

DIAL-001 - Dialler Campaigns Itemised Calls Report

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Description

This report contains itemised data for outbound calls made via the selected dialler campaigns automatically (preview mode) or manually (CTI / manual mode) within a particular time slice.

[Sample Execution \(Input\)](#) [Sample Report \(Output\)](#)

Column

Legend

| Table | Alias |
|--|-------|
| StatisticsPartA (See also Table Reference - StatisticsPartA (A)) | a |
| AcidStatisticsPartB (See also Table Reference - AcidStatisticsPartB (AcdB)) | acdb |
| StatisticsPartB (See also Table Reference - StatisticsPartB (B)) | b |
| AcidStatisticsLogin (See also Table Reference - AcidStatisticsLogin) | login |

| Name | Description | Criteria Used |
|----------------|--|---------------|
| Start | The time stamp when the dialler outbound call where initiated either automatically (Preview Mode) or manually (CTI / Manual Mode). | |
| Ringing | The time stamp when the call start ringing in the destination extension. | |
| Connected | The time stamp when the call was successfully connected to the destination. Empty if the connection attempt fails for any reason. | |
| End | The time stamp when the outbound call ended. | |
| Caller Number | The phone number of the called contact person. | |
| Calling Number | The phone number of the agent that has initiated the call. | |

| | | |
|-------------------------|--|--|
| Ringing Time | The ringing time duration in the destination extension. | WHEN a.CONNRES = 1 THEN (a.dtCallConnect - a.dtCallAlert) WHEN a.CONNRES = 2 THEN (a.dtCallEnd - a.dtCallAlert) See also Value Reference - CONNRES |
| Call Time(s) | The total call time duration. | WHEN a.CONNRES = 1 THEN (a.dtCallEnd - a.dtCallConnect) See also Value Reference - CONNRES |
| Connected | 1 if the call was successfully connected to the destination Else 0 | WHEN a.CONNRES = 1 THEN 1 ELSE 0 See also Value Reference - CONNRES |
| Busy | 1 if the called destination was busy. Else 0 | IF a.CONNRES = 3 THEN 1 ELSE 0 See also Value Reference - CONNRES |
| No Ans. | 1 if the called destination did not answer. Else 0 | IF a.CONNRES = 2 THEN 1 ELSE 0 See also Value Reference - CONNRES |
| Stopped | 1 if the outdial was aborted. Else 0 | IF a.CONNRES = 4 THEN 1 ELSE 0 See also Value Reference - CONNRES |
| Invalid | 1 if the called destination number was either Unallocated (unassigned) or the destination rejected the call of the destinaion number format is invalid. Else 0 | IF a.CauseCodesID IN (1, 21, 28) THEN 1 ELSE 0 See also Value Reference - CauseCodes |
| Other | 1 if the call ended for any other reason. Else 0 | IF a.CONNRES NOT IN (1, 2, 3, 4) AND a.CauseCodesID NOT IN (1, 21, 28) THEN 1 ELSE 0 See also Value Reference - CONNRES and Value Reference - CauseCodes |
| Service Number | Name of the service number through which the call was made. | |
| Dialler Campaign | Name of the dialler campaign in which the call was initiated. | |
| Contact | Name of the dialler contact that was called. | |
| User Data | The user data of the dialler contact that was called. | |
| Agent | Name of the agent who initiated the dialler campaign call. | |
| Result Code | Name of the result code set at the end of this call by the agent. | |

| | | |
|-------------|--|--|
| Done | Either 1 if the type of the result code set is "Done" or 0 if another type was chosen instead or empty it no result code was set. | WHEN DiallerContactsHistory.DiallerResultCodesTypesID IS NULL THEN NULL WHEN DiallerContactsHistory.DiallerResultCodesTypesID = 1 THEN 1 ELSE 0 |
| Aborted | Either 1 if the type of the result code set is "Aborted" or 0 if another type was chosen instead or empty it no result code was set. | WHEN DiallerContactsHistory.DiallerResultCodesTypesID IS NULL THEN NULL WHEN DiallerContactsHistory.DiallerResultCodesTypesID = 2 THEN 1 ELSE 0 |
| Appointment | Either 1 if the type of the result code set is "Appointment" or 0 if another type was chosen instead or empty it no result code was set. | WHEN DiallerContactsHistory.DiallerResultCodesTypesID IS NULL THEN NULL WHEN DiallerContactsHistory.DiallerResultCodesTypesID = 3 THEN 1 ELSE 0 |
| Delay | Either 1 if the type of the result code set is "Delay" or 0 if another type was chosen instead or empty it no result code was set. | WHEN DiallerContactsHistory.DiallerResultCodesTypesID IS NULL THEN NULL WHEN DiallerContactsHistory.DiallerResultCodesTypesID = 4 THEN 1 ELSE 0 |

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