

What is VICdial®?

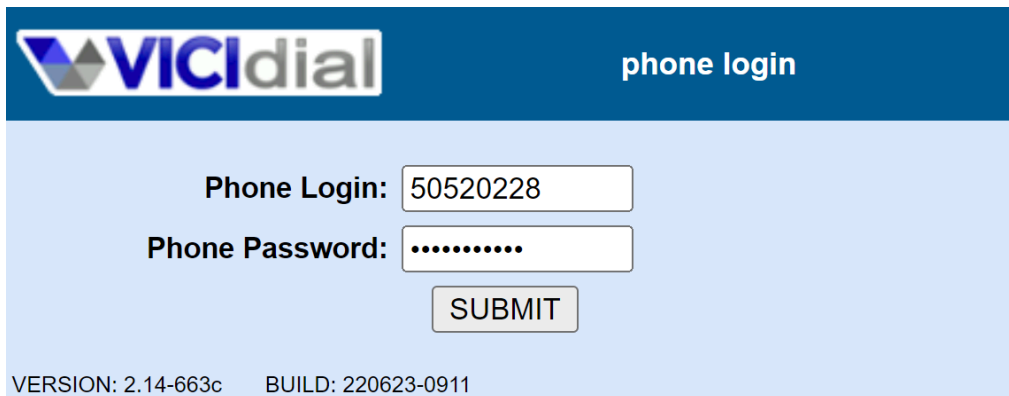
VICdial is a call center software package that sends calls to an agent and allows an agent to place calls. It can run in an inbound, outbound (as predictive or manual dialing) or blended capacity (handling inbound and outbound calls in the same agent session). There is also the ability to allow for Interactive Voice Response (IVR) applications interacting with customers' calls.

Link for Vicdial Agent Log in

<https://vici189.1840andco.com/agc/vicdial.php>

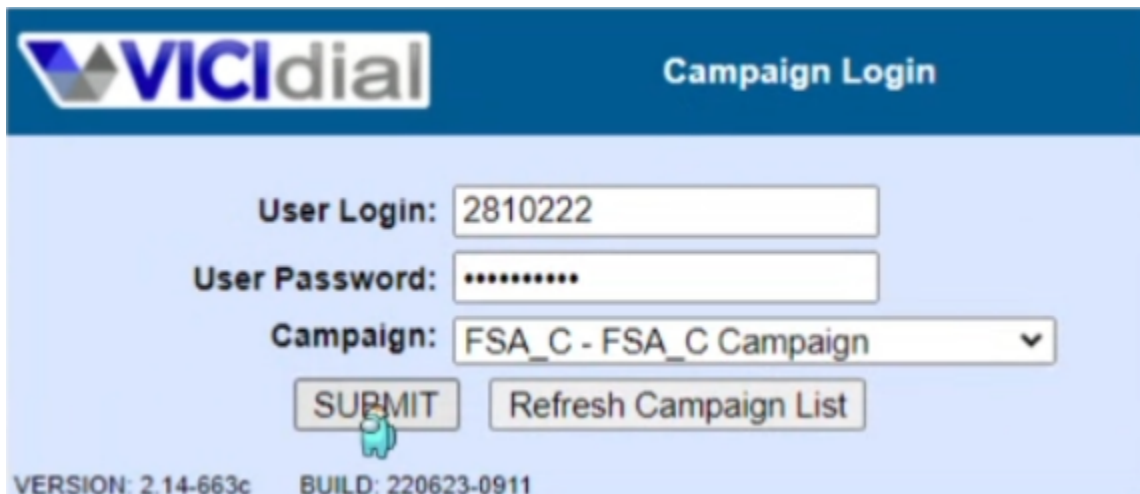
Phone Log In screen - Open up VICdial and you will see the login screen. If you have a login for your phone first (it will show "Phone Login" and "Phone Password" fields) then enter the values that your manager gave you for those fields. Then you will see the "User Login" "User Password" and "Campaign" fields in the form for you to fill out. Once these fields are filled in and your campaign selected, click on the "SUBMIT" button to login.

Phone Login Screen



The image shows the 'phone login' screen of the VICdial software. At the top, there is a blue header with the VICdial logo on the left and the text 'phone login' on the right. Below the header, the form has a light blue background. It contains two input fields: 'Phone Login:' with the value '50520228' and 'Phone Password:' with masked characters '.....'. Below these fields is a 'SUBMIT' button. At the bottom left, the text 'VERSION: 2.14-663c BUILD: 220623-0911' is displayed.

Campaign Login Screen

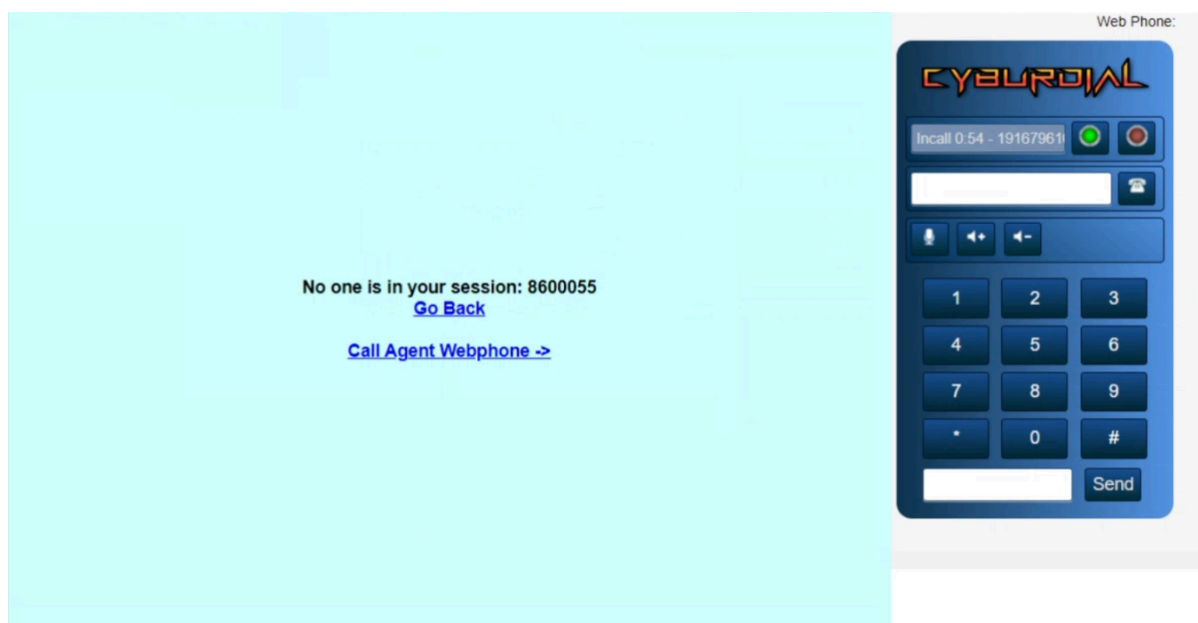
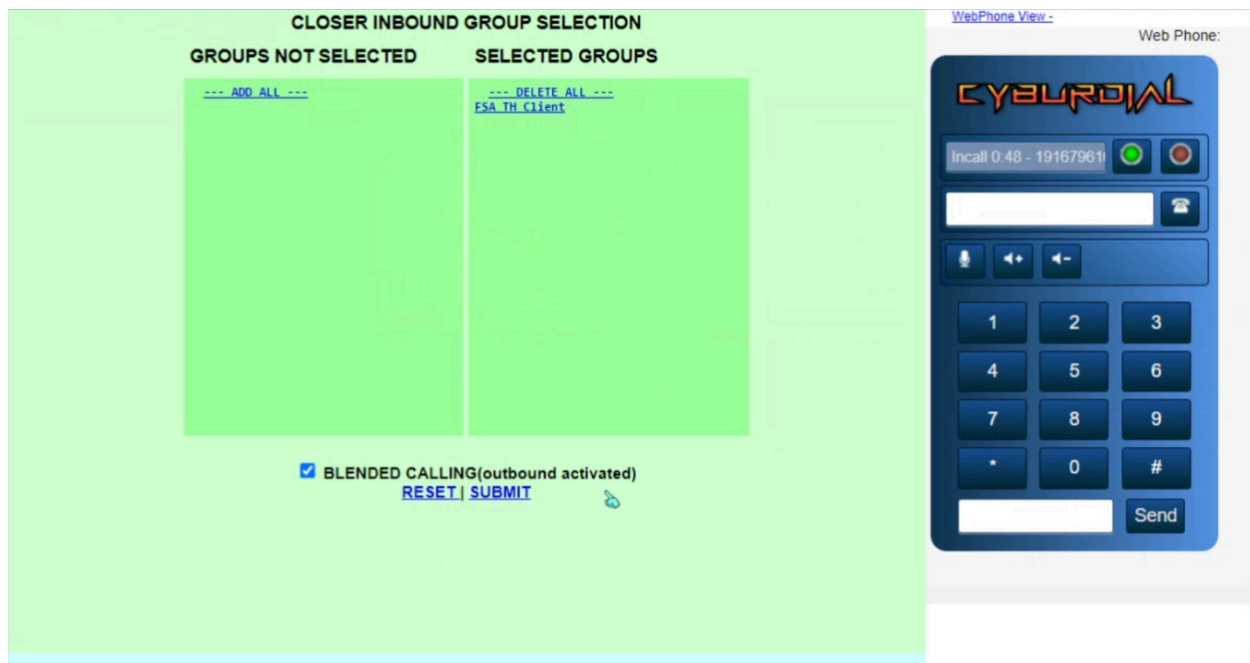


The image shows the 'Campaign Login' screen of the VICdial software. At the top, there is a blue header with the VICdial logo on the left and the text 'Campaign Login' on the right. Below the header, the form has a light blue background. It contains three input fields: 'User Login:' with the value '2810222', 'User Password:' with masked characters '.....', and 'Campaign:' with a dropdown menu showing 'FSA_C - FSA_C Campaign'. Below these fields are two buttons: 'SUBMIT' and 'Refresh Campaign List'. At the bottom left, the text 'VERSION: 2.14-663c BUILD: 220623-0911' is displayed.

After you click SUBMIT, your phone should ring. You'll hear the system announce, “you are the only one in this session” indicating the connection is successful.

Campaign Selection

After logging in, you will see a green screen that will show a list of inbound and closer groups to select from. This will determine which inbound or closer groups you wish to take calls from. Also on this screen is the option to select the “**BLENDED CALLING**” checkbox. This box enables outbound calling capabilities for callbacks.



Vicidial home (Paused) - At this point you are logged in to VICIdial and you are PAUSED. Most of the buttons on the left side will not be activated until you are on a call. To begin taking calls in Auto-dial mode, you will need to press the “YOU ARE PAUSED” button and it will switch to “YOU ARE ACTIVE”. This alerts the system that you are ready and available to take calls. Once the dialer connects a customer call with you, you'll hear a short “Beep” sound, and then the customer is on the line.

The screenshot displays the VICIdial web interface. At the top, it shows the user is logged in as 'User: 2810222' on a phone with SIP ID 'gb2810222' for campaign 'FSA_C'. The interface includes tabs for 'SCRIPT', 'SCRIPT 2', and 'FORM'. A 'STATUS' section on the left indicates 'YOU ARE PAUSED' and 'RECORDING FILE:'. Below this are buttons for 'START RECORDING', 'WEB FORM', 'WEB FORM 2', 'WEB FORM 3', 'PARK CALL', 'TRANSFER - CONF', and 'HANGUP CUSTOMER'. A 'SEND DTMF' button is also present. The main area contains customer information fields: Title, First, MI, Last, Address1, Address2, Address3, City, State, PostCode, Province, Vendor ID, Gender (U - Undefined), Phone, DialCode, Alt Phone, Show, and Email. There are also fields for 'Comments' and 'Call Notes'. At the bottom, there are links for 'MANUAL DIAL', 'FAST DIAL', 'VIEW CALL LOG', and 'ENTER A PAUSE CODE'. The right side of the interface features a 'WebPhone View' section with a 'CYBORG DIAL' logo, a 'Incall 1:22 - 19167961' status, and a numeric keypad with a 'Send' button. The bottom of the page shows version information: 'VERSION: 2.14-663c BUILD: 220623-0911 Server: 117.120.1.187' and links for 'Show conference call channel information' and 'Agents View'.

MANUAL DIAL - link to manually dial a customer. If you click on the MANUAL DIAL link, you will go to a green screen allowing you to specify the customer number you want to call.

VIEW CALL LOG - a link to show the calls that are in your session. You will see the “View Call Log” link at the bottom right of the Main tab. Once selected. It allows you to see a list of the calls you have handled. It displays the Date/Time, Length, Status, Phone Number, Customer Name, Campaign, inbound/outbound, Alternate Phone Number, and Hangup data.

PARK CALL - the PARK CALL button allows you to send a customer that is in your session to a music-on-hold waiting area. Once you send the customer to park you can retrieve them by clicking on the button again. When you click on the button to park a call, a timer above the button will start that lets you know how long the call has been on park.

LOGOUT - When you are done with your shift, click on the "Logout" button in the upper right corner of the VICIdial screen. This will hang up your phone and show you a re-login link. If you click on the re-login link, all the login information that you entered when you logged-in will show up on the screen and you can just click "SUBMIT" to log in again without having to fill it all in again.

If you wish to log out at the end of your shift, you will need to be **Paused** to click on the **LOGOUT** button in the top right corner. If you haven't done this and leave from the disposition screen or just close the

web window, your login time may not be recorded accurately. In addition, calls may still be received for several minutes because the system is not aware you have logged out.

NOTE: At NO TIME should you press the BACK or FORWARD buttons in your web browser, this may log you out without you knowing. Also, DO NOT close your browser with the "X" at the top of the window. That may lead to your session not ending properly, you may not be logged out and may result in your losing clocked-in time on your VICIdial time-sheet.

Vicidial home (Active)

Logged in as User: 2810222 on Phone: SIP/gb2810222 to campaign: FSA C GROUPS LOGOUT WebPhone View - Web Phone:

VICIdial SCRIPT SCRIPT 2 FORM 2023-01-06 09:31:44 session ID: 8600055 NO LIVE CALL Calls in Queue: 0

STATUS: seconds: [commit](#)

YOU ARE ACTIVE Customer Time: Channel: [LEAD SEARCH](#)

RECORDING FILE: Customer Information:

RECORD ID: Title: First: MI: Last: Address1: Address2: Address3: City: State: PostCode: Province: Vendor ID: Gender: U - Undefined Phone: DialCode: Alt. Phone: Show: Email: Comments: Call Notes: [view notes](#)

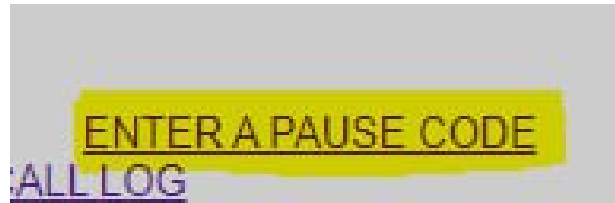
START RECORDING **WEB FORM** **WEB FORM 2** **WEB FORM 3** **PARK CALL** **TRANSFER - CONF** **HANGUP CUSTOMER** **SEND DTMF**

[MANUAL DIAL](#) [FAST DIAL](#) [VIEW CALL LOG](#) [ENTER A PAUSE CODE](#)

VERSION: 2.14-663c BUILD: 220823-0911 Server: 117.120.1.187 [Show conference call channel information](#) [Agents View +](#)

CYBERDIAL Incall 1:35 - 19167961 [Send](#)

ENTER A PAUSE CODE - When you go on a break, you may want you to remain logged-in to the dialer, and simply go into PAUSE mode. This allows you to use a PAUSE CODE to show what kind of break you are on. To select a PAUSE CODE, just click on the text link below the Comments field labeled “ENTER A PAUSE CODE” and a screen will appear with choices of Pause Codes to enter for your Pause time. Just click on one to select it, and you will immediately go back to the main screen.



SELECT A PAUSE CODE :

PAUSE CODE

<u>B - Break</u>	<u>PC - POC Consult</u>
<u>CB - Callback</u>	<u>SI - System Issue</u>
<u>CO - Coaching</u>	<u>TM - Team Meeting</u>
<u>EMAIL - Email</u>	<u>TR - Training</u>
<u>LB - Lunch Break</u>	<u>WB - Washroom Break</u>

[Go Back](#)

Manual Dial

If you click on the MANUAL DIAL link, you will go to a green screen allowing you to specify the customer number you want to call. When the **"NEW MANUAL DIAL LEAD"** screen appears, you will see instructions at the top along with the campaign's dial prefix that your system may use to get to an outside line, a Dial Code field, and a Phone Number field. In the USA and Canada, the Dial code usually stays as a "1", the phone number field is a maximum length of 10 digits (this should only have digits entered into it).

NEW MANUAL DIAL LEAD FOR 2810222 in campaign FSA_C:

Enter information below for the new lead you wish to call.
Note: a dial prefix of 71 will be added to the beginning of this number
Note: all new manual dial leads will go into list 110

Dial Code: (This is usually a 1 in the USA-Canada)
Phone Number: (digits only)
☒ Search Existing Leads: (This option if checked will attempt to find the phone number in the system before inserting it as a new lead)

Group Alias: [Click Here to Choose a Group Alias](#)
Dial In-Group: [Click Here to Choose a Dial In-Group](#)
No-Call Dial: **DISABLED** [Click Here to Activate](#)

If you want to dial a number and have it NOT be added as a new lead, enter in the exact dialstring that you want to call in the Dial Override field below. To hangup this call you will have to open the CALLS IN THIS SESSION link at the bottom of the screen and hang it up by clicking on its channel link there.

Dial Override: (digits only please)

[Dial Now](#) [Preview Call](#) [Go Back](#)

WebPhone View - Web Phone:
CYBORDIAL
Incall 3.08 - 19167961

1 2 3 4 5 6 7 8 9 * 0 #
 Send

Group Alias - click on the link "Click here to Choose a Group Alias" and select the appropriate campaign from where the customer we are trying to call back belongs to.

SELECT A GROUP ALIAS :	
GROUP ALIAS	
A - FSA Aplify - 19256336803	KLMMedia - KL Media - 18449847455
ALPHA - FSA ALPHA - 18442018274	Leadspot - FSA Leadspot - 18882120192
Credique_USA - Credique_USA - 19254316676	MDOG - FSAC MDOG - 19256335798
CreditVerify - FSA Credique Credit Verify - 18668993175	MV - Maverick - 18552004744
Cuneiform - FSA Cuneiform - 19254316479	MyFitSpace - FSAC My Fit Space - 18554905317
FitZooApp - FSA FitZoo App - 19257992380	nxg_sweep - FSA_C_NXG_SWEEP - 19259400494
FM - Fresh Media - 18663092697	PantheraMarketing - Panthera Marketing - 18333030526
FSAC_Athena - FSAC Athena - 18444430682	PFMInsights - FSA Determined.io PFM Insights - 18888659023
FSAC_OB_GAS - Gene Appointment Setting - 18559446578	PFMVerify - FSA Determined.io Get PFM Verify - 18554970588
FSAC_OB_NUTRA - FSA Nutra - 18336817193	R - Rods - 19252810586
Helix - FSA Helix - 18443422270	RHI - FSA RHI - 18777139938
Hybrid - FSA Hybrid - 19254316425	Storm - FSA Storm - 19254316405
IdentityProtect - FSA Credique Identity Protect - 18777515899	SynergyGains - FSA Synergy_Gains - 19253095162
IncognitoMedia - Incognito Media - 18557639916	TM - Touch Mark - 18332000245
JVHNew - FSA JVH New -	TM_2 - FSA TM 2 - 19256336803
	TouchPoint - FSA Touch Point -

You can click the "Dial Now" link and go to the main screen, ready to dial the lead.

Vicidial Active Call

Logged in as User: 2810222 on Phone: SIP/gb2810222 to campaign: FSA C

2023-01-06 00:36:15 session ID: 8600055
Calls in Queue: 0

GROUPS LOGOUT [WebPhone View -](#) Web Phone:

VICIDIAL SCRIPT SCRIPT 2 FORM NO LIVE CALL

STATUS: Incoming (228)435-8677 Group: FSAC Trendy Hill Frontier - +19167961607 UID: Y1051135520000067570 seconds: 1

RECORDING FILE: Call From -19167961607... FSA Inbound refresh
FSA DID - FSA Trendy Hill Inbound DID

RECORD ID:
START RECORDING

WEB FORM

PARK CALL
TRANSFER - CONF

HANGUP CUSTOMER

SEND DTMF

VERSION: 2.14-863c BUILD: 220623-0911 Server: 117.120.1.107

Comments: PEOPLES BANK
-History- [Agents View +](#)

[Show conference call channel information](#)

CYBARDIAL

Incall 6.06 - 19167961

1 2 3
4 5 6
7 8 9
* 0 #

Send

Hungup Customer

After a call ends or the customer disconnects from the call, you are now tagged as on DEAD status on the dialer. **You would need to promptly click the HANGUP CUSTOMER button to ensure that you DO NOT stay on the DEAD status.**



DISPOSITIONING A CALL

CALL DISPOSITION		
A - Answering Machine	XFER - Call Transferred	GC - Ghost Call
B - Busy	CB - Call Back *	IA - Insufficient Address
CALLBK - Call Back *	CRFR - Cancel Rebill - Full Refund	PC - Prank Call
DAIR - Dead Air	CRNR - Cancel Rebill - No Refund	RF - Refund Full
DC - Disconnected Number	CRPR - Cancel Rebill - Partial Refund	RP - Refund Partial
DEC - Declined Sale	CS - Customer Service	SDV - Same Day Void
DNC - DO NOT CALL	CTFR - Cancel Trial - Full Refund	SR - Save Rebill
N - No Answer	CTNR - Cancel Trial - No Refund	ST - Save Trial
NI - Not Interested	CTPR - Cancel Trial - Partial Refund	TC - Test Call
NP - No Pitch No Price	DCV - Disconnected Call-Voicemail	
SALE - Sale Made		

After a customer call is hung-up, the green Disposition screen will appear. Here you can select the appropriate status for the call you've just completed.

To select a status, you can either double click the link, or click the link once and then select the SUBMIT link at the bottom.

**If you are in auto-dial mode and want to go into PAUSE before receiving your next call, select the PAUSE AGENT DIALING checkbox before selecting your status. This assures you will be in PAUSE after dispositioning that call, and you do not immediately get another call.*

After Call Works

After submitting a disposition, you will be in After Call Works (ACW) status for 2 minutes. You can finish creating your notes during this time. Make sure to not exceed the 2 minutes allotted ACW by clicking on ACTIVE again to be able to receive a new call.