Historical Reports

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

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 conditons 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.

The following Historical Reports are available:

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	• **Today**: Generates the report for the current date. • **Yesterday**: Generates the report for previous day up to midnight. • **This Week**: Generates the report from Monday to the current day. • **This Month**: Generates the report from the first of the calendar month to the current day. • **Custom**: Generates the report for a date range. Select the **Start Date** and **End Date** from the calendar controls.
Channel	Select from **Voice**, **SMS**, or **Email**.
Shared List	select this checkbox if you want the report for a shared-list campaign.

Parameter	Description
Target Campaign	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.
Outcome Type	Select the outcome type. • **Outcome Detail** lists the contact-wise outcomes for each contact for the selected outcomes and campaigns. • **Outcome Summary** lists a one-line summary for each outcome for each campaign. Select the **Pivot** checkbox. The **Pivot** checkbox transposes the columns and rows. With the Pivot selected, the report lists the outcomes in rows, the count of outcomes in columns, one column for each selected campaign. **Note** The Pivot option is applicable only if you select Campaigns in the filter criteria, and not for Global Lists or Campaign Groups.
Outcome	Select the Outcome from all the configured Telephony outcomes displayed in the drop-down. Use the **Select All Outcomes** option to select all the outcomes. You can also select multiple outcomes.
Filter Criteria	Select the filter criteria. For more information, see Historical Report Filter Criteria , on page 1.

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

  The report includes the following information in the detail mode.

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

Parameter	Description
Call End Date & Time	The call completion date and time.
Business Fields (1-25)	All configured business fields are listed at one business field per column.
Call Mode	The mode on which the call was made.
Dialed Number	The number to which the call was made.
Agent ID	The agent ID of the agent who handled this call.
Agent Name	The name of the agent who handled this call.
Duration	The call duration, in seconds.
Target Value	The value set by the agent for this call.
Lead Score	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
Global List	The Global List for which the report is rendered. This column is available only if selected as part of filter criteria.
Campaign	The Campaign for which the report is rendered.
Outcome(s)	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:

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 6.
- 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 8.
- 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 10.

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 1.

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
General	

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

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 1.

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
General	
Campaign	The Campaign for which the report is generated.
List ID	The List ID to which this data belongs.
Uploaded	The number of contacts uploaded through this list.

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

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 1.

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

Field	Description
Success BO	The number of calls with a successful business outcome.
Failure BO	The number of calls with a failed business outcome.
Attempts - Callback	
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 2. 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 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.

For more information, see Historical Time Zone Filter, on page 1.

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

Step 8 Click **Show Records**.

The report appears. It has the following details:

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

Field	Description
CValue	The contact number that is dialed.
Agent Peripheral Number	The agent’s peripheral number at the enterprise level.
Call Outcome	The telephony outcome for the call.
Call Start Time	The call commencement date and time.
CallType	The call type for this call. For example: • Fresh dial out • Normal callback • Personal callback
GroupByParam	The parameter on which the report data is grouped.
GroupByParamValue	The value on which the data is grouped. For example, First Name.
ContactStatus	The contact status for this attempt. For example, Open, Closed.
UploadedTime	The date and time this contact was uploaded.
Duration	The duration of the call.
DialedTime	The time the contact was dialed out.
CallbackDateTime	The date and time a callback was requested.
DeliveredAt	The date and time the contact was delivered to the dialer.
DeliverType	The delivery type for this contact. For example, as a regular contact to the dialer, as a non-PEWC contact.
PreviousLeadScore	The lead score for this contact before the dialout.
Lead Score	The lead score after the agent has set the disposition.
AgentDisplayName	The display name of the agent handling the call, shown as Last Name and First Name
AgentLoginName	The user name that the agent uses to log in.
First Name	The first name of the contact.
Last Name	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.

- 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 2. 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:

```
(Abandaon calls/(Abandaon Calls+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 `LCMService`.

The report includes the following information.

Field	Description
Date	The report date.

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 2. 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 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.

- Select the Other Filter Criteria for Historical Reports , on page 2. 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 incudes 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.

- 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 2. 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.

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 2. 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.

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 2. 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
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:

- 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 2 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:

- 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 2. 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.

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
- 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 1.

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
Outcome Type	The outcome type: • Telephony • Business
Outcome Name	The outcome name.
Outcome Count	The count of calls with this outcome.
Total Percentage	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.
RPC Percentage	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.

Field	Description
Target Value	The target value set by the agent at the time of disposition.

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.

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	The callback type - PCB or NCB. **Note** 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.
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.

Field	Description
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 LCMService. By default, the report is exported as XLSX.

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

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