



Dialer Detail Table

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About the Dialer_Detail Table

The Dialer_Detail table is a historical table that is present in the Unified CCE database in Releases 7.2(2) and later. Its purpose is to allow detailed dialer records to be written to the Logger databases and replicated to each HDS database.

This table can become very large. Running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract the data from the HDS into your own custom database on a separate server (one that is not used for other CCE components). Use only DBDateTime (date and time of the record that was written to the HDSdatabase) to perform the extraction. The table on the custom database can be indexed according to the custom reporting needs.

Advantages

Data stored in this table helps in managing the system and generating custom reports.

For example, the table stores the following information:

- The Account Number for the contact and the Call Result, so that the last termination code can be obtained for each contact.
- An identifier for the Agent so that callbacks scheduled by each agent can be determined.
- Additional data for troubleshooting of Outbound Dialer attempts, such as the CallID that was used to place the call.

Data Flow

1. After making an attempt to contact a customer, the Dialer sends the results to the Campaign Manager in a CloseCustomerRecord message.

Results for Personal Callback attempts are sent to the Campaign Manager using a ClosePersonalCallbackRecord message.

2. Campaign Manager then sends a Dialer Detail record to the Router.

At this point, the message flow is identical to all other historical data in the system.

3. The Router passes the historical data information to the Historical Logger process.
4. The Historical Logger process commits the data to the Logger database.
5. The Replication process on the Logger passes the historical data to the Replication process on the Historical Data Server (HDS).
6. The Replication process on the HDS commits the data to the HDS database.

Fault Tolerance

When the Router is down or the Campaign Manager loses the connection to the Router, the Campaign Manager stores Dialer_Detail records in a file on the server where Campaign Manager is running. All the Dialer_Detail records in the cached file are sent to the Router when the connection is restored.

Dialer_Detail Table Database Fields and Descriptions

For a full description of the database fields for the Dialer_Detail table, see the *Database Schema Handbook for Cisco Unified Contact Center Enterprise*.

CallResult Codes and Values

The CallResult field can be populated with the following values:

Table 1: CallResult Codes and Values

| Value | Description |
|-------|--|
| 0 | Dialer has not yet attempted to contact that customer record |
| 2 | Error condition while dialing |
| 3 | Number reported not in service by network |
| 4 | No ringback from network when dial attempted |
| 5 | Operator intercept returned from network when dial attempted |
| 6 | No dial tone when dialer port went off hook |
| 7 | Number reported as invalid by the network |
| 8 | Customer phone did not answer |
| 9 | Customer phone was busy |
| 10 | Customer answered and was connected to agent |
| 11 | Fax machine detected |

| Value | Description |
|-------|---|
| 12 | Answering machine detected |
| 13 | Dialer stopped dialing customer due to lack of agents or network stopped dialing before it was complete |
| 14 | Customer requested callback |
| 15 | Answering machine requested callback |
| 16 | Call was abandoned by the dialer due to lack of agents |
| 17 | Failed to reserve agent for personal callback. |
| 18 | Agent rejected a preview call or personal callback call. |
| 19 | Agent rejected a preview call with the close option. |
| 20 | Customer has been abandoned to an IVR |
| 21 | Customer dropped call within configured abandoned time |
| 22 | Mostly used with TDM switches - network answering machine, such as a network voicemail |
| 23 | Number successfully contacted but wrong number |
| 24 | Number successfully contacted but reached the wrong person |
| 25 | <p>The following circumstances are reported where a call record is returned from the dialer without being attempted:</p> <ul style="list-style-type: none"> • The campaign is disabled. • The outbound percentage for the campaign skill group is set to zero in an admin script. • With personal callback in certain situations where the agent is logged out or not available before the configured CallbackTimeLimit is exceeded. |
| 26 | The number was on the do not call list |
| 27 | Call disconnected by the carrier or the network while ringing |
| 28 | Dead air or low voice volume call |
| 29 | SIP message received from dialer is not supported by voice gateway. |
| 30 | SIP message received from dialer is not authorized by voice gateway. |
| 31 | Invalid sip message sent by dialer to voice gateway. |
| 32 | Call cancelled because the dialer lost connection with the Campaign Manager. |

| Value | Description |
|-------|---|
| 33 | Agent timed-out accepting preview or personal callback call. Note This Call Result is supported from 12.0 ES33 onwards. |

CallStatusZone Values

The CallStatusZone1 and CallStatusZone2 fields can be populated with the following values that show the current status of the customer record for the zone.



Note For campaigns created using API, CallStatusZone2 is not applicable.

The values are:

Table 2: CallStatusZone Values

| Value | Description |
|-------|--|
| A | Active: Stored in CallStatusZoneX (1 or 2). A zone is set to active when it has been sent to a dialer for dialing. |
| B | A callback was requested. Stored in CallStatusZone1 and CallStatusZone2 field when a regular callback (non personal callback) has been scheduled. The Callback time itself is stored in both the CallbackDateTimeZone1 and CallbackDateTimeZone2 columns since the callback overrides the individual zones. |
| C | Closed: Record has been closed for that particular zone, so the record will not be retried again for that zone (zone1 or zone2). |
| D | Dialed. Record has been dialed for that particular zone. |
| F | F= Fax Machine. Stored in CallStatusZoneX (1 or 2) |
| L | L = Not Allocated. Invalid number used for a Personal Callback. |
| J | Agent rejected (closed out the record) |
| M | The maximum number of attempts has been reached. Stored in both CallStatusZone1 and CallStatusZone2. A record is set to "M" when it has dialed the maximum times as specified in the campaign and will not be retried again. Both zones are set to "M" to indicate no further calling in either zone. |
| P | Pending. Stored in CallStatusZoneX (1 or 2). This is the initial state of a record before any dialing has taken place. The record remains in the pending state for a particular zone until all of the numbers specified for that zone are dialed. A pending contact which has already dialed at least one dialer from its sequence will have at least one CallBackDateTimeXX column filled in with a retry time. |

| Value | Description |
|-------|--|
| R | <p>Retry. Stored in CallStatusZoneX (1 or 2) for the zone where the Retry is scheduled. The retry time itself is stored in the CallbackDateTimeZoneX (1 or 2) as well as in the individual number column CallbackDateTimeXX, where XX is the number to be retried (01 - 10). Call can be retried for a variety of reasons, including receiving a busy or no answer result.</p> <p>This value will be updated once all phones of the record are dialed out.</p> |
| S | A personal callback was requested. Stored in both CallStatusZone1 and CallStatusZone2. A record is set to "S" when it has been scheduled for a personal callback. Both zones are set to "S" to indicate that the record has been moved to the personal callback list. |
| U | Unknown: Stored in CallStatusZone1 and CallStatusZone2. A record is set to Unknown if its status was Active when the Campaign Manager started or the Dialer re-started. The record will stay in the Unknown state until it gets an update. If the Campaign Manager fails to get an update within sixty minutes, it will return the record to Pending. |
| X | For a personal callback, the agent is not available, and the reschedule mode is Abandon. (This value is used for CallStatusZone1 only.) |

DialingMode Values

The DialingMode field can be populated with the following values that show the campaign mode for the call. This field is NULL for Do Not Call entries.

Values are shown in the following table.

Table 3: DialingMode Values

| Value | Description |
|-------|------------------------|
| 1 | Predictive only |
| 2 | Predictive blended |
| 3 | Preview only |
| 4 | Preview blended |
| 5 | Progressive only |
| 6 | Progressive blended |
| 7 | Direct preview only |
| 8 | Direct preview blended |

CallResults Table

The following CallResults table maps the call result to the campaign call report.

Table 4: CallResults Table

| Call Result | Description | Reporting Column | Counted as Attempt? | Detected Live Voice? | Retry Action |
|-------------|--|------------------|---------------------|------------------------------------|---|
| 2 | Error condition while dialing | None | No | No | Regular outbound calls are not retried and are returned to the closed state. Callback calls are retried as Dialer Abandoned. |
| 3 | Number reported not in service by network | None | Yes | No | None |
| 4 | No ringback from network when dial attempted | NoRingBack | Yes | No | No answer |
| 5 | Operator intercept returned from network when dial attempted | SITtone | Yes | No | None |
| 6 | No dial tone when dialer port went off hook | NoDialTone | Yes | No | No answer |
| 7 | Number reported as invalid by the network | SITtone | Yes | No | None |
| 8 | Customer phone did not answer | NoAnswer | Yes | No | No answer |
| 9 | Customer phone was busy | Busy | Yes | No | Busy |
| 10 | Customer answered and was connected to agent | Voice | Yes | Yes | None |
| 11 | Fax machine detected | Fax | Yes | No | None |
| 12 | Answering machine detected | AnsweringMachine | Yes | No, but transfer to agent possible | Answering Machine, if needed |

| Call Result | Description | Reporting Column | Counted as Attempt? | Detected Live Voice? | Retry Action |
|-------------|--|-----------------------------|---------------------|----------------------|---|
| 13 | Dialer stopped dialing customer due to lack of agents or network stopped dialing before it was complete. | Cancelled | Yes | No | Dialer Abandoned |
| 14 | Customer requested callback | Callback & PersonalCallback | Yes | Yes | None |
| 15 | Answering machine requested callback | Callback & PersonalCallback | Yes | No | None |
| 16 | Call was abandoned by the dialer due to lack of agents | Abandon | Yes | Yes | Dialer Abandoned |
| 17 | Failed to reserve agent for personal callback | None | No | No | No answer. |
| 18 | Agent has rejected a preview call or personal callback call | AgentRejected | No | No | For Preview calls: No Answer. For Personal Callback calls: None. |
| 19 | Agent has rejected a preview call with the close option | AgentClosed | No | No | None |
| 20 | Customer has been abandoned to an IVR | AbandonToIVR | Yes | Yes | Dialer Abandoned, if needed |
| 21 | Customer dropped call within configured abandoned time | CustomerAbandon | Yes | Yes | Customer Abandoned |
| 22 | Mostly used with TDM switches - network answering machine, such as a network voicemail | NetworkAnsMachine | Yes | No | Answering Machine, if needed |
| 23 | Number successfully contacted but wrong number | WrongNumber | Yes | Yes | None |
| 24 | Number successfully contacted but reached the wrong person | CustomerNotHome | Yes | Yes | Customer not home |

| Call Result | Description | Reporting Column | Counted as Attempt? | Detected Live Voice? | Retry Action |
|-------------|---|------------------|---------------------|----------------------|---|
| 25 | <p>The following circumstances are reported where a call record is returned from the dialer without being attempted:</p> <ul style="list-style-type: none"> • The campaign is disabled. • The outbound percentage for the campaign skill group is set to zero in an admin script. • With personal callback in certain situations where the agent is logged out or not available before the configured CallbackTimeLimit is exceeded. | None | No | No | None, but returned to the pending state |
| 26 | The number was on the do not call list | None | No | No | None |
| 27 | Network disconnected while alerting | NoRingback | Yes | No | No answer |
| 28 | Low Energy or Dead Air call detected by CPA | NoRingback | Yes | No | No answer |
| 29 | SIP message received from dialer is not supported by voice gateway | | | | |
| 30 | SIP message received from dialer is not authorized by voice gateway | | | | |
| 31 | Invalid sip message sent by dialer to voice gateway | | | | |
| 32 | Call cancelled because the dialer lost connection with the Campaign Manager | Cancelled | Yes | No | None |

| Call Result | Description | Reporting Column | Counted as Attempt? | Detected Live Voice? | Retry Action |
|-------------|---|------------------|---------------------|----------------------|--------------|
| 33 | <p>Agent timed-out accepting preview or personal callback call</p> <p>Note This Call Result is supported from 12.0 ES33 onwards.</p> | None | No | No | No Answer |

Outbound dialer call result for combinations of PSTN and status code

The following dialer call results corresponds to the combinations of PSTN cause code and Status code specified in the Dialer_Detail table.

Status code: Status code is a 3-digit integer result code that indicates the outcome of an attempt to understand and satisfy a SIP request.

PSTN cause code: In signaling context, PSTN cause codes are used to indicate certain events or conditions in the network.

CheckCallState: Indicates whether the call is active or not . TRUE value implies that the call is active.

CallState: Indicates the intermediate call state. When a call is active, it can have any one of the following values - CS_INITIATED, CS_ALERTED, and CS_CONNECTED.

DialerCallResult: Indicates the SIP Dialer call result for the respective SIP status code and PSTN cause code.

Table 5: Outbound Dialer Call Result for PSTN and status code combinations

| StatusCode | PSTNCauseCode | CheckCallState | CallState | DialerCallResult | System Type Values (from Dialer detail: CallResult) |
|------------|---------------|----------------|-----------|----------------------|---|
| 400 | 41 | FALSE | CS_NONE | INVALID_NETWORK_MSG | 31 |
| 401 | 57 | FALSE | CS_NONE | NOT_AUTHORIZED | 30 |
| 403 | 57 | FALSE | CS_NONE | NOT_IN_SERVICE | 3 |
| 404 | 0 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 404 | 1 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 404 | 31 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 404 | 20 | FALSE | CS_NONE | NOT_IN_SERVICE | 3 |
| 405 | 63 | FALSE | CS_NONE | NOT_IN_SERVICE | 3 |
| 406 | 88 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |

| StatusCode | PSTNCauseCode | CheckCallState | CallState | DialerCallResult | System Type Values (from Dialer detail: CallResult) |
|------------|---------------|----------------|--------------|----------------------|---|
| 407 | 57 | FALSE | CS_NONE | NOT_AUTHORIZED | 30 |
| 408 | 120 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 409 | 47 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 410 | 22 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 411 | 47 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 412 | 38 | FALSE | CS_NONE | NOT_AUTHORIZED | 30 |
| 413 | 127 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 415 | 47 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 417 | 47 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 420 | 95 | FALSE | CS_NONE | INVALID_NETWORK_MSG | 31 |
| 421 | 95 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 422 | 100 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 422 | 100 | FALSE | CS_NONE | STOPPED | 13 |
| 422 | 100 | TRUE | CS_CONNECTED | STOPPED | 13 |
| 423 | 47 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 424 | 41 | FALSE | CS_NONE | INVALID_NETWORK_MSG | 31 |
| 428 | 41 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 429 | 41 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 430 | 127 | FALSE | CS_NONE | INVALID_NETWORK_MSG | 31 |
| 433 | 57 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 436 | 41 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 437 | 41 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 438 | 41 | FALSE | CS_NONE | INVALID_NETWORK_MSG | 31 |
| 439 | 88 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 470 | 41 | FALSE | CS_NONE | NOT_AUTHORIZED | 30 |
| 480 | 18 | TRUE | CS_INITIATED | NO_RINGBACK | 4 |
| 480 | 18 | TRUE | CS_ALERTED | NO_ANSWER | 8 |
| 480 | 19 | FALSE | CS_NONE | NO_ANSWER | 8 |
| 480 | 20 | TRUE | CS_INITIATED | NO_RINGBACK | 4 |
| 480 | 20 | TRUE | CS_ALERTED | NO_RINGBACK | 4 |

| StatusCode | PSTNCauseCode | CheckCallState | CallState | DialerCallResult | System Type Values (from Dialer detail: CallResult) |
|------------|---------------|----------------|--------------|----------------------|---|
| 480 | 20 | TRUE | CS_CONNECTED | CUSTOMER_ABANDONED | 21 |
| 480 | 20 | TRUE | CS_NONE | NO_RINGBACK | 4 |
| 481 | 127 | FALSE | CS_NONE | CUSTOMER_ABANDONED | 21 |
| 482 | 25 | FALSE | CS_NONE | STOPPED | 13 |
| 482 | 25 | TRUE | CS_INITIATED | STOPPED | 13 |
| 482 | 25 | TRUE | CS_ALERTED | STOPPED | 13 |
| 482 | 25 | TRUE | CS_CONNECTED | STOPPED | 13 |
| 484 | 28 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 485 | 1 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 486 | 0 | FALSE | CS_NONE | BUSY | 9 |
| 486 | 17 | FALSE | CS_NONE | BUSY | 9 |
| 487 | 127 | TRUE | CS_NONE | NO_DIALTONE | 6 |
| 487 | 127 | TRUE | CS_INITIATED | NO_RINGBACK | 4 |
| 487 | 127 | TRUE | CS_ALERTED | NO_ANSWER | 8 |
| 488 | 47 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 489 | 41 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 491 | 31 | FALSE | CS_NONE | ABANDON | 16 |
| 491 | 31 | TRUE | CS_CONNECTED | ABANDON | 16 |
| 493 | 97 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 494 | 57 | FALSE | CS_NONE | NOT_AUTHORIZED | 30 |
| 500 | 4 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 500 | 5 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 500 | 6 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 500 | 44 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 500 | 8 | TRUE | CS_INITIATED | NO_RINGBACK | 4 |
| 500 | 9 | TRUE | CS_INITIATED | NO_RINGBACK | 4 |
| 500 | 39 | TRUE | CS_INITIATED | NO_RINGBACK | 4 |
| 500 | 16 | TRUE | CS_INITIATED | NO_RINGBACK | 4 |
| 500 | 16 | TRUE | CS_ALERTED | NO_ANSWER | 8 |
| 500 | 16 | TRUE | CS_CONNECTED | CUSTOMER_ABANDONED | 21 |

| StatusCode | PSTNCauseCode | CheckCallState | CallState | DialerCallResult | System Type Values (from Dialer detail: CallResult) |
|------------|---------------|----------------|-----------|----------------------|---|
| 500 | 44 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 500 | 46 | FALSE | CS_NONE | BUSY | 9 |
| 500 | 63 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 500 | 86 | FALSE | CS_NONE | CUSTOMER_ABANDONED | 21 |
| 501 | 79 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 502 | 38 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 502 | 0 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 503 | 0 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 503 | 34 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 503 | 41 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 503 | 42 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 503 | 47 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 503 | 87 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 504 | 102 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 505 | 127 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 513 | 100 | FALSE | CS_NONE | NOT_SUPPORTED | 29 |
| 580 | 47 | FALSE | CS_NONE | NO_DIALTONE | 6 |
| 604 | 1 | FALSE | CS_NONE | NUMBER_NOT_ALLOCATED | 7 |
| 600 | 17 | FALSE | CS_NONE | BUSY | 9 |