

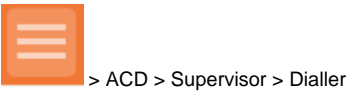
Supervisor - Dialler Real Time View

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



Supervisor		Service Level: 20	20	(Short Messages: 1)	Service Queue: 40	Statistics Since: Oct 9, 2020 12:00:00 AM		Graph Interval: 15	15	Zoom: 100%	Server Time: Oct 9, 2020 4:49:27 PM																	
Inbound Status	Inbound Realtime	Inbound Speed	Inbound ID	Inbound ID	Inbound Media Events	Wallboard	All Agents	Active Agents	Help Requests	Media Events	Current Calls	Grid View	Desktop Variables	Custom 1	Custom 2	Custom 3	Dynamic Priority Groups											
Dialler Campaigns																												
Campaign	Master Campaign(s)	Group Name(s)	Group Number(s)	Contacts Total	Contacts 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 Error Total	Calls Error Today	Calls Rescued Total	Calls Rescued Today	Result Done Total	Result Done Today	Result Aborted Total	Result Aborted Today	Result Delay Total	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%	4	0	0.00%	2	0	0.00%	6	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%	4	0	0.00%	1	0	0.00%	5	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%	1	0	0.00%	0	0	0.00%	1	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%	5	0	0.00%	10	0	0.00%	0	0	0.00%
Total				55	41	0	15	12	0	0.00%	0	0	0.00%	1	0	0.00%	0	0	0.00%	14	0	0.00%	13	0	0.00%	12	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 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. $\text{diallerCampaignsData_sumOfColumn_CallAbortedToday} / \text{diallerCampaignsData_sumOfColumn_CallsTotal} * 100$
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>$\text{diallerCampaignsData_sumOfColumn_ContactResultAbortedToday} / \text{diallerCampaignsData_sumOfColumn_ContactResultTodayTotal} * 100$</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>$\text{diallerCampaignsData_sumOfColumn_ContactResultDelayToday} / \text{diallerCampaignsData_sumOfColumn_ContactResultTodayTotal} * 100$</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>$\text{diallerCampaignsData_sumOfColumn_ContactResultAppointmentToday} / \text{diallerCampaignsData_sumOfColumn_ContactResultTodayTotal} * 100$</div>