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.

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

| lookup | refresh | previous | 1/1 | next | attach phone list | single | upload | copy | stats |
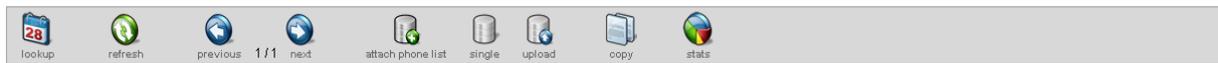
Schedule

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

	Pacific	Mountain	Central	Eastern
Start Time (Pacific, 24hr): 09:00 PST	09:00am	10:00am	11:00am	12:00pm
End Time (Pacific, 24hr): 21:00 PST	09:00pm	10:00pm	11:00pm	00:00am

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
Redial Filter:	☑ Busy ☑ No Answer ☑ Problems ☐ Answering Machine
Repeat:	☑
	☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday ☑ Friday ☑ Saturday ☐ Sunday ☐ Recalculate Phone# Entries
Active:	☐
Description:	

save | revert | **delete**

Attached Phone Lists

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

Dialer View

Dialer:	stopped
Channels:	
Connected:	
Routed:	
Est. End Time:	
Information:	
Warning:	
Error:	
Throttle:	

start | abort

home campaign schedules plist vox dnc pay charge stats logs logout

Site: NS, Version: 1.0.18 (d1.2.053)

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.
- **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.
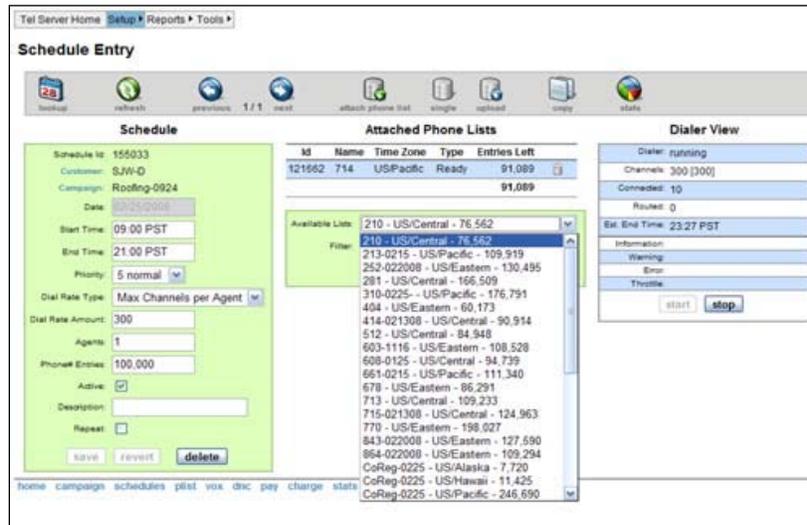
From the grey tool bar select **ATTACH PHONE LIST.** If the list you want to use is attached to another campaign you will need to click the icon labeled **Single** and it will change to multiple, making these lists also available. From the drop down menu select your phone list file and click **ADD**. 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!

For more information on how to use the dialer please visit: www.dynamicic.com to view our How-To video guides.