

UNATTENDED DIALLING LISTS

The screenshot displays the Noetica SYNTHESIS™ CAMPAIGN MANAGER interface. The top navigation bar includes the Noetica logo, the product name, and a user profile 'Brightie' with a 'Log off' option. A left sidebar shows a 'Workspaces' tree with 'ABC ORDER DEMO' selected, containing sub-items 'ABC Order' and 'ABC Quotes', along with other workspace categories like 'Client Services', 'Noetica', 'Verification', and 'Outbound Groups'. The main content area for 'ABC ORDER DEMO' features a 'Summary' section with a 'Workspace Entity' field containing 'ABCORD'. Below this is a 'Workspace Call Queue' section with a 'Show Queue' button, and a 'Queue Statistics' section with a 'Display Summary' button. At the bottom, an 'Operations' section includes a 'Create Campaign' button.

The 'Create New Campaign' dialog box is shown with the following configuration:

- Name:** UnattendedDiallingList
- Campaign Type:** Voice (selected), Messaging
- Default Dialling Mode:** Unattended Dialling
- Teams:**
 - Assigned:** BK Brightie
 - Available:** Ana Sub Team 1, Ana Sub Team 2, Assessment, Ben, BK Josie, SR ABC Quotes, SR ABCOrder, SR Team2, SR Team1, SR TRAINING DEMOS, Do Not Call
- Application Type:** External Application (when using the SDK) (selected), Scripted App
- Application Identifier:** [Empty field]
- Choose legacy account:** ABC ORDER DEMO

Buttons for 'Cancel' and 'Create Campaign' are located at the bottom right.

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Unattended Dialling List

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UNATTENDED DIALLING

Unattended dialling lists do not require an agent to be logged in to initiate the calls. The dialler will dial the records automatically, whenever there are active calls available.

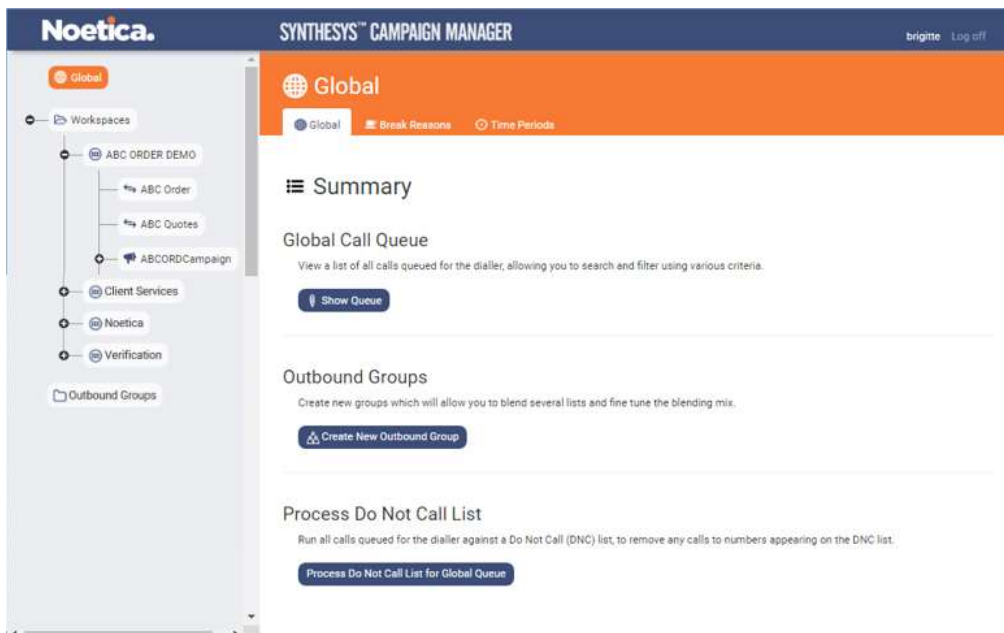
Opening the Campaign Manager

To add an 'Unattended' dialling list:

- Open the Synthesys™ Campaign Manager in your preferred Web Browser.
- Enter the URL of your application server into the address field, e.g., <http://WebserverName/campaignmanager>.
- Next, enter your username and password, as provided by your system administrator.



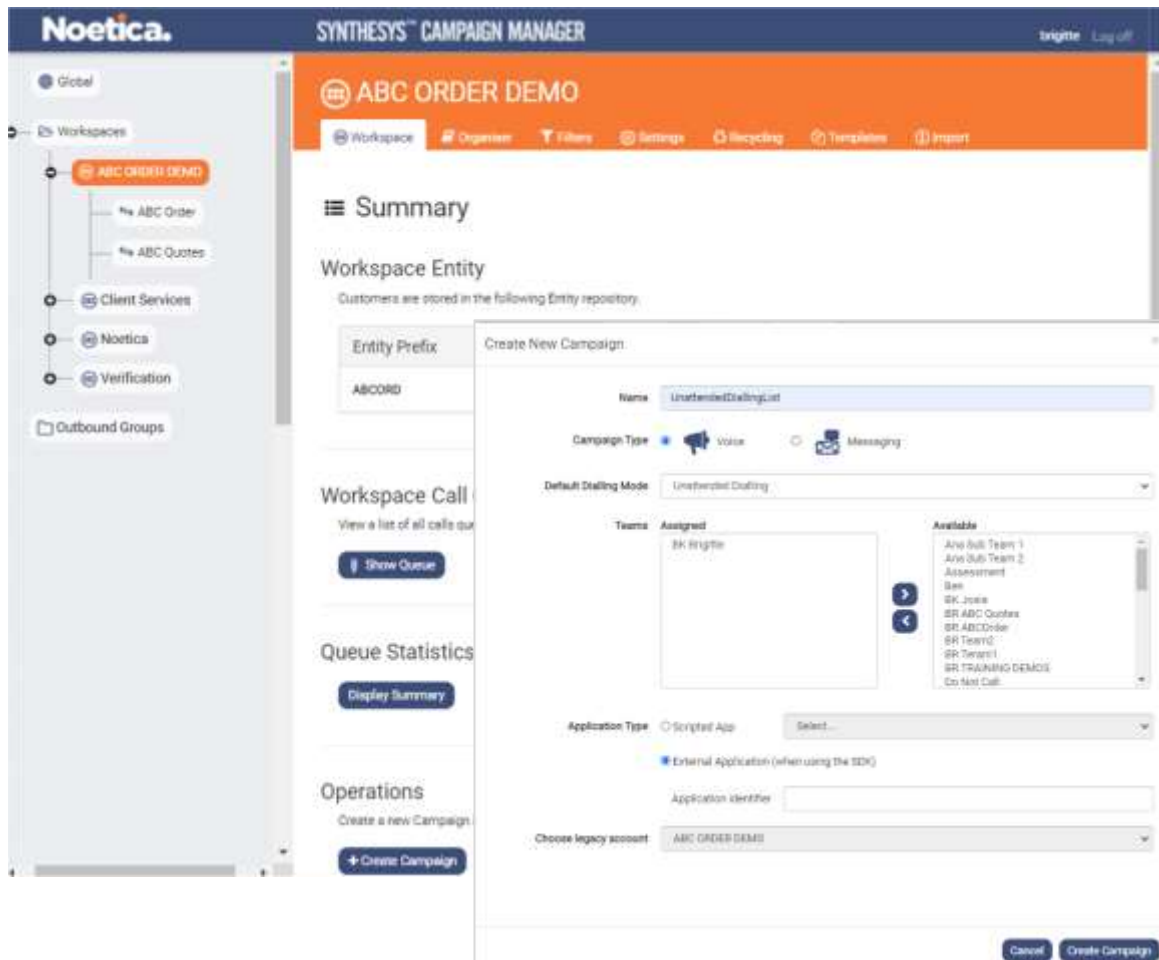
The Campaign Manager will open, displaying the available workspaces, scripted apps, campaigns, outbound lists, and groups.





Creating an Unattended Dialling Campaign

To add a new Campaign to a workspace

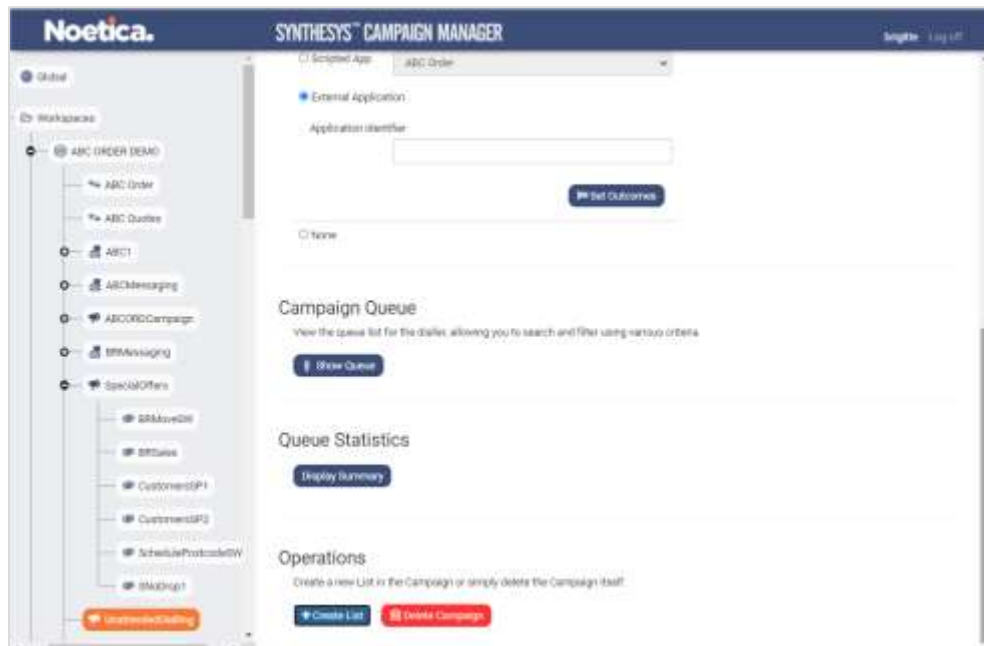
- Select the workspace for which you want to add the new campaign.
- Check that an Entity prefix has been allocated to the workspace.
- Click the **+Create Campaign** button under the Operations heading.
- Enter a name for the new campaign into the **Name** field.
- In the Create New Campaign dialog, select **Voice** as the **Campaign Type**, and **Unattended Dialling** as the **Default Dialling Mode**.



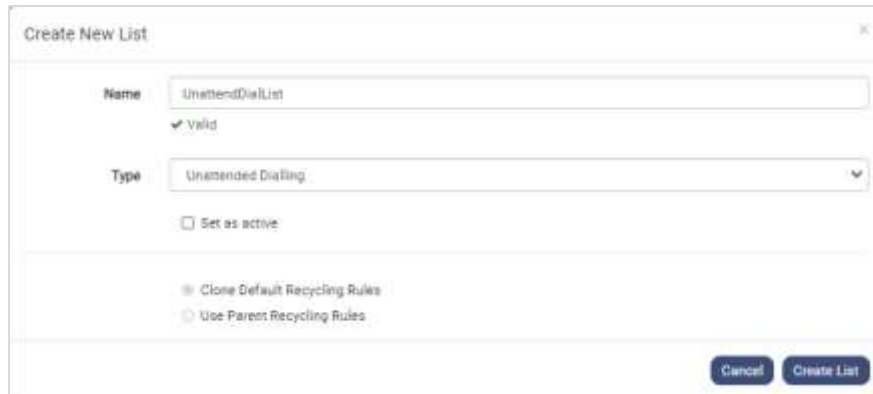
- Use the *Remove/ Assign*   buttons, to assign the relevant Team(s) to the campaign.
- Next, select the Application Type, i.e., the Scripted App to be used with the campaign or External Application and add the associated Application identifier, if you are using Telephony SDK to pop a third-party application.
- Choose a Legacy Account if the associated workspace is not already displayed.
- Click Create Campaign to create the new campaign or Cancel the action.

Creating an Unattended Dial List

To add an unattended call list to the selected campaign.



- Click the **+Create List** button under the Operations heading.
- Enter a name for your list into the **Name** field, of the Create New List dialog.



- To activate the list immediately, tick **Set as active**.
- To use the default recycling rules for the new call list, select **Clone Default Recycling Rules**. To use the recycling rules created specifically for the selected workspace or campaign, select **Use Parent Recycling Rules**.
- Click the **Create List** button, to create the unattended dialling call list.

Active Times

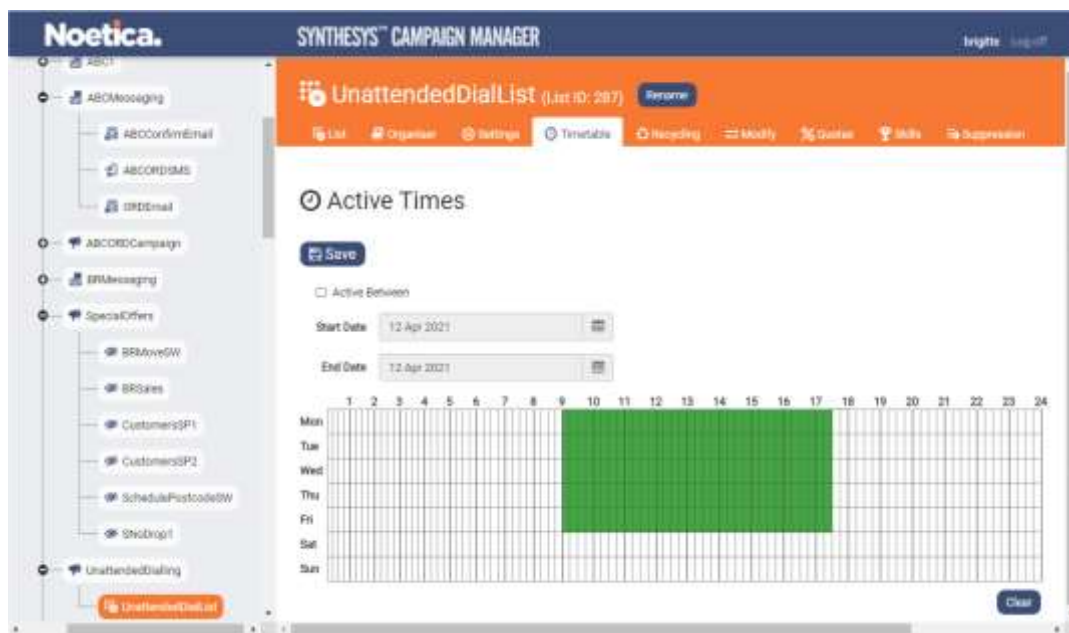
In the Active Times dialog, specify the date and time during which records for the selected active list should be dialled.

Setting Outbound List Active Times

- Select the list and click the **Timetable** (Active Times) tab at the top right of the List dialog.



Active Times, displaying green cells, are by default enabled from 09:00 to 17:30, Monday to Friday.



Changing Active Time settings

- To activate additional time slots, move your mouse pointer to the required time cell and drag the pointer from left to right, to activate the desired time slot.
- To de-select active times, move your mouse pointer to the required activated time cell and drag the pointer from left to right.
- To deactivate all active time periods, click the 'Clear' button at the bottom right of the Active Times dialog.

Setting Outbound List Start and End Date

- To set a *Start Date* and an *End Date* for your outbound list, tick the **Active between** checkbox and then select the required dates from the respective diary pages.

Next, go to the Settings tab, to define the number of *Unattended Dialling Lines To Use* and *Unattended Dialling Switch To Use* for this list, and other advanced properties, as required.

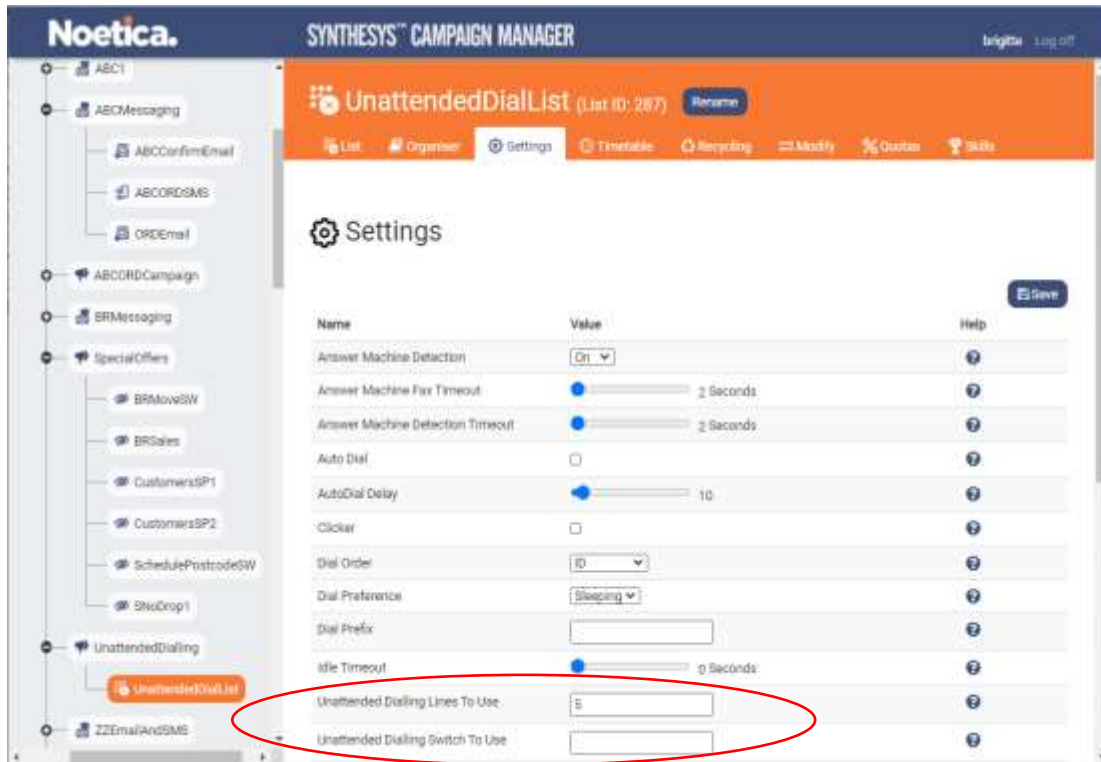
Setting Outbound List Advanced Properties

Unattended Dialling Lines To Use

Set the number of calls to be made concurrently by the dialler.

Noetica recommend this figure to be 5-10. This can be set higher, but the setting will also depend on the lines/trunks that are available for the dialler to use.

A higher number will also burn through data more quickly. If you are unsure when using this setting, please contact your Noetica project resource.



The screenshot shows the 'Settings' page for an 'UnattendedDialList' (List ID: 287) in the Noetica SYNTHESYS CAMPAIGN MANAGER. The interface includes a sidebar with navigation options and a main content area with a settings table. The 'Unattended Dialling Lines To Use' field is highlighted with a red circle.

Name	Value	Help
Answer Machine Detection	On	?
Answer Machine Fax Timeout	2 Seconds	?
Answer Machine Detection Timeout	2 Seconds	?
Auto Dial	<input type="checkbox"/>	?
AutoDial Delay	10	?
Clicker	<input type="checkbox"/>	?
Dial Order	ID	?
Dial Preference	Sleeping	?
Dial Prefix		?
Idle Timeout	0 Seconds	?
Unattended Dialling Lines To Use	5	?
Unattended Dialling Switch To Use		?

Unattended Dialling Switch To Use

If configured on a multi switch, you can choose the switch that will be making the dials. Leave blank to use the default switch.

Additional Advanced Outbound List Options

Available Options	Use
AnswerMachineDetection	<p>Set to True to use AMD. *Can only be used for switches that support AMD.</p> <p>If AMD is set to True and the dialler detects an answering machine it will drop the call. If AMD is set to False all connected calls will use the IVR strategies defined.</p>
AMDFalsePositiveRate	False positive rate for answer machine detection.
DedupeQueueOnTelephone	If set to True (False) a duplicate check will be carried out on the Queue table to ensure that when queuing new records, no duplicate telephone numbers will be added to a call list.
Dial Preference	Enter Sleeping , Queued , or Both to determine if due sleeping or queued calls should be dialled first, or if a mixture of both should be presented to agents in order of their Queue ID. Deactivate and re-activate the call list to refresh the internal PD dialling list. Deactivate and re-activate the call list to refresh the internal PD dialling list.
Dial Prefix	An appropriate dial prefix can be entered (e.g. 9 to dial out).
Dial Order	Instruct the dialler in which order to retrieve queued items. Enter ReverseID if new Queue items should be presented to agents before old Queue items. Enter ID, to present older queued items before the newly queued calls. Deactivate and re-activate the call list to refresh the internal PD dialling list. Deactivate and re-activate the call list to refresh the internal PD dialling list.
Priority Order	Enter None , Asc or Desc to specify the order in which to present priority calls. Entering Desc will present calls with higher priority settings first. Deactivate and re-activate the call list to refresh the internal PD dialling list. Deactivate and re-activate the list to refresh the internal PD dialling list.
Use do not call list	True/ False. If True, allows Synthesys™ to check the telephone numbers in the PHOENIX_DoNotCallList table and to remove associated records from the call list.