

# Training review for the AUTODIALER

When you first log in you will be **PAUSED** upper right.

To let the system know that you are ready to receive calls click on the green **RESUME** button in the upper left.

The screenshot displays the Vicidial web interface. At the top, the browser address bar shows the URL <https://callcenter.chrr.ohio-state.edu/agc/vicidial.php>. The page header includes the Vicidial logo, the word "SCRIPT", and session information: "2014-04-21 16:11:52 session ID: 8600055 Calls in Queue: 0". A large red "PAUSED" status indicator is prominently displayed in the upper right, with "DIALING" and "NO LIVE CALL" text to its right. A "LOGOUT" link is also visible.

The main content area is titled "STATUS:" and contains several interactive elements and form fields:

- PAUSE** and **RESUME** buttons: The "RESUME" button is highlighted in green, indicating it is the target for the training instruction.
- ALT PHONE DIAL** checkbox: A checked checkbox labeled "ALT PHONE DIAL".
- RECORDING FILE:** A section with a **START RECORDING** button.
- WEB FORM** and **WEB FORM 2** buttons.
- PARK CALL** and **TRANSFER - CONF** buttons.
- HANGUP CUSTOMER** button.
- SEND DTMF** button with a small input field.
- Customer Information:** A form with fields for Title, First, MI, Last, Address1, Address2, Address3, City, State, PostCode, Province, Vendor ID, Gender (set to "U - Undefined"), Phone, DialCode, Alt. Phone, Show, and Email.
- Comments:** A large text area for notes.

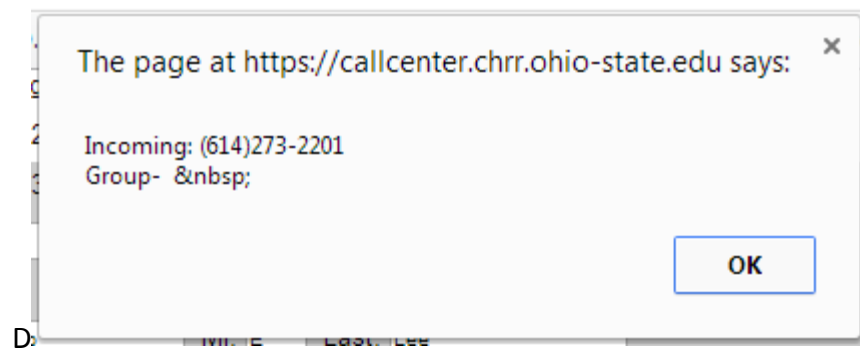
At the bottom of the interface, there are status indicators: "NO ACTIVE CALLBACKS", "MANUAL DIAL", and "FAST DIAL". A "Search for Case" link is also present. The footer includes version information: "Agent web-client version: 2.2.1-259 BUILD: 100510-2014 Server: 140.254.214.85", a "MUTE" button with a speaker icon, and an "Agents View" link.

After you click on resume it will seem like nothing is happening.

You will see that the status turned to **DIALING** on the UPPER right!

Then you will see this pop up when the respondent picked up the phone.

Don't panic 😊 Read the script instead! If you don't have a script printed out ask for your supervisor to print out the script for you.



Click OK so that you can see the respondent's information in the background as you read your script.

NOTE: Since you are in TRAINING MODE, we created an answering machine that will pick up every time so that you can practice your script, or answering machine script, or practice setting dispositions.

Notice on the upper right it says **LIVE CALL**. That means that the respondent is on the phone.

Click on **WEB FORM** Button and complete a survey! Remember to save and Quit by using the Save and Quit Icon.

**NOTE:** In training feel free to **HANGUP CUSTOMER** so that we don't have a long message of you breathing or practicing reading the survey (this button is on the bottom left).

Logged in as User: mlowden on Phone: SIP/50120 to campaign: RMTEST  
2014-04-21 16:39:16 session ID: 8600055 Calls in Queue: 0 PAUSED **DIALING** **LIVE CALL** [LOGOUT](#)  
STATUS: Incoming: (614)273-2201 UID: V0421163603001394654 seconds: 189

**PAUSE** **RESUME** Customer Time: APR 21 4:39:16 PM Channel: SIP/bandwidth-00002eb

**ALT PHONE DIAL**  
**RECORDING FILE:**  
RMTEST\_6142732201\_2014...  
**RECORD ID:** 2374346  
**STOP RECORDING**

**WEB FORM**  
**WEB FORM 2**

**PARK CALL**  
**TRANSFER - CONF**

**HANGUP CUSTOMER**

**SEND DTMF**

[See Case History](#)

**Customer Information:**  
Title: Mr. First: Bob MI: E Last: Lee  
Address1: 1010 Chatham Ln  
Address2: Address3:  
City: Lumbusco State: OH PostCode: 43220  
Province: Vendor ID: 100090 Gender: M - Male  
Phone: 6142732201 DialCode: 1 Alt. Phone: 6144427325  
Show: Email: mlowden@chrr.osu.edu  
Comments: asdfasdfsdf

**NO ACTIVE CALLBACKS** [Search for Case](#)  
**MANUAL DIAL** **FAST DIAL**

Agent web-client version: 2.2.1-259 BUILD: 100510-2014 Server: 140.254.214.85  
[Show conference call channel information](#) **MUTE** [Agents View](#)

DONE with the SURVEY? Did you save and quit the survey? YES!!!

Now you are ready to set the disposition for the lead. See below it says **FINISH LEAD** in pink... Or maybe you want to dial the second number which is right next to the finish lead... We do not encourage you to dial the alt phone number during TRAINING because it is someone's office but it is ok if you do 😊 dial it by accident just HANG UP CUSTOMER (this button is on the bottom left)

Logged in as User: mlowden on Phone: SIP/50120 to campaign: RMTEST  
VICIdial SCRIPT 2014-04-21 16:50:10 session ID: 8600055 Calls in Queue: 0 PAUSED **DIALING** NO LIVE CALL LOGOUT  
STATUS: Dial Phone Number: 6142732201 or 6144427325 or **FINISH LEAD** seconds: 35

**PAUSE** **RESUME** Customer Time: Channel:  
 **ALT PHONE DIAL**  
RECORDING FILE:  
RMTEST\_6142732201\_2014...  
RECORD ID: 2374347  
**START RECORDING**

**WEB FORM**  
**WEB FORM 2**

**PARK CALL**  
**TRANSFER - CONF**

**HANGUP CUSTOMER**

**SEND DTMF**

Customer Information:  
Title: Mr. First: Bob MI: E Last: Lee  
Address1: 1011 Chatham Ln  
Address2: Address3:  
City: Lumbusco State: OH PostCode: 43220  
Province: Vendor ID: 100091 Gender: M - Male  
Phone: 6142732201 DialCode: 1 Alt. Phone: 6144427325  
Show: Email: mlowden@chr.osu.edu  
Comments:

[See Case History](#)

NO ACTIVE CALLBACKS Search for Case  
MANUAL DIAL FAST DIAL

Agent web-client version: 2.2.1-259 BUILD: 100510-2014 Server: 140.254.214.85  
[Show conference call channel information](#) MUTE Agents View

After you click on the **FINISH LEAD...** You will get the green screen below it is the CALL DISPOSITION SCREEN.

SELECT FROM THIS LONG LIST OF DISPOSITIONS these dispositions are in your Training material on our website... print them out and get familiar with them before you go live.

After you select the disposition click on Submit and Pause or Submit and resume below:

SUBMIT and PAUSE lands you on an empty screen and you have to click on RESUME when you are ready to continue.

SUBMIT and RESUME lets they system know you are ready for it to send you your next respondent call.

