# DIAL-002 - Dialler Campaigns Results Report

[ 1 Description ] [ 2 Sample Execution (Input)  Sample Report (Output) ] [ 3 Column ] [ 3.1 Legend ] [ 3.2 Campaign Times - Start ] [ 3.3 Campaign Times - End ] [ 3.4 Call Attempts ] [ 3.5 Call Attempts - Connected ] [ 3.6 Call Attempts - No Answer ] [ 3.7 Call Attempts - Busy ] [ 3.8 Call Attempts - Invalid ] [ 3.9 Call Attempts - Aborted ] [ 3.10 Call Attempts - Ans. Machine ] [ 3.11 Call Attempts - Error ] [ 3.12 Contact Results - Done ] [ 3.13 Contact Results - Aborted ] [ 3.14 Contact Results - Appointment ] [ 3.15 Contact Results - Delay ]

## Description

This report contains aggregated data for outbound calls made from the selected dialler campaigns automatically (preview mode) or manually (CTI / manual mode) over the time period and granularity chosen.

## 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 |
|---|---|---|
| Campaign Times - Start | The time stamp when the current dialler campaign started. | |
| Campaign Times - End | The time stamp when the current dialler campaign ended | |
| Call Attempts | Calls initiated in the current dialler campaign over the selected granularity and within a particular time slice. | SUM( nTriesConnected ) + SUM( nTriesNoAnswer ) + SUM( nTriesBusy ) + SUM( nTriesInvalid ) + SUM( nTriesAborted ) + SUM( nTriesAnsweringMachine ) + SUM( nTriesError ) |
| Call Attempts - Connected | Calls successfully connected to the destination in the current dialler campaign over the time period and granularity chosen. | SUM( nTriesConnected ) |

| | | |
|---|---|---|
| Call Attempts - No Answer | Calls initiated in the current dialler campaign over the time period and granularity chosen and that were not successfully connected because the destination did not answer. | SUM( nTriesNoAnswer ) |
| Call Attempts - Busy | Calls initiated in the current dialler campaign over the time period and granularity chosen and that were not successfully connected because the destination was busy. | SUM( nTriesBusy ) |
| Call Attempts - Invalid | Calls initiated in the current dialler campaign over the time period and granularity chose and that was not connected because the destination number was either unallocated (unassigned) or the destination rejected the call of the destination number format is invalid. | SUM( nTriesInvalid ) |
| Call Attempts - Aborted | Calls initiated in the current dialler campaign over the time period and granularity chosen and that were not successfully connected because the outdial was aborted. | SUM( nTriesAborted ) |
| Call Attempts - Ans. Machine | Calls where a result code has been captured that is configured in the dialler as an "answering machine". | SUM( nTriesAnsweringMachine ) |
| Call Attempts - Error | Calls initiated in the current dialler campaign over the time period and granularity chosen and that were not connected because an error occurred. | SUM( nTriesError ) |
| Contact Results - Done | The total number of contact results set to "Done" in the current dialler campaign over the time period and granularity chosen. | SUM( nContactsDone ) |
| Contact Results - Aborted | The total number of contact results set to "Aborted" in the current dialler campaign over the time period and granularity chosen. | SUM( nContactsAborted ) |
| Contact Results - Appointment | The total number of contact results set to "Appointment" in the current dialler campaign over the time period and granularity chosen. | SUM( nContactsAppointment ) |

| | | |
|---|---|---|
| Contact Results - Delay | The total number of contact results set to "Delay" in the current dialler campaign over the time period and granularity chosen. | SUM( nContactsDelayed |

[ 1 Description ] [ 2 Sample Execution (Input)  Sample Report (Output) ] [ 3 Column ] [ 3.1 Legend ] [ 3.2 Campaign Times - Start ] [ 3.3 Campaign Times - End ] [ 3.4 Call Attempts ] [ 3.5 Call Attempts - Connected ] [ 3.6 Call Attempts - No Answer ] [ 3.7 Call Attempts - Busy ] [ 3.8 Call Attempts - Invalid ] [ 3.9 Call Attempts - Aborted ] [ 3.10 Call Attempts - Ans. Machine ] [ 3.11 Call Attempts - Error ] [ 3.12 Contact Results - Done ] [ 3.13 Contact Results - Aborted ] [ 3.14 Contact Results - Appointment ] [ 3.15 Contact Results - Delay ]