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- DAHDI v.2.11.1 • LibPRI v.1.6.0 • Amfletec VoiceSync v.1.3.8
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TUTORIALS INCLUDED IN THE MANAGER MANUAL:-

- Initial Dialer Setup- Add a new SIP or IAX phone to the system-
- Add a new Carrier trunk to your system-
- Create a campaign, load leads, add a list, add users and start dialing-
- Change your outbound dialing campaign to use Predictive Dialing-
- Create an inbound-group, point a DID at it, and take calls-
- Set up a remote agent to be able to take calls from an Outbound Campaign or an Inbound

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group- Set up the Audio Store, upload an audio prompt and record a prompt over the phone- Set up your outbound campaign to do Answering Machine Detection(AMD)- Set up an auto-dial campaign to dial without any live agents and play a message- Set up a "press-1" type, or survey, outbound dialing campaign- Set up blended in/outbound calling with your inbound-enabled campaign- Add a VICIdial External-user Agent on their home phone- Add a DID and point it to go to a specific logged-in VICIdial Agent- Add a Call Menu(or IVR) to an Inbound DID and inbound group- Add a "If you know the extension- Add External Phone entry for your mobile phone then live monitor using the Real-time Report- Creating Custom Fields- Brief overview of Cepstral Text To Speech software integration- Configuring Phone Aliases- Configuring Email- Setting Up a Ring-all Ingroup & Phone- Implementing the

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agent_monitor.agi script for agent monitoring

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dialing campaign to use Predictive Dialing - Create an inbound-group, point a DID at it, and take calls - Set up a remote agent to be able to take calls from an Outbound Campaign or an Inbound group - Set up the Audio Store, upload an audio prompt and record a prompt over the phone - Set up your outbound campaign to do Answering Machine Detection(AMD) - Set up an auto-dial campaign to dial without any live agents and play a message - Set up a "press-1" type, or survey, outbound dialing campaign - Set up blended in/outbound calling with your inbound-enabled campaign - Add a VICIdial External-user Agent on their home phone - Add a DID and point it to go to a specific logged-in VICIdial Agent - Add a Call Menu(or IVR) to an Inbound DID and inbound group - Add a "If you know the extension - Add External Phone entry for your mobile phone then live monitor using the Real-time Report -

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Creating Custom Fields - Brief overview of Cepstral Text To Speech software integration - Configuring Phone Aliases - Configuring Email - Setting Up a Ring-all Ingroup & Phone - Implementing the agent_monitor.agi script for agent monitoring, etc...

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The book is incremental and structured in its approach. It starts by clearly describing the basics of PBX systems and of Asterisk itself, on which Trixbox is based. Then the book explains how TrixBox links to, and controls Asterisk. Once the core concepts are understood, the book carefully takes you through each stage of setting up and managing your VoIP system with an abundance of screenshots for easy implementation. Because the book covers the concepts and practices of both telephony and Asterisk, it is suitable for both professional and home users with no prior telecom experience. It's ideal for any user wishing to set up a telephony system for individual or small business usage. No previous knowledge of Trixbox or networking is required, although some basic knowledge of PBX and Linux would be an advantage.

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voicemail options such as storing messages in a database Connect to external services including Google Hangouts, XMPP, and calendars Incorporate Asterisk features and functions into a relational database to facilitate information sharing Learn how to use Asterisk's security, call routing, and faxing features Monitor and control your system with the Asterisk Manager Interface (AMI)

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