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.

Revision #1
Created 2 July 2026 06:21:02 by sunny
Updated 2 July 2026 06:37:23 by sunny