



## RealTime Reports

- [RealTime Reports, on page 1](#)

## 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.

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 2](#).

**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.



---

**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:

- 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 4](#)
- [Business Outcome, on page 4](#)
- [Campaign-wise Contact vs Agent Available, on page 4](#)
- [Contact Status, on page 5](#)
- [Contact Success Ratio Campaign-wise, on page 5](#)
- [Campaign Target Achieved, on page 5](#)
- [Contact Strategy, on page 5](#)
- [Contact Selection Strategy, on page 6](#)
- [Calls Dialed for the Modes Specific, on page 7](#)
- [Campaign-wise Delivered Contacts, on page 7](#)

## 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.

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 5](#).

## Example

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

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

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

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

From the Contact Strategy chart, click any Contact Strategy to drill down to the Modes within the contact strategy that contribute to this outcome.

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 6](#).

### 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.

## 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.

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