Using the Voice Broadcasting System

http://vb.dynamicic.com
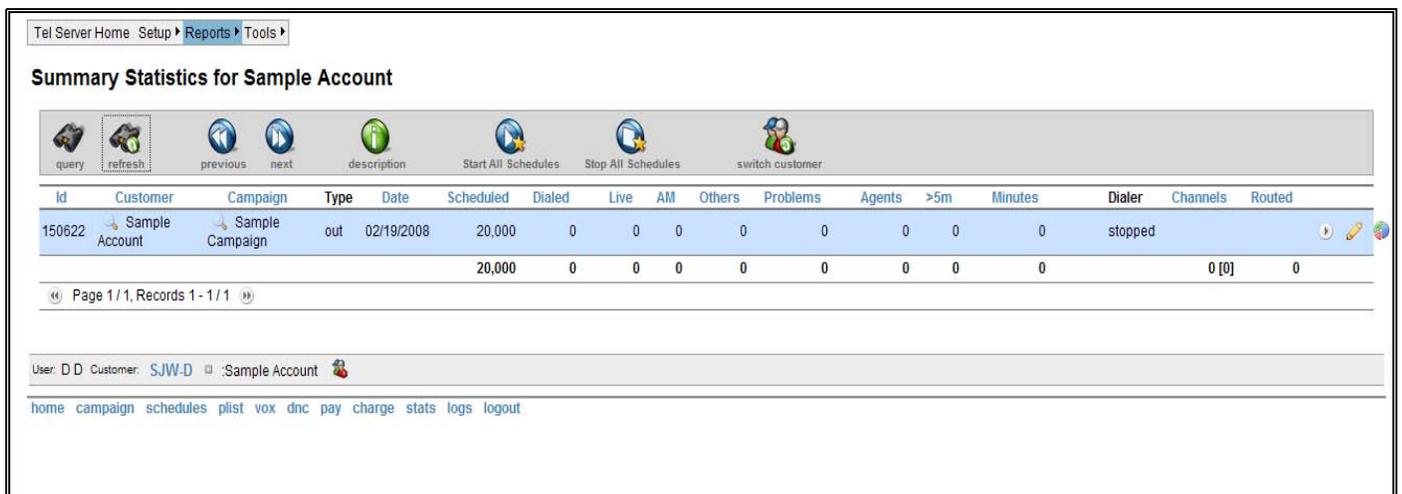
Dialer Support Line: 714.913.6940

This is the Login Page for your Dialer Controller. You will login with your username and password here.

This is your Main Summary page in which you will control the starting and stopping of campaigns. To get to this page go to Reports at the top and scroll down to summary stats and minutes. Here are the tabs you need to most likely be constantly watching. This page resets back to all zeros each day to refresh for the new day (that does not, however, mean that your campaign will start all over from the beginning again. It will pick up right where you left off).

A. Dialed – These are the numbers that have been dialed

B. Live – These are the number of people that have picked up the phone and heard your message

C. AM – Answering Machine – these are the number of answering machines the dialer reached.

D. Others – No Answer, Busy, Fax Machine

　　Problems – Disconnected #'s, Invalid, Operator Messages…etc.

E. Agents – This is a phone call that connected a customer to your sales rep.

F. 5m – This is a phone call that exceeded 5 minutes.

G. Minutes – the minutes used in a campaign that day.

Starting and Stopping Campaigns

To start a campaign, simply press the play button that is located to the very far right of the screen before the yellow pencil. Press the button once to start. To stop campaigns, press that same button again. Give it about 1 to 3 minutes to slow the campaigns down and come to a complete stop (even after pressing stop you may still get a few calls so wait those extra few minutes).

This is your campaign control screen which lets you control the speed, phone lists, and times of your campaign.

Schedule Settings

To get to this page, click on the yellow pencil. This page shows how your campaign is set up to run.

Take a look at the green schedule box (left). In this example you see the Customer name as Sample Account and the name of this particular campaign is Dynamic Interactive Press1 & VM. This shows the **date** and the start and stop hours of the campaign. To Manually start and stop your campaign, set the times from 09:00 am to 21:00 pm in your time zone and uncheck the active box at the bottom. The dialer is set in Pacific Standard Time and military time; you will need to adjust to your time zone. Look to the right of the start and end time, it will show you what time it is set to in your time zone.   To have to dialer start automatically, enter the times you want it to start and stop, keeping the active box checked. The **Priority** remains as is, 5 Normal. **Dial Rate Type** depends on the type of campaign you are running. If it

is a Press 1 campaign you will want to choose <u>Max Channels per Agent</u> and then choose **Dial Rate Amount** and how many **Agents** you have answering the phones. If you are simply leaving a message for live people and or answering machines you will want the **Dial Rate Type** to be just <u>Max Channels</u>, then choose the **Dial Rate Amount** and) **Agents**.   Below that you have options to redial. You can choose to **Redial** once or twice. The **Redial Delay** is how quickly the dialer calls back the people you choose to redial. The **Redial Filter** is where you can choose who the dialer redials if you do not reach them the first time.

Now let's examine the **Attached Phone Lists**. As you run your campaign you can come back to this page and see how many entries are left at any time. To upload a phone list, first make sure your list is in a **txt** file, saving it in notepad works well. Click on the icon labeled **upload.** Then browse for you file and click upload. From here you will need to click to icon labeled **Attach Phone List**. You will see a smaller green box appear**, available lists,** choose the list(s) you want to and click add.

If you look at the last box **Dialer View**, you can see the start and stop button as well. You can start and stop campaigns from here too.

*Reminder: if you make any changes to the inserts you must SAVE your work, which is located at the bottom of the green schedule box.
*To go back to your Main Summary Page, look to the very top of the screen where the grey bar menu is located. Scroll over REPORTS and select SUMMARY STATS AND MINUTES.

How to Check your Account Balance
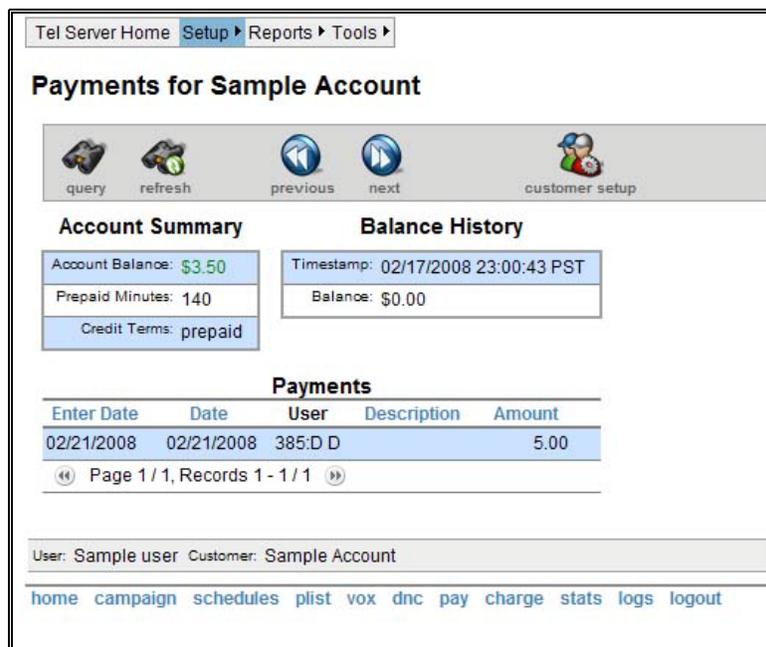
Tel Server Home	Setup ▶	Reports ▶	Tools ▶

Payments for Sample Account

query   refresh   previous   next   customer setup

Account Summary

Account Balance:	$3.50
Prepaid Minutes:	140
Credit Terms:	prepaid

Balance History

| Timestamp: | 02/17/2008 23:00:43 PST |
| Balance: | $0.00 |

Payments

Enter Date	Date	User	Description	Amount
02/21/2008	02/21/2008	385:D D		5.00

◀◀ Page 1 / 1, Records 1 - 1 / 1 ▶▶

User: Sample user   Customer: Sample Account

home   campaign   schedules   plist   vox   dnc   pay   charge   stats   logs   logout

Look at the grey menu bar at the top. Scroll over **SETUP.** Select **PAYMENTS**. This page shows your account summary and balance history. Your current account balance is shown in green in the account summary box.

Making a payment

You can make a payment online, by fax, or by calling us at 714.913.6940

Instructions on how to Upload phone lists, Audio messages, call in to record audio messages, and rehash a list.

You may also visit http://www.dynamicic.com/ to see our How-To videos which demonstrate how to use our dialer.