Supervisor - Dialler Real Time View

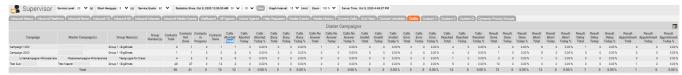
Introduction

The Dialler Real-Time View is used by supervisors and administrators to obtain an overview of the progress in the outbound campaigns, which they supervise. With real-time total values as well as individual values for each campaign, it provides a strong contrast to the reporting by providing real-time data to the controlling members.

See also Dialler User/Configuration Guide

Navigation





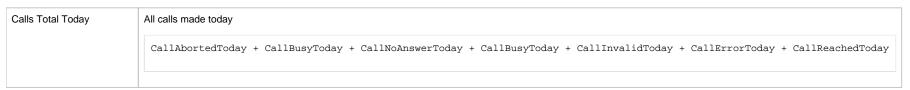
Column Configuration

The order of the columns can be changed individually by using and . Columns can also be removed from the view by selecting and moving them to the "Available" tab.

The configuration is accessed by pressing . The following page will open



Calculation basis used to calculate percentages



Contact Result Total Today	All contact result code set today	
	ContactResultDoneToday + ContactResultAbortedToday + ContactResultAppointmentToday + ContactResultDelayToday	

Column Descriptions

Name	Description
Campaign	Name of the sub-campaign
Master Campaign(s)	Name of the master campaign
	See also Campaigns
Group Names (s)	Name of the ACD group which is associated with the master campaign
Group Number(s)	The number of the ACD group which is associated with the master campaign
Contacts Total	Contacts configured in all visible sub-campaigns
Contacts Not Done	Contacts with any result code except 'done'
Contacts in Progress	Contacts either being called in the visible outbound campaigns, or locked at any given moment
Contacts Done	Contacts with the result code 'done' or 'Abort' since the beginning of the campaign. These contacts will no longer be called by the dialler.
Calls Aborted Total	Calls with the result code 'abort' since the beginning of the campaign
Calls Aborted Today	Calls with the result code 'abort' today.
Calls Aborted Today %	Calls with the result code 'abort' today divided by all calls made in that campaign today.
	diallerCampaignsData_sumOfColumn_CallAbortedToday / diallerCampaignsData_sumOfColumn_CallsTotal * 100
Calls Busy Total	Calls with the result code 'busy' since the beginning of the campaign
Calls Busy Today	Calls with the result code 'busy' today because the contact line was busy
Calls Busy Today %	Calls with the result code 'busy' today divided by all calls made in that campaign today
	diallerCampaignsData_sumOfColumn_CallBusyToday / diallerCampaignsData_sumOfColumn_CallsTotal * 100
Calls No Answer Total	Calls that were not answered by the called party since the beginning of the campaign
Calls No Answer Today	Calls that were not answered by the called party today

Calls No Answer Today %	Calls that were not answered today divided by all calls made in that campaign today
	diallerCampaignsData_sumOfColumn_CallNoAnswerToday / diallerCampaignsData_sumOfColumn_CallsTotal * 100
Calls Invalid Total	Calls that were rejected or the destination number was either unallocated (unassigned) or in an invalid format (address incomplete). This number is cumulated since the beginning of the campaign
Calls Invalid Today	Calls that were rejected or the destination number was either unallocated (unassigned) or in an invalid format (address incomplete). This number is cumulated in a day
Calls Invalid Today %	Calls Invalid today divided by all calls made in that campaign today. This number is cumulated in a day
	diallerCampaignsData_sumOfColumn_CallInvalidToday / diallerCampaignsData_sumOfColumn_CallsTotal * 100
Calls Error Total	Calls that ended with an error code since the beginning of the campaign
Calls Error Today	Calls that ended with an error code today
Calls Error Today %	Calls that ended with an error code today divided by all calls made in that campaign today
	diallerCampaignsData_sumOfColumn_CallErrorToday / diallerCampaignsData_sumOfColumn_CallsTotal * 100
Calls Reached Total	Calls that have successfully reached the called party since the beginning of the campaign
Calls Reached Today	Calls that have successfully reached the called party today
Calls Reached Today %	Calls reached today divided by all calls made in that campaign in that day
	diallerCampaignsData_sumOfColumn_CallReachedToday / diallerCampaignsData_sumOfColumn_CallsTotal * 100
Result Done Total	Results set to 'done' since the beginning of the campaign
Result Done Today	Results set to 'done' today
Result Done Today %	Result Done Today divided by all results set in that campaign today
	diallerCampaignsData_sumOfColumn_ContactResultDoneToday / diallerCampaignsData_sumOfColumn_ContactResultTodayTotal * 100
Result Abort Total	Results set to 'abort' since the beginning of the campaign
Result Abort Today	Results set to 'abort' today

esult Abort Today %	Result Abort Today divided by all results set in that campaign today.
	diallerCampaignsData_sumOfColumn_ContactResultAbortedToday / diallerCampaignsData_sumOfColumn_ContactResultTodayTotal * 100
Result Delay Total	Results set to 'delay' since the beginning of the campaign
Result Delay Today	Results set to 'delay' today
Result Delay Today %	Result Delay Today divided by all results set in that campaign today.
	diallerCampaignsData_sumOfColumn_ContactResultDelayToday / diallerCampaignsData_sumOfColumn_ContactResultTodayTotal * 100
Result Appointment Total	Results set to 'appointment' since the beginning of the campaign
Result Appointment Today	Results set to 'appointment' today
Result Appointment Today	Result Appointment Today divided by all results set in that campaign today
	diallerCampaignsData_sumOfColumn_ContactResultAppointmentToday / diallerCampaignsData_sumOfColumn_ContactResultTodayTotal * 100