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Pulse Help





Statistics * Add

Hit Ratio		
Estimated Time		
Records Completed		
Dialed Abandoned		
Dialed Answering Ma...		
Answers	<input checked="" type="checkbox"/>	
Attempt Busies		
Attempts Cancelled		
Attempts made		
DoNotCall Results		
Dropped Results		
Fax Modem Results		
No Answer Result		

Display Name *

Answers

Description

The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right

Alias * **Display Format ***

Formula

Hide Statistic Show Agent State Icon

Save

.....

JavaScript
Genesys
.....



Statistics * Add

Hit Ratio		
Estimated Time		
Records Completed		
Dialed Abandoned		
Dialed Answering Ma...		
Answers	<input checked="" type="checkbox"/>	
Attempt Busies		
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DoNotCall Results		
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Display Name *

Answers

Description

The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right

Alias * **Display Format ***

Campaign_Answers Integer

Formula

Hide Statistic Show Agent State Icon

Save

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.....
 Data.Statistic-Alias.Value. Result

.....,

🔗: Calculate a Percentage

```

if ((Data.Outbound.Value + Data.Inbound.Value) != 0)
Result = 100 * Data.Outbound.Value / (Data.Outbound.Value + Data.Inbound.Value);
else Result = 0;
```




```
Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value,
'email');
```



Name	Login Time	Functional Status	Time in Status	ANI	DNIS	Customer Segment
Agenda, Mark	16:01:42	Inbound	00:12:10	5115	5007	Basic
Williams, Andrew	00:45:35	Inbound	00:42:19	5125	5007	Basic
McNabbly, Trevor	00:00:00	Logged Out	248:10:41			
Hammond, Steve	00:00:00	Logged Out	248:10:41			
...	00:00:00	Logged Out	248:10:41			

..., ANI DNIS, .

[+]

```
CustomerSegment -
```

Get Customer Segment



```
Result = G.GetCustomerSegment(Data.Current_Status.Value);
```

[+] ANI

ANI .

: **Get ANI**

```
[Result = G.GetANI(Data.Current_Status.Value);
```

[+] DNIS

DNIS .

: **Get DNIS**

```
Result = G.GetDNIS(Data.Current_Status.Value);
```



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