

ICTBroadcast

Enterprise Edition

Admin Guide

Administrator Portal

This guide describes functions and usage of Administrator Portal for ICTBroadcast Software.

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1. Overview

ICTBroadcast is multi-tenant Voice, SMS & Fax broadcasting software solution for SMB's and Service Providers. ICTBroadcast has smart autodialer and smart predictive dialer capabilities. It enables service providers to offer broadcasting services to their users. It can be scaled to blast thousands of simultaneous calls using either VoIP or PSTN. ICTBroadcast can handle most voice broadcasting scenarios. It is simple, reliable and easy to use and has user friendly web portal to manage.

2. Roles

There are two basic roles in ICTBroadcast:

2.1. Administrator

This role actually manages overall resources of system like managing users, configuring trunks, making payments, adding new destinations, setting routes and most importantly allocating available extensions, DIDs and channels to users.

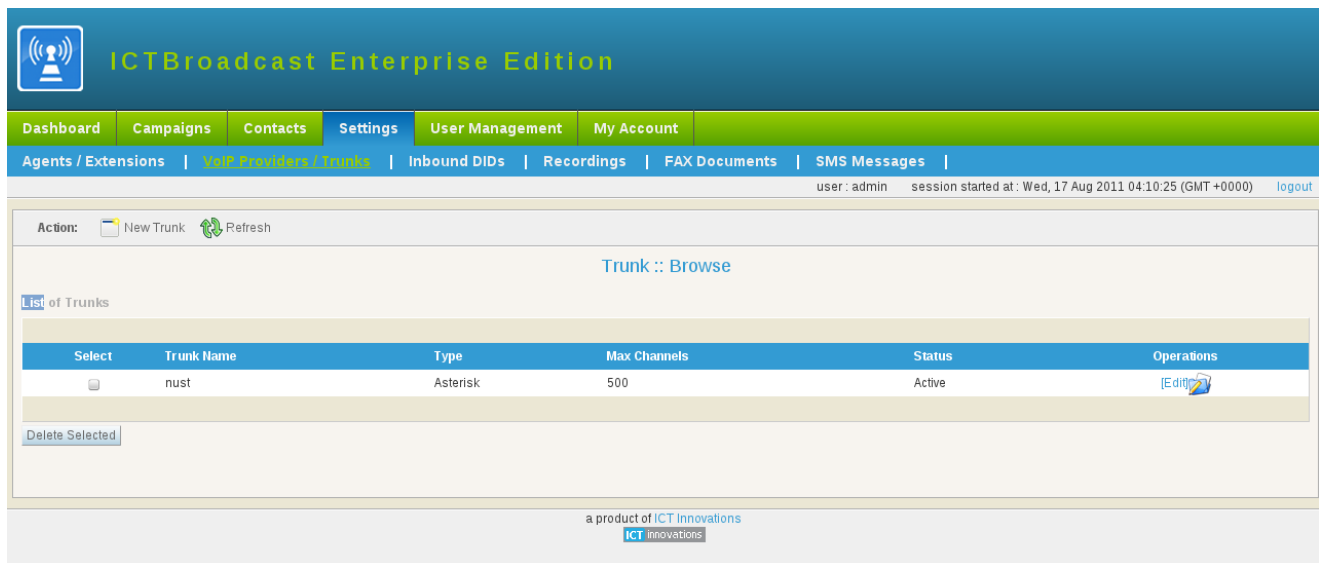


Illustration 1: Admin Portal Login Screen

2.2. User

This role is enable user to manage his contacts, voice recordings and scheduling of campaigns. It also enables user to broadcast his message and interact with desired recipients by creating different type of campaigns and and view results/statistics.

ICTBroadcast Enterprise Edition

Dashboard Campaigns Contacts Settings My Account

Dashboard |

user : user session started at : Wed, 17 Aug 2011 04:12:20 (GMT +0000) [logout](#)

Action: Refresh

System Statistics :: View

logged in successfully

System Status

Total Active Campaigns	0
Total Active Channels	0

Active Campaigns Statistics

Campaign Name	Owner	Dialed	Answered	Failed	Active Channels	action
no item found						

a product of [ICT Innovations](#)

Illustration 2: User Portal Login Screen

3. Dashboard

Dashboard is system monitoring page and It show important live statistics of overall system described below:

The screenshot shows the ICTBroadcast Enterprise Edition dashboard. At the top, there is a navigation bar with tabs: Dashboard, Campaigns, Contacts, Settings, User Management, and My Account. Below the navigation bar, the user is logged in as 'admin' and the session started at 'Wed, 17 Aug 2011 04:30:12 (GMT +0000)'. The dashboard displays the following sections:

- System Status:**
 - Total Logged-in Users: 2
 - Total Active Campaigns: 0
 - Total Active Channels: 0
- Servers Statistics:**

Node Name	Host	Active Channels	CPU Usage %	Memory Usage %
Main Server	localhost	0	0.2000	81.8781
- Active Campaigns Statistics:**

Campaign Name	Owner	Dialed	Answered	Failed	Active Channels	action
no item found						

At the bottom, it says 'a product of ICT Innovations'.

Illustration 3: Dashboard

3.1. Active Users

Shows currently active user that are using the ICTBroadcast

3.2. System status

System status shows the number of active campaigns and total number of active channels

3.3. Campaign Statistics

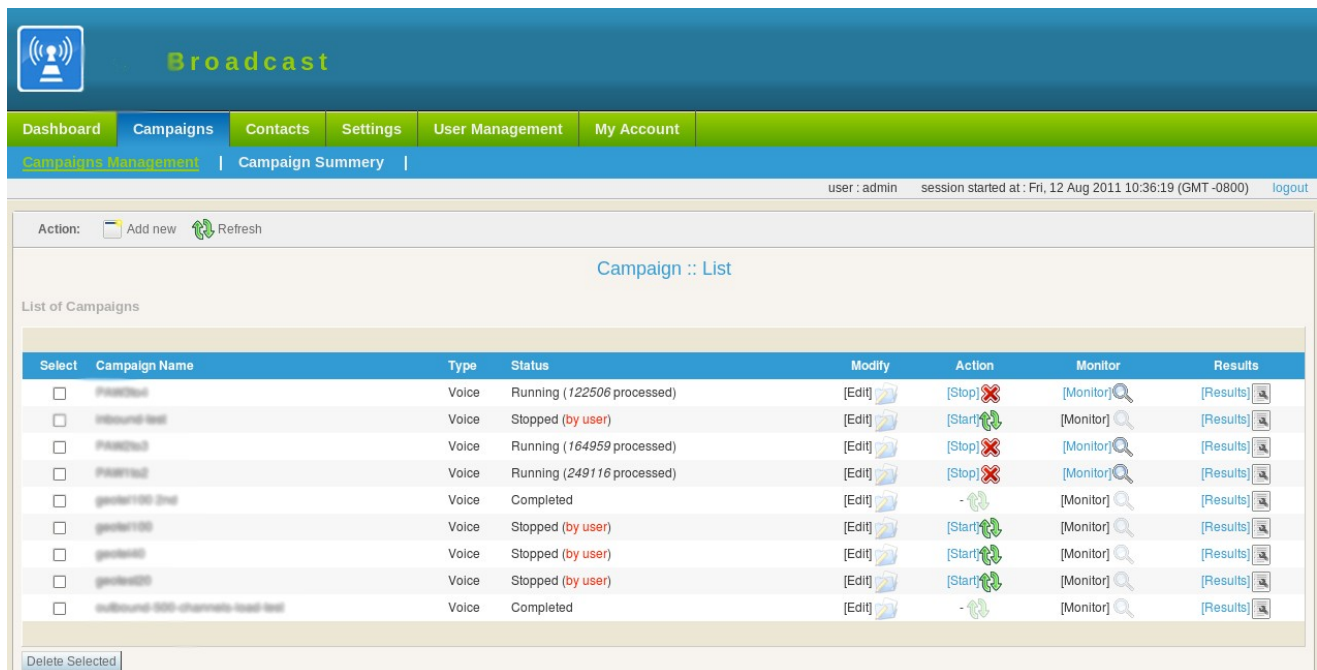
Campaign Statistics shows real time statistics of running campaigns with number of dialed , answers and failed calls

4. Campaigns

User can click on "Campaigns" tab on main menu bar to access this functionality. It has two menu items. That is Campaign Management and Campaign Summary. These two are described below.

4.1. Campaign Management

When User click on Campaign Management menu, it will open a page as shown below. Here user have various options for campaign management.



The screenshot displays the 'Broadcast' application interface. At the top, there is a navigation bar with tabs: Dashboard, Campaigns (selected), Contacts, Settings, User Management, and My Account. Below this, a sub-menu shows 'Campaigns Management' and 'Campaign Summary'. The main content area is titled 'Campaign :: List' and contains a table of campaigns.

Select	Campaign Name	Type	Status	Modify	Action	Monitor	Results
<input type="checkbox"/>	FirstTest	Voice	Running (122506 processed)	[Edit]	[Stop]	[Monitor]	[Results]
<input type="checkbox"/>	Inbound test	Voice	Stopped (by user)	[Edit]	[Start]	[Monitor]	[Results]
<input type="checkbox"/>	FirstTest2	Voice	Running (164959 processed)	[Edit]	[Stop]	[Monitor]	[Results]
<input type="checkbox"/>	FirstTest3	Voice	Running (249116 processed)	[Edit]	[Stop]	[Monitor]	[Results]
<input type="checkbox"/>	gender100 test	Voice	Completed	[Edit]	-	[Monitor]	[Results]
<input type="checkbox"/>	gender100	Voice	Stopped (by user)	[Edit]	[Start]	[Monitor]	[Results]
<input type="checkbox"/>	gender100	Voice	Stopped (by user)	[Edit]	[Start]	[Monitor]	[Results]
<input type="checkbox"/>	gender100	Voice	Stopped (by user)	[Edit]	[Start]	[Monitor]	[Results]
<input type="checkbox"/>	gender100	Voice	Stopped (by user)	[Edit]	[Start]	[Monitor]	[Results]
<input type="checkbox"/>	outbound 100 channels test test	Voice	Completed	[Edit]	-	[Monitor]	[Results]

At the bottom left of the table, there is a button labeled 'Delete Selected'.

Illustration 4: Campaigns List View

Add new: User can create a new campaign (see section 4.1.1. Add new campaign below)

Modify: Modify/Edit existing campaign parameters before it starts

Action: Start and Stop Campaigns manually

Monitor: Monitor Live calls of Campaign

Results: Call statistics of completed calls with data that called contact entered

Delete Selected button: Deletes selected campaigns

4.1.1.Add New Campaign

User can access this option from:

1. Click on "Campaign" tab.
2. Click on "Campaign Management" tab.
3. Click on "Add New"
4. Select the type of campaign (e.g. Voice, Fax and SMS)

ICTBroadcast provides all the campaigns into three main categories i.e. Voice, Fax and SMS. Voice Campaign is further categorized into Message, Agent, Interactive, Survey and Inbound campaign types.

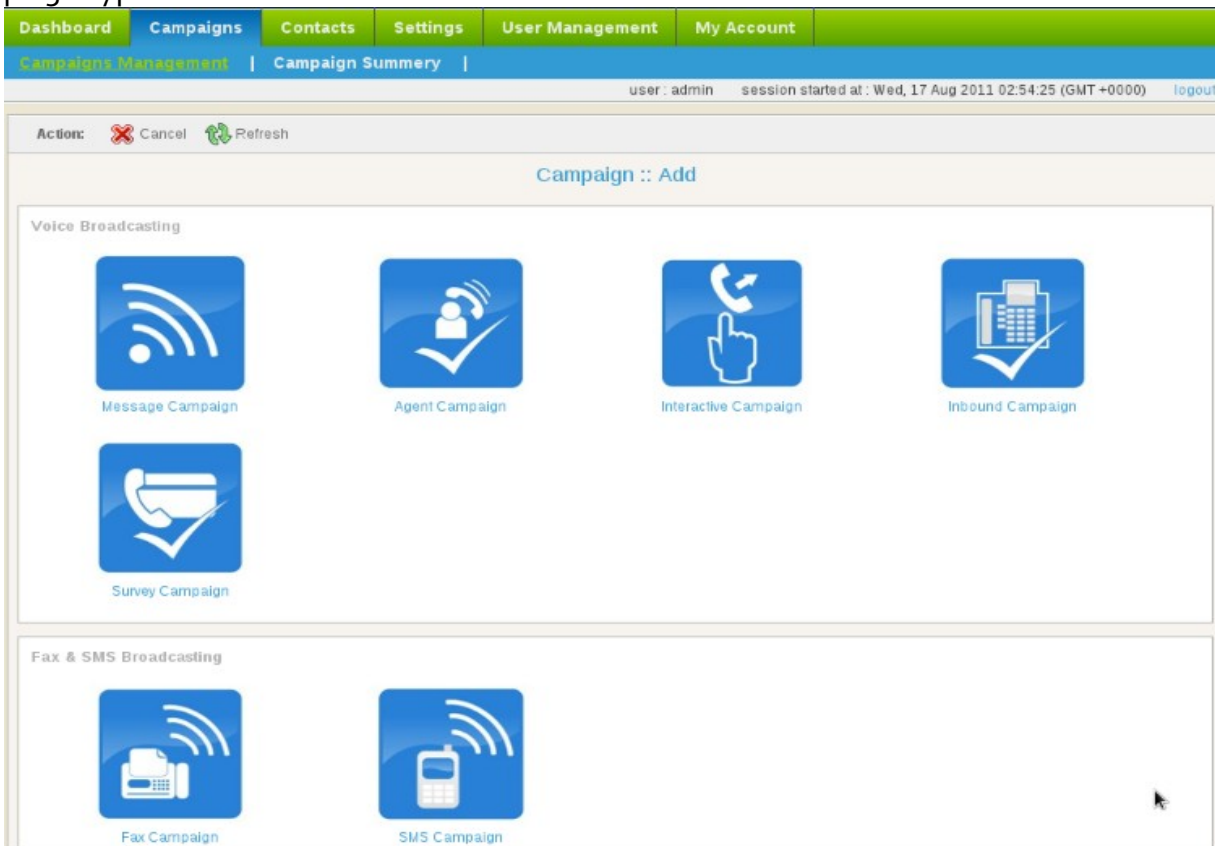


Illustration 5: Add New Campaign

A detailed overview of each of the campaigns shown in figure above is given below. This detail will highlight the purpose of the campaign, how to create it, and its important fields that should be filled.

4.1.2. Voice => Message Campaign

The purpose of this campaign is to broadcast a voice message. This type of campaigns dial numbers from contact list, on answer by the recipient, play recorded voice message and hangup. If user select "Message Campaign" from the figure above. This will open a form that lists all the options and settings for creating this campaign. The general parameters that user need to fill out for any type of campaign are:

Campaign Name:

Name of the campaign for identification

Contact Group:

Select contact group/List of phone numbers that this campaign will dial.

Campaign Mode:

When selected to Normal, it stops campaign after processing all the contacts. When selected to Permanent, it allows campaign to keep running even after processing all the contacts and waiting for new contact in background.

Voice Message:

Select from list of already created / recorded messages.

Introductory Message:

When **enabled**, this field allows the campaign manager to select an introductory message. This introductory message will be played immediately when the recipient receives call.

DNC (Do Not Call) Action:

DNC could be enabled and disabled. When **disabled**, no action is taken. When **enabled**, it will set a key "9" for DNC action. This means that when recipient presses 9 on his phone, his number will be deleted from contact list.

AMD (Answering Machine Detection) Action:

- When it is **disabled**, it ignores Answering Machine.
- When **hang up** is selected, it detects AMD if found then hangup the call otherwise continue normally.
- Third option is to **leave message**, it detects AMD if found then play a different message and hangup. It has another field for Message recorded for answering machine.

Settings:

- **Max. Concurrent Channels:** Maximum number of concurrent channels that said campaign will support
- **Max retries:** Max number of retries to contact the said contact
- **Max call Duration:** Maximum allowed duration for each call. after this duration call will be disconnected automatically , If user is not sure about duration of call let it be

maximum number so that it does not effect call conversation.

Caller ID

- **Caller ID:** Enter Caller ID to use with outgoing calls.
- **Caller Name:** Enter caller name to use with outgoing calls

* Name <input type="text"/> * Contact Group <input type="text" value="[Please select]"/> Campaign Mode <input type="text" value="Normal"/>	
Voice * Message Recording <input type="text" value="recording1"/>	
General Options Introductory Message <input type="text" value="[Disabled]"/> Action on DNC <input type="text" value="[Disabled]"/> Action on AMD <input type="text" value="[Disabled]"/>	
Settings * Max. Concurrent Channels <input type="text" value="1"/> Max. Retries <input type="text" value="[Disabled]"/> * Max. Call Duration in seconds <input type="text" value="600"/> * Max. ring time in seconds <input type="text" value="45"/>	
Caller ID * Caller ID <input type="text" value="11111111"/> Caller Name <input type="text"/>	
Campaign Schedule Start Campaign <input type="text" value="Immediately"/> Stop Campaign <input type="text" value="On Completion"/>	

Illustration 6: Voice -> Message Campaign

Campaign Schedule:

- **Start campaign:** Schedule campaign start it has following options
 - Immediately:** Start campaign immediately just after creation
 - On Scheduled Time:** Start campaign on selected data and time
- **Stop/Pause campaign:** Schedule campaign stop time it has following options
 - When Done:** Stop campaign when every thing is completed
 - On Scheduled Time:** Stop campaign on selected data and time

Click on "Save" button on top to start the campaign.

4.1.3. Voice => Agent Campaign

This type of campaign dial numbers from contact list and on answer by the recipient, directly forward call to agent/external call center/IVR system. When user selects this campaign, it will open a form that lists all the options and settings for creating this campaign. The general parameters that needs to fill out for this of campaign are:

Campaign Name:

Name of the campaign for identification

Contact Group:

Select contact group/List of phone numbers that this campaign will dial.

Campaign Mode:

When selected to Normal, it stops campaign after processing all the contacts. When selected to Permanent, it allows campaign to keep running even after processing all the contacts and waiting for new contact in background.

Voice Message:

Select from list of already created / recorded messages.

Introductory Message:

When **enabled**, this field allows the campaign manager to select an introductory message. This introductory message will be played immediately when the recipient receives call.

DNC (Do Not Call) Action:

DNC could be enabled and disabled. When **disabled**, no action is taken. When **enabled**, it will set a key "9" for DNC action. This means that when recipient presses 9 on his phone, his number will be deleted from contact list.

Agent Extensions:

This field shows extension on which calls will be placed. The extension may be forwarded to agents or external call center or any IVR system for further handling of call.

AMD (Answering Machine Detection) Action:

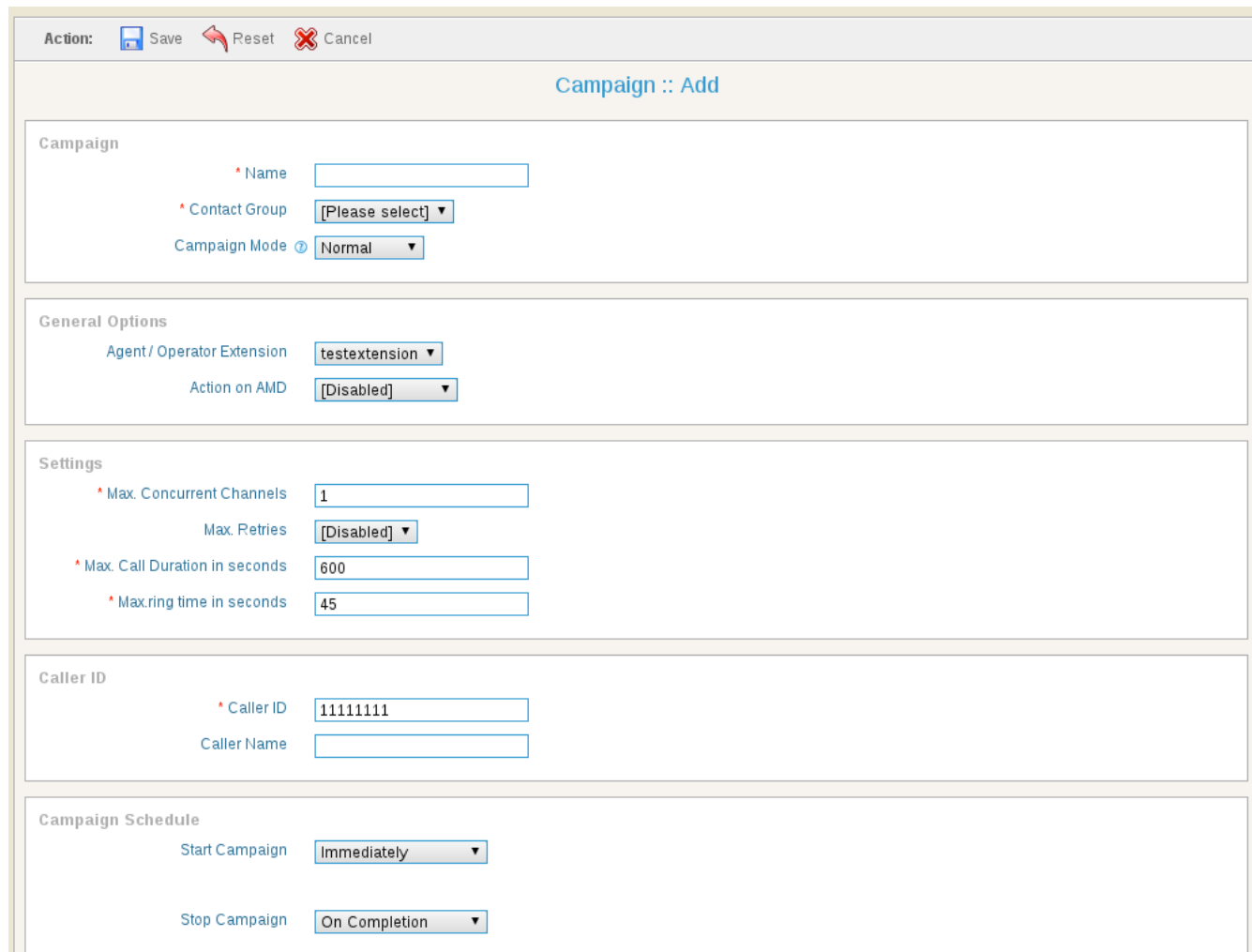
- When it is **disabled**, it ignores Answering Machine.
- When **hang up** is selected, it detects AMD if found then hangup the call




otherwise continue normally.

- Third option is to **leave message**, it detects AMD if found then play a different message and hangup. It has a field for Message recorded for answering machine

Settings:

- **Max. Concurrent Channels:** Maximum number of concurrent channels that said campaign will support
- **Max retries:** Max number of retries to contact the said contact



Action:  Save  Reset  Cancel

Campaign :: Add

Campaign

* Name

* Contact Group

Campaign Mode

General Options

Agent / Operator Extension

Action on AMD

Settings

* Max. Concurrent Channels

Max. Retries

* Max. Call Duration in seconds

* Max.ring time in seconds

Caller ID

* Caller ID

Caller Name

Campaign Schedule

Start Campaign

Stop Campaign

Illustration 7: Voice -> Agent Campaign

- **Max call Duration:** Maximum allowed duration for each call. after this duration call will be disconnected automatically , If user is not sure about duration of call let it be maximum number so that it does not effect call conversation.

Caller ID:

- **Caller ID:** Enter Caller ID to use with outgoing calls.
- **Caller Name:** Enter caller name to use with outgoing calls

Campaign Schedule:

- **Start campaign:** Schedule campaign start it has following options
 - a) **Immediately:** Start campaign immediately just after creation
 - b) **On Scheduled Time:** Start campaign on selected data and time
- **Stop/Pause campaign:** Schedule campaign stop time it has following options
 - a) **When Done:** Stop campaign when every thing is completed
 - b) **On Scheduled Time:** Stop campaign on selected data and time

Click on "Save" button on top to start the campaign.

4.1.4. Voice => Interactive Campaign

This option enable user to create an interactive campaign. This type of campaign dials number from contact list, on answer by the recipient, play recorded message and if recipient presses desired key, it forwards recipient to a live agent for further call handling. When user selects this type of campaign, it will open a form that lists all the options and settings for creating this campaign. The general parameters that needs to fill out for this of campaign are:

Campaign Name:

Name of the campaign for identification

Contact Group:

Select contact group/List of phone numbers that this campaign will dial.

Campaign Mode:

When selected to Normal, campaign stops after processing all the contacts. When selected to Permanent, it allows campaign to keep running even after processing all the contacts and waiting for new contact in background.

Voice Message:

Select from list of already created / recorded messages.

Introductory Message:

When **enabled**, this field allows the campaign manager to select an introductory message. This introductory message will be played immediately when the recipient receives call.

DNC (Do Not Call) Action:

DNC could be enabled and disabled. When **disabled**, no action is taken. When **enabled**, it will set a key "9" for DNC action. This means that when recipient presses 9 on his phone, his number will be deleted from contact list.

Required Input Key:

This defines on which key the system should transfer call to Agent/Extensions

Agent Extensions:

This field shows extension on which calls will be placed. The extension may be forwarded to agents or external call center or any IVR system for further handling of call.

AMD Action: (Answering Machine Detection)

- When it is **disabled**, it ignores Answering Machine.
- When **hang up** is selected, it detects AMD if found then hangup the call otherwise continue normally.
- Third option is to **leave message**, it detects AMD if found then play a different message and hangup. It has another field for Message recorded for answering machine

Campaign	
* Name	<input type="text"/>
* Contact Group	[Please select] ▼
Campaign Mode ⓘ	Normal ▼
Voice	
* Message Recording	recording1 ▼
General Options	
Introductory Message	[Disabled] ▼
Action on DNC ⓘ	[Disabled] ▼
Required input key ⓘ	[None] ▼
Agent / Operator Extension	testextension ▼
Action on AMD	[Disabled] ▼
Settings	
* Max. Concurrent Channels	1
Max. Retries	[Disabled] ▼
* Max. Call Duration in seconds	600
* Max. ring time in seconds	45
Caller ID	
* Caller ID	11111111
Caller Name	<input type="text"/>

Illustration 8: Voice -> Interactive Campaign

Settings:

- **Max. Concurrent Channels:** Maximum number of concurrent channels that said campaign will support
- **Max retries:** Max number of retries to contact the said contact
- **Max call Duration:** Maximum allowed duration for each call. after this duration call will be disconnected automatically , If user is not sure about duration of call let it be

maximum number so that it does not effect call conversation.

Caller ID:

- **Caller ID:** Enter Caller ID to use with outgoing calls.
- **Caller Name:** Enter caller name to use with outgoing calls

Campaign Schedule:

- **Start campaign:** Schedule campaign start it has following options
 - a) **Immediately:** Start campaign immediately just after creation
 - b) **On Scheduled Time:** Start campaign on selected data and time
- **Stop/Pause campaign:** Schedule campaign stop time it has following options
 - a) **When Done:** Stop campaign when every thing is completed
 - b) **On Scheduled Time:** Stop campaign on selected data and time

Click on "Save" button on top to start the campaign.

4.1.5. Voice => Inbound Campaign

This option enables user to create an inbound campaign. This type of campaign works like IVR system. User publishes incoming numbers (DIDs) and interested callers call this/these number and listen a prerecorded voice message. If caller presses desired key, the call will be forwarded to live agents for further call handling. When user selects this campaign, it will open a form that lists all the options and settings for creating this campaign. The general parameters that need to fill out for this of campaign are:

Campaign Name:

Name of the campaign for identification

Contact Group:

Select contact group/List of phone numbers that this campaign will dial.

Campaign Mode:

When selected to Normal, campaign stops after processing all the contacts. When selected to Permanent, it allows campaign to keep running even after processing all the contacts and waiting for new contact in background.

DID:

Direct Inward Dialing. This field allows user to select DID number which will handle incoming calls from contacts.

Voice Message:

Select from list of already created / recorded messages.

Introductory Message:

When **enabled**, this field allows the campaign manager to select an introductory message. This introductory message will be played immediately when the recipient receives call.

DNC (Do Not Call) Action:

DNC could be enabled and disabled. When **disabled**, no action is taken. When **enabled**, it will set a key "9" for DNC action. This means that when recipient presses 9 on his phone, his number will be deleted from contact list.

Required Input Key:

This defines on which key the system should transfer call to Agent/Extensions

Agent Extensions:

This field shows extension on which calls will be placed. The extension may be forwarded to agents or external call center or any IVR system for further handling of call.

AMD Action: (Answering Machine Detection)

- When it is **disabled**, it ignores Answering Machine.
- When **hang up** is selected, it detects AMD if found then hangup the call otherwise continue normally.
- Third option is to **leave message**, it detects AMD if found then play a different message and hangup. It has another field for Message recorded for answering machine

Action: Save Reset Cancel

Campaign :: Add

Campaign

* Name

* Contact Group

Campaign Mode

DID

* DID Number

Voice

* Message Recording

General Options

Introductory Message

Action on DNC

Required input key

Agent / Operator Extension

Action on AMD

Illustration 9: Voice -> Inbound Campaign

Click on "Save" button on top to start the campaign.

4.1.6. Voice => Survey Campaign

The purpose of this campaign is to make survey/polls. This type of campaign dials number from contact list, on answer by the recipient, ask set of questions and their responses from recipient and prepares report for further analysis. When user selects this campaign, it will open a form that lists all the options and settings for creating this campaign. The general parameters that needs to fill out for this of campaign are:

Campaign Name:

Name of the campaign for identification

Contact Group:

Select contact group/List of phone numbers that this campaign will dial.

Campaign Mode:

When selected to Normal, campaign stops after processing all the contacts. When selected to Permanent, it allows campaign to keep running even after processing all the contacts and waiting for new contact in background.

Voice Message:

Select from list of already created / recorded messages.

Introductory Message:

When **enabled**, this field allows the campaign manager to select an introductory message. This introductory message will be played immediately when the recipient receives call.

DNC (Do Not Call) Action:

DNC could be enabled and disabled. When **disabled**, no action is taken. When **enabled**, it will set a key "9" for DNC action. This means that when recipient presses 9 on his phone, his number will be deleted from contact list.

AMD (Answering Machine Detection) Action:

- When it is **disabled**, it ignores Answering Machine.
- When **hang up** is selected, it detects AMD if found then hangup the call otherwise continue normally.
- Third option is to **leave message**, it detects AMD if found then play a different message and hangup. It has another field for Message recorded for answering machine

Survey Questions:

This field allows user to select number of questions in survey. At the moment, maximum of 10 questions are supported. Once user selected the number of questions, a question field is displayed that allows user to select recorded question and then

configure desired responses.

Settings:

- **Max. Concurrent Channels:** Maximum number of concurrent channels that said campaign will support
- **Max retries:** Max number of retries to contact the said contact
- **Max call Duration:** Maximum allowed duration for each call. after this duration call will be disconnected automatically , If user is not sure about duration of call let it be maximum number so that it does not effect call conversation.

Caller ID:

- **Caller ID:** Enter Caller ID to use with outgoing calls.
- **Caller Name:** Enter caller name to use with outgoing calls

Campaign Schedule:

- **Start campaign:** Schedule campaign start it has following options
 - a) **Immediately:** Start campaign immediately just after creation
 - b) **On Scheduled Time:** Start campaign on selected data and time
- **Stop/Pause campaign:** Schedule campaign stop time it has following options
 - a) **When Done:** Stop campaign when every thing is completed
 - b) **On Scheduled Time:** Stop campaign on selected data and time

Click on "Save" button on top to start the campaign.

Campaign

Name

Contact Group

Campaign Mode

Voice

Message Recording

General Options

Introductory Message

Action on DNC

Action on AMD

Survey

Survey Questions

Question # 1

Question # 2

Settings

Max. Concurrent Channels

Max. Retries

Max. Call Duration in seconds

Max. ring time in seconds

Caller ID

Illustration 10: Voice -> Survey Campaign

4.1.7. Fax Campaign

This option allows user to create Fax Campaign. This type of campaign dial numbers from contact lists and on answer by the recipient, transfers fax documents. When user selects this campaign, it will open a form that lists all the options and settings for creating this campaign. The general parameters that needs to fill out for this of campaign are:

Campaign Name:

Name of the campaign for identification

Contact Group:

Select contact group/List of phone numbers that this campaign will dial.

Campaign Mode:

When selected to Normal, campaign stops after processing all the contacts. When selected to Permanent, it allows campaign to keep running even after processing all the contacts and waiting for new contact in background.

Fax Document:

Select from list of already uploaded fax documents.

Settings:




- **Max. Concurrent Channels:** Maximum number of concurrent channels that said campaign will support
- **Max retries:** Max number of retries to contact the said contact
- **Max call Duration:** Maximum allowed duration for each call. after this duration call will be disconnected automatically , If user is not sure about duration of call let it be maximum number so that it does not effect call conversation.

Caller ID:

- **Caller ID:** Enter Caller ID to use with outgoing calls.
- **Caller Name:** Enter caller name to use with outgoing calls

Campaign Schedule:

- **Start campaign:** Schedule campaign start it has following options
 - a) **Immediately:** Start campaign immediately just after creation
 - b) **On Scheduled Time:** Start campaign on selected data and time
- **Stop/Pause campaign:** Schedule campaign stop time it has following options
 - a) **When Done:** Stop campaign when every thing is completed
 - b) **On Scheduled Time:** Stop campaign on selected data and time

Action:  Save  Reset  Cancel

Campaign :: Add

Campaign

*

 Name

*

 Contact Group

[Please select]

▼

Campaign Mode

Normal

▼

FAX

*

 FAX Document

test fax document

▼

Settings

*

 Max. Concurrent Channels

Max. Retries

[Disabled]

▼

*

 Max. Call Duration in seconds

*

 Max. ring time in seconds

Caller ID

*

 Caller ID

Caller Name

Campaign Schedule

Start Campaign

Immediately

▼

Stop Campaign

On Completion

▼

Illustration 11: Fax Campaign

Click on "Save" button on top to start the campaign.

4.1.8. SMS Campaign

This option allows user to create SMS Campaign. This type of campaign dials numbers from contact list and send SMS messages to all recipients. When user selects this campaign, it will open a form that lists all the options and settings for creating this campaign. The general parameters that needs to fill out for this of campaign are:

Campaign Name:

Name of the campaign for identification

Contact Group:

Select contact group/List of phone numbers that this campaign will dial.

Campaign Mode:

When selected to Normal, campaign stops after processing all the contacts. When selected to Permanent, it allows campaign to keep running even after processing all the contacts and waiting for new contact in background.

SMS Message:

Select from list of already created SMS messages.

Settings:




- **Max. Concurrent Channels:** Maximum number of concurrent channels that said campaign will support
- **Max retries:** Max number of retries to contact the said contact
- **Max call Duration:** Maximum allowed duration for each call. after this duration call will be disconnected automatically , If user is not sure about duration of call let it be maximum number so that it does not effect call conversation.

Caller ID:

- **Caller ID:** Enter Caller ID to use with outgoing calls.
- **Caller Name:** Enter caller name to use with outgoing calls

Campaign Schedule:

- **Start campaign:** Schedule campaign start it has following options
 - a) **Immediately:** Start campaign immediately just after creation
 - b) **On Scheduled Time:** Start campaign on selected data and time
- **Stop/Pause campaign:** Schedule campaign stop time it has following options
 - a) **When Done:** Stop campaign when every thing is completed
 - b) **On Scheduled Time:** Stop campaign on selected data and time

Action:  Save  Reset  Cancel

Campaign :: Add

Campaign

*

 Name

*

 Contact Group

[Please select]

▼

Campaign Mode

Normal

▼

SMS

*

 Text Message

sms

▼

Settings

*

 Max. Concurrent Channels

Max. Retries

[Disabled]

▼

*

 Max. Call Duration in seconds

*

 Max. ring time in seconds

Caller ID

*

 Caller ID

Caller Name

Campaign Schedule

Start Campaign

Immediately

▼

Stop Campaign

On Completion

▼

Illustration 12: SMS Campaign

Click on "Save" button on top to start the campaign.

4.2. Campaign Summary

Campaign Summary option provides user a chart view of campaign status. It shows the Answered calls, Not Answered calls, Failed, Not Called, congestion etc.

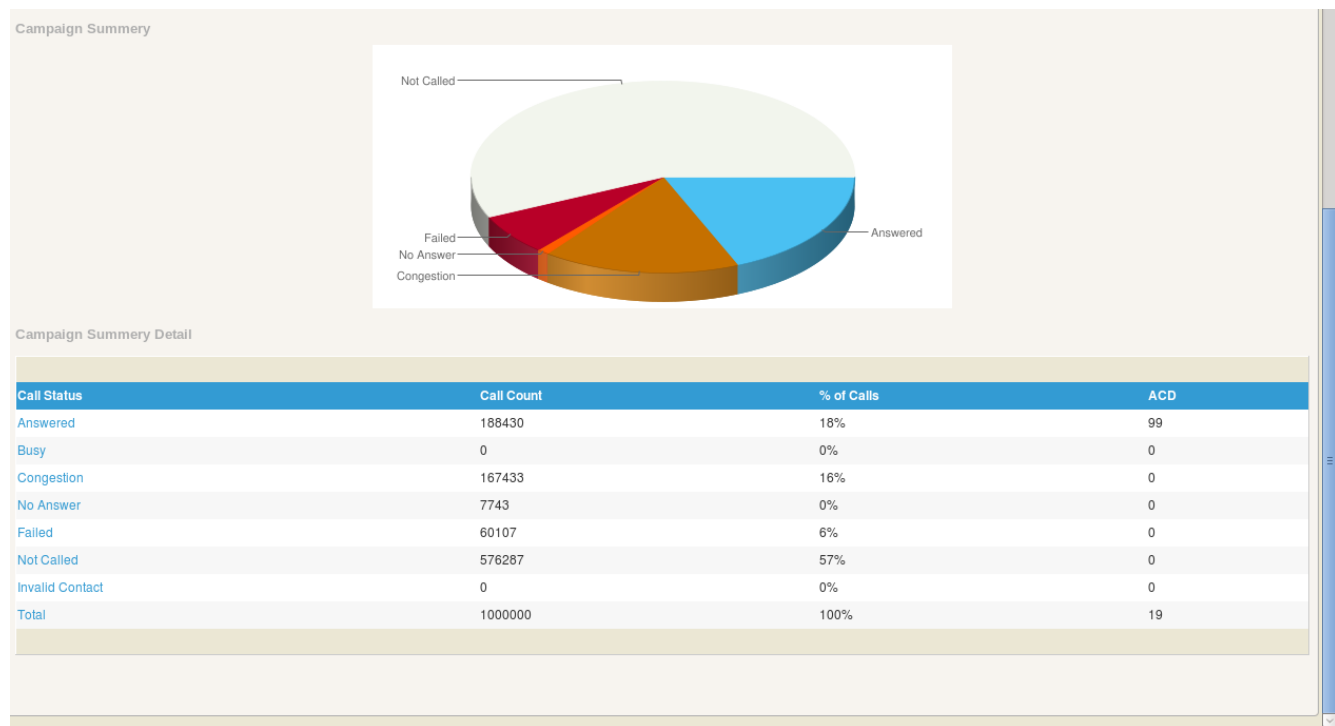


Illustration 13: Campaign Summary

5. Contacts

ICTBroadcast allows user to manage contacts. Contacts can be grouped together into a contact group. Contacts are basically telephone numbers to be dialed. A contact group can have telephone numbers of multiple destinations/countries. User can also manage regions, countries, and destinations for call termination to a particular group or contact.

5.1. Contact Groups

Following figure shows required fields for creating a contact group into the system.

Title:

Title allows user to distinguish between different contact groups.

Description:

Description allows to further elaborate contact group if title is not enough meaning.

Regions:

Regions lists all the continents and major regions within those continents.

Country:

user can select countries of his/her choice.

Allowed Destinations: This field shows user the allowed destinations from selected regions and country within that region. However, user can see all the allowed destinations if he/she select all regions and all countries option. user can select or remove any number of desired destinations for particular contact group. So that contact group will have only contacts to and from selected destinations.

The screenshot shows the 'Contact Group :: Add' form. At the top, there is a navigation bar with tabs: Dashboard, Campaigns, Contacts, Settings, User Management, and My Account. Below this is a sub-navigation bar with links: Contact Groups, Contacts, Regions, Countries, and Destinations. The user is logged in as 'admin' and the session started at 'Wed, 17 Aug 2011 02:54:25 (GMT+0000)'. The form has an 'Action:' section with 'Save', 'Reset', and 'Cancel' buttons. The main form area is titled 'Contact Group :: Add'. It contains a 'Description' section with a 'Title' field and a 'Description' text area. Below this is the 'Destination Rules' section, which includes 'Region' and 'Country' dropdown menus. Under 'Allowed Destinations', there is a list of available destinations: Afghanistan (+93), Afghanistan Mobile (+9375), Afghanistan Mobile AWCC (+93700), Afghanistan Mobile AWCC (+93707), Afghanistan Mobile Etisalat (+93786), Afghanistan Mobile Etisalat (+93788), Afghanistan Mobile MTN (+9377), Afghanistan Mobile Roshan (+93797), Afghanistan Mobile Roshan (+93799), and Albania (+355). There are 'select all' and 'remove all' buttons at the bottom of the list.

Illustration 14: Contact Groups

5.2. Contacts

A contact is a phone number other personal information.

The screenshot shows the 'Contact :: List' form. At the top, there is a navigation bar with tabs: Dashboard, Campaigns, Contacts, Settings, User Management, and My Account. Below this is a sub-navigation bar with links: Contact Groups, Contacts, Regions, Countries, and Destinations. The user is logged in as 'admin' and the session started at 'Wed, 17 Aug 2011 02:54:25 (GMT+0000)'. The form has an 'Action:' section with 'Add new', 'Import', 'Find Duplicate', 'Find Invalid', and 'Refresh' buttons. The main form area is titled 'Contact :: List'. It contains a 'Filter Settings' section with 'User' and 'Contact Group' dropdown menus, and 'Name' and 'Phone' text input fields. There are 'Search' and 'Reset' buttons at the bottom of the filter settings.

Illustration 15: Manage Contacts

Add new:

Allows user to enter a contact in a particular contact group by clicking on add new button.

Import:

This option enables user to import contact list from external text or CSV file by clicking on "import" button. The format of external file needs to be in CSV (comma separated values) format as show below:

923330000000, First Name, Last name, email@domain.com, address, custome value 1, custome value 2, custome value 3, comments

923331111111, First Name, Last Name, other@domain.com, address, custome value 1, custome value 2, custome value 3, comments

...

First field is phone number that is mandatory while other fields are optional. Which means user can create a contact list simply using following format:

923300000000

923331111111

...

Find Duplicate:

This option enable userto find duplicate contacts.

Find Invalid:

This option enable user to find invalid contacts form list. Invalid contacts will be defined as contacts that does not match with pre-selected destinations of contact group.

5.3. DNC Contacts

DNC Contacts are the contacts that user do not want to call. User can apply this DNC list on original contact list and it will filter out and eliminate those contacts from contact list which

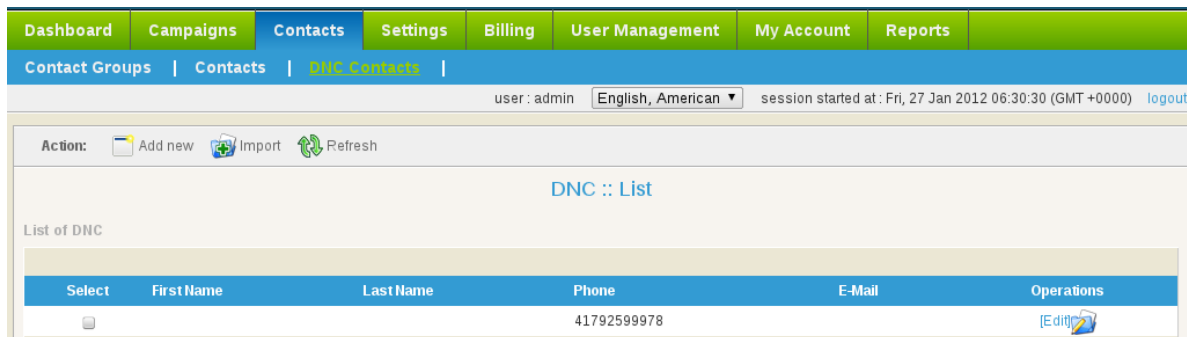


Illustration 16: DNC Contacts

are present in the DNC list.

6. Settings

This is very important area of ICTBroadcast. It allows user to manage Extensions, Trunks, DID's, Recordings, SMS and Faxes. All these options are required when user need to create a campaign. In other words, whenever user want to create a campaign of his/her choice, user first need to come to settings to upload some recordings, SMS or faxes, user may need to add trunks for call termination, user may need DID's if he/she want to create inbound campaign etc.

6.1. Agent/Extensions

Agent/Extensions form allows user to enter extension name, password, SIP or IAX protocol, and forwarding. This setting is required for Agent Campaigns or Interactive Campaigns. User can forward any extension to external call center or IVR System.

Illustration 17: Agent/Extensions

6.2. Service Provider/ Trunks

Service Provider/Trunks is basically a call termination point. A trunk is an interface that enable users to connect with interested recipients using VOIP or PSTN networks. So user will provide trunk details here.

Trunk:

- **Trunk Name:** Name of the trunk
- **Type:** Inbound, Outbound, or Inbound and Outbound both
- **Status:** Active or Disabled

- **Weight:** weight sets priority of trunk. Trunks with lower values will be preferred from others while doing route selection

Settings:

- **Gateway type:** Asterisk for voip and Kannel for SMS
- **Max Channel Capacity:** Number of maximum channel allowed
- **Dial Prefix:** If any prefix required by this trunk

Trunk Configuration:

- **Protocol Type:** IAX or SIP
- **Register String:** Only if asked or required by trunk
- **Setting:** Type, host, user and password for connecting to this trunk
- **Dial String(default):**
 - SIP dial string: SIP/%phone/%trunk
 - IAX dial string: IAX/username/%trunk/%phone
 - Kannel dial string: to=%phone&smcsc=%trunk

Action: Save Reset Cancel

Trunk :: Add

Trunk

* Trunk Name

Type

Status

Weight

Settings

Gateway Type

Voice ☒

Fax ☒

SMS ☐

* Max Channel Capacity

Dial Prefix

Trunk Configuration

Protocol Type

Register String

Settings

Dial String

Illustration 18: New Service Provider/Trunk

6.3. Inbound DIDs

DID number is the number that caller will dial and the system will receive that call. Following form allows user to enter DID number, its description, and the trunk name that will receive the inbound call for that DID.

Action: Save Reset Cancel

DID :: Add

DID

* DID Number

Description

Settings

Trunk

Illustration 19: DID

6.4. Recordings

This is an area where user will upload recordings. These recordings could be messages, survey questions, introductory message etc. If user don't have recordings. Don't worry, system also provides user with TTS (text-to-speech) feature. Select recording type to Text and write text that user want to play. System will create its recording and that message will be played. System also provides user with a feature to play the sound that user uploaded or written text.

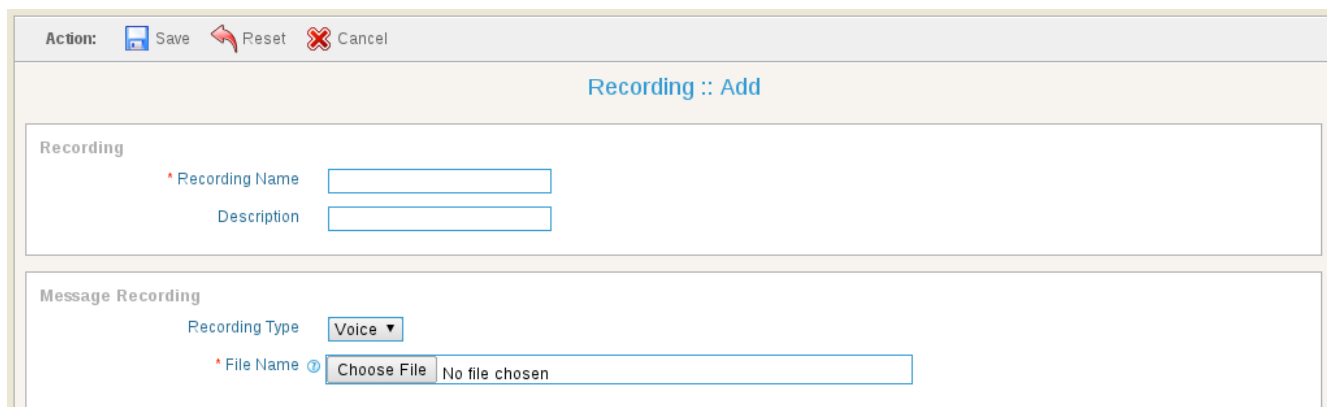


Illustration 20: Recordings

6.4.1. Preparing Voice Recordings

The required format of sound file need to 8 Khz sampling rate , 16 bit mono and supported types is wav file. User can use one of following methods to create 8 khz 16 bit mono wav files

a. Microsoft Windows built-in recording tool "Sound Recorder"

1. Click on "start" button on windows operating system.
2. Click on "All Programs"
3. Click on "Accessories"
4. Click on "Entertainment"
5. Click on "Sound Recorder"
6. Record your voice through mic using start and stop buttons
7. Click on File menu
8. Click on "Save as"
9. Enter proper file name
10. Select "Save as type" as wav file

11. Click on "Change" button to change format to 8khz 16 bit mono
12. Upload saved file to ICTBroadcast as new recording

b. TTS (Text-to-speech) programs

Open source solution like espeak, flite and festival and commercial solutions like cepstral, ispeech and voiceforge. This feature has been added to new version of ICTBroadcast using festival TTS program. Now user just writes text, its audio will be created by system.

Illustration 21: Text-to-speech in ICTBroadcast

c. Open source software audacity for audio recording and editing

d. Professional voice overs from professionals from providers like voice123

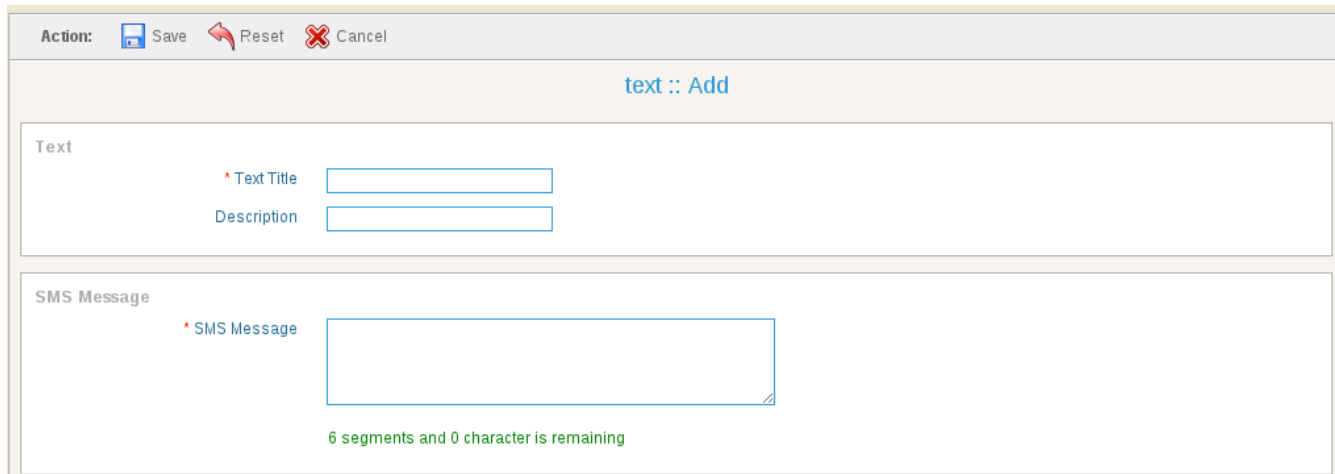
6.5. Fax Documents

This is an area where user will manage **fax** documents. User can also preview fax documents once they are uploaded.

Illustration 22: Fax Documents

6.6. SMS Messages

This is an area where user manages SMS messages. Following form is simple and just requires Text Title for message, description if any, and SMS message that user want to broadcast.



The screenshot shows a web form for adding an SMS message. At the top, there is an 'Action:' bar with three buttons: 'Save' (with a floppy disk icon), 'Reset' (with a circular arrow icon), and 'Cancel' (with a red 'X' icon). Below this bar, the text 'text :: Add' is displayed in blue. The form is divided into two main sections. The first section, titled 'Text', contains two input fields: 'Text Title' (marked with a red asterisk) and 'Description'. The second section, titled 'SMS Message', contains a large text area (marked with a red asterisk) for the message content. Below the text area, a green status message reads '6 segments and 0 character is remaining'.

Illustration 23: SMS Messages

7. User Management

ICTBroadcast Enterprise edition has two basic user roles i.e. Administrator and User. Administrator has all the privileges where as User has some restrictions which includes user management, trunks management, Extensions, DIDs, regions, countries and destination management etc. Following form shows User Management area for Administrator. Administrator can manage user and assign resources to users like Assign Extensions and Assign DIDs.

The screenshot shows the 'User Management' section of the ICTBroadcast interface. At the top, there is a navigation bar with tabs: Dashboard, Campaigns, Contacts, Settings, User Management (selected), and My Account. Below the navigation bar, a blue header bar displays 'User Management |'. The main content area shows the user 'admin' with a session started at 'Wed, 17 Aug 2011 02:54:25 (GMT+0000)' and a 'logout' link. The 'Action:' bar includes 'New User' and 'Refresh' buttons. The 'User :: Browse' section displays a 'List of Users' table.

Select	Username	First Name	Last Name	Email	Balance	Role	Operations
<input type="checkbox"/>	admin	Administrator	admin	none@none.com	0.0000	admin	[Edit] [Assign Extensions] [Assign DIDs]
<input type="checkbox"/>	user	User	user	none@none.com	0.0000	user	[Edit] [Assign Extensions] [Assign DIDs]

Below the table is a 'Delete Selected' button.

Illustration 24: Resource Allocation

Following form below shows the fields required to create a role.

The screenshot shows the 'User :: Add' form. At the top, the 'Action:' bar includes 'Save', 'Reset', and 'Cancel' buttons. The form is divided into several sections:

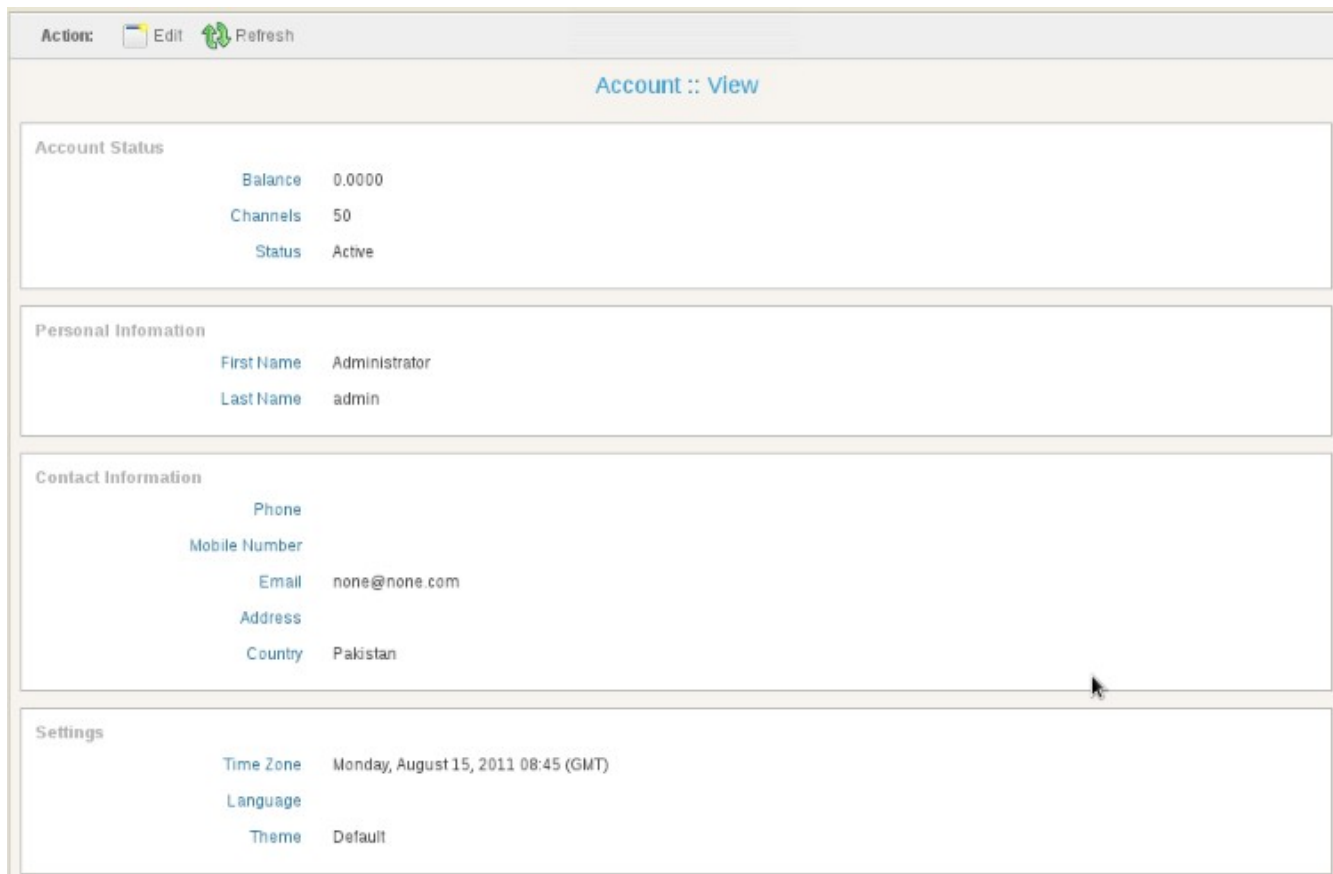
- User:** Fields for 'User Name' (text input), 'User Role' (dropdown menu with 'user' selected), 'Max Allowed Channels' (text input with '1' entered), and 'Status' (dropdown menu with 'Active' selected).
- Password:** Fields for 'Password' (text input with masked characters) and 'Retype Password' (text input).
- Personal Contact Info:** Fields for 'First Name', 'Last Name', 'Phone', 'Mobile', and 'Street Address' (all text inputs).
- Locale Settings:** Fields for 'Timezone offset' (dropdown menu with 'Sunday, August 14, 2011 21:43 (GMT -11:00)' selected), 'Language' (dropdown menu with 'English' selected), and 'Theme' (dropdown menu with 'Default' selected).

Illustration 25: User Management

8. My Account

8.1. My Account

This form provides account status, personal information, contact information, and time zone settings.



The screenshot displays the 'My Account' form with the following sections:

- Action:** Edit (pencil icon), Refresh (circular arrow icon)
- Account :: View** (blue link)
- Account Status**
 - Balance: 0.0000
 - Channels: 50
 - Status: Active
- Personal Information**
 - First Name: Administrator
 - Last Name: admin
- Contact Information**
 - Phone: (empty)
 - Mobile Number: (empty)
 - Email: none@none.com
 - Address: (empty)
 - Country: Pakistan
- Settings**
 - Time Zone: Monday, August 15, 2011 08:45 (GMT)
 - Language: (empty)
 - Theme: Default

Illustration 26: My Account

8.2. Change Password

User can change password in My Accounts -> Change Password form as shown below.



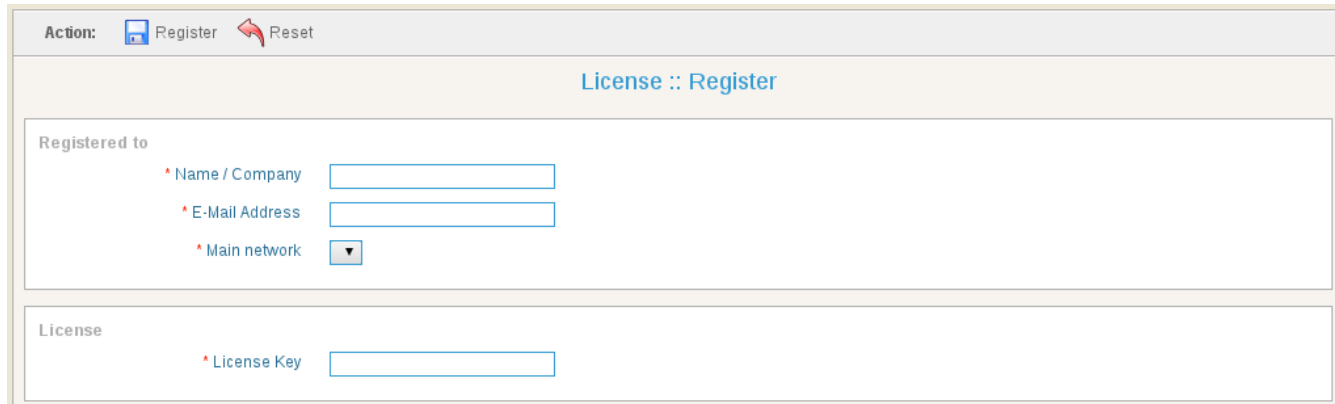
The screenshot displays the 'Change Password' form with the following fields:

- New Password** (label)
- * New Password** (input field)
- * Verify Password** (input field)

Illustration 27: Change Password

8.3. License Upgrade

If user have received our License Key, he/she can upgrade it to the system.



The screenshot shows a web interface for the 'License Upgrade' process. At the top, there is an 'Action:' section with two buttons: 'Register' (with a blue icon) and 'Reset' (with a red icon). Below this, the main heading is 'License :: Register'. The form is divided into two main sections: 'Registered to' and 'License'. The 'Registered to' section contains three fields: 'Name / Company' (text input), 'E-Mail Address' (text input), and 'Main network' (dropdown menu). The 'License' section contains one field: 'License Key' (text input). All fields are marked with a red asterisk, indicating they are required.

Illustration 28: License Upgrade