

GoAutoDial CE Getting Started Guide

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About This Document:

This document describes how to install GoAutoDial CE and get you started in making your first call using VICIDIAL in manual/progressive mode. This document is not a complete manual for managing VICIDIAL. For more detailed documentation on how to use VICIDIAL you can purchase the official manuals from <http://www.eflo.net/store.php>

FAQ:

Q: What is GoAutoDial?

A: GoAutoDial is a Linux Distro Base on CentOS 5 focused to be a full Call Center Suite System that just works.

Q: Is Goautodial the same as VicidialNOW?

A: Yes. We renamed the project to "Goautodial" since the word "Vidial" is a registered trademark. The name change was necessary since Goautodial evolved from being more than just a Vicidial distribution. It's now a complete open source dialer system.

Q: What is GoAutoDial's current stable release?

A: GoAutoDial 2.0

Q: What are the major components that make up GoAutoDial?

A:

- CentOS 5.5
- VICIDIAL 2.2.1
- Asterisk 1.4.27.1-vici
- vTigerCRM CRM 5.10

Q: Is Goautodial related to Vicidial

A: No! Goautodial is in no way related to the Vicidial group.

Q: Is Goautodial free?

A: Yes.

Q: What phones will work with Goautodial?

A: Most any SIP compatible phone from companies like Aastra, Polycom, Linksys, SNOM, Cisco, and others will work, you want to make sure it is fully SIP compliant. You can also use a regular analog phone if you have a card with an FXS port on it or you can use an ATA (analog telephone adapter) to bridge between SIP and the analog phone. As long as it works with Asterisk, it will work with Goautodial.

Q: Does Goautodial work with trunks other than SIP?

A: Yes. Goautodial works with IAX, H323, Analog and E1/T1 lines. It utilizes trunks being used by Asterisk.

Q: What T1/E1/Analog telephony cards do you recommend?

A: Goautodial is tested with Sangoma and Digium. It has out of the box support for the two. The important thing to remember is that as long as it works with Asterisk, it will work with Goautodial.

Q: What about hardware? How do I know if a particular NIC or motherboard is compatible?

A: Goautodial is built on CentOS which is itself based on Red Hat Enterprise Linux. Current version of Goautodial use CentOS 5 as it's base.

Red Hat has a hardware compatibility list (HCL) for versions 3, 4 and 5 here:

<https://hardware.redhat.com/>

Q: Help! All my RAM is being eaten up! What do I do?

A: Probably nothing. The short answer is that Linux (and other Unix like systems) use RAM differently than you may be used to in other operating systems. The long answer is outside the scope of this FAQ, but the following links have more information:

<http://www.linuxhowtos.org/System/Linux%20Memory%20Management.htm>

Q: What are the default usernames and passwords ?

	Login	Password
Terminal/SSH	root	vicidialnow
MySQL (mysql -u root -p) http://192.168.1.2/phpmyadmin/	root	vicidialnow
VICIDIAL Admin - http://192.168.1.2/	admin	vicidialnow
vTiger - http://192.168.1.2/vtigercrm/	admin	vicidialnow
Phone Login (SIP) - http://192.168.1.2/	100 upto 150	test
Phone Login (IAX) - http://192.168.1.2/	300 upto 350	test
SIP Phone Credentials	cc100 upto cc150	test
IAX Phone Credentials	cc300 upto cc350	test

Requirements:

- Download the GoAutoDial CE 2.0 final release from <http://www.goautodial.org/>

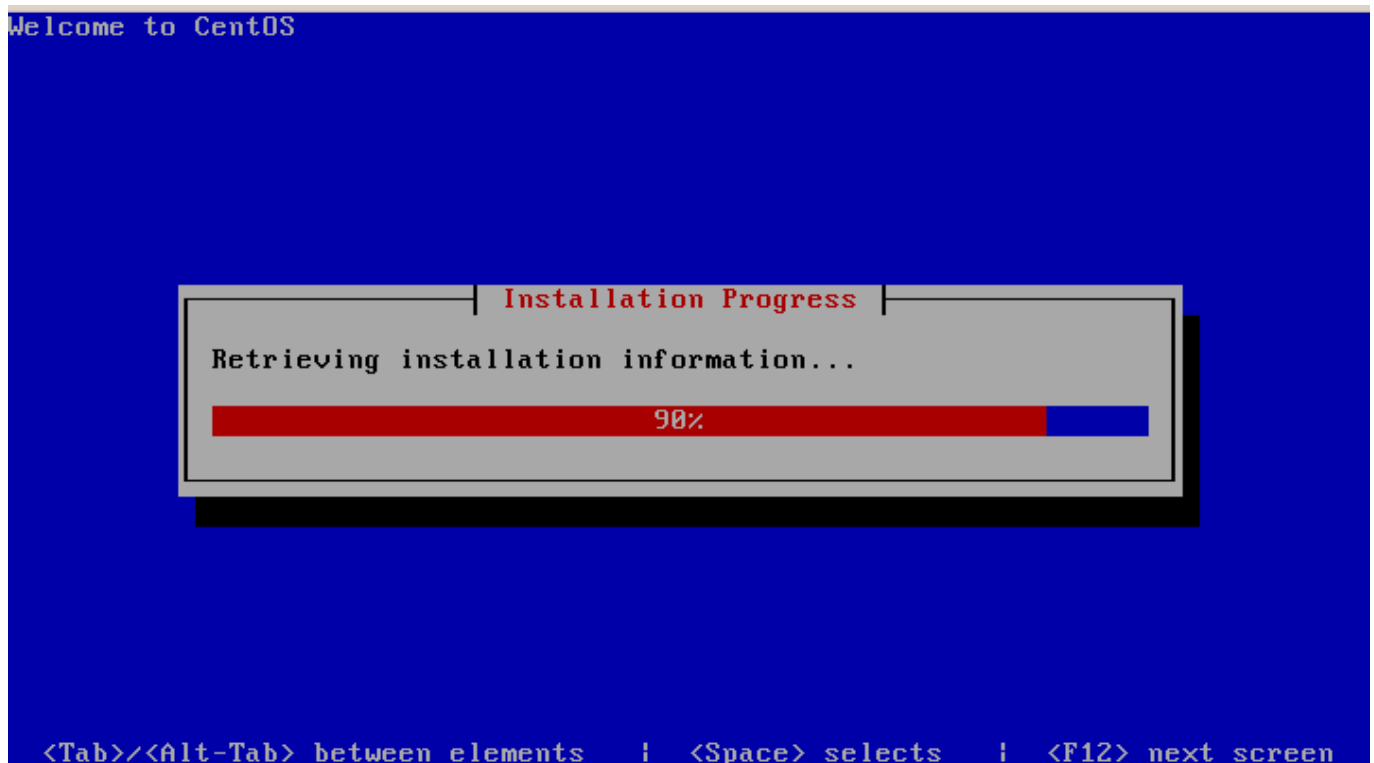
- Burn to CD using program like Nero on Windows or K3B on Linux and configure your server to boot from CD.

Installation:

Boot machine from the GoAutoDial CD and hit **Enter** to get started.



The automated installer takes care of everything so you just need to wait for around 15 minutes depending on your hardware for the whole installation process to finish.




Welcome to CentOS

Formatting

Formatting / file system...

96%



<Tab>/<Alt-Tab> between elements | <Space> selects | <F12> next screen

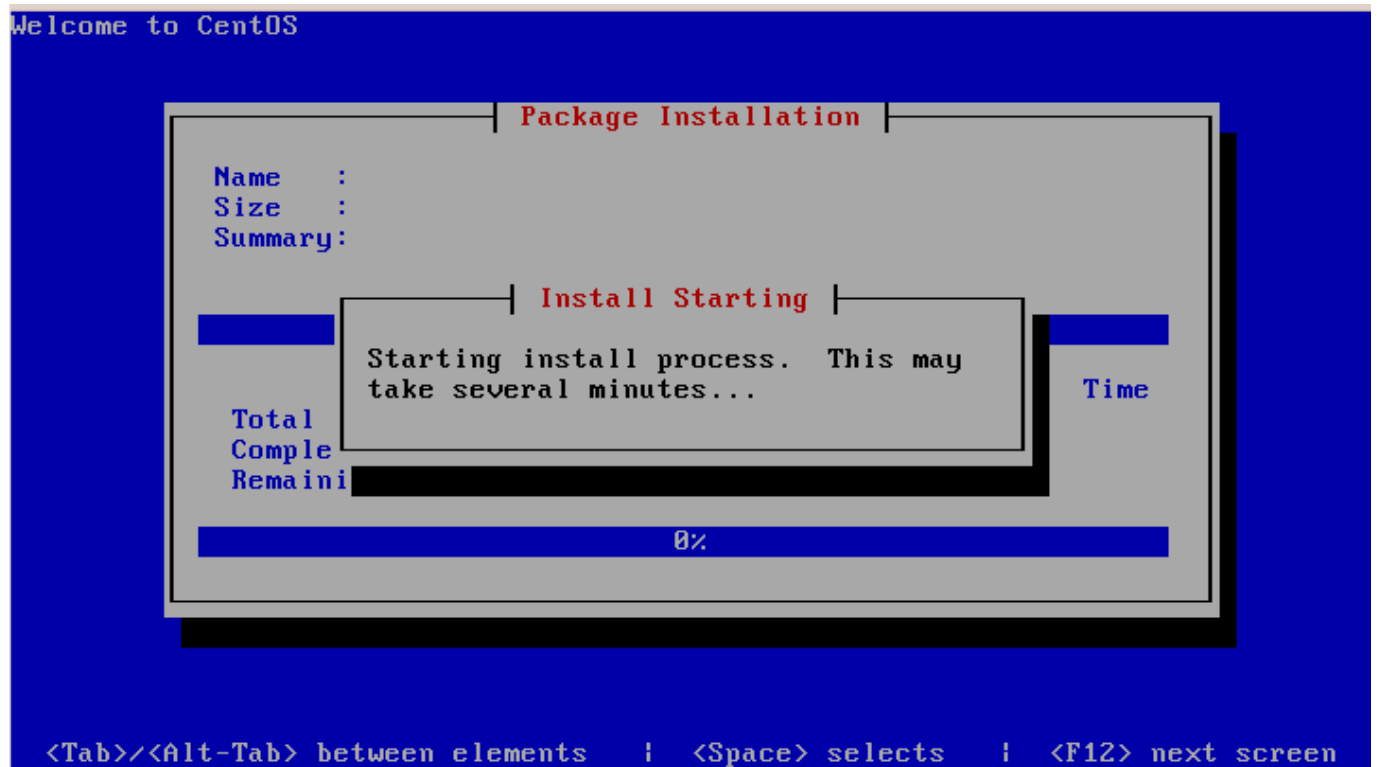
Welcome to CentOS

Copying File

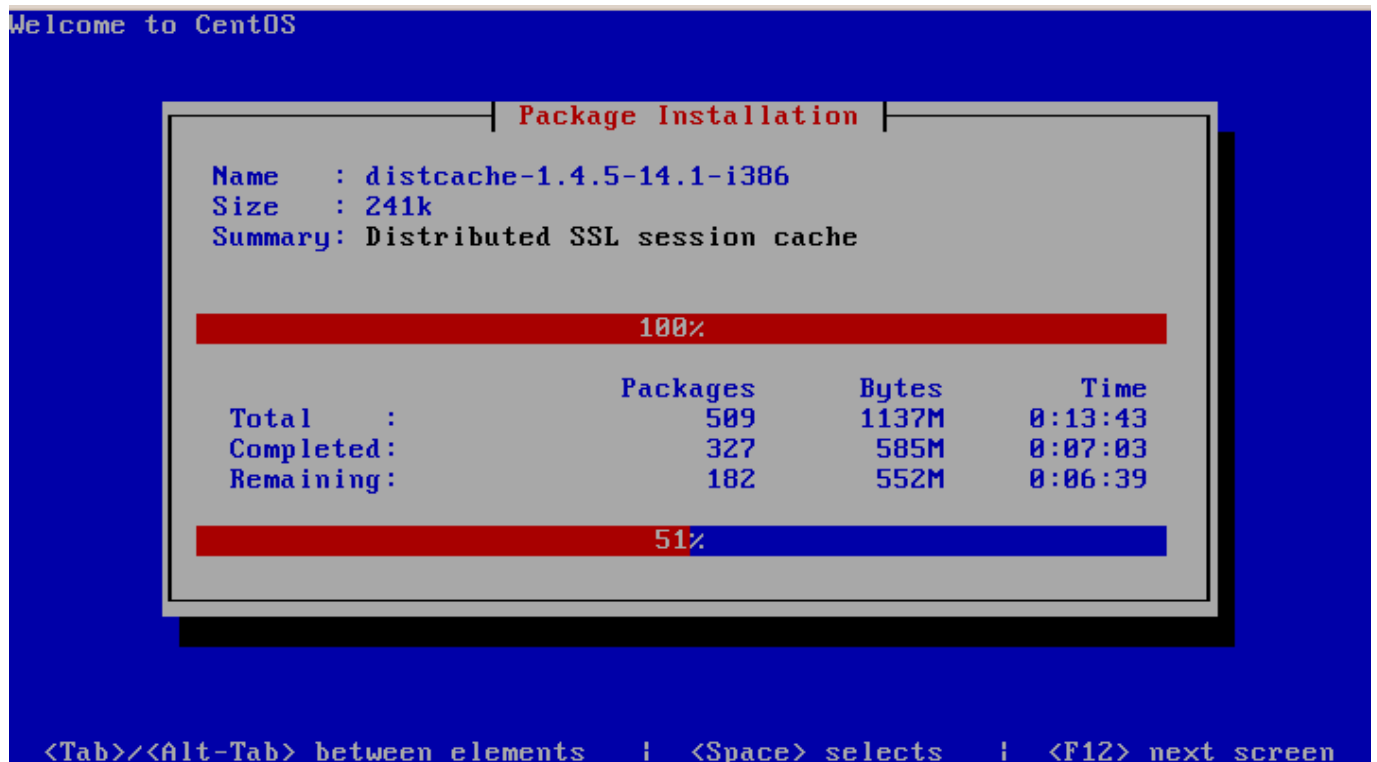
Transferring install image to hard drive...

<Tab>/<Alt-Tab> between elements | <Space> selects | <F12> next screen

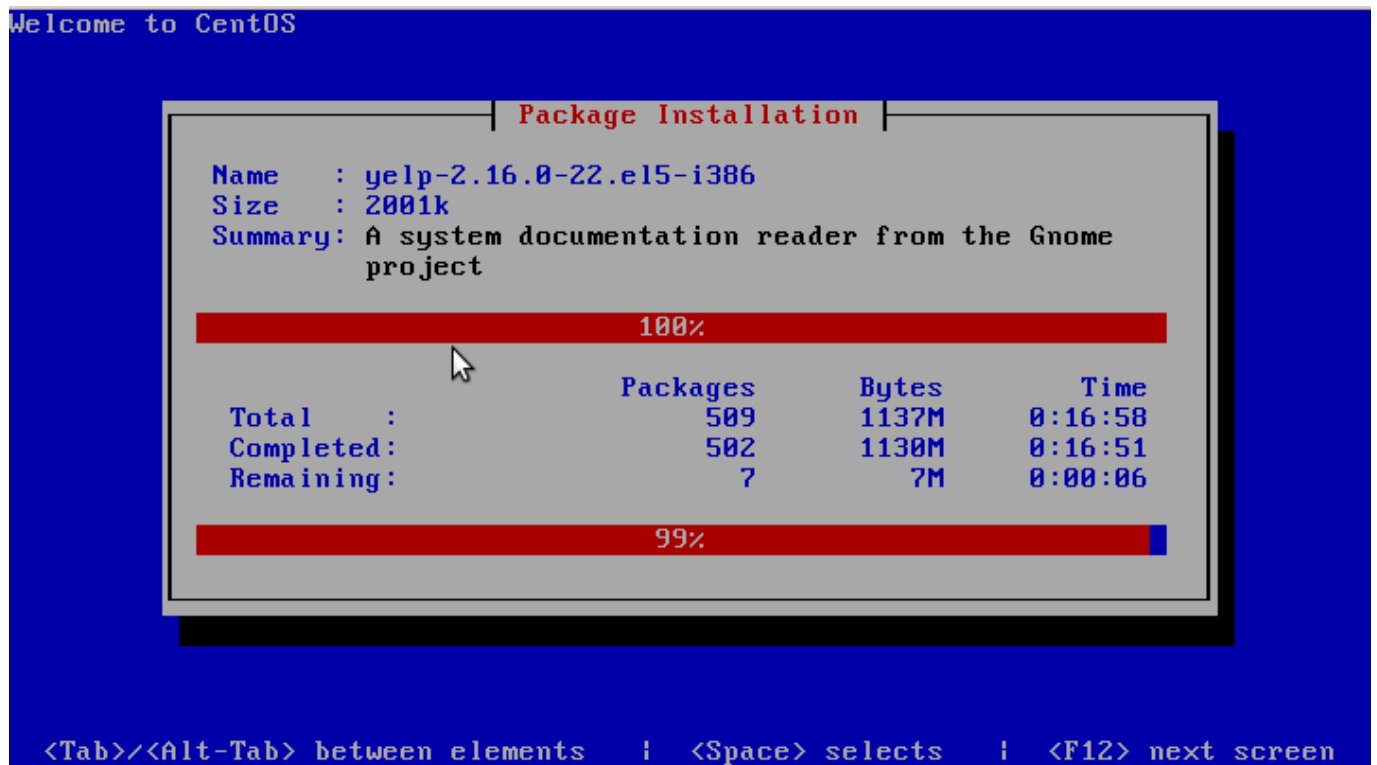
Starting package installation:



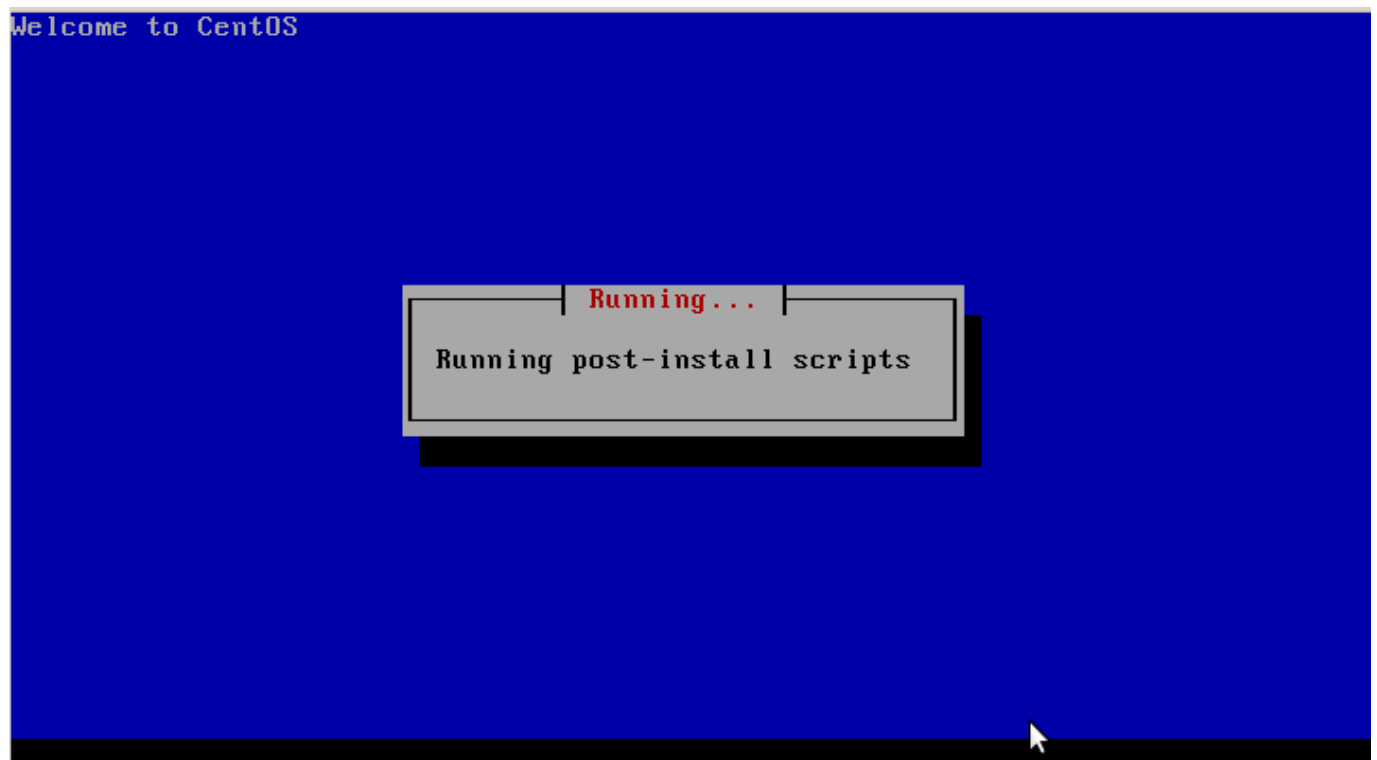
Halfway through the package installation:



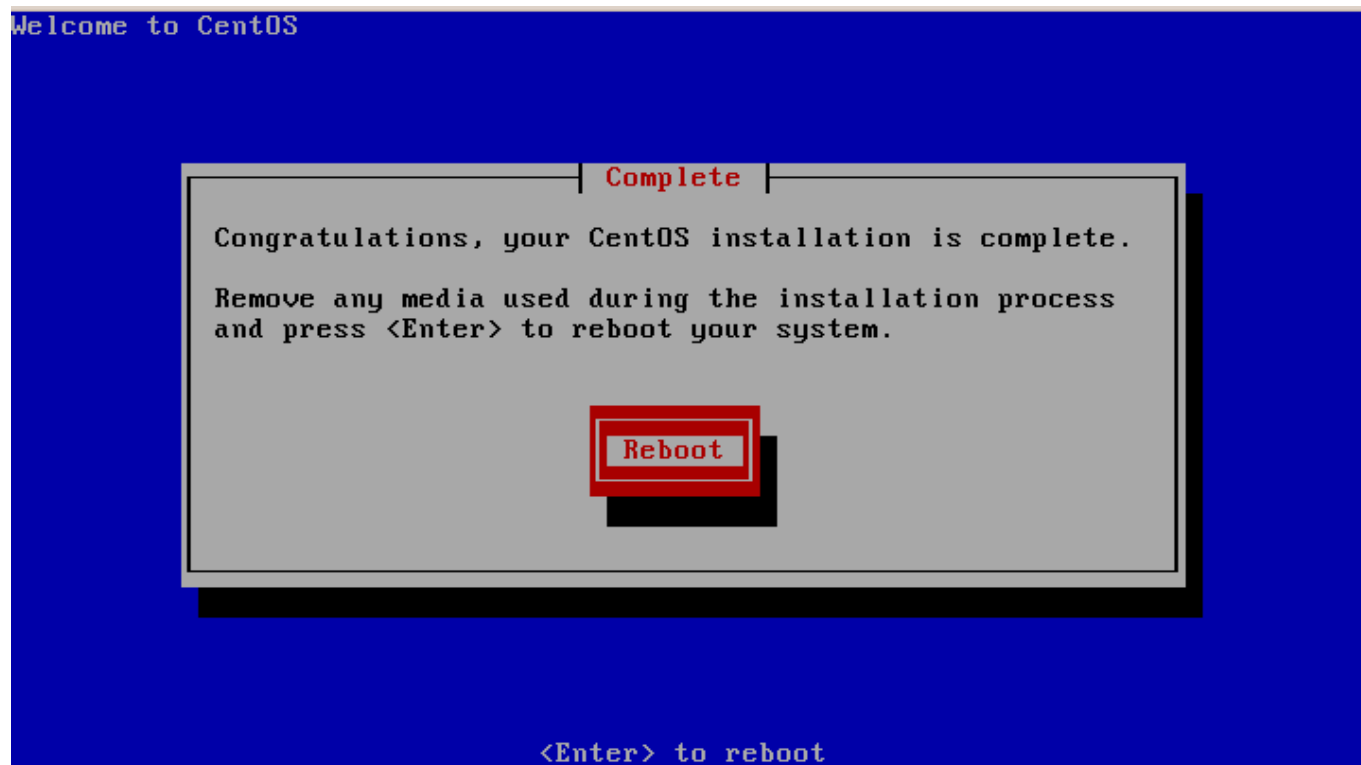
Package Installation almost finished:



Running post-install scripts



Installation Complete! Press **Enter** and remove the installation CD.

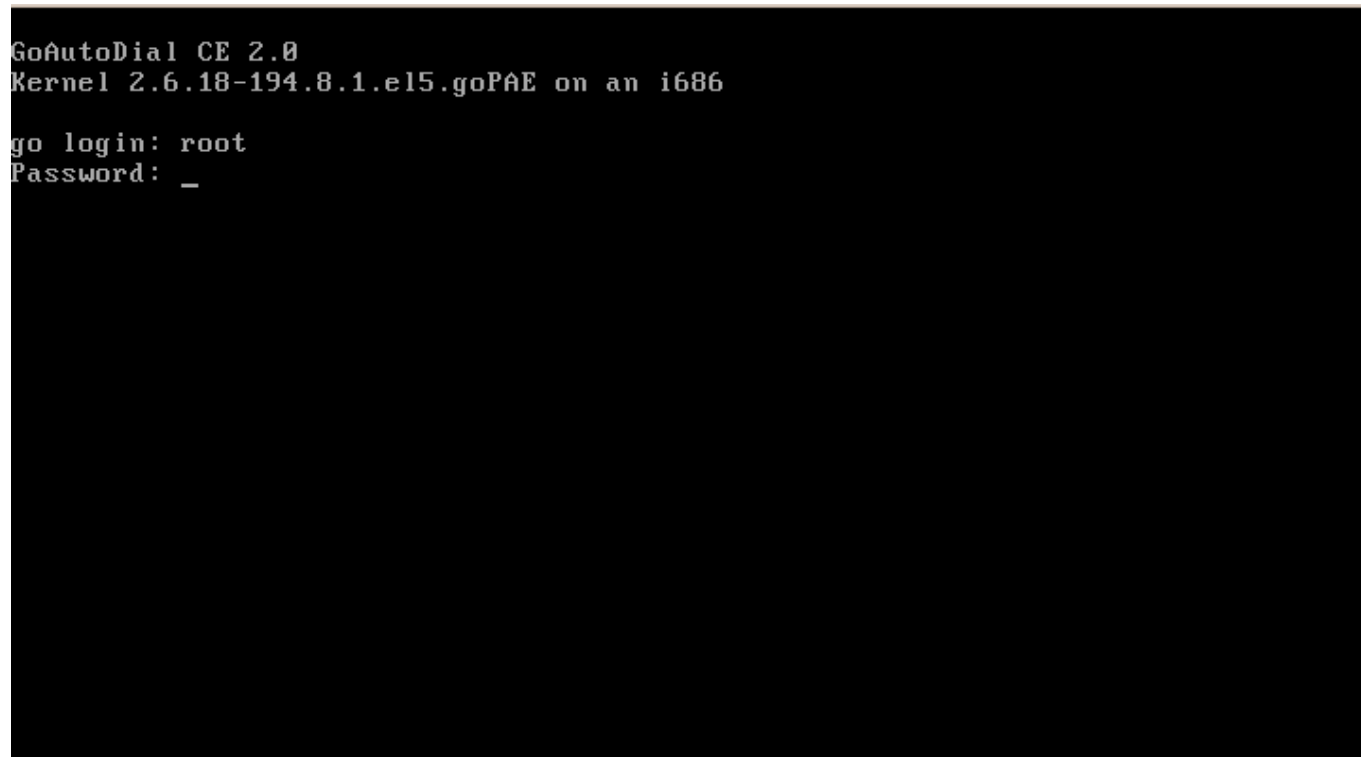


Configurations:

Login using the following user account:

username: root

password: vicidialnow



```
go login: root
Password:
Last login: Tue Sep  7 02:39:45 on tty1

Welcome to GoAutoDial!!!
-----

For access to the VICIDIAL admin and agent web GUI use this URL:
http://192.168.1.2

username: admin
password: vicidialnow

For access to VtigerCRM use this URL:
http://192.168.1.2/vtigercrm

username: admin
password: vicidialnow

For professional support, visit http://www.goautodial.com

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Don't forget to run update_server_ip everytime you change your IP address

[root@go ~]# _
```

Open <http://192.168.1.2/> using Firefox



Click on the **ADMIN LOGIN**

username: admin

password: vicidialnow

Click on the **Systems/Network > Configuration > eth0 config**

The screenshot shows the GOAutoDial Administrator Application interface in Mozilla Firefox. The browser address bar shows `http://192.168.1.2/admin.php`. The page header includes the GOAutoDial logo and navigation links: VICIDIAL ADMIN, GO ADMIN, PHPMYADMIN, SUPPORT CENTER, and LOGOUT. The main content area is titled "System Information" and features a sidebar menu with "System/Network" selected. Under "System/Network", "Configuration" is expanded, and "eth0 Config" is highlighted. Below the menu, there are several informational panels: "System Vital" (Canonical Hostname: 192.168.1.2, Listening IP: 192.168.1.2, Kernel Version: 2.6.18-194.8.1.el5.goPAC (SMP), Distro Name: GoAutoDial CE 2.0, Uptime: 13 minutes, Current Users: 3, Load Averages: 0.19 0.34 0.20, 4.84%), "Hardware Information" (Processors: 2, Model: Intel(R) Core(TM)2 Duo CPU 1.7300 @ 2.00GHz, CPU Speed: 1.98 GHz, Cache Size: 6.00 MB, System Ddgeomtps: 7825.44, PCI Devices: Intel Corporation 82371AB/EB/MB PIIX4 ACPI, Ethernet controller: Advanced Micro Devices [AMD] 79c970 [PCnet32 LANCE], Intel Corporation 82441FX PNC [Natoma], IDE interface: Intel Corporation 82371AB/EB/MB PIIX4 IDE, 15A bridge: Intel Corporation 823715B PIIX3 ISA), and "Network Usage" (Device: In, Received: 1.43 MB, Sent: 1.43 MB, Err/Drop: 0/0).

Set the default gateway and click **Save**

The screenshot shows the "GO Admin" interface in Mozilla Firefox. The browser address bar shows `http://192.168.1.2/admin.php#`. The page header includes the GOAutoDial logo and navigation links: Asterisk, Apache, Mysql, and System/Network. The main content area is titled "GO Admin" and features a sidebar menu with "System/Network" selected. Under "System/Network", "Configuration" is expanded, and "eth0 Config" is highlighted. Below the menu, there are several informational panels: "System Vital" (Canonical Hostname: 192.168.1.2, Listening IP: 192.168.1.2, Kernel Version: 2.6.18-194.8.1.el5.goPAC (SMP), Distro Name: GoAutoDial CE 2.0, Uptime: 13 minutes, Current Users: 3, Load Averages: 0.19 0.34 0.20, 4.84%), "Hardware Information" (Processors: 2, Model: Intel(R) Core(TM)2 Duo CPU 1.7300 @ 2.00GHz, CPU Speed: 1.98 GHz, Cache Size: 6.00 MB, System Ddgeomtps: 7825.44, PCI Devices: Intel Corporation 82371AB/EB/MB PIIX4 ACPI, Ethernet controller: Advanced Micro Devices [AMD] 79c970 [PCnet32 LANCE], Intel Corporation 82441FX PNC [Natoma], IDE interface: Intel Corporation 82371AB/EB/MB PIIX4 IDE, 15A bridge: Intel Corporation 823715B PIIX3 ISA), and "Network Usage" (Device: In, Received: 1.43 MB, Sent: 1.43 MB, Err/Drop: 0/0).

Click **VICIDIAL ADMIN**

GOAutoDial - Administrator Application - Mozilla Firefox

http://192.168.1.2/admin.php#

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VICIDIAL ADMIN GO ADMIN PHPMYADMIN SUPPORT CENTER LOGOUT

Vicidial Admin

Users

USER LISTINGS: [show all users](#)

USER ID	FULL NAME	LEVEL	GROUP	ACTIVE	LINKS
admin	Admin	9	ADMIN	Y	NOBODY STATS STATUS TIME
agent001	agent001	1	AGENTS	Y	NOBODY STATS STATUS TIME
agent002	agent002	1	AGENTS	Y	NOBODY STATS STATUS TIME

US Pacific: Tue 03:18 US Central: Tue 05:18 US Eastern: Tue 06:18 UK: Tue 11:18 http://192.168.1.2/admin.php#

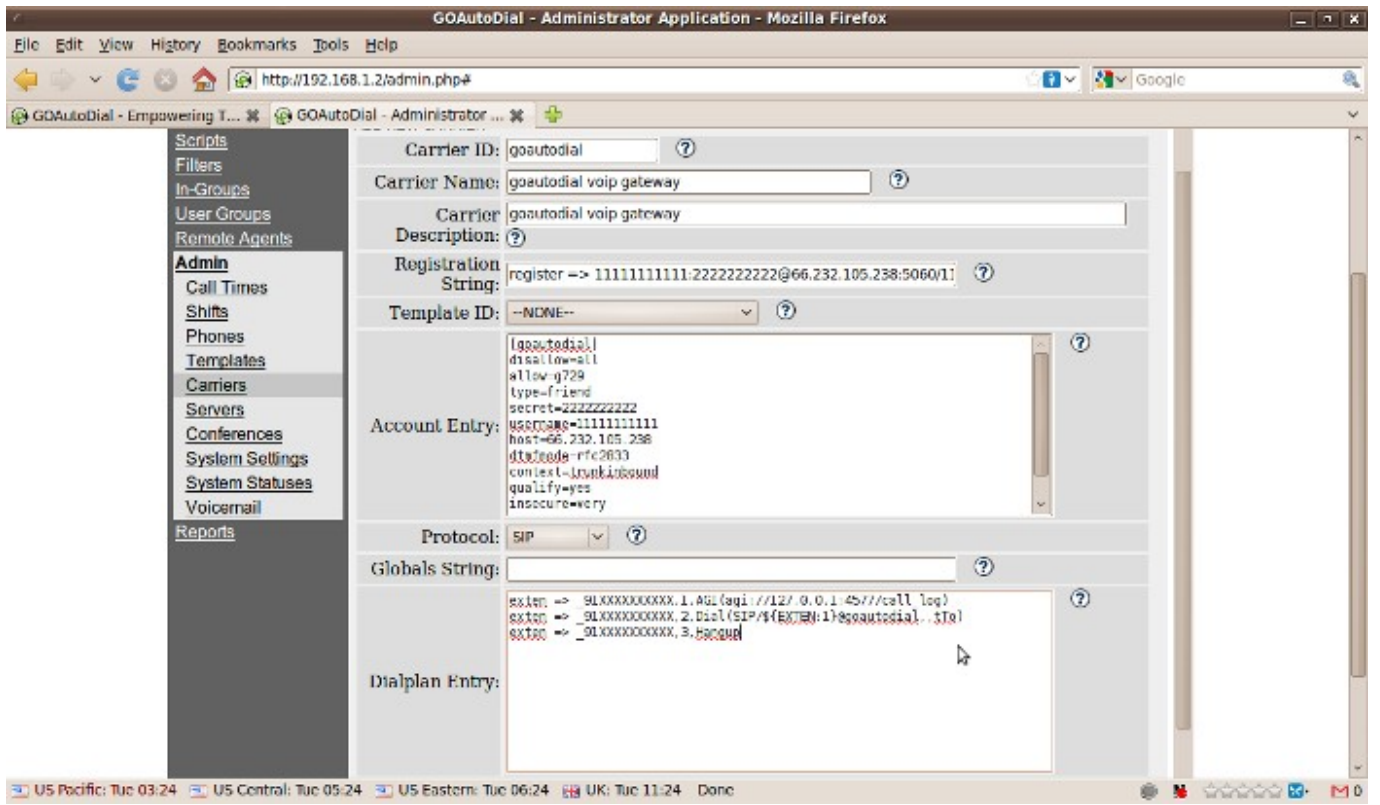
Create a new **CARRIER/TRUNK**:
Admin > Carriers > Add A New Carrier > Fill in the account details from your VOIP provider > Submit

sample entry:

```
register => 1111111111:222222222@66.232.105.238:5060/1111111111
```

```
[goautodial]  
disallow=all  
allow=g729  
type=friend  
secret=222222222  
username=1111111111  
host=66.232.105.238  
dtmfmode=rfc2833  
context=trunkinbound  
qualify=yes  
insecure=very  
nat=yes  
fromdomain=66.232.105.238
```

```
exten => _91XXXXXXXXXX,1,AGI(agi://127.0.0.1:4577/call_log)  
exten => _91XXXXXXXXXX,2,Dial(SIP/${EXTEN:1}@goautodial,,tTo)  
exten => _91XXXXXXXXXX,3,Hangup
```



Activate Newly created Trunk by setting **Active = Y** > **Submit**

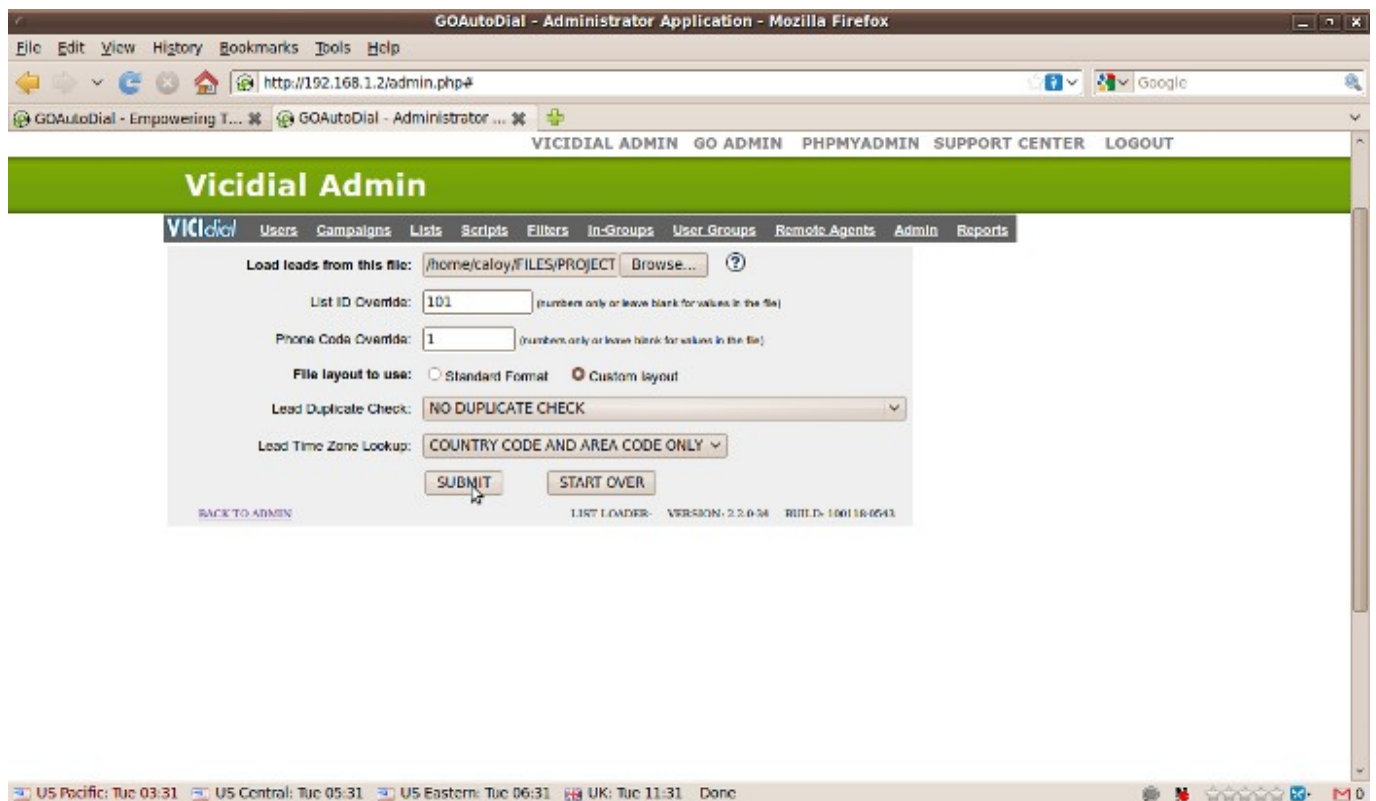
Load Leads for List ID 101:

Create a csv/text file file with the following contents, replace 8662434357 with your own number for test calls:

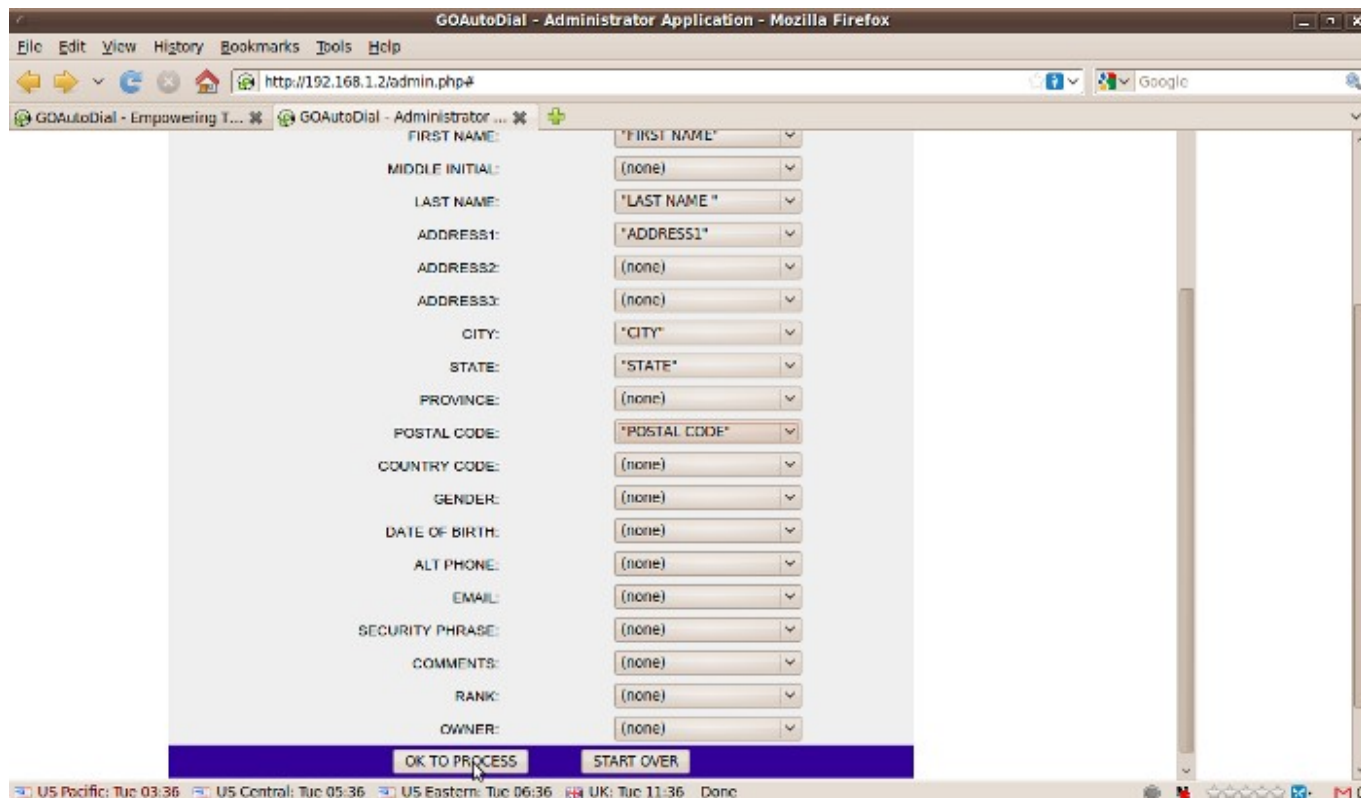
```
"PHONE NUMBER", "FIRST NAME", "LAST NAME ", "ADDRESS1", "CITY", "STATE", "POSTAL CODE"  
8662434357, "first1", "last1", "Address 1", "city", "CA", 12345  
8662434357, "first2", "last2", "Address 2", "city", "CA", 12345  
8662434357, "first3", "last3", "Address 3", "city", "CA", 12345  
8662434357, "first4", "last4", "Address 4", "city", "CA", 12345  
8662434357, "first5", "last5", "Address 5", "city", "CA", 12345
```

save the file as testlist101.csv then go to:

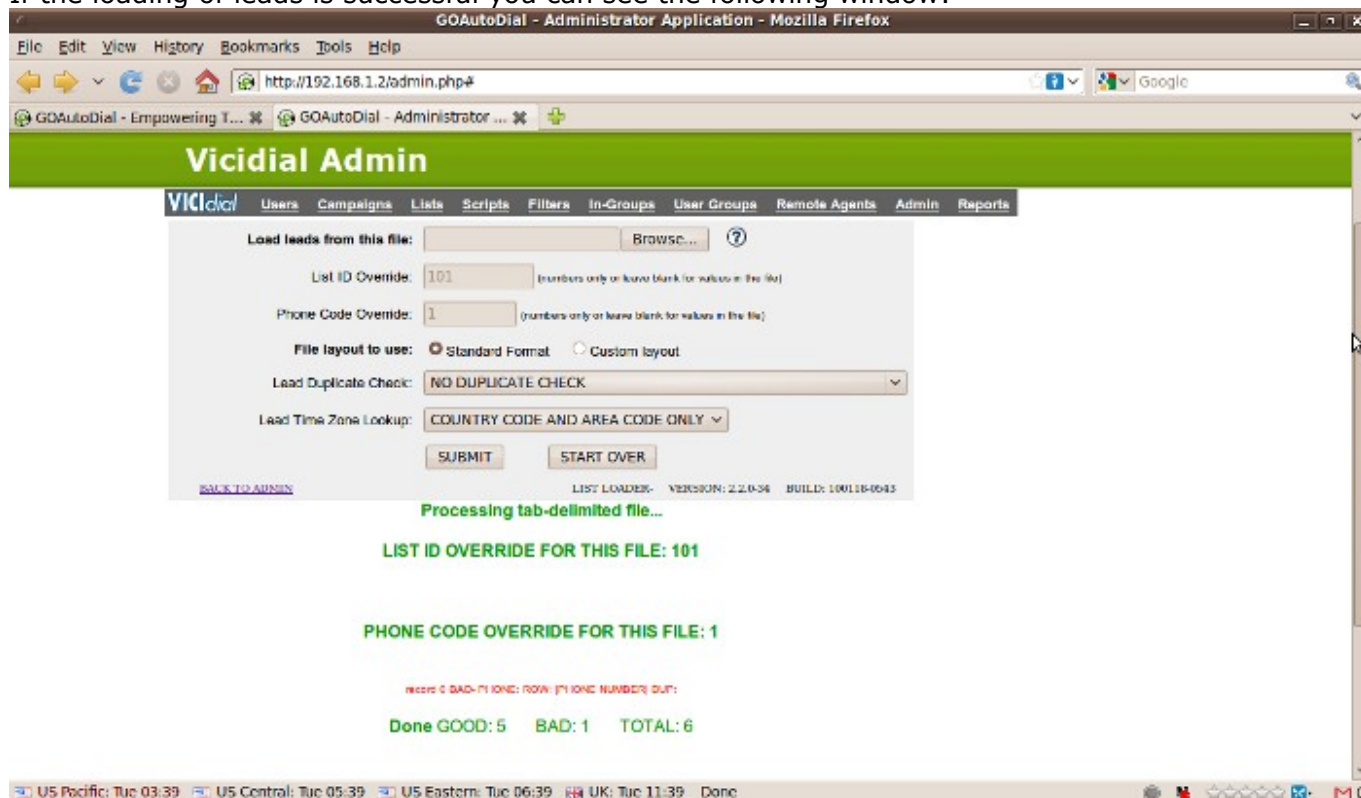
Lists > Load New Leads > Browse the testlead.csv file > type 101 in the List ID Override > type 1 in the Phone Code Override > Select Custom Layout > Submit



Select the appropriate fields via the drop down menu then click **OK TO PROCESS**

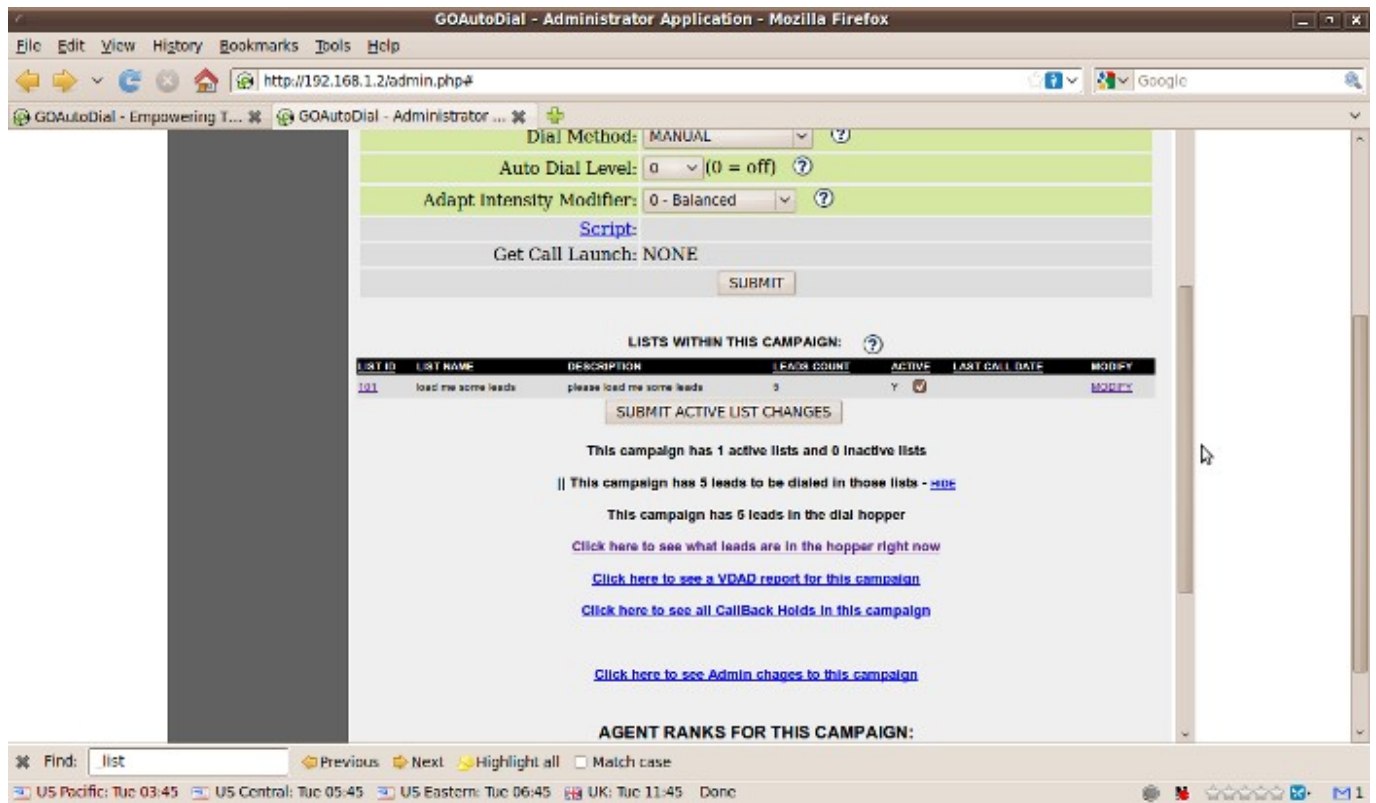


If the loading of leads is successful you can see the following window:



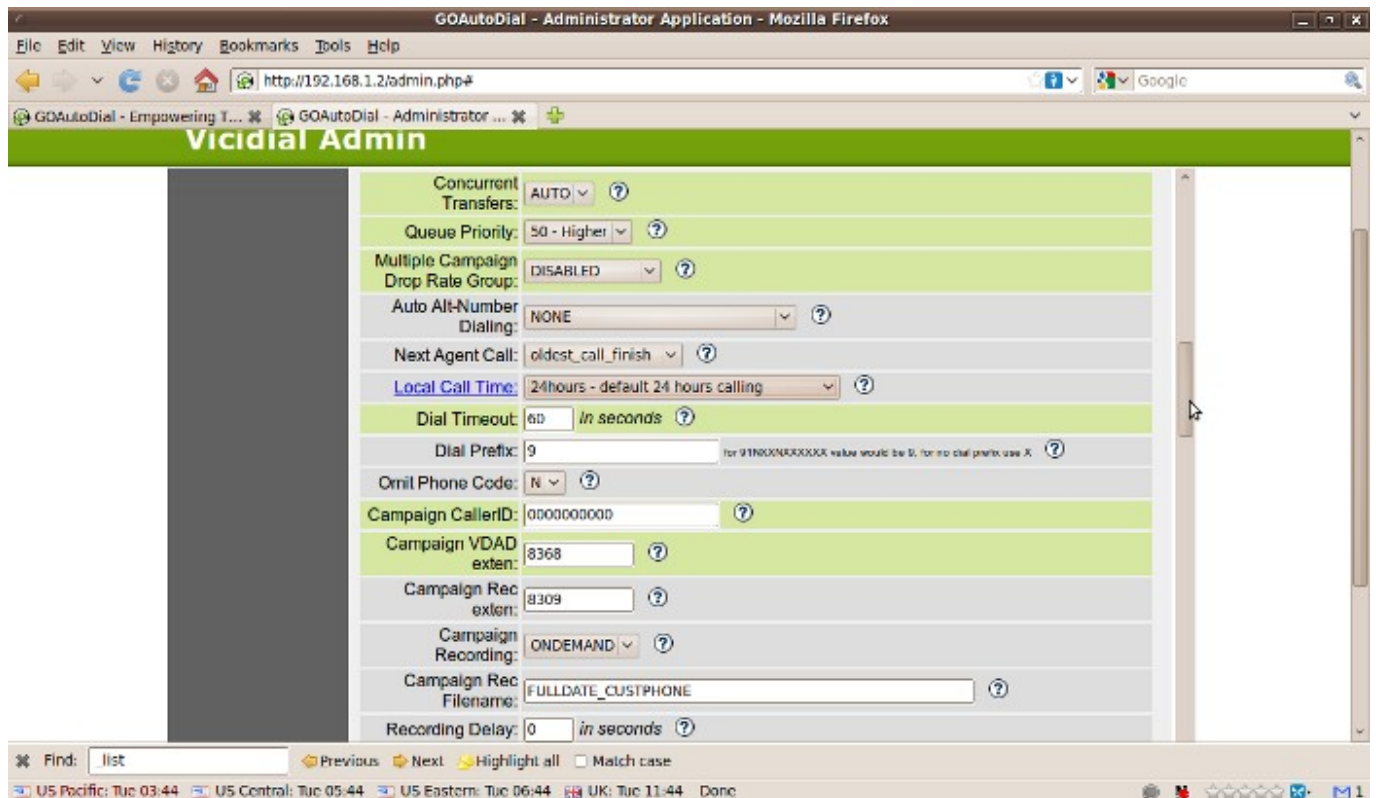
Go to **Campaigns > TESTCAMP**

You can see that the leads are successfully loaded and there are currently 5 leads in the dial hopper.



If the dial hopper is not being populated try to set the Local Call Time to 24hours:

Campaigns > TESTCAMP > Detail view > Set the Local Call Time to 24 Hours > Submit

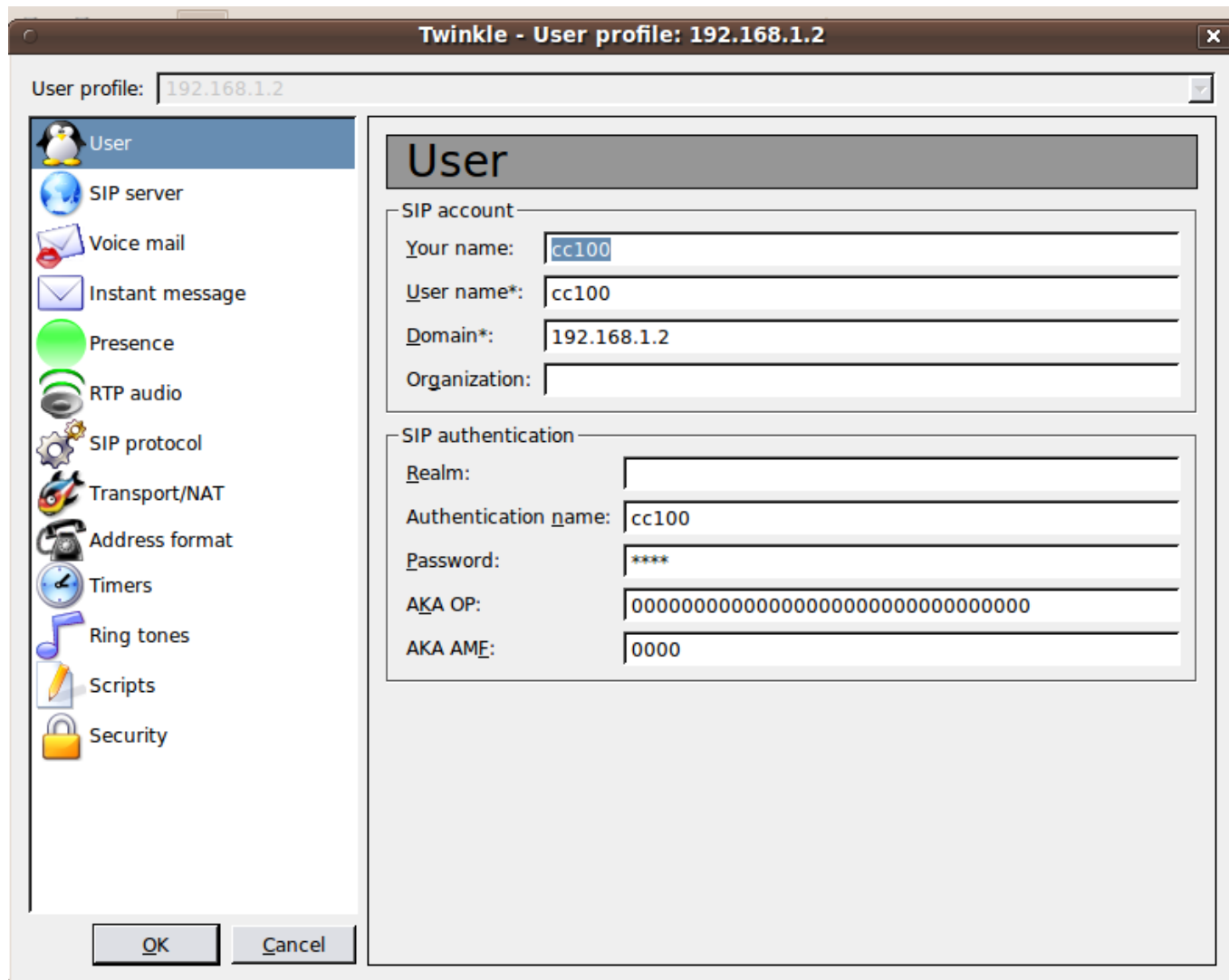


Configure your favorite Softphone, for this document I used Twinkle with the following credentials:

Username:cc100

Password: test

Realm/Domain: 192.168.1.2



From the main page click on **AGENT LOGIN**:



and login using the following credentials:

- Phone Login: 100
- Phone Password: test
- User Login: agent001
- User Password: test
- Campaign: TESTCAMP



When you login, your phone (extension 100) will ring, answer it and you will hear something like "You are currently the only person in this conference" don't hang up until you logout form the Agent Interface.

Click **LEAD PREVIEW** > **DIAL NEXT NUMBER** > **DIAL LEAD**

GOAutoDial Inc. - Agent Application - Mozilla Firefox
http://192.168.1.2/ajc.new/vicidial.php

VICIdial Web Client 2010-09-07 18:09:44 Cust Time: Channel: LOGOUT

NO LIVE CALL STATUS: Session ID: 8600051 Seconds:

Customer Info Script

Customer Information:

Title: First: MI: Last:

Address1: Address2: Address3: City: State: PostCode: Province: Vendor ID: Gender: U - Undefined Phone: DialCode: Alt. Phone: Show: Email: Comments:

MANUAL DIAL EAST DIAL

Logged in as User: agent001 on Phone: SIP/cc100 to campaign: TESTCAMP
Agent web-client version: 2.2.1-200 BUILD: 100927-2211 Server: 192.168.20.2
[Show conference call channel information](#)

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Find: list Previous Next Highlight all Match case
US Pacific: Tue 04:26 US Central: Tue 06:26 US Eastern: Tue 07:26 UK: Tue 12:26 Xmarks: Performing synchronization...

GOAutoDial Inc. - Agent Application - Mozilla Firefox
http://192.168.1.2/ajc.new/vicidial.php#

VICIdial Web Client 2010-09-07 18:09:51 Cust Time: Channel: LOGOUT

NO LIVE CALL STATUS: Calling: (646)794-5506 UID: Preview the Lead then **DIAL LEAD** or **SKIP LEAD** Session ID: 860005 Seconds:

Customer Info Script

Customer Information:

Title: First: MI: Last: Address1: www.goautodial.com Address2: Address3: City: San Jose State: CA PostCode: 95131 Province: Vendor ID: Gender: U - Undefined Phone: 6467945506 DialCode: 1 Alt. Phone: Show: Email: Comments:

MANUAL DIAL EAST DIAL

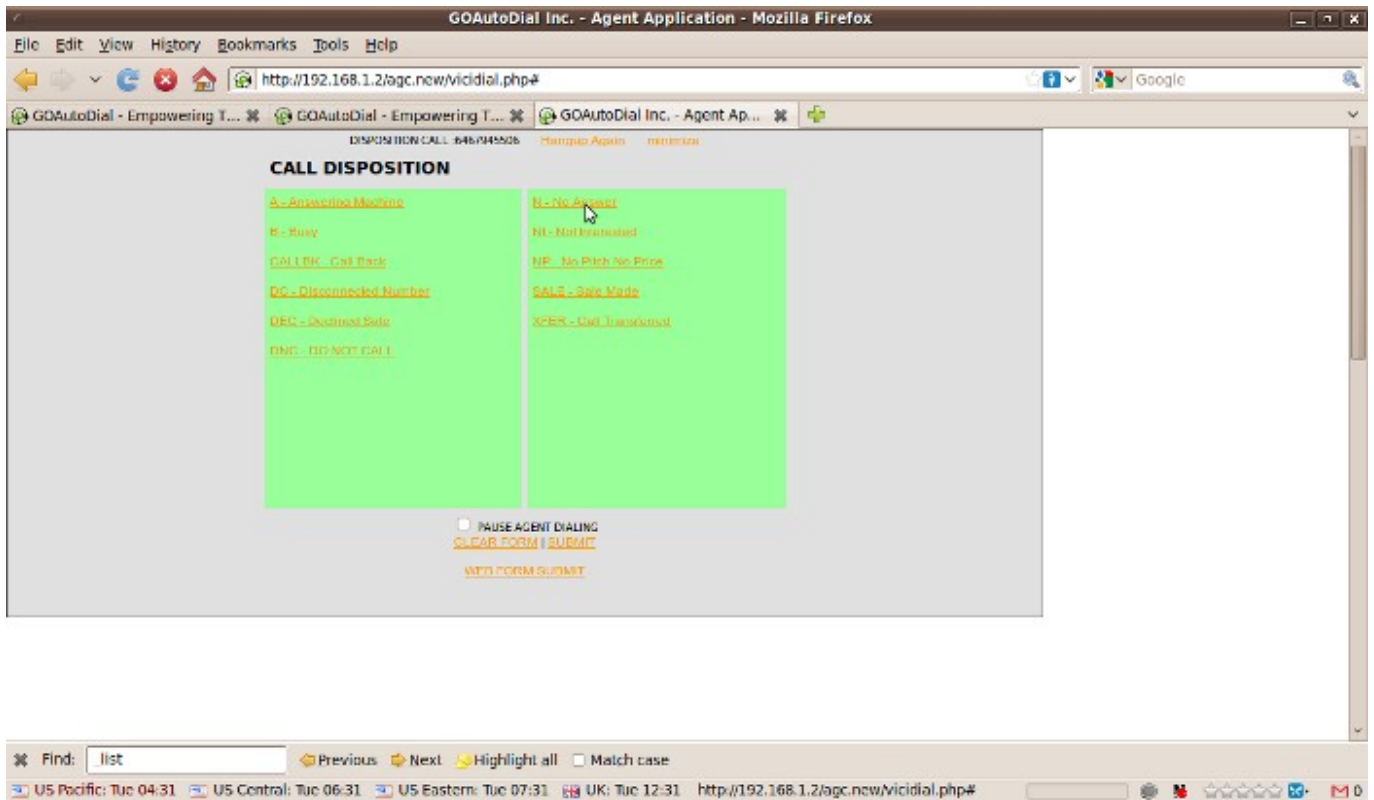
Logged in as User: agent001 on Phone: SIP/cc100 to campaign: TESTCAMP
Agent web-client version: 2.2.1-200 BUILD: 100927-2211 Server: 192.168.20.2
[Show conference call channel information](#)

goautodial open source telephony

Find: list Previous Next Highlight all Match case
US Pacific: Tue 04:26 US Central: Tue 06:26 US Eastern: Tue 07:26 UK: Tue 12:26 Done

If the call is successful you will see the **LIVE CALL** indicator turn to **GREEN**.

After the Call click **HANGUP CUSTOMER** and select a **CALL DISPOSITION**.



After taking calls logout properly using the **LOGOUT** button at the upper right portion on the agent screen.

That's it for now, If you have any comments and suggestions to improve this document email us at info@goautodial.com