

Monitor the Process

After the run of the Process you can see that the Process Summary, the Spooler and the Algorithm Analytics sections are now updated and populated with the data about the contacts already called.

Process Summary

☰ Process Summary - Total : 8500

Status	Value	%	Description
SCHEDULED	0	0 %	Total number of scheduled calls.
SCHEDULED_REQUEST	0	0 %	Total number of scheduled calls on a specified time.
SCHEDULED_TO_AGENT	2	0 %	Total number of scheduled calls to specific agent.
BLACK_LIST	0	0 %	Total number of contacts in the system black list.
MAX_ATTEMPTS	1	0 %	Total number of contacts that have reached maximum attempts.
CLOSED	162	1.9 %	Total number of contacts managed.
LOCKED_CONTACTS	31	0.4 %	Total number of contacts that exceed the security threshold (Alert Time Slice and Alert Max Calls).
OPEN	8304	97.7 %	Total number of contacts to be managed.

Here you can find some analytics about the Calls and the Contacts, in order to have an overview about the Process behaviour.

From the *XCALLY version 2.4.26* and *Tiger Dial Implementation Version >= 125* you will also see the number of **Fresh contacts** (not called yet).

☰ Process Summary - Total : 42500 (Fresh : 42327)

Spooler

The Spooler contains the list of the contacts with the following information: Status, Attempts, Updated Time, Phone.

☰ Spooler

Page < 1 > of 850 | View 10 records | Found total 8,500 records

Copy CSV Excel PDF

Select... Submit

<input type="checkbox"/>	ID	Status	Attempts	Updated Time	Phone	Action
<input type="checkbox"/>	30619	CLOSED	4	2015-07-29 15:47:57	2473643766	Show Details Delete Status
<input type="checkbox"/>	30620	CLOSED	6	2015-08-03 12:40:02	2473643768	Show Details Delete Status
<input type="checkbox"/>	30621	CLOSED	4	2015-08-03 12:04:41	2473643769	Show Details Delete Status
<input type="checkbox"/>	30622	CLOSED	1	2015-07-29 15:44:51	2473643770	Show Details Delete Status
<input type="checkbox"/>	30623	CLOSED	1	2015-07-28 17:36:31	2473643771	Show Details Delete Status
<input type="checkbox"/>	30624	CLOSED	4	2015-08-03 12:04:43	2473643772	Show Details Delete Status
<input type="checkbox"/>	30625	CLOSED	3	2015-08-03 12:03:10	2473643773	Show Details Delete Status
<input type="checkbox"/>	30626	MAX_ATTEMPTS	5	2015-08-03 14:25:04	2473643775	Show Details Delete Status
<input type="checkbox"/>	30627	CLOSED	2	2015-07-29 15:50:15	2473643776	Show Details Delete Status
<input type="checkbox"/>	30628	CLOSED	2	2015-08-03 12:02:54	2473643777	Show Details Delete Status

Important: You will see the contacts inside the spooler only after the run of the process!

Disposal Status

- Open: the contact is open
- Closed: the contact is closed and the dialer can't call him
- Blacklist: the contact is closed for all the present and future processes
- Max Attempt: the dialer has done the Max Attempt of call (as set in the Max retries field General Settings)
- Scheduled: the agent has scheduled when the contact should be called again (day and time)
- Scheduled Agent: the agent has scheduled when the contact should be called again (day and time) and the call will be managed by him.

Call Status

The following values depends by the Asterisk Dial status.

- NONE: the contact hasn't been called yet.
- AMD: the contact has been called and the call was answered by the Answering Machine Detect.
- NOANSWER: the contact hasn't answered.
- BUSY: The dial command reached the contact number but the number is busy.
- DROP: the contact has answered and routed into the queue, but the Agent hadn't picked up the call.
- FAILED: the system has originated the call but the call failed without recognizing the reason.
- HANGUP: the contact has answered and the agent managed successfully the call.
- NOSUCHEXTENSION: the contact number or the sip trunk had some problems (wrong phone number or trunk availability).
- CONGESTION: the dialled number is not recognised. Maybe the trunk is It overloaded.
- RINGTIMEOUT: the call hasn't been answered within the time specified by the wait time parameter.

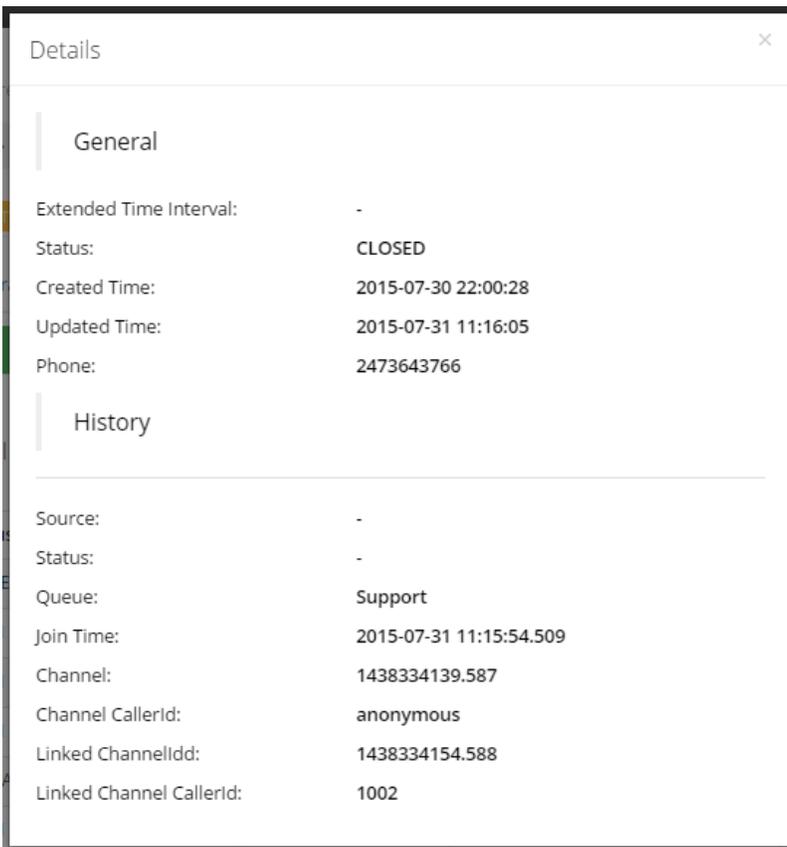
Attempts: The number of times that the contact has been called.

Updated time: The date of the last operation made by the dialer.

Phone: The phone number called by the dialer.

For each row of the Spooler you can:

- see the Details and the History, clicking on Show Details button;



The screenshot shows a 'Details' window with a close button (X) in the top right corner. The window is divided into two sections: 'General' and 'History'. The 'General' section contains the following information:

Extended Time Interval:	-
Status:	CLOSED
Created Time:	2015-07-30 22:00:28
Updated Time:	2015-07-31 11:16:05
Phone:	2473643766

The 'History' section contains the following information:

Source:	-
Status:	-
Queue:	Support
Join Time:	2015-07-31 11:15:54.509
Channel:	1438334139.587
Channel CallerId:	anonymous
Linked ChannelId:	1438334154.588
Linked Channel CallerId:	1002

- delete it, clicking on Delete button;
- set the Status, clicking on Status button.

Status
✕

Type

OPEN
▾

OPEN

CLOSED

BLACKLIST

PLANNING

Save Changes

Algorithm Analytics

This tab represents the behaviour of the Process in the defined Time Slice period.

⚡ Algorithm Analytics		
Field	Value	
Incidence	76%	Percentage of succes call setup
Total	128	The total number of calls performed by the Process in the last Time Slice period.
Success	53	The number of successful calls performed by the Process in the last Time Slice period.
Failed	31	The number of failed calls performed by the Process in the last Time Slice period.
Dropped	44	The number of calls dropped by the Process in the last Time Slice period.
Avg Progress	5.11	The average time, in seconds, from call setup up to answer for every call in the last Time Slice period.
Avg Dial	6.41	The average time, in seconds, from answer up to hangup for every call in the last Time Slice period.
Avg Duration	15.92	The average time, in seconds, from call setup up to hangup for every call in the last Time Slice period.
Total Progress	496	The total time, in seconds, from call setup up to answer for every call in the last Time Slice period.
Total Dial	622	The total time, in seconds, from answer up to hangup for every call in the last Time Slice period.
Total Duration	1544	The total time, in seconds, from call setup up to hangup for every call in the last Time Slice period.

Important: you can find the Time Slice parameter in the Process Advanced Settings.