



Auto-Dialer & Telephone Survey Platform with FreeSWITCH

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13th March 2013



slideshare.net/areski/



github.com/Star2Billing/newfies-dialer

How does it work?

- 1) Create IVR application / Survey
- 2) Import Contacts
- 3) Create Phonebook and Campaign
- 4) Campaign Settings :
 CallerID / Speed / Call duration / Schedule
- 5) Start Campaign

Create IVR Application

Update Survey Survey configuration

Alert : Section is added successfully.

Name	Text-To-Speech Language	Description
<input type="text" value="testnew"/>	<input type="text" value="English"/>	<input type="text"/>

1. Play Message



Section title : Hello

Script : Hello, thanks for taking this call

Branching

Goto

Goto: Welcome to our conference

4. Multi-Choice T-5s R-2 Complete



Question : Please enter your vote

Script : Please enter your vote

Key Associations

Key 0	Water
Key 1	Fire
Key 2	Air

Import Contacts



Import Contact Import list of contact by uploading CSV files

Sample File

Contact Number	Last Name	First Name	Email	Description	Status	Country	City	Additional Variables
650784355	Belaid	Arezqui	areski@gmail.com	test subscriber	1	ES	Barcelona	test
650723032	Fourth	John	john@gmail.com	test subscriber	0	ES	Barcelona	test

SUBSCRIBER STATUS = ('1'-ACTIVE) ('0'-INACTIVE)

Phonebook

Phonebook ▾

Select phonebook

Upload Csv File, The Delimiter Have To Be ";"

Browse...

Submit

Create a Campaign

Add Campaign Set campaign parameters

General Settings

Name

Caller Name

Outbound caller-Name

Extra Parameters

Additional application parameters.

Callerid

Outbound caller-ID

Application

Phonebook

Hold down "Control", or "Command" on a Mac, to select more than one.

Dialer Settings

A-Leg Gateway

Select outbound gateway

Max Call Duration

Maximum call duration in seconds

Time Between Retries

Frequency

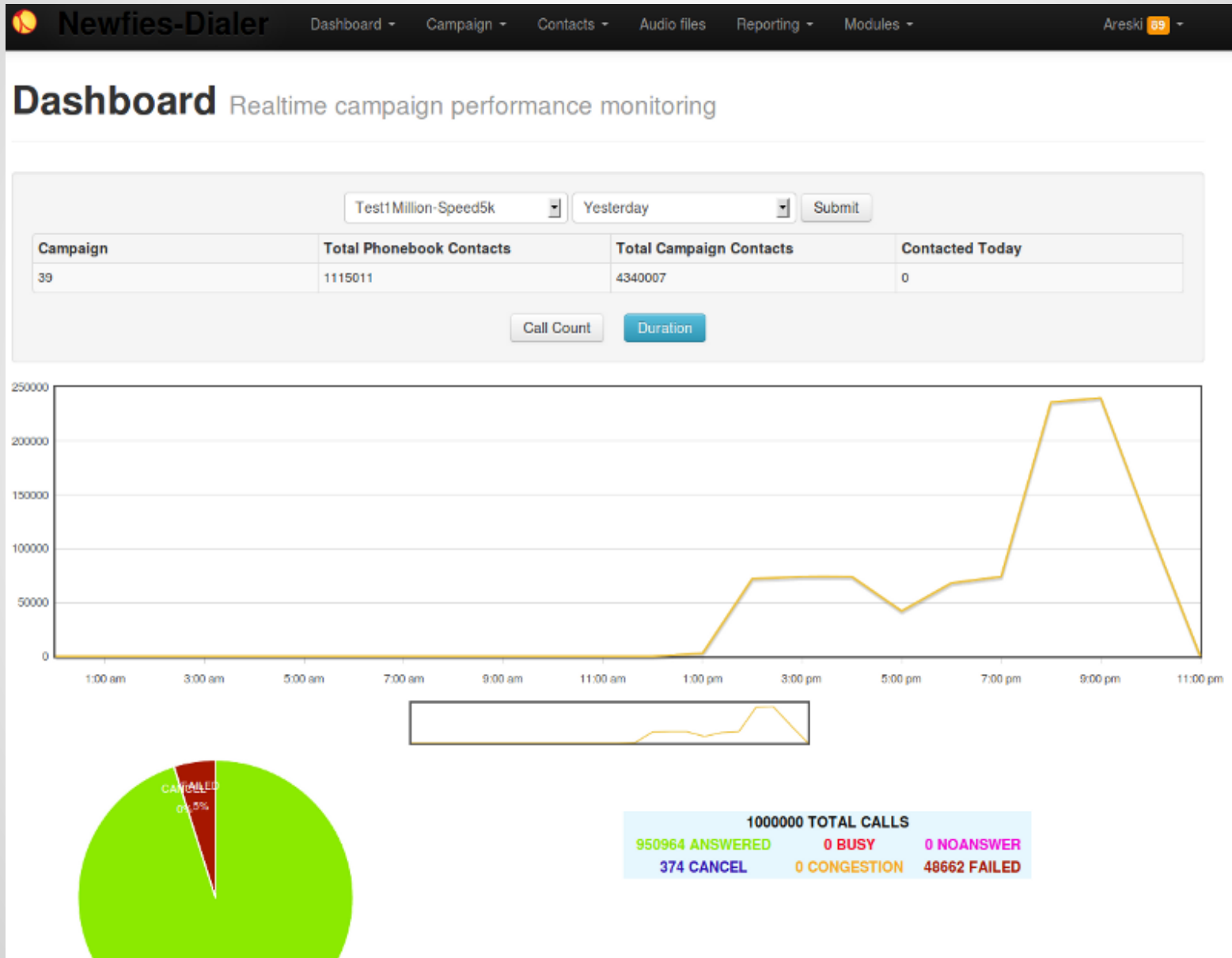
Calls per minute

Max Retries

Maximum retries per contact

Timeout On Call

User Dashboard



Admin Dashboard

Dashboard

General

User Task Manager Dashboard stats

Recent actions

Auth

Admins [+ Add](#) [Change](#)

Customers [+ Add](#) [Change](#)

Groups [+ Add](#) [Change](#)

Sites

Sites [+ Add](#) [Change](#)

Surveys

Survey

Branching [+ Add](#) [Change](#)

Branching templates [+ Add](#) [Change](#)

Result aggregates [+ Add](#) [Change](#)

Results [+ Add](#) [Change](#)

Section templates [+ Add](#) [Change](#)

Sections [+ Add](#) [Change](#)

Survey templates [+ Add](#) [Change](#)

Voip Dialer

Dialer Campaign

Campaigns [+ Add](#) [Change](#)

Subscribers [+ Add](#) [Change](#)

Dialer CDR

Call requests [+ Add](#) [Change](#)

VoIP calls [Change](#)

Dialer Contact

Contacts [+ Add](#) [Change](#)

Phonebooks [+ Add](#) [Change](#)

Dialer Gateway

Dialer gateways [+ Add](#) [Change](#)

Settings

Dialer Settings

Dialer settings [+ Add](#) [Change](#)

Audio Files

Audiofield

Audio files [+ Add](#) [Change](#)

User graph

Today Last week Last months



Recent deployments

- "Huron County", Emergency calling system:
Call to duty, Contact verification system
- "TransparentAID", Report incident system
build on Newfies-Dialer coupled with callback
system
- Telemarketing, Survey

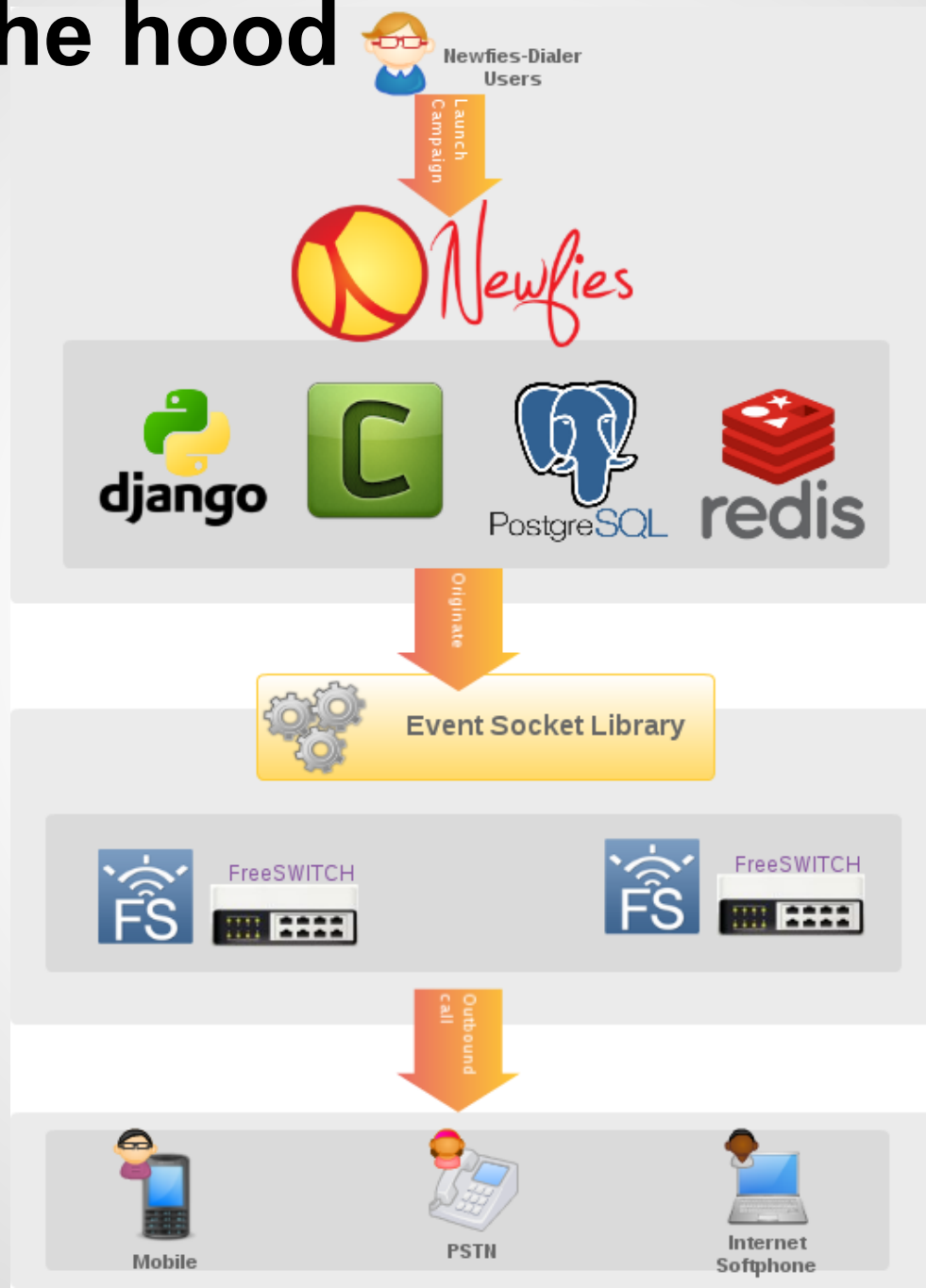
What's new in V2

- Acapela integration - TTS
- New IVR App Editor (Survey)
- Enhancements to the survey branching, logic and capabilities
- Comprehensive API and API Explorer
- Contact fields & Tag support in TTS
- Real-time Reporting
- Extension Dialing

What's new in V2 (next)

- TTS Preview - Preview the TTS in browser
- SMS Support - Commercial module
- AMD module detect answering machine
- Duplicate campaign, export surveys
- Friendly reporting tool and dashboard

Under the hood



Technical updates V2

- Deployment with Nginx, Gunicorn, Supervisor
- DBMS - PostgreSQL
- Continuous Integration (travis-ci.org)
- Lua FS Application

Performance

- Closer to FreeSWITCH - mod_Lua
- Caching : issues using memcached
lua cache on filesystem : <https://github.com/areski/lua-lfs-cache>
- Bulk inserts : use FS heartbeat
- Django optimization : <https://docs.djangoproject.com/en/1.4/topics/db/optimization/>
- PostgreSQL : use logs wisely

Roadmap Newfies-Dialer V3

- Port to Django 1.5
- Redirect to SIP endpoint
- Callcenter / Agent interface
- Inbound campaign / DID management
- Improve the Dashboard

General Info

- Website : <http://www.newfies-dialer.org>
- Mailing-list : [Google Group](#)
- Get started : [Install script](#)
- Documentation : <http://docs.newfies-dialer.org>

Hope you enjoyed it!

Questions?



slideshare.net/areski/



github.com/Star2Billing/newfies-dialer



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