

Where Did ViciDial Come From and Where is it Going?

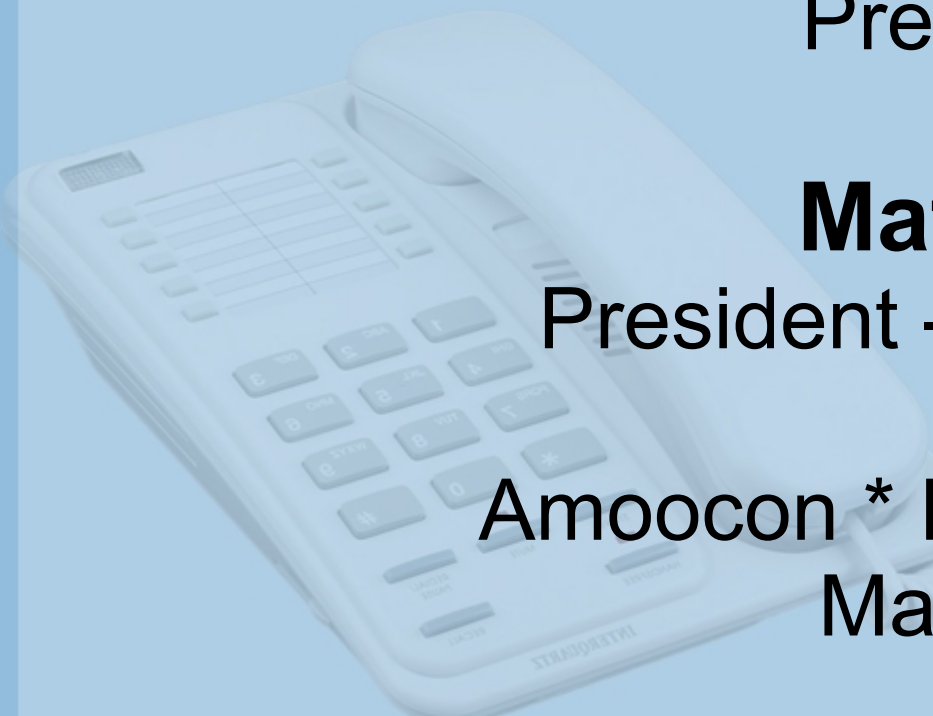
Presented by

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President - ViciDial Group

Amoocon * Rostock, Germany

May 4, 2009



What is ViciDial?

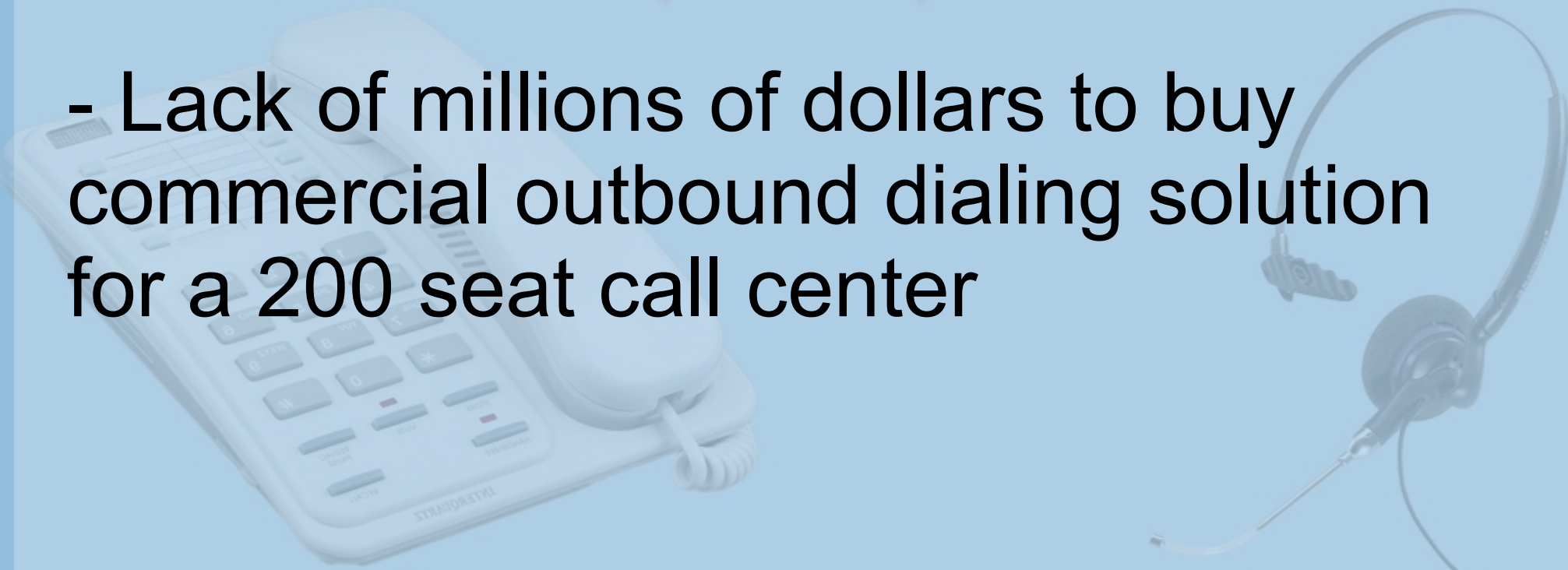
- Open Source Call Center Suite
- Inbound, Outbound and Blended Call Handling
- Runs on top of Asterisk Open Source PBX
- Web-based user interfaces
- Available in multiple languages
 - Agent interface is in 12 languages
 - Administrative interface is in 6 languages



Why Was ViciDial Created?

Two Reasons:

- Because Asterisk was available
- Lack of millions of dollars to buy commercial outbound dialing solution for a 200 seat call center

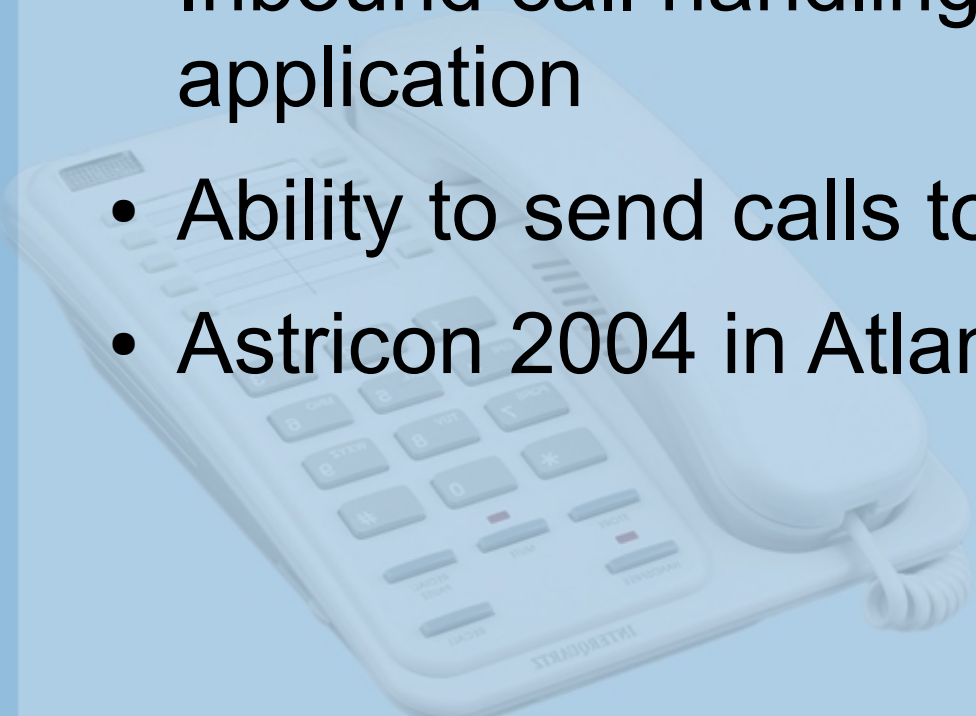


ViciDial History: 2003

- Working with Dialogic and Bayonne was an exercise in frustration
- Bought single T1 card from Digium and had working Asterisk system in 2 hours
- Asterisk was easy to use and had powerful programming options: AMI and AGI
- AstGUIclient GPL project was born on SourceForge.net as perl-only applications
- ViciDial was a Perl/TK, click-to-dial user app

ViciDial History: 2004

- astVICIDIAL became focus of astGUIclient project
- Auto-dialing added
- Inbound call handling used separate web-based application
- Ability to send calls to other agent groups
- Astricon 2004 in Atlanta



ViciDial Screen-Shot: 2004

astVICIDIAL - 0.6

Time: 2004/07/21 16:08:56 Phone ID: SIP/138pcom Session ID: 8600100

User ID: 6666 Password: sales Campaign: TESTCAMP LOGOUT

STATUS: Auto-dialer resumed. Waiting for next call

PAUSE RESUME

RECORDING FILENAME:

RECORDING ID:

START REC STOP REC

PARK CALL GRAB PARK

CUSTOMER HUNGUP

HANGUP CUSTOMER

TRANSFER - CONF

Dial Code: 1 Call Length: 89 Zap: Zap/74-1

Customer Information:

Title: Mr First: Matt MI: Last: lead01

Address 1: 1234 Fake St. WEB FORM

Address 2:

Address 3:

City: Clearwater State: FL

Province: Post Code: 33760

Phone: 7275554032 Vendor ID:

Alt Phone: Show: surprise E: test@t

Code:

Comments: comments go here

SENDER

TO R

LEAVE 3-WAY CALL

DTMF to send: UK1 UK2 UK3

Number to call: 8175094450 Length: Zap: .1,5465#...7

DIAL WITH CUSTOMER PARK CUSTOMER DIAL DIAL BLIND TRANSFER SEND DTMF AUS1 AUS2 US1

GRAB PARK CUSTOMER HANGUP XFER LINE HANGUP BOTH LINES DIALPAD US2 MW

BUILD 40716-1632 <vicidial@eflo.net>

ViciDial History: 2005

- First AJAX web-based agent released
- Blended Call Handling added
- Agent script tab added
- HotKeys quick dispositioning added
- Multi-server load balancing added
- First alternate language(Spanish) agent translation released



ViciDial Screen-Shot: 2005

VICIDIAL web client - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://10.10.10.15/vdc/vicidial.php#

Logged in as User: 6666 on Phone: SIP/138pcom to campaign: TESTCAMP [LOGOUT](#)

VICIDIAL 2005-07-05 14:45:30 session ID: 8600095 **NO LIVE CALL**

STATUS: Called: 7274514032 UID: M0705144451002501687

DIAL NEXT NUMBER
RECORDING FILE:

Seconds: Channel: Cust Time:

Customer Information:

RECORDING ID:
START REC | STOP REC
REC

WEB FORM

PARK CALL | GRAB PARK
TRANSFER - CONF
HUNGUP | STILL LIVE
[HANGUP](#)
[CUSTOMER](#)

Title: First: MI: Last:

Address1:
Address2: Address3:

City: State: PostCode:

Province: Vendor ID:

Phone: DialCode: Alt. Phone:

Show: Email:

Comments:

INTERNAL CLOSER
LOCAL CLOSER
CODE:

LEAVE 3-WAY CALL

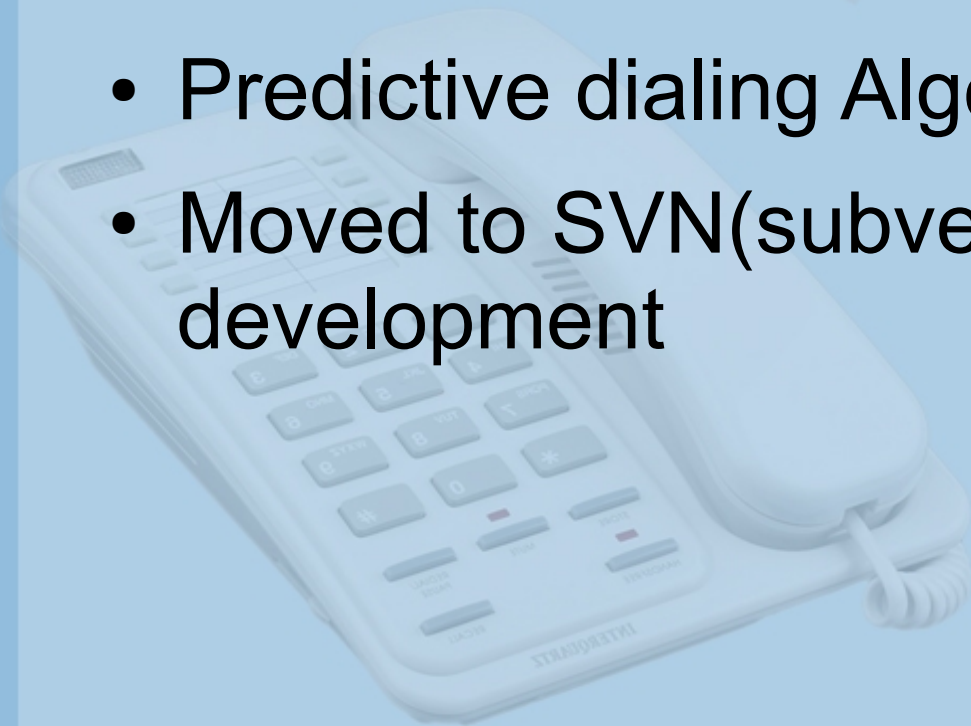
Transfer dial frame:

VICIDIAL web-client version: 0.0.10 build: 50705-1432 server: 10.10.11.11

Done

ViciDial History: 2006

- Won SourceForge.net project of the year for VOIP applications 2006
- Scheduled Callbacks added
- Alternate Phone number dialing added
- Predictive dialing Algorithm added
- Moved to SVN(subversion) for code control and development



ViciDial Screen-Shot: 2006

VICIDIAL web client - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://10.10.10.16/agc/vicidial.php#

Logged in as User: 6666 on Phone: SIP/138pcom to campaign: TESTCAMP [LOGOUT](#)

VICIDIAL SCRIPT 2006-01-12 16:02:45 session ID: 8600100 **LIVE CALL**

STATUS: Incoming: 7275554032 UID: VO112160143000726926

PAUSE **RESUME** seconds: Channel: Cust Time:

RECORDING FILE: 60112160151_6666_7274514032
RECORD ID: 896316

STOP RECORDING

WEB FORM

PARK CALL
TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

Customer Information:
Title: First: MI: Last:
Address1:
Address2: Address3:
City: State: PostCode:
Province: Vendor ID:
Phone: DialCode: Alt. Phone:
Show: Email:
Comments:

TRANSFER CONFERENCE FUNCTIONS:
INTERNAL CLOSER **LOCAL CLOSER** **CODE** **HANGUP XFER LINE** **HANGUP BOTH LINES**

NUMBER TO CALL: SECONDS: CHANNEL: DIAL OVERRIDE

DIAL WITH CUSTOMER **PARK CUSTOMER DIAL** **LEAVE 3-WAY CALL** **BLIND TRANSFER** **VM**

VICIDIAL web-client version: 1.0.59 BUILD: 51229-1028 Server: 10.10.11.11 **HOT KEYS INACTIVE**

[Hide conference call channel information](#)

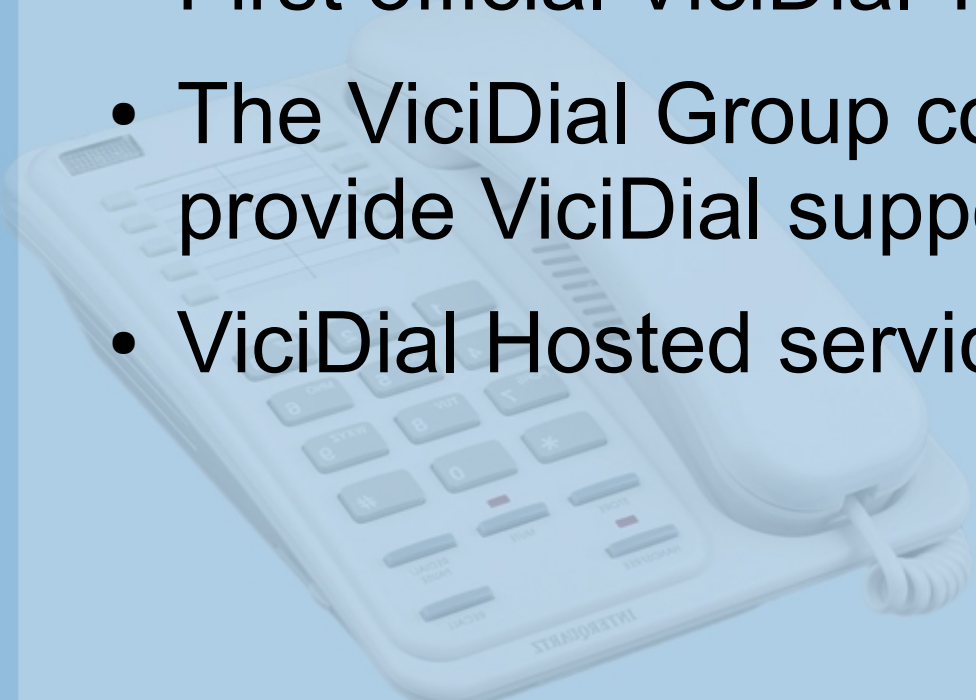
LIVE CALLS IN YOUR SESSION:

#	REMOTE CHANNEL	HANGUP
1	SIP/138pcom-1fd3	HANGUP
2	Local/78600100@demo-17f0,2	HANGUP
3	Zap/25-1	HANGUP

Read 10.10.10.196

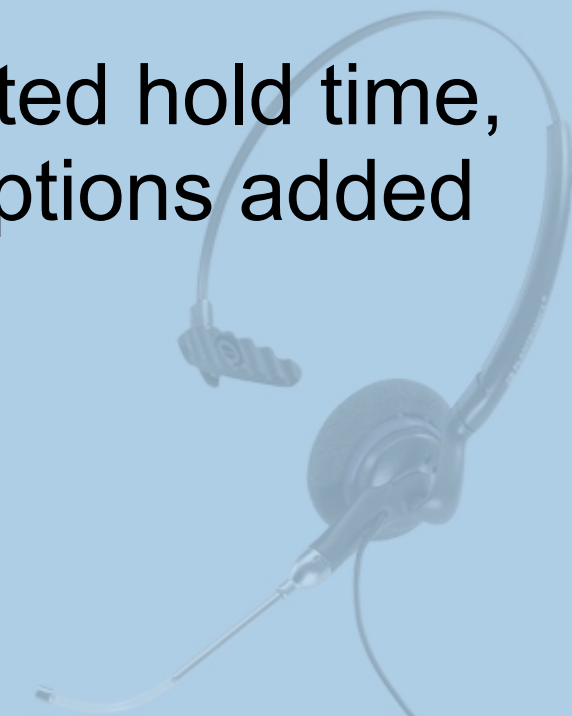
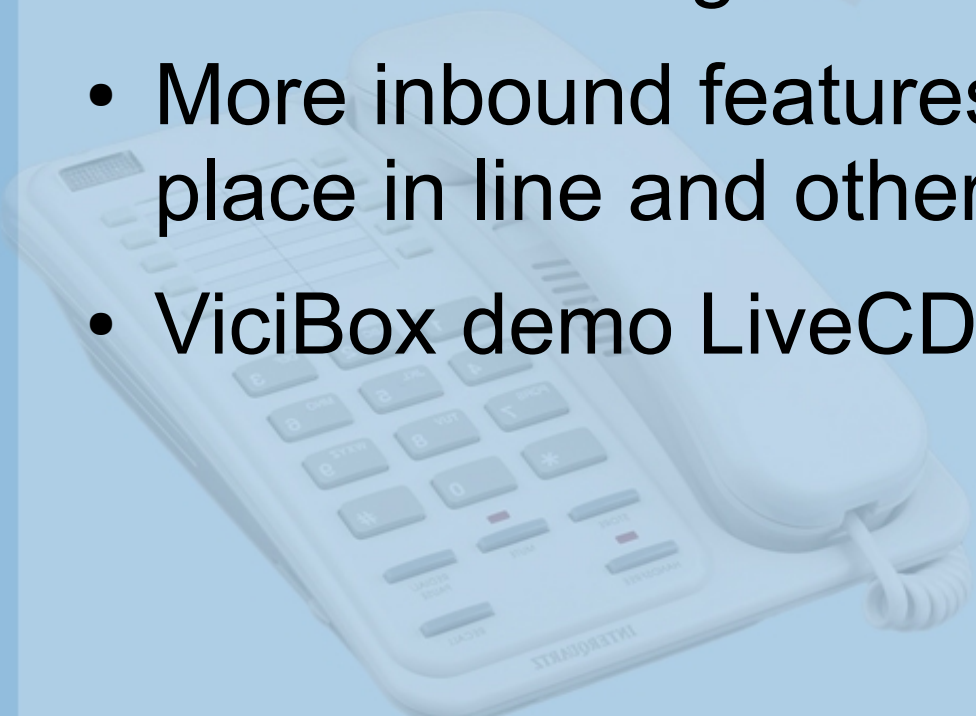
ViciDial History: 2007

- Skills-based call routing added
- QueueMetrics logging added
- List Mix and more lead ordering options added
- First official ViciDial Training classes
- The ViciDial Group company is founded to provide ViciDial support
- ViciDial Hosted service launched



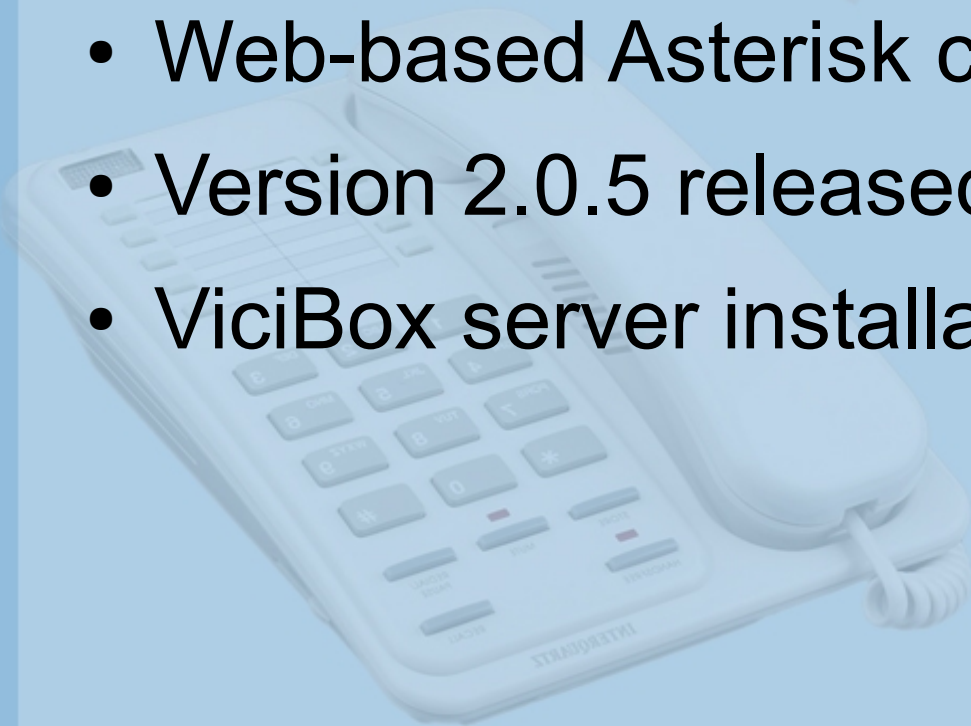
ViciDial History: 2008

- 2nd prize for voice applications at VO.IP Germany
- Queue Prioritization added
- Timeclock time tracking added
- DID call routing from web interface added
- More inbound features like estimated hold time, place in line and other hold time options added
- ViciBox demo LiveCD released



ViciDial History: 2009

- Integration with Sangoma's CPD Advanced Answering Machine Detection
- In-depth VtigerCRM integration added
- Agent shift enforcement added
- Web-based Asterisk configuration added
- Version 2.0.5 released
- ViciBox server installation ISO



ViciDial Screen-Shot: 2009

Logged in as User: 6666 on Phone: IAX2/cc350 to campaign: TESTCAMP [GROUPS](#) [LOGOUT](#)

VICIdial SCRIPT 2009-02-12 02:29:55 session ID: 8600051 Calls in Queue: 0 **NO LIVE CALL**

STATUS: seconds:

PAUSE **RESUME**

ALT PHONE DIAL

RECORDING FILE:

RECORD ID:

START RECORDING

WEB FORM

PARK CALL

TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

Customer Time: Channel:

Customer Information:

Title: First: MI: Last:

Address1:

Address2: Address3:

City: State: PostCode:

Province: Vendor ID: Gender: U - Undefined

Phone: DialCode: Alt. Phone:

Show: Email:

Comments:


[1 ACTIVE CALLBACKS](#) [ENTER A PAUSE CODE](#)

[MANUAL DIAL](#) [FAST DIAL](#)

VICIDIAL web-client version: 2.0.5-197 BUILD: 90209-0132 Server: 10.0.0.6

[Show conference call channel information](#)

HOT KEYS INACTIVE

MUTE 

[Alert is OFF](#)

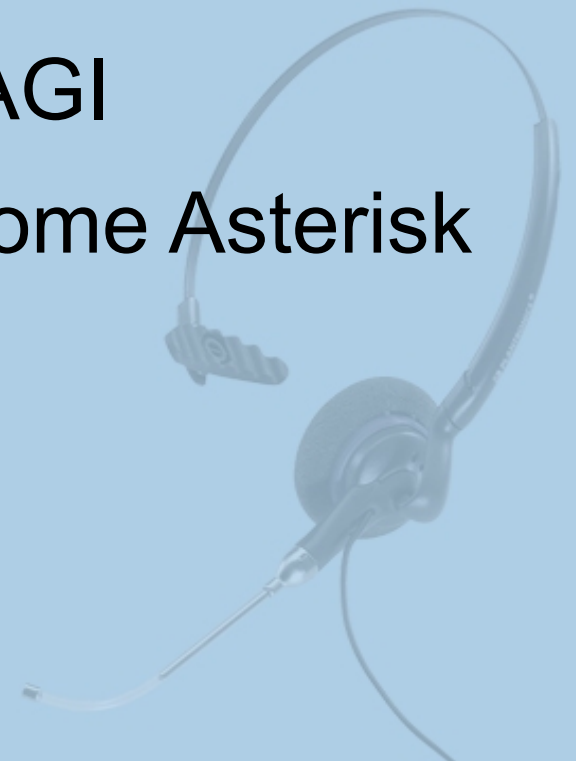
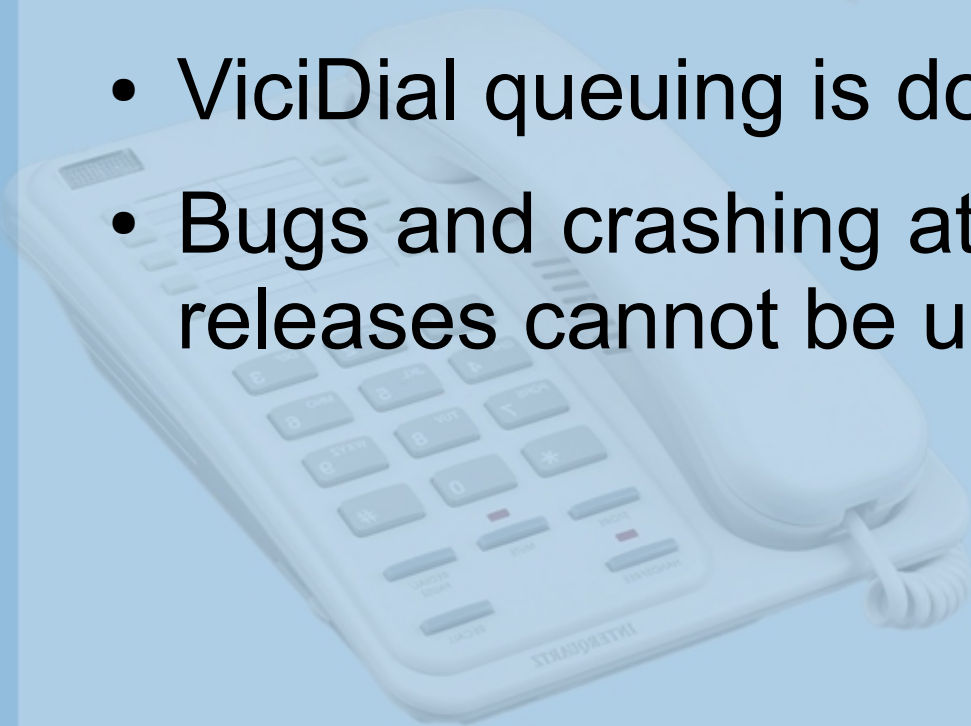
Planned Future Features

- Text To Speech integration
- Web-based IVR configuration
- Dynamic data forms
- Optional integrated Java soft-phone



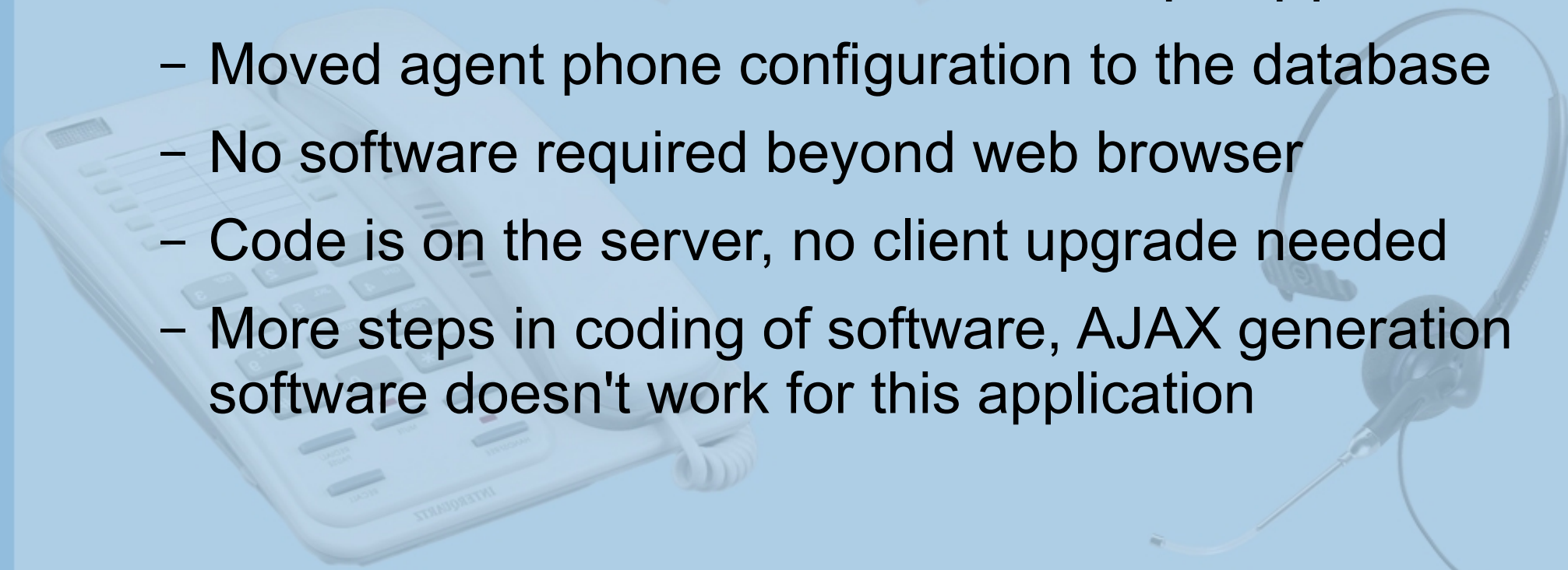
Issues Working With Asterisk

- Asterisk queues was unstable, unreliable, inconsistent
- No bridging function between two channels
- Meetme chosen as agent application
- ViciDial queuing is done through AGI
- Bugs and crashing at high load, some Asterisk releases cannot be used



ViciDial Agent Evolution

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



Multi-Language Builds

- Change to UTF-8 compatibility
- Translation files used with all phrases
 - Agent interface has 500+ phrases
 - Administration has 2000+ phrases
- Static builds created with translation utility
- Native speaker input very important

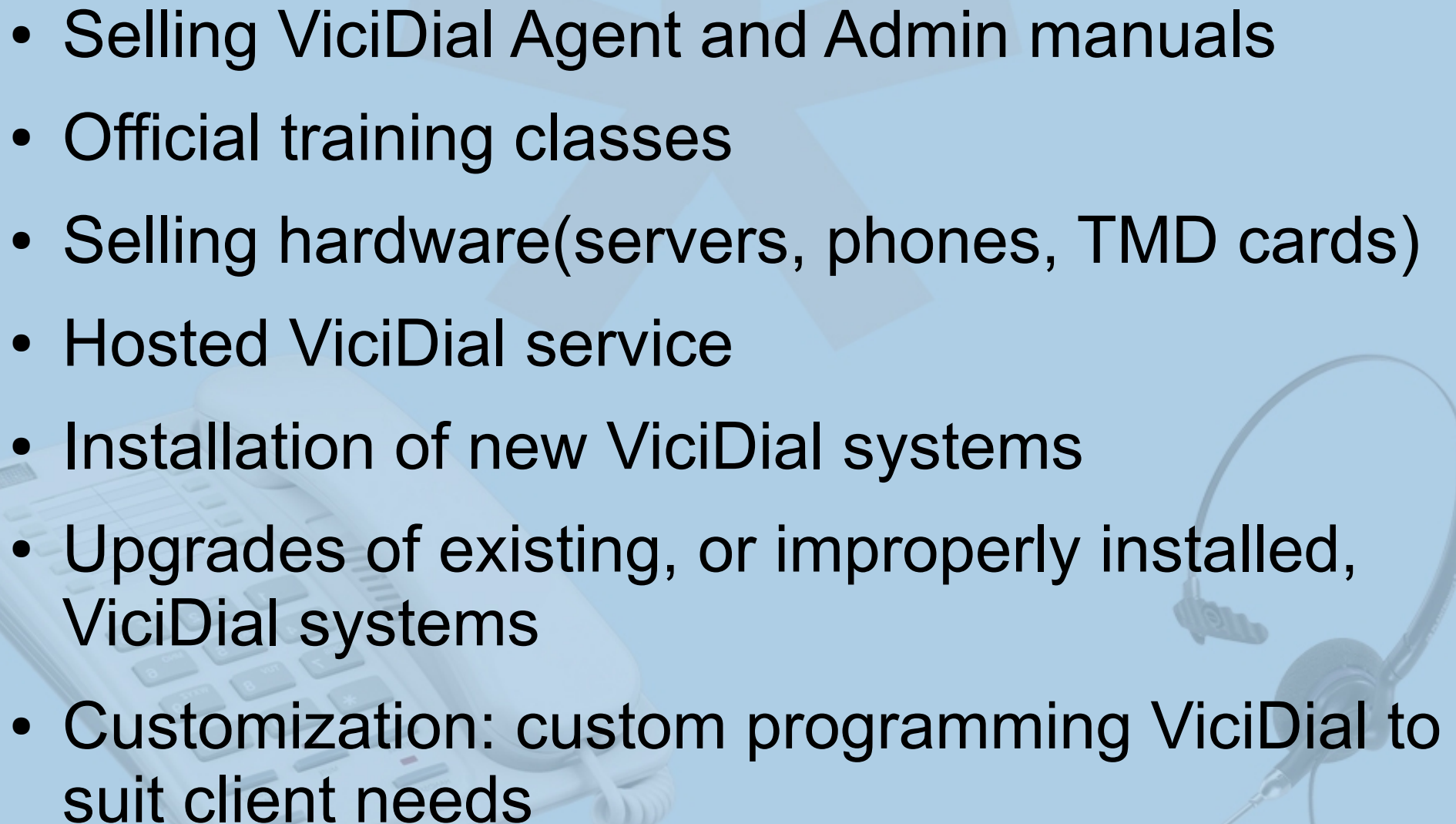
ADMINISTRATION:

- English
- Spanish
- French
- German
- Italian
- Greek

AGENT:

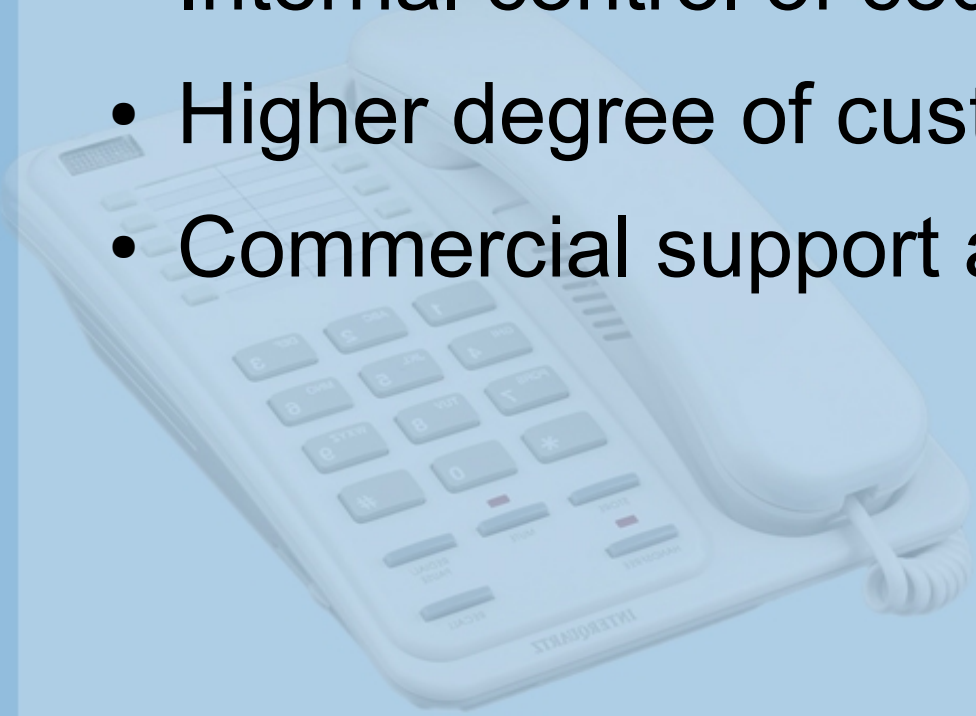
- English
- Spanish
- French
- German
- Italian
- Greek
- Portuguese
- Brazilian Portuguese
- Polish
- Slovak
- Dutch
- Russian

How Do You Make Money?

- Selling ViciDial Agent and Admin manuals
 - Official training classes
 - Selling hardware(servers, phones, TMD cards)
 - Hosted ViciDial service
 - Installation of new ViciDial systems
 - Upgrades of existing, or improperly installed, ViciDial systems
 - Customization: custom programming ViciDial to suit client needs
- 
- A faint background image of a white telephone and a headset is visible behind the text. The telephone is on the left side, and the headset is on the right side. The background is a light blue gradient.

Why Enterprise Users Choose ViciDial

- No End-of-life
- No per-seat licensing cost
- Wide feature set
- Internal control of code-base
- Higher degree of customization is possible
- Commercial support available



Thank you!

For more information, go to:

astguiclient.sf.net

www.eflo.net

www.vicidial.com

