

## Callback Details Report

REPORT INFO	
Report Timestamp(s):	9/1/2011 12:00:00 AM to 3/1/2016 11:59:59 PM
Queue:	ALL
Customer Phone Number:	ALL
Tenant:	ALL
Final or Not (1/0):	1

Tenant:	Environment
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Queue	Service ID	Offered	Accepted	Timestamp								Attempts	Time							Position In Queue	Transfer Failed	Added Agent	Abandoned Waiting	Timeout Waiting	Requested Agent Assistance	Customer Phone Number	Callback Offers per Session	Final
				Service Start	Ready to Start	Customer Connected	Callback Offered	Last Callback Offered	Callback Accepted	Push Delivery Confirmed	Customer Ready To Start		Expected Wait	Callback Offer	Last Callback Offer	Offline Waiting	Establish	Connect Waiting	Desired									
8666	...001	1	1	11/6/2014 7:31:30 PM	11/6/2014 7:32:36 PM	11/6/2014 7:33:02 PM	11/6/2014 7:31:30 PM	11/6/2014 7:31:30 PM	11/6/2014 7:31:49 PM			2	00:00:00	00:00:19	00:00:19	00:01:13	00:00:26	00:00:06	00:00:19	1	0	1	0	0	1	6666000	1	Final
8666	...002	1	1	11/6/2014 8:00:17 PM	11/6/2014 8:01:17 PM	11/6/2014 8:01:43 PM	11/6/2014 8:00:17 PM	11/6/2014 8:00:17 PM	11/6/2014 8:00:32 PM			2	00:00:00	00:00:15	00:00:15	00:01:11	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1	6666000	1	Final
8666	...003	1	1	11/6/2014 8:07:09 PM	11/6/2014 8:07:38 PM	11/6/2014 8:08:05 PM	11/6/2014 8:07:09 PM	11/6/2014 8:07:09 PM	11/6/2014 8:07:23 PM			1	00:00:02	00:00:15	00:00:15	00:00:41	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1		1	Final
8666	...004	1	1	11/6/2014 8:13:31 PM	11/6/2014 8:14:31 PM	11/6/2014 8:14:58 PM	11/6/2014 8:13:31 PM	11/6/2014 8:13:31 PM	11/6/2014 8:13:46 PM			2	00:00:01	00:00:15	00:00:15	00:01:11	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1		1	Final
8666	...005	1	1	11/6/2014 8:20:22 PM	11/6/2014 8:20:52 PM	11/6/2014 8:21:18 PM	11/6/2014 8:20:22 PM	11/6/2014 8:20:22 PM	11/6/2014 8:20:37 PM			1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1		1	Final
8666	...006	1	1	11/6/2014 8:26:45 PM	11/6/2014 8:27:14 PM	11/6/2014 8:27:41 PM	11/6/2014 8:26:45 PM	11/6/2014 8:26:45 PM	11/6/2014 8:26:59 PM			1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:00	00:00:15	1	0	0	1	0	1		1	Final
8666	...007	1	1	11/6/2014 8:33:04 PM	11/6/2014 8:33:33 PM	11/6/2014 8:34:00 PM	11/6/2014 8:33:04 PM	11/6/2014 8:33:04 PM	11/6/2014 8:33:18 PM			1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:00	00:00:15	1	0	0	1	0	1		1	Final
8666	...008	1	1	11/6/2014 8:39:22 PM	11/6/2014 8:39:52 PM	11/6/2014 8:40:18 PM	11/6/2014 8:39:22 PM	11/6/2014 8:39:22 PM	11/6/2014 8:39:37 PM			1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:00	00:00:15	1	0	0	1	0	1		1	Final
8666	...009	1	1	11/6/2014 8:45:41 PM	11/6/2014 8:46:11 PM	11/6/2014 8:46:37 PM	11/6/2014 8:45:41 PM	11/6/2014 8:45:41 PM	11/6/2014 8:45:56 PM			1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:00	00:00:15	1	0	0	1	0	1	6666000	1	Final
8666	...000A	1	1	11/6/2014 8:52:00 PM	11/6/2014 8:52:30 PM	11/6/2014 8:52:56 PM	11/6/2014 8:52:00 PM	11/6/2014 8:52:00 PM	11/6/2014 8:52:15 PM			1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:00	00:00:15	1	0	0	1	0	1	6666000	1	Final
8666	...000B	1	1	11/6/2014 8:58:18 PM	11/6/2014 8:59:48 PM	11/6/2014 9:00:15 PM	11/6/2014 8:58:18 PM	11/6/2014 8:58:18 PM	11/6/2014 8:58:33 PM			3	00:00:01	00:00:15	00:00:15	00:01:41	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1	6666000	1	Final
8666	...000C	1	1	11/6/2014 9:05:41 PM	11/6/2014 9:07:11 PM	11/6/2014 9:07:37 PM	11/6/2014 9:05:41 PM	11/6/2014 9:05:41 PM	11/6/2014 9:05:56 PM			3	00:00:01	00:00:15	00:00:15	00:01:41	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1	6666000	1	Final
8666	...000D	1	1	11/6/2014 9:13:04 PM	11/6/2014 9:14:04 PM	11/6/2014 9:14:31 PM	11/6/2014 9:13:04 PM	11/6/2014 9:13:04 PM	11/6/2014 9:13:19 PM			2	00:00:02	00:00:15	00:00:15	00:01:11	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1		1	Final
8666	...000E	1	1	11/6/2014 9:19:56 PM	11/6/2014 9:20:56 PM	11/6/2014 9:21:22 PM	11/6/2014 9:19:56 PM	11/6/2014 9:19:56 PM	11/6/2014 9:20:10 PM			2	00:00:02	00:00:15	00:00:15	00:01:11	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1	66666666	1	Final
8666	...000F	1	1	11/6/2014 9:26:47 PM	11/6/2014 9:27:47 PM	11/6/2014 9:28:13 PM	11/6/2014 9:26:47 PM	11/6/2014 9:26:47 PM	11/6/2014 9:27:02 PM			2	00:00:02	00:00:15	00:00:15	00:01:11	00:00:26	00:00:06	00:00:15	1	0	1	0	0	1	6666000	1	Final
8666	...000G	1	0	11/6/2014 9:55:11 PM	11/6/2014 9:55:26 PM	11/6/2014 9:55:26 PM	11/6/2014 9:55:11 PM	11/6/2014 9:55:11 PM	11/6/2014 9:55:26 PM			0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	0	1	66666666	1	Final
8666	...000H	1	0	11/6/2014 10:00:53 PM	11/6/2014 10:01:08 PM	11/6/2014 10:01:08 PM	11/6/2014 10:00:53 PM	11/6/2014 10:00:53 PM	11/6/2014 10:01:08 PM			0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	0	1	6666006	1	Final
8666	...000I	1	0	11/6/2014 10:06:36 PM	11/6/2014 10:06:50 PM	11/6/2014 10:06:50 PM	11/6/2014 10:06:36 PM	11/6/2014 10:06:36 PM	11/6/2014 10:06:50 PM			0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	0	1	66666666	1	Final
8666	...000J	1	0	11/6/2014 10:12:18 PM	11/6/2014 10:12:33 PM	11/6/2014 10:12:33 PM	11/6/2014 10:12:18 PM	11/6/2014 10:12:18 PM	11/6/2014 10:12:33 PM			0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	0	1	6666006	1	Final
8666	...000K	1	0	11/6/2014 10:18:01 PM	11/6/2014 10:18:15 PM	11/6/2014 10:18:15 PM	11/6/2014 10:18:01 PM	11/6/2014 10:18:01 PM	11/6/2014 10:18:15 PM			0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	0	1	6666006	1	Final
8666	...000L	1	1	11/6/2014 10:28:17 PM	11/6/2014 10:29:17 PM	11/6/2014 10:29:47 PM	11/6/2014 10:28:17 PM	11/6/2014 10:28:17 PM	11/6/2014 10:28:32 PM			2	00:00:01	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	1	0	0	1	0	1	66666666	1	Final
8666	...000M	1	1	11/6/2014 10:35:04 PM	11/6/2014 10:36:04 PM	11/6/2014 10:36:34 PM	11/6/2014 10:35:04 PM	11/6/2014 10:35:04 PM	11/6/2014 10:35:19 PM			2	00:00:01	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	1	0	0	1	0	1	6666006	1	Final
8666	...000N	1	1	11/6/2014 10:41:51 PM	11/6/2014 10:42:51 PM	11/6/2014 10:43:21 PM	11/6/2014 10:41:51 PM	11/6/2014 10:41:51 PM	11/6/2014 10:42:06 PM			2	00:00:01	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	1	0	0	1	0	1	66666666	1	Final
8666	...000O	1	1	11/6/2014 10:48:38 PM	11/6/2014 10:49:38 PM	11/6/2014 10:50:08 PM	11/6/2014 10:48:38 PM	11/6/2014 10:48:38 PM	11/6/2014 10:48:53 PM			2	00:00:01	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:15	1	0	0	1	0	1		1	Final

# Callback Details Report

## Report Description

The Main tab of this report provides information about each callback attempt, including detailed information about the current status, duration in each state, and final disposition of the call.

## Measure Description

Column Name	Universe Measure Name	Description
Service ID	Callback Detail \ Service ID	Original SCXML/GMS session id.
Offered	Callback Detail \ Offered	Indicates whether callback was offered to the customer. (0=no, 1=yes)
Accepted	Callback Detail \ Accepted	Indicates whether callback was accepted by the customer. (0=no, 1=yes)
Service Start Timestamp	Callback Detail \ Service Start Timestamp	The date and time (UTC) when the service started.
Ready to Start Timestamp	Callback Detail \ Ready to Start Timestamp	The time when the Contact Center was ready to start outbound dial attempt for CUSTOMER_TERMINATED scenarios, or the time when the Contact Center sent push notification to user device in CUSTOMER_ORIGINATED scenarios.
Customer Connected Timestamp	Callback Detail \ Customer Connected Timestamp	The time when the customer started waiting to be connected to an agent.
Callback Offered Timestamp	Callback Detail \ Callback Offered Timestamp	The time when the customer was first offered callback during the session
Last Callback Offered Timestamp	Callback Detail \ Last Callback Offered Timestamp	The date and time of the last callback offered to a customer during the session
Callback Accepted Timestamp	Callback Detail \ Callback Accepted Timestamp	The time when the customer accepted callback during the session
Push Delivery Confirmed Timestamp	Callback Detail \ Push Delivery Confirmed Timestamp	The time when the application confirmed that push notification was received. This is used for CUSTOMER_ORIGINATED scenarios.
Customer Ready To Start Timestamp	Callback Detail \ Customer Ready To Start Timestamp	The time when the customer was ready to start media interaction for CUSTOMER_ORIGINATED scenarios. This value is typically set when the application sends a request for an access number to dial and access code for match function.
Callback Attempts	Callback Detail \ Callback Attempts	The number of times the system attempted to call the customer back.
Expected Wait Time	Callback Detail \ Expected Wait Time	The expected time before an agent is available to call back a customer, as of the time callback was offered.
Callback Offer Time	Callback Detail \ Callback Offer Time	The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.
Last Callback Offer Time	Callback Detail \ Last Callback Offer Time	The duration (in seconds) of the last callback offered during the session.
Offline Waiting Time	Callback Detail \ Offline Waiting Time	The amount of time that elapsed between when the customer accepted a callback offer and the time when they were connected to an agent after callback.
Establish Time	Callback Detail \ Establish Time	The amount of time required to establish the outbound call.
Connect Waiting Time	Callback Detail \ Connect Waiting Time	The amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.
Desired Time	Callback Detail \ Desired Time	The callback time that was promised to the customer when callback was scheduled.
Position in Queue	Callback Detail \ Position in Queue	The customer's position in the queue when the callback dial attempt is ready to begin.
Transfer Failed	Callback Detail \ Transfer Failed	The number of failed attempts to transfer the callback interaction to the agent.
Added Agent	Callback Detail \ Added Agent	Indicates whether an agent was successfully added to the callback call. (0=no, 1=yes)
Abandoned Waiting	Callback Detail \ Abandoned Waiting	Indicates whether the call was abandoned by the customer while waiting for an agent to connect. (0=no, 1=yes)

### Report Description

The Main tab of this report provides information about each callback attempt, including detailed information about the current status, duration in each state, and final disposition of the call.

### Measure Description

Column Name	Universe Measure Name	Description
Timeout Waiting	Callback Detail \ Timeout Waiting	The number of times that a customer was disconnected because the max timeout limit was reached.
Requested Agent Assistance	Callback Detail \ Requested Agent Assistance	The number of callbacks that were offered to customers who had requested agent assistance. (0=no, 1=yes)
Customer Phone Number	Callback Detail \ Customer Phone Number	The phone number provided by the customer for callback.
Callback Offers per Session	Callback Detail \ Callback Offers per Session	Number of times callback was offered, per single interaction.
Final	Callback Detail \ Final	Whether the Callback Record id is final. (0=additional callback attempts will be processed, 1=no more dial attempts will be processed).