Getting Started With ViciDial

Presented by

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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 14 languages
  - Administrative interface is in 7 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 inbound/outbound Call Handling added
- Agent script tab added
- HotKeys for quick dispositioning added
- Multi-server load balancing added
- First alternate language (Spanish) agent translation released
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

- 2nd prize for voice applications at VO.IP Germany
- Queue Prioritization added
- Timeclock time tracking added
- DID call routing from admin 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
- Web-based IVR configuration
- Text to Speech integration
- Agent shift enforcement added
- Web-based Asterisk configuration added
- Agent and non-Agent APIs added
- Version 2.0.5 released
- ViciBox server installation ISO
ViciDial History: 2010

- Integration with Zoiper webphone into the agent interface
- Custom Fields and Forms
- Added many new inbound call handling features
- Ability to automatically send data to external web system at call start and finish
- Released Firefox plug-in for select-to-dialing
- Version 2.2.1 released
- ViciBox server installation ISO changed to OpenSuSE
Hello and thank you for calling ACME Widgets. My name is Admin, can I schedule an appointment for you to review our lovely widgets?

Appointment Date: 2010-07-09
Appointment Time: 16:31

Favorite Color:
- Red
- Blue
- Green
- Purple

Appointment Notes:
This is only a test
Here is another line...

Discussion Topics:
- Price
- Color
- Texture
- Shipping

Contact ID: 7275551113
Nearest City: Miami
Planned Future Features

- Website Chat IM (Instant Messaging):
  - Customers to agents
  - Agents to agents
  - Agents to managers
  - Manager broadcast messaging to agents

- Holiday scheduling

- Asterisk 1.8 compatibility
Multi-Language Builds

- UTF-8 compatible
- Translation files used with all phrases
  - Agent interface has 500+ phrases
  - Administration has 2500+ phrases
- Static builds created with translation utility
- Native speaker input very important

**ADMINISTRATION:**
- English
- Spanish
- French
- German
- Italian
- Greek
- Brazilian Portuguese

**AGENT:**
- English
- Spanish
- French
- German
- Italian
- Greek
- Swedish
- Portuguese
- Brazilian Portuguese
- Polish
- Slovak
- Dutch
- Russian
- Traditional Chinese
How to Get Started With ViciDial

- Download our installation ISO from: http://www.vicibox.com
- Burn the ISO image to a CD
- Boot your server with the CD
- Follow the ViciBox installation instructions http://download.vicidial.com/iso/vicibox/server/ViciBox_Redux_v3-Install.pdf
- Once installation is complete, download the free Manager manual from: http://www.vicidial.org
Initial Setup Steps

- Set your Default passwords
- Give administrative user all permissions
- Add a User Group for Agents
- Add an agent user
- Add a phone
- Add a campaign
- Add a list
- Agent user logs in and places a call
Support Options

- Free support available in the ViciDial Forums: http://www.vicidial.org/VICIDIALforum
- Issue Tracker for reporting bugs and contributing new features http://www.vicidial.org/VICIDIALmantis
- Paid support available through the ViciDial Group: http://www.vicidial.com
Why Companies Choose ViciDial

- No End-of-life
- No per-seat licensing cost
- No forced support plans
- Wide feature set
- Internal control of code-base is possible
- Higher degree of customization is possible
- Commercial support available
How Do You Make Money?

- Selling ViciDial Agent and Admin manuals
- Official ViciDial training classes
- Selling hardware (servers, phones, TMD cards)
- Selling software (Sangoma CPD, Cepstral TTS, QueueMetrics, Zoiper Webphone)
- Hosted ViciDial service: http://www.vicihost.com
- Installation of new ViciDial systems
- Upgrade of existing or improperly installed systems
- Customization of ViciDial and custom programming within ViciDial to suit client needs
Thank you!

For more information, go to:

www.vicidial.org