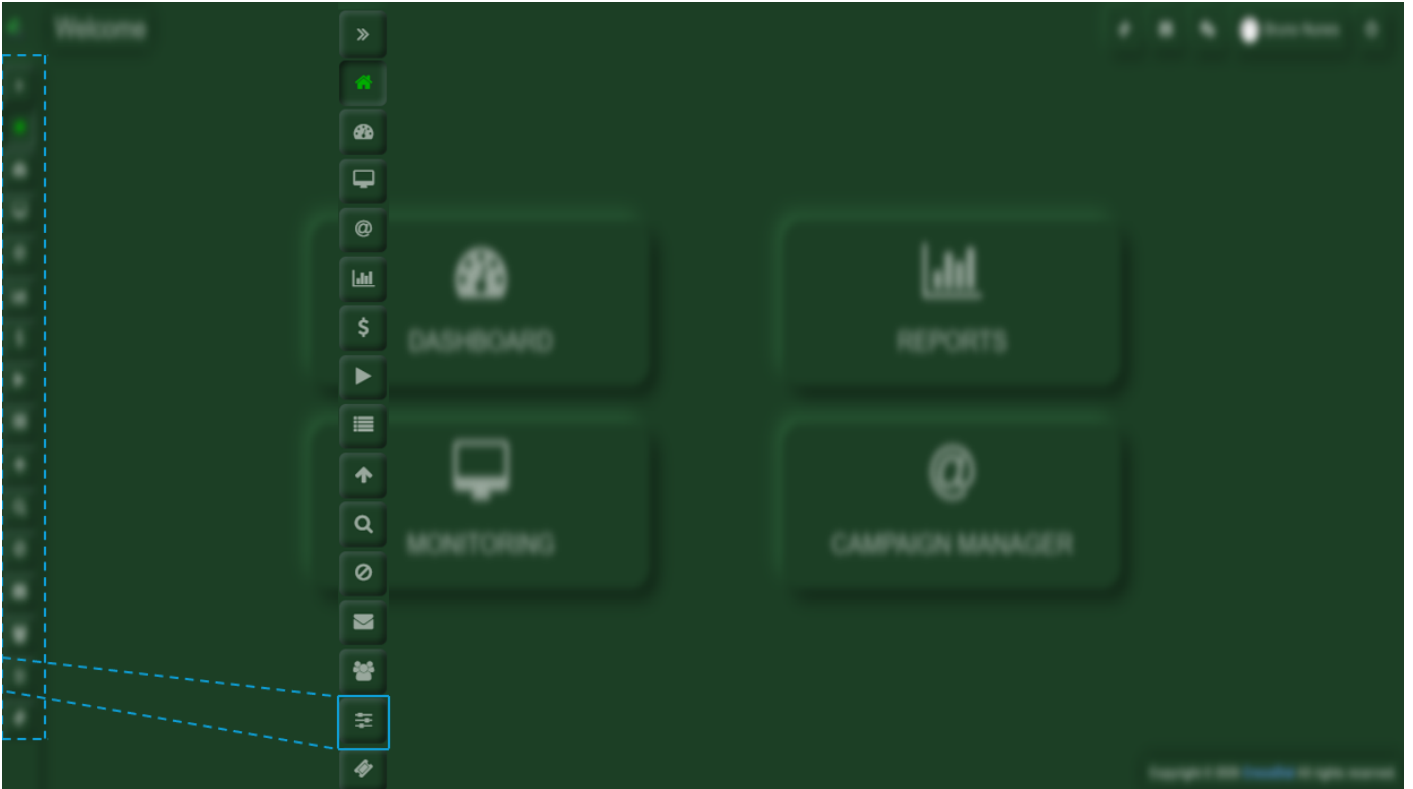
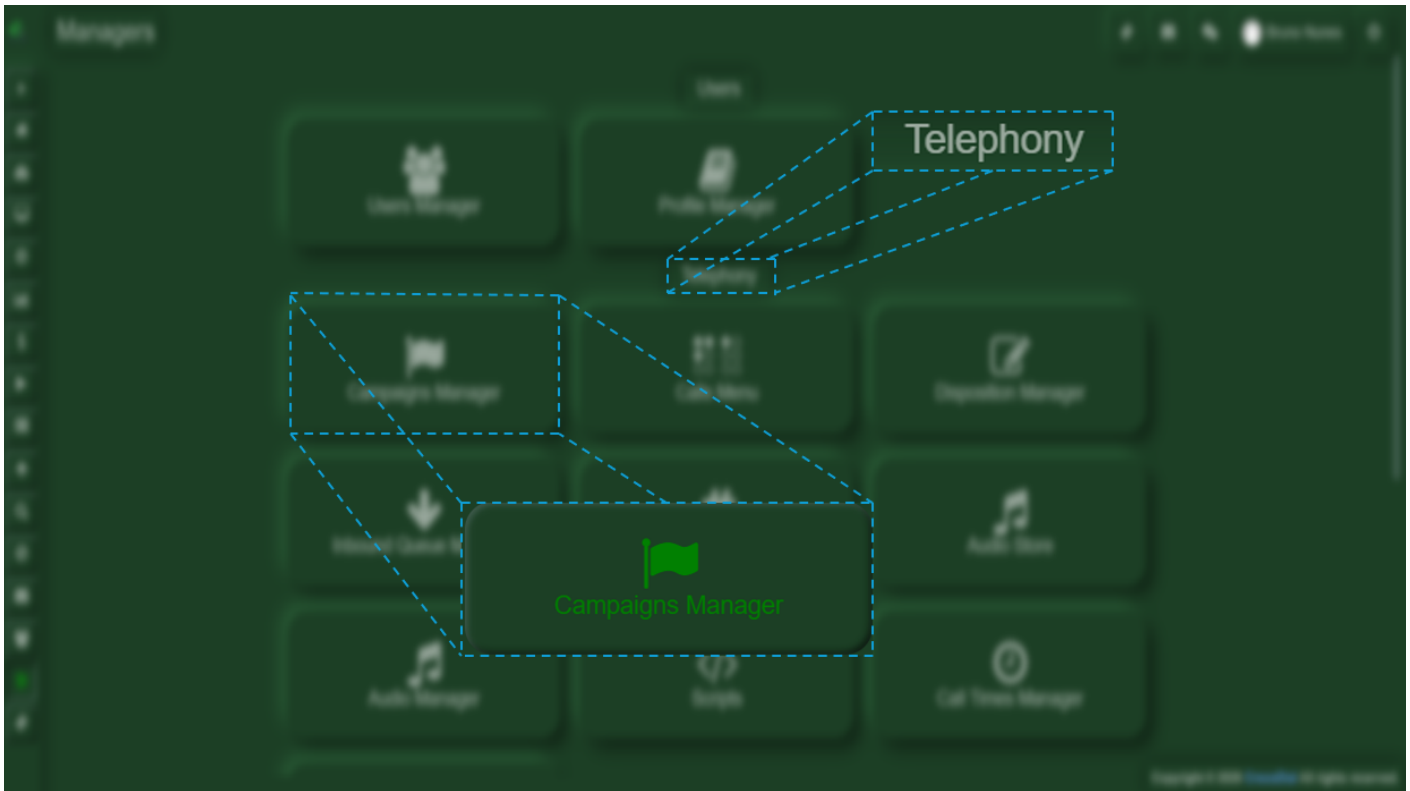


List of Campaigns

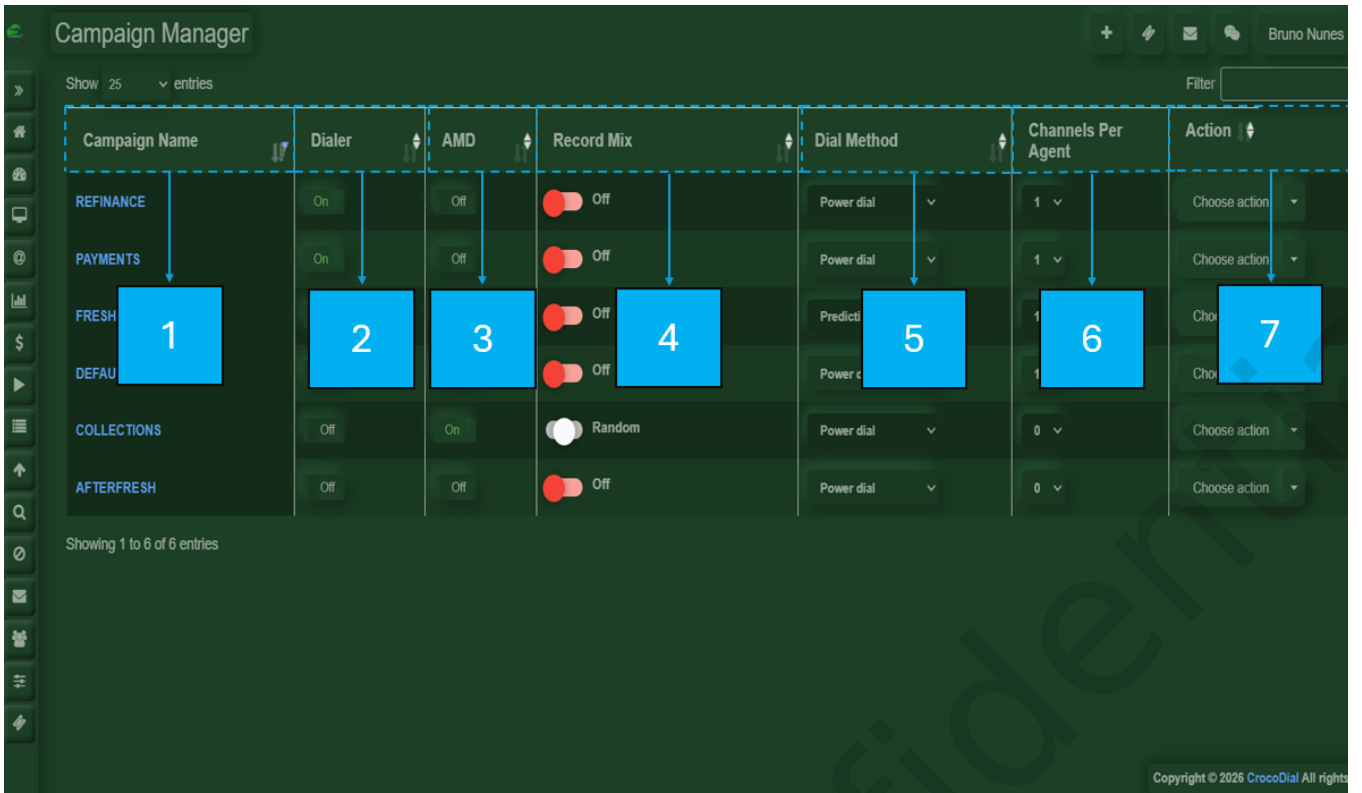
Once you are inside Crocodial, you will see the menu bar on the left-hand side. In this bar, you will find the **Manager** option. Upon selecting it, a menu with various options will be displayed.



In the menu that has opened, you must locate the **Telephony** section. Within this section, you will find an option called **Campaigns Manager**.



1. **Campaign Name:** The names will appear in blue; when selected, they will redirect you to the campaign settings.
2. **Change Dialer Method:** Allows you to modify the dialing method used for the campaign.
 1. Turn On Dialer
 2. Turn Off Dialer
3. **AMD**
 1. turn On AMD
 2. trun Off AMD
4. **Record Mix:** Allows you to manage or enable call recording settings.
 1. Turn On Record Mix
 2. Switch to Random Record Mix
 3. Switch Even Record Mix
5. **Dial Method:** Defines the dialing strategy used by the system.
 1. Switch to Power Dial
 2. Switch to Inbound/Preview
 3. Switch to Predictive
6. **Channels per Agent:** Defines the number of simultaneous call channels assigned to each agent.
7. **Action:** Provides available actions to manage or modify the campaign settings, there, you will select the option that has been specified according to the corresponding campaign.



Revision #8

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