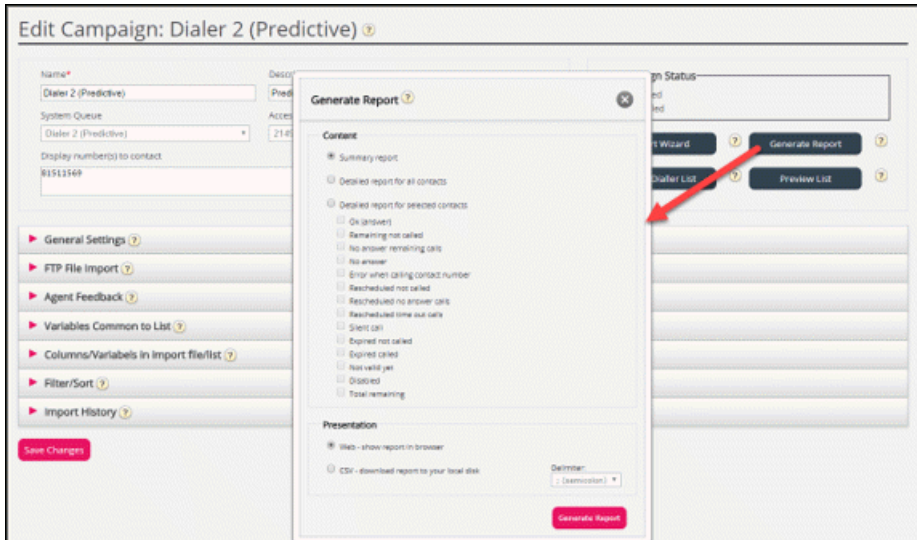


## Reporting (based on the list)

In addition to the reporting option on the Dialler page (explained here), all Dialler calls done can be found in different Statistics reports, in the Archive, and in Raw data regardless of the Dialler list file uploads you do.

If you chose to let a new file REPLACE the existing list content, or if you want to delete the list content, you must generate the Dialler report(s) you need **before** you upload a new file or delete the list content.

Click *Generate Report* to open the window where you choose report type and content.



### Summary report

The summary report shows the current list status (Enabled/Disabled), total number of contacts in the list and the **number of contacts in each of these categories**.

#	Name	Description/Comment
1	OK (answer)	Answer received from the contact and no rescheduling is ordered.
2	Silent call	If Silent call callback is OFF (the default): Contacts who answered but were disconnected or hung-up since no agent was connected within the defined max time.  If Silent call callback is ON, a contact that experienced a Silent call will first be reported as <i>Rescheduled not called</i> , but a few minutes later the contact will be reported as <i>OK</i> or <i>No answer</i> depending on the result of the Silent call callback.
3	No answer	Contacts the Dialler has called all attempts to without receiving an answer, and no more call attempts will be done.
4	Error	Contacts the Dialler has called all tries to, and where an error signal was received for the last call. These contacts are also included in <i>No answer</i>
5	Remaining not called	Contacts the Dialler has not called to and that are not valid, not expired, and not disabled.
6	No answer remaining	Contacts the Dialler has called to without receiving answer (timeout, busy, and error), but at least 1 more call attempt will be done (since contact is neither expired nor disabled). Please note that a contact with this status is not ready to be put into queue and be called unless the 'quarantine' decided by 'Min. minutes between retries' has expired.

#	Name	Description/Comment
7	Rescheduled not called	Contacts the Dialler has called to and got an answer from, and where the agent has ordered rescheduling, but the Dialler has not yet done the rescheduled call (Not disabled)
8	Rescheduled time out	Contacts the Dialler has called to and got an answer from, and where the agent has ordered rescheduling, but no agents were logged on and ready between the rescheduled time and 72 hours later (so the call will not be done)
9	Expired not called	Contacts not called at all and where date_to is earlier than now
10	Expired called	Contacts called without answer with more tries left, but where date_to is earlier than now
11	Not valid yet	Contacts (not called) where date_from has not yet arrived
12	Disabled	Contacts with more tries left but that have been Disabled
13	Total remaining	Contacts that can be called now or later (=5+6+7+11)

**Detailed report for all contacts / Detailed report for selected contacts**

The Detailed report shows **one row per contact**. The selectable categories in the *Detailed report for selected contacts* are the same as the categories in the Summary report.

Detailed report											
Preview rows: <input type="text" value="100"/> Start row: <input type="text" value="0"/> <span style="color: red; font-weight: bold;">Refresh</span> <input type="checkbox"/> Show external id <input type="checkbox"/> Show internal id <input type="checkbox"/> Show date created											
Called number	Total calls	Status	Status set time	Redial time	Redial comment	Redial reserved agent	Redial set at	Feedback category	Feedback topic	Feedback agent	Feedback comment
+479821	1	No answer remaining	13.11.2020 13:33:17	--	--	--	--	--	--	psal-agent	--
0047982	0	Remaining not called	--	--	--	--	--	--	--	--	--

The columns in the Detailed report are:

Name	Explanation
Called number	The phone number the Dialler called to (phone_num from input list)
Total calls	Total number of calls done to the contact's phone number (when report was ordered).
Status	The same statuses as used in the Summary report. (OK, Silent call, No answer, Remaining not called, etc.)
Status set time	The time the contact was given its current status in the list.
Redial time	The time the agent entered as <u>desired Reschedule time</u>
Redial comment	Comment from the agent that ordered reschedule
Redial reserved agent	If reschedule was ordered and the agent chose <i>To myself</i> , this agent's name will appear here. If reschedule to <i>Any agent</i> was chosen, no agent name is shown.
Redial set at	The time the agent <u>registered</u> the Enquiry registration that included a Reschedule time.

Name	Explanation
Feedback category	The Category the chosen topic belongs to
Feedback topic	The Topic the agent chose
Feedback agent	The agent that gave the feedback (last answered call)
Feedback comment	Comment from agent (that did not order reschedule)

In addition you can select to show columns phone\_2, external\_id, internal\_id and/or date\_created when you generate the Detailed report on the web-page.

The Detailed report shows the result for the latest call done to each Contact's number in the list (redial time/agent and the Feedback Category/Topic the agent selected).

You can show the report in the browser or generate a csv file that can be downloaded.

If you select **CSV download** for the Detailed report, you can choose between **Standard format**, **Import file format**, and **Extended report**.

- The **Import file format** contains the columns phone\_num, phone\_2, var1-varN and external\_id, date\_from, date\_to, time\_from, time\_to if they have values (not the call result or agent feedback), so this format is useful if you want to generate a new list based on the contacts that did not answer.
- The **Extended report** contains all the columns from the Standard format (the results) and all the columns from the Import file format report.

#### Note

If you manually delete a single contact from a Dialler queue (not recommended), this contact will now be shown with one call too much in the Detailed report. The first time the campaign is disabled, the contacts in queue (if any) are removed, and the Total calls counter for the contact is corrected.