Result Codes

Introduction

Result codes are recorded when contacts are processed by the dialler an agents. Result codes can be intermediate codes (for example call back on / at), or final result codes.

The screen **Dialler ... Result Codes** is used to define general result codes, which are imported into a sub campaign at the time it is created.

That means these result codes should ideally be defined, before the first campaign is created.

Notwithstanding this, result codes can be defined afterwards in any sub campaign.

Types

Done

A result code defining that the contact was a success. The contact will no longer be called by the dialler.

Abort

A result code defining that the contact was a failure. The contact will no longer be called by the dialler.

Delay

A delay result code is an intermediate result, indicating that the dialler should dial the contact again, after a certain time interval. For example, a result code + 120 minutes could be defined to push the contact into the time window which is active in 120 minutes time.

Appointment

An appointment result code is an intermediate result, indicating that the contact should be called on a particular date at a particular time.

Fields

The following fields can be configured.

Field	Description
Name	The name of the result code. This is used in all agent screens when the agent selects a code.
Export Key	This is the result code, as it is exported in the export data format. This should, ideally, correspond to a value the back-end system understands when results are processed after data is exported from the dialler.
Type	The type: done, abort, delay or appointment.
Agent bound	By appointment or delay, the association with the agent who is working the contact is maintained.

| Delay (min) | The delay in minutes, that the contact should be delayed by for the type "delay". |