



Reports

Users



Campaigns

Lists

Scripts

Filters



Inbound

User

Groups

Remote

Agents

Admin

Outbound Calling Report ?

Dates:

2025-10-27



to

2025-10-27



Campaigns:

-- ALL CAMPAIGNS --

0001 - TEST Confirmation

0002 - Georgia Confirmation

0003 - St Louis Confirmation

0004 - Colorado Confirmation

Lists: (optional, possibly slow)

-- ALL LISTS --

100 - Seed

102 - CanopyTest

105 - VegasGiantPartners

165 - PartialCanopyNorCal032020

Include

Drop

Rollover:

NO

Bottom

Graph:

NO

Carrier

Stats:

NO

Display

as:

TEXT

Shift:

ALL

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data

Outbound Calling Stats

2025-10-27 16:33:02

Time range: 2025-10-27 00:00:00 to 2025-10-27 23:59:59

----- TOTALS

Total Calls placed from this Campaign: 198057

Average Call Length for all Calls in seconds: 5

----- HUMAN ANSWERS

Total Human Answered calls for this Campaign: 604

Average Call Length for all HA in seconds: 11.95 Total Time: 2:00:16

----- DROPS

Total Outbound DROP Calls : 0 0%

Percent of DROP Calls taken out of Answers : 0 / 604 0%

Average Length for DROP Calls in seconds : 0

Productivity Rating : 0.66

----- NO ANSWERS

Total NA calls -Busy,Disconnect,RingNoAnswer: 61526 31.06%

Total auto NA calls -system-set : 61524

Total manual NA calls -agent-set : 2

Average Call Length for NA Calls in seconds : 0

----- CALL HANGUP REASON STATS

HANGUP REASON	CALLS
CUSTOMER	136088
AGENT	14
NO ANSWER	61955
TOTAL	198057

----- CALL STATUS STATS

STATUS	DESCRIPTION	CATEGORY	CALLS	CALL TIME TOTAL TIME	AVG TIME	CALLS/HOUR	AGENT TIME CALLS/HOUR
AA	Answering Machine Au	UNDEFINED	104846	6:21:26	0:00:00	380.96	4421.19
AB	Busy Auto	UNDEFINED	706	0:00:00	0:00:00	2.57	29.77
B	Busy	UNDEFINED	2	0:00:00	0:00:00	0.01	0.08
DNC	DO NOT CALLLEGAL	UNDEFINED	6	0:01:22	0:00:14	0.02	0.25
NA	No Answer AutoDial	UNDEFINED	60818	0:00:00	0:00:00	220.98	2564.60
NP	No Pitch No Price	UNDEFINED	14	0:17:06	0:01:13	0.05	0.59
PDROP	Outbound Pre-Routing	UNDEFINED	396	0:00:00	0:00:00	1.44	16.70
PM	Played Message	UNDEFINED	23954	235:50:28	0:00:35	87.04	1010.10

PU	Call Picked Up	UNDEFINED	7127	31:00:41	0:00:16	25.90	300.53
SALE	Sale Made	UNDEFINED	17	0:13:54	0:00:49	0.06	0.72
SVYCLM	Survey sent to Call	UNDEFINED	171	1:27:54	0:00:31	0.62	7.21
TOTAL			:	198057	275:12:51	0:00:05	719.65

----- LIST ID STATS

LIST	CALLS
380 - Moses St Louis MO	9094
381 - GP MO ST LOUIS JUL 22	15942
416 - GP St Louis Missouri Feb 2025	26781
417 - GP St Louis Missouri March 25	7
420 - GP St Louis Missouri April 25	8
427 - GP St Louis Missouri May 2025	83911
431 - GP GA Clayton DeKalb June2025	1
447 - GP StLouis MO Oct 2025	62311
449 - GP GA Clayton DeKalb Oct2025	1
454 - GP GA Clayton DeKalb Oct212025	1
TOTAL :	198057

----- CUSTOM STATUS CATEGORY STATS

CATEGORY	CALLS	DESCRIPTION
TOTAL	0	

----- AGENT STATS

AGENT	CALLS	TIME H:M:S	AVERAGE
1004 - User04	24	0:28:51	0:01:12
1007 - User07	7	0:02:09	0:00:18
VDAD - Outbound Auto D	198013	274:41:51	0:00:05
TOTAL Agents:	3	198044	275:12:51
Average Wait time between calls			0:02:15

Run Time: 8 seconds|M