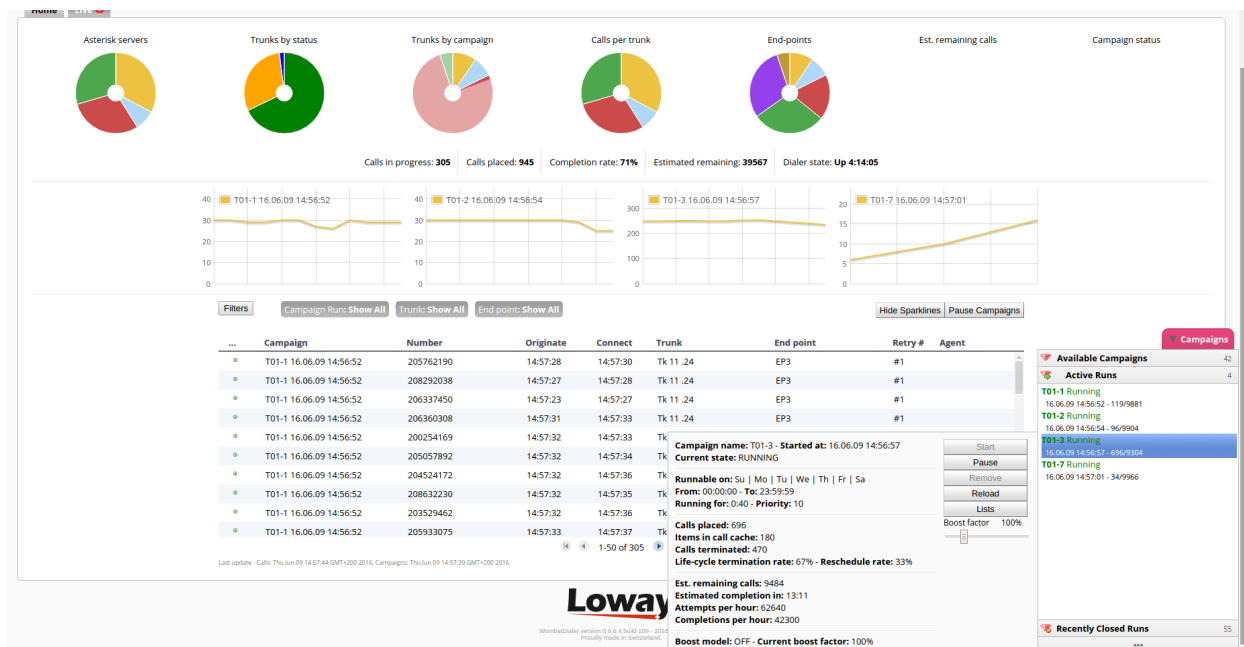


WombatDialer: The New Realtime Page

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WombatDialer's live page will benefit from a few enhancements, with our latest release: **WombatDialer 16.06**.

In this tutorial we cover how to use the new Live – Real time panel, explaining how all it's features work. Let's start by taking a look at the way it presents itself.



As we can see, a lot of things are going on. Starting from the top we can see the Pie Charts from previous versions, there are seven of them in total. Here is a list of the type of data they cover:

- **Asterisk Servers:** the first chart from the left, it shows how the present calls are divided between the different Asterisk servers to which WombatDialer is connected. This information helps you keep track of how the workload is spread between different servers.
- **Trunks by Status:** This chart gives you a visual representation of how call statuses are distributed, meaning how many calls (in percentage) are currently in each state.
- **Trunks by Campaigns:** This chart shows how calls are divided in percentage between the various campaign runs running.
- **Calls per Trunk:** This chart shows how calls are divided between the different available

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trunks.

- **End-points:** This chart show how calls are divided between the different available end-points.
- **Est. Remaining calls:** This chart shows how the estimated remaining calls are distributed between different campaign runs.
- **Campaign state:** This chart shows you, in percentage, how campaign statuses are distributed among all available campaigns.

Right below the Pie Charts, we find an information bar containing information about the overall situation of the dialer. The different pieces of information provided are:

- **Calls in progress:** Quite simply the number of calls currently in progress.
- **Calls placed:** This number indicates how many calls have been placed by the dialer since it started.
- **Completion rate:** This percentage shows how many calls, among the placed calls, have been completed.
- **Estimated Remaining:** This number is an estimate of how many calls are left until WombatDialer stops.
- **Dialer state:** This field indicates if the dialer is up or down and, if it's up, for how much time the dialer has been working.

The Filters System

Right below the information bar, we can see a “**Filters**” button. If you press on it, the filters panel will appear, providing different clickable options that will refine your search in the Hopper Calls Table below. This allows you to only view the information you are interested in.

The Filters automatically adapt to the running campaigns, and can be combined with the filters for other fields as well.

For example we can select a CampaignRun filter, a Trunk filter and an End-Point filter together.

The screenshot displays the WombatDialer interface. At the top, a status bar shows: Calls in progress: 75, Calls placed: 121494, Completion rate: 69%, Estimated remaining: 215338, and Dialer state: Up 16:54. Below this is a filters section with buttons for 'Filters', 'Campaign Run: Show All', 'Trunk: Show All', 'End point: Show All', 'Show Sparklines', and 'Pause Campaigns'. The filters section includes dropdown menus for 'Campaign' (listing 0036_NXTPR_SP_201), 'Trunk' (listing Scripts05, Scripts06), and 'End point' (listing NXTPR_SP_03_S5, NXTPR_SP_04_S6, NXTPR_SP_05_S6). A search box is also present, showing 'Showing 75 Results out of 75'. Below the filters is a table with columns: Campaign, Number, Originate, Connect, Trunk, End point, Retry #, and Agent. The table contains several rows of call data. At the bottom, there is a pagination control showing '1-50 of 75' and a footer with the text 'All specifications are subject to change without notice.' and 'imply nt of'.

...	Campaign	Number	Originate	Connect	Trunk	End point	Retry #	Agent
●	0036_NXTPR_SP_20160201_03 16.06.07 14:26:19	011961694300	14:30:46	14:30:51	Scripts05	NXTPR_SP_03_S5	#2	
●	0036_NXTPR_SP_20160201_03 16.06.07 14:26:19	011963350967	14:30:46	14:30:50	Scripts05	NXTPR_SP_03_S5	#2	
●	0036_NXTPR_SP_20160201_03 16.06.07 14:26:19	011961694701	14:30:52	14:30:57	Scripts05	NXTPR_SP_03_S5	#2	
●	0036_NXTPR_SP_20160201_03 16.06.07 14:26:19	011961681183	14:30:57	-	Scripts05	NXTPR_SP_03_S5	#2	
●	0036_NXTPR_SP_20160201_03 16.06.07 14:26:19	011961660930	14:30:50	14:30:54	Scripts05	NXTPR_SP_03_S5	#2	
●	0036_NXTPR_SP_20160201_03 16.06.07 14:26:19	011961611080	14:30:40	14:30:44	Scripts05	NXTPR_SP_03_S5	#2	

After you select the desired Filter, the Hopper Calls Table will update accordingly.

Calls in progress: **75** | Calls placed: **121563** | Completion rate: **69%** | Estimated remaining: **215271** | Dialer state: **Up 17:04**

Filters Campaign Run: 0036_NXTPR_SP_20160201_04 16.06.07 14:26:29 Trunk: Show All End point: Show All Show Sparklines Pause Campaigns

Campaign Show All
 0036_NXTPR_SP_2016.06.07 14:26:19
 0036_NXTPR_SP_2016.06.07 14:26:29
 0036_NXTPR_SP_2016.06.07 14:26:24

Trunk Show All
 Scripts05
 Scripts06

End point Show All
 NXTPR_SP_03_S5
 NXTPR_SP_04_S6
 NXTPR_SP_05_S6

Search

 Showing 25 Results out of 75

...	Campaign	Number	Originate	Connect	Trunk	End point	Retry #	Agent
●	0036_NXTPR_SP_20160201_04 16.06.07 14:26:29	011941125904	14:30:56	14:31:01	Scripts06	NXTPR_SP_04_S6	#1	
●	0036_NXTPR_SP_20160201_04 16.06.07 14:26:29	011941132736	14:31:05	14:31:07	Scripts06	NXTPR_SP_04_S6	#1	
●	0036_NXTPR_SP_20160201_04 16.06.07 14:26:29	011941119551	14:30:55	14:31:00	Scripts06	NXTPR_SP_04_S6	#1	
●	0036_NXTPR_SP_20160201_04 16.06.07 14:26:29	011941136666	14:30:55	14:30:56	Scripts06	NXTPR_SP_04_S6	#1	
○	0036_NXTPR_SP_20160201_04 16.06.07 14:26:29	011941124998	14:31:09	-	Scripts06	NXTPR_SP_04_S6	#1	
●	0036_NXTPR_SP_20160201_04 16.06.07 14:26:29	011941134026	14:31:07	14:31:08	Scripts06	NXTPR_SP_04_S6	#1	

1-25 of 25

Last update - Calls: Wed Jun 15 14:31:10 GMT+200 2016, Campaigns: Wed Jun 15 14:31:04 GMT+200 2016

The Sparkline System

To the far right, at the same height of the Filters Button, we can see the “Show Sparklines” Button. This button triggers a new panel to appear, containing one or more dynamic graphs called Sparklines, each one following the progress of each Campaign Run.

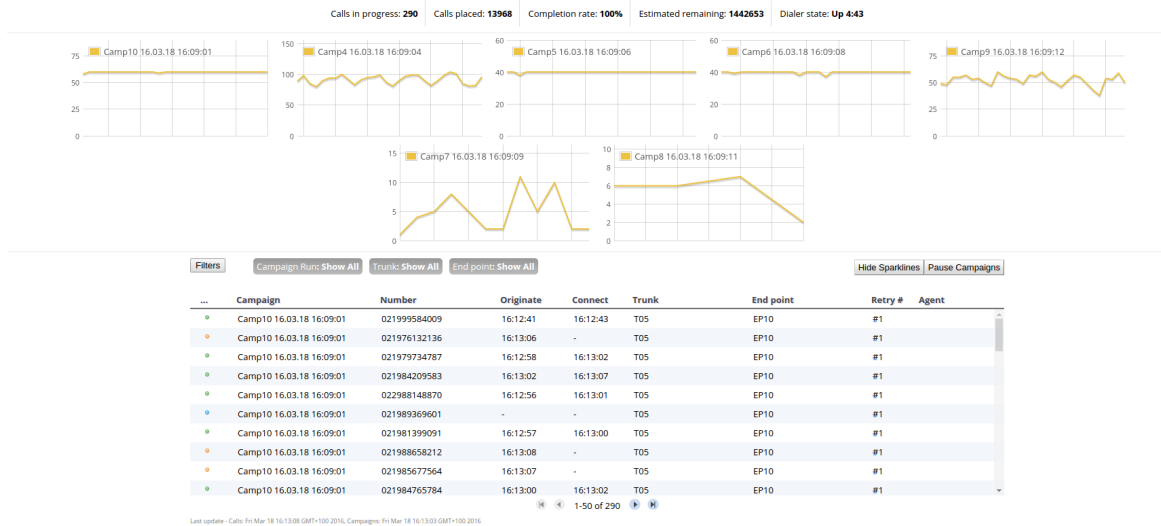
The sparklines help you keep track of how many calls are being performed by each Campaign Run, allowing you to easily keep track of the average performance of each campaign.

When a Campaign Run has no calls, the sparkline simply disappears clearing your visualization space, if a new campaign starts instead, a new Sparkline will appear to help you keep track of its progress.

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The Pause Campaign Button

Next to the “Sparklines Button” we find the “Pause Campaigns” button. If you press this button, a pop-up will show, allowing you to select multiple campaigns to be paused at once.

Once you select the campaigns you want to pause, by clicking on the “Pause Campaigns” button at the bottom of the pop-up, WombatDialer will pause all the selected campaigns preventing them from placing any new calls.

Calls in progress: 331 | Calls placed: 552 | Completion rate: 67% | Estimated remaining: 32835 | Dialer state: Up 6d 04:07:12

Filters: Campaign Run: Show All | Trunk: Show All | End point: Show All | Show Sparklines | Pause Campaigns

...	Campaign	Number	Originate	Connect	Trunk	End point	Retry #	Agent
•	T01-3 16.06.15 14:50:17	207045324	14:50:42	-	Tk 11 .24	EP 3 .24	#2	
•	T01-3 16.06.15 14:50:17	204508756	14:50:41	-	Tk 11 .26	EP 3 .26	#2	
•	T01-3 16.06.15 14:50:17	205055491	14:50:45	-	Tk 11 .25	EP 3 .25	#1	
•	T01-3 16.06.15 14:50:17	200619143	14:50:41	-	Tk 11 .26	EP 3 .26	#2	
•	T01-3 16.06.15 14:50:17	209411558	14:50:41	-	Tk 11 .26	EP 3 .26	#2	
•	T01-3 16.06.15 14:50:17	203151895	14:50:40	14:50:43	Tk 11 .25	EP 3 .25	#2	
•	T01-3 16.06.15 14:50:17	201509880	14:50:39	14:50:40	Tk 11 .25	EP 3 .25	#2	
•	T01-3 16.06.15 14:50:17	206619105	14:50:39	14:50:44	Tk 11 .24	EP 3 .24	#2	
•	T01-3 16.06.15 14:50:17	200369480	14:50:45	14:50:46	Tk 11 .25	EP 3 .25	#1	
•	T01-3 16.06.15 14:50:17	208639628	14:50:43	14:50:44	Tk 11 .26	EP 3 .26	#1	

1-50 of 331

Last update - Calls: Wed Jun 15 14:50:48 GMT+200 2016, Campaigns: Wed Jun 15 14:50:40 GMT+200 2016

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Campaign Details

In the lower-right side of the screen there's the Campaign Details Panel. Here we can see three different panels with different information: The Available Campaigns Panel, The Active Runs Panel and the Recently Closed Runs Panel.

In the Available Campaigns Panel we can browse to our list of Available campaigns (i.e. the campaigns that are ready to be executed).

If we select a campaign, by clicking on it, a start button will appear at the bottom of the screen that, if pressed, will trigger the selected campaign to start.

The screenshot displays the Campaign Details Panel. On the left, a table lists campaigns with columns for 'TK', 'EP', and '#'. Below the table are navigation icons (0, play, stop). The main area shows the 'ay' logo, a timestamp '109 - 2016.06.07-16:56', and 'izerland.'. At the bottom, it shows 'Campaign: T01b-3' and a 'Start' button. On the right, a 'Campaigns' sidebar is open, showing three panels: 'Available Campaigns' (42 items), 'Active Runs' (7 items), and 'Recently Closed Runs' (27 items). The 'Available Campaigns' list includes T01-8, T01b-1, T01b-10, T01b-11, T01b-12, T01b-2, T01b-3 (highlighted), T01b-4, T01b-5, T01b-6, T01b-7, T01b-8, T01b-9, T01c-1, T01c-10, T01c-11, T01c-12, T01c-2, and T01c-3.

TK	EP	#
Tk 11 .26	EP 3 .26	#3
Tk 11 .24	EP 3 .24	#1
Tk 11 .24	EP 3 .24	#1
Tk 11 .24	EP 3 .24	#1
Tk 11 .26	EP 3 .26	#4
Tk 11 .25	EP 3 .25	#3
Tk 11 .26	EP 3 .26	#2
Tk 11 .25	EP 3 .25	#4
Tk 11 .25	EP 3 .25	#1
Tk 11 .25	EP 3 .25	#1

0 [play] [stop]

ay
109 - 2016.06.07-16:56
izerland.

Campaign: T01b-3 [Start]

Campaigns

- Available Campaigns 42
 - T01-8
 - T01b-1
 - T01b-10
 - T01b-11
 - T01b-12
 - T01b-2
 - T01b-3
 - T01b-4
 - T01b-5
 - T01b-6
 - T01b-7
 - T01b-8
 - T01b-9
 - T01c-1
 - T01c-10
 - T01c-11
 - T01c-12
 - T01c-2
 - T01c-3
- Active Runs 7
- Recently Closed Runs 27

...

In the Active Runs Panel, we can see a list of running campaigns. Here we can see their current status and all the information about a particular Campaign Run. To view all the information about one particular campaign, just press on it and a pop-up panel will appear next to it.

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nk	End point	Retry #	Agent
1 .25	EP 3 .25	#1	
1 .26	EP 3 .26	#1	
1 .26	EP 3 .26	#2	
1 .25	EP 3 .25	#2	
1 .25	EP 3 .25	#1	
1 .25	EP 3 .25	#1	

Campaign name: T01b-4 - **Started at:** 16.06.15 14:50:39
Current state: RUNNING

Runnable on: Su | Mo | Tu | We | Th | Fr | Sa
From: 00:00:00 - **To:** 23:59:59
Running for: 3:03 - **Priority:** 10

Calls placed: 460
Items in call cache: 124
Calls terminated: 346
Life-cycle termination rate: 75% - **Reschedule rate:** 25%

Est. remaining calls: 9664
Estimated completion in: 1:24:06
Attempts per hour: 9049
Completions per hour: 6806

Boost model: OFF - **Current boost factor:** 100%

Start

Pause

Remove

Reload

Lists

Boost factor 100%

Campaigns

Available Campaigns 42

Active Runs 4

T01-1 Paused
16.06.09 17:06:53 - 112/9888

T01-2 Running
16.06.15 14:50:18 - 428/9572

T01-3 Running
16.06.15 14:50:17 - 4461/5539

T01b-4 Running
16.06.15 14:50:39 - 460/9540

Recently Closed Runs 30

...

In the Recently Closed Runs Panel, we can browse through a list of Campaign Runs that are no longer running. By clicking on anyone of them you can see all the information regarding them in a very similar way as the Active Runs Panel.

nk	End point	Retry #	Agent
1 .25	EP 3 .25	#1	
1 .26	EP 3 .26	#1	
1 .26	EP 3 .26	#2	
1 .26	EP 3 .26	#2	
1 .25	EP 3 .25	#1	
1 .25	EP 3 .25	#1	

Campaign name: T01-7 - **Started at:** 16.06.09 14:57:01
Current state: COMPLETED

Runnable on: Su | Mo | Tu | We | Th | Fr | Sa
From: 00:00:00 - **To:** 23:59:59
Running for: 1:33:47 - **Priority:** 10

Calls placed: 13643
Items in call cache: 0
Calls terminated: 10000
Life-cycle termination rate: 73% - **Reschedule rate:** 27%

Est. remaining calls: 0
Estimated completion in: 0:00
Attempts per hour: 8728
Completions per hour: 6397

Boost model: OFF - **Current boost factor:** 100%

Campaigns

Available Campaigns 42

Active Runs 4

Recently Closed Runs 30

T01-1 Completed
16.06.09 14:56:52 - 13712/0

T01-1 Removed
16.06.09 17:05:16 - 92/9908

T01-2 Removed
16.06.09 14:56:54 - 126/9874

T01-3 Completed
16.06.09 14:56:57 - 13683/0

T01-7 Completed
16.06.09 14:57:01 - 13643/0

T01b-1 Completed
16.06.15 14:50:35 - 2/0

T01b-6 Completed
16.06.09 11:38:46 - 1452/0

T01b-9 Completed
16.06.09 11:38:44 - 1438/0

T01c-10 Removed
16.06.09 10:35:36 - 1558/0

T01c-10 Removed
16.06.09 10:42:13 - 9/991

...

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The Hopper Table

The Hopper Table, in the center of the screen, is the core of the Live Page. This table contains information about all the calls that are currently being processed by WombatDialer. From here, you can check the status of each call, if and for how long the call has been active, the call's trunk, end-point and which Campaign Run it belongs to.

Calls in progress: **60** | Calls placed: **3709** | Completion rate: **83%** | Estimated remaining: **26638** | Dialer state: **Up 6d 04:20:07**

Filters: Campaign Run: **Show All** | Trunk: **Show All** | End point: **Show All** | Show Sparklines | Pause Campaigns

...	Campaign	Number	Originate	Connect	Trunk	End point	Retry #	Agent
●	T01-2 16.06.15 14:50:18	202199116	15:03:37	-	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	206069869	15:03:31	15:03:34	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	201384706	15:03:29	15:03:34	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	208951488	15:03:29	15:03:31	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	203784490	15:03:32	15:03:36	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	203578475	15:03:33	15:03:35	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	201595795	15:03:37	15:03:41	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	204821463	15:03:29	15:03:34	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	205692905	15:03:40	-	Tk13	EP3 (13)	#1	
●	T01-2 16.06.15 14:50:18	209340514	15:03:24	15:03:27	Tk13	EP3 (13)	#1	

Last update - Calls: Wed Jun 15 15:03:42 GMT+200 2016, Campaigns: Wed Jun 15 15:03:44 GMT+200 2016

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This is all for this tutorial, make sure you check out WombatDialer's new Release:

<https://www.wombatdialer.com/>

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