Webex Contact Center Campaign Manager Reports Manual

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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

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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. The following are not supported in the Webex Contact Center application:
- Email, SMS, and IVR campaigns
- Callback
- 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

Filter criteria 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.

Campaign-wise Contact vs Agent Available

Campaign-wise Contact vs Agent Available shows the number of contacts and agents for all campaigns on the application. The left axis shows the number of contacts, the right axis shows the number of agents, and the horizontal axis shows the campaigns. Hover the mouse over the chart to see the count of contacts and agents for specific campaigns. 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 Success Ratio Campaign wise

Contact Success Ratio shows the ratio of success outcomes vis-à-vis the contacts dialed to the campaign. The widget shows the number of Contacts on the X axis and the Success Ratio on the Y axis. Hover the mouse over the chart to see the success ratio for a specific campaign. Click any campaign 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.

Campaign Target Achieved

Campaign Target shows the target achieved by agents for each campaign. Hover the mouse over the chart to see the target achieved for a campaign. 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.

Delivered Contact

This widget displays the number of contacts delivered to the dialer.

Fields

The report displays the following fields:

Fields	Description
Campaign	The campaign for which the contact is uploaded.
PhoneNumber	The phone number of the contact that is delivered.
Contact ID	The contact ID for the delivered contact.

Created Time	The time at which the contact was uploaded.
Last Accessed	The time at which the record was last updated in the table.
Mode Name	The mode for the delivered contact.
Max Retries	The number of times this contact has been dialed.
Last Outcome	The outcome for the latest dialed attempt for this contact.
Status	The present contact status. For example, 0- Open, 1 - Closed, 4 - Delivered.
User ID	The column contains one of the following: • For NCB contact, text NCB is populated. • Column left blank for all other contacts. This column contains no data.
Allowed Max Retry	The maximum retries allowed for this contact.
Condition ID	The CSS condition under which this contact is delivered.
Account Number	It is a unique ID to identify a call attempt for a contact.
TimeZone	The contact time zone.

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. These reports can either be viewed or saved in a comma-separated value (csv) format.

Navigate to **Reports** > **Historical Reports**.

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.

Filter criteria 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 checkbox. 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 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 selection. 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**: Callbacks and AEM are 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.

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 out-come.
Failure_BusinessOutcome	Number of calls with a failed business outcome.
Success_VoiceOutcome	Number of calls with a successful voice (tele-phony) 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

Note: Callback feature is not supported in the current release. This feature is planned for a future release.

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 generated.
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

Note: Callback feature is not supported in the current release. This feature is planned for a future release.

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. Navigate 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

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
 - Callback
- 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.

Navigate to **Menu** > **Reports** > **Data Extraction**.

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 **Run Days**. You can select multiple days.
4. Select the **Time for EOD**.
5. Enter the **File Name**.
6. 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.
7. 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.
8. Enable the **File Header Required** if you need file header.
9. 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.
10. Enable the **Add Double Quote** to include double quotes. Data for each field is embedded with double quotes.

11. 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.

12. 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 authentication.
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	A Unique identifier for a contact in a campaign
RPT_CallActivity	CALLID	CALL ID	nvarchar	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	This is the campaign group to which a campaign is mapped.
RPT_CallActivity	CAMPAIGNID	CAMPAIGN ID	nvarchar	This is the campaign name. For example, Collection.
RPT_CallActivity	GLOBALLISTID	GLOBALLIST ID	bigint	This is the running serial number for every global list uploaded into the system.
OBD_GUActivity	GLOBALFILENAME	GLOBAL FILENAME	varchar	The global upload contact file name.
RPT_CallActivity	LISTID	LIST ID	int	This is the running serial number generated during upload of contacts into a campaign.
OBD_ListInfo	LISTSTATUS	LIST STATUS	int	This column contains the integer number that represents the list status (Active -0 or stopped -1).
OBD_ListInfo	LISTCREATEDTIME	LIST CREATEDTIME	datetime	The date and time the contact list file was placed for upload.
OBD_HD_ UploadHistory	UPLOADTIME	UPLOAD TIME	datetime	The date and time a list completed upload.
RPT_CallActivity	CALLSTRATEGY	CONATCT STRATEGY	nvarchar	The contact strategy applied for current attempt.
RPT_CallActivity	CONDITIONID	CSS CONDITION	bigint	Internal ID for the CSS condition used during selection of the contact.
OBD_CustomFilterGroup	CUSTOMFILTERGROUP	CUSTOM FILTERGROUP	int	This is the CSS condition group ID in which the currently

				used CSS condition is mapped.
OBD_CustomFilters	CONDITIONSTRING	CONDITION STRING	nvarchar	This is the CSS condition group ID in which the currently used CSS condition is mapped.
RPT_CallActivity	CONTACTNUMBER	CONTACT NUMBER	int	The contact number that is dialed out. This can also be an Email address in case of a digital channel.
RPT_CallActivity	CREATEDTIME	CREATEDTIME	datetime	The date and time this record was inserted into the reporting database.
RPT_CallActivity	ENDTIME	ENDTIME	datetime	This is the time at which the call is rescheduled by LCMContactRescheduler service. This time is inserted into the CallActivity tables.
RPT_CallActivity	CALLDURATION	CALL DURATION	int	When CPA is enabled, the call duration is calculated from the time the agent is patched till the completion of the call. For Cisco implementations, the call duration is calculated from the initiation of the call till the completion of the call.
RPT_CallActivity	CALLMODE	CALL MODE	nvarchar	This is the contact mode ID for the contact.
OBD_Modes	MODENAME	MODE NAME	nvarchar	The mode name, for example, Home or Mobile, in which the

				contact is dialed out.
RPT_CallActivity	CALLOUTCOME	CALL OUTCOME	nvarch-ar	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_Busi-nessOut-comeParent	OUTCOMEGROUP	OUTCOME GROUP	int	This is the business out-come group ID mapped to the cam-paign.
OBD_Busi-nessOut-comeParent	PARENTNAME	OUTCOME PARENTNAME	nvarch-ar	The parent outcome name.
OBD_Outcome	DISPLAYNAME	OUTCOME DESCRIPTION	nvarch-ar	Description of tele-phony or business out-come set for this attempt.
OBD_Outcome	RPCTYPE	RPCTYPE	nvarch-ar	This is a classification to indicate whether the disposition set for this attempt tagged as RPC (Right-party con-nect) or non-RPC.
OBD_Outcome	ISLIVECALLOUTCOME	LIVE CALLOUTCOME	bit	Denotes whether the outcome set for this call tagged as “LIveCall” or not. Use-ful in determining the Abandon Call per-centage.
RPT_CallActivity	CALLSTARTTIME	CALLSTARTTIME	dat-	It is the call connect

			etime	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	nvarch-ar	This denotes the target campaign ID in case the current contact is chained to another campaign.
RPT_CallActivity	TARGETCONTACTID	TARGETCONTACTID		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	This denotes the agent ID who handled this call attempt.
RPT_CallActivity	AGENTNAME	AGENT NAME	nvarch-ar	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	This is the value set as the achieved target for specific business out-come in this attempt.
RPT_CallActivity	AGENTCOMMENTS	AGENT COMMENTS	nvarch-ar	This call comments entered by the agent for the contact.
RPT_CallActivity	CHANNELTYPE	CHANNEL TYPE	int	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	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	This is the ID assigned when contacts are appended to an already uploaded list.
RPT_CallActivity	DELIVEREDTYPE	DELIVERED TYPE	nvarch-ar	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	Applicable only for Shared List. Denotes the campaign group to which the contacts are delivered from the shared list campaigns.
RPT_CallActivity	CALLTYPE	CALLTYPE	tinyint	It describes the call type. The possible val-ues are: • 0 – Normal Call • 1 – Callback Call • 2– AEM Call
RPT_CallActivity	CALLBACKAGENTID	CALLBACK AGENTID	int	The ID of the agent who will handle a call-back request.
RPT_CallActivity	CALLBACKAGENTNAME	CALLBACK AGENTNAME	nvarch-ar	The name of the agent who will handle a call-back request.
RPT_CallActivity	ACCOUNTNUMBER	ACCOUNTNUMBER	nvarch-ar	The account number is the unique number cre-ated 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	The current retry number, that is, dialling attempts made for a contact so far.
RPT_CallActivity	CONTACTSTATUS	CONTACT STATUS	int	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	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	The date and time set for the callback by an agent for the contact.
RPT_CallActivity	DELIVEREDTIME	DELIVEREDTIME	dat-etime	The time at which the contact is delivered to

				the dialer.
RPT_CallActivity	SCHEDULEDDELIVERYTIME	SCHEDULEDDELIVE-RYTIME	dat-etime	The rescheduled time for the contact deliv-ery.
RPT_CallActivity	ISWIRELESS	ISWIRELESS	bit	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	This indicates the unique peripheral call ID (same as trans-ferred call).
RPT_CallActivity	RESERVATIONCALLDURATI-ON	RESERVATION CALLDURATION	int	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-	The time that the

			etime	agent was offered the contact for preview by the dialer.
RPT_CallActivity	SFUID	SFUID	nvarch-ar	This is the Service Cloud Voice CRM user ID used for contact import.
RPT_CallActivity	CONTACTDETAIL	CONTACT DETAIL	nvarch-ar	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	This is the unique ID generated in Service Cloud Voice.
RPT_CallActivity	SFCONTACTID	Salesforce cam-paign CONTACT ID	nvarch-ar	This is the Service Cloud Voice contact ID for the campaign.
RPT_CallActivity	SFCAMPAIGNID	Salesforce cam-paign ID	nvarch-ar	The Service Cloud Voice CRM campaign ID through which the contact is imported.
RPT_CallActivity	CALLBACKREQUESTEDBY	CALLBACK REQUESTED BY	nvarch-ar	This represents the agent ID of the agent who registers the Call-back request.
RPT_CallActivity	CALLBACKREGISTEREDTYPE	CALLBACK REGISTERED TYPE	int	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	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 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	Flag to indicate completion of current cycle, that is, all modes are dialed out.
RPT_CallActivity	PREVIOUSLEADSCORE	PREVIOUS LEAD SCORE	int	Lead score value assigned at the time of upload.
RPT_CallActivity	CURRENTLEADSCORE	CURRENT LEAD SCORE	int	Lead score value assigned by the agent.
RPT_CallActivity	ACTUALCVALUE	PHONE NUMBER	nvarchar	This is the phone number uploaded from the lead list.
RPT_CallActivity	STATELAWGROUPNAME	STATELAW GROUP NAME	nvarchar	It denotes the state law group name used during this attempt.
OBD_Campaign_Category	CAMPAIGNCATEGORYNAME	CAMPAIGN CATEGORY NAME	nvarchar	This is the campaign category name.
RPT_CallActivity	DNCCAMPAIGNCATEGORYNAME	DNC CAMPAIGN CATEGORY NAME	nvarchar	This is the DNC campaign category name.
RPT_CallActivity	ISINBOUND	INBOUND CALL	bit	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-specific fields are: • Webex Contact Center: The SID field of the con-

				tact session records (response as received from the CSRS API method). • .
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	The User ID of the entity that changed the contact status.
RPT_CallActivity	STATUSCHANGEDAT	STATUS CHANGED AT	dat-etime	The date and time when contact status gets changed.
RPT_CallActivity	DEVICEID	DEVICE ID	nvarch-ar	Defines if a contact is blocked as DNC by number or business field.
RPT_CallActivity	OVERRIDEPEWCVALIDATIO-N	OVERRIDE PEWC VALIDATION	bit	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	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	When timed DNC is registered, the start date provided at the time of registration.
RPT_CallActivity	DNCENDDATE	DNC ENDDATE	dat-etime	When timed DNC is registered, the end date provided at the time of registration.
RPT_CallActivity	DNCTYPE	DNC TYPE	nvarch-ar	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	This denotes whether the Iden-tityAuthentic-ationEnabled field is enabled or disabled for the contact.
RPT_CallActivity	IDENTITYAUTHENTICATIO-NSUCCESS	IDENTITY AUTHENTICATION SUCCESS	bit	This defines whether identity authentication is success or not.
RPT_CallActivity	SMSTRANSACTIONCOUNT	SMS TRANSACTION COUNT	int	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	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	This denotes the next scheduled date and time for the scheduled callback.
RPT_CallActivity	NEXTSCHEDULEMODE	NEXT SCHEDULE MODE	nvarch-ar	This denotes the mode of the scheduled call-

			int	back.
RPT_CallActivity	TOTALPRIMARYAUTH	TOTAL PRIMARY AUTHENTICATION	int	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	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	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	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-S	COMPUTED DURATIONINMS	int	It has rounded up call duration (which is in milliseconds) value based on pulse rate configured. Used in billing calculation.

Anonymous Inbound SMS

Source Table	Column Name	Display Name	Data Type	Description
RPT_ITR_Incom-ingMessageLog	ID	ID	bigint	Auto-generated unique identifier for the incoming message.
RPT_ITR_Incom-ingMessageLog	Source	Source	nvarchar	The source device (contact number) of the SMS message.
RPT_ITR_Incom-ingMessageLog	Destination	Destination	nvarchar	The destination device (contact number) of the SMS message.
RPT_ITR_Incom-ingMessageLog	Message	Message	nvarchar	The content of the SMS mes-sage.
RPT_ITR_Incom-ingMessageLog	EntryTime	EntryTime	datetime	The date and time the applic-ation created this log entry.
RPT_ITR_Incom-ingMessageLog	TenantID	TenantID	int	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
RPT_ITR_Incom-ingMessageLog	SubTenantID	SubTenantID	int	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	The auto-generated Error ID for this error.
RPT_AddContact_Error	MethodName	MethodName	nvarchar	The API method that originated this error.
RPT_AddContact_Error	Result	Result	nvarchar	The result of the API response (Failure or Success).
RPT_AddContact_Error	ResultDescription	ResultDescription	nvarchar	The description of the API response.
RPT_AddContact_Error	LogDate	LogDate	datetime	The date and time the error record was written to the log.
RPT_AddContact_Error	CampaignID	CampaignID	nvarchar	The Campaign ID that reported this error.
RPT_AddContact_Error	Calltype	Calltype	varchar	It describes the call type. The possible values are: 0 – Normal Call 1 – Callback Call 2– AEM Call
RPT_AddContact_Error	CallStartDateTime	CallStartDateTime	nvarchar	The Call Start Time for a contact as defined during upload.
RPT_AddContact_Error	CallEndDateTime	CallEndDateTime	nvarchar	The date and time the call ends.
RPT_AddContact_Error	BusinessFieldXML	BusinessFieldXML	nvarchar	The XML data in the parameter; this contains the business fields.

RPT_AddContact_Error	Priority	Priority	varchar	The contact's priority based on which it is delivered to the dialer
RPT_AddContact_Error	ModeXML	ModeXML	nvarchar	The XML data that contains the calling modes like mobile, home phone, work phone, and so on.
RPT_AddContact_Error	UserID	UserID	nvarchar	The user ID of the entity consuming the APIs.
RPT_AddContact_Error	SMSData	SMSData	nvarchar	The message text that is sent via SMS.
RPT_AddContact_Error	MailSubject	MailSubject	nvarchar	The subject of the Email when messages are sent as part of an Email campaign.
RPT_AddContact_Error	MailMsg	MailMsg	nvarchar	The Email message content.
RPT_AddContact_Error	MailAttachment	MailAttachment	nvarchar	The attachment (filename) that is part of the Email message.
RPT_AddContact_Error	ZipCode	ZipCode	nvarchar	The contact Zip Code.
RPT_AddContact_Error	ContactDetail	ContactDetail	nvarchar	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	The List ID to which the contact belongs to.
RPT_AddContact_Error	LockContact	LockContact	bit	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	Dedup Business Field
RPT_AddContact_Error	IgnoreCloseContact	IgnoreCloseContact	bit	Whether the application has to ignore the closed contact.
RPT_AddContact_Error	ErrorDescription	ErrorDescription	varchar	The API response error description.
RPT_AddContact_Error	ContactID	ContactID	nvarchar	The contact ID generated for this contact.
RPT_AddContact_Error	ErrorXML	ErrorXML	nvarchar	The file name of the XML containing the error details.
RPT_AddContact_Error	LeadScore	LeadScore	nvarchar	The Lead Score for this contact.
RPT_AddContact_Error	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AddContact_Error	SubTenantID	SubTenantID	int	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	Auto-generated unique identifier for the log entry.
RPT_Users	UserID	UserID	nvarchar	User ID (name of the user) who performed the activity.
RPT_AuditLog	Module	Module	nvarchar	The application module or component where this activity is performed. For example, Campaign, Global Uploader, and so on.
RPT_AuditLog	Operation	Operation	nvarchar	The operation performed by the user. For example, Create, Update, Delete.
RPT_AuditLog	Data	Data	nvarchar	The data that the user requested for the activity initiated.
RPT_AuditLog	CreatedDate	CreatedDate	datetime	The date and time the application created this log entry.
RPT_AuditLog	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AuditLog	SubTenantID	SubTenantID	int	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	Auto-generated unique identifier for the log entry.
RPT_Users	UserID	UserID	nvarchar	User ID (name of the user) who performed the activity.
RPT_AuditTrail	Operation	Operation	nvarchar	The operation performed by the user. For example, Create, Update, Delete.
RPT_AuditTrail	Data	Data	varbinary	The data that the user requested for the activity initiated.
RPT_AuditTrail	CreateDate	CreateDate	datetime	The date and time the application created this log entry.
RPT_AuditTrail	PageName	PageName	varchar	The application page or component where this activity is performed. For example, Campaign, Global Uploader, and so on.
RPT_AuditTrail	EnterpriseId	EnterpriseId	int	The unique identifier for the Enterprise.

RPT_AuditTrail	IsActive	IsActive	bit	
RPT_AuditTrail	IsDeleted	IsDeleted	bit	
RPT_AuditTrail	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AuditTrail	SubTenantID	SubTenantID	int	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	The device number (contact number) of the SMS source.
RPT_ITR_DeliveryStatus	Destination	Destination	nvarchar	The device number (contact number) of the SMS destination.
RPT_ITR_DeliveryStatus	Message	Message	nvarchar	The SMS text message content.
RPT_ITR_DeliveryStatus	DeliveryStatus	DeliveryStatus	nvarchar	The delivery status for the SMS message. For example, Success, Failure, and so on.
RPT_ITR_Deliv-	GatewayMsgID	GatewayMsgID	nvarchar	

eryStatus				
RPT_ITR_ Deliv-eryStatus	ActualResponse	ActualResponse	nvarchar	
RPT_ITR_ Deliv-eryStatus	EntryDateTime	EntryDateTime	datetime	The date and time the record was created in the table.
RPT_ITR_ Deliv-eryStatus	CampaignID	CampaignID	nvarchar	The campaign ID from which the SMS is sent.
RPT_ITR_ Deliv-eryStatus	ContactID	ContactID	int	The unique contact ID to which the SMS is sent.
RPT_ITR_ Deliv-eryStatus	ProviderType	ProviderType	nvarchar	The SMS provide type such as SMPP.
RPT_ITR_ Deliv-eryStatus	Deliv-eryStatusUpdatedDateTime	Deliv-eryStatusUpdatedDateTime	datetime	The date and time when the delivery status is updated for this record.
RPT_ITR_ Deliv-eryStatus	ErrorCode	ErrorCode	nvarchar	
RPT_ITR_ Deliv-eryStatus	TenantID	TenantID	int	The Tenant ID auto-gen-erated by the application when a new tenant is cre-ated.
RPT_ITR_ Deliv-eryStatus	SubTenantID	SubTenantID	int	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	bigint	Auto-generated unique identifier for incoming message.
RPT_ITR_Ses-sionDetail	Text	Text	nvarchar	The text of the message sent via SMS.
RPT_ITR_Ses-sionDetail	IsSent	IsSent	bit	This indicates whether the message is sent to the contact.
RPT_ITR_Ses-sionDetail	Date	Date	datetime	The date when the SMS mes-sage was sent.
RPT_ITR_Ses-sionDetail	Title	Title	varchar	The subject of the SMS mes-sage
RPT_ITR_Ses-sionDetail	Answer	Answer	nvarchar	The response received from the recipient of the message.
RPT_ITR_Ses-sionDetail	SequenceId	SequenceId	int	The auto gen-erated ID for the message received by the application.
RPT_ITR_Ses-sionDetail	GatewayMsgID	GatewayMsgID	nvarchar	The ID gen-erated by the SMS Gateway for this message
RPT_ITR_Ses-sionDetail	AccountNumber	AccountNumber	nvarchar	The Account number (LCMKey / CAID) of the contact.
RPT_ITR_Ses-	CampaignID	CampaignID	nvarchar	The campaign ID

sionDetail				to which the Inbound SMS is received.
RPT_ITR_Ses-sionDetail	RefGatewayMsgID	RefGatewayMsgID	nvarchar	The message ID generated by the SMS gate-way.
RPT_ITR_Ses-sionDetail	ContactID	ContactID	int	The unique con-tact ID from which the inbound mes-sage is received.
RPT_ITR_Ses-sionDetail	TenantID	TenantID	int	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
RPT_ITR_Ses-sionDetail	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new ten-ant is created.

SMS Outbound Session

Source Table	Column Name	Display Name	Data Type	Description
RPT_ITR_Session	Source	Source	nvarchar	The source con-tact (short code) for the outgoing SMS message.
RPT_ITR_Session	Destination	Destination	nvarchar	The destination contact number for the outgoing SMS message.
RPT_ITR_Session	Outcome	Outcome	nvarchar	The Outcome set for the SMS contact. Out-comes 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	This indicates if the SMS message was timed out before sending or was successfully sent.
RPT_ITR_Session	Date	Date	datetime	The date and time that the message was sent.
RPT_ITR_Session	ID	ID	nvarchar	Auto-generated unique identifier for outgoing message.
RPT_ITR_Session	AccountNumber	AccountNumber	nvarchar	The Account number (LCMKey / CAID) of the contact.
RPT_ITR_Session	Error	Error	varchar	This is related to Call Guide via Script Designer functionality of application.
RPT_ITR_Session	FormId	FormId	int	For Form ID from which the outbound SMS message was sent.
RPT_ITR_Session	OutcomeType	OutcomeType	varchar	The outcome type. Whether the outcome set belongs to Success or Failure as configured.
RPT_ITR_Session	ModifiedDate	ModifiedDate	datetime	The date and

				time this entry was last updated.
RPT_ITR_Session	AGENTID	AGENTID	nvarchar	The agent ID of the agent handling this interaction.
RPT_ITR_Session	STATUS	STATUS	nvarchar	The status of the outbound SMS message such as Sent, Processing, Failed, and so on.
RPT_ITR_Session	COMMITEDBY	COMMITEDBY	nvarchar	The user details of the user who committed this to the database.
RPT_ITR_Session	CampaignID	CampaignID	nvarchar	The campaign ID to which the Inbound SMS is received.
RPT_ITR_Session	ContactID	ContactID	int	The unique contact ID from which the inbound message is received.
RPT_ITR_Session	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_ITR_Session	SubTenantID	SubTenantID	int	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	The auto-generated Error ID for this error.
RPT_Error	ERRORTYPE	ERRORTYPE	nvarchar	The type of error that is thrown by the application.
RPT_Error	DESCRIPTION	DESCRIPTION	nvarchar	The description for the error.
RPT_Error	ERRORTIME	ERRORTIME	datetime	The date and time the error was reported by the application.
RPT_Error	ERRORRECORD	ERRORRECORD	text	The Error Record – a detail of the error as in the log.
RPT_Error	UPLOADERTYPE	UPLOADERTYPE	char	The uploader that reported this error – Contact, Global, Scrub, Compliance etc. are some uploader types.
RPT_Error	CAMPAIGNID	CAMPAIGNID	nvarchar	The Campaign ID that reported this error.
RPT_Error	LISTID	LISTID	int	The List ID to which the error pertains to.
RPT_Error	FILEID	FILEID	int	The file ID (if uploading via a file) to which this error pertains to.
RPT_Error	FILENAME	FILENAME	nvarchar	The file name of the upload file that originated

				this error.
RPT_Error	RESERVEDFIELD1	RESERVEDFIELD1	nvarchar	For future use.
RPT_Error	RESERVEDFIELD2	RESERVEDFIELD2	nvarchar	For future use.
RPT_Error	RESERVEDFIELD3	RESERVEDFIELD3	nvarchar	For future use.
RPT_Error	RESERVEDFIELD4	RESERVEDFIELD4	nvarchar	For future use.
RPT_Error	RESERVEDFIELD5	RESERVEDFIELD5	nvarchar	For future use.
RPT_Error	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_Error	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Upload History

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_Campaign_Group	CampaignGroup	CampaignGroup	nvarchar	The name of the campaign group the contact is uploaded to.
RPT_AE_Campaign	CAMPAIGNID	CAMPAIGNID	int	The campaign ID of the contact uploaded.
RPT_AE_ListInfo	ListStartDate	ListStartDate	DateTime	The start date of the list
OBD_HD_UploadHistory	ChildListID	ChildListID	int	The child list ID generated by the application at the time of upload.

OBD_HD_ UploadHis-tory	ContactFailedToUpload	ContactFailedToUpload	int	The number of contacts that failed to upload.
OBD_HD_ UploadHis-tory	Contact-sBlockedINCorporateDNC	Contact-sBlockedINCorporateDNC	int	The number of contacts blocked on account of corporate DNC.
OBD_HD_ UploadHis-tory	ContactsBlockedINNDNC	ContactsBlockedINNDNC	int	The number of contacts blocked on account of corporate NDNC.
OBD_HD_ UploadHis-tory	ContactsUploaded	ContactsUploaded	int	The number of contacts uploaded.
OBD_HD_ UploadHis-tory	DuplicateContacts	DuplicateContacts	int	The number of duplicate contacts.
OBD_HD_ UploadHis-tory	List	List	int	The List ID generated by the applic-ation.
OBD_HD_ UploadHis-tory	ModeFailedToUpload	ModeFailedToUpload	int	The number of contacts failed to upload on account of mode failure.
OBD_HD_ UploadHis-tory	ModesB-lockedINCorporateDNC	ModesB-lockedINCorporateDNC	nvarchar	The number of contacts blocked on account of corporate DNC.
OBD_HD_ UploadHis-tory	ModesBlockedINNDNC	ModesBlockedINNDNC	nvarchar	The number of contacts blocked on account of

				corporate DNC.
OBD_HD_ UploadHis-tory	ReportTime	ReportTime	datetime	The date and time the report was generated.
OBD_HD_ UploadHis-tory	SubTenantID	SubTenantID	int	The Sub Ten-ant ID auto-generated by the applic-ation when a new tenant is created.
OBD_HD_ UploadHis-tory	TenantID	TenantID	int	The Tenant ID auto-gen-erated by the application when a new tenant is cre-ated.
OBD_HD_ UploadHis-tory	TotalContactsProcessed	TotalContactsProcessed	int	The total number of contacts pro-cessed from the upload file
OBD_HD_ UploadHis-tory	UploadSubType	UploadSubType	int	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_ UploadHis-tory	UploadTime	UploadTime	datetime	The date and time of upload.
OBD_HD_ UploadHis-tory	UploadType	UploadType	nvarchar	The upload type such as JSON, API, and so on.

Scrub List Info

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_SCrubListInfo	ScrubListId	ScrubListId	int	The scrub list ID auto-generated by the applic-ation when the list is placed for upload.
RPT_AE_SCrubListInfo	CampaignId	CampaignName	nvarchar	The campaign name to which this list is uploaded.
RPT_AE_SCrubListInfo	SourceDetails	SourceDetails	nvarchar	The upload file name with extension.
RPT_AE_SCrubListInfo	SourceType	SourceType	nvarchar	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	The date and time the contact file was taken up for pro-cessing.
RPT_AE_SCrubListInfo	ScrubDetails	ScrubDetails	nvarchar	The upload scrub file name with extension
RPT_AE_SCrubListInfo	ScrubStatus	ScrubStatus	nvarchar	The scrub status such as Success, Failure, Pro-cessing, and so on.
RPT_AE_SCrubListInfo	TenantID	TenantID	nvarchar	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
RPT_AE_SCrubListInfo	SubTenantID	SubTenantID	nvarchar	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	The auto-generated ID for each entry in this table.
RPT_NonCallActivity	CampaignId	CampaignId	nvarchar	The Campaign ID for this non-call activity.
RPT_NonCallActivity	ContactId	ContactId	int	The contact ID for this non-call activity.
RPT_NonCallActivity	ModeId	ModeId	int	The mode ID on which this non-call activity occurred.
RPT_AE_Modes	ModeName	ModeName	nvarchar	The mode name for this non-call activity.
RPT_NonCallActivity	ListId	ListId	int	The List ID that the contact belongs to.
RPT_NonCallActivity	ContactVersion	ContactVersion	int	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	The description for Business Field 26 – unique business field.
RPT_NonCallActivity	Bussfld27	Bussfld27	nvarchar	The description for Business Field 27 – additional business field.
RPT_NonCallActivity	Bussfld28	Bussfld28	nvarchar	The description for Business Field 28 –

				additional business field.
RPT_NonCallActivity	Bussfld29	Bussfld29	nvarchar	The description for Business Field 29 – additional business field.
RPT_NonCallActivity	Bussfld30	Bussfld30	nvarchar	The description for Business Field 30 – additional business field.
RPT_NonCallActivity	Status	Status	varchar	The contact status for each contact for every change.
RPT_NonCallActivity	StatusReasonId	StatusReasonId	int	The auto generated ID for the contact status change.
RPT_AE_ ContactStatusReasons	StatusReason	StatusReason	nvarchar	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	The valid mode for this non-call activity.
RPT_NonCallActivity	CreatedDateTime	CreatedDateTime	datetime	The date and time this entry was created in the table.
RPT_NonCallActivity	TenantID	TenantID	int	The Tenant ID autogenerated by the application when a new tenant is created.
RPT_NonCallActivity	SubTenantID	SubTenantID	int	The Sub Tenant ID autogenerated by the application when a new tenant is created.

RPT_NonCallActivity	RuleName	RuleName	nvarchar	Name of the Rule within the compliance group, by which the contact delivery has been blocked.
RPT_NonCallActivity	ComplianceGroup	ComplianceGroup	nvarchar	Name of the compliance group, by which the contact delivery has been blocked.
RPT_NonCallActivity	Description	Description	nvarchar	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.

Contact Business Data

Source Table	Column Name	Display Name	Data Type	Description
RPT_Contact_Bussi-nessData	Id	Id	bigint	The auto-gen-erated ID for the entry in this table.
RPT_Contact_Bussi-nessData	CampaignId	CampaignId	nvarchar	The Campaign ID for this non-call activity.
RPT_Contact_Bussi-nessData	ContactId	ContactId	int	The contact ID for this non-call activity.
RPT_Contact_Bussi-nessData	ListId	ListId	int	The List ID that the contact belongs to.
RPT_Contact_Bussi-nessData	ContactVersion	ContactVersion	int	The contact ver-sion for this con-tact at the time of non-call activ-ity. This indic-ates the number of times the con-tact status has been revised.
RPT_Contact_Bussi-nessData	Bussfld1	Bussfld1	nvarchar	The description for Business Field 1.
RPT_Contact_Bussi-nessData	Bussfld2	Bussfld2	nvarchar	The description for Business Field 2.

RPT_Contact_Bussi-nessData	Bussfld3	Bussfld3	nvarchar	The description for Business Field 3.
RPT_Contact_Bussi-nessData	Bussfld4	Bussfld4	nvarchar	The description for Business Field 4.
RPT_Contact_Bussi-nessData	Bussfld5	Bussfld5	nvarchar	The description for Business Field 5.
RPT_Contact_Bussi-nessData	Bussfld6	Bussfld6	nvarchar	The description for Business Field 6.
RPT_Contact_Bussi-nessData	Bussfld7	Bussfld7	nvarchar	The description for Business Field 7.
RPT_Contact_Bussi-nessData	Bussfld8	Bussfld8	nvarchar	The description for Business Field 8.
RPT_Contact_Bussi-nessData	Bussfld9	Bussfld9	nvarchar	The description for Business Field 9.
RPT_Contact_Bussi-nessData	Bussfld10	Bussfld10	nvarchar	The description for Business Field 10.
RPT_Contact_Bussi-nessData	Bussfld11	Bussfld11	nvarchar	The description for Business Field 11.
RPT_Contact_Bussi-nessData	Bussfld12	Bussfld12	nvarchar	The description for Business Field 12.
RPT_Contact_Bussi-nessData	Bussfld13	Bussfld13	nvarchar	The description for Business Field 13.
RPT_Contact_Bussi-nessData	Bussfld14	Bussfld14	nvarchar	The description for Business Field 14.
RPT_Contact_Bussi-nessData	Bussfld15	Bussfld15	nvarchar	The description for Business Field 15.
RPT_Contact_Bussi-nessData	Bussfld16	Bussfld16	nvarchar	The description for Business

				Field 16.
RPT_Contact_Bussi-nessData	Bussfld17	Bussfld17	nvarchar	The description for Business Field 17.
RPT_Contact_Bussi-nessData	Bussfld18	Bussfld18	nvarchar	The description for Business Field 18.
RPT_Contact_Bussi-nessData	Bussfld19	Bussfld19	nvarchar	The description for Business Field 19.
RPT_Contact_Bussi-nessData	Bussfld20	Bussfld20	nvarchar	The description for Business Field 20.
RPT_Contact_Bussi-nessData	Bussfld21	Bussfld21	nvarchar	The description for Business Field 21.
RPT_Contact_Bussi-nessData	Bussfld22	Bussfld22	nvarchar	The description for Business Field 22.
RPT_Contact_Bussi-nessData	Bussfld23	Bussfld23	nvarchar	The description for Business Field 23.
RPT_Contact_Bussi-nessData	Bussfld24	Bussfld24	nvarchar	The description for Business Field 24.
RPT_Contact_Bussi-nessData	Bussfld25	Bussfld25	nvarchar	The description for Business Field 25.
RPT_Contact_Bussi-nessData	Bussfld26	Bussfld26	nvarchar	The description for Business Field 26 – unique business field.
RPT_Contact_Bussi-nessData	Bussfld27	Bussfld27	nvarchar	The description for Business Field 27 – addi-tional business field.
RPT_Contact_Bussi-nessData	Bussfld28	Bussfld28	nvarchar	The description for Business Field 28 – addi-

				tional business field.
RPT_Contact_BussinessData	Bussfld29	Bussfld29	nvarchar	The description for Business Field 29 – additional business field.
RPT_Contact_BussinessData	Bussfld30	Bussfld30	nvarchar	The description for Business Field 30 – additional business field.
RPT_Contact_BussinessData	ContactDetail	ContactDetail	nvarchar	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_BussinessData	ModifiedBy	ModifiedBy	nvarchar	The user ID of the entity that last updated this entry.
RPT_Contact_BussinessData	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_Contact_BussinessData	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.

List Upload

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ ListInfo	CAMPAIGNID	Campaign Name	nvarcha- r	The cam- paign name to which this list is uploaded.
RPT_AE_ ListInfo	LISTTYPE	LISTTYPE	nvarcha- r	The list type. Defines if it is upload via an API or via a file.
RPT_AE_ ListInfo	LISTID	LISTID	int	The List ID auto-gen- erated by the applic- ation for this list.
RPT_AE_ ListInfo	STARTTIME	STARTTIME	dat- etime	The date and time the list started uploading.
RPT_AE_ ListInfo	ENDTIME	ENDTIME	dat- etime	The date and time the list com- pleted uploading.
RPT_AE_ ListInfo	RECORDSINSERTED	RECORDSINSERTED	int	The number of records uploaded from this list.
RPT_AE_ ListInfo	RECORDSFAILED	RECORDSFAILED	int	The number of records that failed to upload from this list.
RPT_AE_ ListInfo	RECORDSDNC	RECORDSDNC	int	The number of DNC records from this

				list.
RPT_AE_ ListInfo	RecordsDuplicated	RecordsDuplicated	int	The number of duplicate records from this list.
RPT_AE_ ListInfo	RECORDSSCRUBBED	RECORDSSCRUBBED	int	The number of contacts scrubbed from this list
RPT_AE_ ListInfo	SOURCENAME	SourceDetails	nvarchar	The upload file name with extension.
RPT_AE_ ListInfo	SOURCETYPE	SOURCETYPE	nvarchar	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	nvarchar	The name of the user who uploaded the contacts.
RPT_AE_ ListInfo	LOCATION	LOCATION	nvarchar	The location where the file to be processed is placed.
RPT_AE_ ListInfo	RECORDSMOVED	RECORDSMOVED	int	The number of records moved from this list.
RPT_AE_ ListInfo	RECORDSCHAINED	RECORDSCHAINED	int	The number of records chained to other target campaigns

				from this list.
RPT_AE_ ListInfo	ListStopFlag	ListStopFlag	boolean	The flag to indicate if the list is in a stopped state.
RPT_AE_ ListInfo	ListStartDate	ListStartDate	dat- etime	The date and time that con- tacts from this list com- menced upload to campaigns.
RPT_AE_ ListInfo	ListStopDate	ListStopDate	dat- etime	The date and time that the list was stopped.
RPT_AE_ ListInfo	GlobalListID	GlobalListID	int	The list ID generated by the applic- ation for each list placed for global upload.
RPT_AE_ ListInfo	ListStatus	ListStatus	nvarcha- r	The status of the List such as Success, Failure, Error, and so on.
RPT_AE_ ListInfo	ListProcessingDate	ListProcessingDate	dat- etime	The date and time the contact file was taken up for pro- cessing.
RPT_AE_ ListInfo	ListTimeToLive	ListTimeToLive	int	The number of days the

				list is live before contacts can no longer be uploaded from this list.
RPT_AE_ListInfo	TTLBusinessDays	TTLBusinessDays	boolean	The flag to indicate if the Time To Live for the list is calculated by Business Days.
RPT_AE_ListInfo	TotalRecordsGoingToProcessed	TotalRecordsGoingToProcessed	int	The total number of records process for upload.
RPT_AE_ListInfo	UniqueTimeZone	UniqueTimeZone	nvarchar	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	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ListInfo	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the applic-

				ation when a new tenant is created.
RPT_AE_UploadHistory	UploadType	UploadType	nvarchar	The upload type such as JSON, API, and so on.
RPT_AE_UploadHistory	UploadSubType	UploadSubType	nvarchar	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	The date and time the table was last modified.
RPT_AE_UploadHistory	ChildListID	ChildListID	int	The child list ID auto-generated by the application for this list.
RPT_AE_UploadHistory	ModeBlockedInComplianceDNC	ModeBlockedInComplianceDNC	nvarchar	The modes that are blocked by DNC requirements.
RPT_AE_UploadHistory	ContactBlockedInComplianceDNC	ContactBlockedInComplianceDNC	nvarchar	The modes that are blocked by NDNC requirements.
RPT_AE_UploadHis-	ModeBlockedInComplianceLitigation	ModeBlockedInComplianceLitigation	nvarchar	The modes that are

tory				blocked by Litigation require-ments.
RPT_AE_ UploadHis-tory	ContactB-lockedInComplianceLitigation	ContactB-lockedInComplianceLitigation	int	The number of contacts that are blocked by Litigation require-ments.
RPT_AE_ UploadHis-tory	SourceDetails	SourceDetails	nvarcha-r	The upload file name with exten-sion.
RPT_AE_ UploadHis-tory	ProfileName	ProfileName	nvarcha-r	The Profile through which the contacts were uploaded.
RPT_AE_ UploadHis-tory	UpdatedListID	UpdatedListID	nvarcha-r	The updated list ID gen-erated by the applic-ation.
RPT_AE_ UploadHis-tory	UploadedDuration	UploadedDuration	int	The time taken by the application to complete upload of the list.

List Info

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_Cam-paign	CAMPAIGNID	CampaignName	nvarchar	The campaign name to which this list is uploaded.
RPT_AE_	LISTID	LISTID	int	The List ID auto-

ListInfo				generated by the application for this list.
RPT_AE_ ListInfo	ListStartDate	ListStartDate	datetime	The date and time that contacts from this list commenced upload to campaigns.
RPT_AE_ ListInfo	ListStatus	ListStatus	nvarchar	The status of the List such as Success, Failure, Error, and so on.
RPT_AE_ ListInfo	GID	GID	int	The list ID generated by the application for each list placed for global upload.
RPT_AE_ ListInfo	InsertedTime	InsertedTime	datetime	The Date time when the record is inserted
RPT_AE_ ListInfo	SOURCENAME	SOURCENAME	nvarchar	The upload file name with extension
RPT_AE_ ListInfo	ListStartDateTime	ListStartDateTime	datetime	The specific date and time at which contacts from this list initiated the process of uploading to campaigns
RPT_AE_ ListInfo	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ ListInfo	SubTenantID	SubTenantID	int	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	The list ID generated by the application for each list placed for global upload.
RPT_AE_GUActivity	GlobalFileName	GlobalFileName	nvarchar	The name of file contacts placed for upload.
RPT_AE_GUActivity	Status	Status	nvarchar	The status of the upload file, Success, Error, and so on
RPT_AE_GUActivity	ProcessedTime	ProcessedTime	datetime	The date and time the contact file was taken up for processing
RPT_AE_GUActivity	ErrorDescription	ErrorDescription	nvarchar	The description of the error, in case of contacts that are not uploaded. For example, failed.

RPT_AE_ GUActivity	TotalRecords	TotalRecords	int	The total number of records in the uploaded from the contact list.
RPT_AE_ GUActivity	BadRecords	BadRecords	int	The number of bad records – the records that failed to upload – from the contact list.
RPT_AE_ GUActivity	UnmatchedRecords	UnmatchedRecords	int	The total number of records that could not be uploaded to any cam-paign, that is, remained unmatched.
RPT_AE_ GUActivity	CampaignLevelRecords	CampaignLevelRecords	int	The total number of records uploaded to each cam-paign via this upload.
RPT_AE_ GUActivity	UploadedFileName	UploadedFileName	nvarcha-r	The name of the file placed for upload.
RPT_AE_ GUActivity	ListStatus	ListStatus	nvarcha-r	The status of the List, Suc-cess, Failure, Error, and so on
RPT_AE_ GUActivity	TenantID	TenantID	int	The Tenant ID auto-gen-erated by

				the application when a new tenant is created.
RPT_AE_GUActivity	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_UploadHistory	UploadTime	UploadTime	datetime	The date and time a contact was uploaded.
RPT_AE_UploadHistory	TotalContactsProcessed	TotalContactsProcessed	int	The total number of contacts processed for upload.
RPT_AE_UploadHistory	ContactsUploaded	ContactsUploaded	int	The total number of contacts uploaded to various campaigns.
RPT_AE_UploadHistory	ContactFailedToUpload	ContactFailedToUpload	int	The total number of contacts that failed, and not uploaded to any campaign.
RPT_AE_UploadHistory	DuplicateContacts	DuplicateContacts	int	The total number of duplicate contacts.
RPT_AE_UploadHistory	ContactsBlockedInNDNC	ContactsBlockedInNDNC	int	The total number of

				contacts blocked by the National Do Not Contact configuration.
RPT_AE_UploadHistory	ContactsBlockedInCorporateDNC	ContactsBlockedInCorporateDNC	int	The total number of contacts blocked by this enterprise under the Do Not Contact configuration.
RPT_AE_UploadHistory	ModesBlockedInNDNC	ModesBlockedInNDNC	int	The modes blocked for contact upload due to a Do Not Call configuration.
RPT_AE_UploadHistory	ModesBlockedInCorporateDNC	ModesBlockedInCorporateDNC	nvarchar	The modes blocked for contact upload by an enterprise due to a Do Not Call configuration.
RPT_AE_UploadHistory	ModeFailedToUpload	ModeFailedToUpload	nvarchar	Contact that failed to upload due to failed modes – for example, mode not existing for the campaign.
RPT_AE_UploadHistory	UpdatedContacts	UpdatedContacts	int	The number of contacts that were

				updated using the upload functionality.
RPT_AE_UploadHistory	UploadType	UploadType	nvarchar	The upload type such as JSON, API, and so on.
RPT_AE_UploadHistory	UploadSubType	UploadSubType	nvarchar	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	The date and time the table was last modified.
RPT_AE_UploadHistory	ChildListID	ChildListID	int	The child list ID auto-generated by the application for this list.
RPT_AE_UploadHistory	ModeBlockedInComplianceDNC	ModeBlockedInComplianceDNC	nvarchar	The modes that are blocked by DNC requirements.
RPT_AE_UploadHistory	ContactBlockedInComplianceDNC	ContactBlockedInComplianceDNC	nvarchar	The modes that are blocked by NDNC requirements.
RPT_AE_UploadHis-	ModeBlockedInComplianceLitigation	ModeBlockedInComplianceLitigation	nvarchar	The modes that are

tory				blocked by Litigation require-ments.
RPT_AE_UploadHis-tory	ContactB-lockedInComplianceLitigation	ContactB-lockedInComplianceLitigation	int	The number of contacts that are blocked by Litigation require-ments.
RPT_AE_UploadHis-tory	SourceDetails	SourceDetails	nvarcha-r	The upload file name with exten-sion.
RPT_AE_UploadHis-tory	ProfileName	ProfileName	nvarcha-r	The Profile through which the contacts were uploaded.
RPT_AE_UploadHis-tory	UpdatedListID	UpdatedListID	nvarcha-r	The updated list ID gen-erated by the applic-ation.
RPT_AE_UploadHis-tory	UploadedDuration	UploadedDuration	int	The time taken by the application to complete upload of the list.

Global Upload Error

Source Table	Column Name	Display Name	Data Type	Description
RPT_GU_Error	ERRORID	ERRORID	bigint	The auto-gen-erated Error ID for this error.
RPT_GU_Error	ERRORTYPE	ERRORTYPE	nvarchar	The type of error that is

				thrown by the application.
RPT_GU_Error	DESCRIPTION	DESCRIPTION	nvarchar	The description for the error.
RPT_GU_Error	ERRORTIME	ERRORTIME	datetime	The date and time the error was reported by the application.
RPT_GU_Error	ERRORRECORD	ERRORRECORD	text	The Error Record, a detail of the error as in the log.
RPT_GU_Error	UPLOADERTYPE	UPLOADERTYPE	char	The uploader that reported this error – Contact, Global, Scrub, Compliance etc. are some uploader types.
RPT_GU_Error	CAMPAIGNID	CAMPAIGNID	nvarchar	The Campaign ID that reported this error.
RPT_GU_Error	LISTID	LISTID	int	The List ID to which the error pertains to.
RPT_GU_Error	FILEID	FILEID	int	The file ID (if uploading via a file) to which this error pertains to.
RPT_GU_Error	FILENAME	FILENAME	nvarchar	The file name of the upload file that originated this error.
RPT_GU_Error	RESERVEDFIELD1	RESERVEDFIELD1	nvarchar	For future use.
RPT_GU_Error	RESERVEDFIELD2	RESERVEDFIELD2	nvarchar	For future use.
RPT_GU_Error	RESERVEDFIELD3	RESERVEDFIELD3	nvarchar	For future use.
RPT_GU_Error	RESERVEDFIELD4	RESERVEDFIELD4	nvarchar	For future use.
RPT_GU_Error	RESERVEDFIELD5	RESERVEDFIELD5	nvarchar	For future use.

RPT_GU_Error	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_GU_Error	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Master Field Details

Agents

Source Table	Column Name	Display Name	Data Type	Description
OBD_BSFTAgentList	Id	Id	bigint	Identity column unique to each record.
OBD_BSFTAgentList	AgentID	AgentID		Unique id of the Agent retrieved from the dialer when sync.
OBD_BSFTAgentList	AgentName	AgentName	nvarchar	The name of the logged-in agent.
OBD_BSFTAgentList	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_BSFTAgentList	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant 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 different 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	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
RPT_AE_CAMPAIGN	CAMPAIGNGROUP	CAMPAIGNGROUP	nvarchar	The name of the campaign group mapped for this campaign.
RPT_AE_CAMPAIGN	CAMPAIGNID	CAMPAIGNID	int	The campaign ID auto-generated at the time of creation
RPT_AE_CAMPAIGN	DESCRIPTION	DESCRIPTION	nvarchar	The description for the campaign.
RPT_AE_CAMPAIGN	CAMPAIGNTYPE	CAMPAIGNTYPE	nvarchar	The campaign type – Voice or non-voice.
RPT_AE_CAMPAIGN	CALLCLASSIFY	CALLCLASSIFY		Not in use.

RPT_AE_ CAMPAIGN	PAMDHANGUP	PAMDHANGUP		Not in use.
RPT_AE_ CAMPAIGN	APPNAME	APPNAME		Not in use.
RPT_AE_ CAMPAIGN	MAXCONTACTS	MAXCONTACTS	int	The maximum number of contacts.
RPT_AE_ CAMPAIGN	NUISANCETIMEOUT	NUISANCETIMEOUT	int	Not in use.
RPT_AE_ CAMPAIGN	CAMPAIGNSTATUS	CAMPAIGNSTATUS	nvarchar	The campaign status such as Created, Executing, Stopped, Time-sus-pended, and so on.
RPT_AE_ CAMPAIGN	ZONENAME	ZONENAME	nvarchar	The time zone for the cam-paign.
RPT_AE_ CAMPAIGN	OUTCOMEGROUP	OUTCOMEGROUP	nvarchar	The outcome group mapped to this cam-paign.
RPT_AE_ CAMPAIGN	AUXREASONGROUP	AUXREASONGROUP	nvarchar	Not in use.
RPT_AE_ CAMPAIGN	LOGOUTGROUP	LOGOUTGROUP	nvarchar	Not in use.
RPT_AE_ CAMPAIGN	STARTDATE	STARTDATE	datetime	The campaign start date.
RPT_AE_ CAMPAIGN	ENDDATE	ENDDATE	datetime	The campaign end date.
RPT_AE_ CAMPAIGN	STARTTIME	STARTTIME	datetime	The campaign start time.
RPT_AE_ CAMPAIGN	ENDTIME	ENDTIME	datetime	The campaign end time.
RPT_AE_ CAMPAIGN	CREATEUSER	CREATEUSER	nvarchar	The name of the user who created this campaign.

RPT_AE_ CAMPAIGN	CREATETIME	CREATETIME	datetime	The date and time this campaign was created.
RPT_AE_ CAMPAIGN	CONTACTTIMEOUT	CONTACTTIMEOUT		Not in use.
RPT_AE_ CAMPAIGN	AUTOSTOPDAYS	AUTOSTOPDAYS	nvarchar	The days of the week that the campaign stops automatically. For example, Saturdays and Sundays.
RPT_AE_ CAMPAIGN	DUPLICATEFILTER	DUPLICATEFILTER	int	To check for duplicate contacts using the duplicate filter. 0 if disabled; 1 if enabled (default).
RPT_AE_ CAMPAIGN	ITRANSFERQ	ITRANSFERQ		Not in use.
RPT_AE_ CAMPAIGN	OTRANSFERQ	OTRANSFERQ		Not in use.
RPT_AE_ CAMPAIGN	IROUTEPOINT	IROUTEPOINT		Not in use.
RPT_AE_ CAMPAIGN	ODN	ODN		Not in use.
RPT_AE_ CAMPAIGN	NOANSWERTIMEOUT	NOANSWERTIMEOUT	int	The time, in seconds, that the application should wait before moving a contact to reschedule on account No Answer.
RPT_AE_ CAMPAIGN	DPTYPE	DPTYPE		The dial plan type.

RPT_AE_ CAMPAIGN	DIALPLANNAME	DIALPLANNAME	nvarchar	The dial plan assigned to this campaign.
RPT_AE_ CAMPAIGN	DPRETRIES	DPRETRIES	int	The number of retries configured.
RPT_AE_ CAMPAIGN	DPRETRIESCLOSE	DPRETRIESCLOSE	int	The number of retries after which the contact can be closed.
RPT_AE_ CAMPAIGN	DNCFILTER	DNCFILTER	nvarchar	The filter applied to mark a contact as DNC – Phone number or Business Field.
RPT_AE_ CAMPAIGN	AREATIMEZONE	AREATIMEZONE	nvarchar	The time zone for the area mapped to this campaign.
RPT_AE_ CAMPAIGN	ENABLECHAINING	ENABLECHAINING	boolean	Denotes if chaining is enabled.
RPT_AE_ CAMPAIGN	CAMPAIGNKEY	CAMPAIGNKEY	int	The unique campaign key. This is used for campaign filter for reports.
RPT_AE_ CAMPAIGN	FILEPATH	FILEPATH	nvarchar	The path where the upload files are placed.
RPT_AE_ CAMPAIGN	RecentContactID	RecentContactID	int	The last created / most recent contact ID for this campaign.

RPT_AE_ CAMPAIGN	RecentListID	RecentListID	int	The last uploaded / most recent list for this campaign.
RPT_AE_ CAMPAIGN	DPRETRIESTYPE	DPRETRIESTYPE		Not in use.
RPT_AE_ CAMPAIGN	RetainPCB	RetainPCB	boolean	This field denotes if the PCB for the contact has to be retained.
RPT_AE_ CAMPAIGN	CycleRetryEnabled	CycleRetryEnabled	boolean	This denotes if the cycle retry is enabled for this cam- paign.
RPT_AE_ CAMPAIGN	CycleOffset	CycleOffset	int	This indicates if there is a cycle offset, that is, num- ber of days in the cycle after which a con- tact is retried. 0 if disabled; 1 if enabled.
RPT_AE_ CAMPAIGN	CycleCount	CycleCount	int	The count of dialing cycles completed. A cycle is com- pleted when all the con- figured modes are dialed once.
RPT_AE_ CAMPAIGN	CycleRetriesClose	CycleRetriesClose	boolean	This flag determines if the contact should be closed on com-

				pletion of cycle retries.
RPT_AE_ CAMPAIGN	StateLawFollowType	StateLawFollowType	nvarchar	The type of State Law to be followed when dialing out a contact.
RPT_AE_ CAMPAIGN	DailyRetries	DailyRetries	int	The number of dialing retries allowed for a contact for a day.
RPT_AE_ CAMPAIGN	ListTimeToLive	ListTimeToLive	int	The time to live, for a contact list. This is in number of days.
RPT_AE_ CAMPAIGN	TimeZoneUseType	TimeZoneUseType	nvarchar	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.
RPT_AE_ CAMPAIGN	Prefix	Prefix	nvarchar	A string prefixed to the uploaded contacts, at the

				time of delivery.
RPT_AE_ CAMPAIGN	Suffix	Suffix	nvarchar	A string suffixed to the uploaded contacts, at the time of delivery.
RPT_AE_ CAMPAIGN	IsULCampaign	IsULCampaign	boolean	This determines if the campaign is a Shared List campaign.
RPT_AE_ CAMPAIGN	CreatedDateTime	CreatedDateTime	nvarchar	The date and time the campaign was created.
RPT_AE_ CAMPAIGN	ModifiedDateTime	ModifiedDateTime	datetime	The date and time the campaign was last updated.
RPT_AE_ CAMPAIGN	ICMID	ICMID	datetime	The ICM ID used for the call.
RPT_AE_ CAMPAIGN	EmailThreshold	EmailThreshold	int	The number of Emails that can be delivered for this campaign per day or global limit.
RPT_AE_ CAMPAIGN	IsPostCallScript	IsPostCallScript	boolean	This flag denotes if there is post-call script that has to executed after the call.
RPT_AE_ CAMPAIGN	WindowRetry	WindowRetry	boolean	This flag determines if the campaign is configured

				with Window Retry.
RPT_AE_ CAMPAIGN	WindowAttempt	WindowAttempt	int	The number of calling attempts con-figured for a specific calling window.
RPT_AE_ CAMPAIGN	WindowDuration	WindowDuration	int	int The calling window dur-ation, in days.
RPT_AE_ CAMPAIGN	MultipleZipCode	MultipleZipCode	boolean	This determ-ines if the campaign is enabled to handle mul-tiple zip codes for dialing.
RPT_AE_ CAMPAIGN	PredictedResult	PredictedResult	datetime	The predicted time to get the result for this cam-paign.
RPT_AE_ CAMPAIGN	PredictedForOpenRecords	PredictedForOpenRecords	int	The number of records returned at the predicted time.
RPT_AE_ CAMPAIGN	TTLBusinessDays	TTLBusinessDays	int	If the Time to Live is con-figured as Business days, the number of business days.
RPT_AE_ CAMPAIGN	P2P	P2P	boolean	Flag to determine if Propensity to Pay is enabled.
RPT_AE_ CAMPAIGN	BTTC	BTTC	boolean	Flag to determine if Best Time To

				Call is enabled.
RPT_AE_ CAMPAIGN	IsAllowInvalidDeviceId	IsAllowInvalidDeviceId	boolean	Flag to determine if access via an invalid device ID can be provided.
RPT_AE_ CAMPAIGN	IdentityAuthentication	IdentityAuthentication	nvarchar	The identity to authen-ticate such as SSN, Tax Num-ber, and so on.
RPT_AE_ CAMPAIGN	IsIdentityAuthentication	IsIdentityAuthentication	boolean	Flag to determine if identity authen-tication fea-ture is enabled.
RPT_AE_ CAMPAIGN	AlwaysToClicker	AlwaysToClicker	boolean	Flag to determine if the contacts have to be always sent to a clicker agent before dialing.
RPT_AE_ CAMPAIGN	isIVRTemplateEnable	isIVRTemplateEnable	boolean	Flag to determine if an IVR tem-plate is enabled.
RPT_AE_ CAMPAIGN	IVRTemplateID	IVRTemplateID	int	The IVR tem-plate gen-erated for this IVR Template.
RPT_AE_ CAMPAIGN	IVRTemplateName	IVRTemplateName	nvarchar	The IVR tem-plate name.
RPT_AE_ CAMPAIGN	StateLawGroup	StateLawGroup	nvarchar	The State Law Group name.
RPT_AE_	ChatBotAccount	ChatBotAccount		

CAMPAIGN				
RPT_AE_ CAMPAIGN	CampaignCategoryID	CampaignCategoryID	int	The auto-generated ID for the campaign category.
RPT_AE_ CAMPAIGN	TenantID	TenantID	TenantID	TenantID
RPT_AE_ CAMPAIGN	SubTenantID	SubTenantID	SubTenantID	SubTenantID
RPT_AE_ CAMPAIGN_ PARAM	CAMPAIGNID	CAMPAIGNID	int	The campaign ID auto-generated at the time of creation.
RPT_AE_ CAMPAIGN_ PARAM	CONTACTSPRIORITY	CONTACTSPRIORITY		Not in use.
RPT_AE_ CAMPAIGN_ PARAM	PAMDSCRIPT	PAMDSCRIPT		Not in use.
RPT_AE_ CAMPAIGN_ PARAM	AUTHCODE	AUTHCODE		Not in use.
RPT_AE_ CAMPAIGN_ PARAM	WEEKOFFDAYS	WEEKOFFDAYS	nvarchar	The days of the week the campaign does not run.
RPT_AE_ CAMPAIGN_ PARAM	CALLGUIDE	CALLGUIDE	nvarchar	The call guide configured for this campaign for agents to follow.
RPT_AE_ CAMPAIGN_ PARAM	AGENTCALLCLASSIFY	AGENTCALLCLASSIFY	bit	Whether incoming calls have to be classified / matched with previous calls. 0 is classification dis-

				abled; 1 is enabled. NULL also valid.
RPT_AE_ CAMPAIGN_ PARAM	AGENTRESPTIMEOUT	AGENTRESPTIMEOUT	int	The timeout, in seconds, if an agent does not respond to a call.
RPT_AE_ CAMPAIGN_ PARAM	FROMADDRESS	FROMADDRESS	nvarchar	The Email address that should populate the field From when an Email is sent from a campaign.
RPT_AE_ CAMPAIGN_ PARAM	REPLYTOADDRESS	REPLYTOADDRESS	nvarchar	The Email address that should receive the replies to campaign Emails sent out to customers.
RPT_AE_ CAMPAIGN_ PARAM	BULKMAIL	BULKMAIL	int	Whether the configured Email server supports sending bulk Emails.
RPT_AE_ CAMPAIGN_ PARAM	NOOFMAILCONTACT	NOOFMAILCONTACT		The number of Email recipients for this Email campaign.
RPT_AE_ CAMPAIGN_ PARAM	ENABLEBLENDING	ENABLEBLENDING	boolean	This flag determines if blending is enabled for this campaign.
RPT_AE_ CAMPAIGN_	VDNNUMBER	VDNNUMBER	int	Port number to be used by

PARAM				the Email server.
RPT_AE_ CAMPAIGN_ PARAM	VDNTIMEOUT	VDNTIMEOUT	int	The timeout, in seconds, if the port is not available.
RPT_AE_ CAMPAIGN_ PARAM	QUEUETIMEOUT	QUEUETIMEOUT	int	The duration a contact spends in the queue before being aban- doned.
RPT_AE_ CAMPAIGN_ PARAM	ABANDONPER	ABANDONPER	int	The per- centage of abandoned calls.
RPT_AE_ CAMPAIGN_ PARAM	RATIOTHRESHOLD	RATIOTHRESHOLD	int	The per- centage of contacts that can be uploaded for this cam- paign.
RPT_AE_ CAMPAIGN_ PARAM	SPECIFICCHANNEL	SPECIFICCHANNEL		Not in use.
RPT_AE_ CAMPAIGN_ PARAM	ENABLEPERSISTENT	ENABLEPERSISTENT		Not in use.
RPT_AE_ CAMPAIGN_ PARAM	ENABLEPRECONNECT	ENABLEPRECONNECT	int	This is the pre-con- nection to send bulk Emails; dis- connect if no mails. The default value is -1.
RPT_AE_ CAMPAIGN_ PARAM	LASTCONTACTID	LASTCONTACTID	int	The last updated con- tact ID.
RPT_AE_	RESERVED1	RESERVED1	nvarchar	The reserved

CAMPAIGN_ PARAM				fields for the campaign at the time of contact delivery.
RPT_AE_ CAMPAIGN_ PARAM	RESERVED2	RESERVED2	nvarchar	The reserved fields for the campaign at the time of contact delivery.
RPT_AE_ CAMPAIGN_ PARAM	RESERVED3	RESERVED3	nvarchar	The reserved fields for the campaign at the time of contact delivery.
RPT_AE_ CAMPAIGN_ PARAM	RESERVED4	RESERVED4	nvarchar	The reserved fields for the campaign at the time of contact delivery.
RPT_AE_ CAMPAIGN_ PARAM	RESERVED5	RESERVED5	nvarchar	The reserved fields for the campaign at the time of contact delivery.
RPT_AE_ CAMPAIGN_ PARAM	CISCOCAMPAIGNID	CISCOCAMPAIGNID	int	The campaign ID generated by Cisco for this (campaign group).
RPT_AE_ CAMPAIGN_ PARAM	CISCOUPLOADFILEPATH	CISCOUPLOADFILEPATH	nvarchar	The path to upload contacts delivered to the dialer.
RPT_AE_ CAMPAIGN_ PARAM	CISCOALARMTIME	CISCOALARMTIME		Not in use

RPT_AE_ CAMPAIGN_ PARAM	CISCOINITIALNOOFCONTA-CTS	CISCOINITIALNOOFCONTA-CTS	int	The number of contacts to be delivered to the dialer in the first iter-ation.
RPT_AE_ CAMPAIGN_ PARAM	CISCOREDUCEFACTOR	CISCOREDUCEFACTOR	int	The factor by which the con-tact delivery has to reduce when dialing is not as per the expected pace.
RPT_AE_ CAMPAIGN_ PARAM	CISCOUPLOADFILEFORMA-T	CISCOUPLOADFILEFORMA-T	int	The upload file format for the contact file – txt, csv, JSON, and so on.
RPT_AE_ CAMPAIGN_ PARAM	CISCOINCREMENTPERCEN-T	CISCOINCREMENTPERCEN-T	int	The increase factor for con-tact delivery if dialing hap-pens slower than expec-ted.
RPT_AE_ CAMPAIGN_ PARAM	CISCODECREMENTPERCEN-T	CISCODECREMENTPERCEN-T	int	The reduction factor for con-tact delivery if dialing hap-pens slower than expec-ted.
RPT_AE_ CAMPAIGN_ PARAM	CISCOALTERNATEVDN	CISCOALTERNATEVDN	nvarchar	Alternate Cisco cam-paign ID for contact deliv-ery in case of some failure.
RPT_AE_ CAMPAIGN_ PARAM	CISCOPERIPHERALID	CISCOPERIPHERALID	int	The port num-ber in Cisco for a switch.

RPT_AE_ CAMPAIGN_ PARAM	REDUCETHRESHOLD	REDUCETHRESHOLD	int	The reduced upper threshold for contact delivery if dialing is slower than expected.
RPT_AE_ CAMPAIGN_ PARAM	CISCOINCREASETHRESHOL-D	CISCOINCREASETHRESHOL-D	int	The increased upper threshold for contact delivery if dialing is slower than expected.
RPT_AE_ CAMPAIGN_ PARAM	ENABLESTATELAW	ENABLESTATELAW	boolean	The flag to determine if state law is to be enabled.
RPT_AE_ CAMPAIGN_ PARAM	CAMPAIGNPERCENTAGE	CAMPAIGNPERCENTAGE	int	The percentage of contacts to deliver to the dialer for this campaign.
RPT_AE_ CAMPAIGN_ PARAM	SEQUENCEID	SEQUENCEID	int	The sequence of contact delivery in case of Shared List or campaigns in a group.
RPT_AE_ CAMPAIGN_ PARAM	AlertThreshold	AlertThreshold	int	The threshold at which alerts are to be sent when the contacts available with the dialer reduce.
RPT_AE_ CAMPAIGN_ PARAM	Alert	Alert	bit	This indicates if alert notifications are enabled.

RPT_AE_ CAMPAIGN_ PARAM	EnableDNC	EnableDNC	boolean	Flag to determine if DNC has to be enabled.
RPT_AE_ CAMPAIGN_ PARAM	GlobalDNC	GlobalDNC	boolean	Flag to determine if DNC has to be enabled for a contact across all campaigns in the applic- ation.
RPT_AE_ CAMPAIGN_ PARAM	Callback	Callback	boolean	Flag to determine if a contact is call- back contact.
RPT_AE_ CAMPAIGN_ PARAM	PCBRetries	PCBRetries	int	The number of retries allowed for a personal call- back.
RPT_AE_ CAMPAIGN_ PARAM	PCBOffset	PCBOffset	int	The number of days after which a Per- sonal callback has to be retried.
RPT_AE_ CAMPAIGN_ PARAM	CallbackStrategy	CallbackStrategy	nvarchar	The callback strategy mapped to a campaign.
RPT_AE_ CAMPAIGN_ PARAM	UsePreCallScript	UsePreCallScript	boolean	Flag to denote if this cam- paign has to run a pre-call script before dialing.
RPT_AE_ CAMPAIGN_ PARAM	CallbackStrategyType	CallbackStrategyType	nvarchar	The callback strategy type used for dial- ing – Simple, Advanced, or Callback.

RPT_AE_ CAMPAIGN_ PARAM	ResetGlobalRetries	ResetGlobalRetries	boolean	Flag to determine if Global Retries count can be reset.
RPT_AE_ CAMPAIGN_ PARAM	PEWC	PEWC	boolean	Flag to determine if this contact is a PEWC con-tact.
RPT_AE_ CAMPAIGN_ PARAM	PrecallScriptValue	PrecallScriptValue	nvarchar	The pre-call script that is used, if enabled, before con-tacts are dialed.
RPT_AE_ CAMPAIGN_ PARAM	PostcallScriptValue	PostcallScriptValue	nvarchar	The post-call script that is used, if enabled, after contacts are dialed.
RPT_AE_ CAMPAIGN_ PARAM	CampaignType	CampaignType	nvarchar	The campaign type – Voice, Non-voice, etc.
RPT_AE_ CAMPAIGN_ PARAM	BlockAreaZipCode	BlockAreaZipCode	nvarchar	The area or zip codes that are blocked and contacts cannot be dialed.
RPT_AE_ CAMPAIGN_ PARAM	LowContactAler-tNotification	LowContactAler-tNotification	int	The lower limit of resid-ual contacts remaining to be dialed out when an alert notification is sent to the administrator.
RPT_AE_	NotifyAdvanceinMinutes	NotifyAdvanceinMinutes	int	The time to

CAMPAIGN_ PARAM				notify in advance for a personal call-back.
RPT_AE_ CAMPAIGN_ PARAM	MinmumContacts	MinmumContacts	int	The minimum number of contacts to deliver for the campaign.
RPT_AE_ CAMPAIGN_ PARAM	DurationInMinutes	DurationInMinutes	int	The duration of contact delivery for the campaign.
RPT_AE_ CAMPAIGN_ PARAM	Pre-dictiveAverageACWTime	Pre-dictiveAverageACWTime	int	The average after-call work (ACW) time take for a predictive call.
RPT_AE_ CAMPAIGN_ PARAM	Pre-dictiveNoofCallstoSample	Pre-dictiveNoofCallstoSample		The number of sample calls for this Predictive campaign.
RPT_AE_ CAMPAIGN_ PARAM	Pre-dictiveMaxAbandonRate	Pre-dictiveMaxAbandonRate	int	The maximum abandon rate allowed for a predictive campaign.
RPT_AE_ CAMPAIGN_ PARAM	Pre-dictiveCallStatusCategory	Pre-dictiveCallStatusCategory	nvarchar	The predictive call category for this cam-paign.
RPT_AE_ CAMPAIGN_ PARAM	Pre-dictiveAbandonCallStatus	Pre-dictiveAbandonCallStatus		Flag to determine if a predictive call is abandoned.
RPT_AE_ CAMPAIGN_ PARAM	PredictiveAMDCallStatus	PredictiveAMDCallStatus		The answer-ing machine detection status for a predictive call.

RPT_AE_ CAMPAIGN_ PARAM	PredictiveAvgConnectTime	PredictiveAvgConnectTime	int	The average time taken to connect a predictive call to an agent.
RPT_AE_ CAMPAIGN_ PARAM	isAMD	isAMD	boolean	This flag determines if Answering Machine Detection is enabled or not.
RPT_AE_ CAMPAIGN_ PARAM	PredictiveMaxConcurrentCalls	PredictiveMaxConcurrentCalls	int	The number of maximum concurrent calls that can be dialed out in a Predictive pacing mode.
RPT_AE_ CAMPAIGN_ PARAM	PredictiveMaxLinesPerAgent	PredictiveMaxLinesPerAgent	int	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.
RPT_AE_ CAMPAIGN_ PARAM	TaskTimeout	TaskTimeout	int	The duration a customer stays in the queue, before the call is abandoned without being connected to an agent.
RPT_AE_ CAMPAIGN_ PARAM	PreviewAutoAcceptTime	PreviewAutoAcceptTime	int	The time configured for auto accept-

				ing preview calls.
RPT_AE_ CAMPAIGN_ PARAM	ReservationTimeout	ReservationTimeout	int	This is the number of seconds an agent is reserved for a call. This is not editable on the Cam- paign Man- ager.
RPT_AE_ CAMPAIGN_ PARAM	AutoWrapupTime	AutoWrapupTime	int	The time allowed for wrapping up a call.
RPT_AE_ CAMPAIGN_ PARAM	EmailChainingInDays	EmailChainingInDays	int	The number of days after which an Email contact can be chained to another cam- paign.
RPT_AE_ CAMPAIGN_ PARAM	EmailChainingInHours	EmailChainingInHours	int	The number of hours after which an Email contact can be chained to another cam- paign.
RPT_AE_ CAMPAIGN_ PARAM	RequiredDisposition	RequiredDisposition	int	This field determines if a disposition is mandator for a call.
RPT_AE_ CAMPAIGN_ PARAM	DNCPeriodType	DNCPeriodType	nvarchar	The DNC type – Forever or a Valid Dur- ation.
RPT_AE_ CAMPAIGN_	DNCDurationInDays	DNCDurationInDays	nvarchar	The number of days a con-

PARAM				tact is marked as DNC.
RPT_AE_ CAMPAIGN_ PARAM	DNCEOD	DNCEOD	boolean	Whether the contact has to marked as DNC during the EOD oper- ation.
RPT_AE_ CAMPAIGN_ PARAM	IsDNCCustTZEnabled	IsDNCCustTZEnabled	boolean	This flag determines if the contact can be marked as DNC based on the customer time zone.
RPT_AE_ CAMPAIGN_ PARAM	DNCtype	DNCtype	bit	The DNC Type for this con- tact. Options are Campaign Specific, Cam- paign Cat- egory, Multiple Cat- egories, and Global.
RPT_AE_ CAMPAIGN_ PARAM	Con- sentContactDistribution	Con- sentContactDistribution	int	The per- centage of contacts that is distributed to consent calls.
RPT_AE_ CAMPAIGN_ PARAM	NonCon- sentContactDistribution	NonCon- sentContactDistribution	int	The per- centage of contacts that is distributed to non-con- sent calls.
RPT_AE_ CAMPAIGN_ PARAM	NonConsentTaskTimeout	NonConsentTaskTimeout	int	The duration, in seconds, for which a non-consent calls waits in

				the queue before being abandoned.
RPT_AE_ CAMPAIGN_ PARAM	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ CAMPAIGN_ PARAM	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ CAMPAIGN_ PARAM	ProgIVRMaxContacts	ProgIVRMaxContacts	int	Maximum number of contacts that can be sent to the dialer for dialing at the configured Iteration Interval.
RPT_AE_ CAMPAIGN_ PARAM	DialIterationInterval	DialIterationInterval	int	Interval in seconds to run the campaign threads to deliver the contacts to the dialer.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	CAMPAIGNID	CAMPAIGNID	int	The campaign ID auto-generated at the time of creation.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	FIELDNAME	FIELDNAME	nvarchar	The business field name.
RPT_AE_ CAMPAIGN_	DATATYPE	DATATYPE	nvarchar	The data type

BUSINESSFIELDS				for this business field. For example, string, numeric, datetime, and so on.
RPT_AE_CAMPAIGN_BUSINESSFIELDS	FORMAT	FORMAT	nvarchar	The business field date format. This is active only if the business field data type is date.
RPT_AE_CAMPAIGN_BUSINESSFIELDS	BUSINESSFIELD	BUSINESSFIELD	int	The position of the business field, from among the 25 allowed.
RPT_AE_CAMPAIGN_BUSINESSFIELDS	SQLEXPRESSION	SQLEXPRESSION	nvarchar	Logical expression value for the business parameter. This is used to retrieve a contact. Also used for reporting purposes.
RPT_AE_CAMPAIGN_BUSINESSFIELDS	IsEMailMapped	IsEMailMapped	boolean	This flag denotes if this business field mapped to some content of an Email being sent out via an Email campaign.
RPT_AE_CAMPAIGN_BUSINESSFIELDS	IsSMSMapped	IsSMSMapped	boolean	This flag denotes if this business field mapped to

				some content of an SMS being sent out via SMS campaigns.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	IsDNCMapped	IsDNCMapped	boolean	This flag denotes if this business field is mapped for marking the contact DNC.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	BusinessTypeId	BusinessTypeId	int	Business Type ID. 0 if user-created; 1 if Cisco business field.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	Editable	Editable	boolean	This flag determines if the business field is agent editable.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	SequenceID	SequenceID	int	The sequence ID of the business parameter for ordering.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	IsMax	IsMax	bit	This flag determines if the business field is configured to accept large data length.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	Viewable	Viewable	boolean	This flag determines if the business field is agent viewable.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	IsIVRMapped	IsIVRMapped	int	This field determines if the business field is mapped to an

				IVR configuration.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	IsSNSMapped	IsSNSMapped	int	This field determines if the business field is mapped to an SNS (SendGrid) configuration.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	CharacterLength	CharacterLength	int	The maximum length allowed for this business field.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	CustomerMaster	CustomerMaster	nvarchar	The default customer data passed to the business parameter.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ CAMPAIGN_ BUSINESSFIELDS	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.
OBD_BSFTAgentMapping	Id	Id	bigint	Identity column to be filled at the time of mapping Campaigns to Teams.

OBD_BSFTAgentMapping	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
OBD_BSFTAgentMapping	EntryPoint	EntryPoint	nvarchar	Entry point is our Campaign group to which the Preview campaign is mapped to.
OBD_BSFTAgentMapping	CampaignID	CampaignID	int	The name of the campaign
OBD_BSFTAgentMapping	AgentID	AgentID	nvarchar	Not in use.
OBD_BSFTAgentMapping	AgentName	AgentName	nvarchar	Not in use.
OBD_BSFTAgentMapping	USERID	USERID		User ID of the user who created the preview campaign in admin console.
OBD_BSFTAgentMapping	TeamID	TeamID	nvarchar	The unique id of the Team mapped to the campaign.
OBD_BSFTAgentMapping	TeamName	TeamName	nvarchar	The team name.
OBD_BSFTAgentMapping	SubTenantID	SubTenantID	int	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
RPT_AE_ CAMPAIGN_ GROUP	CampaignGroupID	CampaignGroupID	int	The campaign group ID auto-generated at the time of creation.
RPT_AE_ CAMPAIGN_ GROUP	CAMPAIGNGROUP	CAMPAIGNGROUP	nvarchar	The campaign group name.
RPT_AE_ CAMPAIGN_ GROUP	DESCRIPTION	DESCRIPTION	nvarchar	The campaign group description.
RPT_AE_ CAMPAIGN_ GROUP	CISCOUPLOADFILEPATH	CISCOUPLOADFILEPATH	nvarchar	The file upload path to place the contact upload files.
RPT_AE_ CAMPAIGN_ GROUP	CISCOALARMTIME	CISCOALARMTIME		Not in use.
RPT_AE_ CAMPAIGN_ GROUP	CISCOINITIALNOOFCONTACT-S	CISCOINITIALNOOFCONTACT-S	int	The initial number of contacts that are to be delivered to the dialer.
RPT_AE_ CAMPAIGN_ GROUP	CISCOREDUCEFACTOR	CISCOREDUCEFACTOR	int	The factor by which the contact delivery has to reduce when dialing is not as per the expected pace.
RPT_AE_ CAMPAIGN_ GROUP	CISCOUPLOADFILEFORMAT	CISCOUPLOADFILEFORMAT	nvarchar	The contact file upload format such as text, JSON, and so on.

RPT_AE_ CAMPAIGN_ GROUP	CISCOINCREMENTPERCENT	CISCOINCREMENTPERCENT	int	The per- centage for contact upload increment if dialing is faster than expected.
RPT_AE_ CAMPAIGN_ GROUP	CISCODECREMENTPERCENT	CISCODECREMENTPERCENT	int	The per- centage for contact upload decrement if dialing is faster than expected.
RPT_AE_ CAMPAIGN_ GROUP	ISCISCOGROUP	ISCISCOGROUP	boolean	Specifies if this is a Cisco cam- paign (group).
RPT_AE_ CAMPAIGN_ GROUP	ZONENAME	ZONENAME	nvarchar	The time zone for this cam- paign group.
RPT_AE_ CAMPAIGN_ GROUP	CISCOALTERNATEVDN	CISCOALTERNATEVDN	nvarchar	Alternate Cisco campaign ID for contact delivery in case of some fail- ure.
RPT_AE_ CAMPAIGN_ GROUP	CISCOPERIPHERALID	CISCOPERIPHERALID	int	The port num- ber in Cisco for a switch.
RPT_AE_ CAMPAIGN_ GROUP	REDUCETHRESHOLD	REDUCETHRESHOLD	int	The number of contacts to be reduced from the initial deliv- ery based on the dialing speed.
RPT_AE_ CAMPAIGN_ GROUP	CISCOINCREASETHRESHOLD	CISCOINCREASETHRESHOLD	int	The number of contacts to be increased from the initial deliv- ery based on the dialing speed.
RPT_AE_	CONFIGDATA	CONFIGDATA	nvarchar	This indicates if

CAMPAIGN_ GROUP				detailed con- figuration data for the group and its para- meters are available or not.
RPT_AE_ CAMPAIGN_ GROUP	ISDELETED	ISDELETED	boolean	Specifies if the campaign group is deleted.
RPT_AE_ CAMPAIGN_ GROUP	ISENABLED	ISENABLED	boolean	Specifies if the campaign group is active.
RPT_AE_ CAMPAIGN_ GROUP	TenantID	TenantID	int	The Tenant ID auto-gen- erated by the application when a new tenant is cre- ated.
RPT_AE_ CAMPAIGN_ GROUP	IsULGroup	IsULGroup	boolean	Specifies if this is a Shared List campaign.
RPT_AE_ CAMPAIGN_ GROUP	IsULGroupMapped	IsULGroupMapped	boolean	Specifies if this campaign group is mapped to a shared list.
RPT_AE_ CAMPAIGN_ GROUP	IterationInterval	IterationInterval	int	The iteration interval between two contact deliv- ery iterations.
RPT_AE_ CAMPAIGN_ GROUP	CreatedDateTime	CreatedDateTime	datetime	The date and time this cam- paign group was created.
RPT_AE_ CAMPAIGN_ GROUP	ModifiedDateTime	ModifiedDateTime	datetime	The date and time this cam- paign group was last updated.

RPT_AE_ CAMPAIGN_ GROUP	APIGenerated	APIGenerated	boolean	Specifies if this is a campaign group created using an API.
RPT_AE_ CAMPAIGN_ GROUP	isThrottlingEnable	isThrottlingEnable	boolean	Specifies if IVR Throttling is enabled for this campaign group.
RPT_AE_ CAMPAIGN_ GROUP	CampaignPurposeType	CampaignPurposeType	int	The campaign purpose type. 1 indicates an API Voice Campaign; 2 indicates a Campaign Manager group.
RPT_AE_ CAMPAIGN_ GROUP	ReservationTimeout	ReservationTimeout		Not in use.
RPT_AE_ CAMPAIGN_ GROUP	WxCCReferenceId	WxCCReferenceId	int	Unique ID of the Webex Contact Center Entry Point which is synced as campaign group into Campaign Manager
RPT_AE_ CAMPAIGN_ GROUP	IsWxCCGroup	IsWxCCGroup	boolean	Specifies if this campaign group belongs to the Cisco Webex Contact Center dialer.
RPT_AE_ CAMPAIGN_ GROUP	PlatformProviderID	PlatformProviderID	int	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 Type	Description
RPT_AE_CAMPAIGN_ CUSTOMFILTER	CAMPAIGNID	CAMPAIGNID	nvarchar	This is the campaign name. For example, Collection.
RPT_AE_CAMPAIGN_ CUSTOMFILTER	DAYOFWEEK	DAYOFWEEK	nvarchar	This value denotes the day of the week configured for the custom filter group to be applied.
RPT_AE_CAMPAIGN_ CUSTOMFILTER	HOURFROM	HOURFROM	varchar	The start hour to filter uploaded contacts for delivery. The default value is 00:00 hours.
RPT_AE_CAMPAIGN_ CUSTOMFILTER	HOURTO	HOURTO	varchar	The end hour to filter uploaded contacts for delivery. The default value is 23:59 hours.
RPT_AE_CAMPAIGN_	CUSTOMFILTERGROUP	CUSTOMFILTERGROUP		The name of

CUSTOMFILTER				the custom filter group applied to the campaign for contact delivery.
RPT_AE_CAMPAIGN_CUSTOMFILTER	Id	Id	bigint	Identity column unique to each record.
RPT_AE_CAMPAIGN_CUSTOMFILTER	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_CAMPAIGN_CUSTOMFILTER	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_CUSTOMFILTERS	CustomFilterGroupID	CustomFilterGroupID	int	The custom filter group ID autogenerated when a new filter group is created.
RPT_AE_CUSTOMFILTERS	CustomFilterGroup	CustomFilterGroup	nvarchar	The name of the custom filter group created.
RPT_AE_CUSTOMFILTERS	Description	Description	nvarchar	The description for the custom filter group.
RPT_AE_CUSTOMFILTERS	CampaignID	CampaignID	nvarchar	This is the campaign name this custom filter group belongs to. For example, Collection.

RPT_AE_ CUSTOMFILTERS	IsDefault	IsDefault	boolean	Specifies if this is the default custom filter group for the campaign.
RPT_AE_ CUSTOMFILTERS	TenantID	TenantID	int	The Tenant ID auto-generated by the applic- ation when a new tenant is created.
RPT_AE_ CUSTOMFILTERS	SubTenantID	SubTenantID	int	The Sub Tenant ID auto- generated by the application when a new tenant is cre- ated.
RPT_AE_ CUSTOMFILTERGROUP	CustomFilterGroup	CustomFilterGroup	nvarchar	The name of the custom fil- ter group.
RPT_AE_ CUSTOMFILTERGROUP	CampaignID	CampaignID	nvarchar	This is the cam- paign name this custom filter group belongs to. For example, Col- lection.
RPT_AE_ CUSTOMFILTERGROUP	ConditionID	ConditionID	int	The condition ID auto- generated by the application when a con- dition is cre- ated.
RPT_AE_ CUSTOMFILTERGROUP	ConditionName	ConditionName	nvarchar	The condition name for the condition part of this filter group.
RPT_AE_ CUSTOMFILTERGROUP	ConditionSTR	ConditionSTR	nvarchar	The string that is part of the condition.

RPT_AE_ CUSTOMFILTERGROUP	ConditionQRY	ConditionQRY	nvarchar	The query that is part of the condition.
RPT_AE_ CUSTOMFILTERGROUP	Enabled	Enabled	boolean	Specifies if this condition is enabled.
RPT_AE_ CUSTOMFILTERGROUP	ContPercent	ContPercent	int	Defines the percentage of contacts processed for each condition.
RPT_AE_ CUSTOMFILTERGROUP	SequenceID	SequenceID	int	The sequence ID generated for this condition.
RPT_AE_ CUSTOMFILTERGROUP	SysConditions	SysConditions		The system conditions to filter the contacts with.
RPT_AE_ CUSTOMFILTERGROUP	OrderBy	OrderBy	nvarchar	The order in which the data satisfying the condition should be shown.
RPT_AE_ CUSTOMFILTERGROUP	TargetGroupName	TargetGroupName	nvarchar	Not in use.
RPT_AE_ CUSTOMFILTERGROUP	IsDeleted	IsDeleted	boolean	Specifies if this condition is deleted and cannot be used.
RPT_AE_ CUSTOMFILTERGROUP	ConditionType	ConditionType		Not in use.
RPT_AE_ CUSTOMFILTERGROUP	ZoneNameMapped	ZoneNameMapped	nvarchar	The zone name mapped to this condition.
RPT_AE_ CUSTOMFILTERGROUP	ExportedConditionID	ExportedConditionID		Not in use.
RPT_AE_ CUSTOMFILTERGROUP	ConditionSTRInfo	ConditionSTRInfo	nvarchar	The condition based on which contacts are filtered.

RPT_AE_ CUSTOMFILTERGROUP	TenantID	TenantID	int	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
RPT_AE_ CUSTOMFILTERGROUP	SubTenantID	SubTenantID	int	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 **Cus-tomFilterGroup**. This is for all dialers.
All fields in the OBD_CustomFilterGroup table are populated as XML values in one column named **Cam-paignCustomFilters. This is for all dialers.

Categories

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ CAMPAIGN_ CATEGORY	CampaignCategoryID	CampaignCategoryID	int	The auto-generated ID for the cam-paign category at the time of creation.
RPT_AE_ CAMPAIGN_ CATEGORY	CampaignCategoryName	CampaignCategoryName	nvarchar	The campaign category name assigned.
RPT_AE_ CAMPAIGN_ CATEGORY	Cam-paignCategoryDescription	Cam-paignCategoryDescription	nvarchar	The descrip-tion for the campaign cat-egory.
RPT_AE_ CAMPAIGN_	GroupID	GroupID	int	The campaign category group

CATEGORY				this belongs to.
RPT_AE_ CAMPAIGN_ CATEGORY	CreatedDateTime	CreatedDateTime	datetime	The date and time the campaign category was created.
RPT_AE_ CAMPAIGN_ CATEGORY	ModifiedDateTime	ModifiedDateTime	datetime	The date and time the campaign category was last updated.
RPT_AE_ CAMPAIGN_ CATEGORY	ExportedCategoryID	ExportedCategoryID	int	This indicates the Unsubscribe Group ID for a specific category.
RPT_AE_ CAMPAIGN_ CATEGORY	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ CAMPAIGN_ CATEGORY	SubTenantID	SubTenantID	int	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
RPT_AE_ CHANNELTYPE	CHANNELID	CHANNELID	int	The auto-generated Channel ID at the time of creation.
RPT_AE_ CHANNELTYPE	CHANNELDESCRIPTION	CHANNELDESCRIPTION	nvarchar	The description for the channel.
RPT_AE_	IsCustomMode	IsCustomMode	boolean	Specifies if this

CHANNELTYPE				is a mode custom-created for this channel.
RPT_AE_ CHANNELTYPE	DIALERNAME	DIALERNAME	varchar	The dialer name. This is the dialer that the application delivers contacts to.
RPT_AE_ CHANNELTYPE	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_ CHANNELTYPE	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Contact Status

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ Contact_Status_ Mapping	STATUSID	STATUSID	int	This is the auto-generated unique identifier for the user.
RPT_AE_ Contact_Status_ Mapping	STATUSDESC	STATUSDESC	nvarchar	The business fields configured for the campaign. All the business fields are listed.
RPT_AE_ Contact_Status_ Mapping	TenantID	TenantID	int	The data type for the business field – Number, Float, or DateTime.
RPT_AE_ Contact_Status_ Mapping	SubTenantID	SubTenantID	int	If the business field data type is field, the format of the date.

Dial Plan Details

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_ DPDetails	DIALPLANNAME	DIALPLANNAME	nvarchar	The dial plan name.
RPT_AE_ DPDetails	DESCRIPTION	DESCRIPTION	nvarchar	The dial plan description.
RPT_AE_ DPDetails	STARTTIME	STARTTIME	datetime	The date and time this dial plan is effective from.
RPT_AE_ DPDetails	ENDTIME	ENDTIME	datetime	The date and time this dial plan expires.
RPT_AE_ DPDetails	DELETED	DELETED	bool	This indicates if the dial plan is deleted or is active.
RPT_AE_ DPDetails	MODENUMBER	MODENUMBER	int	The mode number (priority) for this mode in the dial plan.
RPT_AE_ DPDetails	WEIGHTAGE	WEIGHTAGE	int	The weight given to this mode for dialing out.
RPT_AE_ DPDetails	CHANNELTYPE	CHANNELTYPE	nvarchar	The channel type. For example, Voice, SMS, Email. 1 for SMS, 2 for VOICE, 3 for EMAIL, 4 for CPAAS, and 0 for IVR.
RPT_AE_ DPDetails	MAXRETRY	MAXRETRY	int	The maximum retries allowed as per this dial plan.
RPT_AE_ DPDetails	PEWC	PEWC	bit	Indicates if this is PEWC or not. PEWC is prior express written consent.
RPT_AE_ DPDetails	WindowRetry	WindowRetry	int	The number of retry windows configured in this dial plan.
RPT_AE_ DPDetails	WindowAttempts	WindowAttempts	int	The number of attempts for each window configured in this dial plan.
RPT_AE_ DPDetails	WindowDuration	WindowDuration	int	The duration of the window as per the dial plan.
RPT_AE_	CallBackCarryRetries	CallBackCarryRetries	bit	Whether the callback

DPDetails				attempts have to increment the retry count.
RPT_AE_DPDetails	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_DPDetails	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Users

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_USERS	UID	UID	int	This is the auto-generated unique identifier for the user.
RPT_AE_USERS	USERID	USERID	nvarchar	This the login user ID.
RPT_AE_USERS	NAME	NAME	nvarchar	The name of the user.
RPT_AE_USERS	PASSWORD	PASSWORD	nvarchar	The password for the user to log in to the application.
RPT_AE_USERS	ADDRESS1	ADDRESS1	nvarchar	The first line of the postal address of the user.
RPT_AE_USERS	ADDRESS2	ADDRESS2	nvarchar	The second line, if available, of the postal address of the user.
RPT_AE_USERS	CITY	CITY	nvarchar	The city that the user belongs to.
RPT_AE_USERS	STATE	STATE	nvarchar	The postal code for the above city/state/address.
RPT_AE_USERS	PIN	PIN	nvarchar	The postal code for the above city/state/address.
RPT_AE_USERS	HOME_PHONE	HOME_PHONE	nvarchar	The home phone

				number of the user.
RPT_AE_USERS	MOBILE_PHONE	MOBILE_PHONE	nvarchar	The mobile phone number of the user.
RPT_AE_USERS	EMAIL_ID	EMAIL_ID	nvarchar	The Email address of the user.
RPT_AE_USERS	COMMENTS	COMMENTS	nvarchar	Any additional comments about the user that are entered.
RPT_AE_USERS	CREATETIME	CREATETIME	nvarchar	The date and time the user was created on the application.
RPT_AE_USERS	CREATEUSER	CREATEUSER	nvarchar	The person (user) who created this user.
RPT_AE_USERS	AuthenticationType	AuthenticationType	int	The authentication type enabled for this user. Options are Windows authentication, Database authentication, and SSO authentication.
RPT_AE_USERS	UserType	UserType	int	This indicates if the user is an admin user or a role-based user with specified access.
RPT_AE_USERS	IsUserMapped	IsUserMapped	bit	
RPT_AE_USERS	IsSalesforce	IsSalesforce	bit	If this is a Service Cloud Voice-enabled user, this value is specified as 1. Else, it is 0.
RPT_AE_USERS	IsConcurrentLogin	IsConcurrentLogin	bit	This indicates if the user is allowed to login concurrently from another device. Possible values – 0 if not allowed; 1 if allowed.

RPT_AE_USERS	NeverExpires	NeverExpires	bit	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.
RPT_AE_USERS	NextLogonPassword	NextLogonPassword	bit	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.
RPT_AE_USERS	CreateUserInDomain	CreateUserInDomain	bit	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.
RPT_AE_USERS	IsDeleted	IsDeleted	bit	This indicates a deleted user. The value is 1 if the user is deleted; 0 if not deleted user.
RPT_AE_USERS	ModifiedBy	ModifiedBy	nvarchar	This denotes the user information modification route – via the application or an API method.
RPT_AE_USERS	TenantID	TenantID	int	The Tenant ID autogenerated by the application when a new tenant is created.
RPT_AE_USERS	SubTenantID	SubTenantID	int	The Sub Tenant ID autogenerated by the application

				when a new tenant is created.

Profile

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_AutoUp-loadParam	ID	ID	int	The auto-generated ID for the Profile.
RPT_AE_AutoUp-loadParam	CampaignID	CampaignID	int	The campaign ID for the pro-file to upload contacts.
RPT_AE_AutoUp-loadParam	ProfileName	ProfileName	nvarchar	The profile name.
RPT_AE_AutoUp-loadParam	FileHeaders	FileHeaders	nvarchar	The header details of the contact upload file.
RPT_AE_AutoUp-loadParam	SrcDetails	SrcDetails	nvarchar	The name of upload file con-taing the con-tacts.
RPT_AE_AutoUp-loadParam	Priority	Priority	int	The priority for the contact uploaded via this profile.
RPT_AE_AutoUp-loadParam	ContactMoment	ContactMoment	datetime	A specific date and time to dial out the con-tact.
RPT_AE_AutoUp-loadParam	AgentID	AgentID	int	The agent ID for the agent handling this contact.
RPT_AE_AutoUp-loadParam	TimeZone	TimeZone	nvarchar	The time zone for the contact being uploaded via this profile.
RPT_AE_AutoUp-loadParam	Modes	Modes	nvarchar	The modes to

				which contacts can be uploaded via this profile.
RPT_AE_AutoUp-loadParam	BusinessFlds	BusinessFlds	nvarchar	The business fields for the contact as in the contact upload file.
RPT_AE_AutoUp-loadParam	ZipCode	ZipCode	int	The contact zip code
RPT_AE_AutoUp-loadParam	UPLOADTYPE	UPLOADTYPE	nvarchar	The upload type – JSON, API, and so on.
RPT_AE_AutoUp-loadParam	SrcType	SrcType	nvarchar	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.
RPT_AE_AutoUp-loadParam	SmsData	SmsData	nvarchar	The message text that is mapped via this Profile.
RPT_AE_AutoUp-loadParam	ApplyDNC	ApplyDNC	bit	This indicates if the DNC val-idation is enabled in the profile. This is 1 if enabled; 0 if not enabled.
RPT_AE_AutoUp-loadParam	UserID	UserID	int	The user ID of the user cre-ating this pro-file.
RPT_AE_AutoUp-loadParam	Date	Date	datetime	The date and time the profile is created.

RPT_AE_AutoUp-loadParam	DuplicateFilter	DuplicateFilter	bit	Whether the contacts should be checked for duplicates at the time of upload.
RPT_AE_AutoUp-loadParam	DuplicateFilterKeyID	DuplicateFilterKeyID	int	The key on which the con-tact is checked for duplicate before being uploaded.
RPT_AE_AutoUp-loadParam	ContactDetail	ContactDetail	nvarchar	This contains the profile field mapping information.
RPT_AE_AutoUp-loadParam	MailSubject	MailSubject	nvarchar	The subject line of the email message.
RPT_AE_AutoUp-loadParam	MailMessage	MailMessage	nvarchar	The body of the email message.
RPT_AE_AutoUp-loadParam	MailAttach	MailAttach	bit	Whether an attachment is part of the email.
RPT_AE_AutoUp-loadParam	SmsText	SmsText	nvarchar	The SMS mes-sage text.
RPT_AE_AutoUp-loadParam	Delimiter	Delimiter	nvarchar	The delimiter used in the upload file.
RPT_AE_AutoUp-loadParam	AreaCodeDelimiter	AreaCodeDelimiter	nvarchar	The delimiter used to sep-arate the area code from the phone number.
RPT_AE_AutoUp-loadParam	ContactNextUploadTime	ContactNextUploadTime	datetime	The date and time the con-tact file is to be taken for upload. This is applicable for Service Cloud

				Voice and Database profile uploads.
RPT_AE_AutoUploadParam	ScrubNextUploadTime	ScrubNextUploadTime	datetime	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.
RPT_AE_AutoUploadParam	AUTOUPLOADTIME	AUTOUPLOADTIME	datetime	The date and time the file was auto uploaded.
RPT_AE_AutoUploadParam	LASTUPLOAD	LASTUPLOAD	datetime	The date and time of the last upload from this profile.
RPT_AE_AutoUploadParam	UpdateBussFld	UpdateBussFld	bit	Whether to update the business field for contacts uploaded via this profile.
RPT_AE_AutoUploadParam	ListIdToUpdate	ListIdToUpdate	bit	Whether to update the List ID when a new upload is performed via the profile.
RPT_AE_AutoUploadParam	State	State	nvarchar	The state to which the contact belongs to.
RPT_AE_AutoUploadParam	DNCBusinessFields	DNCBusinessFields	nvarchar	The fields that are considered to mark a contact as DNC.
RPT_AE_AutoUploadParam	UploadLevel	UploadLevel	nvarchar	The upload level for con-

				tacts in this file – Global or campaign-specific upload.
RPT_AE_AutoUploadParam	IsAppend	IsAppend	bit	Whether the contacts are to be appended during the upload process.
RPT_AE_AutoUploadParam	IsUpdate	IsUpdate	bit	Whether the contacts are to be updated during the upload process.
RPT_AE_AutoUploadParam	IsOverwrite	IsOverwrite	bit	Whether the contacts are to be overwritten during the upload process.
RPT_AE_AutoUploadParam	DNCCampaignID	DNCCampaignID	int	If contact is marked DNC for a specific campaign, the campaign ID for which it is DNC.
RPT_AE_AutoUploadParam	DNCCountryCode	DNCCountryCode	nvarchar	The country code of the DNC contact.
RPT_AE_AutoUploadParam	DNCAreaCode	DNCAreaCode	nvarchar	The area code of the DNC contact.
RPT_AE_AutoUploadParam	DNCCValue	DNCCValue	int	It stores the indexes of file header mapped as DNCCvalue for DNC filter in the profile.
RPT_AE_AutoUploadParam	DNCImportMode	DNCImportMode	nvarchar	The DNC import mode – Automatic or Manual upload.

RPT_AE_AutoUp-loadParam	DNCType	DNCType	nvarchar	The DNC type – campaign, cat-egory, or global.
RPT_AE_AutoUp-loadParam	Forever	Forever	bit	Whether the contact is marked DNC Forever.
RPT_AE_AutoUp-loadParam	NDNCBusinessFields	NDNCBusinessFields	nvarchar	The business fields based on which a contact is marked NDNC.
RPT_AE_AutoUp-loadParam	ProfileExecutionTime	ProfileExecutionTime	datetime	The date and time the profile executed to upload con-tacts.
RPT_AE_AutoUp-loadParam	ProfilePath	ProfilePath	nvarchar	The path where the contacts files are placed for upload via this profile.
RPT_AE_AutoUp-loadParam	ZipCode_Optional	ZipCode_Optional	int	The optional additional zip code for this profile.
RPT_AE_AutoUp-loadParam	Modes_ZipCodes	Modes_ZipCodes	int	The zip codes mapped to the modes in the profile.
RPT_AE_AutoUp-loadParam	ConditionSTR	ConditionSTR	nvarchar	This is the cus-tom filter con-dition used for upload of matching con-tacts via this profile.
RPT_AE_AutoUp-loadParam	MailCC	MailCC	nvarchar	The email addresses to be copied when a campaign email is sent.

RPT_AE_AutoUp-loadParam	MailBCC	MailBCC	nvarchar	The email addresses that receive a blind carbon copy when a cam-paign mail is sent.
RPT_AE_AutoUp-loadParam	ProfileStatus	ProfileStatus	nvarchar	The profile status – Active or Inactive.
RPT_AE_AutoUp-loadParam	LEADSCORE	LEADSCORE	int	The Lead Score of the contact.
RPT_AE_AutoUp-loadParam	FileType	FileType	nvarchar	The profile upload file type. For example, JSON, text, and so on.
RPT_AE_AutoUp-loadParam	FileTypeFormat	FileTypeFormat	nvarchar	This is the file extension as selected in the profile.
RPT_AE_AutoUp-loadParam	DNCStartDate	DNCStartDate	datetime	The date and time for a con-tact to com-mence the DNC status.
RPT_AE_AutoUp-loadParam	DNCEndDate	DNCEndDate	datetime	The end date and time when the contact ceases to be a DNC contact.
RPT_AE_AutoUp-loadParam	DNCDateFormat	DNCDateFormat	nvarchar	The date format for the DNC dates.
RPT_AE_AutoUp-loadParam	DeviceID	DeviceID	int	The ID of the device to which identity authen-tication noti-fication are sent.
RPT_AE_AutoUp-loadParam	FixedWidthData	FixedWidthData	nvarchar	Whether the data being

				uploaded is from a fixed-width file.
RPT_AE_AutoUp-loadParam	AreaCode	AreaCode	int	The area code of the contact.
RPT_AE_AutoUp-loadParam	City	City	nvarchar	The contact's city.
RPT_AE_AutoUp-loadParam	ZoneName	ZoneName	nvarchar	The zone name that the con-tact belongs to.
RPT_AE_AutoUp-loadParam	DNCCampaignCategoryID	DNCCampaignCategoryID	nvarchar	The campaign category for marking a con-tact DNC.
RPT_AE_AutoUp-loadParam	ConditionSTRInfo	ConditionSTRInfo		This field stores the condition for a profile used to scrub contacts.
RPT_AE_AutoUp-loadParam	IsBusinessFieldDNC	IsBusinessFieldDNC	bit	Whether the business field is used as a filter to mark con-tact as DNC.
RPT_AE_AutoUp-loadParam	TenantID	TenantID	int	The Tenant ID auto-generated by the applic-ation when a new tenant is created.
RPT_AE_AutoUp-loadParam	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is cre-ated.
RPT_AE_AutoUp-loadParam	ConsentType	ConsentType	nvarchar	The consent type – whether the contact is PEWC or non-PEWC.

RPT_AE_AutoUp-loadParam	CPTTimeZoneType	CPTTimeZoneType	nvarchar	The time zone type of the Cus-tomer Pre-ferred Time (CPT) to call. For example, Campaign Time Zone, State Time Zone, and so on.
RPT_AE_AutoUp-loadParam	CPTTimeZone	CPTTimeZone	nvarchar	The time zone of the Cus-tomer Pre-ferred Time (CPT) to call. For example, Campaign Time Zone, State Time Zone, and so on.
RPT_AE_AutoUp-loadParam	CPTDayofWeek	CPTDayofWeek	nvarchar	The Day of Week for the CPT.
RPT_AE_AutoUp-loadParam	CPTTimeFormat	CPTTimeFormat	nvarchar	The time format for the CPT.
RPT_AE_AutoUp-loadParam	SlotAStartTime	SlotAStartTime	datetime	The start time of the first slot preferred by customer.
RPT_AE_AutoUp-loadParam	SlotAEndTime	SlotAEndTime	datetime	The end time of the first slot preferred by customer.
RPT_AE_AutoUp-loadParam	SlotBStartTime	SlotBStartTime	datetime	The start time of second first slot preferred by customer.
RPT_AE_AutoUp-loadParam	SlotBEndTime	SlotBEndTime	datetime	The end time of the second slot preferred by customer.

RPT_AE_AutoUp-loadParam	SlotCStartTime	SlotCStartTime	datetime	The start time of the third slot preferred by customer.
RPT_AE_AutoUp-loadParam	SlotCEndTime	SlotCEndTime	datetime	The end time of the third slot preferred by customer.
RPT_AE_AutoUp-loadParam	AreaCodeEnabled	AreaCodeEnabled	bit	Whether the area code is enabled – this is to segregate from the phone number.
RPT_AE_AutoUp-loadParam	AreaCodeSubString	AreaCodeSubString	int	The area code substring that segregates the phone number from the area code.

Modes

Source Table	**Column Name**	**Display Name**	**Data Type**	**Description**
RPT_AE_MODES	MinLength	MinLength	int	The minimum length for the contact phone number for this mode.
RPT_AE_MODES	MaxLength	MaxLength	int	The maximum length for the contact phone number for this mode.
RPT_AE_MODES	ChannelId	ChannelId	int	The channel ID that is mode is mapped to.
RPT_AE_MODES	CreatedDateTime	CreatedDateTime	datetime	The date and time this mode was created.
RPT_AE_MODES	ModifiedDateTime	ModifiedDateTime	datetime	The date and

				time this mode was last updated.
RPT_AE_MODES	ExportedModeID	ExportedModeID	int	The mode ID that is from a different source.
RPT_AE_MODES	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_MODES	SubTenantID	SubTenantID	int	The Sub Tenant ID auto-generated by the application when a new tenant is created.

Outcomes

Source Table	Column Name	Display Name	Data Type	Description
RPT_AE_Outcome	OUTCOMEGROUP	OUTCOMEGROUP	nvarchar	The outcome group this outcome belongs to.
RPT_AE_Outcome	OUTCOMEID	OUTCOMEID		The auto-generated outcome ID at the time of creation.
RPT_AE_Outcome	DESCRIPTION	DESCRIPTION	nvarchar	The outcome description.
RPT_AE_Outcome	DISPLAYNAME	DISPLAYNAME	nvarchar	The outcome description.
RPT_AE_Outcome	BUSINESSOUTCOME	BUSINESSOUTCOME	int	This denotes the outcome type. 0 for Telephony Outcome and 1 for Business Outcome.
RPT_AE_Outcome	CHANNELTYPE	CHANNELTYPE	int	The Channel

				type. 1 for SMS, 2 for VOICE, 3 for EMAIL, 4 for CPAAS, and 0 for IVR.
RPT_AE_Outcome	CONFIGURABLE	CONFIGURABLE	int	This denotes whether the con-figured prop-erties for this outcome can be changed. 0 does not allow a change; 1 allows change.
RPT_AE_Outcome	DELETED	DELETED	int	This indicates if a specific out-come is soft-deleted in the outcome table. 0 is deleted; 1 is not deleted.
RPT_AE_Outcome	RPCType	RPCType	nvarchar	This indicates the RPC type of outcome as RPC or Non-RPC.
RPT_AE_Outcome	BOParentId	BOParentId	int	The ID for the Parent Outcome group.
RPT_AE_Outcome	IncrementRetries	IncrementRetries	int	This indicates if the number of retires have to be incremented for a specific attempt.
RPT_AE_Outcome	GlobalRetry	GlobalRetry	int	The global retry count for this outcome.
RPT_AE_Outcome	DailyRetry	DailyRetry		The daily retry count for this outcome.
RPT_AE_Outcome	ModeRetry	ModeRetry	int	The mode-level retry count for this outcome.

RPT_AE_Outcome	OutcomeRetry	OutcomeRetry	int	Whether the contact has to be closed if this outcome is set. 0 to close the contact; 1 to keep contact open.
RPT_AE_Outcome	WindowRetry	WindowRetry	bit	This indicates if Window Retry is enabled. 0 is disabled; 1 is enabled.
RPT_AE_Outcome	AgentView	AgentView	bit	This indicates if the outcome is marked as agent-viewable.
RPT_AE_Outcome	DefaultOffSet	DefaultOffSet	int	The denotes the default number of days to retry a contact with this outcome.
RPT_AE_Outcome	DefaultCloseContact	DefaultCloseContact	int	This indicates if a contact with this outcome can be closed.
RPT_AE_Outcome	DefaultMaxRetry	DefaultMaxRetry	int	The maximum number of retries allowed for this outcome.
RPT_AE_Outcome	IsLiveCallOutcome	IsLiveCallOutcome	int	Indicates if this is a live call outcome or a mapped outcome.
RPT_AE_Outcome	ExportedOutcomeID	ExportedOutcomeID	int	The ID of the outcome that is exported from a different platform or dialer.

RPT_AE_Outcome	ExternalOutcomeID	ExternalOutcomeID	int	Not in use.
RPT_AE_Outcome	TenantID	TenantID	int	The Tenant ID auto-generated by the application when a new tenant is created.
RPT_AE_Outcome	SubTenantID	SubTenantID	int	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**
RPT_AE_Campaign_BusinessFields	CampaignId	CampaignId	int	This is the auto-generated unique identifier for the user.
RPT_AE_Campaign_BusinessFields	FieldName	FieldName	nvarchar	The business fields configured for the campaign. All the business fields are listed.
RPT_AE_Campaign_BusinessFields	DataType	DataType	nvarchar	The data type for the business field – Number, Float, or DateTime.
RPT_AE_Campaign_BusinessFields	Format	Format	nvarchar	If the business field data type is field, the format of the date.
RPT_AE_Campaign_BusinessFields	BusinessField	BusinessField	nvarchar	The business field ID generated by the application.
RPT_AE_Campaign_BusinessFields	SQLExpression	SQLExpression	nvarchar	The business fields with data type other than string are cast in this column with the business field ID.

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.
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*.
Estimated Completion Time	Estimated Campaign Completion Time of the campaign depending on the current pacing.
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 Tele-

	phony 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% (PassGreaterThanFivePercentage)	Number of Contacts with >5 (Greater than) Attempts today divided 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 drop-down 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.