

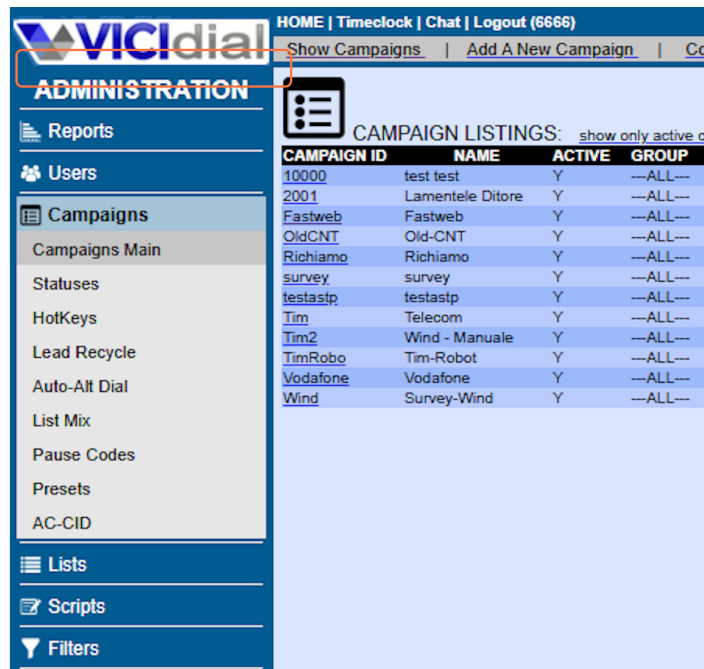
Reset list and activate robocall

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Created by	Creation Date	Last Updated
Kaden Friesen	Jun 16, 2025	Jun 16, 2025

STEP 1

Click on System logo

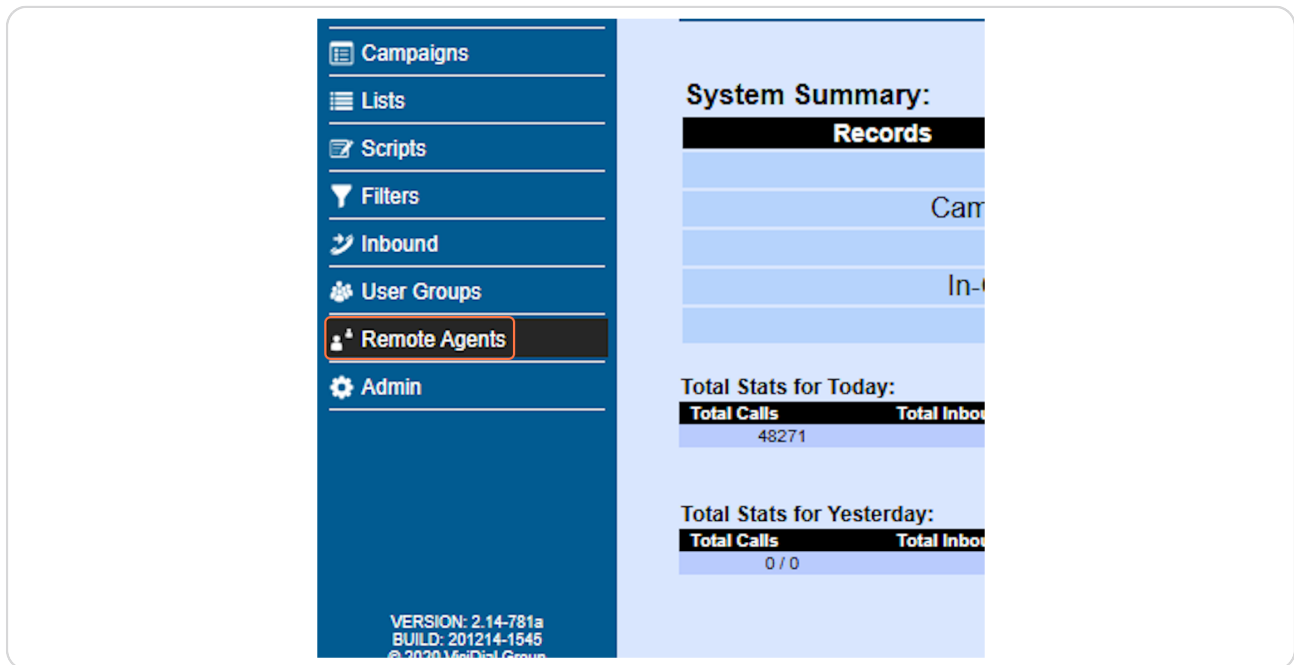


The screenshot shows the VICIdial Administration interface. The top navigation bar includes links for HOME, Timeclock, Chat, and Logout (6666). Below this, there are links for Show Campaigns, Add A New Campaign, and a partially visible link. The left sidebar is titled 'ADMINISTRATION' and contains a list of menu items: Reports, Users, Campaigns (highlighted), Campaigns Main, Statuses, HotKeys, Lead Recycle, Auto-Alt Dial, List Mix, Pause Codes, Presets, AC-CID, Lists, Scripts, and Filters. The main content area is titled 'CAMPAIGN LISTINGS: show only active.c' and displays a table of campaigns.

CAMPAIGN ID	NAME	ACTIVE	GROUP
10000	test test	Y	--ALL--
2001	Lamentele Ditore	Y	--ALL--
Fastweb	Fastweb	Y	--ALL--
OldCNT	Old-CNT	Y	--ALL--
Richiamo	Richiamo	Y	--ALL--
survey	survey	Y	--ALL--
testastp	testastp	Y	--ALL--
Tim	Telecom	Y	--ALL--
Tim2	Wind - Manuale	Y	--ALL--
TimRobo	Tim-Robot	Y	--ALL--
Vodafone	Vodafone	Y	--ALL--
Wind	Survey-Wind	Y	--ALL--

STEP 2

Click on Remote Agents



System Summary:

Records

Cam

In-

Total Stats for Today:

Total Calls	Total Inbo
48271	

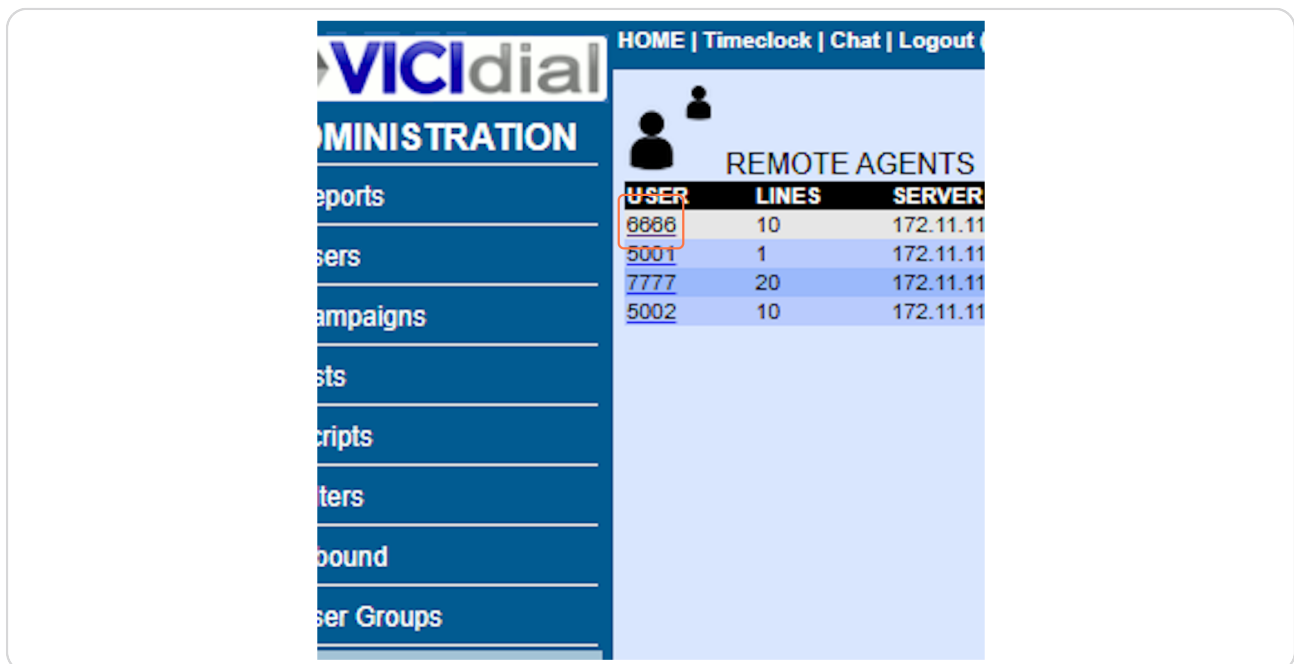
Total Stats for Yesterday:

Total Calls	Total Inbo
0 / 0	

VERSION: 2.14-781a
BUILD: 201214-1545
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STEP 3

Click on 6666



VICIdial

HOME | Timeclock | Chat | Logout

ADMINISTRATION

Remote Agents

USER	LINES	SERVER
6666	10	172.11.11
5001	1	172.11.11
7777	20	172.11.11
5002	10	172.11.11

STEP 4

Select ACTIVE

MODIFY A REMOTE AGENTS ENTRY: 1

User ID Start:	6666	(numbers only, in
Number of Lines:	10	(numbers only) ?
Server IP:	172.11.11.11	
External Extension:	6666	(dial p
Extension Group:	NONE	?
Status:	ACTIVE	?
Campaign:	Fastweb	?
On-Hook Agent:	N	?
On-Hook Ring Time:	15	?
Inbound Groups:	☐ AGENTDIRECT - Single Age ☐ AGENTDIRECT_CHAT - Ag ☐ Callmenu - Callmenu - 0 ☐ NoNonChiama - No-NonChi	

STEP 5

Click on SUBMIT

AGENTDIRECT - Single Agent Direct Queue - 99
AGENTDIRECT_CHAT - Agent Direct Queue for Ch
Callmenu - Callmenu - 0
NoNonChiama - No-NonChiama - 0
OkChiama - OkChiama - 0

SUBMIT

for changes submitted on this screen to go live

[this remote agent](#)

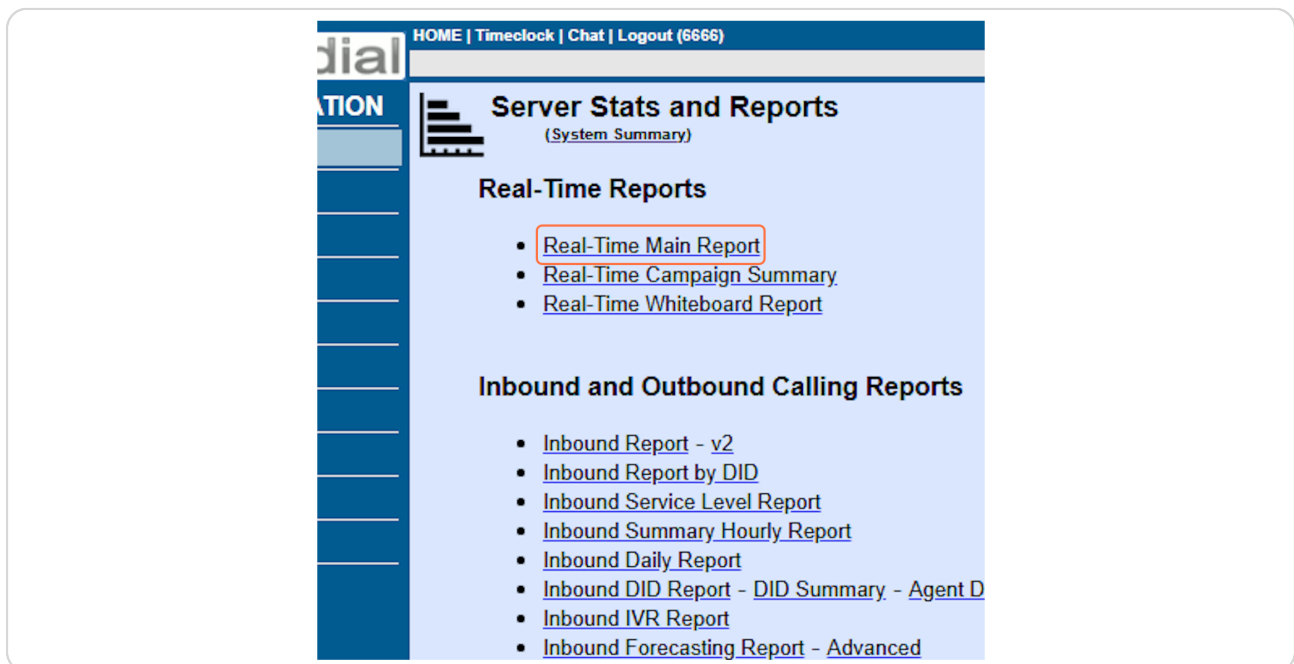
STEP 6

Click on Reports



STEP 7

Click on Real-Time Main Report



STEP 8

if there says NO LIVE CALLS WAITING

You must reset list status, or upload new list
Follow the steps down

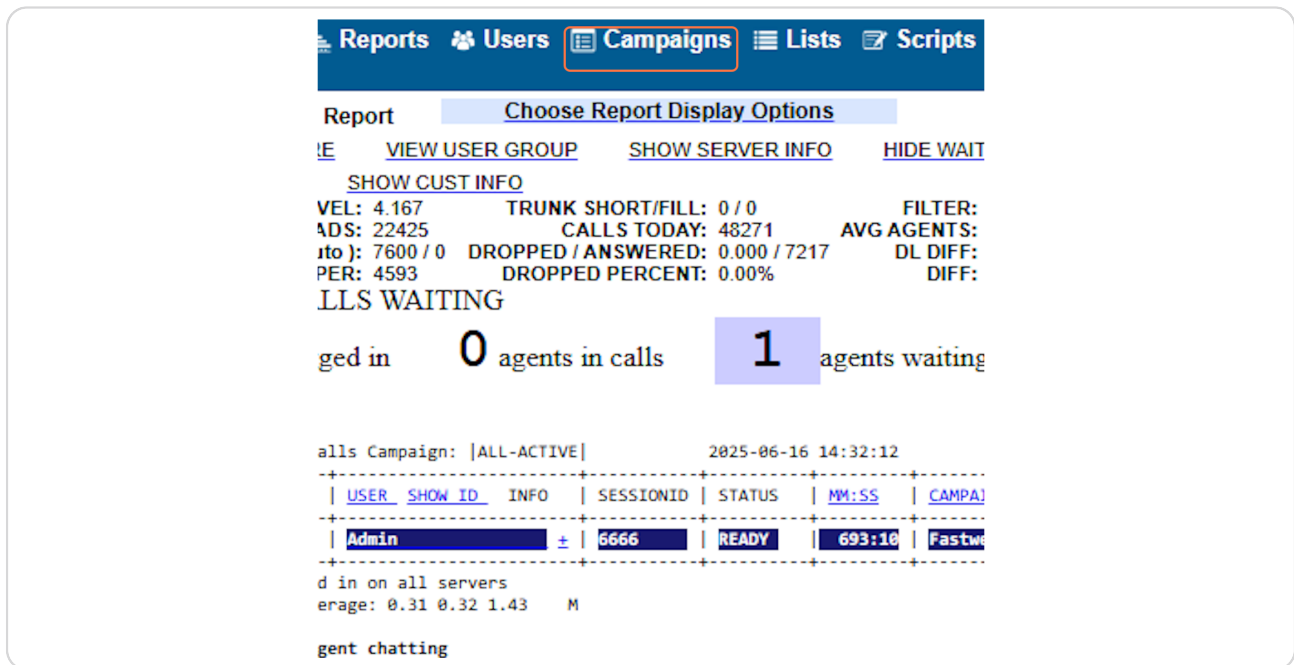
The screenshot displays the VICIdial interface with the following components:

- Navigation Bar:** Reports, Users, Campaigns, Lists, Scripts, Filters, Inbound, User, Remote, Admin.
- Sub-headers:** Groups, Agents.
- Buttons:** Real-Time Main Report, Choose Report Display Options, RELOAD NOW, MODIFY | SUMMARY, refresh: 38.
- Links:** +VIEW MORE, VIEW USER GROUP, SHOW SERVER INFO, HIDE WAITING CALLS, SHOW IN-GROUP STATS, SHOW PHONES, SHOW.
- Statistics:**
 - DIAL LEVEL: 4 167 TRUNK SHORT/FILL: 0/0 FILTER: NONE TIME: 2025-06-16 14:32:12
 - DIALABLE LEADS: 22425 CALLS TODAY: 48271 AVG AGENTS: 0.77 DIAL METHOD: MANUAL
 - HOPPER (min/aut): 7600 / 0 DROPPED / ANSWERED: 0.000 / 7217 DL DIFF: 0.77 STATUSES: AD, DROP, NI, PU, B, NEW
 - LEADS IN HOPPER: 4500 DROPPED PERCENT: 0.00% DIFF: 100.00% ORDER: DOWN
- Status Summary:** NO LIVE CALLS WAITING. 1 agents logged in, 0 agents in calls, 1 agents waiting, 0 paused agents, 0 agents in dead calls, 0 agents in dispo.
- Agents Table:**

STATION	USER	SHOW ID	INFO	SESSIONED	STATUS	PM-SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
1666	Admin				9999	92207	603110	Exchamb	300	
- System Load:** 1 agents logged in on all servers. System Load Average: 0.31 0.32 1.43 M.
- Legend:**
 - Agent chatting
 - Agent in email
 - Agent waiting for call
 - Agent waiting for call > 1 minute
 - Agent waiting for call > 5 minutes
 - Agent on call > 10 seconds
 - Agent on call > 1 minute
 - Agent on call > 5 minutes
 - Agent Paused > 10 seconds
 - Agent Paused > 1 minute
 - Agent Paused > 5 minutes
 - Agent Paused > 10 minutes
 - Agent Paused > 15 minutes
 - Agent in 3-WAY > 10 seconds
 - Agent on a dead call

STEP 9

Click on Campaigns



The screenshot shows the VICIdial Reports page with the 'Campaigns' tab selected. The page displays various statistics and a table of active campaigns.

Report **Choose Report Display Options**

[VIEW USER GROUP](#) [SHOW SERVER INFO](#) [HIDE WAIT](#) [SHOW CUST INFO](#)

VEL: 4.167 TRUNK SHORT/FILL: 0 / 0 FILTER:
ADS: 22425 CALLS TODAY: 48271 AVG AGENTS:
to): 7600 / 0 DROPPED / ANSWERED: 0.000 / 7217 DL DIFF:
PER: 4593 DROPPED PERCENT: 0.00% DIFF:
LLS WAITING

ged in **0** agents in calls **1** agents waiting

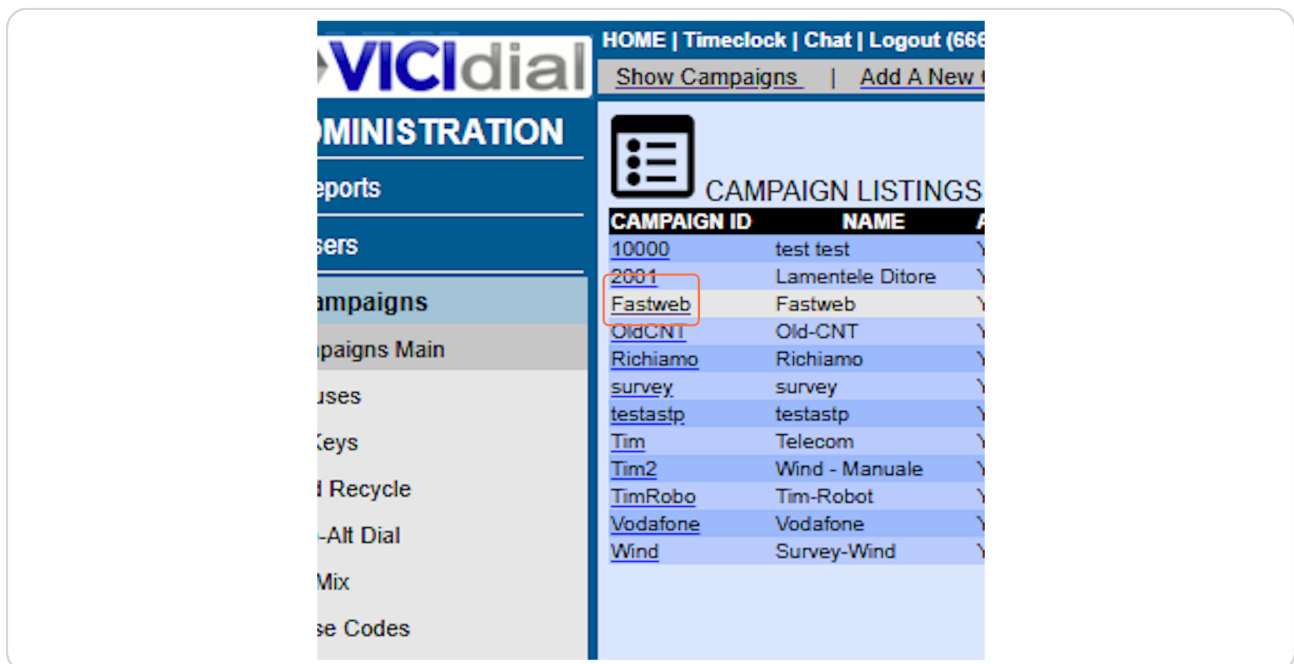
alls Campaign: [ALL-ACTIVE] 2025-06-16 14:32:12

USER	SHOW ID	INFO	SESSIONID	STATUS	MM:SS	CAMPA
Admin	±	6666	READY	693:10	Fastw	

d in on all servers
erage: 0.31 0.32 1.43 M
gent chatting

STEP 10

Click on Fastweb



The screenshot shows the VICIdial Administration page with the 'Campaigns' tab selected. The page displays a list of campaigns.

VICIdial HOME | Timeclock | Chat | Logout (666)
[Show Campaigns](#) | [Add A New](#)

ADMINISTRATION

CAMPAIGN LISTINGS

CAMPAIGN ID	NAME	
10000	test test	Y
2001	Lamentele Ditore	Y
Fastweb	Fastweb	Y
OldCNT	Old-CNT	Y
Richiamo	Richiamo	Y
survey	survey	Y
testastp	testastp	Y
Tim	Telecom	Y
Tim2	Wind - Manuale	Y
TimRobo	Tim-Robot	Y
Vodafone	Vodafone	Y
Wind	Survey-Wind	Y

STEP 11

click list that is active

1287 Fa-20-5-2 Fa-20-5-2 30459 campaign N 2025-05-21 09:16:13 MS

1288 Fa-21-05 Fa-21-05 70414 campaign N 2025-05-21 20:12:17 MS

1289 Fa-22-5 Fa-22-5 71140 campaign N 2025-05-22 18:28:19 MS

1270 Fa-23-05 Fa-23-05 450738 campaign N 2025-05-30 13:16:03 MS

1271 Fa-29-05-2 Fa-29-05-2 47266 campaign N 2025-05-30 10:38:01 MS

1272 fa-30-5 fa-30-5 773640 campaign Y 2025-06-18 14:05:23 MS

10011 Fastweb_24_3_2021 Fastweb_24_3_2021 13041 campaign N 2025-01-22 10:04:05 MS

100014 Fas2019-12Prill Fas2019-12Prill 49708 campaign N 2025-05-13 17:00:01 MS

100021 List_Zonat2 List_Zonat2 5678 campaign N 2024-02-22 15:56:48 MS

100028 Contratti_TIM Contratti_TIM 3529 campaign N 2022-01-14 16:58:02 MS

100039 GiaTim GiaTim 5378 campaign N 2024-03-28 17:21:06 MS

100045 Tim Tim 1345 campaign N 2023-12-01 17:07:16 MS

100048 Fastweb1vit Fastweb1vit 48514 campaign N 2025-05-29 13:18:59 MS

SUBMIT ACTIVE LIST CHANGES

This campaign has 1 active lists and 237 inactive lists

[SHOW LEAD STATUSES IN THIS CAMPAIGN](#)

This campaign has 0 leads to be dialed in those lists - [HIDE](#)

This campaign has 0 leads in the dial hopper

[Click here to see what leads are in the hopper right now](#)

[Click here to see a VQAD report for this campaign](#)

[Click here to see all CallBack Holds in this campaign](#)

[Click here to see Admin changes to this campaign](#)

AGENT RANKS FOR THIS CAMPAIGN:

USER	RANK	GRADE	CALLS TODAY
0003 - Mirosh	0	1	0
0002 - surveywind	0	1	0
0042 - ERO42	0	1	0
0045 - Jm	0	1	0
0045 - Agron Murat Shrag	0	1	0
0047 - Vjesana merr	0	1	0
0048 - Ermetinda Kneqaj	0	1	0
0049 - Dertaj	0	1	0
0050 - Migena	0	1	0
0001 - Jedio	0	1	0
0000 - Dertisa Fier	0	1	0
0022 - Adnan Praz	0	1	0
0016 - Scandj Cuscoli	0	1	0

STEP 12

Drag highlighted element

1287 Fa-20-5-2 Fa-20-5-2

1288 Fa-21-05 Fa-21-05

1289 Fa-22-5 Fa-22-5

1270 Fa-23-05 Fa-23-05

1271 Fa-29-05-2 Fa-29-05-2

1272 fa-30-5 fa-30-5

10011 Fastweb_24_3_2021 Fastweb_24_3_2021

100014 Fas2019-12Prill Fas2019-12Prill

100021 List_Zonat2 List_Zonat2

100028 Contratti_TIM Contratti_TIM

100039 GiaTim GiaTim

100045 Tim Tim

100048 Fastweb1vit Fastweb1vit

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This campaign has 1 active lists and 237 inactive lists

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[Click here to see a VQAD report for this campaign](#)

[Click here to see all CallBack Holds in this campaign](#)

[Click here to see Admin changes to this campaign](#)

STEP 13

Click on 1272

1267	Fa-20-5-2
1268	Fa-21-05
1269	Fa-22-5
1270	Fa-23-05
1271	Fa-29-05-2
1272	fa-30-5
10011	Fastweb_24_3_2021
100014	Fas2019-12Prill
100021	List_Zonat2
100028	Contratti_TIM
100039	GiaTim
100045	Tim
100048	Fastweb1vit

STEP 14

Click on Reset Lead-Called-Status for this list

VICIdial		HOME Timeclock Chat Logout (6666)	
ADMINISTRATION		MODIFY A LISTS RECORD: 1272	
Reports		List ID:	1272 ?
Users		List Name:	fa-30-5
Campaigns		List Description:	fa-30-5
Lists		Campaign:	Fastweb
New Lists		Active:	Y ?
A New List		Reset Lead-Called-Status for this list:	N ?
Add For A Lead		Reset Times:	
A New Lead		Daily Reset Limit:	-1 Resets
Delete DNC Number		Expiration Date:	2099-12-31
New Leads		Local Call Time:	Campaign - Use Cam
Scripts		Audit Comments:	N ?
Users		List Change Date:	2025-05-30 13:12:3
Bound		List Last Call Date:	2025-06-16 14:05:2
User Groups		Agent Script Override:	-
Remote Agents		Inbound Script Override:	-
Admin			

STEP 15

Select Y

List ID:	1272 ?
List Name:	fa-30-5
List Description:	fa-30-5
Campaign:	Fastweb ▼
Active:	Y ▼ ?
Lead-Called-Status for this list:	Y ▼ ?
Reset Times:	
Daily Reset Limit:	-1 Resets Today
Expiration Date:	2099-12-31 ?
Local Call Time:	Campaign - Use Campaign !
Audit Comments:	N ▼ ?

STEP 16

Click on highlight

Inventory Report: Y ▼ ?	
Time Zone Setting: COUNTRY_AND_AREA_CODE ▼ ?	
SUBMIT	

STATUSES WITHIN THIS LIST:					
STATUS	STATUS NAME	CALLED	NOT CALLED	DIALABLE	PENETRATION
AA	Answering Machine Auto	27113	0	0	0%
ADC	Disconnected Number Auto	4889	0	0	0%
NA	No Answer AutoDial	354368	0	0	0%
NEW	New Lead	43	0	0	0%
NI	Not Interested	4	0	0	0%
PDROP	Outbound Pre-Routing Drop	99988	0	0	0%
PM	Played Message	38982	0	0	0%
PU	Call Picked Up	243822	0	0	0%
SVYHU	Survey Hungup	7421	0	0	0%
SUBTOTALS		773640	0		
TOTAL		773640		0	

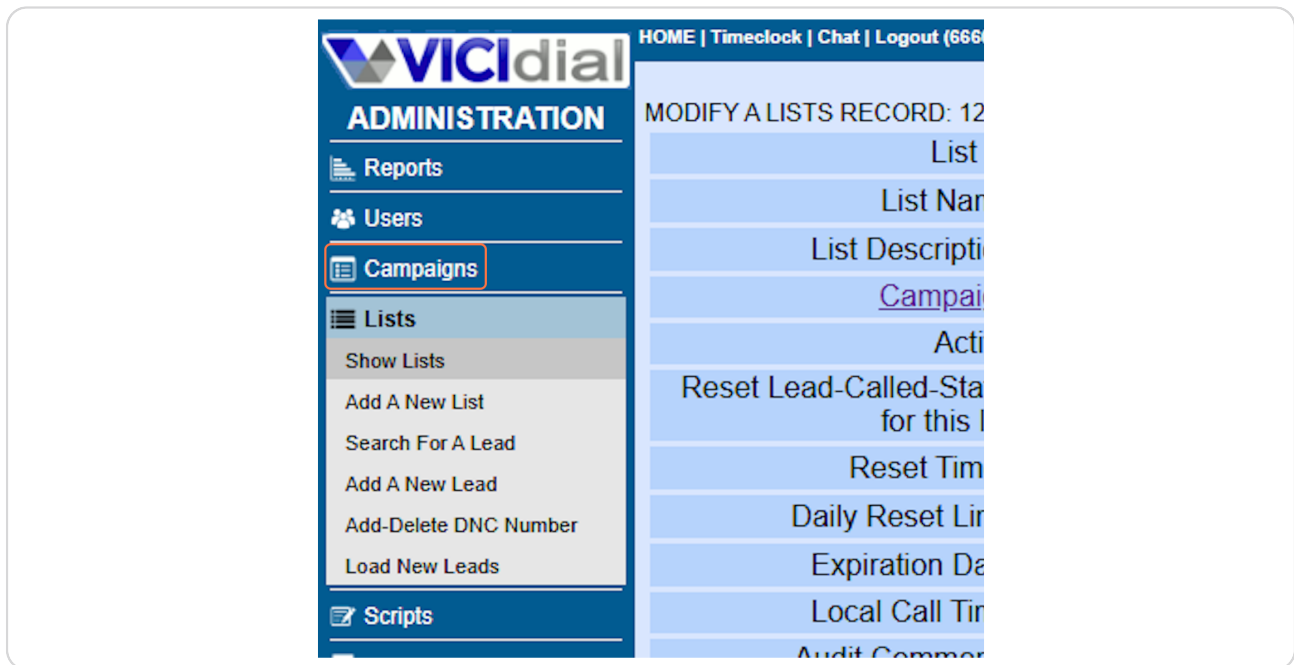
TIME ZONES WITHIN THIS LIST:		
GMT OFFSET NOW (local time)	CALLED	NOT CALLED
+2:00 (Mon 16 Jun 2025 14:33)	773640	0
SUBTOTALS	773640	0
TOTAL		773640

OWNERS WITHIN THIS LIST:		
OWNER	CALLED	NOT CALLED
773640		0
SUBTOTALS	773640	0
TOTAL		773640

RANKS WITHIN THIS LIST:		
RANK	CALLED	NOT CALLED
0	773640	0
SUBTOTALS	773640	0
TOTAL		773640

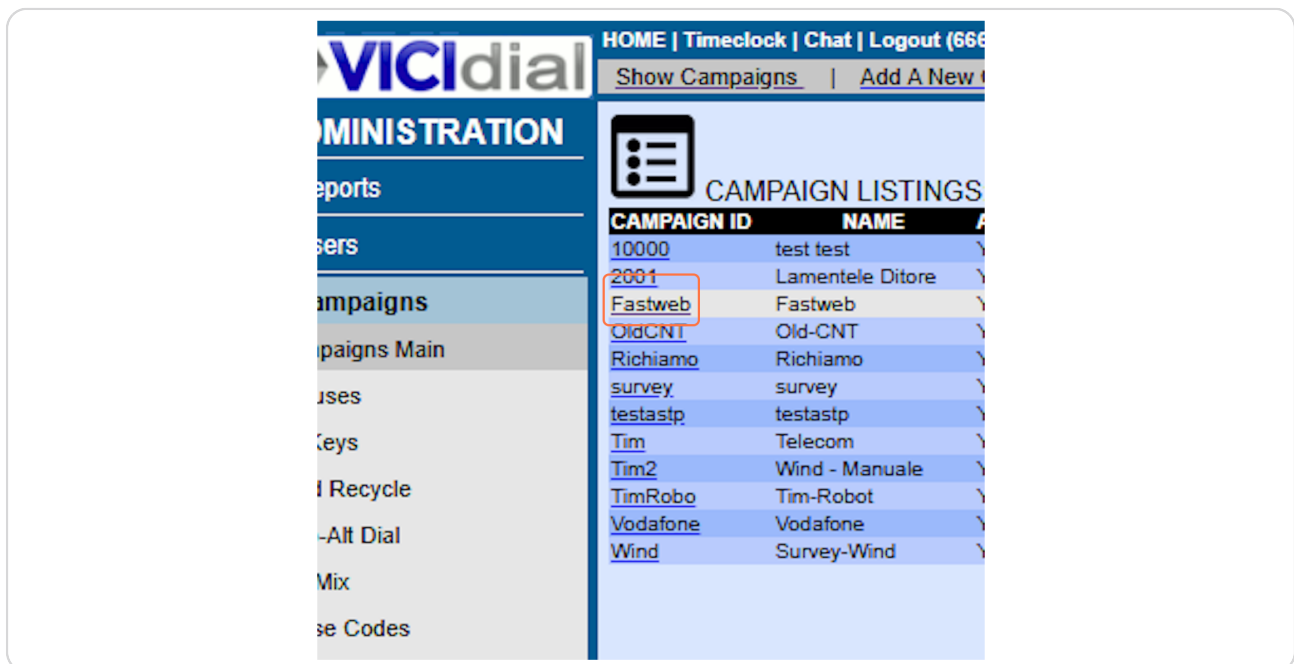
STEP 17

Click on Campaigns



STEP 18

Click on Fastweb



STEP 19

Click on NA - No Answer AutoDial add status NA if is missing here

The screenshot shows a configuration interface with a list of settings. The 'NA - No Answer AutoDial' entry is highlighted with a red box. The settings are as follows:

2025-03-02 13:34:04	?
2025-06-16 14:33:49	?
Y	?
---ALL---	?
?	
?	
Y	?
---NONE---	?
N	?
NA - No Answer AutoDial	REMOVE
NEW - New Lead	REMOVE
- NONE -	ADD ?
RANDOM	?
DISABLED - DISABLED	?
NONE -	?
1000	?
N	?
RATIO	?
10	(0 = off) ?

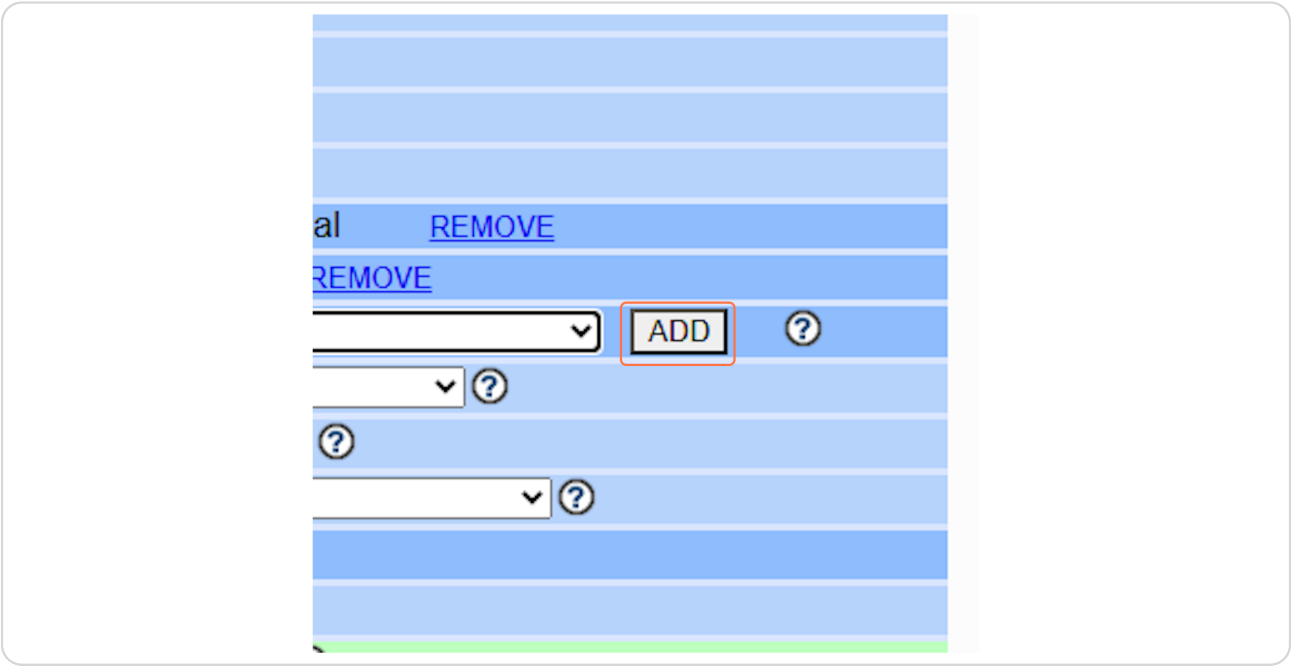
STEP 20

Select N - No Answer , im adding no answer just as example how to add status NA

Active:	Y	?
User Group:	---ALL---	?
Music-on-Hold:		?
Web Form:		?
How Closers:	Y	?
Transfer Group:	---NONE---	?
and Blended:	N	?
Call Status 1:	NA - No Answer AutoDial	REMOVE
Call Status 2:	NEW - New Lead	REMOVE
Status to Call:	N - No Answer	ADD
List Order:	RANDOM	?
List Mix:	DISABLED - DISABLED	?
Lead Filter:	NONE -	?
Hopper Level:	1000	?
Size of Hopper:	N	?
Dial Method:	RATIO	?
Dial Level:	10 (0 = off)	?
Intensity Modifier:	5 - More Intense	?
Script:		

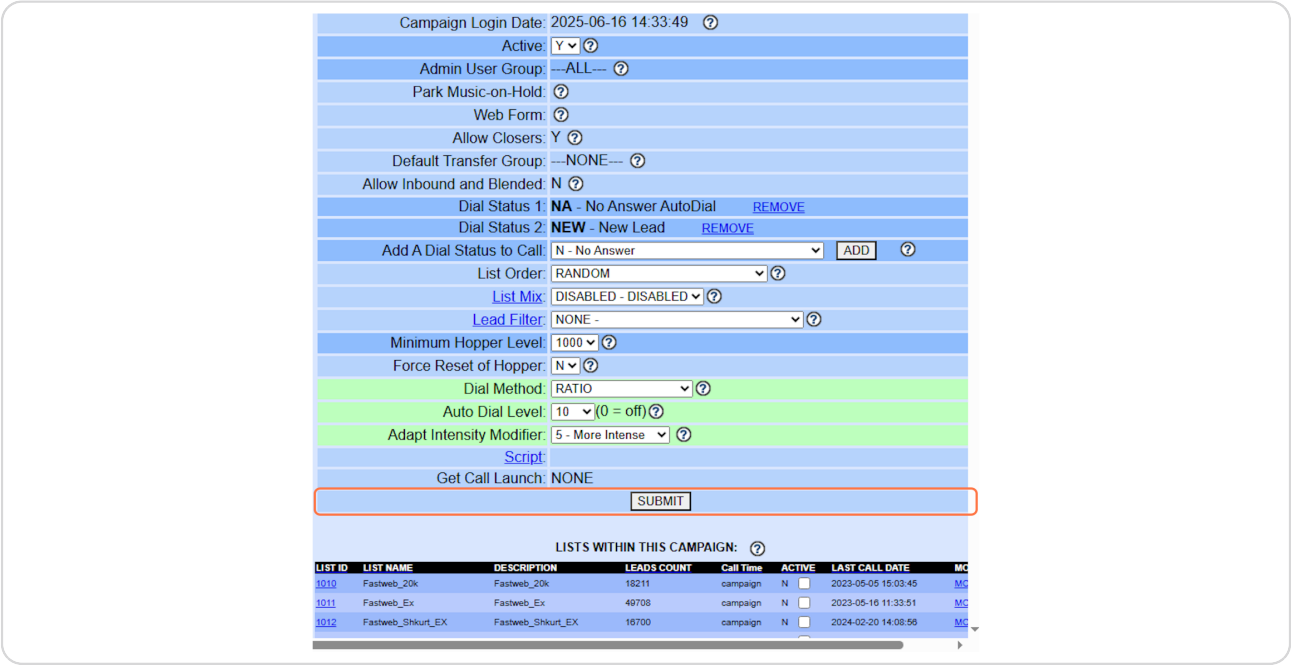
STEP 21

Click on ADD



STEP 22

Click on highlight



Tango

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