Outbound Reports

Agent Outbound Campaign Summary Report

The Agent Outbound Campaign Summary Report provides call statistics for agent-based progressive and predictive outbound campaigns.

> **Note** The report displays data only for the campaigns for which at least one contact is dialed out in the selected time range.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Campaign	Name of the agent outbound campaign.

Field	Description
Contacts—Total	Total number of contacts that are imported for the campaign. The number of contacts include all the contacts that were imported at the time the report is generated and is independent of the end date that you choose when you generated the report. Contacts—Total = Imported contacts in the campaign that are yet to be dialed out (including the contacts that are marked for retry or callback) + Contacts that are deleted from the start date + Contacts that are closed by the system from the day before the start date (either the contacts are dialed out successfully or the maximum number of attempts are made to dial the contact). **Summary info**—Sum of the records in this column.
Contacts—Attempted	Number of attempted outbound contacts. **Summary info**—Sum of the records in this column.
Contacts—Remaining	Number of contacts that are yet to be dialed out including the contacts that are marked for retry, callback, and the contacts that will never be dialed out as they are deleted from the campaign after importing. The contacts include data till the time the report is generated and is independent of the end date that is chosen while generating the report. If there are no contacts that are to be retried or called back, then Total contacts = Attempted contacts + Remaining contacts. **Summary info**—Sum of the records in this column.
Contacts—% Attempted	Percentage of attempted outbound calls. Attempted % = (Attempted / Total Contacts) * 100 **Summary info**—Overall attempted percentage.
Calls—Voice	Number of outbound calls that are detected as live voice and connected to the IVR trigger. **Summary info**—Sum of the records in this column.
Calls—Answering Machine	Number of outbound calls that reach an answering machine. **Summary info**—Sum of the records in this column.
Calls—Invalid	Number of outbound calls that reach an invalid number. **Summary info**—Sum of the records in this column.
Calls—Fax/Modem	Number of outbound calls that reach a fax or modem. **Summary info**—Sum of the records in this column.
Calls—No Answer	Number of outbound calls that are not answered. **Summary info**—Sum of the records in this column.

Field	Description
Calls—Busy	Number of outbound calls that receive a busy signal. **Summary info**—Sum of the records in this column.
Calls—Failed	Number of outbound calls that failed. **Summary info**—Sum of the records in this column.
Calls—Customer/Agent Abandoned	Number of outbound calls that are considered abandoned, since the call was disconnected either by the customer or agent within the Abandoned Call Wait Time that is configured in the Unified CCX Application Administration web interface. **Summary info**—Sum of the records in this column.
Calls—System Abandoned	Number of outbound calls that are abandoned by the system. **Summary info**—Sum of the records in this column.
Calls—Requested Callback	Number of calls that are marked for callback. **Note** A call that is accepted by the agent, marked for callback, later routed to and accepted by another agent (at the callback time), and again marked for callback is counted twice toward the number of callback calls. **Summary info**—Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS that the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.
Talk Time—Max	Longest time in HH:MM:SS that the agent spends talking on an outbound call for the campaign. Duration of all calls that are Agent Accepted and classified as Voice. **Summary info**—Maximum value in this column.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign List	Displays the list of agent-based outbound campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

Agent Outbound CCDR Report

The Agent Outbound CCDR Report provides progressive and predictive agent outbound call-related information, which is stored in the Unified CCX database. This report provides information for each leg of a call.

Note　Unified CCX does not support the translation or modification of the phone number that is used to dial out the outbound calls. This is due to the voice translation rules that are configured in the gateway. Inconsistent behavior is observed in the Answering Machine Treatment also when the translation rules are configured. You can use either of the below two supported methods to modify a dialed number in the gateway:

- To remove the initial digits of the phone number use forward-digits or digit-strip in the dial peer configuration.

- To add a prefix to the phone number use prefix in the dial peer configuration.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Node ID-Session ID-Sequence Number	Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster.
	Session ID is the unique session ID that the system assigns to a call.
	Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call.
	Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.
Start Time	Date and time the call starts.
End Time	Date and time the call is disconnected or transferred.
Contact Disposition	Disposition of a call. • **1**—Abandoned • **2**—Handled • **4**—Aborted • **5 to 98**—Rejected • **99**—Cleaned

Field	Description
Originator—Type	Originator of the call. • **1= Agent.** Call that originated from an agent. Displays the Unified CCX extension of the agent. • **2 = Device.** Call that originated from a device that is not associated to an agent or from a device that is associated to an agent, but the agent is not currently logged in. Displays the Computer Telephony Interface (CTI) port number that is associated with the route point that the caller dialed. • **3 = Unknown.** Call that originated from an outside caller through a gateway or from an unmonitored device. Displays the telephone number of the caller.
Originator—ID	Login ID of the agent. This field is populated only if Originator—Type is 1. This field is populated only if the call is transferred from the script to an agent.
Originator—Directory Number	Originator's telephone number.
Destination—Type	Destination of the call. • **1 = Agent.** Call that is presented to an agent. Displays the Unified CCX extension or the non-Unified CCX extension of the agent. • **2 = Device.** Call that is presented to a route point. Displays the CTI port number that is associated with the route point on which the call is answered. • **3 = Unknown.** Call that is presented either to an outside destination through a gateway or to an unmonitored device. Displays the telephone number that is dialed.
Destination—ID	Login ID of the agent. This field is populated only if Destination—Type is 1.This field is blank unless the call is made to a extension where the agent is logged in.
Destination—Directory Number	Destination telephone number.

Field	Description
Call Status	Status of the contact that was imported to dial out an outbound call. The call status value is updated with the most recent status of the contact. • **1**—Pending. Call is pending. • **2**—Active. Record is sent to the outbound subsystem for dialing. • **3**—Closed. Record is closed. • **4**—Callback. Record is marked for a callback. • **5**—Max Calls. Maximum attempts are made for the record, so it is closed. • **6**—Retry. Call is redialed immediately whenever there is any miss in the callbacks for **Retries with Delay**. • **7**—Unknown. If the outbound system is restarted with active records then the records are moved to Unknown state. • **8**—Retries with Delay. Call is redialed because the contact was either busy or did not answer, or the customer or the system abandoned the call. Retry time is set according to the corresponding configuration in the Unified CCX Application Administration web interface.

Field	Description

Call Result	Call result value for the outbound call. The call result value is updated for each call that was placed for an outbound contact.
	
	• **1**—Customer answers and is connected to an agent.
	
	• **2**— Fax machine or modem is detected.
	
	• **3**— Answering machine is detected.
	
	• **4**— Network reports an invalid number.
	
	• **5**—Customer does not want to be called again.
	
	• **6**—Call connected, but wrong number.
	
	• **7**—Call connected, but reached the wrong person.
	
	• **8**—Customer requests callback. This is not applicable for IVR-based outbound campaigns.
	
	• **11**—Busy tone is detected.
	
	• **15**—Customer phone timed out because either the customer did not answer or there is a gateway failure.
	
	• **16**—Call is abandoned because of the following reasons:
	    • The Interactive Voice Response (IVR) port is not available or Unified CCX fails to transfer the call to the IVR port.
	    • The agent is not available or Unified CCX fails to transfer the call to the agent.
	
	• **17**— Call failed due any one of the following reasons:
	    • Dialer asked the Gateway to cancel a call that has not yet been placed
	    • Gateway has declined the call
	    • Gateway is down or Gateway has timed out while placing the call
	    • Gateway failure or configuration issues at the Gateway.
	
	• **18**—Customer or agent abandons the call. The customer or the agent disconnects the call within the Abandoned Call Wait Time that is configured in the Unified CCX Application Administration web interface.

Campaign Name	Name of the agent outbound campaign.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign Name	Displays the list of agent-based outbound campaigns.

Grouping Criteria

None

Agent Outbound Half Hourly Report

The Agent Outbound Half Hourly Report provides information about progressive and predictive agent outbound calls for every half hour in the time range when the campaign is active.

Note   The campaign may stop few seconds after the specified End Time. Therefore, the report may provide information for an additional half hour interval. This half hour interval has information for the outbound calls that are dialed out before the campaign End Time, response for which is received after the campaign End Time.

Charts

The following chart is available:

Chart Name	Description
Total Attempted, Abandoned, Voice Calls by Campaign	Number of attempted calls, abandoned calls, and voice calls for a campaign.

Fields

The report includes a table that describes the following information:

Field	Description
Campaign Name	Name of the agent outbound campaign for which the data is recorded.
Start Time	Start date and time of the interval.
End Time	End date and time of the interval.
Total Attempted Calls	Number of attempted calls. **Summary info**—Sum of the records in this column.
Total Live Voice Calls	Number of voice calls. **Summary info**—Sum of the records in this column.
Total Abandoned Calls	Number of system abandoned calls. **Summary info**—Sum of the records in this column.

Field	Description
Lines Per Agent	Displays the LPA (Lines Per Agent) value for a campaign at the end of the half hour interval. For Progressive campaigns, the LPA value is configured through the Unified CCX Application Administration web interface. For Predictive campaigns, the LPA value is calculated by the predictive algorithm.
Abandoned Rate	Call abandon rate since the statistics were last reset. Abandon rate = (Abandoned / Voice + Abandoned) x 100

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign Name	Displays half-hourly information for the specified progressive or predictive campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

IVR Outbound Campaign Summary Report

The IVR Outbound Campaign Summary Report presents call statistics for each outbound Interactive Voice Response (IVR) campaign. This report displays the call summary for progressive and predictive outbound campaigns.

Note The report displays data only for the campaigns for which at least one contact is dialed out in the selected time range.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Campaign	Name of the outbound IVR campaign.

Field	Description
Contacts—Total	Total number of contacts that are imported for the campaign. The number of contacts include all the contacts that were imported at the time the report is generated and is independent of the end date that you choose when you generated the report. Contacts—Total = Imported contacts in the campaign that are yet to be dialed out (including the contacts that are marked for retry or callback) + Contacts that are deleted from the start date + Contacts that are closed by the system from the day before the start date (either the contacts are dialed out successfully or the maximum number of attempts are made to dial the contact). **Summary info**—Sum of the records in this column.
Contacts—Attempted	Number of attempted outbound IVR contacts. **Summary info**—Sum of the records in this column.
Contacts—Remaining	Number of contacts that are yet to be dialed out including the contacts that are marked for retry, callback, and the contacts that will never be dialed out as they are deleted from the campaign after importing. The contacts include data till the time the report is generated and is independent of the end date that is chosen while generating the report. If there are no contacts that are to be retried or called back, then Total contacts = Attempted contacts + Remaining contacts. **Summary info**—Sum of the records in this column.
Contacts—% Attempted	Percentage of attempted outbound IVR calls. Attempted % = (Attempted / Total Contacts) * 100 **Summary info**—Overall attempted percentage
Calls—Voice	Number of outbound calls that are detected as live voice and connected to the IVR trigger. **Summary info**—Sum of the records in this column.
Calls—Answering Machine	Number of outbound IVR calls that reach an answering machine. **Summary info**—Sum of the records in this column.
Calls—Invalid	Number of outbound IVR calls that reach an invalid number. **Summary info**—Sum of the records in this column.
Calls—Fax/Modem	Number of outbound IVR calls that reach a fax or modem. **Summary info**—Sum of the records in this column.
Calls—No Answer	Number of outbound IVR calls that are not answered. **Summary info**—Sum of the records in this column.

Field	Description
Calls—Busy	Number of outbound IVR calls that receive a busy signal. **Summary info**—Sum of the records in this column.
Calls—Failed	Number of outbound IVR calls that failed. **Summary info**—Sum of the records in this column.
Calls—Customer Abandoned	Number of outbound IVR calls that are abandoned by the customer. **Summary info**—Sum of the records in this column.
Calls—System Abandoned	Number of outbound IVR calls that are abandoned by the system. **Summary info**—Sum of the records in this column.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign List	Displays information for the specified outbound IVR campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

IVR Outbound CCDR Report

The IVR Outbound CCDR Report provides Interactive Voice Response (IVR) call-related information, which is stored in the Unified CCX database. This report provides information for each leg of a call.

Note

- Transferring an Outbound IVR call to an agent using Select Resource step is not supported in Unified CCX.

- Use the Call Subflow step to invoke another script instead of using the Call Redirect step for an Outbound IVR call.

> **Note** Unified CCX does not support the translation or modification of the phone number that is used to dial out the outbound calls. This is due to the voice translation rules that are configured in the gateway. Inconsistent behavior is observed in the Answering Machine Treatment also when the translation rules are configured. You can use either of the below two supported methods to modify a dialed number in the gateway:
>
> - To remove the initial digits of the phone number use forward-digits or digit-strip in the dial peer configuration.
>
> - To add a prefix to the phone number use prefix in the dial peer configuration.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Node ID-Session ID-Sequence Number	Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster. Session ID is the unique session ID that the system assigns to a call. Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call. Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.
Start Time	Date and time the call starts.
End Time	Date and time the call is disconnected or transferred.
Contact Disposition	Disposition of a call. • **1**—Abandoned • **2**—Handled • **4**—Aborted • **5 to 98**—Rejected • **99**—Cleaned

Field	Description
Originator—Type	Originator of the call. • **1= Agent.** Call that originated from an agent. Displays the Unified CCX extension of the agent. • **2 = Device.** Call that originated from a device that is not associated to an agent or from a device that is associated to an agent, but the agent is not currently logged in. Displays the Computer Telephony Interface (CTI) port number that is associated with the route point that the caller dialed. • **3 = Unknown.** Call that originated from an outside caller through a gateway or from an unmonitored device. Displays the telephone number of the caller.
Originator—ID	Login ID of the agent. This field is populated only if Originator—Type is 1. This field is populated only if the call is transferred from the script to an agent.
Originator Directory Number	Originator's telephone number.
Destination—Type	Destination of the call. • **1 = Agent.** Call that is presented to an agent. Displays the Unified CCX extension or the non-Unified CCX extension of the agent. • **2 = Device.** Call that is presented to a route point. Displays the CTI port number that is associated with the route point on which the call is answered. • **3 = Unknown.** Call that is presented either to an outside destination through a gateway or to an unmonitored device. Displays the telephone number that is dialed.
Destination—ID	Login ID of the agent. This field is populated only if Destination—Type is 1. This field is blank unless the call is made to a extension where the agent is logged in.
Destination—Directory Number	Destination telephone number.
Trigger Directory Number	Number that is dialed by the outbound IVR dialer. It can be either a route point number or the dialed telephone number.
Application Name	Unified CCX or Unified IP IVR application that is associated with the route point.

Field	Description
Call Status	Status of the contact that was imported to dial out an outbound call. The call status value is updated with the most recent status of the contact. • **1**—Pending. Call is pending. • **2**—Active. Record is sent to the outbound subsystem for dialing. • **3**—Closed. Record is closed. • **4**—Callback. Record is marked for a callback. • **5**—Max Calls. Maximum attempts are made for the record, so it is closed. • **6**—Retry. Call is redialed immediately whenever there is any miss in the callbacks for **Retries with Delay**. • **7**—Unknown. If the outbound system is restarted with active records then the records are moved to Unknown state. • **8**—Retries with Delay. Call is redialed because the contact was either busy or did not answer, or the customer or the system abandoned the call. Retry time is set according to the corresponding configuration in the Unified CCX Application Administration web interface.

Field	Description

Call Result	Call result value for the outbound call. The call result value is updated for each call that was placed for an outbound contact.
	
	• **1**—Customer answers and is connected to an agent.
	
	• **2**— Fax machine or modem is detected.
	
	• **3**— Answering machine is detected.
	
	• **4**— Network reports an invalid number.
	
	• **5**—Customer does not want to be called again.
	
	• **6**—Call connected, but wrong number.
	
	• **7**—Call connected, but reached the wrong person.
	
	• **8**—Customer requests callback. This is not applicable for IVR-based outbound campaigns.
	
	• **11**—Busy tone is detected.
	
	• **15**—Customer phone timed out because either the customer did not answer or there is a gateway failure.
	
	• **16**—Call is abandoned because of the following reasons:
	  • The Interactive Voice Response (IVR) port is not available or Unified CCX fails to transfer the call to the IVR port.
	  • The agent is not available or Unified CCX fails to transfer the call to the agent.
	
	• **17**— Call failed due any one of the following reasons:
	  • Dialer asked the Gateway to cancel a call that has not yet been placed
	  • Gateway has declined the call
	  • Gateway is down or Gateway has timed out while placing the call
	  • Gateway failure or configuration issues at the Gateway.
	
	• **18**—Customer or agent abandons the call. The customer or the agent disconnects the call within the Abandoned Call Wait Time that is configured in the Unified CCX Application Administration web interface.

Campaign Name	Name of the IVR outbound campaign.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign List	Displays the list of IVR-based outbound campaigns.

Grouping Criteria

None

IVR Outbound Half Hourly Report

The IVR Outbound Half Hourly Report provides information about the progressive and predictive outbound Interactive Voice Response (IVR) calls for every half hour in the time range when the campaign is active.

Note   The campaign may stop few seconds after the specified End Time. Therefore, the report may provide information for an additional half hour interval. This half hour interval has information for the outbound calls that are dialed out before the campaign End Time, response for which is received after the campaign End Time.

Charts

The following chart is available:

Chart Name	Description
Total Attempted, Abandoned, Voice Calls by Campaign	Number of attempted calls, abandoned calls, and voice calls for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Campaign Name	Name of the IVR outbound campaign for which the data is recorded.
Start Time	Start date and time of the interval.
End Time	End date and time of the interval.
Total Attempted Calls	Number of attempted calls. **Summary info**—Sum of the records in this column.
Total Live Voice Calls	Number of voice calls. **Summary info**—Sum of the records in this column.
Total Abandoned Calls	Number of abandoned calls. **Summary info**—Sum of the records in this column.

Field	Description
Lines Per Port	Displays the LPP (Lines Per Port) value for a campaign at the end of the half hour interval. For Progressive campaigns, the LPP value is configured through the Unified CCX Application Administration web interface. For Predictive campaigns, the LPP value is calculated by the predictive algorithm.
Abandoned Rate	Call abandon rate since the statistics were last reset. Abandon rate = (Abandoned / Voice + Abandoned) x 100

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign Name	Displays half-hourly information for the specified progressive or predictive campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

Outbound Agent Detail Performance Report

The Outbound Agent Detail Performance Report provides detailed statistics for each agent by campaign (progressive and predictive). The report also provides the total call details, campaign call details for each agent, and a summary row of the call details for each agent for all agent-based progressive and predictive campaigns. This report is available with the Outbound feature.

Charts

The following chart is available:

Chart Name	Description
Calls Transferred By Campaign And Agent	Displays the number of calls that are transferred by each agent for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Campaign	Name of the campaign.
RNA	Number of outbound calls that the agent did not answer. Ring-no-answer (RNA). **Summary info**—Sum of the records in this column.
Transfer	Number of outbound calls that are transferred from another agent. The other agent dials the outbound call and transfers it to the agent. **Summary info**—Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS that the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.
Talk Time—Max	Longest time in HH:MM:SS that the agent spends talking on an outbound call for the campaign. Calls that are Agent Accepted and classified as Voice are considered.

Filter Criteria

You can filter using any one of the following parameters:

Filter Parameter	Result
Campaign Names	Displays information for the specified campaigns.
Agent Names	Displays information for the specified agents.
Resource Group Names	Displays information for the agents who belong to the specified resource groups.
Skill Names	Displays information for the agents who have the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Preview Outbound Agent Detail Performance Report

The Preview Outbound Agent Detail Performance Report presents detailed statistics for each agent by campaign. The report also presents the total call details, campaign call details for each agent, and a summary row of the

call details for each agent for all preview outbound campaigns. This report is available with the Outbound feature.

Charts

The following chart is available:

Chart Name	Description
Calls Accepted By Campaign And Agent	Displays the number of calls that are accepted by each agent for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Campaign	Name of the campaign.
Offered	Number of outbound calls that are offered to the agent. **Summary info**—Sum of the records in this column.
Accepted	Total number of outbound calls that are accepted by the agent. **Summary info**—Sum of the records in this column.
Rejected	Number of outbound calls that are rejected by the agent. **Summary info**—Sum of the records in this column.
Closed	Number of outbound contacts that are closed by the agent. **Summary info**—Sum of the records in this column.
RNA	Number of outbound calls the agent did not answer. Ring-no-answer (RNA). **Summary info**—Sum of the records in this column.
Transfer	Number of outbound calls that are transferred from another agent. The agent did not dial an outbound call; the other agent dials the outbound call and transfers it to the agent. **Summary info**—Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.
Talk Time—Max	Longest time in HH:MM:SS the agent spends talking on an outbound call for the campaign. Calls that are Agent Accepted and classified as Voice are considered.

Filter Criteria

You can filter using any one of the following parameters:

Filter Parameter	Result
Campaign Names	Displays information for the specified campaigns.
Agent Names	Displays information for the specified agents.
Resource Group Names	Displays information for the agents who belong to the specified resource groups.
Skill Names	Displays information for the agents who have the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Preview Outbound Campaign Summary Report

The Preview Outbound Campaign Summary Report presents call summary statistics for each campaign. This report is available with the Unified Outbound Preview Dialer (Outbound) feature.

Charts

The following chart is available:

Chart Name	Description
Calls Accepted, Rejected, Closed by Campaign	Displays the number of calls that are accepted, rejected, or closed for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Campaign	Name of the campaign.

Field	Description
Total	Total number of contacts that are imported for the campaign. The number of contacts include all the contacts that were imported at the time the report is generated and is independent of the end date that you choose when you generated the report.
	Contacts—Total = Imported contacts in the campaign that are yet to be dialed out (including the contacts that are marked for retry or callback) + Contacts that are deleted from the start date + Contacts that are closed by the system from the day before the start date (either the contacts are dialed out successfully or the maximum number of attempts are made to dial the contact).
	Summary info—Sum of the records in this column.
Available	Number of contacts that are yet to be dialed out including the contacts that are marked for retry, callback, and the contacts that will never be dialed out as they are deleted from the campaign after importing.
	The contacts include data till the time the report is generated and is independent of the end date that is chosen while generating the report. If there are no contacts that are to be retried or called back, then Total contacts = Attempted contacts + Available contacts.
	Summary info—Sum of the records in this column.
Attempt	Number of outbound contact records that were tried atleast once .
	Summary info—Sum of the records in this column.
% Attempt	The percentage of attempted outbound calls.
	% Attempt = (Attempted / Total Contacts) x 100
	Summary info—Overall percentage
Accepted	Number of outbound calls that are accepted by agents.
	Summary info—Sum of the records in this column.
Rejected	Number of outbound calls that are skipped or rejected by agents.
	Summary info—Sum of the records in this column.
Closed	Number of outbound contacts that are closed by agents.
	Summary info—Sum of the records in this column.
Voice	Number of successful outbound calls.
	Summary info—Sum of the records in this column.
Answering Machine	Number of daily outbound calls with a classification of Answering Machine. The agent clicks **Accept** and selects a classification of Answering Machine for this contact.
	Summary info—Sum of the records in this column.

Field	Description
Fax/Modem	Number of outbound calls with a classification of Fax/Modem. The agent clicks **Accept** and selects a classification of Fax/Modem for this contact. **Summary info**—Sum of the records in this column.
Invalid	Number of outbound calls for the day with a classification of Invalid. The agent clicks **Accept** and selects a classification of Invalid for this contact. **Summary info**—Sum of the records in this column.
Requested Callback	Number of calls that are marked for callback. **Note** A call that is accepted by the agent, marked for callback, later routed to and accepted by another agent (at the callback time), and again marked for callback is counted twice toward the number of callback calls. **Summary info**—Sum of the records in this column.
Not Home	Number of outbound contacts where the person who answers the phone is not the customer. **Summary info**—Sum of the records in this column.
Wrong Number	Number of outbound contacts where the person who answers the phone indicates that the customer does not live there. **Summary info**—Sum of the records in this column.
Busy	Number of outbound calls where the response is a busy signal. **Summary info**—Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.
Talk Time—Max	Longest time in HH:MM:SS the agent spends talking on an outbound call for the campaign. Duration of all calls that are Agent Accepted and classified as Voice. **Summary info**—Maximum value in this column.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign Names	Displays information for the specified campaigns.

Grouping Criteria

None