

ICTBroadcast

Enterprise Edition

User Guide

User Portal

This guide describes functions and usage of User 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 auto-dialer 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.

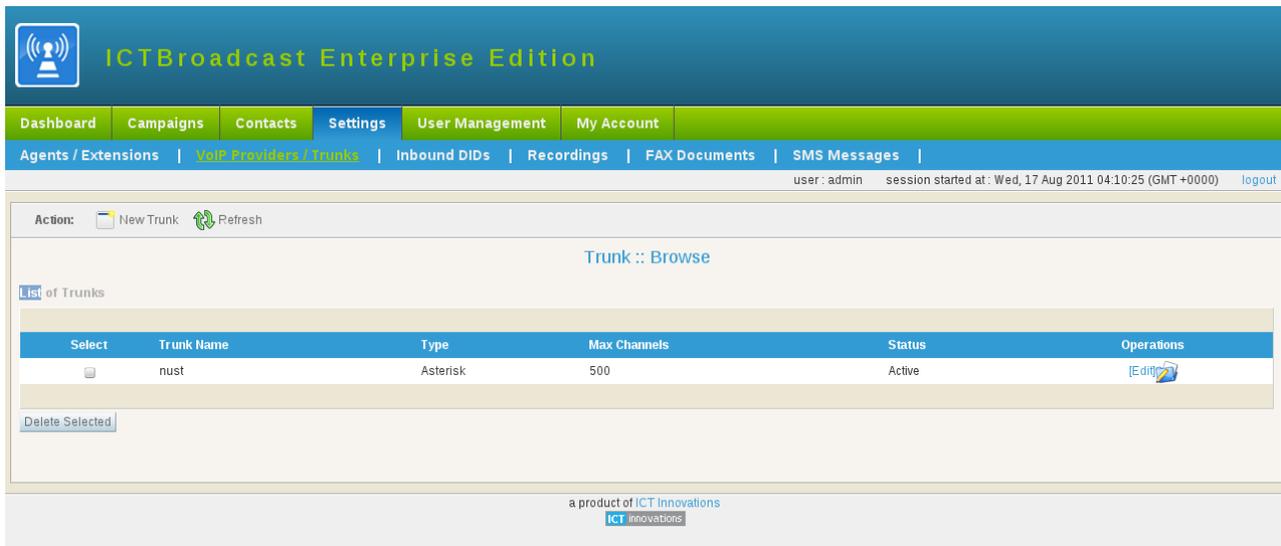


Illustration 1: Admin Portal Login Screen

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.

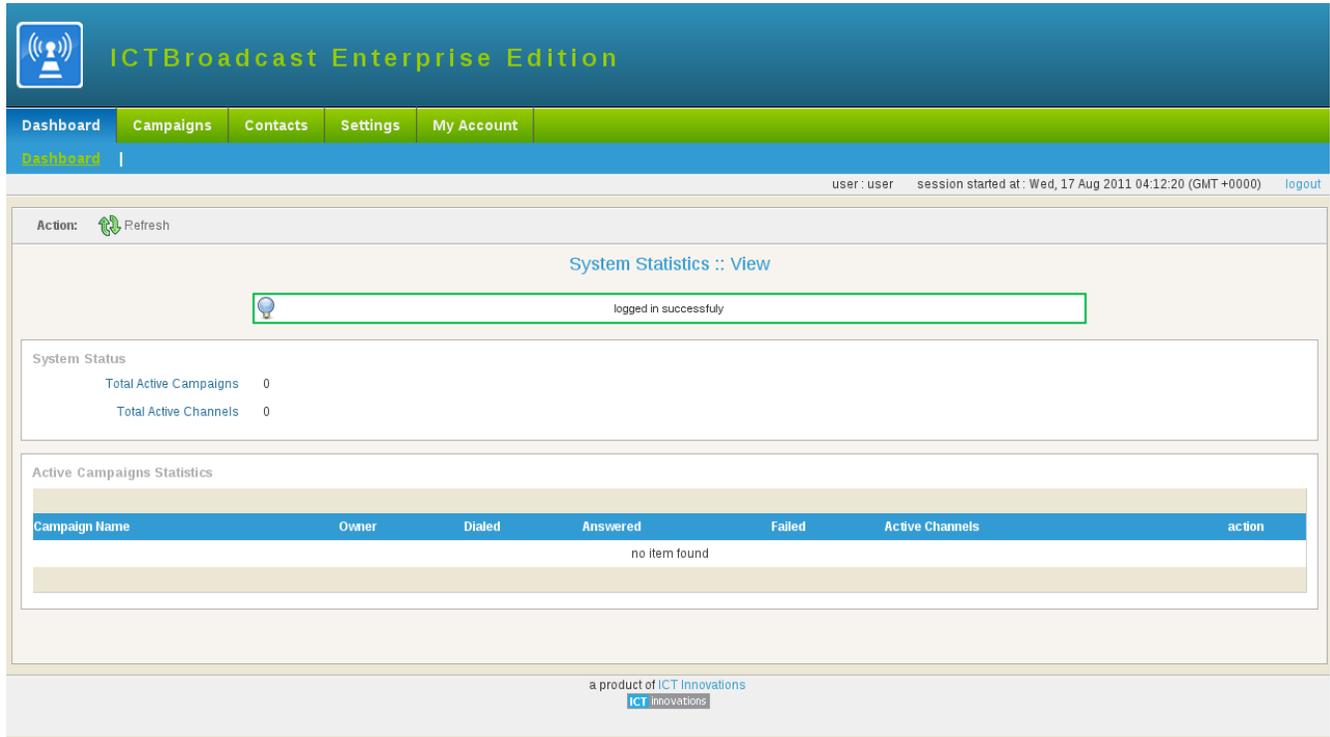


Illustration 2: User Portal Login Screen

3. Dashboard

Dashboard monitor and real time report live user related system statistics like total number of active campaigns and total number of active channels and other information :

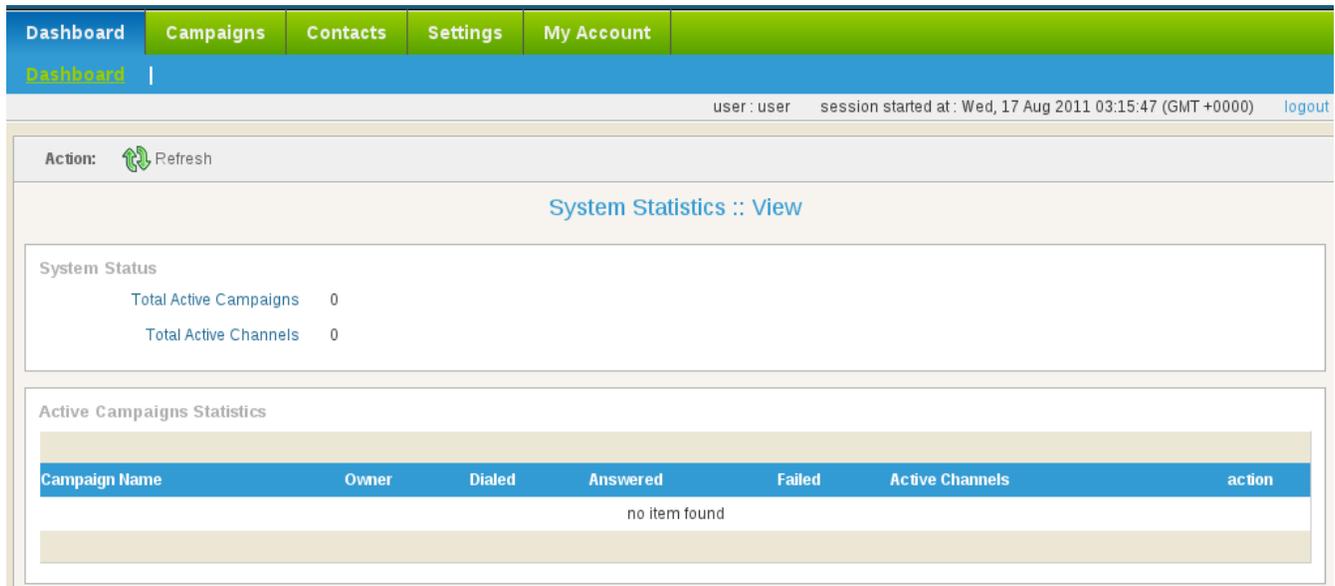


Illustration 3: Dashboard

3.1. System status

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

3.2. 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 campaign section. It has two menu items. That is Campaign Management and Campaign Summary. These two are described below.



Illustration 4: Campaign Menu

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.

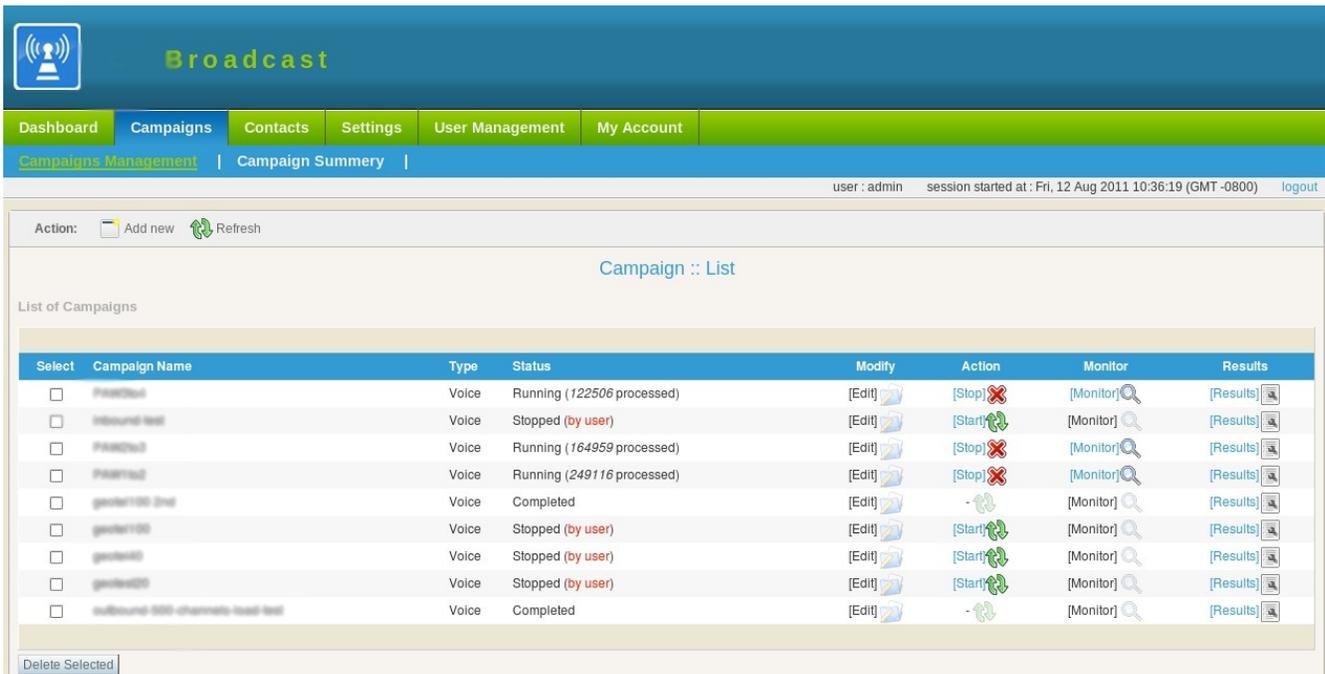


Illustration 5: Campaign List View

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.

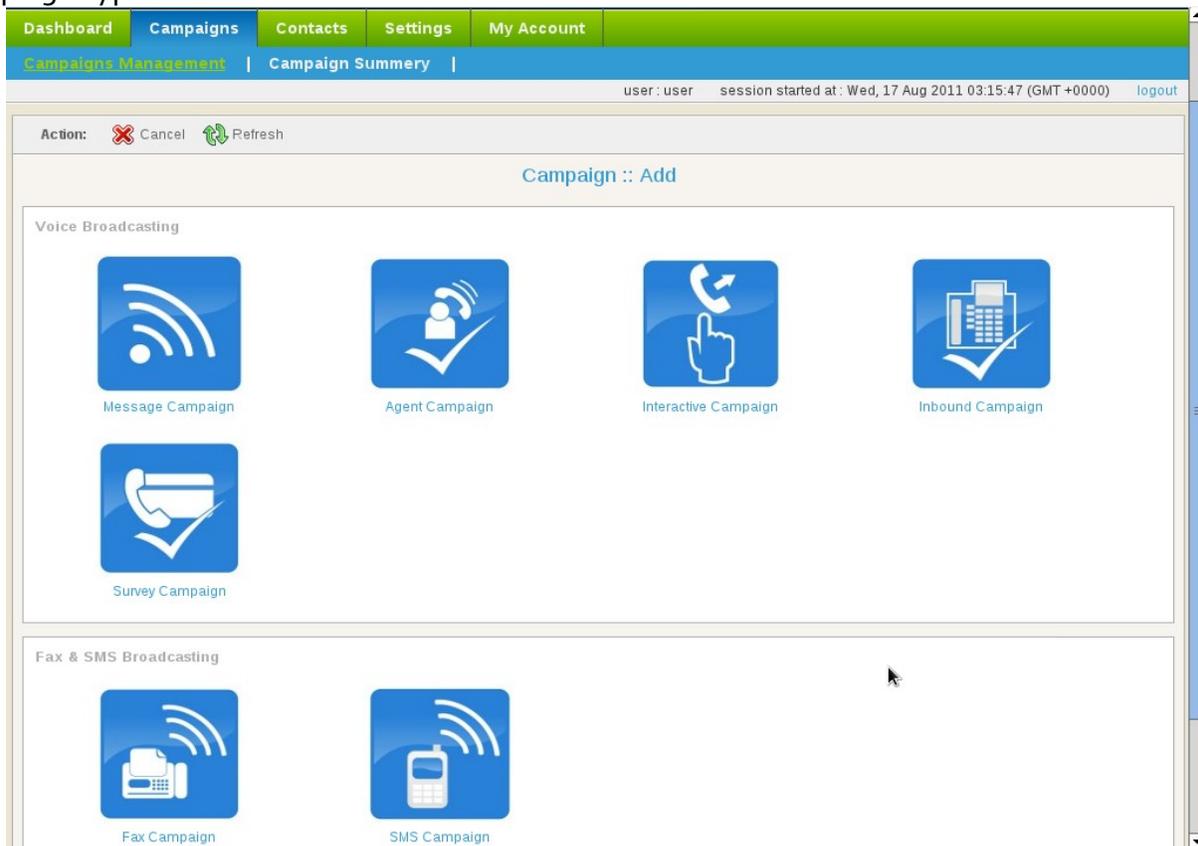


Illustration 7: Add New Campaign

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 8: Voice -> Message Campaign

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.

4.1.3. 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

The screenshot shows a web form titled "Campaign :: Add". At the top, there are three action buttons: "Save", "Reset", and "Cancel". The form is divided into several sections:

- Campaign:** Includes fields for "Name", "Contact Group" (a dropdown menu with "[Please select]"), and "Campaign Mode" (a dropdown menu with "Normal").
- General Options:** Includes "Agent / Operator Extension" (a dropdown menu with "testextension") and "Action on AMD" (a dropdown menu with "[Disabled]").
- Settings:** Includes "Max. Concurrent Channels" (input field with "1"), "Max. Retries" (dropdown menu with "[Disabled]"), "Max. Call Duration in seconds" (input field with "600"), and "Max. ring time in seconds" (input field with "45").
- Caller ID:** Includes "Caller ID" (input field with "11111111") and "Caller Name" (input field).
- Campaign Schedule:** Includes "Start Campaign" (dropdown menu with "Immediately") and "Stop Campaign" (dropdown menu with "On Completion").

Illustration 9: 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	<input type="text" value="1"/>
Max. Retries	[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"/>

Illustration 10: 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

The screenshot shows the 'Campaign :: Add' form with the following fields and values:

- Action:** Save, Reset, Cancel
- Campaign:**
 - Name: [Empty text input]
 - Contact Group: [Please select] (dropdown)
 - Campaign Mode: Normal (dropdown)
- DID:**
 - DID Number: testdid (dropdown)
- Voice:**
 - Message Recording: recording1 (dropdown)
- General Options:**
 - Introductory Message: [Disabled] (dropdown)
 - Action on DNC: [Disabled] (dropdown)
 - Required input key: [None] (dropdown)
 - Agent / Operator Extension: testextension (dropdown)
 - Action on AMD: [Disabled] (dropdown)

Illustration 11: 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 <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]"/>
Survey Survey Questions <input type="text" value="2"/> Question # 1 <input type="text" value="recording1"/> Options Question # 2 <input type="text" value="recording1"/> Options
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

Illustration 12: 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

Campaign Mode

FAX

* FAX Document

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 13: 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

Campaign Mode

SMS

* Text Message

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 14: 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.

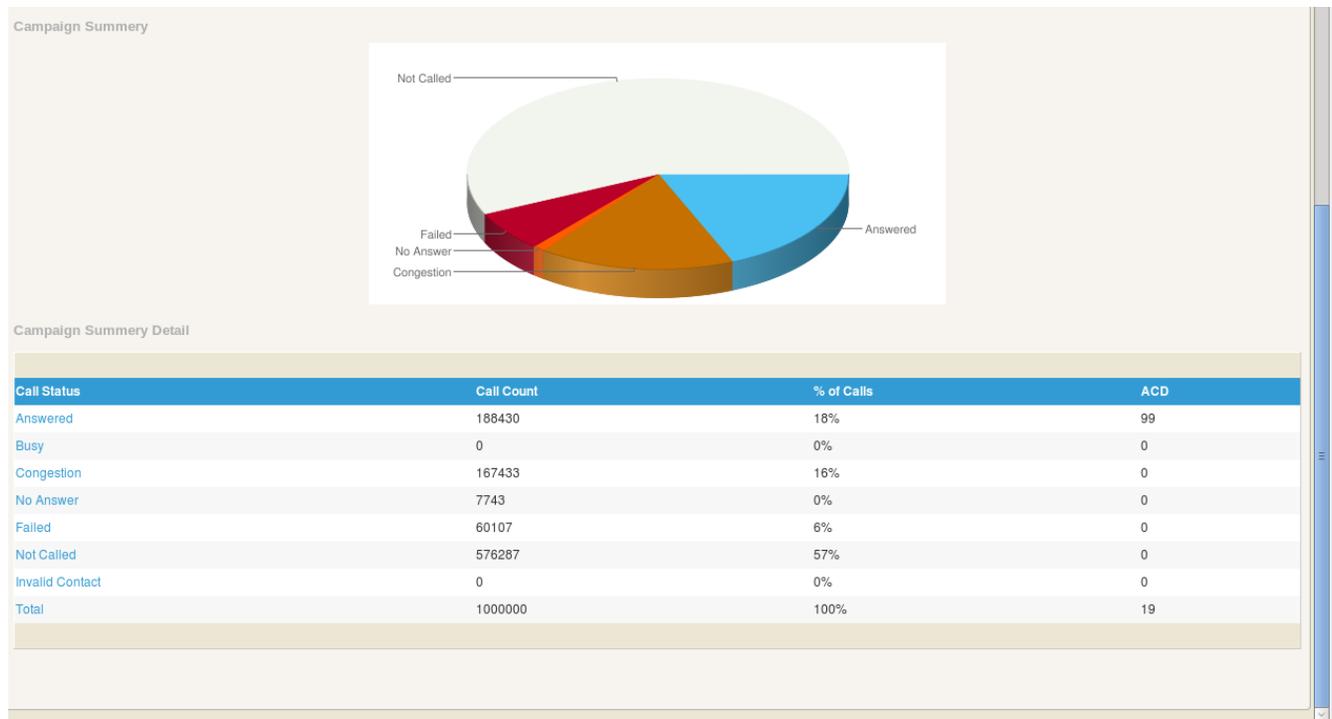


Illustration 15: Campaign Summary

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.



Illustration 16: Contact Menu for User

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.

Dashboard | **Campaigns** | **Contacts** | **Settings** | **My Account**

Contact Groups | Contacts |

user : user session started at : Wed, 17 Aug 2011 03:15:47 (GMT+0000) [logout](#)

Action: Save Reset Cancel

Contact Group :: Add

Description

* Title

Description

Destination Rules

Region

Country

* Allowed Destinations

Available	Selected
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)	
Albania (+355)	

[select all](#) remove all

Illustration 17: Contact Groups

5.2. Contacts

A contact is a phone number with other personal information.

Dashboard | **Campaigns** | **Contacts** | **Settings** | **My Account**

Contact Groups | Contacts |

user : user session started at : Wed, 17 Aug 2011 03:15:47 (GMT+0000) [logout](#)

Action: Add new Import Find Duplicate Find Invalid Refresh

Contact :: List

Filter Settings

Contact Group

Name

Phone

Illustration 18: Manage Contacts

Add new:

System 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, custom value 1, costume value 2, costume value 3, comments

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

...

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

923300000000

923331111111

...

Find Duplicate:

This option enable user to 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.

The screenshot shows a web-based form titled "Destination :: Add". 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 the title bar, the form content is enclosed in a light-colored box. The title "Destination :: Add" is centered at the top of this box. Underneath, the word "Destination" is written in a smaller font. The form contains four fields, each with a red asterisk indicating it is required: "Description" (a text input field), "Prefix" (a text input field), "Carrier Type" (a dropdown menu currently showing "landline"), and "Country" (a dropdown menu currently showing "Afghanistan").

Illustration 19: Destinations

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

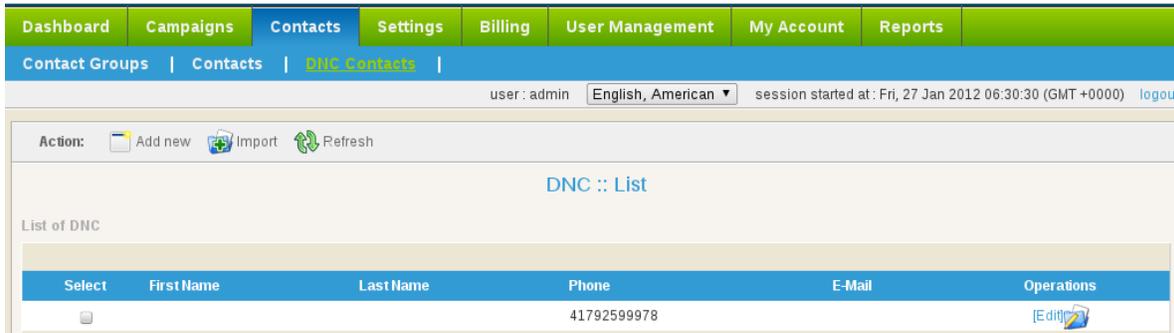


Illustration 20: DNC Contacts

are present in the DNC list.

6. Settings

This is very important area of ICTBroadcast. It allows user to manage Extensions, Trunks, DID, 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 if he/she want to create inbound campaign etc.

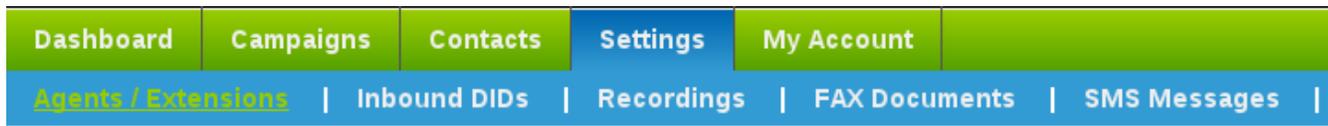


Illustration 21: Settings Menu for User Role

6.1. Agent/Extensions

Agent/Extensions form allows user to view extension name, password, SIP or IAX protocol, and forwarding. When logged in as user role, user cannot create Agent/Extensions. User can only view those Agent/Extensions that are assigned by Admin to this user. User can forward

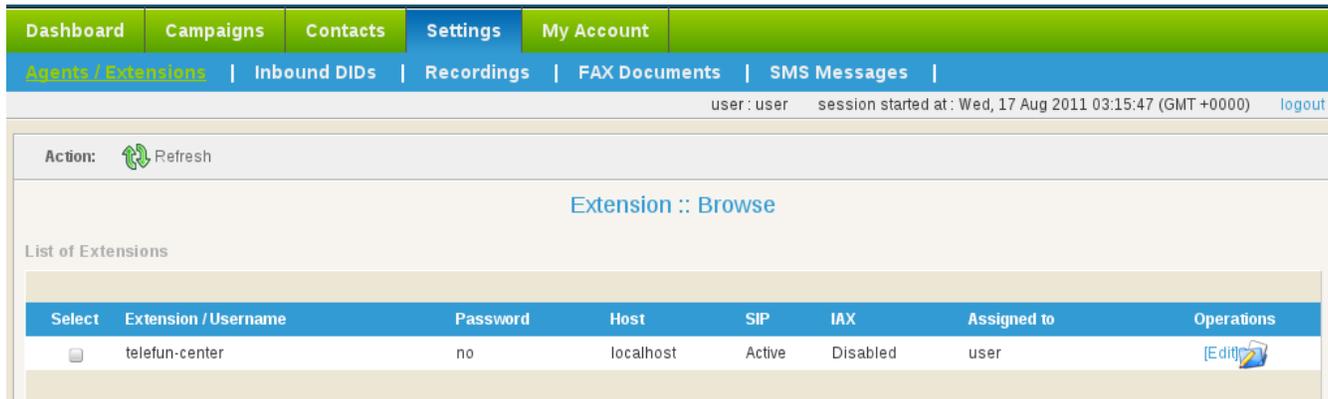


Illustration 22: Agent/Extensions

any extension to external call center or IVR System.

6.2. Inbound DID

DID number is the number that caller will dial and the system will receive that call. Following form allows user to view DID number, its use and Edit operations. A user cannot create DID. User can only view those DID that are assigned by Admin to this user.



Illustration 23: DID

6.3. 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

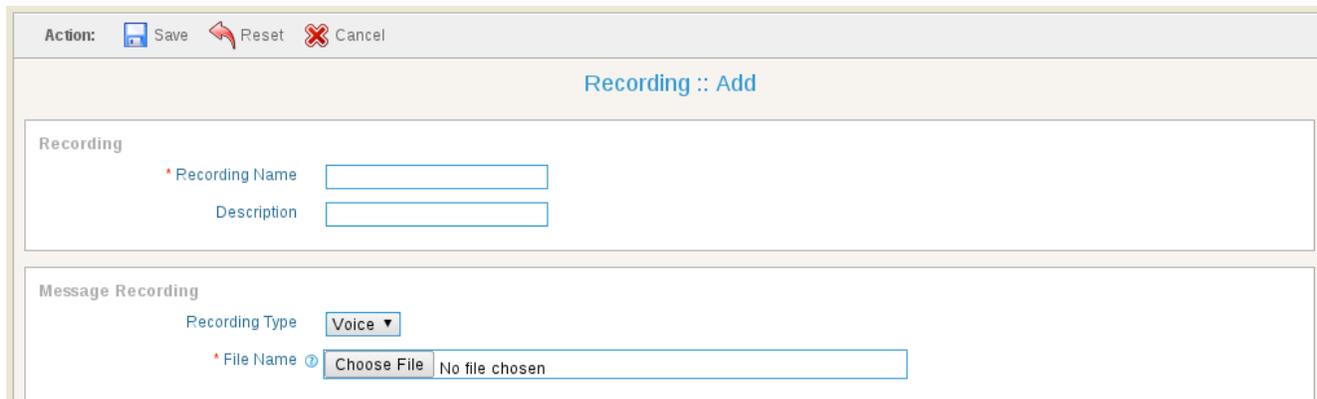


Illustration 24: Recordings

be played. System also provides user with a feature to play the sound that user uploaded or written text.

6.3.1.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 25: 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

6.4. Fax Documents

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

The screenshot shows a web form titled "document :: Add". At the top, there is an "Action:" bar with "Save", "Reset", and "Cancel" buttons. Below this, the form is divided into two sections. The first section, "Document", contains two input fields: "Document Name" (marked with a red asterisk) and "Description". The second section, "FAX Document", contains a "File Name" field (marked with a red asterisk) which includes a "Choose File" button and the text "No file chosen".

Illustration 26: Fax Documents

6.5. 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 titled "text :: Add". At the top, there is an "Action:" bar with "Save", "Reset", and "Cancel" buttons. Below this, the form is divided into two sections. The first section, "Text", contains two input fields: "Text Title" (marked with a red asterisk) and "Description". The second section, "SMS Message", contains a large text area for the "SMS Message" (marked with a red asterisk). Below the text area, there is a green status message: "6 segments and 0 character is remaining".

Illustration 27: SMS Messages

7. My Account

7.1. My Account

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

The screenshot shows a web interface for 'My Account'. At the top, there are 'Action:' buttons for 'Edit' and 'Refresh'. Below this is a header 'Account :: View'. The main content is divided into four sections: 'Account Status', 'Personal Information', 'Contact Information', and 'Settings'. Each section contains a list of attributes and their values.

Account Status	
Balance	0.0000
Channels	50
Status	Active

Personal Information	
First Name	Administrator
Last Name	admin

Contact Information	
Phone	
Mobile Number	
Email	none@none.com
Address	
Country	Pakistan

Settings	
Time Zone	Monday, August 15, 2011 08:45 (GMT)
Language	
Theme	Default

Illustration 28: My Account

7.2. Change Password

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

The screenshot shows a 'Change Password' form. It has a title 'New Password' and two input fields. The first field is labeled '* New Password' and the second is labeled '* Verify Password'. Both fields are currently empty.

Illustration 29: Change Password

7.3. License Upgrade

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

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

Illustration 30: License Upgrade