AboTALK

Operation Manual

Contents

Manual Operation System

Step.1

Download "microsip" app

Download From：
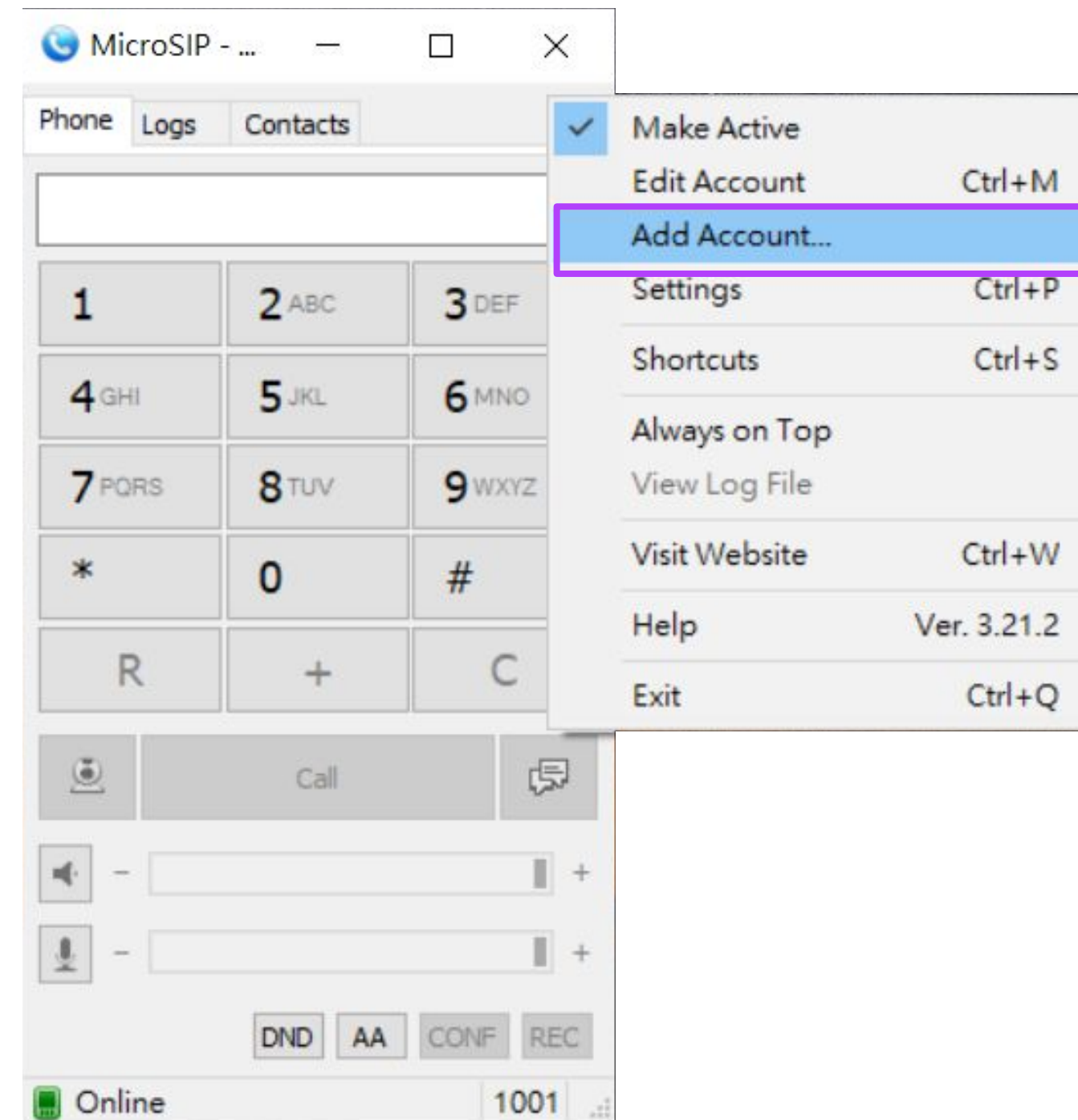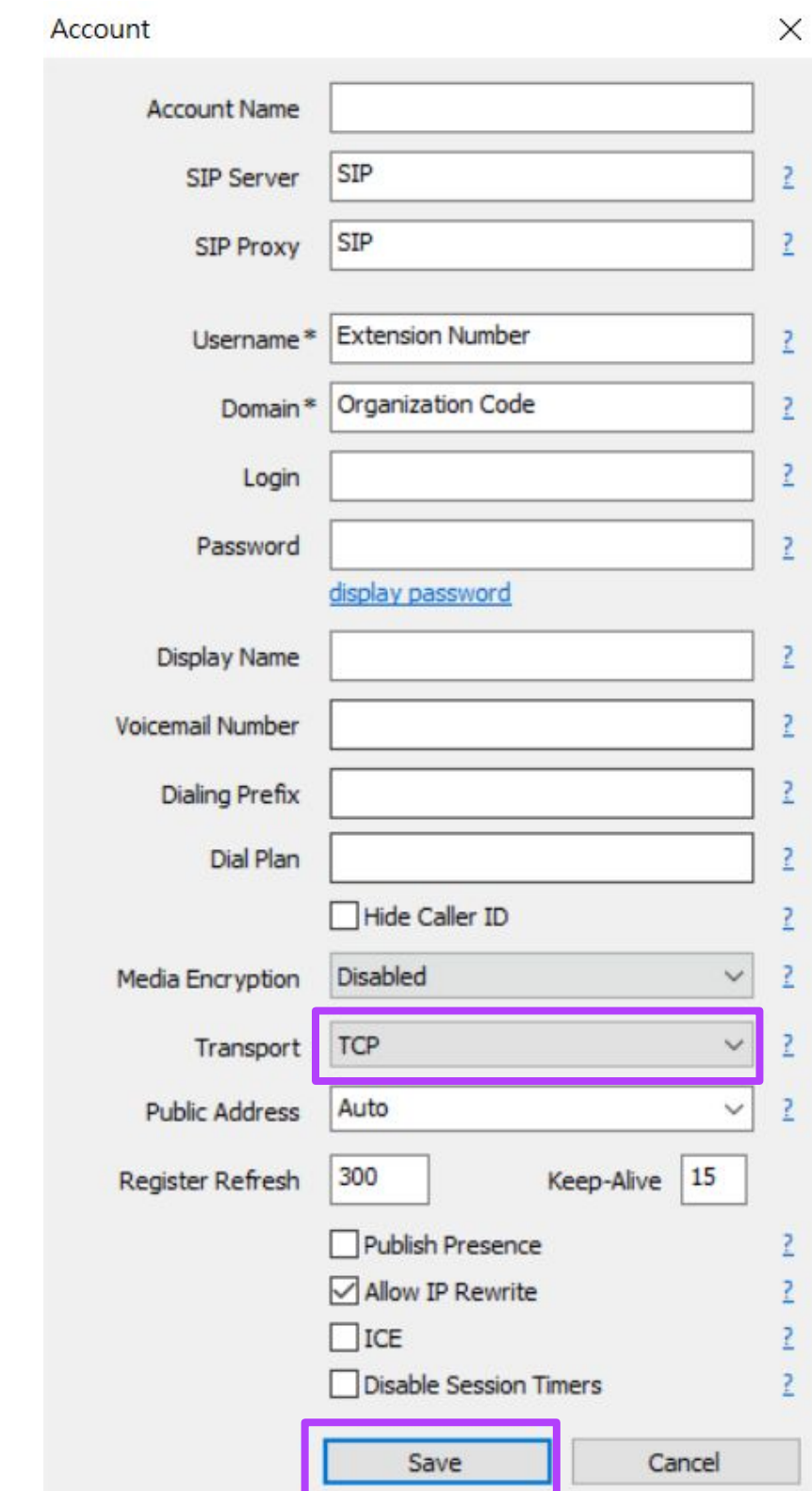https://www.microsip.org/downloads

Step.2

Settings

Click   Add Account...

Step.3

Key in Information

Look at Step.5
Click " Save " after finishing settings

Step.4

Login AboTALK

Link：

https://abotalk.com/#/login
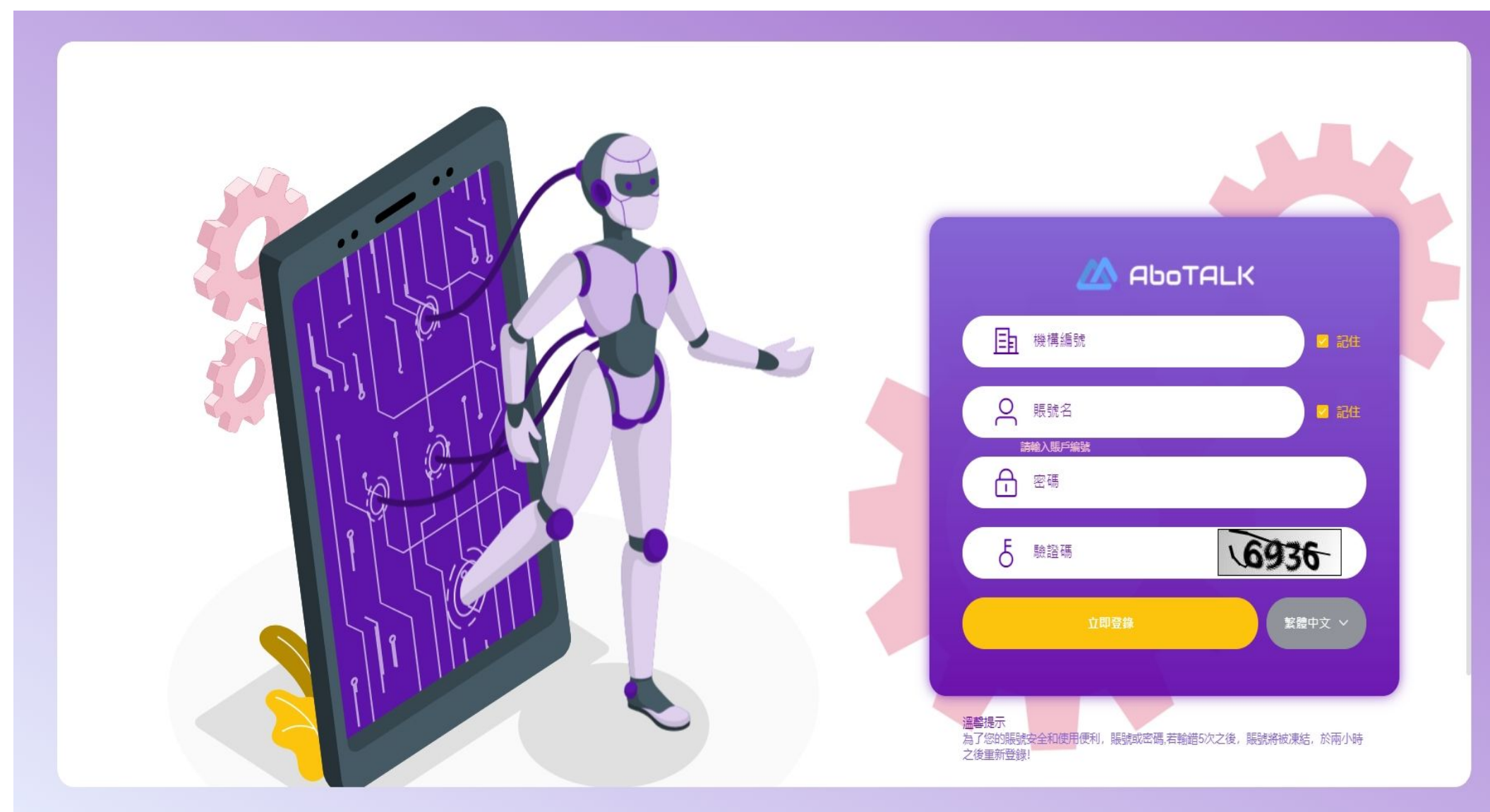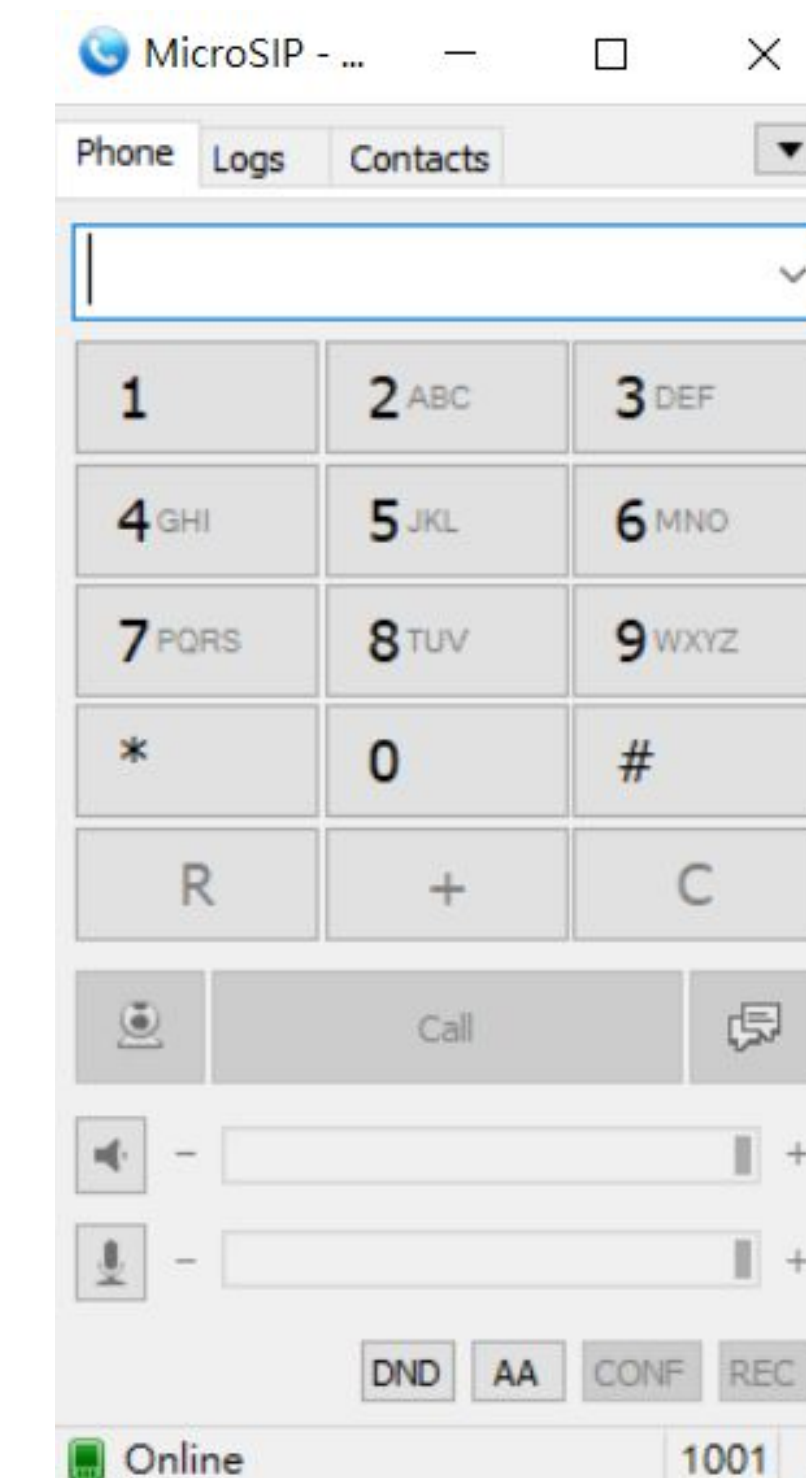

Step.6

Start

You can start your phone call
after connecting to
the backstage

Step.5

AboTALK Interface Operation

Click

Basic Information

v

Extension Management

v

Monitor mode

Username:Extension Number
Password:Extension Password
Domain:Code
Agent :SIP Domain

Backstage Operation

Step.1

Login AboTALK Backstage

Link：
https://abotalk.com/#/login
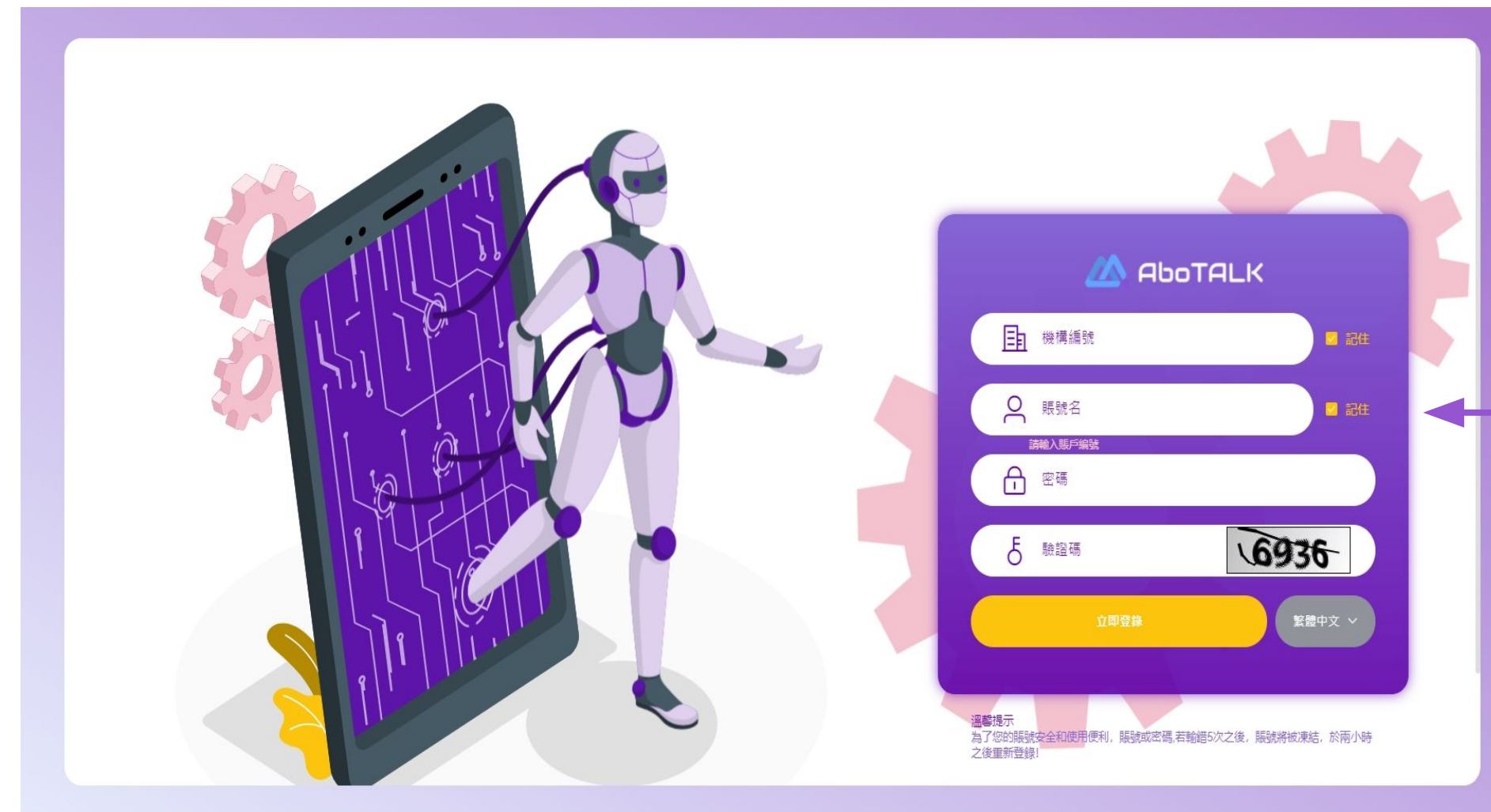
When customers login the backstage, the Organization code is the same, just have enter the extension number at the acoount name, and you can log in.

Step.2

Work Platform

After answering the phone, you can manually analyze the customer's intention

Group Call Operation

Step.1
Login AboTALK

Link：
https://abotalk.com/#/login

Step.2
Voice Resource Management

Click

Call Management

v

Task Management

v

+ Add

Dashboard / Call Management / Resource Management

Dashboard | ● Resource Management ×
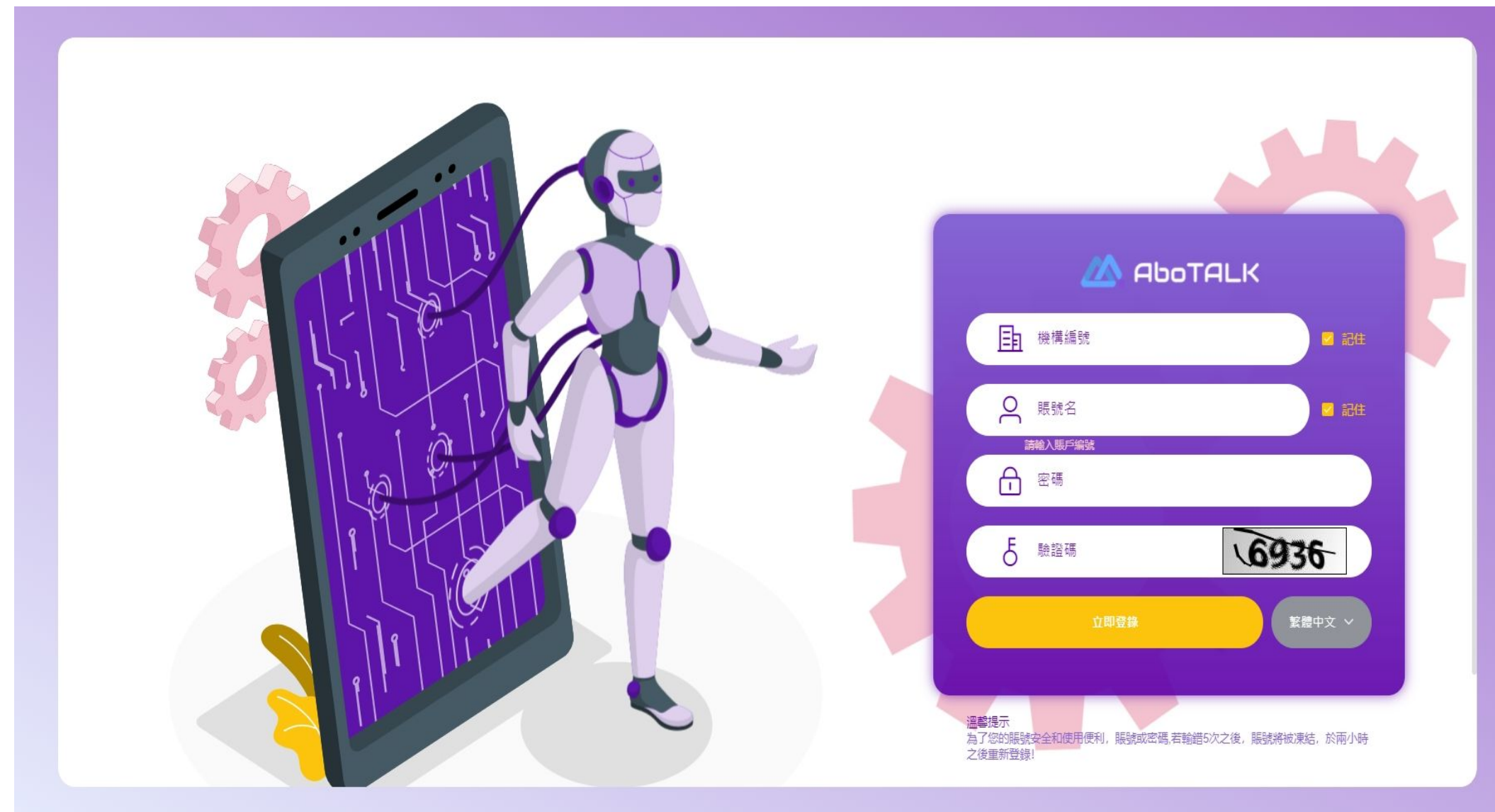
- Authority Management
- Basic Information
- Call Management
  - SMS Template
  - Resource Management
  - Task Management
- System Inquiry
- AI Voice Interaction

Select organization | Select verify status | Name

Q Search | + Add

No pending tasks were found, you can press
+ Add
To create a new task

Step.3
Voice Resource Management

Add ✕

* Task name — Please enter task name

* Task type — Select "Mass Call Features" to perform Group Call

* Group — Make extensions into groups, and perform different task numbers

* Customer intention — Select the customers' intension classification

* Callee district — Callee district

* Call parameters — Adjust the number of the calls, assuming 10 extensions are online, use 2 times the rate, that is, there are 20 calls per operation

Target number — Import number — *You can only import "xlsx", "xls", "txt" files only
xlsx, xls and txt file only.

☐ File contains calling code

* Task cycle — Please Select task execution cycle time

* Start time — Select sta... | *Assuming 10 extensions, the execution interval is 5 seconds, with 2 times the rate, that is, 20 outbound calls every 5 seconds

* Finish time — Select fini...

* Call gapping — − 5 +

Auto refresh — − 0 +

Description —

Click "Save", then tasks will be executed according to the scheduled time | Save

Group Call Operation
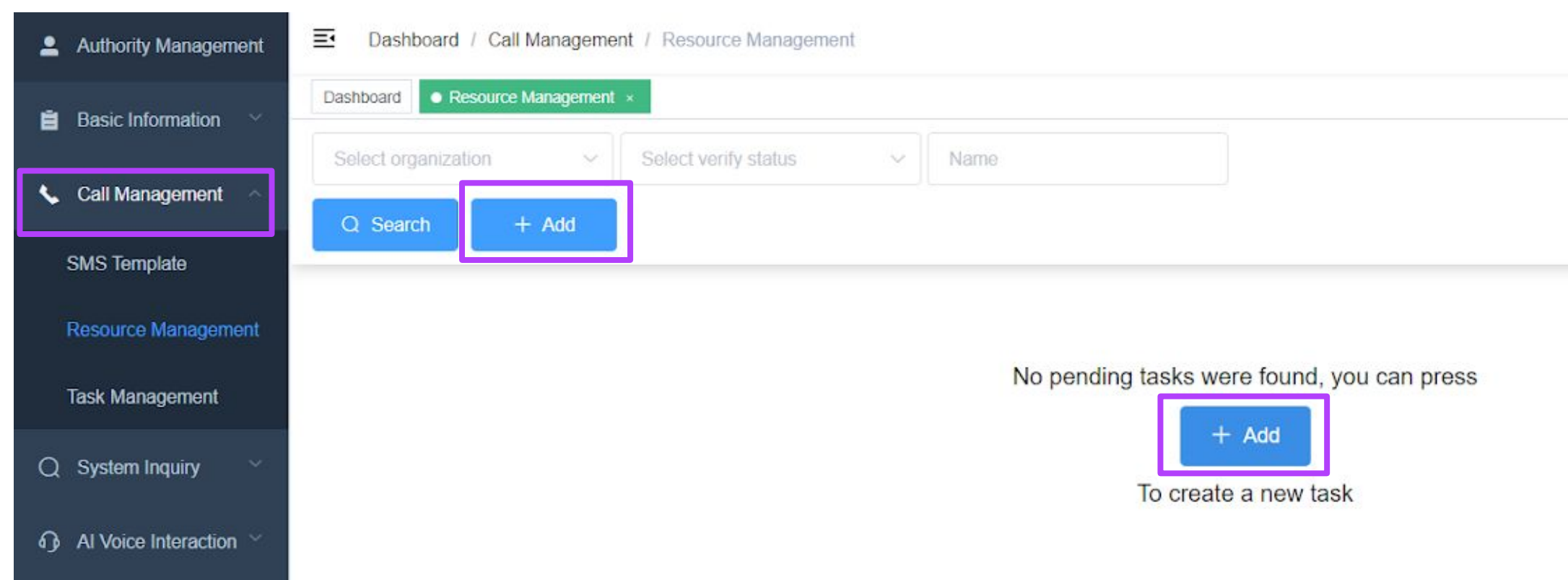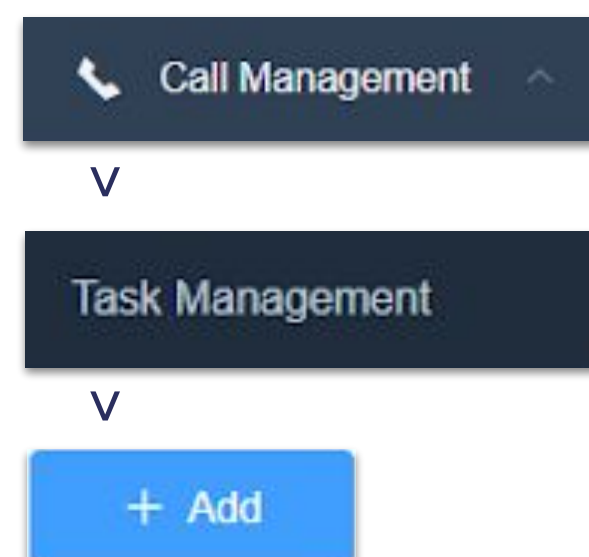
Voice Resource Management

Step.1

Login AboTALK

Link：
https://abotalk.com/#/login
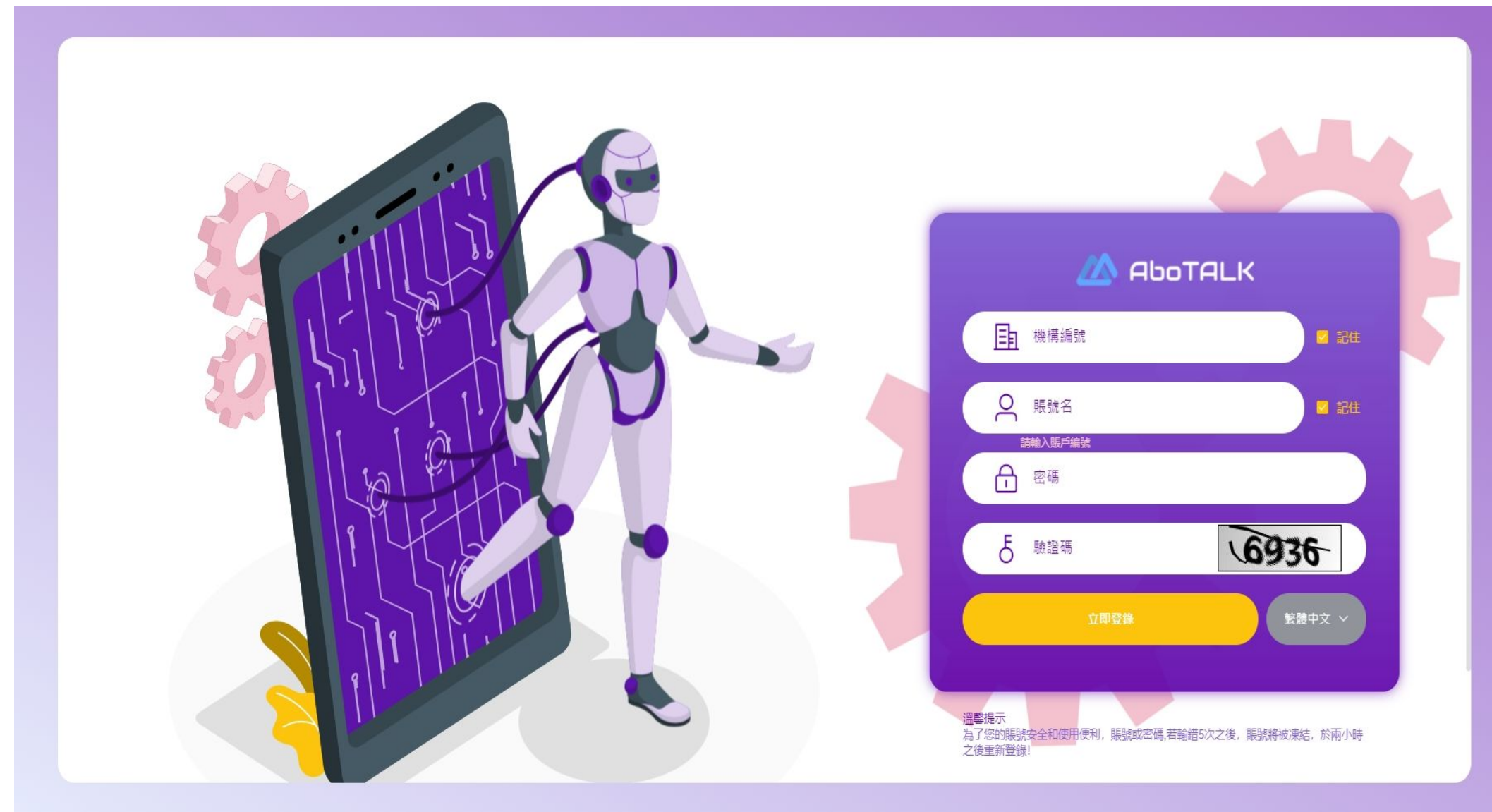
Step.3

New Audio File

1.Audio File can just only be "mp3" or "wav" and with size less than 10M

2.Click "Save" after finishing

3.It can be used in task after approved

(If your audio file is approved, we would inform you.)

Step.2

Voice Resource Management
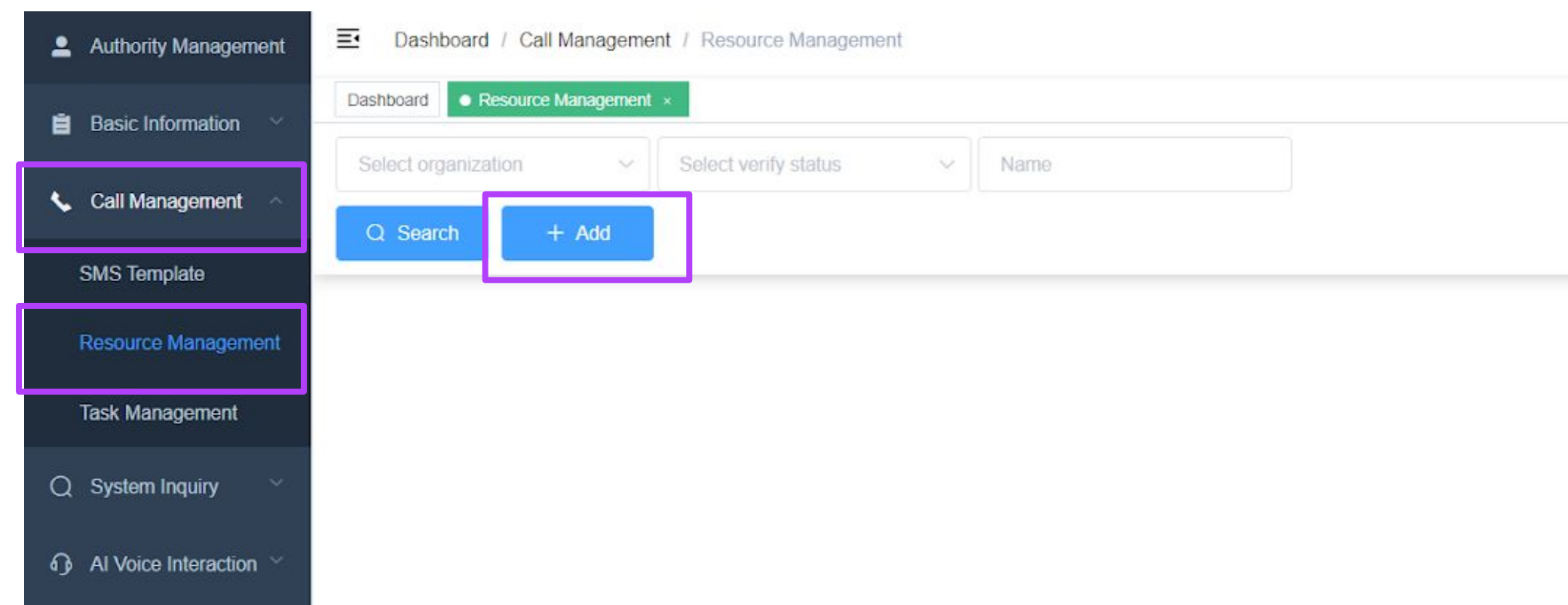
Click

Call Management

∨

Resource Management

∨

+ Add (to add your audio file)

Voice Resource Management

Confirm Audio Format

If the audio cannot be uploaded due to a format error,
Use the format detection tool
https://www.strerr.com/cn/filetype.html to see what the data format is
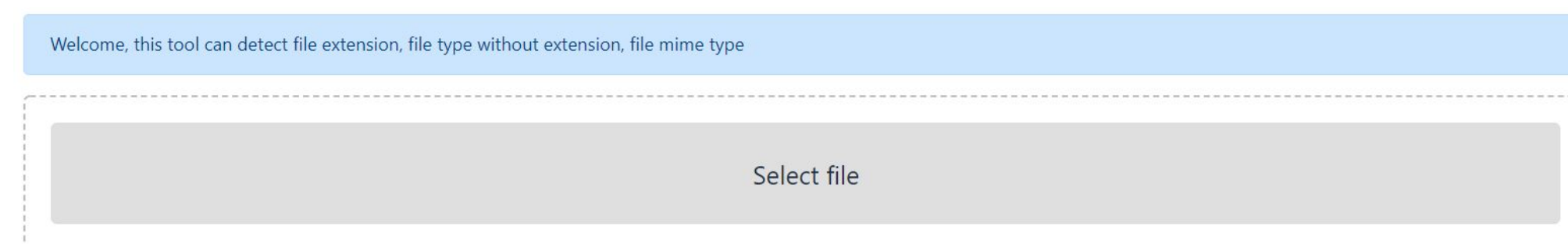
If the file is an MP4 file, you can use the online conversion tool
https://www.freeconvert.com/audio-converter
to convert it to an MP3 file and upload it

Welcome, this tool can detect file extension, file type without extension, file mime type

Select file

Audio Converter

The best web app to convert audio files online.

Choose Files

Or drop files here. Max file size 1GB. Sign up for more
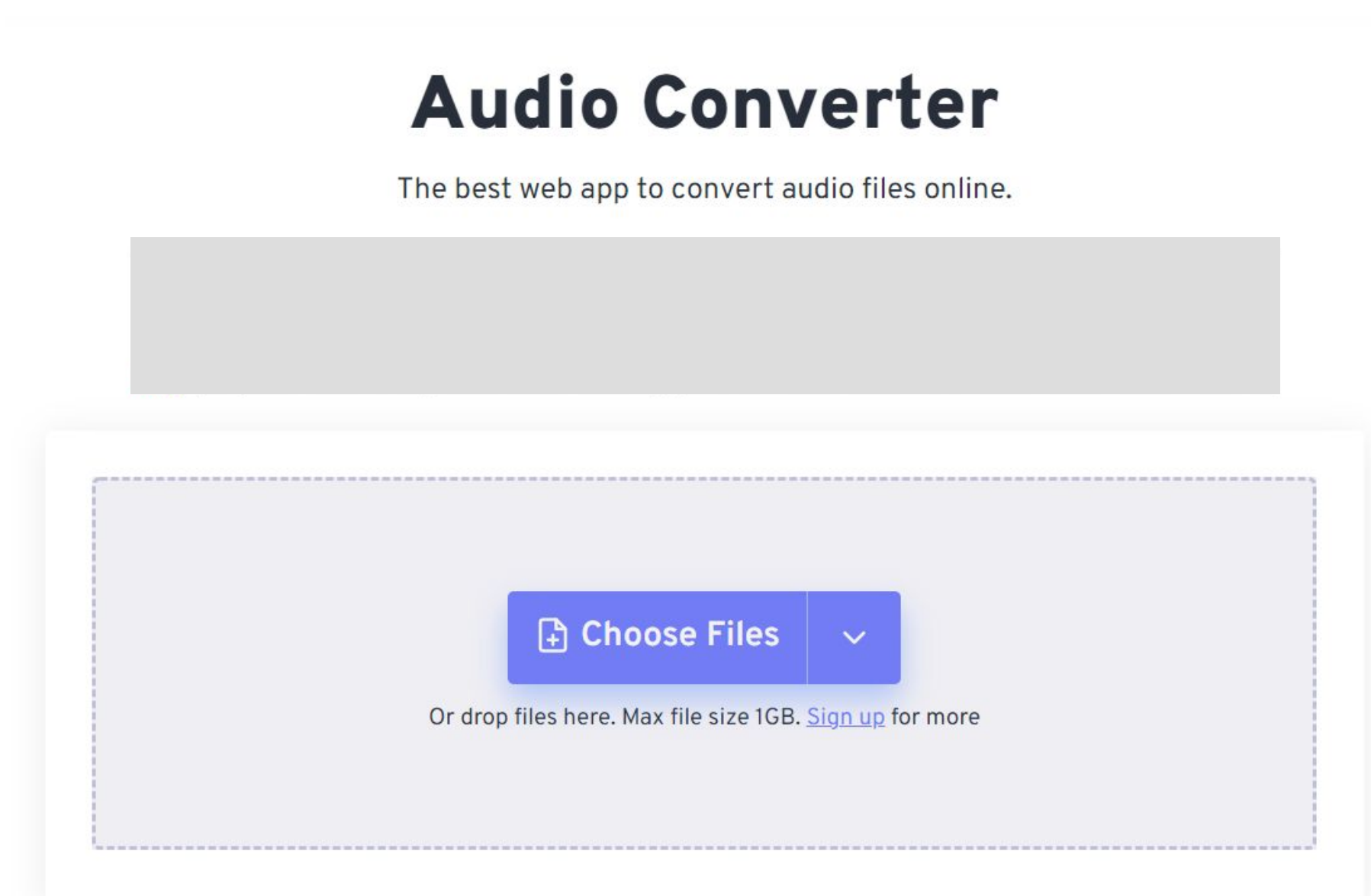
Dialing Audio After Calling

Step.1

Login AboTALK

Link：
https://abotalk.com/#/login

Organization Code：twtest
Username：twtest
Password：888888

Step.2

Task Management

Click

📞 Call Management ∧

∨

Task Management

∨

+ Add

Authority Management

📋 Basic Information ∨

📞 **Call Management** ∧

SMS Template

Resource Management

Task Management

🔍 System Inquiry ∨

🎧 AI Voice Interaction ∨

☰ Dashboard / Call Management / Task Management

Dashboard | Extension Management ✕ | ● Task Management ✕

| Select organization ∨ | Ordering ∨ | Task type ∨ | Name | ☐ Show finished tasks |

🔍 Search   **+ Add**

No pending tasks were found, you can press

+ Add

To create a new task

Step.3

Task Management

Add   ✕

* Task name   Please enter task name

* Task type   Select "Play Audio" ∨

* Audio file   Select Audio File ∨

Caller district   Please select caller district ∨

* Callee district Callee district ∨

Target number   Import number *You can only import "xlsx", "xls", "txt" files only
                  xlsx, xls and txt file only.

☐ File contains calling code

* Task cycle   Please select ∨

* Start time   Select task execution cycle time

* Finish time   🕐 Select finish time

* Call gapping   [−]   5   [+]

Auto refresh   [−]   0   [+]

Description   Click "Save", then tasks will be executed
                   according to the scheduled time

cancel   **Save**

Dialing Audio After Calling

AI Voice Robot Operation

Step.1

Login AboTALK

Link：
https://abotalk.com/#/login

Step.2

Creating BOT Robot Code

1. Click
"AI Voice Interaction"
        ∨
"BOT Design"
        ∨
"+Create BOT"

*You can copy other templates
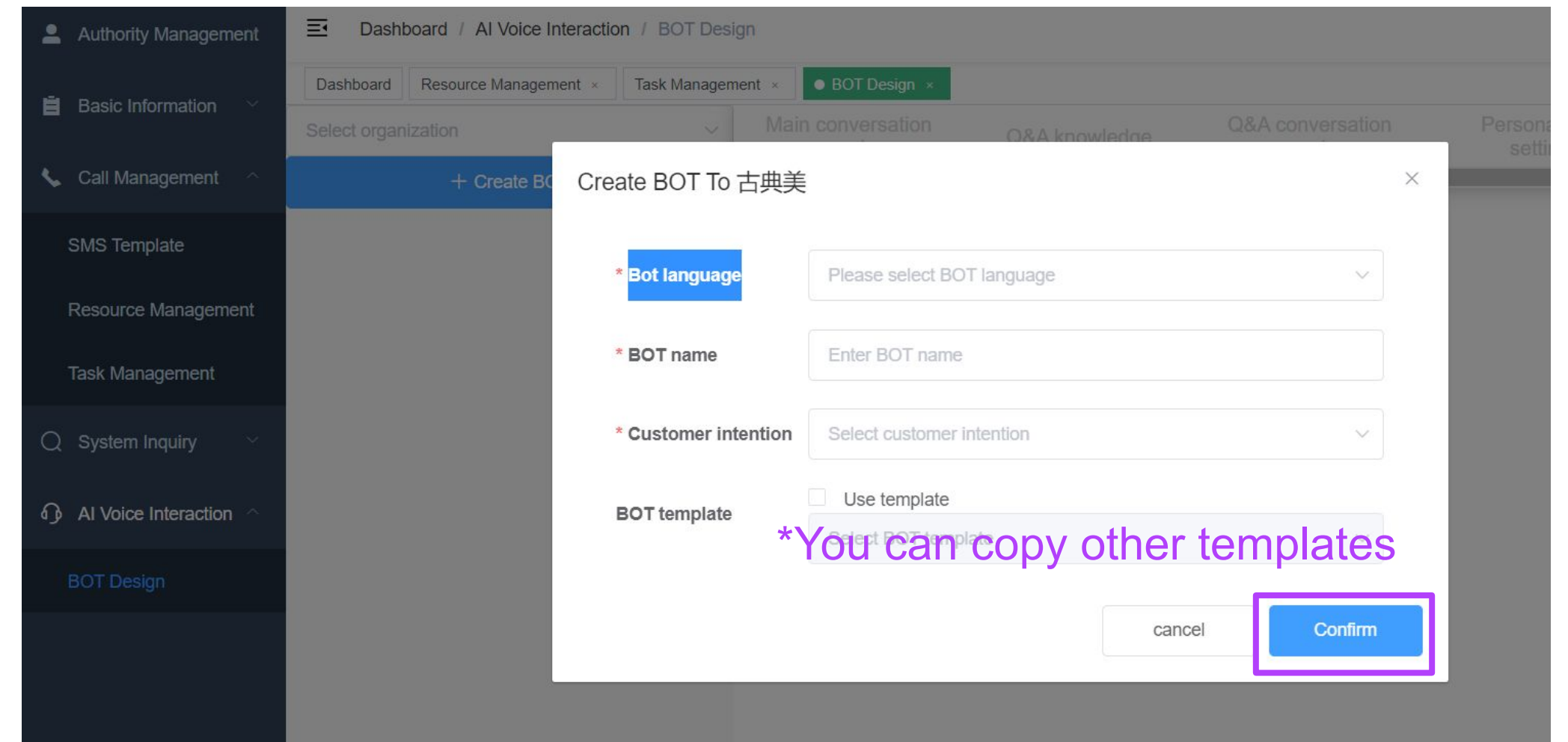
② Click
"+Create procedure"

③ Nodes

④ Adding Nodes / Editing Nodes
[Can clearly understand clients'
need]

click right mouse button can add
or edit your nodes

Greeting	Upload
Hello	

Opening Nodes

Introduction	Upload
We are ..... company	
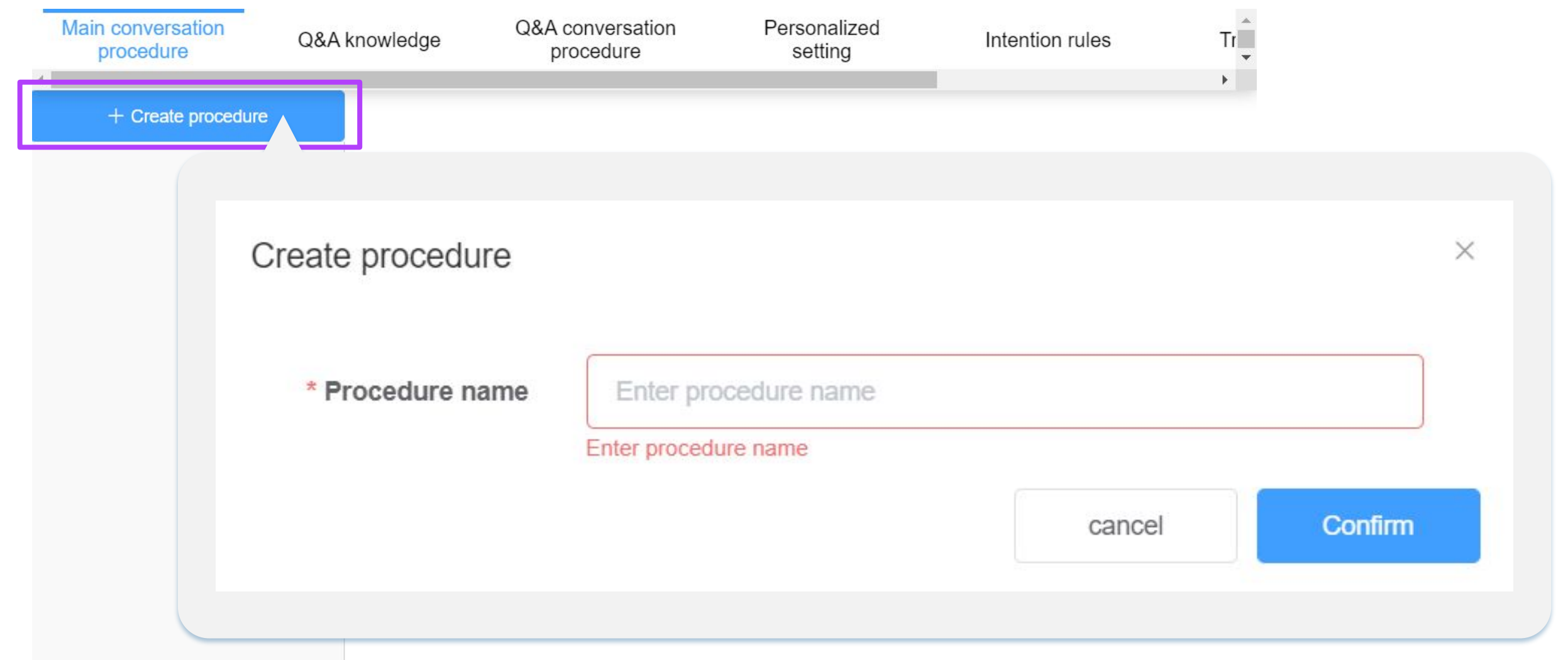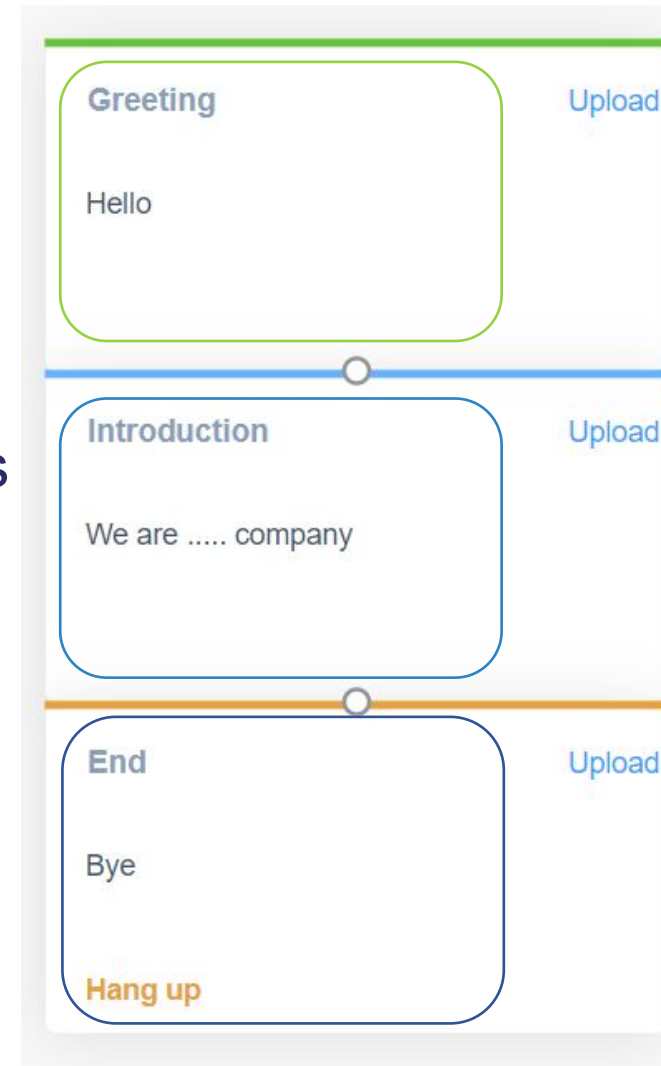
Normal Talking
Nodes

End	Upload
Bye	
Hang up	

Transfering Nodes
Hang up or jump to
other processes

Edit beginning node ✕

* Node name: Greeting

Recording content: Hello

User response:
Default branch   ☐ Neutral 👁   ☐ Negative 👁
                  ☐ Positive 👁   ☐ Decline 👁

Custom branch   Add branch

Other settings:
Interrupted method
Keyword interruption only   ⌄
☐ Normal and Business Questions prohibited

☐ Time setting for no response
[− 1 +] s   You can set up for no response
                       Effectively reduce standby time

cancel   Confirm

Add branch ✕

* Branch name   [Enter branch name]   You have to add " / " between your keywords

Keyword(s)   [Insert keywords and press Enter(Multiple keywords can be segmented by slashes)]
Copy selected keywords   Delete selected keywords   Select all keywords

Attribute   Neutral   ⌄

cancel   Confirm

⑤ Add Jump Node
You can select hang up/ jump back to forward procedures

Edit jump node ✕

* Node name   Greeting

Recording content   Hello

Forward to   Select knowledge   ⌄

cancel   Confirm

Step.3

Add Q&A knowledge

Customers ask "non system default questions"
(e.g. how much is the price, are there any preferential activities, and where is the location……)

① Add Knowledge - Can design customer's assumed questions and keyword

| Main conversation procedure | Q&A knowledge | Q&A conversation procedure | Personalized setting | Intention rules |

Default questions

Q Search   + Add   Total 4   10/page   <   1   >   Go to   1

	Code
☐	SYS-Q-01
☐	SYS-Q-02
☐	SYS-Q-03
☐	SYS-Q-04

Add knowledge   ✕

* Title   [Enter title]

Type   [Business questions   ⌄]

Keyword(s)   [Insert keywords and press Enter(Multiple keywords can be segmented by slashes)]

[Copy selected keywords] [Delete selected keywords] [Select all keywords]

Answering mode   [Answer directly] [Q&A procedure]

Standard answer   [Edit standard answer]

Other design   ☑ Priority over branches

[cancel] [Confirm]

Add knowledge   ✕

* Title   [Enter title]

Type   [General questions   ⌄]

Keyword(s)   [Insert keywords and press Enter(Multiple keywords can be segmented by slashes)]

[Copy selected keywords] [Delete selected keywords] [Select all keywords]

Answering mode   [Answer directly] [Q&A procedure]

Standard answer   [Edit standard answer]

Other design   ☑ Priority over branches

[cancel] [Confirm]

② Complex Questions－Setting "Q&A conversation procedure"
The editing is as same as Main conversation procedure

| Main conversation procedure | Q&A knowledge | Q&A conversation procedure | Personalized setting | Intention rules |

[+ Create procedure]

| Copy | Edit | Delete |
Test

Greeting   Upload
Hello

Introduction   Upload
We are ..... company

AI语音机器人操作

Step.4

Personalized Setting

When the customer picks up the phone and the robot dials the voice, if there is no response within the set time, the system will judge it as "no response from the customer"

| Main conversation procedure | Q&A knowledge | Q&A conversation procedure | Personalized setting | Intention rules |

Client no response — Time setting — 7.0 + Second(s)

Hold duration — Time setting — 60.0 + Second(s)   *You can set the time

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Step.5

Add Intention Rules

Classify customers by calling status

1. "+Add"
2. Set your rules
3. Select the intention classification, you can customize the desired intention in the basic information-customer intention

| Main conversation procedure | Q&A knowledge | Q&A conversation procedure | Personalized setting | Intention rules |

Q Search   + Add   Total 0   10/page   < 1 >   Go to 1

| Sequence | Decision rule | Customer intention | Operate |

Add rule

Setting rule   Main procedure compl ∨   = ∨   — 1 +   🗑
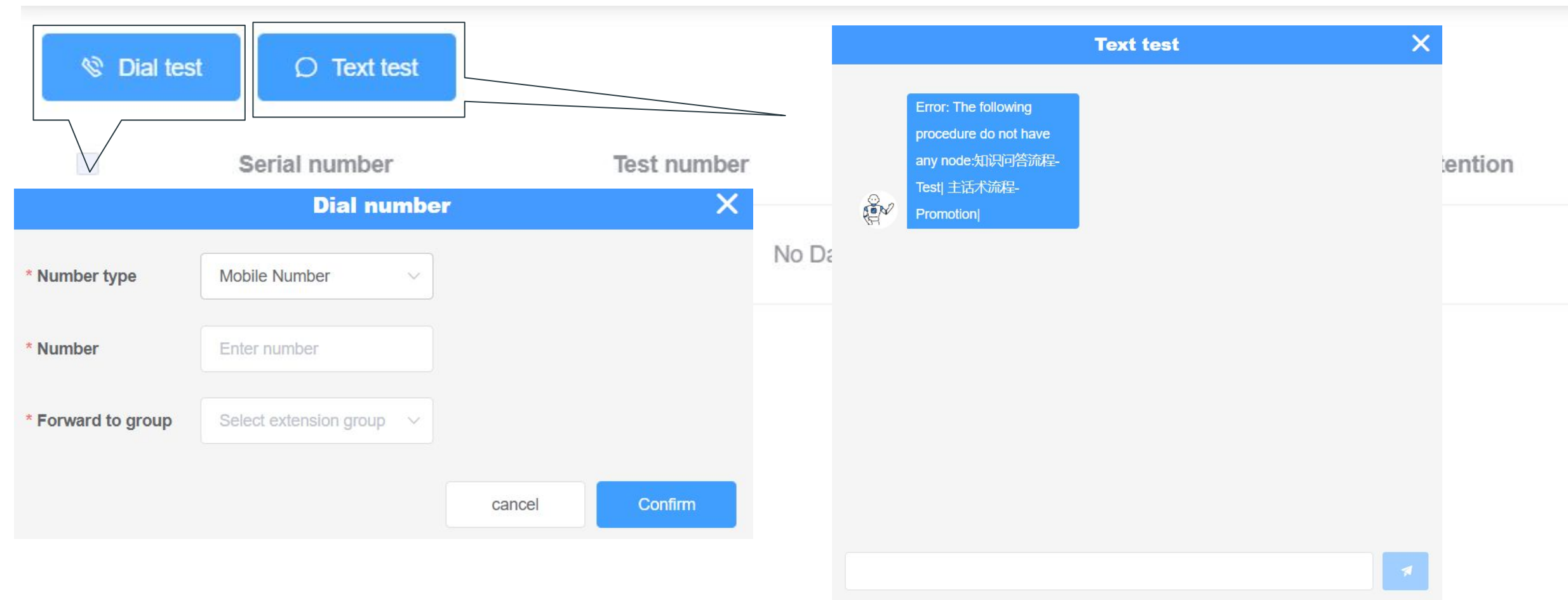
Add

有兴趣 ∨

*The intention will be determined only if all rules are met

cancel   Confirm

Step.6

Start your test

Before the check, you can test whether your templates are working or not, and you can modify them immediately. Here are "Dial Test" and "Text Test".
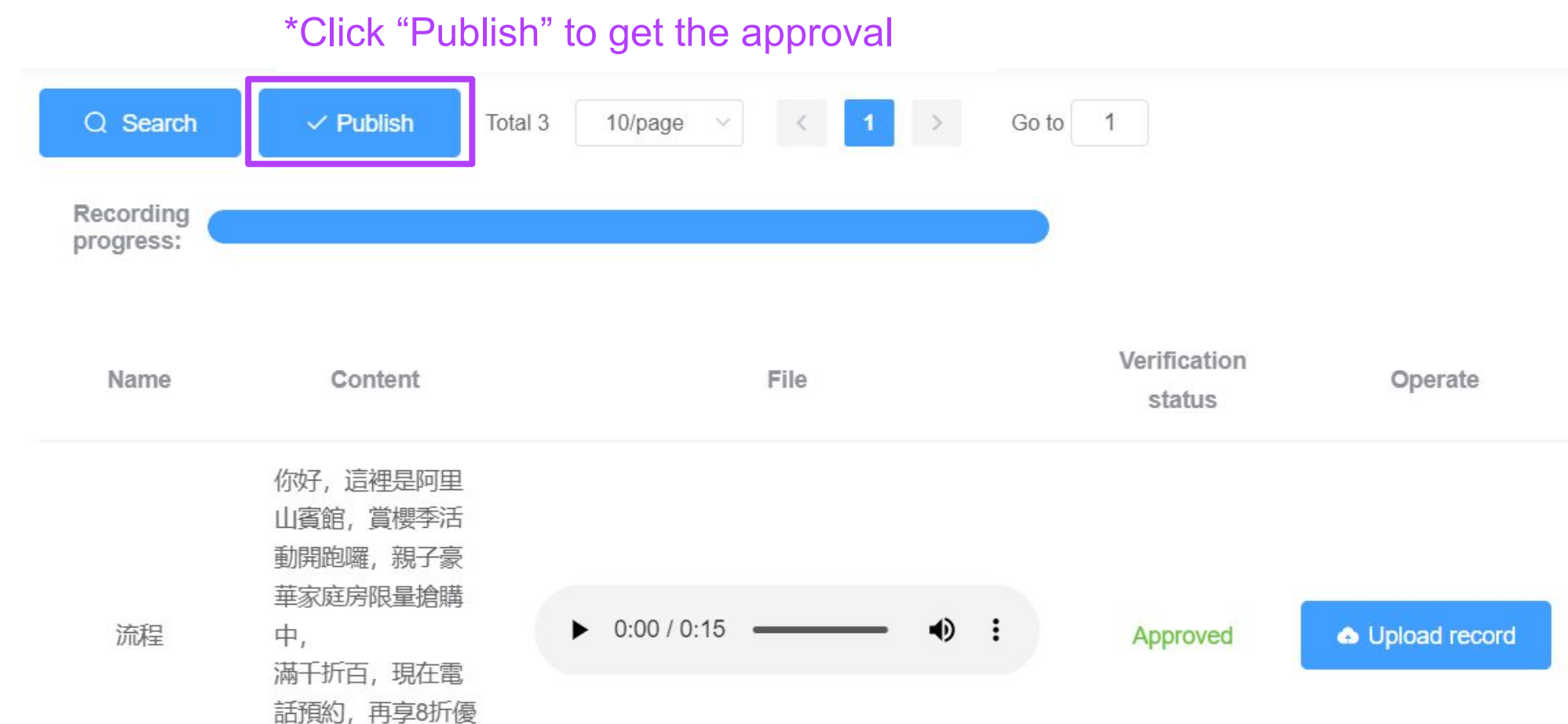

Dial Test-Can actually dial the test template status

Text Test-
Test the templates with texts. Instant test, typing simulation dialogue, no need to upload recording files
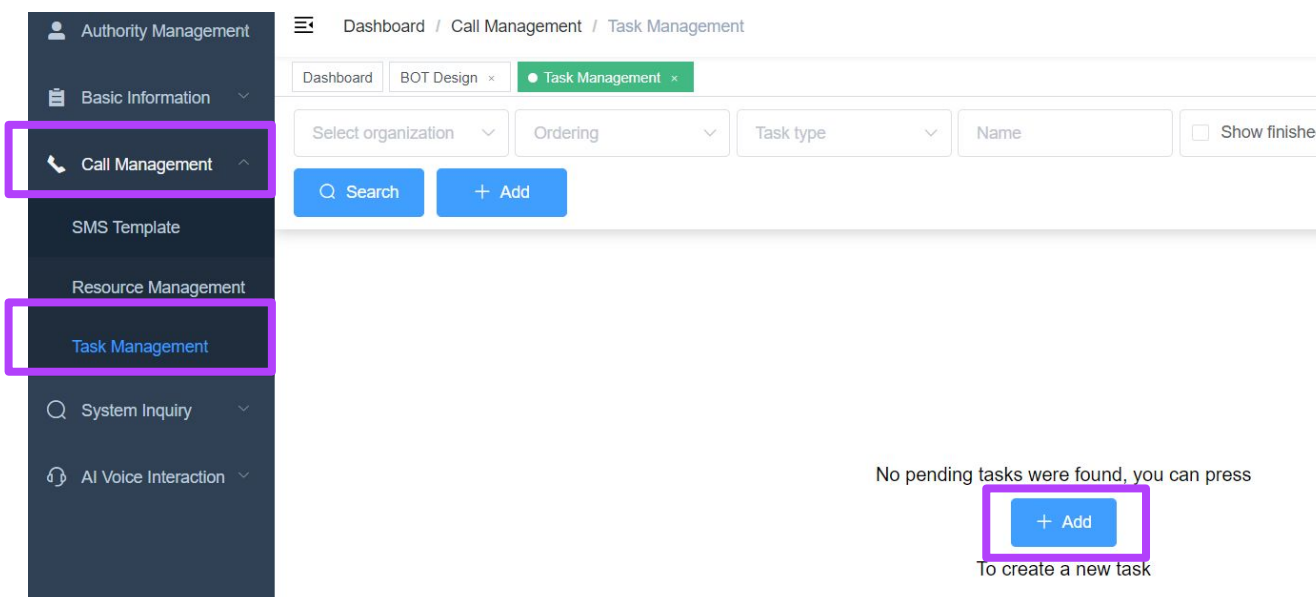
Step.7

Publish Verification

The operator will review whether the voice content violates the specification, you can start your dial after "Approved"

*Click "Publish" to get the approval

Step.8

Add your dial task

1. Click "Call Management" > "Task Management" > "+Add"

② set you task information and the operation cycle

③ Click "Save" then you can start your dial

Step.9

Search your dial record

Click "System Inquiry" > "Dial Record"
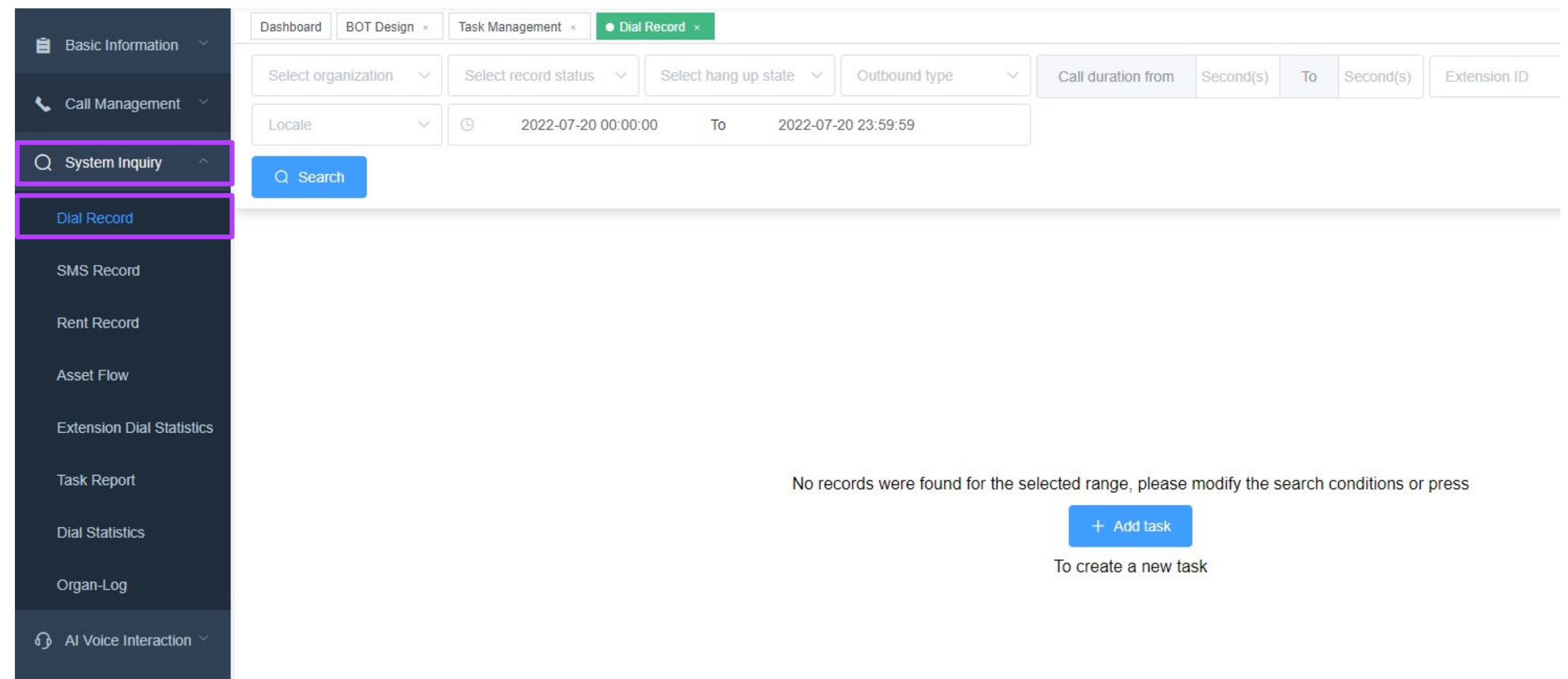
AI Voice Robot Operation

AI BOT Jump Nodes Functions

① Jump back to the main procedure

② Jump to the specified procedure: If multiple procedures are set, you can choose which procedure to jump to

Edit jump node

* Node name

Recording content   Enter content

Forward to   Back to main procedure

cancel   Confirm

③ Jump to manual customer service: after the softphone is set, you can choose to jump to the designated seat group when publishing tasks

Edit jump node

* Node name

Recording content   Enter content

Forward to   Forward to extension

cancel   Confirm

④ Hang up and send SMS：you need to set up the abosend platform and connect the enterprise account. You can delay or send a text message directly according to your intention.

Edit jump node

* Node name

Recording content   Enter content

Forward to   Hang up and send sms

* Trigger SMS intent   Trigger SMS intent

* Use template   Use template

☐ Send delay

cancel   Confirm

Audio Verification Code

- ・Do not need manual customer service
- ・Customers can submit via HTTP connection
- ・After the called answer, press play verification code to record
- ・Won't generate customers' intention
- ・When setting HTTP, you must select the called number or the calling number
- (if not set, it is the default random calling number)