

OSDial Connection Overview

1) Start out with the OSDial CD and a server.



2) Add a T1/PRI phone card or a Timing card to maintain call quality beyond a couple of lines.



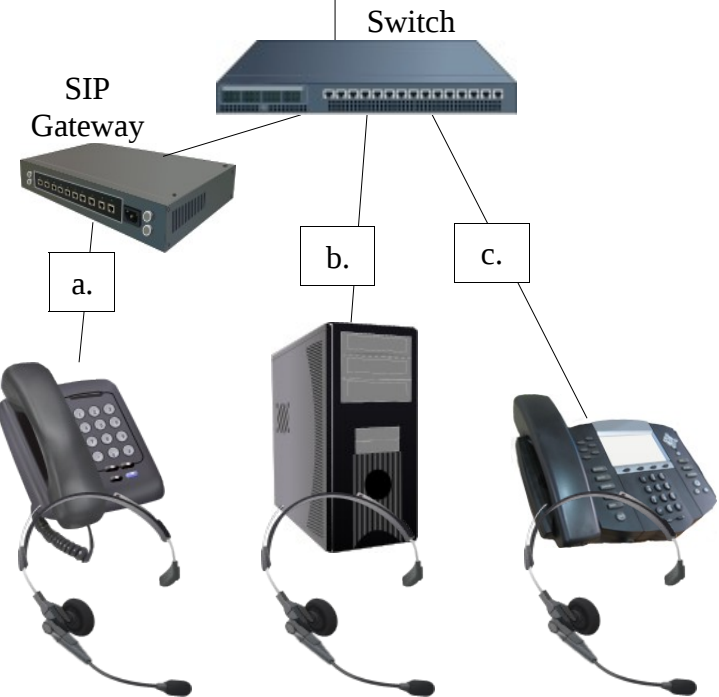
3) Boot the CD, which will install a fully working copy of OSDial. Then connect it to the local network.



(Network)

4) Agents can be using:
a. plain analog phones (connecting via a SIP gateway to the network)
b. softphones running on a computer which connects to the network,
c. VoIP phones connecting to the network.
All of the above of which can be remotely located.

Agents can also connect remotely via a phone line into the dialer



Trunk line

5) To make or receive calls you can use T1/PRI from the phone company, or VoIP (SIP/IAX) over the Internet.

