



How to create a list?

Step 1: Login to Administrator and then select **Telephony**→**Lists** from left side menu

The screenshot shows the INNICOM dashboard interface. At the top, the INNICOM logo is on the left, and the date/time 'Thursday, March 08, 2018 11:42:56 | Hello, Admin | Logout' is on the right. Below the header is a 'Dashboard' section with a home icon. On the left is a vertical menu with icons for Home, Telephony, Campaigns, Inbound, Lists, Music on Hold, Scripts, Users, and Voice Files. The 'Telephony' menu is expanded, showing 'Campaigns', 'Inbound', 'Lists' (highlighted in yellow), 'Music on Hold', 'Scripts', 'Users', and 'Voice Files'. The main content area is divided into several sections: 'Sales' with 'Total Sales' (0), 'Inbound Sales' (0), and 'Outbound Sales' (0); 'Calls' with 'Call(s) Ringing' (0), 'Call(s) in Incoming Queue' (0), 'Live Inbound' (0), 'Live Outbound' (0), 'Total Calls' (0), and 'Dropped Call Percentage' (0); 'Agents Resources' with 'Agent(s) on Call' (0), 'Agent(s) on Paused' (0), 'Agent(s) Waiting' (0), and 'Total Agents Online' (0); 'Leads Resources' with 'Leads in Hopper' (49), 'Dialable Leads' (49), and 'Total Active Leads' (411); and 'Campaigns Resources' with 'Outbound Campaign - 2018-01-21' (Dialable leads -53) and 'TEST CAMPAIGN' (Dialable leads -42). At the bottom right, there is an 'Agents' section showing 'Number of Agent(s)' as 17.

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
- 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...](#)

Agents

- 17 Number of Agent(s)

Step2: Click on **Create New List**

INNICOM Wednesday, February 28, 2018 02:32:24 | Hello, Admin | Logout

Lists Search Lists

Show Lists Custom Fields Load Leads DNC Numbers Lead Search **Create New List**

LIST ID	NAME	STATUS	LAST CALL DATE	LEADS COUNT	CAMPAIGN	ACTION
101	Load Me Some Leads	INACTIVE		0	TESTCAMP	
998	Default Manual List	INACTIVE	2018-02-24 10:57:44	0	TESTCAMP	
999	Default Inbound List	INACTIVE	2017-06-06 11:09:27	0	TESTCAMP	
1000	Listid 1000	INACTIVE		0	89301111	
1001	First Load Files	INACTIVE	2017-10-24 21:19:09	0	89301111	
1002	Test_autoalt	ACTIVE	2018-02-24 11:24:22	527	89301111	
1003	Googlevoice Numbers	ACTIVE	2018-02-24 11:01:48	50	89301111	
1004	1004-vick-n-bal	INACTIVE		0	89301111	
1005	Testing_dup	ACTIVE	2018-02-24 10:36:35	1	89301111	
1006	Dupchecknew	ACTIVE		99	48488462	
1007	Dupcheck 1007	ACTIVE		95	48488462	
1008	Dup_ Check_all_camp	ACTIVE			TESTCAMP	
1009	Srini 1009	ACTIVE		0	48488462	
1010	Listid 1010	ACTIVE		0	TEST	

Displaying 1 to 14 of 14 list ids

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Lists Search Lists **Create New List**

Show Lists Custom Fields Load Leads DNC Numbers Lead Search

STEP 1

List Wizard » Create New List

Auto Generate: ☒

List ID: (auto generated)

List Name:

List Description:

Campaign:

Active:

Submit

LIST ID	NAME	STATUS	LAST CALL DATE	LEADS COUNT	CAMPAIGN	ACTION
101	Load Me Some Leads	INACTIVE		0	TESTCAMP	
998	Default Manual List	INACTIVE		0	TESTCAMP	
999	Default Inbound List	INACTIVE		0	TESTCAMP	
1000	Listid 1000	INACTIVE		0	89301111	
1001	First Load Files	INACTIVE		0	89301111	
1002	Test_autoalt	ACTIVE		0	89301111	
1003	Googlevoice N	ACTIVE		0	89301111	
1004	1004-vick-n-b	INACTIVE		0	89301111	
1005	Testing_dup	ACTIVE		0	89301111	
1006	Dupchecknew	ACTIVE		0	48488462	
1007	Dupcheck 100	ACTIVE		0	48488462	
1008	Dup_ Check_a	ACTIVE		0	TESTCAMP	
1009	Srini 1009	ACTIVE		0	48488462	
1010	Listid 1010	ACTIVE		0	TEST	

Displaying 1 to 14 of 14 list ids

- Enter the list id
- Enter the list name
- Type list description
- In campaign field you have to select the campaign
- Select "Y" to activate list
- Then click submit

Step 3: click on the “Load Leads” tab and choose the file you created (file should be .CSV format) and then select the list id. Phone Code should be 1---USA and then select option for Duplicates check.

CHECK FOR DUPLICATES BY PHONE IN LIST ID → checks duplicate leads with in the list

CHECK FOR DUPLICATES BY PHONE IN ALL CAMPAIGNS LIST → checks duplicate leads all lists with in the campaign

CHECK FOR DUPLICATES BY PHONE IN ALL CAMPAIGNS → checks duplicate leads in entire Innicom system

NOTE: YOU HAVE TO CHOOSE ONLY THE FILE WITH .CSV FORMAT ONLY



The screenshot shows the 'Lists' management interface in the Innicom system. The 'Load Leads' tab is active. The interface includes a sidebar with navigation icons and a top header with the Innicom logo and user information. The main content area contains the following fields and options:

- Leads file:** A file selection button labeled 'Choose File' and a text box showing 'No file chosen'. A red annotation 'step1:choose the file u created' points to this field.
- List ID:** A dropdown menu showing '101---load me some leads'. A red annotation 'step2:select the list id u created' points to this field.
- Phone Code:** A dropdown menu showing '1---USA'. A red annotation 'step3:select the country code' points to this field. Below this field is a red note: '*If you select Load from Lead Files, be sure to check your phone code from your file.'
- Duplicate Check:** A dropdown menu showing 'NO DUPLICATE CHECK'. A red annotation 'step4:select always check for duplicates by phone in all campaign list' points to this field.
- Time Zone:** A dropdown menu showing 'COUNTRY CODE AND AREA CODE ONLY'. A red annotation 'step5:select required time zone' points to this field.







At the bottom of the form is an 'UPLOAD LEADS' button. The top right corner of the interface has a 'Create New List' link.

Step 4: Click “UPLOAD LEADS”

Step 5: Select map fields from dropdown menu and then click “OK TOPROCESS”.

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COUNTRY CODE FOR THIS FILE: 1



PHONE NUMBER: "Phno" ▼

FIRST NAME: "Name" ▼

MIDDLE INITIAL: (none) ▼

LAST NAME: (none) ▼

ADDRESS1: "Address" ▼

CITY: "city" ▼

STATE: "state" ▼

PROVINCE: (none) ▼

POSTAL CODE: "postal_code" ▼

ALT PHONE: (none) ▼

EMAIL: "Email" ▼

COMMENTS: (none) ▼

[+ SHOW ADVANCE FIELDS]

*Custom fields will show here if you have enabled it on the list id you provided.

OK TO PROCESS

Finally you will get a pop up with total uploaded leads and bad phone numbers (duplicates)

108.204.138.24 says

Total uploaded leads: 0.. BAD PHONE: 32

OK