Where Did ViciDial Come From and Where is it Going?
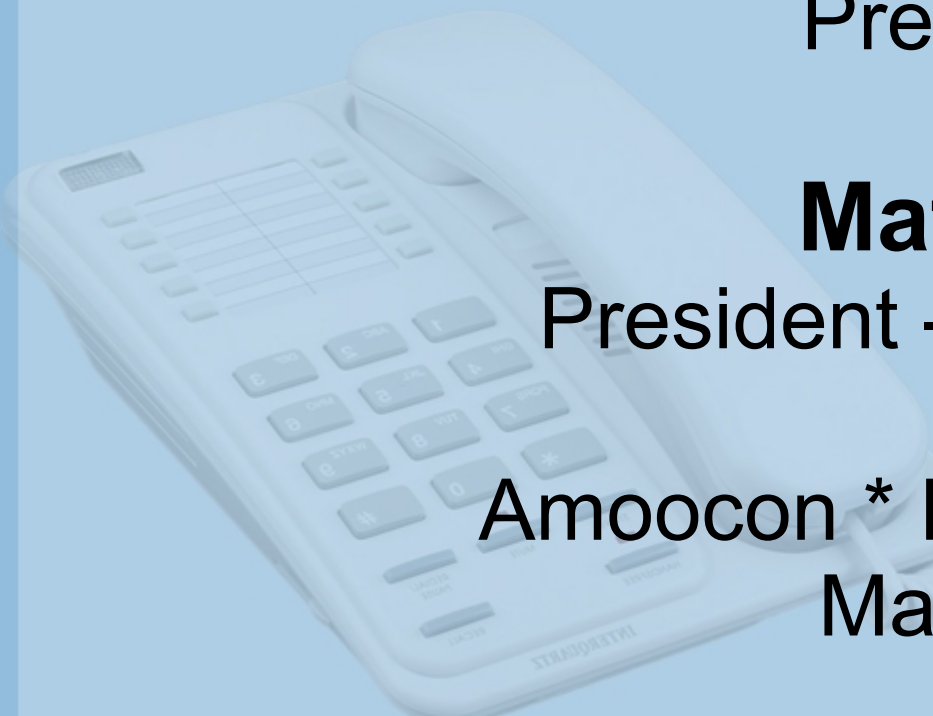
Presented by

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Amoocon * Rostock, Germany
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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 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
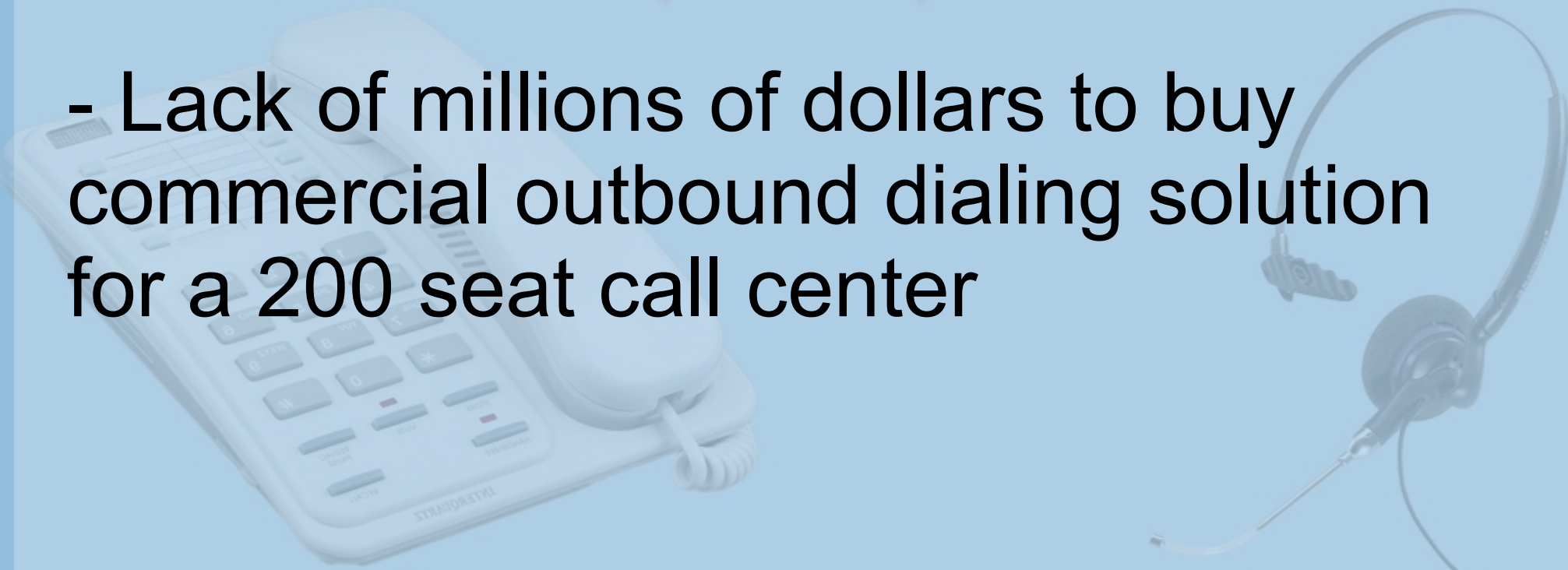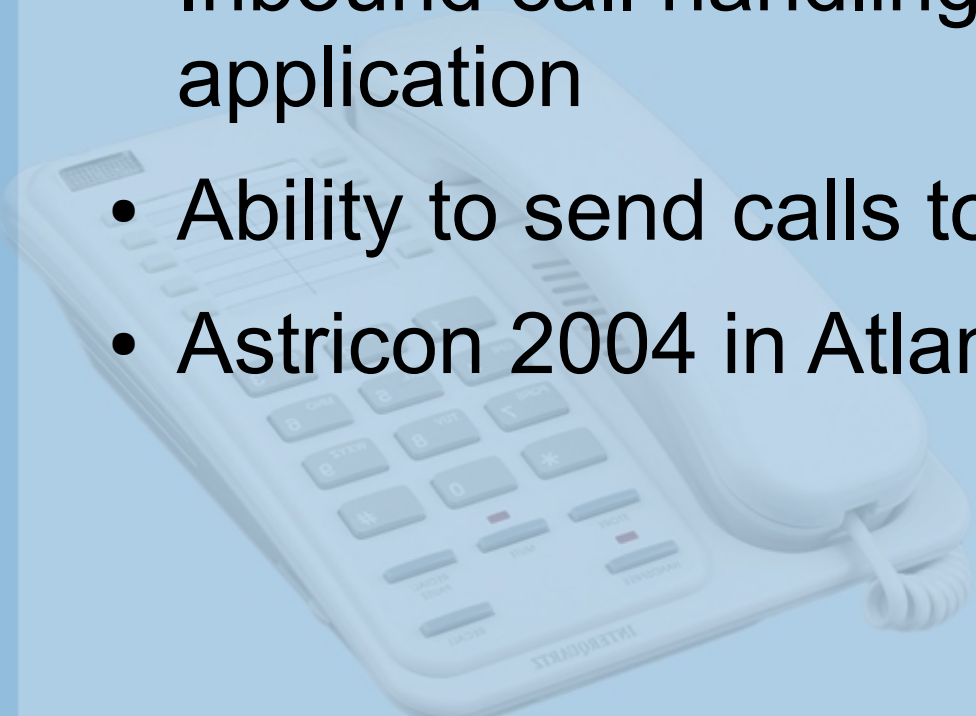
ViciDial History: 2003

- 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
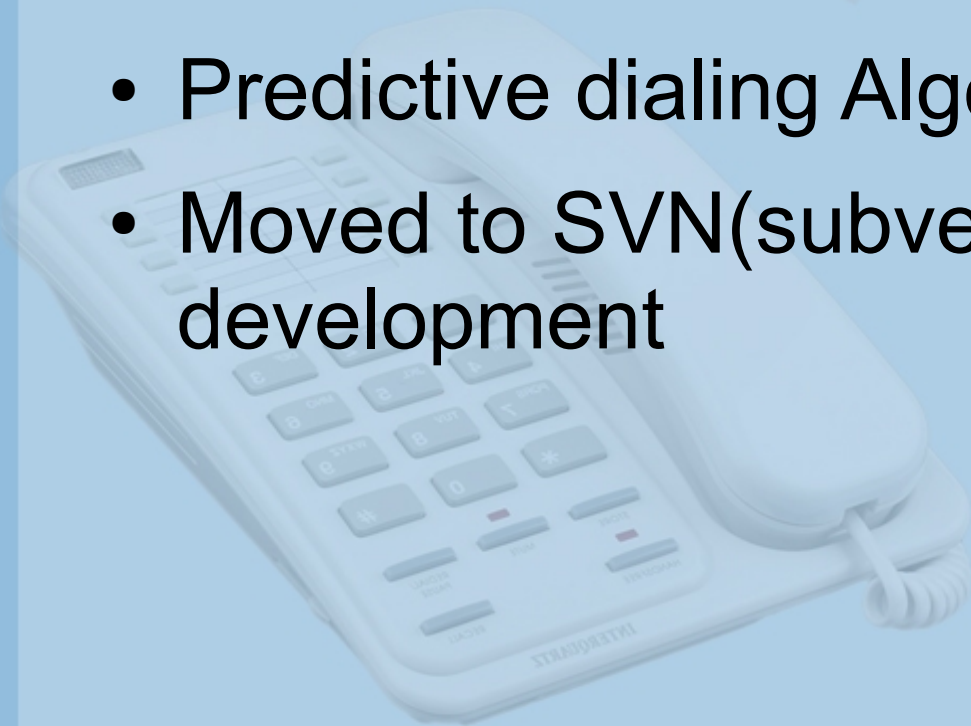
ViciDial Screen-Shot: 2006

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
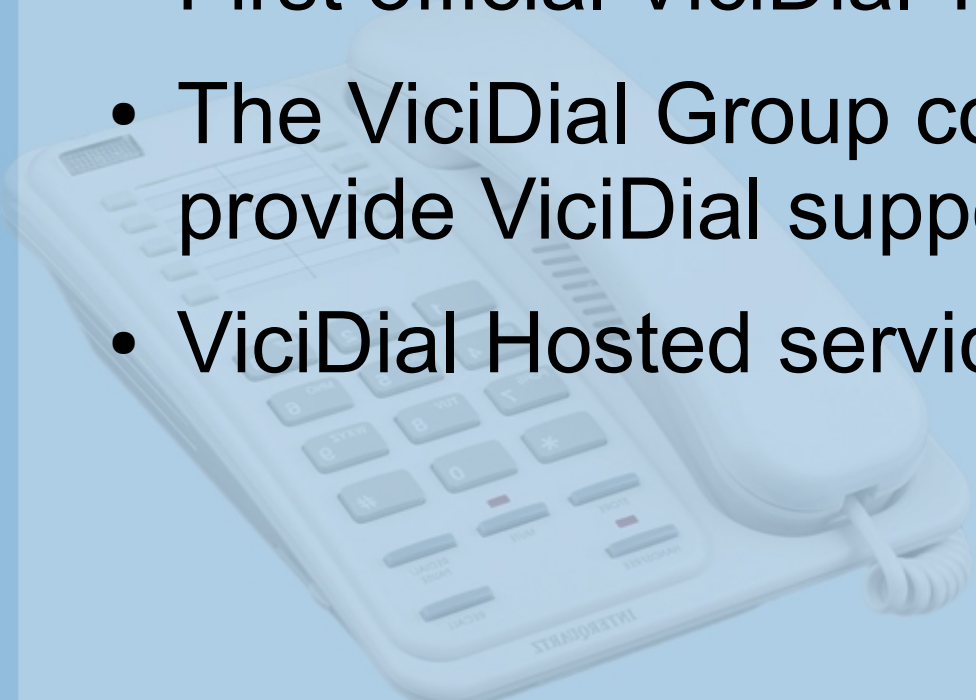
ViciDial History: 2008

- 2nd prize for voice applications at VO.IP Germany

- Queue Prioritization added

- Timeclock time tracking added

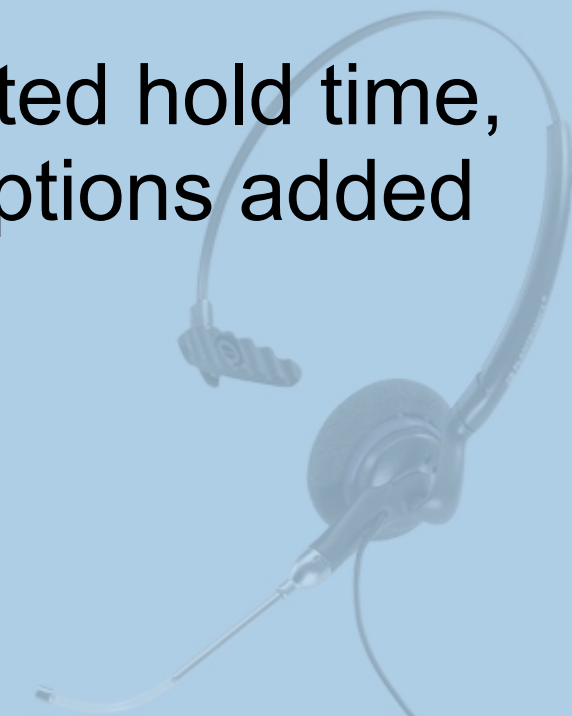- DID call routing from web interface added

- More inbound features like estimated hold time, place in line and other hold time options added

- ViciBox demo LiveCD released
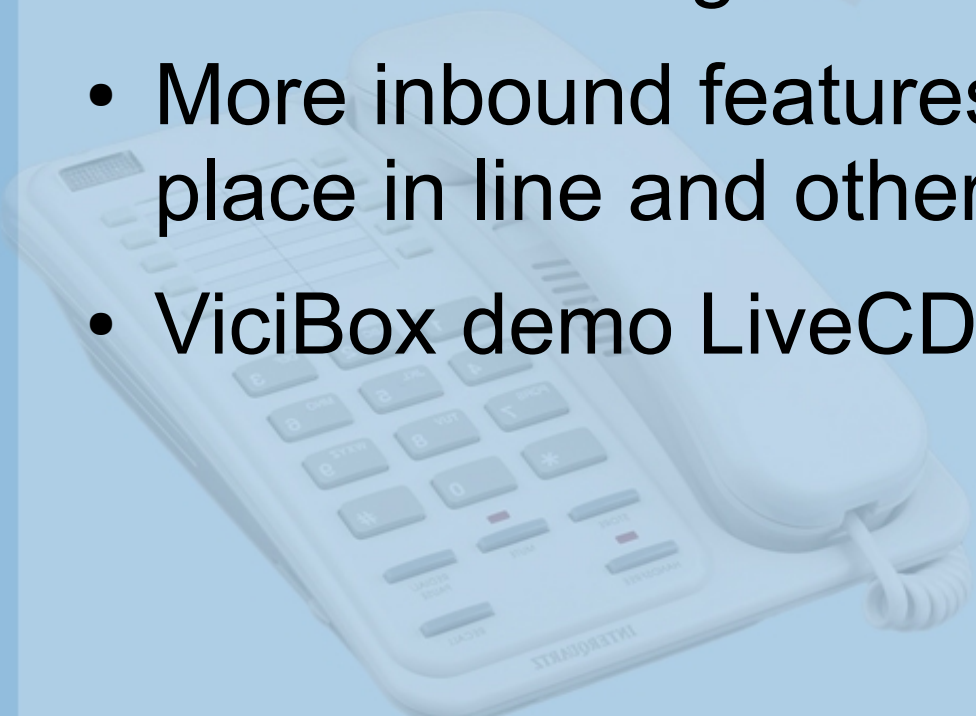
ViciDial History: 2009

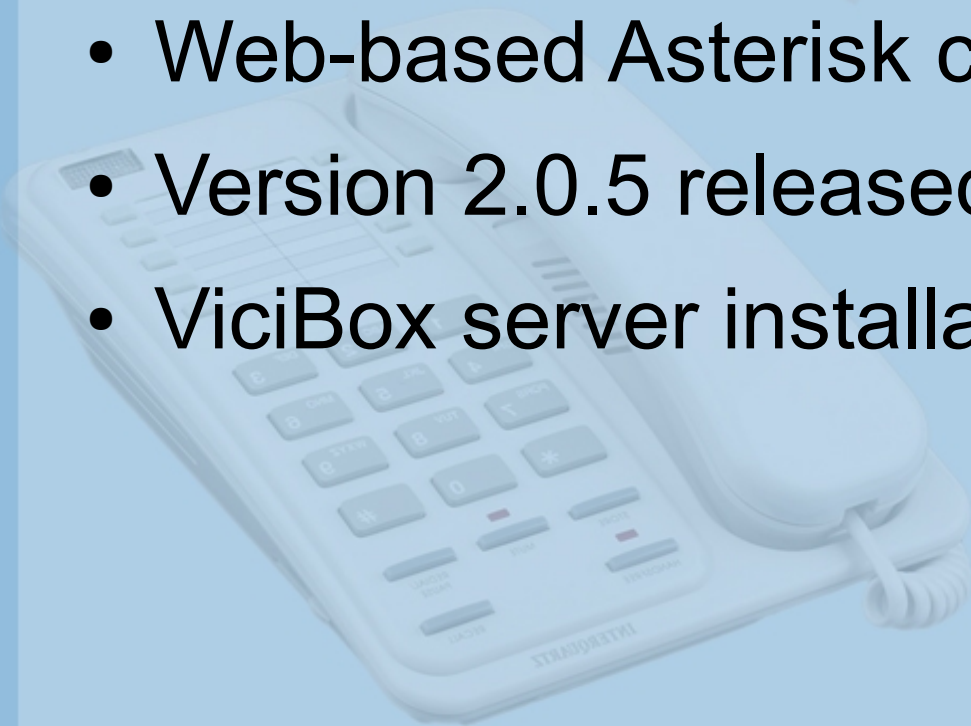- Integration with Sangoma's CPD Advanced Answering Machine Detection

- In-depth VtigerCRM integration added

- Agent shift enforcement added

- Web-based Asterisk configuration added

- Version 2.0.5 released

- ViciBox server installation ISO

ViciDial Screen-Shot: 2009

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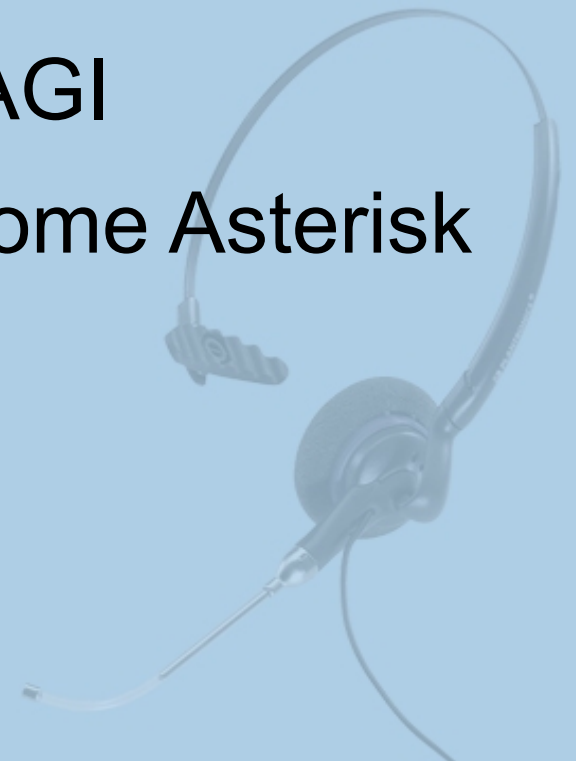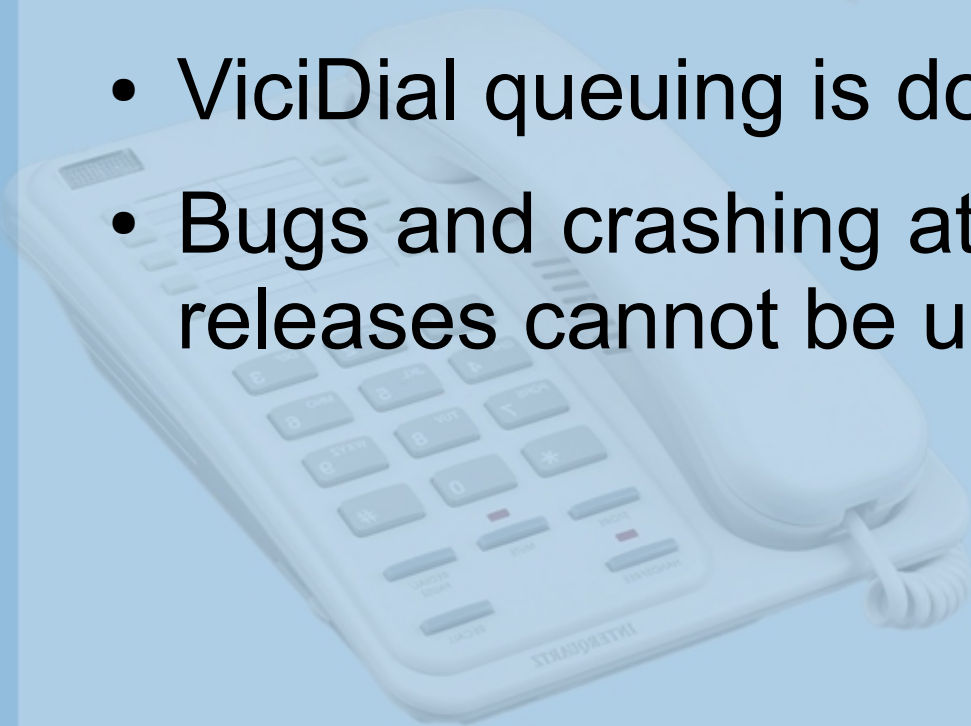 - Upgrades time consuming for large call centers
- Move to web-based AJAX/Javascript app
  - Moved agent phone configuration to the database
  - No software required beyond web browser
  - Code is on the server, no client upgrade needed
  - More steps in coding of software, AJAX generation software doesn't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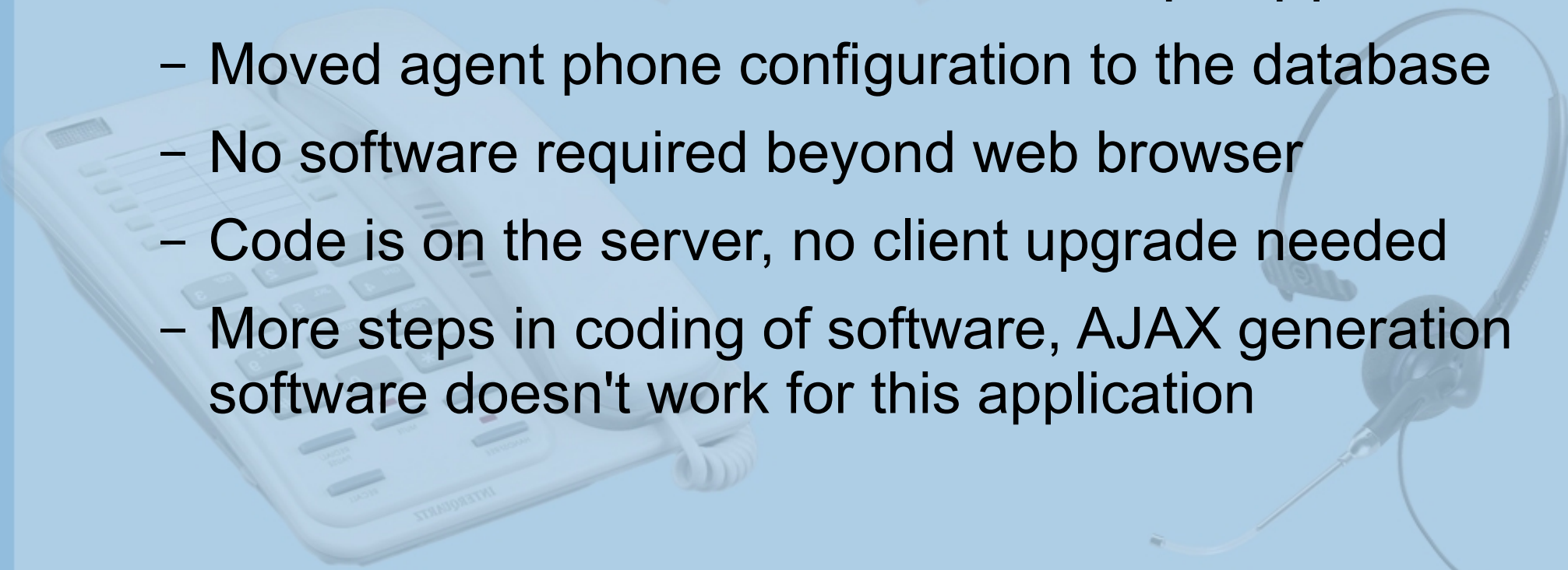
Multi-Language Builds

- 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

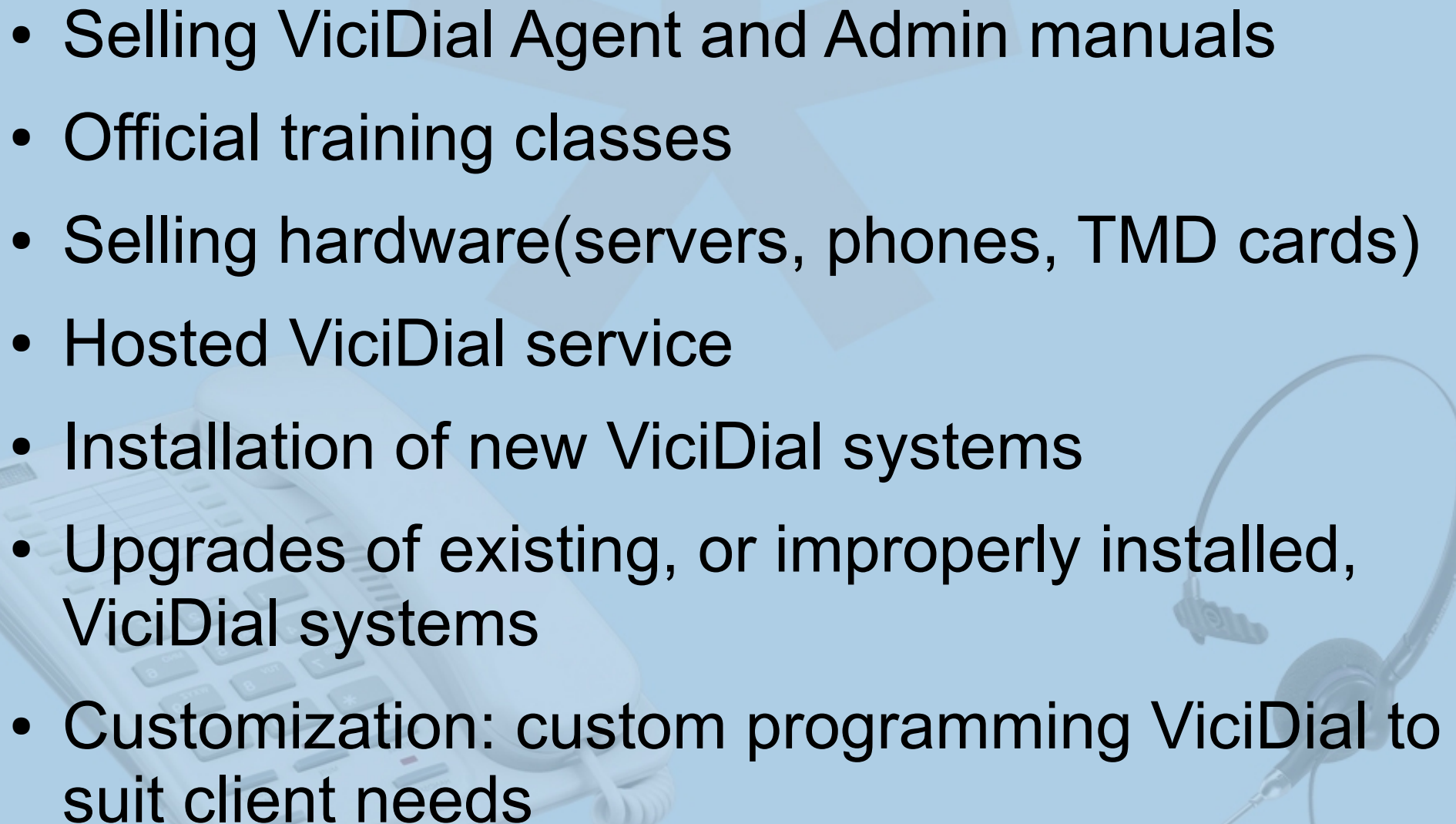- Native speaker input very important

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
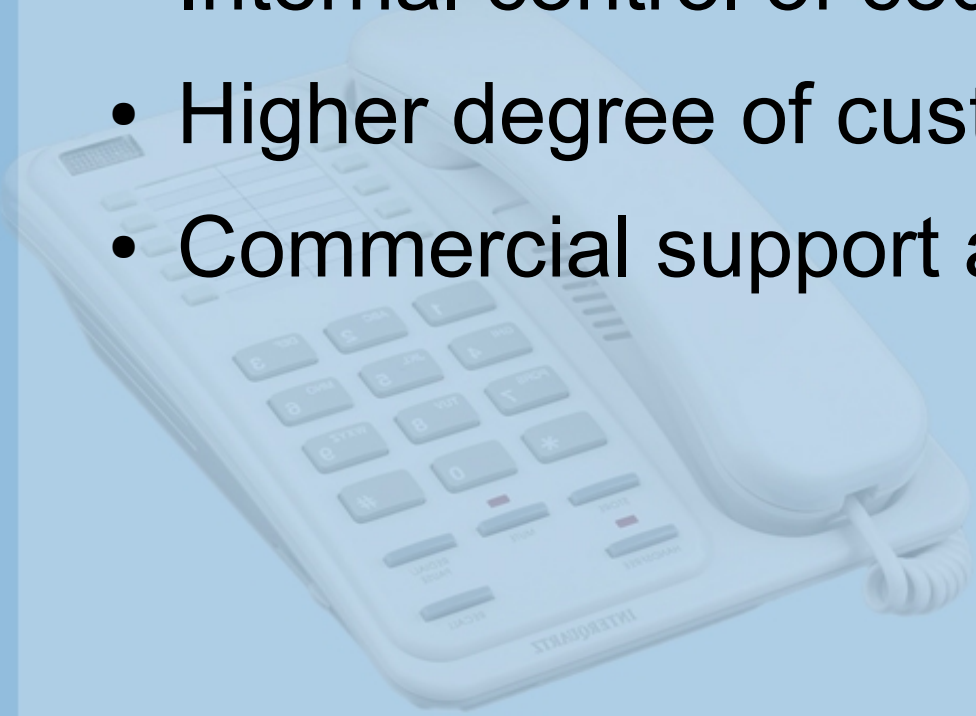
Thank you!

For more information, go to:

astguiclient.sf.net

www.eflo.net

www.vicidial.com