

Outbound Dialer

[Home](#) >

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

- The VXI license needs options **userevents=yes**
- The vxml.conf, [general] sections needs **cdroverwrite=yes**, to have correct CDR datas.

Edit /etc/asterisk/vxml.conf and set :

```
[general]
...
cdroverwrite=yes
...

[license]
...
userevents=yes
...
```

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=vxml
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@voztele-out
maxcaps=10
```

Default is the default section campaign parameters.

```
Parameters:
active=true
function=vxml
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=vxml ; Use VXML 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

Access to Dialer Web Control Panel at:

<http://yourserver/dialer/>

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

Permanent link:
https://wiki.voximal.com/doku.php?id=vxi_installation_guide:dialer:start&rev=1501517851

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