GoAutoDial CE Getting Started Guide

Email: <u>info@goautodial.com</u> Date Last Modified: 2010/09/07

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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 "Vicidial" 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.

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Halfway through the package installation:



Package Installation almost finished:

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Running post-install scripts

Running post-install scripts	

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



Configurations:

Login using the following user account: username: root password: vicidialnow

GoAutoDial CE 2.0 Kernel 2.6.18-194.8.1.el5.goPAE on an i686

go login: root Password: _

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**

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Set the default gateway and click Save

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

sample entry:

register => 11111111111:222222222@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 => _91XXXXXXXXX,1,AGI(agi://127.0.0.1:4577/call_log)
exten => _91XXXXXXXXX,2,Dial(SIP/\${EXTEN:1}@goautodial,,tTo)
exten => _91XXXXXXXXX,3,Hangup

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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**



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If the loading of leads is successful you can see the following window: GOAutoDial - Administrator Application - Mozilla Firefox

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Phone Code Override:	1 (numbers only or leave blank for values in the file)		
File layout to use:	O Standard Format Custom layout		6
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BACK TO ADMIN	LIST LOADER- VERSION: 2/2/034 BUILD: 100118-0643		
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Go to **Campaigns > TESTCAMP**

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

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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**

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Configure your favorite Softphone, for this document I used Twinkle with the following credentials: Username:cc100 Password: test Realm/Domain: 192.168.1.2

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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

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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