Call Roster Management

Overview

The **Call Roster Management** module is used to centrally manage customer phone number data for automatic outbound call tasks. By uploading standardized phone number files, the system automatically validates the phone number format and generates call rosters, ensuring efficient and accurate execution of outbound call tasks.

Accessing the Feature

After logging in to the Call Center platform, navigate to **Voice** > **Auto Outbound Calls** > **Task Roster**.

Add a Call Roster

1. On the **Task Roster** page, click **Add**.
2. In the dialog box, enter the roster information.

- **Roster Name:** Enter a roster name (e.g., **January 2026 Promotional Campaign**).
- **Upload Phone Number File:** In the **Phone Number File** section, click **Download Template** to download the standard template, then complete the file according to the following requirements:
  - Enter phone numbers without the country code prefix (e.g., for Indonesian phone numbers, enter **87630021323**).
  - Only **.xlsx** (Microsoft Excel Workbook) files are supported.

After completing the template, click **Select File** to upload the completed file.

After the file is uploaded successfully, the system automatically validates the phone number format.

Edit a Call Roster

1. On the **Call Roster** page, locate the target roster and click **Edit** in the **Actions** column.
2. In the dialog box, modify the roster name or description.
3. After confirming that all information is correct, click **Confirm** to update the roster information.

Delete a Call Roster

1. On the **Call Roster** page, locate the target roster and click **Delete** in the **Actions** column.
2. In the confirmation dialog box, click **Confirm** to permanently delete the roster.

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