



the WombatDialer - The Dialer State Page

One of WombatDialer's new panels, introduced by **WombatDialer 16.06**, is the **Dialer State Panel**. In this panel you can find all the information regarding the Dialer's status, ranging from data concerning the asterisk servers to information about trunks, end-points and campaign runs.

From this panel you can keep an eye on the dialer's situation, thanks to the real-time monitoring of the current situation.

The screenshot displays the WombatDialer interface. At the top left is the logo 'the WombatDialer'. To the right are user options: 'Demo Admin' and 'Administrator'. Below the logo are navigation buttons: 'Home', 'Copy', 'Live', and 'State'. A control panel includes a play/pause button, a refresh button, and a status indicator showing 'Uptime 6d 05:58:56' and 'Dialer State READY'. The main area is divided into four columns: 'Asterisk Servers' (listing servers like 13.18, 11.24, 11.26, 11.25 as CONNECTED), 'Campaigns' (listing campaigns like T01-1, T01-2, T01B-4, New Campaign, T01-7 with their statuses), 'Trunks' (listing trunks like L13, S13, LN11, L11, Direct 200, Tk 11.24, Tk13, Tk 11.25 with channel counts), and 'Endpoints' (listing endpoints 513, N13, L11 with detailed statistics).

As you can see in the picture, the Dialer State page is mainly composed of a Control Panel at the top of the screen and of Data Table that takes the remaining part of the Panel.

The Control Panel is divided in three parts:

- **The Control Buttons:** thanks to these buttons, you can stop, start or restart the dialer.
- **The Dialer State InfoPanel:** this section provides you with the Dialer State and the current Uptime of the Dialer. If the Dialer is Up the InfoPanel will be green. If the Dialer is down for some reason, it will turn red.
- **The Dialer State Search Bar:** this search bar allows you to type in a string of text, this will update the table below by filtering out all the entries that do not contain that string.

The Dialer State Data Table is the main part of the Dialer State Page, this table is composed of four main columns:

- **Asterisk Servers:** This column shows the state of the Asterisk servers to which WombatDialer is connected.
- **Campaigns:** This column shows the state of the current Campaign Runs that are present in the system.
- **Trunks;** This column shows the state of the various trunks used by Wombat's campaigns. The more a trunk has free channels the more red the number keep on track of the free channels will be. If a trunk has very few free channels the color will be green.
- **End-Points:** This column shows all the information about the active end-points currently used by the WombatDialer. If the End-Point is of type QUEUE, you may click on it to see the status of the agents logged on that particular queue.

the **WombatDialer**

Home Copy Live State Campaigns

Uptime 6d 06:00:02 Dialer State READY

Asterisk Servers

- Asterisk 13.18 CONNECTED
- Asterisk 11.24 CONNECTED
- Asterisk 11.26 CONNECTED
- Asterisk 11.25 CONNECTED

Campaigns

- T01-1 16.06.09 17:06:53 PAUSED Att: 112 Rtr: 116
- T01-2 16.06.15 14:50:18 PAUSED Att: 6685 Rtr: 135
- T01b-4 16.06.15 14:50:39 PAUSED Att: 8406 Rtr: 157
- New Campaign 16.06.15 15:46:28 RUNNING Att: 8498 Rtr: 132
- T01-7 16.06.15 16:42:00 RUNNING

Trunks

- L13 Free Channels: 100/100
- S13 Free Channels: 70/100
- LN11 Free Channels: 0/100
- L11 Free Channels: 170/200
- Direct 200 Free Channels: 200/200
- Tk 11.24 Free Channels: 40/100
- Tk13 Free Channels: 100/100
- Tk 11.25 Free Channels: 100/100

Endpoints

301 b reverse Type: QUEUE

Idle	Free	Used	Agents	Wait	Chan	Off	100%	100%
71/71	71	0	71	0	0	0	100%	100%

Predial Dial Talk Queued Connect

301 b reverse 2 Type: QUEUE

Idle	Free	Used	Agents	Wait	Chan	Off	100%	100%
10/30	10	30	30	0	30	0	100%	100%

Predial Dial Talk Queued Connect

Endpoint State

- Local/20011@wdep Idle
- Local/20012@wdep Talking
- Local/20013@wdep Talking
- Local/20014@wdep Talking
- Local/20015@wdep Idle
- Local/20016@wdep Talking
- Local/20017@wdep Talking
- Local/20018@wdep Talking

Loway

WombatDialer version: 0.9.0.4 Build: 120 - 2016.06.07 16:55
Privately made by QueueMetrics

That's all for this tutorial, don't forget to check out Wombat Dialer's latest release at the official blog: <http://blog.wombatdialer.com/post/146551201696/introducing-wombatdialer-1606>

Try free WombatDialer at <https://www.wombatdialer.com/requestDemoKey.jsp>

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