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.
repare	Repare DB info after an Asterisk Crash.
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 -p /tmp/list.txt
>dialer -c campaign -a insert -p 12345678
>dialer -c campaign -a insert -p 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
```

Dialer 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

Originate and Hangup Return Codes

OriginateResponse event which contains the failure reason if any. Reason may be one of the following:

1 = Other end has hungup
2 = Local ring
3 = Remote end is ringing

| 4 = Remote end has answered |
| 5 = Remote end is busy |
| 6 = Make it go off hook |
| 7 = Line is off hook |
| 8 = Congestion (circuits busy) |

Hangup causes :

1	Unallocated (unassigned) number
2	No route to specified transmit network
3	No route to destination
5	Misdialled trunk prefix (national use)
6	Channel unacceptable
7	Call awarded and being delivered in an established channel
8	Preemption
14	QoR: ported number
16	Normal Clearing
17	User busy
18	No user responding
19	No answer from user (user alerted)
20	Subscriber absent
21	Call Rejected
22	Number changed
23	Redirected to new destination
26	Non-selected user clearing
27	Destination out of order
28	Invalid number format
29	Facility rejected
30	Response to STATUS ENQUIRY
31	Normal, unspecified
34	No circuit/channel available
38	Network out of order
41	Temporary failure
42	Switching equipment congestion
43	Access information discarded
44	Requested circuit/channel not available
50	Requested facility not subscribed
52	Outgoing call barred
54	Incoming call barred
57	Bearer capability not authorized
58	Bearer capability not presently available
65	Bearer capability not implemented
66	Channel type not implemented
69	Requested facility not implemented
81	Invalid call reference value
88	Incompatible destination

95	Invalid message unspecified
96	Mandatory information element is missing
97	Message type non-existent or not implemented
98	Message not compatible with call state or message type non-existent or not implemented
99	Information element nonexistent or not implemented
100	Invalid information element contents
101	Message not compatible with call state
102	Recover on timer expiry
111	Protocol error, unspecified
127	Interworking, unspecified

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=voximal
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 attemps,
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 offers a FreePBX module do manage it (it is in beta version).

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

Permanent link:
https://wiki.voximal.com/doku.php?id=installation_guide:dialer:start&rev=1543834381

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