



Avyukta Intellicall

IT - WEB - TELEPHONY

Call Center @ Telephony @ solutions

Employment/PPO/Internship Program – Avyukta Intellicall

Company: Avyukta Intellicall is a 13 Yr. Old organization with 475+ Clients across 9 Countries. , Current Staff: 29, Joining: ASAP

Timings: WFO/Hybrid Profile with Regular Office Hours/Rotational/Candidate chosen Hrs

Criterion: For employment / Freelance / Project Based or Internship, we usually prefer candidates who come with a PPO option so that we train them and they stay with us once meet required parameters, Pre and Post Internship remunerations/salary/understanding can be discussed beforehand for this purpose

Salary Range / Stipend: Ranging from 7000 ₹/Month to 40000 ₹/Month depending on skillset and logical aptitude, Selection would be based on the expected Stipend communicated by the applicant at the following times: 1) During Internship
2) Internship Tenure
3) Post Internship / PPO / Onboarding directly for Employment or Job

Openings: 8-16 cumulatively for all profiles mentioned **Educational Qualification:** No bar for the right candidate **Location:** Jaipur

Key Company Resources

- CRM Introduction Video: [Avyukta CRM Overview](#)
- Brochure: [Avyukta Intellicall Brochure](#)
- Resource Links: [DialerIndia Resources](#)

Product & Tutorial Channels

- YouTube Channel: [Avyukta Intellicall Videos](#)
- Dialer Tutorials: [DialerIndia Tutorials](#) (Use registered number: **9549999916**)
- Most Important Tutorials: [Key Dialer Tutorials](#)
- CRM Video Link: [CRM Demo Video](#)

Asterisk Support Engineer

Prerequisites: -

A. Networking

- LAN, WAN, Switches, Routers
- Routing: RIP, OSPF, BGP basics
- IP addressing, subnetting, gateways
- DNS, DHCP, port forwarding
- Tools: Wireshark, tcpdump, traceroute, mtr, ping, netstat, nslookup/dig
- Firewall and UTM management

B. Linux

- RPM, ISO handling, CHMOD
- User & permission management
- Linux server installation, partitioning, disk management
- File systems, Samba, Wine
- Text editors: vi
- Service management

C. VoIP & Telephony

- PBX systems: Vicidial, GoAutoDial, Asterisk, FreePBX, 3CX
- SIP trunking, PRI, GSM, IAX2 configurations
- DID mapping
- SIP protocol deep dive (INVITE, REGISTER, ACK, BYE)
- RTP, SDP, codecs (G.711, G.729, Opus) — jitter, latency, packet loss troubleshooting
- H.323, FXO/FXS, GSM gateways setup & maintenance
- PRI cards (Digium, Sangoma) installation & drivers
- Asterisk CLI commands & dialplan scripting
- AvyDialer campaign configuration, pacing, and load balancing
- Failover & redundancy planning for VoIP servers

D. Communication

- Written and verbal English proficiency
- ISP and vendor coordination
- Documentation and reporting
- Team collaboration

E. Foundational Study Material

About Asterisk

- Open-source telephony engine and PBX system
- Supports multiple trunk interfaces: GSM, PRI/SIP PRI, Analog, VoIP
- Components: Extensions (endpoints) and Trunks (external networks)
- Common terms: DID, VoIP SIP, H.323
- Related hardware: IP Phones, GSM Gateways, PRI Cards, FXO/FXS Module

About Vicidial

- Open-source call center suite built on Asterisk
- Features:
 - Predictive dialing
 - Inbound / outbound / blended campaigns
 - Real-time reporting & monitoring

Roadmap

A. Month 1–3: Level 1 – Foundational Skills -

1. Asterisk/Vicidial Installation

- Resource: Vicibox v12 installation guide (YouTube), Udemy PBX course
- Hands-on: Install Asterisk and Vicidial on VirtualBox/VMware; practice ISO mounting, RPM handling, and basic config

2. Agent Extensions

- Resource: Asterisk dialplan basics (YouTube), FreePBX guide for bulk extensions
- Hands-on: Create 10 extensions in Vicidial; script batch addition

3. PRI Configuration

- Resource: Asterisk PBX installation guide with PRI examples
- Hands-on: Simulate PRI in VM; test with provided trunk credentials

4. VOIP Switch Basics

- Resource: Linux networking for VoIP tutorial

- Hands-on: Set up a simple switch in Vicidial; create tariffs and export CDRs
5. Softphone Configuratrion
 - Resource: SIP client Linux guide (Zoiper, X-Lite setup)
 - Hands-on: Configure Zoiper with Vicidial extension; test outbound calls
 6. Caller ID Configuration
 - Resource: Asterisk dialplan tutorial
 - Hands-on: Modify dialplan to set or test outbound Caller ID
 7. Carrier Settings
 - Resource: Vicidial installation manual
 - Hands-on: Add custom carriers using your trunk credentials
 8. Professional Communication
 - Resource: Role-play ISP/vendor coordination; documentation guidelines
 - Hands-on: Record a 5-min explanation of Asterisk basics; share for feedback

B. Month 3–6: Level 2 –

1. SIP.conf Deep Dive
 - Resource: Asterisk SIP configuration guide
 - Hands-on: Edit SIP.conf for NAT, DTMF; test registrations
2. Extensions.conf Basics
 - Resource: Asterisk dialplan scripting tutorial
 - Hands-on: Write simple logic for call routing
3. Inbound Setup & Skill-Based Routing
 - Resource: Vicidial inbound configuration guide
 - Hands-on: Configure skill-based routing in queues
4. IVR Basics
 - Resource: Asterisk IVR tutorial
 - Hands-on: Build a press-1 IVR campaign in Vicidial
5. Press-1 Campaigns
 - Resource: Vicidial predictive dialling tutorial (DTMF)
 - Hands-on: Launch campaign with multiple DTMF options
6. Voicemail to Email
 - Resource: Asterisk voicemail configuration guide
 - Hands-on: Integrate voicemail with SMTP for email alerts
7. SIP Trunks
 - Resource: Advanced VoIP setup guide
 - Hands-on: Add multiple trunks; test failover basics
8. Basic Troubleshooting

- Resource: VoIP troubleshooting guide
 - Hands-on: Simulate one-way audio, SIP failures; fix using Wireshark/tcpdump
9. Predictive Dialer & Monitoring
- Resource: Vicidial predictive dialing & monitoring tutorials
 - Hands-on: Set up predictive campaigns; monitor active calls, agents
10. Call Recording
- Resource: Asterisk recording config
 - Hands-on: Enable recordings for in/outbound calls in Vicidial
11. Escalation Handling & KT
- Resource: General VoIP issue handling guide, Asterisk forums
 - Hands-on: Role-play L2 escalations; document RCAs; conduct mock KT sessions
12. Queue Management
- Resource: Asterisk queues in dialplan tutorial
 - Hands-on: Set up queues in Vicidial for call distribution
13. WebRTC Troubleshooting
- Resource: Asterisk WebRTC guide
 - Hands-on: Configure SSL for browser-based calls

C. Month 6–9: Level 3

1. Load Balancing / Clustering
- Resource: Vicidial cluster installation guide
 - Hands-on: Set up 2-node cluster in VMs
2. Conditional Dialplan
- Resource: Advanced Asterisk dialplan scripting
 - Hands-on: Script logic-based call routing
3. Advanced Troubleshooting
- Resource: Advanced VoIP troubleshooting guide
 - Hands-on: Analyze call drops with logs; debug RTP/SIP
4. ISO Development
- Resource: Vicidial ISO creation guide
 - Hands-on: Build custom Vicibox ISO
5. High Availability / Backup
- Resource: Asterisk high availability guide
 - Hands-on: Implement HA cluster with failover
6. Multi-Tenant Dialer
- Resource: Vicidial multi-tenant setup guide

- Hands-on: Configure multiple tenants on a single server
7. Network & QoS
- Resource: Linux QoS guide for VoIP
 - Hands-on: Configure QoS and firewall rules to prioritize VoIP traffic
8. Security
- Resource: VoIP firewall & Fail2Ban guides
 - Hands-on: Install Fail2Ban; harden Asterisk/Vicidial server
9. Conference & FreePBX Integration
- Resource: Asterisk conference & FreePBX guide
 - Hands-on: Set up multi-party conference; integrate with FreePBX
10. High Call Volume Optimization
- Resource: Vicidial optimization guide
 - Hands-on: Optimize predictive dialer for high-volume calls
11. SIP/PRI Failover
- Resource: Asterisk failover guide
 - Hands-on: Configure automatic trunk failover
12. Codec Configuration
- Resource: Asterisk codec setup guide
 - Hands-on: Configure G711, G729, Opus for optimal call quality
13. Cloud Deployment
- Resource: Vicidial cloud deployment guide (AWS/Azure)
 - Hands-on: Deploy Vicidial on EC2; integrate cloud storage for recordings

Weekly Commitment

- 10–15 hours/week of study and hands-on practice
- 70% focus on skill-building; 30% reinforcement
- Track progress with journal entries of challenges, RCAs, and solutions
- Leverage Asterisk/Vicidial forums for Q&A

Social & Media Links

LinkedIn: [Avyukta Intellicall](#)

Facebook: [DialerIndia](#)

Instagram: [Avyukta Intellicall](#)

Twitter: [Avyukta Ecall](#)

Youtube: <https://www.youtube.com/watch?v=tK4f87RQKQg>