossimi |
| Dialable Leads | Contatti Chiamabili |
| Total Active leads | Totale Contatti attivi |
| Campaign Resources | Risorse Campagna |
| **ACCOUNT INFORMATION** | INFORMAZIONI ACCOUNT |
| **Balance** | Bilanciamento |
| Remaining Minutes | Minuti rimanenti |
| Carrier Status | Stato dei Carrier Telefonici |
| Active | attivo |
| **Account Informations** | Informazioni Contatto |
| First name | Nome |
| Last name | Cognome |
| Email | Email |
| Phone | Telefono |
| Address | Indirizzo |
| City | Città |
| State | regione |
| Zip Code | Codice postale |
| Country | Nazione |
| **Account Number** | Numero Contatto |
| *\* Minutes remaining is based on US and Canada call rate* | Minuti rimanenti in base da US e Canada |

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| **AGENTS & PHONES** | OPERATORI E INTERNI TELEFONICI |
| **Agents** | Operatori |
| Number of agent(s) | Operatori creati nel sistema |
| **URL Resources** | Pagine WEB |
| Agent Login URL | Pagina Web di login |
| SIP/Server Domain | SIP/Server Domain |
| **Agents** | Operatori |
| Name | Nome |
| Password [show] | Password |
| **Phones** | Interno |
| Login | login |
| Password [show] | password |
| *Click here to show more..* | Clicca qui per maggiori info |

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| **GO Analytics** | GO Analitico |
| Outbound Sales / Month ( ) | Vendite Outbound/mese |
| Inbound Sales / Day (Month: ) | Vendite inbound /giorno (MESE) |

Header –

Notifications -

Settings -

|  |  |
| --- | --- |
| **Show on screen** | Mostra sullo schermo |
| Today's Status | Stato giornaliero |
| JustGOVoIP | JustGOVoIP |
| Agent's Status | Staot operatori |
| Agents & Phones | Operatori e Interni |
| GO Analytics | Go Analitico |
| **Screen Layout** | Layout dello schermo |
| Number of Columns | Numero dicollonne |
| **Introduction Help** | aiuto |
| **Select Language** | Seleziona Lingua |
| Spanish | spagnolo |
| English | Inglese |
| Italian | Italiano |

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| Welcome to GOadmin!  This walk through will help you navigate the system easily or Skip this walk through.  [Next](https://jameshv.goautodial.com/dashboard) | Benvenuto su GoAdmin!  Questo link vi aiuterà a navigare più facilmente nel sistema oppure saltate questo link. Next |
| Load Credit(s)  Click [here](http://goautodial.org/projects/goautodialce/wiki/Hosted_Howto_Load_Credits_30" \l "_blank) for how to load credit  [Next](https://jameshv.goautodial.com/dashboard) | Caricare Credito  Cliaccate qui per sapere come aggiungere credito  Next |
| Monitor/Barge  Click [here](http://goautodial.org/projects/goautodialce/wiki/HowTo_Monitor_and_Barge_30" \l "_blank) to monitor or barge live agent(s)  [Next](https://jameshv.goautodial.com/dashboard) | Monitor/ascolto  cliccate qui per monitorare o ascoltare gli Operatori in linea  next |
| Active Calls  Click to show active calls being placed  [Next](https://jameshv.goautodial.com/dashboard) | Chiamate Attive  cliccate per vedere le chiamate attive  Next |
| That's it!  To get started ASAP please go over our tutorials here: [Tutorials](https://jameshv.goautodial.com/<http://goautodial.org/projects/goautodialce/wiki>" \l "_blank) Show this introduction help again next login?  [Close](https://jameshv.goautodial.com/dashboard) | Questo è tutto!  Per iniziare visitate I nostri tutorials qui: [Tutorials](https://jameshv.goautodial.com/<http://goautodial.org/projects/goautodialce/wiki>" \l "_blank) |
|  | Vuoi vedere questa introduzione al tuo prossimo login? Chiudi |

TELEPHONY TELEFONIA

**USERS UTENTI**

|  |  |
| --- | --- |
| Users | Utenti |
| Search Users | Cerca utente |
| Agent ID | ID Operatore |
| Agent Name | Nome Operatore |
| Level | livello |
| Status | stato |
| Action  Enable Selected  Disable Selected  Delete Selected | Azioni  Abilita selezionato  disabilita selezionato  cancella selezionato |
| Add New User | Aggiungi nuovo utente |
| Displaying 1 to 22 of 22 users | Mostra da 1 a 22 di 22 utenti |

**Tooltips - trucchi**

Agent ID – ID Operatore

|  |  |
| --- | --- |
| Clicking on the Agent ID or the modify icon will show the screen below and allow you to edit the user settings. | Cliccando su modifica ID Operatore apparirà la schermata sottostante dove è possibile modificare I settaggi d'utente |

Agent Name - Nome Operatore

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

Level - Livello

|  |  |
| --- | --- |
| Level – Defines the permission granted to a user.  Current settings are: | Livello – definisce I permessi concessi all'utente.  Permessi attuali |
| Level 1-6  Agent Level  Can only access agent login. Cannot modify account settings. Limited privilege. | Livello 1- 6  Livello Operatore  può solo accedere come Operatore. Non può modificare l'account . Permessi limitati |
| Level 7-8  Admin Level  Can access both agent login and admin dashboard. Can make changes to account settings. | Livello 7 – 8  livello amministratore  può accedere sia come agente sia come admin. Può variare I permessi e settaggi degli accounts |

Action - Azioni

|  |  |
| --- | --- |
| Clicking on the Agent ID or the modify icon will show the screen below and allow you to edit the user settings. | Cliccando sull'icona di modifica dell' ID Operatore, apparirà una schermata dove sarà possibile variare e editare I settaggi d'utente |
| Delete User (*agent id)* | Cancella Utente (ID Operatore) |
| Info Icon gives all relevant information about agent activity and status. Allows admin to force logout user. | L'icona Info fornisce tutte le informazioni riguardanti l'operatore sullo stato e le attività, l'amministratore può forzare il logout utente. |

**POP-UP BOX - POP-UP BOX -**

**Add New User - aggiungi nuovo Utente**

|  |  |
| --- | --- |
| Users Wizard | Wizard Utente |
| Step 1 | Step 1 |
| Wizard Type  Add New User | Tipo di Wizard  aggiungi nuovo utente |
| Next | Next |

|  |  |
| --- | --- |
| Users Wizard >> Add New User | Wizard utente >> aggiungi nuovo utente |
| Step 2 | Step 2 |
| Current Users | Utenti attivi |
| Additional Seat(s) | Settaggi addizionali |
| Cancel | Cancella |
| Next | 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.* | Attenzione. Creando nuovi utenti con gli interni telefonici non si può superare il limte di 10 accounts, quelli aggiunti oltre non avranno gli interni telefonici |

|  |  |
| --- | --- |
| **Users Wizard » Add New User** | Wizard utente >> aggiungi nuovo utente |
| Step 3 | Step 3 |
| **User Group** | Gruppo d'utenti |
| User ID | ID utente |
| Password | Password |
| Full Name | Nome e cognome |
| Active  Yes  No | Attivo  si  no |
| Back | Indietro |
| Save | salva |
| Success: New User(s) successfully created | Success: Il nuovo utente è stato creato correttamente |
| Ok | Ok |

**Edit Edita**

|  |  |
| --- | --- |
| Modify User | Modifica Utente |
| Agent ID | ID Operatore |
| Password | Password |
| Full Name | Nome e Cognome |
| Phone Login | Login Interno |
| Phone Password | Password Interno |
| Active  Yes  No | Attivo  Si  No |
| Hotkeys  Yes  No | Tasti rapidi  Si  No |
| Update | Aggiorna |
| Update successful! | Aggiornato! |
| Ok | Ok |

**Delete Cancella**

|  |  |
| --- | --- |
| Do you really want to delete this agent? | Veramente vuoi cancellare l'operatore |
| Cancel | Cancella |
| Ok | Ok |
| Success: User(s) deleted | Fatto: Utente(s) cancellato |
| Ok | Ok |

**CAMPAIGNS CAMPAGNE**

**CAMPAIGNS TAB TAB CAMPAGNE**

Info img (green) tooltip

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| --- | --- |
| 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. | La Campagna ti permette di modificare le caratteristiche del sistema e dl suo funzionamento in base alle esigenze dei tuoi clienti |

|  |  |
| --- | --- |
| Campaigns | Campagne |
| Campaign id | ID Campagna |
| Campaign Name | Nome Campagna |
| Dial Method | Tipo di Chiamate |
| Status | Stato |
| Action  Activate Selected  Deactivate Selected  Delete Selected | Attivo  Attiva selezionato  Disattiva Selezionato  Cancella Selezionato |
| Add New Campaign | Aggiungi Nuova Campagna |
| Search Campaigns | Cerca Campagna |
| All | Tutte |
| Displaying 1 to 25 of 605 campaigns | Mostra da 1 a 25 delle 605 Campagne |
|  |  |

Tooltip Trucchi

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| --- | --- |
| Campaigns Tab – Gives a list of campaigns created on the account and relevant information regarding the campaigns. | Campagna Tab fornisce la lista delle campagne create per account e le informazioni per le campagne |
| Modify Campaign | Modifica Campagna |
| Add New Campaign – Allows admin to create a new campaign. | Aggiiungi Nuova Campagna- permette all'amministratore di creare nuove Campagne |
| Delete Campaign | Cancella Campagne |
| View info for campaign | Vedi info per la Campagna |

Add New Campaign Aggiungi Nuova Campagna

|  |  |
| --- | --- |
| Add New Campaign | Aggiungi Nuova Campagna |
| Campaign Wizard » Outbound | Wizard Campagna >> Outbound |
| Step 1 | Step1 |
| Campaign Type | Tipo Di Campagna |
| Campaign id | ID Campagna |
| check to edit campaign id and name | Controlla per editare l'ID Campagna e il nome |
| Campaign Name | Nome Campagna |
| Next | Next |

|  |  |
| --- | --- |
| Campaign Wizard » Outbound » Load Leads | Wizard Campagna >>Outbound >> Carica Contatti |
| Step 2 | Step 2 |
| Lead File: Browse (No file selected) | File Contatti: Cerca ( No File Selezionato) |
| List id | ID Lista |
| Country | Nazione |
| Check for duplicates  No duplicate check  Check for duplicates by phone in list id  Check for duplicate by phone in all campaign list | Controlla Duplicati  No controlla Duplicati  Controlla Duplicati per numero nell 'ID Lista  Controlla Duplicati per numero in tutte le campagne |
| Upload leads | Carica Contatti |
| Back | Indietro |
| Next | Avanti |
|  |  |

|  |  |
| --- | --- |
| Campaign Wizard » Outbound » Load Leads » Information | Wizard Campagna >>Outbound >> Carica Contatti>> Informazioni |
| Step 3 | Step 3 |
| Campaign id | ID Campagna |
| Campaign name | Nome Campagna |
| Dial method  Manual  Autodial  Predictive | Tipo Di metodo  Manuale  Automatico  Predittivo |
| Auto-Dial Level  Off  On | Auto-Dial Livello  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 | Carrier da usare per questa Campagna  prefisso di chiamata personale  Kam01hv-01 – 9999 -kamalio-meetme on meetme01  kam03hv-01 – 8888 -kamalio-sippy on meetme01 |
| Answering Machine Detection  Off  On | Riconoscitore Segreteria Telefonica  Off  ON |
| Back | Indietro |
| Save & Finish | Salva e termina |
| Modify | Modifica |
|  |  |

Modify Campaign Modifica Campagna

|  |  |
| --- | --- |
| Modify Campaign | Modifica Campagna |
| Campaign id | ID Campagna |
| Campaign Name | Nome Campagna |
| Campaign Description | Descrizione Campagna |
| Active  Yes  No | Attiva  Si  No |
| Dial Method  Manual  Auto Dial  Predictive  Inbound Man | Tipo di Metodo  Manuale  Automatico  Predittivo  inbound manuale |
| Auto Dial Level  Off  On | Livello automatico  Off  On |
| Script  None | Script  No |
| Campaign CallerID | Numero Chiamante per Campagna |
| Campaign Recording  Off  On  Ondemand | Registra la Campagna  Off  On  su richiesta |
| Answering Machine Detection  Off  On | Riconoscitore Segreteria telefonica  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 | Tempo di lavorazione Campagna  12-17 default dalle 12 alle 17 in chiamata  12-21 default dalle 12 alle 21 in chiamata  24ore default 24 ore in chiamata  15-21 default dalle 17 alle 21 in chiamata  9-17 default dalle 9 alle 17 in chiamata  9-21 default dalle 9 alle 21 in chiamata |
| Campaign Change Date | Cambia la Data della Campagna |
| Campaign Login Date | Data Di login della campagna |
| Campaign Call Date | Data di Chiamate della Campagna |
| Park Music-on-Hold | Musica in attesa su parcheggio chiamata |
| Web Form Target | Web Form Link |
| Allow Inbound and Blended (Yes/No) | Lasciare Inbound e Blended (Si/No) |
| Active Dial Status 1  **N** - No Answer  Remove | Stato Dial Attivo 1  N- No risposta  Rimuovi |
| Active Dial Status 2  **NA** - No Answer AutoDial  Remove | Stato Dial Attivo 2  NA- No risposte AutoDial  Rimuovi |
| Active Dial Status 3  **A** - Answering Machine  Remove | Stato Dial Attivo 3  A- Segereterie Telefoniche  Rimuovi |
| Active Dial Status 4  **AA** - Answering Machine Auto  Remove | Stato Dial Attivo 4  AA- Segreteria Telefonica auto  Rimuovi |
| Active Dial Status 5  **DROP** - Agent Not Available  Remove | Stato Dial Attivo 5  DROP- Operatore non disponibile  Rimuovi |
| Active Dial Status 6  **B** - Busy  Remove | Stato Dial Attivo 6  B- Occupato  Rimuovi |
| Active Dial Status 7  **NEW** - New Lead  Remove | Stato Dial attivo 7  Nuovo- Contatto nuovo  Rimuovi |
| List Order  Down | Ordine liste  DalBasso |
| Lead Filter  None | Filtra Contatti  Niente |
| Force Reset Leads on Hopper  Yes  No | Forza il reset dei contatti prossimi chiamati  Si  No |
| Dial Timeout  in seconds | Timeout dio chiamata  in secondi |
| Get Call Launch  None | Ad ottenimento chiamata  niente |
| Answering Machine Message  Audio Chooser | Messaggio per segereteria telefonica  scegli audio |
| WaitForSilence Options | Attesa per opzioni silenzio |
| AMD Send to VM exten  Yes  No | Manda AMD alla Voice Mail  SI  NO |
| CPD AMD Action  Disabled | Azione su CPD AMD  Disabilitato |
| Pause Codes Active (Yes/No) | Attiva codice pause (Si/No) |
| Available Only Tally (Yes/No) | Disponibile solo Tally (Si/No) |
| Manual Dial Filter  DNC Only | Filtri chiamata manuale  solo DNC |
| Agent Lead Search  Disabled | Cerca conttatti da Operatore  Disabilitato |
| Agent Lead Search Method  Camplists All | Metodo ricerca contatti- operatore  Camplist tutti |
| Campaign Rec Filename FULLDATE\_CUSTPHONE\_CAMPAIGN\_AGENT | Nome file registrazione Campagna  datacompleta\_telefonocliente\_campagna\_operatore |
| Next Agent Call  Oldest Call Finish | Prossimo operatore in chiamata  chiamata finita da tempo |
| Transfer-Conf Number 1 | Transfer-Conf Number 1 |
| Transfer-Conf Number 2 | Transfer-Conf Number 2 |
| 3-Way Call Outbound CallerID  Campaign | 3-Way identificativo chiamante chiamate  outbound  campagna |
| Customer 3-Way Hangup Logging  Enabled | Log 3-Way chiusura chiamata da cliente  abilitato |
| Customer 3-Way Hangup Seconds | 3-Way chiiusura chiamata in secondi |
| Customer 3-Way Hangup Action  None | 3-Way azione chiusura chiamata cliente  niente |
| [ - ADVANCE SETTINGS ] | Impostazioni avanzate |
| SAVE SETTINGS | Salva impostazioni |
| LISTS WITHIN THIS CAMPAIGN | Liste all'interno di questa Campagna |
| List id | ID Lista |
| List name | Nome Lista |
| Description | descrizione |
| Leads Count | Conteggio contatti |
| Active | Attivo |
| Last Call Date | Data ultima chiamata |
| Modify | Modifica |
| SAVE ACTIVE LIST CHANGES | Salva cambiamenti su liste attive |
| This campaign has 1 active lists and 0 inactive lists | Questa campagna ha 1 lista attiva e 0 zero inattive liste |
| This campaign has 0 leads in the queue (dial hopper) | Questa campagna ha 0 contatti in attesa(chiamate prossime) |
| View leads in the hopper for this campaign | Guarda I contatti in chiamate prossime per questa campagna |
| Logout all agents within this campaign | Slogga tutti gli operatori all'interno di questa campagna |

**Modify Campaign Tooltips**

Web Form Target web form Link

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| Web Form Tartget – allows admin to specify the frame where the web for will open. Only the applicable for multi frame browsers. | Web form Target-- consente all'amministratore di specificare il frame dove aprire il link web. Solo per browser che supportano il multi rame |

Active Dial Status (Remove) Stato Chiamate Attive (Rimuovi)

|  |  |
| --- | --- |
| Remove Status | Rimuovi Stato |

Force Reset Leads on Hopper Forza il reset dei contatti prossimi chiamati

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| --- | --- |
| 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. | Forza il reset dei contatti prossimi chiamati- se vuoi cancellare I numeri telefonici caricati nella cache che aspettato di essere chiamati.  La cache automaticamente ricaricherà uno set di numeri in alcuni minuti |

Dial Timeout timeout di chiamata

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| --- | --- |
| Dial Timeout – Specifies the number of seconds the systems will attempt to dial a phone number before hanging up. | Timeout di chiamata- specifica il numero di secondi che il sistema attenderà prima di abbatere una chiamata |

Dial Method Metodo di chiamata

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| --- | --- |
| Manual – User will have to click the – *Dial Next* button to make outbound calls. This is always done after a call has been disappointed. | Manuale—l'operatore deve cliccare il pulsante chiama prossimo per lanciare la chiamata.da ripetere ogni volta che viene terminata una chiamata |
| 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. | Auto Dial—utilizzato per le campagen outbound,il sistema automaticamente compone I numeri si telefono presenti nel file contatti.il numero di linee è impostato sul livello Auto-Dial |
| 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. | predittivo\_utilizzato nelle campagne outbound.il sistema calcola auotmaticamente il livello di chiamate in base alle chiamate abbattute.di default la percentuale di chiamate abbattute è il 3 %, se la percentuale è raggiunta o superata il sistema abbassa il livello di autodial |
| 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. | Inbound ma- utilizzato per le chiamate miste.gli operatori riceveranno chiamate in ingresso quando viene premuto il tasto riprendi,le chiamate in uscita si possono effettuare cliccando il tasto proponi prossimo o cliccando il link chiamata manuale nella pagina web |

Auto Dial Level livello di auto dial

|  |  |
| --- | --- |
| Slow – 1 line per available agent. | Piano-- 1 linea per operatore |
| Normal – 2 lines per available agent. | Normale-- 2 linee per operatore |
| High – 4 lines per available agent. | Alto-- 4 linee per operatore |
| Max – 6 lines per available agent. | Max-- 6 linee per operatore |
| Max Predictive – 10 lines per available agent (this is for predictive). | Max predittivo-- 10 linee per operatore |
| Advance – Allows admin to set how many lines per agent will be opened. | Avanzato-- permette all'amministratore di settare diverse linee per operatore |

Get Call Launch lancia durante la chiamata

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| --- | --- |
| Get Call Launch - allows admin to automatically have the script popup on the Agent webpage at the onset of a call without the need for the agents to click on their respective button. | Lanci adurante la chiamate-- permette all'amministratore di lanciare automaticamente lo script in popup sulla pagina dell 'operatore, con l'arrivo di una chiamata senza che lo stesso debba cliccare il pulsante dedicato |

Scripts Script

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| --- | --- |
| Allows admin to enable a window to popup on the agent webpage during a live call (Agent needs to click on the script button. | Consente all' amministratore di abilitare una finestra in popup sulla pagina dell'operatore durante una chiamata (l'operatore per lanciare lo script deve cliccare il pulsante dedicato) |

Answering Machine Message messaggio Segreteria Telefonica

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| --- | --- |
| 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. | .Messaggio segreteria telefonica-- permette all'amministratore di settare un messaggio preregistrato da tipetere quando il sistema riconosce una segreteria telefonica.l'azione CPD AMD deve essere impostato |

WaitForSilence Options opzione per attesainsilenzio

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| --- | --- |
| 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. | Opzione attesaper silenzio-- impposta il numero in millisecondi in cui il sistema attende prima di attivare il messaggio per la segreteria telefonica.i due parametri sono separati da virgole e vanno necessariamente inseriti. La prima impostazione determina la lunghezza del silenzio da attendere (in millisecondi)e il secondo il numero di volte che è neccessario attendere priam di attivare il messaggio vocale preregistrato |

Campaign CallerID ID Chiamante Campagna

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| Campaign CallerID – sets the phone number that will be displayed on the called party phone. | ID Chiamante Campagna—imposta il numero di telefono che verrà visualizzato dal chiamato |

Campaign Recording registrazione campagna

|  |  |
| --- | --- |
| Off – No calls will be recorded. | Off- non vengono registrate le chiamate |
| On – All outbound calls will be recorded. | On-- tutte le chiamate vengono registrate |
| Ondemand – No outbound calls will be recorded unless agent click on the record button on the Agent webpage. | Su richiesta-- le chiamate in uscita non vengono registrate se l'operatore non clicca il tasto Registra sulla pagina web |

Next Agent Call prossimo operatore in chiamata

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| --- | --- |
| Next Agent Call – defines how calls will be routed to an agent. | Prossimo operatore in chiamate-- defisce il modo in cui le chiamate verranno indirizzate all'operatore |

Transfer-Conf Number 1 & 2 Trasfer-Confe numero 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. | Trasfer-Confe numero 1&2-- si possono memorizzare numeri di telefono sui tasti D1 e D2 e possono essere usati per comporre automaticamente il numero da chiamare, questa opzione è utilizzabile solo durante un trasferimento di chiamata |

Customer 3-Way Hangup Logging log 3-Way cliente aggancia chiamata

|  |  |
| --- | --- |
| 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 Hangup  Action. | log 3-Way cliente aggancia chiamata-- se questa opzione è abilitata il sistema può creare un log quando il cliente chiude la chiamata durante una 3-Way conferenza. Questa opzione è valida solo se è settato in On Customer 3-Way hangup action |

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 Seconds-- specifica I secondi prima che il sistema attivi l'opzione |

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. | Customer 3-Way Hangup Action se si abilita l'esito, questo iporterà l'operatore alla pagina degli esiti quando il sistema rivelerà che il cliente ha chiuso la chiamata |

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. | Tempo di lavoro chiamate- imposta la finestra di tempo quando I contatti possono essere chiamati.Questo si basa anche sulle specifiche temporali dove si trova un determinato numero |

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. | Id Liste usate nella campagna—si può scegliere tra le liste o combinarle barrando la casella Attiva l'icona modifica permette di modificare la lista stessa |

View leads in the hopper for this campaign vedi I contatti prossimi chiamati

|  |  |
| --- | --- |
| Clicking on this link will show all phone numbers currently loaded on the hopper. | Cliaccando questo link si vedranno tutti I numeri caricati nella cache |

**END OF TOOLTIP...**

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

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

|  |  |
| --- | --- |
| **CURRENT HOPPER LIST** | Lista numeri prossimi chiamati |
| Total Leads in Hopper | Totale contatti in cache |
| ORDER | ORDINE |
| PRIORITY | PRIORITA' |
| LEAD ID | ID CONTATTO |
| LIST ID | ID LISTA |
| PHONE NUMBER | NUMERO TELEFONICO |
| STATE | REGIONE |
| STATUS | STATO |
| COUNT | CONTEGGIO |
| GMT | ORA |
| ALT | ALT |
| SOURCE | SORGENTE |
| per page | Per pagina |
| Sources | Sorgente |
| Auto-alt-dial | Chiamata -auto alt |
| No-hopper queue insert | No inserimento in cache |
| Scheduled Callbacks | Richiamo schedulato |
| Recycled leads | Contatto riutilizzato |
| Xth New lead order | Nuovo ordine contatto |
| Standard hopper load | Cache di contatto normale |
| Non-Agent API hopper load | No Operatore API |
| Close | Chiuso |
|  |  |

View Info for campaign vedi info per campagna

|  |  |
| --- | --- |
| Campaign ID | ID campagna |
| Campaign Name | Nome campagna |
| Campaign Description | Descrizione Campagna |
| Allow Inbound and Blended | Permetti ingresso e miste |
| Dial Method | Metodo di chiamata |
| Auto Dial Level | Livello chiamata Auto |
| Answering Machine Detection | Rilevatore segreteria telefonica |

Delete Campaign cancella Campagna

|  |  |
| --- | --- |
| Are you sure you want to delete this Campaign? | Sei sicuro di voler cancellare questa Campagna? |
| Please make sure to transfer any existing list ids  that have leads uploaded to it to any available campaign. | Per favore assicurati di trasferire tutte le liste esistenti in modo da avere a disposizione per qualsiasi Campagna I contatti caricati |
| Cancel | Cancella |
| Ok | Ok |

**DISPOSITIONS TAB TAB ESITI**

|  |  |
| --- | --- |
| Dispositions | ESITI |
| Campaign id | ID Campagna |
| Campaign name | Nome Campagna |
| Custom Disposition | Esito Personalizzato |
| Action  Delete Selected | Azione  cancella selezionato |
| Add New Status | Aggiungi nuovo stato |
| Displaying 1 to 1 of 1 campaigns | Mostra 1 di 1 di 1 Campagna |

Add New Status **aggiungi nuovo stato**

|  |  |
| --- | --- |
| **Status Wizard » Create New Status** | Wizard Stato>> crea nuovo stato |
| Step 1 | Step 1 |
| Campaign  – All Campaign – | Campagna  --Tutte le Campagne-- |
| Status  eg. New | Stato  ex. Nuovo |
| Status Name  eg. New Campaign Status | Nome Stato  ex: Nuovo stato Campagna |
| Selectable | selezionabile |
| Human Answered | Risposta umana |
| Sale | vendita |
| DNC (Do Not Call) | DNC (non chiamare mai) |
| Customer Contact | Contatto cliente |
| Not Interested | Non interessato |
| Unworkable | Non Lavorabile |
| Scheduled Callback | Richiamo Schedulato |
| Submit | Invio |
| Yes / No | Si/No |

Modify Campaign Statuses modifica Stato Campagna

|  |  |
| --- | --- |
| CUSTOM STATUSES WITHIN THIS CAMPAIGN | Stati personalizzati all'interno di questa campagna |
| STATUS | STATO |
| STATUS NAME | NOME STATO |
| ACTION  Delete Selected | AZIONE  Cancella Selezionato |
| ADD STATUS | AGGIUNGI STATO |
| Select Table | Selezione Tabella |
| Human Answered | Risposta Umana |
| Sale | Vendita |
| DNC (Do Not Call) | DNC (non chiamare mai PRIVACY) |
| Customer Contact | Contatto cliente |
| Not Interested | Non Interessato |
| Unworkable | Non lavorabile |
| Scheduled Callback | Richiamo schedulato |
| Yes / No | Si/No |
| Close | Chiudi |

View Info Disposition Vedi Info ESITI

|  |  |
| --- | --- |
| Campaign ID | ID Campagna |
| Campaign Name | Nome Campagna |
| Disposition(s) | Esiti |
| Close | Chiudi |

Delete Campaign Statuses Cancella StatoCampagna

|  |  |
| --- | --- |
| Are you sure you want to delete the selected campaign's statuses? | Sei sicuro di voler cancellare lo stato della Campagna selezionato? |
| Cancel | Cancella |
| Ok | Ok |

Tooltips trucchi

|  |  |
| --- | --- |
| Dispositions Tab – Gives a list of custom dispositions created on the account and allows you to create new ones. | Tab ESITI-fornisce un elenco di Esiti personalizzati e ti permette di crearne dei nuovi |
| Modify campaign Statuses | Modifica stato campagna |
| Delete Campaign Statuses | Cancella stato campagna |
| View Dispositions for campaign | Vedi Esiti per Campagna |
| Add New Status | Aggiungi nuovo stato |

**LISTS AND CALL RECORDINGS Liste e lista chiamate registrate**

**Lists**

**Show Lists Tab mostra tab. Lista**

|  |  |
| --- | --- |
| Show Lists | Mostra Liste |
| List id | ID Lista |
| Name | Nome |
| Status | Stato |
| Last Call Date | Data ultima chiamata |
| Leads Count | Conteggio contatti |
| Campaign | Campagna |
| Action  Activate Selected  Deactivate Selected  Delete Selected | Azione  attiva selezionato  disattiva selezionato  cancella selezioanto |
| Create new list | Crea nuoa lista |
| Search lists | Cerca liste |
| Displaying 1 to 1 of 1 list id's | Mosttra 1 di 1 di 1 id liste |

Create New List Crea nuova Lista

|  |  |
| --- | --- |
| List Wizard » Create New List | Wizard lista>> crea nuova lista |
| Step 1 | Step 1 |
| Auto Generate | Auto generata |
| List id  Numeric only | ID lista  solo numeri |
| List Name | Nome Lista |
| List Description | Descrizione lista |
| Campaign | Campagna |
| Active  Yes  No | Attiva  Si  No |
| Submit | Invio |
| Close | chiudi |

Modify list Modifica lista

|  |  |
| --- | --- |
| Modify List I.D  *Change date*  *Last call date* | Modifica Lista  cambia Data  cambia data ultima chiamata |
| Name | Nome |
| Description | Descrizione |
| Campaign  – Select Campaign – | Campagna  --Selezione campagna-- |
| Reset Times | Resetta Volte |
| Reset Lead-Called-Status  Active  Yes  No | Resetta esiti contatti chiamati  attiva  Si  No |
| Agent Script Override | Sovrascrivi Script Operatore |
| Campaign CID Override | Sovrascrivi CID Campagna |
| Drop Inbound Group Override | Sovrascivi gruppi inbound |
| Web Form | Web Form |
| Transfer-Conf Number Override  Number 1  Number 2  Number 3  Number 4  Number 5 | Sovrascivi Trasf-Conf-numero  numero 1  numero 2  numero 3  numero 4  numero 5 |
| [ + ] STATUSES WITHIN THIS LIST | [ + ] stati all'interno di questa lista |
| Modify | Modifica |
| Close | Chiudi |

View info for list Vedi info per la lista

|  |  |
| --- | --- |
| List id | Id Lista |
| Description | Descrizione |
| Status | Stato |
| Last call date | Data Ultima chiamata |
| Download | Scarica |

Delete list cancella lista

|  |  |
| --- | --- |
| Confirm to delete the List 210050322 and all of its leads? | Confermi di cancellare la lista 210050322 e tutti I suoi contatti? |
| Cancel | Cancella |
| Ok | ok |

Tooltips trucchi

|  |  |
| --- | --- |
| 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. | Lo sapevate? Le campagne permettono l'utilizzo di più liste. Questo permette una grande libertà sui numeri da chiamare in base alle liste che vuoi attivare nella campagna |
| Show Lists Tab – displays all list ID’s created on the account along with relevant information  regarding each list ID. | Mostra Tab. Liste-- mostra tutte le liste create con tutte le informazioni riguardanti la liste |
| Name – Can be edited to allow admin to give a brief description of the list. | Nome-- può essere modificato permettendo all'amministratore anche una breve descrizione della lista |
| Leads Count Column – displays the total number of phone numbers that can be dialed on the list. | Colonna conteggio contatti-- mostra tutti I numeri di telefono che possono essere chiamati nella lista |
| Action Column – provides additional admin options such as edit, get more info, delete and  download the list. | Colonna azioni-- fornisce opzioni addizionali all'amministratore per editare, avere info , cancellare e scaricare la lista |

**Load Leads Tab Tab. Contatti Caricati**

|  |  |
| --- | --- |
| Load Leads | Contatti caricati |
| Leads file  Browse  No file selected | File Contatti  Cerca  nessun file selezionato |
| List id | Id Lista |
| Phone code  \*If you select Load from Lead Files, be sure to check your phone code from your file. | Prefisso internazionale  \* se selezionato il contatto dal file contatti  assicurati di controllare il codice nel tuo file |
| Duplicate check  No duplicate check  Check for duplicates by phone in list id  Check for duplicates by phone in all campaign lists | Controlla Duplicati  no controllo Duplicati  controlla duplicati per numero nella lista  controlla duplicati per numero in tutte le liste della campagna |
| Time zone  Country code and area code only  Postal code first  Owner time zone code first | Fuso Orario  prefisso Internazionale e prefisso nazionale solo  fuso orario peer primo |
| Upload Leads | Carica Contatti |
| Create New List | Crea nuova lista |

Tooltips trucchi

|  |  |
| --- | --- |
| 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. | Lo sapevate? Durante il caricamento di un file contatti devi assicurarti che il formato sia o .csv oppure .xlm separati in tabella o con la virgola. I campi minimi richiesti per un file contatti sono almeno 3 |
| Browse Button – allows admin to load a lead file located on your local drive or network. | Bottone cerca-- permette all'amministratore ci cercareil filenel proprio computer |
| List ID – defines the list ID that will contain the lead file. | ID Lista-- definisce la lista dove caricare il file contatti |
| Phone Code – specifies the country where the phone numbers on your lead file are located. | Codice interazionale-- specifica la nazione di provenienza dei numeri telefonici nella lista contatti |
| 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. | Verifica duplicati-- saranno verificati I numeri telefonici nel file contatti con tutti quelli presenti nella campagna o nella lista |
| 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. | Fuso Orario-- gestiraà le chiamate in base al fuso orario impostato per la campagna.Selezionando il codice interanzionale e quello nazionale si imposterà il fuso orario delle chiamate in base alla nazione e al prefisso telefonico.se si utilizza il Postalcode first si modificherà il fuso orario del file contatti |
| Create New List | Crea nuova lista |

**Call Recordings & Lead Search Tab cerca chiamate registrate e contatti**

|  |  |
| --- | --- |
| Call Recordings & Lead Search | Cerca Chiamate registrate e Contatti |
| Search for a lead | Cerca per Contatto |
| Lead id | ID contatto |
| List id | ID lista |
| Phone | Telefono |
| Fullname | Nome e cognome |
| Last call date | Data ultima chiamata |
| Status | Stato |
| Last Agent | Ultimo operatore assegnato |

Search for a lead popup box

Basic Base

|  |  |
| --- | --- |
| Lead Search Options | Opzioni di ricerca contatti |
| Phone | telefono |
| First name | nome |
| Last name | cognome |
| Advance | avanzate |
| Search | cerca |
| Close | chiudi |

Advance avanzate

|  |  |
| --- | --- |
| Search Alt. Phone  Yes  No | Cerca telefono alt.  Si  No |
| Last call date  search with date | Data ultima chiamata  cerca per data |
| Lead id | Id contatto |
| 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 | Esiti  – selezione esiti--  nuovo – nuovo contatto  in coda – contatto da chiamare  in chiamata- contatto chiamato  abbattuto- operatore non disponibile  Xabbattuto- operatore non disponibile IN  NR- no risposta in chiamata auto  RICHIAMO- richiamo  RICHIAMO in attesa- richiamo in attesa  A- Segreteria Telefonica  AA- Segreteria telefonica auto  AM- Segreteria telefonica lasciato Mes  AL- Segreteria telefonica Mes ripetuto  AFAX- auto fax  B- Occupato  DC- numero non attivo  DEC- Rifiuta trattativa  DNC- Privacy (non chiamare mai)  DNCL- privacy verificato in cache  SALE- vendita  N- No risposta  NI- Non Interessato  NP- non conveniente sul prezzo  PU- Richiamata  PM- lasciato messaggio  XFER- chiamata trasferita operatore  ERI- errore operatore  SVYEXT- verifica invio interno  SVYVM- verifica invio Casella Vocale  SVYHU- verifica chiusura chiamata  SVYREC- verifica invio a registrazione  QVMAIL- attesa chiusura Casella vocale  AB- Occupato veloce  ADC- numero staccato da Carrier  TIMEOT- abbattuto inchiamata  AFTHRS- abattuto inchiamata fuori orario  NANQUE – inchiamata no operatore disponibile  QCFAIL-QC\_FAIL\_CALLBK  nuovo1- nuovo nome |
| List id | ID lista |
| Last agent | Ultimo Operatore |
| Address | indirizzo |
| City | Città |
| State | Provincia |
| Email | e-mail |
| Comments | commenti |
| \* Lead search by date range is limited to 60 days only. | Cerca contatto per data con un range di soli 60 giorni |
| Basic | base |

**Part II**

**Script**

|  |  |
| --- | --- |
| Scripts | Scripts |
| Add New Script | Aggiungi nuovo script |
| Script id | Id script |
| Script Name | Nome script |
| Status | stato |
| Type | tipo |
| Action  Enable Selected  Disable Selected  Delete Selected | Azione  abilita selezionato  disabilita selezionato  cancella selezionato |
| Search Scripts | Cerca script |
| Displaying 1 to 0 of 0 scripts | Mostra 1 di 0 di 0 script |

Add New Scripts

|  |  |
| --- | --- |
| **Script Wizard » Add New Script** | Wizard script>> aggiungi nuovo script |
| Step 1 | Step 1 |
| Script Type  Default  Advance (Limesurvey) | Tipo di script  default  avanzato (limesurvey) |
| Next | next |
| Close | chiudi |

|  |  |
| --- | --- |
| **Script Wizard » Add New Script** | Wizard script |
| Step 2 | Step 2 |
| Script id | Id script |
| Script name | Nome script |
| Script Comments | Commenti |
| Active  Yes  No | Attiva  Si  No |
| Script Text  Insert | Inserisci testo |
| Back | Indietro |
| Next | avanti |
| Close | chiudi |

|  |  |
| --- | --- |
| **Script Wizard » Add New Script** | Wizard script >> aggiungi nuovo script |
| Step 3  ***Script Preview*** | Step 3  anteprima script |
| Script id | Id script |
| Script name | Nome script |
| Script Comments | commenti |
| **Active** | attivo |
| Script Text | Testo dello script |
| Campaign id | Id campagna |
| Back | indietro |
| Save | salva |
| Close | chiudi |

|  |  |
| --- | --- |
| Success: New default script created | Fatto:creato nuovo script di default |
| Ok | 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). | Lo script permette all'amministratore di abilitare una finestra in pop-up nella pagina web operatore durante una chiamata attiva,quando viene schiacciato il pulsante script. Ogni volta che viene aggiunto del testo tramite il pulsante “insert” si permette al sistema di aggiornare informazioni di una specifica chiamata sul file contatti come il nome dell'operatore o la data etc, e viene visualizzato ogni volta che l'operatore schiaccia il pulsante script nella propria pagina web |

**Inbound**

**Ingroups Tab**

|  |  |
| --- | --- |
| Ingroups | ingroups |
| In-group | Gruppi in ingresso |
| Descriptions | descrizione |
| Priority | priorità |
| Status  Yes  No | Stato  Si  No |
| Time | tempo |
| Action  Activate Selected  Deactivate Selected  Delete Selected | Azione  attiva selezionato  disativa selezionato  cancella selezionato |
| Add New In-group | Aggiungi nuovo gruppo in ingresso |
| Displaying 1 to 2 of 2 in-groups | Mostra 1di 2 di 2 gruppi in ingresso |

Add New In-group

|  |  |
| --- | --- |
| In-Group Wizard » Create New In-Group | Wizard gruppo>> crea nuovo gruppo in ingresso |
| Step 1 | Step 1 |
| Group id  \*(no spaces). 2 and 20 characters in length | Id gruppo  \*( senza spazi) da 2 a 20 caratteri |
| Group Name  \*2 and 20 characters in length | Nome gruppo |
| Group Color | Colore gruppo |
| User Group  ADMIN – GOAUTODIAL ADMINISTRATOR  AGENTS – GOAUTODIAL AGENTS  SUPERVISOR - SUPERVISOR | Gruppo utenti  admin- goautodial amministratori  operatori- goautodial operatori  team-leader goautodial team-leader |
| Active  Yes  No | Attiva  Si  No |
| Web Form | Web form |
| Voicemail  Voicemail chooser | Casella vocale  seleziona casella vocale |
| 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 | Prossima chiamata operatore  casuale  la più vecchia chiamata iniziata  la più vecchia chiamata finita  livello generale utente  in\_ingresso\_gruppo  grado \_campagna  chiamata \_più rapida  chimata\_più rapida\_della campagna  attesa più lunga  squilla tutti |
| Fronter Display  Yes  No | Display davanti  Si  No |
| Script  None | Script  niente |
| Get Call Launch  None  Script  Webform  Form | Ottieni la chiamata da lanciare  niente  script  webform  form |
| Submit | invio |
| Close | chiudi |

View info/Modify In-Group

Settings Tab

|  |  |
| --- | --- |
| Settings | impostazioni |
| Description | descrizione |
| Color | colori |
| Status  Yes  No | Stato  Si  No |
| Web Form | 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 | Prossimo agente in chiamata  casuale  la più vecchia chiamata iniziata  la più vecchia chiamata finita  livello generale utente  in\_ingresso\_gruppo\_più importante  campagna\_ più importante  chiamata \_più rapida  chimata\_più rapida\_della campagna  attesa più lunga  squilla tutti |
| Queue Priority  Higher  Lower | Priorità code  alta  bassa |
| Fronter Display  Yes / No | Display frontale  si/no |
| Script  None | Script  niente |
| ADVANCE SETTINGS | IMPOSTAZIONI AVANZATE |
| SUBMIT | conferma |
| On-Hook Ring Time | Tempo di chiusura chiamata |
| Ignore List Script Override  Yes / No | Ignora la lista di Script  Si/No |
| Get Call Launch  None  Script  Webform  Form | Durante la chiamata lancia  niente  script  Webform  Form |
| Transfer-Conf DTMF 1 | Transfer-Conf DTMF 1 |
| Transfer-Conf Number 1 | Transfer-Conf Number 1 |
| Transfer-Conf DTMF 2 | Transfer-Conf DTMF 2 |
| Transfer-Conf Number 2 | Transfer-Conf Number 2 |
| Transfer-Conf Number 3 | Transfer-Conf Number 3 |
| Transfer-Conf Number 4 | Transfer-Conf Number 4 |
| Transfer-Conf Number 5 | Transfer-Conf Number 5 |
| Timer Action  None  Dial  Webform  Hangup  Callmenu  Extension  In group | Azione timer  Niente  Chiamata  webform  aggangio  menu chiamata  interni  gruppi in |
| Drop Call Seconds | Abbatuto chiamata in secondi |
| Drop Action  Hangup  Message  Voicemail  Ingroup  Callmenu | Azione su abbatuto  aggancio  messaggio  vooicemail  gruppo in  menu chiamata |
| 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 | Tempo di chiamte  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 | Azione dopo l'orario  aggangio  messaggio  Interni  voicemail  gruppi inbound |
| After Hours Message Filename  Audio chooser | Messaggio dopo l'orario nome file  scegli audio |
| After Hours Extension | Interni dopo l'orario |
| After Hours Voicemail  Voicemail chooser | Voicemail dopo l'orario  scegli voicemail |
| After Hours Transfer Group  None | Gruppo di trasferta dopo l'orario  niente |
| No Agents No Queueing  Yes / No | No operatori/no code  si/no |
| No Agent No Queue Action  Call menu  Ingroup  DID  Message  Extension  Voicemail | Azione no operatori no code  menu chiamate  gruppi inbound  DID  messaggio  Interno  Voicemail |
| Audio File  Audio chooser | File Audio  scegli audio |
| Max Calls Method  Total  In Queue  Disabed | Metodo massime chiamate  totale  in coda  disabilitato |
| Max Calls Count | Conteggio chiamate massime |
| Max Calls Action  Drop  Afterhours  No agent no queue | Azione chiamate massime  abbatti  dopo l'orario  no operatori no code |
| Welcome Message Filename  None  Audio Chooser | Nome file messaggio di benvenuto  niente  scegli audio |
| Play Welcome Message  Always  Never  If wait only  Yes unless no delay | Riproduci messaggi di benvenuto  sempre  mai  solo una volta  si nessun ritardo |
| Music On Hold Context  Default  MOH Chooser | Contesto musica su attesa  default  scegli MOH |
| On Hold Prompt Filename  Generic\_hold  Audio Chooser | Nome file promt attesa  attesa generica  scegli audio |
| On Hold Prompt Interval | Intervallo di attesa |
| On Hold Prompt No Block  Yes / No | Prompt d'attesa no block  si/no |
| On Hold Prompt Seconds | Attesa in secondi |
| Play Place in Line  Yes / No | Riproduci file in linea  Si/No |
| Play Estimated Hold Time  Yes / No | Riproduci tempo di attesa stimato  Si/No |
| Calculate Estimated Hold Seconds | Calcola tempo stimato di attesa in secondi |
| Estimated Hold Time Minimum Filename  Audio Chooser | Nome file Tempo stimato minimo  scegli audio |
| Estimated Hold Time Minimum Prompt No Block  Yes / No | Non bloccare il messaggio di tempo stimato minimo d'attesa  Si/no |
| Estimated Hold Time Minimum Prompt Seconds | Tempo minimo stimato di attesa in secondi |
| Wait Time Option  None  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup | Opzioni tempo di attesa  niente  premi rimani  premi voicemail  premi interno  premi menu chiamata  premi richiama CID  premi gruppi in |
| Wait Time Second Option  None  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup | Seconda Opzione tempo di attesa  niente  premi rimani  premi voicemail  premi interno  premi menu chiamata  premi richiama CID  premi gruppi in |
| Wait Time Third Option  None  Press Stay  Press Vmail  Press Exten  Press Call menu  Press CID Callback  Press Ingroup | Terza Opzione tempo di attesa  niente  premi resta  premi casella vocale  premi interno  premi menu chiamate  premi richiama CID  premi gruppoin |
| Wait Time Option Seconds | Opzione tempo di attesa In secondi |
| Wait Time Option Extension | Opzione tempo di attesa interno |
| Wait Time Option Callmenu  None  Test call menu – NOC Call Menu | Opzione tempo di attesa menu chiamate  niente  prova menu chiamate- NOC menu chiamate |
| Wait Time Option Voicemail  Voicemail Chooser | Opzione tempo di atesa voicemail  scegli voicemail |
| Wait Time Option Transfer In-Group  None | Opzione tempo di attesa trasferisci a gruppo IN  Niente |
| Wait Time Option Press Filename  Audio Chooser | Opzione tempo di attesa selezione nome file  scegli audio |
| Wait Time Option Press No Block  Yes / No | Opzione tempo di attesa seleziona no blocco  Si/No |
| Wait Time Option Press Filename Seconds | Opzione tempo di attesa nome file in sex secondi |
| Wait Time Option After Press Filename  Audio Chooser | Opzione tempo di attesa dopo selezione nome file  segli audio |
| Wait Time Option Callback List ID | Opzione tempo di attesa Lista Richiamata |
| Wait Hold Option Priority  Wait  Both | Priorita attesa  Attendi  Entrambi |
| 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 | Opzione tempo di attesa stimato  niente  interno  menu chiamate  voicemail  ingruppo  Id richiamata  azione di abbattuto  premi resta  premi Vmail  premi interno  premi menu chiamate  premi richiamate CID  premi Ingruppo |
| 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 | Seconda opzione attesa  niente  interno  menu chiamate  voicemail  in gruppo  Id richiamate  abbattuto  seleziona resta  seleziona Vmail  seleziona Interno  Seleziona Menu chiamata  Seleziona Richiama CID  seleziona In gruppo |
| 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 | Terza opzione di attesa  niente  niente  interno  menu chiamate  voicemail  in gruppo  Id richiamate  abbattuto  seleziona resta  seleziona Vmail  seleziona Interno  Seleziona Menu chiamata  Seleziona Richiama CID  seleziona In gruppo |
| Hold Time Option Seconds | Opzione attesa in secondi |
| Hold Time Option Minimum | Opzione minima di attesa |
| Hold Time Option Extension | Opzione interno attesa |
| Hold Time Option Callmenu  None  Test call menu – NOC Call Menu | Opzione menu chiamata attesa  niente  prova menu chiamata- NOC menu chiamata |
| Hold Time Option Voicemail | Opzione vMail attesa |
| Hold Time Option Transfer In-Group  None | Opzione Trasferisci a In gruppo Attesa  niente |
| Hold Time Option Press Filename  Audio Chooser | Opzione Premi Nomefile attesa  scegli audio |
| Hold Time Option Press No Block  Yes / No | Opzione attesa premi no blocco  Si/No |
| Hold Time Option Press Filename Seconds | Opzione premi nomefile attesa in secondi |
| Hold Time Option After Press Filename  Audio Chooser | Opzione dopo premi nome file  scegli audio |
| Hold Time Option Callback List ID | Opzione lista richiama attesa |
| Agent Alert Filename  Audio Chooser | Operatore attenzione nome file  scegli audio |
| Agent Alert Delay | Ritardo alert operatore |
| Default Transfer In-Group  None | Gruppo-In di default  Niente |
| Default Group Alias  None | Alias gruppo di default  niente |
| Dial In-Group CID | Chiama CID gruppo-in |
| Hold Recall Transfer In-Group  None | Attendi richiamata trasferta gruppo-in  niente |
| No Delay Call Route  Yes / No | No ritardo rotte chiamate  Si/No |
| In-Group Recording Override  Disabled  Never  Ondemand  Allcalls  Allforce | Sovrascivi registrazioni gruppo\_in  disabilitato  mai  su richiesta  tutte le chiamate  forza tutto |
| In-Group Recording Filename  None | Nomefile Registrazioni gruppo-in  niente |
| Stats Percent of Calls Answered Within X seconds 1 | Stats Percentuale di chiamate con risposta entro X secondi 1 |
| Stats Percent of Calls Answered Within X seconds 2 | Stats Percentuale di chiamate con risposta entro X secondi 2 |
| Start Call URL | URL inizio chiamata |
| Dispo Call URL | URL esiti chiamata |
| Add Lead URL | URL aggiungi clienti |
| No Agent Call URL | Url No chiamte operatore |
| Extension Append CID  Yes / No | Aggiungi Interno CID  Si/no |
| Uniqueid Status Display  Disabled  Enabled  Enabled Prefix  Enabled Preserve | Mosttra stato univoco  disabilitato  abilitito  abilita prefisso  abilita riserve |
| Uniqueid Status Prefix | Prefisso stato univoco |

Agents Tab

|  |  |
| --- | --- |
| Agents | operatore |
| Tenant id | Id operatore automatico |
| Selected | seleziona |
| Rank | Rank |
| Grade | Grade |
| Calls today | Chiamate oggi |
| Search Users | Cerca utenti |
| Submit | conferma |
| All | tutti |
| Close | chiudi |

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

|  |  |
| --- | --- |
| Phone Numbers | Numero telefonico |
| Descriptions | descrizioni |
| Status | stato |
| Route | rotte |
| Action  Activate Selected  Deactivate Selected  Delete Selected | Azione  attiva selezionato  disattiva selezionato  cancella selezionato |
| Add New DID | Aggiungi nuovo DID |
| Search DIDs | Cerca DIDs |
| Displaying 1 to 0 of 0 in-groups | Mosttra 1 di 0 di 0 in-gruppi |

Add New DIDs/ Modify

|  |  |
| --- | --- |
| DID Wizard » Create New DID | DID Wizard » crea nuovo DID |
| Step 1 | Fase 1 |
| DID Extension | Interno DID |
| DID Description | Descrizione DID |
| Active (Yes/No) | Attiva (SI/NO) |
| DID Route  Agent  Ingroup  Phone  Call menu / IVR  Voicemail  Custom Extension | Rotta DID  operatore  In-gruppo  Telefono  menu chiamata/IVR  vMail  Interno personalizzato |
| User Group  Admin – Goautodial Administrator  Agents – Goautodial Agents  Supervisor – Supervisor | Gruppo Utenti  Admin- Goautodial amministratori  Operatori-Goautodial Operatori  supervisori- supervisori |
| Agent id  None  Admin  Agent | ID Operatore  niente  Admin  Operatore |
| Agent Unavailable Action  Voicemail  Phone  Ingroup  Custom extension | Azione su operatore non disponibile  voicemail  Telefono  Gruppo-in  Interno Personalizzato |
| Submit | Conferma |
| Close | chiudi |
| Advance Settings | Opzioni avanzate |
| Save Settings | Salva |

Delete DID

|  |  |
| --- | --- |
| Delete | cancella |
| Are you sure you want to delete this DID? | Sei sicuro di voler cancellare questo DID |
| Cancel | cancella |
| Ok | ok |

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

|  |  |
| --- | --- |
| Interactive Voice Response (IVR) Menus tab | Tabella IVR |
| Menu id | Id menu |
| Phone numbers | Numlero di telefono |
| Prompt | prompt |
| Timeout | timeout |
| Action | azione |
| Add New Call Menu | Aggiungi nuovo Menu di chiamata |
| Search IVRs | Cerca IVRs |
| Displaying 1 to 2 of 2 in-groups | Mostra 1 di 2 di 2 gruppi-In |

Add New Call Menu/ Modify

|  |  |
| --- | --- |
| Call Menu Wizard » Create New Call Menu | Wizard Menu chiamate » crea nuovo menu |
| Step 1 | Fase 1 |
| Menu id | Id menu |
| Menu Name | Nome menu |
| Menu Greeting  Audio Chooser | Annuncio  scegli audio |
| Menu Timeout | Timeout |
| Menu Timeout Greeting  Audio Chooser | Timeout annuncio  scegli audio |
| Menu Invalid Greeting  Audio Chooser | Annuncio non valido  scegli audio |
| Menu Repeat | Ripeti menu |
| Tracking | traccia |
| Tracking Group | Gruppo di tracking |
| User Group | Gruppo utenti |
| Next | avanti |
| Call time | Tempo chiamata |
| Custom dial plan entry | Inserisci dial plan personalizzato |

|  |  |
| --- | --- |
| Call Menu Wizard » Create New Call Menu » Call Menu Options | Wizard menu chiamate» nuovo menu » opzioni menu |
| Step 2 | FASE 2 |
| Default Call Menu Entry | Default menu chiamate |
| Option  Timeout  Timecheck  Invalid | Opzioni  Timeout  timecheck  invalido |
| Description  Hangup | Descrizione  aggangia |
| Audio File  vm-goodbye | File Audio  vm-goodby |
| Route  Hangup | Rotte  aggangia |
| Add new call menu options | Aggiungi nuove opzioni menu chiamate |
| Back | indietro |
| Finish | finito |
| Close | chiudi |

Delete IVR

|  |  |
| --- | --- |
| Delete | cancella |
| Are you sure you want to delete this Call Menu / IVR? | Sei sicuro di voler eliminare questo menu chiamate/IVR ? |
| Cancel | elimina |
| Ok | Ok |

**Music On Hold**

|  |  |
| --- | --- |
| Music on hold | Musica su attesa |
| Music on hold listings | Ascolto musica su attesa |
| Music on hold id | Id musica su attesa |
| Music on hold name | Nome musica su attesa |
| Status | stato |
| Random order | Ordine casuale |
| Group | gruppo |
| Action  Activate Selected  Deactivate Selected  Delete Selected | Azioni  attivo selezionato  disattiva selezionato  elimina selezionato |
| Add new Music On Hold | Aggiungi nuova musica su attesa |
| Search Music On Hold | Cerca musica su attesa |
| Displaying 1 to 2 of 2 music on hold item(s) | Mostra 1 di 2 di 2 messaggi di musica su attesa |

Add New Music On Hold

|  |  |
| --- | --- |
| Music on Hold Wizard » Add New Music on Hold | Wizard musica su attesa » aggiungii nuova musica su attesa |
| Step 1 | Fase 1 |
| Music on Hold ID | Id musica su attesa |
| Music on Hold Name | Nome musica su attesa |
| Status  Active  Inactive | Stato  attivo  inattivo |
| User Group  – All User Group –  Admin – Goautodial Administrators  Agents – Goautodial Agents  Supervisor – Supervisor | Gruppo utenti  -tutti I gruppi utenti-  admin  operatore  supervisore |
| Random Order  Yes  No | Ordine casuale  SI  No |
| Submit | conferma |
| Close | chiudi |
| Success  Ok | Fatto  Ok |

Modify

|  |  |
| --- | --- |
| MODIFY MUSIC ON HOLD: default | Modifica musica su attesa : default |
| Music on Hold Name | Nome musica su attesa |
| Status  Active  Inactive | Stato  attivo  inattivo |
| User Group  – All User Group –  Admin – Goautodial Administrators  Agents – Goautodial Agents  Supervisor – Supervisor | Gruppo d'utenti  tutti I gruppi  admin  operatore  supervisore |
| Random Order  Yes  No | Ordine casuale  Si  No |
| Rank | rank |
| Filename | Nome file |
| Action | azione |
| Add an audio file  Select an audio file to upload | Aggiungi un file audio  seleziona il file audio da caricare |
| Save settings | Salva impostazioni |
| Close | chiudi |

Delete / Borrar

|  |  |
| --- | --- |
| Are you sure you want to delete test? | Sei sicuro di voler cancellare test ? |
| Cancel | elimina |
| Ok | Ok |

**Voice Files**

|  |  |
| --- | --- |
| Voice Files | File voce |
| Number | Numero |
| Filename | Nome file |
| Date | Data |
| Size | Grandezza |
| Play | riproduci |
| Search Voice Files (case sensitive) | Cerca file voce (case sensitive) |
| Voice File to upload  Browse  No file selected  Upload | File voce da caricare  guarda  no file selezionato  carica |
| We STRONGLY recommend uploading only 16bit Mono 8k PCM WAV audio files(.wav) | Vi raccomandiamo severamente di caricare solo file audio 16bit 8k PCM WAV |

Tooltip

|  |  |
| --- | --- |
| The voice file screen displays all the voice files that you have uploaded to your account. | La schermata file voce mostra tutti I file voce che avete caricato |

**CALL REPORTS**

**Reports & Analytics**

**[1] Statistical Report**

|  |  |
| --- | --- |
| Statistical Report | Report statistico |
| Select Campaign | Seleziona Campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona campagna |
| Date Range | Range di data |
| Daily | Oggi |
| Weekly | settimanale |
| Monthly | Mensile |
| Calls per day | Chiamate per giorno |

Tooltip(s)

|  |  |
| --- | --- |
| Reports and Analytics – will give you practically every data you need regarding your account. Reports are downloadable and in spreadsheet  format. 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. | Reports and Analytics – will give you practically every data you need regarding your account. Reports are downloadable and in spreadsheet  format. 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. | 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. | 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. | 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. | 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. | 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 | Dettagli orari operatore |
| Select a campaign | Seleziona campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona una campagna |
| Date Range | Renge di date |
| Full Name | Nome completo |
| User Name | Nome utente |
| Calls | chiamate |
| Agent Time | Tempo operatore |
| Wait | attesa |
| Talk | parlato |
| Disposition | esiti |
| Pause | pausa |
| Wrap-up | Tempo riaggangio dopo hang-up cliente |
| Customer | cliente |
| Total Agents | Operatori totali |
| LOGIN | LOGIN |
| Total | totale |
| Export to CSV | Esporta in csv |

Tooltip(s)

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

**[3] Agent Performance Details**

|  |  |
| --- | --- |
| Agent Performance Details | Dettaglio performance operatore |
| Select a campaign | Seleziona campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona una campagna |
| Date Range | Range di date |
| Full Name | Nome completo |
| ID | ID |
| Calls | chiamate |
| Time | tempo |
| **Pause » Avg** | Pause **» Avg** |
| **Wait » Avg** | Attese **» Avg** |
| **Talk » Avg** | Parlato **» Avg** |
| **Disposition » Avg** | Esiti **» Avg** |
| **Wrap-up » Avg** | Riaggangio tardivo **» Avg** |
| **Customer » Avg** | Cliente **» Avg** |
| Legend  N = No Answer  A = Answering Machine | Legenda  N= no risposte  A = segreterie, fax |
| Total | totale |
| Non Pause | Non pausa |
| Pause | pausa |
| Login | Login |
| Lagged | ritardi |
| Export to CSV | Esporta su 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. | 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. | 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 | Tally of dispositions on a given date range |
| Total time logged in. Total time on NonPause vs. Pause | Total time logged in. Total time on NonPause vs. Pause |

**[4] Dial Statuses Summary**

|  |  |
| --- | --- |
| Dial Statuses Summary | Sommario stato chiamate |
| Select a Campaign | Sezione campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona una campagna |
| Status | stato |
| Status Name | Nome stato |
| Sub total | Sub totale |
| Total for all List id's under inbound | Totali per tutte le liste sotto inbound |

Tooltip(s)

|  |  |
| --- | --- |
| Dial Statuses Summary – will display the number of calls that have been dispositioned  for 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. | Dial Statuses Summary – will display the number of calls that have been dispositioned  for 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. | 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 | Vendite per operatore |
| Select a Campaign | Selezione campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona una campagna |
| Date Range | Range di date |
| Outboud  Inbound | Outbound  Inbound |
| Agents Name | Nome operatore |
| Agents ID | Id operatore |
| Sales Count | Conteggio vendite |

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. | 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 | Controllo vendite |
| Select a Campaign | Seleziona una campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona una campagna |
| Date Range | Range di date |
| Outboud | Outbound |
| Inbound | Inbound |
| Sales number | Numero di vendite |
| Call Date & Time | Data e ora chiamata |
| Agent | operatore |
| Phone number | Numero di telefono |
| First name | nome |
| Last name | cognome |
| Info | info |
| Export to CSV | Esporta in 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. | 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 | Report chiamate Inbound |
| Select a Campaign | Seleziona una campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona una campagna |
| Date Range | Range di date |
| Search done 6 inbound call(s) found. | Cerca fatto 6 chiamate inbound trovate |
| # (number) | # (numero) |
| Date | data |
| Agent ID | Id operatore |
| Phone Number | Numero di telefono |
| Time | tempo |
| Call Duration (in seconds) | Durata chiamata (in secondi) |
| Dispositions | esiti |
| Export to CSV | Esporta in 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. | 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 | Esporta report chiamate |
| Date Range | Range di date |
| Header Row  Yes  No | Riga Intestazione  SI  NO |
| Recording Fields  ID  Filename  Location  All  None | Cami registrati  ID  Nome File  Luogo  tutto  niente |
| Custom Fields  Yes  No | Campi personalizzati  Si  No |
| Per Call Notes  Yes  No | Note per chiamate  Si  No |
| Export Fields  Standard  Extended | Esporta campi  standard  esteso |
| Campaigns  None | Campagne  nessuno |
| Inbound Groups  None | Gruppi inbound  nessuno |
| Lists  All | Liste  tutte |
| Statuses  All | Stati  tutti |
| Submit | conferma |

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. | 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 | Pannello di controllo |
| Select a Campaign | Seleziona una campagna |
| Selected Campaign  Please select a campaign. | Campagna selezionata  per favore seleziona una campagna |
| Date Range | Range di date |
| Dialer calls | Chiamate |
| Disposition Code | Codice esito |
| Disposition name | Nome esito |
| Count | conteggio |

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. | 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 | Storico chiamate |
| Date Range | Range di date |
| Connect time | Tempo di connessione |
| CLI (caller id) | CLI (numero chiamnte Id) |
| CLD (called number) | CLD 8numero chiamato) |
| Country | Nazione |
| Description | descrizione |
| Billed Duration | Durata fatturabile |
| Cost | costi |
| Download | scarica |

Tooltip(s)

|  |  |
| --- | --- |
| Caller ID | Id chiamante |
| Called Number | Numero chiamato |
| Destination of call | Destinazione della chiamata |
| Type of phone number (i.e. TFN, mobile, landline etc.) | Tipo di numero telefonico ( isdn, pstn, cellulare etc.) |
| Billed Duration – 6/6  Billing rate will apply | Durata fatturabile -6/6  ratio di fatturazione applicato |
| Call cost in USD | Costi Chiamata in euro |
| 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. | 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 | Cerca log admin |
| Logs | logs |
| User | utenti |
| IP Address | Indirizzo ip |
| Date | data |
| Action | azione |
| Details | dettagli |
| DB Query | Query DB |
| Show Query | Vedi le query |
| Displaying 1 to 25 of 898 logs | Mostra 1 di 25 di 898 log |

[2] Call Times

Call Times Tab

|  |  |
| --- | --- |
| Call Times | Tempo chiamate |
| Calltime id | Id tempochiamata |
| Calltime Name | Nome tempo chiamata |
| Default Start | Start di default |
| Default Stop | Stop di default |
| Group | gruppi |
| Action  Delete Selected | Azione  elimina selezionati |
| Search Call Times | Cerca tempo chiamate |
| Add New Call Times | Aggiungi nuovo tempo chiamate |
| Displaying 1 to 6 of 6 call times | Mostra 1 di 6 di 6 tempo chiamate |

Add New Call Times

|  |  |
| --- | --- |
| Call Times Wizard » Add New Call Time | Wizard tempo chiamate » aggiungi nuovo tempo chiamate |
| Step 1 | Fase 1 |
| Call Time ID  Minimum of 3 characters  Available | ID tempo chiamate  minimo 3 caratteri  disponibile |
| Call Time Name | Nome tempo chiamate |
| Call Time Comments | Commenti tempo chiamate |
| User Group | Gruppo d'utenti |
| Next | avanti |
| Close | chiudi |

|  |  |
| --- | --- |
| Step 2 | Fase 2 |
| Start | avvia |
| Stop | stop |
| After Hours Audio | Messaggio dopo l'orario |
| Default | default |
| Sunday | domenica |
| Monday | lunedì |
| Tuesday | martedì |
| Wednesday | mercoledì |
| Thursday | giovedì |
| Friday | venerdi |
| Saturday | sabato |
| Audio Chooser | Scegli audio |
| Back | indietro |
| Submit | conferma |
| Close | chiudi |

|  |  |
| --- | --- |
| Success: Added New Call Time ID. | Fatto:nuovo tempo chiamata aggiunto |
| Ok | ok |

Modify

|  |  |
| --- | --- |
| MODIFY CALL TIME | Modifica tempo chiamata |
| Call Time ID | Id tempo chiamata |
| Call Time Name | Nome tempo chiamata |
| Call Time Comments | Commenti tempo chiamata |
| User Group | Gruppo d'utenti |
| Start | avvia |
| Stop | stop |
| After Hours Audio | Audio dopo l'orario |
| Default | default |
| Monday | Lunedì |
| Tuesday | Martedì |
| Wednesday | Mercoledì |
| Thursday | Giovedì |
| Friday | Venerdì |
| Audio Chooser | Scegli audio |
| Save Settings | Salva impostazioni |
| State Call Time ID | Stato id tempo chiamate |
| ACTIVE STATE CALL TIME FOR THIS RECORD | Attiva stato tempo chiamate per questo record |
| STATE CALL TIME DEFINITION | Definizione stato tempo chiamate |
| Add State Call Time Rule  Select a State Call Time Rule | Aggiungi regola stato tempo chiamate  seleziona regola stato tempo chiamate |
| 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 | Aggiungi regola  per favore seleziona regola stato tempo chiamate  fatto!  Regola stato 'alabama' e' stato aggiunto  cancella stato tempo chiamate da questo record  sei sicuro di voler cancellare 'alabama' da questa lista?  Fatto!  Regola stato tempo chiamate 'alabama' e' stata cancellata  cancella  ok |
| CAMPAIGNS USING THIS CALL TIME | LE CAMPAGNE USANO QUESTO TEMPO CHIAMATE |
| INBOUND GROUPS USING THIS CALL TIME | GRUPPI INBOUND USANO QUESTO TEMPO CHIAMATE |

Delete Call times / Eliminar horas de llamadas

|  |  |
| --- | --- |
| Are you sure you want to delete '12pm-5pm' from the list? | Sei sicuro di voler eleiminare '12pm-5pm' da questa lista? |
| Cancel | Cancella |
| Ok | Ok |

**[3] Carriers**

|  |  |
| --- | --- |
| Carriers | Trunk voip |
| Carrier id | Id trunk voip |
| Carrier Name | Nome trunk voip |
| Server IP | Ip server |
| Protocol | protocollo |
| Registration | registrazione |
| Status | stato |
| Group | gruppi |
| Action  Activate Selected  Deactivate Delected  Delete Selected | Azione  attiva selezionato  disattiva selezionato  elimina selezionato |
| Add New Carrier | Aggiungi nuovo trunk voip |
| Displaying 1 to 0 of 0 carriers | Mostra 1 di 0 di 0 trunk voip |
| Search Carriers | Cerca trunk voip |
| No Records Found | Non trovati records |

Add New Carrier

|  |  |
| --- | --- |
| Carrier Wizard » Add New Carrier | Wizard Trunk voip » aggiungi nuovo trunk |
| Step 1 | Fase 1 |
| Carrier Type  GoAutoDial – JustGoVoip  Manual  Copy Carrier | Tipo di trunk voip  GoAutoDial – JustGoVoip  manuale  copia trunk |
| Next | avanti |
| Close | chiudi |

|  |  |
| --- | --- |
| Welcome to | Welcome to |
| GoAutoDial Inc. Cloud Call Center | 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. | 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](mailto:sales@goautodial.com) to get 120 free minutes (US, UK and Canada calls only). | \*\*email [sales@goautodial.com](mailto:sales@goautodial.com) to get 120 free minutes (US, UK and Canada calls only). |
| Cancel | Cancella |
| Next | Avanti |
| Close | chiudi |

Sign up / Contratar

|  |  |
| --- | --- |
| Please fill out the information below: | Please fill out the information below: |
| **Company** | **Company** |
| First Name | First Name |
| Last Name | Last Name |
| Address | Address |
| City | City |
| State | State |
| Postal Code | Postal Code |
| Country | Country |
| Time zone | Time zone |
| Phone | Phone |
| Mobile Phone | Mobile Phone |
| Email | 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 Deactivation  3.10.1 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 Support  4.1. 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 Support  4.2.1. 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. 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There will be no refunds for one-time/setup fees  6. Site Policies, Modification & Severability  6.1. 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 Complaints  7.1. Please send reports of activity in violation of these Terms & Conditions to [cloud@goautodial.com](mailto: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 liability  8. Paypal Payments  8.1 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 Liabilities  9.1. 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**[4] Phones**

|  |  |
| --- | --- |
| Phones | telefoni |
| Extension | interni |
| Protocol | Protocollo |
| Server | Server |
| Dial Plan | Dial Plan |
| Status | stato |
| Name | Nome |
| Voice Mail | Voice mail |
| Group | Gruppi |
| Action  Activate Selected  Deactivate Selected  Delete Selected | Azione  Attiva selezionato  disattiva selezionato  Elimina selezionato |
| Search Phones | Cerca telefoni |
| Add New Phone | Aggiungi nuovo telefono |
| Displaying 1 to 25 of 26 phones | Mostra 1 di 25 di 26 telefoni |
| All | tutti |

Add New Phone

|  |  |
| --- | --- |
| Phone Wizard » Add New Phone | Wizard telefoni » aggiungi nuovo telefono |
| Step 1 | Fase 1 |
| Additional Phone(s)  Custom | Telefoni addizionali  personalizza |
| Starting Extension | Numero interno di partenza |
| Client Protocol  SIP  External  IAX2 | Protocollo client  SIP  Esterno  IAX2 |
| Next    WARNING: One or more extensions from the range given are already exist. | Avanti  ATTENZIONE:uno o più interni in questo range già esistono |
| Close | chiudi |

|  |  |
| --- | --- |
| Step 2 | Fase 2 |
| Phone Extension/Login | Login interno telefonico |
| Phone Login Password | Password interno telefonico |
| User Group  All User Groups  Admin – GoAutoDial Administrators  Agent – GoAutoDial Agents  Supervisor – Supervisor | Gruppo utenti  tutti I gruppi d'utenti  Admin– GoAutoDial Administrators  operatori  supervisori |
| Server IP | Ip server |
| Fullname | Nome completo |
| Client Protocol  SIP  External  IAX2 | Protocollo Client  SIP  esterno  IAX2 |
| Local GMT  (Do NOT adjust for DST) | Ora locale GMT  (Do NOT adjust for DST) |
| Back | indietro |
| Submit  Success: Phone saved  Ok | Conferma  fatto: telefono salvato  OK |
| Close | chiudi |

Modify Phone modifca telefono

|  |  |
| --- | --- |
| Phone Extension / Login | Login interno telefonico |
| Phone Password | Password interno telefonico |
| Dial Plan Number | Numero di dial plan |
| Voicemail ID | ID Vmail |
| Outbound CallerID | NumeroID in uscita |
| Server IP | Ip Server |
| Agent Screen Login | Login Operatore |
| SIP Registration Password | Password Registrazione Sip |
| Status  Active  Suspended  Closed  Pending  Admin | Stato  attivo  sospeso  chiuso  In attesa  Admin |
| Active Account  Yes  No | Attiva Account  Si  No |
| Full Name | Nome completo |
| Email | email |
| Delete Voicemail After Email | Cancella Vmail dopo l'email |
| Company | azienda |
| Picture | immagine |
| New Messages | Nuovi messaggi |
| Old Messages | Messaggi vecchi |
| Client Protocol | Protocollo client |
| Local GMT | Ora locale GMT |
| Phone Ring Timeout | Timeout squillo telefono |
| On-Hook Agent  Yes  No | Aggangio operatore  SI  No |
| Default User | Utente di default |
| Default Pass | Pass di default |
| Default Campaign | Azienda di default |
| Park Exten | Interno per park |
| Conf Exten | Interno per Conf |
| Monitor Prefix | Prefisso |
| Recording Exten | Interno per registrazione |
| Voicemail Exten | Interno voicemail |
| Voicemail Dump Exten | Interno di dump voicemail |
| Exten Context  Default | Contesto interni  default |
| Phone Context  Default | Contesto telefoni  default |
| Call Logging | Logging chiamate |
| User Switching | Switching utente |
| Conferencing | conferenze |
| Admin Hang Up | Aggangio admin |
| Admin Hijack | Hijack admin |
| Admin Monitor | Monitor admin |
| Call Park | Parcheggio chiamate |
| Updater Check | Controlla update |
| AF Logging | Logging AF |
| Queue Enabled | Code abilitate |
| CallerID Popup | Popup Id chiamante |
| Voicemail Button | Bottone voicemail |
| Fast Refresh | Refresh veloce |
| Fast Refresh Rate | Frequenza refresh veloce |
| Persistant MySQL | MySql esistente |
| Auto Dial Next Number | Prossimo numero in Auto Dial |
| Stop Recording After Each Call | Ferma registrazione dopo ogni chiamata |
| Enable SIPSAK Messages | Abilita messaggi SIPSAK |
| Template ID  None | ID template  nessuno |
| Conf Override | Sovrascrivi conf |
| [ - ADVANCE SETTINGS ] | Impostazioni avanzate |
| SAVE SETTINGS | Salva impostazioni |

Delete elimina

|  |  |
| --- | --- |
| Are you sure you want to delete 9009? | Sei sicuro di voler eliminare 9009? |
| Cancel | cancella |
| Ok  PHONE ENTRY DELETED | Ok  TELEFONO ELIMINATO |

**[5] Servers**

|  |  |
| --- | --- |
| Servers | Servers |
| Server id | Id Server |
| Name | Nome |
| Server IP | Ip Server |
| Status | Stato |
| Asterisk | Asterisk |
| Trunks | Linee |
| GMT | GMT |
| Action | Azione |
| Add New Server | Aggiungi nuovo server |
| Search Server | Cerca server |
| Displaying 1 to 1 of 1 servers. | Mostra 1 di 1 di 1 un server |

Add New Server

|  |  |
| --- | --- |
| Server Wizard » Add New Server | Wizard server » aggiungi nuovo server |
| Step 1 | Fase 1 |
| Server id  Available  Not Available | Id Server  disponibile  non disponibile |
| Server Description | Descrizione server |
| Server IP | Ip Server |
| Active (Yes/No) | Attiva (Si/No) |
| Asterisk Version | Versione Asterisk |
| User Group  All User Groups  Admin – GoAutoDial Administrators  Agent – GoAutoDial Agents  Supervisor – Supervisor | Gruppo d'utenti  tutti I gruppi d'utenti  admin  operatore  supervisore |
| Submit  Success  Ok | Conferma  fatto  ok |
| Close | chiudi |

Modify Server / Modificar Servidor modifica server

|  |  |
| --- | --- |
| Server ID | ID Server |
| Server Description | Descrizione Server |
| Server IP | Ip server |
| Active (Yes/No) | Attiva (Si/No) |
| System Load | Carica sistema |
| Live Channels | Canali attivi |
| Disk Usage | Disco usato |
| Admin User Group  All User Group | Gruppo utenti admin  tutti I gruppi d'utenti |
| Asterisk Version | Versione asterisk |
| Max Trunks | Linee max |
| Max Call per Second | Chiamate max per secondi |
| Balance Dialing (Yes/No) | Bilanciamento chiamate (Si/No) |
| Balance Rank | Range di bilanciamento |
| Balance Offlimits | Offlimits bilanciamento |
| Telnet Host | Telnet Host |
| Telnet Port | Telnet Port |
| Manager User | Manager User |
| Manager Secret | Manager Secret |
| Manager Update User | Manager Update User |
| Manager Listen User | Manager Listen User |
| Manager Send User | Manager Send User |
| Conf File Secret  Weak  Medium  Strong | Sicurezza conf file  scarsa  media  dura |
| Local GMT | Gmt locale |
| Voicemail Dump Exten | Voicemail Dump Exten |
| Autodial Extension | Autodial Extension |
| Default Context | Default Context |
| System Performance Log (Yes/No) | System Performance Log (Yes/No) |
| Server Logs (Yes/No) | Server Logs (Yes/No) |
| AGI Output  None  STDERR  File  Both | AGI Output  None  STDERR  File  Both |
| Carrier Logging Active (Yes/No) | Carrier Logging Active (Yes/No) |
| Recording Web Link | Recording Web Link |
| Alternate Recording Server IP | Alternate Recording Server IP |
| External Server IP | External Server IP |
| Active Twin Server IP | Active Twin Server IP |
| Active Asterisk Server (Yes/No) | Active Asterisk Server (Yes/No) |
| Active Agent Server (Yes/No) | Active Agent Server (Yes/No) |
| Generate conf Files (Yes/No) | Generate conf Files (Yes/No) |
| Rebuild conf Files (Yes/No) | Rebuild conf Files (Yes/No) |
| Rebuild Music On Hold (Yes/No) | Rebuild Music On Hold (Yes/No) |
| Sounds Update (Yes/No) | Sounds Update (Yes/No) |
| Recording Limit | Recording Limit |
| Custom Dialplan Entry | Custom Dialplan Entry |
| ADVANCE SETTINGS | ADVANCE SETTINGS |
| SAVE SETTINGS | SAVE SETTINGS |
| Carriers within this server  Carrier id  Name  Registration  Active | Carriers within this server  Carrier id  Name  Registration  Active |
| Phones within this server  Extension  Name  Active | Phones within this server  Extension  Name  Active |
| Conference within this server  Conference  Extension | Conference within this server  Conference  Extension |

Delete Server / Eliminar Servidor

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

**[6] System Settings**

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

**[7] User Groups**

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

Add New User Group

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

Modify (advance settings)

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

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

Delete User group / Eliminar Grupo de Usuarios

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

**[8] Voicemails**

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

Add New Voicemail

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

Modify Voicemail

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

Delete Voicemail

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