

Outbound Dialer

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Dialer Installation

Dialer is an addon for VoiceXML Browser to provide automatic outbound dialing.

Use root to install the packages. Unzip and untar the dialer package by using the command:

```
# tar xvzf dialer_Vx.x_date.tar.gz
```

Go to the directory of the dialer and then, type the following command.

```
# cd dialer_Vx.x_date  
# ./install.sh
```

Dialer configuration

It uses the Asterisk Manager Interface.

To enable the dialer to connect to the Asterisk you need to setup the interface. You can create a "Dialer" account to connect the Dialer application. Edit `/etc/asterisk/manager.conf` and set :

```
...  
[general]  
enabled = yes  
port = 5038  
bindaddr = 0.0.0.0  
...  
  
...  
[dialer]  
secret = 1234  
;deny=0.0.0.0/0.0.0.0  
;permit=209.16.236.73/255.255.255.0  
read = system,call,user,originate  
write = system,call,user,originate  
...
```

Dialer application

```
Dialer [options] param
```

Options:

| | |
|----------------|---|
| -safe | Starts in "safe" mode (auto-restart). |
| -k | clipping, update call row just at the end of call with final results only (override by "clipping" bool dialer.conf file option) |
| -help | This help screen. |
| -stop | Unconditionally stop the dialer. |
| -start | Run as a daemon. |
| -action | Execute one if this commands: |
| createdatabase | Create the database. |
| dropdatabase | Drop the database. |
| create | Create the campaign table. |
| drop | Drop the campaign table. |
| truncate | Remove all the phones. |
| file | Use the text file to fill the campaign. |
| insert | Insert a phone in the campaign. |
| delete | Delete a phone in the campaign. |
| count | Phones in the campaign. |
| dump | Dump the campaign in csv. |
| fulldump | Dump the campaign in csv with header. |
| statitics | Statistics of the campaign. |
| -campaign | Name of the campaign for the command. |
| -paramater | Parameter for the command. |

NOTE: Dialer is an application located at this directory:

```
/opt/dialer/
```

Dialer commands

Purge and create a campaign named "campaign" :

```
>dialer -c campaign -a drop
>dialer -c campaign -a create
>dialer -c campaign -a file /tmp/list.txt
>dialer -c campaign -a insert -phone 12345678
>dialer -c campaign -a insert -phone 12345678 param
```

Start in background :

```
>dialer --start
```

Start do not fork, stop on last call :

```
>dialer
```

Stop all dialer (killall) :

```
>dialer --stop
```

Get log :

```
>dialer -a fulldump -c campaign
```

Get statistics :

```
>dialer -a statistics -c campaign
```

Call Return Codes

The dialer generates return's codes for each call in the Log file. Please find here the list of codes and its description:

| | |
|----|---------------------------------------|
| -8 | Burned (We give up) |
| -7 | Disconnected Number - No Answer |
| -6 | Fax Machine |
| -5 | Network Congestion |
| -4 | Busy |
| -3 | Voicemail - Get called back |
| -2 | No Answer |
| -1 | Undefined* |
| 1 | Not Yet Called - Get called back |
| 0 | Callback |
| 2 | No Answer |
| 3 | Voicemail - Get called back |
| 4 | Busy |
| 5 | Fast Busy |
| 6 | Fax Machine |
| 7 | Disconnected Number |
| 8 | Do Not Call - Don't count as contacts |
| 9 | Invalid Lead |
| 10 | No Sale |
| 11 | No Sale - These both... |
| 12 | Sale - count as contacts |

Configuration file

The dialer's configuration file is located at:

```
/etc/dialer.conf
```

Please find here the list of codes and its description:

```
;  
; Dialer Configuration  
;  
  
[general]  
debug=true  
log=true  
mysqlhost=localhost  
mysqluser=dialer  
mysqlpassword=dialeri6net  
asteriskuser=dialer  
asteriskpassword=1234  
asteriskhost=localhost  
asteriskport=5038  
mysqldatabase=dialer  
  
[default]  
active=true  
function=voximal  
calltoday=true ;this avoid call attempts same day, caution!  
usednc=false  
maxlines=30  
attemptsdelay=600  
timeout=5000 ; max time in ms before line comes UP  
dspmode=none  
multiplecalls=false  
trunk=SIP  
dialprefix=none  
callerid=9987803065  
filter=0  
chanvar=0  
chanstr=0  
debug=true  
skip=0  
f_mode=0  
f_areacode=0  
f_areacode_prefix=0  
f_zipcode=0  
orderby=attempts_pickups  
mode=vxml  
timeslot=9h-18h  
pause=none  
blacklist=none  
attempts=1  
dialformat=SIP/00%s@voip-out  
maxcaps=10
```

Default is the default section campaign parameters.

```
Parameters:
active=true
function=voximal
calltoday=true           ; Set it true if you do not do any attempts,
nor care of today, simplified loop SQL
usednc=false
maxlines=30             ; Number of simultaneous calls
maxcaps=10             ; Number of calls added on each iteration,
"speed of dialing"
attemptsdelay=600      ; Delay in seconds between two attempts, default
10minutes (600 seconds)
timeout=5000           ; Time out
dspmode=none
multiplecalls=false
trunk=SIP              ; Trunk type SIP
dialprefix=none
callerid=9987803065    ; SIP account
filter=0
chanvar=0
chanstr=0
debug=true             ; Enable very verbose debug, and debug files
in /tmp
skip=0
f_mode=0
f_areacode=0
f_areacode_prefix=0
f_zipcode=0
orderby=attempts_pickups
mode=voximal           ; Use Voximal appplication with a VoiceXML uri
uri=http://some/index.vxml
timeslot=9h-18h        ; Timeslot
pause=none
blacklist=none
attempts=1             ; Number of Attempts (1..n calls)
dialformat=SIP/00@s@voztele-out ; Dial format chain
clipping=false         ; do not update intermediate call status,
speed up calling
```

Dialer Web interface

The Dialer offer a FreePBX module do manage it.

From: <https://wiki.voximal.com/> - **Voximal documentation**

Permanent link: https://wiki.voximal.com/doku.php?id=installation_guide:dialer:start&rev=1445819005

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