Automatic Outbound Call

This section introduces the core configurations for creating, scheduling, and executing automatic outbound call tasks on the voice service platform.

- Creating an Outbound Call Task
- Upload Call List
- Upload Audio File
- Generate Audio Files Online

Creating an Outbound Call Task

Accessing the Feature

Log in to the Call Center Backend → Go to Voice > Automatic Outbound Call > Task Management.

Step 1: Create a Task

On the Task Management page, click Add. Enter the Task Name (e.g., January 2026 Promotional Campaign) → Click Next.

Step 2: Configure Recording

Select an uploaded MP3 file (e.g., Promotional Campaign-Chinese.mp3) from the Recording File drop-down list.

Step 3: Sending Settings

1.Select Call List

Select an uploaded list (e.g., Promotional List_202601.xlsx) from the drop-down menu. Note: The list must be uploaded in advance via List Management.

2.Set Start Time

Execute Immediately: The task will start right after it is created. Scheduled Execution: You can set any specific time in the future.

> ⚠ Note: The execution time is based on Indonesia time.

3. SMS Settings (Requires an active SMS account)

Please configure the following two types of SMS messages according to your business requirements:

Send SMS on Hang-up:

Auto-send a service confirmation SMS when the customer hangs up after answering, to complete the call loop. If "Do Not Send SMS" is selected: No SMS will be triggered after the call ends. If "Send SMS" is selected: Please select a pre-approved SMS template. This template will be used to send the message after the call ends. Example: SMS Content = Dear Customer, your service has been successfully processed. Please check your account. [Company Name]

Send SMS on Missed Call:

This option is independent of the "Send SMS on Hang-up" feature and can be enabled or disabled separately.

When a call is not connected (e.g., unanswered, powered off, busy, or out of signal), a reminder SMS will be automatically sent to prevent the customer from missing important information and to improve the reach rate.

- **If "Do Not Send SMS" is selected:** No SMS will be sent.
- **If "Send SMS" is selected:** Please select a pre-approved SMS template, which will be used to send the message after the call ends.

Example: The outbound task calls the customer's mobile phone, but the customer does not answer → The system automatically sends an SMS: "[XX Company] You have a missed call. Reply 1 for details."

> □□ Tip: Both types of SMS can be enabled simultaneously. The system will intelligently determine which one to trigger based on the actual call result.

4. Submit Task

Click Submit → The task is created successfully.

Upload Call List

1.Log in to the Voice Backend → Go to Voice > Automatic Outbound Call > Call List.

2.Click Add.

3.Fill in Task Information:

Task Name: Enter a name (e.g., Jan 2026 Promotional Campaign).

4.Upload Number File:

In the Number File section → Click Download Template to get the standard format file.

Fill in the content according to the template requirements:

- Do not include the country code for mobile numbers (e.g., for Indonesian numbers: 87630021323).
- After completing the form, click Select File to upload the edited file.

> ⚠ Only .xlsx format (Excel Workbook) is supported.

5.After the file is successfully uploaded, the system will automatically verify the number format.

Upload Audio File

1.Log in to the Voice Backend → Go to Voice > Voice Resources > Audio Files.

2.Click Add.

Fill in Audio File Information:

- **Name:** Enter the audio file name (e.g., Jan 2026 Promotional Campaign).
- **Audio File:** Click Select File to upload a pre-recorded MP3 audio file.

⚠ File Requirements:

- **Format:** Only .mp3 format is supported.
- **Duration:** Recommended ≤ 30 seconds.
- **File Size:** Recommended ≤ 1 MB.

After the upload is complete, click Confirm. The audio file will be saved to the template library and can be used when creating an outbound call task.

Generate Audio Files Online

1.Log in to the Voice Backend → Go to Voice > Voice Resources > Generate Voice.

2.On the Generate Voice page, click Add in the operation column to open the dialog box.

3.Fill in the audio file information in the dialog box:

- Name: Enter the audio file name (e.g., Jan 2026 Promotional Campaign).
- Type: Select the generation method for the voice content.
- Fixed Text: The entire voice content is completely fixed, and all customers will hear the exact same message.
- Variables Included: The content contains variables (e.g., {phone}, {name}), which will be dynamically replaced based on the contact list during outbound calls.
- Language: Select the language for voice playback.
- Voice Content: Enter the text to be broadcasted in the text box (e.g., Hello, thank you for your interest in XX Company's Jan 2026 promotional campaign. Please reply with 1 for more details.).
- Insert Variables (Used for dynamic replacement during outbound calls): If the phone number in the contact list is located in Column A of the Excel file, you can insert the following variable into the text:

```
Hello, {phone}, your order has been shipped.
```

Insert Pause

To insert a pause, add: {stop:1s} at the desired location.

```
Hello, {stop:1s} your order has been shipped.
```

Set the reading method for special content

Select the text that requires special processing, and then click the corresponding button on the toolbar:

Content Type	Operation	Example
Phone Number / Digits	Select the digits → Click Read Digit by Digit	13800138000 → "1 3 8 0 0 1 3 8 0 0 0"
Letters	Select the letters → Click Read Letter by Letter	VIP → "V I P"
Date	Select the date → Click Read as Date	2026-01-16 → "January 16th, 2026"

Content Type	Operation	Example
Amount	Select the number + currency → Click Read as Currency	199 CNY → "One hundred and ninety-nine yuan"

Click Preview to check the effect → Click Save after confirmation.

⚠ Notes:

- Variables only take effect when the outbound task is executed. During preview, they will be displayed as placeholders (e.g., {phone}).
- Pause and reading settings require you to select the text first before clicking the button; otherwise, the settings will not apply.
- It is recommended to keep the total text length ≤ 120 characters (including variables and pause tags).