# 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



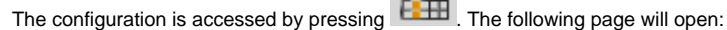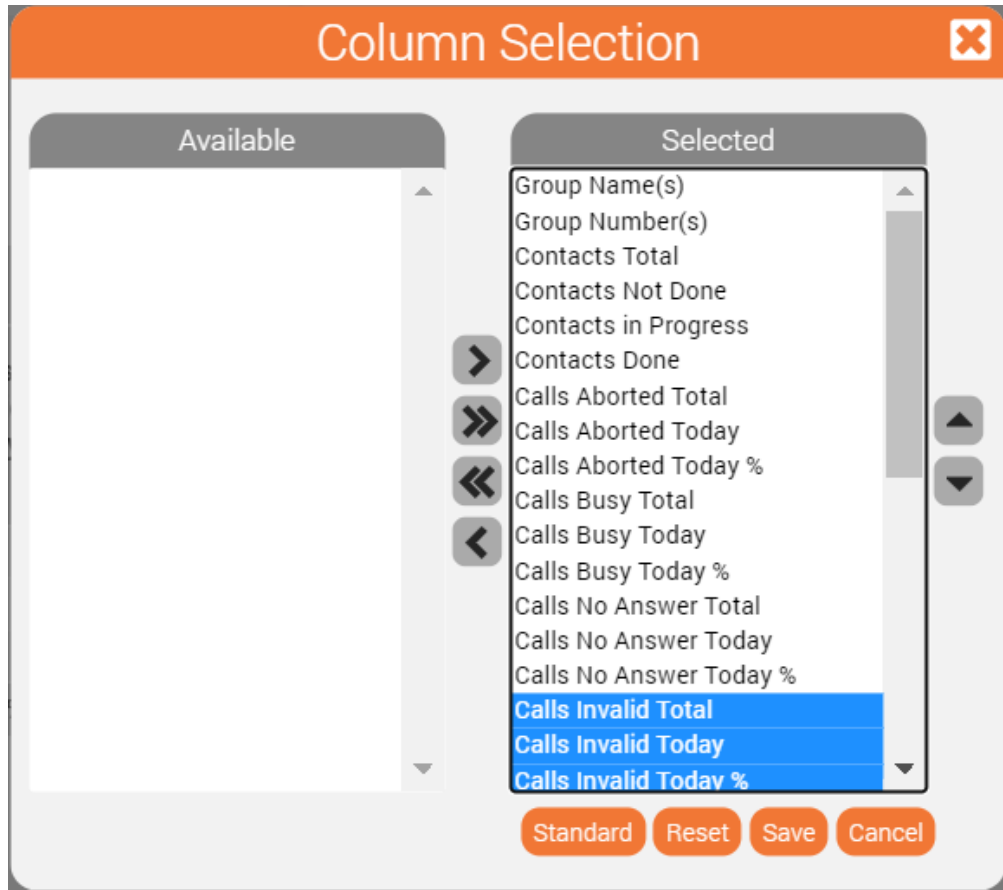## Column Configuration

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 % |

Standard  Reset  Save  Cancel

Calculation basis used to calculate percentages

| Calls Total Today | All calls made today |
|-------------------|----------------------|
| | `CallAbortedToday + CallBusyToday + CallNoAnswerToday + CallBusyToday + CallInvalidToday + CallErrorToday + CallReachedToday` |

| 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<br><br>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.<br><br>`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<br><br>`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<br><br>`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<br><br>`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<br><br>`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<br><br>`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<br><br>`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 |

| | |
|---|---|
| Result Abort Today % | Result Abort Today divided by all results set in that campaign today.<br><br>```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.<br><br>```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<br><br>```diallerCampaignsData_sumOfColumn_ContactResultAppointmentToday / diallerCampaignsData_sumOfColumn_ContactResultTodayTotal * 100``` |