

# Outbound Dialer

## 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, simpified 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 appliction 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=1445857725](https://wiki.voximal.com/doku.php?id=installation_guide:dialer:start&rev=1445857725)

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