DIAL-001 - Dialler Campaigns Itemised Calls Report

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
AcdStatisticsPartB (See also Table Reference - AcdStatisticsPartB (AcdB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b
AcdStatisticsLogin (See also Table Reference - AcdStatisticsLogin)	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