

# 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



> ACD > Supervisor > Dialler

Supervisor		Service Level: 15	0	Short Messages: 1	0	Service Queue: 0	Statistics Since Oct 9, 2020 12:00:00 AM		20	00	Graph Interval: 15	Zoom: 100 %	Server Time: Oct 9, 2020 4:49:27 PM																					
Inbound Status		Inbound Realtime	Inbound State	Inbound ID	Inbound ID	Inbound ID	Inbound ID	Inbound ID	Inbound ID	Inbound ID	Inbound ID	Inbound ID	Inbound ID	Inbound ID																				
Second Menu		Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu	Second Menu																				
Dialler Campaigns																																		
Campaign	Master Campaign(s)	Group Name(s)	Group Number(s)	Contacts Total	Contacts Not Done	Contacts In Progress	Contacts Done	Calls Requested Today	Calls Abandoned Today	Calls Answered Today	Calls Busy Today	Calls No Answer Today	Calls No Answer Today %	Calls Invalid Total	Calls Invalid Today	Calls Empty Total	Calls Empty Today	Calls Error Total	Calls Error Today	Calls Rescued Total	Calls Rescued Today	Result Done Total	Result Done Today	Result Done Today %	Result Aborted Total	Result Aborted Today	Result Aborted Today %	Result Delay Total	Result Delay Today	Result Delay Today %	Result Appointment Total	Result Appointment Today	Result Appointment Today %	
Campaign 1000		Group 1 - Biphones		2	1	0	1	1	0	0.00 %	0	0	0.00 %	1	0	0.00 %	0	0	0.00 %	0	0	0.00 %	4	0	0.00 %	2	0	0.00 %	6	0	0.00 %	1	0	0.00 %
Campaign 2000		Group 1 - Biphones		1	1	0	0	0	0.00 %	0	0	0.00 %	0	0	0.00 %	0	0	0.00 %	0	0	0.00 %	4	0	0.00 %	1	0	0.00 %	5	0	0.00 %	0	0	0.00 %	
Use Campaign Alternative	Master Campaign Alternative	Designated for Dialer		4	2	0	2	6	0	0.00 %	0	0	0.00 %	0	0	0.00 %	0	0	0.00 %	0	0	0.00 %	1	0	0.00 %	0	0	0.00 %	1	0	0.00 %	0	0	0.00 %
Test Sub	Test Master	Group 1 - Biphones		48	27	0	12	2	0	0.00 %	0	0	0.00 %	0	0	0.00 %	0	0	0.00 %	0	0	0.00 %	8	0	0.00 %	10	0	0.00 %	0	0	0.00 %	1	0	0.00 %
Total				55	41	0	15	12	0	0.00 %	0	0	0.00 %	1	0	0.00 %	0	0	0.00 %	0	0	0.00 %	14	0	0.00 %	13	0	0.00 %	12	0	0.00 %	1	0	0.00 %

## 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:

Column Selection

Available

Selected

Group Name(s)  
Group Number(s)  
Contacts Total  
Contacts Not Done  
Contacts in Progress  
Contacts Done  
Calls Aborted Total  
Calls Aborted Today  
Calls Aborted Today %  
Calls Busy Total  
Calls Busy Today  
Calls Busy Today %  
Calls No Answer Total  
Calls No Answer Today  
Calls No Answer Today %  
**Calls Invalid Total**  
**Calls Invalid Today**  
**Calls Invalid Today %**

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Standard Reset Save Cancel

## Calculation basis used to calculate percentages

Calls Total Today	All calls made today <div> CallAbortedToday + CallBusyToday + CallNoAnswerToday + CallBusyToday + CallInvalidToday + CallErrorToday + CallReachedToday </div>
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Contact Result Total Today	All contact result code set today  $\text{ContactResultDoneToday} + \text{ContactResultAbortedToday} + \text{ContactResultAppointmentToday} + \text{ContactResultDelayToday}$
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## Column Descriptions

Name	Description
Campaign	Name of the sub-campaign
Master Campaign(s)	Name of the master campaign  See also <a href="#">Campaigns</a>
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.  $\text{diallerCampaignsData\_sumOfColumn\_CallAbortedToday} / \text{diallerCampaignsData\_sumOfColumn\_CallsTotal} * 100$
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  $\text{diallerCampaignsData\_sumOfColumn\_CallBusyToday} / \text{diallerCampaignsData\_sumOfColumn\_CallsTotal} * 100$
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 %	<p>Calls that were not answered today divided by all calls made in that campaign today</p> $\text{diallerCampaignsData\_sumOfColumn\_CallNoAnswerToday} / \text{diallerCampaignsData\_sumOfColumn\_CallsTotal} * 100$
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 %	<p>Calls Invalid today divided by all calls made in that campaign today. This number is cumulated in a day</p> $\text{diallerCampaignsData\_sumOfColumn\_CallInvalidToday} / \text{diallerCampaignsData\_sumOfColumn\_CallsTotal} * 100$
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 %	<p>Calls that ended with an error code today divided by all calls made in that campaign today</p> $\text{diallerCampaignsData\_sumOfColumn\_CallErrorToday} / \text{diallerCampaignsData\_sumOfColumn\_CallsTotal} * 100$
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 %	<p>Calls reached today divided by all calls made in that campaign in that day</p> $\text{diallerCampaignsData\_sumOfColumn\_CallReachedToday} / \text{diallerCampaignsData\_sumOfColumn\_CallsTotal} * 100$
Result Done Total	Results set to 'done' since the beginning of the campaign
Result Done Today	Results set to 'done' today
Result Done Today %	<p>Result Done Today divided by all results set in that campaign today</p> $\text{diallerCampaignsData\_sumOfColumn\_ContactResultDoneToday} / \text{diallerCampaignsData\_sumOfColumn\_ContactResultTodayTotal} * 100$
Result Abort Total	Results set to 'abort' since the beginning of the campaign
Result Abort Today	Results set to 'abort' today

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