CX Contact Help

Campaign Group Event Record Dashboard

5/4/2025

Campaign Group Event Record 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 The content of this document has been moved and is no longer being updated in this location.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 Campaign Group Event Record Dashboard contains data about the status of a Campaign group.

Campaign Group Event records can contain data associated with one or more of the following fields:

Field	Type	Description
id	keyword	Elasticsearch Index ID
@timestamp	date	The timestamp of when the Elasticsearch index was submitted.
ccid	keyword	Contact Center ID
sessionuuid	keyword	The Session GUID of the currently active/running campaign group.
action	keyword	The action that was applied to the Campaign Group. For example, ['None', 'LoadCampaign', 'StartDialing', 'StopDialing', 'UnloadCampaign'].
state	keyword	The current Campaign Group state. For example, ['NotLoaded', 'Active', 'Running', 'UnloadInProgress', 'WaitingUnload', 'NotLoaded'].
dialingMode	keyword	The Dialing mode.
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.
actualBusyFactor	float	The current agent's busy factor (reported by OCS).

Field	Type	Description
actualHitRatio	float	The current Hit Ratio (reported by OCS).
actualOverdialRate	float	The percentage of abandoned calls (reported by OCS).
actualTimeToComplete	float	The time it took to complete the Group Campaign lists (reported by OCS).
lists	object	The Campaign Group calling lists.

Related Topics

- Configure a Dashboard
- Configure a Dashboard Row
- Create an Analytics Dashboard Panel