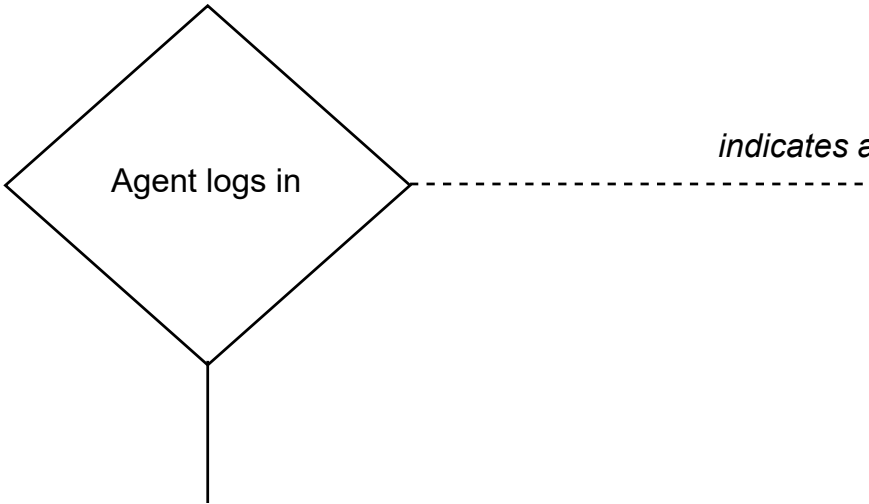
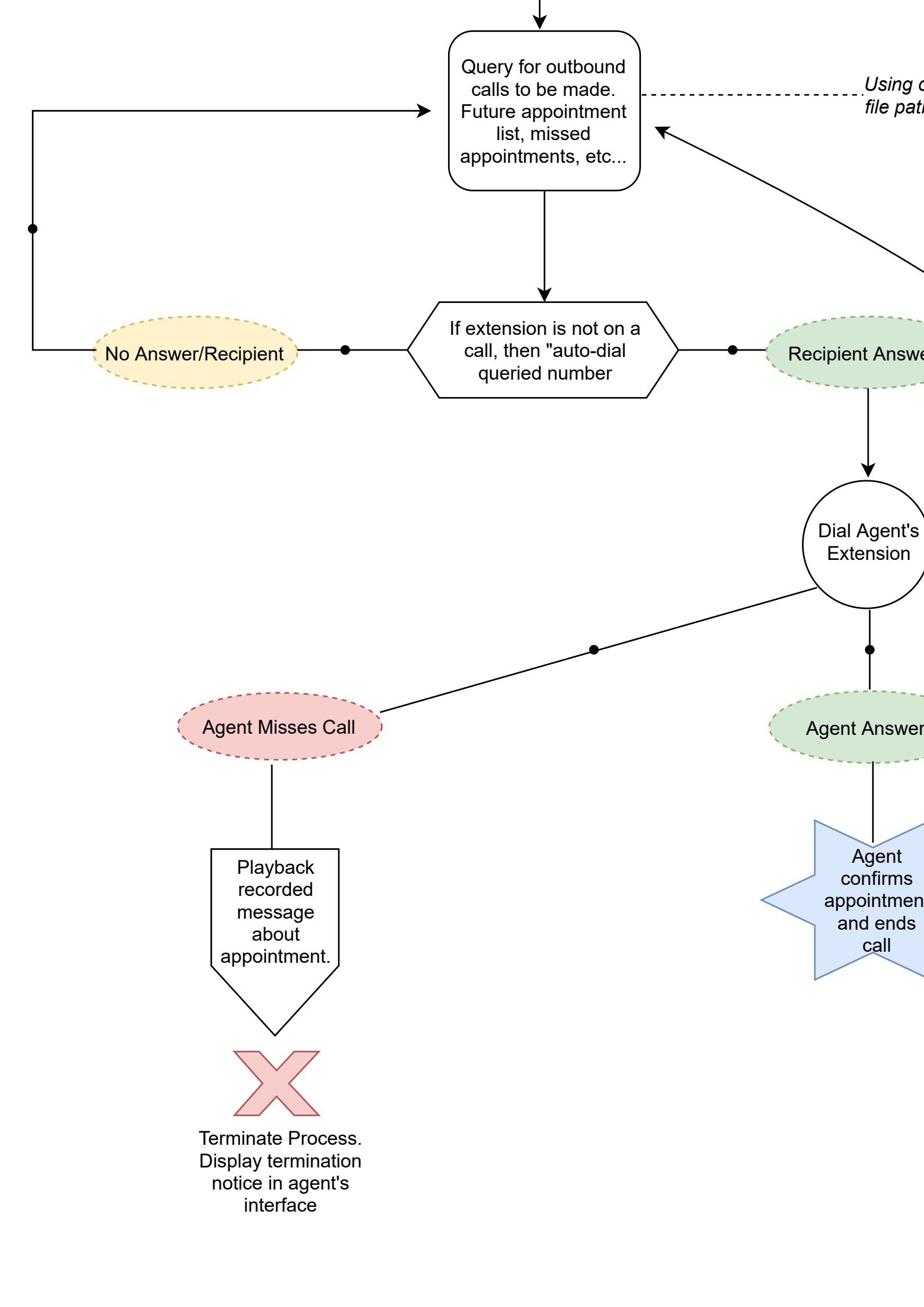

Agent logs in
indicates a

availability status through user interface.
- *Status is stored in ASTDB*


Query for outbound calls to be made. Future appointment list, missed appointments, etc...
Using
file pat
If extension is not on a call, then "auto-dial queried number
No Answer/Recipient
Recipient Answe
Dial Agent's Extension
Agent Misses Call
Agent Answer
Playback recorded message about appointment.
Agent confirms appointmen and ends call
Terminate Process. Display termination notice in agent's interface

one of AGI,AMI, ARI. File resides in Asterisk
h. Sends query data such as phone number
to the Asterisk dial plan