

The WombatDialer User Manual

Loway

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Chapter 1. What is WombatDialer?

WombatDialer is a new-generation mass outbound calling platform for the Asterisk PBX.

It can be used to implement many different services. By offering a set of ready-to-use components and a monitoring GUI, you can create complex solutions in minutes.

WombatDialer can work on pre-defined call lists or can dynamically create them over an API (e.g. dial number X after 10:30 AM). It shares the load on one or more PBX servers and has a flexible rescheduling logic to handle missed calls. It is built to be used with your existing Asterisk PBX and does not require separate servers or a separate set of lines. It can call over VoIP or through the public telephone network.

WombatDialer is built to integrate with your business processes, can receive calls to be made over HTTP and/or notify an external system in real-time about calls made and results gathered.

WombatDialer works natively with the QueueMetrics Call-Center Monitoring Suite in order to produce state-of-the-art campaign analyses and insight.

1.1. Why was WombatDialer created?

If you are an Asterisk integrator, it may have happened to you: one of your clients requires simple outbound capabilities, e.g. calling back a customer who filled in a recall form on their website. Simple enough.

You start by creating an Asterisk callfile to generate each call - it works nicely and it is easy to set up, but if the call does not complete then it is lost. So you have to create a process that keeps track of the call and retries it in time. And that's not an easy feat to pull off when starting from a callfile.

The first thing your client notices is that calls end up using an unpredictable amount of lines - as they basically have an office PBX, people cannot dial in because at peak times your script is saturating all outgoing channels. Management is not happy and you have to keep track of trunk usage - not only your own, but your client's as well.

Then your client notices that those calls should not be made outside business hours - a customer might require a call at night, but there must be someone at their offices in order to call back. So you have to implement a calendar in your custom application.

Now that you have the calendar, your client notices that calls are generated at inconvenient times - sometimes all of their service reps are sitting idle, and other times they are all busy and calls keep piling up. So you have to edit your scripts to keep track of the current end-point statuses and decide when it is a good time to call.

Just at this point, they start to saturate their existing PBX, so they need to set up a cluster of boxes and they want your application to handle this. And while you are at it, what about usage statistics? and why not running different outbound services at once? and did they tell you they need to integrate their existing CRM? and could you add predictive capabilities to the set? and....

It looks like a nightmare. And it actually is - been there, done that. That's why WombatDialer was created: all common outbound logic should be encapsulated through a declarative interface. No need to reinvent the wheel. You program the dialplan to be executed - either manually or through a GUI - and WombatDialer takes care of the rest. You create scripts if you need to send and receive data from WombatDialer, and you can control it all through a simple HTTP interface.

How much time is this going to save you?

1.2. Key features

- Works with your existing Asterisk PBX
- Easy, automated installation
- High scalability: from one to hundreds of outbound lines on multiple servers
- Run multiple prioritized campaigns in parallel
- Different dialing modes - automated, reverse and preview
- Pervasive security model with extensive auditing capabilities
- Programmable handling of calls that do not complete
- Easy to integrate through its HTTP API
- Strong real-time monitoring capabilities
- Runs locally - you do not have to depend on third-party services
- Provides a set of "building blocks" so you can create custom-tailored solutions

1.3. Typical usage scenarios

1.3.1. Telecasting

Send a pre-recorded message to a set of receivers. The message can be easily customized by having your PBX read custom variables, e.g. current account balances, planned service outages, end of current subscription periods. Works with your existing PBX.

- Automated warning systems (e.g school alerts)
- Event cancellations
- Number verification services

1.3.2. Telemarketing

Send a pre-recorded message to a list of contacts, and offer them an option to be put in contact with an operator if interested. When required, a maximum call duration can be enforced.

- Appointment reminders and cancellations for physicians, dentists, etc.
- Track subscription expirations and process renewals
- Product offerings
- Debt tracking and collection

1.3.3. Voice conferencing

Ever tried setting up a conference call with many attendants? WombatDialer can connect them all in parallel at the click of a button - no more wasted time and manually dialing busy numbers.

- Connect tens or hundreds of parties at once
- Different parties can have different access levels, e.g some may speak and some may only listen
- Virtual town hall

1.3.4. Automated phone interviews

Connect to a group of receivers and offer them a set of IVR options (reverse IVR). WombatDialer keeps track of selected options and forwards them to your tracking system.

- Automated service satisfaction interviews
- Quality Assessment of your services
- Instant automated polling stations

Chapter 2. Getting started with WombatDialer

Using WombatDialer is easy once you get the hang of how it works. In order to work profitably with it, there are a few prerequisites that you should be aware of:

- WombatDialer drives one or more Asterisk PBX's and uses them to place calls. You should have the logins and passwords of the AMI interface for these PBXs.
- You must know the names of the trunks WombatDialer will use - they depend on the local setup. E.g. `SIP/myprovider/123456` or `DAHDI/g0/123456` might be valid formats to dial the number `123456`.
- When a call is started, WombatDialer directs it to some place in the Asterisk dialplan in order to be processed. So you should have a general idea of how to program your Asterisk PBX in order to execute the functionality you're after - e.g. playing a broadcast message, recording an audio message, setting up an inbound queue. You should know *where* in the dialplan these actions will happen, in terms of *extension* and *context* as used by Asterisk.

In the following example, we will show you one of the simplest things you can do with WombatDialer - that is, calling a list of numbers and playing back a pre-defined message. All numbers will be called in sequence; if any of them cannot connect, then it will be retried.

To make life easier, we will run the following example by using the free 2-channel demo key that is embedded in WombatDialer. You may want to test more complex scenarios by getting a free demo key from our website in order to test-drive WombatDialer thoroughly.

This is our battle plan:

- Install WombatDialer
- Create a recording to be broadcast
- Create a PBX function to play back the recording
- Set up WombatDialer
- Create a list of numbers to be called
- Create a new campaign
- Create reschedule rules for our campaign
- Run your first campaign
- Run a report on the campaign

2.1. Install WombatDialer

We will be installing the dialer on the same box as your PBX is. Installation is very easy; on an Elastix box it is enough to login as `root` and enter the following commands:

```
wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo
yum install wombat
```

A number of packages will be selected and installed on your local system. This may take a while.


```
Dependencies Resolved

=====
Package                Arch      Version      Repository      Size
=====
Installing:
wombat                  noarch    0.6.4-441    LowayResearch    12 M
Installing for dependencies:
mysql-connectorj-java   noarch    5.0.8-6      LowayResearch    9.3 M
queuemetrics-java       i386     1.6.0_22-21  LowayResearch    79 M
queuemetrics-tomcat     noarch    6.0.33-20    LowayResearch    6.3 M

Transaction Summary
=====
Install      4 Package(s)
Upgrade     0 Package(s)

Total download size: 107 M
Is this ok [y/N]: y
Downloading Packages:
(1/4): queuemetrics-tomcat-6.0.33-20.noarch.rpm | 6.3 MB   00:06
(2/4): mysql-connectorj-java-5.0.8-6.noarch.rpm | 9.3 MB   00:08
(3/4): wombat-0.6.4-441.noarch.rpm             | 12 MB   00:10
(4/4): queuemetrics-ja (28%) 3% [          ] 499 kB/s | 2.7 MB   02:36 ETA
```

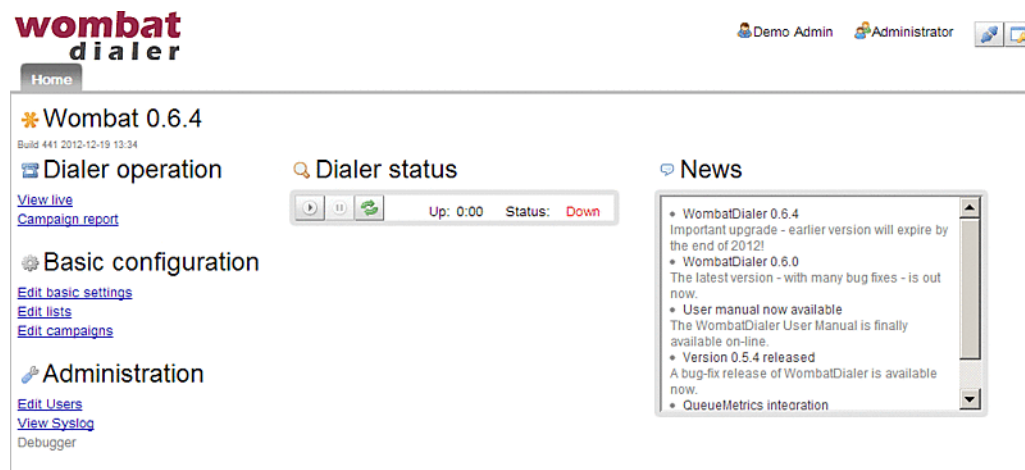
When done, go to `http://serveraddress:8080/wombat` and follow the on-line instructions to create the database.



the default MySQL password in earlier versions of Elastix used to be `passwd`. On newer versions, you decide it while you are installing Elastix.

When done, login as `demoadmin` password `demo` by clicking on the Users icon on the top-right.

If all goes well, you should be presented a screenshot like the following one:



2.2. Create a recording to be broadcast

First we create an extension on the new PBX.

Then we go to *PBX* → *System Recordings* and follow the instructions to record a new message or upload an existing audio file.

System Recordings

Add Recording

Step 1: Record or upload

Using your phone, dial *77 and speak the message you wish to record.

Alternatively, upload a recording in any supported asterisk format. Note that if you're using .wav, (eg, recorded with Microsoft Encoded, 16 Bits, at 8000Hz:

Nessun file selezionato

Step 2: Verify

After recording or uploading, dial *99 to listen to your recording.

If you wish to re-record your message, dial *77

Step 3: Name

Name this Recording:

Click "SAVE" when you are satisfied with your recording

System Recording "BroadcastMessage" Saved!

When done, save the recording under the name "BroadcastMessage".

2.3. Create a PBX application to play back the recording

Now we create an announcement by clicking on *Announcements* and selecting our recording. We set up the announcement so that the message is played twice and then the channel is hung up.

Add Announcement

Description:

Recording:

Repeat:

Allow Skip: ☐

Return to IVR: ☐

Don't Answer Channel: ☐

Destination after playback:

Then we go to *Misc Applications* and create a custom application with feature code "999" that plays the announcement we just defined.

The screenshot shows the 'PBX Configuration' web interface. On the left is a sidebar menu with categories like 'Basic', 'Inbound Call Control', 'Follow Me', 'IVR', and 'Internal Options & Configuration'. The 'Basic' category is expanded, showing options like 'Extensions', 'Feature Codes', 'General Settings', 'Outbound Routes', 'Trunks', 'Inbound Routes', 'Zap Channel DIDs', 'Announcements', 'Blacklist', 'CallerID Lookup Sources', 'Day/Night Control', 'Follow Me', 'IVR', 'Queue Priorities', 'Queues', 'Ring Groups', 'Time Conditions', and 'Time Groups'. The main content area is titled 'Add Misc Application' and contains the following fields:

- Description:** PlayMessage
- Feature Code:** 999
- Feature Status:** Enabled (dropdown menu)
- Destination:** Announcements (dropdown menu) | WbtMessage (dropdown menu)
- Submit Changes** button

At the top of the main content area, there is a red bar with the text 'Apply Configuration Changes Here'.

We save and apply changes to the PBX.

If now we dial 999 on our local extension, the message we just set up is played back. So far, so good. This ends what we had to do on the PBX.

2.4. Set up WombatDialer

Now go back to WombatDialer; after logging in, click on "Edit basic settings" and add a new Asterisk Server like:

- Server description: MyPBX
- Address: 127.0.0.1
- Port: 5038
- Login: admin
- Password: password



in this example, we use the default AMI user for Elastix - it would be generally better to create a new user specifically for WD.

Now we create a new trunk. This will be used to dial numbers out. We might be using a SIP trunk, a local channel or whatever suits you. For the moment we use the default format used by Elastix, so that numbers will be composed as if they were dialed on a local extension.

- Server: MyPBX
- Name: Trunk
- Capacity: 10
- Dial string: Local/\${num}@from-internal/n

Now we create an end-point, that is a destination for calls that are successfully answered. This will match the function just created in Elastix - again we will fake dialling 999 on a local extension.

- Server: MyPBX
- Type: PHONE
- Queue name / phone : 999
- Max channels: 10
- Extension: 999
- Context: from-internal

By the end of the configuration, your page should look like the following one:

The screenshot shows the WombatDialer web interface. At the top, there's a navigation bar with 'Home' and 'Servers' (selected). The main content area is titled 'Asterisk servers' and contains three sections:

- Asterisk servers:** A table with columns: Description, Address, Port, Login, Max msg. It shows one entry: 'MyPBX' with Address '127.0.0.1', Port '5038', Login 'admin', and Max msg. '5 / 50 ms'.
- Trunks:** A table with columns: Name, Asterisk Server, Dial string, Capacity. It shows one entry: 'Trunk' with Asterisk Server 'MyPBX', Dial string 'Local/\${num}@from-internal', and Capacity '10'.
- End Points:** A table with columns: Channel name, Asterisk server, Extension, Capacity. It shows one entry: 'PHONE 999' with Asterisk server 'MyPBX', Extension '999@from-internal', and Capacity '10'.

2.5. Create a list of numbers to be called

Now go back to the main page, click on "Edit lists" and create a new list called "TestList". The list has no settings, just a name.

Now select the list just created on the left and then press "+" on the "Numbers for list" control. From here we add numbers - you may enter any numbers you want, using the same format you would use to dial them from Elastix.

The screenshot shows the 'Call lists' section of the WombatDialer interface. It has two main parts:

- Call lists:** A table with columns: List name, Hidden?. It shows one entry: 'TestList'.
- Numbers for list: TestList:** A table with columns: Number, Attributes. It shows two entries: '500' and '501'.

Below the 'Call lists' table, there are buttons for 'Upload list of numbers' and 'Export call list'. At the bottom, there's a 'Logs for:' section with a table showing columns: Campaign, Number, Attempted, W/Pre, W/At, Talk, Status, Xt.Stat, List, Trunk, Retry #, Next rtr.

You may want to add local extensions and remote channels - WD will work just fine. In our example, we added a local extension and a non-existent local extension, in order to display what WD does when a number cannot complete.

For real-life usage, you may prepare a CSV file with your favourite spreadsheet and upload thousands of numbers at once.

2.6. Create a new campaign

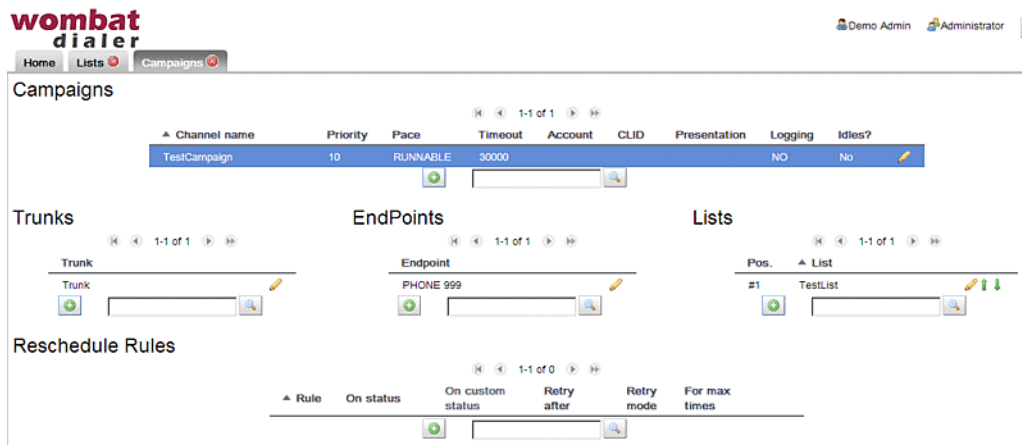
Let's go back to the home page and click on "Edit Campaigns"

Add a new campaign by setting the following parameters:

- name: TestCampaign
- status: RUNNABLE

Then save it and select it; add the trunk, the end-point and the list you just created.

At the end of the configuration the campaign will look like:



Campaigns have many options you can set to control their behavior - a detailed description is available on the Campaigns Section 3.6, "Campaigns" chapter.

2.7. Create reschedule rules







While the campaign is selected, take a second to add reschedule rules. Basically they tell WD what to do in case a call does not go through. You will typically want to handle at least the following cases:

- RS_REJECTED: the network could not place the call
- RS_BUSY: the number dialed is currently busy
- RS_NOANSWER: the number dialed does not answer

For each case, add a new reschedule rule. Just enter a time in seconds after which the call is to be redialed, and a maximum number of retries.

You would expect to have something similar to the following example:

Reschedule Rules

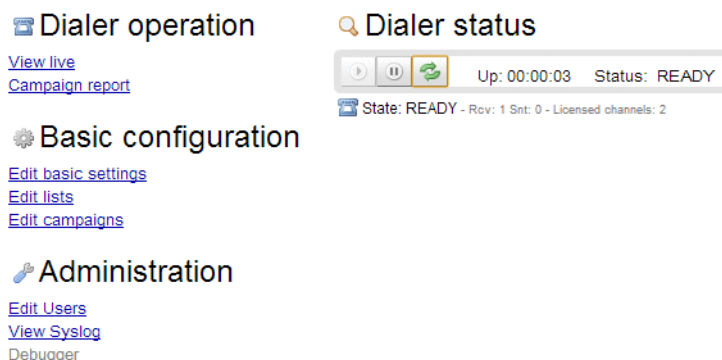
Rule	On status	On custom status	Retry after	Retry mode	For max times	
#1	RS_REJECTED		120s.	FIXED	2	 
#2	RS_NOANSWER		90s.	FIXED	3	 
#3	RS_BUSY		300s.	FIXED	2	 

Note that, for each rule, you may have a different retry delay and a maximum number of retry attempts that is different based on the status encountered.

A detailed explanation of completion codes and how reschedule rules interact can be found at Reschedule Rules Section 3.6.3, "Reschedule rules".

2.8. Run your first campaign

Now go back to the home page and start the dialer by clicking on the "Play" icon under "Dialer status". After a few seconds, click on the "Refresh" icon to confirm WD is up and running:



If you want to see what the dialer is doing without manually reloading, you may want to tick the box close to the Reload icon to enable automatic refresh.

Click on the "View Live" page. From the "Available Campaigns" box, select your new campaign and run it by clicking on the "Start" button by the bottom of the page:

While the campaign is running, you will see WD dialing calls. Please note that while WD is running, your PBX can be used normally. The same campaign can be run only once - you cannot start it anymore when it's running, but you will be able to run it again when it finishes.

If you select the running campaign from "Running Campaigns", you will see its completion statistics and expected termination time (as soon as it has completed enough calls to provide an estimate).

Details:

Campaign name: TestCampaign - Started at: 13.01.04 10:36:33 - Current state: **RUNNING**
 Priority: 10 - Calls placed: 3 - Items in call cache: 1
 Calls terminated: 1 - Life-cycle termination rate: 33% - Reschedule rate: 67% - Est. remaining calls: 1
 Running for: 00:02:22 - Estimated completion in: - Attempts per hour: - Completions per hour: -
 High-water mark: 2 in TestList

Last update: calls: Fri Jan 04 10:39:43 GMT+100 2013 campaigns: Fri Jan 04 10:39:44 GMT+100 2013

Start
Pause
Remove
Reload

You can also click on a live call to see its details.

When the campaign completes, its run is placed in the "Recently closed" section and you are able to start it again.

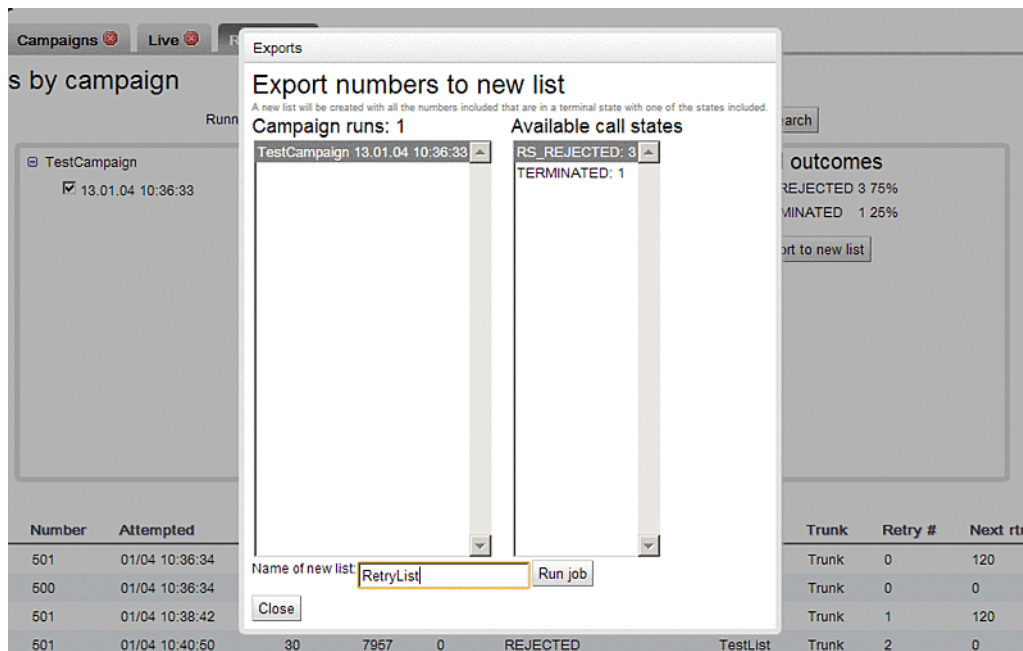
2.9. Run a report on your campaign

From the home page, click on "Campaign reports". Click on "TestCampaign" and make sure your run is selected. Then press ">>>".

Campaign	Number	Attempted	W/Pre	W/Alt	Talk	Status	Xt.Stat	List	Trunk	Retry #	Next rtr.
TestCampaign	501	01/04 10:36:34	67	8108	0	REJECTED		TestList	Trunk	0	120
TestCampaign	500	01/04 10:36:34	67	9225	5917	TERMINATED		TestList	Trunk	0	0
TestCampaign	501	01/04 10:38:42	29	7959	0	REJECTED		TestList	Trunk	1	120
TestCampaign	501	01/04 10:40:50	30	7957	0	REJECTED		TestList	Trunk	2	0

You will see statistics about the runs included, trunk usage and status codes; and details for every attempt made.

If you want, from here you can create a new list that only contains calls for which the final status was not successful. Click on "Export to new list", select the runs you are interested in and the final statuses you want to include, and enter a name for your new list.



This way you can save calls to be retried at a later date.

2.10. Where to go from here

This manual provides a detailed description of the concepts involved in WD and how it is run and administered, plus a complete API reference.

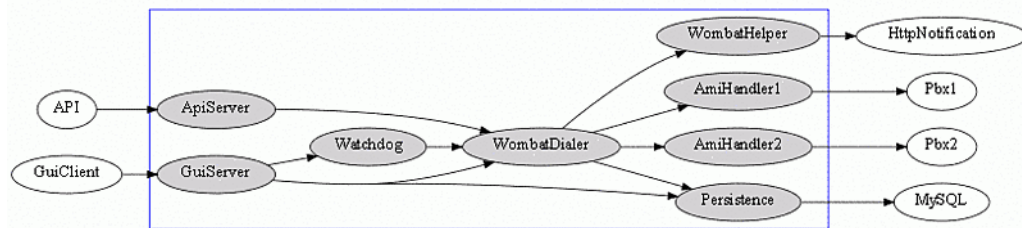
Of particular interest can be the section named "WombatDialer Cookbook" that includes a number of recipes that cover different real-world scenarios and show common usage patterns.

Chapter 3. WombatDialer Concepts

In order to work profitably with WombatDialer, it is necessary to understand the core concepts that come into play.

3.1. The architecture of WombatDialer

WombatDialer is a complex system that is built out of different subsystems. Understanding which ones they are and what they are for will make understanding the whole product easier.



As a first thing, WombatDialer can be accessed through its **GUI Client** (in order to configure it, view what it is doing and run reports) or through **APIs** (see the HTTP API section Section 8.3, “Controlling WD over HTTP”). APIs are meant for external programs to control the behavior of the dialer, e.g. by controlling runs, adding new numbers to dial and creating new campaigns.

The dialer itself is controlled by the **GUI Server** - this way you can start and stop the dialer process from the GUI. When the dialer runs, an associated **watchdog** process runs - if the dialer process is to terminate for an unexpected error, the watchdog is supposed to log the error on the system log and restart it. As the dialer is able to sync to the state of an external PBX, during the restart phase calls might not be placed for a few seconds but existing calls will be preserved and tracked correctly.

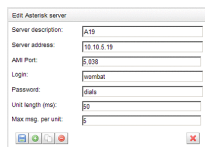
When the dialer is running, it creates separate **AMI handlers** for each Asterisk PBX. Each of them runs as a separate thread and connects to a PBX through its Asterisk Manager Interface (AMI). If a PBX crashes, the rest of the system keeps on working; and if one PBX is delayed or loses connection, this does not impact other PBXs. In case of errors, each AMI handler will automatically retry until a connection is established.

The dialer also spawns a **helper thread** that is meant to run long operations, e.g. **HTTP notifications** (see the HTTP Notifications section Section 8.4, “HTTP life-cycle notifications of calls”), without delaying the main dialer.

Both the dialer and the GUI use a **persistence layer** that reads and writes to the MySQL database used for long-term persistence and log tracking.

3.2. Asterisk servers

WombatDialer can control activities on multiple Asterisk servers at once. It does so by keeping a control channel open with each server through its Asterisk Manager Interface (AMI for short). Each server is managed independently and in case of failure does not stop the rest of WD from running. Servers can be on the same network as WD is, or can be in remote locations.



When editing an Asterisk server, the following information is required:

- **Server description:** the name that this server will appear under in WD
- **Server address:** the PBX server’s name or IP address
- **AMI port:** the port that Asterisk’s AMI interface uses. Default 5038.
- **Login** and **Password:** the login and password for the AMI user
- **Unit length** and **Max msg per unit:** these settings work as congestion control on the AMI port.
- **Security key** is the key that will protect this resource. Leave blank if not needed.

3.2.1. How congestion control works

In order to avoid flooding the PBX with too many messages at once, WD uses the concept of **Time Unit**; this is a period of time in which no more than a fixed number of messages can be sent.

For example, using the default values, if WD has to start 100 calls at once, it will send no more than 5 requests to Asterisk every 50 ms, and will queue the rest for the next time unit. This still amounts to a respectable rate of about 100 messages per second! (though multiple messages are needed to track a call’s lifecycle).

The difference is hardly ever noticeable from a human point of view, but sometimes the PBX might crash if it receives too many requests at once. If your PBX runs on low-end hardware, you may want to reduce the number of messages per unit; on the other side, if your PBX is on a high-end server, you may want to increase it. In general the defaults work fine in the majority of cases.

3.2.2. Do I have to configure Asterisk to work with WombatDialer?

You need to tell Asterisk that WD is allowed to connect and send commands. Our suggestion is to have a dedicated AMI user on each machine - so it is easier to keep track of which applications are connected to the PBX at a given time.

You could e.g. have a stanza in your `/etc/asterisk/manager.conf` file like the following one:

```
[wombat]
secret = dials
read = system,call,log,verbose,command,agent,user,originate
write = system,call,log,verbose,command,agent,user,originate
```

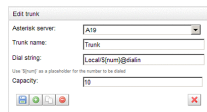
3.2.3. What is the Asterisk status?

When WD is running, it will display the current Asterisk status - if a successful connection is possible, then the Asterisk instance will be UP, otherwise it will be DOWN and WD will simply retry after a few seconds.

The current Asterisk status is propagated to the entities that belong to that instance - that is, its trunks, end-points and queues. If there are calls being processed while an Asterisk system becomes unreachable, WD will try and reconcile them to the current status as soon as the system comes back up. This should work even if WD is restarted in the meantime.

3.3. Trunks

A trunk is a set of lines that are addressed as a single logical entity. They can be a set of physical lines (like a DAHDI interface in Asterisk) or a set of logical lines (like a connection to your SIP provider, or to another PBX). It may be one single line as well if nothing else is available!



- **Asterisk server:** is the name of the PBX on which this trunk is located
- **Name:** is a logical name for the trunk to appear in WD
- **Dial string:** is the actual Asterisk channel name that WD will invoke (see below)
- **Capacity:** is the number of parallel calls that WD can dial. Make sure you do not exceed the trunk's physical capacity!
- **Security key** is the key that will protect this resource. Leave blank if not needed.

You do not need to define all the trunks that are on your PBX, or to define them to their full capacity. For example, if you have a 15-channel E1 to your telco, you might define the trunk in WD as being a 10-channel one, so that you can use the rest with your PBX without any special rule.

It is also perfectly legal to define a physical trunk multiple times, splitting its capacity: again in the example you have a 15-channel trunk, you might define it as two trunks in WD, one having 10 channels and another having 5. Then you can assign each (or even both) to campaigns to control the maximum number of parallel outgoing calls.

A note on the dial string: it must be a valid Asterisk channel name, and the string `/${num}` is replaced with the actual number being dialed. So the following ones are valid examples:

- `DAHDI/g0/0/${num}` - dial the number through group 0 of your PSTN interface, prepending the digit zero
- `SIP/myprovider/${num}` - dial the number through the SIP server `myprovider` defined in `sip.conf`
- `Local/${num}@from-internal/n` - dial the number as if was input on an local extension when using a popular Asterisk GUI



When using channels of type `Local`, Asterisk will sometimes change them during the call, so that Wombat may lose them. In order to avoid this, we strongly suggest adding the option `/n` at the end of the channel name, so that it's never renamed. The GUI will display a warning message if you try to enter a Local channel that does not end in `/n`.

3.4. End-points

An end-point is where a call goes after being answered on the trunk.

- **Server:** is the Asterisk server the EP is on
- **EP Type:** it can be QUEUE (if it is an Asterisk queue - see below) or PHONE in all other cases.
- **Name:** The exact name of the Asteriks queue or a freely assignable reference name for the EP.
- **Max channels:** the maximum number of parallel calls to be handled by this EP.
- Located at **Extension** and **Context:** the location in the Asterisk dialplan where the EP can be reached.
- **Security key** is the key that will protect this resource. Leave blank if not needed.

WD will try and connect answered calls from trunks to end-points on the same Asterisk server. If a campaign has multiple end-points, it will try to connect any EP that has free capacity.

An end point of type PHONE could be:

- a dial-plan script that plays a recorded message
- a physical phone given to an agent (set max channels to 1 to receive one call after the other)
- an IVR script
- a conference call
- anything that can be programmed in Asterisk!



WD assumes that Trunks and EPs are always usable to their declared capacity, so it will try to fill them in as soon as possible. If they are to be shared, make sure you have enough capacity for WD plus other resources that may be using them. If you exceed their physical capabilities, you may experience REJECTED calls or a degradation of speech quality for VoIP. Beware!

3.4.1. Queue end-points

As a special case, it is possible to have EPs of type QUEUE. They are used to distribute calls on a set of agents that are members of a queue. WD will try and observe the queue, in order to determine:

- how many agents are logged on to the queue
- how many of them are currently available, that is, neither in conversation nor paused
- how many calls are currently queued without being answered

The difference between the number of available agents and the number of calls queued is taken as the current capacity of the queue. This value is computed in real-time, so the EP will immediately respond to changes in state to its agent set and to calls queued.

Please note that you can use a single queue both for inbound and outbound activity: if the number of free agents exceeds the number of queued calls, WD will try and fill-in the rest. This makes it easy to implement small blended (inbound/outbound) call-centers.

If the number of free agents is below the number of calls waiting, WD will not place any call and will wait until there are free slots on the queue. This way:

- calls are in general distributed to agents as soon as they are queued
- if the number of available agents is not enough to serve calls at once (e.g because some logged off, or pause in the meantime) then calls are queued and picked up by available agents when they become free.

Queue EPs have a few additional parameters that control their behavior:

- **Boost factor:** as most of the calls in a campaign are going to be unanswered, it is often effective to have WD place a number of calls that is a multiple of available agents. For example, if you have a boost factor of 1.5 and 4 available agents, it will try and place 6 calls at once. If more calls are completed successfully than the available agents, the remaining calls are held waiting on the queue. The boost factor is applied only on the number of calls that should be made to saturate agents that do not have a call currently in progress for them.
- **Max waiting calls:** if there are more than this number of calls waiting on the queue, then stop making calls. The number of waiting calls is computed as the number of available channels on the queue minus the numbers of calls currently waiting, as Asterisk will report a call to be waiting even when it's being connected. In theory there should never be calls queued, as they follow the number of available agents, but it is possible that either some agent logs off after being counted or some calls reach a queue without passing through WD. This also acts as a counterbalance to high "boost factor" values.

- **Reverse dialing:** check to make this EP use Reverse dialing (see below for "Dialing mode")
- **Preview:** check to use Preview mode (only valid in Reverse mode)

In addition to these parameters, the maximum capacity of the EPs is used - so if you have a queue with 100 agents but you set the EPs capacity to 10, WD will never use more than 10 lines on this EP at once.

General Asterisk tips for using Queue endpoints

In order to use WD effectively with a queue, the following guidelines are best followed:

- though WD works with static member channels, if you want your calls to go through to agents who may or may not be available (e.g. some days they may be sick) it is strongly advisable to use dynamic agents who log on and off from the queue.
- as an agent cannot be physically available at all times during the day, it is important that they have a way to pause themselves, be it to run "wrap up" activities after calls or to take breaks. The QueueMetrics web interface offers an excellent panel that lets you add pause codes as well.
- the queue must provide informational "events" about agent activities. This is enabled by setting "eventswhencalled=true" - otherwise the queue will be unobservable. It is also important that extension presence is correctly observed - e.g. if an end-point is busy because the agent is making a personal call, its queue status should immediately reflect this. Whether this happens or not on your system is a matter of Asterisk version and type of channel that is used to reach the agent - with recent versions of Asterisk and SIP channels this should work automatically. You can make sure this is working correctly by observing the queue status as described in Controlling the Dialer Section 4.2, "Controlling the dialer"
- the queue should connect calls to agent as efficiently as possible when there are multiple calls waiting and multiple available agents, so it should have the "autofill" option set to true.

3.4.2. Dialing modes

Depending on how you set up your end-point, WombatDialer offers different dialing modes.

- *Direct dialing* is the default and works with extension and queue end-points. When doing direct dialing, WD will first try to connect the callee and will then route the call to a local extension, that may or may not be a queue. This is fine for delivering voice messages or for situations where any agent can process any call. When working with call queues, this dialing mode might introduce a slight delay, as the call has to be answered by the agent - not usually a big deal, but it might be there.
- *Reverse dialing* has WombatDialer connecting the agent first and then placing the call. This is less effective in terms of agent efficiency than direct dialing, as the agent has to wait for the call to connect. The big advantage is that when the callee picks up, he is immediately on line with your agent.
- *Reverse preview dialing* has the agent reviewing the call before the call is made. This may happen through the API, or by using a special page that WD offers. A number is "reserved" when an agent is to dial it, and the agent has 10 minutes to accept it (and have it placed) or skip it. Calls skipped are marked as such and not retried, unless you set up a reschedule rule to have them retried. Calls for which a decision is not made within 10 minutes are simply returned to the pool of callable numbers.

When using reverse dialing (vanilla or preview) WombatDialer uses a queue to keep track of agent presence. This lets you manage log ons, log offs, agent pause and unpauses the same way you would for inbound queues. Also, as agent state is shared across multiple queues, you can have agents working on multiple queues at once. In reverse dialing, through, calls are NOT connected through queues, as WD decides which agent is to receive which call; in order to do this, the agent channels are connected directly without going through the queue.

When using preview dialing, the agent must reserve a call before it can be placed. In order to do this, WD offers a rich API for your integration software see Preview API Section 8.3.4, "Preview dialing".

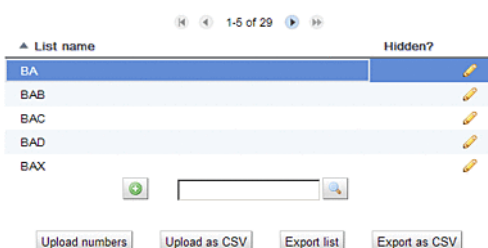


WombatDialer includes a simple preview panel that can be called as a web page and lets you reserve calls and open external URLs for previewing - typically you will use it to preview a call in your CRM software before it goes live. See the Preview Page Section 5.5.1, "Using the agent's page for preview dialing" for more information.

A simple example tutorial on preview dialing can be found in Preview dialing with Elastix, WombatDialer, QueueMetrics and SugarCRM.

3.5. Call lists and call records

Call lists are sets of numbers (or more technically, sets of call records) ready to be dialed.



After being created they cannot be deleted, so you will end up having quite a number of them. In order to avoid having too many of them as visible/selectable items, it is possible to set a "hidden" flag so that they disappear from normal views.

As happens with the campaigns, you can enter a tilde "~" symbol in the search box to see all lists, including hidden ones. All searches happen on both visible and hidden lists.



If you add calls to running campaigns through the APIs, WD will create a list called "CampaignName/AUTO" to which all of your new items will be added to. This list is just a placeholder for those numbers and should not be run manually or added to existing campaigns.

It is possible to import and export data from lists through the GUI, and it is possible to create new lists based on the final state of existing campaign runs from the Reports page.

A call list will store multiple instances of the same number and will dial them in succession; so if you upload the same set of numbers multiple times, you get them called multiple times.

As with other WD resources, call lists can be protected by Security keys.

3.5.1. Call records

A call record represents a single number to be dialed by WD.

- **Number** is the number to be dialed
- **Attributes** are an (optional) set of variables that are sent or read from Asterisk during the call processing phase.

Attributes make WD very powerful: **input** attributes are sent to Asterisk along the number and are available at the dialplan level as standard channel variables, and can also be used to compose the internal or external caller-id. **Output** attributes instead are values set by Asterisk on this call and are meant for data collection.

You can manually edit the number or the attributes from the web GUI, though you cannot delete an existing call record.

3.6. Campaigns

A campaign is the basic unit of work of WD. It behaves as a template for running an actual campaign, that we call a Campaign Run. A campaign defines:

- a set of general properties
- a set of trunks
- a set of end-points
- a set of list (zero or more). They are further classified as normal or black lists.
- a set of reschedule rules

A campaign can only be run one at a time - before running it again, you must make sure that any actual runs are terminated. Trunks, end-points and list are instead shared entities - you can have multiple campaigns using them at the same time.

The following properties are defined for a campaign:

- **Name**: a name to display in WD
- **Priority**: the relative importance of this campaign against any other (see below)

- **Status:** this field lets you decide what to do with the campaign:
 - **RUNNABLE:** this campaign can be run
 - **CLOSED:** this campaign cannot be run, but it is still visible in the default editor
 - **HIDDEN:** this campaign is not visible anymore unless you set the flag "Display hidden campaigns"
 - **ERROR:** this campaign is marked as an error. Cannot be started but visible.
- **Idles on termination:** whether this campaign terminates when out of numbers, or will live on waiting for more numbers to be added via the API
- **Batch size:** The number of calls to be placed that are cached in memory when reading from the database. They should be roughly 2x the size of outgoing trunks.
- **Security key** is the optional key that protects this resource.
- **Start active period:** the time of day after which this campaign can place calls
- **End active period:** the time of day before which this campaign can place calls
- **Allowed Days of Week:** the days of the week that the campaign is allowed to run on
- **Answer timeout:** if the number dialed does not answer within this period (expressed in milliseconds), consider the call to be a NOANSWER
- **Forced closure:** the maximum length of this call, in seconds. If reached, the call is forcibly closed and set to status TIMEOUT. Set to zero to turn off.
- **Dial CLID:** the caller-id to use for this campaign
- **Agent CLID:** the caller-id that will be set on the end-point. This might for example be the internal code of the campaign, or the name of the called person.
- **Dial account:** the account code that will be used by Asterisk when writing CDR records
- **Dial presentation:** The number to set as "call presentation", that is the number that callees are expected to see as the caller-id. This may be overridden by your provider.
- **Autopause:** if this is set and the campaign has queue end-points, each agent will be automatically paused when the call terminates (so that they can process their wrap-up activities). The agent will then have to manually unpause when he is ready to take a new call.
- **Additional logging:** set to QM_COMPATIBLE to have the campaign log to *queue_log* on the Asterisk server
- **Alias for logging:** if this field is set, this is the name that this campaign will be logged under on the *queue_log*. If empty, the name of the campaign is used. This way you can have multiple WD campaigns log as the same Asterisk queue.
- **HTTP notification URL:** the URL to be called when a call has a state change in WD
- **Send campaign events by e-mail:** whether WD should send lifecycle notifications by e-mail. Can be set to:
 - **NO:** No notifications.
 - **ALL:** All campaign life-cycle changes.
 - **FINISH:** Send only on campaign completions.
- **E-mail addresses:** a set of e-mail addresses to receive notifications for this campaign.

A campaign has a **priority** so that you can have multiple running campaigns at the same time. Priorities are taken into consideration from the lowest to the highest, where each priority level has a go to fill in all available channels; if some available channels are left over, campaigns with a higher priority number are processed. For example, imagine you have a campaign of priority 1 linked to a queue (for human outbound) and then a quality review automated campaign running at priority 10. If there are available agents, it is just natural that the campaign at priority 1 has its go first at placing calls. But if for example some of your agents are paused, then not all outbound lines are used - in this case, they are used by the campaign at priority 10. As soon as your agents go back on line, calls for them are dialed first.

If you have multiple campaigns at the same priority level, they are offered a fair chance of placing calls, so you would expect them to place roughly the same number of calls if calling an homogeneous set of callees. In practice the numbers may differ based on call length, call completion ratio and average answer times.

You can define an **active period** for calling, so that you can e.g. tell WD to place calls between 9 AM and 4 PM of working days. Any reschedules will be placed only in the active period.

There is no guarantee as which trunks and end-points will be chosen when a campaign is running. Call lists instead are processed in order from the first to the last.

If you want WD to send you e-mail when something happens on a campaign, you should make sure that you configured the SMTP parameters as explained in Configuring e-mail Section 7.1.4, "Configuring e-mail". You can have WD send you notifications for all campaign life-cycle event changes, or simply when the campaign completes.

3.6.1. What happens to hidden campaigns?

Hidden campaigns are removed from the editor so that you don't have to see them all of the time. They are still present on the database, and may be found again by:

- entering a search string. It will match all campaigns, including hidden ones (this way it easy to access them and un-hide them if necessary)
- entering a single tilde "~" in the campaign search box. This will display all campaigns, whether they are hidden or not.

3.6.2. Using attributes in Caller-Ids

WombatDialer lets you enter placeholder values in the Dial CLID, Agent CLID, Dial account, and Caller presentation fields. These values are expanded when a call is actually being connected using the values of attributes set for the number dialed.

For example, you may be dialing number 5551234 to reach mr. White. You may upload a list of numbers setting the attribute NAME to the name of the person called, and you may want the caller-id changed when the call reaches your agents so that they see "WHITE" instead of the campaign's caller id. Or you may dial a list of numbers by setting an unique call presentation for each of them.

In order to do this, you have to specify attributes to be expanded. For example, if you set the agent CLID of your campaign to "C1 \${NAME}", agents will see on their phone "C1 WHITE", "C1 SMITH" and so on. You may use multiple variables in the same ID, so that you can pass along a practice ID, or the code used to find the person called in your CRM.

Together with the custom attributes you manually define for each number, WombatDialer will also expand:

- \${NUM} to the number being called
- \${LST} to the name of the list that the number belongs to

3.6.3. Reschedule rules

It is a fact of life: most calls placed on an outgoing campaign are destined to fail. Maybe the user is not available, maybe your provider has a temprary failure, or maybe your PBX (or even WD itself!) crashes while calling. It is advisable to take this into consideration when programming a campaign. For example, you could say that:

- if a number is busy, you retry two times after 5 minutes each
- if a number does not answer, you retry two times after 30 minutes each
- if a call has a technical glitch and ends in error, or is lost due to a PBX crash, then retry it once in 10 minutes

The number of retries is computed after the call is first attempted - so if you have a retry rule of 2, the call is first tried once and then retried twice, for a maximum of three times if it goes wrong every time. All retries are attempted in the active period of the campaign - so if a call is rescheduled in 20 minutes at 5:50 PM and the campaign is not allowed to run after 6 PM, then it is retried the next day.

WD in general tries first to obey any applicable reschedules and then fetches new calls form call lists, so you can expect the retry period to be quite accurate in most scenarios. Still there is no hard guarantee that a call will be placed at exactly the time it was rescheduled for.

Parametrs are set as follows:

- **On status:** the call status this rule applies to
- **With custom status:** the custom status to consider (see below). Custom statuses can be set through the API - see Controlling WD from Asterisk Section 8.2, "Controlling WD from Asterisk".
- **Max Attempts:** the maximum attempts this rules applies to
- **Retry after:** the number of seconds to retry after
- **With mode:** the way to compute the retry period

When rescheduling, you can set the **mode** to FIXED or MULTI. In fixed mode, if you set the retry time to 5 minutes, it tries after 5 minutes at every attempt. In multiplicative mode, the retry period is computed multiplying the number of the current attempt by the number of attempt it's trying - so it would be 5 minutes on the first attempt, 10 minutes on the second, 15 minutes on the third and so on.

If a call has a normal completion or is over the maximum number of retries, then it is not rescheduled. You can look-up the status of the last attempt in order to know why it was not rescheduled.

Writing advanced reschedule rules

It is valid to have multiple reschedule rules that pertain to the same status code - in this case, WD will find the rule that matches. For example, imagine we have two rules:

	Attempts	Retry in
	-----	-----
RS_BUSY	2	300s
RS_BUSY	5	1800s

Up to the second BUSY attempt, WD will retry in 5 minutes (300 seconds); from the third to the fifth, it will retry in 1800 seconds (30 minutes).

The status code considered is always the current status code; so for example given this set of rules:

	Attempts	Retry in
	-----	-----
RS_BUSY	3	300s
RS_NONASWER	1	600s

If we get a BUSY on first attempt and a NOANSWER on second attempt, as the NOANSWER retries only once, the call is not retried.

You can also have an extended status set through the APIs - if that is present on the call, the rule matches only if the extended status matches - see Controlling WD from Asterisk Section 8.2, "Controlling WD from Asterisk".

3.6.4. Black lists

WombatDialer has the concept of Black Lists; they are lists like any other but are used to collect numbers that are not to be called.

When WombatDialer is loading numbers to be dialed, they are checked against all black lists defined for that campaign. This is done automatically and behind the scenes; if a number is found, it is logged as dialed in state BLACKLIST without actually trying it.

Blacklists are checked dynamically when a number is first scheduled; so if you add numbers to a blacklist while a campaign is running, new numbers to be scheduled will be checked against the blacklist. Numbers that are already scheduled (e.g. to be recalled) will not be affected.



WombatDialer schedules numbers well in advance before they are called, so it may take a while before it starts checking the blacklists.

You may have multiple blacklists on a campaign; their order is unimportant.

3.7. Campaign runs

Campaign runs are real, out-calling instances of campaigns. You start them from the Live page, by selecting one of the available campaigns. They are named after their parent campaign and the time when they were started.

The system displays a set of information on the Live page:

```
Campaign name: C1
Started at: Wed Oct 17 15:54:22 CEST 2012
Current state: COMPLETED
Priority: 10
Calls placed: 40 - Items in call cache: 0
Calls terminated: 10
Life-cycle termination rate: 25% - Reschedule rate: 75%
Est. remaining calls: 0
Running for: 00:00:05 - Estimated completion in: 00:00:00
Attempts per hour: 72720 - Completions per hour: 72720
High-water mark: 20 in L2
```

The run name is actually made of the Campaign name plus the time it was started. This uniquely identifies a run in the system.

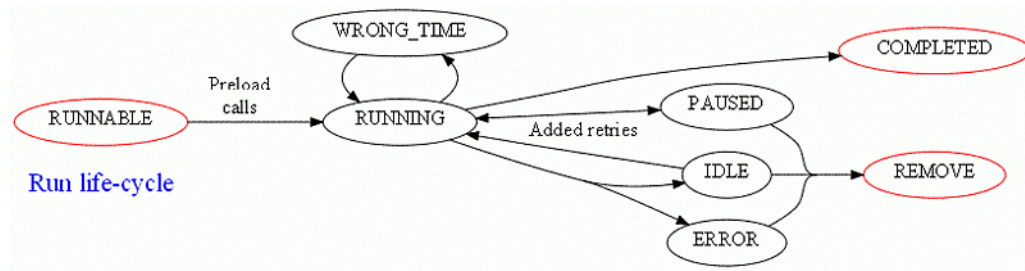
The other parameters are as follows:

- **Current state:** is the state the run is in (see below).
- **Priority:** is the campaign's priority
- **Calls placed:** is the total number of call attempts made
- **Items in call cache:** is the number of calls currently held in the hopper plus any open reschedules
- **Calls terminated:** is the numbers of calls that have either been successful or gone through the last possible reschedule, so they will not be retried
- **Life-cycle termination rate:** is the percentage of calls that are not to be retried (terminated)
- **Reschedule rate:** is the percentage of calls that are to be retried
- **Est. remaining calls:** this is a rough estimate of calls that remain to be placed. Might be rather inaccurate - consider it only a basic indicator that will converge to zero as the run terminates.

- **Running for:** is the total time that this run has been going.
- **Estimated completion:** tries to display the remaining time to completions. This time may actually vary strongly from what is displayed depending on what happens during the campaign. Estimates will be produced after a few calls have completed.
- **Attempts per hour:** its the average number of calls attempted per hour on this run
- **Completions per hour:** is the average number of calls completed per hour
- **High-water mark:** the last call record added to the cache

3.7.1. A run's life-cycle

When a run is first started, it goes through a set of stages.



Initially the run will be made RUNNABLE, WD will prepare to run it and will put it in RUNNING state. A run stays in state RUNNING as long as it has retries to complete or calls not yet placed. When a RUNNING campaign is out of the allowed time period, it is put to WRONG_TIME; from here it goes back automatically to RUNNING state when time conditions (hour and day of week) are successfully matched.

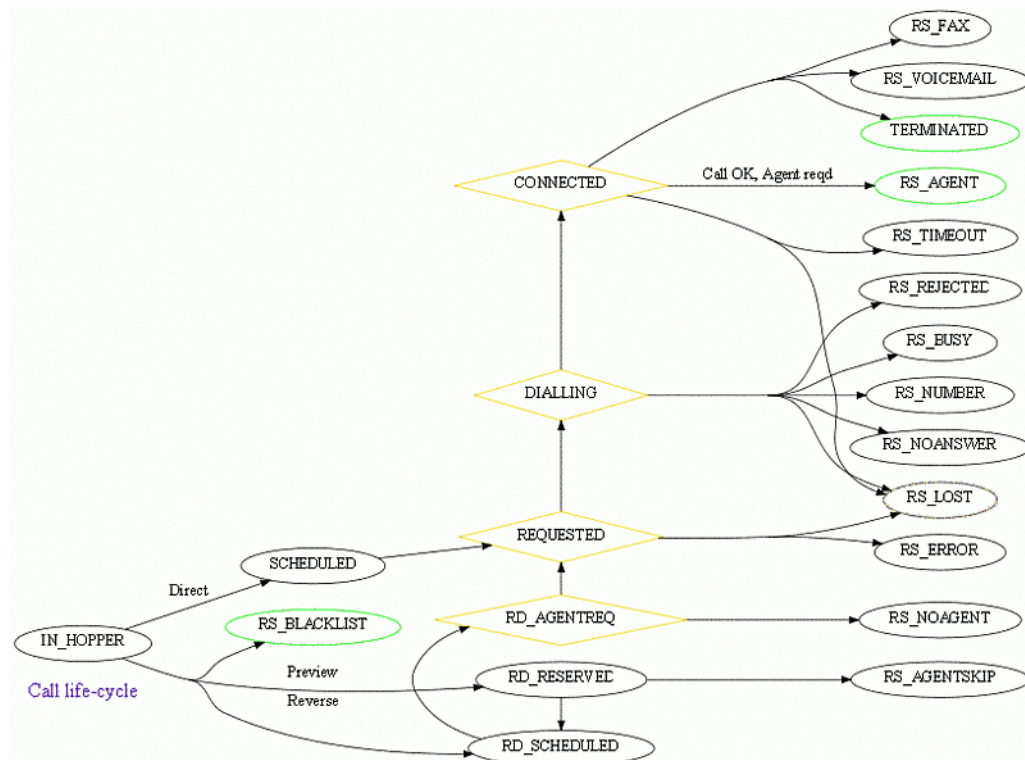
When out of calls, a run can either COMPLETE or become IDLE; when IDLE it waits for new calls to be added through the API and goes back to RUNNING mode to process them.

A RUNNING campaign run may be manually PAUSED and from PAUSED it can manually be made RUNNING again.

If a run is no longer needed, it can be manually set to REMOVE; when in REMOVE status the run is terminated and cannot be restarted.

3.7.2. A call's life-cycle

When a call is started, it is first loaded in a cache called *hopper* that contains calls that are to be dialed soon. This way it is not necessary to consult the database for each and every call to be made.



When WD is about to place the call, it marks it as SCHEDULED and sends it to Asterisk for processing; if all goes well, it then goes from REQUESTED to DIALLING to CONNECTED and then TERMINATED.

Of course it may not be possible to start the call (so you get BUSY, NUMBER and NOANSWER states), or the call might be ended by WD because it exceeded the maximum allowed duration (TIMEOUT).

When using reverse dialing, a call starts its life being RD_SCHEDULED, so that the agent can be called. When this happens, the call progresses forward. In preview mode, the call is first RD_RESERVED and when the agent approves it, it is placed.

Initial states

- IN_HOPPER
Call will be placed soon - not visible to user
- SCHEDULED
WD requested the call to be placed
- RD_RESERVED
When preview dialing, an agent has reserved this call
- RD_AGENTREQ
When doing reverse dialing, WD is connecting to an agent

Call processed

- REQUESTED
The request was sent to Asterisk for processing
- RD_REQUESTED
Asterisk is processing this call when reverse dialing
- DIALING
Asterisk confirmed the call was started
- CONNECTED
The opposite side picked up the call

Error states

- RS_ERROR
A technical error happened while dialing
- RS_LOST
WD lost track of this call. Usually happens only on system crashes.
- RS_NOAGENT
An agent that was being predialed in reverse mode did not answer.

Calls that could not go through

- RS_REJECTED
The call was rejected by the network. This is usually caused by the upstream provider returning '*Congestion*' (all circuits busy), '*Off-hook dialing*' with analog interfaces, or your upstream provider terminating a call before it's answered without providing any status code.
- RS_BUSY
Number called was busy.
- RS_NUMBER
Number called appears to be invalid. Asterisk also raises this error if it cannot allocate a new channel for the call.
- RS_NOANSWER
Number did not answer within the *Answer timeout* period set on the Campaign

Completion states

- TERMINATED
Call completed successfully
- RS_TIMEOUT
Call was forcibly closed because it exceeded the maximum allowed duration set on the Campaign.
- RS_AGENTSkip
Agent decided to skip this call.
- RS_BLACKLIST
The call was skipped as the number was blacklisted.

States not already implemented

- RS_AGENT
Agent requested special retry. Not implemented yet.

RS_FAX

Found fax. Not implemented yet.

RS_VOICEMAIL

Found voicemail. Not implemented yet.

3.8. Call logs

After a call record is processed, it leaves a "trail" in the form of a call log.

The screenshot shows a web application window titled "View call log record". It contains two main sections: "Information" and "Call Outcome".

Information Section:

- Call:** A text field containing "200".
- List:** A text field containing "BA".
- Call placed:** A section with several fields:
 - Campaign: "00camp204"
 - Run As: "13 09 13 10 22 11"
 - Run started: "2013/09/13 10 22 15"
 - Attempted: "2013/09/13 10 22 16"
 - Wait Pre: "0"
 - Wait After: "0"
 - Talk: "0"
 - Agent: "0"

Call Outcome Section:

- Status Code:** "RS_BLACKLIST"
- Extended Status:** (empty)
- Retry #:** "0"
- Next retry:** "0"
- Technical Details:**
 - Trunk: "out/voicemail"
 - Log Id: "P 835"
 - Asterisk Channel: (empty)
 - Asterisk unique: (empty)
 - Asterisk Bridged: (empty)

From here we can see:

- **Call:** this section displays the number that was called and any attributes that are set on that call record. Any output attributes (coming from Asterisk) are marked with a ">" prefix.
- **Campaign:** the name of the campaign that this call was placed on
- **Run as:** the name of the campaign run that had this call placed
- **Run started:** when the campaign run was started
- **List:** The list this number belongs to
- **Attempted:** when the call was actually attempted
- **Wait Pre:** the difference (in milliseconds) between call stages REQUESTED and DIALLING
- **Wait After:** the difference (in milliseconds) between call stages DIALLING and CONNECTED
- **Talk:** the duration (in milliseconds) of the active call, that is, while the callee was connected
- **Status code:** the call status code when it was closed
- **Extended status:** the extended status set by Asterisk
- **Retry #:** The number of retry this call was on (0: initial attempt)
- **Next retry:** When the next retry is scheduled. If set to zero, this means the call was not set to be rescheduled.
- **Trunk:** The trunk the call was placed on
- **Log Id:** The internal log id
- **Asterisk channel:** The Asterisk channel that was created for the first leg of the call
- **Asterisk unique:** The Asterisk internal Unique-Id that was used

3.9. Users and security

WombatDialer offers a powerful and pervasive security model that is similar to the one used in QueueMetrics. It is built around the concepts of users, classes and keys.

The idea is that each user has a keyring and all features are controlled by keys. Every time WombatDialer has a possible feature to show the user (e.g. editing servers) it checks whether the current user holds the correct key in its keyring. If he does not have it, the feature is hidden or grayed out.

Each user has a keyring that is composed of their personal keys plus all the keys for their class. This way you can organize multiple groups of users (e.g. administrators, monitors, etc) with different grants, and then give each specific user additional keys to fine-tune each person's profile.

A set of default users Section 9.2, "Default users" and of security keys Section 9.1, "Security keys" is available below.

3.9.1. The security model

You can set security keys on most entities in WombatDialer - you can have them on servers, trunks, end-points, campaigns and lists. They will be enforced for:

- Selection of items to be added to campaigns
- Live monitoring
- Reporting

The following rules apply:

- Elements are visible both to users holding the required key and to their creator, even if he does not hold the required key (in order to avoid "locking yourself out")
- Elements having no keys will be visible to everyone
- Key security is not transitive, that is, if you can observe a campaign, you can observe it in its entirety, even if (say) one of the trunks it uses is protected with a key you do not hold.

3.9.2. Users

A user is some person who can log on to WombatDialer.

They have the following properties:

- **Login** and **Password** are used to log on from the main page
- **Real Name** is displayed on the WombatDialer page
- **Enabled** may be toggled to avoid a user logging on without deleting it.
- **E-mail** The user's e-mail address
- **Master key**: if set to "yes", all security checks are bypassed. *You should only set it to yes for testing and debugging.*
- **Class** is a pre-defined set of keys that is used for this user. Any user must have a class.
- **User keys** are additional keys granted to this user. They are space-separated. If keys are prefixed with a minus sign, they are revoked if present in their class and ignored otherwise.
- **Logged on** are the number of successful log-ons for this user and **Last login** is the time this user last logged on successfully.
- **Comment** and **Token** are free fields you can use to keep track of your users.

3.9.3. Classes

Classes are common profiles to be given to all users of a certain kind. So you do not have to remember which keys to give users for each specific functionality, but you can group them all together.

Any class has the following properties:

- **Class name** is the name used in the User Editor to choose the class.
- **Description** is a long version of the class name
- **Keys** are a space-separated set of keys that are granted to all users of this class.

You can create new classes than the ones that ship with WD in order to fine-tune access controls for your instance.

3.9.4. The system log

When something important happens in WombatDialer, it is written to the System Log. The system log tracks:

- Campaign lifecycle events
- User logins and log-offs
- System errors

The screenshot shows the WombatDialer web interface. At the top left is the 'wombat dialer' logo. To the right are user links for 'Demo Admin' and 'Administrator'. Below the logo are 'Home' and 'Log' tabs, with 'Log' being the active tab. The main content area is titled 'System log viewer' and contains a table of system events. The table has columns for Date, User, Action, and four numbered columns (#1, #2, #3, #4). Two rows of log entries are visible. Below the table is a search input field and a magnifying glass icon.

Date	User	Action	#1	#2	#3	#4
2013.01.04 10:36:33	-	Brain	Start campaign	#1 TestCampaign	-	-
2013.01.04 10:32:45	-	Brain	Startup	-	-	-

Chapter 4. Running WombatDialer

4.1. Understanding the GUI

The WombatDialer GUI is made up of a set of editors - there can be multiple editors on the same page.

An editor can:

- display a set of records (e.g a list of servers, campaigns or end-points)
- select a record in the set (usually in order to load a dependent editor - e.g. when you select a List then the editor for the numbers of that list will be enabled)
- edit a record

4.1.1. Using editors

Editors let you search by text in their items and let you sort data by clicking on the relevant columns.

When you are editing an item, the following fuctions might be available:



From left to right, these icons mean:

- Save current record
- Add a new record
- Clone the current record
- Delete the current record
- Know who created the current record, when it was created, who modified it last time and when it was last modified

Sometimes when an editor has an item selected and it's impossible to unselect it, it is then necessary to close the relevant tab and reopen it from the Home page.

4.1.2. Hiding and deleting entities

In many cases it will not be possible to delete records when you created them. This is because such records are referenced by other records that cannot be deleted - for example, a campaign that has run cannot be delete anymore, as it is referenced by the logs created during the run.

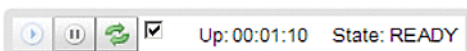
Still, it would sometimes be useful to hide things you do not currently need. So campaigns and lists have the concept of visibility - you can make them invisible so they won't appear anymore in selection menus and on the main screens.

They will not be deleted though - you can still search them by name, and you can get a complete view of all records (including deleted ones) by searching for "~".

4.2. Controlling the dialer

From the main page, you can control the status of the dialer process.

Q Dialer status



State: READY - Rcv: 245 Snt: 0 - Licensed channels: 100

A19: CONNECTED

CampaignWithQueue: RUNNING Att: 18 14.02.11
Rtr: 91 - 12:25:42

TK: - Free: 89 of 100

q1 (QUEUE): - Free: 0 of 11 Idle: 5 O/D: 0 W: 2 U: 11

Statues: 6	Agents: 11
- AS Total: 11	- Local/20000@wdep (Talking)
- AS: Idle: 5	- Local/20001@wdep (Talking)
- AS: Talking: 6	- Local/20002@wdep (Talking)
- C Total: 11	- Local/20003@wdep (Talking)
- C CONNECTED: 8	- Local/20004@wdep (Talking)
- C DIALING: 3	- Local/20005@wdep (Idle)
	- Local/20006@wdep (Talking)
Queued calls: 2	- Local/20007@wdep (Idle)
- 1392117950.94768	- Local/20008@wdep (Idle)
- 1392117950.94768	- Local/20009@wdep (Idle)
	- Local/20010@wdep (Idle)

You can see how long the dialer has been used, its current status and the entities currently loaded (that is the campaigns, trunks and end-points being used). The dialer is "lazy" and loads entities only when needed, so entities do not appear until they are actually used.

The check box next to the Reload button is used to set the control in auto-reload mode; this way the current state of the dialer is refreshed automatically every 5 seconds.

You should see:

- for the dialer, the current state (usually DOWN or READY) and the number of licensed channels.
- For each PBX, whether it is successfully connected or not
- For each running campaign, the current status, the total number of calls placed ("Att") and the size of the current reschedule buffer ("Rtr"), plus the date when the run was started
- For each trunk, the total capacity and the current used channels. A green / red icon shows whether the relevant PBX is online or not
- For each EP, the total and used capacity. A green / red icon shows whether the relevant PBX is online or not.

For Queue EPs, a number of additional entries are displayed:

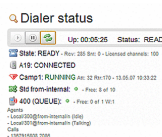
- You can see the number of free agents in respect to the current queue capacity, the number of idle entities, the over dialing channels ("O/D"), the number of queued calls that are ringing or waiting to be connected ("W") and the used channels ("U").
- If dialing is currently not allowed because the queue has too many waiting calls, the string "BK_W" is displayed.
- A list of statuses that are reported by the queue ("AS") and a set of statuses that are computed by Wombat ("C")
- A list of queued calls (if any)
- A list of agents working on the queue, and their current status (Paused, Talking, Ringing, Idle or Error)

When you restart the dialer, all state is synchronized to disk and all entities are reloaded.

In general, the dialer is supposed to start automatically when the system starts - see Dialer startup for more information on the issue.

4.2.1. Observing Asterisk queues

When an EP of type Queue is used, its status should immediately reflect the state of the underlying queue.



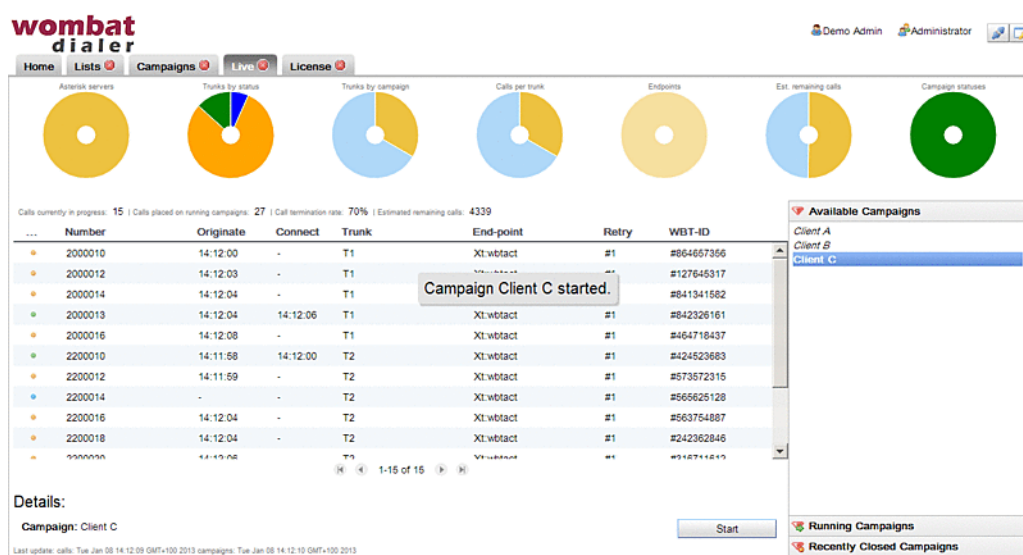
Before using those EPs, it is advisable to run a limited test to make sure the configuration is in working order.

In order to run such a test:

- create a campaign with a Queue endpoint. You may create it IDLE and add no call lists, as we do not need the campaign to do anything special
- run that campaign
- reload the Dialer status in order to see if the queue is being observed (you have to click on the reload icon manually each time).
- If the queue is present, you should see it something saying "Free 4 of 7 W:2". This means that WD is seeing 7 agents connected of which 4 are free (where 4 is the result of multiplying the actual number of observed channels by its boost factor), and that there are 2 calls waiting on the queue.
- You should be able to see the current agents and waiting calls - if any - the queue is processing.
- try and log on, log off, pause and unpause an agent. You should see the number of free and available channels change accordingly. Try also sending calls to the queue and see if the number of free agents and of waiting calls is correct.
- try also placing calls from some agent extensions and see if the number of free channels reflects this correctly.
- if you plan to have agents working on multiple queues at once, run the tests above while the agents are logged on in at least two queues and make sure statuses are updated correctly.

4.3. The Live page

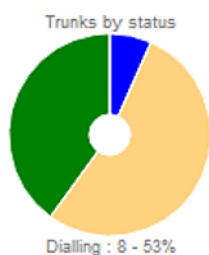
The Live page lets you interactively control and monitor what the dialer is doing. You will be able to see at once all the Runs of Campaigns that you can access.



The top part of the page displays a set of "doughnut" graphs, showing:

- The active channels per Asterisk servers involved. Each Asterisk server is displayed in a different color and you can see which is which by hovering over it
- The status of calls on trunks. This shows how many calls are in each state.
- The usage of trunks by campaigns
- The relative number of calls per each trunk
- The usage of end-points by campaign
- An estimated number of remaining calls, divided by campaigns. This number is *estimated* as it is impossible to know in advance how many recalls will be necessary to complete each campaign.
- The status of each running campaign

If you fly over each pie slice in the graphs, then a legend will be shown explaining what that slice means. Note that for live calls and campaign runs, the color codes are fixed to make them easily recognizable at a glance.



Just below the graphs, there is a row displaying (for all campaigns):

- The number of open calls
- The total number of calls placed on running campaigns (since they were started)
- The call termination rate, that is the percentage of calls attempted for which a reschedule was not necessary
- An estimated backlog of calls that have to be placed for running campaigns. This only counts calls in the dialing buffer

Below is a pageable list of live calls, that is refreshed every few seconds. For each call you can see:

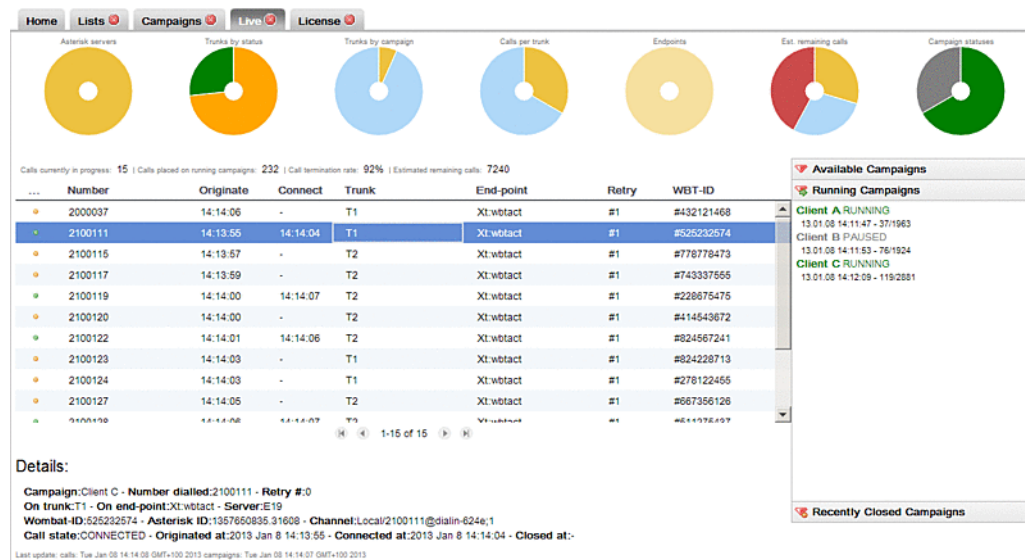
- The number dialed
- When the call was originated
- When the call was answered
- The trunk used
- The end-point the call was connected to

- The number of times this call was attempted
- If present, the actual agent taking the call (depending on whether the call is dialed in reverse or direct mode, the agent may appear immediately or only when the call connects).

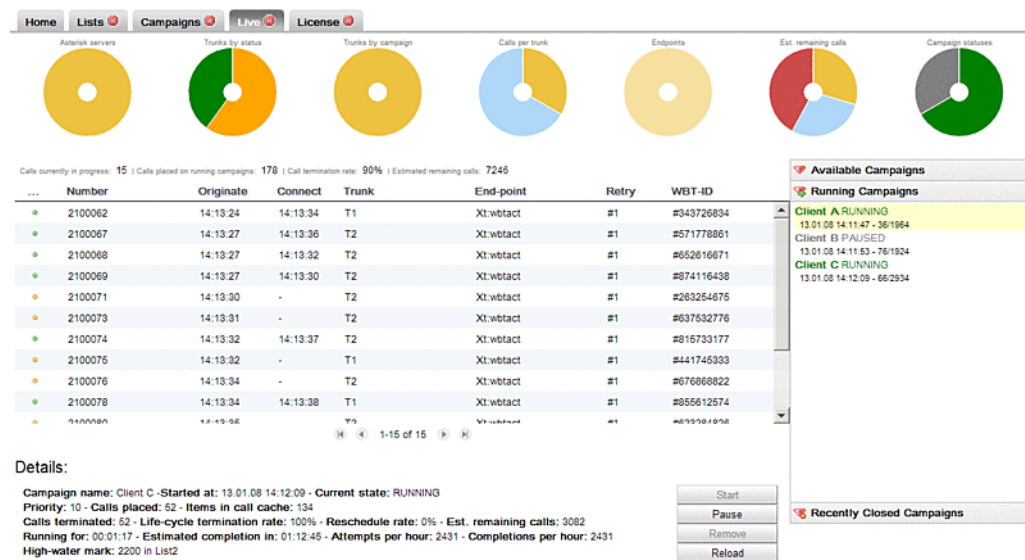
In this list only calls managed by WD are shown, so you can still use your PBX as usual and such calls will not be displayed.

By the bottom of the page there is a "Details" section, where you see the details for the last item you selected - be it a call, a campaign to be started, a running campaign or a closed campaign.

For example, here is what you would see by selecting a connected call:



And here is what you would see by selecting a running campaign:



Next to the "Details" section there are buttons with possible actions for the item being displayed - you may for example start and stop campaigns. When you perform an action, a pop-up will be displayed to confirm that the action was received.



The Live page does not work unless the dialer is running (state READY). So if you try starting a campaign but the dialer is not working, you will see the notification but nothing will happen.

4.3.1. Campaigns and runs

On the right-hand side of the screen there is a box made up of three sections plus one labelled "...":

- Available campaigns: the set of campaigns that can actually be run. As a campaign can be run only once, campaigns that are running and therefore not startable are displayed in italics.

- Running campaigns: these campaigns are running now, or could be running if some condition was met - e.g. having some more calls appended for IDLE campaigns, or a different moment in time for WRONG_TIME campaigns
- Recently closed campaigns: here are displayed the details of each recent run

For each campaign run, a color code is used to display the state it is in. You will also see:

- when the run was started (as to distinguish it from other runs)
- the number of calls placed
- an estimate of the current backlog for this run

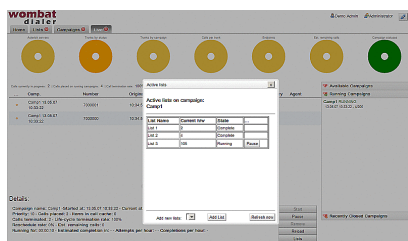
The section labelled "... " lets you modify the order under which campaigns and runs appear.



The selection you make will be applied to all campaigns and runs while the page is open.

4.3.2. Using dynamic lists

Right from the Live page, you can control the lists that are run on a campaign.



You can access this information by clicking on the "Lists" button next to a campaign run details.

You can add new lists to a running campaign, pause and unpause lists on existing campaigns, and see how far lists were processed so far.



If you stop all lists on a run that does not IDLE on termination, the campaign run will simply terminate - make sure this is what you want to do.

4.3.3. Color codes used for live calls

Table 4.1. Live calls

State	Color
RD_RESERVED	purple
RD_REQUESTED	pink
REQUESTED	blue
DIALLING	orange
CONNECTED	green
TERMINATED	black
Any other	red

A complete description of a call's life-cycle can be found in A call's life cycle Section 3.7.2, "A call's life-cycle".

4.3.4. Color codes used for campaign runs

Table 4.2. Campaign runs

State	Color
COMPLETED	black

State	Color
ERROR	red
IDLE	gold
PAUSED	gray
RUNNABLE	blue
RUNNING	green
WRONG_TIME	maroon
Any other	pink

A complete description of a call's life-cycle can be found in chapter A campaign run's life cycle Section 3.7.1, "A run's life-cycle".

4.4. Running campaign reports

You can use WombatDialer to get hands-on details on the activities it performed.

The screenshot shows the WombatDialer web interface for generating campaign reports. At the top, there's a navigation bar with 'Home' and 'Reports' tabs. The main heading is 'Activity reports by campaign'. Below this, there are search filters for 'Running from date' (2013.01.02 00:00:00) and 'To date' (2013.01.08 23:59:59), with a 'Search' button. On the left, a sidebar lists campaigns: Client A, Client B, and Client C, each with a list of call times and checkboxes. In the center, there are buttons for 'Select all', '>>>', and 'Unselect all'. On the right, there are two summary boxes: 'Statistics for selected calls' showing metrics like Number of calls (452), Total talk length (1267 s), and 'Call outcomes' showing RS_BUSY (230 50%) and TERMINATED (222 49%). Below these is a 'Calls per trunk' section. At the bottom, a table displays a list of calls with columns: Campaign, Number, Attempted, W/Pre, W/AR, Talk, Status, Xt.Stat, List, Trunk, Retry #, and Next rtr. The table shows several rows of call data for Client A.

Reports are performed per run, so the first thing you have to do is to search a set of runs by selecting a suitable time period and selecting runs of campaigns that were started within that time period. Each run is identified by the date and time it was started.

When you click on ">>>", statistics are computed and displayed in the right-hand side of the screen.

You can see:

- The total number of calls placed
- The total talk duration (in seconds)
- The total "wait pre" and "wait after" times (in seconds). "Wait pre" is linked to PBX latency, while "Wait After" is actual time waiting for a call to be picked up. See Call logs Section 3.8, "Call logs".
- The total conversation time (in seconds)
- The number of calls that were placed on each trunk - trunk names are prefixed with the server they belong to
- The number of calls that got each specific outcome

By the bottom of the page you can then see a paged list of calls that belong to the set you selected. You can use the search tool to zoom in on some specific number, and by clicking on the Pencil icon you can get a complete display of the call logs.

View call log record

Call: 2000003

List: List1

Call placed

Campaign: Client A

Run as: 13.01.08 14:11:47

Run started: 2013/01/08 14:11:47

Attempted: 2013/01/08 14:11:48

Wait Pre: 104

Wait After: 4,112

Talk: 2,074

Call Outcome

Status Code: TERMINATED

Extended Status:

Retry #: 0

Next retry: 0

Technical details

Trunk: T1

Log Id: 3

Asterisk Channel: Local/2000003@dialin-26e3;1

Asterisk Unique: 1357650708.31166

y campaign

Running fr

Client A

☒ 13.01.08 14:11:47

Client B

☒ 13.01.08 14:11:53

Client C

☒ 13.01.08 14:12:09

Call outcomes

RS_BUSY 230 50%

TERMINATED 222 49%

Export to new list

Number	Attempted
2000001	01/08 02:11:48
2000002	01/08 02:11:48
2000003	01/08 02:11:48
2000000	01/08 02:11:48
2000004	01/08 02:11:48

ist	Trunk	Retry #	Next rtr
T1	0	10	
T1	0	0	
T1	0	0	
T1	0	0	
T1	0	10	

4.4.1. Exporting campaign lists

Looking at the list of dialed calls interactively is useful to understand what went on, but sometimes you want to save the details of all calls into a spreadsheet for later review.

This can easily be obtained by clicking on the "Export to CSV" button - you will get a spreadsheet of all the calls belonging to your selected runs.



Most spreadsheet packages cannot manipulate more than 50,000 records in a single file. Though WombatDialer will not enforce this, make sure you avoid exporting data files that are too large to be usable.

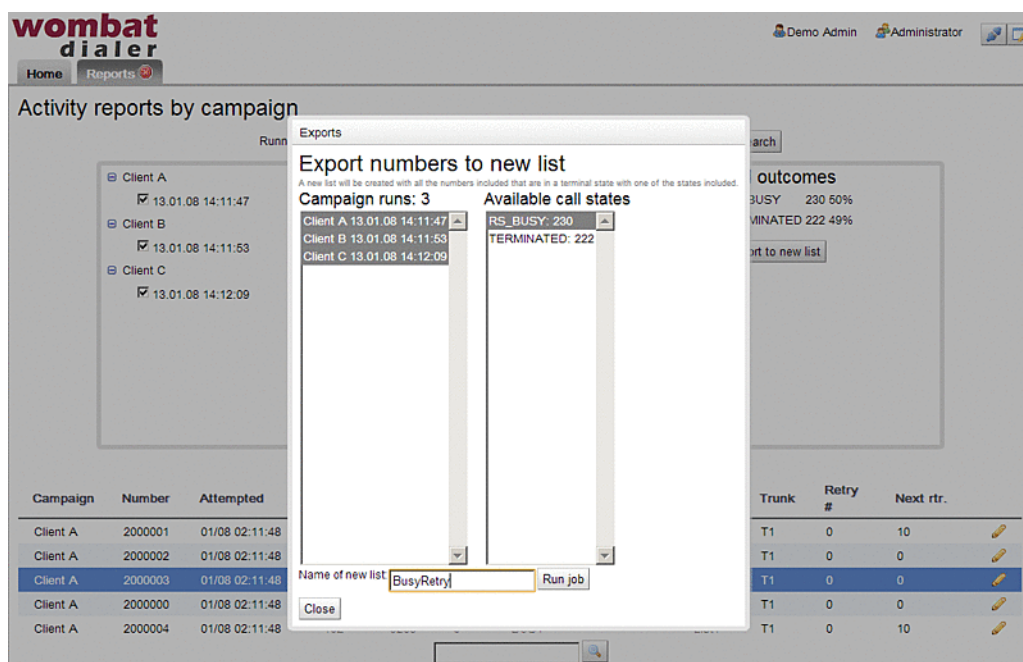
4.4.2. Building new call lists out of run results

When you run a campaign, you usually set reschedule rules so that call can be retried in case of errors.

Still, it is often handy to operate on a different time-scale so that you can:

- run a campaign to completion
- get the set of calls that would not complete
- reschedule those calls as a separate campaign at a later time

This can be done using the "Export to new list" button on the Reports page.



When you click on that icon, calls are counted by their final status, that is the status of the last retry. For example, if a call was tried at 10AM and got BUSY, and was retried at 11AM and completed successfully, its final status will be TERMINATED.

We first select a set of runs from the ones we selected in the Reports page, and select a set of termination codes. Then you enter a name for the new list to be created and click on "Run job".

A new list will be created under the new name and containing the records for the calls you just selected. In order to see it, you must go to the Lists page (it might be necessary to close the Lists tab and reopen it).



You can also use this feature to create lists of numbers that were answered correctly in order to "prune" existing lists of old and invalid entries.



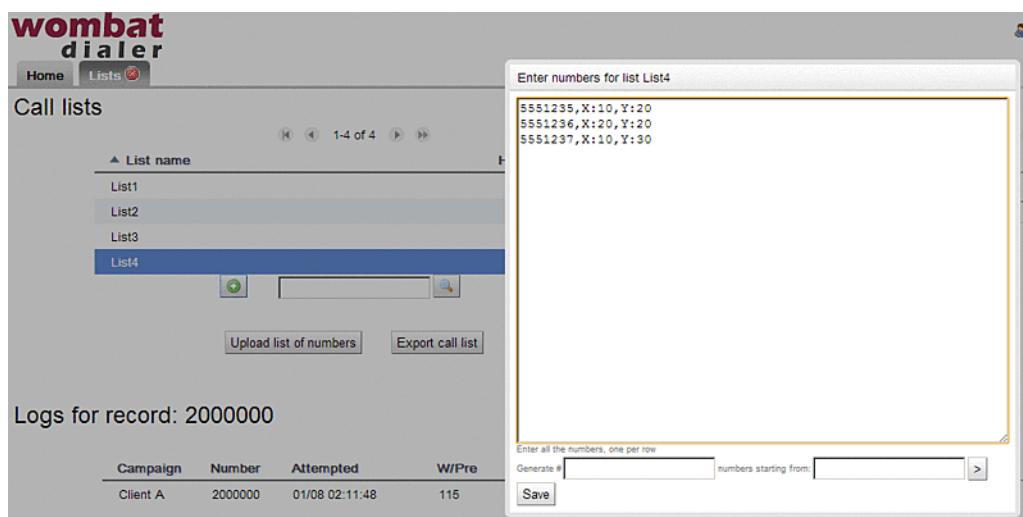
By creating a call list numbers you know to be invalid, you can add it to your campaigns as a black list so that those numbers will be immediately discarded.

4.5. Importing and exporting call lists

From the Lists page, you can import and export data to and from call lists. WombatDialer lets you select either native or CSV format.

4.5.1. Importing call lists - Native mode

By clicking on "Upload list of numbers" when a list is selected, you can copy and paste a set of numbers to be added to an existing list. As numbers might have associated call attributes, there is no control over possible duplicate numbers as you may want to dial the same number multiple times.



Numbers should be uploaded as a set of rows, each starting with the number to be dialed. If you want to add attributes to be passed to the PBX, you should have them in the format "ATTR:VALUE" separated by a comma.

For example, the line:

```
5551234,A:1,B:HELLO
```

Loads the number "5551234" with attribute A set to "1" and attribute B set to "HELLO".

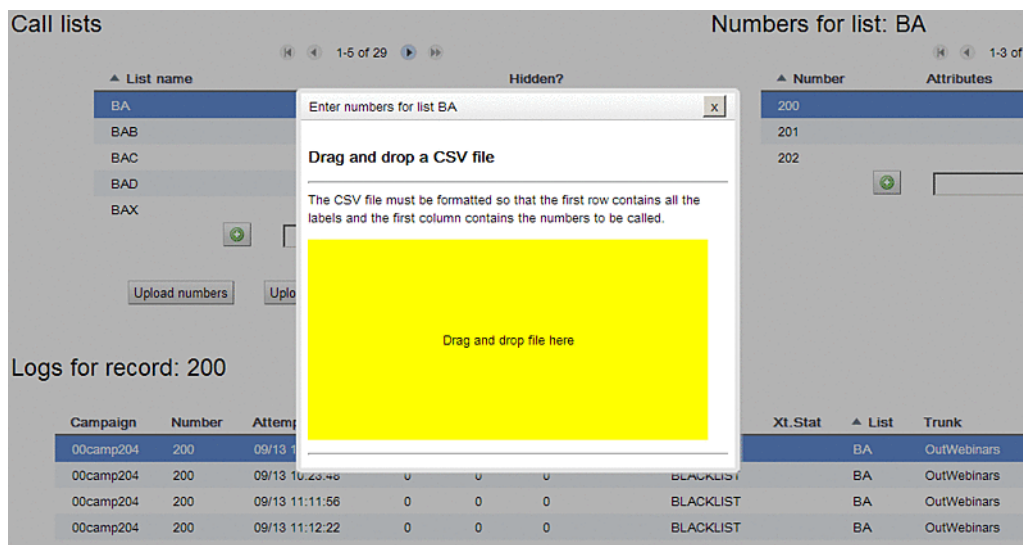
You can also use a wizard to generate a set of progressive numbers, e.g. generate 1000 numbers from 5550000 onwards. The generator is smart enough to handle the generation of numbers starting with one or more zeros.



the maximum set uploadable in one batch is about 2Mb, or about 100,000 numbers. It would be advisable to use smaller sets as to avoid causing CPU spikes.

4.5.2. Importing call lists - CSV mode

By clicking on "Upload CSV", you will be able to drag and drop a CSV file containing numbers and attributes to be added to the selected list. You can easily create CSV files from your favourite spreadsheet.



You simply drag and drop the CSV file to the yellow box on screen. When done, the file will be read and previewed.

As your CSV file might have different field delimiters, once you have uploaded the file you will be able to change the delimiters until the file looks right. The numbers to be called will be shown in red.

When it appears correctly on screen, you confirm and the file will be uploaded.



In order for this to work, your browser must support the HTML5 File API. This may not work on older browsers.

The CSV file must be created so that:

- The first line of the file contains the labels for attributes. The first label should be NUM or NUMBER
- The first column must contain the numbers to be dialed
- Subsequent columns will contain attributes (if any)

4.5.3. Exporting call lists

You can export a call list in textual format. By pressing on the "Export calls" button while a list is selected, you get a new text page with data in the format:

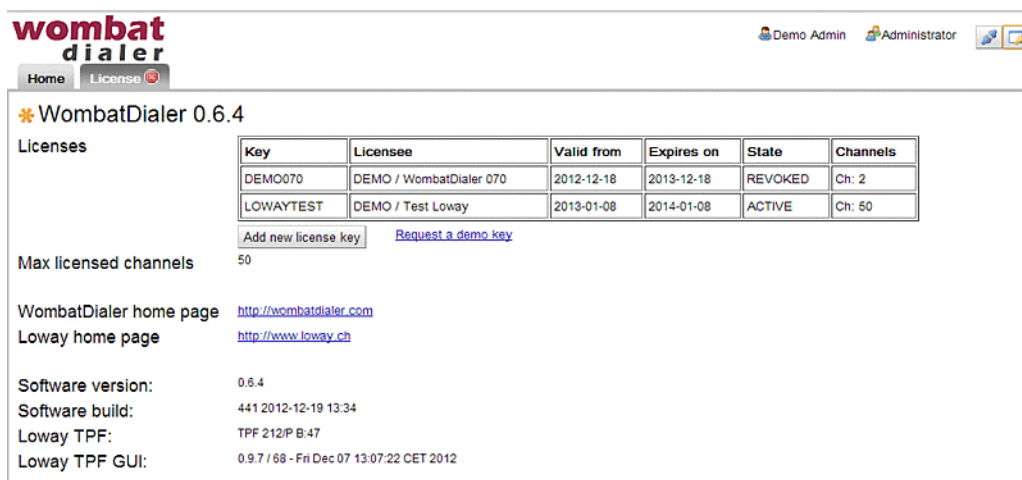
```
5551234,A:1,B:2
5551235,Y:20,X:10
5551236,Y:20,X:20
5551237,Y:30,X:10
```

All current attributes (inbound and outbound) are reported.

If you click on "Export CSV" the export file will be downloaded as a CSV file.

4.6. The License page

You can access the License page by clicking on the "key" icon on the top-right of the WombatDialer instance.



wombat dialer

Home License

*** WombatDialer 0.6.4**

Licenses

Key	Licensee	Valid from	Expires on	State	Channels
DEMO070	DEMO / WombatDialer 070	2012-12-18	2013-12-18	REVOKED	Ch: 2
LOWAYTEST	DEMO / Test Loway	2013-01-08	2014-01-08	ACTIVE	Ch: 50

[Add new license key](#) [Request a demo key](#)

Max licensed channels: 50

WombatDialer home page: <http://wombatdialer.com>
 Loway home page: <http://www.loway.ch>

Software version: 0.6.4
 Software build: 441 2012-12-19 13:34
 Loway TPF: TPF 212/P B-47
 Loway TPF GUI: 0.9.7 / 68 - Fri Dec 07 13:07:22 CET 2012

It displays:

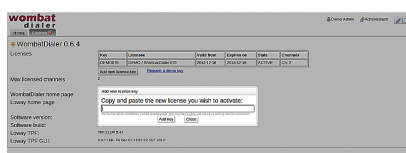
- The set of license keys installed on your WombatDialer system. For each license you can see:
 - The name of the license
 - The licensee
 - From when to when this license is valid. Note that you can install a license that will only be valid in the future
 - The status of the license
 - The number of licensed channels
- The total number of licensed channels across all licenses
- The current version of the dialer, when it was built and the versions of the embedded TPF frameworks.

4.6.1. Installing a new license key

If you get a new license key from Loway, be it a full license or a demo key, it will look like the following item:

YOURCOMPANYNAME . 12345678-23456789

You can install it by clicking on the "Add license key" button and entering the new code. You will need a working Internet connection from the server, as the new license will be downloaded and activated. This may take a few seconds to complete.



You may also force a check of all licenses by restarting the WombatDialer webapp.

Please note that:

- commercial licenses are additive, this means you can install two 10-channel licenses together in order to get a 20-channel license (though they will disable previous demo keys)
- demo license are exclusive, this means that they will disable other demo keys as only one can be active at a given time.

Any disabled keys will appear in state REVOKED.

Chapter 5. QueueMetrics integration

QueueMetrics is a powerful call-center reporting suite that can be used together with WD for extensive and accurate reporting of the whole call-center activity (inbound and outbound).

QueueMetrics offers:

- strong analytic capabilities, with over 150 elements computed
- live monitoring of agent status
- quality review and assessment of calls
- access to call recordings
- a powerful agent panel
- ...and many more features.

QueueMetrics can be found at <http://queuemetrics.com>

WombatDialer and QueueMetrics do different things, but together can be a very powerful call-center solution.

- WombatDialer is able to use a Queue as an end-point in order to connect calls to a set of agents
- QueueMetrics is able to monitor extensively the queue and provides a convenient agent interface that works well with WombatDialer

5.1. Installation

Both QueueMetrics and WD can be installed on the same server, that may or may not be the same server running the PBX. If installed automatically through *yum*, they will share the same Tomcat instance.

As QueueMetrics is a CPU- and memory-intensive application (as you could run reports on millions of calls at once) it might be better to put each application on its own virtual or physical machine in order to avoid slowing down WD - for which timely responses to what is happening on the PBX are paramount.

5.2. Understanding QueueMetrics integration

In order to turn on QueueMetrics integration, you simply need to enable the "QM_COMPATIBLE" logging option for WD campaigns. This will tell WD to produce a log on each Asterisk system that closely resembles the one created by inbound calls on queues.

This log will be created with the following peculiarities:

- the name of the queue is the name of the campaign - that is the name that needs to be configured in QueueMetrics
- the "agent" name answering the call corresponds to the end-point being used to place the call
- the extended call status reported to WD will be logged

The most common case of QueueMetrics integration happens when you use an end-point of type QUEUE to have outbound calls routed to agents through a queue. In this case, you will have two different queue entities producing data for QueueMetrics:

- The queue that matches the campaign: here you will see all calls that WD attempted - the successful as well as the unsuccessful ones. This is basically the activity that WD performed and the actual telephone usage durations. In a real-life scenario, the vast majority of calls will be unanswered.
- If you run a report for the physical queue used, you will see information about calls that were successfully connected and were actually queued. You would expect to have a very low unanswered rate here - if it is high, it means something is not working as expected. You will of course have some lost calls, e.g. because the called person hung up before the agent was connected.

The difference between the number of successful calls in the campaign versus the total number of calls in the physical queue is due to calls that were hung-up before reaching the queue, e.g. during an initial IVR phase.



When you use a queue for inbound, it is often better to avoid playing music-on-hold and to offer ringing instead.

5.3. Real-time monitoring

You will be mostly interested in monitoring only the physical queue - here actual agent activity is displayed, and agent presence information (log-ins, log-offs and pauses) is immediately available.

5.4. Reporting

You might be interested in running reports on both the campaign and the physical queue in order to gather information on actual PBX usage times versus agent activity.

5.5. Using the agent's page

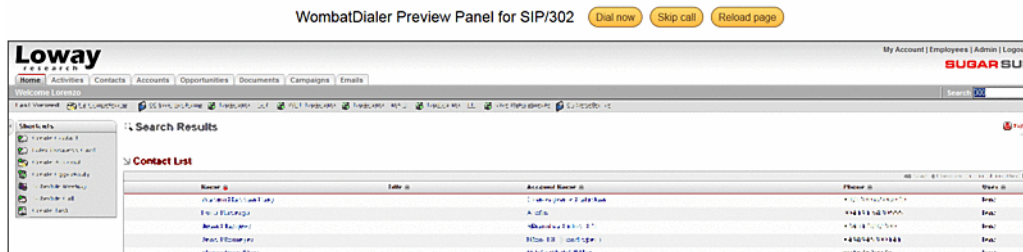
QueueMetrics offers an interesting Agent's page, from where the agent can get a screen pop to an external application (e.g. a CRM) when they receive an inbound call.

If you use the telephone number as the main key that is used to connect to an external CRM, then this will work natively with the basic WD integration, as the caller-id is usually preserved.

You may want to have finer control on the CRM pop-up by tracing not only the number dialed, but also the campaign ID or some of the variables that WD sends along the call. This can be achieved by rewriting the caller-id field in Asterisk and using a decoder script that will in turn launch the actual CRM application. An example can be found in the Cookbook.

5.5.1. Using the agent's page for preview dialing

WombatDialer includes an HTML preview panel that lets your agents preview, process or skip calls.



It can be reached at the URL http://myserver:8080/wombat/agents/rd_pop.jsp and accepts the following parameters:

- **agent**: the channel being used, as present on the queue. It must match exactly the Asterisk id.
- **url**: an URL that can be opened for this call. Note that special characters must be quoted, e.g. "?" must be written as %3F and "&" will appear as %26. Any variables will be quoted when written like "<NUMBER>"
- **inset**: if 0, the page will display a list of known variables for this call and a link to the URL. If 1, the URL will be opened within an IFRAME right in the page.

For example, to have calls opened from the agents' page in QM, you would use one of the programmable buttons to link to WD, like in:

```
realtime.agent_button_1.enabled=true
realtime.agent_button_1.caption=Wombat
realtime.agent_button_1.url=http://10.10.5.30:8080/wombat/agents/rd_pop.jsp
                                ?agent=SIP/[a]
                                &url=http://10.10.5.31/sugarcrm/index.php%3faction=UnifiedSearch
                                %26module=Home%26query_string=<NUMBER>%26name=<NAME>
                                &inset=1
```

The code above will link to WombatDialer on 10.10.5.30, will replace the agent code in the URL and will link to an embedded instance of SugarCRM running on server 10.10.5.31 passing along the number to be called.

Chapter 6. A WombatDialer Cookbook

This section of the manual contains a few examples of WombatDialer deployments that show common usage patterns.

Table 6.1. Recipes

Title	Diff.	EPP	EPQ	API	NOT	ATT	INP	EVT	TTS	QM
Social Media Dialer Section 6.1, “A social media dialer”	*	X		X		X				
Helping Wombats Section 6.2, “Helping Wombats one carrot at a time”	**		X				X	X		X
Outbound IVR Section 6.3, “Outbound IVRs and dr. Strangelove”	**	X		X	X		X		X	X
QueueMetrics integration Section 6.5, “A custom QueueMetrics integration”	***		X	X						X
Queue call-backs Section 6.6, “Elastix queue call-backs”	**		X						X	X
Understanding Queue EP Section 6.4, “Understanding queue end-points”			X							
Automated Recalls Section 6.7, “Automated recall of lost inbound calls”	**		X	X						X
Preview Dialing Section 6.8, “Preview dialing with QueueMetrics, Elastix and SugarCRM”	*		X			X				X

Diff

The level of difficulty - * Beginner - ** Intermediate - *** Advanced

EPP	Uses PHONE end-points
EPQ	Uses QUEUE end-points
API	Shows HTTP APIs
NOT	Shows HTTP notifications
ATT	Shows call attributes
INP	Importing and exporting call lists
EVT	Call events
TTS	Using Text-to-Speech engines
QM	QueueMetrics integration

6.1. A social media dialer

Let's imagine that we work for *ACME Social*, a company that specializes in tracking the success of its clients on social networks like Facebook or Google+. So, every time someone befriends one of their clients, we want WombatDialer to call the client telling them their current number of friends. The call would say something like *"Hello ! Customer 1234 has 127 friends. Goodbye!"*

This example shows a couple of features that are not trivial to implement on most dialers, notably:

- The message will be customized with a number of parameters, so that each client receives a personalized version and not just a pre-recorded note
- The dialer starts calling on-demand when something happens and handles reschedules internally

In order to implement this, we start by editing the Asterisk dialplan and create a couple of new contexts. The first one is called "telecast" and is used to generate the message being played:

```
[telecast]
exten => 100,1,Wait(1)
exten => 100,2,Answer
exten => 100,n,Playback(hello-world)
exten => 100,n,Playback(agent-loginok)
exten => 100,n,SayDigits(${user})
exten => 100,n,Playback(vm-youhave)
exten => 100,n,SayDigits(${friends})
exten => 100,n,Playback(vm-Friends)
exten => 100,n,Playback(vm-goodbye)
exten => 100,n,Hangup
```

As you can see, the context above introduces two channel variables `${user}` and `${friends}` that are placeholders for the user-id of our client and the number of friends they currently have.

As a convenience when testing, we want all numbers dialed during the test phase to actually dial our own SIP phone; to do this we create a new context called `dialout` that routes any number to our extension:

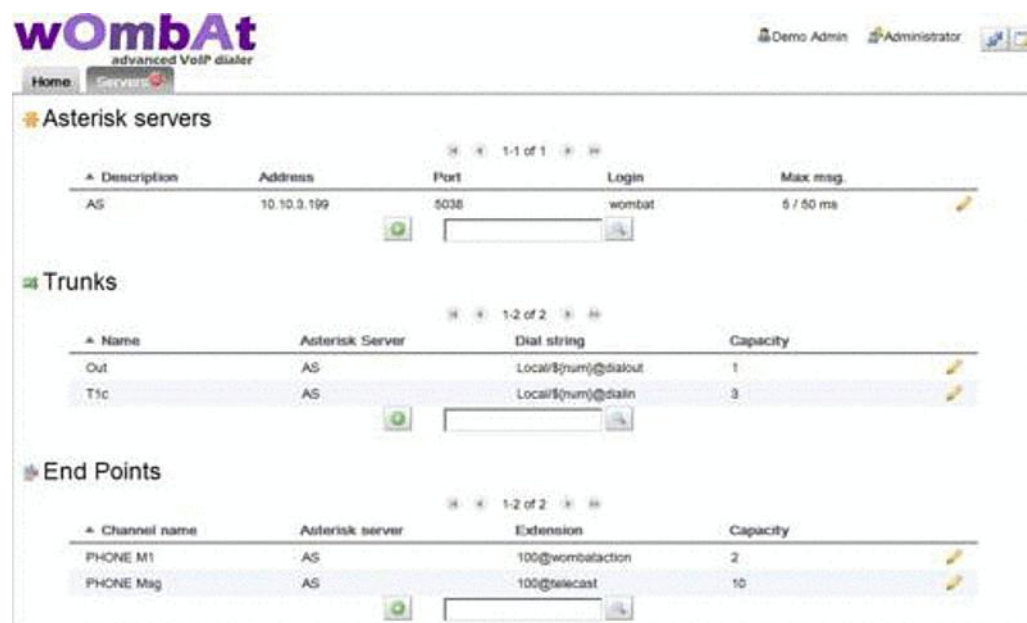
```
[dialout]
exten => _X.,1,Dial(SIP/500)
exten => _X.,n,Hangup
```

We reload Asterisk to pick up the dial-plan changes. Then we log-in in WombatDialer and configure it, so that:

- AS is our Asterisk server
- We create a trunk called "Out" on server AS that points to our telephone. We enter `Local/${num}@dialout` as its dial string and set its capacity to 1 (so we never receive more than one call)

- We create an end-point called "Msg" on our server AS with extension 100@telecast and a capacity that is enough for the campaign - let's say 10 lines.

Your configuration will look like the following screenshot:



At this point, we create a new List called "Test" and add only one number to it; you may enter the number as:

```
0916300000,user:10,friends:100
```

This uploads the number and associates the variables "user" with value 10 and "friends" with value 100.

Then we create a new campaign - this is where all the pieces are tied together:

- We set its name as "Runme" - avoid long names or spaces if you plan to control it externally
- We set its priority to 10 - the priority is the order in which campaigns are queued when trying to assign free lines. A campaign with a lower number will run first, while campaigns with the same priority will have a fair share each.
- We set "Idle on termination?" to Yes - this way this campaign will not just stop when it is out of numbers but will wait for more.
- We set "Additional logging" to "QM compatible" so that you may use QueueMetrics to keep track of it.

After saving the campaign, we select it and then add:

- Trunks: Out
- Endpoints: Msg
- Lists: Test

As you can see, a campaign can have multiple trunks, multiple end-points and multiple call lists, and they may be shared between multiple campaigns.

It would be fair to add some rescheduling rules as well - for example, if we do not get an answer within 30 seconds, we want the system to retry placing the call exactly once after two minutes.

In the end, you would get a situation similar to the one here:



At this point we're ready to go:

- make sure that the WombatDialer engine is turned on (from the Home Page, click on the "Play" icon)
- go to the "View Live" page and select our campaign "Runme" under "Available campaigns"
- click on "Start"

If all goes well, within a few seconds you should receive a call to your SIP phone telling you that user 10 has 100 friends. Hooray!

After this, you should see your campaign being shown on the Live page in gold, with status IDLE; now, when our internal tracking system detects new friends for one of our valued customers, all it needs to do is to send a HTTP request to the WombatDialer, like we would manually from the command line:

```
curl "http://server:8080/wombat/api/calls/index.jsp?
  op=addcall&campaign=Runme
  &number=0916309765&attrs=user:107,friends:123"
```

If you do, in a few seconds the dialer will send this new call. You can send all the calls it needs to place, one at a time, and it will try scheduling them as soon as possible given the current system conditions, running campaigns and available outbound lines.

Now, if you want it to actually dial out and not just call our SIP phone, edit your Trunk "Out": set the dial string to something like `SIP/myprovider/${num}` and set its capacity as the total number of parallel calls you want to place. Then go to the Live page and reload the campaign.

When you want to stop the campaign, you have two choices:

- You can temporarily pause it
- You can remove it from running campaigns when it is paused

Of course, you can have this campaign run on multiple trunks and multiple endpoints, using multiple separate Asterisk servers, just by creating the relevant items and telling the campaign to use them. This way, handling hundreds of channels is just as easy as testing with your SIP phone!

Further evolution:

- You could create your own audio recordings - the example here was created with sounds present in a standard Asterisk distribution, but of course you should record your own messages.
- You can do even better and embed a Text-to-Speech engine script, so you are not limited to inserting numbers but can play back nearly anything
- You can add an IVR option to the "telecast" context, so that if the callee wants to talk to a live person, they are sent to a queue. By monitoring the number of lines that you are using on your trunk and the number of available agents, the WombatDialer acts as a simple progressive dialer.
- As all the configuration is GUI-agnostic, you can use your favourite Asterisk configuration GUI to create End-points - play messages, read IVRs, add time-dependent rules like you would for incoming calls. All you need to know is the point in the dial-plan that they start from - e.g. internal number 123 in FreePBX is always available as `123@from-internal`.

- You can optionally add an *Active Period* to the running campaign, so that calls on it are placed only - say - between 9 AM and 6 PM no matter when the messages are queued.

6.2. Helping Wombats one carrot at a time

You know how it goes; so many good ideas in real-life end up being limited by the amount of funds you can raise to implement them. That's why Vicky, the energetic new president of "Friends of the Wombat", called you. "Friends of the Wombat" is a non-profit institution that helps wombats in need, but their activities are limited by the rising cost of carrots; so they decided to start a volunteer fund-raising campaign.

What they would like to do is to call a list of known contacts that expressed an interest in wombats and ask them to make a donation. They started doing this manually with paper and pencil, but getting to a lead is really tiring and time-consuming - their volunteers spend most of the time dialling numbers and it is really hard for them to get through to somebody who is interested.

After a good cup of green tea, what you propose to do is to use WombatDialer to automate the process by dividing it into multiple stages:

- Create an electronic list of those leads
- Leads from their list are dialled
- If the call is answered, a message is played that explains what the campaign is for
- If the callee is interested, they press 1 to be put in conversation with a volunteer that will explain how to send a donation.

This setting leads to two huge efficiency boosters:

- As numbers are dialled automatically and error conditions are handled behind the scenes, a lot of drudge work with paper and telephone keyboards is automated; no more post-it notes to recall a busy number!
- As they noticed that about 50% of the calls made manually result in calls to busy numbers or numbers where nobody picks up, and that only 50% of the callees are actually interested after an initial interview, they expect that 75 calls out of every 100 they make can be screened out automatically. So if they have 4 volunteers on shift, WombatDialer could start 16 calls at once on average, and have all of our volunteers busy most of the time with people who are actually interested in contributing.

In order to implement such a campaign with WombatDialer, we start by creating a call queue that will hold our agents and will send them calls. You can use any Asterisk GUI to do this - in the example below we use Elastix, but you can choose the one that suits you best.

We go to *Queues* → *Create new*, set the extension for the queue as 999, enter any name you want, and look on the settings below so that:

- Strategy is set to "rrmemory"
- Queue events: yes (this is very important - if you don't do this Wombat won't be able to observe your queue at all).
- Autofill: yes (all free agents are assigned calls at the same time)

If you create a queue manually without using a GUI, configure it with the parameters below so that WombatDialer can observe it.

```
[999]
autofill=yes
eventmemberstatus=yes
eventwhencalled=no
maxlen=0
strategy=rrmemory
```

Now we create a custom piece of dialplan to be called as an end-point for calls that connect successfully.

```
[friendscampaign]
exten => 100,1,Answer
exten => 100,n,Playback(campaign_message)
exten => 100,n,Read(type,,1)
exten => 100,n,GotoIf($["${type}" = "1"]?ok)
exten => 100,n,Goto(1)

exten => 100,n(ok),UserEvent(CALLSTATUS,Uniqueid:${UNIQUEID},V:1)
exten => 100,n,Queue(999,,120)
```

(In order to make this example shorter, we assume you have a basic familiarity with WombatDialer concepts such as Campaigns, Servers, Trunks and End-points.)

Now log-in to WombatDialer and create a new End-Point:

- Type: QUEUE
- Queue: 999
- Max channels: 10
- Boost factor: 2.0

- Max waiting callers: 2

This means that WombatDialer will try and place two calls for each agent available, but never more than 10, and will stop placing calls if there are two or more people waiting in queue. We expected to use a boost factor of three to four given the previous statistics, but it is better to start with a small figure and grow it if needed.

It is important to understand the impact of different boost factor settings; in general having more calls made than agents may result in calls waiting in queue when all of your agents are busy (in call-center parlance this is usually referred as "nuisance calls"). WombatDialer tries to minimize the impact of this case by continuously monitoring the number of calls waiting on the queue and avoiding placing new calls if there are too many. If you don't want to have cases where calls are not immediately connected to an agent, you should leave the boost factor to 1, that is, place no more calls than available agents. The trade-off here is that agents end up being under-used, as they have to wait for a successful call to come in.

We then create a test trunk, upload a list of test numbers and create a campaign called "friends" as in the previous examples; we now start the dialer and start the campaign from the Live page. When we start running it we notice that it does not seem to work - the campaign is running but no calls are placed. How comes?

If we reload the current Dialer status, we see that it is saying that the queue has 0 channels available - this is because there are no agents on the queue.

If we log an agent on (e.g. by entering 999* on Elastix), we will notice that WombatDialer starts dialing. If you pause an agent or log him off, WombatDialer will immediately react and adapt to the changed number of available end-point channels.

Another thing that we do is to track (through a status code) which callers ask for being put in contact with a volunteer - this allows easy inspection of what goes where from the Campaign Report panel.

Now all we have to do is to set our campaign to use an actual telephone trunk and upload the "real" list of numbers and we are ready to go - it's time to buy some new carrots for our wombats!

Understanding statistics

If you run a report of our campaign with a queue analyzer like QueueMetrics, you will have two different views of the campaign:

- if you analyze the queue "friends" (the one that matches the name of your WombatDialer campaign) you will see the total "external" system activity - all calls placed on the campaign are tracked, and the wait time matches the external wait time (that is, the time between the dial request and a successful connect). All calls appear to be connected on the end-point, as you could have multiple ones assigned to the same campaign.
- if you analyze the queue "999", you will see the human side of action - how many calls were queues for humans to interact with, how fast they were answered and by whom.

Further expansion

- You can use the same end-point in multiple parallel campaigns, if needed.
- It is possible that your campaign reaches someone who is interested but is currently doing something else so does not have the time to speak to your volunteers. They could tell you by hitting 2 - you could add a Reschedule Rule that reschedules the call in a few hours.
- You could easily generate personalized messages instead of one single rescheduled message by using a Text-to-Speech synthesizer

Please note that outbound telemarketing, whether it is of the good or evil persuasion, is regulated by your local law, so be sure you comply to its terms before you start calling millions of people!

6.3. Outbound IVRs and dr. Strangelove

A Dr. Strangelove just called, saying he needs your help for an automated appointment reminder system. Dr. Strangelove is tired of patients forgetting appointments, so he needs a way to call them the day before and making sure they will be there at the right time. Also, as he specializes in every possible thing, he needs to know what the appointment will be about so he can either have an operating room ready to remove your appendix or his psych couch cleaned and stocked with a large supply of paper towels. Do you think you can help?

After calling him, you understand that he wants a system that will not only connect to a list of numbers and handle common issues (busy calls, non-answers, etc) but also a system that is able to detect whether the callee actually confirms receipt of the message. If they do, that's okay; if they don't, a new call is placed after a while.

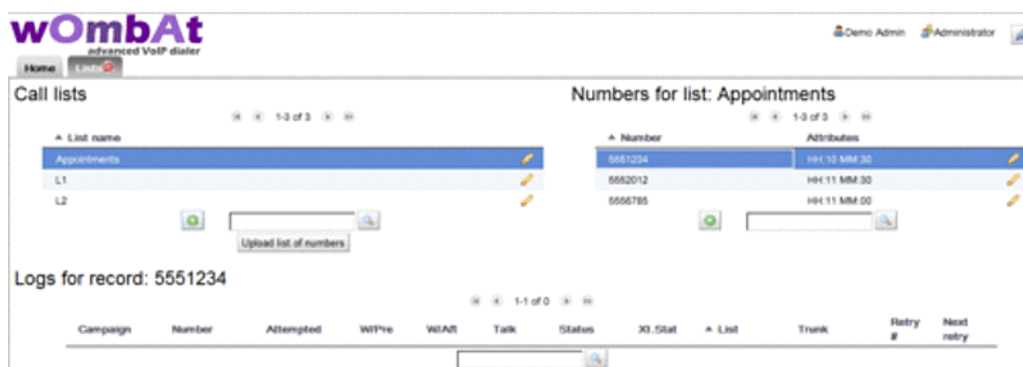
He also wants a system that is able to synthesize a custom message for each call, and that is able to gather data from the callee and pass it along to his office management system as it is collected.

Doing this with WombatDialer is easy; it is basically a matter of implementing an outbound IVR and tracking call parameters and call completion codes. Doing so will also let us show how WombatDialer handles call retries. As an added bonus, we'll see how WombatDialer notifies other systems over HTTP.

To get us started, we create a list of telephone numbers called "Appointments" with custom attributes; in order to do this, we log in to WombatDialer, go to the Lists page and create a new list. After creation, we select it and upload a list of numbers like the following one:

```
5551234,HH:10,MM:30
5556785,HH:11,MM:00
5552012,HH:11,MM:30
```

This means that the person at number 5551234 is to be reminded an appointment for tomorrow at 10:30. We use two separate variables as this makes life easier for our Text-to-Speech engine.



We now have to program the outbound IVR context in Asterisk; we can do that easily with the help of WD call attributes so that we know what we have to tell our customer. In this example, we will also use the Google Text-to-Speech engine to synthesize audio on-demand.

```
[drstrangelove]
exten => s,1,Answer
exten => s,n,Set(TIMEOUT(response)=5)
exten => s,n,UserEvent(CALLSTATUS,Uniqueid:${UNIQUEID},V:0)
exten => s,n(start),agi(googletts.agi,"Your appointment with doctor
                                strangelove is for tomorrow at ${HH} ${MM}")
exten => s,n,agi(googletts.agi,"Press 1 for to book for major surgery
                                press 2 for psychiatric counseling.")
exten => s,n,Read(type,,1)
exten => s,n,GotoIf("${type}" = "1"?appe)
exten => s,n,GotoIf("${type}" = "2"?psyc)
exten => s,n,Goto(start)

exten => s,n(appe),UserEvent(ATTRIBUTE,Uniqueid:${UNIQUEID},APPT:APPE)
exten => s,n,agi(googletts.agi,"You choose the appendectomy.")
exten => s,n,Goto(confirm)

exten => s,n(psyc),UserEvent(ATTRIBUTE,Uniqueid:${UNIQUEID},APPT:PSYC)
exten => s,n,agi(googletts.agi,"You choose psychiatric counseling.")
exten => s,n,Goto(confirm)

exten => s,n(confirm),agi(googletts.agi,"Thank you! Now press 1
                                to confirm the appointment")
exten => s,n,agi(googletts.agi,"or 2 to cancel it.")
exten => s,n,Read(conf,,1)
exten => s,n,GotoIf("${conf}" = "1"?ok)
exten => s,n,GotoIf("${conf}" = "2"?ko)
exten => s,n,Goto(confirm)

exten => s,n(ok),UserEvent(CALLSTATUS,Uniqueid:${UNIQUEID},V:1)
exten => s,n,agi(googletts.agi,"The appointment was confirmed.
                                See you tomorrow.")
exten => s,n,Hangup

exten => s,n(ko),UserEvent(CALLSTATUS,Uniqueid:${UNIQUEID},V:2)
exten => s,n,agi(googletts.agi,"Boo the appointment was cancelled.")
exten => s,n,Hangup
```

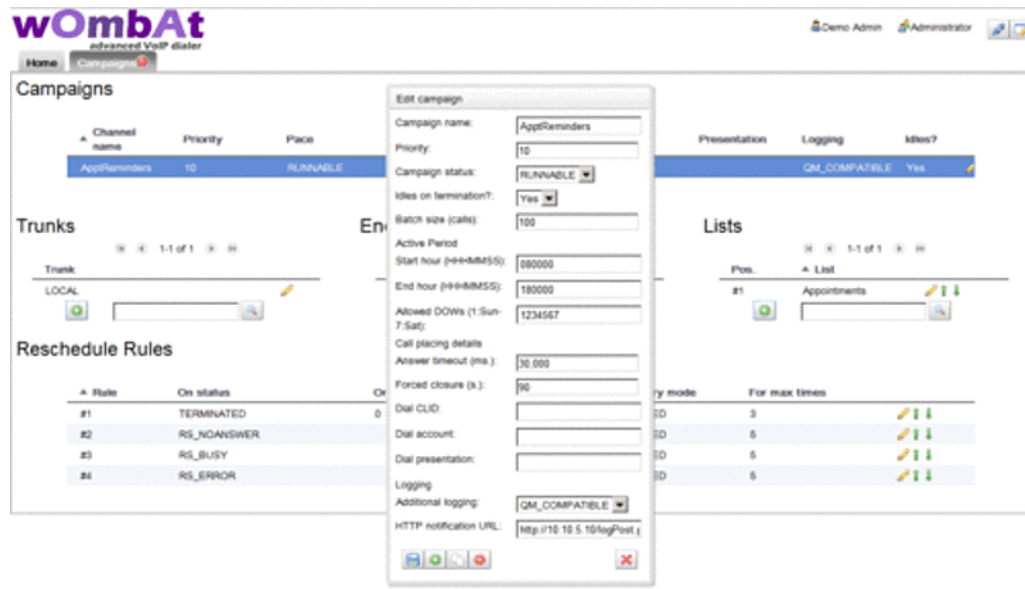
Notable points in the code above are:

- Custom call attributes HH and MM are passed along with the phone number so we can know what to tell each client.
- We set the call status to "0", "1" or "2". "0" means that the call was connected but no choice was made, "1" means that the appointment is confirmed and "2" is that it is cancelled
- We generate some UserEvents in order to populate the outbound (that is, coming from outbound) attribute APPT with the patient's choice

We now have to create an end-point for our campaign that points at extension `s@drstrangelove` so that WombatDialer knows where to connect successful calls. We will also need at least one trunk to send calls through - to get us started it is advisable to have a "dummy" trunk routing everything to a local extension.

If you have not already done so, it would be advisable at this point to have a look at our previous tutorial - Section 6.1, "A social media dialer" - to see how to create and control a simple campaign.

When done, we create a new Campaign to connect all pieces together.



We set the campaign to be idle on termination, so that we can add more numbers over HTTP when they become available. We also program it to be running only between 8AM and 6PM, every day of the week, so we don't call people in the middle of the night if a nightly job is used to load new appointments every day.

We also set a *forced closure* after 90 seconds so that if the call exceeds a duration of 90 seconds, it is automatically hung up to prevent using valuable resources on a call that is likely invalid.

As a last measure, we set the logging format to QM_COMPATIBLE (so that we can observe activity via QueueMetrics) and enter the HTTP notification URL of Dr. Strangelove's office management system to be notified of call events (see below for more information).

We then complete the campaign by adding a trunk, our new end-point with the outbound IVR and our Appointments list.

As a last step, we create a set of Reschedule Rules that implement the retry logic.

- If the call is unanswered, busy or in error, we retry every 300 seconds for up to five times.
- If the call times out because of a forced closure, we retry after 120 seconds.
- If the call completes naturally but its extended status is 0 (no choice), we retry it for up to three times after 300 seconds each.
- If a call completes naturally but its extended status is not 0, then it is not retried.



Now it is time for us to start the campaign - make sure the WD is running, go to the Live page, select your campaign and run it. If all goes well, you should start receiving calls on your test extension.

While the campaign is running, you can add more calls to it via HTTP by issuing:

```
curl "http://server:8088/wombat/api/calls/index.jsp?
op=addcall&campaign=AppRemiders&number=45678
&attrs=HH:12,MM:15"
```

and you can even specify a minimum time for calls to be placed at, like e.g.

```
curl "http://server:8088/wombat/api/calls/index.jsp?
op=addcall&campaign=AppRemiders&number=45678
&attrs=HH:12,MM:15
&schedule=2012-06-01.10:00:00"
```

When the campaign terminates, it will be in IDLE state. In order to close it, first pause and then remove it.

After a successful run, you can see its statistics, by viewing the Campaign Report screen:

Campaign	Number	Attempted	WPre	WPost	Talk	Status	X3 Stat	List	Trunk	Retry #	Next retry
AppReminders	5551234	05/31 01:29:19	84	157	0	REJECTED		Appointments	LOCAL	0	0
AppReminders	5556785	05/31 01:29:19	30	54	0	REJECTED		Appointments	LOCAL	0	0
AppReminders	5552012	05/31 01:29:20	41	41	0	REJECTED		Appointments	LOCAL	0	0
AppReminders	5551234	05/31 01:31:24	45	7350	33976	TERMINATE	1	Appointments	LOCAL	0	0
AppReminders	5556785	05/31 01:32:06	46	29979	0	NOANSWER		Appointments	LOCAL	0	300

You will see that some calls appear as TERMINATED 0, some as TERMINATED 1 and some as TERMINATED 2, based on the extended call status entered through a user selection. Only calls in state TERMINATED 0 are retried.

You can also see the state of attributes for each call by going to the List editor:

Number	Attributes
5551234	HH:10 MM:30 O:APPT APPE
5552012	HH:11 MM:30 O:APPT PSYC
5556785	HH:11 MM:00

Campaign	Number	Attempted	WPre	WPost	Talk	Status	X3 Stat	List	Trunk	Retry #	Next retry
AppReminders	5556785	05/31 01:29:19	30	54	0	REJECTED		Appointments	LOCAL	0	0
AppReminders	5556785	05/31 01:32:06	46	29979	0	NOANSWER		Appointments	LOCAL	0	300
AppReminders	5556785	05/31 01:33:17	53	3569	6237	TERMINATEE	0	Appointments	LOCAL	1	300
AppReminders	5556785	05/31 01:33:27	32	4259	5696	TERMINATEE	0	Appointments	LOCAL	2	300
AppReminders	5556785	05/31 01:33:37	43	1490	5794	TERMINATEE	0	Appointments	LOCAL	3	300

You see that calls successfully placed will have an APPT attribute that is either APPE or PSYC; also you will see a complete log of activity for each number.

As a last item, you'll remember we enabled HTTP notification. This basically POSTs the result of each call to a HTTP server, where you could have a simple PHP script to parse it, like in the following example:

```
<?
$out = "";
foreach($_POST as $name => $value) {
    $out .= "$name:$value ";
}
print($out);
error_log("RQ: $out",0, "", "");
?>
```

The script above basically logs all activity on the HTTP error log. What you get is a sequence of calls like:

```
RQ: num:5551234 reschedule:0 I_MM:30 extstate:
    state:RS_REJECTED I_HH:10 retry:0
RQ: num:5556785 reschedule:0 I_MM:00 extstate:
    state:RS_REJECTED I_HH:11 retry:0
RQ: num:5552012 reschedule:0 I_MM:30 extstate:
    state:RS_REJECTED I_HH:11 retry:0
RQ: num:5551234 reschedule:0 I_MM:30 extstate:1
    state:TERMINATED I_HH:10 O_APPT:APPE retry:0
RQ: num:5556785 reschedule:300 I_MM:00 extstate:
    state:RS_NOANSWER I_HH:11 retry:0
RQ: num:5552012 reschedule:0 I_MM:30 extstate:2
    state:TERMINATED I_HH:11 O_APPT:PSYC retry:0
RQ: num:5556785 reschedule:300 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:1
RQ: num:5556785 reschedule:300 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:2
RQ: num:5556785 reschedule:300 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:3
RQ: num:5556785 reschedule:0 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:4
```

You see that for each call:

- **num** is set to the number dialed
- **state** is the call state at its completion
- **extstate** is the call's extended state, if present
- **retry** is the retry counter
- **reschedule** is set to the time to be waited before a reschedule; if no reschedule is necessary, it will be set to zero
- all **inbound attributes** (the ones you set with the telephone number) are passed along prepended by I_
- all **outbound attributes** (the ones you read from the callee), if any, are passed along prepended by O_

This way you can easily create an integration script that stores the results of the call on a database or passes them along for further processing.

Further developments

- By connecting multiple trunks and end-points residing on multiple servers you can scale this example up to hundreds of parallel lines
- If you have clients living in different time zones, you could have multiple campaigns active with different time windows to place calls
- It is often a good idea to set call attributes that are not actually used by Asterisk (e.g. a patient ID) but make life easier for third-party systems to find out what the call was about.

The Google-TTS script used is available at: <http://zaf.github.com/asterisk-googlelets/>

6.4. Understanding queue end-points

An end-point of type queue in Wombat tries to determine the number of available channels based on the number of available agents on the queue it is observing. An agent is considered available if it is logged on to the queue, is not paused and is not currently in conversation.

After getting the number of available agents, it multiplies it by the "boost factor" (that is used to account for the success rate in connecting the numbers to be dialed) and tries to schedule as many calls. Therefore, if you have e.g. 7 available agents and a boost factor of 1.3, it will try to connect to 9 numbers at once ($7 \times 1.3 = 9.1$).

It will also enforce two limits:

- If there are more than "max waiting calls" waiting on a queue, it will not try and place new calls - in theory there should never be calls queued, as they follow the number of available agents, but it is possible that either some agent logs off after being counted to place calls or some calls reach a queue without passing through Wombat. This also acts as a counterbalance to high "boost factor" values.
- it will never place more than "max channels" calls on the queue - this lets you use a shared queue where some calls come from inbound activity and some come from Wombat itself. Of course you can turn this off by setting "max channel" to a value higher than the total number of agents on the queue.

It is also important to notice that the queue is used only as a way to know how many calls can be placed on a queue, but calls will still be transferred to a point in the dial-plan that should lead to the queue. This lets you execute dial-plan logic (e.g. playing pre-recorded messages or running IVRs) on the calls it just placed.

In order to use WombatDialer effectively with a queue, the following guidelines are best followed:

- though Wombat would work with static member channels, if you want your calls to go through to agents who may or may not be available (e.g. some days they may be sick) it is strongly advisable to use dynamic agents who log on and off from the queue.
- as an agent cannot be physically available at all times during the day, it is important that they have a way to pause themselves, be it to run "wrap up" activities after calls or to take breaks. The QueueMetrics web interface offers an excellent panel that lets you add pause codes as well
- the queue must provide events to Wombat about agent activities. Therefore you must set "eventswhencalled=true" - otherwise the queue will be unobservable. It is also important that extension presence is correctly observed - e.g. if an end-point is busy because the agent is doing a personal call, its queue status should immediately reflect this. Whether this happens or not on your system is a matter of Asterisk version and type of channel that is used to reach the agent - with recent versions of Asterisk and SIP channels this should work automatically.
- the queue should connect calls to agent as efficiently as possible when there are multiple calls waiting and multiple available agents, so it should have the "autofill" option set to true.

In order to run a campaign with a Queue endpoint, it is best to:

- create a campaign with a Queue endpoint. You may create it IDLE and add no call lists, so the campaign does not actually do anything until fed some numbers.
- run that campaign
- reload the Dialer status in order to see if the queue is being observed (you have to click on the reload icon manually each time).
- If the queue is present, you should see it something saying "Free 4 of 7 W:2". This means that WD is seeing 7 agents connected of which 4 are free (where 4 is the result of multiplying the actual number of observed channels by its boost factor), and that there are 2 calls waiting on the queue.
- try and log on, log off, pause and unpause an agent. You should see the number of free and available channels change accordingly. Try also sending calls to the queue and see if the number of free agents and of waiting calls is correct.
- try also placing calls from some agent extensions and see if the number of free channels reflects this correctly.
- if you plan to have agents working on multiple queues at once, run the tests above while the agents are logged on in at least two queues and make sure statuses are updated correctly.

The screenshot shows the WombatDialer web interface. At the top, there's a navigation bar with tabs: Home, Live, Servers, Lists, and Campaigns. Below this, the main content area is divided into two columns. The left column contains links for 'View live', 'Campaign report', 'Basic configuration', 'Edit basic settings', 'Edit campaigns', 'Edit lists', and 'Administration' (with sub-links for 'Edit Users', 'View Syslog', and 'Debugger'). The right column displays the 'Dialer status' section, which includes a status bar with 'Uptime: 01:26:03' and 'Status: READY'. Below this, it shows 'State: READY - Rev: 1354 Set: 0', 'A20: CONNECTED', 'QmSample: IDLE Att: 3 Rtr:0 - Thu Aug 23 11:05:40 CEST 2012', 'T10: - Free: 10 of 10', and '999 (QUEUE): - Free: 1 of 1 W:0'.

The Queue EPs let you use WD as a powerful progressive dialer and can lead to very complex integration scenarios, but as it involves actual people being called and answering the phone, it is better to understand it well before actually using it in production.

6.5. A custom QueueMetrics integration

The WombatDialer can be used as a stand-alone product for message broadcasting, but it was built to integrate easily with QueueMetrics, the premier call-center monitoring and reporting tool for the Asterisk PBX. WombatDialer and QueueMetrics do different things, but together can be a very powerful call-center solution.

- WombatDialer is able to use a Queue as an end-point in order to connect calls to a set of agents
- QueueMetrics is able to monitor extensively the queue and provides a convenient agent interface that works well with WombatDialer

In this example, we improve the scenario described in a previous tutorial - Section 6.2, "Helping Wombats one carrot at a time" - imagining that they want to:

- use a custom CRM interface so that agents can immediately see the name of the person being called and can open up an external CRM application for each client so they can gather donation data
- monitor each agent's performance
- use a dynamic list of people to be called so that as soon as you know of an interesting lead, you can add it to the list of persons to be called.

You can have WombatDialer and QueueMetrics installed on the same server, unless you have a very high load or a very high number of lines.

As a first step, we'll have to create a small interface script that will be our CRM application. We will call it `wombatPopup.php` and will store it on one of our servers as `http://10.10.5.10/lenz/wombatPopup.php`

```
Plain WombatDialer Agent Panel<hr>
<?
$number = $_REQUEST["caller"];
$agent   = $_REQUEST["agent"];
$unique  = $_REQUEST["unique"];

preg_match('/#(\d+)\s(.+)/', $number, $matches);
$id = $matches[1];
$name = $matches[2];
?>

Person is: <?= $name ?> (ID #<?= $id ?>)<p>
Agent is: <?= $agent ?> <p>
Call unique is: <?= $unique ?>
```

This page basically displays the person's name and ID, so we can display it immediately - or this could redirect to an external CRM application.

At the Asterisk level, if you have not already done so, create a queue "999" with the correct parameters to be monitored by Wombat - see Section 6.4, "Understanding queue end-points". Then edit your `extensions_custom.conf` file so that you have an extension "1235" that leads to the queue:

```
[from-internal-custom]
....
exten => 1235,1,Answer
exten => 1235,n,Set(CALLERID(num)=#${ID} ${PERS})
exten => 1235,n,Goto(from-internal,999,1)
```

This rewrites the incoming caller-id for the queue to e.g. "#1234 John_Doe", so this is what the agent sees - even before the agent pop-up is opened. This also is recorded in QueueMetrics, so this is what you will see when you run call reports. Note that if you run FreePBX you cannot call the queue directly using the `Queue()` command but you'll have to go through its dialplan in order to have all parameters correctly set.

In QueueMetrics, set the following properties in `configuration.properties`:

```
realtime.agent_autoopenurl=true
default.crmapp=
```

Then create a queue "999" and set its Queue URL to:

```
http://10.10.5.10/lenz/wombatPopup.php?caller=[C]&unique=[U]&agent=[A]
```

This tells QueueMetrics that it has to enable a screen-pop for calls coming in through that queue.

Now log on to WombatDialer; create an EndPoint of type Queue set for queue 999, and its entry point in the dialplan to 1235@from-internal-custom. Do not forget to set the "Boost factor" to 1 and the "Maximum queue length" to 2.

Edit end-point

On server: A20

EP Type: QUEUE

Queue name / Phone: 999

Max Channels: 10

Located at: Extension: 1235

Located at: Context: from-internal

Queue parameters

Boost factor: 1

Max waiting calls: 2

Then create a campaign called "QmSample" that idles on termination.

Edit campaign

Campaign name: QmSample

Priority: 10

Campaign status: RUNNABLE

Idles on termination?: Yes

Batch size (calls): 100

Active Period

Start hour (HHMMSS): 000000

End hour (HHMMSS): 235959

Allowed DOWs (1:Sun-7:Sat): 1234567

Call placing details

Answer timeout (ms.): 30,000

Forced closure (s.): 0

Dial CLID:

Dial account:

Dial presentation:

Logging

Additional logging: QM_COMPATIBLE

HTTP notification URL:

Set the trunks, the EP we just created, add no lists and define any reschedule rules you need. The end result should look like the following:

Campaigns

Channel name	Priority	Pace	Timeout	Account	CLID	Presentation	Logging	Idles?
c1	10	RUNNABLE	30000				QM_COMPATIBLE	No
c2	10	RUNNABLE	30000				QM_COMPATIBLE	No
c3	10	RUNNABLE	30000				QM_COMPATIBLE	No
QmSample	10	RUNNABLE	30000				QM_COMPATIBLE	Yes

Trunks

Trunk
T10

EndPoints

Endpoint
QUEUE 999

Lists

Pos.	List

Reschedule Rules

Rule	On status	On custom status	Retry after	Retry mode	For max times
#1	RS_NOANSWER		10s.	FIXED	1
#2	RS_BUSY		10s.	FIXED	1

Now start the campaign. It will go in status IDLE immediately, as it has no numbers to dial, and you will see it all yellow in the Live page of WombatDialer.

Live

Available Campaigns

Running Campaigns

QmSample (IDLE)

Thu Aug 23 11:08:40 CEST 2012 - 90

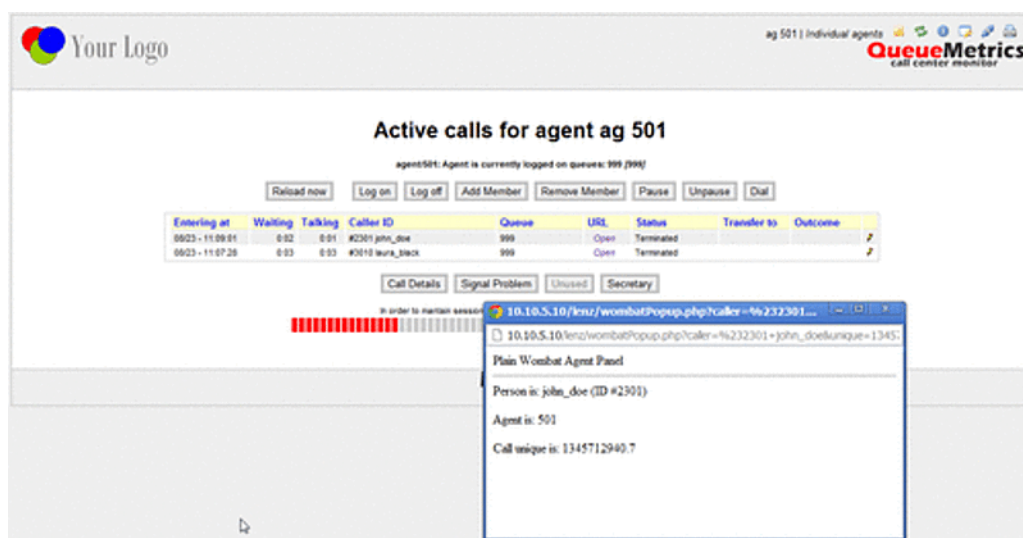
At this point, it is time for your agents to log in in QueueMetrics. Have them log-in to their Agent's page, and from there log them on to queue 999. At this point, make sure that each agent's browser allows QueueMetrics to open pop-up windows (this is usually disabled in modern browsers).

Now, for each call you'd like to be started, send an HTTP request to WombatDialer that looks like the following one (we do this through the Linux shell, but there is nothing preventing you to script this in some other way):

```
curl "http://10.10.5.18:8080/wombat/api/calls/index.jsp
?op=addcall
&campaign=QmSample
&number=2000136
&attrs=ID:2301,PERS:John_Doe"
```

Note that you associate two parameters: ID that is a unique id used by your CRM and PERS that is the called person's name. You could also add additional parameters you may need, e.g. a person's class or their telephone number.

What happens now is that when the call goes through, its caller-id is rewritten as "#2301 John_Doe" as soon as it reaches Asterisk. When your agent receives the call, they will reload the agent's page and the pop-up will be immediately opened.



In the pop-up, you parse the caller field and extract your CRM id, so you can use this for your external application to display the correct data.

From the agent's page you can also manually open other forms for recent calls. The agent will also see the person's name in QueueMetrics, so this makes their life easier. The agent may also set a manual status code for each call through QueueMetrics, e.g. if the sale was successful or not, and this lets you measure your agent's performance. You may also use QueueMetrics's extensive QA monitoring features to analyze calls and improve the process.

Analyzing outbound campaigns

If you set your campaign to have QM_COMPATIBLE logging, you will find data about two different queues on QueueMetrics:

- If you run a report for queue "QmSample", you will see all calls that WD attempted - the successful as well as the unsuccessful ones. This is basically the activity that WombatDialer performed and the actual telephone usage durations. In a real-life scenario, the vast majority of calls will be unanswered.
- If you run a report for queue "999", you will see activity about calls that were successfully connected and were actually queued to be answered by agents. You would expect to have a very low unanswered rate here - if it is high, it means something is not working as expected. You will of course have some lost calls, e.g. because the called person hung up before the agent was connected.
- The difference between the number of successful calls in "QmSample" and the total number of calls in "999" are calls that were hung-up before reaching the queue, e.g. during an initial IVR phase.

6.6. Elastix queue call-backs

You are called in to a client site; they seem to have a problem. They run a small (10 agents) inbound call centre, and when you join everybody else in the meeting room, there is a large and colourful graph in the middle of the table. The graph shows the call wait times during the week and boy, it's not a good sight. Their main inbound activity is to offer client support for a company selling sport bikes, and everybody seems to be calling on Monday morning. It looks like people go riding on weekends and whatever problem they have, they call on Monday morning. Wait times peak, abandon rates spike, and nobody is happy. The call center manager is mostly concerned of having to hire and train some temp people in order to handle the load that only happens one day a week. They ask you if you have any better idea on what can be done. And yes, you have some.

You can program an Asterisk queue so that when people tire of waiting, they press a digit and get to a menu where they can leave their number. Then the system queues their call and attempts to call them at a convenient time. This way:

- your customer are happy; they don't have to wait in queue for so long
- your call center manager is twice happy: the first time because wait times and abandon rates go down, the second one because by placing calls at a convenient time they can smooth out the workload of their agents during the day

This scenario requires some additional "glue" to what is basically supported by Asterisk - exiting a queue and reading a number are easy, but then starts the pain. You'll have to create a database and write a script that reads back from it. You have to handle invalid numbers, busy numbers and the like (if we promised to call back the client, we cannot just try once and forget about it). You'll have to have a GUI of some kind for the manager to start and stop dialing. You'll have to adapt to the number of available agents. You'll have to report on this activities. You'll have to avoid flooding the trunks of your PBX with too many calls. In short, it's the kind of thing that gets more complex the more you think about it. That's what WombatDialer is for.

What we plan to do is to use WombatDialer as the call-back engine. It can be controlled by an external HTTP API, so you can do that from the Asterisk dial-plan. It has exact knowledge of the current set-up and call back rules, so you get the number of calls you expect on one or more Asterisk servers. It can work with an existing PBX and does not interfere with calls that are not its own. It keeps track of call completions and knows what to do in case of invalid and busy numbers. It has reports of its own and can work with QueueMetrics for powerful and detailed reports.

The client uses Elastix as PBX system, so we'll have to integrate it with WombatDialer. No problem!

So what we do is:

- First we create a normal queue, for inbound. We call it "400".
- Then we create a call-back queue. If our main queue is called "400", then let's call this second queue "401". The idea is that WD will monitor this queue - when you have members on this queue, then WD will start placing calls. This way an inbound call-center with multiple queues will find it very natural to have some agents join and leave a call-back queue. When you create this queue, make sure you set "Ring Strategy: rmemory", "Event When Called: Yes", "Member Status: Yes", "Autofill: yes" so that WD can use it effectively.
- we create a piece of dialplan that will handle the exits from queue "400" and will gather the telephone number
- we create a new "custom extension" (399) that will jump in the dialplan at "Local/1@queue-leavenumber"
- In Elastix, we create an IVR menu and set it as a destination for queue "400". This menu has only one option (1) that basically jumps to the custom extension "399" that we just created, in order to call our script
- we go back to the queue "400" and set its "Fail Over Destination" as our IVR we just created

We start by editing the extensions_custom.conf file in our system, adding a new stanza like:

```
[queue-leavenumber]
exten => 1,1,NoOp
exten => 1,n(Start),agi(googletts.agi,"Please enter your telephone
    number and we will call you back.",en)
exten => 1,n,agi(googletts.agi,"The number must be composed of 7 digits.",en)
exten => 1,n,Read(CBNUM,beep,7,,2,5)
exten => 1,n,NoOp( Num ${CBNUM} )
exten => 1,n,GotoIf( ${LEN(${CBNUM})} = "7" )?lenOk)
exten => 1,n,agi(googletts.agi,"The number you entered has the wrong number
    of digits.",en)
exten => 1,n,GoTo(1)

exten => 1,n(lenOk),agi(googletts.agi,"You entered the following number",en)
exten => 1,n,SayDigits( ${CBNUM} )
exten => 1,n,Wait(1)
exten => 1,n,agi(googletts.agi,"Press 1 to confirm or any other digit to start
    again.",en)
exten => 1,n,Read(CONF,beep,1,,2,5)
exten => 1,n,GotoIf( ${CONF} = "1" )?Store:Start)

exten => 1,n(Store),NoOp
exten => 1,n,Set(WHEN=${STRFTIME( ${EPOCH} , ,%y%m%d-%H%M%S )})
exten => 1,n,Set(PARM=number=${CBNUM}&attrs=orgQ:400%2Cwhen:${WHEN})
exten => 1,n,Set(foo=${CURL(http://10.10.5.18:8080/wombat/api/calls/?
    op=addcall&campaign=callback&${PARM})})
exten => 1,n,agi(googletts.agi,"Thank you! we will call you back as soon
    as possible.",en)
exten => 1,n,Hangup
```

We use Google TTS as a voice synthesizer - you could use a different one or you could have the messages custom-recorded for you. What our dialplan does is first to collect a 7-digit number, then read it back for confirmation and when confirmed, it sends it over to WombatDialer on a campaign called "callback". Together with the number, we also store the code of the queue that the call was on and the date and time this number was gathered. (Please note that in order to send multiple comma-separated parameters in the HTTP request, we have to use %2C instead of the plain comma ",").

In order to configure WombatDialer:

- We create a trunk called "Trunk" with a dial-string of Local/9\${num}@from-internal and a capacity of 10 lines. This basically replies all numbers as if they were entered on a local extension prefixed by 9.
- We create an End-Point of type Queue for monitoring queue 401; set extension to "401" and context to "from-internal"; max number of lines to 10; boost factor as 1 and max waiting calls to 2. This means that the number of calls placed will match the number of available agents on queue 401.
- We create a campaign called "callback"; set it to Idle on termination and turn on QM_COMPATIBLE logging. We add the trunk and the EP we just created. We create a set of reschedule rules in order to handle REJECTED, BUSY, INVALID and NOANSWER calls, e.g. by retrying up to 5 times each waiting 10 minutes between each attempt. Note that we create no lists for this campaign.

- We start the new campaign; having no numbers, it should immediately turn yellow on the Live page to tell you it's idling.

If we start sending calls to the queue and we try and leave any numbers, we will see that a new list will be created on WombatDialer under the name "callback/AUTO" and that will contain the numbers and attributes like:

```
Number:
    5551235
Attributes:
    orgQ:400
    when:121115-153402
```

Those numbers are NOT immediately called, but WD will wait for some agent to be present and active on queue "401" so that they can be called back. This way, the call-center manager can monitor the current call backlog and decide who and when it is to join the callback queue.

Further improvements

- If there is a caller-id on the call, you could ask the caller whether to use it as the number to be called back
- You could add time limits to the WD campaign so that you are sure that no calls are made outside acceptable periods

6.7. Automated recall of lost inbound calls

If you run a call center, serving clients in a timely way is often very complex, as it requires having enough people available to handle traffic spikes. The number of callers that disconnect because they have been waiting too long in a queue is then an important driver of the quality of your work, and these frustrated callers are the focus of much attention and scheduling/planning efforts in all call centers. This is because in a traditional setting doing inbound calling you basically had no other way of servicing the client but waiting for the person to call in.

With an Asterisk-based PBX and using digital lines, this scenario changes a bit, as:

- Your average caller has an associated caller-id that often matches a physical phone in their proximity
- Telephone traffic is very cheap compared to the cost of agent time for call handling
- You have ample means of programming the PBX to suit your exact needs

So it is now a conceivable scenario to improve the services you are offering by adding an automated call-back option, so that you search the logs of lost calls and you actively schedule recalls on them in order to get back to people who hung up in frustration.

6.7.1. The plan: automatic queue recalls

In this article, we explain how to implement a basic call-back scenario using QueueMetrics and WombatDialer. What we do is very easy, as in:

- We periodically run a script to gather the caller-ids of lost calls that were handled on a queue
- We check each caller-id as to be sure is a valid number
- We check that there is no subsequent successful call on the queue from the same caller-id (as to prevent recalling people who already retried themselves)
- We schedule those calls for dialing no more than once per number per day

As our dialing schedule happens on a WombatDialer campaign, we can control the flow of calls through it by adding and removing agents supposed to handle outbound traffic, or pausing it completely during periods of high inbound traffic.

6.7.2. Step 1. Configuring QueueMetrics

In order to gather information from QueueMetrics to an external script, we need to enable XML-RPC access credentials. This is usually very easy to do, as QueueMetrics ships with a (disabled) ROBOT login that allows external access.

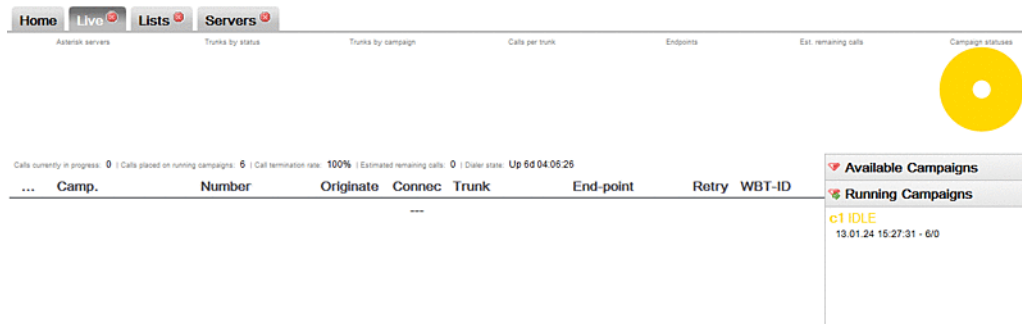
Enabling it is very easy: log in as an administrator, click on "Edit users", edit the "robot" user and set "Enabled" to yes. While you are at it, take a second to change the default password.

6.7.3. Step 2. Configuring WombatDialer

Set up WombatDialer with a queue end-point (as described for example in Elastix Queue call-backs with WombatDialer Section 6.6, "Elastix queue call-backs") and make sure everything is working.

Create a new campaign for calling back people - set its "Idles on termination" property to yes and make the logging QueueMetrics-compatible. This way the campaign can run until needed, waiting for more numbers to be added when idle. Do not add any call list as we will load numbers to be called through the WombatDialer APIs.

Before you start scheduling recalls, your campaign should look like the following one:



You might also want to pause it, so you can decide when to run it.

6.7.4. Step 3. The script

Scripting QueueMetrics and WombatDialer is really easy. It can be done in any language - we chose PHP as it is well known, has good XML-RPC support to query QueueMetrics and is very simple to edit and customize.

We created a sample script that can easily be downloaded from GitHub - as you will likely edit this to suit your needs, feel free to fork a new project and work on that. Our script is available from <https://github.com/Loway/WombatDialerExamples> in a folder named "AutoRecall".

The following parameters should be edited in the script:

```
$qm_server = "10.10.5.11";
$qm_port = 8080;
$qm_webapp = "queuemetrics";
$qm_login = "robot";
$qm_pass = "robot";
```

These parameters specify the XML-RPC connector of your QueueMetrics instance.

```
$wbt_url = "http://10.10.5.18:8080/wombat";
$wbt_cmp = "c1";
```

These parameters specify the URL of WombatDialer and the campaign that calls should be added to. The dialer must be running when the calls are added and the campaign should be active (usually IDLE). Note that the campaign you use for call-back might be paused so that call-backs are actually deferred during periods of high activity.

```
$queue = "300";
$lookback = 3600 * 8 ; // in seconds
$allowedPatterns = array(
    "/^555.../",
    "/^0041.+/"
);
```

These parameters decide which set of queue(s) should be scanned and how long is to look back for the current day. Multiple queues can be used, separated by the pipe character.

The last parameter is a set of regexps that will be used to check the numbers read from QueueMetrics. At least one regexp must match for the number to be queued. This is used to avoid queueing invalid numbers or - worse - malicious numbers.

6.7.5. Step 4. Putting it all together

In order to run the script periodically, you could create a cron job that runs it every 20 minutes. As numbers are never recalled more than once and the script keeps an history files of numbers already dialed, you can safely run it over and over again.

Once tested, a crontab entry like the following one will automate the running:

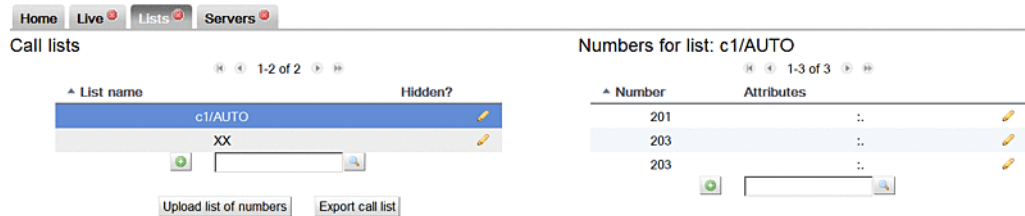
```
*/20 * * * * /usr/bin/php /root/WombatDialerExamples/AutoRecall/autoRecall.php
```

This is how a simple run looks like - the script logs its activity to STDOUT, so you may want to redirect it to some log file for the keeping.

```
$>php autoRecall.php
Finding applicable period
Loading call log file for 2013-01-24
Looking for data between 2013-01-24.07:54:33 and 2013-01-24.15:54:33
on server '10.10.5.25' - queues '300'
```

```
Query took 0 seconds.
# 201 - Last call lost @ 2013-01-24.15:46:39 - Scheduling.
Adding 201 to campaign c1 on WombatDialer.
Saving call log
```

After running this, you should see that new numbers are added to an AUTO call list like the one shown in the following screenshot; and if the campaign is not paused and agents are available on the recall queue, calls will be dialed as needed.



6.7.6. Improving the solution

In order to run this solution in a real-life scenario, you should edit the campaign in order to:

- set up a time window that matches your agents' presence and when it is customarily allowed to recall. For example, even if a call is queued at 11 PM on a Saturday night, a recall might be acceptable only on Monday morning. This of course depends on what you are doing and the local customs.
- set up reschedule rules in order to handle calls unanswered and busy lines correctly. It would be too bad not to be able to recall just because the caller's phone was busy at the moment
- it could also be useful to connect the caller to a reverse-IVR first, so that they get a message like "Hello, we are calling you back because of your call made at 10.30AM. If you'd like to talk to one of our agents, please press 1 now" before being routed to an agent
- a simple addition that could be made to the script would be to set up a minimum wait time to qualify calls; that is, you would recall only people who waited in queue for more than 10 seconds.
- using a technique very similar to the one explained here, it would be trivial to set up campaigns for quality assessment or customer satisfaction, run as reverse IVRs.

6.8. Preview dialing with QueueMetrics, Elastix and SugarCRM

Preview dialing is a type of reverse dialing where the agent has a chance to "preview" the number that is to be called before actually having a call placed.

The way it works is:

- The agent logs on to a queue. WombatDialer uses the queue (as it usually does in Reverse dialing modes) to know which agents are available. This makes integration with QueueMetrics very easy.
- The agent asks WombatDialer for a number to call. WombatDialer gets the next number out - considering all its dialing and reschedule rules - and reserves it for the agent.
- The agent uses a GUI where they can see the number to be dialed and typically embeds, or links to, an external CRM app so that they can review the call
- When the agent is ready, they ask for the call to be either placed or skipped.
- If the call is to be placed, the agent is connected immediately and listens to Music on Hold until the callee is on line
- If the call is not to be placed, it is marked with a special code
- Reschedule rules apply - so error states are handled correctly

6.8.1. Step 1: Installing Elastix

In order to run this tutorial, we install a brand-new Elastix 2.4 system. On it we create:

- Three SIP extensions: 300, 301 and 302. We will use 302 as the agent extension while 301 and 300 will be used as sample end-points
- One queue, called "400", to hold our agent. Note that calls will NOT be processed through the queue but we will use the queue to keep track of which agents are available. When defining it, we make sure that we set: "Ring Strategy: rmemory" - "Event when called: yes" - "Member status: yes" so that WombatDialer can fully observe it.

6.8.2. Step 2: Installing WombatDialer

We install WombatDialer on the Elastix system using *yum*. When we log in, we create:

- An Asterisk server that can talk to Elastix. We can use the AMI user "admin" with the default password you gave during the system installation.
- A trunk named named "Trunk", which dial string will be `Local/${num}@from-internal`
- An end-point of type QUEUE, which name is "400" (so that it observes queue 400), located at extension "400" context "from-internal" (this is not really needed if you run only reverse campaigns), setting both "Reverse dialing: yes" and "Manual preview: yes"
- We create a list called "Numbers" and leave it blank for now
- We create a campaign called "Reverse", which has logging set as "QM_COMPATIBLE" and which logging code is "400". We add to it the trunk, the EP and the list we just created.

Now we go to the list manager and upload the following list:

```
300,NAME:John
301,NAME:Mike
```

This tells WD to dial numbers 300 and 301, and sets a NAME attribute for each call (that will be useful when previewing).

6.8.3. Step 3: Installing and configuring QueueMetrics

Install QueueMetrics on the same machine as the Elastix system by typing:

```
yum install queuemetrics-espresso
```

Now log in into QM and configure:

- An agent called agent/302
- A user for agent 302 called "agent/302" password "999" class "AGENTS"
- A general monitoring queue called "400". Set agent/302 in the MAIN level of that queue.

Now edit the "System parameters" and edit the section `realtime.agent_button_1` as follows:

```
realtime.agent_button_1.enabled=true
realtime.agent_button_1.caption=Wombat
realtime.agent_button_1.url=http://10.10.5.30:8080/wombat/agents/rd_pop.jsp?agent=SIP/[a
```

Edit the public IP of your Elastix server and replace the "10.10.5.30" address above.

This code links to an instance of SugarCRM on 10.10.5.31. On it, create a contact named "John" which telephone number is "300" and one contact named "Mike" which telephone number is "301". You can link to any other CRM software that has a web-based interface just the same way.

6.8.4. Making it all work together

- Log "agent/302" into QueueMetrics and have him join queue 400 on extension "302". Note that we are using Hotdesking - the agent logs into Asterisk with their SIP extension.
- Start the dialer. From the Live page, start the campaign "Reverse". No calls will be placed.
- Check the dialer status. You should see WombatDialer observing queue 400 and finding "SIP/302" logged on. Try pausing and unpausing the agent and refreshing the dialer: the status of SIP/302 should change accordingly.

Now click on the button called "Wombat" from the Agent's page. You should see a preview panel like the one in the picture:

WombatDialer Preview Panel for SIP/302 Dial now Skip call Reload page

Name	Title	Account Name	Phone	Status
John		Account Name	300	Not dialed
Mike		Account Name	301	Not dialed

As you can see the SugarCRM panel is displaying the right record.



the first time you call the page, SugarCRM might ask you to log in. Do it and refresh the page.

If you look at the Live page on WombatDialer, the call should appear as "Reserved". When the agent clicks on Dial, the call should start. Once the agent answers, your dialer will try and connect the other extension.

When dialing, the Live page will show what is going on:

Wombat dialer

Home Lists Campaigns Live

Asterisk servers Trunks by status Trunks by campaign Calls per trunk Endpoints Est. remaining calls Campaign progress

Calls currently in progress: 1 | Calls placed on running campaigns: 0 | Call termination rate: 0% | Estimated remaining calls: 2 | Dialer state: Up 00:07:38

Camp.	Number	Originate	Connect	Trunk	End-point	Retry	Agent
MyReverseOutbound 13.06.06 16:38:24	300	16:45:50	-	Trunk	Q.400	#1	SIP/302

Available Campaigns
MyReverseOutbound

Running Campaigns
Recently Closed Campaigns

Details:
Campaign: MyReverseOutbound
Last update: calls: Thu Jun 06 16:45:56 GMT+200 2013 campaign: Thu Jun 06 16:45:54 GMT+200 2013

Start

And the same thing will happen on the Agent's page:

elastix

Agent 302 | Individual agents QueueMetrics call center monitor

Home Live

Chiamate attive per l'agente Agent 302

agent302: Agente loggato su: WombatLogin [400]

Ricarica ora Connetti Sconnetti Aggiungi alla coda Lascia coda Pausa Fine pausa Chiama

Inizio	Attesa	Conv.	Chiamante	Coda	URL	Stato	Trasl. a	Risultato
06:06 - 16:45:50	0:00	1:10	300	out400				

Wombat Signal Problem Unused Secretary

Nice work, isn't it? :)

6.8.5. Improving the solution

- You can add PSTN numbers to your lists and they will be dialed as if they had been entered on a local extension.
- If you want WombatDialer to dial without waiting for an agent decision, just remove the "Manual preview" check and restart the dialer.
- If you want a customized preview panel, you can create one by using the WombatDialer API.

Chapter 7. Administering WombatDialer

7.1. Installing

WombatDialer is easily installed using **yum** or it can be installed manually. It can be installed on the same server as Asterisk is (for small systems or testing) but on larger production systems we recommend that it should be installed on a dedicated system (even a virtual machine will do).

WombatDialer can share a Tomcat instance with QueueMetrics for smaller systems (up to 50 agents/50 lines) but it should be really installed on a separate machine for larger systems, as it might use large quantities of RAM and CPU.



WombatDialer can also be easily deployed using Docker, as explained in Docker installation Section 7.1.5, "Installing on Docker". This is perfect for installing a test system; and although currently experimental, we have run real-life workloads on it.

7.1.1. Installing using yum

On a CentOS or derived Linux distribution, just run the following commands:

```
wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo  
  
yum install wombat
```

This will in turn:

- install Java
- install Tomcat
- install MySQL server (if missing)
- download the MySQL driver
- install the dialer

7.1.2. Manual installation

You can install WombatDialer within any working servlet container version 2.5 or newer. You will also need a working MySQL server. Any recent version of Apache Tomcat will do - we strongly suggest using a Sun JDK.

- Download the latest version of WombatDialer as a .tar.gz package from the website
- Unpack the file in your servlet containers's webapps directory and rename the folder to "wombat"
- Download the MySQL Connector/J jar file and add it under the **WEB-INF/lib/** folder
- Restart your servlet container

Example: manual installation on Debian / Ubuntu

The following example was tested on an Ubuntu 12.10 system.

First make sure you are running your shell as **root**.

First install Sun's JDK - WD should also work with OpenJDK.

```
add-apt-repository ppa:webupd8team/java  
apt-get update  
apt-get install oracle-java7-installer
```

Install general dependencies: Apache Tomcat, the MySQL Connector/J package, MySQL server and client.

```
apt-get install tomcat7  
apt-get install libmysql-java  
apt-get install mysql-server  
apt-get install mysql-client
```

Make sure you can connect to MySQL as root by issuing `mysql -uroot -p mysql`. You need to know the default MySQL password in order to install the database. If you do not know the root password for MySQL, you can reset it manually by following the instructions at: <http://ubuntu.flowconsult.at/en/mysql-set-change-reset-root-password/>

We are now ready to proceed with the installation - you will likely need to edit the download URL for the WombatDialer package:

```
cd /var/lib/tomcat7/webapps
wget http://www.wombatdialer.com/download/Wombat-trunk-0.6.4-441.tar.gz
tar zxvf Wombat-trunk-0.6.4-441.tar.gz
mv Wombat-trunk-0.6.4 wombat
cd wombat/WEB-INF/lib/
cp /usr/share/java/mysql-connector-java.jar .
service tomcat7 restart
```

Now connect to `http://127.0.0.1:8080/wombat` and follow the on-line wizard to create the database.

7.1.3. On installation complete....

When installation is done, connect to `http://myserver.address:8080/wombat` - you will be asked for the MySQL root password to create a local database. When done, login using as user **demoadmin** password **demo**.

WombatDialer ships with a free demo key that lets you use up to two lines - no limit on the number of calls you make. You may want to get a **free demo key** so you can run a full evaluation of the software in a real-life scenario.

License keys can be installed from the License page Section 4.6, "The License page" as soon as you log in.

7.1.4. Configuring e-mail

If you plan to use e-mail notifications, you should edit the `tpf.properties` file to tell WD about your SMTP servers and the e-mail address it is supposed to use.

```
SMTP_HOST=smtp.gmail.com
SMTP_PORT=587
SMTP_AUTH=yes
SMTP_USER=your-gmail-account@gmail.com
SMTP_PASSWORD=wombat
SMTP_USE_SSL=no
SMTP_FROM="WombatDialer" <your-gmail-account@gmail.com>
SMTP_DEBUG=yes
```

As e-mail sending happens on the notification thread, a very slow SMTP server might delay HTTP notifications. In this case, we suggest setting up a local SMTP relay that will immediately accept e-mail and will forward it to the "true" SMTP host.

We suggest leaving `SMTP_DEBUG` on during the initial setup as it writes a verbose log of all SMTP activity on the logs and lets you spot errors and issues quickly.

7.1.5. Installing on Docker

Docker is an open-source project that automates the deployment of applications inside software containers, by providing an additional layer of abstraction and automation of operating system-level virtualization on Linux.

When you have Docker installed, starting a temporary instance of WombatDialer is as simple as typing:

```
docker run -p 8080:8080 -d loway/wombatdialer
```

This will download the current WombatDialer (already pre-configured for you) and will run it by exposing it on the local port 8080.

The problem with this approach is that when the image is terminated, all data is lost.

A better approach would be to create a data-only container to store the data. At this point, every time you start WombatDialer, it looks for its own data into the data-only container.

You start by creating a named data-only container:

```
docker run --name=MYWBT loway/data true
```

At this point, you can run WombatDialer using that container, as in:

```
docker run --volumes-from MYWBT -p 8080:8080 -d loway/wombatdialer
```

WombatDialer will recognize whether the data container is blank and will initialize it properly. The container also monitors the health of the running WombatDialer process and will restart it as needed.

If you prefer, you may use a local folder instead of a data-only container, as in:


```
docker run -v /root/WBT1DATA:/data -p 9090:8080 -d loway/wombatdialer
```

This command mounts the local folder `/root/WBT1DATA` for WombatDialer to store its data in, and `-p 9090:8080` will expose WombatDialer on port 9090.

You can also control the local time-zone and the amount of memory used, by passing them as parameters when starting up the image:

```
docker run -e CFG='{ "memory":400, "timezone":"GMT" }' -p 8080:8080 -d loway/wombatdialer
```

When you need to upgrade WombatDialer - you simply stop the current image and start a new one using the same data container. Your dialer is updated!

7.2. Upgrading

Upgrading WombatDialer is meant to be very easy - it is in any case worthwhile to make a complete backup (see below) before attempting an upgrade. If you run WombatDialer on a virtual machine, the easiest way might be taking a snapshot of the whole box before attempting the upgrade.



Before attempting an upgrade, always make sure that no calls are in progress and that the dialer is turned OFF. If you have running campaigns, you should pause them and wait for relevant calls to terminate.

7.2.1. Upgrading via yum

If you originally installed via yum, this should be enough:

```
yum update wombat
```

System settings should be automatically transferred.

When the update is complete, on the first connection you might be asked to upgrade the database - the dialer will not start until the database is up to date. Database upgrades will be applied automatically.

7.2.2. Manual upgrade

- Stop the servlet container
- Download the latest version of WombatDialer as a .tar.gz package from the website
- Move the current "wombat" webapp to a storage place (do not delete it!)
- Unpack the file in your servlet containers's webapps directory and rename the folder to "wombat"
- Download the MySQL Connector/J jar file and add it under the **WEB-INF/lib/** folder
- Copy the `tpf.properties` file from the old wombat webapp to `wombat/WEB-INF`
- Restart your servlet container

When the update is complete, on the first connection you might be asked to upgrade the database - the dialer will not start until the database is up to date. Database upgrades will be applied automatically.

7.3. Starting and stopping

If you installed using yum, you should be able to run:

```
/etc/init.d/qm-tomcat6 stop
/etc/init.d/qm-tomcat6 start
```

to stop and start the Tomcat servlet container and thence WombatDialer.

If you installed manually, see the user manual for your servlet container.



Before stopping, always make sure that no calls are in progress and that the dialer is turned OFF. If you have running campaigns, you should pause them and wait for all relevant calls to terminate. If not, those calls will end up in status LOST.

7.3.1. The dialer status at startup

The dialer will usually start automatically when the webapp is loaded. Exceptions to this behavior happen if:

- WombatDialer was updated and the database required updating. In this case the dialer will be turned off until manually activated.
- There is no valid license installed.

If you prefer to avoid the dialer starting automatically, you can do this by creating a flag file called *'donotstart'* to be placed under WEB-INF, like e.g.

```
touch ./WEB-INF/donotstart
```

In order to revert to the previous behavior, simply remove the flag file.

7.4. Backing up

All the information WombatDialer requires to run is contained within the **wombat** MySQL database. Backing it up should suffice in most cases.

If you use a different database than the default MySQL on localhost, then you need to back-up the file `wombat/WEB-INF/tpf.properties` that contains the database connection information.

For ease of recovery, you may also want to back up the whole "wombat" webapp.

7.5. Logs and logging

User-serviceable logs are available on the syslog viewer page. This tracks errors, agent logins, campaign activity and many common user-facing conditions.

A log of severe errors is also held in the Tomcat logs directory, usually with file names of the format *wombat.2013-01-05.txt* or similar.

This behavior can be customized by editing the file `WEB-INF/classes/logging.properties` in the WombatDialer webapp.

```
org.apache.juli.FileHandler.level = SEVERE
org.apache.juli.FileHandler.directory = ${catalina.base}/logs
org.apache.juli.FileHandler.prefix = wombat.

java.util.logging.ConsoleHandler.level = SEVERE
java.util.logging.ConsoleHandler.formatter = java.util.logging.SimpleFormatter
```

You can turn off logging by setting the logging level to NONE, or create extra-detailed and huge logs by setting the log level to FINE.

An extensive tutorial on Tomcat logging can be found at http://wiki.apache.org/tomcat/Logging_Tutorial



Please note that running very detailed logs on a production system may create huge files and may render the system unusable by generating too many I/O requests.

7.6. Troubleshooting a running instance

Problems with a WD instance are usually either on the Java side or on the database side. We present a few useful techniques to gather important data to be sent over for inspection.

7.6.1. Creating a thread dump

In order to diagnose problems with WombatDialer, it may be needed to take thread dumps by running:

```
/etc/init.d/qm-tomcat6 threaddump > dump_2013-01-18.txt
```

These dumps print what the threads are doing at a point in time. It may be worthwhile to take multiple ones, a few minutes apart from each other.

7.6.2. Creating a heap dump

On request, you may need to create a heap dump. This is a large file containing the full contents of the live JVM.

```
[root@wombat1 ~]# /usr/local/queuemetrics/java/bin/jps
1900 Jps
30808 Bootstrap
```

The line containing `Bootstrap` contains the PID of the Java VM running Tomcat.

```
[root@wombat1 ~]# /usr/local/queuemetrics/java/bin/jmap -F -dump:live,format=b,file=heap
Attaching to process ID 30808, please wait...
Debugger attached successfully.
Server compiler detected.
JVM version is 17.1-b03
Dumping heap to heap.bin ...
Finding object size using Printezis bits and skipping over...
Finding object size using Printezis bits and skipping over...
Finding object size using Printezis bits and skipping over...
Finding object size using Printezis bits and skipping over...
Finding object size using Printezis bits and skipping over...
Heap dump file created
```

The resulting file (called `heap.bin` as specified on the command line) might be very large and it might take a while to create on busy systems with large Java heaps.

Before sending the file over it is better to compress it:

```
[root@wombat1 ~]# ls -l heap.bin
-rw-r--r-- 1 root root 40779016 Jan 10 08:45 heap.bin
[root@wombat1 ~]# bzip2 heap.bin
[root@wombat1 ~]# ls -l heap.bin.bz2
-rw-r--r-- 1 root root 8055474 Jan 10 08:45 heap.bin.bz2
```

7.6.3. Logging all MySQL queries

Edit the `my.cnf` file (usually in `/etc/mysql/my.cnf`). Look for the section called "Logging and Replication".

```
#
# * Logging and Replication
#
# Both location gets rotated by the cronjob.
# Be aware that this log type is a performance killer.

log = /var/log/mysql-all-queries.log
```

Just uncomment the "log" entry to turn on logging. Restart MySQL with this command:

```
service mysql restart
```

7.6.4. Logging of "slow queries" in MySQL

Edit file `my.cnf` and add the following parameters:

```
[mysqld]
log-slow-queries=/var/log/mysql-slow-queries.log
long_query_time = 2
log-queries-not-using-indexes
```

This will log all queries taking more than two seconds or running without a defined index to the slow queries log.

Then restart MySQL.

Chapter 8. API reference

8.1. Controlling Asterisk from WD

When a call is originated in Asterisk, a set of channel variables are created:

- WOMBAT_ID is a unique identifier of the call being processed
- all input attributes are passed to the call

This way, all attributes you set for the call are immediately available within the Asterisk dialplan.

For example, if you define input attributes called **HH** and **MM** in WD, you can use them in the dialplan to synthesize an audio message as in the following example:

```
exten => s,n(start),agi(googletts.agi,"Your appointment with the dentist
is for tomorrow at ${HH} ${MM}")
```

8.2. Controlling WD from Asterisk

WD lets you pass information about a call that is currently processed in Asterisk in the form of **User Events**. This lets you set the completion code for the call and any additional parameters, e.g. IVR responses, right from the Asterisk dialplan.

8.2.1. Format of User Events

User events are triggered through the dialplan through the **UserEvent** Asterisk application.

They are used to:

- Set the completion code for a given call
- Store additional outbound attributes on the call in WD

8.2.2. Triggering a user event

You can easily trigger User Events by calling the Asterisk dialplan like:

```
exten => s,n,UserEvent(name,Uniqueid:${UNIQUEID},P0:parm1)
```

or

```
exten => s,n,UserEvent(name,Uniqueid:${UNIQUEID},P0:parm1|P1:parm1)
```

In case you want to pass two parameters.

The event name is not case sensitive.

8.2.3. Setting call status codes

In order to set the extended status (completion code) of a call, you should trigger an UserEvent like:

```
exten => s,n,UserEvent(CALLSTATUS,Uniqueid:${UNIQUEID},V:XXX)
```

This sets the completion code for the current call to XXX. If multiple completion codes are received for the same call, the last one wins. Completion codes are then used by WD's Reschedule Rules in order to decide what to do with the call.

8.2.4. Output call variables

You can set an output attribute for the current call by running:

```
exten => s,n,UserEvent(ATTRIBUTE,Uniqueid:${UNIQUEID},name:value)
```

This will create an attribute called "name" with value "value". If the same attribute already exists, it is replaced.

As an alternative, you can append values to an existing attribute, like:

```
exten => s,n,UserEvent(ATTR_APPEND,Uniqueid:${UNIQUEID},name:value)
```

This will append the value "value" to the current value of attribute "name"; if the attribute is not present, it will be created with value "value". This makes it easy to track the traversal of IVR trees.

You may also want to clear all output attributes (but of course not input ones) of a call by issuing:

```
exten => s,n,UserEvent(ATTR_CLEAR,Uniqueid:${UNIQUEID})
```

Please note that:

- Attributes are per number; so if you call the same number multiple times, its attributes will be the last ones used.
- All attributes are text strings
- A call may have an unlimited number of attributes



It is possible to set status and attributes from the HTTP interface as well.

8.3. Controlling WD over HTTP

WD is built so that it can be controlled externally by an external script.

In the following examples, we assume that WD is running at address `http://127.0.0.1:8080/wombat`

It is important to notice that the / before the question mark in the following examples is mandatory - if not present you will get an HTTP error 404.

Though the examples below display HTTP GET requests, the APIs work as well with HTTP POST calls.

8.3.1. Calls

Add a call to a campaign

This methods lets you add a call to a campaign that is either running or idling.

```
http://127.0.0.1:8080/wombat/api/calls/?op=addcall&campaign=ABC&number=45678
```

You can queue calls for the future by adding a reschedule attribute, either as an offset in seconds (positive integer) or an absolute date having the format YYYY-MM-DD.HH:MM:SS.

```
schedule=15
schedule=2012-03-18.00:00:00
```

You can also set multiple attributes, as in:

```
attrs=ID:2301,PERS:John_Doe
```

If you add the same number multiple times, it will be dialed multiple times.

Set extStatus and attributes on a live call

While a call is being dialed, it is possible to set a user event externally in a manner that exactly matches normal UserEvents. The important difference is that you do not need the UniqueID but the WombatID.

Set a call's extStatus to XY:

```
http://127.0.0.1:8080/wombat/api/calls/?op=extstatus&wombatid=123456&status=XY
```

Create or set attribute AB to value CD:

```
http://127.0.0.1:8080/wombat/api/calls/?op=attr&wombatid=123456&attr=AB&val=CD
```

Append string EF to the current value of attribute AB:

```
http://127.0.0.1:8080/wombat/api/calls/?op=attrAppend&wombatid=123456&attr=AB&val=EF
```

Remove all outbound attributes for this call:

```
http://127.0.0.1:8080/wombat/api/calls/?op=attrClear&wombatid=123456
```

8.3.2. Campaigns and runs

Start a new run with an existing campaign

This call starts a new run an existing campaign; if the campaign is not startable (e.g. because it is already running) the call is ignored.

```
http://127.0.0.1:8080/wombat/api/campaigns/?op=start&campaign=ABC
```

Pause a running campaign

This call pauses a campaign that is running or idling; if no run is found in a suitable state the call is ignored.

```
http://127.0.0.1:8080/wombat/api/campaigns/?op=pause&campaign=ABC
```

Unpause a running campaign

This call unpauses a run that is currently paused, when unpause it may start dialing or keep on idling or start waiting for a correct time to place calls.

```
http://127.0.0.1:8080/wombat/api/campaigns/?op=unpause&campaign=ABC
```

Clone a campaign

```
http://127.0.0.1:8080/wombat/api/campaigns/?op=clone&campaign=xx&newcampaign=yy
```

This will clone existing campaign named ABC to a new one named DEF. It will clone only the campaign definition, so no activity statistics - just like if you were to create a new one from the GUI. After cloning, you'll have to start the campaign run.

Add an existing list to a campaign

This call lets you add a list to an existing campaign (usually on a cloned one). It will not work on running campaigns as they will not pick-up the new configuration until restarted.

```
http://127.0.0.1:8084/wombat_script/api/campaigns/?op=addList&campaign=QMS2&list=ZEB_3
```

8.3.3. Call lists

Add numbers to a list

This call adds the numbers passed in *numbers* to the call list ZEB_2 - if it does not exist, it will create it. Numbers are a pipe-separated list of numbers and optional attributes.

```
http://127.0.0.1:8084/wombat_script/api/lists/?op=addToList
&list=ZEB_2&numbers=1234,AA:bb,CC:dd|5678,XX:yy
```

If you set the parameter *dedupe=1* then numbers will be checked for existence on this this list before being added. This requires a significant database load, so use with caution on a running system where lists are over 10,000 elements each. Numbers are considered to be existent if they are present on the list no matter what their attributes might be.

It is very common to use HTTP POST to add numbers, so that you can upload a large set at once. The maximum request size depends on your servlet container, but is usually in the order of 1-2 megabytes.

8.3.4. Preview dialing

You can control Preview Reverse dialing through the API. A somewhat simpler alternative may be using the Preview page Section 5.5.1, "Using the agent's page for preview dialing".

Reserve a call

In order to reserve a call, you should call WombatDialer by issuing a request like the following:

```
http://localhost:8084/wombat_script/api/reserve/?op=reserve&agent=SIP/302
```

It is of paramount importance that the **agent** parameter matches an agent code as present in Asterisk.

If all goes well, the reply is like:

```
OK: OK
```

```
WOMBATID: 366253628
NUMBER: 301
VAR: A=1
VAR: B=2
```

You should make a note of the WOMBATID as it will be used in subsequent calls. If you call this API multiple times, the same call will be returned as long as the agent has one reserved call.

Error codes include:

- AGENT_NOT_AVAILABLE: The agent is not present, or is busy or paused
- AGENT_CANNOT_RESERVE: No available call for the agent

Place a reserved call

In order to place a reserved call, you need to feed Wombat its WOMBATID:

```
http://127.0.0.1:8084/wombat_script/api/reserve/?op=dial&id=123456
```

Returns

- DIALING: the call is being placed
- ID_NOT_FOUND: No such ID
- ID_FOUND_WRONG_STATE: The ID exists but the call is in a wrong state

Skip a reserved call

In order to skip a reserved call, you need to feed Wombat its WOMBATID:

```
http://127.0.0.1:8084/wombat_script/api/reserve/?op=skip&id=123456&withStatus=XXX
```

The parameter "withStatus" is optional and that will be the extStatus for the call being skipped. You can use this to get fine control on whether it is to be rescheduled and how.

Returns:

- SKIPPED: the call was skipped
- ID_NOT_FOUND: No such ID
- ID_FOUND_WRONG_STATE: The ID exists but the call is in a wrong state

8.3.5. System health

It is possible to receive a JSON structure with general information about the system. It is meant to be used by external monitoring systems that need to make sure WombatDialer is working.

```
http://127.0.0.1:8084/wombat_script/api/sysup/
```

The response will be similar to the one below:

```
{
  "state" : "WBTUP",
  "ramFreeMb" : 73,
  "ramTotalMb" : 139,
  "ramMaxMb" : 1818,
  "db_access_ms" : 4,
  "generatedOn" : "Mon Sep 29 16:04:00 CEST 2014",
  "version" : "0.8.0/#1234"
}
```

When this transaction is run, the database is accessed to make sure it is available. If the response block does not contain the string "WBTUP" the dialer is supposed to be down and in need of a restart.

8.4. HTTP life-cycle notifications of calls

In order to enable HTTP lifecycle notifications, you must set a URL in your campaign definition that points to an HTTP script. This causes WD to POSTs the result of each call to your HTTP server.

On the server, you'll have a script that accepts notification, like the simple PHP script that follows:

```
<?
$out = "";
foreach($_POST as $name => $value) {
    $out .= "$name:$value ";
}
print($out);
error_log("RQ: $out",0, "", "");
?>
```

The script above basically logs all activity on the HTTP error log. What you get is a sequence of calls like:

```
RQ: num:5551234 reschedule:0 I_MM:30 extstate:
    state:RS_REJECTED I_HH:10 retry:0
RQ: num:5556785 reschedule:0 I_MM:00 extstate:
    state:RS_REJECTED I_HH:11 retry:0
RQ: num:5552012 reschedule:0 I_MM:30 extstate:
    state:RS_REJECTED I_HH:11 retry:0
RQ: num:5551234 reschedule:0 I_MM:30 extstate:1
    state:TERMINATED I_HH:10 O_APPT:APPE retry:0
RQ: num:5556785 reschedule:300 I_MM:00 extstate:
    state:RS_NOANSWER I_HH:11 retry:0
RQ: num:5552012 reschedule:0 I_MM:30 extstate:2
    state:TERMINATED I_HH:11 O_APPT:PSYC retry:0
RQ: num:5556785 reschedule:300 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:1
RQ: num:5556785 reschedule:300 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:2
RQ: num:5556785 reschedule:300 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:3
RQ: num:5556785 reschedule:0 I_MM:00 extstate:0
    state:TERMINATED I_HH:11 retry:4
```

You can see that for each call:

- **num** is set to the number dialed
- **state** is the call state at its completion
- **extstate** is the call's extended state, if present
- **retry** is the retry counter
- **reschedule** is set to the time in seconds to be waited before a reschedule is attempted; if no reschedule is required, it will be set to zero
- all **input** attributes (the ones you set with the telephone number) are passed along prepended by **I_**
- all **output** attributes (the ones you set in the Asterisk dialplan), if any, are passed along prepended by **O_**

This way you can easily create an integration script that stores the results of the call on a database or passes them along for further processing.

The HTTP notification server works asynchronously on a dedicated thread, so it is possible that there is some latency if your script has long completion times. The notification server does not retry on errors.

Chapter 9. System configuration

9.1. Security keys

The following security keys are reserved for use by WombatDialer and have a pre-defined meaning.

Table 9.1. System Keys

Key	Meaning
USER	All interactive users must hold this key
RT	User can access the Live page
REPORT	User can run reports
ADMIN	User can edit configuration and users
SYSLOG	User can view the system log
LIST	User can view lists
CAMP	User can view campaigns
LICKEY	User can add/edit licenses
V_WBT	User can view the dialer status
CTRL_WBT	User can start/stop the dialer
DEBUG_AMI	User can see the extended AMI status. Do not turn on in production unless explicitly told so.

All other strings can be freely used as "feature" security keys.

9.2. Default users

The following users ship in the default database installation.



They are meant as a template - you should create your own or at least change the default passwords. Failure to do so is a major security risk.

Table 9.2. Default users

Login	Password	Class	Notes
demoadmin	demo	ADMIN	
demouser	demo	USER	

Chapter 10. For more information...

To know more about WombatDialer in your specific setting or inquire about commercial licences, please feel free to contact Loway.

The latest version of WombatDialer can be found on the home page located at the address <http://wombatdialer.com>

There is a WombatDialer section in the QueueMetrics users forum for mutual support, troubleshooting and ideas at <http://forum.queuemetrics.com>

To stay updated on the latest developments of WombatDialer, you may:

- read our blog at <http://blog.wombatdialer.com>
- join the Facebook group at <http://www.facebook.com/WombatDialer>
- read our Twitter feed at <http://twitter.com/WombatDialer>