What is the VICIdial Open-Source Contact Center Suite and Where is it Going?

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What is VICIdial?

Open Source Contact Center Suite
Inbound, Outbound and Blended Call Handling
Inbound Email and Website Customer Chat
Runs on top of Asterisk Open Source PBX
Web-based user interfaces
Available in multiple languages
  Agent interface is in 16 languages
  Administrative interface is in 7 languages
Make or edit your own language translations, Easy!
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 screen released
Blended inbound/outbound Call Handling added
Agent script tab added to agent screen
HotKeys quick dispositioning added
Multi-server load balancing added
First alternate language (Spanish) agent static-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
Skills-based call routing added
QueueMetrics logging added
List Mix and more lead ordering options added
Asterisk 1.4 support added
First official VICIdial Training classes
The Vicidial Group company is founded to provide VICIdial support
VICIdial Hosted service (VICIhost) 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
Web APIs 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
Audio prompts and Music-on-Hold web config
Cepstral Text-to-Speech integration
Web-based Asterisk configuration added
Version 2.2.0 released
VICIbox server installation ISO
VICIdial History: 2010

OrecX call and screen recording integration
Zoiper Webphone agent screen integration
Web IVR configuration (call menus)
Custom List Fields and Agent Forms added
Advanced Real-Time Report added
Start and Dispo Call URL functions added
VICIdial History: 2011

Won ITexpo “Best of Show” Call Center Award
User Group agent and admin permissions separation added
Inbound agent probability routing added
Phone login load balance grouping added
Advanced Auto-Alt-Number dialing added
Version 2.4 released
Web-based Lead Management tools added
Quality Control features added
Inbound Lead Search added
Inbound Email agent handling added
VICIdial History: 2013

Version 2.7 released
Report logging added
Holiday call time restrictions added
Encrypted passwords functionality added
Security audit of all web code completed
Cellphone number filtering for USA added (TCPA)
Asterisk 1.8 support added
VICIdial History: 2014

Version 2.9 released
Database languages translation code added
Agent audio soundboards added
Lots of code cleanup
VICIdial History: 2015

Version 2.11 released
Customer website agent chat added
Internal manager and agent chat features added
DNC.com list filtering features added
Agent screen debug logging added
Asterisk 11 support added
VICIdial History: 2016

Version 2.13 released
Redesign of admin web screens
WebRTC compatibility for agent screen added
Screen colors templates added
CIOreview Most Promising Call Center Software award
VICIdial History: 2017

Automated Reports added
IP Lists blocking and whitelisting added
Drop Lists features added
Inbound forecasting reports added
Cross-Cluster Communication added
Agent Events HTTP Push features added
Sangoma CPD/CPA/Lyra goes end-of-life
Asterisk 13 support added
VICIdial Agent Soundboard

Outbound Customers Soundboard

Opening
- Hello
- Good Morning
- Good Evening
- Good Afternoon
- INBOUND CALL
- FIND ADULT
- Wrong person
- RESCHEDULE
- CALL ME BACK

Ask for Order
- MAAM - OPEN
- MAAM - REPEAT
- MAAM - SHORT
- YES REORDER
- FULL PLAN
- BASIC PLAN
- ONE-TIME-ONLY
- SAMPLE PAK
- FINAL ASK - TRIAL
- INFOPiece ASK
- YES TO INFOPiece

Rebuttals
- Wants Mail Only
- Husband - Wife Do It
- How Does This Work
- How Much Time
- NAME OF GROUP
- Did This Already
- Gave to Different
- Count on Your Support

Q and A
- 800 number
- Supplies needed
- I am in Training
- QUICK LEAVE
- Supported Programs
- Order Status
- STATE - NATION
- Return question
- Who is this?
- Where are you located?
- Company name
- Website
- President
- How did you get my #
- Org Location

Hotkeys
- Uh-huh
- Okay
- Repeat that
- Thank you
- I am glad to hear that
- Great
- Laughing
- No Problem
- I am sorry
- I understand
- Hold on Just 1 sec
- No
- Are you 100% sure?
- Add to DNC list
- Transfer to Verification
- (Please hold on)
- (EXIT CALL)

Calls in Queue:

Phone Full Name Wait Agent Call Group Type
VICIdial Admin Screenshots
Current chat: ACTIVE

Julian (2016-08-18 13:07:31) - Hello, how can I help you today?

Harold Smith (2016-08-18 13:08:12) - Hi, I would like to order more anvils, I'm SOOOO close to catching that roadrunner

Julian (2016-08-18 13:08:29) - I can certainly help you with that, do you have a customer number?

Harold Smith (2016-08-18 13:08:42) - Yes, it's 874563

Julian (2016-08-18 13:09:13) - OK, I've brought up your customer record, I see you order 4 anvils last month, did you want to order 4 again?

Yes please, I'm sure that will be enough this time
Planned Future Features

Lumenvox CPD/SIT integration
Ability for agents to “pause” recordings
Areacode dialing suppression features
Remote system monitoring
Issues Working With Asterisk

Asterisk queues was unstable, unreliable, inconsistent and not scalable
No bridging function between two channels
Meetme chosen as agent bridging application
VICIdial queuing is done through AGI & database
Some Asterisk releases cannot be used, bugs and crashing at high load
Changing or removing of core Asterisk functions

* Go see Michael Cargile’s presentation tomorrow about this
VICIdial Agent Screen Evolution

Started with Perl/Tk on each workstation
  Required client software installation & configuration
  Upgrades very 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 a server, no workstation upgrades needed
  More steps in coding of software, AJAX toolkit packages don't work for this complex of an application
Language Screen Translations

Change to UTF-8 compatibility
Translation of phrases stored in database
Agent interface has 1000+ phrases
Administration has 6000+ phrases
Live phrase lookup in database is part of core code
Native speaker input very important

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

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

Hosted VICIdial service, www.VICIhost.com

Installation of new VICIdial systems

Upgrades of existing, or improperly installed, VICIdial systems

Customization: Custom programming VICIdial to suit client needs

Selling VICIdial Agent and Admin manuals

Official training classes

Selling hardware(servers, phones, TMD cards)
Why Enterprise Users Choose VICIdial

- No Product 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
- Most widely used contact center solution in the world
- Competitive advantage
What the Fork!?

There have been dozens of VICIdial forks created. Most are one-offs or die after a few years and do not maintain security or stability updates. Some are on hosted-only services and try to hide their VICIdial code use. Several do not follow AGPLv2 license terms, we are suing one company for that now. Best way to stay on top is to constantly add new features and be responsive to the community.
Over 15,000 New VICIdial Installs in the last 2 years!
Thank you!

For more information, go to:

www.vicidial.org

www.vicidial.com