GENESYS™

CX Contact Help

Outbound Schedules Dashboard

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Outbound Schedules Dashboard

> ### Important
>
> The content of this document has been moved and is no longer being updated in this location.
> For the latest content and most recent updates, see the CX Contact Help on the Genesys Multicloud site.

The Outbound Schedules Dashboard contains data about a Schedule's status and its results.

Schedule records can contain data associated with one or more of the following fields. For details refer to Schedules:

Field	Type	Description
@timestamp	date	The timestamp of when the Elasticsearch index was submitted.
Schedule name	keyword	The Schedule name.
recurrenceType	keyword	Indicates how often the schedule reoccurs (for example, Daily, Weekly, Monthly, or Once).
scheduleAction	keyword	The Action that should be executed for the specific schedule (for example, Triggered, Activated, Deactivated, or CommandExecuted).
command	keyword	The Command that should be executed for the specific Campaign Group when the selected Action is CommandExecuted (for example, Load, Start, Stop, Unload, or Set dial mode).
commandType	keyword	The type of execution line the command belongs to (that is, Sequential/Instant).
commandID	integer	Internal identifier of the command.
successful	boolean	Indicates true or false. True if the action is completed successfully and false if the action is not completed successfully.

Field	Type	Description
errorMessage	keyword	Contains a relevant error message (as displayed in the UI or as returned in the API response) when the request execution is not successful.
campaignName	keyword	The Campaign name.
campaignGroupName	keyword	The Campaign Group name.
campaignGroupDBID	integer	The Campaign group DBID.
campaignTemplateName	keyword	The Campaign template name.
groupName	keyword	The Group name.
dialingMode	keyword	The Dialing mode.
optimizationParameter	integer	The Optimization goal when the dialing mode is Predictive (for example, Busy Factor 80%).
optimizationType	keyword	The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).