

## Vici Dialer inbound / outbound assistance QuestBlue Systems.

### Carrier Setup

The screenshot shows the ViciDialer administration interface. The left sidebar contains a navigation menu with 'Carriers' highlighted. The main content area is titled 'MODIFY A CARRIER RECORD: QuestBlueSIP'. The form includes the following fields:

- Carrier ID: QuestBlueSIP
- Carrier Name: QuestBlueSIP
- Carrier Description: QuestBlueSIP
- Admin User Group: ---ALL---
- Registration String: (empty)
- Template ID: SIP\_generic
- Account Entry: [QuestBlueSIP], disallow=all, allow=ulaw, type=peer, host=sbc.questblue.com, fromdomain=sbc.questblue.com, insecure=invite,port, dtmfmode=rfc2833, context=trunkinbound, qualify=yes, nat=force\_rport,comedia
- Protocol: SIP
- Globals String: QuestBlueSIP = SIP/QuestBlueSIP
- Dialplan Entry: exten => \_1NXXNXXXXXX,1,AGI(agi://127.0.0.1:4577/call\_log), exten => \_1NXXNXXXXXX,2,Dial(\${QuestBlueSIP}/\${EXTEN:},,tTor), exten => \_1NXXNXXXXXX,3,Hangup. A red box highlights the first line, and a red arrow points to the text 'Setting dialplan to send 11 digits to sbc.questblue.com No stripping'. Below it, another line reads '\_91NXXNXXXXXX use var 1 to strip 9 Stripping = EXTEN:1'.
- Server IP: IP ADDRESS OF SERVER (0.0.0.0 is all servers)
- Active: Y

At the bottom of the form, there is a 'SUBMIT' button and a link labeled 'DELETE THIS CARRIER'.

Text from the above image:

Account Entry:

```
[QuestBlueSIP]
disallow=all
allow=ulaw
type=peer
host=sbc.questblue.com
fromdomain=sbc.questblue.com
insecure=invite,port
dtmfmode=rfc2833
context=trunkinbound
qualify=yes
nat=force_rport,comedia
```

Globals String:

QuestBlueSIP = SIP/QuestBlueSIP

Dialplan Entry:

exten => \_1NXXNXXXXXX,1,AGI(agi://127.0.0.1:4577/call\_log)

exten => \_1NXXNXXXXXX,2,Dial(\${QuestBlueSIP}/\${EXTEN:},,tTor)

exten => \_1NXXNXXXXXX,3,Hangup

Server IP: Please make sure your servers IP is in this box

Active = Y

## INBOUND CALLING TO VICI to Ring a Phone:

HOME | Timeclock | Chat | Logout (6666) Tuesday October 9, 2018 12:16:39 PM

**VICIdial**  
**ADMINISTRATION**

- Reports
- Users
- Campaigns
- Lists
- Scripts
- Filters
  - Inbound**
    - Show In-Groups
    - Add A New In-Group
    - Copy In-Group
  - Show DIDs
  - Add A New DID**
  - Copy DID
  - Show Call Menus
    - Add A New Call Menu
    - Copy Call Menu
  - Filter Phone Groups
    - Add Filter Phone Group
    - Add-Delete FPG Number
- User Groups
- Remote Agents
- Admin

VERSION: 2.14-894a  
BUILD: 181005-1738  
© 2018 Vicidial Group

**ADD A NEW DID**

DID Extension:  (no spaces or dashes) ?

DID Description:  ?

Admin User Group: All Admin User Groups ?

Add your DID Extension: = Telephone Number 9195551212 10 Digits only in USA

DID Description can be your choice.

Once you submit you will need to make some choices

Please continue to next image

- ADMINISTRATION
- Reports
- Users
- Campaigns
- Lists
- Scripts
- Filters
- Inbound
  - Show In-Groups
  - Add A New In-Group
  - Copy In-Group
- Show DIDs
  - Add A New DID
  - Copy DID
- Show Call Menus
  - Add A New Call Menu
  - Copy Call Menu
- Filter Phone Groups
  - Add Filter Phone Group
  - Add-Delete FPG Number
- User Groups
- Remote Agents
- Admin

MODIFY A DID RECORD: 9195551212

DID Extension: 9195551212 ?

DID Description: 9999-test Just the name of the extension tested ?

DID Carrier Description: ?

Active: Y ?

Admin User Group: ---ALL---

DID Route: PHONE ?

Record Call: N ?

Extension: 9195551212 Match the inbound route ?

Extension Context: default ?

Voicemail Box: voicemail chooser ?

Phone Extension: 9999 ?

Server IP: make sure server IP is correct ?

Call Menu: ?

User Agent: ?

User Unavailable Action: VOICEMAIL ?

User Route Settings In-Group: AGENTDIRECT - Single Agent Direct Queue ?

In-Group ID: ---NONE---

In-Group Call Handle Method: CID ?

In-Group Agent Search Method: LB ?

In-Group List ID: 999 ?

In-Group Campaign ID: ?

In-Group Phone Code: 1 ?