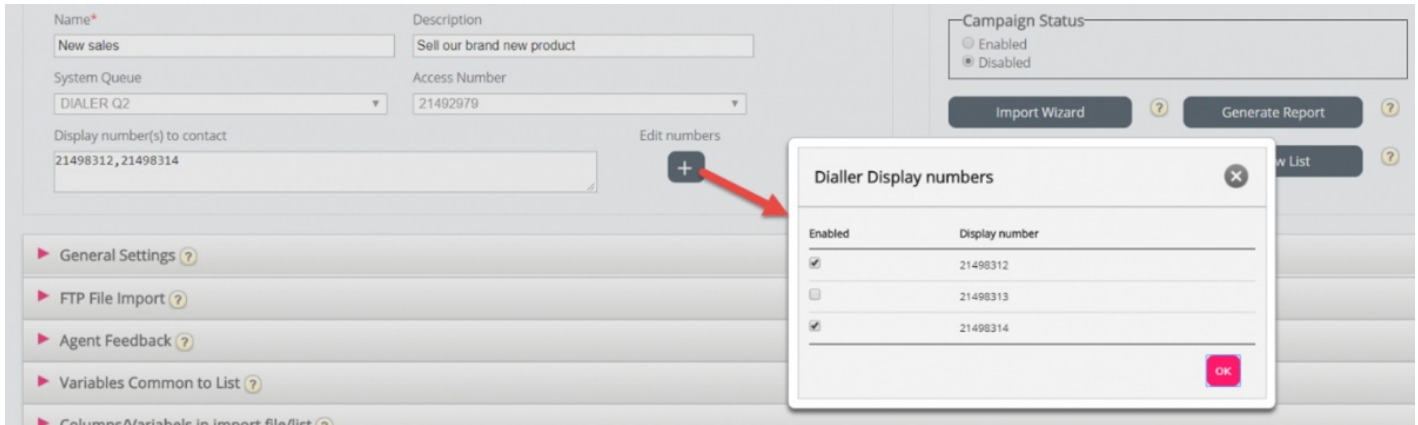


Display number for Dialler calls

If you don't want to present the Puzzel solution's access number as display number to the contacts the Dialler calls to, Puzzel support can configure that a specific number be used as Display number for each Dialler Campaign.

If you want to use several different Display numbers when calling contacts from one Dialler Campaign, Puzzel support can define a list of Display numbers that the Dialler randomly picks from. A specific Display number can be used for one or more Dialler Campaigns. If you want to change which of the pre-defined Display numbers to use, you can enable/disable numbers in the list.

Please contact Puzzel support if you want to add or delete Display numbers from the list for a Dialler Campaign.



Some of the contacts the Dialler calls to will not answer, and some of these contacts might choose to call back when they see a 'missed call' on their phone. Puzzel can configure how calls back to the Dialler's display numbers should be treated, e.g. a special announcement/menu and route the call to a specific queue.

It is possible to use a variable in the list for display number to be used per contact, e.g. if you want to use one display number per "region" the contacts belong to. If you want this solution, please consult Puzzel, since Puzzel must change the Dialler service logic to use the correct variable (e.g. var9='PresentationCLI') as the display number instead of "Display number(s) to contact".