Real Time Outbound Option Report Templates

Call Summary Count Per Campaign Real Time

The Call Summary Count per Campaign Real Time report displays the status of each query rule within a campaign, the current status of all campaign records, and the currently valid campaign dialing times.

Views: This report has the following grid views and chart view:

- Call Summary Count per Campaign Real Time (the default)

- Valid Campaign Dialing Times Real Time

- Summary of Call Counts Per Campaign Real Time

Select the view you want to see from the report drop-down list that is located on the top left corner.

Query: This report data is built from an Anonymous Block query.

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign

- Campaign_Query_Rule_Real_Time

Current Fields in the Call Summary Count Per Campaign Real Time View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName

Columns (Fields)	Description
Total Records	The total number of records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount
Available	The number of available records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount-Campaign_Query_Rule_Real_Time.VoiceCount-Campaign_Query_Rule_Real_Time.ClosedCount
Closed	The number of contacts closed. Derived from: Campaign_Query_Rule_Real_Time.ClosedCount
Voice	The number of calls for the day that ended in successful customer contact. Derived from: Campaign_Query_Rule_Real_Time.VoiceCount

Current Fields in the Summary of Call Counts Per Campaign Real Time Report View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Attempts	Summary total of the number of calls attempted. Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Campaign_Query_Rule_Real_Time.PersonalCallBackCount
Requested Callback	The number of callback contacts. Derived from: Campaign_Query_Rule_Real_Time.CallBackCount
Voice	The number of calls for the day that ended in successful customer contact. Derived from: Campaign_Query_Rule_Real_Time.VoiceCount
Busy	The number of calls that detected a busy signal. Derived from: Campaign_Query_Rule_Real_Time.BusyCount
No Answer	The number of calls that were not answered. Derived from: Campaign_Query_Rule_Real_Time.NoAnswerDetectCount
No Ringback	The number of calls that did not detect a ring back. The Calls with CallResults 4, 27 and 28 are mentioned in this column. Derived from: Campaign_Query_Rule_Real_Time.NoRingBackDetectCount

Columns (Fields)	Description
No Dialtone	The number of calls that did not detect a dial tone. Derived from: Campaign_Query_Rule_Real_Time.NoDialToneDetectCount
Fax	The number of calls that detected a fax. Derived from: Campaign_Query_Rule_Real_Time.FaxDetectCount
Network IVR	The number of calls that detected a network answering machine. Derived from: Campaign_Query_Rule_Real_Time.NetworkAnsMachinesCount
Answering Machine	The number of calls that detected an answering machine. Derived from: Campaign_Query_Rule_Real_Time.AnsweringMachineCount
SIT Tone	The number of calls that detected a special information tone (SIT). Derived from: Campaign_Query_Rule_Real_Time.SITToneDetectCount
Agent Rejected	The number of preview or callback calls that were rejected by the agent. Derived from: Campaign_Query_Rule_Real_Time.AgentRejectedCount
Agent Closed	The number of preview or callback calls that were rejected by the agent. The agent did not call these customers. Derived from: Campaign_Query_Rule_Real_Time.AgentClosedCount
Customer Not Home	The number of contacts where the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Real_Time.CustomerNotHomeCount
Wrong Number	The number of contacts where the party answering the phone indicated that the customer did not live there. Derived from: Campaign_Query_Rule_Real_Time.WrongNumberCount
Canceled	The number of calls where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Real_Time.CancelledDetectCount
Dialer Abandon	The number of calls abandoned by the dialer. Derived from: Campaign_Query_Rule_Real_Time.AbandonDetectCount
Abandon to IVR	The number of calls that were abandoned by the dialer and transferred to IVR, which plays a message. Derived from: Campaign_Query_Rule_Real_Time.AbandonToIVRCount
Customer Abandon	The number of calls where the customer hung up immediately after picking up the phone. Derived from: Campaign_Query_Rule_Real_Time.CustomerAbandonDetectCount

Columns (Fields)	Description
Talk Time	The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the phone today.
	Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount
Wrap Up Time	The length of time the agents spent in wrap-up work.
	Derived from: Campaign_Query_Rule_Real_Time.WrapupTimeCount

Current Fields in the Valid Campaign Dialing Times Real Time Report View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign.
	Derived from: Campaign.CampaignName
Start Zone 1 Time	Campaign Start Zone 1 time measured in HH:MM format. Campaign Start Zone 1 time is the start time that a customer can be phoned at Zone 1. Zone 1 time and Zone 2 time cannot overlap.
	Derived from: Campaign.HomeStartHours ':' Campaign.HomeStartMinutes
End Zone 1 Time	Campaign End Zone 1 time measured in HH:MM format. Campaign End Zone 1 time is the time beyond which a customer can no longer be phoned at Zone 1.
	Derived from: Campaign.HomeEndHours ':' Campaign.HomeEndMinutes
Zone 1 Duration	The total Zone 1 time. Zone 1 Duration = End Zone 1 Time-Start Zone 1 Time
	Derived from: Campaign.HomeDuration
Start Zone 2 Time	Campaign Start Zone 2 time measured in HH:MM:SS format. Campaign Start Zone 2 time is the start time that a customer can be phoned at Zone 2. Campaign time is normalized to the customer's time zone. For example, if the campaign runs from 3 to 6 p.m. Eastern Standard time and it is past 6 p.m. on the East coast, you can still dial someone in Chicago because it is not yet 6 p.m. there.
	Derived from: Campaign.WorkStartHours : Campaign.WorkStartMinutes
End Zone 2 Time	Campaign End Zone 2 time measured n HH:MM:SS format. Campaign End Zone 2 time is the time beyond which a customer can no longer be phoned at Zone 2.
	Derived from: Campaign.WorkEndHours : Campaign.WorkEndMinutes
Zone 2 Duration	The total Zone 2 time. Zone 2 Duration = End Zone 2 Time - Start Zone 2 Time
	Derived from: Campaign.WorkDuration

Dialer Real Time

The Dialer Real Time report provides the current status of each dialer.

This report is based on the Outbound Option Dialer: contacts, busy, voice, answering machine, SIT Tone detects, no answer, and abandoned calls for each dialer.

Views: This report has one grid view, Dialer Real Time.

Query: This report data is built from an Anonymous Block Query.

Grouping: This report is grouped by Dialer.

Value List: Dialers

Database Schema Tables from which data is retrieved:

- Dialer

- Dialer_Real_Time

Current Fields in the Dialer Real Time Report

Current fields are those fields that appear by default in a report generated from the stock template.

Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Dialer	The name of the dialer. Derived from: Dialer.DialerName
Attempts	The summary total of the number of contacts dialed today. Derived from: Dialer_Real_Time.ContactsDialedToday
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Dialer_Real_Time.PersonalCallBackCount
Requested Callback	The number of callback contacts. Derived from: Dialer_Real_Time.CallBackCount
Voice	The number of contacts for which a voice was detected today. Derived from: Dialer_Real_Time.VoiceDetectToday
Busy	The number of contacts for which busy signals were detected today. Derived from: Dialer_Real_Time.BusyDetectToday
No Answer	The number of contacts that were not answered today. Derived from: Dialer_Real_Time.NoAnswerDetectToday

Columns (Fields)	Description
No Ringback	The number of contacts today that did not detect a ring back. The Calls with CallResults 4, 27, and 28 are mentioned in this column. Derived from: Dialer_Real_Time.NoRingBackDetectHalf
No Dialtone	The number of contacts today that did not detect a dial tone. Derived from: Dialer_Real_Time.NoDialToneDetectHalf
Fax	The number of contacts today that detected a fax. Derived from: Dialer_Real_Time.FaxDetectHalf
Network IVR	The number of contacts today that detected a network answering machine. Derived from: Dialer_Real_Time.NetworkAnsMachineDetectHalf
Answering Machine	The number of contacts today that detected an answering machine. Derived from: Dialer_Real_Time.AnsweringMachineDetectToday
SIT Tone	The number of contacts today that detected a special information tone (SIT). Derived from: Dialer_Real_Time.SITToneDetectToday
Agent Rejected	The number of preview or callback contacts that were rejected by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentRejectedDetectHalf
Agent Closed	The number of preview or callback contacts that were closed by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentClosedDetectHalf
Customer Not Home	The number of contacts today where the party answering the phone was not the customer. Derived from: Dialer_Real_Time.CustomerNotHomeCount
Wrong Number	The number of contacts today where the party answering the phone indicated that the customer did not call. Derived from: Dialer_Real_Time.WrongNumberCount
Canceled	The number of contacts today where the dialer canceled a ringing customer call. Derived from: Dialer_Real_Time.CancelledDetectHalf
Dialer Abandon	The number of contacts in the half-hour interval abandoned by the dialer. Derived from: Dialer_Real_Time.AbandonDetectToday
Abandon to IVR	The number of contacts today that were abandoned by the dialer and transferred to an IVR, which plays a message. Derived from: Dialer_Real_Time.AbandonToIVRHalf

Columns (Fields)	Description
Customer Abandon	The number of contacts today where the customer hung up immediately after picking up the phone. Derived from: Dialer_Real_Time.CustomerAbandonDetectHalf

Import Status Real Time

The Import Status Real Time report provides the status of Outbound Option import records.

This report is based on the Import Rule. It provides the number of good, bad, and total records imported, or to be imported.

Views: This report has one grid view, Import Rule.

Query: This report data is built from an Anonymous Block Query.

Grouping: There is no grouping for this report. The report is sorted by Import.

Value List: Import Rule

Database Schema Tables from which data is retrieved:

- Import_Rule

- Import_Rule_Real_Time

Current Fields in the Import Status Real Time Report View

Current fields are those fields that appear by default in a report generated from the stock template.

Columns (Fields)	Description
Import	The name of the import rule. Derived from: Import_Rule.ImportRuleName
Start Date	The time the import rule is scheduled to start. Derived from: Import_Rule_Real_Time.DateTimeStart

Columns (Fields)	Description
Status	The status of the import rule. These are the codes: 380 = "IMPORT_BEGIN" 385 = "IMPORT_UPDATE" 390 = "BUILD_BEGIN" 410 = "BUILD_END" 420 = "IMPORT_END" 430 = "DNC_BEGIN" 450 = "DNC_END" 455 = "IMPORT_FAILED" All other values = "IDLE" Derived from: Import_Rule_Real_Time.Status
Good Records	The number of good records imported or to be imported. Derived from: Import_Rule_Real_Time.GoodRecords
Bad Records	The number of bad records imported. Derived from: Import_Rule_Real_Time.BadRecords
Total Records	The total number of records imported or to be imported. Derived from: Import_Rule_Real_Time.TotalRecords

Query Rule Within Campaign Real Time

The Query Rule Within Campaign Real Time report displays the current status of all campaign records, dialing times, and query rule within a campaign.

Views: This report has the following grid views and chart view:

- Call Counts of Query Rule within Campaign (the default)

- Call Summary Count Of Query Rule Within Campaign

- Query Rule Dialing Times

Select the view you want to see from the report drop-down list that is located on the top left corner.

Query: This report data is built from an Anonymous Block.

Grouping: This report is grouped by Campaign and Query Rule. The report is sorted by Campaign.

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign

- Query_Rule

- Campaign_Query_Rule_Real_Time

- Campaign_Query_Rule

Current Fields in the Call Counts of Query Rule Within Campaign View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
DateTime	The date and time in MM/DD/YYYY (month, day, year) and HH:MM (hours, minutes, seconds) format. Derived from: Campaign_Query_Rule_Real_Time.DateTime
Attempts	The summary total of the number of calls attempted. Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Dialer_Real_Time.PersonalCallBackCount
Requested Callback	The number of callback contacts. Derived from: Dialer_Real_Time.CallBackCount
Voice	The number of contacts for which a voice was detected today. Derived from: Dialer_Real_Time.VoiceDetectToday
Busy	The number of contacts for which busy signals were detected today. Derived from: Dialer_Real_Time.BusyDetectToday
No Answer	The number of contacts that were not answered today. Derived from: Dialer_Real_Time.NoAnswerDetectToday
No Ringback	The number of contacts today that did not detect a ring back. The Calls with CallResults 4, 27 and 28 are mentioned in this column. Derived from: Dialer_Real_Time.NoRingBackDetectHalf
No Dialtone	The number of contacts today that did not detect a dial tone. Derived from: Dialer_Real_Time.NoDialToneDetectHalf

Columns (Fields)	Description
Fax	The number of contacts today that detected a fax. Derived from: Dialer_Real_Time.FaxDetectHalf
Network IVR	The number of contacts today that detected a network answering machine. Derived from: Dialer_Real_Time.NetworkAnsMachineDetectHalf
Answering Machine	The number of contacts today that detected an answering machine. Derived from: Dialer_Real_Time.AnsweringMachineDetectToday
SIT Tone	The number of contacts today that detected a special information tone (SIT). Derived from: Dialer_Real_Time.SITToneDetectToday
Agent Rejected	The number of preview or callback contacts today that were rejected by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentRejectedDetectHalf
Agent Closed	The number of preview or callback contacts that were closed by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentClosedDetectHalf
Customer Not Home	The number of contacts today where the party answering the phone was not the customer. Derived from: Dialer_Real_Time.CustomerNotHomeCount
Wrong Number	The number of contacts today where the party answering the phone indicated that the customer did not live there. Derived from: Dialer_Real_Time.WrongNumberCount
Canceled	The number of contacts today where the dialer canceled a ringing customer call. Derived from: Dialer_Real_Time.CancelledDetectHalf
Dialer Abandon	The number of contacts in the half-hour interval abandoned by the dialer. Derived from: Dialer_Real_Time.AbandonDetectToday
Abandon to IVR	The number of contacts today that were abandoned by the dialer and transferred to an IVR, which plays a message. Derived from: Dialer_Real_Time.AbandonToIVRHalf
Customer Abandon	The number of contacts today where the customer hung up immediately after picking up the phone. Derived from: Dialer_Real_Time.CustomerAbandonDetectHalf
Talk Time	The total time in HH:MM (hours, minutes, seconds) that agents spent talking on the phone today. Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount

Columns (Fields)	Description
Wrap Up Time	The length of time the agents spent in wrap-up work. Derived from: Campaign_Query_Rule_Real_Time.WrapupTimeCount

Current Fields in the Call Summary Count of Query Rule Within Campaign View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
Total Records	The total number of records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount
Available	The number of available records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount - Campaign_Query_Rule_Real_Time.VoiceCount - Campaign_Query_Rule_Real_Time.ClosedCount
Closed	The number of contacts attempted. Derived from: Campaign_Query_Rule_Real_Time.ClosedCount
Voice	The number of contacts for which a voice was detected today. Derived from: Dialer_Real_Time.VoiceDetectToday
Voice	The number of contacts for which a voice was detected today. Derived from: Dialer_Real_Time.VoiceDetectToday

Current Fields in the Query Rule Dialing Times View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName

Columns (Fields)	Description
CAMPAIGN DATA	
Start Zone 1 Time	Campaign Start Zone 1 time measured in HH:MM format. Campaign Start Zone 1 time is the start time that a customer can be phoned at Zone1. Zone 1 time and Zone 2 time cannot overlap. Derived from: Campaign.HomeStartHours ':' Campaign.HomeStartMinutes
End Zone 1 Time	Campaign End Zone 1 time measured in HH:MM format. Campaign End Zone 1 time is the time beyond which a customer can no longer be phoned at Zone1. Derived from: Campaign.WorkEndHours ':' Campaign.WorkEndMinutes
Zone 1 Duration	The total Zone 1 time. Home Duration = End Home Time - Start Home Time. Derived from: (((Campaign.HomeEndHours * 60) + (Campaign.HomeEndMinutes)) - ((Campaign.HomeStartHours * 60) + (Campaign.HomeStartMinutes)))
Start Zone 2 Time	Campaign Start Zone 2 time measured in HH:MM format. Campaign Start Zone 2 time is the start time that a customer can be phoned at Zone2. Campaign time is normalized to the customer's time zone. For example, if the campaign runs from 3 to 6 p.m. Eastern Standard time and it is past 6 p.m. on the East coast, you can still dial someone in Chicago because it is not yet 6 p.m. there. Derived from: Campaign.WorkStartHours ':' Campaign.WorkStartMinutes
End Zone 2 Time	The Zone 2 time in HH:MM format at which the campaign ends. Derived from: Campaign.WorkEndHours ':' Campaign.WorkEndMinutes
Zone 2 Duration	The total Zone 2 time. Work Duration = End Work Time - Start Work Time. Derived from: (((Campaign.WorkEndHours * 60) + (Campaign.WorkEndMinutes)) - ((Campaign.WorkStartHours * 60) + (Campaign.WorkStartMinutes)))
QUERY RULE DATA	
Query Rule Start Time	The time in HH:MM format that the query rule starts. Query rule time is based on the Central Controller's time zone. Typically, the Administration and Data Server from which a query is run is in the Central Controller's time zone. Derived from: Campaign_Query_Rule.StartHours ":" Campaign_Query_Rule.StartMinutes
Query Rule End Time	The time in HH:MM format that the query rule ends. Derived from: Campaign_Query_Rule.EndHours ':' Campaign_Query_Rule.EndMinutes

Columns (Fields)	Description
Query Rule Duration	The total query rule time. Work Duration = End Query Rule Time - Start Query Rule Time.
	Derived from: (((Campaign_Query_Rule.EndHours * 60) + (Campaign_Query_Rule.EndMinutes)) - ((Campaign_Query_Rule.StartHours * 60) + (Campaign_Query_Rule.StartMinutes)))

Note Campaign_Query_Rule_Real_Time report is not applicable for API campaign.