

Predictive Dialler

MRVOIP Predictive Dialler app is a scalable solution that works for all business sizes and includes reporting analytics. Since the predictive dialler works through cloud integration, so your software will be automatically updated to ensure you get real time data. In that way, you can monitor your rep behaviour and implement improvement strategies with built-in analytics and reporting.

The dialler brings together calling technology and sales enablement programs to help companies call as many leads as possible while ensuring its compliant and legal at all times.

The dialler compares potential leads list against internal whitelist data and blacklist data category before commencing with the dialling. This feature will significantly reduce downtime between calls and capture higher customer response rates.

Due to its flexible features, the dialler is able to redirect calls to the most appropriate rep with the right skillset and availability can be accomplished easily.

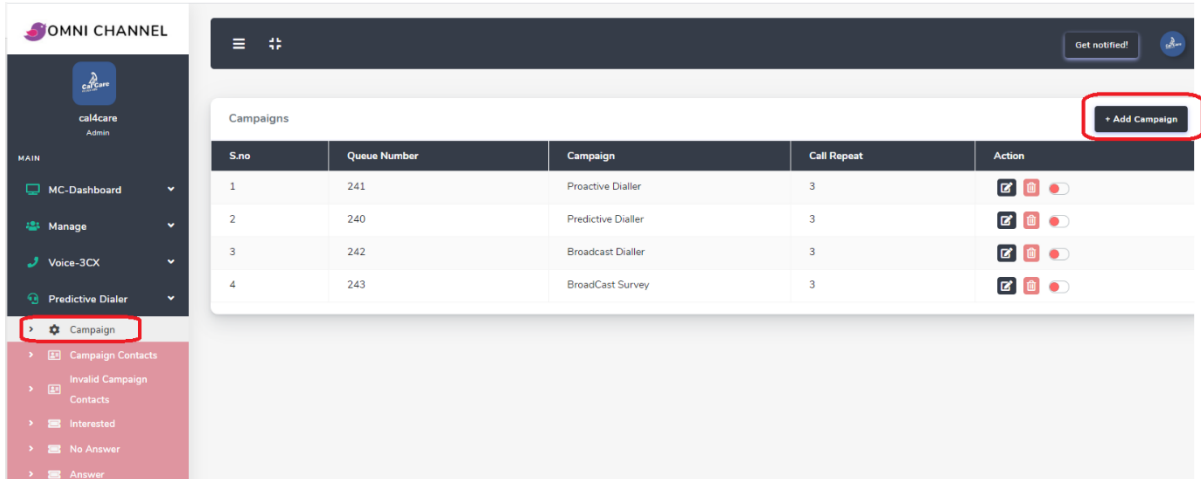
MRVOIP promises 300% improvement in call time over manual dialling and it can even be accessible by your mobile workforce from anywhere. With a combined inbound/outbound system that keeps lines available for inbound calls while your reps call out, you will never miss a warm lead or follow up. Calls can also be recorded for compliance and training.



To Activate predictive dialler with your 3cx Phone System. You need to buy predictive dialler package. Once purchased you will be getting option to create champion.

Create Champaign

To create champaign navigates to predictive dialler → Campaign → Create champaign

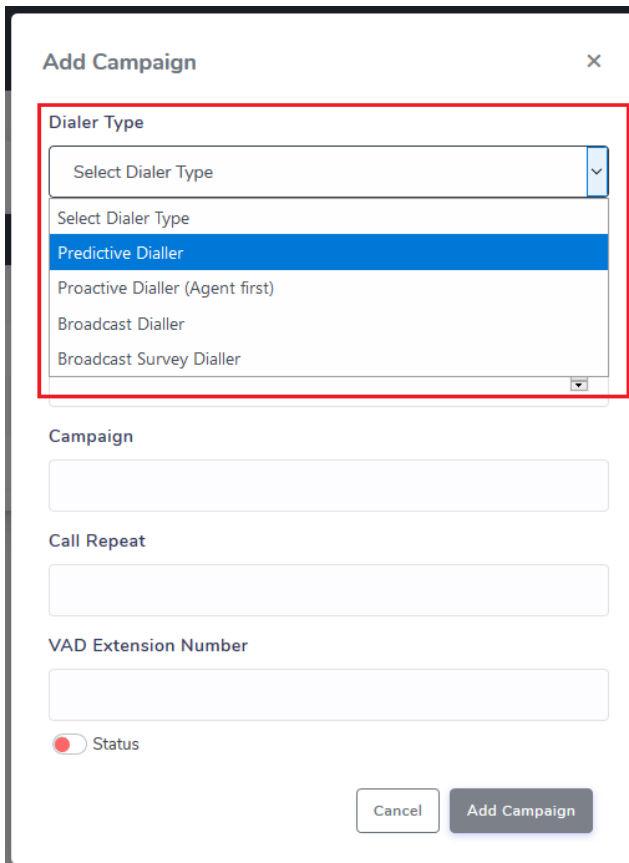


The screenshot shows the OMNI CHANNEL dashboard. On the left sidebar, the 'Campaign' option is highlighted. The main content area displays a table of existing campaigns:

S.no	Queue Number	Campaign	Call Repeat	Action
1	241	Proactive Dialler	3	[Icons]
2	240	Predictive Dialler	3	[Icons]
3	242	Broadcast Dialler	3	[Icons]
4	243	BroadCast Survey	3	[Icons]

An '+ Add Campaign' button is visible in the top right corner of the campaigns section.

Once click create campaign you see below screen you can select dialler type which you want create



The 'Add Campaign' modal form is shown. The 'Dialer Type' dropdown menu is open, displaying the following options:

- Select Dialer Type
- Predictive Dialler (highlighted)
- Proactive Dialler (Agent first)
- Broadcast Dialler
- Broadcast Survey Dialler

Below the dropdown, there are input fields for 'Campaign', 'Call Repeat', and 'VAD Extension Number'. A 'Status' toggle switch is also present. At the bottom, there are 'Cancel' and 'Add Campaign' buttons.

Predictive Dialler is dial to customer contact number first then connect back to the Queue Number which is assigned for predictive dialler.

Proactive Dialler (Agent First) dial the Ring group once the ring group member picked up the call then dial back to customer contact number

Broadcast Dialler dial the customer contact number and connect back to any receiver extension number like Digital receptionist extension or another call flow Receiver to play the WAV files.

Broadcast Survey Dialler is same as Broadcast dial but give option to select the customer feedback. It will dial the customer contact number and connect back to any receiver extension number like Digital receptionist extension with Option to select the feedback or another call flow Receiver to play the WAV files & select the option rate the service feedback.

Dialer Type

Dialer Outbound Prefix

Queue Number

Campaign

Call Repeat

VAD Extension Number

☐ Status

Broadcast Dialler Audio Upload: You can select the wav file which you want to play in broadcast dialler contacts or broadcast survey dialler contacts

Dialler Outbound Prefix: Please key in the prefix which you need to use in 3CX outbound rule. So you can select the trunk which you need to send traffic.

Queue Number (Predictive dialler): This is the 3CX Queue Number which is the dialler dial customer number and connect back to the queue so the available agent in this queue receive the calls

Dialler Group Number (Proactive Dialler): This is the 3CX Ring group Number which is the dialler dial the ring group agent and connect back to the customer number so the available agent in this group receive the call first.













Receiver Number (Broadcast dialler): This is 3CX Available free extension number which can be used on digital receptionist (Manual upload the WAV files) or Receiver CFD App

Campaign Name: You can use any name which you like to use

Call Repeat Times: you can set how many times we need to dial the contact number of the call is not answered/Not reachable/

VAD Extension Number: This is the number which we used to assign dialler this extension number cannot be used by any other place

Once create the campaigns you see the page like below.

Campaigns + Add Campaign				
S.no	Queue Number	Campaign	Call Repeat	Action
1	240	Predictive Dialler	3	  
2	241	ProActive Dialler	3	  
3	242	BroadcastDialler	2	  
4	243	Broadcastsurvey3	2	  

The action you can see Actions edit, delete & Campaign switch on button

Edit - You can edit the campaign setting whatever you need to chance like prefix and queue number.

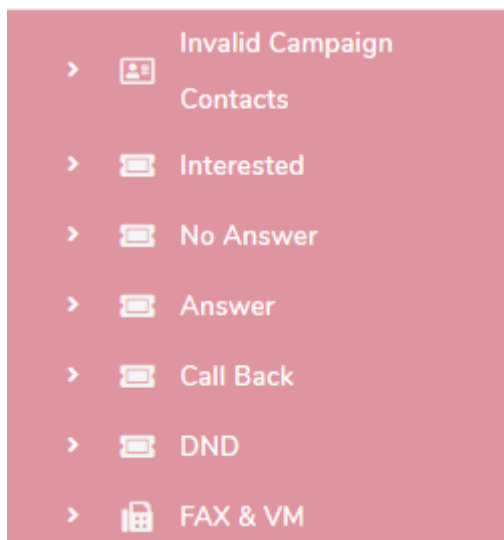
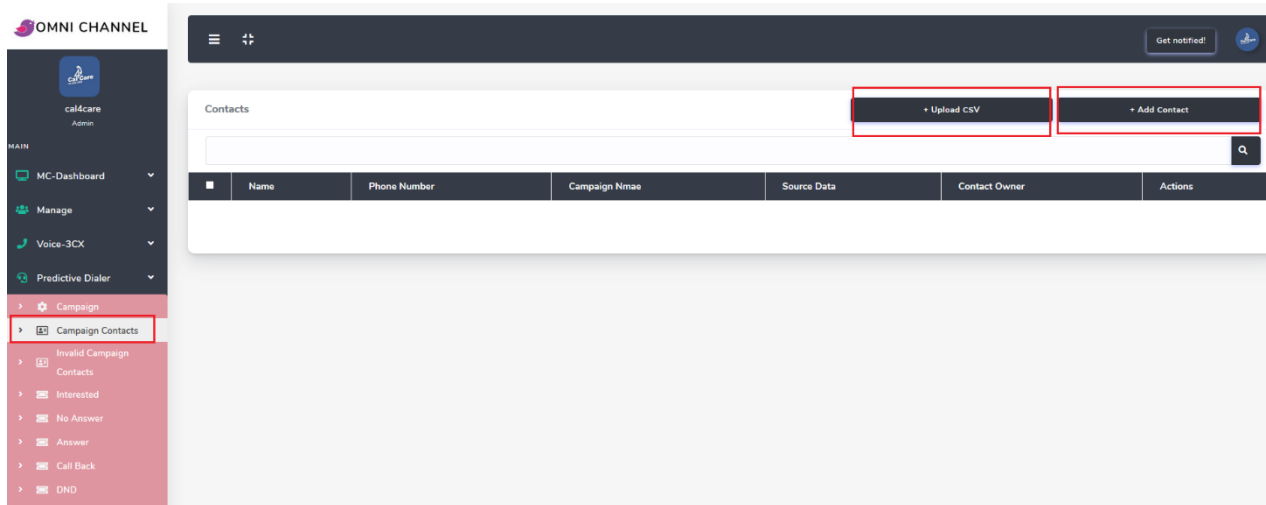
Delete - You can delete the campaigns if you complete the projects

Switch ON/OFF- This is switch button for the dialler. Once switch on this button the call will be initiate from your local Dialpad to VAD dialler extension & disconnect so the dialler start dialling the contact numbers which we upload. To stop this just press the switch button again.

Campaign contact


You can add the customer contact from here based on the dialler. You can bulk upload the contact using CSV format & Manual add contact option

When we add the contact must select the campaign type. The dialler gets the number based on the dialler type. So, the dialler type is mandatory when we load contact



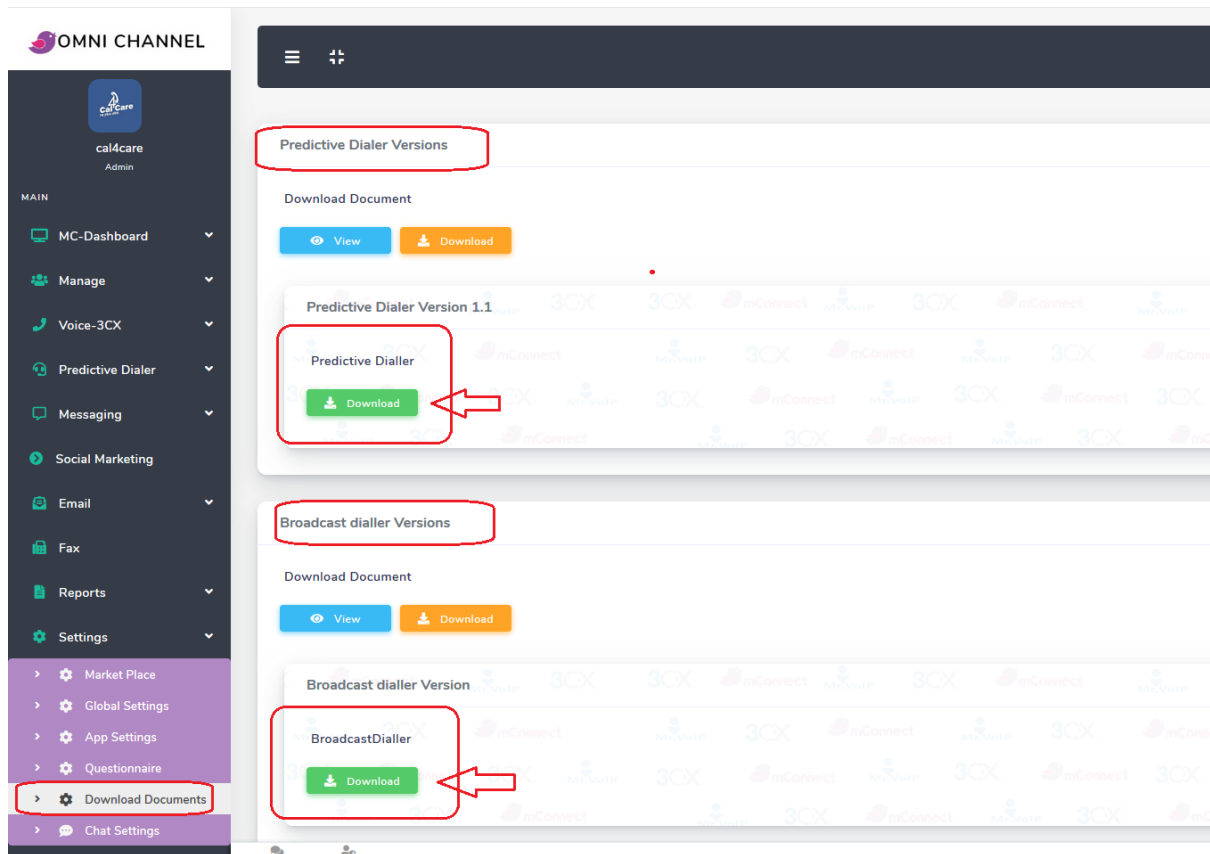
Invalid Campaign contacts: Dialler dials the number based on repeated times set in campaign setting. If the call not answered/not available all the times then number moved to invalid contact. You reset the contact to available list again whenever you need to dial again.

For Interested/Answered/call back/DND The uploaded contacts will be moved to based agent screen pop up wrap up selection on the dialler.

Contacts						
	No	Name	Phone Number	Campaign Name	Source Data	Contact Owner
<input type="checkbox"/>	1	 RK	91327394	Broadcastsurvey3		

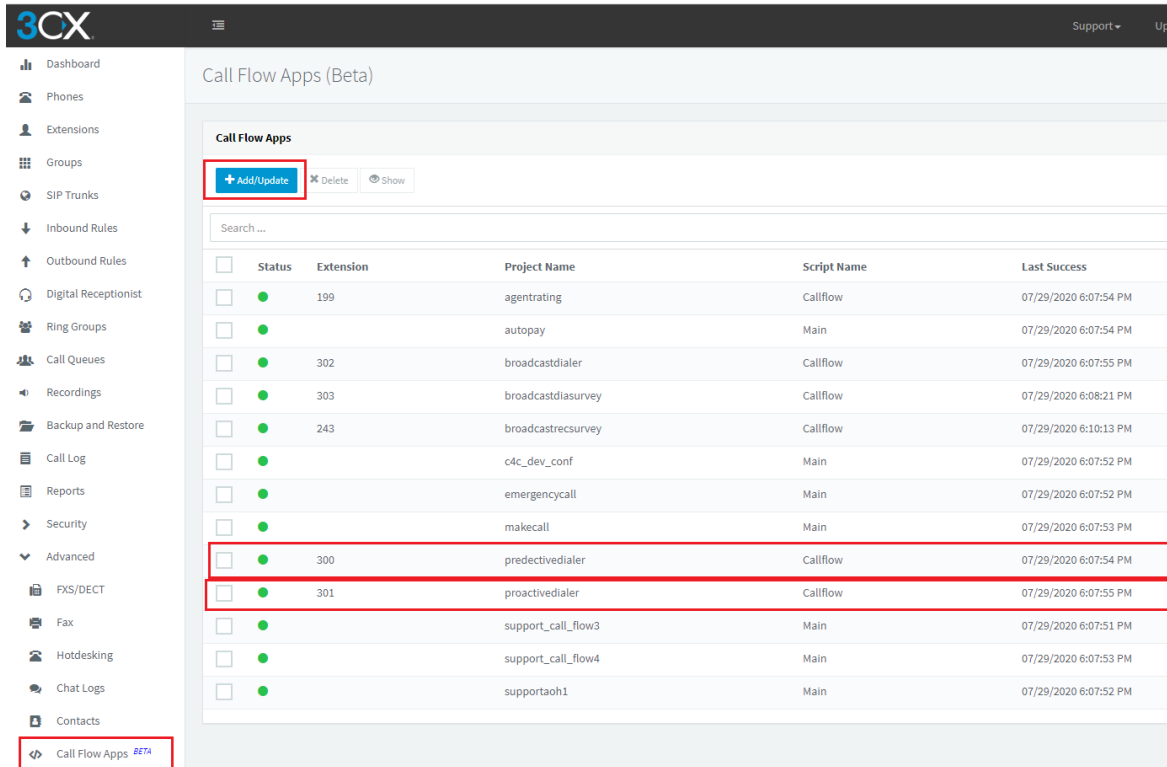
For any status we can move to available contact using contact reset functions.

Once done above settings we need to download the call flow app files from download documents page



Based on campaign created name you can see the call flow app files. You can download from this location and upload your 3CX Phone System.

Once uploaded to your 3CX phone system it should be green colours



Call Flow Apps (Beta)

Call Flow Apps

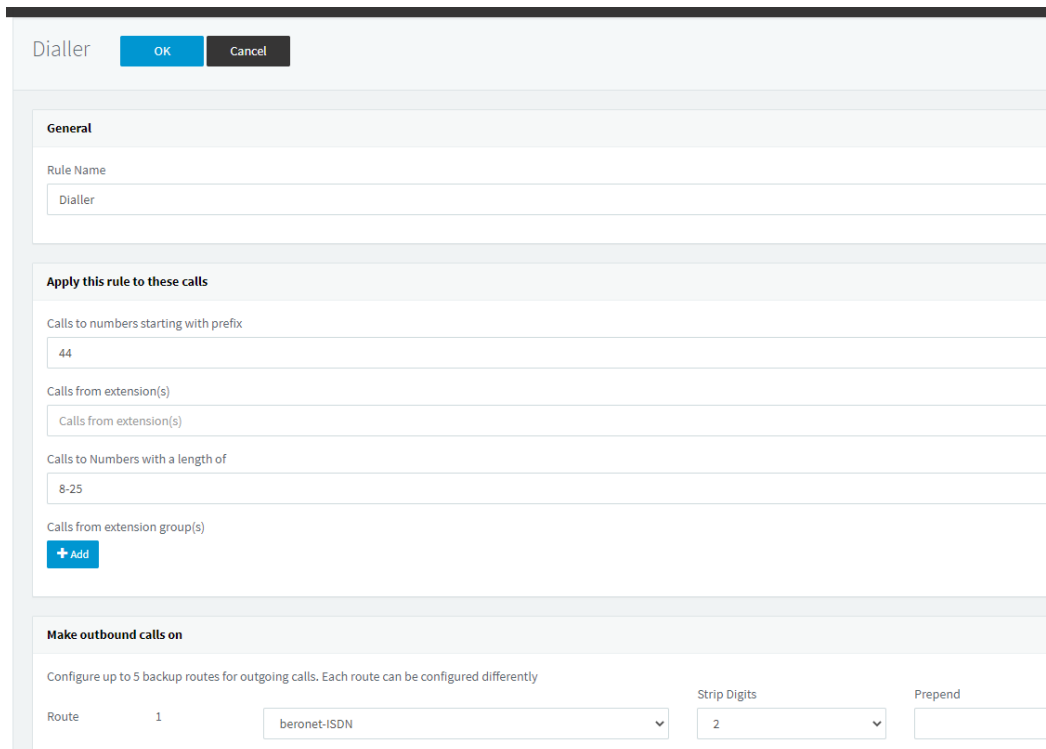
[+ Add/Update](#) [Delete](#) [Show](#)

Search ...

	Status	Extension	Project Name	Script Name	Last Success
<input type="checkbox"/>	●	199	agentrating	Callflow	07/29/2020 6:07:54 PM
<input type="checkbox"/>	●		autopay	Main	07/29/2020 6:07:54 PM
<input type="checkbox"/>	●	302	broadcastdialer	Callflow	07/29/2020 6:07:55 PM
<input type="checkbox"/>	●	303	broadcastsurvey	Callflow	07/29/2020 6:08:21 PM
<input type="checkbox"/>	●	243	broadcastsurvey	Callflow	07/29/2020 6:10:13 PM
<input type="checkbox"/>	●		c4c_dev_conf	Main	07/29/2020 6:07:52 PM
<input type="checkbox"/>	●		emergencycall	Main	07/29/2020 6:07:52 PM
<input type="checkbox"/>	●		makecall	Main	07/29/2020 6:07:53 PM
<input type="checkbox"/>	●	300	predectivedialer	Callflow	07/29/2020 6:07:54 PM
<input type="checkbox"/>	●	301	proactivedialer	Callflow	07/29/2020 6:07:55 PM
<input type="checkbox"/>	●		support_call_flow3	Main	07/29/2020 6:07:51 PM
<input type="checkbox"/>	●		support_call_flow4	Main	07/29/2020 6:07:53 PM
<input type="checkbox"/>	●		supportaoh1	Main	07/29/2020 6:07:52 PM

[Call Flow Apps BETA](#)

Outbound rule for dialler:



Dialler [OK](#) [Cancel](#)

General

Rule Name
Dialler

Apply this rule to these calls

Calls to numbers starting with prefix
44

Calls from extension(s)
Calls from extension(s)

Calls to Numbers with a length of
8-25

Calls from extension group(s)
[+ Add](#)

Make outbound calls on

Configure up to 5 backup routes for outgoing calls. Each route can be configured differently

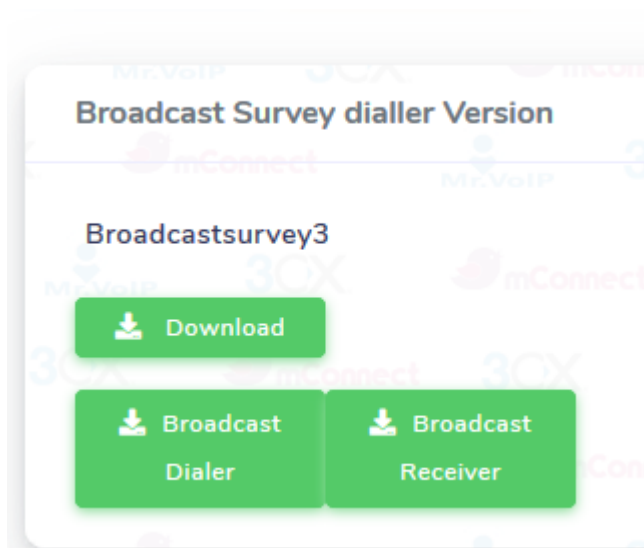
Route	Strip Digits	Prepend
1	beronet-ISDN	2

Based on campaign setting we need to create outbound rules.

For predictive dialler based on campaign Queue number setting we need to create queue using same Queue extension number in 3CX & add the agent.

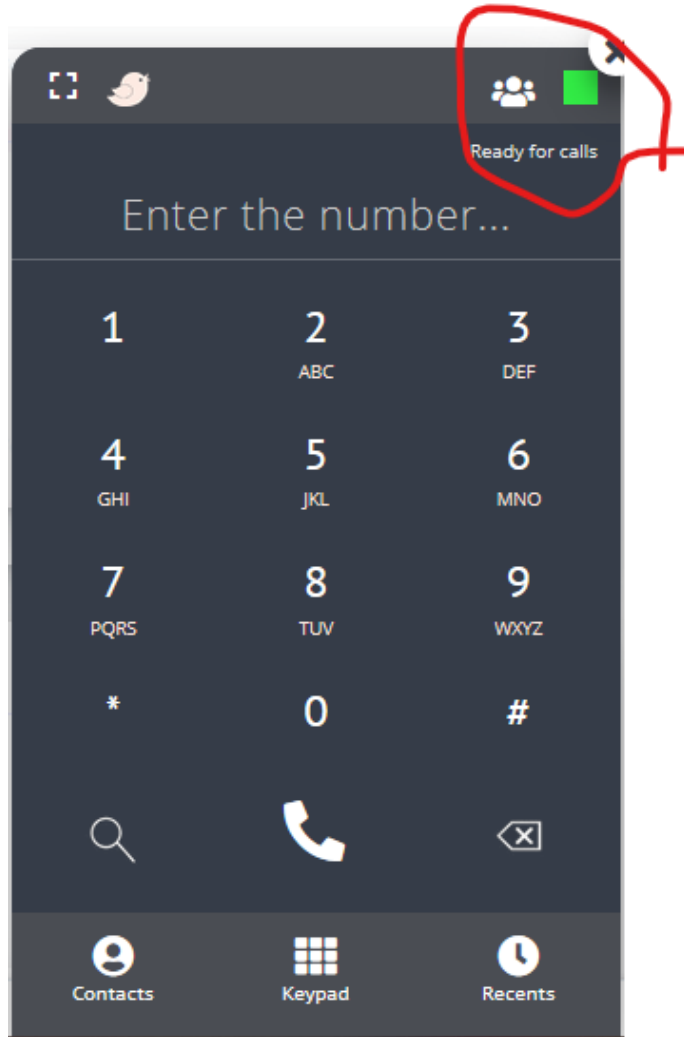
For Proactive dialler campaign based on Ring group number we need to create ring group using same extension number and add the agent inside the group

For Broadcast dialler & survey dialler based on receiver number we need to create digital receptions and add the WAV files OR Just upload the Broadcast receiver/ Broadcast survey receiver VAD files on your 3CX this will play the voice file which we upload in campaign creation. If you are going to use your 3cx digital receptionist to play the WAV file no need to upload the broadcast receiver/ survey receiver n your 3CX call flow.



Once done above all make sure below things before switch on the dialler campaign

- For predictive dialler Queue should created on your 3CX & agent should be logged in & available.
- For proactive dialler Ring group should create on your 3CX & agent should be available.
- Campaign Contact number should be added based on the dialler type
- Outbound rules should be created based on campaign settings prefix.
- All the uploaded VAD files should be green in 3CX management console
- Make sure the dialler should be “Ready for call” on your browser



Once above all conditions ok now you can switch on the campaign and able to receive the calls.