



Personal Callback List Table

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Personal_Callback_List Table

The following table documents all the columns in the personal callback table.

Table 1: Personal Callback Table Columns

Column Name	Type	Description
PersonalCallbackListID	IDENTITY	Unique identifier for each record in this table. The identity seed value on side A is (1,1) and on side B is (-2147483648, 1)
DialingListID	INT	Cross-references a record that has been moved from the contact_list to this table.
CampaignID	INT	Campaign ID (if the record was originally dialed as part of a campaign).
PeripheralID	INT	Peripheral ID for the peripheral where the agent would be available.
AgentID	INT	Agent to which the call has to be connected.
CampaignDN	VARCHAR	Dialed number (DN) to use (if the original agent is unavailable).
GMTZone	SMALLINT	GMT of the customer number (if NULL, the local GMT zone is assumed). If this value is provided, it must always be a positive value from 0 to 23. Convert all negative GMT values using the following formula: $24 + (\text{negative GMT value})$. For example, the US eastern time zone is -5 , so the value stored in this column is $24 + (-5) = 19$. This column is not currently being used. It is reserved for future use.

Column Name	Type	Description
Phone	VARCHAR	Phone number to call back.
AccountNumber	VARCHAR	Customer account number.
MaxAttempts	INT	<p>Maximum number of times a call is attempted (decrements at each attempt). An “attempt” is defined as the Outbound Option Dialer’s attempt to reserve the agent and make the customer call. Since the Outbound Option Dialer places multiple customer call attempts (busy, no answer), the actual individual call attempts are not tracked here; only the result at the end of the callback time range.</p> <p>Note Once this column is set to 0, no more attempts are made.</p>
CallbackDateTime	DATETIME	Time to attempt customer callback is normalized to the logger GMT zone; for example, if the Campaign Manager is in Boston and the customer is in California and wished to be contacted at 3:00 PM, the time in this column would be 6:00 PM.
CallStatus	CHAR	<p>Current status of the callback record, such as 'P' for pending or 'C' for closed.</p> <p>Note New records must be set to 'P.'</p>
CallResult	SMALLINT	Telephony call result (busy, no answer, and so on) or agent reservation attempt result (Agent Rejected Call, Unable to reserve, and so on).
LastName	VARCHAR	Last name of the customer.
FirstName	VARCHAR	First name of the customer.
InsertedIntoDBDateTime	DATETIME	<p>The date and time that the personal callback record was inserted into the database.</p> <p>Note The Campaign Manager sets this value when an agent schedules a personal callback. Customers, partners, or 3rd-party applications that insert new records into this table must populate the InsertedIntoDBDateTime column with the current date and time.</p>
SentToDialerDateTime	DATETIME	<p>The date and time that the personal callback record was sent to the dialer and inserted into the dialer cache for processing.</p> <p>Note This date and time is set by the Campaign Manager. Do not modify this value.</p>