

astGUIClient / VICIDIAL project

<http://astguiclient.sf.net> - <http://astguiclient.blogspot.com>



This is a suite of programs that are designed to interact with the Asterisk Open-Source PBX Phone system at a client computer level to extend the functionality of your phone and system.

The suite of software is designed to work with an Asterisk system that has Zap(T1/E1/PSTN), IAX or SIP trunks and SIP/IAX/Zap phones.

The main GUI application, astGUIClient, is a set of PHP web-based scripts utilizing Javascript and XMLHttpRequest functions that work through a browser to give real-time information and functionality with nothing more than an internet browser on the client computer.

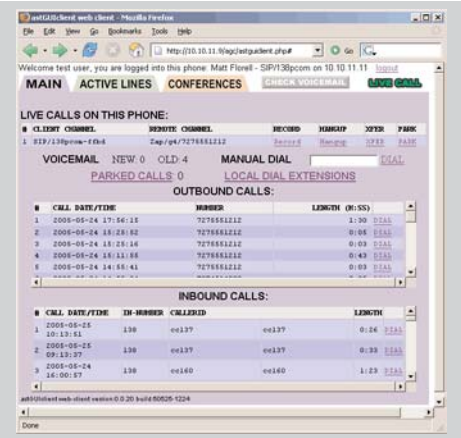
Another component included with the astGUIClient package is the VICIDIAL auto-dialer. This is a list dialer (another real-time web-client) that can be added to Asterisk and is highly configurable with detailed logging. VICIDIAL can dial one-call-at-a-time or you can put it in auto-dial mode and it acts as a predictive dialer. VICIDIAL also can function as an ACD for inbound calls or for Closer calls coming from VICIDIAL frontends and even allows for remote agents that may only have a phone.

The software suite also includes a from-scratch software installation document, full English and Spanish versions of the web-clients and admin pages, and the Asterisk Central Queue System (ACQS) which allows for optimized and streamlined Asterisk integration.

This group of applications is designed to run on top of just about any version of Asterisk so no messing around with the Asterisk source code is necessary. For more information see the system requirements below. astGUIClient is not an Asterisk configuration utility, it is an end-user Graphical User Interface.

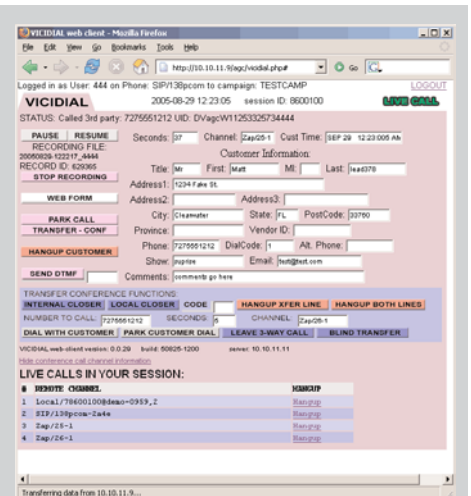
astGUIClient features:

- Grabs live call info from a DB updated every second
- Displays live status of users phones and Zap/IAX/SIP/Local channels
- Allows calls to be placed from GUI and directed to phone
- Allows intrasystem calls at the click of a button
- Allows call recording at the click of a button
- Allows conference calling of upto 99 participants through GUI
- Administrative Hangup or Hijack of any live Zap/IAX/SIP/Local channel
- Administrative switch user function
- Call Parking sends calls to park ext and then redirects to phone ext
- CallerID popup with buttons to open custom web pages, hangup or transfer to voicemail without picking up the call
- Voicemail display and button to go right to check voicemail
- Allows Blind listening of calls on Zap channels
- Allows Blind transfers of calls to specific voicemail boxes
- Allows Blind transfers of calls to intrasystem extensions
- Allows Blind transfers of calls to external numbers
- All client phone connections are shown on the MAIN panel and allows direct transfer and hangup
- Allows transfers to conferences
- Call parking with callerID
- Client web-app and admin web pages available in English and Spanish



VICIDIAL features:

- Ability for an agent to call clients in succession from a database through a web-client
- Ability to set a campaign to auto-dial and send live calls to available agents
- Ability to dial on a single campaign across multiple Asterisk servers, or multiple campaigns on a single server
- All calls are logged and statuses of calls are logged
- Ability to transfer calls with customer data to a closer on the local system or a remote Asterisk server
- Ability to open a custom web page with user data from the call per campaign
- Ability to autodial campaigns to start with a simple IVR then direct to agent
- Ability to park the customer with custom music per campaign
- Ability to send a dropped call to a voicemail box per campaign if no agent is available
- Ability to function as an ACD for inbound and closer calls
- Ability to take inbound calls grabbing CallerID
- Ability to have an agent take both inbound and outbound calls in one session (blended)
- Ability for agents to log in remotely and have calls redirected to any phone number
- Ability to start and stop recording an agent's calls at any time
- Faster dispositioning of calls with agent key-binding (HotKeys)
- Dialing with TimeZone restrictions possible
- Ability in Manual dial mode to preview leads before dialing
- Ability in Manual dial mode to call upto 2 other numbers in the same lead
- Ability agents to be logged in remotely anywhere with just a phone and a web browser
- Multiple campaigns and lead-lists are possible
- simple reports generated - samples
- real-time agent status reports
- 3rd party conferencing (with DTMF)
- 3rd party blind call transfer
- 3rd party conferencing with agent drop-off
- each user has their own login
- web-based administration
- Client web-app and admin web pages available in English and Spanish



The server elements require an Asterisk server (any version), Zap, IAX or SIP trunks and SIP/IAX/Zap phones, MySQL 4.0 or greater database server (local or remote), Apache and PHP 4.0 or greater (local or remote), Perl with a Net::Telnet, Time::HiRes, Net::MySQL modules loaded. We recommend using Firefox 1.0.6 or greater for the web-clients, but they will also run on Internet Explorer 5+, Mozilla 1.7+, Netscape 8+ and Opera 8.5+.

All astGUIClient software elements are distributed freely through the GPL with no warranty.