Where Did ViciDial Come From and Where is it Going?

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May 4, 2009
What is ViciDial?

- Open Source Call Center Suite
- Inbound, Outbound and Blended Call Handling
- Runs on top of Asterisk Open Source PBX
- Web-based user interfaces
- Available in multiple languages
  - Agent interface is in 12 languages
  - Administrative interface is in 6 languages
Why Was ViciDial Created?

Two Reasons:

- Because Asterisk was available

- Lack of millions of dollars to buy commercial outbound dialing solution for a 200 seat call center
ViciDial History: 2003

- Working with Dialogic and Bayonne was an exercise in frustration
- Bought single T1 card from Digium and had working Asterisk system in 2 hours
- Asterisk was easy to use and had powerful programming options: AMI and AGI
- AstGUIclient GPL project was born on SourceForge.net as perl-only applications
- ViciDial was a Perl/TK, click-to-dial user app
ViciDial History: 2004

- astVICIDIAL became focus of astGUIclient project
- Auto-dialing added
- Inbound call handling used separate web-based application
- Ability to send calls to other agent groups
- Astricon 2004 in Atlanta
ViciDial Screen-Shot: 2004
ViciDial History: 2005

- First AJAX web-based agent released
- Blended Call Handling added
- Agent script tab added
- HotKeys quick dispositioning added
- Multi-server load balancing added
- First alternate language (Spanish) agent translation released
ViciDial Screen-Shot: 2005
ViciDial History: 2006

- Won SourceForge.net project of the year for VOIP applications 2006
- Scheduled Callbacks added
- Alternate Phone number dialing added
- Predictive dialing Algorithm added
- Moved to SVN(subversion) for code control and development
ViciDial Screen-Shot: 2006
ViciDial History: 2007

- Skills-based call routing added
- QueueMetrics logging added
- List Mix and more lead ordering options added
- First official ViciDial Training classes
- The ViciDial Group company is founded to provide ViciDial support
- ViciDial Hosted service launched
ViciDial History: 2008

- 2\textsuperscript{nd} prize for voice applications at VO.IP Germany
- Queue Prioritization added
- Timeclock time tracking added
- DID call routing from web interface added
- More inbound features like estimated hold time, place in line and other hold time options added
- ViciBox demo LiveCD released
ViciDial History: 2009

- Integration with Sangoma's CPD Advanced Answering Machine Detection
- In-depth VtigerCRM integration added
- Agent shift enforcement added
- Web-based Asterisk configuration added
- Version 2.0.5 released
- ViciBox server installation ISO
Planned Future Features

- Text To Speech integration
- Web-based IVR configuration
- Dynamic data forms
- Optional integrated Java soft-phone
Issues Working With Asterisk

- Asterisk queues was unstable, unreliable, inconsistent
- No bridging function between two channels
- Meetme chosen as agent application
- ViciDial queuing is done through AGI
- Bugs and crashing at high load, some Asterisk releases cannot be used
ViciDial Agent Evolution

- Started with Perl/Tk
  - Required client software installation
  - Upgrades time consuming for large call centers
- Move to web-based AJAX/Javascript app
  - Moved agent phone configuration to the database
  - No software required beyond web browser
  - Code is on the server, no client upgrade needed
  - More steps in coding of software, AJAX generation software doesn't work for this application
Multi-Language Builds

• Change to UTF-8 compatibility
• Translation files used with all phrases
  – Agent interface has 500+ phrases
  – Administration has 2000+ phrases
• Static builds created with translation utility
• Native speaker input very important

ADMINISTRATION:
- English
- Spanish
- French
- German
- Italian
- Greek

AGENT:
- English
- Spanish
- French
- German
- Italian
- Greek
- Portuguese
- Brazilian Portuguese
- Polish
- Slovak
- Dutch
- Russian
How Do You Make Money?

- Selling ViciDial Agent and Admin manuals
- Official training classes
- Selling hardware (servers, phones, TMD cards)
- Hosted ViciDial service
- Installation of new ViciDial systems
- Upgrades of existing, or improperly installed, ViciDial systems
- Customization: custom programming ViciDial to suit client needs
Why Enterprise Users Choose ViciDial

- No End-of-life
- No per-seat licensing cost
- Wide feature set
- Internal control of code-base
- Higher degree of customization is possible
- Commercial support available
Thank you!

For more information, go to:

astguiclient.sf.net

www.eflo.net

www.vicidial.com