Table Reference - StatisticsDiallerCampaigns

Contents

This table contains aggregated data regarding dialler campaigns for hourly time slices.

It contains information on:

- The number of calls made from the dialler campaign within the time period
- The number of tries, busy, invalid, aborted etc. results
- Aggregated data regarding result codes - the number of done, aborted, appointment and delayed contacts.

Aggregation

Calls are aggregated at the point in time the call ends into the appropriate time slice.

Fields

Field	Type	Meaning
ID	INT	A unique ID ID
DiallerCampaignsID	INT	ID of the dialler campaign
dtStats	TIMSTAMP	The date and time of the stats period. Note that the minutes, seconds and milliseconds value will always be 00:00.000000 as the statistics are aggregated over the complete hour.
nTriesConnected	INT	The number of calls which were connected to their destination. Note, this can also include answering machines. Whenever a connect is received, the call is counted here.
nTriesNoAnswer	INT	The number of calls which were not answered before the timeout specified and the call was hungup.
nTriesBusy	INT	The number of calls where the destination was busy.
nTriesInvalid	INT	The number of calls where the destination number was invalid.
nTriesAborted	INT	The number of calls where the call was aborted because the agent hung up on the dialler or aborted the call via the web interface.
nTriesAnsweringMachine	INT	The number of calls which were connected, where the agent pressed the "Answering Machine" button to play an audio file to the destination.
nTriesError	INT	The number of calls which were attempted, but a signalling error was received and the call did not proceed.
nContactsDone	INT	The number of calls which were connected, where the agent recorded a result code type of "done".
nContactsAborted	INT	The number of calls which were connected, where the agent recorded a result code type of "abort".
nContactsAppointment	INT	The number of calls which were connected, where the agent recorded a result code type of "appointment".
nContactsDelayed	INT	The number of calls which were connected, where the agent recorded a result code type of "delay".