



How To Create a Campaign

Step 1: Login as Administrator and then select **Telephony**→**Campaign** from left side menu

The screenshot shows the INNICOM Dashboard. The top header displays the date and time: Wednesday, February 28, 2018 10:34:10 | Hello, Admin | Logout. The sidebar menu on the left includes options like Home, Telephony, Campaigns, Inbound, Lists, Music on Hold, Scripts, Users, and Voice Files. The main content area is divided into several sections: Today's Status (Sales, Calls, Dropped Call Percentage), Agents Resources (Agent(s) on Call, Agent(s) on Paused, Agent(s) Waiting, Total Agents Online), Leads Resources (Leads in Hopper, Dialable Leads, Total Active Leads), and Campaigns Resources (Outbound_Campaign-2017-07-20, SAMPLE CAMPAIGN). The 'Campaigns' section is highlighted in yellow.

Step2: Click on **Add New Campaign** top right side

The screenshot shows the INNICOM Campaigns page. The top header displays the date and time: Tuesday, February 27, 2018 13:40:00 | Hello, Admin | Logout. The page title is 'Campaigns'. There is a search bar labeled 'Search Campaigns'. Below the search bar, there are several tabs: Campaigns, Dispositions, Lead Recycling, Pause Codes, HotKeys, Lead Filters, Local Numbers, List Mix, and Auto-Alt Dial. The 'Campaigns' tab is selected. In the top right corner, there is a yellow button labeled 'Add New Campaign'. Below the tabs, there is a table with the following columns: CAMPAIGN ID, CAMPAIGN NAME, DIAL METHOD, STATUS, and ACTION. The table contains two rows of data:

CAMPAIGN ID	CAMPAIGN NAME	DIAL METHOD	STATUS	ACTION
39987250	Outbound Campaign_test - 2018-02-21	Auto-Dial	INACTIVE	/ X 0
69712315	Outbound Second Campaign test 2018-02-22	Auto-Dial	ACTIVE	/ X 0

Step 3: Select Campaign Type and select Tick Box to manually edit the Campaign ID and Name.

The screenshots show the 'Campaign Wizard » Outbound' interface. In the first screenshot, the 'Campaign ID' field is empty with a red error message 'Minimum of 3 characters.' and a yellow checkmark icon. In the second screenshot, the 'Campaign ID' field contains '7777' and the 'Campaign Name' field contains 'TE MPCAMP'. The 'Next' button is visible in the bottom right corner of the wizard.

NOTE:

1.Campaign id must contain minimum 3 characters with no spaces.

2.Campaign name have at least 6 characters minimum.

Step 4: Click next to skip the Load Leads.

The screenshot shows the 'Campaign Wizard » Outbound » Load Leads' interface. The 'Check for Duplicates' dropdown is open, showing the following options: 'NO DUPLICATE CHECK', 'CHECK FOR DUPLICATES BY PHONE IN LIST ID', and 'CHECK FOR DUPLICATES BY PHONE IN ALL CAMPAIGN LISTS'. The 'Next' button is visible in the bottom right corner of the wizard.

Step 5: Select the preferred settings for your Campaign for “Dial method” (Manual, Auto, Predictive). Carrier to use for this campaign. Click finish once you ARE done!

INNICOM Wednesday, February 28, 2018 02:15:27 | Hello, Admin | Logout

Campaigns

Campaign ID	Campaign Name	Dispositions
48488462	Outbound	
89301111	Outbound	
TESTCAMP	TEST-CAMP	

Campaign Wizard » Outbound » Load Leads » Information

STEP 3

SELECT AUTO DIAL LEVEL

Campaign ID: TEST
Campaign Name: SAMPLE CAMPAIGN
Dial Method: Auto-Dial
Auto-Dial Level: HIGH
Carrier to use for this Campaign: innicom_IN - 9263433273
Answering Machine Detection: ON

SELECT DIAL METHOD AS AUTO DIAL

ANSWERING MACHINE U HAVE TO SELECT ON HERE

INBUILT CARRIER TO USE FOR THIS CAMPAIGN

Back | Finish | Modify

Displaying 1 to 3 of 3 campaigns