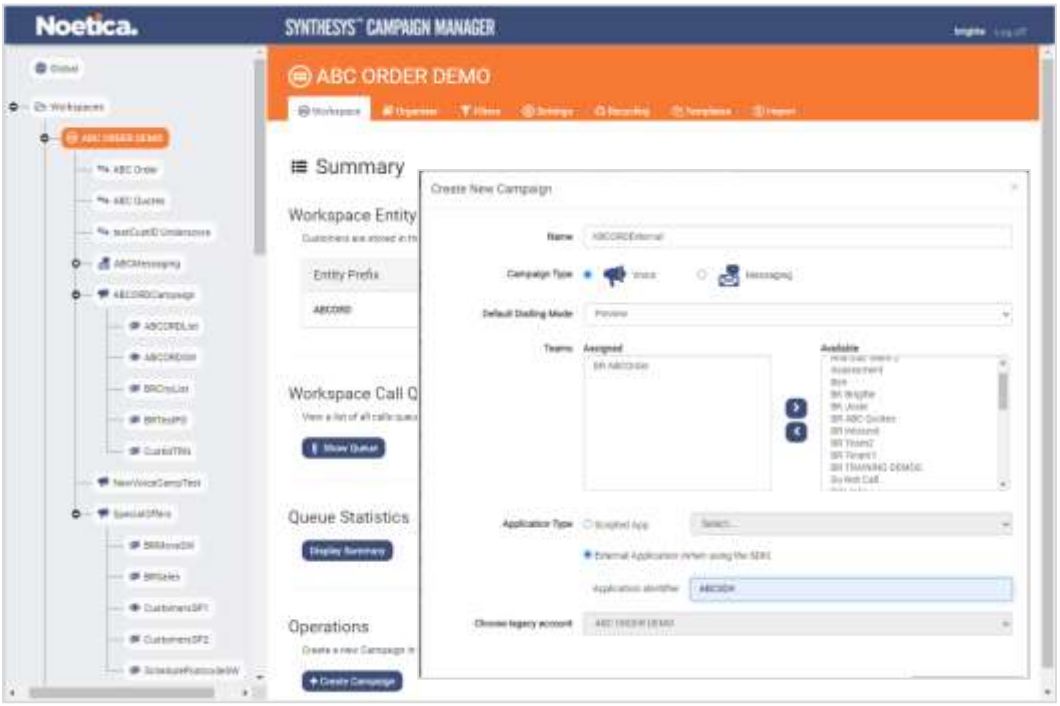
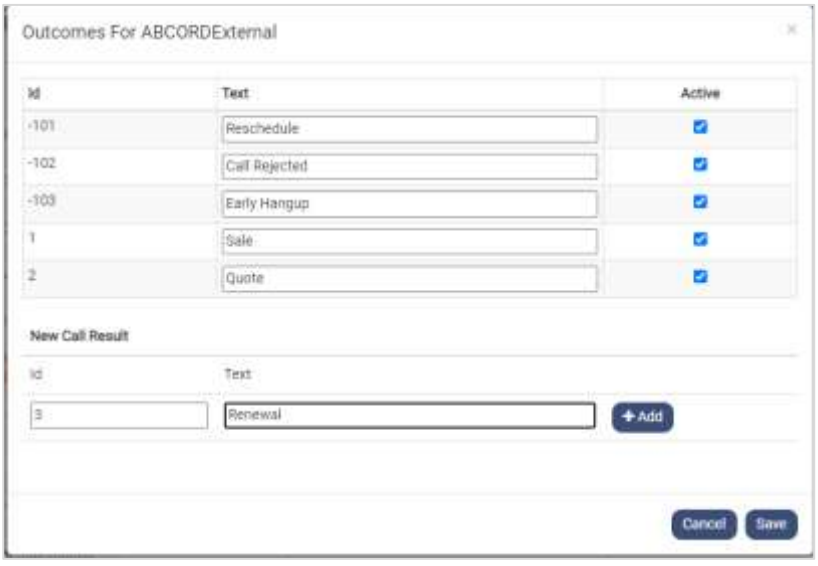
Noetica Telephony & Dialler SDK

Campaign Setup



Adding Call Outcomes



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Noetica Telephony & Dialler SDK

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TELEPHONY AND DIALLER SDK

Introduction

Noetica Telephony & Dialler SDK allows for third party applications to be adapted to integrate with Noetica's telephony platform and predictive dialler directly from within their user interfaces.

With Telephony & Dialler SDK integrated, campaigns can be linked to an external application (rather than to a Synthesys scripted app), with associated customised call dispositions, to be invoked when a record from the campaign is delivered to an agent.

The call outcomes that are available to the external application can also be used in call recycling, to help manage call lists in accordance with a client's requirements and contact strategies.

Please note that, for users of the Telephony SDK, integration work needs to have been completed to the third party application on the agent's desktop.

For further information, please contact your Noetica account manager.

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Synthesys™ Campaign Manager

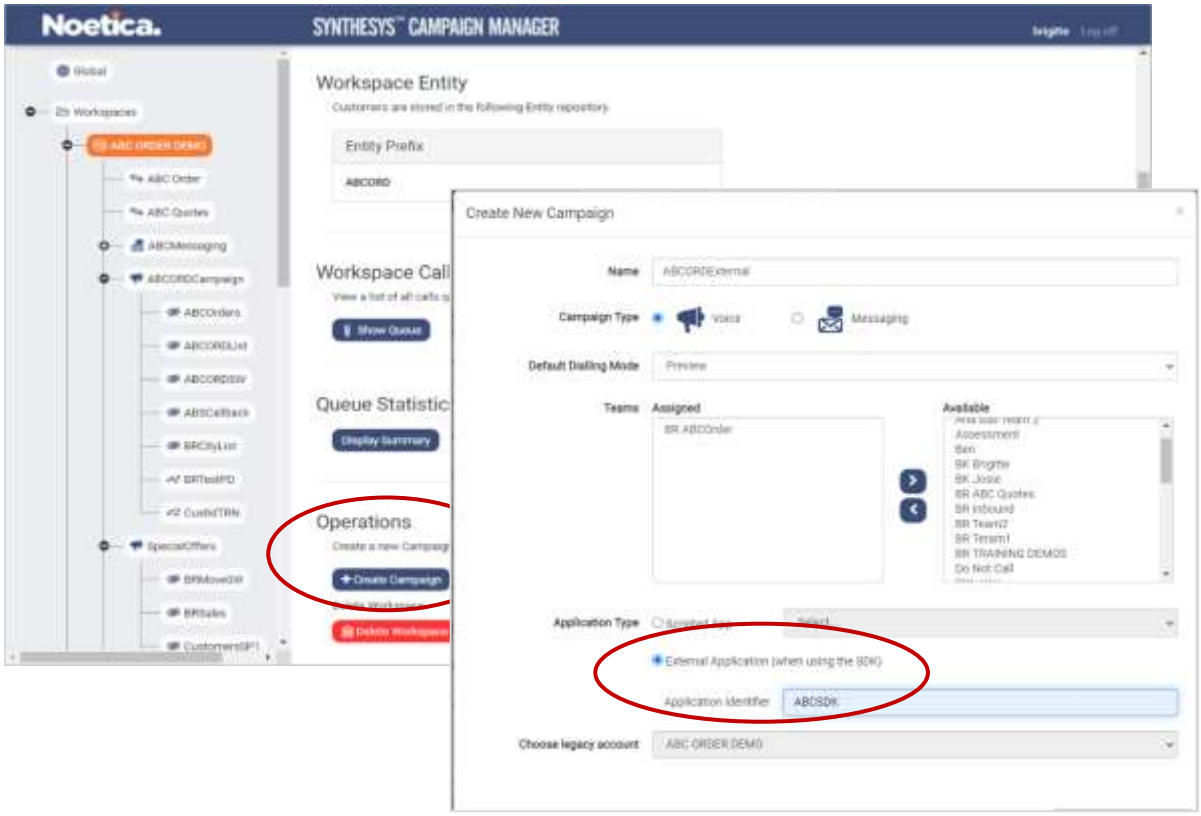
To access the Synthesys™ Campaign Manager

- Enter the URL of your application server into the address field of the Web Browser, e.g., http://WebserverName/campaignmanager.
- Log in with your username and password, as provided by your system administrator.

Creating a Telephony SDK Campaign

With Telephony & Dialler SDK integrated, you can add a new campaign and associate it with an external application.

- At workspace level, click the **+Create Campaign** button under the Operations heading, and enter a name for the new campaign into the Name field.



- Select the **Campaign Type**, i.e., **Voice** for using call lists, and the **Dialling Mode** (Preview or Predictive).
- Assign the relevant Team(s) to the campaign via the Remove/ Assign buttons.
- Using telephony SDK, select **External Application** as the **Application Type**.
- In the **Application identifier** field, enter the name or path to the external application, as provided by the Synthesys system administrator, to identify the third-party application that will be presented to the agents at run time when handling calls.
- Click the **Create Campaign** button, to save the new campaign.

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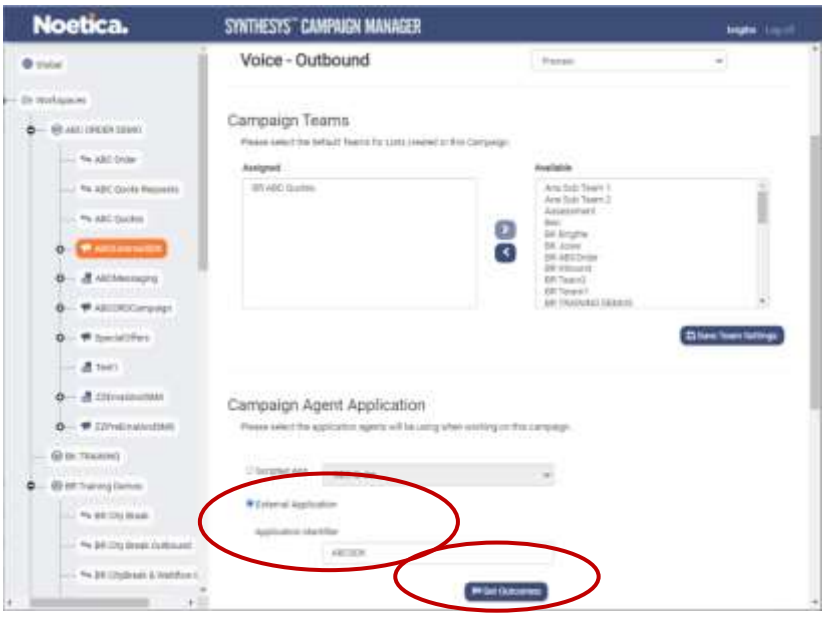
Setting Call Outcomes

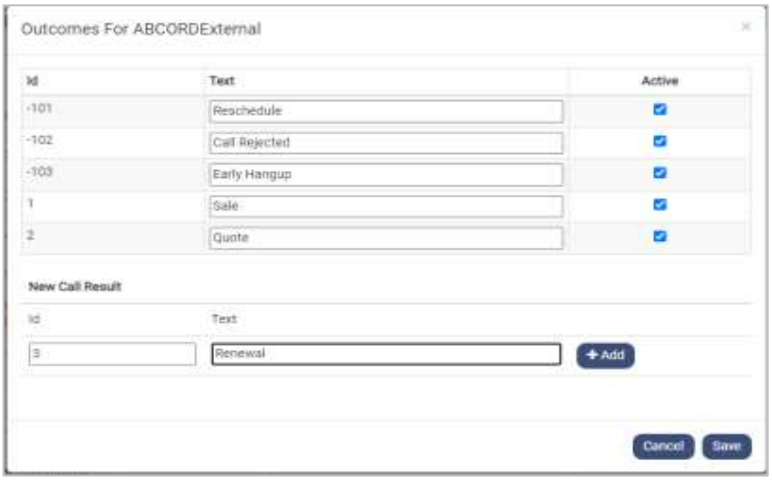
Having created the campaign and associated it with the external application, you can now enter the call dispositions, reflecting both, aborted call outcomes and positive call results, as used in the external application.

- At campaign level, click the **Set Outcome** button.



The call Id entered for each new call outcome must take the following format:

- For **Aborted results**, enter an aborted Id of minus **-101** for Reschedule, then any further aborted results as required, e.g., **-102** Call Rejected, **-103** Early Hangup etc).
- For **Positive call results**, enter an Id greater than 0 (i.e., 1, 2, 3 etc.)



- Click the **Add** button, to add each entry to the list of available call outcomes.
- To deactivate or hide an outcome, untick the option in the Active column.
- Click the **Save** button to save all call dispositions added.

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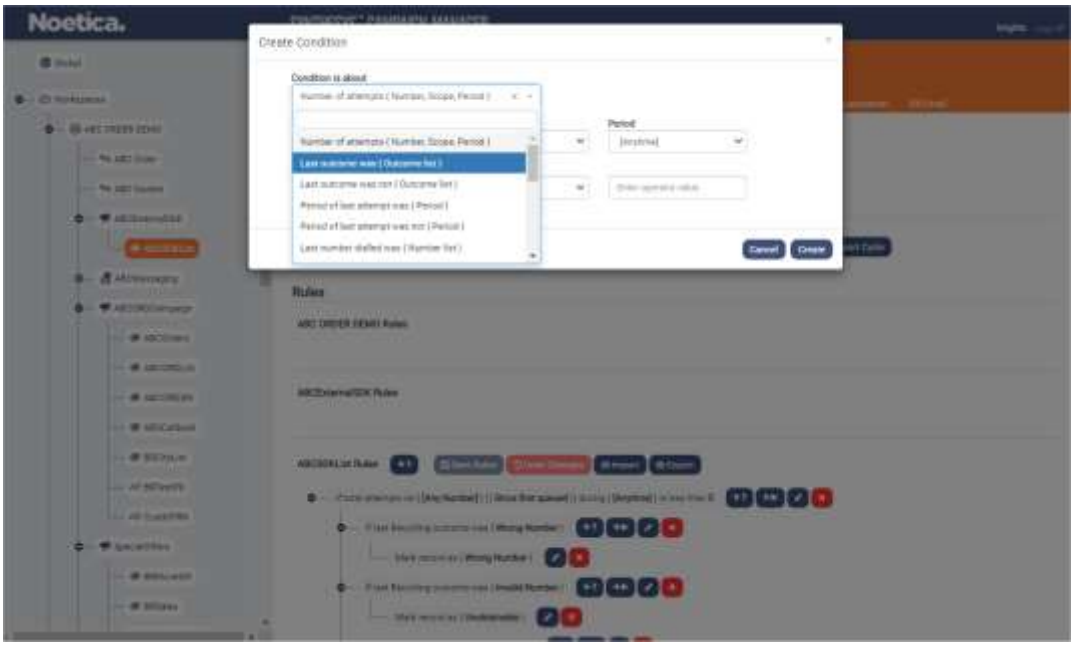
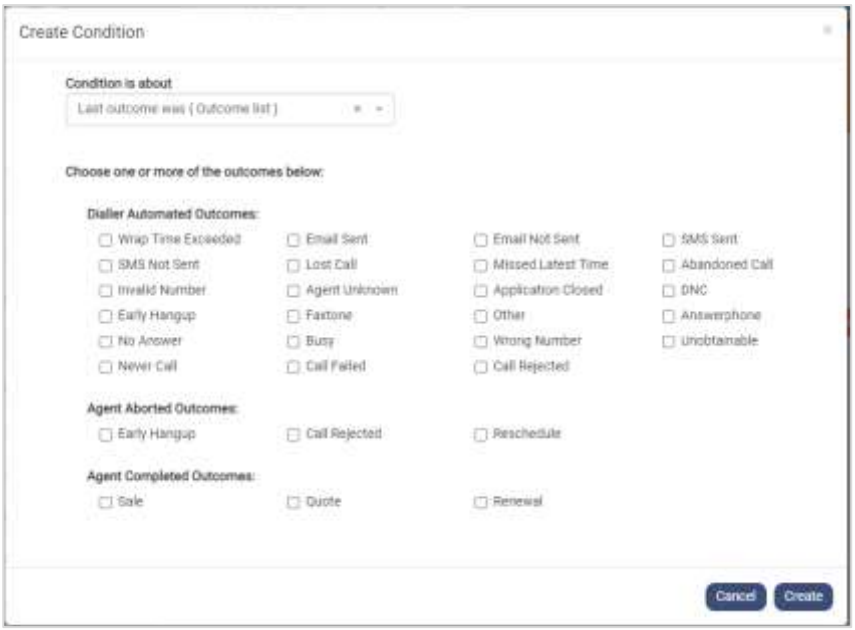
Telephony SDK Outcomes in Call Recycling

The call outcomes that you have entered for your Telephony SDK campaign can be used to create bespoke call recycling rules at campaign or list level.

- Select the relevant campaign or call list, and then the **Recycling** tab at the top right.
- Click the **+? Create Condition** button and select **Last Outcome was**.



- Use any of the call outcomes, as required, to create the conditions and actions that will define your recycling rules according to your contact strategies.



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