

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

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, 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=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/
```

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