



## How to Make a Schedule

Dynamic Interactive

<http://vb.dynamicic.com>

If you already have a campaign you would like to use but have no schedule attached, follow these steps:

First, go to **setup** at the top of the page and then scroll down to campaign. Click on the yellow pencil of the campaign you would like to use.

Tel Server Home **Setup** Reports Tools

### Campaign Setup for Sample Account

query last query previous next new copy move add schedule switch customer

Name
baseball test
callin
campaign sample
campaign sample 2
<b>Dynamic Interactive Press 1 &amp; VM</b>
Eddie's Life Insurance/No list...
Eddie's Mods Spanish/No list a...
Healthcare Sample
john smiths plant business
john test 1
Lime Test
Loan Mods
plant guy john smith prs one v...
Press 1 & vm 1-30-09
Rent or Sale Properties Test
sample
Sample Campaign
Sample Campaign-1
Sample Test
star fulfillment test

Main Voice Files Options Test Schedules










Name:  54031  
Type:   
Local Start Time:   
Local End Time:   
Ani Main:  add Privacy:  Delivery Required:   
Ani Alt:  add  
Dup Policy:   
Add to DNC Digit:   
Scrub Against DNC:  Master DNC:  Customer DNC:   
Scrub Wireless:   
Record Trc:   
Inbound:   
Active:

Page 1 / 2, Records 1 - 20 / 25

Next click on the calendar icon labeled **"add schedule"**. This is will take you to a new schedule entry page.

Tel Server Home [Setup](#) ▶ [Reports](#) ▶ [Tools](#) ▶

**Schedule Entry**

**Schedule**

Schedule Id: 670512  
 Customer: Sample Account  
 Campaign: Dynamic Interactive Press 1 & VM  
 Date: 02/06/2009

Start Time (Pacific, 24h): 09:00 PST  
 End Time (Pacific, 24h): 21:00 PST

Priority: 5 normal

Dial Rate Type: Max Channels per Agent  
 Dial Rate Amount: 25  
 Agents: 1  
 Phone# Entries: 100,000

Redial: redial once  
 Redial Delay: 30 minutes

Repeat:  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

Active:

Description:

**Attached Phone Lists**

Id	Name	Time Zone	Type	Entries Left
959813	dynamic interactive phone list 1.bt	MDT	Ready	1
959812	dynamic interactive phone list 1.bt	PDT	Ready	5
				6

**Dialer View**

Dialer: stopped

Channels:

Connected:

Routed:

Est. End Time:

Information:

Warning:

Error:

Throttle:

First set the start and stop time as the earliest and latest you would ever run the campaign. We do not recommend you setup your campaign to automatically run within these times. Instead the best way is to manually click start and stop to control your campaign. This prevents the campaign from starting automatically when you did not intend it to.

Setting the dial rate type depends on your campaign and your setup. This is how the types work:

- **Max Channels Per Agent** – Is the most commonly used setting. It uses the specified amount of lines (Dial Rate Amount) that you set for each available agent. If you set 100 as your “Dial rate amount” and set 3 agents it will dial on 300 lines. When one agent is busy it will reduce to 200.
- **Max channels** – Runs a certain amount of lines without changing based on available agents.



Dynamicic.com

714.913.6940

- **Finish on time** – Will run fast enough to complete the number of “Phone# Entries” before the end time hits.
- **Call Per Hour** – Will run the specified number of calls per hour. Dial rate amount specifies this number.
- **Lives per hour** – Will attempt to hit the specified number of live answered calls per hour. Dial rate amount specifies this number.

The “**Dial Rate Amount**” corresponds to your selection above in the Dial rate type. It indicates either the number of phone lines (channels) to be used at one time or calls per hour.

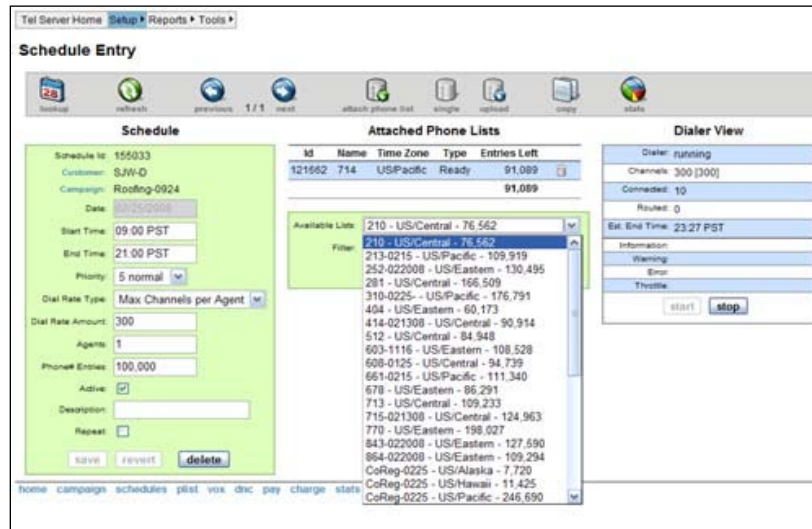
“**Agents**” is how many reps you have available to take calls. Once the number of active press 1 calls equals the number of agents the dialer will stop calling. If you don’t want the dialer to stop dialing set the dial rate type at “Max Channels”.

“**Phone# Entries**” is the maximum number of dials the campaign can dial today.

UNCHECK the **ACTIVE** option!! This is very important because if you don’t uncheck it your campaign will start right away. Active means the campaign will automatically start and stop at the times you entered in.

Check the “**repeat**” option and select the days you wish for the campaign to be available to run.

Next, and before you save your settings you need to attach your phone list for this campaign.



The screenshot shows the 'Schedule Entry' interface with the following sections:

- Schedule:**
  - Schedule ID: 155033
  - Customer: SJW-D
  - Campaign: Roofing-0924
  - Date: 10/23/2008
  - Start Time: 09:00 PST
  - End Time: 21:00 PST
  - Priority: 5 normal
  - Dial Rate Type: Max Channels per Agent
  - Dial Rate Amount: 300
  - Agents: 1
  - Phone# Entries: 100,000
  - Active:
  - Description:
  - Repeat:
  - Buttons: save, revert, delete
- Attached Phone Lists:**

Id	Name	Time Zone	Type	Entries Left
121552	714	USPacific	Ready	91,089
				<b>91,089</b>
- Available Lists:**
  - Filter: 210 - US/Central - 76,562
  - 210 - US/Central - 76,562
  - 213-0215 - US/Pacific - 109,919
  - 252-022008 - US/Eastern - 130,495
  - 281 - US/Central - 166,509
  - 310-0225 - US/Pacific - 176,791
  - 404 - US/Eastern - 60,173
  - 414-021308 - US/Central - 90,914
  - 512 - US/Central - 84,948
  - 603-1116 - US/Eastern - 108,528
  - 608-0125 - US/Central - 94,739
  - 661-0215 - US/Pacific - 111,340
  - 678 - US/Eastern - 86,291
  - 713 - US/Central - 109,233
  - 715-021308 - US/Central - 124,963
  - 770 - US/Eastern - 198,027
  - 843-022008 - US/Eastern - 127,690
  - 864-022008 - US/Eastern - 109,294
  - CoReg-0225 - US/Alaska - 7,720
  - CoReg-0225 - US/Hawaii - 11,425
  - CoReg-0225 - US/Pacific - 246,690
- Dialer View:**
  - Dialer: rufusing
  - Channels: 300 (300)
  - Connected: 10
  - Routed: 0
  - Est. End Time: 23:27 PST
  - Buttons: start, stop

From the grey tool bar select **ATTACH PHONE LIST**. If the list you want to use is attached to another campaign you will need to click the icon labeled **Single** and it will change to multiple, making these lists also available. From the drop down menu select your phone list file and click **ADD**. If you have phone numbers in different time zones you will see multiple lists of your same phone list. Make sure you have selected all the lists that apply.

MAKE SURE TO SAVE YOUR WORK by clicking save in the green box to the left!