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Stat Server User's Guide

Campaign Actions and Statuses

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Campaign Actions and Statuses

Campaign Actions

Campaign actions are characterized by these durable actions:

- `StatusActivated`
- `StatusRunning`
- `StatusDeactivated`

`StatusActivated` occurs when at least one `CampaignGroup` has `Status Activated`, but none has `StatusRunning`. `StatusRunning` occurs when at least one `CampaignGroup` has `StatusRunning`. `StatusDeactivated` occurs when all campaign groups have `StatusDeactivated`.

CampaignGroup Statuses and Actions

In a specific campaign, a `CampaignGroup` has three statuses: `StatusActivated`, `StatusRunning`, and `StatusDeactivated`.

- `StatusActivated` starts when either a campaign is being loaded on a group or the dialing process stops. `StatusActivated` ends when either the dialing process starts or a campaign is being unloaded.
- `StatusRunning` starts when the dialing process starts, and ends when either the dialing process stops or a campaign is being unloaded.
- `StatusDeactivated` starts when a campaign is being unloaded, and ends when a campaign is being loaded on a group.

Changing these statuses from one to another causes a durable action (`StatusActivated`, `StatusRunning`, or `StatusDeactivated`) to occur.

The `StatusRunning` durable action can be accompanied by the `StatusWaiting Records`, `StatusWaitingPorts`, `StatusWaitingAgents`, and `StatusSystemError` durable actions.

In parallel with the `StatusRunning` action, one of these dial modes can occur:

• <code>NoDial</code> • <code>Predict</code> • <code>PredictAndSeize</code> • <code>PredictGVP</code>	• <code>Preview</code> • <code>Power</code> • <code>PowerAndSeize</code> • <code>PowerGVP</code>	• <code>Progress</code> • <code>ProgressAndSeize</code> • <code>ProgressGVP</code> • <code>PushPreview</code>
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Campaign Operational Actions

Campaign operational actions are calculated for all campaign objects:

- LeadProcessed starts when a number of records from calling lists (counting records from the same chain as one) are processed to the point where no further actions are to be taken.
- CallbackScheduled.
- CallbackCompleted.
- CallbackMissed.
- PersonalCallbackScheduled.
- PersonalCallbackCompleted.
- PersonalCallbackMissed.
- AgentError.
- DialAnswer starts when dialing has been answered.
- DialMade starts when dialing is completed—whether successful (DialAnswer) or not. When dialing is unsuccessful for any reason, Stat Server starts one of the following actions:

• DialAbandoned • DialAgentCallbackError • DialAllTrunksBusy • DialAnswMachine • DialBusy • DialCallDropError • DialCancel • DialDoNotCall • DialDropped • DialDroppedNoAnswer • DialError • DialFaxDetected • DialGeneralError	• DialGroupCallbackError • DialNoAnswer • DialNoDialTone • DialNoEstablished • DialNoFreePortError • DialNoProgress • DialNoRingBack • DialNUTone • DialPagerDetected • DialSilence • DialSITDetected • DialSITInvalidNum	• DialSITNoCircuit • DialSITOperIntercept • DialSITReorder • DialSITUnknown • DialSITVacant • DialStale • DialSwitchError • DialSystemError • DialTransferError • DialUnknown • DialWrongNumber • DialWrongParty
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- Starting with release 8.5.106, Stat Server supports new instant action DialRemoteRelease on Campaign/CallingList statistical objects to count Dial attempts finalized with CALL_RESULT= 5 (Remote Release).
- RecordsNotProcessed—Stat Server generates this action for campaign or calling list objects when campaign (or calling list) processing is completed.

Tip

Neither the CampaignCallingList nor the CampaignGroup object type applies to the RecordsNotProcessed action.

- **RecordsScheduled**—Stat Server generates this action for campaign objects when Stat Server receives notification that campaign records have been scheduled for processing. Stat Server generates this action only for CurrentNumber statistics.
- A lead is a set of records from the calling lists related to a specific customer in the Configuration Layer. Stat Server starts a lead action when a number of records from calling lists are processed to the point where no further actions will be taken for the particular lead. Lead actions are calculated as the number of leads processed for every call result. Below is a listing of some lead actions:

• LeadAbandoned	• LeadGeneralError	• LeadSITInvalidNum
• LeadAgentCallbackError	• LeadGroupCallbackError	• LeadSITNoCircuit
• LeadAllTrunksBusy	• LeadNoAnswer	• LeadSITOperIntercept
• LeadAnswer	• LeadNoDialTone	• LeadSITReorder
• LeadAnswMachine	• LeadNoEstablished	• LeadSITUnknown
• LeadBusy	• LeadNoFreePortError	• LeadSITVacant
• LeadCallDropError	• LeadNoProgress	• LeadStale
• LeadCancel	• LeadNoRingBack	• LeadSwitchError
• LeadDoNotCall	• LeadNuTone	• LeadSystemError
• LeadDropped	• LeadOk	• LeadTransferError
• LeadDroppedNoAnswer	• LeadPagerDetected	• LeadUnknown
• LeadError	• LeadSilence	• LeadWrongNumber
• LeadFaxDetected	• LeadSITDetected	• LeadWrongParty