Webex Contact Center Campaign Manager Reports Manual

Version 4.2.1.2507

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706 USA
http://www.cisco.com Tel: 408 526-4000
800 553-NETS (6387) Fax: 408 527-0883

Legal Information

Change Note

This document outlines the updates made to the reports guide for the release. It includes a detailed log of changes across various sections.

Section	Change Description	Reason for Change	Date	Version
Various	Updated Callback content	Feature addition	02/13/2026	4.2.1.2507_Update6
Reports > Real Time Report Type	Removed content related to the following: • Campaign-wise Contact vs Agent Available • Contact Success Ratio Campaign wise • Campaign Target Achieved • Delivered Contact • Agent State	Deprecated widgets	08/11/2025	4.2.1.2507
Reports > Historical Reports	Added a new section for Historical Reports. This explains the new Historical Reports introduced. The erstwhile Historical Reports feature is renamed as Historical Reports (Legacy).	New Historical Reports introduced.		
Reports > Historical Reports (Legacy)	Changed the heading of Historical Reports to Historical Reports (Legacy)	New Historical Reports introduced.	08/11/2025	4.2.1.2507
Reports > Schedule Reports (Legacy)	Changed the heading of Schedule Reports to Schedule Reports (Legacy)	New Historical Reports has a different scheduling feature.	08/11/2025	4.2.1.2507

Reports > Campaign Summary Report	A new field Last Contact Processed (min) is added. Displays the number of minutes since the last contact is selected and placed into the table for delivery.	To provide visibility into recent contact activity.	6/05/2025	4.2.1.2504

Reports > Data Extract > Schedule Configuration	New options and alerts are added: • Alert on No Records – triggers when extract returns zero records. • Alert on Failure – triggers when extract fails due to an error. • First Job Start Time – defines the initial time at which the recurring report starts running.	To enhance control and visibility in scheduled report configurations.	6/05/2025	4.2.1.2504
Reports > Data Extract Page	The Data Extract page now displays the following: • Name, Description, File Name, Activate status • Job History popup includes report start/end/scheduled times, status, number of records, and download button. • Report time zone is shown. • Search and Action options added.	To improve visibility and control over data extraction configurations and job history.	6/05/2025	4.2.1.2504
Reports > Schedule Report	To address performance and timeout issues with large datasets, report exports and schedules are now processed as tasks rather than immediate operations. • Export requests are processed asynchronously and assigned a unique ExportID. The maximum supported limit is 500,000 records. This is configurable. • Files are generated and stored on Amazon S3, allowing users to monitor the status and download files from an Export History page. • A new database table, AE_ReportExportList, is introduced to store export operation details.	Export and Schedule Reports improvements	07/02/2025	4.2.1.2501

	- Scheduled reports now include similar enhancements, with password-protected file delivery via email. Users must set a password while scheduling the report, which will be required for accessing the emailed report. - Export links expire based on backend configuration. A new configuration is added in the Custom Features table called ReportFilesRetentionDays with the default value as 30 days.			

Reports > Schedule Report	File purging from Amazon S3 Bucket • Export files are purged from S3 using AWS configurations. • Export files are purged after the configured retention period from the custom feature table (ReportFilesRetentionDays, default: 30 days).	Report Files purging from Amazon S3 Bucket	07/02/2025	4.2.1.2501
Reports	Other changes in reports: • Detail Report: Maximum filter days set to 180 days (6 Months). • Summary Report: Maximum filter days set to 1865 days (5 Years). • Other reports retain a 90-day (3 Months) filter limit.	Reports filter changes	07/02/2025	4.2.1.2501
Reports > Summary Reports	We have added SMS and Email channels as options for summary reports. **Note**: SMS and Email channels are currently not in use for WxCC.	Summary Report enhancements	07/02/2025	4.2.1.2501
Reports > Performance Metrics	Campaign Summary report now provides more comprehensive information in added columns.	Performance Metrics enhancements	07/02/2025	4.2.1.2501
Reports > Historical Reports	The Historical Reports section now includes support for SMS and Email channels, offering broader functionality for multi-channel reporting. • **Detail**: Offers in-depth insights into individual call attempts, including timings, agent ID, outcomes, dialer reference ID, and other relevant details. • **Agent Productivity**: Highlights agent outbound productivity, showcasing metrics such as preview duration, call duration, after-call work (ACW) duration, and various call counts.	Historical Reports enhancements	07/02/2025	4.2.1.2501

	• **Agent State**: Tracks and displays changes in agent states throughout the reporting period. • **Callback**: Presents callback contact details in a Primary-Secondary format, making it easier to understand and analyze attempt outcomes. **Note**: Agent Productivity, Agent State, and Callback are currently not available in WxCC. **Note:** Email, SMS, and Callback are currently not supported for WxCC.			

TOC

Change Note 2

Reports 9

- Real Time 10
  - Auto Refresh 11
  - Add Multiple Reports in different tabs 12
  - Reports Filter Criteria 12
  - Report Widgets Feature 13
  - Reports Type 13
  - Real Time Report Type 14
- Historical Reports 16
  - Summary Reports 19
  - Apply Filter 19
  - Elements 20
  - Save and View Report 20
  - Detail Report 36
  - Apply Filter 37
  - Elements 38
  - Save and View Report 38
  - Callback Report 44
  - Apply Filter 45
  - Elements 45
  - Save and View Report 45
- Historical Reports (Legacy) 46
  - Reports Filter Criteria 47
  - Call Outcome 48
  - Campaign Summary 51
  - DNC Blocked 52
  - Contact Attempt 54
  - Abandoned Percentage 56
  - Agent Disposition (Campaign-wise) 57
  - Contact Attempt Bucket 58
  - Agent Attempt 59
  - Agent Outcome 60
  - Callback 61
  - Global List Status 62
  - Right Party Connect (RPC) 62
  - Callback Trace 64
  - Email Outcome 65
  - Pass Dialing 66

Schedule Reports (Legacy) 68
Add Schedule Report 68
Edit a schedule 68
Delete a schedule 69
Fields 69
Data Extract 70
Storage Destination 72
Edit Data Extract 74
Delete Data Extract 74
Fields 74
Transaction Field Details 76
Master Field Details 112
Performance Metrics 169
Campaign Summary 170
Report Filter Criteria 173
Time Zones 173
Global List 173
Campaign Group 173
Campaign 174
List 174
CSS Group 174
CSS Group Condition 174

Reports

Reports provide both summary and detailed information on outbound calling in the contact center. They cover campaigns, groups, and agent performance. These reports can offer detailed individual attempt data or provide summarized trends such as RPC, connect rate, and so on, for a campaign.

Users have the option to design and save reports as templates. Filter criteria allow for a micro view by narrowing down filters to a specific contact, call, or outcome. Reports offer a comprehensive 360-degree overview of activities within the Contact Center.

Additionally, reports can be scheduled at pre-configured intervals, or Data Extracts can be configured for fixed and transactional data.

Campaign Manager provides the following types of reports:

- **Real Time Reports**: Real-time reports present graphical data on currently running campaigns, specifically for the current day. These reports are populated with interval data, refreshed by default every 5 minutes. The comprehensive filter criteria allow users to view data from the top down to the bottom, providing detailed insights in real-time.
- **Historical Reports**: These reports utilize historical data starting from the previous day to offer insights into the performance of the contact center. They form an almost exhaustive set covering all facets of the contact center, including contacts, calls, outcomes, agents, and more. The reports are populated based on the filter criteria selected by the user.
- **Performance Dashboard**: The Real-time console provides continuously updated data with a refresh rate of 15 seconds for ongoing campaigns. It includes key metrics such as attempt rates, RPC % (Right Party Connect percentage), and comprehensive campaign contact statistics.
- **Script Designer Reports**: All reports pertaining to the 2-Way SMS and Call Guide application modules, configured using the Script Designer, are discussed in detail. For more information, see Script Designer.
- **Data Extracts**: Configure the export of raw transactional and fixed data from the reporting database. Users can extract data from standard sources such as call attempts at specified times and for selected campaign groups or campaigns.

Note: Do not use any special characters such as /, , :, *, ?, <, <, and | as part of file names.

Note: The following are not supported in the Webex Contact Center application:
 - Email and SMS campaigns
- AEM (Agent-Executive Mapped) calls.

Real Time

Real-time reports present graphical data on currently running campaigns, specifically for the current day. These reports are populated with interval data, refreshed by default every 5 minutes. The comprehensive filter criteria allow users to view data from the top down to the bottom, providing detailed insights in real-time. You can configure the real time reports.

Navigate to **Reports** > **Real Time**. The default report presents the following data:

Fields	Description
Total Campaigns	Displays the number of campaigns available in the system. This also shows the number for Active, Inactive, and Terminated campaigns.
Active	Number of campaigns which are executing at this moment. Campaign Status is *Executing*.
Inactive	Number of campaigns which are not executing at this moment. Campaign Status is *Time Suspended* or *Stopped*.
Terminated	Number of campaigns elapsed the end date and time. Campaign Status is *Time Suspended* but campaign date time must be lesser than current time.
Total Contacts	Total number of contacts uploaded to the application across all campaigns. This also shows a breakup of Open, Fresh (yet to be dialed), Scheduled, Closed, and Other contacts.
Open	Number of contacts open at this moment for given filter criteria. Contact Status is *Open* and *Delivered*.
Fresh	Number of contacts attempted not even once for given filter criteria. Contact Status is *Open* and *Delivered*.
Rescheduled	Number of contacts are rescheduled and open at this moment. Contact Status is *Open* and *Delivered*.
Closed	Number of contacts closed for the given filter criteria. Contact Status is *Closed*.
Others	Number of contacts stopped delivering. Contact Status is *Scrubbed or Flushed*.
Contacts Uploaded	Total contacts uploaded across all campaigns and a breakup of successful uploads, failed uploads, and duplicates.
Success	Number of contacts successfully uploaded into contact table.
Failure	Number of contacts failed to upload into contact table due to various failures. It does not include Mode failure.
Duplicate	Number of contacts failed to upload due to duplicate records available in the contact table. It does not consider whether duplicate occurs in the file or duplicate available in the contact table.
Performance	Total number of contacts dialed today and the connect ratio. Number of Unique

	Contacts in call activity table. Connect Ratio - Percentage of Total Contacts Connected out of Total Contacts Dialed. Total Contacts Dialed is the Number of unique contacts which are dialed today.
Business Performance	Total contacts with outcomes marked as Success and the ratio of contacts with Success outcomes. Number of Unique Contacts in call activity table. Success Ratio - Percentage of Total Business Success Contacts out of Total Contacts Connected.
Attempts	Shows the number of attempts successfully connected with an agent across contacts, including multiple successful connects for a single contact. This includes connects on rescheduled calls, both on account of business and telephony reasons. Attempts Ratio - Ratio of Number of Calls Dialed and the Number of Contacts Dialed. Attempts ratio indicator shows the average number of attempts on each contact.
Connected	Shows the total calls connected between an agent and a customer across all campaigns and the connect ratio for these numbers Attempts Connect Ratio - Percentage of Number of calls connected out of Number of calls dialed. Number of calls connected is the Count of Connected Contacts with Live Call Outcomes and Live Call Outcomes is Outcomes which are enabled as Live Call Outcomes.
Calls Abandoned	Shows the number of attempts received abandon as an outcome across contacts. If ACR is disabled, Abandon Ratio is percentage of Abandon Calls out of sum of Abandon Calls and Live Calls.
AHT (Average Handling Time)	Average handling time for a call, in HH:MM:SS format. It is ratio of the success call duration and the number of calls connected.

Real time report allows you to perform the following:

Auto Refresh

The real-time data can be automatically refreshed at set intervals. The default interval is set at five minutes. To change this interval, contact Cisco Support.

Auto Refresh works only for the configured tab and not across all tabs. Further, if an administrator navigates to some other tab or some other page in the application and returns to the original tab (where Auto Refresh interval is configured), the report tab refreshes and timer restarts.

Add Multiple Reports in different tabs

You can add multiple reports and open them multiple simultaneously in different tabs. This makes it easier user to not only keep an eye on the overall contact center performance in real-time, but also on specific areas of contact centers as defined by the selected filtering criteria. When you open a real-time report for the first time, the default tab appears. A maximum of 10 tabs only (Default plus nine additional) can be loaded in the application. The default tab contains the real time data for the contact center as a whole, unless the user changes the filter criteria.

1. Click **Add** icon to multiple reports. Report tab opens beside the Default tab.
2. Select the required filter criteria.
3. Click **Add Widget** and select the widget to add in the report.

Reports Filter Criteria

The reports filter allows a user to have a look at a macro view of the contact center and drill down to the micro level of a contact, call, or an agent.

Reports Time Zone Filter

You can generate real-time reports for specific time zones. Select the time zone from the TimeZone drop-down before selecting any other filtering criteria. The report for the current day of the selected time zone appears.

This is an optional configuration. Contact Cisco Support to have this configuration enabled and to get reports by time zone.

Reports Other Filter Criteria

The Filter Criteria feature allows you to do the following:

Filter	Description
Global List	All global lists are displayed for selection. Both single and multiple selection allowed. To select all global lists, select the Select All checkbox.
Campaign Group	All campaign groups that contain contacts for the selected global lists are populated. Both single and multiple selection allowed. To select all campaign groups, select the Select All check-box.
Campaign	All campaigns that contain contacts for the selected campaign groups are populated. Both single and multiple selection allowed. To select all campaigns, select the Select All check-box. A single campaign selection allows filter to the next levels. If you select multiple campaigns, filtering to next level is disabled. View the reports at this level.

List	All the contact lists uploaded for this campaign are populated. Both single and multiple selection allowed. To select all lists, select the Select All check-box. • If you do not select any specific list(s), data for all the lists is populated in the report, including the chaining list (List ID -1). • If you select any specific list(s), data for the selected list(s) alone is populated. In such case, ensure you select the Include Chaining List check-box if you want data pertaining to List ID -1 (chaining list) in your report. Lists are populated for the default date on the date panel, that is, current day. To select more lists, select dates from the Date panel and click OK. Select the required lists for the report, from those populated.
CSS Group	All Contact Selection Strategies (CSS) applicable for the selected lists are available for selection. Both single and multiple selection allowed. To select all CSS groups, select the Select All check-box.
CSS Group Condition	The conditions for the above CSS Groups are populated and available for selection. Both single and multiple selection allowed. To select all CSS group conditions, select the Select All check-box.

Select applicable filters and click **Show Records** to populate the report with records up to that level of selection.

Report Widgets Feature

Report widgets have the following options in common:

1. Click **Unpin** to float the report widget from its anchored place to the center of the screen, so that you can maximize the widget size. This is a toggle button and clicking again anchors the widget back to its rightful place. It also restores the removed widget back to the page.
2. Click **Maximize** to view the report full screen.
3. Click **Minimize** to move the report widget back to the anchored location from the full screen view.
4. Click **Chart Context Menu** to download the report in PNG or JPEG or SVG Vector or Pdf format.

Views for individual reports vary - they are explained along with the reports. All reports display the graphical data in text when hovering the mouse over any graphical representation of data.

Reports Type

Campaign Manager provides different types of reports in Real-time. To know more, see "Real Time Report Type" on the next page.

Real Time Report Type

Following are the real time reports:

Telephony Outcome

The Telephony Outcome widget shows the number of contacts dialed for each telephony outcome. Hover the mouse over the chart to see the count of calls for specific telephony outcomes. Use the context menu to download the chart in any of the options. In the minimized view, outcomes with minimal percentage may be hidden. To view all outcomes, zoom to full screen.

Business Outcome

The Business Outcome widget shows the number of contacts dialed for each business outcome. Hover the mouse over the chart to see the count of calls for specific business outcomes. Use the context menu to download the chart in any of the options.

Contact Status

Contact Status widget shows the status of contacts for selected filter criteria in real time. This widget shows the number of contacts in each state in real time. The campaigns are listed on the X axis and the number of contacts on the Y axis. Hover the mouse over the chart to see the count for the specific contact status. Click any status on the bottom right of the widget to remove the contacts associated with that state from the widget. Toggle to restore the data. Use the context menu to download the chart in any of the options.

Contact Strategy

Contact Strategy shows the details of outcomes both business and telephony for contact strategies used, as per the filter criteria.

This widget shows the number of contacts for both Telephony and Business Outcomes. The data shown in the chart can be drilled down further.

Example: Click **Telephony Outcome** to see the number of contacts for each Telephony Outcome.

To revert to original report, click **Back to Outcome**.

From the outcome chart, click any outcome to get the number of contacts for each Contact Strategy that throws up this outcome.

To revert to the previous screen, click **Back to Telephony Outcome**. From the **Contact Strategy** chart, click any Contact Strategy to drill down to the Modes within the contact strategy that contribute to this outcome.

Contact Selection Strategy

Contact Selection Strategy shows the details of outcome both business and telephony for contact selection strategies used, as per filter criteria.

This widget shows the number of contacts for both Telephony and Business Outcomes. The data shown in the chart can be drilled down further to see more minute details.

From the outcome chart, click any outcome to get the number of contacts for each Contact Selection Strategy that throws up this outcome.

To revert to the previous screen, click **Back to Telephony Outcome**.

From the **Contact Selection Strategy** chart, click any **Contact Selection Strategy** to drill down to the **Contact Selection Strategies** that contribute to this outcome.

Calls dialed for Specific Modes

Calls dialed for Specific Modes shows the count of calls dialed for each mode for chosen period. The widget shows the data in a spider graph. Hover the mouse over the chart to see the number of calls dialed a specific mode. Use the context menu to download the chart in any of the options.

Campaign wise Delivered Contacts

Campaign wise Delivered Contacts shows the number of contacts delivered to each campaign. This widget shows the number of contacts delivered to the dialer, for each campaign. Hover the mouse over the chart to see the number of contacts delivered for a specific campaign. The X axis shows the number of contacts and the Y axis shows the campaigns. Use the context menu to download the chart in any of the options. The data visible within the application is exported. If the data is masked within the application, it is also masked in the exported sheet.

Agent State

This widget displays the details of the activity state of the agents.

Real Time Statistics

This widget contains the snapshots that provide a live, high-level, 360-degree view of the application.

It displays application-wide number of active campaigns. This also shows the number for campaigns in Total, Inactive, and Elapsed categories.

The total number of contacts uploaded to the application across all campaigns. This also shows a break up of Open, Fresh (yet to be dialed), Schedule, Closed, and Other contacts.

The total number of uploaded contacts, including how many Success, Failure, and Duplicate contacts.

The total number of agents and agents in different state, such as InCall, Idle, Not Ready, ACW, and Preview.

It displays the Connect Ratio, Success Ratio, Attempt Ratio, Attempt Connect Ratio, Abandon Ratio, and Average Handle Time.

Historical Reports

These reports provide data starting from the previous day to offer insights into the performance of the contact center. They form an almost exhaustive set covering all facets of the contact center, including contacts, calls, , agents, and more. The reports are populated based on the filter criteria selected by the user. These reports can either be viewed or saved in a Comma-Separated Value (csv) format.

To access the reports, go to **Reports > Historical Reports**. The Reports displays the following fields:

- Name: Displays the name of the report.
- Type: Specifies the type of report.
- Description: Provides a brief explanation of the report's purpose.
- Schedule: Allows you to enable or disable the scheduling of the report.

- Schedule Time: Sets the specific time for the report to be scheduled.
- Schedule Frequency: Defines how often the report will be scheduled, such as daily.
- History: Displays details about the report's history.
- Action: Offers the following options for managing the report:
  - Filter: Filters the report data based on specified criteria.
  - Export: Processes the report data and makes it available for download under the Export option.
  - Schedule: Allows you to set up or modify the scheduling of the report.
  - Copy: Creates a duplicate of the report.
  - Share: Share the report with other users.
  - Delete: Deletes the report.
- Export Option: The Export button provides information about the status of the export operation and includes the following details:
  - Requested Time: The time when the report request was initiated.
  - Template Name: The name of the template used to generate the report.
  - Type: Identifies the type of report being generated.
  - Status: Indicates the current state of the export operation, such as In Progress, Completed, or Failed.
  - Completed Time: Displays the time when the report generation process was completed.
  - Action: Use this option to download the generated report. The Report is generated in CSV format.

Schedule a Report

You have the option to schedule reports for automatic delivery to colleagues and other users on a daily, weekly, monthly, or yearly basis. Once you set up the Report Scheduler, designated reports are sent to recipients as email attachments in XLS format according to the selected schedule.

1. Select a Report and go to the Action menu.
2. Select Schedule.
3. In the Schedule Report pop-up, select the Frequency from Monthly, Weekly, and Daily.
4. Enter the Report Time when report needs to be sent.

5. Enter the recipients' addresses to whom the report should be sent. You can add multiple email addresses separating them with commas (,).
    a. Notes – The report is sent on the configured time on the last day of every month.
    b. The report is password protected to ensure security and prevent unauthorized access.
    c. The report is sent in a zipped folder via email.
6. Enter the Password and Confirm Password in the respective fields to secure the report and prevent unauthorized access. The same password is required to open and view the report.
7. Click Save.
8. Turn the Schedule switch on to send the report at the set time.

Copy a Report

To copy a report:

1. Select a Report. Go to the Action menu.
2. Click Copy.
3. In the Copy Report Template pop-up, enter the New Template Name and Description of the report.

Share a Report

To share a report with other users:

1. Select a report. Go to the Action menu.
2. Click Share.
3. On the Share Report Template, the Template Name and Report Type are displayed as read-only fields that the user cannot edit.
4. Select the User from the dropdown list.
    a. Notes: A maximum of five (5) users can be selected at a time to share the report. If a user already has a report with the same name, that user will not appear in the Users dropdown list.
    b. The User dropdown shows only users who have report view access.
5. Click Share to complete the process. After sharing the report, it appears on the shared user’s Home page.

    Note: The report template is duplicated for all selected users, and shared users can make changes to their copies without affecting the original version. Report filters display based on each user's access rights.

Delete a Report

To copy a report:

1. Select a Report. Go to the Action menu.
2. Click Delete.

3. In the Delete Report Template pop-up, click OK to delete the report.

Summary Reports

The Summary report offers a quick overview of contact center operations. It displays data based on the filters you select, helping you understand the numbers and details about calls, contacts, campaigns, and more in an easy-to-understand format.

To create a report:

1. Click + Create Historical Report icon.

2. Select Summary report and click Create.

3. Select the appropriate Timezone from the dropdown list to generate the report for a specific time zone. The default time zone is set in the browser.

   Note: The Summary Report time zone option displays only system time zones.
4. Select the Report View from the dropdown list to group the records. Elements are displayed based on the selected report type.
   a. Campaign
   b. Global List ID
   c. List
   d. Campaign Group
   e. Date
   f. Agent
5. Select the Period from the dropdown list to view the report for a specific period. The default value is set to Today.
   a. Today
   b. Yesterday
   c. This Week
   d. Last Week
   e. This Month
   f. Last Month
   g. Last N Days — If you select this option, enter the number of days for the report to view.
   h. Custom Date Range — If you select this option, enter the date range period to view report for a defined period.

   Note: To maintain optimal performance and efficiency, we allow a maximum period of 1865 days (5 years) only.

Apply Filter

1. Go to the Filter section to filter the data. You can select single or multiple fields in a filter.
2. On the Global List tab, select the appropriate global list IDs to filter the data based on them.

3. On the Campaign Group tab, select the appropriate campaign groups to filter the data based on them.
4. On the Campaign tab, select the appropriate campaigns to filter the data.
5. On the List tab, select the appropriate list IDs to filter the data based on them. These are visible only for the selected campaigns.
6. On the Agent tab, select the appropriate agent to filter the data.

Elements

1. Go to the Elements section to generate the report based on the selected elements. You can select single or multiple elements.
2. On the Contact tab, select the relevant fields to generate the report. To know more about the fields, see Contact Fields.
3. On the Attempt tab, select the relevant fields to generate the report. To know more about the fields, see Attempt.
4. On the Computed tab, select the appropriate fields to generate the report. To know more about the fields, see Computed.
5. On the RPC / Consent / Manual tab, select the appropriate fields to generate the report. To know more about the fields, see RPC or Consent or Manual Field Details.
6. Select the Channel from the dropdown list to view elements based on the selected channel. The available options are:
    a. Voice: Displays elements specific to voice interactions.
    b. SMS: Shows elements related to SMS communication.
    c. Email: Displays parameters specific to email interactions.
    d. All: Allows you to view all elements across all channels.

Save and View Report

1. Click View to display the report.
2. Click Export to export the report to an Excel file.
3. Click Save. You can also save the report from the filter page.
4. Enter the Name and Description of the report.
5. Click Save.

Contact Fields

Fields	Description	Not Applicable	Mode
Open Start of Day	It is the number of contacts that remain open from the previous day when the new day starts.	Agent, Campaign Group	Voice, SMS, Email

Fields	Description	Not Applicable	Mode
Chained Added	It is the number of contacts added due to chaining.	Agent, Campaign Group	Voice, SMS, Email
Uploaded	It is the number of contacts uploaded during the day, via files or API.	Agent, Campaign Group	Voice, SMS, Email
Manage Added	It is the number of contacts that are opened, unblocked, moved or copied using Manage Contacts.	Agent, Campaign Group	Voice, SMS, Email
Contacts	Contacts are calculated daily. The total number of contacts is the sum of: • Contacts Open at the start of each day. • Contacts that are uploaded manually, automatically, or via API throughout the day. • Contacts that are added due to Chaining. • Contacts that are opened, unblocked, moved or copied using Manage Contacts.	Agent, Campaign Group	Voice, SMS, Email
Fresh	It is the open contacts that have not been attempted at least once. This does not include Account Executive Mapping (AEM) and callbacks contacts.	Agent, Campaign Group	Voice, SMS, Email
Scheduled	It is the open contacts that are attempted at least once, excluding Account Executive Mapping (AEM) and callbacks.	Agent, Campaign Group	Voice, SMS, Email
PCB	It is the contacts marked as Personal Callback (PCB).	Agent, Campaign Group	Voice, SMS, Email
NCB	It is the contacts marked as Normal Callback (NCB).	Agent, Campaign Group	Voice, SMS, Email
Callbacks	It is the sum of callbacks (Personal and Normal).	Agent, Campaign Group	Voice, SMS, Email
AEM Fresh	It is the number of Account Executive Mapping (AEM) contacts that have not been attempted even once.	Agent, Campaign Group	Voice, SMS, Email
AEM Scheduled	It is the number of Account Executive Mapping (AEM) contacts that have been attempted at lease once.	Agent, Campaign Group	Voice, SMS, Email

Fields	Description	Not Applicable	Mode
AEM	It is the sum of AEM Fresh and AEM Scheduled contacts.	Agent, Campaign Group	Voice, SMS, Email
Open Count	The total number of open contacts comprises the sum of Fresh, Scheduled, Callbacks, and AEM contacts. Delivered contacts are also factored into open contacts.		Voice, SMS, Email
Closed Tele Failed	It is the number of contacts that are closed with Failed Telephony outcome. It does not include Success and Callback outcomes.		Voice
Closed SMS Failed	Number of contacts closed with outcomes excluding success outcomes via SMS communication.		SMS
Closed Email Failed	Number of contacts closed with outcomes excluding success outcomes via email communication.		Email
Closed Compliance	It is the total number of closed contacts with the Do Not Call (DNC), National Do Not Call (NDNC), DNC Scrub, and Litigation outcomes.		Voice, SMS, Email
Closed CCB	It is the number of contacts closed by Compliance Engine due to a failure of a rule.	Agent	Voice, SMS, Email
Closed Tele Success	It is the number of contacts that are closed with Success Telephony outcomes, such as Callback and Success outcomes.		Voice
Closed SMS Success	Number of contacts successfully closed via SMS communication.		SMS
Closed Email Success	Number of contacts successfully closed via email communication.		Email
Closed Business Failed	It is the number of contacts that are closed with a Failed Business outcome.		Voice, SMS, Email
Closed Business Success	It is the number of contacts that are closed with a Success Business outcome.		Voice, SMS, Email
Closed Scrubbed	It is the number of scrubbed contacts.	Agent	Voice, SMS, Email
Closed Expired	It is the number of expired contacts.	Agent	Voice, SMS, Email

Fields	Description	Not Applicable	Mode
Closed Others	It is the number of contacts closed due to other reasons like Overwrite, Contact List Stopped, Flushed, and Others.	Agent	Voice, SMS, Email
Closed Precall	It is the number of contacts closed in the Precall script.	Agent	Voice, SMS, Email
Closed	The total of all closed contacts.		Voice, SMS, Email
Completed Percentage	It is the ratio of contacts that are closed to the total number of contacts. Formula = Closed contacts / Total number of contacts		Voice, SMS, Email
Closed Success Percentage	It is the ratio of contacts that are closed with a successful telephony outcome to the total number of contacts. Formula = Closed success contacts / Total number of contacts		Voice, SMS, Email
Closed Business Success Percentage	It is the ratio of contacts that are closed with a successful business outcome to the total number of contacts. Formula = Closed success contacts / Total number of contacts		Voice, SMS, Email
Closed RPC Percentage	It is the ratio of Right Party Connect (RPC) contacts closed with both success and business success outcomes to the total number of contacts. Formula = (RPC closed contacts with success telephony outcome + RPC closed contacts with success business outcome) / Total number of contacts		Voice
Contact Unique	It is the number of open or closed contacts with at least one attempt made.		Voice, SMS, Email
Contact Connect Percentage	It is the ratio of unique contacts that have an agent connect to the total number of contacts. Formula = Unique contacts / Total number of contacts		Voice
Contact RPC Percentage	It is the ratio of unique contacts with RPC attempts to the total number of contacts. Formula = Unique contacts with RPC attempts / Total number of contacts		Voice
Contact Attempt	It is the ratio of unique contacts to the total number of contacts.		Voice, SMS,

Fields	Description	Not Applicable	Mode
Percentage			Email
Others	It is the number of contacts that are temporarily blocked.	Agent	Voice, SMS, Email
Pseudonymized	Number of Pseudonymized contacts.	Agent	Voice, SMS, Email
Fresh Percentage	It is calculated as Fresh divided by CONTACT, representing the percentage of fresh contacts.		
Scheduled Percentage	It is calculated as Scheduled divided by CONTACT, representing the percentage of scheduled contacts.		
AEM Percentage	It is calculated as AEM divided by CONTACT, representing the percentage of AEM contacts.		
Callback Percentage	It is calculated as Callbacks divided by CONTACT, representing the percentage of callback contacts.		
Open Percentage	It is calculated as Open divided by CONTACT, representing the percentage of open contacts.		
Closed CPaaS Success	Number of contacts successfully closed through CPaaS channels.		
Active Lists	It is the number of contact lists in an active state for the day.	Agent, List ID	Voice, SMS, Email
Stopped Lists	It is the number of contact lists in a stopped state for the day.	Agent, List ID	Voice, SMS, Email
Stopped and Closed Lists	It is the number of contact lists stopped and closed for the day.	Agent, List ID	Voice, SMS, Email
Permanent Stop Lists	It is the number of contact lists in a permanent stop state for the day.	Agent, List ID	Voice, SMS, Email
Expired Lists	It is the number of contact lists in an expired state for the day.	Agent, List ID	Voice, SMS, Email
Attempt 1	It is the number of contacts open with one attempt made.		Voice, SMS, Email

Fields	Description	Not Applicable	Mode
Attempt 2	It is the number of contacts open with two attempts made.		Voice, SMS, Email
Attempt 3	It is the number of contacts open with three attempts made.		Voice, SMS, Email
Attempt 4	It is the number of contacts open with four attempts made.		Voice, SMS, Email
Attempt 5	It is the number of contacts open with five attempts made.		Voice, SMS, Email
Attempt 6	It is the number of contacts open with six attempts made.		Voice, SMS, Email
Attempt 7	It is the number of contacts open with seven attempts made.		Voice, SMS, Email
Attempt 8	It is the number of contacts open with eight attempts made.		Voice, SMS, Email
Attempt 9	It is the number of contacts open with nine attempts made.		Voice, SMS, Email
Attempt >9	It is the number of contacts open with ten or more attempts made.		Voice, SMS, Email
Closed 1	It is the number of contacts closed after one attempt.		Voice, SMS, Email
Closed 2	It is the number of contacts open after two attempts.		Voice, SMS, Email
Closed 3	It is the number of contacts open after three attempts.		Voice, SMS, Email
Closed 4	It is the number of contacts open after four attempts.		Voice, SMS, Email
Closed 5	It is the number of contacts open after five attempts.		Voice, SMS, Email
Closed 6	It is the number of contacts open after six attempts.		Voice, SMS, Email

Fields	Description	Not Applicable	Mode
Closed 7	It is the number of contacts open after seven attempts.		Voice, SMS, Email
Closed 8	It is the number of contacts open after eight attempts.		Voice, SMS, Email
Closed 9	It is the number of contacts open after nine attempts.		Voice, SMS, Email
Closed >9	It is the number of contacts open after ten or more attempts.		Voice, SMS, Email
Pass 1	It is the number of open and closed contacts in one attempt.		Voice, SMS, Email
Pass 2	It is the number of open and closed contacts in two attempts.		Voice, SMS, Email
Pass 3	It is the number of open and closed contacts in three attempts.		Voice, SMS, Email
Pass 4	It is the number of open and closed contacts in four attempts.		Voice, SMS, Email
Pass 5	It is the number of open and closed contacts in five attempts.		Voice, SMS, Email
Pass 6	It is the number of open and closed contacts in six attempts.		Voice, SMS, Email
Pass 7	It is the number of open and closed contacts in seven attempts.		Voice, SMS, Email
Pass 8	It is the number of open and closed contacts in eight attempts.		Voice, SMS, Email
Pass 9 and Pass >9	It is the number of open and closed contacts in nine and more than nine attempts.		Voice, SMS, Email
Pass 1 Percentage	The percentage of open and closed contacts completed in one attempt relative to the total number of contacts.		Voice, SMS, Email
Pass 2 Percentage	The percentage of open and closed contacts completed in two attempts relative to the total number of contacts.		Voice, SMS, Email

Fields	Description	Not Applicable	Mode
Pass 3 Percentage	The percentage of open and closed contacts completed in three attempts relative to the total number of contacts.		Voice, SMS, Email
Pass 4 Percentage	The percentage of open and closed contacts completed in four attempts relative to the total number of contacts.		Voice, SMS, Email
Pass 5 Percentage	The percentage of open and closed contacts completed in five attempts relative to the total number of contacts.		Voice, SMS, Email
Pass 6 Percentage	The percentage of open and closed contacts completed in six attempts relative to the total number of contacts.		Voice, SMS, Email
Pass 7 Percentage	The percentage of open and closed contacts completed in seven attempts relative to the total number of contacts.		Voice, SMS, Email
Pass 8 Percentage	The percentage of open and closed contacts completed in eight attempts relative to the total number of contacts.		Voice, SMS, Email
Pass 9 Percentage and Pass >9 Percentage	The percentage of open and closed contacts completed in nine attempts or more than nine attempts relative to the total number of contacts.		Voice, SMS, Email

Attempt

Fields	Description	Not Applicable	Mode
Voice Attempt	It is the total number of attempts made.	-	Voice, SMS, Email
Agent Voice Attempt	It is the number of voice attempts for dialer for agent pacing modes such as Preview, Progressing, Predictive.		Voice
IVR Voice Attempt	It is the number of voice attempts for dialer for an IVR pacing mode.	Agent	Voice
SMS Attempt	The number of attempts made through the SMS channel. This is counted at the contact level and should not include multiple 2-way messages within a single attempt. It is the summation of 1-way SMS attempts and 2-way SMS attempts.	Agent	SMS
2-way SMS Attempt	The number of attempts made through the SMS channel that involve only 2-way SMS	Agent	SMS

Fields	Description	Not Applicable	Mode
	interactions.		
2-way Messages Sent	The total number of 2-way messages received as part of 2-way SMS attempts.	Agent	SMS
2-way SMS Timeout	The number of 2-way SMS attempts that did not receive a response within the allotted time, resulting in a timeout.	Agent	SMS
SMS Delivery Receipt	The number of SMS attempts where a delivery receipt is obtained. For 2-way SMS, this represents the delivery receipt of the last outgoing message in the interaction.	Agent	SMS
SMS Delivery Receipt Percentage	The percentage of SMS attempts with a delivery receipt, calculated.	Agent	SMS
Email Attempt	The number of attempts made through the email channel.	Agent	Email
Total Attempt	The total number of attempts made across all channels, calculated as: Voice Attempt + SMS Attempt + Email Attempt + Other Attempt		Voice, SMS, Email
Non Attempt	It is the number of calls that are marked with non-attempts outcome, as well as any interactions forcefully labeled as non-attempt using the API.		Voice, SMS, Email
Mail Block	The number of emails that were blocked	Agent	Email
Mail Bounce	The number of emails that bounced back.	Agent	Email
Mail Delivered	The number of emails successfully delivered to the recipient's inbox	Agent	Email
Mail Open	The number of emails that were uniquely opened by recipients (not a summation of all opens for an attempt).	Agent	Email
Mail Click	The number of emails where a unique URL was clicked by recipients (not a summation of all clicks for an attempt).	Agent	Email
Mail Forward	The number of emails that were forwarded by recipients.	Agent	Email
Mail Spam	The number of emails that were marked as spam by recipients.	Agent	Email
Mail Unsubscribe	The number of emails where recipients unsubscribed from future communication.	Agent	Email

Fields	Description	Not Applicable	Mode
Mail Block Percentage	The percentage of emails that were blocked, calculated as: Mail Block / Email Attempt	Agent	Email
Mail Bounce Percentage	The percentage of emails that bounced, calculated as: Mail Bounce / Email Attempt	Agent	Email
Mail Delivered Percentage	The percentage of emails that were successfully delivered, calculated as: Mail Delivered / Email Attempt	Agent	Email
Mail Open Percentage	The percentage of delivered emails that were opened, calculated as: Mail Open / Mail Delivered	Agent	Email
Mail Click-through Percentage	The percentage of delivered emails where a unique URL was clicked, calculated as: Mail Click / Mail Delivered	Agent	Email
Mail Click-to-Open Percentage	The percentage of opened emails where a unique URL was clicked, calculated as: Mail Click / Mail Open	Agent	Email
Mail Forward Percentage	The percentage of emails that were forwarded, calculated as: Mail Forward / Email Attempt	Agent	Email
Mail Spam Percentage	The percentage of emails marked as spam, calculated as: Mail SPAM / Email Attempt	Agent	Email
Mail Unsubscribe Percentage	The percentage of emails where recipients unsubscribed, calculated as: Mail Unsubscribe / Email Attempt	Agent	Email
Customer Answered	It is the number of calls answered by the customer	Agent	Voice
Connect	It is the number of customer answered calls connected to an agent or IVR.		Voice
Agent Connect	It is the number of customer calls that are connected to the agents for dialer from an agent pacing mode as Preview, Progressing, Predictive.		Voice
IVR Connect	It is the number of customer-connected calls for dialer using an IVR pacing mode.	Agent	Voice
Attempt Percentage	It is the ratio of connected calls to the total number of attempts made. Formula = Connected Calls / Total Attempts	Agent	Voice
Connect Percentage	It is the ratio of connected calls to the total number of attempts made. Formula = Connected Calls / Total Attempts	Agent	Voice

Fields	Description	Not Applicable	Mode
Attempt Ratio	It is the ratio of total attempts made to the number of unique contacts that had at least one attempt. Formula = Total Attempts / Unique Contacts	Agent	Voice
Attempt Connect Ratio	It is the ratio of total connected calls to the number of unique contacts that had at least one attempt. Formula = Connected Calls / Unique Contacts	Agent	Voice
Average Attempts per Hour	It is the ratio of the campaign runtime for the day in minutes to the total number of attempts made. Formula = Campaign runtime for the day in minutes / Total Attempts /60	Agent	Voice
Average Connects per Hour	It is the ratio of the campaign runtime for the day in minutes to the total number of connected calls. Formula = Campaign runtime for the day in minutes / Total Connect /60	Agent	Voice
Customer Abandoned	It is the number of calls abandoned by the customer.	Agent	Voice
System Abandoned	It is the number of calls abandoned by the dialer system.	Agent	Voice
Abandoned	It is the total number of abandoned calls including calls abandoned by customer and system	Agent	Voice
Abandoned Percentage	The ratio of total abandoned calls to the sum of total Agent Connects and total abandoned calls. Formula = Total Abandoned Calls / (Agent Connects + Abandoned Calls)	Agent	Voice
Abandon Duration	It is the time duration from when the call abandons.	Agent	Voice
Average Abandon Duration	It is the ratio of abandoned duration to the number of abandoned calls. Formula = Abandon Duration / Abandoned Calls	Agent	Voice
CPA Duration (ms)	It is the time taken for Call Progressive Analysis (CPA) in milliseconds.	Agent	Voice
Average CPA Duration (ms)	It is the ratio of CPA Time to the number of attempts made.	Agent	Voice

Fields	Description	Not Applicable	Mode
AMD Connect	It is the number of answering machine calls connected to an agent.		Voice
AMD	It is the number of answering machine calls connected.		Voice
AMD Percentage	It is the ration of answering machine calls relative to the total number of attempts made.		Voice
PCB Attempt	It is the number of attempts made that are personal callbacks		Voice
NCB Attempt	It is the number of attempts made that are normal callbacks	Agent	Voice
Callbacks Attempt	It is the number of attempts made that are personal callbacks and normal callbacks. Formula = PCB Attempt + NCB Attempt		Voice
PCB Connect	It is the number of personal callbacks connected to an agent.		Voice
NCB Connect	It is the number of normal callbacks connected to an agent.		Voice
Callbacks Connect	It is the total number of callbacks, including both personal and normal callbacks, that are connected to an agent.		Voice
Callbacks Connect Percentage	The ratio of callbacks connected to an agent to the total callbacks attempts made. Callback here includes both personal and normal callbacks. Formula = (PCB Connect + NCB Connect) / (PCB Attempt + NCB Attempt)		Voice
PCB Registered	It is the number of personal callbacks registered today.		Voice
NCB Registered	It is the number of normal callbacks registered today.		Voice
Callbacks Registered	It is the number of callbacks, including both personal and normal callbacks, registered today. Formula = PCB Registered + NCB Registered		Voice
PCB Closed Success	It is the number of personal callbacks that are closed with a success outcome.		Voice
PCB Closed Failure	It is the number of personal callbacks that are closed with a failure outcome.		Voice
NCB Closed Success	It is the number of normal callbacks that are closed with a success outcome.		Voice

Fields	Description	Not Applicable	Mode
NCB Closed Failure	It is the number of normal callbacks that are closed with a failure outcome.		Voice
Callbacks Closed Success	It is the number of callbacks, including both personal and normal callbacks, that are closed with a success outcome. Formula = PCB Closed Success + NCB Closed Success		Voice
Callbacks Closed Failure	It is the number of callbacks, including both personal and normal callbacks, that are closed with a Failure outcome. Formula = PCB Closed Failure + NCB Closed Failure		Voice
Callbacks Closed	It is the total number of callbacks, including both personal and normal callbacks, that are closed with both success and failure outcomes. Formula = PCB Closed Success + NCB Closed Success + PCB Closed Failure + NCB Closed Failure		Voice
AEM Attempt	It is the number of attempts made for Account Executive Mapping (AEM) contacts.		Voice
AEM Connect	It is the number of AEM calls connected to an agent.		Voice
AEM Connect Percentage	It is the ratio of AEM calls connected to the total number of AEM attempts made.		Voice
Other Connect	It is the number of customer-connected calls for non-dialer.	Campaign Group, Agent, List ID	Voice, SMS, Email
Other Attempt	It is the number of attempts made for non-dialer calls, such as attempts through the MCD API.	Campaign Group, Agent, List ID	Voice, SMS, Email
CPaaS Attempt	It is the number of attempts for a CPaaS channel.	Campaign Group, Agent, List ID	Voice, SMS, Email

Computed

Fields	Description	Not Applicable	Mode
Agent	It is the number of agents logging into the system once for the day.		Voice

Fields	Description	Not Applicable	Mode
Agent Connect Rate	It is the ratio of connected calls to the total count of agents.		Voice
Ring Duration	It is the time period a phone rings before being answered	Agent	Voice
Average Ring Duration	It is the ratio of ring duration to the total number of calls connected.	Agent	Voice
Talk Duration	It is the time span of an actual talk time.		Voice
IVR Duration	The total time a caller spends interacting with the IVR system.	Agent	Voice
2-way SMS Duration	The total time span between the initiation of a 2-way SMS attempt.	Agent	SMS
ACW Duration	It is the period during which After Call Work (ACW) activities are carried out.		Voice
Handle Duration	It displays the duration of actual talk time and the time spent on ACW activities. Formula = Talk Duration + ACW Duration		Voice
Preview Duration	It displays the duration during which an agent views a preview call.		Voice
AHT	It is the ratio of total call handling time to total calls connected. Formula = Handle Duration / Total Connect		Voice
AHT IVR	The Average Handle Time for IVR calls. This is calculated as the total IVR duration divided by the number of IVR calls connected. Formula: AHT IVR = IVR Duration / IVR Connect		Voice
AHT 2-way SMS	The Average Handle Time for 2-Way SMS interactions. This is calculated as the total duration of 2-Way SMS attempts divided by the total number of 2-Way SMS attempts. Formula: AHT 2-Way SMS = 2-Way SMS Duration / 2-Way SMS Attempt	Agent	SMS
Avg First Response 2-way SMS	The average response time for the first message in a 2-Way SMS interaction. It is calculated by summing up the durations between the first message sent and the first message received in all 2-Way SMS attempts and dividing it by the total number of 2-Way messages received.	Agent	SMS

Fields	Description	Not Applicable	Mode
	Excludes 2-Way SMS attempts that timeout on the first message but includes those that timeout in subsequent messages. Formula: Avg First Response 2-Way SMS = (Summation of all first message response durations) / 2-Way Messages Received		
Avg Response 2-way SMS	The average response time for all messages in 2-Way SMS interactions. It is calculated by summing up the durations between every message sent and received in 2-Way SMS attempts and dividing it by the total number of 2-Way messages received. Excludes the duration of messages that timeout. Formula: Avg Response 2-Way SMS = (Summation of all message response durations) / 2-Way Messages Received	Agent	SMS
AHT RPC	It is the ratio of total call handling time for RPC calls to total calls connected. Formula = Total Handle Time for RPC Calls / Total Connect	Agent	Voice
AHT Non RPC	It is the ratio of total call handling time for non-RPC calls to total calls connected. Formula = Total Handle Time for Non-RPC Calls / Total Connect		Voice
AHT Consent	The Average Handling Time for Consent attempts.		Voice
AHT Non Consent	The Average Handling Time for Non Consent attempts. If PEWC is deactivated, this value should be 0.		Voice
AHT Manual	It is the ratio of total call handling time to total calls connected for manual calls. Formula = Total Handle Time for Manual Calls / Total Connect		Voice
ACW RPC Duration	It is the period during which ACW activities are carried out for RPC type.		Voice
ACW Non RPC Duration	It is the period during which ACW activities are carried out for non-RPC type		Voice
Talk RPC Duration	It is the talk time of RPC calls.		Voice
Talk Non RPC Duration	It is the talk time of non RPC calls.		Voice

RPC or Consent or Manual Field Details

Fields	Description	Not Applicable	Mode
RPC	It is the number of attempts that have Right Party Connect (RPC) outcomes.		Voice
Non RPC	It is the number of attempts that have Non Right Party Connect outcomes.		Voice
RPC Percentage	It is the ratio of attempts made with RPC outcomes to the total attempts made. Formula = RPC / Total Attempts		Voice
Non RPC Percentage	It is the ratio of attempts made with non-RPC outcomes to the total attempts made. Formula = Non-RPC / Total Attempts		Voice
RPC Connect	It is the total number of call connected with RPC outcomes.		Voice
RPC Connect Percentage	It is the ratio of RPC connect to the total number of calls connected. Formula = RPC Connect / Total Connect		Voice
Consent	The number of attempts that are Consent Attempts. If PEWC (Prior Express Written Consent) is deactivated, this value should be 0.		Voice, SMS, Email
nConsent	The number of attempts that are Non Consent Attempts. If PEWC (Prior Express Written Consent) is deactivated, this value should be 0.		Voice, SMS, Email
RPC Consent Percentage	The percentage of Consent Attempts that resulted in an Outcome of type RPC (Right Party Contact) or Consent. If PEWC is deactivated, this value should be 0. Formula: RPC Consent % = (RPC / Consent) × 100		Voice
RPC nConsent Percentage	The percentage of Non-Consent Attempts that resulted in an Outcome of type RPC or nConsent. If PEWC is deactivated, this value should be 0. Formula: RPC nConsent % = (RPC / nConsent) × 100		Voice
Consent Connect	The number of Consent Attempts that connected to an agent. If PEWC is deactivated, this value should be 0.		Voice
Consent Connect Percentage	The number of Consent Attempts that connected to an agent. If PEWC is deactivated, this value should be 0.		Voice

Fields	Description	Not Applicable	Mode
nConsent Connect	The number of Non-Consent Attempts that connected to an agent. If PEWC is deactivated, this value should be 0.		Voice
nConsent Connect Percentage	The percentage of Non-Consent Attempts that connected to an agent. Formula: nConsent Connect % = (nConsent Connect / nConsent) × 100		Voice
Manual	It is the number of attempts made using manual campaign.		Voice, SMS, Email
Manual Tele Failed	It is the number of attempts made using manual campaign with telephony failure outcome.		Voice, SMS, Email
Manual Tele Success	It is the number of attempts made using manual campaign with telephony success outcome.		Voice, SMS, Email
Manual Business Failed	It is the number of attempts made using manual campaign with business failure outcome.		Voice, SMS, Email
Manual Business Success	It is the number of attempts made using manual campaign with business success outcome.		Voice, SMS, Email
Manual RPC	It is the number of attempts made using a manual campaign with RPC outcome.		Voice
Manual RPC Percentage	It is the ratio of attempts made using a manual campaign with an RPC outcome to the total number of attempts made using a manual campaign.		Voicel

Detail Report

To create a report:

1. Click the + Create Historical Report icon.
2. Select Detail report and click Create.
3. Select the appropriate Timezone from the dropdown list to generate the report for a specific timezone. The default timezone is set in the browser.
4. Select the Period from the dropdown list to view the report for a specific period. The default value is set to Today.
    a. Today

b. Yesterday

c. This Week

d. Last Week

e. This Month

f. Last Month

g. Last N Days - If you select this option, enter the number of days for the report to view.

h. Custom Date Range - If you select this option, enter the date range period to view report for a defined period.

Note: To maintain optimal performance and efficiency, we allow a maximum period of 180 days only.

Apply Filter

1. Go to the Filter section.
2. On the Channel tab, select the channel type from the following options:
    a. SMS: Includes data for contacts handled through SMS communication.
    b. Voice: Includes report data for contacts handled through voice calls.
    c. Email: Includes report data for contacts handled via email.
    d. Admin Operations (Non-Channel): Includes report data for contacts updated manually, not through any active channel.
3. On the Global List tab, select the appropriate global list IDs.
4. On the Campaign Group tab, select the appropriate Campaign Groups.
5. On the Campaign tab, select the appropriate Campaign.
6. On the List tab, select the appropriate list IDs. List IDs are visible only for selected Campaigns.
7. On the CSS Group tab, select the appropriate CSS Groups. CSS Groups are visible only for the selected Campaigns.
8. On the CSS tab, select the appropriate CSS. CSSs are visible only for the selected Campaigns.
9. On the Agent tab, select the appropriate agent.
10. On the Outcome tab, select the appropriate outcome.
11. On the Status tab, select the appropriate status of the contact.
12. On the Attempt tab, select the contact attempt type from the following options:
    a. Attempted RPC
    b. Attempted Non RPC
    c. Attempted
    d. Non Attempted

13. On the Condition tab, create the condition if applicable. The condition feature allows building custom conditions. Press the '{' key to access a pop-over suggesting system fields and business fields.

Elements

1. Go to the Elements section.
2. On the Attributes tab, select the relevant fields to generate the report. For more information about the fields, see Attribute.
3. On the Delivery tab, select the relevant fields to generate the report. For more information about the fields, see Delivery.
4. On the Processing tab, select the relevant fields to generate the report. For more information about the fields, see Processing.
5. On the Result tab, select the relevant fields to generate the report. For more information about the fields, see Result.
6. On the Computed tab, select the relevant fields to generate the report. For more information about the fields, see Computed.
7. On the Business Parameters tab, select the relevant fields to generate the report. To view Business Parameters, at least one campaign must be selected. These parameters are retrieved from the selected campaign.
8. Select the Channel from the dropdown list to view elements based on the selected channel. The available options are:
   a. Voice: Displays elements specific to voice interactions.
   b. SMS: Shows elements related to SMS communication.
   c. Email: Displays parameters specific to email interactions.
   d. All: Allows you to view all elements regardless of the channel.

Save and View Report

1. Click View to display the report.
2. Click Export to export the report to an Excel file.
3. Click Save. You can also save the report from the filter page.
4. Enter the Name and Description of the report.
5. Click Save.

Attribute

Fields	Description	Mode
Campaign Group	It is the name of the Campaign Group to which the contacts belong.	Voice, SMS, Email
Pacing	It displays the pacing mode of the contact attempt. Example: Preview, Progressive, Predictive.	Voice

Fields	Description	Mode
Campaign	It is the name of the campaign to which the contact belongs.	Voice, SMS, Email
Global List ID	It is the ID generated by the application for each list placed for global upload. This ID is unique within the system.	Voice, SMS, Email
List ID	It is the List ID generated by the application for this list. This ID is unique within a campaign.	Voice, SMS, Email
Contact ID	It is a unique ID for a contact within a campaign.	Voice, SMS, Email
Uploaded Time	It displays the time when the contacts are uploaded.	Voice, SMS, Email
LCM Key	It is unique Id system for the attempt.	Voice, SMS, Email
Dialer Reference ID	It is unique Id in the respective dialer system.	Voice, SMS, Email
From Mode	The Email ID used to initiate a SMS, or email. Or, the Caller ID used to initiate a call.	Voice, SMS, Email
Source Campaign ID	The ID of the original campaign from which data is transferred (empty for the first source campaign).	Voice, SMS, Email
Source Contact ID	The contact ID transferred from the originating campaign (empty for the first source campaign).	Voice, SMS, Email
Chained	Indicates whether the contact/data is moved or copied between campaigns.	Voice, SMS, Email
Destination Campaign ID	The ID of the campaign receiving contacts or data from a source campaign.	Voice, SMS, Email
Destination Contact ID	The contact ID assigned in the destination campaign after being transferred from a source campaign.	Voice, SMS, Email

Delivery

Fields	Description	Mode

Fields	Description	Mode
Contact Attempt	It is the attempt number, such as first attempt, second and so on.	Voice, SMS, Email
Mode Value	It is the customer phone number or email ID.	Voice, SMS, Email
Mode	It is the phone type, email or SMS for the mode.	Voice, SMS, Email
Channel	It displays the name of the channel that refers to the method of communication used to interact with a customer.	Voice, SMS, Email
Scheduled Delivery Time	It displays the scheduled date and time for when a contact is supposed to be delivered. This could refer to the time of a call with a contact, callback appointment, or the newly arranged date and time for the contact.	Voice, SMS, Email
Actual Delivery Time	It displays the date and time when the contact is actually delivered.	Voice, SMS, Email
Contact Nature	It displays the type of contacts such as Fresh, Rescheduled, Normal Callback, Personal Callback, AEM-Fresh, AEM-Rescheduled, Fresh-Moment, and AEM-Fresh-Moment contacts.	Voice, SMS, Email
Consent	It displays whether the contact has consent or non-consent.	Voice, SMS, Email
Manual	It displays whether the contact is dialed manually.	Voice
CSS Condition	It shows the specific Contact Selection Strategy (CSS) condition selected for selecting the contact.	Voice, SMS, Email
Digital Template Name	It must be provided when using a Script Designer. For SMS, specify the SMS template name. For Email, specify the Email template name.	Voice, SMS, Email

Processing

Fields	Description	Mode
Preview Time	It displays the time when the contact was presented to the agent for preview pacing mode.	Voice
Preview Action Time	It displays the time when the agent responded to the Preview call.	Voice

Fields	Description	Mode
Operator Time	It displays the time when the Operator received the contact.	Voice, SMS
Operator Action Time	It displays the time when the Operator clicked on the contact.	Voice, SMS
Attempt Start Time	It displays the date and time when the attempt of the contact is initiated.	Voice, SMS, Email
Ring Time	It displays the date and time when the call starts ringing at the customer end.	Voice
Customer Answered Time	It displays the time when the customer answered a call.	Voice
CPA Time	It displays the date and time when the Call Progress Analysis (CPA) is completed.	Voice
Connect to Agent	It displays whether the call is connected to an agent or not.	Voice
Agent Connected Time	It displays the date and time when the customer call got connected to an agent.	Voice
ACW Start Time	It displays the date and time when the conversation between the customer and agent ends, and the agent starts the After Call Work (ACW) activities for that contact.	Voice
Attempt End Time	It displays the date and time when the attempt ended. It is not applicable for Email.	Voice, SMS
Message Sent	It refers to the total number of SMS messages successfully sent to recipients.	SMS
Message Received	It refers to the total number of SMS messages successfully received.	SMS
Message Details	It shows the message type (either Outgoing or Incoming), the message content, and the message time.	SMS
Message Event	It displays a clickable pop-over showing message events, including Event Type and Event Time.	SMS
Mail Subject	It displays the subject line of the email. If a SendGrid template is used, it displays the template's email subject rather than the actual subject sent to the end customer.	Email
Mail Template Name	If a SendGrid template is used, the SendGrid template name is displayed instead of the email template name. The email or SMS template will be shown under Digital Template Name.	Email
Mail Events	It displays a clickable pop-over presenting mail events such as Event Type, Event Time, User Agent, IP, URL, URL Offset, and Machine Open.	Email
Guide Response	It displays a clickable pop-over with the call guide response, including the Question, Answer, and Activity	Email

Fields	Description	Mode
	Time.	

Result

Fields	Description	Mode
Message Delivery Receipt	Confirmation that a message (SMS) was successfully delivered to the recipient.	SMS
Outcome Processing Time	It displays the date and time when the system processed the result for the attempt.	Voice, SMS, Email
Outcome	It displays the name of the outcome of the attempt.	Voice, SMS, Email
Parent Outcome	It displays the name of the parent business outcome.	Voice, SMS, Email
Mail Sent	The action of an email being successfully sent from the sender's system.	Email
Mail Block	When an email is blocked by the recipient's server, preventing delivery.	Email
Mail Bounce	When an email is returned as undeliverable due to issues such as an invalid address	Email
Mail Delivered	Confirmation that the email was successfully delivered to the recipient's inbox.	Email
Mail Open	A status indicating that the recipient has opened the email.	Email
Mail Click	A record that the recipient clicked on a link within the email.	Email
Mail SPAM	The email was marked as spam by the recipient or automatically filtered as spam.	Email
Mail Unsubscribe	The recipient opted out of future communications by clicking an unsubscribe link in the email.	Email
Rescheduled Time	It displays the rescheduled date and time for the next attempt.	Voice, SMS, Email
Contact Status	It displays the status of the contact at the time when any activity, such as a call attempt or pre-call script block, is performed.	Voice, SMS, Email
Target Value	It displays the target value updated by the agent for the attempt.	Voice, SMS,

Fields	Description	Mode
		Email
Lead Score	It displays the lead score updated by the agent for the attempt.	Voice, SMS, Email
Disconnected By	It displays whether the call is disconnected by the Customer, Agent, or System. For Abandoned calls, it can be Customer or System. For Connected calls, it can be Customer or Agent.	Voice
RPC	Indicates that the message or call reached the intended recipient or party.	Voice, SMS, Email
Non-RPC	Indicates that the message or call did not reach the intended recipient or correct party.	Voice, SMS, Email
Attempt	An action taken to initiate a communication.	Voice, SMS, Email
Non-Attempt	A condition where no attempt was made to initiate communication.	Voice, SMS, Email
Dual Outcome	When an agent or API user sets a dual outcome, such as a callback with a business outcome, the details will display two entries, one for each outcome, with a flag indicating yes under dual outcome.	Voice, SMS, Email
Agent Name	It displays the name of the agent who handled the call.	Voice
Agent ID	A unique identifier assigned to an agent.	Voice
Agent Comments	It displays the comments added by the agent after the call with the customer.	Voice, SMS, Email
Operator User Name	This is the name of the control operator.	Voice, SMS, Email

Computed

Fields	Description	Mode
Attempt Duration (sec)	It is the total duration of the attempt in seconds.	Voice, SMS, Email

Fields	Description	Mode
Ring Duration (sec)	It is the total duration of the ringing event, in seconds.	Voice
CPA Duration (ms)	It is the total duration of CPA, in milliseconds.	Voice
Customer Talk Duration (sec)	It is the total duration of the customer connected time, in seconds.	Voice
Agent Talk Duration (sec)	It is the total duration of the agent, in seconds.	Voice
ACW Duration (sec)	It is the total duration of the (ACW) activity, in seconds.	Voice
Preview Duration (sec)	It is the total duration of agent previewing the customer details, in seconds for preview calls.	Voice
Abandon Duration (sec)	It is the total duration in which the customer call gets abandoned, in seconds.	Voice

Callback Report

To create a report:

1. Click the + Create Historical Report icon.
2. Select Callback report and click Create.
3. Select the appropriate Timezone from the dropdown list to generate the report for a specific time zone. The default time zone is set in the browser.
4. Select the Period from the dropdown list to view the report for a specific period. The default value is set to Today.
    a. Today
    b. Yesterday
    c. This Week
    d. Last Week
    e. This Month
    f. Last Month
    g. Last N Days - If you select this option, enter the number of days for the report to view.
    h. Custom Date Range - If you select this option, enter the date range period to view report for

a defined period.

Note: To maintain optimal performance and efficiency, we allow a maximum period of 90 days only.

Apply Filter

1. Go to the Filter section. You can select single or multiple fields in a filter.
2. On the Global List tab, select the appropriate global list IDs.
3. On the Campaign Group tab, select the appropriate Campaign Groups.
4. On the Campaign tab, select the appropriate Campaign.
5. On the List tab, select the appropriate list IDs. List IDs are visible only for selected Campaigns.
6. On the Agent tab, select the appropriate agent.
7. On the Condition tab, create the condition if applicable. The condition feature allows building custom conditions. Press the '{' key to access a pop-over suggesting system fields and business fields.

Elements

1. Go to the Elements section.
2. On the Callback Details tab, select the relevant fields to generate the report. For more information about the fields, see Callback Details.
3. On the Business Parameters tab, select the relevant fields to generate the report. For more information about the fields, see Business Parameters. This tab displays the created Business Parameters.

Save and View Report

1. Click View to display the report.
2. Click Export to export the report to an Excel file.
3. Click Save. You can also save the report from the filter page.
4. Enter the Name and Description of the report.
5. Click Save.

Callback Details

The Callback-related elements are displayed for selection. The report generates based on the selected elements.

1. Using Search, select single or multiple elements.
2. To select all elements, click Select All.

   Note: Some elements are already pre-selected and frozen – these are mandatory elements for the report.

Fields	Description
Campaign Group	The name of the campaign group to which the contacts belong.

Fields	Description
Campaign	The name of the specific campaign to which the contact belongs.
List ID	List ID generated by the application for this list. This ID is unique within a campaign.
Contact ID	The specific ID of the contact associated with the registered callback.
Agent Name	The name of the agent who handled the call.
Callback Mode	The mode (For example, phone number) through which the callback is requested.
Contact Number	The phone number on which the callback is requested.
Status	Contact status such as open, closed or delivered at the time of report generation.
Callback Attempts	
Attempt	Number of attempts made for a contact.
Callback Attempt Type	The type of callback attempt such as Personal Callback (PCB) or Normal Callback (NCB).
Scheduled Delivery Time	Date and time when the contact is scheduled for delivery.
Actual Delivery Time	Date and time when the contact is actually delivered.
Connected Agent Name	Name of the agent to whom the call is connected.
Delivery Mode	Mode of the contact in which the contact is delivered.
Outcome	Callback outcome set for the contact.
Next Attempt Time	Date and time when the contact is scheduled for the next attempt.

Historical Reports (Legacy)

These reports utilize historical data starting from the previous day to offer insights into the performance of the contact center. They form an almost exhaustive set covering all facets of the contact center, including contacts, calls, outcomes, agents, and more. The reports are populated based on the filter criteria selected by the user. These reports can either be viewed or saved in a comma-separated value (csv) format.

Navigate to **Reports** > **Historical Reports (Legacy)**.

Reports Filter Criteria

The reports filter allows a user to have a look at a macro view of the contact center and drill down to the micro level of a contact, call, or an agent.

Reports Time Zone Filter

You can generate real-time reports for specific time zones. Select the time zone from the TimeZone drop-down before selecting any other filtering criteria. The report for the current day of the selected time zone appears.

Contact Cisco Support to have this configuration enabled and to get reports by time zone.

Reports Other Filter Criteria

Note: Only the Voice channel is available currently. SMS and Email are planned for a future release. Users may ignore any references to SMS or Email channels in the document.

The Filter criteria feature allows you to do the following:

Filter	Description
Global List	All global lists are displayed for selection. Both single and multiple selection allowed. To select all global lists, select the Select All checkbox.
Campaign Group	All campaign groups that contain contacts for the selected global lists are populated. Both single and multiple selection allowed. To select all campaign groups, select the Select All checkbox.
Campaign	All campaigns that contain contacts for the selected campaign groups are populated. Both single and multiple selection allowed. To select all campaigns, select the Select All check-box. A single campaign selection allows filter to the next levels. If you select multiple cam-paigns, filtering to next level is disabled. View the reports at this level.
List	All the contact lists uploaded for this campaign are populated. Both single and multiple selection allowed. To select all lists, select the Select All checkbox. • If you do not select any specific list(s), data for all the lists is populated in the report, including the chaining list (List ID -1). • If you select any specific list(s), data for the selected list(s) alone is populated. In such case, ensure you select the Include Chaining List checkbox if you want data pertaining to List ID -1 (chaining list) in your report. Lists are populated for the default date on the date panel, that is, current day. To select more lists, select dates from the Date panel and click OK. Select the required lists for the report, from those populated.
CSS Group	All Contact Selection Strategies (CSS) applicable for the selected lists are available for selec-tion. Both single and multiple selection allowed. To select all CSS groups, select the Select All checkbox.
CSS Group Condition	The conditions for the above CSS Groups are populated and available for selection. Both single and multiple selection allowed. To select all CSS group conditions, select the Select All checkbox.

Select the applicable filter and click **Show Records** to populate the report with records up to that level of selection.

Call Outcome

Call Outcome report shows the number of contacts for each selected telephony outcome from the contacts dialed.

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.
2. Select the **Channel type** from **Voice**, **SMS** or **Email**.
3. Select the **Outcome Types** and **Outcomes** from the dropdown.
4. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
5. Click **Show Records** to populate the report.
    1. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX. If the **Export Mask** option within the PII Protection feature is enabled and users can view data in the exported sheet, contact Support team to mask the data. This requires back-end configurations.

Fields

Following parameters are included in the Call Outcome report:

Fields	Description
Today	Generates the report for the current date.
Yesterday	Generates the report for previous day up to midnight.
This Week	Generates the report from Monday to the current day.
This Month	Generates the report from the first of the calendar month to the current day.
Custom	Generates the report for a date range. Select the Start Date and End Date from the calendar controls.
Channel	Type of communication such as Voice, SMS, or Email. **Note**: SMS and Email are not available in the current release; they are planned for a future release.
Outcome Type	Outcome type.
Outcome Detail	Lists the contact-wise outcomes for each contact for the selected outcomes and campaigns.
Outcome Summary	Lists a one-line summary for each outcome for each campaign. Select the Pivot checkbox. The Pivot checkbox transposes the columns and rows. With the Pivot selected, the report lists the outcomes in rows, the count of outcomes in columns, one column for each selected campaign. Pivot option is applicable only if you select Campaigns in the filter criteria, and not for Global Lists or Campaign Groups.
Outcome	Outcome from all the configured Telephony outcomes displayed in the dropdown. Use the Select All Outcomes option to select all the outcomes. You can also select multiple outcomes.

Call Outcome - Detail	
CampaignGroup	Campaign Group for which the report is rendered.
CampaignID	Campaign for which the report is rendered.
ListID	List ID to which this data belongs.
ContactID	Contact ID for which the outcome is set.
Outcome	Outcome for this call.
ParentOutcome	Parent outcome, if any, to which the above outcome is mapped.
Call_Start_DateTime	Call commencement date and time.
Call_End_DateTime	Call completion date and time.
Businessfield1 (1-26)	All configured business fields are listed at one business field per column. If you select a single campaign, Business Field names are displayed as <BusinessFieldName_BF>; Businessfield1 to Businessfield 26 is displayed if you select multiple campaigns.
Mode	Mode on which the call was made.
Dialed_Number	Number to which the call was made.
Agent_ID	Agent ID of the agent who handled this call.
Agent_Name	Name of the agent who handled this call.
Agent_Login_Name	This column contains no data.
Duration	Call duration, in HH:MM:SS
Target_Value	This column contains no data.
Agent_Comments	This column contains no data.
Lead Score	This column contains no data.
Callback_DateTime	Callback dial out date and time as set by the agent.
DiallerReferenceID	This is value of the Call GUID field in the dialer table.
Contact_Nature	This describes the type of contact such as Fresh, Rescheduled, Normal Callback, Personal Callback, AEM-Fresh, AEM-Rescheduled, AEM-Callback, Fresh-Moment, or AEM-Fresh-Moment. **Note**: AEM is not supported in the current release.
Schedule_DeliveryTime	This is the time when agents sets the call for fresh contacts. This is the fresh contact reschedule time.
Next_ScheduleTime	This is the time when agents sets the call for reschedule contacts.
Attempt_Number	This is the number of attempts made on the contact as of the report date and time.

Outcome Summary	
CampaignID	The unique identifier representing the specific campaign associated with the record.
GlobalListID	The unique identifier representing the global list for which the report is generated. **Note:** This column is only available if it is selected as part of the filter criteria.
Outcome(s)	The number of calls with each of these outcomes, with each outcome represented as a separate column.

Campaign Summary

Campaign Summary report provides a snapshot of a campaign for the selected filter conditions. Navigate to the **Report List** > **Campaign Summary** to view Campaign Summary Parameters.

You can choose from three view types:

Contacts and Attempts: Contacts and Attempts view provides both contacts and attempts related summary for the selected date range and campaigns.

Contacts: Contacts view does not require any date range. This view type provides the contact related summary for the selected campaigns.

Attempts: Attempts view requires a date range. This view type provides attempt related summary for the selected campaigns.

To view reports:

1. Select the **View type** from **Contacts** and **Attempts**. If you select **Attempts**, select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.
2. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
3. Click **Show Records** to populate the report.
4. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file.

Report Fields

Report displays the following parameters:

Note: Parameters are listed based on the selected view type.

Fields	Description
CampaignID	Campaign ID for which the report is generate.
ListID	List ID to which this data belongs.

Uploaded	Number of contacts uploaded through this list.
Fresh	Number of fresh contacts that are in Open state.
Callback	Number of callback contacts that are in Open state.
AEM_Open	This column contains no data.
Total_Open	Total number of contacts in Open state.
Success_Closed	Number of contacts that are closed with a Success outcome.
Failure_Closed	Number of contacts that are closed with a Failure outcome.
Total_Closed	Total number of contacts that are closed.
Contact_Scrubbed	Number of scrubbed contacts.
Contact_Flushed	Number of flushed contacts.
Contact_Expired	Number of contacts expired.
Contact_Blocked_ByCompliance	Number of blocked contacts
Contact_Pseudonymized	This column contains no data.
Others	
Completed_Percentage	Percentage of calls that are dialed out of the uploaded contacts.
Telephony_Dialout	Number of calls that are dialed out from this list.
Telephony_Success	Number of calls with a successful telephony outcome.
Telephony_Failure	Number of calls with a failed telephony outcome.
BusinessOutcome_Success	Number of calls with a failed telephony outcome.
BusinessOutcome_Failure	Number of calls with a failed business outcome.
Personal_Callback	This column contains no data.
Normal_Callback	This column contains no data.

DNC Blocked

DNC Blocked report lists the contact numbers and the mode for contacts that are blocked from dialing due to DNC restriction. Navigate to the **Report List** > **DNC Blocked** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.
2. Select the **Show Only Agent Set DNC** checkbox to view only the contacts that are set as DNC by the agents.
3. To filter a particular DNC enabled number, or any business field, enter the same in the **DNC Number** / **Business Field** text box.

   Note: When the DNC Number / Business Field text box is used, the corresponding report is rendered only if the input exactly matches a record.
4. Select a **Channel** from **Voice**, **SMS**, or **Email**.
5. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
6. Click **Show Records** to populate the report.
7. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file.

Report Fields

Report displays the following parameters:

Fields	Description
CampaignID	Campaign ID for which the report is generate.
Contact_Number	Contact number that is blocked from dialing due to compliance restrictions.
Mode	Mode on which the call was supposed to be dialed.
Blocked_At	Date and time the contact was marked as DNC and blocked from dialing.
DNC_Businessfield	Value of the business field, using which DNC block has been enabled for the contact.
Blocked_By	Field name, based on which the contact is marked DNC such as phone number, business field, and so on.
Agent_ID	Agent ID of the agent handling this call.
Agent_Name	Name of the agent handling this call, as First Name,Last Name.
Agent_Login_Name	This column contains no data.
DNC_Start_DateAndTime	Date and time from which DNC has been enabled for the contact.
DNC_End_DateAndTime	Date and time till which DNC has been enabled for the contact.

DNCType	Type of DNC applied for the corresponding Campaign. It can be either Category-specific, Campaign-specific or Global.
DNCCampaignCategory	Campaign Category based on which a given contact is blocked with DNC.

Contact Attempt

Contact Attempt shows list of all the dialing attempts for contacts of a selected filter criteria. You can generate the report for a specific value of a business field or generate the report for all values in a business field using the **Group By dropdown** list.

Navigate to the **Report List** > **Contact Attempts** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.
2. Select a **Report Type** from Upload and Dialed.
   a. **Uploaded**: for contact attempt details for all uploaded contacts for the selected filter criteria.
   b. **Dialed**: for contact attempt details for all dialed contacts for the selected filter criteria.
3. Select a **Channel** from **Voice**, **SMS**, or **Email**.
4. Select the **Filter Criteria**. **For more information, see Report Filter Criteria.** Applicable filter criteria are Campaign, List, CSS Group, CSS Group Condition, and Other Options.

   Note:
   You can select only one campaign for the report. Report is not rendered for multiple campaigns.
   List is mandatory after selecting a campaign. Multiple lists allowed.
   Select only one CSS Group and CSS Group Condition. This report is not rendered for multiple CSS Groups and CSS Group Conditions.
5. Enter the following in the **Other Option**s:
   a. Select the **Business Field** from the dropdown list showing all configured business fields. Select a field if you want the report for a specific value of the selected business field.
   b. Enter a **Business Value**, for the business field selected. Report fetches records matching this value for the business field selected. This is mandatory if you have selected a Business Field above.
   c. Select the **Group By** to group the report data. This is mandatory.
   d. Select the **Last Outcome** for which the report is required.
6. Click **Show Records** to populate the report.

7. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. If the **Export Mask** option within the PII Protection feature is enabled and users can view data in the exported sheet, contact Support team to mask the data. This requires back-end configurations.

Report Fields

Report displays the following parameters:

Fields	Description
ListID	List ID to which this contact belongs.
ContactID	Number of attempt to which the details in this entry pertain. For example, 1 indicates the details pertain to the first attempt and 2 indicates the details pertain to the second attempt.
Start_Time	Time at which the call commenced.
Mode	Mode of the call.
Contact_Number	Contact number that is dialed.
Condition_String	Condition based on which data is extracted for this line entry.
Outcome	Outcome of the call.
Agent_ID	Agent's peripheral number at enterprise level.
Agent_Name	Name of the agent handling the call shown as Last Name and First Name.
Agent_Login_Name	This column contains no data.
Call_Starttime	Call commencement date and time
GroupBy_Param	Parameter on which the report data is grouped by.
GroupBy_Paramvalue	Value on which the data is grouped by. For example, the report could be grouped by First Name.
Contact_Status	Contact status for this attempt. For example, Open, Closed, and so on.
Uploaded_Time	Date and time this contact was uploaded.
Duration	Duration of the call in HH:MM:SS.
Dialed_Time	Time the contact was dialed out.
Callback_Datetime	Date and time a callback was requested.
Delivered_At	Date and time the contact was delivered to the dialer.
Deliver_Type	Delivery type for this contact. For example, as a

	regular contact to the dialer, as a non-PEWC contact, etc.
Previous_Lead Score	This column contains no data.
Current_Lead Score	This column contains no data.
Businessfield1 (1-26)	All configured business fields are listed with their names; one business field per column. **Note:** Business Field names are displayed as <BusinessFieldName_BF>. **Note:** If a business field has no value for the selected report date range, this field is not included in the report. For example, if BusinessField12 has no value for the selected date range, say This Month, the column header shows BusinessField 11 and then BusinessField 13 onwards.

Abandoned Percentage

Abandoned Percentage displays the percentage of abandoned calls for the selected filter criteria. Navigate to the **Report List** > **Abandon Percentage** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.
2. Select the **Channel type** from **Voice**, **SMS** or **Email**.
3. Select the **Outcome Types** and **Outcomes** from the dropdown.
4. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
5. Click **Show Records** to populate the report.
6. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Fields	**Description**
CampaignID	Campaign ID for which the report is rendered.
Date	Report date.

Total_Calls	Total calls dialed for contacts in this upload list.
Live_Calls	Number of live calls - those that are answered by an individual and connected to an agent.
Total_AnsweringMachine_Calls	Number of calls that reached an answering machine.
Abandon_Calls	Number of abandoned calls.
Abandon Percentage	Percentage of calls abandoned. Abandon Calls / (Abandon Calls + Live Calls)) * 100 where live calls are calls answered by an individual and connected to an agent.

Click **Info** to view the Formula of Abandoned Percentage. It displays the following information:

- X = (Answering Machine Calls / (Answering Machine Calls + Live Calls)) * 100
- Y = Abandon Calls * X
- Z = Abandon Calls - Y Formula: (Z / (Z + Live Calls)) * 100

Agent Disposition (Campaign-wise)

Agent Disposition (Campaign-wise) report shows all outcomes set by agents for the dialed calls for the selected filter criteria.

Navigate to the **Report List** > **Agent Disposition (Campaign-wise)** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.
2. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
3. Click **Show Records** to populate the report.
4. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Fields	Description
CampaignID	Campaign ID for which the report is rendered.
ListID	List ID to which this data belongs.
Agent_Name	Name of the agent handling this call.

Agent_ID	Agent ID of the agent who handled this call.
Agent_Login_Name	This column contains no data.
Call_Outcome	Outcome set by the agent.
Count_of_CallOutcome	Count of calls for which the agent has set this outcome.

Contact Attempt Bucket

Contact Attempt Bucket report lists the number of dialing attempts made on uploaded contacts before they are closed.

Note: Data for current day is not included in this report. Only data up to 23:59 hrs of the previous day is considered for this report.

Navigate to the **Report List** > **Contact Attempt Bucket** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.

   Note: The database is updated at 15-minute intervals, at -00 -15, -30, -45 every hour. If you select any in-between time (say 3:35 pm) as the To date for your Summary report, the populated report does not contain data for the time 3:30:01 to 3:44:59 (in HH:MM:SS).
2. Select the **Channel type** from **Voice**, **SMS** or **Email**.
3. Select the **Filter Criteria**. For more information, see Report Filter Criteria. Applicable filter criteria are Global List, Campaign Group, Campaign, List, CSS Group, and CSS Group Condition. Select only one campaign for this report; this report is not rendered for multiple campaigns.
4. Click **Show Records** to populate the report.
5. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Fields	Description
CampaignID	Campaign for which this report is generated.
Uploaded	Number of contacts uploaded to this campaign.
Open_Contacts	Number of open contacts for this campaign.
Closed	Number of closed contacts for this campaign.
Attempt_1 to Attempt_9	Number of contacts reached from the first

	attempt to the ninth attempt, each in a separate column.
Attempt_Greater	Number of contacts reached after ten or more attempts.

Agent Attempt

Agent Attempt report shows the count of various outcomes for all calls handled by the selected agents for the selected filter criteria. Navigate to the **Report List** > **Agent Attempt** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.

   Note: The database is updated at 15-minute intervals, at -00 -15, -30, -45 every hour. If you select any in-between time (say 3:35 pm) as the To date for your Summary report, the populated report does not contain data for the time 3:30:01 to 3:44:59 (in HH:MM:SS).
2. Select the **Agent List** from the dropdown.
3. Select the **Channel type** from **Voice**, **SMS** or **Email**.
4. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
5. Click **Show Records** to populate the report.
6. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Fields	Description
CampaignID	Campaign for which this report is generated.
Agent_ID	Agent ID of the agent who handled this call.
Agent_Name	Name of the agent who handled this call.
Agent_LoginName	This column contains no data.
Agent_Connect	Number of calls connected to the selected agent.
RPC	Number of calls with Right Party Connect (RPC) outcome.
Success_BusinessOutcome	Number of calls with a successful business outcome.

Failure_BusinessOutcome	Number of calls with a failed business outcome.
Success_VoiceOutcome	Number of calls with a successful voice (telephony) outcome.
Failure_VoiceOutcome	Number of calls with a failed voice (telephony) outcome.
Personal_Callback_Registered	This column contains no data.
Regular_Callback_Registered	This column contains no data.
Personal_Callback_Attempts	This column contains no data.
Regular_Callback_Attempts	This column contains no data.
Dialout	Total number of dialouts by the agent.

Agent Outcome

Agent Outcome report shows the count of calls for all outcomes set by the selected agents for the selected filter criteria. Navigate to the **Report List** > **Agent Outcome** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.

   Note: The database is updated at 15-minute intervals, at -00 -15, -30, -45 every hour. If you select any in-between time (say 3:35 pm) as the To date for your Summary report, the populated report does not contain data for the time 3:30:01 to 3:44:59 (in HH:MM:SS).

2. Select the **Agent List** from the dropdown. You can select multiple agents. Select the Pivot checkbox.

   Note:
   Select the Pivot checkbox to transpose the columns and rows. With the Pivot selected, the report lists the agents in rows, the count of outcomes in columns, one column for each outcome. The Pivot option is applicable only if you select Campaigns in the filter criteria, and not for Global Lists or Campaign Groups.

3. Select the **Channel type** from **Voice**, **SMS** or **Email**.
4. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
5. Click **Show Records** to populate the report.
6. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Fields	Description
CampaignID	Campaign for which the report is rendered.
Agent_ID	Agent ID of the agent who handled these calls.
Agent_Name	Agent name(s) for whom this report is generated.
Agent_Login_Name	This column contains no data.
Outcome	Outcome as set by the agent.
Outcome_Count	Number of calls for which this outcome was set by the agent.

Callback

Callback report shows the details of all active Personal Callback (PCB) and Normal Callback (NCB) calls for the selected filter criteria. Navigate to the **Report List** > **Callback** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.

   Note: The database is updated at 15-minute intervals, at -00 -15, -30, -45 every hour. If you select any in-between time (say 3:35 pm) as the To date for your Summary report, the populated report does not contain data for the time 3:30:01 to 3:44:59 (in HH:MM:SS).
2. Select the **Channel type** from **Voice**, **SMS** or **Email**.
3. Select the **Agent List** from the dropdown. You can select multiple agents.
4. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
5. Click **Show Records** to populate the report.
6. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX. The data visible within the application is exported. If the data is masked within the application, it is also masked in the exported sheet.

Fields

Report displays the following parameters:

Fields	Description
CampaignID	Campaign for which the report is rendered.
Agent_ID	Agent ID of the agent who handled these calls.
Agent_Name	Agent name(s) for whom this report is gen-

	erated.
Agent_Login_Name	This column contains no data.
ContactID	Contact ID for which the callback is registered.
ContactNumber	Contact number on which the callback is requested.
Callback_Time	Time at which the callback call commences.
Callback_Endtime	Time at which the callback call ends.
Status	Contact status at the time of the report.
Mode	Mode on which the callback is requested.
Business Fields (1-25)	All configured business fields are listed at one business field per column.
callback_requested_time	Date and time at which customer requested a call back. This is not the call back dial out time.
Attempt_Number	Number of attempt made for a contact.

Global List Status

Global List Status report shows the upload details of all Global Upload lists in a graph. Select any data on the graph to further drill down for more related details. Navigate to the **Report List** > **Global List Status** to view report parameters.

All the lists are populated in the grid on the left. The grid contains the details for Global List ID, File Name, and Uploaded Time. Maximize the chart and click on any parameter to drill down. Click **Uploaded** data on the chart. You can see the campaigns to which these contacts have been uploaded.

To see break up for Success contacts, click chart where Success is displayed. The data is broken down to Open and Closed contacts.

Right Party Connect (RPC)

RPC report shows the details of the RPC (Right Party Connect) calls. The RPC percentage in this report is calculated based on the total for all outcomes configured as RPC in the Attempts Counter of Campaign Manager Console.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.

   Note: The database is updated at 15-minute intervals, at -00 -15, -30, -45 every hour. If you select any in-between time (say 3:35 pm) as the To date for your Summary report, the populated report does not contain data for the time 3:30:01 to 3:44:59 (in HH:MM:SS).

2. Select the **Channel type** as **Voice**.
3. Select the **Filter Criteria**. For more information, see Report Filter Criteria. You can select only one campaign.
   a. Select a date range for the lists for which you require data. Multiple lists are allowed.
4. Click **Show Records** to populate the report.
5. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Fields	Description
Outcome_Type	Outcome type - Telephony or Business.
Outcome_Name	Output name
Outcome_Count	Count of calls with this outcome.
Total_Percentage	Total percentage of calls with this outcome. Percentage is calculated as (Count for this outcome* / Count of calls with all outcomes*) * 100. The asterisk * denotes outcome type - Telephony or Business. The percentage is calculated accounting only similar outcome types. For example, if the outcome is Success and belongs to Telephony outcome, the percentage is calculated taking in to account the count of all calls with Telephony outcomes.
RPC_Percentage	Percentage of RPC calls. Percentage is calculated as (Count for this RPC outcome / Count of calls with all Outcomes marked as RPC in this report - both Telephony and Business) * 100.
Target_Value	Target value set by the agent at the time of disposition.

Callback Trace

Callback Trace report shows the details of all closed Personal Callback (PCB) and Normal Callback (NCB) calls for the selected filter criteria. Navigate to the **Report List** > **Callback Trace** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.

   Note: The database is updated at 15-minute intervals, at -00 -15, -30, -45 every hour. If you select any in-between time (say 3:35 pm) as the To date for your Summary report, the populated report does not contain data for the time 3:30:01 to 3:44:59 (in HH:MM:SS).
2. Select the **Callback type** from **PCB**, **NCB** , or **All**.
3. Select the **Agents** from the **Agent List**.
4. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
5. Click **Show Records** to populate the report. Expand the record to view in detail.
6. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX. The data visible within the application is exported. If the data is masked within the application, it is also masked in the exported sheet.

Fields

Report displays the following parameters:

Fields	Description
CampaignID	Campaign to which callback belongs.
ListID	List ID of callback contact.
ContactID	Contact ID of callback contact.
Callback_Registered_Type	This column displays NCB, Normal Callback.
Callback_DateTime	Callback dial out date and time as set by the agent.
Status	Contact status at the time of the report.
CallBack_RequestedTime	Date and time at which customer requested a call back. This is not the call back dial out time.
Attempt_Number	Number of attempt made for a contact.
Business Fields (1-25)	All configured business fields are listed at one business field per column.
Detailed Report Fields	

Attempt	Number of attempts made for a contact.
Contact Number	Phone number
Delivered DateTime	Date and time when contact was delivered.
Dialed Mode	Mode of the contact.
Dialed DateTime	Date and time at which the contact was dialed.
Agent Name	Name of the Agent who handled the contact.
Callback Attempt Type	This column contains no data.
Outcome	Callback outcome set for the contact.
Callback/Reschedule_DateTime	Date and time when the contact was res-cheduled.

Email Outcome

Note: Webex Contact Center currently does not support Email campaigns. This is planned for a future release.

Email Outcome Report shows details of outcomes set by agents for Email interactions with customers. Nav-igate to the **Report List** > **Email Outcome** to view report parameters.

To view reports:

1. Select the **Time Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.
2. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
3. Click **Show Records** to populate the report. Expand the record to view in detail.
4. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Fields	**Description**
Campaign Group	Campaign Group for this Email interaction.
ListID	List ID of email contact.
ContactID	Contact ID of email contact.
Campaign ID	Campaign ID of email contact.
Outcome	Outcome set by an Agent.
Email	Email address of the contact.
Email_Activity_DateTime	Date and time that the agent set the outcome

	for this Email interaction.
Business Fields (1-25)	All configured business fields are listed at one business field per column.
Unique_Identifier	Additional Business Parameter to identify this specific contact.
Mode	Mode of the interaction, Email.

Pass Dialing

Pass Dialing report shows the number of times a contact is dialed out of total number of contacts. Navigate to the **Report List** > **Pass Dialing** to view report parameters.

To view reports:

1. Select the **Period** from **Today**, **Yesterday**, **This Week**, **This Month** and **Custom**. If you select **Custom**, select the **Start Date** and **End Date**.

   Note: The database is updated by end of the day configured in the system.
   If the configured time is 00:30:00 (HH:MM:SS) than the Pass Dialing Report is generated for yesterday. If the configured end of day is 23:30:00, the report is generated for yesterday only.
2. Select the **Time-Zone** from the dropdown.
3. Select the **Filter Criteria**. For more information, see Report Filter Criteria.
4. Click **Show Records** to populate the report.
5. Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file. By default, the report is exported as XLSX.

Fields

Report displays the following parameters:

Field	**Description**
Report Date	Displays the date of report.
Campaign ID	List the campaign Id.
Open %	Percentage of contacts and out of the total contacts uploaded that are still in the open state and are eligible for dialing.
Closed %	Percentage of contacts and out of the total contacts uploaded that are closed and will not be attempted again.
Fresh %	Percentage of contacts and out of the total contacts uploaded that are fresh and no dialing attempt is made.
Reschedule Open %	Percentage of contacts and out of the total contacts uploaded that are rescheduled for dialing.

Pass 1%	Percentage of contacts dialed in single attempt. Calculation = (Contacts dialed in one attempt / Total number of open contacts today) *100
Pass 2%	Percentage of contacts dialed in two attempts. Calculation = (Contacts dialed in two attempts / Total number of open contacts today) *100
Pass 3%	Percentage of contacts dialed in three attempts. Calculation = (Contacts dialed in three attempts / Total number of open contacts today) *100
Pass 4%	Percentage of contacts dialed in four attempts. Calculation = (Contacts dialed in four attempts / Total number of open contacts today) *100
Pass 5%	Percentage of contacts dialed in five attempts. Calculation = (Contacts dialed in five attempts / Total number of open contacts today) *100
Pass 6%	Percentage of contacts dialed in six attempts. Calculation = (Contacts dialed in six attempts / Total number of open contacts today) *100
Pass 7%	Percentage of contacts dialed in seven attempts. Calculation = (Contacts dialed in seven attempts / Total number of open contacts today) *100
Pass 8%	Percentage of contacts dialed in eight attempts. Calculation = (Contacts dialed in eight attempts / Total number of open contacts today) *100
Pass 9%	Percentage of contacts dialed in nine attempts. Calculation = (Contacts dialed and nine attempts / Total number of open contacts today) *100
>Pass 9%	Percentage of contacts dialed in more than nine attempts. Calculation = (Contacts dialed and made more than nine attempts / Total number of open contacts today) *100

Schedule Reports (Legacy)

You can automatically send reports to your colleagues and other users by scheduling the desired reports daily, weekly, monthly or yearly. Once the Report scheduler is configured, specified reports will be delivered to the recipients as an email attachment (XLS format).

Add Schedule Report

1. Navigate to **Menu** > **Reports** > **Schedule Report**.
2. Click **Add Schedule Report**.
3. Enter a **Name** for the schedule.

   Note: You must not mention more than 60 characters or any special characters while adding a name.
4. Enter a **Description** for the schedule.
5. Select a type of **Report** to be sent from the dropdown. Click **+** icon to add more parameters to the selected report. Contact Attempt Bucket excludes current day data. This information pops up when the user selects this report from the dropdown list.
6. Select a **Frequency** of the report from **Daily**, **Monthly**, **Weekly** and **Specific Days**.
7. If the selected frequency is **weekly**, select a **Week Start Day**.
8. If the selected frequency is **Specific Days** days, select a **Specific Day**.
9. Select a **Report Start Time**. This is the time from which data is picked up for the report. Example, if your start time is 11.00 am, data from 11.00 am only is populated in the report.
10. Select the **Report Time**. This is the time up to which the report data is populated. Example, if your end time is 6.00 pm, data up to 6.00 pm is populated in the report.
11. Enter **Email address(es**) to send out the report to different Email address at once. Make sure add various Email Address separated by Comma.
12. Click **SAVE**. The schedule report is added to the schedule report dashboard. User can activate the switch **ON** to send out reports and turn **OFF** to stop sending out reports.

Edit a schedule

1. Select a report and click **Edit** under **Action**.
2. Updated the required parameters and click **SAVE**.

Delete a schedule

1. Select a report and click **Delete** under **Action**.
2. Click **Ok** on the confirmation pop up.

Fields

Fields	Description
Name	Name of the specific schedule for sending out reports.
Frequency	Frequency at which the reports are scheduled to be sent out.
Monthly	Report sent out on the first calendar day of every month. The data populated in the report pertains to the immediate preceding calendar month. **Note**: The first report is sent on successful saving of the schedule; thereafter on the first calendar day of every month.
Weekly	Report sent out every week on the selected day. Select an appropriate day to send out the report. You can select only one day. The data populated in the report pertains to the immediate preceding seven days. For example, if you select Wednesday as the report dispatch date, the data from the previous Wednesday 00.00 hours to Tuesday 23.59 hours is populated in the report.
Specific Days	Report sent out on specific days of the week. Select checkboxes for the appropriate day(s) to send out this report. Multiple selections allowed. The data populated is for the single specific day, up to the Report Time selected. For example, if you select Monday and Report Time as 18.00 hours, the report contains data from 00.00 hours on Monday to 18.00 hours on Monday.
Daily	Report sent out every day. The data in the report is from the selected Start Time to the selected End Time/Report Time, every day.
Report Name	Report that is sent out as configured in this schedule.
Report Start Time	Start time for the report. This is the time from which data is picked for populating in the report.
Report Time	Specify the time when the report has to be generated and sent to the recipients.
Activate	Activate the switch ON to send out reports, turn OFF to stop sending out reports.

Data Extract

Configure the export of raw transactional and fixed data from the reporting database. Users can extract data from standard sources such as call attempts at specified times and for selected campaign groups or campaigns.

Note: The following are not supported in the Webex Contact Center application, but there may be references in the document:
- Email and SMS campaigns
- AEM (Agent-Executive Mapped) calls.
-Data related to Email and SMS campaigns.

Users may ignore any data in the tables relating to the above, though the columns extracted will mostly be blank.
Go to **Menu** > **Reports** > **Data Extraction**. The page displays the following steps:

- **Name** – Specifies the name of the data extraction configuration.
- **Description** – Provides additional context or details about the configuration.
- **File Name** – Defines the name of the output file that will be generated by the report.
- **Activate** – Indicates whether the data extraction configuration is currently active and running.
- **Job History** – Opens a **popup** that displays the history of data extraction jobs with the following details:
    - It displays the time zone selected for the data extract report. Date and time in the report are based on this selected time zone.
    - **Report Start Time** – Displays when the data extraction process starts.
    - **Report End Time** – Displays when the data extraction process ends.
    - **Scheduled Time** – Shows the time the report is scheduled to be generated.
    - **Status** – Indicates the current status of the report (for example, Processing, Completed, or Failed).
    - **Records** – Shows the number of records included in the generated report.
    - **Action** – Provides a download button to download the report file. This appears only when the report status is Completed.
    - **Search Option** – Allows users to search and filter the job history list to quickly find specific entries.
- **Action** – Allows the user to **edit** or **delete** the data extraction configuration.

Select Campaign

1. Click **Add Data Extract**.
2. Add a **Name** and a **Description** of the Data Extract.
3. Select the file to extract the data from **Master** or **Transactional**.
4. Select the **Data Source** from the dropdown list. This is active only for Transactional data extraction.
5. Select the **Campaign Group**. The available campaign groups are listed based on the selected Data Source.
6. Select the **Campaigns**. The Available Campaign are listed based on the selected Data Source.

7. Click **Next**.

Data Source

1. Data Source is the list of fields available for selection. There are standard data sources listed based on the selected Data type. Move **Available Fields** to the **Selected Fields**.

   Example: Call Activity is one data source. The data source provides details about call attempts made and the results of these attempts.

2. Click **Next**.

Edit Schedule Configuration

1. Select the required **Run Type** from **Regular Intervals**, **Scheduled Time**, and **On Demand**.
2. If the selected run type is On Demand, enter the Start Date and End Date.
3. Select the **TimeZone** from the dropdown list so that the report runs according to the selected TimeZone.
4. Select **Run Days** to determine which days of the week the report must execute. You can select multiple days.
5. If the selected **Run Type** is **Regular Intervals**, enter the **First Job Start Time** to define the initial time at which the recurring report starts running. Make sure the First Job Start Time is greater than the current system time.
6. Enter the Interval in Minutes to specify how frequently the report must run after the first job start time.

   Example:

   If the First Job Start Time is configured as 8:00 PM and the Interval is set to 60 minutes, then:

   The first report is generated at 9:00 PM and covers the time range from 8:00 PM (report start time) to 9:00 PM (report end time).

   Subsequent reports generate every 60 minutes, each covering the corresponding one-hour interval.

   Note:

   The First Job Start Time and Interval in Minutes fields are disabled while the report is active.

7. Enter the **File Name**.
8. Select the **File Extension** from **csv** and **txt**. If the selected file extension is txt, select the **Column Separater** from the dropdown.

   Note: If data extracted from any table has JSON string, use the txt format to save the file. For example, the Audit Log table contains data in a JSON string.

9. Enable the **Table Specific File Creation**. This appends the table name to the data extract file. You cannot disable this switch. Enble the other option if needed. Other options are visible based on the selected Data source.
10. Enable the **File Header Required** if you need file header.
11. The **Empty File Required**option is enabled automatically when Campaign Specific File Creation toggle is ON. This writes a file with no records. If you do not require an empty file, turn this OFF.

This is visible only if the selected data type is Master.

12. Enable the **Add Double Quote** to include double quotes. Data for each field is embedded with double quotes.
13. Enable the **Append Date Time** to append the server time. The file is saved with the server time appended with the file name.

    Note: This is mandatory if you select the Run Type as On Demand. Even for other Run Types, we recommend using the Append Date Time option. This avoids accidental overwriting of extracted files.
14. Activate **Alert on No Records** to alert when the data extract returns no records. When an alert is triggered, an email is sent to the recipient group configured in the Alerts section. The email includes:
    - Data Extract Name
    - Schedule Date and Time
    - Type of error: No Records
15. Activate **Alert on Failure** to alert when the data extract fails due to an error. When an alert is triggered, an email is sent to the recipient group configured in the Alerts section. The email includes:
    - Data Extract Name
    - Schedule Date and Time
    - Type of error - Failure
16. Click **Save**.

Storage Destination

Storage destination screen allows the user to store the data extraction file. Navigate to **Reports** > **Storage Destination**. By default, the Shared Drive is selected and below fields are populated.

Select the Storage Type from Shared Drive, S3, and Google Cloud Storage.

S3 Storage

1. Enter the **S3 Path** that stores your extraction data. This is the absolute path on the Amazon S3 bucket where you intend storing the extraction data. Example, *bucket:\DE*.
2. Select the **Is Rolebased Authentication** check box, if required.
3. Enter the **AWS Region End Point**. This is the region that your AWS S3 bucket is located in.
4. Enter the **AWS Access Key**. This is the key to access your AWS S3 bucket. Access Keys are used to sign the requests you send to Amazon S3. AWS validates this key and allows access. You use access keys to sign API requests that you make to AWS.
5. Enter the **KMS Encryption** if you want the data to be encrypted using AWS' KMS encryption.
6. Enter the **AWS Secret Key**. This is the secret key (like the password) for the AWS Access Key entered above. The combination of an access key ID and a secret access key is required for authen-

tication.

7. Enter the **Server Side Encryption**. This is the encrypt/decrypt key, defining that the purged data is encrypted using the AWS' Key Management System (KMS) encryption.
8. Enter the **KMS Key**. This is the key to decrypt the data on S3 bucket.
9. Enter the **Archive Path** that stores your archived data. Example, *bucket:\DE\archive*.

   Note: When giving the path, do not include any slash/backslash at the beginning. For example, if you require your data to be archived in the LCMArchive folder of the machine having IP address 172.20.3.74 and the Path as LCMArchive. If you are using a subfolder under LCMArchive, specify the correct path - LCMArchive\PurgeData.
10. Click **Save**.

Shared Drive Storage

1. Enter the **IP/Host Name** of the device that stores your archived data.
2. Enter the **User ID** and the **Password** of the user to accesses the drive to store the data. This should be a combination of domain and username. Example, <domain>\User ID.
3. Enter the **Extraction Path** of the shared drive where your data is to be extracted.
4. Enter the **Archive Path** of the shared drive where your data is to be archived.

   Note: When adding a path, do not include any slash or backslash at the beginning.
   Example, if you require your data to be archived in the LCMArchive folder of the machine having IP address 172.xx.x.xx and the Path as LCMArchive. If you are using a subfolder under LCMArchive, specify the correct path - LCMArchive\PurgeData.
5. Click **Save**.

Google Cloud Storage

Enter the **Data Extraction Path** field of Google Cloud Storage that stores your extraction data. This is the absolute path on the Google Cloud Platform where you intend storing the extraction data.

1. Enter the **Account Type**. This is the account type used to access the Google Cloud Storage. Use service_account as the default account type.
2. Enter the **Private Key** of the Google Account to access the Google Cloud Storage to place the archived data.

3. Enter the **Client Email** of the Google Cloud Platform client account used to access the Google Cloud Storage.
4. Enter the **Archive Path** of Google Cloud Storage where the application stores the archived data.
5. Click **Save**.

Note: Do not use any special characters as part of the file names such as /, \, :, *, ?, <, <, and |.

Edit Data Extract

1. Select the Data Extract and click **Edit** under **Action**.
2. Update the parameters and click **Save**.
3. Enable **Activate** switch to activate data extraction process.

Delete Data Extract

1. Select the Data Extract and click **Delete** under **Action**.
2. Click **Ok** on the confirmation pop up.

Fields

Fields	**Description**
Name	Name of the data extract configuration.
Description	Description of the data extract configuration.
File Name	File Name that saves the extracted data.
Job History	Job History of the data extract configuration. To access the job history details, click the adjacent button to expand the dropdown history details.
Master Type	Type of source. This extracts data fields from Master data sources.
Transactional	Type of source. This extracts data fields from Transactional data sources. Note: Continue selecting Campaign Groups / Campaigns or both only if you select Transactional.
Campaign Group	List of Campaign groups based on the selected data source.
Campaign	List of Campaign based on the selected data source.
Data Source	List of Data Source. There are standard data sources available in the system.

Regular Intervals Run Type	Run the Data Extraction at regular configured intervals. Use the number panel or enter to complete the Time Intervals in Mins field. You are allowed to select intervals of 30 minutes. The Data Extraction is generated periodically at the interval configured here.
Scheduled Time Run Type	Schedule the Data Extraction generation at a specific time each day.
On Demand Run Type	Generates the Data Extract on demand.
Run Days	Start day for data extraction.
IP/Host Name	Displays the IP address or the host name of the device that stores your archived data.
User ID	Displays the user ID of the user that accesses the above drive to store the data. This must be a combination of domain and username. For example, <domain>\User ID.
Password	Displays the password for the above user to access the shared drive.
Extraction Path	Displays the path on the shared drive where your data is to be extracted.
Archive Path	Displays the path on the shared drive where your data is to be archived.
S3 Path	S3 Path that stores your extraction data. This is the absolute path on the Amazon S3 bucket where you intend storing the extraction data.
Is Rolebased Authentication	Allows role based authentication
AWS Region End Point	This is the region that your AWS S3 bucket is located in.
AWS Access Key	Key to access your AWS S3 bucket. Access Keys are used to sign the requests you send to Amazon S3. AWS validates this key and allows access. You use access keys to sign API requests that you make to AWS.
KMS Encryption	AWS' KMS encryption allows you to encrypt the data
AWS Secret Key	This is the secret key (like the password) for the AWS Access Key entered. The combination of an access key ID and a secret access key is required for authentication.
Server Side Encryption	This is the encrypt or decrypt key, defining that the purged data is encrypted using the AWS' Key Management System (KMS) encryption.
KMS Key	This is the key to decrypt the data on S3 bucket.
Archive Path	Path to stores your archived data.
Account Type	This is the account type used to access the Google Cloud Storage. Use service_account as the default account type.
Private Key	This is the Private Key of the Google Account to access the Google Cloud Storage to place the archived data.
Client Email	This is the Email address of the Google Cloud Platform client account used to access the Google Cloud Storage.
Archive Path	This is the path on Google Cloud Storage where the application stores the archived data.

Notes

- The report is extracted from beginning of the day to the scheduled time configured and the file is placed at the configured storage location.
- When you extract this report a second time, the file containing the first data extraction is moved to the Archive Path configured. The latest extraction is placed in the configured storage location.
- When you extract this report a third time, the file containing the second iteration is moved to the Archive Path configured, and the first iteration file is deleted. The third iteration data is placed in the configured storage location.
- All the above three conditions apply only when Campaign Specific File Creation and Append Date Time switch are OFF.
- Call Trace

Transaction Field Details

The following tables list down the extracted fields and their details:

- Call Activity
- Agent Activity
- Global Upload
- List Upload
- Scrub List Info
- Audit Log
- Audit Trail
- Anonymous Inbound SMS
- SMS Inbound Session
- SMS Outbound Session
- SMS Delivery Status
- Upload Error
- Global Upload Error
- API Upload Error
- Non-Call Activity
- Contact Business Data
- List Info

- Upload History
- Call Trace

Call Activity

Source Table	Column Name	Display Name	Data Type	Description
RPT_CallActivity	CONTACTID	CONTACT ID	bigint null	A Unique identifier for a contact in a campaign
RPT_CallActivity	CALLID	CALL ID	nvarchar (38)	Call ID is applicable for internal contact reference to trace activities. Example, to track the traversal from contact selection to Reschedule/Reports.
RPT_CallActivity	CAMPAIGNGROUP	CAMPAIGN GROUP	nvarchar (64)	This is the campaign group to which a campaign is mapped.
RPT_CallActivity	CAMPAIGNID	CAMPAIGN ID	nvarchar (64)	This is the campaign name. For example, Collection.
RPT_CallActivity	GLOBALLISTID	GLOBALLIST ID	bigint (null)	This is the running serial number for every global list uploaded into the system.
OBD_GUActivity	GLOBALFILENAME	GLOBAL FILENAME	nvarchar (64) (null)	The global upload contact file name.
RPT_CallActivity	LISTID	LIST ID	int (not null)	This is the running serial number generated during upload of contacts into a campaign.

OBD_ListInfo	LISTSTATUS	LIST STATUS	int (null)	This column contains the integer number that represents the list status (Active -0 or stopped -1).
OBD_ListInfo	LISTCREATEDTIME	LIST CREATEDTIME	dat-etime (50) (null)	The date and time the contact list file was placed for upload.
OBD_HD_ UploadHistory	UPLOADTIME	UPLOAD TIME	dat-etime (null)	The date and time a list completed upload.
RPT_CallActivity	CALLSTRATEGY	CONTACT STRATEGY	nvarch-ar (64) (null)	The contact strategy applied for current attempt.
RPT_CallActivity	CONDITIONID	CSS CONDITION	bigint (null)	Internal ID for the CSS condition used during selection of the con-tact.
OBD_Cus-tomFilterGroup	CUSTOMFILTERGROUP	CUSTOM FILTERGROUP	int (32) (null)	This is the CSS con-dition group ID in which the currently used CSS condition is mapped.
OBD_Cus-tomFilters	CONDITIONSTRING	CONDITION STRING	nvarch-ar (max) (null)	This is the CSS con-dition group ID in which the currently used CSS condition is mapped.
RPT_CallActivity	CONTACTNUMBER	CONTACT NUMBER	int (64) (null)	The contact number that is dialed out. This can also be an Email address in case of a digital channel.
RPT_CallActivity	CREATEDTIME	CREATEDTIME	dat-etime (null)	The date and time this record was inserted into the reporting data-base.
RPT_CallActivity	ENDTIME	ENDTIME	dat-etime	This is the time at which the call is res-

			(null)	cheduled by LCMContactRes-cheduler service. This time is inserted into the CallActivity tables.
RPT_CallActivity	CALLDURATION	CALL DURATION	int (null)	When CPA is enabled, the call duration is cal-culated from the time the agent is patched till the completion of the call. For Cisco implementations, the call duration is cal-culated from the ini-tiation of the call till the completion of the call.
RPT_CallActivity	CALLMODE	CALL MODE	nvarch-ar (4) (null)	This is the contact mode ID for the con-tact.
OBD_Modes	MODENAME	MODE NAME	nvarch-ar (64) (null)	The mode name, for example, Home or Mobile, in which the contact is dialed out.
RPT_CallActivity	CALLOUTCOME	CALL OUTCOME	nvarch-ar (8) (null)	The call outcome set by the dialer or the agent for the contact. It can be Telephony outcome or Business outcome
RPT_CallActivity	ContactNature	ContactNature	nvarch-ar	Contact nature for the attempt. Possible val-ues are Fresh, Res-cheduled, Normal Callback, Personal Call-back, AEM-Fresh, AEM-Rescheduled, AEM-Callback, Fresh-Moment, or AEM-Fresh-Moment

OBD_BusinessOutcomeParent	OUTCOMEGROUP	OUTCOME GROUP	int (64) (null)	This is the business outcome group ID mapped to the campaign.
OBD_BusinessOutcomeParent	PARENTNAME	OUTCOME PARENTNAME	nvarchar (64) (null)	The parent outcome name.
OBD_Outcome	DISPLAYNAME	OUTCOME DESCRIPTION	nvarchar (128) (null)	Description of telephony or business outcome set for this attempt.
OBD_Outcome	RPCTYPE	RPCTYPE	nvarchar (8) (null)	This is a classification to indicate whether the disposition set for this attempt tagged as RPC (Right-party connect) or non-RPC.
OBD_Outcome	ISLIVECALLOUTCOME	LIVE CALLOUTCOME	bit (null)	Denotes whether the outcome set for this call tagged as "LIveCall" or not. Useful in determining the Abandon Call percentage.
RPT_CallActivity	CALLSTARTTIME	CALLSTARTTIME	datetime (null)	It is the call connect time if CPA is enabled; if CPA is disabled, it is the time the call is patched to the agent.
RPT_CallActivity	TARGETCAMPAIGNID	TARGET CONTACTID	nvarchar (null)	This denotes the target campaign ID in case the current contact is chained to another campaign.
RPT_CallActivity	TARGETCONTACTID	TARGETCONTACTID	bigint (null)	This denotes the target contact ID of target campaign in case the current contact is chained to another campaign.

RPT_CallActivity	AGENTPERIPHERALNUMBE-R	AGENT ID	nvarch-ar (64) (null)	This denotes the agent ID who handled this call attempt.
RPT_CallActivity	AGENTNAME	AGENT NAME	nvarch-ar (64) (null)	The name of the agent who handled this call attempt.
RPT_CallActivity	RECOVERYKEY	RECOVERY KEY	float	The running number denoting the identifier on the dialer for retrieving the call res-ult from the dialer.
RPT_CallActivity	TARGETAMOUNT	TARGET AMOUNT	float (null)	This is the value set as the achieved target for specific business out-come in this attempt.
RPT_CallActivity	AGENTCOMMENTS	AGENT COMMENTS	nvarch-ar (4000) (null)	This call comments entered by the agent for the contact.
RPT_CallActivity	CHANNELTYPE	CHANNEL TYPE	int (null)	This is the channel type. 1 for SMS, 2 for VOICE, 3 for EMAIL, 4 for CPAAS, and 0 for IVR.
OBD_ChannelType	CHANNELDESCRIPTION	CHANNEL DESCRIPTION	nvarch-ar (32) (null)	Description of channel. Example, Voice, SMS, and Email 1 for SMS, 2 for VOICE, 3 for EMAIL, 4 for CPAAS, and 0 for IVR.
RPT_CallActivity	CHILDLISTID	CHILD LISTID	int (null)	This is the ID assigned when contacts are appended to an already uploaded list.
RPT_CallActivity	DELIVEREDTYPE	DELIVERED TYPE	nvarch-ar (32) (null)	This represents the nature of the contact delivery type to the dialer. The possible val-

				ues are: • Regular • Non-PEWC Regular • Callback • AEM
RPT_CallActivity	TARGETCAMPAIGNGROUP	TARGET CAMPAIGNGROUP	nvarch-ar (64) (null)	Applicable only for Shared List. Denotes the campaign group to which the contacts are delivered from the shared list campaigns.
RPT_CallActivity	CALLTYPE	CALLTYPE	varchar (8) (null)	It describes the call type. The possible values are: • 0 – Normal Call • 1 – Callback Call • 2– AEM Call
RPT_CallActivity	CALLBACKAGENTID	CALLBACK AGENTID	nvarch-ar (128) (null)	The ID of the agent who will handle a call-back request.
RPT_CallActivity	CALLBACKAGENTNAME	CALLBACK AGENTNAME	nvarch-ar (64) (null)	The name of the agent who will handle a call-back request.
RPT_CallActivity	ACCOUNTNUMBER	ACCOUNTNUMBER	nvarch-ar (30) (null)	The account number is the unique number created for the contact at the time of contact delivery to the dialer. It contains seven unique identity values denoting campaign ID, contact ID, etc with a pipe separator.
RPT_CallActivity	CONTACTTRIES	CONTACTTRIES	tinyint (null)	The current retry number, that is, dialling

				attempts made for a contact so far.
RPT_CallActivity	CONTACTSTATUS	CONTACT STATUS	int (null)	This is the call activity status of the contact. Values are: 1 - CLOSED 2 - Temporarily Locked 3 - Upload in Progress 4 - DELIVERED TO DIALER 5 - OVERWRITE 6 - LIST STOPPED 7 - CLOSED THROUGH MANAGED CONTACTS OR FLUSHED 8 - Contact Stopped and closed 9 - CONTACT SCRUBBED 10 - CONTACT MOVED TO OTHER CAMPAIGN 11 - PERMANENTLY STOPPED 20 - DELIVERED CONTACT STOPPED 21 - LOCKED FOR PCB DELIVERY 22 - LOCKED FOR CSSCONTACTS DELIVERY 23 - LOCKED FOR AEM DELIVERY 24 - LOCKED BY RESCHDULE TO RESCHEDULE

				CONTACT 25 - LOCKED BY RESCHDULE TO CLOSE CONTACT 30 - CONTACT BLOCKED BY DNC 31 - CONTACT BLOCKED BY NDNC 32 - CONTACT BLOCKED BY DNCSCRUB 33 - CONTACT BLOCKED BY LITIGATION 34 - EXPIRED 35 - CAMPAIGN STOPPED
OBD_ ContactStatusRea-sons	CONTACTSTATUSREASON	CONTACT STATUSREASON	nvarch-ar (128) (null)	This is the reason for the change in contact status. For example, a contact can be in the status Locked. The application would have locked this contact for delivery to make a PCB, CSS, or AEM call.
RPT_CallActivity	CALLBACKDATETIME	CALLBACKDATETIM-E	dat-etime (null)	The date and time set for the callback by an agent for the contact.
RPT_CallActivity	DELIVEREDTIME	DELIVEREDTIME	dat-etime (null)	The time at which the contact is delivered to the dialer.
RPT_CallActivity	SCHEDULEDDELIVERYTIME	SCHEDULEDDELIVE-RYTIME	dat-etime (null)	The rescheduled time for the contact deliv-ery.
RPT_CallActivity	ISWIRELESS	ISWIRELESS	bit (null)	Indicates whether the current attempt is made to a wireless

				(mobile) number. True if wireless; False if fixed line. Takes value from Compliance DB, if available. Else, default value is True.
RPT_CallActivity	PERIPHERALCALLKEY	PERIPHERAL CALLKEY	int (null)	This indicates the unique peripheral call ID (same as trans- ferred call).
RPT_CallActivity	RESERVATIONCALLDURATI- ON	RESERVATION CALLDURATION	int (null)	The call duration (in milliseconds) that agent was reserved. In preview mode, this includes the time of the last preview and the time for dialing, performing CPA, and transferring the cus- tomer call to the agent. In predictive mode, if the reserved agent gets dis- connected even before connecting to a cus- tomer, this value is NULL, as the agent is not yet associated with the customer. In such cases, HoldTime of cor- responding Ter- mination Call Detail record will refer to agent reservation time.
RPT_CallActivity	PREVIEWTIME	PREVIEW TIME	dat- etime (null)	The time that the agent was offered the contact for preview by the dialer.
RPT_CallActivity	SFUID	SFUID	nvarch- ar (max) (null)	This is the Service Cloud Voice CRM user ID used for contact import.

RPT_CallActivity	CONTACTDETAIL	CONTACT DETAIL	nvarch-ar (max) (null)	This column contains contact information as XML data format that goes to the dialer. For example, first name, last name, contact number, and so on.
RPT_CallActivity	SFLEADID	Salesforce Cam-paign LEAD ID	nvarch-ar (200) (null)	This is the unique ID generated in Service Cloud Voice.
RPT_CallActivity	SFCONTACTID	Salesforce cam-paign CONTACT ID	nvarch-ar (200) (null)	This is the Service Cloud Voice contact ID for the campaign.
RPT_CallActivity	SFCAMPAIGNID	Salesforce cam-paign ID	nvarch-ar (200) (null)	The Service Cloud Voice CRM campaign ID through which the contact is imported.
RPT_CallActivity	CALLBACKREQUESTEDBY	CALLBACK REQUESTED BY	nvarch-ar (64) (null)	This represents the agent ID of the agent who registers the Call-back request.
RPT_CallActivity	CALLBACKREGISTEREDTYPE	CALLBACK REGISTERED TYPE	varchar (23) (null)	The nature of the call-back at the time of the callback registration by an agent. The possible values are: 0 – Normal Call 1 – PCB (Personal Call-back) 2 – NCB (Normal Call-back)
RPT_CallActivity	CALLBACKATTEMPTTYPE	CALLBACK ATTEMPT TYPE	nvarch-ar (17) (null)	The call type at the time of a dialing attempt. The possible values are NCB and PCB.
RPT_CallActivity	CURRENTCYCLE	CURRENT CYCLE	int	When Cycle strategy is

			(null)	used, this field contains the current cycle number. For example, if the contact iteration cycle is in the second cycle, this field contains 2 in it.
RPT_CallActivity	ISCURRENTCYCLECOMPLETED	CURRENT CYCLE COMPLETED	bit (null)	Flag to indicate completion of current cycle, that is, all modes are dialed out.
RPT_CallActivity	PREVIOUSLEADSCORE	PREVIOUS LEAD SCORE	int (null)	Lead score value assigned at the time of upload.
RPT_CallActivity	CURRENTLEADSCORE	CURRENT LEAD SCORE	int (null)	Lead score value assigned by the agent.
RPT_CallActivity	ACTUALCVALUE	PHONE NUMBER	nvarchar (225) (null)	This is the phone number uploaded from the lead list.
RPT_CallActivity	STATELAWGROUPNAME	STATELAW GROUP NAME	nvarchar (256) (null)	It denotes the state law group name used during this attempt.
OBD_Campaign_Category	CAMPAIGNCATEGORYNAME	CAMPAIGN CATEGORY NAME	nvarchar (64) (null)	This is the campaign category name.
RPT_CallActivity	DNCCAMPAIGNCATEGORYNAME	DNC CAMPAIGN CATEGORY NAME	nvarchar (max) (null)	This is the DNC campaign category name.
RPT_CallActivity	ISINBOUND	INBOUND CALL	bit (null)	If the current attempt entry is created from inbound call, the value is set to 1 otherwise the value is set to 0.
RPT_CallActivity	DIALLERREFERENCEID	DIALLER REFERENCEID	nvarchar	This is the contact ID or Call ID generated by dialer platform. Dialer-

			(64) (null)	specific fields are: • .
OBD_CallActivity	ContactNature	Contact_Nature	nvarch-ar	Contact nature for the attempt. Possible val-ues are Fresh, Res-cheduled, Normal Callback, Personal Call-back, AEM-Fresh, AEM-Rescheduled, AEM-Callback, Fresh-Moment, or AEM-Fresh-Moment
RPT_CallActivity	STATUSCHANGEDBY	STATUS CHANGED BY	nvarch-ar (128) (null)	The User ID of the entity that changed the contact status.
RPT_CallActivity	STATUSCHANGEDAT	STATUS CHANGED AT	dat-etime (null)	The date and time when contact status gets changed.
RPT_CallActivity	DEVICEID	DEVICE ID	nvarch-ar (255) (null)	Defines if a contact is blocked as DNC by number or business field.
RPT_CallActivity	OVERRIDEPEWCVALIDATIO-N	OVERRIDE PEWC VALIDATION	bit (not null)	During an interaction, if the customer allows marking the specific contact as non-PEWC call and allow auto-matic dialing, the agents select the check box to override the PEWC validation for this contact, agent.
RPT_CallActivity	DIALERAGENTCALLBACK	DIALER AGENT CALLBACK	bit (not null)	This value determines if the outcome is set as a callback by a normal agent or a clicker agent. Value 0 denotes this is set by a normal agent; 1 denotes this is set by a clicker agent.

RPT_CallActivity	DNCSTARTDATE	DNC START DATE	dat-etime (null)	When timed DNC is registered, the start date provided at the time of registration.
RPT_CallActivity	DNCENDDATE	DNC ENDDATE	dat-etime (null)	When timed DNC is registered, the end date provided at the time of registration.
RPT_CallActivity	DNCTYPE	DNC TYPE	nvarch-ar (1) (null)	The type of DNC applied to a contact applies to a specific campaign or across all campaigns.
RPT_CallActivity	IDENTITYAUTHENTICATIO-NENABLED	IDENTITY AUTHENTICATION ENABLED	bit (not null)	This denotes whether the Iden-tityAuthentic-ationEnabled field is enabled or disabled for the contact.
RPT_CallActivity	IDENTITYAUTHENTICATIO-NSUCCESS	IDENTITY AUTHENTICATION SUCCESS	bit (not null)	This defines whether identity authentication is success or not.
RPT_CallActivity	SMSTRANSACTIONCOUNT	SMS TRANSACTION COUNT	int (not null)	Count is the number of SMS transactions between user and SMS service, applicable when 2-way SMS is used.
RPT_CallActivity	PREVIEWDURATION	PREVIEW DURATION	int (null)	The time taken by an agent to preview a call and either accept, skip, or reject (close) the contact.
RPT_CallActivity	NEXTSCHEDULEDATETIME	NEXT SCHEDULE DATE TIME	dat-etime (50) (null)	This denotes the next scheduled date and time for the scheduled callback.
RPT_CallActivity	NEXTSCHEDULEMODE	NEXT SCHEDULE MODE	nvarch-ar (50) (null)	This denotes the mode of the scheduled call-back.

RPT_CallActivity	TOTALPRIMARYAUTH	TOTAL PRIMARY AUTHENTICATION	int (null)	Total number of request sent to the identity authentication service to get make-call authentication (pre-call authentication) from customer, before delivering to dialer for a single contact. Request is initiated from the system (feed engine).
RPT_CallActivity	VERIFIEDPRIMARYAUTH	VERIFIED PRIMARY AUTHENTICATION	int (null)	Total number of customer response from the identity authentication service for request sent for calling authentication (pre-call authentication). Request is initiated from the system (feed engine).
RPT_CallActivity	TOTALSECONDARYAUTH	TOTAL SECONDARY AUTHENTICATION	int (null)	Total number of requests sent to the identity authentication service to get authentication for each identity from customer, during the call (on-call authentication). Request is initiated from the agent.
RPT_CallActivity	VERIFIEDSECONDARYAUTH	VERIFIED SECONDARY AUTHENTICATION	int (null)	Total number of customer response from “identity authentication service” for each request sent for each identity, during the call (on-call authentication). Request is initiated from the agent.
RPT_CallActivity	COMPUTEDDURATIONINM-	COMPUTED	int	It has rounded up call

	S	DURATIONINMS	(null)	duration (which is in milliseconds) value based on pulse rate configured. Used in billing calculation.

Agent Activity

Source Table	Column Name	Display Name	Data Type	Description	Platform
RPT_AEA-gentActivity	AgentID	AgentID	nvarchar (50) (null)	The name of the agent is logged into the database with every state change.	Amazon Connect
RPT_AEA-gentActivity	AgentState	Agent State	nvarchar (100) (not null)	The agent state, such as *Ready* or *Not Ready*, and so on, represents the various states that can occur.	Amazon Connect
RPT_AEA-gentActivity	ACTIVITYDATE	ACTIVITYDATE	varchar (30) (null)	It displays the date and time of the activity.	Amazon Connect
RPT_AEA-gentActivity	InsertedTime	Inserted Time	datetime (null)	It displays the date and time when state of the agent change is inser-ted into the database.	Amazon Connect
RPT_AEA-gentActivity	LCMKey	LCMKey	nvarchar (60) (null)	It consists of ContactID, ModeID, Cam-paignKey, ContactRetries, ModeRetries, TimeZoneID,	Amazon Connect

				and TenantID separated by a delimiter.	
RPT_AEA-gentActivity	BlendingState	Blending State	varchar (10) (null)	The blending state of the agent is whether it is Inbound or Out-bound.	Amazon Connect
RPT_AEA-gentActivity	STARTTIME	STARTTIME	datetime (null)	It displays the starting date and time of the activity.	Amazon Connect
RPT_AEA-gentActivity	ENDTIME	ENDTIME	datetime (null)	It displays the completion date and time of the activity.	Amazon Connect
RPT_AEA-gentActivity	DURATIONINSECOND-S	DURATIONINSECOND-S	int (null)	It displays the duration of the activity.	Amazon Connect
RPT_AEA-gentActivity	ISINCALL	ISINCALL	int (not null)	It indicates whether the activity is cur-rently in a call.	Amazon Connect
RPT_AEA-gentActivity	TENANTID	TENANTID	bigint (null)	It is the Tenant ID.	Amazon Connect
RPT_AEA-gentActivity	SUBTENANTID	SUBTENANTID	bigint (null)	It is the Sub Tenant ID.	Amazon Connect

Anonymous Inbound SMS

Source Table	Column Name	Display Name	Data Type	Description
RPT_ITR_Incom-ingMessageLog	ID	ID	bigint (not null)	Auto-generated unique identifier for the incoming message.
RPT_ITR_Incom-ingMessageLog	Source	Source	nvarchar (20) (null)	The source device (contact number) of the SMS message.

RPT_ITR_Incom-ingMessageLog	Destination	Destination	nvarchar (20) (null)	The destination device (contact number) of the SMS message.
RPT_ITR_Incom-ingMessageLog	Message	Message	nvarchar (256) (null)	The content of the SMS mes-sage.
RPT_ITR_Incom-ingMessageLog	EntryTime	EntryTime	datetime (null)	The date and time the applic-ation created this log entry.
RPT_ITR_Incom-ingMessageLog	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
RPT_ITR_Incom-ingMessageLog	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new ten-ant is created.

API Upload Error

Source Table	Column Name	Display Name	Data Type	Description
RPT_AddContact_Error	ErrorID	ErrorID	bigint (null)	The auto-gen-erated Error ID for this error.
RPT_AddContact_Error	MethodName	MethodName	nvarchar (100) (null)	The API method that originated this error.
RPT_AddContact_Error	Result	Result	nvarchar (16) (null)	The result of the API response (Failure or Suc-cess).
RPT_AddContact_Error	ResultDescription	ResultDescription	nvarchar (512) (null)	The description of the API response.
RPT_AddContact_	LogDate	LogDate	datetime	The date and

Error			(null)	time the error record was written to the log.
RPT_AddContact_ Error	CampaignID	CampaignID	nvarchar (64) (null)	The Campaign ID that reported this error.
RPT_AddContact_ Error	Calltype	Calltype	varchar (8) (null)	It describes the call type. The possible values are: 0 – Normal Call 1 – Callback Call 2– AEM Call
RPT_AddContact_ Error	CallStartDateTime	CallStartDateTime	nvarchar (32) (null)	The Call Start Time for a contact as defined during upload.
RPT_AddContact_ Error	CallEndDateTime	CallEndDateTime	nvarchar (32) (null)	The date and time the call ends.
RPT_AddContact_ Error	BusinessFieldXML	BusinessFieldXML	nvarchar (2000) (null)	The XML data in the parameter; this contains the business fields.
RPT_AddContact_ Error	Priority	Priority	varchar (8) (null)	The contact's priority based on which it is delivered to the dialer
RPT_AddContact_ Error	ModeXML	ModeXML	nvarchar (2000) (null)	The XML data that contains the calling modes like mobile, home phone, work phone, and so on.
RPT_AddContact_ Error	UserID	UserID	nvarchar (32) (null)	The user ID of the entity consuming the APIs.
RPT_AddContact_	SMSData	SMSData	nvarchar	The message

Error			(128) (null)	text that is sent via SMS.
RPT_AddContact_Error	MailSubject	MailSubject	nvarchar (128) (null)	The subject of the Email when messages are sent as part of an Email campaign.
RPT_AddContact_Error	MailMsg	MailMsg	nvarchar (128) (null)	The Email message content.
RPT_AddContact_Error	MailAttachment	MailAttachment	nvarchar (128) (null)	The attachment (filename) that is part of the Email message.
RPT_AddContact_Error	ZipCode	ZipCode	nvarchar (32) (null)	The contact Zip Code.
RPT_AddContact_Error	ContactDetail	ContactDetail	nvarchar (2000) (null)	This column contains contact information as XML data format that goes to the dialer. For example, first name, last name, contact number, and so on.
RPT_AddContact_Error	ListID	ListID	nvarchar (50) (null)	The List ID to which the contact belongs to.
RPT_AddContact_Error	LockContact	LockContact	bit (null)	This indicates if the contact has to be locked from delivery. This is 1 if a contact is locked; 0 if not locked.
RPT_AddContact_Error	DedupBussFld	DedupBussFld	nvarchar (32) (null)	Dedup Business Field
RPT_AddContact_Error	IgnoreCloseContact	IgnoreCloseContact	bit	Whether the application has

			(null)	to ignore the closed contact.
RPT_AddContact_Error	ErrorDescription	ErrorDescription	varchar (512) (null)	The API response error description.
RPT_AddContact_Error	ContactID	ContactID	nvarchar (16) (null)	The contact ID generated for this contact.
RPT_AddContact_Error	ErrorXML	ErrorXML	nvarchar (1024) (null)	The file name of the XML containing the error details.
RPT_AddContact_Error	LeadScore	LeadScore	nvarchar (16) (null)	The Lead Score for this contact.
RPT_AddContact_Error	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AddContact_Error	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Audit Log

Source Table	Column Name	Display Name	Data Type	Description
RPT_AuditLog	ID	ID	int (not null)	Auto-generated unique identifier for the log entry.
RPT_Users	UserID	UserID	nvarchar (100) (null)	User ID (name of the user) who performed the activity.
RPT_AuditLog	Module	Module	nvarchar (64) (null)	The application module or component where

				this activity is performed. For example, Campaign, Global Uploader, and so on.
RPT_AuditLog	Operation	Operation	nvarchar (64) (null)	The operation performed by the user. For example, Create, Update, Delete.
RPT_AuditLog	Data	Data	nvarchar (max) (null)	The data that the user requested for the activity initiated.
RPT_AuditLog	CreatedDate	CreatedDate	datetime (null)	The date and time the application created this log entry.
RPT_AuditLog	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AuditLog	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Audit Trail

Source Table	Column Name	Display Name	Data Type	Description
RPT_AuditTrail	ID	ID	bigint (not null)	Auto-generated unique identifier for the log entry.
RPT_Users	UserID	UserID	nvarchar (100) (null)	User ID (name of the user) who

				performed the activity.
RPT_AuditTrail	Operation	Operation	nvarchar (50) (null)	The operation performed by the user. For example, Create, Update, Delete.
RPT_AuditTrail	Data	Data	varbinary (max) (null)	The data that the user requested for the activity initiated.
RPT_AuditTrail	CreateDate	CreateDate	datetime (not null)	The date and time the application created this log entry.
RPT_AuditTrail	PageName	PageName	varchar (50) (null)	The application page or component where this activity is performed. For example, Campaign, Global Uploader, and so on.
RPT_AuditTrail	EnterpriseId	EnterpriseId	int (not null)	The unique identifier for the Enterprise.
RPT_AuditTrail	IsActive	IsActive	bit (not null)	Denotes Active Entry and default is set to 1
RPT_AuditTrail	IsDeleted	IsDeleted	bit (not null)	Denotes entry is soft deleted and default is set to 0
RPT_AuditTrail	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.

RPT_AuditTrail	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

SMS Delivery Status

Source Table	Column Name	Display Name	Data Type	Description
RPT_ITR_DeliveryStatus	Source	Source	nvarchar (36) (null)	The device number (contact number) of the SMS source.
RPT_ITR_DeliveryStatus	Destination	Destination	nvarchar (36) (null)	The device number (contact number) of the SMS destination.
RPT_ITR_DeliveryStatus	Message	Message	nvarchar (max) (null)	The SMS text message content.
RPT_ITR_DeliveryStatus	DeliveryStatus	DeliveryStatus	nvarchar (50) (null)	The delivery status for the SMS message. For example, Success, Failure, and so on.
RPT_ITR_DeliveryStatus	GatewayMsgID	GatewayMsgID	nvarchar (100) (null)	This is Gateway message ID.
RPT_ITR_DeliveryStatus	ActualResponse	ActualResponse	nvarchar (max) (null)	This is the response.
RPT_ITR_DeliveryStatus	EntryDateTime	EntryDateTime	datetime (not null)	The date and time the record was

				created in the table.
RPT_ITR_ Deliv- eryStatus	CampaignID	CampaignID	nvarchar (64) (null)	The campaign ID from which the SMS is sent.
RPT_ITR_ Deliv- eryStatus	ContactID	ContactID	int (null)	The unique contact ID to which the SMS is sent.
RPT_ITR_ Deliv- eryStatus	ProviderType	ProviderType	nvarchar (128) (null)	The SMS provide type such as SMPP.
RPT_ITR_ Deliv- eryStatus	Deliv- eryStatusUpdatedDateTime	Deliv- eryStatusUpdatedDateTime	datetime (null)	The date and time when the delivery status is updated for this record.
RPT_ITR_ Deliv- eryStatus	ErrorCode	ErrorCode	nvarchar (10) (null)	This is the error code.
RPT_ITR_ Deliv- eryStatus	TenantID	TenantID	int (null)	The Tenant ID auto-gen- erated by the application when a new tenant is cre- ated.
RPT_ITR_ Deliv- eryStatus	SubTenantID	SubTenantID	int (null)	The Sub Ten- ant ID auto- generated by the applic- ation when a new tenant is created.

SMS Inbound Session

Source Table	Column Name	Display Name	Data Type	Description

RPT_ITR_Ses-sionDetail	ID	ID	nvarchar (36) (null)	Auto-generated unique identifier for incoming message.
RPT_ITR_Ses-sionDetail	Text	Text	nvarchar (max) (null)	The text of the message sent via SMS.
RPT_ITR_Ses-sionDetail	IsSent	IsSent	bit (not null)	This indicates whether the message is sent to the contact.
RPT_ITR_Ses-sionDetail	Date	Date	datetime (not null)	The date when the SMS mes-sage was sent.
RPT_ITR_Ses-sionDetail	Title	Title	varchar (100) (null)	The subject of the SMS mes-sage
RPT_ITR_Ses-sionDetail	Answer	Answer	nvarchar (max) (null)	The response received from the recipient of the message.
RPT_ITR_Ses-sionDetail	SequenceId	SequenceId	int (null)	The auto gen-erated ID for the message received by the application.
RPT_ITR_Ses-sionDetail	GatewayMsgID	GatewayMsgID	nvarchar (128) (null)	The ID gen-erated by the SMS Gateway for this message
RPT_ITR_Ses-sionDetail	AccountNumber	AccountNumber	nvarchar (256) (null)	The Account number (LCMKey / CAID) of the contact.
RPT_ITR_Ses-sionDetail	CampaignID	CampaignID	nvarchar (128) (null)	The campaign ID to which the Inbound SMS is received.
RPT_ITR_Ses-sionDetail	RefGatewayMsgID	RefGatewayMsgID	nvarchar (100) (null)	The message ID generated by the SMS gate-way.

RPT_ITR_SessionDetail	ContactID	ContactID	int (null)	The unique contact ID from which the inbound message is received.
RPT_ITR_SessionDetail	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_ITR_SessionDetail	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

SMS Outbound Session

Source Table	Column Name	Display Name	Data Type	Description
RPT_ITR_Session	Source	Source	nvarchar (36) (null)	The source contact (short code) for the outgoing SMS message.
RPT_ITR_Session	Destination	Destination	nvarchar (36) (null)	The destination contact number for the outgoing SMS message.
RPT_ITR_Session	Outcome	Outcome	nvarchar (20) (null)	The Outcome set for the SMS contact. Outcomes can be set via the script designer, delivery status of the SMS service provider, or by waiting for a reply from the recipient.

RPT_ITR_Session	IsTimedOut	IsTimedOut	bit (null)	This indicates if the SMS message was timed out before sending or was successfully sent.
RPT_ITR_Session	Date	Date	datetime (not null)	The date and time that the message was sent.
RPT_ITR_Session	ID	ID	nvarchar (36) (not null)	Auto-generated unique identifier for outgoing message.
RPT_ITR_Session	AccountNumber	AccountNumber	nvarchar (64) (not null)	The Account number (LCMKey / CAID) of the contact.
RPT_ITR_Session	Error	Error	varchar (100) (null)	This is related to Call Guide via Script Designer functionality of application.
RPT_ITR_Session	FormId	FormId	int (null)	For Form ID from which the outbound SMS message was sent.
RPT_ITR_Session	OutcomeType	OutcomeType	varchar (20) (null)	The outcome type. Whether the outcome set belongs to Success or Failure as configured.
RPT_ITR_Session	ModifiedDate	ModifiedDate	datetime (null)	The date and time this entry was last updated.
RPT_ITR_Session	AGENTID	AGENTID	nvarchar (64) (null)	The agent ID of the agent handling this interaction.

RPT_ITR_Session	STATUS	STATUS	nvarchar (32) (null)	The status of the outbound SMS message such as Sent, Processing, Failed, and so on.
RPT_ITR_Session	COMMITEDBY	COMMITEDBY	nvarchar (32) (null)	The user details of the user who committed this to the database.
RPT_ITR_Session	CampaignID	CampaignID	nvarchar (null)	The campaign ID to which the Inbound SMS is received.
RPT_ITR_Session	ContactID	ContactID	int (null)	The unique contact ID from which the inbound message is received.
RPT_ITR_Session	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_ITR_Session	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Upload Error

Source Table	Column Name	Display Name	Data Type	Description
RPT_Error	ERRORID	ERRORID	bigint (null)	The auto-generated Error ID for this error.
RPT_Error	ERRORTYPE	ERRORTYPE	nvarchar (32) (null)	The type of error that is thrown by the application. The following values are dis-

				played: • Bad • Invalid • Mismatch • Area Code • Priority • Contact Moment • BussFldValidation • Time Zone • Invalid State • DNC • NDNC • Duplicate • Zip Code • Contact Failed • Litigation • Failed in BTTC • ComplianceDNCScrub • Bad CPT • Bad PEWC
RPT_Error	DESCRIPTION	DESCRIPTION	nvarchar (255) (null)	The description for the error.
RPT_Error	ERRORTIME	ERRORTIME	datetime (null)	The date and time the error was reported by the application.
RPT_Error	ERRORRECORD	ERRORRECORD	text (null)	The Error Record – a detail of the error as in the log.
RPT_Error	UPLOADERTYPE	UPLOADERTYPE	char (1) (null)	The uploader that reported this error – Contact, Global, Scrub, Compliance etc. are some uploader types. The following values are displayed: • U - Auto upload

				• W - Upload through web-service
RPT_Error	CAMPAIGNID	CAMPAIGNID	nvarchar (64) (null)	The Campaign ID that repor-ted this error.
RPT_Error	LISTID	LISTID	int (null)	The List ID to which the error pertains to.
RPT_Error	FILEID	FILEID	int (null)	The file ID (if uploading via a file) to which this error per-tains to.
RPT_Error	FILENAME	FILENAME	nvarchar (1000) (null)	The file name of the upload file that originated this error.
RPT_Error	RESERVEDFIELD1	RESERVEDFIELD1	nvarchar (128) (null)	For future use.
RPT_Error	RESERVEDFIELD2	RESERVEDFIELD2	nvarchar (128) (null)	For future use.
RPT_Error	RESERVEDFIELD3	RESERVEDFIELD3	nvarchar (128) (null)	For future use.
RPT_Error	RESERVEDFIELD4	RESERVEDFIELD4	nvarchar (128) (null)	For future use.
RPT_Error	RESERVEDFIELD5	RESERVEDFIELD5	nvarchar (128) (null)	For future use.
RPT_Error	TenantID	TenantID	int (null)	The Tenant ID auto-gen-erated by the application when a new tenant is cre-ated.
RPT_Error	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the applic-ation when a new tenant is created.

Error Code Details

Error Type	Description	Is Contact Uploaded/Blocked?
Bad	Invalid Number	Contact allowed to upload if the other mode is valid.

Invalid	Invalid Email address	Contact allowed to upload if the other mode is valid.
Mismatch	Header mismatch	Blocked
Area Code	Time zone not available for area code	Contact allowed to upload.
Priority	Invalid priority	Blocked
Contact Moment	Date Time format is invalid	Blocked
BussFldValidation	Business Field validation fails	Blocked
Time Zone	Invalid Time Zone	Blocked
Invalid State	Invalid State name	Blocked
DNC	Business Field marked as DNC	Blocked
DNC	Contact marked as DNC	Blocked
DNC	Mode marked as DNC	Mode blocked
NDNC	Contact marked as NDNC	Blocked
NDNC	Mode marked as NDNC	Mode blocked
Duplicate	Duplicate in file	Blocked
Time Zone	Invalid Zip Code and Time Zone	Blocked
Contact Failed	If all the modes are invalid	Blocked
Area Code	Invalid Area code	Contact allowed to upload if the other mode is valid.
Area Code	Contact Failed due to Invalid Area Codes	Blocked
Mode Failed	Contact Failed due to Invalid Area Code and Invalid Number	Blocked
InvalidMailCC	Invalid Mail CC	Contact allowed to upload if the other mail address is valid.
InvalidMailBCC	Invalid Mail BCC	Contact allowed to upload if the other mail address is valid.
LeadScore	Invalid Lead Score	Blocked
Zip Code	Contact failed due to an invalid or missing zip code.	Blocked
Litigation	Contact flagged due to litigation-related restrictions or compliance issues.	Blocked
Failed in BTTC	Contact failed during the BTTC validation.	Blocked
ComplianceDNCScrub	Contact failed the compliance check for the Do Not Call (DNC) scrub.	Blocked
Bad CPT	Contact failed due to a invalid CPT	Blocked

Bad PEWC	Contact failed due to a bad PEWC	Blocked

Note: The error record is removed by the archive and purge process. The retention period is configurable.

Upload History

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ Campaign_ Group	CampaignGroup	CampaignGroup	nvarcha- r (64) (null)	The name of the cam- paign group the contact is uploaded to.
RPT_AE_ Campaign	CAMPAIGNID	CAMPAIGNID	int (64) (not null)	The cam- paign ID of the contact uploaded.
RPT_AE_ ListInfo	ListStartDate	ListStartDate	DateTim- e (null)	The start date of the list
OBD_HD_ UploadHis- tory	ChildListID	ChildListID	int (null)	The child list ID gen- erated by the applic- ation at the time of upload.
OBD_HD_ UploadHis- tory	ContactFailedToUpload	ContactFailedToUpload	int (null)	The number of contacts that failed to upload.
OBD_HD_ UploadHis- tory	Contact- sBlockedINCorporateDNC	Contact- sBlockedINCorporateDNC	int (null)	The number of contacts blocked on account of corporate DNC.
OBD_HD_ UploadHis- tory	ContactsBlockedINNDNC	ContactsBlockedINNDNC	int (null)	The number of contacts blocked on

				account of corporate NDNC.
OBD_HD_UploadHis-tory	ContactsUploaded	ContactsUploaded	int (null)	The number of contacts uploaded.
OBD_HD_UploadHis-tory	DuplicateContacts	DuplicateContacts	int (null)	The number of duplicate contacts.
OBD_HD_UploadHis-tory	List	List	**int** (null)	The List ID generated by the applic-ation.
OBD_HD_UploadHis-tory	ModeFailedToUpload	ModeFailedToUpload	int (null)	The number of contacts failed to upload on account of mode fail-ure.
OBD_HD_UploadHis-tory	ModesB-lockedINCorporateDNC	ModesB-lockedINCorporateDNC	nvarcha-r (null)	The number of contacts blocked on account of corporate DNC.
OBD_HD_UploadHis-tory	ModesBlockedINNDNC	ModesBlockedINNDNC	nvarcha-r (null)	The number of contacts blocked on account of corporate DNC.
OBD_HD_UploadHis-tory	ReportTime	ReportTime	dat-etime (null)	The date and time the report was generated.
OBD_HD_UploadHis-tory	SubTenantID	SubTenantID	int (null)	The Sub Ten-ant ID auto-generated by the applic-ation when a new ten-

				ant is created.
OBD_HD_UploadHistory	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_HD_UploadHistory	TotalContactsProcessed	TotalContactsProcessed	int (null)	The total number of contacts processed from the upload file
OBD_HD_UploadHistory	UploadSubType	UploadSubType	nvarchar (1) (null)	The upload subtype. The values are N for a new file, U for update an already available file, and C if it is a copy of another file.
OBD_HD_UploadHistory	UploadTime	UploadTime	datetime (null)	The date and time of upload.
OBD_HD_UploadHistory	UploadType	UploadType	nvarchar (12) (not null)	The upload type such as JSON, API, and so on.
OBD_HD_UploadHistory	ModeBlockedInComplianceDNC	ModeBlockedInComplianceDNC	int (null)	Indicates the mode blocked due to compliance with Do Not Call (DNC) reg-

				ulations.
OBD_HD_ UploadHis-tory	ContactB-lockedInComplianceDNC	ContactB-lockedInComplianceDNC	int (null)	The count of contacts blocked due to DNC com-pliance.
OBD_HD_ UploadHis-tory	ModeB-lockedInComplianceLitigation	ModeB-lockedInComplianceLitigation	int (null)	Indicates the mode blocked due to com-pliance with litigation reg-ulations.
OBD_HD_ UploadHis-tory	ContactB-lockedInComplianceLitigation	ContactB-lockedInComplianceLitigation	int (null)	The count of contacts blocked due to litigation compliance.
OBD_HD_ UploadHis-tory	srcDetails	srcDetails	nvarcha-r (512) (null)	Source details or additional information about the upload.
OBD_HD_ UploadHis-tory	UploadedDuration	UploadedDuration	time (7) (null)	The duration related to the uploaded content.
OBD_HD_ UploadHis-tory	UpdatedListID	UpdatedListID	int (null)	The ID of the updated list asso-ciated with the upload.
OBD_HD_ UploadHis-tory	UpdatedContacts	UpdatedContacts	int (null)	The number of contacts updated as part of the upload.
OBD_HD_ UploadHis-tory	ProfileName	ProfileName	nvarcha-r (512)	The name of the profile associated

			(null)	with the upload.

Scrub List Info

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ SCrubListInfo	ScrubListId	ScrubListId	int (null)	The scrub list ID auto-generated by the applic-ation when the list is placed for upload.
RPT_AE_ SCrubListInfo	CampaignId	CampaignName	nvarchar (64) (null)	The campaign name to which this list is uploaded.
RPT_AE_ SCrubListInfo	SourceDetails	SourceDetails	nvarchar (512) (null)	The upload file name with extension.
RPT_AE_ SCrubListInfo	SourceType	SourceType	nvarchar (8) (null)	The file source type. Some val-ues are W for Web, M for Media, F for File, and L for List.
RPT_AE_ SCrubListInfo	ProcessedTime	ProcessedTime	datetime (null)	The date and time the contact file was taken up for pro-cessing.
RPT_AE_ SCrubListInfo	ScrubDetails	ScrubDetails	nvarchar (4000) (null)	The upload scrub file name with extension
RPT_AE_ SCrubListInfo	ScrubStatus	ScrubStatus	int (null)	The scrub status such as Success, Failure, Pro-cessing, and so on.
RPT_AE_ SCrubListInfo	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the applic-

				ation when a new tenant is created.
RPT_AE_ SCrubListInfo	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Non-Call Activity

Source Table	Column Name	Display Name	Data Type	Description
RPT_NonCallActivity	Id	Id	bigint (not null)	The auto-generated ID for each entry in this table.
RPT_NonCallActivity	CampaignId	CampaignId	nvarchar (64) (null)	The Campaign ID for this non-call activity.
RPT_NonCallActivity	ContactId	ContactId	int (null)	The contact ID for this non-call activity.
RPT_NonCallActivity	ModeId	ModeId	int (null)	The mode ID on which this non-call activity occurred.
RPT_AE_Modes	ModeName	ModeName	nvarchar (50) (not null)	The mode name for this non-call activity.
RPT_NonCallActivity	ListId	ListId	int (null)	The List ID that the contact belongs to.
RPT_NonCallActivity	ContactVersion	ContactVersion	int (null)	The contact version for this contact at the time of non-call activity. This indicates the number of times the contact status has been revised.
RPT_NonCallActivity	Bussfld26	Bussfld26	nvarchar (128) (null)	The description for Business Field 26 – unique business

				field.
RPT_NonCallActivity	Bussfld27	Bussfld27	nvarchar (128) (null)	The description for Business Field 27 – additional business field.
RPT_NonCallActivity	Bussfld28	Bussfld28	nvarchar (128) (null)	The description for Business Field 28 – additional business field.
RPT_NonCallActivity	Bussfld29	Bussfld29	nvarchar (128) (null)	The description for Business Field 29 – additional business field.
RPT_NonCallActivity	Bussfld30	Bussfld30	nvarchar (128) (null)	The description for Business Field 30 – additional business field.
RPT_NonCallActivity	Status	Status	varchar (6) (null)	The contact status for each contact for every change.
RPT_NonCallActivity	StatusReasonId	StatusReasonId	int (null)	The auto generated ID for the contact status change.
RPT_AE_ ContactStatusReasons	StatusReason	StatusReason	nvarchar (128) (null)	This is the reason for the change in contact status. For example, a contact can be in the status Locked. The application would have locked this contact for delivery to make a PCB, CSS, or AEM call.
RPT_NonCallActivity	ValidModes	ValidModes	nvarchar (256) (null)	The valid mode for this non-call activity.
RPT_NonCallActivity	CreatedDateTime	CreatedDateTime	datetime (null)	The date and time this entry was created in the table.
RPT_NonCallActivity	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the

				application when a new tenant is created.
RPT_NonCallActivity	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID autogenerated by the application when a new tenant is created.
RPT_NonCallActivity	RuleName	RuleName	nvarchar (128) (null)	Name of the Rule within the compliance group, by which the contact delivery has been blocked.
RPT_NonCallActivity	ComplianceGroup	ComplianceGroup	nvarchar (128) (null)	Name of the compliance group, by which the contact delivery has been blocked.
RPT_NonCallActivity	Description	Description	nvarchar (128) (null)	Defines the error or failure messages or reasons for a blocked contact. Following is a list of error or failure messages: • StateLaw Mode level timing check failed. Rule Name cannot be captured. • StateLaw Mode disabled. Rule Name cannot be captured. • CPT DayOfWeek Failed - Reschedule. Rule Name cannot

				be captured. • CPT Time Failed - Reschedule. Rule Name cannot be captured. • Enhanced Green Zone Timezone Runtime Validation Failed. Rule Name cannot be captured. • Enhanced Green Zone Timezone Validation Failed. Rule Name cannot be captured. • Enhanced Green Zone StateLaw Holiday Failed. Rule Name cannot be captured. • Enhanced Green Zone StateLaw Time Validation Failed. Rule Name cannot be captured. • Rule Failed - Close Contact. Rule Name can be captured.

				• Rule Failed - Reschedule. Rule Name can be captured. • Rule Failed - Auto Reschedule. Rule Name can be captured. • Already record is delivered waiting for result. Rule Name can be captured.
RPT_NonCallActivity	ZipCodeAttributes	ZipCodeAttributes	nvarchar	Stores zip code-related attributes in JSON format, including the primary zip code, additional zip codes, and zip codes associated with specific modes. *{* *"ZipCode": "001",* *"AdditionalZipCode":* *[* *"3333",* *"5455",* *"66546",* *"323",* *"566"* *],* *"ModeZipCode": [* *{* *"ModeID": 3,* *"ZipCode": "876"* *},* *{* *"ModeID": 2,* *"ZipCode": "9876"* *}* *]* *}*

RPT_NonCallActivity	AgentID	AgentID	Nvarchar(200)	This allows the system to store the unique identifier of the agent.
RPT_NonCallActivity	ModeAttributes	ModeAttributes	Nvarchar(Max)	This is used to store multiple activity mode details (such as ModeId and ModeValue) in JSON format.

Contact Business Data

Source Table	Column Name	Display Name	Data Type	Description
RPT_Contact_BussinessData	Id	Id	bigint (not null)	The auto-generated ID for the entry in this table.
RPT_Contact_BussinessData	CampaignId	CampaignId	nvarchar (64) (null)	The Campaign ID for this non-call activity.
RPT_Contact_BussinessData	ContactId	ContactId	int (null)	The contact ID for this non-call activity.
RPT_Contact_BussinessData	ListId	ListId	int (null)	The List ID that the contact belongs to.
RPT_Contact_BussinessData	ContactVersion	ContactVersion	int (null)	The contact version for this contact at the time of non-call activity. This indicates the number of times the con-

				tact status has been revised.
RPT_Contact_Bussi-nessData	Bussfld1	Bussfld1	nvarchar (128) (null)	The description for Business Field 1.
RPT_Contact_Bussi-nessData	Bussfld2	Bussfld2	nvarchar (128) (null)	The description for Business Field 2.
RPT_Contact_Bussi-nessData	Bussfld3	Bussfld3	nvarchar (128) (null)	The description for Business Field 3.
RPT_Contact_Bussi-nessData	Bussfld4	Bussfld4	nvarchar (128) (null)	The description for Business Field 4.
RPT_Contact_Bussi-nessData	Bussfld5	Bussfld5	nvarchar (128) (null)	The description for Business Field 5.
RPT_Contact_Bussi-nessData	Bussfld6	Bussfld6	nvarchar (128) (null)	The description for Business Field 6.
RPT_Contact_Bussi-nessData	Bussfld7	Bussfld7	nvarchar (128) (null)	The description for Business Field 7.
RPT_Contact_Bussi-nessData	Bussfld8	Bussfld8	nvarchar (128) (null)	The description for Business Field 8.
RPT_Contact_Bussi-nessData	Bussfld9	Bussfld9	nvarchar (128) (null)	The description for Business Field 9.
RPT_Contact_Bussi-nessData	Bussfld10	Bussfld10	nvarchar (128) (null)	The description for Business Field 10.
RPT_Contact_Bussi-nessData	Bussfld11	Bussfld11	nvarchar (128) (null)	The description for Business Field 11.
RPT_Contact_Bussi-nessData	Bussfld12	Bussfld12	nvarchar (128) (null)	The description for Business Field 12.
RPT_Contact_Bussi-nessData	Bussfld13	Bussfld13	nvarchar (128) (null)	The description for Business Field 13.

RPT_Contact_Bussi-nessData	Bussfld14	Bussfld14	nvarchar (128) (null)	The description for Business Field 14.
RPT_Contact_Bussi-nessData	Bussfld15	Bussfld15	nvarchar (128) (null)	The description for Business Field 15.
RPT_Contact_Bussi-nessData	Bussfld16	Bussfld16	nvarchar (128) (null)	The description for Business Field 16.
RPT_Contact_Bussi-nessData	Bussfld17	Bussfld17	nvarchar (128) (null)	The description for Business Field 17.
RPT_Contact_Bussi-nessData	Bussfld18	Bussfld18	nvarchar (128) (null)	The description for Business Field 18.
RPT_Contact_Bussi-nessData	Bussfld19	Bussfld19	nvarchar (128) (null)	The description for Business Field 19.
RPT_Contact_Bussi-nessData	Bussfld20	Bussfld20	nvarchar (128) (null)	The description for Business Field 20.
RPT_Contact_Bussi-nessData	Bussfld21	Bussfld21	nvarchar (max) (null)	The description for Business Field 21.
RPT_Contact_Bussi-nessData	Bussfld22	Bussfld22	nvarchar (max) (null)	The description for Business Field 22.
RPT_Contact_Bussi-nessData	Bussfld23	Bussfld23	nvarchar (max) (null)	The description for Business Field 23.
RPT_Contact_Bussi-nessData	Bussfld24	Bussfld24	nvarchar (max) (null)	The description for Business Field 24.
RPT_Contact_Bussi-nessData	Bussfld25	Bussfld25	nvarchar (max) (null)	The description for Business Field 25.
RPT_Contact_Bussi-nessData	Bussfld26	Bussfld26	nvarchar (max) (null)	The description for Business Field 26 – unique business field.

RPT_Contact_Bussi-nessData	Bussfld27	Bussfld27	nvarchar (max) (null)	The description for Business Field 27 – additional business field.
RPT_Contact_Bussi-nessData	Bussfld28	Bussfld28	nvarchar (max) (null)	The description for Business Field 28 – additional business field.
RPT_Contact_Bussi-nessData	Bussfld29	Bussfld29	nvarchar (max) (null)	The description for Business Field 29 – additional business field.
RPT_Contact_Bussi-nessData	Bussfld30	Bussfld30	nvarchar (max) (null)	The description for Business Field 30 – additional business field.
RPT_Contact_Bussi-nessData	ContactDetail	ContactDetail	nvarchar (max) (null)	This column contains contact information as XML data format that goes to the dialer. For example, first name, last name, contact number, and so on.
RPT_Contact_Bussi-nessData	ModifiedBy	ModifiedBy	nvarchar (128) (null)	The user ID of the entity that last updated this entry.
RPT_Contact_Bussi-nessData	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_Contact_Bussi-nessData	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-

			(null)	generated by the application when a new tenant is created.
RPT_Contact_Bussi-nessData	LastAccessedTime	LastAccessedTime	datetime (null)	The date and time the contact was last accessed.

List Upload

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ ListInfo	LISTTYPE	LISTTYPE	nvarchar (10) (null)	The list type. Defines if it is upload via an API or via a file.
RPT_AE_ ListInfo	LISTID	LISTID	int (null)	The List ID auto-generated by the application for this list.
RPT_AE_ ListInfo	STARTTIME	STARTTIME	datetime (null)	The date and time the list started uploading.
RPT_AE_ ListInfo	ENDTIME	ENDTIME	datetime (null)	The date and time the list completed uploading.
RPT_AE_ ListInfo	RECORDSINSERTED	RECORDSINSERTED	bigint (null)	The number of records uploaded from this list.
RPT_AE_ ListInfo	RECORDSFAILED	RECORDSFAILED	bigint (null)	The number of records that failed to

				upload from this list.
RPT_AE_ ListInfo	RECORDSDNC	RECORDSDNC	bigint (null)	The number of DNC records from this list.
RPT_AE_ ListInfo	RecordsDuplicated	RecordsDuplicated	bigint (null)	The number of duplicate records from this list.
RPT_AE_ ListInfo	RECORDSSCRUBBED	RECORDSSCRUBBED	bigint (null)	The number of contacts scrubbed from this list
RPT_AE_ ListInfo	SOURCETYPE	SOURCETYPE	**varchar** (18) (not null)	The file source type. Some values are W for Web, M for Media, F for File, and L for List.
RPT_AE_ ListInfo	USERID	USERID	**varchar** (50) (null)	The name of the user who uploaded the con- tacts.
RPT_AE_ ListInfo	LOCATION	LOCATION	nvarcha- r (32) (null)	The location where the file to be processed is placed.
RPT_AE_ ListInfo	RECORDSMOVED	RECORDSMOVED	bigint (null)	The number of records moved from this list.
RPT_AE_ ListInfo	ListStopFlag	ListStopFlag	bit (null)	The flag to indicate if the list is in

				a stopped state.
RPT_AE_ ListInfo	ListStartDate	ListStartDate	dat-etime (null)	The date and time that con-tacts from this list com-menced upload to campaigns.
RPT_AE_ ListInfo	ListStopDate	ListStopDate	dat-etime (null)	The date and time that the list was stopped.
RPT_AE_ ListInfo	GlobalListID	GlobalListID	bigint (null)	The list ID generated by the applic-ation for each list placed for global upload.
RPT_AE_ ListInfo	ListStatus	ListStatus	int (null)	The status of the List such as Success, Failure, Error, and so on.
RPT_AE_ ListInfo	ListProcessingDate	ListProcessingDate	dat-etime (null)	The date and time the contact file was taken up for pro-cessing.
RPT_AE_ ListInfo	ListTimeToLive	ListTimeToLive	int (null)	The number of days the list is live before con-tacts can no longer be uploaded from this

				list.
RPT_AE_ ListInfo	TTLBusinessDays	TTLBusinessDays	bit (null)	The flag to indicate if the Time To Live for the list is calculated by Business Days.
RPT_AE_ ListInfo	TotalRecordsGoingToProcessed	TotalRecordsGoingToProcessed	int (null)	The total number of records process for upload.
RPT_AE_ ListInfo	UniqueTimeZone	UniqueTimeZone	nvarchar (128) (null)	This defines if the list is uploaded with a unique time zone. The contacts are processed as per the contact time zone.
RPT_AE_ ListInfo	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ ListInfo	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ UploadHis-	UploadType	UploadType	varchar	The upload type such as

tory			(17) (not null)	JSON, API, and so on.
RPT_AE_ UploadHis- tory	UploadSubType	UploadSubType	varchar (26) (not null)	The upload subtype. The values are N for a new file, U for update an already avail- able file, and C if it is a copy of another file.
RPT_AE_ UploadHis- tory	LastAccessed	LastAccessed	dat- etime (null)	The date and time the table was last mod- ified.
RPT_AE_ UploadHis- tory	ChildListID	ChildListID	int (null)	The child list ID auto-gen- erated by the applic- ation for this list.
RPT_AE_ UploadHis- tory	ModeB- lockedInComplianceDNC	ModeB- lockedInComplianceDNC	int (null)	The modes that are blocked by DNC require- ments.
RPT_AE_ UploadHis- tory	ContactB- lockedInComplianceDNC	ContactB- lockedInComplianceDNC	int (null)	The modes that are blocked by NDNC require- ments.
RPT_AE_ UploadHis- tory	ModeB- lockedInComplianceLitigation	ModeB- lockedInComplianceLitigation	int (null)	The modes that are blocked by Litigation require- ments.

RPT_AE_UploadHistory	ContactBlockedInComplianceLitigation	ContactBlockedInComplianceLitigation	int (null)	The number of contacts that are blocked by Litigation requirements.
RPT_AE_UploadHistory	SourceDetails	SourceDetails	nvarchar (512) (null)	The upload file name with extension.
RPT_AE_UploadHistory	ProfileName	ProfileName	nvarchar (512) (null)	The Profile through which the contacts were uploaded.
RPT_AE_UploadHistory	UpdatedListID	UpdatedListID	int (null)	The updated list ID generated by the application.
RPT_AE_UploadHistory	UploadedDuration	UploadedDuration	int (7) (null)	The time taken by the application to complete uploading of the list.

List Info

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_Campaign	CAMPAIGNID	CampaignName	nvarchar (64) (not null)	The campaign name to which this list is uploaded.
RPT_AE_ListInfo	LISTID	LISTID	int (null)	The List ID auto-generated by the application for this list.
RPT_AE_	ListStartDate	ListStartDate	datetime	The date and

ListInfo			(null)	time that contacts from this list commenced uploading to campaigns.
RPT_AE_ ListInfo	ListStatus	ListStatus	nvarchar (18) (not null)	The status of the List such as Success, Failure, Error, and so on.
RPT_AE_ ListInfo	GID	GID	int (null)	The list ID generated by the application for each list placed for global upload.
RPT_AE_ ListInfo	InsertedTime	InsertedTime	datetime (null)	The Date time when the record is inserted
RPT_AE_ ListInfo	SOURCENAME	SOURCENAME	nvarchar (512) (null)	The upload file name with extension
RPT_AE_ ListInfo	ListStartDateTime	ListStartDateTime	datetime (null)	The specific date and time at which contacts from this list initiated the process of uploading to campaigns
RPT_AE_ ListInfo	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ ListInfo	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Global Upload

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ GUActivity	GlobalListID	GlobalListID	int (not null)	The list ID generated by the applic- ation for each list placed for global upload.
RPT_AE_ GUActivity	GlobalFileName	GlobalFileName	nvarcha- r (1024) (null)	The name of file contacts placed for upload.
RPT_AE_ GUActivity	Status	Status	nvarcha- r (16) (not null)	The status of the upload file, Success, Error, and so on
RPT_AE_ GUActivity	ProcessedTime	ProcessedTime	dat- etime (not null)	The date and time the contact file was taken up for pro- cessing
RPT_AE_ GUActivity	ErrorDescription	ErrorDescription	nvarcha- r (max) (null)	The descrip- tion of the error, in case of con- tacts that are not uploaded. For example, failed.
RPT_AE_ GUActivity	TotalRecords	TotalRecords	bigint (null)	The total number of records in the uploaded

				from the contact list.
RPT_AE_ GUActivity	BadRecords	BadRecords	bigint (null)	The number of bad records – the records that failed to upload – from the contact list.
RPT_AE_ GUActivity	UnmatchedRecords	UnmatchedRecords	bigint (null)	The total number of records that could not be uploaded to any campaign, that is, remained unmatched.
RPT_AE_ GUActivity	CampaignLevelRecords	CampaignLevelRecords	nvarchar (max) (null)	The total number of records uploaded to each campaign via this upload.
RPT_AE_ GUActivity	UploadedFileName	UploadedFileName	nvarchar (700) (null)	The name of the file placed for upload.
RPT_AE_ GUActivity	ListStatus	ListStatus	nvarchar (16) (null)	The status of the List, Success, Failure, Error, and so on
RPT_AE_ GUActivity	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is cre-

				ated.
RPT_AE_ GUActivity	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ UploadHistory	UploadTime	UploadTime	datetime (null)	The date and time a contact was uploaded.
RPT_AE_ UploadHistory	TotalContactsProcessed	TotalContactsProcessed	int (null)	The total number of contacts processed for upload.
RPT_AE_ UploadHistory	ContactsUploaded	ContactsUploaded	int (null)	The total number of contacts uploaded to various campaigns.
RPT_AE_ UploadHistory	ContactFailedToUpload	ContactFailedToUpload	int (null)	The total number of contacts that failed, and not uploaded to any campaign.
RPT_AE_ UploadHistory	DuplicateContacts	DuplicateContacts	int (null)	The total number of duplicate contacts.
RPT_AE_ UploadHistory	ContactsBlockedInNDNC	ContactsBlockedInNDNC	int (null)	The total number of contacts blocked by the National Do Not Contact con-

				figuration.
RPT_AE_UploadHis-tory	Contact-sBlockedInCorporateDNC	Contact-sBlockedInCorporateDNC	int (null)	The total number of contacts blocked by this enter-prise under the Do Not Contact con-figuration.
RPT_AE_UploadHis-tory	ModesBlockedInNDNC	ModesBlockedInNDNC	int (null)	The modes blocked for contact upload due to a Do Not Call con-figuration.
RPT_AE_UploadHis-tory	ModesBlockedInCorporateDNC	ModesBlockedInCorporateDNC	int (null)	The modes blocked for contact upload by an enterprise due to a Do Not Call con-figuration.
RPT_AE_UploadHis-tory	UpdatedContacts	UpdatedContacts	int (null)	The number of contacts that were updated using the upload func-tionality.
RPT_AE_UploadHis-tory	UploadType	UploadType	varchar (17) (not null)	The upload type such as JSON, API, and so on.
RPT_AE_UploadHis-tory	UploadSubType	UploadSubType	varchar (26) (not null)	The upload subtype. The values are ***N*** for a new file, ***U*** for update an

				already available file, and C if it is a copy of another file.
RPT_AE_UploadHistory	LastAccessed	LastAccessed	datetime (null)	The date and time the table was last modified.
RPT_AE_UploadHistory	ChildListID	ChildListID	int (null)	The child list ID auto-generated by the application for this list.
RPT_AE_UploadHistory	ModeBlockedInComplianceDNC	ModeBlockedInComplianceDNC	int (null)	The modes that are blocked by DNC requirements.
RPT_AE_UploadHistory	ContactBlockedInComplianceDNC	ContactBlockedInComplianceDNC	int (null)	The modes that are blocked by NDNC requirements.
RPT_AE_UploadHistory	ModeBlockedInComplianceLitigation	ModeBlockedInComplianceLitigation	int (null)	The modes that are blocked by Litigation requirements.
RPT_AE_UploadHistory	ContactBlockedInComplianceLitigation	ContactBlockedInComplianceLitigation	int (null)	The number of contacts that are blocked by Litigation requirements.
RPT_AE_UploadHistory	SourceDetails	SourceDetails	nvarchar	The upload file name with exten-

			(512) (null)	sion.
RPT_AE_ UploadHis- tory	ProfileName	ProfileName	nvarcha- r (512) (null)	The Profile through which the contacts were uploaded.
RPT_AE_ UploadHis- tory	UpdatedListID	UpdatedListID	int (null)	The updated list ID gen- erated by the applic- ation.
RPT_AE_ UploadHis- tory	UploadedDuration	UploadedDuration	time (7) (null)	The time taken by the application to complete uploading of the list.
RPT_AE_ GUActivity	CreatedTime	CreatedTime	dat- etime (not null)	The date and time when the record or list was created.
RPT_AE_ GUActivity	Bussfld26	Bussfld26	varchar (1) (not null)	Reserved for business-spe- cific field 26.
RPT_AE_ GUActivity	Bussfld27	Bussfld27	varchar (1) (not null)	Reserved for business-spe- cific field 27.
RPT_AE_ GUActivity	Bussfld28	Bussfld28	varchar (1) (not null)	Reserved for business-spe- cific field 28.
RPT_AE_ GUActivity	Bussfld29	Bussfld29	varchar (1) (not null)	Reserved for business-spe- cific field 29.
RPT_AE_ GUActivity	Bussfld30	Bussfld30	varchar (1) (not null)	Reserved for business-spe- cific field 30.

RPT_AE_ GUActivity	ValidModes	ValidModes	varchar (1) (not null)	Indicates the valid modes applicable for the list or operation.
RPT_AE_ GUActivity	ContactVersion	ContactVersion	varchar (1) (not null)	Represents the version of the contact or list being processed.

Call Trace

Source Table	Column Name	Display Name	Data Type	Description
RPT_GU_Error	ERRORID	ERRORID	bigint (null)	The auto-generated Error ID for this error.
RPT_GU_Error	ERRORTYPE	ERRORTYPE	nvarchar (32) (null)	The type of error that is thrown by the application.
RPT_GU_Error	DESCRIPTION	DESCRIPTION	nvarchar (255) (null)	The description for the error.
RPT_GU_Error	ERRORTIME	ERRORTIME	datetime (null)	The date and time the error was reported by the application.
RPT_GU_Error	ERRORRECORD	ERRORRECORD	text (null)	The Error Record, a detail of the error as in the log.
RPT_GU_Error	UPLOADERTYPE	UPLOADERTYPE	char (1) (null)	The uploader that reported this error – Contact, Global, Scrub, Compliance etc. are some uploader types.

RPT_GU_Error	CAMPAIGNID	CAMPAIGNID	nvarchar (64) (null)	The Campaign ID that reported this error.
RPT_GU_Error	LISTID	LISTID	int (null)	The List ID to which the error pertains to.
RPT_GU_Error	FILEID	FILEID	int (null)	The file ID (if uploading via a file) to which this error pertains to.
RPT_GU_Error	FILENAME	FILENAME	nvarchar (1000) (null)	The file name of the upload file that originated this error.
RPT_GU_Error	RESERVEDFIELD1	RESERVEDFIELD1	nvarchar (128) (null)	For future use.
RPT_GU_Error	RESERVEDFIELD2	RESERVEDFIELD2	nvarchar (128) (null)	For future use.
RPT_GU_Error	RESERVEDFIELD3	RESERVEDFIELD3	nvarchar (128) (null)	For future use.
RPT_GU_Error	RESERVEDFIELD4	RESERVEDFIELD4	nvarchar (128) (null)	For future use.
RPT_GU_Error	RESERVEDFIELD5	RESERVEDFIELD5	nvarchar (128) (null)	For future use.
RPT_GU_Error	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_GU_Error	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
RPT_GU_Error	FILEHEADER	FILEHEADER	nvarchar (max) (null)	The file header information.

Call Trace

Source Table	Column Name	Display Name	Display Type	Description	Platform
AECallTrace	CALLID	CALL ID	nvarchar (38) (null)	"Call ID is applicable for internal contact reference to trace activities. For example, to track the traversal from contact selection to Reschedule/ Reports."	All
AECallTrace	CAMPAIGNGROUP	CAMPAIGN GROUP	nvarchar (64) (null)	This is the campaign group to which a campaign is mapped.	All
AECallTrace	CAMPAIGNID	CAMPAIGN ID	nvarchar (64) (null)	This is the campaign name. For example, Collection.	All
AECallTrace	GLOBALLISTID	GLOBALLIST ID	bigint (null)	This is the running serial number for every global list uploaded into the system.	All
AECallTrace	CONTACTID	CONTACT ID	int (null)	A unique identifier for a contact in a campaign.	All
AECallTrace	LISTID	LIST ID	int (null)	This is the running serial number generated during contact upload into a campaign.	All
AECallTrace	CONTACTSTRATEGYNAME	CONTACT STRATEGY NAME	nvarchar (64) (null)	The contact strategy applied for current attempt.	All
AECallTrace	CONDITIONID	CONDITIONID	bigint (null)	Internal ID for the CSS condition used	All

				during selection of the contact.	
AECallTrace	INSERTEDTIME	INSERTEDTIME	datetime (null)	The date and time this record was inserted into the reporting database.	All
AECallTrace	CONVERSATIONENDTIME	CONVERSATIONENDTIME	datetime (null)	This is the time at which the call is rescheduled by LCMContactRescheduler service. This time is inserted into the CallActivity tables.	All
AECallTrace	MODEID	MODEID	int (null)	This is the contact mode ID for the contact.	All
AECallTrace	OUTCOMEID	OUTCOMEID	int (null)	The call outcome set by the dialer or the agent for the contact. It can be Telephony outcome or Business outcome	All
AECallTrace	CONNECTEDAGENT	ConnectedAgent	nvarchar (64) (null)	This denotes the agent name who handled the call attempt.	All
AECallTrace	PACINGMODE	PACINGMODE	int (null)	The dialing mode field populates the values that shows the campaign mode for the call.	All
				The following pacing modes are applicable for Cisco CCE and Cisco CCX	Cisco CCE, Cisco CCX
				1 for Predictive Only	
				2 for Predictive Blended	
				3 for Preview Only	
				4 for Preview Blen-	

				ded	
				5 for Progressive Only	
				6 for Progressive Blended	
				7 for Direct preview Only	
				8 for Direct preview Blended.	
				For other platforms, the value is -1.	
AECallTrace	TARGETAMOUNT	TARGET AMOUNT	float (null)	This is the value set as the achieved target for specific business outcome in this attempt.	All
AECallTrace	AGENTCOMMENT	AGENT COMMENT	nvarchar (4000) (null)	The agent enters comments for the contact during this call.	All
AECallTrace	CHANNELTYPE	CHANNEL TYPE	int (null)	This is the channel type. 1 for SMS, 2 for VOICE, 3 for EMAIL, 4 for CPAAS, and 0 for IVR.	All
AECallTrace	DIALERRESULTRECEIVED-TIME	DIALERRESULTRECEIVED-TIME	datetime (null)	This is the time at which the call attempt is recorded at HDS Database.	Cisco CCE
AECallTrace	CHILDLISTID	CHILD LISTID	int (null)	This is the ID assigned when contacts are appended to an already uploaded list.	All
AECallTrace	DELIVEREDTYPE	DELIVERED TYPE	varchar (32) (null)	This represents the nature of the contact delivery type to the dialer. The possible values are:	All

				Regular Non-PEWC Regular Callback AEM	
AECallTrace	CALLTYPE	CALLTYPE	tinyint (null)	It describes the call type. The possible values are: 0 – Open 1 – Callback 2– AEM	All
AECallTrace	LCMKEY	LCMKEY	varchar (64) (null)	The account number is the unique number created for the contact at the time of contact delivery to the dialer. It contains seven unique identity values denoting campaign ID, contact ID, etc with a pipe separator.	All
AECallTrace	ACTUALDELIVEREDTIME	ACTUALDELIVEREDTIME	datetime (null)	The time at which the contact is actually delivered to the dialer.	All
AECallTrace	CALLRESERVEDURATION	CALLRESERVEDURATION	int (null)	The application reserves the agent for a call duration (in milliseconds). In preview mode, this encompasses the time of the last preview, dialing, performing CPA, and transferring the customer call to the agent. In predictive mode, if the reserved agent gets	Cisco CCE

				disconnected before connecting to a customer, this value is NULL, as the agent is not yet associated with the customer. In such cases, the HoldTime of the corresponding Termination Call Detail record will indicate the agent reservation time.	
AECallTrace	CALLBACKREQUESTEDBY	CALLBACK REQUESTED BY	nvarchar (64) (null)	This represents the agent ID of the agent who registers the Callback request.	All
AECallTrace	CALLTYPE	CALLBACK REGISTERED TYPE	int (null)	At the time of callback registration, an agent determines the nature of the callback . The possible values are: CallType =2 then 'Agent Executive Mapping' CallType = 1 and ScheduledAgent <> 'LCM' – PCB (Personal Callback) CallType = 1 and ScheduledAgent = 'LCM' – NCB (Normal Callback)	All
AECallTrace	CALLBACKATTEMPTTYPE	CALLBACK ATTEMPT TYPE	varchar (4) (null)	"The call type at the time of dialing attempt. The possible values are: CallBack-AttemptType='PCB' then 'Personal Callback' CallBack-	All

				AttemptType='NCB' then 'Normal Call-back'"	
AECallTrace	RUNNINGCYCLECOUNT	RUNNINGCYCLECOUNT	int (null)	When cycle strategy is used, this field contains the current cycle number. For example, if the contact iteration cycle is in the second cycle, this field contains 2 in it.	All
AECallTrace	RUNNINGCYCLECOMPLETED	RUNNINGCYCLE COMPLETED	bit (null)	Flag to indicate completion of current cycle, that is, all modes are dialed out.	All
AECallTrace	CURRENTLEADSCORE	CURRENT LEAD SCORE	int (null)	The agent assigns a lead score value.	All
AECallTrace	DIALLERREFERENCEID	DIALLER REFERENCEID	varchar (64) (null)	The dialer platform generates this contact ID or Call ID. It includes dialer-specific fields. Avaya POM: The autogenerated ID assigned by POM in the pimSessionID of the EnrichedAttemptEvent. Cisco CCE: The value in the Call GUID field in the dialer table. Amazon Connect: This is the Call UUID (Universal Unique Identifier) generated by the dialer. Twilio Flex: This is the CallSID generated by the dialer. Nice CXone: The	All

				NICE Contact ID generated by the Nice CXone application.	
OBD_ CallActivity	ContactNature	Contact_Nature	varchar (64) (null)	Contact nature for the attempt. Possible values are Fresh, Rescheduled, Normal Callback, Personal Callback, AEM-Fresh, AEM-Rescheduled, AEM-Callback, Fresh-Moment, or AEM-Fresh-Moment	All
AECallTrace	IDENTITYAUTHENTICATIONENABLED	IDENTITY AUTHENTICATION ENABLED	bit (null)	This denotes whether the IdentityAuthenticationEnabled field is enabled or disabled for the contact.	All
AECallTrace	IDENTITYAUTHENTICATIONSUCCESS	IDENTITYAUTHENTICATIONSUCCESS	bit (null)	This defines whether identity authentication is success or not.	All
AECallTrace	CALLPREVIEWDURATION	CALLPREVIEWDURATION	int (null)	The time taken by an agent to preview a call and either accept, skip, or reject (close) the contact.	All
AECallTrace	CALLRESCHEDULEDTIME	CALLRESCHEDULEDTIME	datetime (null)	This denotes the next scheduled date and time for the scheduled callback.	All
AECallTrace	NEXTSCHEDULEMODEID	NEXTSCHEDULEMODEID	nvarchar (null)	This denotes the mode of the scheduled callback.	All
AECallTrace	TOTALPRIMARYAUTH	TOTAL PRIMARY AUTHENTICATION	int (null)	Total number of request sent to the identity authentication service to get make-call	All

				authentication (pre-call authentication) from customer, before delivering to dialer for a single contact. Request is initiated from the system (feed engine).	
AECallTrace	VERIFIEDPRIMARYAUTH	VERIFIEDPRIMARYAUTH-ENTICATION	int (null)	Total number of customer response from the identity authentication service for request sent for calling authentication (pre-call authentication). Request is initiated from the system (feed engine).	All
AECallTrace	TOTALSECONDARYAUTH	TOTAL SECONDARY AUTHENTICATION	int (null)	Total number of requests sent to the identity authentication service to get authentication for each identity from customer, during the call (on-call authentication). Request is initiated from the agent.	All
AECallTrace	VERIFIEDSECONDARYAU-TH	VERIFIED SECONDARY AUTHENTICATION	int (null)	Total number of customer response from “identity authentication service” for each request sent for each identity, during the call (on-call authentication). Request is initiated from the agent.	All
RPT_AEC_	ACWSTARTTIMESTAMP	ACW START TIMESTAMP	dat-	The date and time	Amaz-

CustCallActivities			etime (null)	the agent commenced the after-call work (ACW).	on Connect
RPT_AEC_CustCallActivities	ACWENDTIMESTAMP	ACWENDTIMESTAMP	datetime (null)	The date and time the agent completed the after-call work (ACW).	Amazon Connect
RPT_AEC_CustCallActivities	ACWDURATION	ACW DURATION	int (null)	The time taken by the agent to complete the after-call work (ACW).	Amazon Connect
RPT_AEC_CustCallActivities	DISCONNECTEDBY	DISCONNECTEDBY	nvarchar (64) (null)	The entity that disconnected the call. The possible values are Customer: 1. Agent 2. AbandonedDisconnect (abandoned by Campaign Manager for lack of agent):	Amazon Connect
RPT_AEC_CustCallActivities				TimeoutAbandoned (abandoned by application if no agent can be found within the configured wait time)	
RPT_AEC_CustCallActivities				WatchDog (when contacts are stuck in the application for some technical reasons, the watchdog disconnects these calls).	
RPT_AEC_CustCallActivities	TENANTID	TENANTID	int (null)	Unique ID of the Tenant	All
RPT_AEC_CustCallActivities	SUBTENANTID	SUBTENANTID	int (null)	Unique ID of the Sub Tenant	All
RPT_AEC_	CALLDIRECTION	CALLDIRECTION	varch-	Denotes the dir-	Amaz-

CustCallAct-ivities			ar (16) (null)	ection of the call	on Con-nect

Master Field Details

Agents

Source Table	Column Name	Display Name	Data Type	Description
OBD_BSFTAgentList	Id	Id	int (not null)	Identity column unique to each record.
OBD_BSFTAgentList	AgentID	AgentID	nvarchar (64) (null)	Unique id of the Agent retrieved from the dialer when sync.
OBD_BSFTAgentList	AgentName	AgentName	nvarchar (max) (null)	The name of the logged-in agent.
OBD_BSFTAgentList	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
OBD_BSFTAgentList	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new ten-ant is created.
OBD_BSFTAgentList*	TeamId	TeamId	int	Unique id of the Team retrieved from the dialer on sync. **Note**: In Webex Contact Center 1.0, Team and Team Id have dif-

				ferent values. But in 2.0 we get the same values in both the fields.
OBD_BSFTAgentList*	TeamName	TeamName	nvarchar	The team name.
OBD_BSFTAgentList*	Team	Team	nvarchar (max) (null)	Unique id of the Team received at the dialer.

* All fields in the OBD_BSFTTeamList table are populated as XML values in one column of Teams.

Campaign

Source Table	Column Name	Display Name	Data Type	Description
AE_CAMPAIGN	CAMPAIGNGROUP	CAMPAIGNGROUP	nvarchar (64) (null)	The name of the campaign group mapped for this campaign.
AE_CAMPAIGN	CAMPAIGNID	CAMPAIGNID	int (64) (not null)	The campaign ID auto-generated at the time of creation
AE_CAMPAIGN	DESCRIPTION	DESCRIPTION	nvarchar (255) (not null)	The description for the campaign.
AE_CAMPAIGN	CAMPAIGNTYPE	CAMPAIGNTYPE	int (not null)	The campaign type – Voice or non-voice.
AE_CAMPAIGN	CALLCLASSIFY	CALLCLASSIFY	int (null)	Not in use.
AE_CAMPAIGN	PAMDHANGUP	PAMDHANGUP	int (null)	Not in use.
AE_CAMPAIGN	APPNAME	APPNAME	nvarchar (16)	Not in use.

			(null)	
AE_CAMPAIGN	MAXCONTACTS	MAXCONTACTS	int (not null)	The maximum number of contacts.
AE_CAMPAIGN	NUISANCETIMEOUT	NUISANCETIMEOUT	bigint (null)	Not in use.
AE_CAMPAIGN	CAMPAIGNSTATUS	CAMPAIGNSTATUS	int (not null)	The campaign status such as Created, Executing, Stopped, Time-suspended, and so on.
AE_CAMPAIGN	ZONENAME	ZONENAME	nvarchar (128) (null)	The time zone for the campaign.
AE_CAMPAIGN	OUTCOMEGROUP	OUTCOMEGROUP	nvarchar (32) (null)	The outcome group mapped to this campaign.
AE_CAMPAIGN	AUXREASONGROUP	AUXREASONGROUP	nvarchar (16) (null)	Not in use.
AE_CAMPAIGN	LOGOUTGROUP	LOGOUTGROUP	nvarchar (16) (null)	Not in use.
AE_CAMPAIGN	STARTDATE	STARTDATE	datetime (null)	The campaign start date.
AE_CAMPAIGN	ENDDATE	ENDDATE	datetime (null)	The campaign end date.
AE_CAMPAIGN	STARTTIME	STARTTIME	datetime (null)	The campaign start time.
AE_CAMPAIGN	ENDTIME	ENDTIME	datetime	The campaign end time.

			(null)	
AE_CAMPAIGN	CREATEUSER	CREATEUSER	nvarchar (16) (null)	The name of the user who created this campaign.
AE_CAMPAIGN	CREATETIME	CREATETIME	dat-etime (null)	The date and time this cam-paign was cre-ated.
AE_CAMPAIGN	CONTACTTIMEOUT	CONTACTTIMEOUT	bigint (null)	Not in use.
AE_CAMPAIGN	AUTOSTOPDAYS	AUTOSTOPDAYS	int (not null)	The days of the week that the campaign stops auto-matically. For example, Saturdays and Sundays.
AE_CAMPAIGN	DUPLICATEFILTER	DUPLICATEFILTER	int (not null)	To check for duplicate con-tacts using the duplicate fil-ter. 0 if dis-abled; 1 if enabled (default).
AE_CAMPAIGN	ITRANSFERQ	ITRANSFERQ	int (null)	Not in use.
AE_CAMPAIGN	OTRANSFERQ	OTRANSFERQ	int (null)	Not in use.
AE_CAMPAIGN	IROUTEPOINT	IROUTEPOINT	int (null)	Not in use.
AE_CAMPAIGN	ODN	ODN	int (null)	Not in use.
AE_CAMPAIGN	NOANSWERTIMEOUT	NOANSWERTIMEOUT	bigint (null)	The time, in seconds, that the applic-ation should

				wait before moving a contact to reschedule on account No Answer.
AE_CAMPAIGN	DPTYPE	DPTYPE	int (null)	The dial plan type.
AE_CAMPAIGN	DIALPLANNAME	DIALPLANNAME	nvarchar (32) (null)	The dial plan assigned to this campaign.
AE_CAMPAIGN	DPRETRIES	DPRETRIES	int (null)	The number of retries configured.
AE_CAMPAIGN	DPRETRIESCLOSE	DPRETRIESCLOSE	int (null)	The number of retries after which the contact can be closed.
AE_CAMPAIGN	DNCFILTER	DNCFILTER	char (1) (null)	The filter applied to mark a contact as DNC – Phone number or Business Field.
AE_CAMPAIGN	AREATIMEZONE	AREATIMEZONE	char (1) (null)	The time zone for the area mapped to this campaign.
AE_CAMPAIGN	ENABLECHAINING	ENABLECHAINING	int (null)	Denotes if chaining is enabled.
AE_CAMPAIGN	CAMPAIGNKEY	CAMPAIGNKEY	int (not null)	The unique campaign key. This is used for campaign filter for reports.
AE_CAMPAIGN	FILEPATH	FILEPATH	nvarchar (256) (not	The path where the upload files

			null)	are placed.
AE_CAMPAIGN	RecentContactID	RecentContactID	int (null)	The last created / most recent contact ID for this campaign.
AE_CAMPAIGN	RecentListID	RecentListID	int (null)	The last uploaded / most recent list for this campaign.
AE_CAMPAIGN	DPRETRIESTYPE	DPRETRIESTYPE	char (1) (null)	Not in use.
AE_CAMPAIGN	RetainPCB	RetainPCB	bit (null)	This field denotes if the PCB for the contact has to be retained.
AE_CAMPAIGN	CycleRetryEnabled	CycleRetryEnabled	bit (null)	This denotes if the cycle retry is enabled for this campaign.
AE_CAMPAIGN	CycleOffset	CycleOffset	int (null)	This indicates if there is a cycle offset, that is, number of days in the cycle after which a contact is retried. 0 if disabled; 1 if enabled.
AE_CAMPAIGN	CycleCount	CycleCount	int (null)	The count of dialing cycles completed. A cycle is completed when all the configured modes are dialed once.
AE_CAMPAIGN	CycleRetriesClose	CycleRetriesClose	bit	This flag

			(null)	determines if the contact should be closed on completion of cycle retries.
AE_CAMPAIGN	StateLawFollowType	StateLawFollowType	char (1) (null)	The type of State Law to be followed when dialing out a contact.
AE_CAMPAIGN	DailyRetries	DailyRetries	int (null)	The number of dialing retries allowed for a contact for a day.
AE_CAMPAIGN	ListTimeToLive	ListTimeToLive	int (null)	The time to live, for a contact list. This is in number of days.
AE_CAMPAIGN	TimeZoneUseType	TimeZoneUseType	nvarchar (16) (null)	The time zone use type for this campaign. Options are None – takes time zone configured in SystemInherited – Time zone as selected in the Group.Override – Overrides times set in the Group, takes the time specified for this campaign only.
AE_CAMPAIGN	Prefix	Prefix	nvarchar (10) (null)	A string prefixed to the uploaded contacts, at the

				time of delivery.
AE_CAMPAIGN	Suffix	Suffix	nvarchar (10) (null)	A string suffixed to the uploaded contacts, at the time of delivery.
AE_CAMPAIGN	IsULCampaign	IsULCampaign	bit (not null)	This determines if the campaign is a Shared List campaign.
AE_CAMPAIGN	CreatedDateTime	CreatedDateTime	nvarchar (null)	The date and time the campaign was created.
AE_CAMPAIGN	ModifiedDateTime	ModifiedDateTime	datetime (null)	The date and time the campaign was last updated.
AE_CAMPAIGN	ICMID	ICMID	int (null)	The ICM ID used for the call.
AE_CAMPAIGN	EmailThreshold	EmailThreshold	int (null)	The number of Emails that can be delivered for this campaign per day or global limit.
AE_CAMPAIGN	IsPostCallScript	IsPostCallScript	bit (null)	This flag denotes if there is post-call script that has to executed after the call.
AE_CAMPAIGN	WindowRetry	WindowRetry	bit (null)	This flag determines if the campaign is configured

				with Window Retry.
AE_CAMPAIGN	WindowAttempt	WindowAttempt	int (null)	The number of calling attempts con-figured for a specific calling window.
AE_CAMPAIGN	WindowDuration	WindowDuration	int (null)	int The calling window dur-ation, in days.
AE_CAMPAIGN	MultipleZipCode	MultipleZipCode	bit (null)	This determ-ines if the cam-paign is enabled to handle mul-tiple zip codes for dialing.
AE_CAMPAIGN	PredictedResult	PredictedResult	dat-etime (null)	The predicted time to get the result for this campaign.
AE_CAMPAIGN	PredictedForOpenRecords	PredictedForOpenRecords	int (null)	The number of records returned at the predicted time.
AE_CAMPAIGN	TTLBusinessDays	TTLBusinessDays	bit (null)	If the Time to Live is con-figured as Busi-ness days, the number of business days.
AE_CAMPAIGN	P2P	P2P	bit (not null)	Flag to determ-ine if Propensity to Pay is enabled.
AE_CAMPAIGN	BTTC	BTTC	bit (not null)	Flag to determ-ine if Best Time To Call is enabled.
AE_CAMPAIGN	IsAllowInvalidDeviceId	IsAllowInvalidDeviceId	bit	Flag to determ-

			(not null)	ine if access via an invalid device ID can be provided.
AE_CAMPAIGN	IdentityAuthentication	IdentityAuthentication	nvarchar (64) (null)	The identity to authenticate such as SSN, Tax Number, and so on.
AE_CAMPAIGN	IsIdentityAuthentication	IsIdentityAuthentication	bit (not null)	Flag to determ-ine if identity authentication feature is enabled.
AE_CAMPAIGN	AlwaysToClicker	AlwaysToClicker	bit (not null)	Flag to determ-ine if the con-tacts have to be always sent to a clicker agent before dialing.
AE_CAMPAIGN	isIVRTemplateEnable	isIVRTemplateEnable	bit (null)	Flag to determ-ine if an IVR template is enabled.
AE_CAMPAIGN	IVRTemplateID	IVRTemplateID	int (null)	The IVR tem-plate gen-erated for this IVR Template.
AE_CAMPAIGN	IVRTemplateName	IVRTemplateName	nvarchar (128) (null)	The IVR tem-plate name.
AE_CAMPAIGN	StateLawGroup	StateLawGroup	nvarchar (128) (null)	The State Law Group name.
AE_CAMPAIGN	ChatBotAccount	ChatBotAccount	nvarchar (256) (null)	
AE_CAMPAIGN	CampaignCategoryID	CampaignCategoryID	int (null)	The auto-generated ID for the cam-

				paign category.
AE_CAMPAIGN	TenantID	TenantID	int (null)	TenantID
AE_CAMPAIGN	SubTenantID	SubTenantID	int (null)	SubTenantID
OBD_ CAMPAIGN_ PARAM	CAMPAIGNID	CAMPAIGNID	nvarchar (64) (not null)	The campaign ID auto-generated at the time of creation.
OBD_ CAMPAIGN_ PARAM	CONTACTSPRIORITY	CONTACTSPRIORITY	int (null)	Not in use.
OBD_ CAMPAIGN_ PARAM	PAMDSCRIPT	PAMDSCRIPT	nvarchar (16) (null)	Not in use.
OBD_ CAMPAIGN_ PARAM	AUTHCODE	AUTHCODE	nvarchar (16) (null)	Not in use.
OBD_ CAMPAIGN_ PARAM	WEEKOFFDAYS	WEEKOFFDAYS	nvarchar (32) (null)	The days of the week the campaign does not run.
OBD_ CAMPAIGN_ PARAM	CALLGUIDE	CALLGUIDE	nvarchar (16) (null)	The call guide configured for this campaign for agents to follow.
OBD_ CAMPAIGN_ PARAM	AGENTCALLCLASSIFY	AGENTCALLCLASSIFY	int (null)	Whether incoming calls have to be classified / matched with previous calls. 0 is classification disabled; 1 is enabled. NULL also valid.

OBD_ CAMPAIGN_ PARAM	AGENTRESPTIMEOUT	AGENTRESPTIMEOUT	int (null)	The timeout, in seconds, if an agent does not respond to a call.
OBD_ CAMPAIGN_ PARAM	FROMADDRESS	FROMADDRESS	nvarchar (255) (null)	The Email address that should populate the field From when an Email is sent from a campaign.
OBD_ CAMPAIGN_ PARAM	REPLYTOADDRESS	REPLYTOADDRESS	nvarchar (255) (null)	The Email address that should receive the replies to campaign Emails sent out to customers.
OBD_ CAMPAIGN_ PARAM	BULKMAIL	BULKMAIL	int (null)	Whether the configured Email server supports sending bulk Emails.
OBD_ CAMPAIGN_ PARAM	NOOFMAILCONTACT	NOOFMAILCONTACT	int (null)	The number of Email recipients for this Email campaign.
OBD_ CAMPAIGN_ PARAM	ENABLEBLENDING	ENABLEBLENDING	int (null)	This flag determines if blending is enabled for this campaign.
OBD_ CAMPAIGN_ PARAM	VDNNUMBER	VDNNUMBER	nvarchar (16) (null)	Port number to be used by the Email server.
OBD_ CAMPAIGN_	VDNTIMEOUT	VDNTIMEOUT	int	The timeout, in seconds, if

PARAM			(null)	the port is not available.
OBD_ CAMPAIGN_ PARAM	QUEUETIMEOUT	QUEUETIMEOUT	int (null)	The duration a contact spends in the queue before being abandoned.
OBD_ CAMPAIGN_ PARAM	ABANDONPER	ABANDONPER	numeric (5,2) (null)	The percentage of abandoned calls.
OBD_ CAMPAIGN_ PARAM	RATIOTHRESHOLD	RATIOTHRESHOLD	numeric (5,2) (null)	The percentage of contacts that can be uploaded for this campaign.
OBD_ CAMPAIGN_ PARAM	SPECIFICCHANNEL	SPECIFICCHANNEL	int (null)	Not in use.
OBD_ CAMPAIGN_ PARAM	ENABLEPERSISTENT	ENABLEPERSISTENT	nvarchar (16) (null)	Not in use.
OBD_ CAMPAIGN_ PARAM	ENABLEPRECONNECT	ENABLEPRECONNECT	nvarchar (16) (null)	This is the pre-connection to send bulk Emails; disconnect if no mails. The default value is -1.
OBD_ CAMPAIGN_ PARAM	LASTCONTACTID	LASTCONTACTID	int (null)	The last updated contact ID.
OBD_ CAMPAIGN_ PARAM	RESERVED1	RESERVED1	nvarchar (16) (null)	The reserved fields for the campaign at the time of contact delivery.
OBD_	RESERVED2	RESERVED2	nvarchar	The reserved

CAMPAIGN_ PARAM			(16) (null)	fields for the campaign at the time of contact delivery.
OBD_ CAMPAIGN_ PARAM	RESERVED3	RESERVED3	nvarchar (16) (null)	The reserved fields for the campaign at the time of contact delivery.
OBD_ CAMPAIGN_ PARAM	RESERVED4	RESERVED4	nvarchar (16) (null)	The reserved fields for the campaign at the time of contact delivery.
OBD_ CAMPAIGN_ PARAM	RESERVED5	RESERVED5	nvarchar (16) (null)	The reserved fields for the campaign at the time of contact delivery.
OBD_ CAMPAIGN_ PARAM	CISCOCAMPAIGNID	CISCOCAMPAIGNID	nvarchar (32) (null)	The campaign ID generated by Cisco for this (campaign group).
OBD_ CAMPAIGN_ PARAM	CISCOUPLOADFILEPATH	CISCOUPLOADFILEPATH	nvarchar (256) (null)	The path to upload contacts delivered to the dialer.
OBD_ CAMPAIGN_ PARAM	CISCOALARMTIME	CISCOALARMTIME	nvarchar (32) (null)	Not in use
OBD_ CAMPAIGN_ PARAM	CISCOINITIALNOOFCONTACTS	CISCOINITIALNOOFCONTACTS	bigint (null)	The number of contacts to be delivered to the dialer in the first iteration.
OBD_	CISCOREDUCEFACTOR	CISCOREDUCEFACTOR	int	The factor by

CAMPAIGN_ PARAM			(null)	which the contact delivery has to reduce when dialing is not as per the expected pace.
OBD_ CAMPAIGN_ PARAM	CISCOUPLOADFILEFORMAT	CISCOUPLOADFILEFORMAT	nvarchar (512) (null)	The upload file format for the contact file – txt, csv, JSON, and so on.
OBD_ CAMPAIGN_ PARAM	CISCOINCREMENTPERCENT	CISCOINCREMENTPERCENT	int (null)	The increase factor for contact delivery if dialing happens slower than expected.
OBD_ CAMPAIGN_ PARAM	CISCODECREMENTPERCENT	CISCODECREMENTPERCENT	int (null)	The reduction factor for contact delivery if dialing happens slower than expected.
OBD_ CAMPAIGN_ PARAM	CISCOALTERNATEVDN	CISCOALTERNATEVDN	nvarchar (32) (null)	Alternate Cisco campaign ID for contact delivery in case of some failure.
OBD_ CAMPAIGN_ PARAM	CISCOPERIPHERALID	CISCOPERIPHERALID	int (null)	The port number in Cisco for a switch.
OBD_ CAMPAIGN_ PARAM	REDUCETHRESHOLD	REDUCETHRESHOLD	int (null)	The reduced upper threshold for contact delivery if dialing is slower than expected.
OBD_ CAMPAIGN_ PARAM	CISCOINCREASETHRESHOLD	CISCOINCREASETHRESHOLD	int (null)	The increased upper threshold for

				contact delivery if dialing is slower than expected.
OBD_ CAMPAIGN_ PARAM	ENABLESTATELAW	ENABLESTATELAW	nvarchar (8) (null)	The flag to determine if state law is to be enabled.
OBD_ CAMPAIGN_ PARAM	CAMPAIGNPERCENTAGE	CAMPAIGNPERCENTAGE	int (null)	The percentage of contacts to deliver to the dialer for this campaign.
OBD_ CAMPAIGN_ PARAM	SEQUENCEID	SEQUENCEID	int (null)	The sequence of contact delivery in case of Shared List or campaigns in a group.
OBD_ CAMPAIGN_ PARAM	AlertThreshold	AlertThreshold	int (null)	The threshold at which alerts are to be sent when the contacts available with the dialer reduce.
OBD_ CAMPAIGN_ PARAM	Alert	Alert	bit (null)	This indicates if alert notifications are enabled.
OBD_ CAMPAIGN_ PARAM	EnableDNC	EnableDNC	bit (null)	Flag to determine if DNC has to be enabled.
OBD_ CAMPAIGN_ PARAM	GlobalDNC	GlobalDNC	bit (null)	Flag to determine if DNC has to be enabled for a contact across all campaigns in the application.

OBD_ CAMPAIGN_ PARAM	Callback	Callback	bit (null)	Flag to determ-ine if a contact is callback con-tact.
OBD_ CAMPAIGN_ PARAM	PCBRetries	PCBRetries	int (null)	The number of retries allowed for a personal callback.
OBD_ CAMPAIGN_ PARAM	PCBOffset	PCBOffset	int (null)	The number of days after which a Per-sonal callback has to be retried.
OBD_ CAMPAIGN_ PARAM	CallbackStrategy	CallbackStrategy	nvarchar (64) (null)	The callback strategy mapped to a campaign.
OBD_ CAMPAIGN_ PARAM	UsePreCallScript	UsePreCallScript	bit (not null)	Flag to denote if this cam-paign has to run a pre-call script before dialing.
OBD_ CAMPAIGN_ PARAM	CallbackStrategyType	CallbackStrategyType	char (1) (null)	The callback strategy type used for dial-ing – Simple, Advanced, or Callback.
OBD_ CAMPAIGN_ PARAM	ResetGlobalRetries	ResetGlobalRetries	bit (null)	Flag to determ-ine if Global Retries count can be reset.
OBD_ CAMPAIGN_ PARAM	PEWC	PEWC	bit (null)	Flag to determ-ine if this con-tact is a PEWC contact.
OBD_ CAMPAIGN_ PARAM	PrecallScriptValue	PrecallScriptValue	int (null)	The pre-call script that is used, if enabled,

				before contacts are dialed.
OBD_ CAMPAIGN_ PARAM	PostcallScriptValue	PostcallScriptValue	int (null)	The post-call script that is used, if enabled, after contacts are dialed.
OBD_ CAMPAIGN_ PARAM	CampaignType	CampaignType	int (null)	The campaign type – Voice, Non-voice, etc.
OBD_ CAMPAIGN_ PARAM	BlockAreaZipCode	BlockAreaZipCode	bit (not null)	The area or zip codes that are blocked and contacts cannot be dialed.
OBD_ CAMPAIGN_ PARAM	LowContactAlertNotification	LowContactAlertNotification	bit (null)	The lower limit of residual contacts remaining to be dialed out when an alert notification is sent to the administrator.
OBD_ CAMPAIGN_ PARAM	NotifyAdvanceinMinutes	NotifyAdvanceinMinutes	int (null)	The time to notify in advance for a personal callback.
OBD_ CAMPAIGN_ PARAM	MinmumContacts	MinmumContacts	int (null)	The minimum number of contacts to deliver for the campaign.
OBD_ CAMPAIGN_ PARAM	DurationInMinutes	DurationInMinutes	int (null)	The duration of contact delivery for the campaign.
OBD_	PredictiveAverageACWTime	PredictiveAverageACWTime	int	The average

CAMPAIGN_ PARAM			(null)	after-call work (ACW) time take for a pre- dictive call.
OBD_ CAMPAIGN_ PARAM	Pre- dictiveNoofCallstoSample	Pre- dictiveNoofCallstoSample	int (null)	The number of sample calls for this Pre- dictive cam- paign.
OBD_ CAMPAIGN_ PARAM	Pre- dictiveMaxAbandonRate	Pre- dictiveMaxAbandonRate	int (null)	The maximum abandon rate allowed for a predictive cam- paign.
OBD_ CAMPAIGN_ PARAM	Pre- dictiveCallStatusCategory	Pre- dictiveCallStatusCategory	nvarchar (20) (null)	The predictive call category for this cam- paign.
OBD_ CAMPAIGN_ PARAM	Pre- dictiveAbandonCallStatus	Pre- dictiveAbandonCallStatus	nvarchar (100) (null)	Flag to determ- ine if a pre- dictive call is abandoned.
OBD_ CAMPAIGN_ PARAM	PredictiveAMDCallStatus	PredictiveAMDCallStatus	nvarchar (100) (null)	The answering machine detec- tion status for a predictive call.
OBD_ CAMPAIGN_ PARAM	PredictiveAvgConnectTime	PredictiveAvgConnectTime	int (null)	The average time taken to connect a pre- dictive call to an agent.
OBD_ CAMPAIGN_ PARAM	isAMD	isAMD	bit (null)	This flag determines if Answering Machine Detection is enabled or not.
OBD_ CAMPAIGN_ PARAM	Pre- dictiveMaxConcurrentCalls	Pre- dictiveMaxConcurrentCalls	int (null)	The number of maximum con- current calls

				that can be dialed out in a Predictive pacing mode.
OBD_ CAMPAIGN_ PARAM	Pre-dictiveMaxLinesPerAgent	Pre-dictiveMaxLinesPerAgent	int (null)	The maximum lines per agent configured for a predictive campaign. If this value is 3 and there are three agents, the number of contacts per iteration is 9.
OBD_ CAMPAIGN_ PARAM	TaskTimeout	TaskTimeout	int (null)	The duration a customer stays in the queue, before the call is aban-doned without being con-nected to an agent.
OBD_ CAMPAIGN_ PARAM	PreviewAutoAcceptTime	PreviewAutoAcceptTime	int (null)	The time con-figured for auto accepting preview calls.
OBD_ CAMPAIGN_ PARAM	ReservationTimeout	ReservationTimeout	int (null)	This is the number of seconds an agent is reserved for a call. This is not editable on the Campaign Manager.
OBD_ CAMPAIGN_ PARAM	AutoWrapupTime	AutoWrapupTime	int (null)	The time allowed for wrapping up a call.
OBD_ CAMPAIGN_	EmailChainingInDays	EmailChainingInDays	int	The number of days after

PARAM			(not null)	which an Email contact can be chained to another campaign.
OBD_ CAMPAIGN_ PARAM	EmailChainingInHours	EmailChainingInHours	int (not null)	The number of hours after which an Email contact can be chained to another campaign.
OBD_ CAMPAIGN_ PARAM	RequiredDisposition	RequiredDisposition	bit (null)	This field determines if a disposition is mandator for a call.
OBD_ CAMPAIGN_ PARAM	DNCPeriodType	DNCPeriodType	varchar (32) (null)	The DNC type – Forever or a Valid Duration.
OBD_ CAMPAIGN_ PARAM	DNCDurationInDays	DNCDurationInDays	int (null)	The number of days a contact is marked as DNC.
OBD_ CAMPAIGN_ PARAM	DNCEOD	DNCEOD	bit (null)	Whether the contact has to marked as DNC during the EOD operation.
OBD_ CAMPAIGN_ PARAM	IsDNCCustTZEnabled	IsDNCCustTZEnabled	bit (null)	This flag determines if the contact can be marked as DNC based on the customer time zone.
OBD_ CAMPAIGN_	DNCtype	DNCtype	varchar	The DNC Type

PARAM			(32) (null)	for this contact. Options are Campaign Specific, Campaign Category, Multiple Categories, and Global.
OBD_ CAMPAIGN_ PARAM	ConsentContactDistribution	ConsentContactDistribution	int (null)	The percentage of contacts that is distributed to consent calls.
OBD_ CAMPAIGN_ PARAM	NonConsentContactDistribution	NonConsentContactDistribution	int (null)	The percentage of contacts that is distributed to non-consent calls.
OBD_ CAMPAIGN_ PARAM	NonConsentTaskTimeout	NonConsentTaskTimeout	int (null)	The duration, in seconds, for which a non-consent calls waits in the queue before being abandoned.
OBD_ CAMPAIGN_ PARAM	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_ CAMPAIGN_ PARAM	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
OBD_	ProgIVRMaxContacts	ProgIVRMaxContacts	int	Maximum

CAMPAIGN_ PARAM			(null)	number of contacts that can be sent to the dialer for dialing at the configured Iteration Interval.
OBD_ CAMPAIGN_ PARAM	DialIterationInterval	DialIterationInterval	int (null)	Interval in seconds to run the campaign threads to deliver the contacts to the dialer.
OBD_ CAMPAIGN_ BUSINESSFIELDS	CAMPAIGNID	CAMPAIGNID	nvarchar (64) (not null)	The campaign ID auto-generated at the time of creation.
OBD_ CAMPAIGN_ BUSINESSFIELDS	FIELDNAME	FIELDNAME	nvarchar (64) (not null)	The business field name.
OBD_ CAMPAIGN_ BUSINESSFIELDS	DATATYPE	DATATYPE	nvarchar (32) (not null)	The data type for this business field. For example, string, numeric, datetime, and so on.
OBD_ CAMPAIGN_ BUSINESSFIELDS	FORMAT	FORMAT	nvarchar (32) (not null)	The business field date format. This is active only if the business field data type is date.
OBD_ CAMPAIGN_ BUSINESSFIELDS	BUSINESSFIELD	BUSINESSFIELD	nvarchar (32) (not null)	The position of the business field, from among

				the 25 allowed.
OBD_ CAMPAIGN_ BUSINESSFIELDS	SQLEXPRESSION	SQLEXPRESSION	nvarchar (64) (not null)	Logical expression value for the business parameter. This is used to retrieve a contact. Also used for reporting purposes.
OBD_ CAMPAIGN_ BUSINESSFIELDS	IsEMailMapped	IsEMailMapped	bit (null)	This flag denotes if this business field mapped to some content of an Email being sent out via an Email campaign.
OBD_ CAMPAIGN_ BUSINESSFIELDS	IsSMSMapped	IsSMSMapped	bit (null)	This flag denotes if this business field mapped to some content of an SMS being sent out via SMS campaigns.
OBD_ CAMPAIGN_ BUSINESSFIELDS	IsDNCMapped	IsDNCMapped	bit (null)	This flag denotes if this business field is mapped for marking the contact DNC.
OBD_ CAMPAIGN_ BUSINESSFIELDS	BusinessTypeId	BusinessTypeId	int (null)	Business Type ID. 0 if user-created; 1 if Cisco business field.
OBD_ CAMPAIGN_ BUSINESSFIELDS	Editable	Editable	bit (null)	This flag determines if the business

				field is agent editable.
OBD_ CAMPAIGN_ BUSINESSFIELDS	SequenceID	SequenceID	int (null)	The sequence ID of the busi- ness para- meter for ordering.
OBD_ CAMPAIGN_ BUSINESSFIELDS	IsMax	IsMax	bit (not null)	This flag determines if the business field is con- figured to accept large data length.
OBD_ CAMPAIGN_ BUSINESSFIELDS	Viewable	Viewable	bit (not null)	This flag determines if the business field is agent viewable.
OBD_ CAMPAIGN_ BUSINESSFIELDS	IsIVRMapped	IsIVRMapped	bit (not null)	This field determines if the business field is mapped to an IVR con- figuration.
OBD_ CAMPAIGN_ BUSINESSFIELDS	IsSNSMapped	IsSNSMapped	bit (null)	This field determines if the business field is mapped to an SNS (SendGrid) configuration.
OBD_ CAMPAIGN_ BUSINESSFIELDS	CharacterLength	CharacterLength	nvarchar (3) (null)	The maximum length allowed for this busi- ness field.
OBD_ CAMPAIGN_ BUSINESSFIELDS	CustomerMaster	CustomerMaster	nvarchar (250) (null)	The default customer data passed to the business para- meter.

OBD_ CAMPAIGN_ BUSINESSFIELDS	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_ CAMPAIGN_ BUSINESSFIELDS	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
AE_BSFTAgentMapping	Id	Id	int (not null)	Identity column to be filled at the time of mapping Campaigns to Teams.
AE_BSFTAgentMapping	TenantID	TenantID	nvarchar (50) (null)	The Tenant ID auto-generated by the application when a new tenant is created.
AE_BSFTAgentMapping	EntryPoint	EntryPoint	nvarchar (max) (null)	Entry point is our Campaign group to which the Preview campaign is mapped to.
AE_BSFTAgentMapping	CampaignID	CampaignID	nvarchar (max) (null)	The name of the campaign
AE_BSFTAgentMapping	AgentID	AgentID	nvarchar (64) (null)	Not in use.
AE_BSFTAgentMapping	AgentName	AgentName	nvarchar	Not in use.

			(max) (null)	
AE_BSFTA-gentMapping	USERID	USERID	nvarchar (max) (null)	User ID of the user who created the preview campaign in admin console.
AE_BSFTA-gentMapping	TeamID	TeamID	nvarchar (64) (null)	The unique id of the Team mapped to the campaign.
AE_BSFTA-gentMapping	TeamName	TeamName	nvarchar (max) (null)	The team name.
AE_BSFTA-gentMapping	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

*All fields in the OBD_CampaignBusinessFields table are populated as XML values in one column – CampaignBusinessParameter. This is for all dialers.

Campaign Groups

Source Table	Column Name	Display Name	Data Type	Description
OBD_ CAMPAIGN_ GROUP	CampaignGroupID	CampaignGroupID	int (not null)	The campaign group ID auto-generated at the time of creation.
OBD_ CAMPAIGN_ GROUP	CAMPAIGNGROUP	CAMPAIGNGROUP	nvarchar (64) (null)	The campaign group name.
OBD_ CAMPAIGN_	DESCRIPTION	DESCRIPTION	nvarchar	The campaign group descrip-

GROUP			(256) (null)	tion.
OBD_ CAMPAIGN_ GROUP	CISCOUPLOADFILEPATH	CISCOUPLOADFILEPATH	nvarchar (250) (null)	The file upload path to place the contact upload files.
OBD_ CAMPAIGN_ GROUP	CISCOALARMTIME	CISCOALARMTIME	nvarchar (16) (null)	Not in use.
OBD_ CAMPAIGN_ GROUP	CISCOINITIALNOOFCONTACT-S	CISCOINITIALNOOFCONTACT-S	bigint (null)	The initial number of contacts that are to be delivered to the dialer.
OBD_ CAMPAIGN_ GROUP	CISCOREDUCEFACTOR	CISCOREDUCEFACTOR	bigint (null)	The factor by which the contact delivery has to reduce when dialing is not as per the expected pace.
OBD_ CAMPAIGN_ GROUP	CISCOUPLOADFILEFORMAT	CISCOUPLOADFILEFORMAT	nvarchar (512) (null)	The contact file upload format such as text, JSON, and so on.
OBD_ CAMPAIGN_ GROUP	CISCOINCREMENTPERCENT	CISCOINCREMENTPERCENT	bigint (null)	The percentage for contact upload increment if dialing is faster than expected.
OBD_ CAMPAIGN_ GROUP	CISCODECREMENTPERCENT	CISCODECREMENTPERCENT	bigint (null)	The percentage for contact upload decrement if dialing is faster than expected.
OBD_ CAMPAIGN_ GROUP	ISCISCOGROUP	ISCISCOGROUP	int (null)	Specifies if this is a Cisco campaign (group).
OBD_	ZONENAME	ZONENAME	nvarchar	The time zone

CAMPAIGN_ GROUP			(128) (null)	for this campaign group.
OBD_ CAMPAIGN_ GROUP	CISCOALTERNATEVDN	CISCOALTERNATEVDN	nvarchar (32) (null)	Alternate Cisco campaign ID for contact delivery in case of some failure.
OBD_ CAMPAIGN_ GROUP	CISCOPERIPHERALID	CISCOPERIPHERALID	int (null)	The port number in Cisco for a switch.
OBD_ CAMPAIGN_ GROUP	REDUCETHRESHOLD	REDUCETHRESHOLD	int (null)	The number of contacts to be reduced from the initial delivery based on the dialing speed.
OBD_ CAMPAIGN_ GROUP	CISCOINCREASETHRESHOLD	CISCOINCREASETHRESHOLD	int (null)	The number of contacts to be increased from the initial delivery based on the dialing speed.
OBD_ CAMPAIGN_ GROUP	CONFIGDATA	CONFIGDATA	nvarchar (4000) (null)	This indicates if detailed configuration data for the group and its parameters are available or not.
OBD_ CAMPAIGN_ GROUP	ISDELETED	ISDELETED	nvarchar (2) (null)	Specifies if the campaign group is deleted.
OBD_ CAMPAIGN_ GROUP	ISENABLED	ISENABLED	nvarchar (2) (null)	Specifies if the campaign group is active.
OBD_ CAMPAIGN_ GROUP	TenantID	TenantID	int (null)	The Tenant ID auto-gen-

				erated by the application when a new tenant is cre- ated.
OBD_ CAMPAIGN_ GROUP	IsULGroup	IsULGroup	bit (not null)	Specifies if this is a Shared List campaign.
OBD_ CAMPAIGN_ GROUP	IsULGroupMapped	IsULGroupMapped	bit (not null)	Specifies if this campaign group is mapped to a shared list.
OBD_ CAMPAIGN_ GROUP	IterationInterval	IterationInterval	int (not null)	The iteration interval between two contact deliv- ery iterations.
OBD_ CAMPAIGN_ GROUP	CreatedDateTime	CreatedDateTime	datetime (null)	The date and time this cam- paign group was created.
OBD_ CAMPAIGN_ GROUP	ModifiedDateTime	ModifiedDateTime	datetime (null)	The date and time this cam- paign group was last updated.
OBD_ CAMPAIGN_ GROUP	APIGenerated	APIGenerated	char (1) (null)	Specifies if this is a campaign group created using an API.
OBD_ CAMPAIGN_ GROUP	isThrottlingEnable	isThrottlingEnable	bit (null)	Specifies if IVR Throttling is enabled for this campaign group.
OBD_ CAMPAIGN_ GROUP	CampaignPurposeType	CampaignPurposeType	int (null)	The campaign purpose type. 1 indicates an API Voice Cam- paign; 2 indic- ates a

				Campaign Manager group.
OBD_CAMPAIGN_GROUP	ReservationTimeout	ReservationTimeout	int (null)	Not in use.
OBD_CAMPAIGN_GROUP	WxCCReferenceId	WxCCReferenceId	nvarchar (64) (null)	Unique ID of the Webex Contact Center Entry Point which is synced as campaign group into Campaign Manager
OBD_CAMPAIGN_GROUP	IsWxCCGroup	IsWxCCGroup	bit (null)	Specifies if this campaign group belongs to the Cisco Webex Contact Center dialer.
OBD_CAMPAIGN_GROUP	PlatformProviderID	PlatformProviderID	int (null)	The ID auto-generated for a platform provider created on Campaign Manager. For example, if a CCaaS provider platform is created and a campaign is mapped to this provider, this field is used.

Campaign Filter Groups

Source Table	Column Name	Display Name	Data	Description

			Type	
OBD_CAMPAIGN_ CUSTOMFILTER	CAMPAIGNID	CAMPAIGNID	nvarchar (64) (not null)	This is the campaign name. For example, Collection.
OBD_CAMPAIGN_ CUSTOMFILTER	DAYOFWEEK	DAYOFWEEK	int (not null)	This value denotes the day of the week configured for the custom filter group to be applied.
OBD_CAMPAIGN_ CUSTOMFILTER	HOURFROM	HOURFROM	nvarchar (64) (not null)	The start hour to filter uploaded contacts for delivery. The default value is 00:00 hours.
OBD_CAMPAIGN_ CUSTOMFILTER	HOURTO	HOURTO	nvarchar (8) (not null)	The end hour to filter uploaded contacts for delivery. The default value is 23:59 hours.
OBD_CAMPAIGN_ CUSTOMFILTER	CUSTOMFILTERGROUP	CUSTOMFILTERGROUP	nvarchar (32) (not null)	The name of the custom filter group applied to the campaign for contact delivery.
OBD_CAMPAIGN_ CUSTOMFILTER	Id	Id	int (not null)	Identity column unique to each record.
OBD_CAMPAIGN_ CUSTOMFILTER	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.

OBD_CAMPAIGN_ CUSTOMFILTER	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
OBD_CUSTOMFILTERS	CustomFilterGroupID	CustomFilterGroupID	int (not null)	The custom filter group ID autogenerated when a new filter group is created.
OBD_CUSTOMFILTERS	CustomFilterGroup	CustomFilterGroup	nvarchar (32) (not null)	The name of the custom filter group created.
OBD_CUSTOMFILTERS	Description	Description	nvarchar (32) (null)	The description for the custom filter group.
OBD_CUSTOMFILTERS	CampaignID	CampaignID	nvarchar (64) (not null)	This is the campaign name this custom filter group belongs to. For example, Collection.
OBD_CUSTOMFILTERS	IsDefault	IsDefault	bit (null)	Specifies if this is the default custom filter group for the campaign.
OBD_CUSTOMFILTERS	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_CUSTOMFILTERS	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new

				tenant is created.
OBD_ CUSTOMFILTERGROUP	CustomFilterGroup	CustomFilterGroup	nvarchar (32) (not null)	The name of the custom filter group.
OBD_ CUSTOMFILTERGROUP	CampaignID	CampaignID	nvarchar (64) (not null)	This is the campaign name this custom filter group belongs to. For example, Collection.
OBD_CUSTOMFILTER	ConditionID	ConditionID	int (not null)	The condition ID auto-generated by the application when a condition is created.
OBD_CUSTOMFILTER	ConditionName	ConditionName	nvarchar (64) (null)	The condition name for the condition part of this filter group.
OBD_CUSTOMFILTER	ConditionSTR	ConditionSTR	nvarchar (max) (null)	The string that is part of the condition.
OBD_CUSTOMFILTER	ConditionQRY	ConditionQRY	nvarchar (max) (null)	The query that is part of the condition.
OBD_CUSTOMFILTER	Enabled	Enabled	int (null)	Specifies if this condition is enabled.
OBD_CUSTOMFILTER	ContPercent	ContPercent	numeric (5, 2) (null)	Defines the percentage of contacts processed for each condition.
OBD_CUSTOMFILTER	SequenceID	SequenceID	int (null)	The sequence ID generated for this con-

				dition.
OBD_CUSTOMFILTER	SysConditions	SysConditions	nvarchar (64) (null)	The system conditions to filter the contacts with.
OBD_CUSTOMFILTER	OrderBy	OrderBy	nvarchar (2048) (null)	The order in which the data satisfying the condition should be shown.
OBD_CUSTOMFILTER	TargetGroupName	TargetGroupName	nvarchar (64) (null)	Not in use.
OBD_CUSTOMFILTER	IsDeleted	IsDeleted	bit (null)	Specifies if this condition is deleted and cannot be used.
OBD_CUSTOMFILTER	ConditionType	ConditionType	int (null)	Not in use.
OBD_CUSTOMFILTER	ZoneNameMapped	ZoneNameMapped	nvarchar (max) (null)	The zone name mapped to this condition.
OBD_CUSTOMFILTER	ExportedConditionID	ExportedConditionID	int (null)	Not in use.
OBD_CUSTOMFILTER	ConditionSTRInfo	ConditionSTRInfo	nvarchar (max) (null)	The condition based on which contacts are filtered.
OBD_ CUSTOMFILTERGROUP	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_ CUSTOMFILTERGROUP	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is cre-

				ated.

*All fields in the OBD_CustomFilters table are populated as XML values in one column named **CustomFilterGroup**. This is for all dialers.
All fields in the OBD_CustomFilterGroup table are populated as XML values in one column named **CampaignCustomFilters. This is for all dialers.

Categories

Source Table	Column Name	Display Name	Data Type	Description
OBD_ CAMPAIGN_ CATEGORY	CampaignCategoryID	CampaignCategoryID	int (not null)	The auto-generated ID for the campaign category at the time of creation.
OBD_ CAMPAIGN_ CATEGORY	CampaignCategoryName	CampaignCategoryName	nvarchar (64) (not null)	The campaign category name assigned.
OBD_ CAMPAIGN_ CATEGORY	CampaignCategoryDescription	CampaignCategoryDescription	nvarchar (255) (null)	The description for the campaign category.
OBD_ CAMPAIGN_ CATEGORY	GroupID	GroupID	int (not null)	The campaign category group this belongs to.
OBD_ CAMPAIGN_ CATEGORY	CreatedDateTime	CreatedDateTime	datetime (not null)	The date and time the campaign category was created.
OBD_ CAMPAIGN_ CATEGORY	ModifiedDateTime	ModifiedDateTime	datetime (not null)	The date and time the campaign category was last updated.
OBD_ CAMPAIGN_ CATEGORY	ExportedCategoryID	ExportedCategoryID	int (null)	This indicates the Unsubscribe Group ID for a spe-

				cific category.
OBD_ CAMPAIGN_ CATEGORY	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_ CAMPAIGN_ CATEGORY	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Channels

Source Table	Column Name	Display Name	Data Type	Description
OBD_ CHANNELTYPE	CHANNELID	CHANNELID	int (not null)	The auto-generated Channel ID at the time of creation.
OBD_ CHANNELTYPE	CHANNELDESCRIPTION	CHANNELDESCRIPTION	nvarchar (32) (null)	The description for the channel.
OBD_ CHANNELTYPE	IsCustomMode	IsCustomMode	bit (null)	Specifies if this is a mode custom-created for this channel.
OBD_ CHANNELTYPE	DIALERNAME	DIALERNAME	nvarchar (80) (null)	The dialer name. This is the dialer that the application delivers contacts to.
OBD_ CHANNELTYPE	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.

OBD_ CHANNELTYPE	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
OBD_ CHANNELTYPE	SubDialerName	SubDialerName	nvarchar (64) (null)	The name of the sub-dialer.

Contact Status

Source Table	Column Name	Display Name	Data Type	Description
OBD_Contact_ Status_Mapping	STATUSID	STATUSID	nvarchar (3) (not null)	This is the auto-generated unique identifier for the user.
OBD_Contact_ Status_Mapping	STATUSDESC	STATUSDESC	nvarchar (256) (null)	The business fields configured for the campaign. All the business fields are listed.
OBD_Contact_ Status_Mapping	TenantID	TenantID	int (null)	The data type for the business field – Number, Float, or DateTime.
OBD_Contact_ Status_Mapping	SubTenantID	SubTenantID	int (null)	If the business field data type is field, the format of the date.
OBD_Contact_ Status_Mapping	StatusType	StatusType	varchar (32) (null)	The type or category of the status.

Dial Plan Details

Source Table	Column Name	Display Name	Data Type	Description
OBD_DPDetails	DIALPLANNAME	DIALPLANNAME	nvarchar (64) (not null)	The dial plan name.
OBD_DPDetails	DESCRIPTION	DESCRIPTION	nvarchar (128) (not null)	The dial plan description.
OBD_DPDetails	STARTTIME	STARTTIME	datetime (not null)	The date and time this dial plan is effective

				from.
OBD_DPDe-tails	ENDTIME	ENDTIME	datetime (not null)	The date and time this dial plan expires.
OBD_DPDe-tails	DELETED	DELETED	int (not null)	This indicates if the dial plan is deleted or is act-ive.
OBD_DPDe-tails	MODENUMBER	MODENUMBER	int (not null)	The mode number (pri-ority) for this mode in the dial plan.
OBD_DPDe-tails	WEIGHTAGE	WEIGHTAGE	int (not null)	The weight given to this mode for dialing out.
OBD_DPDe-tails	CHANNELTYPE	CHANNELTYPE	int (not null)	The channel type. For example, Voice, SMS, Email. 1 for SMS, 2 for VOICE, 3 for EMAIL, 4 for CPAAS, and 0 for IVR.
OBD_DPDe-tails	MAXRETRY	MAXRETRY	int (not null)	The maximum retries allowed as per this dial plan.
OBD_DPDe-tails	PEWC	PEWC	bit (not null)	Indicates if this is PEWC or not. PEWC is prior express written con-sent.
OBD_DPDe-tails	WindowRetry	WindowRetry	bit (null)	The number of retry windows configured in this dial plan.
OBD_DPDe-tails	WindowAttempts	WindowAttempts	int (null)	The number of attempts for each win-dow configured in this dial plan.
OBD_DPDe-tails	WindowDuration	WindowDuration	int (null)	The duration of the win-dow as per the dial plan.
OBD_DPDe-tails	CallBackCarryRetries	CallBackCarryRetries	bit (null)	Whether the callback attempts have to incre-ment the retry count.
OBD_DPDe-tails	TenantID	TenantID	int (null)	The Tenant ID auto-gen-erated by the applic-ation when a new

				tenant is created.
OBD_DPDe-tails	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
OBD_DPDe-tails	IsOverridden	IsOverridden	bit (not null)	Indicating whether the default behavior or settings have been overridden.

Users

Source Table	Column Name	Display Name	Data Type	Description
OBD_Users	UID	UID	int (not null)	This is the auto-generated unique identifier for the user.
OBD_Users	USERID	USERID	nvarchar (100) (null)	This the login user ID.
OBD_Users	NAME	NAME	nvarchar (100) (null)	The name of the user.
OBD_Users	PASSWORD	PASSWORD	nvarchar (1024) (null)	The password for the user to log in to the application.
OBD_Users	ADDRESS1	ADDRESS1	nvarchar (32) (null)	The first line of the postal address of the user.
OBD_Users	ADDRESS2	ADDRESS2	nvarchar (32) (null)	The second line, if available, of the postal address of the user.
OBD_Users	CITY	CITY	nvarchar (16) (null)	The city that the user belongs to.
OBD_Users	STATE	STATE	nvarchar (16) (null)	The postal code for the above city/state/address.
OBD_Users	PIN	PIN	nvarchar (8) (null)	The postal code for the above city/state/address.

OBD_Users	HOME_PHONE	HOME_PHONE	nvarchar (16) (null)	The home phone number of the user.
OBD_Users	MOBILE_PHONE	MOBILE_PHONE	nvarchar (16) (null)	The mobile phone number of the user.
OBD_Users	EMAIL_ID	EMAIL_ID	nvarchar (64) (null)	The Email address of the user.
OBD_Users	COMMENTS	COMMENTS	nvarchar (128) (null)	Any additional comments about the user that are entered.
OBD_Users	CREATETIME	CREATETIME	datetime (null)	The date and time the user was created on the application.
OBD_Users	CREATEUSER	CREATEUSER	nvarchar (16) (null)	The person (user) who created this user.
OBD_Users	AuthenticationType	AuthenticationType	int (null)	The authentication type enabled for this user. Options are Windows authentication, Database authentication, and SSO authentication.
OBD_Users	UserType	UserType	int (null)	This indicates if the user is an admin user or a role-based user with specified access.
OBD_Users	IsUserMapped	IsUserMapped	bit (null)	
OBD_Users	IsSalesforce	IsSalesforce	bit (null)	If this is a Service Cloud Voice-enabled user, this value is specified as 1. Else, it is 0.
OBD_Users	IsConcurrentLogin	IsConcurrentLogin	bit (null)	This indicates if the user is allowed to login concurrently from another

				device. Possible values – 0 if not allowed; 1 if allowed.
OBD_Users	NeverExpires	NeverExpires	bit (not null)	This is the setting to ensure the password never expires. Set 1 if the password never expires; 0 if the password expires and needs to be reset.
OBD_Users	NextLogonPassword	NextLogonPassword	bit (not null)	This is the setting to force the user to change the password at the next log on attempt. Set 1 to force the user to change password; 0 to allow log in with old password.
OBD_Users	CreateUserInDomain	CreateUserInDomain	bit (not null)	This determines if the user is created on the domain when created here. 1 if the user is created on the domain; 0 if not created on the domain.
OBD_Users	IsDeleted	IsDeleted	bit (null)	This indicates a deleted user. The value is 1 if the user is deleted; 0 if not deleted user.
OBD_Users	ModifiedBy	ModifiedBy	nvarchar (10) (null)	This denotes the user information modification route – via the application or an API method.
OBD_Users	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is cre-

				ated.
OBD_Users	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID autogenerated by the application when a new tenant is created.

Profile

Source Table	Column Name	Display Name	Data Type	Description
OBD_AutoUp-loadParam	ID	ID	int (not null)	The auto-generated ID for the Profile.
OBD_AutoUp-loadParam	CampaignID	CampaignID	nvarchar (64) (null)	The campaign ID for the pro-file to upload contacts.
OBD_AutoUp-loadParam	ProfileName	ProfileName	nvarchar (512) (null)	The profile name.
OBD_AutoUp-loadParam	FileHeaders	FileHeaders	nvarchar (4000) (null)	The header details of the contact upload file.
OBD_AutoUp-loadParam	SrcDetails	SrcDetails	varchar (512) (null)	The name of upload file con-taing the con-tacts.
OBD_AutoUp-loadParam	Priority	Priority	varchar (8) (null)	The priority for the contact uploaded via this profile.
OBD_AutoUp-loadParam	ContactMoment	ContactMoment	varchar (26) (null)	A specific date and time to dial out the con-tact.
OBD_AutoUp-loadParam	AgentID	AgentID	varchar (8) (null)	The agent ID for the agent handling this contact.

OBD_AutoUp-loadParam	TimeZone	TimeZone	nvarchar (128) (null)	The time zone for the contact being uploaded via this profile.
OBD_AutoUp-loadParam	Modes	Modes	nvarchar (512) (null)	The modes to which contacts can be uploaded via this profile.
OBD_AutoUp-loadParam	BusinessFlds	BusinessFlds	nvarchar (2000) (null)	The business fields for the contact as in the contact upload file.
OBD_AutoUp-loadParam	ZipCode	ZipCode	int (null)	The contact zip code
OBD_AutoUp-loadParam	UPLOADTYPE	UPLOADTYPE	nchar (1) (null)	The upload type – JSON, API, and so on.
OBD_AutoUp-loadParam	SrcType	SrcType	varchar (8) (null)	This is the source type for the contact upload file – whether it is a database table/view, Ser-vice Cloud Voice file, text file, JSON, and so on.
OBD_AutoUp-loadParam	SmsData	SmsData	varchar (20) (null)	The message text that is mapped via this Profile.
OBD_AutoUp-loadParam	ApplyDNC	ApplyDNC	bit (null)	This indicates if the DNC val-idation is enabled in the profile. This is 1 if enabled; 0 if not enabled.
OBD_AutoUp-	UserID	UserID	varchar	The user ID of

loadParam			(50) (null)	the user creating this profile.
OBD_AutoUploadParam	Date	Date	datetime (null)	The date and time the profile is created.
OBD_AutoUploadParam	DuplicateFilter	DuplicateFilter	bit (null)	Whether the contacts should be checked for duplicates at the time of upload.
OBD_AutoUploadParam	DuplicateFilterKeyID	DuplicateFilterKeyID	varchar (50) (null)	The key on which the contact is checked for duplicate before being uploaded.
OBD_AutoUploadParam	ContactDetail	ContactDetail	nvarchar (max) (null)	This contains the profile field mapping information.
OBD_AutoUploadParam	MailSubject	MailSubject	varchar (8) (null)	The subject line of the email message.
OBD_AutoUploadParam	MailMessage	MailMessage	varchar (8) (null)	The body of the email message.
OBD_AutoUploadParam	MailAttach	MailAttach	varchar (8) (null)	Whether an attachment is part of the email.
OBD_AutoUploadParam	SmsText	SmsText	varchar (8) (null)	The SMS message text.
OBD_AutoUploadParam	Delimiter	Delimiter	char (1) (null)	The delimiter used in the upload file.
OBD_AutoUploadParam	AreaCodeDelimiter	AreaCodeDelimiter	char (1) (null)	The delimiter used to separate the area code from the phone number.

OBD_AutoUp-loadParam	ContactNextUploadTime	ContactNextUploadTime	datetime (null)	The date and time the contact file is to be taken for upload. This is applicable for Service Cloud Voice and Database profile uploads.
OBD_AutoUp-loadParam	ScrubNextUploadTime	ScrubNextUploadTime	datetime (null)	The date and time the scrub file contact is to be taken for upload. This is applicable for Service Cloud Voice and Database profile uploads.
OBD_AutoUp-loadParam	AUTOUPLOADTIME	AUTOUPLOADTIME	nvarchar (16) (null)	The date and time the file was auto uploaded.
OBD_AutoUp-loadParam	LASTUPLOAD	LASTUPLOAD	nvarchar (16) (null)	The date and time of the last upload from this profile.
OBD_AutoUp-loadParam	UpdateBussFld	UpdateBussFld	bit (null)	Whether to update the business field for contacts uploaded via this profile.
OBD_AutoUp-loadParam	ListIdToUpdate	ListIdToUpdate	nvarchar (1024) (null)	Whether to update the List ID when a new upload is performed via the profile.
OBD_AutoUp-loadParam	State	State	int (null)	The state to which the contact belongs to.

OBD_AutoUp-loadParam	DNCBusinessFields	DNCBusinessFields	nvarchar (128) (null)	The fields that are considered to mark a contact as DNC.
OBD_AutoUp-loadParam	UploadLevel	UploadLevel	char (1) (null)	The upload level for contacts in this file – Global or campaign-specific upload.
OBD_AutoUp-loadParam	IsAppend	IsAppend	bit (null)	Whether the contacts are to be appended during the upload process.
OBD_AutoUp-loadParam	IsUpdate	IsUpdate	bit (null)	Whether the contacts are to be updated during the upload process.
OBD_AutoUp-loadParam	IsOverwrite	IsOverwrite	bit (null)	Whether the contacts are to be overwritten during the upload process.
OBD_AutoUp-loadParam	DNCCampaignID	DNCCampaignID	nvarchar (max) (null)	If contact is marked DNC for a specific campaign, the campaign ID for which it is DNC.
OBD_AutoUp-loadParam	DNCCountryCode	DNCCountryCode	int (null)	The country code of the DNC contact.
OBD_AutoUp-loadParam	DNCAreaCode	DNCAreaCode	int (null)	The area code of the DNC contact.
OBD_AutoUp-loadParam	DNCCValue	DNCCValue	int (null)	It stores the indexes of file header mapped as DNCCvalue for

				DNC filter in the profile.
OBD_AutoUp-loadParam	DNCImportMode	DNCImportMode	nchar (1) (null)	The DNC import mode – Automatic or Manual upload.
OBD_AutoUp-loadParam	DNCType	DNCType	char (1) (null)	The DNC type – campaign, cat-egory, or global.
OBD_AutoUp-loadParam	Forever	Forever	bit (null)	Whether the contact is marked DNC Forever.
OBD_AutoUp-loadParam	NDNCBusinessFields	NDNCBusinessFields	int (null)	The business fields based on which a contact is marked NDNC.
OBD_AutoUp-loadParam	ProfileExecutionTime	ProfileExecutionTime	nvarchar (60) (null)	The date and time the profile executed to upload con-tacts.
OBD_AutoUp-loadParam	ProfilePath	ProfilePath	nvarchar (256) (null)	The path where the contacts files are placed for upload via this profile.
OBD_AutoUp-loadParam	ZipCode_Optional	ZipCode_Optional	nvarchar (64) (null)	The optional additional zip code for this profile.
OBD_AutoUp-loadParam	Modes_ZipCodes	Modes_ZipCodes	nvarchar (100) (null)	The zip codes mapped to the modes in the profile.
OBD_AutoUp-loadParam	ConditionSTR	ConditionSTR	nvarchar (2048) (null)	This is the cus-tom filter con-dition used for upload of matching con-

				tacts via this profile.
OBD_AutoUp-loadParam	MailCC	MailCC	nvarchar (max) (null)	The email addresses to be copied when a campaign email is sent.
OBD_AutoUp-loadParam	MailBCC	MailBCC	nvarchar (max) (null)	The email addresses that receive a blind carbon copy when a cam-paign mail is sent.
OBD_AutoUp-loadParam	ProfileStatus	ProfileStatus	bit (null)	The profile status – Active or Inactive.
OBD_AutoUp-loadParam	LEADSCORE	LEADSCORE	int (null)	The Lead Score of the contact.
OBD_AutoUp-loadParam	FileType	FileType	nvarchar (10) (null)	The profile upload file type. For example, JSON, text, and so on.
OBD_AutoUp-loadParam	FileTypeFormat	FileTypeFormat	nvarchar (10) (null)	This is the file extension as selected in the profile.
OBD_AutoUp-loadParam	DNCStartDate	DNCStartDate	varchar (16) (null)	The date and time for a con-tact to com-mence the DNC status.
OBD_AutoUp-loadParam	DNCEndDate	DNCEndDate	varchar (16) (null)	The end date and time when the contact ceases to be a DNC contact.
OBD_AutoUp-loadParam	DNCDateFormat	DNCDateFormat	varchar (32) (null)	The date format for the DNC dates.

OBD_AutoUp-loadParam	DeviceID	DeviceID	nvarchar (255) (null)	The ID of the device to which identity authen-tication noti-fication are sent.
OBD_AutoUp-loadParam	FixedWidthData	FixedWidthData	nvarchar (max) (null)	Whether the data being uploaded is from a fixed-width file.
OBD_AutoUp-loadParam	AreaCode	AreaCode	int (not null)	The area code of the contact.
OBD_AutoUp-loadParam	City	City	int (not null)	The contact's city.
OBD_AutoUp-loadParam	ZoneName	ZoneName	int (not null)	The zone name that the con-tact belongs to.
OBD_AutoUp-loadParam	DNCCampaignCategoryID	DNCCampaignCategoryID	nvarchar (max) (null)	The campaign category for marking a con-tact DNC.
OBD_AutoUp-loadParam	ConditionSTRInfo	ConditionSTRInfo	nvarchar (max) (null)	This field stores the condition for a profile used to scrub contacts.
OBD_AutoUp-loadParam	IsBusinessFieldDNC	IsBusinessFieldDNC	bit (null)	Whether the business field is used as a filter to mark con-tact as DNC.
OBD_AutoUp-loadParam	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
OBD_AutoUp-loadParam	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by

				the application when a new tenant is created.
OBD_AutoUploadParam	ConsentType	ConsentType	nvarchar (16) (not null)	The consent type – whether the contact is PEWC or non-PEWC.
OBD_AutoUploadParam	CPTTimeZoneType	CPTTimeZoneType	varchar (8) (null)	The time zone type of the Customer Preferred Time (CPT) to call. For example, Campaign Time Zone, State Time Zone, and so on.
OBD_AutoUploadParam	CPTTimeZone	CPTTimeZone	varchar (8) (null)	The time zone of the Customer Preferred Time (CPT) to call. For example, Campaign Time Zone, State Time Zone, and so on.
OBD_AutoUploadParam	CPTDayofWeek	CPTDayofWeek	varchar (8) (null)	The Day of Week for the CPT.
OBD_AutoUploadParam	CPTTimeFormat	CPTTimeFormat	nvarchar (16) (null)	The time format for the CPT.
OBD_AutoUploadParam	SlotAStartTime	SlotAStartTime	varchar (8) (null)	The start time of the first slot preferred by customer.
OBD_AutoUploadParam	SlotAEndTime	SlotAEndTime	varchar (8) (null)	The end time of the first slot preferred by customer.

OBD_AutoUp-loadParam	SlotBStartTime	SlotBStartTime	varchar (8) (null)	The start time of second first slot preferred by customer.
OBD_AutoUp-loadParam	SlotBEndTime	SlotBEndTime	varchar (8) (null)	The end time of the second slot preferred by customer.
OBD_AutoUp-loadParam	SlotCStartTime	SlotCStartTime	varchar (8) (null)	The start time of the third slot preferred by customer.
OBD_AutoUp-loadParam	SlotCEndTime	SlotCEndTime	varchar (8) (null)	The end time of the third slot preferred by customer.
OBD_AutoUp-loadParam	AreaCodeEnabled	AreaCodeEnabled	bit (not null)	Whether the area code is enabled – this is to segregate from the phone number.
OBD_AutoUp-loadParam	AreaCodeSubString	AreaCodeSubString	nvarchar (10) (null)	The area code substring that segregates the phone number from the area code.

Modes

Source Table	Column Name	Display Name	Data Type	Description
OBD_MODES	MinLength	MinLength	int (null)	The minimum length for the contact phone number for this mode.
OBD_MODES	MaxLength	MaxLength	int (null)	The maximum length for the contact phone number for this

				mode.
OBD_MODES	ChannelId	ChannelId	int (not null)	The channel ID that is mode is mapped to.
OBD_MODES	CreatedDateTime	CreatedDateTime	datetime (null)	The date and time this mode was created.
OBD_MODES	ModifiedDateTime	ModifiedDateTime	datetime (null)	The date and time this mode was last updated.
OBD_MODES	ExportedModeID	ExportedModeID	int (null)	The mode ID that is from a different source.
OBD_MODES	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_MODES	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.
OBD_MODES	MODENUMBER	MODENUMBER	int (not null)	The numeric identifier for the mode.
OBD_MODES	MODENAME	MODENAME	nvarchar (50) (not null)	The name of the mode.
OBD_MODES	MODEDESCRIPTION	MODEDESCRIPTION	nvarchar (128) (null)	A descriptive text for the mode.

Outcomes

Source Table	Column Name	Display Name	Data Type	Description
OBD_Outcome	OUTCOMEGROUP	OUTCOMEGROUP	nvarchar	The outcome group this out-

			(32) (null)	come belongs to.
OBD_Outcome	OUTCOMEID	OUTCOMEID	int (not null)	The auto-generated out-come ID at the time of creation.
OBD_Outcome	DESCRIPTION	DESCRIPTION	nvarchar (128) (null)	The outcome description.
OBD_Outcome	DISPLAYNAME	DISPLAYNAME	nvarchar (128) (null)	The outcome description.
OBD_Outcome	BUSINESSOUTCOME	BUSINESSOUTCOME	int (not null)	This denotes the outcome type. 0 for Telephony Outcome and 1 for Business Out-come.
OBD_Outcome	CHANNELTYPE	CHANNELTYPE	int (not null)	The Channel type. 1 for SMS, 2 for VOICE, 3 for EMAIL, 4 for CPAAS, and 0 for IVR.
OBD_Outcome	CONFIGURABLE	CONFIGURABLE	int (null)	This denotes whether the con-figured prop-erties for this outcome can be changed. 0 does not allow a change; 1 allows change.
OBD_Outcome	DELETED	DELETED	int (not null)	This indicates if a specific out-come is soft-deleted in the outcome table. 0 is deleted; 1 is not deleted.
OBD_Outcome	RPCType	RPCType	nvarchar (8) (null)	This indicates the RPC type of outcome as RPC or Non-RPC.

OBD_Outcome	BOParentId	BOParentId	int (null)	The ID for the Parent Outcome group.
OBD_Outcome	IncrementRetries	IncrementRetries	bit (null)	This indicates if the number of retires have to be incremented for a specific attempt.
OBD_Outcome	GlobalRetry	GlobalRetry	bit (null)	The global retry count for this outcome.
OBD_Outcome	DailyRetry	DailyRetry	bit (null)	The daily retry count for this outcome.
OBD_Outcome	ModeRetry	ModeRetry	bit (null)	The mode-level retry count for this outcome.
OBD_Outcome	OutcomeRetry	OutcomeRetry	bit (null)	Whether the contact has to be closed if this outcome is set. 0 to close the contact; 1 to keep contact open.
OBD_Outcome	WindowRetry	WindowRetry	bit (null)	This indicates if Window Retry is enabled. 0 is dis-abled; 1 is enabled.
OBD_Outcome	AgentView	AgentView	bit (null)	This indicates if the outcome is marked as agent-viewable.
OBD_Outcome	DefaultOffSet	DefaultOffSet	int (null)	The denotes the default number of days to retry a contact with this outcome.
OBD_Outcome	DefaultCloseContact	DefaultCloseContact	bit (null)	This indicates if a contact with

				this outcome can be closed.
OBD_Outcome	DefaultMaxRetry	DefaultMaxRetry	int (null)	The maximum number of retries allowed for this outcome.
OBD_Outcome	IsLiveCallOutcome	IsLiveCallOutcome	int (null)	Indicates if this is a live call outcome or a mapped outcome.
OBD_Outcome	ExportedOutcomeID	ExportedOutcomeID	int (null)	The ID of the outcome that is exported from a different platform or dialer.
OBD_Outcome	ExternalOutcomeID	ExternalOutcomeID	nvarchar (68) (null)	Not in use.
OBD_Outcome	TenantID	TenantID	int (null)	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_Outcome	SubTenantID	SubTenantID	int (null)	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Campaign Business Fields

Source Table	Column Name	Display Name	Data Type	Description
OBD_Campaign_BusinessFields	CampaignId	CampaignId	nvarchar (64) (not null)	This is the auto-generated unique identifier for the user.
OBD_Campaign_BusinessFields	FieldName	FieldName	nvarchar (64) (not	The business fields configured for the cam-

			null)	paign. All the business fields are listed.
OBD_Campaign_ BusinessFields	DataType	DataType	nvarchar (32) (not null)	The data type for the business field – Number, Float, or DateTime.
OBD_Campaign_ BusinessFields	Format	Format	nvarchar (32) (not null)	If the business field data type is field, the format of the date.
OBD_Campaign_ BusinessFields	BusinessField	BusinessField	nvarchar (32) (not null)	The business field ID generated by the application.
OBD_Campaign_ BusinessFields	SQLExpression	SQLExpression	nvarchar (64) (not null)	The business fields with data type other than string are cast in this column with the business field ID.
OBD_Campaign_ BusinessFields	IsEMailMapped	IsEMailMapped	bit (null)	Indicates whether the business field is mapped to email functionality.
OBD_Campaign_ BusinessFields	IsSMSMapped	IsSMSMapped	bit (null)	Indicates whether the business field is mapped to SMS functionality.
OBD_Campaign_ BusinessFields	IsDNCMapped	IsDNCMapped	bit (null)	Indicates whether the business field is mapped to the Do Not Call (DNC) list.
OBD_Campaign_ BusinessFields	BusinessTypeId	BusinessTypeId	int (null)	Represents the identifier for the type of business associated with the campaign.
OBD_Campaign_ BusinessFields	Editable	Editable	bit (null)	Indicates whether the business field is editable.
OBD_Campaign_ BusinessFields	SequenceID	SequenceID	bit (null)	Represents whether the business field has a specific sequence ID for ordering.
OBD_Campaign_ BusinessFields	IsMax	IsMax	int (null)	Indicates the maximum value or limit for the business field, if applicable.

OBD_Campaign_ BusinessFields	Viewable	Viewable	bit (not null)	Indicates whether the business field is viewable in the application.
OBD_Campaign_ BusinessFields	IsIVRMapped	IsIVRMapped	bit (not null)	Indicates whether the business field is mapped to the IVR system.
OBD_Campaign_ BusinessFields	IsSNSMapped	IsSNSMapped	bit (null)	Indicates whether the business field is mapped to SNS functionality.
OBD_Campaign_ BusinessFields	CharacterLength	CharacterLength	nvarchar (3) (null)	Represents the maximum allowable length of characters for the business field, as a string value.
OBD_Campaign_ BusinessFields	CustomerMaster	CustomerMaster	nvarchar (250) (null)	Contains customer-related data associated with the campaign, with a maximum length of 250 characters.
OBD_Campaign_ BusinessFields	TenantID	TenantID	int (null)	The unique identifier for the tenant, auto-generated by the application.
OBD_Campaign_ BusinessFields	SubTenantID	SubTenantID	int (null)	The unique identifier for the sub-tenant, auto-generated by the application.

Performance Metrics

The Real-time console provides continuously updated data with a refresh rate of 15 seconds for ongoing campaigns. It includes key metrics such as attempt rates, RPC % (Right Party Connect percentage), and comprehensive campaign contact statistics.

Navigate to **Reports** > **Performance** to open the Performance Metrics page. The Performance Metrics page shows the Campaign Summary real-time data.

Campaign Summary

Campaign summary shows the campaign-level performance. It displays both campaign-level predictive parameters and current dialer pace data.

Following parameters are included in campaign summary:

Field	Description
Campaign Detail	
Campaign	Name of the campaign.
Campaign Status	Current status of the campaign.
Last Contact Processed (Min)	It shows the number of minutes since the last contact is selected and placed into the table to deliver for the campaign. The cell highlights if the time is 5 minutes or more.
System Level Status	
Total Contacts Available	Total number of Contacts with Open Status for the day.
Total Calls Dialed	Total number of attempts for the day.
Total Calls Answered	Total number of Contacts connected including Agent connected and Answering Machine, for the day.
Total Calls in Progress	Number of live Calls currently being dialed by the Dialer.
Average Handle Time	Average Sum of Talk Time and ACW Time, divided by *Total Calls Answered*.
Completion %	Considering all the records in Contact Table, Number of Contacts Closed divided by the Total number of Contacts.
Connect %	Total Unique Contacts Dialed which was Attempted and Answered, divided by Total Unique Contacts Dialed for the current day.
Attempt %	Total Calls Dialed divided by the Total Unique Contacts Attempted for the current day.
Attempt Connect %	Total Calls Answered divided by the Total Calls Dialed for the current day.
Success %	Total Calls Dialed that had a Business Outcome Success or Telephony Outcome marked as Success using Live Call selection, divided by the Total Calls Dialed for the current day.
RPC %	Total Calls Dialed which had an Outcome of type RPC divided by the Total Calls Dialed for the current day.
Open %	Considering all the records in Contact Table, Total Contacts with Open Status, divided by the Total number of Contacts.
Fresh %	Considering all the records in Contact Table, Total Contacts with Fresh (Open and never attempt) Status, divided by the Total number of Contacts.

Reschedule %	Considering all the records in Contact Table, Total Contacts with Reschedule (Open and at least once attempted) Status, divided by the Total number of Contacts.

Closed %	Considering all the records in Contact Table, Total Contacts with Closed Status, divided by the Total number of Contacts.
Today's Stats	
Open %	Current Contacts with Open Status divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day. Open contacts are records which can be dialed.
Fresh %	Current Contacts with Fresh (Open and never attempted) Status divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day. Fresh Contacts are records which have never been attempted.
Reschedule %	Current Contacts with Rescheduled (Open and at least once attempted) Status divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day. Rescheduled Contacts are records which have at least been attempted once and awaiting redial.
Closed %	Current Contacts with Closed Status divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day. Closed contacts are records which cannot dialed and have been Closed by the system or the user.
Pass Level Stats	
Pass 1%	Number of Contacts with only 1 Attempt today divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day.
Pass 2%	Number of Contacts with only 2 Attempt today divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day.
Pass 3%	Number of Contacts with only 3 Attempt today divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day.
Pass 4%	Number of Contacts with only 4 Attempt today divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day.
Pass 5%	Number of Contacts with only 5 Attempt today divided by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day.
> Pass 5% (PassGreat-	Number of Contacts with >5 (Greater than) Attempts today divided

erThanFivePercentage)	by sum of the Total Contacts uploaded today and Number of Contacts with Open Status at the beginning of the day.

Report Filter Criteria

The reports module comes with a powerful filter that allows a user to have a look at a macro view of the contact center and drill down to the micro level of a contact, call, or an agent. You can filter the reports based on the following parameters:

Time Zones

You can generate historical reports for a specific time zones. Select the time zone from the TimeZone dropdown before selecting other filter criteria.

Note: This is an optional configuration. The property IsTimeZoneRequiredForFilter must be set to true in the LCMService web.config file to get reports by time zone.

Report data is populated based on the selected periodicity:

- **Today** filter displays the report data pertaining to the current date in the selected time zone.
- **Yesterday** filter displays the report pertaining to the previous day up to midnight in the selected time zone.
- **This Week** filter displays the report data from Monday through the current day in the selected time zone.
- **This Month** filter displays the report data from the first of the calendar month through the current day in the selected time zone.
- **Custom** filter displays the report data for a date range as per the Start Date and End Date chosen in the selected time zone.

Global List

All global lists are displayed for selection. Both single and multiple selection allowed. To select all global lists, click **Select All**.

Campaign Group

All campaign groups that contain contacts for the selected global lists are populated. Both single and multiple selection allowed. To select all campaign groups, click **Select All**.

Campaign

All campaigns that contain contacts for the selected campaign groups are populated. Both single and multiple selection allowed. To select all campaigns, click **Select All**.

Note: A single campaign selection allows filter to the next levels. If you select multiple campaigns, filtering to next level is disabled. View the reports at this level.

List

All the contact lists uploaded for this campaign are populated. Both single and multiple selection allowed. To select all lists, click **Select All**.

Note: Lists are populated for the default date on the date panel, that is, current day. To select more lists, select dates from the Date panel and click OK. Select the required lists for the report, from those populated.

CSS Group

All Contact Selection Strategies (CSS) applicable for the selected lists are available for selection. Both single and multiple selection allowed. To select all CSS groups, click **Select All**.

CSS Group Condition

The conditions for the above CSS Groups are populated and available for selection. Both single and multiple selection allowed. To select all conditions, click **Select All**.

At any stage of the filter selection above, click **Search** to populate items of a specific string.

At any stage of the filter selection, click **Show Records** to populate the report with records up to that level of selection. You can revert directly to the Campaign level from wherever you are in selecting your filters. Beyond this, you have to deselect the campaigns to revert to Campaign Group, and deselect the campaign groups to revert to the Global List level.

Note: It is possible that each report can have different columns depending on the filter criteria chosen. For screenshots, we have taken reports from the broadest of filter criteria - selecting all campaigns. These are, therefore, only illustrative.