

DIAL-002 - Dialler Campaigns Results Report

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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
AcStatisticsPartB (See also Table Reference - AcStatisticsPartB (AcdB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b
AcStatisticsLogin (See also Table Reference - AcStatisticsLogin)	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
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[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]