

# **Loway** presents

## **Automatic e-mail notifications with WombatDialer**



Version 16.06 of WombatDialer has been released with a lot of improvements and news. This includes a large number of bug fixes and a few interesting new features. As you can see, Erwin himself is very excited about the new features.



The most important feature is e-mail notifications. You can now tell WombatDialer to send you an e-mail when a campaign completes or changes its run status. This is extra useful as it makes

tracking long-running campaigns a breeze. When you start using it, you simply won't live without.

How do you turn this on? you first have to edit the *tpf.properties* file to tell Wombat about your SMTP sending properties - see the updated User Manual. We suggest leaving on the SMTP debug mode, so that it logs SMTP activity to the logs. Create a new campaign that has just a few calls in it, set the e-mail notifications to ALL, enter one or more e-mail addresses in the e-mail field and run the new campaign. You will receive notifications when the campaign starts, when it is paused/unpaused and when it stops.

How does a notification e-mail look like?

```
Campaign name: Test - Started at: 14.07.27 14:36:34 - Current state: COMPLETED
Runnable on: Su | Mo | Tu | We | Th | Fr | Sa - From: 00:00:00 - To: 23:59:59 - Priority: 10
Calls placed: 188 - Items in call cache: 0 - Calls terminated: 100
Life-cycle termination rate: 53% - Reschedule rate: 47% - Est. remaining calls: 0
Running for: 00:01:20 - Estimated completion in: 00:00:00 - Attempts per hour: 8460 - Completions
per hour: 4500
```

As you can see, it is the same information that you see on the Live page for that campaign. By the way, the Live page was made "livelier" - now if you are looking at a running campaign, its statistics are updated periodically so you do not have to re-select it. Plus, counters were added on the Live page to see the numbers of runs in a given section even when the section is closed.

Under the hood, we made a large number of changes to improve the database persistence layer and avoid bottlenecks for high load. The server component that powers the Live page was rewritten from scratch and it is now an order of magnitude faster. Asterisk 13 and 14 is supported, and we have a standardized regression suite that tests all dialing modes with one million calls.

So it is an interesting time to run WombatDialer. We are seeing a lot of people coming up with creative and innovative solutions to power their call-centers and improve their workflows, especially with queue recalls.

If you are a new user and would like to test all the new features and benefits offered by WombatDialer feel free to request a 30 days trial with 100 channels at <https://www.wombatdialer.com/requestDemoKey.jsp>.