
Newfies-Dialer Documentation

Release 1.5.0

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Contents:

GETTING STARTED

Contents:

1.1 Introduction

Web <http://www.newfies-dialer.org/>

Download <http://www.newfies-dialer.org/download/>

Source <https://github.com/Star2Billing/newfies-dialer/>

Keywords dialer, voip, freeswitch, django, asynchronous, rabbitmq, redis, python, distributed

– Newfies is an open source VoIP Dialer based on distributed message passing. It has been built to support cloud based servers and can also work on standalone servers. It uses [Freeswitch](#) (VoIP Server) to outbound calls, but support for other VoIP Servers such as [Asterisk](#) could be easily added in the future. The platform is focused on real-time operations and task call distributions to clustered brokers and workers.

Newfies-Dialer is written in Python, using the [Django](#) Framework. It also operates with message brokers such as [RabbitMQ](#), [Redis](#) but support for Beanstalk, MongoDB, CouchDB and DBMS is also available.

Newfies-Dialer provides an extensive set of APIs to easily integrate with third-party applications.

Using very simple steps, Newfies-Dialer will help you create campaigns, add phonebooks, contacts, build audio messages and create complex telephony applications. Once your campaigns are ready to start, your messages will be dispatched and delivered.

- [Overview](#)
- [Utility](#)
- [Features](#)
- [Architecture](#)
- [Latest documentation](#)

1.1.1 Overview

Newfies-Dialer can be installed and used by anyone who has a need for mass outbound calling, voice broadcasting or providing outbound IVR. Some of the potential uses for Newfies-Dialer are listed below.

The system may be installed and used by either companies who wish to make calls on their own behalf, or by SaaS (Software as a Service) companies that want to provide bulk dialling facilities to their own customers.

1.1.2 Utility

Newfies-Dialer is loaded up with a list of telephone numbers that can be dialled sequentially at very high rates of calling depending on carrier capacity and hardware, potentially delivering many millions of calls per day.

When the called party answers the call, Newfies-Dialer passes the call to a telephony application that is custom designed to provide the desired behaviour.

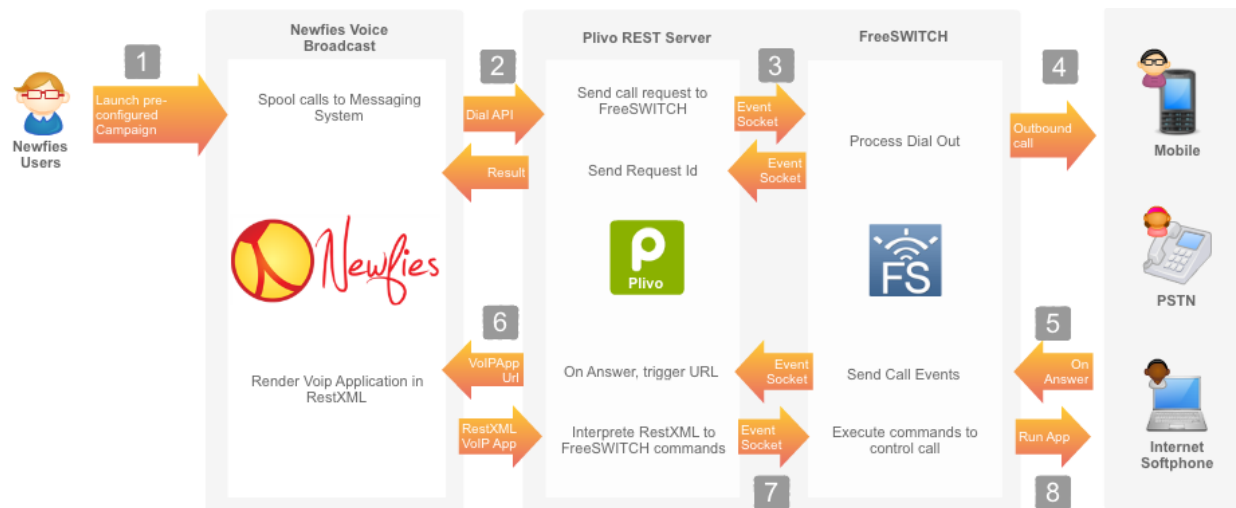
Below are examples of some of the uses for Newfies-Dialer

- **Telecasting:** Broadcast marketing or informational messages to customers and clients.
- **Telemarketing:** Broadcast a marketing message to potential customers, and give them the option to be put through to a call-centre via an IVR (Interactive Voice Response) Menu.
- **Phone Polling, Surveys and Voting:** Ring large numbers of people and present IVR options for either polling their opinions, interactive surveys, or taking their vote and record the results.
- **Debt Control:** Customers can be automatically reminded at intervals that they owe money, and an IVR menu presented to talk to the finance department or passed to a credit card capture IVR to pay over the phone.
- **Appointment reminders:** Doctors, Dentists, and other organisations that make appointments for their clients can integrate Newfies-Dialer into their appointment systems to pass a message reminding them of an upcoming appointment.
- **Dissemination of information via phone:** Newfies-Dialer was originally designed to call large numbers of people and disseminate medical and health advice via the ubiquitous cellphone in 3rd world countries where often, literacy levels are low. On a local scale, it can be used to disseminate information about forthcoming community events.
- **Mass Emergency broadcast:** Where there is a necessity to warn large numbers of people in a short space of time, such as weather warnings.
- **Voice Conferencing:** Attendees for a voice conference or podcast can be dialled up from a central location, and be connected in an audio conference room.
- **Subscription Reminders and Renewals:** Where a company sells an annual subscription for a product or service, Newfies-Dialer can be configured to dial the customer, remind them that the subscription is due, and optionally pass the call into a call centre or into a credit card payment IVR.

1.1.3 Features

Telephony PBX	Based on leading open source Freeswitch, Asterisk
Distributed	Runs on one or more machines. Supports broker <i>clustering</i> and <i>HA</i> when used in combination with <i>RabbitMQ</i> . You can set up new workers without central configuration (e.g. use your grandma's laptop to help if the queue is temporarily congested).
Concurrency	Throttle Concurrent Calls
Scheduling	Supports recurring tasks like cron, or specifying an exact date or countdown for when the task should be executed. Can re-try to the non connected numbers at a later time
IVR support	Accommodates multiple IVR scripts with options to connect the user to some other IVR/phone number on pressing a key
Web Interface	Newfies can be managed via a Web interface. Realtime web-based reports for call details and current calls. You can query status and results via URLs, enabling the ability to poll task status using Ajax.
Error Emails	Can be configured to send emails to the administrator if a tasks fails.
Import Contact	Import contact details from a .csv file

1.1.4 Architecture



- User selects contacts, phonebooks and campaigns, then chooses a voice application to use. The campaign is then launched
- Newfies-Dialer spools the outbound calls to FreeSWITCH via Plivo.
- Plivo sends the dial request to FreeSWITCH using the event socket.
- FreeSWITCH dials the contact via the configured telephony gateways.
- Contact picks up the call, and the answer event is received in FreeSWITCH and passed back to Plivo.
- Newfies-Dialer is notified that the call is answered, then renders & relays RestXML to Plivo.
- Plivo interprets RestXML and sends the application call-flow commands to FreeSWITCH.
- The voice application is delivered to the contact by FreeSWITCH.

1.1.5 Latest documentation

The [latest documentation](#) with user guides, tutorials and API reference is hosted at “Readthedocs”.

INSTALLATION

Contents:

2.1 Installation overview

2.1.1 Install requirements

A Requirements file gives you a way to create an environment where you can put all optional dependencies which are needed for your Project/Application.

To get started with Newfies-Dialer you must have the following installed:

- python >= 2.4 (programming language)
- Apache / http server with WSGI modules
- Django Framework >= 1.4 (Python based Web framework)
- Celery >= 2.2 (Asynchronous task queue/job queue based on distributed message passing)
- MySQL-python >= 1.2.3 (MySQL for python language)
- Werkzeug >= 0.6.2 (Collection of various utilities for WSGI applications)
- amqpplib >= 0.6.1 (Client library for AMQP)
- anyjson >= 0.3 (Loads the fastest JSON module)
- django-celery >= 2.2.4 (Celery integration for Django)
- django-extensions >= 0.6 (Collection of global custom management extensions for Django)
- django-jsonfield >= 0.6 (Reusable django field that can use inside models)
- django-pagination >= 1.0.7 (Utilities for creating robust pagination tools throughout a django application)
- django-picklefield >= 0.1.9 (Implementation of a pickled object field)
- django-threaded-multihost >= 1.4-0 (Provides multi-host utilities to Django projects)
- django-urlauth = 0.1.1 (Allows to build links with authentication effect)
- django-uuidfield >= 0.2 (Provides a UUIDField for your Django models)
- django-reusableapps >= 0.1.1 (Python module to enable Django to load reusable, pluggable and egg-based applications)
- docutils >= 0.7 (Text processing system for processing plaintext documentation into useful formats)

- importlib >= 1.0.2 (Implementation of the *import* statement)
- kombu >= 1.0.2 (An AMQP - Advanced Message Queuing Protocol messaging framework for Python)
- pyparsing >= 1.5.5 (A general parsing module for Python)
- python-dateutil >= 1.5 (Extensions to the standard datetime module)
- redis >= 2.2.2 (Redis Python Client)
- simplejson >= 2.1.3 (Simple, fast, complete, correct and extensible JSON)
- uuid >= 1.30 (UUID object and generation functions)
- wsgiref >= 0.1.2 (Validation support for WSGI)
- switch2bill-common (Common library that are reused by Star2Billing)
- simu-prefix-country (Provide Prefix and Country information)
- django-tastypie (Creating delicious APIs for Django)
- BeautifulSoup >= 3.2.0 (HTML parser optimized for screen-scraping)
- Pygments >= 1.4 (A generic syntax highlighter)
- django-admin-tools (Collection of tools for the django administration)
- python-memcached >= 1.47 (Python based API for communicating with the memcached distributed memory object cache daemon)
- django-memcache-status >= 1.0.1 (Displays statistics about memcached instances)
- django-notification >= 0.1.3 (User notification management for the Django web framework)
- identicon (identicon python implementation)
- django-sentry >= 1.8.6.2 (Real-time logging / error tracing for Django)
- django-qstats >= 0.3.1 (A django microframework that eases the generation of aggregate data for queriesets)

Use PIP to install all the requirements,:

```
$ pip install -r requirements.txt
```

2.1.2 Installation Script

You can install Newfies-Dialer manually or using the shell script provided.

To install Newfies-Dialer using the script,:

```
$ chmod +x install/install-newfies.sh
```

```
$ ./install/install-newfies.sh
```

```
$ chmod +x install/install-celery.sh
```

```
$ ./install/install-celery.sh
```

2.1.3 Running a Newfies-Dialer

Inside Newfies-Dialer directory you should run:

```
$ mkdir database  
  
$ python manage.py syncdb  
  
$ python manage.py collectstatic  
  
$ python manage.py runserver
```

`syncdb` will create a database named `test.db` in `database` folder of the Newfies-Dialer directory. We have configured Newfies-Dialer to do this, but you can change this simply by modifying `settings.py` where `DATABASES` dictionary is constructed. You can find more information about this in the Django documentation.

`collectstatic` will fetch all necessary media files and put them into `static` folder defined in the `settings` module.

`runserver` runs an embedded webserver to test your site. By default it will run on <http://localhost:8000>. This is configurable and more information can be found on `runserver` in Django documentation.

2.1.4 Caching System

When a User requests a page, the Web server makes calculations for business logic and to create the page that your visitor sees. It creates a processing overhead higher than a standard read-a-file-off-the-filesystem server arrangement.

This is where caching comes in.

To cache something is to save the result of an expensive calculation so that you don't have to perform the calculation next time.

```
$ mkdir /usr/share/django_cache
```

2.2 Broker Installation

This document describes the installation of two different Brokers. One is Redis and second is Rabbitmq. You can install either to work with Newfies-Dialer.

2.2.1 Redis

Download Source

Download : [redis-server_2.0.0~rc2-1_amd64.deb](#).

To install Redis-Server

```
$ sudo dpkg -i redis-server_2.0.0~rc2-1_amd64.deb
```

or you can use `apt-get`

```
$ apt-get install redis-server
```

Running Server

```
$ redis-server
```

2.2.2 Rabbitmq

RabbitMQ is a complex and sophisticated product. If you don't need this level of robustness, then you might want to take a look at Redis - it installs easily, runs relatively lean, and can be monitored and maintained without a lot of fuss.

See [Installing RabbitMQ](#) over at RabbitMQ's website.

Note: If you're getting *nodedown* errors after installing and using **rabbitmqctl** then this blog post can help you identify the source of the problem:

<http://somic.org/2009/02/19/on-rabbitmqctl-and-badrpcnodedown/>

Download Source

<http://www.rabbitmq.com/server.html>

Debian APT repository

To make use of the RabbitMQ APT repository,

1. Add the following line to your `/etc/apt/sources.list`

```
deb http://www.rabbitmq.com/debian/ testing main
```

Note: The word **testing** in the above line refers to the state of the release of RabbitMQ, not any particular Debian distribution. You can use it with Debian stable, testing or unstable, as well as with Ubuntu. In the future there will be a stable release of RabbitMQ in the repository.

2. (optional) To avoid warnings about unsigned packages, add RabbitMQ's public key to your trusted key list using `apt-key(8)`

```
$ wget http://www.rabbitmq.com/rabbitmq-signing-key-public.asc
```

```
$ sudo apt-key add rabbitmq-signing-key-public.asc
```

3. Run `apt-get update`.
 4. Install packages as usual; for instance,
- ```
$ sudo apt-get install rabbitmq-server
```

## Setting up RabbitMQ

To use celery we need to create a RabbitMQ user, a virtual host and allow that user access to that virtual host:

```
$ rabbitmqctl add_user myuser mypassword
$ rabbitmqctl add_vhost myvhost
$ rabbitmqctl set_permissions -p myvhost myuser ".*" ".*" ".*"
```

See the [RabbitMQ Admin Guide](#) for more information about [access control](#).

## Starting/Stopping the RabbitMQ server

To start the server:

```
$ sudo rabbitmq-server
```

you can also run it in the background by adding the *-detached* option (note: only one dash):

```
$ sudo rabbitmq-server -detached
```

Never use **kill** to stop the RabbitMQ server, but rather use the **rabbitmqctl** command:

```
$ sudo rabbitmqctl stop
```

When the server is running, you can continue reading [Setting up RabbitMQ](#).

## 2.3 Celery Installation

### 2.3.1 Celery

Celery is an asynchronous task queue/job queue based on distributed message passing. It is focused on real-time operation, but supports scheduling as well.

You can install Celery either via the Python Package Index (PyPI) or from source.

#### To install using pip

```
$ pip install Celery
```

#### To install using easy\_install

```
$ easy_install Celery
```

#### Downloading and installing from source

To Download the latest version [click here](#).

You can install it by doing the following:

```
$ tar xvfz celery-0.0.0.tar.gz
$ cd celery-0.0.0
$ python setup.py build
```

```
$ python setup.py install # as root
```

### **Using the development version**

You can clone the repository by doing the following:

```
$ git clone git://github.com/ask/celery.git
```



# USER GUIDE

Contents:

## 3.1 Overview

Newfies-Dialer is an open source VoIP Dialer based on distributed message passing. It has been built to support cloud servers and also works on standalone servers. It uses Freeswitch (VoIP Server) to outbound calls, but support for other VoIP Servers such as Asterisk could be easily added in the future. The platform is focused on real-time operations and task call distributions to clustered brokers and workers.

Newfies-Dialer is a computerised system that automatically dials a group of telephone numbers for connection to assigned campaigns.

### Features:

- \* Restful-API based to easily integrate the platform dialer with third-party applications
- \* Web-based administrative/customer interfaces
- \* Lower operating costs
- \* Calls are made through Internet VoIP. No need for telephony hardware
- \* Call reports and Statistics

## 3.2 How to use Newfies-Dialer

### 3.2.1 Freeswitch Set-Up

Configure trunks and gateways in Freeswitch by creating an XML file in `/usr/local/freeswitch/conf/sip_profiles/external/` and give it an identifiable name, e.g. `call-labs.xml`, and place the following lines in the file, edited to suit your provider:

```
<include>
<gateway name="ip address or hostname of carrier">
<!--// account username *required* //-->
<param name="username" value="your username provided by carrier"/>
<!--// auth realm: *optional* same as gateway name, if blank //-->
<!--<param name="realm" value="asterlink.com"/>-->
<!--// username to use in from: *optional* same as username, if blank //-->
<param name="from-user" value="your username provided by carrier"/>
<!--// domain to use in from: *optional* same as realm, if blank //-->
<!--param name="from-domain" value=""/-->
<!--// account password *required* //-->
```

```
<param name="password" value="your password supplied by carrier"/>
<!--/// extension for inbound calls: *optional* same as username, if blank ///-->
<!--<param name="extension" value="cluecon"/>-->
<!--/// proxy host: *optional* same as realm, if blank ///-->
<!--<param name="proxy" value="asterlink.com"/>-->
<!--/// send register to this proxy: *optional* same as proxy, if blank ///-->
<!--<param name="register-proxy" value="mysbc.com"/>-->
<!--/// expire in seconds: *optional* 3600, if blank ///-->
<!--<param name="expire-seconds" value="60"/>-->
<!--/// do not register ///-->
<param name="register" value="true"/>
<!-- which transport to use for register -->
<!--<param name="register-transport" value="udp"/>-->
<!--How many seconds before a retry when a failure or timeout occurs -->
<!--<param name="retry-seconds" value="30"/>-->
<!--Use the callerid of an inbound call in the from field on outbound calls via this gateway -->
<!--<param name="caller-id-in-from" value="false"/>-->
<!--extra sip params to send in the contact-->
<!--<param name="contact-params" value="tport=tcp"/>-->
<!--send an options ping every x seconds, failure will unregister and/or mark it down-->
<!--<param name="ping" value="25"/>-->
</gateway>
</include>
```

Then in the Freeswitch CLI (fs\_cli) “sofia profile external restart reloadxml”. When the command is complete, check the gateway has registered with the command “sofia status”.

### 3.2.2 Create Gateway

Having created the gateway in Freeswitch, Newfies-Dialer has to be told that it can use it. In admin, add a new dialer gateway, e.g. sofia/gateway/myprovider/ (The final / is important) where “myprovider” is the gateway name setting used in above xml file in Freeswitch.

Only the fields in bold are compulsory.

### 3.2.3 Dialer Settings

Dialer settings are mapped with system users who are going to create campaigns & contacts. If dialer settings are not mapped to users, notifications & emails are sent to super admin user.

To create restrictions (like the Max. no of campaign, Max no of contacts etc.) for system User, Click on Add dialer settings. Add numeric values for the limit.

To apply the dialer settings limit on a system user, click on Customers or Admins in admin UI, select the user to update, & apply the settings from the dialer settings list.

### 3.2.4 Create Voice Application

A number of voice applications are provided with Newfies-Dialer. Click Add Voice App give the voice application a name, select the type of application from the dropdown, select the gateway to use if the call is to be redirected, and provide the data to be used, e.g. in the case of “Speak” this would be the words to convert to text to speech.

### 3.2.5 Create Survey

## Update Survey

Survey configuration

Name

Description

Survey Description

**What is your prepered fruit?**

**Question**

**Key Digit**

**Key Value**

**Audio File**

The survey application for Newfies-Dialer allows polls and surveys to be taken over the phone.

Each contact is called, and then played a sound file. After the sound file is heard, the user can enter their answer through the phone keypad using keys 0 to 9.

Therefore before creating the survey, the first job is to upload the audio for the survey. One audio file is required for each question.

#### Uploading Audio Files:

Select Audio Files from the top menu then click add.

Enter a name to describe the audio, then click chose file, select the file you require from your computer, then click submit.

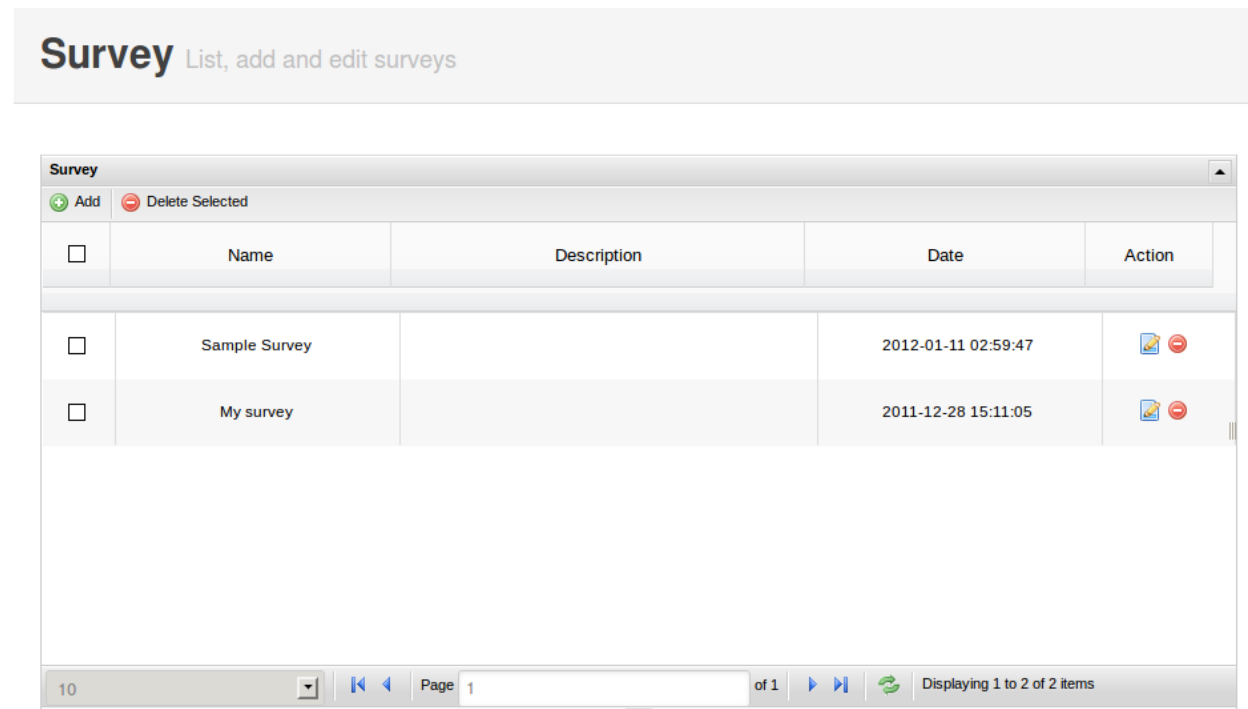
Note that only mp3, Wav and ogg formats are supported.

The audio file will then be uploaded and renamed so that it is unique.

#### Create the Survey:

##### URL:

- <http://localhost:8000/survey/>
- <http://localhost:8000/survey/add/>
- <http://localhost:8000/survey/1/>



Select Modules from the top menu, then Survey.

Click the add button, then give the survey a name and description, then click Submit.

A button will now appear to add a question.

In the question field, put in some text to describe the question - e.g “What is 1+1”; select the audio file pertaining to the question which was uploaded in the previous step.

If no audio file is selected, then the system will automatically play the text in the question field using the text to speech engine.

Then click Add Response. A further two fields will appear named Key Digit and Key Value. In key Digit put a number from 0 to 9 which should be pressed for this answer. In the example “What is 1+1”, “2” should be placed in the Key Digit Field”

The Key Value field is used in the survey reports, and so in this case, you would put “Correct” as  $1+1=2$ . You may chose to add responses 0,1 and 3 to 9 as key digits, with key values of “Wrong” as these answers will then be summed up in the Survey Reports.

You can then go on to add another question, and its associated responses. On completion, click Update Survey.

To use the Survey in a campaign, simply create a campaign as normal, and select the Survey name in the Application drop-down.

### 3.2.6 Create call list

To create a call list, click on Add in Phonebook list, add name of phonebook & its description. Click on Contacts and add phone numbers in the contact list. You can also import your call list from csv files, via clicking on Import contact.

Update Phonebook:

# Update Phonebook

Contacts are stored in phonebooks

Name

Description

Phonebook Notes

Update

Delete

Contact List:

Contact Number:  ☒ Contains ☐ Equals ☐ Begins with ☐ Ends with











Contact Name:

Phonebook:

Status: ☐ Inactive ☐ Active ☒ All

Search

Clear

Contacts								
<input checked="" type="button" value="Add"/> <input checked="" type="button" value="Import"/> <input checked="" type="button" value="Delete Selected"/>								
<input type="checkbox"/>	Id	Phonebook	Contact Number	Last Name	First Name	Status	Date	Action
<input type="checkbox"/>	1	Default_Phonebook	640234000	Belaid	Arezqui	ACTIVE	2012-01-11 02:58:51	 
<input type="checkbox"/>	2	Default_Phonebook	640234001	Fourth	John	ACTIVE	2012-01-02 05:51:19	 
<input type="checkbox"/>	3	Default_Phonebook	640234002	J. Lowrey	Bill	ACTIVE	2012-01-02 05:51:19	 
<input type="checkbox"/>	4	Default_Phonebook	640234003	G. Cartwright	Ebony	ACTIVE	2012-01-02 05:51:19	 
<input type="checkbox"/>	5	Default_Phonebook	640234004	K. Conley	Stephen	ACTIVE	2012-01-03 02:12:02	 
10 <input type="button" value="Previous"/> <input type="button" value="Next"/> Page 1 of 3 <input type="button" value="Refresh"/> Displaying 1 to 10 of 25 items								

Import contact:

## Import Contact Import list of contact by uploading CSV files

Sample File

Contact number	Last name	First name	Email	Description	Status	Additional variables
650784355	Belaid	Arezqui	areski@gmail.com	test subscriber	1	test
650723032	Fourth	John	john@gmail.com	test subscriber	0	test

SUBSCRIBER STATUS = (1-'ACTIVE') (0-'INACTIVE')

Phonebook Default\_Phonebook  
Select Phonebook

Upload CSV File Browse...  
Browse CSV file

Submit

### 3.2.7 Create campaign

To create a campaign, click on **Add** in campaign list, add details for the campaign. Important: Add the campaign's start and end dates with times & week-day exceptions. Select the gateway through which calls will be routed & the phonebook(s) linked with the contacts.

Campaign list:

## Campaign List, add and edit campaigns

Campaigns								
<span>➕ Add</span> <span>➖ Delete Selected</span>								
<input type="checkbox"/>	Key	Name	Start date	Type	App	Contacts	Status	Action
<input type="checkbox"/>	BXTWJ	Sample campaign	2011-12-28 14:35:46	Voice Application	Default_Voice_App	Phonebook Empty	PAUSED	
<input type="checkbox"/>	MEPNB	numismatists pelee ijss	2011-12-14 22:56:09	Survey	Sample Survey	Phonebook Empty	STARTED	
<input type="checkbox"/>	EQRFW	My campo	2012-01-10 04:29:17	Survey	My survey	Phonebook Empty	PAUSED	
10 <span>▼</span> Page 1 of 1 <span>▶▶</span> <span>↺</span> Displaying 1 to 3 of 3 items								

Update Campaign:

## Update Campaign Set campaign parameters

### General settings

Name

Description   
Campaign description

CallerID   
Outbound caller-ID

Status PAUSE ▼

A-Leg Gateway Default\_Gateway ▼  
Select outbound gateway

Application Voice Application : Default\_Voi ▼

Extra Parameters   
Additional application parameters.

Phonebook ---  
Default\_Phonebook  
mycampaign2-LGFLO  
perfection equal mcfarland's  
Hold down "Control", or "Command" on a Mac, to select more than one.

### Dialer settings

Frequency   
Calls per Minute

Max Call Duration   
Maximum call duration in seconds

Max Retries   
Maximum retries per contact

Time between Retries  Timeout on Call   
Time delay in seconds before retrying contact Connection timeout in seconds

### Campaign schedule

Start  Daily start time   
Date Format: YYYY-mm-DD HH:MM:SS Time Format: HH:MM:SS

Finish  Daily stop time   
Date Format: YYYY-mm-DD HH:MM:SS Time Format: HH:MM:SS

Week Days ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

### 3.2.8 Dialer Settings

Dialer settings has to be mapped with system users who are going to create campaigns & contacts. If dialer setting is not mapped with system users, notification & mail has been sent to Super admin user.

To create restrictions (like the Max. no of campaign, Max no of contacts etc.) for system User, Click on Add in dialer settings list of admin side. Add numeric values for the limit.

To apply the dialer settings limit on a system user, click on Customers or Admins in admin UI, select the user to update, & apply the settings from the dialer settings list.

Dialer settings:

Select Dialer Setting to change

Name	Max frequency	Call Max Duration	Max Retries	Timeout on Call	Max number campaign	Max number subscriber campaign	Blacklist	Whitelist	Updated date
<input type="checkbox"/> Default_Dialer_Setting	100	3	3	45	2	3	*	12345*	April 29, 2011, 8:43 a.m.

1 Dialer Setting

Update dialer settings:



Change Dialer Setting

History

Name:	<input type="text" value="Default_Dialer_Setting"/>
Define a name for this set of settings	
Max frequency:	<input type="text" value="100"/>
Define the Max frequency, speed of the campaign. This is the number of calls per minute.	
Call Max Duration:	<input type="text" value="3"/>
Define the max retry allowed.	
Max Retries:	<input type="text" value="3"/>
Define the max retry allowed per user.	
Timeout on Call:	<input type="text" value="45"/>
Define the maximum amount of second to timeout on calls	
Max number campaign:	<input type="text" value="2"/>
Max Number of campaign	
Max number subscriber campaign:	<input type="text" value="3"/>
Max Number of subscriber per campaign	
Blacklist:	<div><div>*</div><div></div></div>
Define Regular Expression of phonenumber you want to forbid. This is used to blacklist phonenumber to be called. Example "[2-4][1]*" will forbid all the phonenumber starting by 2,3 or 4 and followed by 1	
Whitelist:	<div><div>12345*</div><div></div></div>

3.2.9 Call contacts/subscribers

A call-request will spool a call directly from the platform using a dialer gateway and update the call-request status after receiving a response from the gateway.

## Change Call Request

History

Standard options	
Uniqueid:	<input type="text" value="2342jdst-00123"/>
Campaign:	<input type="text"/> <small>Select Campaign</small>
Callback time:	Date: <input type="text" value="2011-05-01"/> Today Time: <input type="text" value="11:22:33"/> Now
Status:	<input type="text" value="SUCCESS"/>
Exten:	<input type="text" value="1231321"/>
Context:	<input type="text" value="mycontext"/>
Application:	<input type="text"/>
Timeout:	<input type="text" value="30000"/>
Callerid:	<input type="text" value="650784355"/>

Advanced options <small>Hide</small>	
Call Request Type:	<input type="text" value="ORIGINAL"/>
A-Leg Gateway:	<input type="text" value="-----"/> <small>Select Gateway to use to reach the subscriber</small>
VoIP Application:	<input type="text" value="-----"/> <small>Select VoIP Application to use with this campaign</small>
VoIP App Data:	<input type="text"/> <small>Define the additional data to pass to the application</small>
Campaign Subscriber:	<input type="text"/> <small>Campaign Subscriber related to this callrequest</small>

### 3.2.10 VoIP Call Report

As per the status of a call-request, it will be stored in the VoIP call records. This gives information of all the calls & call statistics made with the call-request and also you can search for records on the basis of date range. You can export the VoIP call report into a csv file.

## Call Reports Detailed call data

From

To

Disposition :

[Search](#)

[Reset](#)

Call Records

Start date	Call ID	Leg	Caller ID	Phone No.	Gateway	Duration	Bill Sec	Disposition
2012-01-06 04:41:06	123456789	A-Leg	1234		Default_Gateway	0		BUSY
2012-01-06 04:41:17	123456789	A-Leg	5678		Default_Gateway	58		FORBIDDEN

10

Page 1

of 1

Displaying 1 to 2 of 2 items

### 3.2.11 Survey Report

**Survey Report** Monitor survey results

Campaign 

Sample campaign

Submit

**What is your preferred fruit?**

1 contact(s) pressed Apple	1 contact(s) pressed Kiwi	2 contact(s) pressed Orange	1 contact(s) pressed strawberry
1 contact(s) pressed Grapes	1 contact(s) pressed Mangoes	1 contact(s) pressed Pineapple	

**What type of color do you like?**

1 contact(s) pressed Black

When the survey is complete, the survey results can be inspected by clicking Reporting on the top and selecting Survey Results from the drop-down.

### 3.2.12 Settings

The settings page provides a number of functions:

- Account - Change the detail of the account.
- Password - Change the password.
- Notifications - Display system notifications.
- Limitation - Displays the parameters of the dialer settings.
- Authorized - Facitiy to check that a number is not blacklisted.

## Settings Password, notifications, account limits and number check

[Account](#) **Password** [Notifications](#) [Account Limits](#) [Number Check](#)

Old password

New password

New password  
confirmation

Change password

### 3.3 Admin Panel

<http://localhost:8000/admin/>

This interface provides user (ACL) management, full control of all Campaigns, Phonebooks, Subscribers, Gateways and configuration of the Audio Application.

- [Screenshot with Features](#)

#### 3.3.1 Screenshot with Features

##### Dashboard

Dashboard page for the admin interface after successful login with superuser credentials

NEWFIES-DIALER DASHBOARD

BOOKMARKS

APPLICATIONS

ADMINISTRATION

CUSTOMER PANEL

Welcome, areski. Change password / Log out

Dashboard

General

User

Task Manager

Dashboard Stats

Recent Actions

Auth

Admins

Customers

Groups

Sites

Sites

Settings

Dialer Settings

Dialer Setting

Voip Server

Voice Application

Voice Applications

Audio Files

Audiofield

Audio files

Voip Dialer

Dialer Campaign

Campaign Subscribers

Campaigns

Contacts

Phonebooks

Dialer CDR

Call Requests

Call Report

Dialer Gateway

Dialer Gateways

Survey

Survey

Survey campaign results

Survey questions

Survey responses

Surveys

Latest Newfies-Dialer News

Newfies-Dialer translated in Portuguese

Newfies-Dialer Integrated with Github Bootstrap

Newfies-Dialer Presentation on Today's Freeswitch Weekly Conference Call

Django-audiofield, upload, convert and play audio files in your web application

Newfies-Dialer V1.0 Stable released

User graph

Today Last week Last months

Index	Value
1	0
2	0
3	0
4	0
5	0
6	0
7	0
8	0
9	0
10	0
11	0
12	0
13	0
14	0
15	2
16	0
17	0
18	0

## Admin

The Admin section allows you to create administrators who have access the admin screens. Levels of access can be set. If the administrator is to be allowed to make calls, then a gateway and dialer- settings must be set for that administrator.

## Customers

Customers only have access to the customer panel. Before a customer can make calls, they must have both dialer- settings and a gateway attached to their account.

## Sites

Some of the features of Newfies-Dialer are dependent on the hostname or IP address, so this has to be set correctly in site address.

In the Admin dashboard, locate the “Sites” link and click change. By default, there will be an entry of “example.com”. Edit this setting to reflect the hostname of the server, or if you do not have this set up, the IP address. e.g. <http://www.domain.tld:8008> or in the case of an IP address, <http://192.168.1.200:8008>

- <http://localhost:8000/admin/sites/>

## Phonebook

The phonebook list will be displayed from the following URL. You can add a new phonebook by clicking Add phonebook and adding the name of the phonebook and its description, Also from the phonebook list, click on the phonebook that you want to update.

URL:

- [http://localhost:8000/admin/dialer\\_campaign/phonebook/](http://localhost:8000/admin/dialer_campaign/phonebook/)

#### Select Phonebook to change

Add Phonebook +

Action: ----- Go

0 of 1 selected

<input type="checkbox"/>	ID	Name	Description	User	Date	Contacts
<input type="checkbox"/>	1	Default_Phonebook	This is default phone book	areski	April 8, 2011, 7:55 a.m.	3

1 Phonebook

Filter

By user

All

By Date

Any date

To Add/Update phonebook for a user

#### URL:

- [http://localhost:8000/admin/dialer\\_campaign/phonebook/add/](http://localhost:8000/admin/dialer_campaign/phonebook/add/)
- [http://localhost:8000/admin/dialer\\_campaign/phonebook/1/](http://localhost:8000/admin/dialer_campaign/phonebook/1/)

#### Change Phonebook

History

Name:

Description: 

This is default phone book

Short description about the Phonebook

User:

Delete

Save and add another

Save and continue editing

Save

## Contact

The contact list will be displayed from the following URL and you can add a new contact by clicking Add contact & adding the contact details (i.e. phone number, name, description about contact, contact status) to one phonebook from the phonebook list.

If the contact is active and the linked phonebook is also attached to a running campaign, then the contact will be added into campaign subscribers.

From the contact list, click on the contact that you want to update.

#### URL:

- [http://localhost:8000/admin/dialer\\_campaign/contact/](http://localhost:8000/admin/dialer_campaign/contact/)

#### Select Contact to change

Add Contact +
Import Contacts +

Action: ----- Go

0 of 3 selected

<input type="checkbox"/>	ID	Phonebook	Contact	Name	Status	Date
<input type="checkbox"/>	1	Default_Phonebook	650784355	Belaid Avezqui	ACTIVE	April 29, 2011, 8:44 a.m.
<input type="checkbox"/>	2	Default_Phonebook	650153589	Fourth John	INACTIVE	April 29, 2011, 8:44 a.m.
<input type="checkbox"/>	3	Default_Phonebook	650483459	Belaid Marta	INACTIVE	April 29, 2011, 8:44 a.m.

3 Contacts

Filter

By Date

Any date




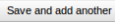
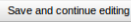

To Add/Update a contact

**URL:**

- [http://localhost:8000/admin/dialer\\_campaign/contact/add/](http://localhost:8000/admin/dialer_campaign/contact/add/)
- [http://localhost:8000/admin/dialer\\_campaign/contact/1/](http://localhost:8000/admin/dialer_campaign/contact/1/)

**Change Contact**

History

<b>Phonebook:</b>	Default_Phonebook 
Select Phonebook	
<b>Contact:</b>	650153589
<b>Name:</b>	Fourth John
<b>Description:</b>	<div></div>
Additional information about the contact	
<b>Status:</b>	INACTIVE 
<b>Additional vars:</b>	amount=10
 Delete <div>    </div>	

To import bulk contacts into a phonebook, click on `Import contacts`. where you can upload the contacts via a CSV file in to one phonebook.

**URL:**


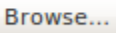


- [http://localhost:8000/admin/dialer\\_campaign/contact/import\\_contact/](http://localhost:8000/admin/dialer_campaign/contact/import_contact/)

**Import Contact**

Sample File

contact	last name	first name	email-id	description	status	additional_vars
1234	Belaid	Arezqui	areski@gmail.com	test subscriber	1	test
5678	Fourth	John	john@gmail.com	test subscriber	0	test

CONTACT STATUS = ('1'-'ACTIVE') ('0'-'INACTIVE')

<b>Phonebook:</b>	Default_Phonebook 
Select Phonebook	
<b>Upload CSV File :</b>	<div></div> 
Browse CSV file	
<div>   </div>	

**Campaign**

The campaign list will be displayed from the following URL. You can add a new campaign by clicking `Add campaign`. While adding a campaign, it is important to add campaign's start and end dates with time & week-day




exceptions. Also select the gateway through which calls will be routed & the phonebook(s) linked with contacts.

From the campaign list, click on the campaign that you want to update.

**URL:**

- [http://localhost:8000/admin/dialer\\_campaign/campaign/](http://localhost:8000/admin/dialer_campaign/campaign/)

#### Select Campaign to change

Action: <div>-----</div>		<div>Go</div>		0 of 1 selected											
<input type="checkbox"/>	ID 	Name	User	Starting	Expiring	Frequency	Call Max Duration	Max Retries	A-Leg Gateway	VoIP Application	VoIP App Data	Status	Action	Contact	Campaign Subscriber
<input type="checkbox"/>	1	Default_Campaign	areski	April 8, 2011, 6:31 p.m.	April 8, 2011, 6:31 p.m.	10	3	3	Default_Gateway	Default_VoIP_App		START	Pause   Stop	3	<a href="#">Details</a>
1 Campaign															

To Add/Update Campaign for user

**URL:**

- [http://localhost:8000/admin/dialer\\_campaign/campaign/add/](http://localhost:8000/admin/dialer_campaign/campaign/add/)
- [http://localhost:8000/admin/dialer\\_campaign/campaign/1/](http://localhost:8000/admin/dialer_campaign/campaign/1/)

#### Change Campaign

History

Standard options

**Name:**

**Description:**

Short description of the Campaign

**User:**

**Status:**

**Starting:** Date:  Today   
Time:  Now

**Expiring:** Date:  Today   
Time:  Now

**A-Leg Gateway:**    
Select Gateway to use to reach the contact

**VoIP Application:**    
Select VoIP Application to use with this campaign

**VoIP App Data:**   
Define the additional data to pass to the application

**Phonebook:** 

Hold down "Control", or "Command" on a Mac, to select more than one.

Available phonebook

Chosen phonebook

Select your choice(s) and click

Default\_Phonebook

## Campaign Subscriber

The Campaign Subscriber list will be displayed from the following URL. You can add a new campaign subscriber by clicking Add Campaign Subscriber. Also from the campaign subscriber list, click on the subscriber to update.

While creating a contact, if its linked phonebook is also attached to a running campaign, then the contact will be added into the campaign subscriber.

**URL:**

- [http://localhost:8000/admin/dialer\\_campaign/campaignsubscriber/](http://localhost:8000/admin/dialer_campaign/campaignsubscriber/)

## Select Campaign Subscriber to change

Action:  Go 0 of 1 selected

ID	Contact	Campaign	Callrequest	Last attempt	Count attempt	Contact	Contact name	Status	Date
1	650784355 (Belaid Azequi)	Default_Campaign	(None)	(None)	0	650784355	Belaid Azequi	PENDING	April 29, 2011, 8:44 a.m.

1 Campaign Subscriber

**Filter**

**By campaign**  
All

**By Date**  
Any date

**By last attempt**  
Any date

To Add/Update Campaign Subscriber

URL:

- [http://localhost:8000/admin/dialer\\_campaign/campaignsubscriber/add/](http://localhost:8000/admin/dialer_campaign/campaignsubscriber/add/)
- [http://localhost:8000/admin/dialer\\_campaign/campaignsubscriber/1/](http://localhost:8000/admin/dialer_campaign/campaignsubscriber/1/)

## Change Campaign Subscriber

History

Contact:  +  
Select Contact

Campaign:  +  
Select Campaign

Callrequest:  +  
Select Callrequest

Last attempt: Date:  Today | Time:  Now |

Count attempt:

Contact:

Status:

[Delete](#) [Save and add another](#) [Save and continue editing](#) [Save](#)

## Dialer Settings

The dialer settings list will be displayed from the following URL. The Dialer settings list is applied to a system User. You can add a new setting by clicking Add Dialer Settings and add numeric values for the limit. Also from the dialer settings list, click on the setting to update.

URL:

- [http://localhost:8000/admin/dialer\\_settings/dialersetting/](http://localhost:8000/admin/dialer_settings/dialersetting/)

## Select Dialer Setting to change

Add Dialer Setting +

Search  Search

Action:  Go 0 of 1 selected

Name	Max frequency	Call Max Duration	Max Retries	Timeout on Call	Max number campaign	Max number subscriber campaign	Blacklist	Whitelist	Updated date
Default_Dialer_Setting	100	3	3	45	2	3	*	12345*	April 29, 2011, 8:43 a.m.

1 Dialer Setting

To Add/Update dialer settings for a Newfies-Dialer user

URL:

- [http://localhost:8000/admin/dialer\\_settings/dialersetting/add/](http://localhost:8000/admin/dialer_settings/dialersetting/add/)
- [http://localhost:8000/admin/dialer\\_settings/dialersetting/1/](http://localhost:8000/admin/dialer_settings/dialersetting/1/)

### Change Dialer Setting History

<b>Name:</b>	<input type="text" value="Default_Dialer_Setting"/>
Define a name for this set of settings	
<b>Max frequency:</b>	<input type="text" value="100"/>
Define the Max frequency, speed of the campaign. This is the number of calls per minute.	
<b>Call Max Duration:</b>	<input type="text" value="3"/>
Define the max retry allowed.	
<b>Max Retries:</b>	<input type="text" value="3"/>
Define the max retry allowed per user.	
<b>Timeout on Call:</b>	<input type="text" value="45"/>
Define the maximum amount of second to timeout on calls	
<b>Max number campaign:</b>	<input type="text" value="2"/>
Max Number of campaign	
<b>Max number subscriber campaign:</b>	<input type="text" value="3"/>
Max Number of subscriber per campaign	
<b>Blacklist:</b>	<input type="text" value="*"/> <div>Define Regular Expression of phonenumber you want to forbid. This is used to blacklist phonenumber to be called. Example "[2-4][1]*" will forbid all the phonenumber starting by 2,3 or 4 and followed by 1</div>
<b>Whitelist:</b>	<input type="text" value="12345*"/>

To apply dialer settings limit to a User, click on Customers or Admins, select the user to be updated & apply settings from the dialer settings list.

#### URL:

- <http://localhost:8000/admin/auth/staff/1/>

#### User Profile

User Profile: UserProfile object Delete

<b>Accountcode:</b>	<input type="text"/>
<b>Dialer Setting:</b>	<input type="text" value="[1] Default_Dialer_Setting"/> +
<b>Gateway:</b>	<input type="text" value="Default_Gateway"/> + Hold down "Control", or "Command" on a Mac, to select more than one.
<b>Server Group:</b>	<input type="text" value="Default_Group"/> + Hold down "Control", or "Command" on a Mac, to select more than one.

✖ Delete Save and add another Save and continue editing Save

## Dialer Gateway

The Dialer Gateway list will be displayed from the following URL. You can add a new gateway by clicking Add Dialer Gateway and adding the details (e.g. gateway name, hostname, protocol etc.). Also from the gateway list, click on the gateway that you want to update.

#### URL:

- [http://localhost:8000/admin/dialer\\_gateway/gateway/](http://localhost:8000/admin/dialer_gateway/gateway/)

## Select Dialer Gateway to change

Action:  Go 0 of 1 selected

ID	Name	Protocol	Hostname	Addprefix	Removeprefix	Secondused	Count call
<input type="checkbox"/> 1	Default_Gateway	SIP	localhost			(None)	(None)

1 Dialer Gateway

Add Dialer Gateway +

Filter

By protocol:

By hostname:

To Add/Update a dialer gateway

## URL:

- [http://localhost:8000/admin/dialer\\_gateway/gateway/add/](http://localhost:8000/admin/dialer_gateway/gateway/add/)
- [http://localhost:8000/admin/dialer\\_gateway/gateway/1/](http://localhost:8000/admin/dialer_gateway/gateway/1/)

## Change Dialer Gateway

History

Standard options

Name:  Default\_Gateway  
Enter Gateway Name

Description:  This is default gateway  
Short description about Provider

Protocol:  SIP

Hostname:  localhost

Gateway Status:  ACTIVE

Advanced options

Addprefix:

Removeprefix:

Failover:    
Select Gateway

Addparameter:

Maximum call:

## Voice Application

The Voice application list will be displayed from the following URL. You can add a new application by clicking Add Voice Application. Also from the application list, click on the application to update.

## URL:

- [http://localhost:8000/admin/voice\\_app/voiceapp/](http://localhost:8000/admin/voice_app/voiceapp/)

## Select Voice Application to change

Action:  Go 0 of 1 selected

ID	Name	Type	Data	User	B-Leg	Date
<input type="checkbox"/> 1	Default_Voice_App	DIAL		areski	Default_Gateway	April 8, 2011, 8 a.m.

1 Voice Application

Add Voice Application +

Filter

By Date:

To Add/Update a Voice application



## URL:

- [http://localhost:8000/admin/voice\\_app/voiceapp/add/](http://localhost:8000/admin/voice_app/voiceapp/add/)

- [http://localhost:8000/admin/voice\\_app/voiceapp/1/](http://localhost:8000/admin/voice_app/voiceapp/1/)

**Change Voice Application**

History

<b>Name:</b>	Default_Voice_App
<b>Description:</b>	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> Voice Application Description
<b>Type:</b>	DIAL
<b>B-Leg:</b>	Default_Gateway  <small>Gateway used if we redirect the call</small>
<b>Data:</b>	<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <small>The value of 'data' depends on the type of voice application : - Dial : The phone number to dial - Conference : Conference room name or number - Playaudio : Audio file URL - Speak : The text to speak using TTS</small>
<b>User:</b>	areski
 Delete <span style="float: right;"> <input type="button" value="Save and continue editing"/> <input type="button" value="Save and add another"/> <input type="button" value="Save"/> </span>	

## Survey

The survey application for Newfies-Dialer allows polls and surveys to be taken over the phone.

Each contact is called, and then played a sound file. After the sound file is heard, the user can enter their answer through the phone keypad using keys 0 to 9.

Therefore before creating the survey, the first job is to upload the audio for the survey. One audio file is required for each question.

### Add Audio File

Click Audio Files, then click Add.

Give the audio file a descriptive name, chose the file to upload.

In the Admin screens, there are options to convert to other formats, change the number of channels, e.g. change from stereo to mono, and down-sample the frequency. Finally, the user can be assigned.

### Survey Admin Functions

From the admin screen, Surveys can be added, deleted and edited. Additionally, survey questions can be re-ordered.

**URL:**

- <http://localhost:8000/admin/survey/surveyapp/>

**Select Survey to change**

Change Order Add Survey +

Action: <input type="text" value="-----"/> <input type="button" value="Go"/> 0 of 2 selected		
<input type="checkbox"/> ID	Name	Date
<input type="checkbox"/> 1	Sample Survey	Dec. 26, 2011, 8:33 a.m.
<input type="checkbox"/> 3	My survey	Dec. 28, 2011, 6:45 a.m.
2 Surveys		

To Add/Update a survey

**URL:**

- <http://localhost:8000/admin/survey/surveyapp/add/>
- <http://localhost:8000/admin/survey/surveyapp/1/>

**Change Survey** History

**Name:**

Description:

**User:**

Question	Tags	User	Audio File	Message type	Delete?
What is your preferred fruit?		areski	[1] Sample Audio	Audio File	<input type="checkbox"/>
				Audio File	
				Audio File	
				Audio File	

[Add another Survey Question](#)

[Delete](#) [Save and continue editing](#) [Save and add another](#) [Save](#)

To Add/Update a survey question

- <http://localhost:8000/admin/survey/surveyquestion/add/>
- <http://localhost:8000/admin/survey/surveyquestion/1/>

**Change survey question** History

**Question:**   
Enter your question

**Tags:**

**User:**

**SurveyApp:**

**Audio File:**

**Message type:**

Key Digit	Key Value	Goto surveyquestion	Delete?
[1] 1	1		<input type="checkbox"/>

[Add another Survey Response](#)

[Delete](#) [Save and continue editing](#) [Save and add another](#) [Save](#)

When the survey is complete, the results can be inspected.

- <http://localhost:8000/admin/survey/surveycampaignresult/>

## Call Request

The call request list will be displayed from the following URL. You can add a new call request by clicking Add Call Request. Also from the call request list, click on the request to update.

**URL:**

- [http://localhost:8000/admin/dialer\\_cdr/callrequest/](http://localhost:8000/admin/dialer_cdr/callrequest/)

## Select Call Request to change

Action:   0 of 2 selected

<input type="checkbox"/>	ID	User	RequestUUID	Call time	Campaign	Status	CallerID	Phone number	Call Request Type	Num attempt	Last attempt time
<input type="checkbox"/>	1	areski	2342jdsf-00132	June 23, 2011, 7:01 a.m.	Default_Campaign	ABORT	346452356423	1234567890	ORIGINAL	0	(None)
<input type="checkbox"/>	2	areski	2342jdsf-00133	Nov. 11, 2011, 11:11 a.m.	Default_Campaign	PENDING	650784355	8792749823	ORIGINAL	0	(None)

2 Call Requests

Filter

By CallerID  
All

By call time  
Any date

By status  
All

By Call Request Type  
All

To Add/Update a Call Request

URL:

- [http://localhost:8000/admin/dialer\\_cdr/callrequest/add/](http://localhost:8000/admin/dialer_cdr/callrequest/add/)
- [http://localhost:8000/admin/dialer\\_cdr/callrequest/1/](http://localhost:8000/admin/dialer_cdr/callrequest/1/)

## Change Call Request

History

Standard options

User: areski

RequestUUID: e0c7d0a8-3511-11e1-964f-000c296bd875

Call time:
Date: 2012-01-02 Today
Time: 01:21:19 Now

Campaign: Sample campaign
Select Campaign

Status: IN-PROGRESS

Hangup cause:

CallerID:
CallerID used to call the A-Leg

Phone number: 1234567

Time out: 30

Time limit: 3600

Call Request Type: ALLOW RETRY

A-Leg Gateway: Default\_Gateway
Select gateway to use to call the subscriber

Type: Voice Application

Application: 1 Voice Application: Default\_Voice\_App

Advanced options

Extra Data:
Define the additional data to pass to the application

Extra dial string:

Campaign subscriber:
Campaign Subscriber related to this call request

## VoIP Call Report

A VoIP Call list will be displayed from following URL. You **can not** add new call reports.

URL:

- [http://localhost:8000/admin/dialer\\_cdr/voipcall/](http://localhost:8000/admin/dialer_cdr/voipcall/)

**Call Report**

Search Option

From:   
Date Format: YYYY-MM-DD.

To:   
Date Format: YYYY-MM-DD.

Disposition :

Action: <input type="text" value=""/>		Go	0 of 2 selected						
<input type="checkbox"/>	User	Used gateway	Callid	CallerID	Phone number	Starting date	Sessiontime	Disposition	Destination
<input type="checkbox"/>	areski	Default_Gateway	SIP-1234567890	Areski	9427164510	June 24, 2011, 12:11 a.m.	90	ANSWER	91
<input type="checkbox"/>	areski	Default_Gateway	SIP-1234567890	Areski	9427164510	June 24, 2011, 12:10 a.m.	120	ANSWER	91

2 VoIP Call

Call Detail Report Summary				
Date	Duration	Graphic	Calls	ACT
2011-06-24	03:30	<div style="width: 100%; height: 10px; background-color: red;"></div>	2	01:45
Total	03:30		2	01:45

Export CSV file



## 3.4 Customer Panel

User Interface :

<http://localhost:8000/> This application provides a user interface for restricted management of the User's Campaigns, Phonebooks and Subscribers. It also provides detailed reporting of calls and message delivery.


- Screenshot with Features

### 3.4.1 Screenshot with Features

#### Index

Index page for the customer interface after successful login with user credentials



 Newfies-Dialer
 

English ▾

Username


Password

Login

Forgot password?

## Newfies-Dialer

Voice Broadcasting solution



Newfies-Dialer is Voice Broadcasting and AutoDialer software to provide information via the phone. Newfies-Dialer can scale to make millions of calls daily by using realtime call processing across multiple servers in the cloud.

[Learn more »](#)

### Support

Star2Billing S.L. offers consultancy including installation, training and customisation on Newfies-Dialer

Contact us at [newfies-dialer@star2billing.com](mailto:newfies-dialer@star2billing.com) for more information

[Get Support »](#)

### Licensing

Newfies-Dialer is licensed under [AGPL 3](#), however an alternative license can be purchased if the AGPL license is not suitable for your requirements.

[View Licensing details »](#)

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 Copyright (C) 2010-2012 - Star2billing S.L. <http://www.star2billing.com>

## Phonebook





The phonebook list will be displayed from the following URL. You can add a new phonebook by clicking Add phonebook and add the name of a phonebook and its description. Also from the phonebook list, click on the phonebook to update.





### URL:

- [http://localhost:8000/dialer\\_campaign/phonebook/](http://localhost:8000/dialer_campaign/phonebook/)

## Phonebook

List, add and edit phonebooks

Phonebooks						
 Add  Delete Selected						
<input type="checkbox"/>	Id	Name	Description	Date	Contacts	Action
<input type="checkbox"/>	1	Default_Phonebook	This is default phone book	2012-01-10 04:50:21	12	 

10    Page 1 of 1  Displaying 1 to 1 of 1 items

To Add/Update a Phonebook for a logged in user

URL:

- [http://localhost:8000/dialer\\_campaign/phonebook/add/](http://localhost:8000/dialer_campaign/phonebook/add/)
- [http://localhost:8000/dialer\\_campaign/phonebook/1/](http://localhost:8000/dialer_campaign/phonebook/1/)

## Update Phonebook

Contacts are stored in phonebooks

Name

Description

Phonebook Notes

Update

Delete

## Contact

The contact list will be displayed from following the URL. You can add a new contact by clicking `Add contact` & adding the contact details (i.e. phone number, name, description about contact, contact status) under the logged in user's phonebook from the phonebook list. On the contact list, click on the contact to update.

### URL:

- [http://localhost:8000/dialer\\_campaign/contact/](http://localhost:8000/dialer_campaign/contact/)

Contact Number:  ☒ Contains ☐ Equals ☐ Begins with ☐ Ends with

Contact Name:

Phonebook:

Status: ☐ Inactive ☐ Active ☒ All

Contacts								
<input type="checkbox"/>	Id	Phonebook	Contact Number	Last Name	First Name	Status	Date	Action
<input type="checkbox"/>	1	Default_Phonebook	640234000	Belaid	Arezqui	ACTIVE	2012-01-11 02:58:51	
<input type="checkbox"/>	2	Default_Phonebook	640234001	Fourth	John	ACTIVE	2012-01-02 05:51:19	
<input type="checkbox"/>	3	Default_Phonebook	640234002	J. Lowrey	Bill	ACTIVE	2012-01-02 05:51:19	
<input type="checkbox"/>	4	Default_Phonebook	640234003	G. Cartwright	Ebony	ACTIVE	2012-01-02 05:51:19	
<input type="checkbox"/>	5	Default_Phonebook	640234004	K. Conley	Stephen	ACTIVE	2012-01-03 02:12:02	

10 Page 1 of 3 Displaying 1 to 10 of 25 items

To Add/Update a contact in a phonebook

### URL:

- [http://localhost:8000/dialer\\_campaign/contact/add/](http://localhost:8000/dialer_campaign/contact/add/)
- [http://localhost:8000/dialer\\_campaign/contact/1/](http://localhost:8000/dialer_campaign/contact/1/)

## Update Contact Add contact details

Phonebook	<div>Default_Phonebook</div> <div>Select Phonebook</div>
Contact Number	<input type="text" value="640234000"/>
Last Name	<input type="text" value="Belaid"/>
First Name	<input type="text" value="Arezqui"/>
Email	<input type="text" value="areski@gmail.com"/>
Country	<div></div>
City	<input type="text"/>
Description	<div>test subscriber</div> <div>Contact Notes</div>
Status	<div>ACTIVE</div>
Additional parameters	<input type="text"/>

Update

Delete

To import bulk contacts into a phonebook, click on **Import**. where you can upload contacts via a CSV file under a logged in user's phonebook.

**URL:**

- [http://localhost:8000/dialer\\_campaign/contact/import/](http://localhost:8000/dialer_campaign/contact/import/)

## Import Contact Import list of contact by uploading CSV files

### Sample File

Contact number	Last name	First name	Email	Description	Status	Additional variables
650784355	Belaid	Arezqui	areski@gmail.com	test subscriber	1	test
650723032	Fourth	John	john@gmail.com	test subscriber	0	test

SUBSCRIBER STATUS = (1:'ACTIVE') (0:'INACTIVE')

Phonebook Default\_Phonebook  
Select Phonebook

Upload CSV File Browse...  
Browse CSV file

Submit



## Voice Application

A number of voice applications are provided with Newfies-Dialer. Click **Add Voice App** give the voice application a name, select the type of application from the dropdown, select the gateway to use if the call is to be redirected, and provide the data to be used, e.g. in the case of “Speak” this would be the words to convert to text to speech.

**URL:**

- <http://localhost:8000/voiceapp/>

## Voice Applications List, add and edit voice applications

Voice Apps							
<a href="#">+ Add</a> <a href="#">- Delete Selected</a>							
<input type="checkbox"/>	Name	Description	Type	Gateway	Data	Date	Action
<input type="checkbox"/>	Default_Voice_App		DIAL	Default_Gateway		2011-06-29 05:56:53	 
<div> 10 <div> <div></div> <div></div> <div></div> <div></div> </div> Page 1 of 1 <div> <div></div> <div></div> <div></div> </div> Displaying 1 to 1 of 1 items </div>							

To Add/Update a contact in a voice app

URL:

- <http://localhost:8000/voiceapp/add/>
- <http://localhost:8000/voiceapp/1/>

## Update Voice Applications Configure voice application

Name

Description

Voice Application Description

Type

Data

The value of 'data' depends on the type of voice application :

- Dial : The phone number to dial
- Conference : Conference room name or number
- Playaudio : Audio file URL
- Speak : The text to speak using TTS

B-Leg

Gateway used if we redirect the call

Update

Delete

A Number of voice applications currently supported are:-

**Dial:**

The dial command allows the call to be redirected another destination. In this case, Select the B-Leg as the trunk to be used for the redirected call.

**Conference:**

Direct the contact into a conference which has previously been defined in Freeswitch. In the Data field, put the name or extension number.

**PlayAudio:**

PlayAudio plays a sound file that has previously been uploaded to the system.

The Audio is uploaded via the Audio Files menu on the top menu. Click add, then select the file on your computer to be uploaded. The file will be renamed with a unique name. It can be played via the web browser.

In the data field in the voice application, either put the full file path to the sound file. Typically this is /usr/share/newfies/usermedia/upload/audiofiles/audio-file-XXXX-12345678.mp3

However where there are multiple Freeswitch nodes and workers, the sound file can uploaded to Newfies-Dialer, and the Web URL placed in the Data field. Typically, this will be

- <http://domain.tld:8008/mediafiles/upload/audiofiles/-XXXX-12345678.mp3>

This allows other Freeswitch nodes to download and play the audio file on demand without having to upload it to each node.

**Speak:**

This will call a contact, and then using the text to speech engine, which is Flite as standard, play the audio in the Data field.

**Survey:** A survey and polling application which is described in more detail in a subsequent section.

## Survey

The survey application for Newfies-Dialer allows polls and surveys to be taken over the phone.

Each contact is called, and then played a sound file. After the sound file is heard, the user can enter their answer through the phone keypad using keys 0 to 9.

Therefore before creating the survey, the first job is to upload the audio for the survey. One audio file is required for each question.

**Uploading Audio Files:**

Select Audio Files from the top menu then click add.

Enter a name to describe the audio, then click chose file, select the file you require from your computer, then click submit.





Note that only mp3, Wav and ogg formats are supported.

The audio file will then be uploaded and renamed so that it is unique.

**Create the Survey:****URL:**

- <http://localhost:8000/survey/>
- <http://localhost:8000/survey/add/>
- <http://localhost:8000/survey/1/>

## Survey List, add and edit surveys

Survey				
<span>➕ Add</span> <span>➖ Delete Selected</span>				
<input type="checkbox"/>	Name	Description	Date	Action
<input type="checkbox"/>	Sample Survey		2012-01-11 02:59:47	 
<input type="checkbox"/>	My survey		2011-12-28 15:11:05	 
<div> 10 <div> <div></div> <div> <div></div> <div></div> </div> </div> Page 1 of 1 <div> <div></div> <div></div> </div> Displaying 1 to 2 of 2 items </div>				

Select Modules from the top menu, then Survey.

Click the add button, then give the survey a name and description, then click Submit.

A button will now appear to add a question.

In the question field, put in some text to describe the question - e.g “What is 1+1”; select the audio file pertaining to the question which was uploaded in the previous step.

If no audio file is selected, then the system will automatically play the text in the question field using the text to speech engine.

Then click Add Response. A further two fields will appear named Key Digit and Key Value. In key Digit put a number from 0 to 9 which should be pressed for this answer. In the example “What is 1+1”, “2” should be placed in the Key Digit Field”

The Key Value field is used in the survey reports, and so in this case, you would put “Correct” as  $1+1=2$ . You may chose to add responses 0,1 and 3 to 9 as key digits, with key values of “Wrong” as these answers will then be summed up in the Survey Reports.

You can then go on to add another question, and its associated responses. On completion, click Update Survey.

To use the Survey in a campaign, simply create a campaign as normal, and select the Survey name in the Application drop-down.

### Survey Results

When the survey is complete, the survey results can be inspected by clicking Reporting on the top and selecting Survey Results from the drop-down.

### Campaign

The campaign list will be displayed from the following URL. You can add a new campaign for the logged in user by clicking Add campaign. When adding a campaign, it is important to add the campaign’s start and end dates with



time & week-day exceptions. Select the gateway through which calls will be routed & phonebook(s) that are linked with contacts from the campaign list, click on campaign to update.

**URL:**

- [http://localhost:8000/dialer\\_campaign/campaign/](http://localhost:8000/dialer_campaign/campaign/)

## Campaign

List, add and edit campaigns

Campaigns								
<span style="color: green;">+</span> Add <span style="color: red;">-</span> Delete Selected								
<input type="checkbox"/>	Key	Name	Start date	Type	App	Contacts	Status	Action
<input type="checkbox"/>	BXTWJ	Sample campaign	2011-12-28 14:35:46	Voice Application	Default_Voice_App	Phonebook Empty	PAUSED	
<input type="checkbox"/>	MEPNB	numismatists pelee ijss	2011-12-14 22:56:09	Survey	Sample Survey	Phonebook Empty	STARTED	
<input type="checkbox"/>	EQRFW	My campo	2012-01-10 04:29:17	Survey	My survey	Phonebook Empty	PAUSED	

10
Page 1 of 1
Displaying 1 to 3 of 3 items

To Add/Update a Campaign for a logged in user

**URL:**

- [http://localhost:8000/dialer\\_campaign/campaign/add/](http://localhost:8000/dialer_campaign/campaign/add/)
- [http://localhost:8000/dialer\\_campaign/campaign/1/](http://localhost:8000/dialer_campaign/campaign/1/)

## Update Campaign Set campaign parameters

### General settings

Name	<input type="text" value="Sample campaign"/>
Description	<div><div></div><div>Campaign description</div></div>
CallerID	<input type="text"/> <div>Outbound caller-ID</div>
Status	<div>PAUSE</div>
A-Leg Gateway	<div>Default_Gateway</div> <div>Select outbound gateway</div>
Application	<div>Voice Application : Default_Voi</div>
Extra Parameters	<input type="text"/> <div>Additional application parameters.</div>
Phonebook	<div><div>---</div><div>Default_Phonebook</div><div>mycampaign2-LGFLO</div><div>perfection equal mcfarland's</div></div> <div>Hold down "Control", or "Command" on a Mac, to select more than one.</div>

### Dialer settings

Frequency	<input type="text" value="10"/>	
	<small>Calls per Minute</small>	
Max Call Duration	<input type="text" value="1800"/>	
	<small>Maximum call duration in seconds</small>	
Max Retries	<input type="text" value="0"/>	
	<small>Maximum retries per contact</small>	
Time between Retries	<input type="text" value="300"/>	Timeout on Call <input type="text" value="45"/>
	<small>Time delay in seconds before retrying contact</small>	<small>Connection timeout in seconds</small>

### Campaign schedule

Start	<input type="text" value="2011-12-28 14:35:46"/>	Daily start time	<input type="text" value="00:00:00"/>
	<small>Date Format: YYYY-mm-DD HH:MM:SS</small>		<small>Time Format: HH:MM:SS</small>
Finish	<input type="text" value="2012-01-28 14:35:46"/>	Daily stop time	<input type="text" value="23:59:59"/>
	<small>Date Format: YYYY-mm-DD HH:MM:SS</small>		<small>Time Format: HH:MM:SS</small>
Week Days	<input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday <input checked="" type="checkbox"/> Sunday		

[Update](#)[Delete](#)

## Dashboard

Dashboard gives the information about campaign & its related call records



# CONFIGURATION AND DEFAULTS

Contents:

## 4.1 Sample Configuration

This is a sample configuration to get you started. It should contain all you need to create a basic set-up.

### 4.1.1 The Configuration Module

Some of the more important parts of the configuration module for the Newfies, `settings.py`, are explained below:

```
import os.path
APPLICATION_DIR = os.path.dirname(globals()['__file__'])
```

`APPLICATION_DIR` now contains the full path of your project folder and can be used elsewhere in the `settings.py` module so that your project may be moved around the system without you having to worry about changing any troublesome hard-coded paths.

```
DEBUG = True
```

turns on debug mode allowing the browser user to see project settings and temporary variables.

```
ADMINS = (('xyz', 'xyz@abc.com'))
```

sends all errors from the production server to the admin's email address.

```
DATABASE_ENGINE = 'mysql'
DATABASE_NAME = 'db-name'
DATABASE_USER = 'user'
DATABASE_PASSWORD = 'password'
DATABASE_HOST = 'mysql-host'
DATABASE_PORT = ''
```

sets up the options required for Django to connect to your database.

```
MEDIA_ROOT = os.path.join(APPLICATION_DIR, 'static')
```

tells Django where to find your media files such as images that the HTML templates might use.

```
ROOT_URLCONF = 'urls'
```

tells Django to start finding URL matches at in the `urls.py` module in the `newfies` project folder.

```
TEMPLATE_DIRS = (os.path.join(APPLICATION_DIR, 'templates'),)
```

tells Django where to find your HTML template files.

```
INSTALLED_APPS = (
 'django.contrib.auth',
 'django.contrib.contenttypes',
 'django.contrib.sessions',
 'django.contrib.sites',
 'django.contrib.admin',
 ...
 'dialer_gateway',
 'dialer_campaign',
 'dialer_cdr',
 'dialer_settings',
 'user_profile',
 'voip_server',
 'voip_app',
 ...
)
```

tells Django which applications (custom and external) to use in your project. The custom applications, `dialer_gateway`, `dialer_campaign` etc. are stored in the project folder along with these custom applications.

### 4.1.2 The URLs modules

The defined URL patterns for the CPI Pilot project are divided into URL patterns specific to the project and URL patterns specific to the applications. For more information on how the pattern matching syntax work or how to write your own url patterns please consult Django's [URL Dispatcher](#) documentation.

#### Project specific URL patterns

The URL patterns specific to the project are applied in the `urls.py` file that is stored in the project directory `newfies`. The code segments that add these URL patterns aren't lengthy and are shown below:

```
urlpatterns = patterns('',
 # redirect
 (r'^$', 'django.views.generic.simple.redirect_to', {'url': '/dialer_campaign/'}),
 (r'^admin/', include(admin.site.urls)),
 (r'^api/dialer_campaign/', include('dialer_campaign.api.urls')),
 (r'^dialer_campaign/', include('dialer_campaign.urls')),
 (r'^static/(?P<path>.*)$', 'django.views.static.serve',
 {'document_root': settings.STATIC_ROOT}),
)
```

#### Application specific URL patterns

The URL patterns specific to the `dialer_campaign` application are applied in the `/dialer_campaign/urls.py` file in the `dialer_campaign` application folder. The code segment that adds these URL patterns isn't lengthy either and is shown below:

```
urlpatterns = patterns('dialer_campaign.views',
 (r'^phonebook/$', 'phonebook_list'),
 (r'^phonebook/add/$', 'phonebook_add'),
```

```
(r'^phonebook/(.+)/$', 'phonebook_change'),
)
```

### 4.1.3 The Views module

The functions defined in `views.py` represent the logic behind the webpages. The view functions (called through the URL matching) decide which data structures need to be constructed and sent through to the HTML templates. To do this, each view function uses Django's object relational model (ORM) to query the database picking out what is needed for any particular page.

```
@login_required
def phonebook_add(request):
 """
 Add new Phonebook
 """
 form = PhonebookForm()
 if request.method == 'POST':
 form = PhonebookForm(request.POST)
 if form.is_valid():
 obj = form.save(commit=False)
 obj.user = User.objects.get(username=request.user)
 obj.save()
 request.session["msg"] = _('%s' is added.' %\
 request.POST['name'])
 return HttpResponseRedirect('/dialer_campaign/phonebook/')
 template = 'dialer_campaign/phonebook/change.html'
 data = {
 'form': form,
 'action': 'add',
 }
 return render_to_response(template, data,
 context_instance=RequestContext(request))
```

### 4.1.4 The Admin Module

The classes defined in `admin.py` tell Django what attributes are visible and modifiable from the admin site.

**Example:**

```
def get_urls(self):
 urls = super(VoiceAppAdmin, self).get_urls()
 my_urls = patterns('',
 (r'^add/$', self.admin_site.admin_view(self.add_view)),
)
 return my_urls + urls

def add_view(self, request, extra_context=None):
 ctx = {
 'app_label': _('Voice'),
 'title': _('Add Voice'),
 }
 return super(VoiceAppAdmin, self)\
 .add_view(request, extra_context=ctx)
```

## 4.2 Celery Configuration

### 4.2.1 After installing Broker (Redis or Rabbitmq)

#### 1. Redis Settings

This is a configuration example for Redis.

```
Redis Settings
CARROT_BACKEND = "ghettoq.taproot.Redis"

BROKER_HOST = "localhost" # Maps to redis host.
BROKER_PORT = 6379 # Maps to redis port.
BROKER_VHOST = "0" # Maps to database number.

CELERY_RESULT_BACKEND = "redis"
REDIS_HOST = "localhost"
REDIS_PORT = 6379
REDIS_DB = 0
#REDIS_CONNECT_RETRY = True
```

#### 2. Rabbitmq Settings

This is a configuration example for Rabbitmq.

```
BROKER_HOST = "localhost"
BROKER_PORT = 5672
BROKER_USER = "root"
BROKER_PASSWORD = "root"
BROKER_VHOST = "localhost"

CELERY_RESULT_BACKEND = "amqp"
```

### 4.2.2 Launch celery/celerybeat in debug mode

If you don't want to run celeryd and celerybeat as a daemon then

To run celeryd

```
$ python manage.py celeryd -E -l debug
```

To run celerybeat

```
$ python manage.py celerybeat --schedule=/var/run/celerybeat-schedule
```

To run both

```
$ python manage.py celeryd -E -B -l debug
```

### 4.2.3 Running celeryd/celerybeat as a daemon (Debian/Ubuntu)

To configure celeryd you will need to tell it where to change directory to, when it starts in order to find your celeryconfig.



```
$ cd install/celery-init/etc/default/
```

1. Open celeryd in text editor & change the following variables

Configuration file: /etc/default/celeryd

Init script: celeryd.

Usage : /etc/init.d/celeryd {start|stop|force-reload|restart|try-restart|status}:

```
Where to chdir at start
CELERYD_CHDIR="/path/to/newfies/"

Path to celeryd
CELERYD="/path/to/newfies/manage.py celeryd"

Extra arguments to celeryd
CELERYD_OPTS="--time-limit=300"

Name of the celery config module.
CELERY_CONFIG_MODULE="celeryconfig"

Extra Available options
%n will be replaced with the nodename.
Full path to the PID file. Default is /var/run/celeryd.pid.
CELERYD_PID_FILE="/var/run/celery/%n.pid"

Full path to the celeryd log file. Default is /var/log/celeryd.log
CELERYD_LOG_FILE="/var/log/celery/%n.log"

User/Group to run celeryd as. Default is current user.
Workers should run as an unprivileged user.
CELERYD_USER="celery"
CELERYD_GROUP="celery"
```

2. Open celeryd (for periodic task) in text editor & add the following variables

Configuration file: /etc/default/celerybeat or /etc/default/celeryd

Init script: celerybeat

Usage: /etc/init.d/celerybeat {start|stop|force-reload|restart|try-restart|status}:

```
Path to celerybeat
CELERYBEAT="/path/to/newfies/manage.py celerybeat"

Extra arguments to celerybeat
CELERYBEAT_OPTS="--schedule=/var/run/celerybeat-schedule"
```

3. Copy the configuration file & init scripts to /etc dir:

```
$ cp etc/default/celeryd /etc/default/

$ cp etc/init.d/celeryd /etc/init.d/

$ cp etc/init.d/celerybeat /etc/init.d/
```

4. Run/Start or Stop celery as a daemon:

```
$ /etc/init.d/celeryd start or stop

$ /etc/init.d/celerybeat start or stop
```

### 4.2.4 Troubleshooting

If you can't get the celeryd as a daemon to work, you should try running them in verbose mode:

```
$ sh -x /etc/init.d/celeryd start
```

```
$ sh -x /etc/init.d/celerybeat start
```

# FREESWITCH INSTALLATION AND CONFIGURATION

Contents:

## 5.1 Freeswitch Installation and configuration

Freeswitch is the telephony engine used by Newfies-Dialer to make calls, as well as broadcast voice applications

Newfies-Dialer communicates with Freeswitch through the Event-Socket. Communication is made via the Communications Framework [Plivo](#). Our Freeswitch dependencies are the same as Plivo, therefore the following modules will need to be installed

```
mod_curl, asr_tts, mod_flite, asr_tts, mod_shout, mod_dingaling, mod_shell_stream, mod_xml_cdr
```

In order to retrieve CDR Status from the outbound calls, you will have to configure `xml_cdr.conf.xml` and point it to the Newfies API to store CDR, which is by default : [http://hostname\\_newfies/api/dialer\\_cdr/store\\_cdr/](http://hostname_newfies/api/dialer_cdr/store_cdr/)

A script for Freeswitch Installation which will install Freeswitch with the required modules and configure it for you is available.

Download and run the Freeswitch installation script.

Once logged in as root, execute the following command:

```
wget https://raw.githubusercontent.com/Star2Billing/newfies-dialer/master/install/install-freeswitch.sh
```

The above command download the installation script. We can then execute the script with the following command:

```
bash install-freeswitch.sh
```

This will download and install Freeswitch with the modules appropriate for Newfies-Dialer. The installation will take some time, but does not require your interaction once started.

## 5.2 Plivo Installation and configuration

When [Freeswitch](#) is installed, the next task is to install [Plivo](#). Plivo is an open source communications framework to rapidly deploy voice based applications used in conjunction with Newfies-Dialer.

Run the following commands:

```
wget https://raw.githubusercontent.com/plivo/plivo/master/scripts/plivo_install_beta.sh
```

then:

```
bash plivo_install_beta.sh /usr/share/plivo
```

This will download and install Plivo and all its dependencies. We need to have Plivo start on boot, so run the following command to make it automatically start.

```
ln -s /usr/share/plivo/bin/plivo /etc/rc2.d/S99plivo
```

Please note that the Plivo script makes alterations to the Freeswitch dial-plan, so it should not be blindly run on an existing working Freeswitch installation, as it will change your current configuration. If you wish to install Plivo on an existing version of Freeswitch, use the script as a guide, or edit it to suit your requirements.

## 5.3 Freeswitch Trunk configuration

In order for Newfies-Dialer to make outbound calls to its subscribers, you will need a SIP trunk. The Freeswitch wiki can provide more information on configuring trunks. However creating a trunk simply for Newfies-Dialer is straightforward.

Trunks or gateways, as they are known in Freeswitch, are configured using XML syntax, so using your favourite text editor, while logged in as root “`sudo su -`” create an XML file in `/usr/local/freeswitch/conf/sip_profiles/external/` and give it an identifiable name, e.g. `call-labs.xml`, and place the following lines in the file:

```
<include>
<gateway name="ip address or hostname of carrier">
<!--// account username *required* //-->
<param name="username" value="your username provided by carrier"/>
<!--// auth realm: *optional* same as gateway name, if blank //-->
<!--<param name="realm" value="asterlink.com"/>-->
<!--// username to use in from: *optional* same as username, if blank //-->
<param name="from-user" value="your username provided by carrier"/>
<!--// domain to use in from: *optional* same as realm, if blank //-->
<!--<param name="from-domain" value=""-->
<!--// account password *required* //-->
<param name="password" value="your password supplied by carrier"/>
<!--// extension for inbound calls: *optional* same as username, if blank //-->
<!--<param name="extension" value="cluecon"/>-->
<!--// proxy host: *optional* same as realm, if blank //-->
<!--<param name="proxy" value="asterlink.com"/>-->
<!--// send register to this proxy: *optional* same as proxy, if blank //-->
<!--<param name="register-proxy" value="mysbc.com"/>-->
<!--// expire in seconds: *optional* 3600, if blank //-->
<!--<param name="expire-seconds" value="60"/>-->
<!--// do not register //-->
<param name="register" value="true"/>
<!-- which transport to use for register -->
<!--<param name="register-transport" value="udp"/>-->
<!--How many seconds before a retry when a failure or timeout occurs -->
<!--<param name="retry-seconds" value="30"/>-->
<!--Use the callerid of an inbound call in the from field on outbound calls via this gateway -->
<!--<param name="caller-id-in-from" value="false"/>-->
<!--extra sip params to send in the contact-->
<!--<param name="contact-params" value="tport=tcp"/>-->
<!--send an options ping every x seconds, failure will unregister and/or mark it down-->
<!--<param name="ping" value="25"/>-->
```

```
</gateway>
</include>
```

The uncommented lines are almost certainly required by your carrier and Freeswitch, the remaining parameters can be uncommented and used, if required by your carrier. The XML syntax for comments are denoted by lines that begin “<!-- “ and end in “--> “.

Finally we need to load the new configuration, and check the trunk is registered. Enter the Freeswitch CLI (Command Line Interface) from the console:

```
/usr/local/freeswitch/bin/fs_cli
```

You should now see the Freeswitch CLI, so now reload the Freeswitch configuration with the following command: (tip; Tab auto-completes):

```
sofia profile external restart reloadxml
```

When complete, check the trunk has registered with the command:

```
sofia status
```

Against the name of the trunk you configured in the XML file, you should see REGED (registered) at the end of the line. Take a note of the trunk name, we are going to need it for telling Newfies-Dialer that it can use this trunk.

To exit the Freeswitch CLI, do CTRL D, or /exit

Freeswitch configuration is now complete.



# DEVELOPER DOC

Contents:

## 6.1 Prerequisites

To fully understand this project, developers will need to have a advanced knowledge of:

- Django : <http://www.djangoproject.com/>
- Celery : <http://celeryproject.org/>
- Python : <http://www.python.org/>
- Freeswitch : <http://freeswitch.org/>
- Freeswitch : Event\_Sockets ([wiki.freeswitch.org/wiki/Mod\\_event\\_socket](http://wiki.freeswitch.org/wiki/Mod_event_socket))

## 6.2 Coding Style & Structure

### 6.2.1 Style

Coding follows the [PEP 8 Style Guide for Python Code](#).

### 6.2.2 Structure

The newfies directory:

```
|-- custom_admin_tools - The code for admin dashboard/menu
|-- api - The code for APIs
|-- dialer_campaign - The code for dialer campaign
| |-- fixtures
|-- dialer_cdr - This defines the call request & its information
| |-- fixtures
|-- dialer_gateway - This defines the trunk to deliver the VoIP Calls
| |-- fixtures
|-- dialer_settings - This defines sets of settings to apply on user
|-- voice_app - This defines application that are defined on the platform
| |-- fixtures
|-- survey
| |-- fixtures
```

```
|-- static
| |-- newfies
| | |-- css
| | |-- js
| | |-- icons
| | |-- images
|-- user_profile - The code for user profile to extend auth model of Django
|-- resources - This area is used to hold media files
|-- usermedia - This folder is used to upload audio files
'-- templates - This area is used to override templates
 |-- admin
 | |-- dialer_campaign
 | |-- dialer_cdr
 |-- admin_tools
 |-- registration
 |-- memcache_status
 '-- frontend
```

## 6.3 Objects Description

### 6.3.1 Phonebook

**class** dialer\_campaign.models.**Phonebook** (\*args, \*\*kwargs)

This defines the Phonebook

**Attributes:**

- name - phonebook name.
- description - description about the phonebook.

**Relationships:**

- user - Foreign key relationship to the User model. Each phonebook is assigned to a User

**Name of DB table:** dialer\_phonebook

**phonebook\_contacts** ()

This will return a count of the contacts in the phonebook

### 6.3.2 Contact

**class** dialer\_campaign.models.**Contact** (\*args, \*\*kwargs)

This defines the Contact

**Attributes:**

- contact - Contact no
- last\_name - Contact's last name
- first\_name - Contact's first name
- email - Contact's e-mail address
- city - city name
- description - description about a Contact



- status - contact status
- additional\_vars - Additional variables

**Relationships:**

- phonebook - Foreign key relationship to the Phonebook model. Each contact mapped with a phonebook
- country - Foreign key relationship to the Country model. Each contact mapped with a country

**Name of DB table:** dialer\_contact

**contact\_name()**  
Return Contact Name

### 6.3.3 CampaignManager

**class** dialer\_campaign.models.**CampaignManager**  
Campaign Manager

**get\_expired\_campaign()**  
Return all the campaigns which are expired or going to expire based on the expiry date but status is not 'END'

**get\_running\_campaign()**  
Return all the active campaigns which will be running based on the expiry date, the daily start/stop time and days of the week

### 6.3.4 Campaign

**class** dialer\_campaign.models.**Campaign**(\*args, \*\*kwargs)  
This defines the Campaign

**Attributes:**

- campaign\_code - Auto-generated campaign code to identify the campaign
- name - Campaign name
- description - Description about the Campaign
- status - Campaign status
- callerid - Caller ID
- startingdate - Starting date of the Campaign
- expirationdate - Expiry date of the Campaign
- daily\_start\_time - Start time
- daily\_stop\_time - End time
- week\_day\_setting (monday, tuesday, wednesday, thursday, friday, saturday, sunday)
- frequency - Frequency, speed of the campaign. number of calls/min
- callmaxduration - Max retry allowed per user
- maxretry - Max retry allowed per user
- intervalretry - Time to wait between retries in seconds
- calltimeout - Number of seconds to timeout on calls

- `aleg_gateway` - Gateway to use to reach the contact
- `extra_data` - Additional data to pass to the application

**Relationships:**

- `content_type` - Defines the application (`voice_app` or `survey`) to use when the call is established on the A-Leg
- `object_id` - Defines the object of `content_type` application
- `content_object` - Used to define the Voice App or the Survey with generic ForeignKey
- `phonebook` - Many-To-Many relationship to the Phonebook model.
- `user` - Foreign key relationship to the a User model. Each campaign assigned to a User

**Name of DB table:** `dialer_campaign`

**`campaignsubscriber_detail()`**

This will link to campaign subscribers who are associated with the campaign

**`count_contact_of_phonebook(status=None)`**

Count the no. of Contacts in a phonebook

**`get_active_callmaxduration()`**

Get the active call max duration

**`get_active_contact()`**

Get all the active Contacts from the phonebook

**`get_active_contact_no_subscriber()`**

List of active contacts that do not exist in Campaign Subscriber

**`get_active_max_frequency()`**

Get the active max frequency

**`get_pending_subscriber(limit=1000)`**

Get all the pending subscribers from the campaign

**`get_pending_subscriber_update(limit=1000, status=6)`**

Get all the pending subscribers from the campaign

**`is_authorized_contact(str_contact)`**

Check if a contact is authorized

**`progress_bar()`**

Progress bar generated based on no of contacts

**`update_campaign_status()`**

Update the campaign's status

For example, If campaign is active, you can change status to 'Pause' or 'Stop'

### 6.3.5 CampaignSubscriber

**`class dialer_campaign.models.CampaignSubscriber(*args, **kwargs)`**

This defines the Contact imported to a Campaign

**Attributes:**

- `last_attempt` -
- `count_attempt` -

- duplicate\_contact -
- status -

**Relationships:**

- contact - Foreign key relationship to the Contact model.
- campaign - Foreign key relationship to the Campaign model.

**Name of DB table:** dialer\_campaign\_subscriber

### 6.3.6 Callrequest

**class** dialer\_cdr.models.**Callrequest** (\*args, \*\*kwargs)

This defines the call request, the dialer will read any new request and attempt to deliver the call.

**Attributes:**

- request\_uuid - Unique id
- call\_time - Total call time
- call\_type - Call type
- status - Call request status
- callerid - Caller ID
- last\_attempt\_time -
- result -
- timeout -
- timelimit -
- extra\_dial\_string -
- phone\_number -
- parent\_callrequest -
- extra\_data -
- num\_attempt -
- hangup\_cause -

**Relationships:**

- user - Foreign key relationship to the User model. Each campaign assigned to a User
- content\_type - Defines the application (voip\_app or survey) to use when the call is established on the A-Leg
- object\_id - Defines the object of content\_type application
- content\_object - Used to define the VoIP App or the Survey with generic ForeignKey
- aleg\_gateway - Foreign key relationship to the Gateway model. Gateway to use to call the subscriber
- campaign\_subscriber - Foreign key relationship to the CampaignSubscriber Model.
- campaign - Foreign key relationship to the Campaign model.

**Name of DB table:** dialer\_callrequest

### 6.3.7 VoIPCall

**class** `dialer_cdr.models.VoIPCall (*args, **kwargs)`

This gives information of all the calls made with the carrier charges and revenue of each call.

**Attributes:**

- `callid` - callid of the phonecall
- `callerid` - CallerID used to call out
- `phone_number` - Phone number contacted
- `dialcode` - Dialcode of the phonenumber
- `starting_date` - Starting date of the call
- `duration` - Duration of the call
- `billsec` -
- `progresssec` -
- `answersec` -
- `waitsec` -
- `disposition` - Disposition of the call
- `hangup_cause` -
- `hangup_cause_q850` -

**Relationships:**

- `user` - Foreign key relationship to the User model.
- `used_gateway` - Foreign key relationship to the Gateway model.
- `callrequest` - Foreign key relationship to the Callrequest model.

**Name of DB table:** `dialer_cdr`

**`destination_name()`**

Return Recipient dialcode

**`min_duration()`**

Return duration in min & sec

### 6.3.8 VoiceApp

**class** `voice_app.models.VoiceApp (*args, **kwargs)`

VoiceApp are VoIP application that are defined on the platform, you can have different type of application, some as simple as redirecting a call and some as complex as starting a complex application call flow.

Right now, only the redirection is implemented but this allow you to create the application you want on your server and redirect the user to it easily.

**Attributes:**

- `name` - Voice application name.
- `description` - description about Voice application.
- `type` - Application type

**Relationships:**

- gateway - Foreign key relationship to the Gateway model.
- user - Foreign key relationship to the User model. Each voice app assigned to User

**Name of DB table:** voip\_app

### 6.3.9 Gateway

**class** dialer\_gateway.models.**Gateway** (\*args, \*\*kwargs)

This defines the trunk to deliver the Voip Calls. Each of the Gateways are routes that support different protocols and sets of rules to alter the dialed number.

**Attributes:**

- name - Gateway name.
- description - Description about the Gateway.
- addprefix - Add prefix.
- removeprefix - Remove prefix.
- gateways - "user/user/", # Gateway string to try dialing separated by comma. First in the list will be tried first
- gateway\_codecs - "'PCMA,PCMU','PCMA,PCMU'", # Codec string as needed by FS for each gateway separated by comma
- gateway\_timeouts - "10,10", # Seconds to timeout in string for each gateway separated by comma
- gateway\_retries - "2,1", # Retry String for Gateways separated by comma, on how many times each gateway should be retried
- originate\_dial\_string - originate\_dial\_string
- secondused -
- failover -
- addparameter -
- count\_call -
- count\_in\_use -
- maximum\_call -
- status - Gateway status

**Name of DB table:** dialer\_gateway

### 6.3.10 DialerSetting

**class** dialer\_settings.models.**DialerSetting** (\*args, \*\*kwargs)

This defines the settings to apply to a user

**Attributes:**

- name - Settings name.
- max\_frequency - Max frequency, speed of the campaign. This is the number of calls per minute.
- callmaxduration - Max retries allowed

- `maxretry` - Max retries allowed per user
- `max_calltimeout` - Maximum number of seconds to timeout on calls
- `max_number_campaign` - Max Number of campaigns
- `max_number_subscriber_campaign` - Max Number of subscriber
- `blacklist` - Used to blacklist phone numbers to be called
- `whitelist` - Used to whitelist phone numbers to be called

**Name of DB table:** `dialer_setting`

### 6.3.11 SurveyApp

**class** `survey.models.SurveyApp(*args, **kwargs)`

This defines the Survey

**Attributes:**

- `name` - survey name.
- `description` - description about the survey.

**Relationships:**

- `user` - Foreign key relationship to the User model. Each survey is assigned to a User

**Name of DB table:** `surveyapp`

### 6.3.12 SurveyQuestion

**class** `survey.models.SurveyQuestion(*args, **kwargs)`

This defines the question for survey

**Attributes:**

- `question` - survey name.
- `tags` -
- `message_type` -

**Relationships:**

- `user` - Foreign key relationship to the User model. Each survey question is assigned to a User
- `surveyapp` - Foreign key relationship to the SurveyApp model. Each survey question is assigned to a SurveyApp
- `audio_message` - Foreign key relationship to the AudioFile model.

**Name of DB table:** `survey_question`

**sortable\_by**

alias of `SurveyApp`

### 6.3.13 SurveyResponse

**class** `survey.models.SurveyResponse` (\*args, \*\*kwargs)

This defines the response for survey question

**Attributes:**

- key - Key digit.
- keyvalue - Key Value

**Relationships:**

- surveyquestion - Foreign key relationship to the SurveyQuestion. Each survey response is assigned to a SurveyQuestion

**Name of DB table:** survey\_response

### 6.3.14 SurveyCampaignResult

**class** `survey.models.SurveyCampaignResult` (\*args, \*\*kwargs)

This gives survey result

That will be difficult to scale for reporting One big issue is when the user update the survey in time, we need to keep an history somehow of the question/response

Ideally we can try to build 2 other table, survey\_track\_question (id, question\_text), survey\_track\_response (id, response\_text) Where question\_text / response\_text is unique

**Attributes:**

- callid - VoIP Call-ID
- question - survey question
- response - survey question's response

**Relationships:**

- campaign - Foreign key relationship to the Campaign model. Each survey result is belonged to a Campaign
- surveyapp - Foreign key relationship to the SurveyApp model. Each survey question is assigned to a SurveyApp

**Name of DB table:** survey\_campaign\_result

### 6.3.15 UserProfile

**class** `user_profile.models.UserProfile` (\*args, \*\*kwargs)

This defines extra features for the user

**Attributes:**

- accountcode - Account name.
- address -
- city -
- state -
- address -

- country -
- zip\_code -
- phone\_no -
- fax -
- company\_name -
- company\_website -
- language -
- note -

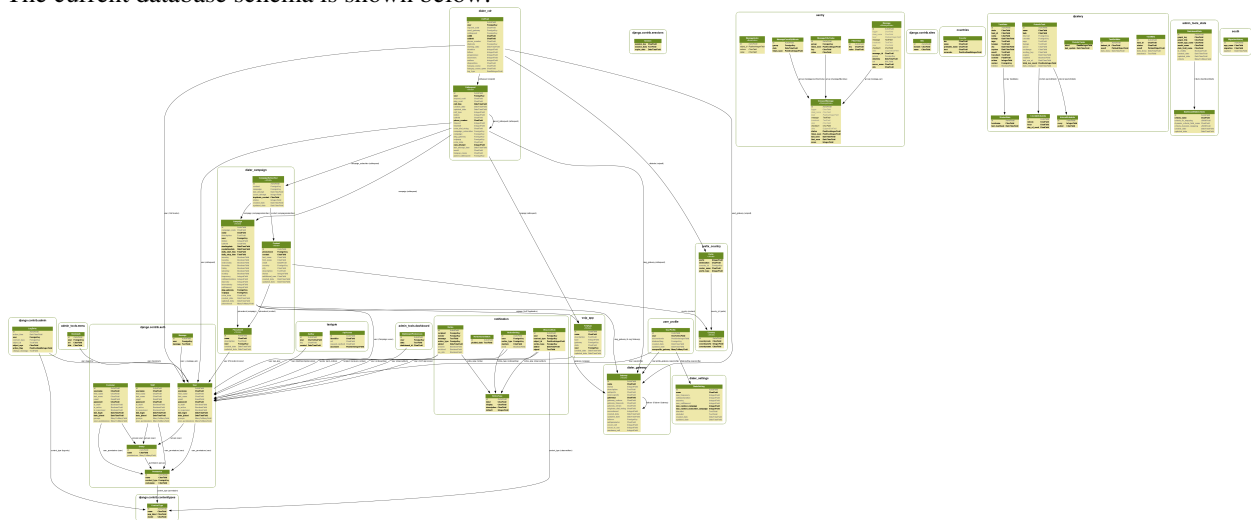
**Relationships:**

- user - Foreign key relationship to the User model.
- userprofile\_gateway - ManyToMany
- userprofile\_voipservergroup - ManyToMany
- dialersetting - Foreign key relationship to the DialerSetting model.

**Name of DB table:** user\_profile

## 6.4 Database Design

The current database schema is shown below:



## 6.5 Newfies-Dialer Views

### 6.5.1 index

`dialer_campaign.views.index(request)`

Index view of the Customer Interface

**Attributes:**



- form - LoginForm
- template - frontend/index.html

### 6.5.2 customer\_dashboard

`dialer_campaign.views.customer_dashboard(request, *args, **kwargs)`

Customer dashboard gives the following information

- No of Campaigns for logged in user
- Total phonebook contacts
- Total Campaigns contacts
- Amount of contact reached today
- Disposition of calls via pie chart
- Call records & Duration of calls are shown on graph by days/hours

**Attributes:**

- template - frontend/dashboard.html
- form - DashboardForm

### 6.5.3 login\_view

`dialer_campaign.views.login_view(request)`

Check User credentials

**Attributes:**

- form - LoginForm
- template - frontend/index.html

**Logic Description:**

- Submitted user credentials need to be checked. If it is not valid then the system will redirect to the login page.
- If submitted user credentials are valid then system will redirect to the dashboard.

### 6.5.4 cust\_password\_reset

`dialer_campaign.views.cust_password_reset(request)`

Use `django.contrib.auth.views.password_reset` view method for forgotten password on the Customer UI

This method sends an e-mail to the user's email-id which is entered in `password_reset_form`

### 6.5.5 cust\_password\_reset\_done

`dialer_campaign.views.cust_password_reset_done(request)`

Use `django.contrib.auth.views.password_reset_done` view method for forgotten password on the Customer UI

This will show a message to the user who is seeking to reset their password.

### 6.5.6 cust\_password\_reset\_confirm

```
dialer_campaign.views.cust_password_reset_confirm(request, uidb36=None,
 token=None)
```

Use `django.contrib.auth.views.password_reset_confirm` view method for forgotten password on the Customer UI

This will allow a user to reset their password.

### 6.5.7 common\_send\_notification

```
dialer_campaign.views.common_send_notification(request, status, recipient=None)
```

User Notification (e.g. start | stop | pause | abort | contact/campaign limit) needs to be saved. It is a common function for the admin and customer UI's

**Attributes:**

- pk - primary key of the campaign record
- status - get label for notifications

**Logic Description:**

- This function is used by `update_campaign_status_admin()` & `update_campaign_status_cust()`

### 6.5.8 common\_campaign\_status

```
dialer_campaign.views.common_campaign_status(pk, status)
```

Campaign Status (e.g. start | stop | abort | pause) needs to be changed. It is a common function for the admin and customer UI's

**Attributes:**

- pk - primary key of the campaign record
- status - selected status for the campaign record

**Logic Description:**

- Selected Campaign's status needs to be changed. Changed status can be start, stop or pause.
- This function is used by `update_campaign_status_admin()` & `update_campaign_status_cust()`

### 6.5.9 phonebook\_list

```
dialer_campaign.views.phonebook_list(request, *args, **kwargs)
```

Phonebook list for the logged in user

**Attributes:**

- template - frontend/phonebook/list.html

**Logic Description:**

- List all phonebooks which belong to the logged in user.

### 6.5.10 phonebook\_grid

`dialer_campaign.views.phonebook_grid(request, *args, **kwargs)`

Phonebook list in json format for flexigrid.

**Model:** Phonebook

**Fields:** [id, name, description, updated\_date]

### 6.5.11 phonebook\_add

`dialer_campaign.views.phonebook_add(request, *args, **kwargs)`

Add new Phonebook for the logged in user

**Attributes:**

- form - PhonebookForm
- template - frontend/phonebook/change.html

**Logic Description:**

- Add a new phonebook which will belong to the logged in user via the phonebookForm & get redirected to the phonebook list

### 6.5.12 phonebook\_change

`dialer_campaign.views.phonebook_change(request, *args, **kwargs)`

Update/Delete Phonebook for the logged in user

**Attributes:**

- object\_id - Selected phonebook object
- form - PhonebookForm
- template - frontend/phonebook/change.html

**Logic Description:**

- Update/delete selected phonebook from the phonebook list via PhonebookForm & get redirected to phonebook list

### 6.5.13 contact\_list

`dialer_campaign.views.contact_list(request, *args, **kwargs)`

Contact list for the logged in user

**Attributes:**

- template - frontend/contact/list.html
- form - ContactSearchForm

**Logic Description:**

- List all contacts from phonebooks belonging to the logged in user

### 6.5.14 contact\_grid

`dialer_campaign.views.contact_grid(request, *args, **kwargs)`

Contact list in json format for flexigrid

**Model:** Contact

**Fields:** [id, phonebook\_\_name, contact, last\_name, first\_name, description, status, additional\_vars, updated\_date]

### 6.5.15 contact\_add

`dialer_campaign.views.contact_add(request, *args, **kwargs)`

Add a new contact into the selected phonebook for the logged in user

**Attributes:**

- form - ContactForm
- template - frontend/contact/change.html

**Logic Description:**

- Before adding a contact, check dialer setting limit if applicable to the user.
- Add new contact belonging to the logged in user via ContactForm & get redirected to the contact list

### 6.5.16 contact\_change

`dialer_campaign.views.contact_change(request, *args, **kwargs)`

Update/Delete contact for the logged in user

**Attributes:**

- object\_id - Selected contact object
- form - ContactForm
- template - frontend/contact/change.html

**Logic Description:**

- Update/delete selected contact from the contact list via ContactForm & get redirected to the contact list

### 6.5.17 contact\_import

`dialer_campaign.views.contact_import(request, *args, **kwargs)`

Import CSV file of Contacts for the logged in user

**Attributes:**

- form - Contact\_fileImport
- template - frontend/contact/import\_contact.html

**Logic Description:**

- Before adding contacts, check dialer setting limit if applicable to the user.
- Add new contacts which will belong to the logged in user via csv file & get the result (upload success and failure statistics)

**Important variable:**

- total\_rows - Total no. of records in the CSV file
- retail\_record\_count - No. of records imported from the CSV file

### 6.5.18 campaign\_list

`dialer_campaign.views.campaign_list(request, *args, **kwargs)`

List all campaigns for the logged in user

**Attributes:**

- template - frontend/campaign/list.html

**Logic Description:**

- List all campaigns belonging to the logged in user

### 6.5.19 campaign\_grid

`dialer_campaign.views.campaign_grid(request, *args, **kwargs)`

Campaign list in json format for flexigrid

**Model:** Campaign

### 6.5.20 campaign\_add

`dialer_campaign.views.campaign_add(request, *args, **kwargs)`

Add a new campaign for the logged in user

**Attributes:**

- form - CampaignForm
- template - frontend/campaign/change.html

**Logic Description:**

- Before adding a campaign, check dialer setting limit if applicable to the user.
- Add the new campaign which will belong to the logged in user via CampaignForm & get redirected to campaign list

### 6.5.21 campaign\_change

`dialer_campaign.views.campaign_change(request, *args, **kwargs)`

Update/Delete campaign for the logged in user

**Attributes:**

- object\_id - Selected campaign object
- form - CampaignForm
- template - frontend/campaign/change.html

**Logic Description:**

- Update/delete selected campaign from the campaign list via CampaignForm & get redirected to the campaign list

### 6.5.22 `survey_list`

`survey.views.survey_list(request, *args, **kwargs)`  
SurveyApp list for the logged in user

**Attributes:**

- `template` - `frontend/survey/list.html`

**Logic Description:**

- List all surveys which belong to the logged in user.

### 6.5.23 `survey_add`

`survey.views.survey_add(request, *args, **kwargs)`  
Add new Survey for the logged in user

**Attributes:**

- `form` - `SurveyAppForm`
- `template` - `frontend/survey/change.html`

**Logic Description:**

- Add a new survey which will belong to the logged in user via the `SurveyForm` & get redirected to the survey list

### 6.5.24 `survey_change`

`survey.views.survey_change(request, *args, **kwargs)`  
Update/Delete Survey for the logged in user

**Attributes:**

- `object_id` - Selected survey object
- `form` - `SurveyForm`
- `template` - `frontend/survey/change.html`

**Logic Description:**

- Update/delete selected survey from the survey list via `SurveyForm` & get redirected to survey list

### 6.5.25 `survey_report`

`survey.views.survey_report(request, *args, **kwargs)`  
Survey detail report for the logged in user

**Attributes:**

- `template` - `frontend/survey/survey_report.html`

**Logic Description:**

- List all `survey_report` which belong to the logged in user.

### 6.5.26 audio\_list

`survey.views.audio_list(request, *args, **kwargs)`

AudioFile list for the logged in user

**Attributes:**

- `template` - `frontend/survey/audio_list.html`

**Logic Description:**

- List all audios which belong to the logged in user.

### 6.5.27 audio\_add

`survey.views.audio_add(request, *args, **kwargs)`

Add new Audio for the logged in user

**Attributes:**

- `form` - `SurveyCustomerAudioFileForm`
- `template` - `frontend/survey/audio_change.html`

**Logic Description:**

- Add a new audio which will belong to the logged in user via the `CustomerAudioFileForm` & get redirected to the audio list

### 6.5.28 audio\_change

`survey.views.audio_change(request, *args, **kwargs)`

Update Audio for the logged in user

**Attributes:**

- `form` - `SurveyCustomerAudioFileForm`
- `template` - `frontend/survey/audio_change.html`

**Logic Description:**

- Update audio which is belong to the logged in user via the `CustomerAudioFileForm` & get redirected to the audio list

## 6.6 Newfies-Dialer Admin Views

### 6.6.1 CampaignAdmin

`class dialer_campaign.admin.CampaignAdmin(model, admin_site)`

Allows the administrator to view and modify certain attributes of a Campaign.

`add_view(request, extra_context=None)`

Override django `add_view` method for checking the dialer setting limit

**Logic Description:**

- Before adding campaign, check dialer setting limit if applicable to the user, if matched then the user will be redirected to the campaign list

### 6.6.2 PhonebookAdmin

**class** dialer\_campaign.admin.**PhonebookAdmin** (*model, admin\_site*)  
Allows the administrator to view and modify certain attributes of a Phonebook.

### 6.6.3 ContactAdmin

**class** dialer\_campaign.admin.**ContactAdmin** (*model, admin\_site*)  
Allows the administrator to view and modify certain attributes of a Contact.

**add\_view** (*request, extra\_context=None*)  
Override django admin add\_view method for checking the dialer setting limit

**Logic Description:**

- Before adding a contact, check the dialer setting limit if applicable to the user. If matched, the user will be redirected to the contact list

**import\_contact** (*request*)  
Add custom method in django admin view to import CSV file of Contacts

**Attributes:**

- form - Contact\_fileImport
- template - admin/dialer\_campaign/contact/import\_contact.html

**Logic Description:**

- Before adding contact, check the dialer setting limit if applicable to the user.
- Add a new contact which will belong to the logged in user via csv file & get the result (Upload success & failure statistics)

**Important variable:**

- total\_rows - Total no. of records in the CSV file
- retail\_record\_count - No. of records which are imported from The CSV file

### 6.6.4 CampaignSubscriberAdmin

**class** dialer\_campaign.admin.**CampaignSubscriberAdmin** (*model, admin\_site*)  
Allows the administrator to view and modify certain attributes of a CampaignSubscriber.

### 6.6.5 CallrequestAdmin

**class** dialer\_cdr.admin.**CallrequestAdmin** (*model, admin\_site*)  
Allows the administrator to view and modify certain attributes of a Callrequest.

### 6.6.6 VoIPCallAdmin

**class** dialer\_cdr.admin.**VoIPCallAdmin** (*model, admin\_site*)  
Allows the administrator to view and modify certain attributes of a VoIPCall.



**changelist\_view** (*request*, *extra\_context=None*)

Override changelist\_view method of django-admin for search parameters

**Attributes:**

- **form** - VoipSearchForm
- **template** - admin/dialer\_cdr/voipcall/change\_list.html

**Logic Description:**

- VoIP report Record Listing with search option & Daily Call Report search Parameters: by date, by status and by billed.

**export\_voip\_report** (*request*)

Export a CSV file of VoIP call records

**Important variable:**

- `request.session['admin_voipcall_record_qs']` - stores voipcall query set

**Exported fields:** [**user**, **callid**, **callerid**, **phone\_number**, **starting\_date**, **duration**, **disposition**, **used\_gateway**]

**has\_add\_permission** (*request*)

Remove add permission on VoIP Call Report model

**Logic Description:**

- Override django admin has\_add\_permission method to remove add permission on VoIP Call Report model

**used\_gateway\_link** (*obj*)

Used gateway link to edit gateway detail

**user\_link** (*obj*)

User link to user profile

## 6.6.7 GatewayAdmin

**class** dialer\_gateway.admin.**GatewayAdmin** (*model*, *admin\_site*)

Allows the administrator to view and modify certain attributes of a Gateway.

## 6.6.8 DialerSettingAdmin

**class** dialer\_settings.admin.**DialerSettingAdmin** (*model*, *admin\_site*)

Allows the administrator to view and modify certain attributes of a DialerSetting.

**add\_view** (*request*, *extra\_context=None*)

Add Dialer setting

**change\_view** (*request*, *object\_id*, *extra\_context=None*)

Edit dialer settings

**changelist\_view** (*request*, *extra\_context=None*)

Dialer setting list

### 6.6.9 SurveyAppAdmin

**class** `survey.admin.SurveyAppAdmin` (*\*args, \*\*kwargs*)  
Allows the administrator to view and modify survey.

### 6.6.10 SurveyQuestionAdmin

**class** `survey.admin.SurveyQuestionAdmin` (*\*args, \*\*kwargs*)  
Allows the administrator to view and modify survey question.

### 6.6.11 SurveyResponseAdmin

**class** `survey.admin.SurveyResponseAdmin` (*model, admin\_site*)  
Allows the administrator to view and modify attributes of a survey response.

### 6.6.12 SurveyCampaignResultAdmin

**class** `survey.admin.SurveyCampaignResultAdmin` (*model, admin\_site*)  
Allows the administrator to view and modify survey campaign result.

## 6.7 Newfies Tasks

**class** `dialer_campaign.tasks.check_campaign_pendingcall`  
This will execute the outbound calls in the campaign

**Attributes:**

- `campaign_id` - Campaign ID

**class** `dialer_campaign.tasks.campaign_running`  
A periodic task that checks the campaign, create and tasks the calls

**Usage:**

`campaign_running.delay()`

**class** `dialer_campaign.tasks.collect_subscriber`  
This task will collect all the subscribers

**Attributes:**

- `campaign_id` - Campaign ID

**class** `dialer_cdr.tasks.init_callrequest`  
This task outbounds the call

**Attributes:**

- `callrequest_id` - Callrequest ID

## 6.8 Newfies Signals

### 6.8.1 post\_save\_add\_contact

`dialer_campaign.models.post_save_add_contact (sender, **kwargs)`

A `post_save` signal is sent by the `Contact` model instance whenever it is going to save.

**Logic Description:**

- When new contact is added into `Contact` model, active the campaign list will be checked with the contact status.
- If the active campaign list count is more than one & the contact is active, the contact will be added into `CampaignSubscriber` model.

## 6.9 Test Case Descriptions

### 6.9.1 Requirement

**Run/Start Celery:**

```
$ /etc/init.d/celery start
```

or:

```
$ python manage.py celeryd -l info
```

**Run/Start Redis:**

```
$ /etc/init.d/redis-server start
```

### 6.9.2 How to run test

**1. Run Full Test Suit:**

```
$ python manage.py test --verbosity=2
```

**2. Run NewfiesTastypieApiTestCase:**

```
$ python manage.py test dialer_cdr.NewfiesTastypieApiTestCase --verbosity=2
```

**3. Run NewfiesAdminInterfaceTestCase:**

```
$ python manage.py test dialer_cdr.NewfiesAdminInterfaceTestCase --verbosity=2
```

**4. Run NewfiesCustomerInterfaceTestCase:**

```
$ python manage.py test dialer_cdr.NewfiesCustomerInterfaceTestCase --verbosity=2
```

### 6.9.3 Tastypie API Test Case

`class dialer_cdr.tests.NewfiesTastypieApiTestCase (methodName='runTest')`

Test cases for Newfies-Dialer API.

**test\_create\_answercall()**  
Test Function to create a answercall

**test\_create\_bulk\_contact()**  
Test Function to bulk create contacts

**test\_create\_callrequest()**  
Test Function to create a callrequest

**test\_create\_campaign()**  
Test Function to create a campaign

**test\_create\_campaign\_subscriber()**  
Test Function to create a campaign subscriber

**test\_create\_cdr()**  
Test Function to create a CDR

**test\_create\_hangupcall()**  
Test Function to create a hangupcall

**test\_create\_phonebook()**  
Test Function to create a phonebook

**test\_create\_survey()**  
Test Function to create a survey

**test\_create\_survey\_question()**  
Test Function to create a survey question

**test\_create\_survey\_response()**  
Test Function to create a survey response

**test\_delete\_campaign()**  
Test Function to delete a campaign

**test\_delete\_cascade\_campaign()**  
Test Function to cascade delete a campaign

**test\_read\_callrequest()**  
Test Function to get all callrequests

**test\_read\_campaign()**  
Test Function to get all campaigns

**test\_read\_campaign\_subscriber()**  
Test Function to get all campaign subscriber

**test\_read\_phonebook()**  
Test Function to get all phonebooks

**test\_read\_survey()**  
Test Function to get all surveys

**test\_read\_survey\_question()**  
Test Function to get all survey questions

**test\_read\_survey\_response()**  
Test Function to get all survey response

**test\_update\_campaign()**  
Test Function to update a campaign

```
test_update_campaign_subscriber ()
 Test Function to update a campaign subscriber

test_update_survey ()
 Test Function to update a survey

test_update_survey_question ()
 Test Function to update a survey question

test_update_survey_response ()
 Test Function to update a survey response
```

#### 6.9.4 Admin Interface Test Case

```
class dialer_cdr.tests.NewfiesAdminInterfaceTestCase (methodName='runTest')
 Test cases for Newfies-Dialer Admin Interface.

 setUp ()
 To create admin user

 test_admin_index ()
 Test Function to check Admin index page

 test_admin_newfies ()
 Test Function to check Newfies-Dialer Admin pages
```

#### 6.9.5 Customer Interface Test Case

```
class dialer_cdr.tests.NewfiesCustomerInterfaceTestCase (methodName='runTest')
 Test cases for Newfies-Dialer Customer Interface.

 test_campaign_view ()
 Test Function to check campaign

 test_contact_view ()
 Test Function to check Contact

 test_dashboard ()
 Test Function to check customer dashboard

 test_index ()
 Test Function to check customer index page

 test_phonebook_view ()
 Test Function to check phonebook

 test_survey_view ()
 Test Function survey view

 test_user_settings ()
 Test Function to check User settings

 test_voiceapp_view ()
 Test Function to check voiceapp

 test_voip_call_report ()
 Test Function to check VoIP call report
```

### 6.9.6 Customer Interface Forgot Test Case

```
class dialer_cdr.tests.NewfiesCustomerInterfaceForgotPassTestCase (methodName='runTest')
 Test cases for Newfies-Dialer Customer Interface. for forgot password

 test_check_password_reset ()
 Test Function to check password reset
```

# API REFERENCE

Contents:

## 7.1 CampaignResource

**class** `api.campaign_api.CampaignResource` (*api\_name=None*)

**Attributes:**

- `campaign_code` - Auto-generated campaign code
- `name` - Name of the Campaign
- `description` - Short description of the Campaign
- `callerid` - Caller ID
- `startingdate` - Start date. Epoch Time, ie 1301414368
- `expirationdate` - Expiry date. Epoch Time, ie 1301414368
- `daily_start_time` - Daily start time, default '00:00:00'
- `daily_stop_time` - Daily stop time, default '23:59:59'
- `monday` - Set to 1 if you want to run this day of the week, default '1'
- `tuesday` - Set to 1 if you want to run this day of the week, default '1'
- `wednesday` - Set to 1 if you want to run this day of the week , default '1'
- `thursday` - Set to 1 if you want to run this day of the week, default '1'
- `friday` - Set to 1 if you want to run this day of the week, default '1'
- `saturday` - Set to 1 if you want to run this day of the week, default '1'
- `sunday` - Set to 1 if you want to run this day of the week, default '1'

**Campaign Settings:**

- `frequency` - Defines the frequency, speed of the campaign. This is the number of calls per minute.
- `callmaxduration` - Maximum call duration.
- `maxretry` - Defines the max retries allowed per user.
- `intervalretry` - Defines the time to wait between retries in seconds
- `calltimeout` - Set seconds of call timeout

**Gateways:**

- aleg\_gateway - Defines the Gateway to use to call the subscriber
- content\_type - Defines the application (voice\_app or survey) to use when the call is established on the A-Leg
- object\_id - Defines the object of content\_type application
- extra\_data - Defines the additional data to pass to the application

**Validation:**

- CampaignValidation()

**Create:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 200 OK
Date: Thu, 08 Dec 2011 13:05:50 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/app/campaign/1/
Content-Language: en-us
```

**Read:****CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/campaig
```

**Response:**

```
{
 "meta":{
 "limit":20,
 "next":null,
 "offset":0,
 "previous":null,
 "total_count":1
 },
 "objects":[
 {
 "callerid":"123987",
 "callmaxduration":1800,
 "calltimeout":45,
 "campaign_code":"XIUER",
 "created_date":"2011-06-15T00:49:16",
 "daily_start_time":"00:00:00",
 "daily_stop_time":"23:59:59",
 "description":"",
 "expirationdate":"2011-06-22T00:01:15",
 "extra_data":"",
 "frequency":10,
 "friday":true,
 "id":"1",
 "intervalretry":3,
```



```

 "maxretry":3,
 "monday":true,
 "name":"Default_Campaign",
 "resource_uri":"/api/app/campaign/1/",
 "saturday":true,
 "startingdate":"2011-06-15T00:01:15",
 "status":1,
 "sunday":true,
 "thursday":true,
 "tuesday":true,
 "updated_date":"2011-06-15T00:49:16",
 "content_type":"/api/v1/contrib/contenttype/1/",
 "object_id":1,
 "wednesday":true
 }
]
}

```

**Update:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X PUT --data
```

**Response:**

```

HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:46:12 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us

```

**Delete:****CURL Usage:**

```

curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE http
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE http

```

**Response:**

```

HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:48:03 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us

```

**Search:****CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/campaig
```

**Response:**

```
{
 "meta":{
 "limit":20,
 "next":null,
 "offset":0,
 "previous":null,
 "total_count":1
 },
 "objects":[
 {
 "aleg_gateway":{

 "created_date":"2011-06-15T00:28:52",
 "description":"",
 "id":"1",
 "maximum_call":null,
 "name":"Default_Gateway",
 },
 "callerid":"1239876",
 "callmaxduration":50,
 "calltimeout":45,
 "campaign_code":"DJZVK",
 "created_date":"2011-10-13T02:06:22",
 "daily_start_time":"00:00:00",
 "daily_stop_time":"23:59:59",
 "description":"",
 "expirationdate":"2011-03-28T17:08:56",
 "extra_data":"2000",
 "frequency":20,
 "friday":true,
 "id":"16",
 "intervalretry":3000,
 "maxretry":3,
 "monday":true,
 "name":"mycampaign2",
 "resource_uri":"/api/v1/campaign/16/",
 "saturday":true,
 "startingdate":"2011-03-29T09:48:56",
 "status":2,
 "sunday":true,
 "thursday":true,
 "tuesday":true,
 "updated_date":"2011-10-13T02:06:22",
 "user":{
 "id":"1",
 "username":"areski"
 },
 "content_type":"/api/v1/contrib/contenttype/1/",
 "object_id":1,
 "wednesday":true
 }
]
}
```

## 7.2 CampaignDeleteCascadeResource

**class** `api.campaign_delete_cascade_api.CampaignDeleteCascadeResource` (*api\_name=None*)

**Attributes:**

- `campaign_id` - Campaign ID

**CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE http://
```

**Example Response:**

```
HTTP/1.0 204 NO CONTENT
Date: Wed, 18 May 2011 13:23:14 GMT
Server: WSGIServer/0.1 Python/2.6.2
Vary: Authorization
Content-Length: 0
Content-Type: text/plain
```

## 7.3 PhonebookResource

**class** `api.phonebook_api.PhonebookResource` (*api\_name=None*)

**Attributes:**

- `name` - Name of the Phonebook
- `description` - Short description of the Campaign
- `campaign_id` - Campaign ID

**Validation:**

- `PhonebookValidation()`

**Create:**

**CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 201 CREATED
Date: Fri, 23 Sep 2011 06:08:34 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/app/phonebook/1/
Content-Language: en-us
```

**Read:**

**CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/phonebo
```

**Response:**

```
{
 "meta":{
 "limit":20,
 "next":null,
 "offset":0,
 "previous":null,
 "total_count":1
 },
 "objects":[
 {
 "created_date":"2011-04-08T07:55:05",
 "description":"This is default phone book",
 "id":"1",
 "name":"Default_Phonebook",
 "resource_uri":"/api/v1/phonebook/1/",
 "updated_date":"2011-04-08T07:55:05",
 "user":{
 "first_name":"",
 "id":"1",
 "last_login":"2011-10-11T01:03:42",
 "last_name":"",
 "resource_uri":"/api/v1/user/1/",
 "username":"areski"
 }
 }
]
}
```

### Update:

#### CURL Usage:

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X PUT --data
```

#### Response:

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:46:12 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

### Delete:

#### CURL Usage:

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
```

#### Response:

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:48:03 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
```

```
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

**Search:****CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/phonebo
```

## 7.4 BulkContactResource

```
class api.bulk_contact_api.BulkContactResource (api_name=None)
```

API to bulk create contacts

**Attributes**

- contact - contact number of the Subscriber
- phonebook\_id - the phonebook Id to which we want to add the contact

**Validation:**

- BulkContactValidation()

**CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data '{"p
```

**Response:**

```
HTTP/1.0 201 CREATED
Date: Thu, 13 Oct 2011 11:42:44 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/v1/bulkcontact/None/
Content-Language: en-us
```

## 7.5 CampaignSubscriberResource

```
class api.campaign_subscriber_api.CampaignSubscriberResource (api_name=None)
```

**Attributes Details:**

- contact - contact number of the Subscriber
- last\_name - last name of the Subscriber
- first\_name - first name of the Subscriber
- email - email id of the Subscriber
- description - Short description of the Subscriber
- additional\_vars - Additional settings for the Subscriber
- phonebook\_id - the phonebook Id to which we want to add the Subscriber

**Validation:**

- CampaignSubscriberValidation()

**Create:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 204 NO CONTENT
Date: Wed, 18 May 2011 13:23:14 GMT
Server: WSGIServer/0.1 Python/2.6.2
Vary: Authorization
Content-Length: 0
Location: http://localhost:8000/api/v1/campaignsubscriber/1/
Content-Type: text/plain
```

**Read:****CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/campaig
```

**Response:**

```
{
 "meta":{
 "limit":20,
 "next":null,
 "offset":0,
 "previous":null,
 "total_count":1
 },
 "objects":[
 {
 "count_attempt":1,
 "created_date":"2012-01-17T03:58:49",
 "duplicate_contact":"123456789",
 "id":"1",
 "last_attempt":"2012-01-17T15:28:37",
 "resource_uri":"/api/v1/campaignsubscriber/1/",
 "status":2,
 "updated_date":"2012-02-07T02:22:19"
 }
]
}
```

**Update:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X PUT --data
```

**Response:**

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:46:12 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

## 7.6 CampaignSubscriberPerCampaignResource

**class** `api.campaignsubscriber_per_campaign_api.CampaignSubscriberPerCampaignResource` (*api\_name=None*)

### Attributes Details:

- `contact_id` - contact id
- `count_attempt` - no of call attempt
- `last_attempt` - last call attempt
- `status` - call status

### Read:

#### CURL Usage:

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/campaignsubscriber_per_campaign_api/
or
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/campaignsubscriber_per_campaign_api/
```

#### Response:

```
[
 {
 "contact_id":1,
 "count_attempt":1,
 "last_attempt":"2012-01-17T15:28:37",
 "status":2,
 "campaign_subscriber_id": 1,
 "contact": "640234123"
 },
 {
 "contact_id":2,
 "count_attempt":1,
 "last_attempt":"2012-02-06T17:00:38",
 "status":1,
 "campaign_subscriber_id": 2,
 "contact": "640234000"
 }
]
```

## 7.7 CallrequestResource

**class** `api.callrequest_api.CallrequestResource` (*api\_name=None*)

### Attributes:

- `request_uuid` - Unique id
- `call_time` - Total call time
- `call_type` - Call type
- `status` - Call request status
- `callerid` - Caller ID
- `callrequest_id` - Callrequest Id
- `timeout` -

- timelimit -
- status -
- campaign\_subscriber -
- campaign -
- phone\_number -
- extra\_dial\_string -
- extra\_data -
- num\_attempt -
- last\_attempt\_time -
- result -
- hangup\_cause -
- last\_attempt\_time -

**Relationships:**

- content\_type - Defines the application (voice\_app or survey) to use when the call is established on the A-Leg
- object\_id - Defines the object of content\_type application

**Validation:**

- CallrequestValidation()

**Create:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 201 CREATED
Date: Fri, 23 Sep 2011 06:08:34 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/app/campaign/1/
Content-Language: en-us
```

**Read:****CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/callreq
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/callreq
```

**Response:**

```
{
 "meta":{
 "limit":20,
 "next":null,
 "offset":0,
```



```

 "previous":null,
 "total_count":1
 },
 "objects":[
 {
 "call_time":"2011-10-20T12:21:22",
 "call_type":1,
 "callerid":"650784355",
 "created_date":"2011-10-14T07:33:41",
 "extra_data":"",
 "extra_dial_string":"",
 "hangup_cause":"",
 "id":"1",
 "last_attempt_time":null,
 "num_attempt":0,
 "phone_number":"8792749823",
 "request_uuid":"2342jtdsf-00123",
 "resource_uri":"/api/v1/callrequest/1/",
 "result":"",
 "status":1,
 "timelimit":3600,
 "timeout":30000,
 "updated_date":"2011-10-14T07:33:41",
 "user":{
 "first_name":"",
 "id":"1",
 "last_login":"2011-10-11T01:03:42",
 "last_name":"",
 "resource_uri":"/api/v1/user/1/",
 "username":"areski"
 },
 }
]
}

```

**Update:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X PUT --data
```

**Response:**

```

HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:46:12 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us

```

## 7.8 CdrResource

```
class api.store_cdr_api.CdrResource (api_name=None)
```

**Attributes:**

- cdr - XML string assigned from the Telephony engine

**Validation:**

- CdrValidation()

**Create:**

**CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 201 CREATED
Date: Fri, 23 Sep 2011 06:08:34 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/v1/store_cdr/None/
Content-Language: en-us
```

## 7.9 AnswercallResource

**class** `api.answercall_api.AnswercallResource` (*api\_name=None*)

**Attributes:**

- RequestUUID - A unique identifier for the API request.

**Create:**

**CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 200 OK
Date: Tue, 01 Nov 2011 11:30:59 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: application/json
Content-Language: en-us

<?xml version="1.0" encoding="utf-8"?>
 <Response>
 <Dial timeLimit="3600" callerId="650784355">
 <Number gateways="user/,user" gatewayTimeouts="30000">
 </Number>
 </Dial>
 </Response>
```

## 7.10 HangupcallResource

**class** `api.hangupcall_api.HangupcallResource` (*api\_name=None*)

**Attributes:**

- RequestUUID - RequestUUID
- HangupCause - Hangup Cause

**Create:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 200 OK
Date: Tue, 01 Nov 2011 12:04:35 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: application/json
Content-Language: en-us

<?xml version="1.0" encoding="utf-8"?>
 <Response>
</Response>
```

## 7.11 SurveyAppResource

```
class survey.api.survey_api.SurveyAppResource (api_name=None)
```

**Attributes:**

- name - survey name
- description -
- user\_id - User ID

**Validation:**

- SurveyAppValidation()

**Create:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 201 CREATED
Date: Fri, 23 Sep 2011 06:08:34 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/v1/survey/1/
Content-Language: en-us
```

**Read:****CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/survey/
```

**Response:**

```
{
 "meta":{
 "limit":20,
```

```
 "next":null,
 "offset":0,
 "previous":null,
 "total_count":1
 },
 "objects":[
 {
 "created_date":"2011-04-08T07:55:05",
 "description":"This is default phone book",
 "id":"1",
 "name":"survey name",
 "resource_uri":"/api/v1/survey/1/",
 "updated_date":"2011-04-08T07:55:05",
 "user":{
 "first_name":"",
 "id":"1",
 "last_login":"2011-10-11T01:03:42",
 "last_name":"",
 "resource_uri":"/api/v1/user/1/",
 "username":"areski"
 }
 }
]
}
```

**Update:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X PUT --data
```

**Response:**

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:46:12 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

**Delete:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
```

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
```

**Response:**

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:48:03 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

## 7.12 SurveyQuestionResource

**class** `survey.api.survey_question_api.SurveyQuestionResource` (*api\_name=None*)

### Attributes:

- `question` - survey question
- `user` - User ID
- `surveyapp` - surveyapp ID
- `audio_message` - audio file
- `message_type` - Audio / Text2Speech

### Validation:

- `SurveyQuestionValidation()`

### Create:

#### CURL Usage:

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

#### Response:

```
HTTP/1.0 201 CREATED
Date: Fri, 23 Sep 2011 06:08:34 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/v1/survey_question/1/
Content-Language: en-us
```

### Read:

#### CURL Usage:

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/survey_
```

#### Response:

```
{
 "meta":{
 "limit":20,
 "next":null,
 "offset":0,
 "previous":null,
 "total_count":2
 },
 "objects":[
 {
 "created_date":"2011-12-15T13:10:49",
 "id":"1",
 "message_type":1,
 "order":1,
 "question":"Test Servey Qus",
 "resource_uri":"/api/v1/survey_question/1/",
 "surveyapp":{
 "created_date":"2011-12-15T09:55:25",
 "description":"","
```

```
 "id": "5",
 "name": "new test",
 "order": 2,
 "resource_uri": "/api/v1/survey/5/",
 "updated_date": "2011-12-15T09:55:25",
 "user": {
 "first_name": "",
 "id": "1",
 "last_login": "2011-12-14T07:26:00",
 "last_name": "",
 "resource_uri": "/api/v1/user/1/",
 "username": "areski"
 }
},
"tags": "",
"updated_date": "2011-12-15T13:10:49",
"user": {
 "first_name": "",
 "id": "1",
 "last_login": "2011-12-14T07:26:00",
 "last_name": "",
 "resource_uri": "/api/v1/user/1/",
 "username": "areski"
}
},
]
}
```

### Update:

#### CURL Usage:

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X PUT --data
```

#### Response:

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:46:12 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

### Delete:

#### CURL Usage:

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
```

#### Response:

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:48:03 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
```

```
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

## 7.13 SurveyResponseResource

**class** `survey.api.survey_response_api.SurveyResponseResource` (*api\_name=None*)

**Attributes:**

- `key` - survey question's response key
- `key value` - response key value
- `surveyquestion` - survey question ID

**Validation:**

- `SurveyResponseValidation()`

**Create:**

**CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type:application/json" -X POST --data
```

**Response:**

```
HTTP/1.0 201 CREATED
Date: Fri, 23 Sep 2011 06:08:34 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Type: text/html; charset=utf-8
Location: http://localhost:8000/api/v1/survey_response/1/
Content-Language: en-us
```

**Read:**

**CURL Usage:**

```
curl -u username:password -H 'Accept: application/json' http://localhost:8000/api/v1/survey_
```

**Response:**

```
{
 "meta":{
 "limit":20,
 "next":null,
 "offset":0,
 "previous":null,
 "total_count":1
 },
 "objects":[
 {
 "created_date":"2011-12-15T14:54:50",
 "id":"3",
 "key":"YES",
 "keyvalue":"1",
 "resource_uri":"/api/v1/survey_response/3/",
 "surveyquestion":{
 "created_date":"2011-12-15T13:10:49",
 "id":"17",
```

```
 "message_type":1,
 "order":1,
 "question":"Servey Qus",
 "resource_uri":"/api/v1/survey_question/17/",
 "surveyapp":{
 "created_date":"2011-12-15T09:55:25",
 "description":"",
 "id":"5",
 "name":"new test",
 "order":2,
 "resource_uri":"/api/v1/survey/5/",
 "updated_date":"2011-12-15T14:45:46",
 "user":{
 "first_name":"",
 "id":"1",
 "last_login":"2011-12-14T07:26:00",
 "last_name":"",
 "resource_uri":"/api/v1/user/1/",
 "username":"areski"
 }
 },
 "tags":"",
 "updated_date":"2011-12-15T13:10:49",
 "user":{
 "first_name":"",
 "id":"1",
 "last_login":"2011-12-14T07:26:00",
 "last_name":"",
 "resource_uri":"/api/v1/user/1/",
 "username":"areski"
 }
 },
 "updated_date":"2011-12-15T14:54:50"
}
]
```

**Update:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X PUT --data
```

**Response:**

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:46:12 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```

**Delete:****CURL Usage:**

```
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
curl -u username:password --dump-header - -H "Content-Type: application/json" -X DELETE htt
```



**Response:**

```
HTTP/1.0 204 NO CONTENT
Date: Fri, 23 Sep 2011 06:48:03 GMT
Server: WSGIServer/0.1 Python/2.7.1+
Vary: Accept-Language, Cookie
Content-Length: 0
Content-Type: text/html; charset=utf-8
Content-Language: en-us
```



# CONTRIBUTING

- [Community Code of Conduct](#)
- [Reporting a Bug](#)
- [Coding Style](#)

## 8.1 Community Code of Conduct

Members of our community need to work together effectively, and this code of conduct lays down the ground rules for our cooperation.

Please read the following documentation about how the Newfies-Dialer Project functions, coding styles expected for contributions, and the community standards we expect everyone to abide by.

The Code of Conduct is heavily based on the [Ubuntu Code of Conduct](#), [Celery Code of Conduct](#), and the [Pylons Code of Conduct](#).

### 8.1.1 Be considerate.

Your work will be used by other people, and you in turn will depend on the work of others. Any decision you take will affect users and colleagues, and we expect you to take those consequences into account when making decisions. Even if it's not obvious at the time, our contributions to Newfies-Dialer will impact the work of others. For example, changes to code, infrastructure, policy, documentation and translations during a release may negatively impact others work.

### 8.1.2 Be respectful.

The Newfies-Dialer community and its members treat one another with respect. Everyone can make a valuable contribution to Newfies-Dialer. We may not always agree, but disagreement is no excuse for poor behaviour and bad manners. We might all experience some frustration now and then, but we cannot allow that frustration to turn into a personal attack. It's important to remember that a community where people feel uncomfortable or threatened is not a productive one. We expect members of the Newfies-Dialer community to be respectful when dealing with other contributors as well as with people outside the Newfies-Dialer project and with users of Newfies-Dialer.

### 8.1.3 Be collaborative.

Collaboration is central to Newfies-Dialer and to the larger free software community. We should always be open to collaboration. Your work should be done transparently and patches from Newfies-Dialer should be given back to the community when they are made, not just when the distribution is released. If you wish to work on new code for existing upstream projects, at least keep those projects informed of your ideas and progress. It may not be possible to get consensus from upstream, or even from your colleagues about the correct implementation for an idea, so don't feel obliged to have that agreement before you begin, but at least keep the outside world informed of your work, and publish your work in a way that allows outsiders to test, discuss and contribute to your efforts.

### 8.1.4 When you disagree, consult others.

Disagreements, both political and technical, happen all the time and the Newfies-Dialer community is no exception. It is important that we resolve disagreements and differing views constructively and with the help of the community and community process. If you really want to go a different way, then we encourage you to make a derivative distribution or alternate set of packages that still build on the work we've done to utilise as common a core as possible.

### 8.1.5 When you are unsure, ask for help.

Nobody knows everything, and nobody is expected to be perfect. Asking questions avoids many problems down the road, and so questions are encouraged. Those who are asked questions should be responsive and helpful. However, when asking a question, care must be taken to do so in an appropriate forum.

### 8.1.6 Step down considerably.

Developers on every project come and go and Newfies-Dialer is no different. When you leave or disengage from the project, in whole or in part, we ask that you do so in a way that minimises disruption to the project. This means you should tell people you are leaving and take the proper steps to ensure that others can pick up where you leave off.

## 8.2 Reporting a Bug

Bugs can always be described to the [Mailing list](#), but the best way to report an issue and to ensure a timely response is to use the issue tracker.

1. Create a GitHub account.

You need to [create a GitHub account](#) to be able to create new issues and participate in the discussion.

2. Determine if your bug is really a bug.

You should not file a bug if you are requesting support. For that you can use the [Mailing list](#).

3. Make sure your bug hasn't already been reported.

Search through the appropriate Issue tracker. If a bug like yours was found, check if you have new information that could be reported to help the developers fix the bug.

4. Collect information about the bug.

To have the best chance of having a bug fixed, we need to be able to easily reproduce the conditions that caused it. Most of the time this information will be from a Python traceback message, though some bugs might be in design, spelling or other errors on the website/docs/code.

If the error is from a Python traceback, include it in the bug report.

We also need to know what platform you're running (Windows, OSX, Linux, etc), the version of your Python interpreter, the version of Newfies-Dialer and related packages that you were running when the bug occurred.

#### 5. Submit the bug.

By default [GitHub](#) will email you to let you know when new comments have been made on your bug. In the event you've turned this feature off, you should check back on occasions to ensure you don't miss any questions a developer trying to fix the bug might ask.

## 8.2.1 Issue Trackers

Bugs for a package in the Newfies-Dialer ecosystem should be reported to the relevant issue tracker.

- Newfies-Dialer: <http://github.com/Star2Billing/newfies-dialer/issues/>
- Celery: <https://github.com/ask/celery/issues/>
- Freeswitch: <http://jira.freeswitch.org/secure/Dashboard.jspa>
- Plivo: <https://github.com/plivo/plivo/issues/>

If you are unsure of the origin of the bug you can ask the [Mailing list](#), or just use the Newfies-Dialer issue tracker.

## 8.3 Coding Style

You should probably be able to pick up the coding style from surrounding code, but it is a good idea to be aware of the following conventions.

- All Python code must follow the [PEP-8](#) guidelines.

`pep8.py` is a utility you can use to verify that your code is following the conventions.

- Docstrings must follow the [PEP-257](#) conventions, and use the following style.

Do this:

```
def method(self, arg):
 """Short description.

 More details.

 """
```

or:

```
def method(self, arg):
 """Short description."""
```

but not this:

```
def method(self, arg):
 """
 Short description.
 """
```

- Lines should not exceed 78 columns.
- Wildcard imports must not be used (*from xxx import \**).



# FREQUENTLY ASKED QUESTIONS

- General
- Misconceptions

## 9.1 General

### 9.1.1 What is Newfies-Dialer?

**Answer:** .

Newfies-Dialer is a voice broadcast application designed and built to automate the delivery of interactive phone calls to contacts, clients and the general public.

### 9.1.2 Why should I use Newfies-Dialer?

**Answer:** .

Below are some examples of some of the uses that Newfies-Dialer can be put to. There are more details and examples at <http://www.newfies-dialer.org/solutions/>

- Telecasting:

Broadcast marketing or informational messages to customers and clients.

- Telemarketing:

Broadcast a marketing message to potential customers, and give them the option to be put through

- Phone Polling, Surveys and Voting:

Ring large numbers of people and present IVR options for either polling their opinions, interact

- Debt Control:

Customers can be automatically reminded at intervals that they owe money, and an IVR menu presen

- Appointment reminders:

Doctors, Dentists, and other organisations that make appointments for their clients can integrat

- Dissemination of Information by Phone:

Newfies-Dialer was originally designed to call large numbers of people and disseminate medical a

- Mass Emergency Broadcasting:

Where there is a necessity to warn large numbers of people in a short space of time, such as wea

- Voice Conferencing:

Attendees for a voice conference or podcast can be dialled up from a central location, and be co

- Subscription Reminders and Renewals:

Where a company sells an annual subscription for a product or service, Newfies-Dialer can be con

### 9.1.3 What's the history behind Newfies-Dialer?

**Answer:** .

Newfies-Dialer is a bulk dialer application which was commissioned by a charity named Kubatana (<http://www.kubatana.net>) based in Zimbabwe, which sponsors the Freedomfone project (<http://www.freedomfone.org/>) dedicated to providing information via phone technology.

In less economically developed countries, Internet is often limited, but there is usually comprehensive mobile phone coverage. Freedomfone uses Newfies-Dialer to dial up people's phones and offer health information on Cholera, Malaria and so many other avoidable health issues in the third world, which may be alleviated by education. Newfies-Dialer was so named after the Newfoundland Dog nicknamed Newfies and used by sea rescue services around the world.

## 9.2 Misconceptions

### 9.2.1 Is Newfies-Dialer dependent on Celery?

**Answer:** Yes.



# TROUBLESHOOTING

- Where to find help
- Where to find the log files
- Enable the debug
- How to run a quick test call
- Run in debug mode
- Celerymon
- How to discard all pending tasks
- Checking Plivo is running
- Checking Freeswitch
- Step By Step Checklist

## 10.1 Where to find help

### 10.1.1 Documentation:

<http://www.newfies-dialer.org/documentation/>

### 10.1.2 Mailing list:

We have set up a mailing list at <http://groups.google.com/group/newfies-dialer>

### 10.1.3 Forum:

We have a forum at <http://forum.newfies-dialer.org/>

### 10.1.4 Support:

Star2Billing S.L. offers consultancy including installation, training and customisation

## 10.2 Where to find the log files

All the logs are centralized into one single directory `/var/log/newfies/`

**newfies-django-db.log** : This contains all the Database queries performed by the UI

**newfies-django.log** : All the logger events from Django

**err-apache-newfies.log** : Any apache errors pertaining to Newfies-Dialer

**celery-newfies-node1.log** : This contains celery activity

The logs files for plivo can be find in this directory : `/usr/share/plivo/tmp/`

**plivo-rest.log** : Plivo REST APIs logs

**plivo-outbound.log** : Logs of communication between FreeSWITCH and Plivo

## 10.3 Enable the debug

When you get a message “Server Error, You’ve encountered an error!”, you might want to enable the debugger to get a full traceback of the error.

To enable the debugger, edit the file `/usr/share/newfies-dialer/settings_local.py` and set those settings as follow:

```
DEBUG = True
TEMPLATE_DEBUG = DEBUG
```

Note that you should be able to get the traceback in `/var/log/newfies/err-apache-newfies.log`

## 10.4 How to run a quick test call

Go on the admin panel and check if there is any call request that has been spooled.

- [http://your-ip:8008/admin/dialer\\_cdr/callrequest/](http://your-ip:8008/admin/dialer_cdr/callrequest/)

If there are no calls queued, this means that the campaign is not properly configured.

You should:

1. Check if the campaign is started that the “Start time”, “Finish Time” and server time are correct.
2. Make sure that you configured a Dialer Setting for the user running the campaign, although there will be a warning for this on the Customer UI : [http://your-ip:8008/admin/dialer\\_settings/dialersetting/](http://your-ip:8008/admin/dialer_settings/dialersetting/)

If there is an existing Call Request, check the status, and check the Celery log stored in `/var/log/newfies`

## 10.5 Run in debug mode

Make sure you stop the services first:

```
$ /etc/init.d/newfies-celeryd stop
```

Then run in debug mode:

```
$ workon newfies-dialer
$ cd /usr/share/newfies/
$ python manage.py celeryd -EB --loglevel=DEBUG
```

## 10.6 Celerymon

- <https://github.com/ask/celerymon>

Running the monitor :

**Start celery with the `--events` option on, so celery sends events for celerymon to capture::** `$ workon newfies-dialer $ cd /usr/share/newfies/ $ python manage.py celeryd -E`

Run the monitor server:

```
$ workon newfies-dialer
$ cd /usr/share/newfies/
$ python manage.py celerymon
```

However, in production you probably want to run the monitor in the background, as a daemon:

```
$ workon newfies-dialer
$ cd /usr/share/newfies/
$ python manage.py celerymon --detach
```

For a complete listing of the command line arguments available, with a short description, you can use the help command:

```
$ workon newfies-dialer
$ cd /usr/share/newfies/
$ python manage.py help celerymon
```

Now you can visit the webserver celerymon starts by going to: <http://localhost:8989>

## 10.7 How to discard all pending tasks

<http://docs.celeryproject.org/en/latest/faq.html?highlight=purge#how-do-i-discard-all-waiting-tasks>

## 10.8 Checking Plivo is running

At the command line, type:

```
$ ps aux | grep plivo
```

This should tell you that Plivo-rest, Plivo-Outbound and Plivo-cache are all running. If they are not, these services can be restarted with the following commands:

```
$ /etc/init.d/plivo stop
$ /etc/init.d/plivocache stop
$ /etc/init.d/plivo start
$ /etc/init.d/plivocache start
```

If there are still issues with Plivo, then check the logs for clues at **`/usr/share/plivo/tmp/`**

## 10.9 Checking Freeswitch

Entering the Freeswitch CLI should indicate whether it is running by typing `fs_cli` at the console. Once logged in, you can check the trunk registration by typing `sofia status` at the Freeswitch CLI. CTRL-D exits the Freeswitch CLI.

If the Freeswitch CLI cannot be launched, then the status of freeswitch can be checked with:

```
$ ps aux | grep freeswitch
or
$ /etc/init.d/freeswitch status
```

If Freeswitch is not running, then it can be started with

```
$ /etc/init.d/freeswitch start
```

## 10.10 Step By Step Checklist

The step by step checklist below should be used to validate that all components of the platform are running.

User interface :

- 1. Dialer Gateway matching a configured trunk is set up in the UI
- 2. Dialer Settings configured and attached to the appropriate user
- 3. Phonebook Created with contacts attached to the phonebook
- 4. Configured voice application
- 5. Campaign created, and started, with a phone book attached, and the campaign schedule current

Backend :

- 1. Celery Monitor Running
- 2. Plivo Running
- 3. Freeswitch running

If there are still problems, then raise a support question on the mailing-list <http://groups.google.com/group/newfies-dialer> or our forum, <http://forum.newfies-dialer.org/>, alternatively, contact [newfies-dialer@star2billing.com](mailto:newfies-dialer@star2billing.com) for commercial support.

# RESOURCES

- Getting Help
  - Mailing list
- Bug tracker
- Wiki
- Contributing
- License

## 11.1 Getting Help

### 11.1.1 Mailing list

For discussions about the usage, development, and future of Newfies-Dialer, please join the [Newfies-Dialer](#) mailing list.

## 11.2 Bug tracker

If you have any suggestions, bug reports or annoyances please report them to our issue tracker at <https://github.com/Star2Billing/newfies-dialer/issues/>

## 11.3 Wiki

<https://github.com/Star2Billing/newfies-dialer/wiki/>

## 11.4 Contributing

Development of *Newfies-Dialer* happens at Github: <https://github.com/Star2Billing/newfies-dialer>

You are highly encouraged to participate in the development of *Newfies-Dialer*. If you would prefer not to use Github, you are welcome to send us regular patches

Be sure to also read the [Contributing](#) section in the documentation.

## 11.5 License

This software is licensed under the *MPL 2.0 License*. See the `LICENSE` file in the top distribution directory for the full license text.

# INDICES AND TABLES

- *genindex*
- *modindex*
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