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## **Cisco Webex Contact Center Campaign Manager Reports Guide**

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# Preface

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- [Change History, on page iii](#)
- [About this Guide, on page iv](#)
- [Audience, on page v](#)
- [Conventions, on page v](#)
- [Communications, Services, and Additional Information, on page vi](#)
- [Documentation Feedback, on page vi](#)

## Change History

This table lists changes made to this guide. Most recent changes appear at the top.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

Change	Refer	Date
New reports added	<ul style="list-style-type: none"> <li>• <a href="#">Agent Login Logout Report, on page 37</a></li> <li>• <a href="#">Callback Trace Report, on page 38</a></li> <li>• <a href="#">Campaign Level, on page 44</a></li> <li>• <a href="#">Recent SMS Deliveries, on page 45</a></li> <li>• <a href="#">Messages Sent and Received By Hour, on page 45</a></li> <li>• <a href="#">Messages Sent and Received for All Contacts, on page 45</a></li> <li>• <a href="#">Messages Sent and Received by Content, on page 46</a></li> <li>• <a href="#">Average Completion Time, on page 46</a></li> <li>• <a href="#">Campaign Session Details, on page 47</a></li> <li>• <a href="#">Campaign Session Details - Completed, on page 47</a></li> <li>• <a href="#">Campaign Session Details - Timed Out, on page 48</a></li> <li>• <a href="#">Campaign Session Details - Failed, on page 48</a></li> <li>• <a href="#">Campaign Session Details - In Progress, on page 49</a></li> <li>• <a href="#">Average Response Time, on page 49</a></li> </ul>	Nov 2020
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## About this Guide

This guide describes how to access and configure the reports available in the Cisco Webex Contact Center Campaign Manager modules and how to schedule real-time and historical reports to be sent out periodically to specified recipients.

The chapters in this guide provide the following information:

[RealTime Reports, on page 3](#) describes contact center data that can be viewed in real time as campaigns are running. You can use the comprehensive filter criteria to drill down from a macro view to the micro level of a contact, call, or agent.

[Historical Reports, on page 11](#) describes reports generated from past data up to the immediate preceding 15-minute interval. These reports are populated based on the filter criteria that you choose and can either be viewed or saved in a comma-separated value (csv) format.

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[Schedule Report, on page 41](#) describes how to schedule selected real-time and historical reports to be periodically sent by email to specified recipients.

[Other Reports, on page 43](#) describes the Call Guide reports available in the Campaign Manager Script Designer module and the License reports available in the License module.

## Audience

This guide is intended for administrators and personnel who use Campaign Manager to configure and manage outbound campaigns.

## Conventions

This guide uses the following conventions:

Convention	Description
<b>boldface</b> font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"><li>• Choose <b>Edit</b> &gt; <b>Find</b></li><li>• Click <b>Finish</b>.</li></ul>
<i>italic</i> font	Italic font is used to indicate the following: <ul style="list-style-type: none"><li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li><li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li><li>• An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>)</li><li>• A book title. Example: See the <i>Cisco Webex Contact Center Getting Started Guide</i>.</li></ul>

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Convention	Description
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or information that the system displays. Example: <pre>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> <li>• File names. Example: <pre>tserver.properties.</pre> </li> <li>• Directory paths. Example: <pre>C:\Program Files\Adobe</pre> </li> </ul>

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

### Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

## Documentation Feedback

Provide your comments about this document to: [mailto:contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com).



# CONTENTS

---

## PREFACE

### **Preface**   iii

Change History   iii

About this Guide   iv

Audience   v

Conventions   v

Communications, Services, and Additional Information   vi

Documentation Feedback   vi

---

## CHAPTER 1

### **Get Started with Campaign Manager Reports**   1

About Campaign Manager Reports   1

Campaign Manager Prerequisites   1

---

## CHAPTER 2

### **RealTime Reports**   3

RealTime Reports   3

Add Multiple Reports in Tabs   4

Real-Time Reports Filter Criteria   4

Real-Time Reports Time Zone Filter   4

Real-Time Reports Other Filter Criteria   5

Telephony Outcome   6

Business Outcome   6

Campaign-wise Contact vs Agent Available   6

Contact Status   7

Contact Success Ratio Campaign-wise   7

Campaign Target Achieved   7

Contact Strategy   7

Example   7

**REVIEW DRAFT - CISCO CONFIDENTIAL**

Contact Selection Strategy	8
Example	8
Calls Dialed for the Modes Specific	9
Campaign-wise Delivered Contacts	9

**CHAPTER 3****Historical Reports 11**

Historical Reports	11
Historical Report Filter Criteria	11
Historical Time Zone Filter	11
Other Filter Criteria for Historical Reports	12
Call Outcome	13
Campaign Summary	16
View Campaign Summary Reports for Contacts and Attempts	16
View Campaign Summary Reports for Contacts	18
View Campaign Summary Reports for Attempts	20
Do Not Call (DNC) Blocked	21
Contact Attempt Report	22
Abandoned Percentage	25
Agent Disposition (Campaign-wise)	26
Category	27
Category Target	28
Contact Attempt Bucket	29
Agent Attempt	31
Agent Outcome	32
Callback	34
Global List Status	35
Right Party Connect (RPC) Report	36
Agent Login Logout Report	37
Callback Trace Report	38

**CHAPTER 4****Schedule Report 41**

Schedule Report	41
-----------------	----

**CHAPTER 5****Other Reports 43**



***REVIEW DRAFT - CISCO CONFIDENTIAL***

Other Reports	43
Script Designer Reports	43
2-Way SMS Reports	43
Call Guide Reports	49
License Reports	50
Concurrent Login Report	50
Violation Report	51

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## CHAPTER 1

# Get Started with Campaign Manager Reports

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- [About Campaign Manager Reports, on page 1](#)
- [Campaign Manager Prerequisites, on page 1](#)

## About Campaign Manager Reports

The Reports module of Campaign Manager gives a bird's eye view of the entire application. Webex Contact Center uses the following following types of reports:

- [RealTime Reports, on page 3](#)
- [Historical Reports, on page 11](#)
- [Schedule Report, on page 41](#)
- [Other Reports, on page 43](#)

## Campaign Manager Prerequisites

Your organization administrator must enable the optional Campaign Manager module for your organization. You can use Campaign Manager from Cisco Webex Contact Center Management Portal.

Webex Contact Center Management Portal requires the following setup:

- Microsoft Windows 10:
  - Chrome V76.0.3809 and higher
  - Firefox ESR 68 and higher
  - Microsoft Edge V42.17134 and higher
- Mac OS X:
  - Chrome V76.0.3809 and higher
  - Firefox ESR 68 and higher
- Chromebook:

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- Chromium v73 and higher
- Chrome V76.0.3809 and higher

Also, ensure that you configure the following browser options:

- Clear Browser cache before deploying the current release of Management Portal for the first time.
- Enable cookies.
- Set security level to Medium.
- Enable the Show Pictures option.
- Disable Pop-up Blocker.
- Enable Javascript.



## CHAPTER 2

# RealTime Reports

- [RealTime Reports, on page 3](#)

## RealTime Reports

RealTime Reports provide real-time contact center data based on various filter criteria. These reports are delivered to the The data in realtime reports are only for the current day. Dashboard for contacts, calls, outcomes, agent performance, etc. use the real time data.

Select **Reports** > **Real Time** in the **Menu** pane on the left to see the Real Time Reports page.

RealTime Reports have the following details for the logged-in user:

Item	Description
Total Campaigns	The number of campaigns across the application. This also shows the number for Active, Inactive, and Terminated campaigns.
Total Contacts	The total number of contacts that are uploaded to the application across all the campaigns. This also shows a break down of Open, Fresh (yet to be dialed), Scheduled, Closed, and Other Contacts.
Contacts Uploaded	This shows the total contacts uploaded across all campaigns and a break down of successful uploads, failed uploads, and duplicates.
Performance	This shows the total number of processed contacts and the connect ratio.
Business Performance	This shows the total contacts with outcomes marked as Success and the ratio of contacts with Success outcomes.
Attempts	This shows the total dialing attempts across all campaigns and the attempts ratio.

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Item	Description
Connected	This shows the total calls connected between an agent and a customer across all campaigns and the connect ratio.
Calls Abandon	This shows the total calls abandoned either by the dialer or the customer and the abandon ratio.
AHT (Average Handling Time) -	The average handling time for a call, in HH:MM:SS format.

## Add Multiple Reports in Tabs

You can open multiple real-time reports simultaneously in different tabs. This makes it easier for administrators and supervisors 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.



**Note** You can add a maximum of nine new tabs.

To add tabs:

**Step 1** Click the plus icon beside the **Default** tab.  
A new tab appears.

**Step 2** Select the required filtering criteria.  
For more information, see [Real-Time Reports Filter Criteria, on page 4](#).

**Note** Click **Show Records** to view the report. This report is saved even if you navigate away from the page and return to the page later.

## Real-Time Reports Filter Criteria

The reports module of the application 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.

### Real-Time 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.

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**Note** An alternate way of setting time zone filter is available. You can generate a report with a specific time zone by setting the `IsTimeZoneRequiredForFilter` property to true in the `LCMSERVICE web.config` configuration file.

### Real-Time Reports Other Filter Criteria

The filter conditions are as follows:

- **Global List:** All global lists are displayed for selection. Both single and multiple selection allowed. To select all global lists, select the **Select All** check box.
- **Campaign Group:** All campaign groups that contain contacts for the selected global lists are populated. Both single and multiple selection allowed. To select all global lists, 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 global lists, select the **Select All** check box.



**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 global lists, select the **Select All** check box.



**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 global lists, 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 global lists, select the **Select All** check box.

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

At any stage of the filter selection, click the **Show Records** button 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.

The report widgets have the following options in common:

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- Click **Add** to move 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 - clicking again anchors the widget back to its rightful place. It also restores the removed widget back to the page.
- Click **Maximize** to view the report full screen.
- Click **Minimize** to move the report widget back to the anchored location from the full screen view.

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.

The following reports are available in real time:

- [Telephony Outcome, on page 6](#)
- [Business Outcome, on page 6](#)
- [Campaign-wise Contact vs Agent Available, on page 6](#)
- [Contact Status, on page 7](#)
- [Contact Success Ratio Campaign-wise, on page 7](#)
- [Campaign Target Achieved, on page 7](#)
- [Contact Strategy, on page 7](#)
- [Contact Selection Strategy, on page 8](#)
- [Calls Dialed for the Modes Specific, on page 9](#)
- [Campaign-wise Delivered Contacts, on page 9](#)

## **Telephony Outcome**

The Telephony Outcome widget shows the number of contacts dialed for each telephony outcome. The widget is shown below.

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.

## **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.



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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**

The 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 Campaign-wise 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 Achieved 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 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. See the following [Example, on page 7](#).

### **Example**

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

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

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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.

This is last level of drill down where you can see the numbers each mode has contributed to this telephony outcome for this contact strategy.

Click **Back to Busy** to revert to the Contact Strategy numbers.

**Note**

The actual report details vary depending on the Contact Strategies, Outcomes, and other configurations in your Campaign Manager application.

Use the context menu to download the chart in any of the options.

## Contact Selection Strategy

Contact Selection Strategy shows the details of outcomes—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. See the below [Example, on page 8](#).

### 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 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.

This is last level of drill down where you can see the numbers each contact selection strategy has contributed to this telephony outcome.

Click **Back to Busy** to revert to the Contact Selection Strategy numbers.

**Note**

The actual report details vary depending on the Contact Selection Strategies, Outcomes, and other configurations in your CM application.

Use the context menu to download the chart in any of the options.

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## Calls Dialed for the Modes Specific

Calls Dialed for the Mode Specific 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 information contained in this widget is also presented in a grid as shown below.

This grid contains details for each contact delivered from the application to the dialer. The details in this grid are in the following table.

Field	Description
Campaign	The campaign for which the contact is uploaded.
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: <ul style="list-style-type: none"><li>• For PCB contact, Agent ID is populated.</li><li>• For NCB contact, text NCB is populated.</li><li>• Column left blank for all other contacts.</li></ul>
Allowed Max Retry	The maximum retries allowed for this contact.

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Field	Description
Condition ID	The CSS condition under which this contact is delivered.
Account Number	The LCM Key for this contact.



## CHAPTER 3

# Historical Reports

- [Historical Reports, on page 11](#)

## Historical Reports

Historical Reports are generated from past data up to the immediate preceding 15-minute interval. These reports are based on data refreshed every 15 minutes and can either be viewed or saved in a comma-separated value (csv) format.

Click **Reports** > **Historical Reports** in the **Menu** pane on the left to see the Historical Reports page.

## Historical Report Filter Criteria

The reports module of the application 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.

## Historical Time Zone Filter

You can generate historical reports for specific time zones. Select the time zone from the **TimeZone** drop-down before selecting any other filtering criteria.

You can select the following time periods for a time zone:

Feature	Description
<b>Today</b>	Generates the report for the current date.
<b>Yesterday</b>	Generates the report for previous day up to midnight.
<b>This Week,</b>	Generates the report from Monday to the current day.
<b>This Month</b>	Generates the report from the first of the calendar month to the current day.
<b>Custom</b>	Generates the report for a date range. Select the <b>Start Date</b> and <b>End Date</b> from the calendar controls.

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**Note** This filter is an optional configuration. The property `IsTimeZoneRequiredForFilter` should be set to `true` in the `LCMSERVICE web.config` configuration file to get the reports by time zone.

**Other Filter Criteria for Historical Reports**

The filter conditions are as follows:

- **Global List:** All global lists are displayed for selection. Both single and multiple selection allowed. To select all global lists, select the **Select All** check box.
- **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.



**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, select the **Select All** check box.



**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, 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 conditions, select the **Select All** check box.

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

At any stage of the filter selection, click the **Show Records** button 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.

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The following Historical Reports are available:

- [Call Outcome](#), on page 13
- [Campaign Summary](#), on page 16
- [Do Not Call \(DNC\) Blocked](#), on page 21
- [Contact Attempt Report](#), on page 22
- [Abandoned Percentage](#), on page 25
- [Agent Disposition \(Campaign-wise\)](#), on page 26
- [Category](#), on page 27
- [Category Target](#), on page 28
- [Contact Attempt Bucket](#), on page 29
- [Agent Attempt](#), on page 31
- [Agent Outcome](#), on page 32
- [Callback](#), on page 34

## Call Outcome

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

- Specify the following input parameters:

Parameter	Description
Time period	<ul style="list-style-type: none"><li>• <b>Today</b>: Generates the report for the current date.</li><li>• <b>Yesterday</b>: Generates the report for previous day up to midnight.</li><li>• <b>This Week</b>: Generates the report from Monday to the current day.</li><li>• <b>This Month</b>: Generates the report from the first of the calendar month to the current day.</li><li>• <b>Custom</b>: Generates the report for a date range. Select the <b>Start Date</b> and <b>End Date</b> from the calendar controls.</li></ul>
Channel	Select from <b>Voice</b> , <b>SMS</b> , or <b>Email</b> .
Shared List	select this checkbox if you want the report for a shared-list campaign.

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Parameter	Description
<b>Target Campaign</b>	Select the Target Campaign if you are selecting the Shared List campaign checkbox. This fetches the results for the selected outcomes in the Target Campaigns.
<b>Outcome Type</b>	<p>Select the outcome type.</p> <ul style="list-style-type: none"> <li>• <b>Outcome Detail</b> lists the contact-wise outcomes for each contact for the selected outcomes and campaigns.</li> <li>• <b>Outcome Summary</b> lists a one-line summary for each outcome for each campaign. Select the <b>Pivot</b> checkbox. The <b>Pivot</b> 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.</li> </ul> <p><b>Note</b> The Pivot option is applicable only if you select Campaigns in the filter criteria, and not for Global Lists or Campaign Groups.</p>
<b>Outcome</b>	Select the Outcome from all the configured Telephony outcomes displayed in the drop-down. Use the <b>Select All Outcomes</b> option to select all the outcomes. You can also select multiple outcomes.
<b>Filter Criteria</b>	Select the filter criteria. For more information, see <a href="#">Historical Report Filter Criteria</a> , on page 11.

- Click **Show Records** to populate the report.

The report includes the following information in the detail mode.

Parameter	Description
<b>Campaign Group</b>	The Campaign Group for which the report is rendered.
<b>Campaign</b>	The Campaign for which the report is rendered.
<b>List ID</b>	The List ID to which this data belongs.
<b>Outcome</b>	The outcome for this call.
<b>Outcome</b>	The outcome for the call.
<b>Call Start Date &amp; Time</b>	The call commencement date and time.



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Parameter	Description
<b>Call End Date &amp; Time</b>	The call completion date and time.
Business Fields (1-25)	All configured business fields are listed at one business field per column.
<b>Call Mode</b>	The mode on which the call was made.
<b>Dialed Number</b>	The number to which the call was made.
<b>Agent ID</b>	The agent ID of the agent who handled this call.
<b>Agent Name</b>	The name of the agent who handled this call.
<b>Duration</b>	The call duration, in seconds.
<b>Target Value</b>	The value set by the agent for this call.
<b>Lead Score</b>	The lead score set at the end of the call.

- You can do the following:
  - Click the **Search** button to filter the report based on the search string.
  - Click the **Expand** and the **Collapse** buttons to expand to the entity level and collapse the report to the group level, respectively.
  - Click **Export** to export the contents of the report into a comma-separated value (csv) file.
- Use the **Report Options** to perform the following actions.
  - Export all data - the entire report - to a csv file
  - Export visible data - the current page - to a csv file.
  - Select the columns that you want to be displayed in the report. You can toggle between showing the columns and hiding those.
- The report includes the following information in the summary mode:

Parameter	Description
<b>Global List</b>	The Global List for which the report is rendered. This column is available only if selected as part of filter criteria.
<b>Campaign</b>	The Campaign for which the report is rendered.
<b>Outcome(s)</b>	The number of calls having these outcomes. Each outcome is listed as a column.

- The report contains the following information in the **Summary - Pivot** report type:

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Parameter	Description
Outcome(s)	The number of calls having these outcomes. Each outcome is listed as a column.
Campaign	The Campaign for the record. The campaigns are shown at one for each column.

## Campaign Summary

The Campaign Summary report provides a snapshot of a campaign for the selected filter conditions.

You can choose from three view types:

- The Contacts and Attempts view provides both contacts and attempts related summary for the selected date range and campaigns. For more information, see [View Campaign Summary Reports for Contacts and Attempts, on page 16](#).
- The Contacts view does not require any date range. This view type provides the contact related summary for the selected campaigns. For more information, see [View Campaign Summary Reports for Contacts, on page 18](#).
- The Attempts view requires a date range. This view type provides attempt related summary for the the selected campaigns For more information, see [View Campaign Summary Reports for Attempts, on page 20](#).

## View Campaign Summary Reports for Contacts and Attempts

To view the Campaign Summary Report when you select both Contacts and Attempts views:

**Step 1** In the **Historical Reports**, from the **Campaign Summary Parameters**, select **View Type** as **Contacts and Attempts**.

**Step 2** In the **Campaign Summary Parameters**, select the time period.

For more information see, [Historical Time Zone Filter, on page 11](#).

**Step 3** Select a channel.

**Step 4** (Optional) If you want a report for a shared-list campaign, select **Shared List**.

**Step 5** (Optional) Select the **Target Campaign** from the drop-down list.

**Note** Select **Target Campaign** if you are selecting the **Shared List**.

This fetches the results for the selected outcomes in the Target Campaigns.

**Step 6** Select a filtering criteria. The available options are **Campaign** and **List**.

**Step 7** Click **Show Records**.

The report appears. It contains the following details:

Field	Description
<b>General</b>	

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Field	Description
<b>Campaign</b>	The Campaign for which the report is generated.
<b>List ID</b>	The List ID to which this data belongs.
<b>Uploaded</b>	The number of contacts uploaded through this list.
<b>Contacts - Open</b>	
<b>Fresh</b>	The number of fresh contacts that are in Open state.
<b>Schedule</b>	The number of contacts scheduled for dialing that are in Open state.
<b>Callback</b>	The number of callback contacts that are in Open state.
<b>AEM</b>	The number of Agent or Executive (AEM) contacts that are in Open state.
<b>Total Open</b>	The total number of contacts in Open state.
<b>Contacts - Closed</b>	
<b>Success Closed</b>	The number of contacts that are closed with a Success outcome.
<b>Failure Closed</b>	The number of contacts that are closed with a Failure outcome.
<b>Total Closed</b>	The total number of contacts that are closed.
<b>Contacts - Others</b>	
<b>Scrubbed</b>	The number of scrubbed contacts.
<b>Flushed</b>	The number of flushed contacts.
<b>% Completion</b>	The percentage of calls that are dialed out of the uploaded contacts.
<b>Attempts - Telephony</b>	
<b>Dialout</b>	The number of calls that are dialed out from this list.
<b>Success Calls</b>	The number of calls with a successful telephony outcome.
<b>Failure Calls</b>	The number of calls with a failed telephony outcome.
<b>Attempts - Business</b>	
<b>Success BO</b>	The number of calls with a successful business outcome.
<b>Failure BO</b>	The number of calls with a failed business outcome.
<b>Attempts - Callback</b>	

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Field	Description
PCB	The number of personal callback (PCB) calls.
NCB	The number of normal callback (NCB) calls.

**Note** A subtotal of all numbers is also available for each Campaign Group that is listed in the report.

- Step 8** (Optional) Click **Search** to filter the report based on the search string.
- Step 9** (Optional) Click **Expand** and **Collapse** to expand the report to the entity level and collapse the report to the group level, respectively.
- Step 10** (Optional) Click **Export** to export the contents of the report into a comma-separated value (csv) file.
- Step 11** (Optional) Click the icon on the right to:
- **Export all data:** Export the entire report to a csv file.
  - **Export visible data:** Export the current page to a csv file.
  - Select the columns that you want to display in the report.

## View Campaign Summary Reports for Contacts

To view the Campaign Summary Report when you select the Contacts view:

**Step 1** In the **Historical Reports**, from the **Campaign Summary Parameters**, select **View Type** as **Contacts**.

**Step 2** In the **Campaign Summary Parameters**, select the time period.

For more information see, [Historical Time Zone Filter, on page 11](#).

**Step 3** Select a channel.

**Step 4** (Optional) If you want a report for a shared-list campaign, select **Shared List**.

**Step 5** (Optional) Select the **Target Campaign** from the drop-down list.

**Note** Select **Target Campaign** if you are selecting the **Shared List**.

This fetches the results for the selected outcomes in the Target Campaigns.

**Step 6** Select a filtering criteria. The available options are **Campaign** and **List**.

**Step 7** Click **Show Records**.

The report appears. It contains the following details:

Field	Description
<b>General</b>	
<b>Campaign</b>	The Campaign for which the report is generated.
<b>List ID</b>	The List ID to which this data belongs.
<b>Uploaded</b>	The number of contacts uploaded through this list.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

Field	Description
<b>Contacts - Open</b>	
<b>Fresh</b>	The number of fresh contacts that are in Open state.
<b>Schedule</b>	The number of contacts scheduled for dialing that are in Open state.
<b>Callback</b>	The number of callback contacts that are in Open state.
<b>AEM</b>	The number of Agent or Executive (AEM) contacts that are in Open state.
<b>Total Open</b>	The total number of contacts in Open state.
<b>Contacts - Closed</b>	
<b>Success Closed</b>	The number of contacts that are closed with a Success outcome.
<b>Failure Closed</b>	The number of contacts that are closed with a Failure outcome.
<b>Total Closed</b>	The total number of contacts that are closed.
<b>Contacts - Others</b>	
<b>Scrubbed</b>	The number of scrubbed contacts.
<b>Flushed</b>	The number of flushed contacts.
<b>% Completion</b>	The percentage of calls that are dialed out of the uploaded contacts.
<b>Attempts - Telephony</b>	
<b>Dialout</b>	The number of calls that are dialed out from this list.
<b>Success Calls</b>	The number of calls with a successful telephony outcome.
<b>Failure Calls</b>	The number of calls with a failed telephony outcome.
<b>Attempts - Business</b>	
<b>Success BO</b>	The number of calls with a successful business outcome.
<b>Failure BO</b>	The number of calls with a failed business outcome.
<b>Attempts - Callback</b>	
<b>PCB</b>	The number of personal callback (PCB) calls.
<b>NCB</b>	The number of normal callback (NCB) calls.

**Note** A subtotal of all numbers is also available for each Campaign Group that is listed in the report.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

- Step 8** (Optional) Click **Search** to filter the report based on the search string.
- Step 9** (Optional) Click **Expand** and **Collapse** to expand the report to the entity level and collapse the report to the group level, respectively.
- Step 10** (Optional) Click **Export** to export the contents of the report into a comma-separated value (csv) file.
- Step 11** (Optional) Click the icon on the right to:
- **Export all data:** Export the entire report to a csv file.
  - **Export visible data:** Export the current page to a csv file.
  - Select the columns that you want to be displayed in the report.

## View Campaign Summary Reports for Attempts

To view the Campaign Summary Report when you select the Attempts view:

**Step 1** In the **Historical Reports**, from the **Campaign Summary Parameters**, select **View Type** as **Attempts**.

**Step 2** In the **Campaign Summary Parameters**, select the time period.

For more information see, [Historical Time Zone Filter, on page 11](#).

**Step 3** Select a channel.

**Step 4** (Optional) If you want a report for a shared-list campaign, select **Shared List**.

**Step 5** (Optional) Select the **Target Campaign** from the drop-down list.

**Note** Select **Target Campaign** if you are selecting the **Shared List**.

This fetches the results for the selected outcomes in the Target Campaigns.

**Step 6** Select a filtering criteria. The available options are **Campaign** and **List**.

**Step 7** Click **Show Records**.

The report appears. It contains the following details:

Field	Description
<b>General</b>	
<b>Campaign</b>	The Campaign for which the report is generated.
<b>List ID</b>	The List ID to which this data belongs.
<b>Attempts - Telephony</b>	
<b>Dialout</b>	The number of calls that are dialed out from this list.
<b>Success Calls</b>	The number of calls with a successful telephony outcome.
<b>Failure Calls</b>	The number of calls with a failed telephony outcome.
<b>Attempts - Business</b>	

**REVIEW DRAFT - CISCO CONFIDENTIAL**

Field	Description
Success BO	The number of calls with a successful business outcome.
Failure BO	The number of calls with a failed business outcome.
<b>Attempts - Callback</b>	
PCB	The number of personal callback (PCB) calls.
NCB	The number of normal callback (NCB) calls.

**Note** A subtotal of all numbers is also available for each Campaign Group that is listed in the report.

- Step 8** (Optional) Click **Search** to filter the report based on the search string.
- Step 9** (Optional) Click **Expand** and **Collapse** to expand the report to the entity level and collapse the report to the group level, respectively.
- Step 10** (Optional) Click **Export** to export the contents of the report into a comma-separated value (csv) file.
- Step 11** (Optional) Click the icon on the right to:
- **Export all data:** Export the entire report to a csv file.
  - **Export visible data:** Export the current page to a csv file.
  - Select the columns that you want to be displayed in the report.

## Do Not Call (DNC) Blocked

The Do Not Call (DNC) Blocked report lists the contact numbers and the mode for contacts that are blocked from dialing due to DNC restriction.

Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- Select the [Other Filter Criteria for Historical Reports](#), on page 12. Applicable filter criteria are Campaign and List.

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Click the **Show Records** button to populate the report.

The report includes the following information;

Field	Description
Campaign ID	The Campaign ID for which the report is rendered.
List ID	The List ID to which this data belongs.
Contact ID	The Contact ID for this entry in the report.
Agent Name	The name of the agent handling this call.
Mode ID	The mode on which the call was supposed to be dialed.
Contact Number	The contact number that is blocked from dialing due to compliance restrictions.
Blocked on	The date and time the contact was marked as DNC and blocked from dialing.
DNCBusinessField	The business field based on which the contact is marked as a DNC contact.
BlockedBy	The field based on which the contact is marked as DNC. For example, phone number, business field, and so on.

Click the **Search** button to filter the report based on the search string.

Click the **Expand** and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Contact Attempt Report

The Contact Attempt report lists all the dialing attempts for the contacts for the selected filter criteria. You can generate this report for a specific value of a business field, or generate the report for all values in a business field using the **Group By** drop-down.

To view the report:

**Step 1** In the **Contact Attempts** report, select the time period.



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For more information, see [Historical Time Zone Filter](#), on page 11.

**Step 2** Select a channel.

**Step 3** Select a **Report Type** from the following:

- **Uploaded** for the contact attempt details for all the uploaded contacts for the selected filter criteria.
- **Dialed** for the contact attempt details for all the dialed contacts for the selected filter criteria.

**Step 4** (Optional) Select **Shared List**.

**Note** Select **Shared List** only if you want the report for a shared-list campaign.

**Step 5** (Optional) Select the **Target Campaign** from the drop-down.

**Note** Select **Target Campaign** only if you are selecting the **Shared List**.

This fetched the results for the selected outcomes in the Target Campaigns.

**Step 6** Select a filter criteria. The available options are **Campaign**, **List**, **CSS Group**, **CSS Group Condition**, and **Other Options**.

- Note**
- Select only one campaign for this report; this report is not rendered for multiple campaigns.
  - List is mandatory after selecting a campaign; you can select multiple lists.
  - Select only one CSS Group and CSS Group Condition; this report is not rendered for multiple CSS Groups and CSS Group Conditions.

**Step 7** Enter the details for the following Other Options:

Field	Description
<b>Business Field</b>	Select from the drop-down if you want the report for a specific value of the selected business field.
<b>Business Value</b>	Enter a business value for the selected <b>Business Field</b> . The report fetches the records matching this value for the selected business field. This field is mandatory, if you select <b>Business Field</b> .
<b>Group By</b>	Select the value to group the report data by a selected field. This is a mandatory field.
<b>Last Outcome</b>	Select the value for which the report is required.

**Step 8** Click **Show Records**.

The report appears. It has the following details:

Field	Description
<b>Start Time</b>	The time at which the call commenced.
<b>Mode Name</b>	The mode on which the call was dialed.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

Field	Description
<b>CValue</b>	The contact number that is dialed.
<b>Agent Peripheral Number</b>	The agent's peripheral number at the enterprise level.
<b>Call Outcome</b>	The telephony outcome for the call.
<b>Call Start Time</b>	The call commencement date and time.
<b>CallType</b>	The call type for this call. For example: <ul style="list-style-type: none"> <li>• Fresh dial out</li> <li>• Normal callback</li> <li>• Personal callback</li> </ul>
<b>GroupByParam</b>	The parameter on which the report data is grouped.
<b>GroupByParamValue</b>	The value on which the data is grouped. For example, First Name.
<b>ContactStatus</b>	The contact status for this attempt. For example, Open, Closed.
<b>UploadedTime</b>	The date and time this contact was uploaded.
<b>Duration</b>	The duration of the call.
<b>DialedTime</b>	The time the contact was dialed out.
<b>CallbackDateTime</b>	The date and time a callback was requested.
<b>DeliveredAt</b>	The date and time the contact was delivered to the dialer.
<b>DeliverType</b>	The delivery type for this contact. For example, as a regular contact to the dialer, as a non-PEWC contact.
<b>PreviousLeadScore</b>	The lead score for this contact before the dialout.
<b>Lead Score</b>	The lead score after the agent has set the disposition.
<b>AgentDisplayName</b>	The display name of the agent handling the call, shown as Last Name and First Name
<b>AgentLoginName</b>	The user name that the agent uses to log in.
<b>First Name</b>	The first name of the contact.
<b>Last Name</b>	The last name of the contact.

**Step 9**

(Optional) You can also do the following:

- Click **Search** to filter the report based on the search string.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

- Click **Expand** and **Collapse** to expand the report to the entity level and collapse the report to the group level, respectively.
- Click **Export** to export the contents of the report into a comma-separated value (csv) file.

**Step 10** (Optional) Use the **Report Options** to perform the following actions:

- **Export all data:** Export the entire report to a csv file
- **Export visible data:** Export the current page to a csv file.
- Select the columns that you want to be displayed in the report.

## Abandoned Percentage

The Abandoned Percentage shows the percentage of abandoned calls for the selected filter criteria.

Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- Select the [Other Filter Criteria for Historical Reports](#) , on page 12. Applicable filter criteria are Campaign and List.

Click the **Show Records** button to populate the report.

The report screen contains **Info** button. Click **Info** to see the formula used to calculate the Abandoned Percentage. The formula is:

$(\text{Abandoned calls} / (\text{Abandoned Calls} + \text{Live Calls})) * 100.$

The formula varies depending on the use of Abandon Call Ratio (ACR). This is controlled by a configuration parameter, `IsACREnabled`, in the `web.config` file of `LCMSvc`.

The report includes the following information.

Field	Description
Date	The report date.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

Field	Description
Campaign ID	The Campaign ID for which the report is rendered.
List ID	The List ID to which this data belongs.
Total Calls	The total calls dialed for contacts in this upload list.
Abandon Calls	The number of calls abandoned from among the total calls.
Abandon Percentage	The percentage of calls abandoned.

Click the **Search** button to filter the report based on the search string.

Click the **Expand** and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Agent Disposition (Campaign-wise)

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

Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- Select the [Other Filter Criteria for Historical Reports](#), on page 12. Applicable filter criteria are Campaign and List.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

Click the **Show Records** button to populate the report.

The report includes the following information.

Field	Description
Campaign	The Campaign for which the report is rendered.
List ID	The List ID to which this data belongs.
Agent ID	The agent ID of the agent who handled this call.
Agent Name	The name of the agent handling this call.
Outcome	The outcome set by the agent.
Count	The count of calls for which the agent has set this outcome.

Click the **Search** button to filter the report based on the search string.

Click the Expand and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Category

The Category report lists the count and value for various outcome categories for the selected filter criteria.

Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

- Select the [Other Filter Criteria for Historical Reports](#), on page 12. Applicable filter criterion is Campaign only.

**Note**

Select only one campaign for this report; this report is not rendered for multiple campaigns.

Click the **Show Records** button to populate the report.

The report includes the following information.

Field	Description
Category Name	The category name.
Category Count	The count of calls for this category.
Total Category Value	The total category value for this category.
Category Percentage	The percentage achieved for this category.

Click the **Search** button to filter the report based on the search string.

Click the Expand and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Category Target

The Category Target report lists, besides the count and value for various outcome categories, the target for the selected category of outcomes and the completion percentage.

Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.

**REVIEW DRAFT - CISCO CONFIDENTIAL**

- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- Select the [Other Filter Criteria for Historical Reports](#) , on page 12. Applicable filter criterion is Campaign only.

Click the **Show Records** button to populate the report.

The report includes the following information.

Field	Description
Category Name	The category name.
Category ID	The category ID.
Category Count	The count of calls for this category.
Daily Target Value	The daily target value for this category.
Daily Target Percentage	The daily target percentage for this category, out of the total category value.
Monthly Target Value	The monthly target value for this category.
Monthly Target Percentage	The monthly target percentage for this category, out of the total category value.
Total Category Value	The total category value.

Click the **Search** button to filter the report based on the search string.

Click the Expand and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Contact Attempt Bucket

The 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 hours of the previous day is considered for this report.

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Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- Select the [Other Filter Criteria for Historical Reports](#) , on page 12. Applicable filter criteria are Global List, Campaign Group, Campaign, List, CSS Group, and CSS Group Condition.

**Note**

Select only one campaign for this report; this report is not rendered for multiple campaigns.

Click the **Show Records** button to populate the report.

The report includes the following information.

Field	Description
Campaign	The campaign for which this report is generated.
Attempt1	The number of contacts reached at the first attempt.
Uploaded	The number of contacts uploaded to this campaign.
Open Contacts	The number of open contacts for this campaign.
Closed	The number of closed contacts for this campaign.
Attempt2	The number of contacts reached at the second attempt.
Attempt3	The number of contacts reached at the third attempt.
Attempt4	The number of contacts reached at the fourth attempt.
Attempt5	The number of contacts reached at the fifth attempt.
Attempt6	The number of contacts reached at the sixth attempt.
Attempt7	The number of contacts reached at the seventh attempt.
Attempt8	The number of contacts reached at the eighth attempt.



**REVIEW DRAFT - CISCO CONFIDENTIAL**

Field	Description
Attempt9	The number of contacts reached at the ninth attempt.
AttemptGreater	The number of contacts reached after ten or more attempts.

Click the **Search** button to filter the report based on the search string.

Click the Expand and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Agent Attempt

The Agent Attempt report shows the count of various outcomes for all calls handled by the selected agents for the selected filter criteria.

Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- From the Agent List drop-down list, select the agents for whom you want the report. You can select multiple agents
- Select the [Other Filter Criteria for Historical Reports](#), on page 12. Applicable filter criteria are Global List, Campaign Group, Campaign, List, CSS Group, and CSS Group Condition.

Click the **Show Records** button to populate the report.

The report includes the following information.

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Field	Description
Campaign	The campaign for which this report is generated.
Campaign Group	The Campaign Group for which the report is rendered.
Agent Name	The name of the agent who handled this call.
AgentConnect	The number of calls connected to the selected agent.
RPC	The number of calls with Right Party Connect (RPC) outcome.
Success BO	The number of calls with a successful business outcome.
Failure BO	The number of calls with a failed business outcome.
Success VO	The number of calls with a successful voice (telephony) outcome.
Failure VO	The number of calls with a failed voice (telephony) outcome.
PCB Register	The number of personal callbacks registered.
CB Register	The number of (normal) callbacks registered.
PCB Attempt	The number of personal callbacks dialed out.
CB Attempt	The number of (normal) callbacks dialed out.
Dialout	The total number of dialouts by the agent.

Click the **Search** button to filter the report based on the search string.

Click the **Expand** and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Agent Outcome

The Agent Outcome report shows the count of calls for all outcomes set by the selected agents for the selected filter criteria.

Complete the input parameters as detailed below:

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- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the **Target Campaign** if you are selecting the **Shared List** campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- Select the **Pivot** checkbox.



**Note** The **Pivot** check-box transposes the columns and rows. When the **Pivot** is selected, the report lists the outcomes in rows, the count of outcomes in columns and one column for each selected campaign.

The Pivot option is applicable only if you select Campaigns in the filter criteria, and not for Global Lists or Campaign Groups.

- From the Agent List drop-down list, select the agents for whom you want the report. You can select multiple agents
- Select the [Other Filter Criteria for Historical Reports](#) , on page 12 Applicable filter criteria are Global List, Campaign Group, Campaign, List, CSS Group, and CSS Group Condition.

Click the **Show Records** button to populate the report.

The report includes the following information.

Field	Description
Agent Name	The agent name(s) for whom this report is generated.
Campaign Group	The Campaign Group for which the report is rendered.
Outcome	The outcome as set by the agent.
Outcome Count	The number of calls for which this outcome was set by the agent.

Click the **Search** button to filter the report based on the search string.

Click the Expand and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

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- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Callback

The Callback report shows the details of Personal Callback (PCB) calls and Normal Callback (NCB) calls dialed out for the selected agent and other filter criteria.

Complete the input parameters as detailed below:

- Select the time period from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a Channel from Voice, SMS, or Email.
- If you want the report for a shared-list campaign, select the **Shared List** check box. Select the Target Campaign if you are selecting the Shared List campaign check box. This fetches the results for the selected outcomes in the Target Campaigns.
- From the Agent List drop-down list, select the agents for whom you want the report. You can select multiple agents
- Select the [Other Filter Criteria for Historical Reports](#), on page 12. Applicable filter criteria are Campaign and List.

Click the **Show Records** button to populate the report.

The report includes the following information.

Field	Description
Campaign	The campaign to which this callback belongs.
Contact ID	The contact ID for which the callback is registered
Contact Number	The contact number on which the callback is requested.
Callback Time	The time at which the callback is requested.
Status	The contact status at the time of the report.
Agent ID	The agent ID for the agent handling the callback call.

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Field	Description
Agent Name	The name of the agent handling the callback call.
Mode Name	The mode on which the callback is requested.
Business Fields (1-25)	All configured business fields are listed at one business field per column.
Unique Identifier	The additional Business Parameter to identify this specific contact.

Click the **Search** button to filter the report based on the search string.

Click the **Expand** and the **Collapse** buttons to expand to entity level and collapse the report to group level, respectively.

Click **Export** to export the contents of the report into a comma-separated value (csv) file.

Use the Report Options menu on the far right of the report header line to perform the following actions:

- Export all data - the entire report - to a csv file
- Export visible data - the current page - to a csv file.
- Select the columns you want displayed on the report. You can toggle between showing the columns and hiding those.

## Global List Status

The **Global List Status** report shows the upload details of all Global Upload lists in a graph. The list contains the details for Global List ID, File Name, and Uploaded Time.

Select any data on the graph in Historical Reports for more details, such as:

- **Uploaded:** Click **Uploaded** to view the campaigns to which the contacts have been uploaded.
- **Campaign Name:** Click the campaign name to see the contact upload status in the format:
  - <Campaign Name>\_Success
  - <Campaign Name>\_Error
  - <Campaign Name>\_DNC
  - <Campaign Name>\_Duplicate

Click each status to see the open and closed contacts.

- Click closed contacts to see the count of calls having **Success**, **Failure**, and **Other** outcomes.
- Click open contacts to see the timezone to which the campaigns belong to. Click the graph display for one of the entities to see the following break up numbers for open contacts:
  - Fresh
  - Rescheduled
  - NCB

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- PCB

## Right Party Connect (RPC) Report

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

**Step 1** In the **Historical Reports**, select the time zone.

For more information, see [Historical Time Zone Filter](#), on page 11.

**Step 2** Select the **Voice** channel.

This report is not available for other channels.

**Step 3** Select a filter criteria. The available options are **Campaign** and **List**.

**Note** This report is available only for a single campaign and not for multiple campaigns.

**Step 4** Select a date range for the lists for which you require data.

**Note** Multiple lists are allowed.

**Step 5** Click **Show Records**.

The report contains the following fields:

Field	Description
<b>Outcome Type</b>	The outcome type: <ul style="list-style-type: none"> <li>• Telephony</li> <li>• Business</li> </ul>
<b>Outcome Name</b>	The outcome name.
<b>Outcome Count</b>	The count of calls with this outcome.
<b>Total Percentage</b>	The total percentage of calls with this outcome. The percentage is calculated as:  (Count for this outcome / Count of calls with all outcomes displayed in this report, for both Telephony and Business)*100.
<b>RPC Percentage</b>	The 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 for both Telephony and Business) * 100.
<b>Target Value</b>	The target value set by the agent at the time of disposition.

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- Step 6** (Optional) Click **Search** to filter the report based on the search string.
- Step 7** (Optional) Click **Expand** and **Collapse** to expand the report to the entity level and collapse the report to the group level, respectively.
- Step 8** (Optional) Click **Export** to export the contents of the report into a comma-separated value (csv) file.
- Step 9** (Optional) Click the icon on the right to:
- **Export all data:** Export the entire report to a csv file.
  - **Export visible data:** Export the current page to a csv file.
  - Select the columns that you want to be displayed in the report.

## Agent Login Logout Report

The Agent Login Logout report furnishes the details of the logged in time of the agents.

In Historical Reports, specify the Agent Login Logout input parameters as detailed below:

- Select the periodicity from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data from Monday through the current day.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a time zone from the **Timezone** dropdown.
- Click the **Show Records** button to populate the report.

The report features a table which contains the Date, Total Agents, and the Login Duration.

Each row of data can be expanded to view the break-up details for the given day.

The break-up details are represented in a mini table that features the following columns of data:

Field	Description
Agent_ID	The unique ID of the agent.
Agent_Name	The name of the agent.
Login_Date_Time	The date and time of login.
Logout_Date_Time	The date and time of logout.
Login_Duration	The total logged in duration.

Click Export to export the contents of the report into an Excel (xlsx) or CSV file, based on the configuration made in the LCMSservice. By default, the report is exported as XLSX.

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To export the report as CSV, add the following WebConfig key in the LCMSERVICE:

```
<add key="ExportFileFormat" value="csv" />
```

## Callback Trace Report

The Callback Trace report shows the details of all closed Personal Callback (PCB) and Normal Callback (NCB) calls for the selected filter criteria.

Specify the input parameters as detailed below:

- Select the periodicity from:
  - Today, for report data pertaining to the current date.
  - Yesterday, for report pertaining to the previous day up to midnight.
  - This Week, for report data pertaining to the current week.
  - This Month, for report data from the first of the calendar month through the current day.
  - Custom, for report data for a date range as per the Start Date and End Date chosen.
- Select a time zone from the **Timezone** dropdown.
- If you want the report for a shared-list campaign, select the **Shared List** checkbox. Select the Target Campaign if you are selecting the **Shared List** campaign checkbox. This fetches the results for the selected outcomes in the Target Campaigns.
- Select the Callback Type from All, PCB (Personal Callback), and NCB (Normal Callback).
- From the Agent List drop-down, select the agents for whom you want the report. You can select multiple agents. Use the **Select All Agents** option to choose all the agents.
- Select the Filter Criteria. Applicable filter criteria are Campaign and List.
- Click the **SHOW RECORDS** button to populate the report.

The report contains the following information:

Field	Description
CampaignID	The campaign to which this callback belongs.
ListID	The List ID of the callback contact.
ContactID	The Contact ID of the callback contact.
Callback	<p>The callback type - PCB or NCB.</p> <p><b>Note</b> Based on the Callback Type selected in the filter, the Callback column populates the corresponding callback type. If the Callback Type is set as All, the Callback column displays the last callback type used for the contact.</p>



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Field	Description
Outcome	The callback outcome set for the contact.
Status	The contact status at the time of the report.
Business Fields (1-25)	All configured business fields are listed at one business field per column.
Unique_Identifier	The additional Business Parameter to identify this specific contact.

Each record in the report can be drilled down.

The drilldown of the Callback Trace report displays the following details:

Field	Description
Callback	The callback type - PCB or NCB.
Attempt	The attempt number. Example: 1 corresponds to the first attempt and 5 corresponds to the fifth attempt.
Contact Number	The phone number of the contact.
Mode	The mode of the contact.
Dialed DateTime	The date and time, at which the contact was dialed.
Agent Login Name	The enterprise name of the Agent, who handled the contact for the corresponding attempt.
Agent Name	The name of the Agent, who handled the contact for the corresponding attempt.
Outcome	The callback outcome set for the contact.
Reschedule_DateTime	The date and time to which the contact was rescheduled.

Click the **Search** button to filter the report based on the search string.

Click **Export** to export the contents of the report into an Excel (xlsx) or CSV file, based on the configuration made in the LCMSvc. By default, the report is exported as XLSX.

To export the report as CSV, add the following WebConfig key in the LCMSvc:

```
<add key="ExportFileFormat" value="csv" />
```

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## CHAPTER 4

# Schedule Report

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- [Schedule Report, on page 41](#)

## Schedule Report

Campaign Manager Schedule Report page provides an interface for sending out periodical reports by email to appropriate personnel in a contact center.

Click **Schedule Report** in the **Menu** pane on the left. The page displays a list of reports that have been scheduled for delivery.

The grid displays the following information:

- **Name:** The name of the specific schedule for sending out reports.
- **Frequency:** The frequency at which the reports are scheduled to be sent out.
- **Report Name:** The report that is sent out as configured in this schedule.
- **Report Time:** The time at which the report is to be sent out to the recipient
- **Activate:** Activate the switch to ON to send out reports, turn OFF to stop sending out reports.
- **Actions:** Use buttons to edit a schedule or delete a schedule.

You can use the Search box to search for any specific schedule that matches the pattern you enter here.

To add a new schedule, click the Schedule Report FAB.

The Schedule Report screen, shown in the next illustration, opens for you to create a new schedule.

To create a schedule:

1. Enter a **Name** for this schedule.
2. Enter a **Description** for this schedule.
3. Select a **TimeZone**. The data for the scheduled report is taken from this time zone.
4. From the **Report** drop-down, select a report to be sent out by email.



### Note

The Contact Attempt Bucket excludes the current day data.

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5. Click **ADD**. The Report Parameters for the selected report is shown. Complete the report parameters and enter any filter criteria. For more information, see [Historical Report Filter Criteria](#) , on page 11.

**Note**

Report Parameters and Filter Criteria can vary from report to report. For more information, see [Historical Report Filter Criteria](#) , on page 11.

6. Click **Save**.
7. Select a **Frequency** at which you want to generate report. The available options are:
  - 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 check boxes for the appropriate day(s) to send out this report. Multiple selections are allowed. The data populated is for the 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 midnight onwards till the Report Time, every day.

**Note**

On selecting a **Frequency**, the application presents information about the duration of data that is populated in the report.

8. From the time panel, select the **Report Time** - the time at which the report has to be sent out.
9. Enter one or more email addresses to send out the report to - separate each email address with a comma.
10. Click **Save**.

The saved schedule now appears on the Schedule Page. The application sends out reports as scheduled.



## CHAPTER 5

# Other Reports

- [Other Reports](#), on page 43

## Other Reports

In addition to the real time and historical reports, Campaign Manager also has reports for the following modules:

- **Script Designer Reports:** All reports related to 2-Way SMS and Call Guide - application modules configured using the Script Designer - are discussed in detail.
- **License Reports:** The reports pertaining to licensing give a detailed analysis for both license types - Perpetual and Subscription - and are useful tools to make decisions on the number of licenses.

This chapter explains the above reports in detail.

## Script Designer Reports

The Script Designer is used for two purposes in LCM - the 2-Way SMS campaigns and the Call Guide. The LCM application also provides for in-depth reports for both 2-Way SMS and Call Guide.

- **2-Way SMS Reports:** These reports provide useful insights into 2-Way SMS campaign performance vis-à-vis parameters such as response time, completion time, etc.
- **Call Guide Reports:** These reports provide a detailed look at how call guides are used by agents and customers, contacts and responses, hourly reports, etc.

## 2-Way SMS Reports

The 2-Way SMS module comes with in-built reports. These reports provide a useful insight into 2-Way SMS campaign performance vis-à-vis parameters such as response time, completion time, etc.

The following reports are available:

- **Campaign Level** - Populates the number of messages sent and received for the selected campaign. Besides, this report also populates the number of messages sent and received by SMS content.
- **Campaign Session Details** - Shows the details for success, failed, completed, in progress SMS campaigns, both as a summary and as separate report for each.

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- **Average Completion Time** - Gives the average time taken to complete the session for call contacts as also the contact session details.
- **Average Response Time** - Displays the average time that customers took to respond to a question, based on the input parameters given.

**Campaign Level**

The following Campaign Level reports are available:

- Recent SMS Deliveries - Chart and Table views
- Messages Sent and Received by Hour
- Messages Sent and Received by Contact
- Messages Sent and Received by Content

Follow the steps below to see the Campaign Level report for 2-Way SMS campaigns.

1. Click **Report** in the report tab to display the report screen.
2. The Campaign Level report is the default report.
3. From the date panel, select a From Date for the report.
4. From the date panel, select a To Date for the report.

**Note**

For campaign level reports, default reporting period is set as one week; for Average Completion report, it is one day.

5. Select a Campaign Group from the drop-down list.

**Note**

To select all groups, select the **Select All** checkbox. This checkbox is not applicable for the Average Response Time report.

6. Select the Campaign from the drop-down list. This lists only the campaigns for the selected campaign groups.

**Note**

To select all campaigns, select the **Select All** checkbox. This checkbox is not applicable for the Average Response Time report.

7. The forms mapped to this campaign are displayed. From this drop-down list, select the Form for which you want the report.
8. Enter a Contact Number to which you send messages.

**REVIEW DRAFT - CISCO CONFIDENTIAL****Recent SMS Deliveries**

This report displays the number of messages sent for a campaign.

In the Chart view, the vertical axis indicates the number of messages sent and the horizontal axis indicates the campaigns for which the messages were sent.

The Chart view displays the report only for the most recent 25 campaigns. These constraints do not apply to the Table view of this report. In this view, use the paging tool to navigate through the report.

**Messages Sent and Received By Hour**

From the Campaign Name column, click any campaign to drill down to the Messages Sent and Received by Hour report.

The Messages Sent and Received by Hour report contains the following information:

Time The time interval for this line entry.

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Date	The date on which the messages were sent from this campaign.
Messages Sent	The number of messages sent within this time interval.
Messages Received	The number of messages received within this time interval.

**Messages Sent and Received for All Contacts**

This report details the number of messages sent to and the number of responses received from each contact in the selected campaign.

The Messages Sent and Received for All Contacts report contains the following information:

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Contact Number	The contact number to which the messages were sent from this campaign.
Session Started At	The SMS session start time for this contact.
Sent	The number of messages sent to this contact number.
Received	The number of messages received from this contact number.

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Field	Description
Status	<p>The status for this contact number. The status can be one of the following:</p> <ul style="list-style-type: none"> <li>• Completed</li> <li>• Timed Out</li> <li>• Failed</li> <li>• In Progress</li> </ul>

Click any Contact number in the above report to drill down to Messages Sent and Received By Content.

**Messages Sent and Received by Content**

This report displays the content of all questions for a specific contact.

This report displays the content of SMS messages (questions) for a specific contact.

The Messages Sent and Received by Content report contains the following information:

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Form Name	The Form Name using which the messages were sent.
Contact Number	The contact number to which the messages were sent from this campaign.
Message	The content of the SMS message that was sent to the contact.
Date Time	The date and time when this message was sent to the contact

**Average Completion Time**

This report gives information of the average time taken (in hours) to complete a full session, for contacts where at least one SMS is sent out.

The Chart view displays the report only for the most recent 25 campaigns. Besides, this does not take into account sessions that average more than 6 hours per session. These constraints are, however, not applicable to the Table view.

The Average Completion Time report contains information as detailed the following table:

Field	Description
Campaign Name	The campaign for which the report is rendered.
Average Completion Time (Hours/Minutes)	The average completion time, in hours, for a session where at least one SMS is sent to a contact for a campaign



**REVIEW DRAFT - CISCO CONFIDENTIAL****Campaign Session Details**

This report shows detailed statistics of sessions for a selected campaign. This displays the number of sessions completed, timed out, failed, etc. for a specific campaign.

The Campaign Session Details report contains information as detailed the following table:

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Form Name	The Form Name using which the messages were sent.
Form Start Date	The date and time of the first message from this form.
Total	The total count of sessions initiated on this form.
Completed	The count of successfully completed sessions for this form.
Timed Out	The count of timed out sessions for this form.
Failed	The count of sessions that exceeded the time limit for this form.  Note: Each SMS that the LCM application service sends out is stored as a session in the database. The sessions have a maximum time of 6 hours to timeout user configurable to a lower time), by default.
In Progress	The number of sessions in progress for this form.

You can drill down to four further reports for the Campaign Session Details report. Four sub-reports are available for this report. Click a contact number under the Contact Number column to view one of the four drilled-down reports as listed below:

- Campaign Session Details - Completed, for session-completed contacts
- Campaign Session Details - Timed Out, for contacts with timed-out sessions
- Campaign Session Details - Failed, for contacts having failed sessions
- Campaign Session Details - In Progress, for contacts where a session is in progress

**Campaign Session Details - Completed**

This report shows details of completed sessions.

The Campaign Session Details - Completed report contains information as detailed the following table:

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Form Name	The Form Name using which the messages were sent.
Contact Number	The contact number to which the messages were sent from this campaign.

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Field	Description
Session Started At	The SMS session start time for this contact.
Sent	The number of messages sent to this contact number.
Received	The number of messages received from this contact number.

**Campaign Session Details - Timed Out**

This report shows details for timed-out sessions. A session is considered timed out if the timeout limit as configured is exceeded without a reply received from a customer.

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Form Name	The Form Name using which the messages were sent.
Contact Number	The contact number to which the messages were sent from this campaign.
Session Started At	The SMS session start time for this contact.
Sent	The number of messages sent to this contact number.
Received	The number of messages received from this contact number.

**Campaign Session Details - Failed**

This report shows details for failed sessions. A session is considered failed if any error occurs when the form is processed.

The Campaign Session Details - Failed report contains information as detailed the following table:

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Form Name	The Form Name using which the messages were sent.
Contact Number	The contact number to which the messages were sent from this campaign.
Session Started At	The SMS session start time for this contact.
Sent	The number of messages sent to this contact number.
Received	The number of messages received from this contact number.

**REVIEW DRAFT - CISCO CONFIDENTIAL****Campaign Session Details - In Progress**

This report shows details for sessions in progress. A session is considered In Progress if messages sent or received await responses within the configured timeout

The Campaign Session Details - In Progress report contains information as detailed the following table:

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Form Name	The Form Name using which the messages were sent.
Contact Number	The contact number to which the messages were sent from this campaign.
Session Started At	The SMS session start time for this contact.
Sent	The number of messages sent to this contact number.
Received	The number of messages received from this contact number.

**Average Response Time**

This report displays the average time taken to respond to a question for the selected form.

From the left pane, click Average Response Time to complete the report parameters; this is mandatory. Click **Search** to display the report in the Chart view.

From the **Show As** drop-down list, select **Table** to view the average response time in minutes, for a question.

The Average Response Time report contains information as detailed the following table:

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Form Name	The Form Name using which the messages were sent.
Question Title	The question posed to the customers as an SMS.
Average Response Time (Mins:Secs)	The average time taken for customers to respond to this question.

**Call Guide Reports**

The Script Designer module includes settings for configuring Call Guide reports. This report is rendered both as a Chart and as a Table.

In Campaign Manager, click **License** in the menu pane on the left to open the Script Designer. Click the Report tab and select **Call Guide**.

Following is an example of a Call Guide Report - Chart.

Following is an example of a Call Guide Report - Table.

Both views show the number of contacts that the agents have used the call guide on.

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To drill down to more detailed reports, click the Campaign Name in the Table view or the chart displayed for the campaign in the Chart view. Both views present more detailed reports.

**Call Survey By Hour**

The Call Survey By Hour shows the campaign-wise call guide usage by the hour.

Scrolling down this report, you can see another report - All Contacts with No. of Questions Answered as shown below.

The All Contacts with No. of Questions Answered report contains information as detailed the following table.

Field	Description
Campaign Name	The Campaign for which the report is rendered.
Agent ID	The agent using this call guide.
LCMKey	The LCM Key (Account Number) for this call.
Contact Number	The contact number on which the customer was reached.
Activity At	The date and time the call guide was used.
Total Questions Answered	The number of questions answered by the customer during the interaction.

To drill down to more details, click a Contact Number in the All Contacts with No. of Questions Answered report. The report lists all the questions asked by the agent and the answers from the customer along with other information about the contact.

**License Reports**

This section describes the following types of License Reports. Click **License** from the menu to view the reports.

- [Concurrent Login Report, on page 50](#)
- [Violation Report, on page 51](#)

**Concurrent Login Report**

The Concurrent Login Report displays the number of ports in concurrent use by the users as well as the allocated number of licenses and the concurrent logged-in users at any point in time for each user. Users can be agents, supervisors, and administrators.

**Note**

- For the Perpetual license model, for each user, both the allocated number of licenses and the concurrent logged-in users at any time are reported.
- For the Subscription license model, only the number of concurrent logged-in users is reported for each type of user. This data is used for usage-based billing.

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To view the report:

1. In Campaign Manager, click **License** from the menu. The **Concurrent Login Report** page appears.
2. Select a **Start Date** and time for the report.
3. Select an **End Date** and time for the report.
4. Click **Show** to populate the report.

This report contains a grid showing the Allocated and Used licenses for **Admin Ports**, **Supervisor Ports**, and **Agent Ports** for each Tenant attached to this instance of Campaign Manager.

5. (optional) Use the paging tool to navigate through the report. You can navigate to the first page, previous page, specific page, next page, or last page of the report. You can also specify the number of entries to be displayed per page

## Violation Report

This report lists all the license violations that have occurred during the chosen time period.

Violation Report is divided into two parts:

- [Active Violation Report, on page 51](#)
- [Cleared Violation Report, on page 52](#)

### Active Violation Report

This report lists all the license violations that have occurred during the report period chosen. This report is available only for the Perpetual license model.

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- Step 1** Click **License** from the menu.  
The License page appears.
- Step 2** Click **Reports**.  
The Concurrent Login Report page appears by default.
- Step 3** Click **Violation Report**.
- Step 4** Select a **Start Date** and time for the report.
- Step 5** Select an **End Date** and time for the report.
- Step 6** Click **SHOW**.
- Step 7** Click **Active Violation**. The report has the following fields:

Field	Description
Tenant Name	The tenant to whom this violation pertains. This column is not valid if the application is running in a non-tenanted model.

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Field	Description
<b>Violation Count</b>	The serial count of the violation. When expanded, this column drills down to show the Violation Date, Agent Count (the number of agents who are logged in at the time when the violation occurred), and the Peak Agent Count (the highest number of agents who are logged in on the day of the violation).
<b>Violation Start Date</b>	The violation start date and time.
<b>Last Violation Date</b>	The last violation date and time for the license.
<b>Seize Date</b>	The seize date for the violation, if you do not augment the licenses.

Use the Paging tool to navigate through the report. You can navigate to the first page, previous page, specific page, next page, or last page of the report. You can also specify the number of entries to be displayed per page.

**Cleared Violation Report**

The Cleared Violation report contains the history of past license violations that have occurred in the application.

- Step 1** Click **License** from the menu.  
The License page appears.
- Step 2** Click **Reports**.  
The Concurrent Login Report page appears by default.
- Step 3** Click **Violation Report**.
- Step 4** Select a **Start Date** and time for the report.
- Step 5** Select an **End Date** and time for the report.
- Step 6** Click **SHOW**.
- Step 7** Click **Cleared Violation**. The report has the following fields:

Field	Description
<b>Last Violated Date</b>	The date of the last violation of the license.
<b>Seize Date</b>	The seize date for the violation, if you do not augment the licenses.
<b>Peak Agent Count</b>	The highest number of agents who are logged in on the day of the violation.
<b>License Reset At</b>	The date and time the license was reset.

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Field	Description
Details	The Details column expands to show Violated Date, Agent Count (the number of agents who are logged in at the time when the violation occurred), and Peak Agent Count.

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