



How to create a CustomField?

Step 1: Login to Administrator and then select **Telephony**→**Lists**

The screenshot shows the INNICOM Dashboard interface. At the top, the INNICOM logo is on the left, and the date/time 'Wednesday, March 07, 2018 10:07:31 | Hello, Admin | Logout' is on the right. Below the header, the 'Dashboard' title is followed by a sidebar menu on the left. The sidebar menu includes 'Home', 'Telephony', 'Campaigns', 'Inbound', 'Lists' (highlighted), 'Music on Hold', 'Scripts', 'Users', and 'Voice Files'. The main content area is divided into several sections: 'Sales' (Total Sales: 0, Inbound Sales: 0, Outbound Sales: 0), 'Calls' (Call(s) Ringing: 0, Call(s) in Incoming Queue: 0, Live Inbound: 0, Live Outbound: 0, Total Calls: 0), 'Dropped Call Percentage' (% Dropped Percentage: 0, Dropped Calls: 0, Answered Calls: 0), 'Agents Resources' (Agent(s) on Call: 0, Agent(s) on Paused: 0, Agent(s) Waiting: 0, Total Agents Online: 0), 'Leads Resources' (Leads in Hopper: 49, Dialable Leads: 49, Total Active Leads: 411), and 'Campaigns Resources' (Outbound Campaign - 2018-01-21: Dialable leads -53, TEST CAMPAIGN: Dialable leads -42). A link 'Click here to show more...' is visible at the bottom right of the Campaigns Resources section.

Dashboard

Sales

- 0 Total Sales
- 0 Inbound Sales
- 0 Outbound Sales

Calls

- 0 Call(s) Ringing
- 0 Call(s) in Incoming Queue
- 0 Live Inbound
- 0 Live Outbound
- 0 Total Calls

Dropped Call Percentage

- 0 % Dropped Percentage
- 0 Dropped Calls
- 0 Answered Calls

Agents Resources

- 0 Agent(s) on Call
- 0 Agent(s) on Paused
- 0 Agent(s) Waiting
- 0 Total Agents Online

Leads Resources


- 49 Leads in Hopper
- 49 Dialable Leads
- 411 Total Active Leads


Campaigns Resources

- Outbound Campaign - 2018-01-21 Dialable leads -53
- TEST CAMPAIGN Dialable leads -42



































































[Click here to show more...](#)

Step2: Click on **Create Custom Field**

INNICOM Wednesday, March 07, 2018 10:09:42 | Hello, Admin | Logout 

Lists Search Lists 

[Show Lists](#) [Custom Fields](#) [Load Leads](#) [DNC Numbers](#) [Lead Search](#) [Create Custom Field](#)

LIST ID	DESCRIPTION	STATUS	CAMPAIGN ASSIGNED	CUSTOM FIELDS	MODIFY
101	Load Me Some Leads	INACTIVE	49265578	14	  
1001	Listid 1001	ACTIVE	ID241	1	  
1028	Se0510175k	INACTIVE	ID241	1	  
1029	Gc050217	INACTIVE	ID241	1	  
1030	Gc041317	INACTIVE	ID241	1	  
1031	Gc051017 Part 1	INACTIVE	ID241	15	  
1032	Gc051017 Part 2	INACTIVE	ID241	16	  
1033	Gc051817 Gas	INACTIVE	ID241	16	  
1034	Sap050217 Innicom	INACTIVE	ID241	1	  
1035	Sag040817	INACTIVE	ID241	1	  
1036	Sag040717_dialer	INACTIVE	ID241	1	  
1037	Id051617 Innicom	INACTIVE	ID241	16	  
1038	Id051517 Dialer	INACTIVE	ID241	1	  
1039	Gc01_dialer	INACTIVE	ID241	1	  
1040	Dlpart1	INACTIVE	ID241	2	  
1042	DI Part 2	INACTIVE	ID241	2	  
1043	Aidtest030217	INACTIVE	ID241	2	  
1044	Se05021750k (002)	INACTIVE	ID243	1	  
1045	Cip051117 Part 1 Innic	INACTIVE	ID241	1	  
1047	Sag040710k Part 2	INACTIVE	ID241	1	  
1048	Sag040710k	INACTIVE	TESTCAMP	1	  
1049	Sag040715k Part 3	INACTIVE	ID241	1	  

Step3: Select the list id that you want to add the Custom field to and input your desired custom field name and then click Submit.

NOTE:

- **Label** → Do not use special characters or spaces
- **Name** → This field will show on the agent screen
- **Options** → This should be the same with "Labels" and should be in between " --A-- field_name--B--" (For example --A--Company_name--B--)
- **Option position** → The direction of Custom field that will appear on agent screen
- **Field Size** → Text box size that will show on the agent screen
- **Field Max** → Maximum characters that you want to input on the Custom field
- **Field Default** → Should be empty
- **Field Required** → No
- **Click Submit**

[illegible]

Step4: Finally you will get a pop up click on OK

The screenshot displays the INNICOM application's 'Lists' management section. A modal window titled 'Custom Field Wizard - Create / Copy custom field' is open, showing 'STEP 1'. The wizard form includes fields for List I.D., Labels, Rank, Name, Position, Description, Type, Options, Option Position, Field Size, Field Max, Field Default, and Field Required. A success message at the top states 'SUCCESS: Custom Field Added'. In the background, a table lists various system lists with columns for LIST ID, DESCRIPTION, and STATUS.

LIST ID	DESCRIPTION	
101	Load Me Some	
1001	Listid 1001	
1028	Se0510175k	
1029	Gc050217	
1030	Gc041317	
1031	Gc051017 Part	
1032	Gc051017 Part	
1033	Gc051817 Gas	
1034	Sap050217 Inn	
1035	Sag040817	
1036	Sag040717 di	
1037	Id051617 Inn	
1038	Id051517 Dial	
1039	Gc01_dialer	
1040	Dlpart1	
1042	Dl Part 2	
1043	Aidtest030217	
1044	Se05021750k	
1045	Cip051117 Par	
1047	Sag040710k Part 2	INACTIVE
1048	Sag040710k	INACTIVE TESTCAMP
1049	Sag040715k Part 3	INACTIVE