

# Marcacion por LeadID

En este documento se describe el procedimiento para realizar una llamada saliente marcando el Lead-ID

## Paso 1: Ingresar a ViciDial

The screenshot shows the ViciDial web interface. At the top, there are tabs for 'SCRIPT', 'SCRIPT 2', 'FORM', and 'CHAT INTERNAL'. The 'FORM' tab is active. The interface is divided into several sections:

- STATUS:** Includes 'DIAL NEXT NUMBER' (highlighted in green), 'LEAD PREVIEW', and 'RECORDING FILE:'. Below this is a 'RECORD ID:' field and a 'START RECORDING' button.
- Customer Time:** A field for entering the customer's time.
- Channel:** A field for selecting the channel.
- Customer Information:** A section with multiple fields for customer details: Title, First, MI, Last, Address1, Address2, Telefono 3, City, State, PostCode, Province, Vendor\_Lead, Gender (a dropdown menu), and DialCode.
- Other Fields:** Includes 'READONLY--- Telefono:', 'Show:', 'Email:', and 'Comments:'.
- Buttons:** A vertical list of buttons on the left side: 'WEB FORM', 'WEB FORM 2', 'PARK CALL', 'TRANSFER - CONF', 'HANGUP CUSTOMER', and 'SEND DTMF'.
- Footer:** At the bottom, there is a status bar with version information (VERSION: 2.14-706c, BUILD: 240429-2237, Server: 10.102.225.20), a link to 'Show conference call channel information', and a 'seconds:' field with a 'commit' link.

## Paso 2: Presionar el botón de MANUAL DIAL

This screenshot is a zoomed-in view of the bottom section of the ViciDial interface. It shows the following elements:

- Links:** 'NO ACTIVE CALLBACKS', 'ENTER A PAUSE CODE', 'MANUAL DIAL' (highlighted in green), 'FAST DIAL', and 'VIEW CALL LOG'.
- IP Address:** '10.102.225.20' is displayed in the bottom left corner.

## Paso 3: Debemos de ubicar la casilla de Dial Lead ID

Note: a dial prefix of 43 will be added to the beginning of this number

Note: all new manual dial leads will go into list 50000

Dial Code: 502 (This is usually a 1 in the USA-Canada)

Phone Number: (digits only)

Dial Lead ID: (digits only)

Search Existing Leads: ☒ (This option if checked will attempt to find the phone number in the system before inserting it as a new lead)

Paso 4: Digital el numero del LEAD-ID

Dial Code: 502 (This is usually a 1 in the USA-Canada)

Phone Number: (digits only)

Dial Lead ID: 54839491 (digits only)

Search Existing Leads: ☒ (This option if checked will attempt to find the phone number in the system before inserting it as a new lead)

Paso 5: Presionar el botón de Dial Now para empezar la llamada

Dial Code: 502 (This is usually a 1 in the USA-Canada)

Phone Number: (digits only)

Dial Lead ID: 54839491 (digits only)

Search Existing Leads: ☒ (This option if checked will attempt to find the phone number in the system before inserting it as a new lead)

number and have it NOT be added as a new lead, enter in the exact dialstring that you want to call in the Dial Override field below. To hangup this call and hang it up by clicking on its channel link there.

Dial Override: (digits only please)

Dial Now

Preview Call

Go Back

Con esto lograríamos realizar una llamada marcando por lead,