



Dialler Integration

Overview

ORCA can integrate with 3rd party telephone dialler software. Adtec have worked with various dialler packages in the past, such as AMCAT, Noble, Aspect, Touchstar and Adaptive.

Typically, data is exported from ORCA overnight and imported into the dialler software before the days calls begin.

At the end of the day, a result file from the dialler is imported back into ORCA via ETL Studio and appropriate action can be taken.

A global option within ORCA will determine which Dialler integration behaviour to use.

Export

SQL Server Integration Services (SSIS) is used to build an export bespoke to the needs of the respective dialler software. This may involve varying data from ORCA and produce a file of any commonly used format, such as CSV, fixed length or XML.

The SSIS package is uploaded to the SQL Server and can be scheduled to run at a specific time, or run manually.

ORCA supports the controlling of accounts available for dialling via the account **status code**. Each code may indicate if the account is open, closed or on hold. Accounts set to a closed or on hold status will not be passed to the dialler. Furthermore, each open status has a flag which controls if accounts set to that status should be dialled.

Screen pop

Depending on the dialler software, it may be possible to automatically display the appropriate account within ORCA when the dialler commences a call. This may be achieved through integrating software through .dll or .ocx application extensions or by temporarily using the Windows clipboard.

If set up within ORCA, this can launch a Data Protection Act security questionnaire to authenticate the identity of the caller.

Import

ETL Studio supports importing of result files from diallers. Telephone numbers can be marked to **inactive** if they are incorrect and notes can be placed in the telephone number record. Notes can also be placed on the account to record activity from the dialler.