

QUANTRAX CORPORATION INC.



# Building Dialer Campaigns

QUANTRAX CORPORATION INC.



Dialer Campaigns – The Golden  
Rules

- Run Campaigns with Lots of Agents
- Run Campaigns with Lots of accounts
- Run Campaigns at Different times of the Day



## Campaign Size

- The more agents the better
- 20+ agents is good
- For 6 or less agents, run power dialing
- Add virtual agents to improve performance on campaigns with few agents or many bad numbers



## Campaign Size

- The more accounts the better
- 200+ accounts per agent is good
- Smaller campaigns finish too quickly and agents are idle (they spend all day logging into and out of campaigns)



## Run Campaigns at Different Times

- Calling home numbers between 8am and noon every weekday will return the same results
- Run campaigns at different times of the day
- Run campaigns on different days of the week
- Call different numbers (home, work,



## Dialer Tuning

- Call Progress Analysis
- Ring Time
- AMD
- Abandon Rate
- Retries

# Call Progress Analysis

- Native
- SIT/Tone
- AMD/SIT/Tone
- AMD+Message
- AMD+Connect
- List Cleaning

# Campaign Set-Up

**Edit Campaign** [?] [X]

Campaign Name:

Database Input	Database Output	Call Recording			
Data Selection (Filters)	Time Zone Management	Do Not Call Lists			
General	Linked Campaigns	Telephony Setup	Dialing Tuning	Retry Options	Schedule

NOTE: These parameters may or may not be supported by your telephony environment. If you have any doubts about using these parameters you should check with your system administrator.

<b>Telephony Resources</b> CT layer identifier <input type="text"/> CLI Presentation <input type="text" value="8669777567"/> Abandon message <input type="text"/>	<b>Call Progress Analysis</b> Default level of call progress analysis <input type="text" value="AMD+Connect"/> Answer machine message <input type="text"/>
<b>Call Routing Options</b> <input checked="" type="radio"/> Softdial as adjunct router <input type="radio"/> Switch determines route Request timeout (0 = default) <input type="text" value="0"/> LCR access code <input type="text"/>	<b>Predictive Campaign Virtual Agents</b> Number of agents (0 - 9999) <input type="text" value="0"/> Message to play <input type="text"/>

OK Cancel Apply Help



# Campaign Set-Up

**Edit Campaign** [?] [X]

Campaign Name:

Database Input	Database Output	Call Recording			
Data Selection (Filters)	Time Zone Management	Do Not Call Lists			
General	Linked Campaigns	Telephony Setup	Dialing Tuning	Retry Options	Schedule

NOTE: There is no need to change these parameters to alter dialing performance. Softdial will automatically adjust the dialing rate.

These parameters are set to reasonable defaults that should only be changed upon advice from your supplier or in order to comply with local dialing legislation.

Overdial Parameters

Target abandon rate (1 - 5%)	<input type="text" value="5"/>
Initial estimated average talk time (mins)	<input type="text" value="2"/>
Abandon delay (0 - 2s)	<input type="text" value="1"/>
Ring timeout (15-59s)	<input type="text" value="30"/>

Outbound skills-based routing

No Skills-based routing

Queue address for this list

Queue address from Column

Queue LFO is Abandon

LFO Abandon outcome

OK Cancel Apply Help

# Call Progress Analysis Native

Will pass all results except no answers and busies to the agent. This should be used on campaigns where you want all results passed to agents, including sit tone. This would be used if you want to have sit tones given to agents so they can verify and remove the phone number, or record a changed number on the account.

# Call Progress Analysis SIT/Tone

- Will pass all results except no answers, busy, and other sit tones to the agent. This should be used when you only want live connects and answering machine results to be passed to the agent.

# Call Progress Analysis AMD/SIT/Tone

- Will pass all results except no answers, busies, sit tones, and answering machines to the agent. This should be used when you have larger campaigns where you want live connect results only. You will hang up on answering machines with this setting and the files will be eligible to be dialed again later on in the day.

# Call Progress Analysis AMD+Message

- Will pass all results except no answers, busies and sit tones to the agent. Answering machines will get a pre-recorded message played. This should be used only on Canadian business campaigns due to regulation in the US. This should be used on larger campaigns where you would not want to run the files again later on in the day.

# Call Progress Analysis AMD+Connect

- Will pass all results except no answers, busies and sit tones to the agent. Answering machines will be passed to agent (either real or virtual) once the greeting has completed. This should be used only for IVR campaigns. Putting this on a campaign with agents will cause them to get calls with apparent 'dead air' but the consumer's AMD will be recording!

# Call Progress Analysis List Cleaning

- These calls are made with only a few seconds of line detection and calls then terminated. This is used only to check if a campaign of numbers is in service or is disconnected. The results provided back will indicate a valid or invalid phone number.

# The Five Benefits of Low Ring Times

1. If no-one answers, the call is treated as a 'no answer' and can be dialed again later in the day.
2. Each call attempt will take only 20 seconds (down from 25 or 40), reducing the wait time for collectors between calls.
3. If no-one answers, there is no 'connect', and therefore no cost for the call.
4. If there is no 'connect', the dialer's 'connect rate' will decline and the dialer will increase its pacing rate. It will finish much faster with minimal loss of RPCs.
5. The lower the ring time, the less time a PSTN line is in use, reducing the total requirement for



# The Drawbacks of AMD

- The delay in connecting to an agent.
- Accounts are worked and you lose the opportunity to get a live connect.
- Do not use AMD on POE campaigns: the risk of third party disclosure is too high!

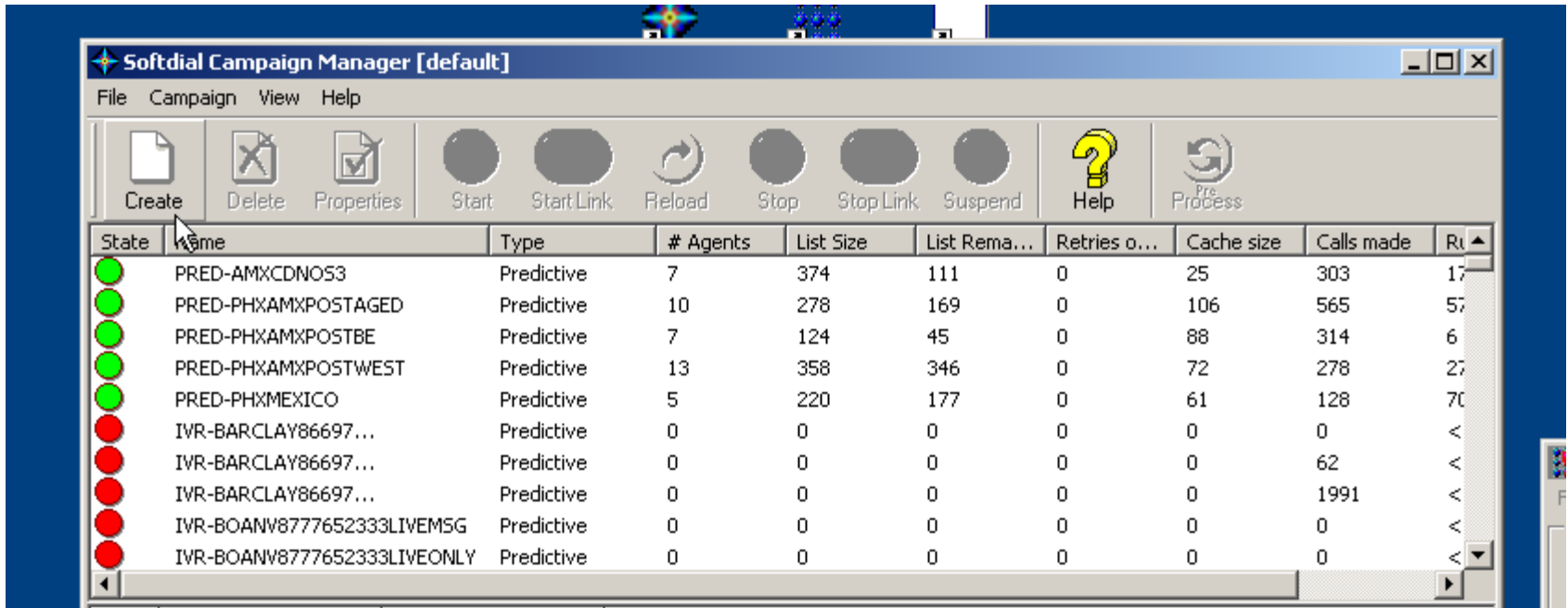
# Abandon Rate

- Depends on your 'contact' rate
- Err on the high side for low wait times

# Retries

- The different types of retry
- Using with multiple number campaigns
- The drawbacks

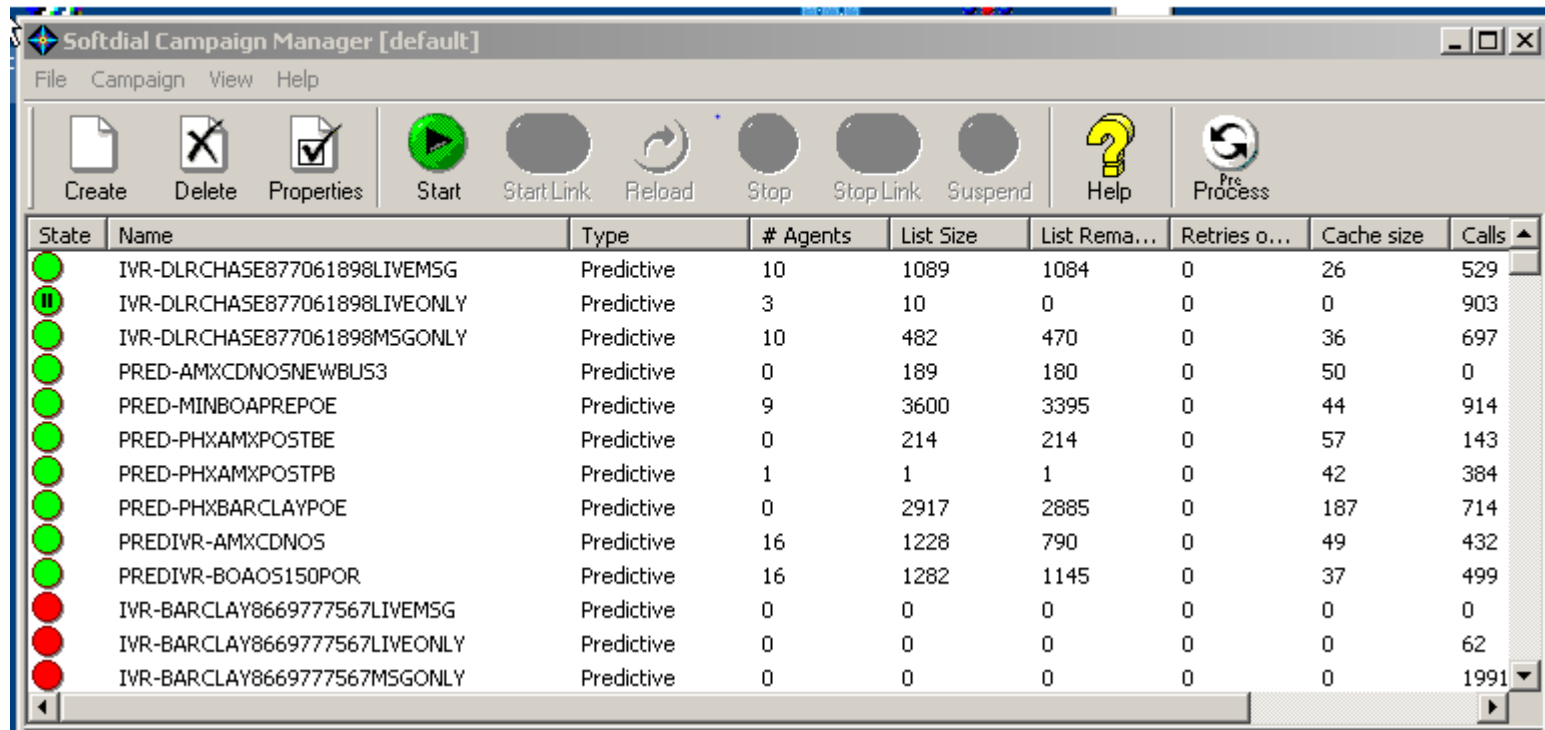
# Sample Campaigns



The screenshot shows the 'Softdial Campaign Manager [default]' application window. The menu bar includes 'File', 'Campaign', 'View', and 'Help'. The toolbar contains icons for 'Create', 'Delete', 'Properties', 'Start', 'StartLink', 'Reload', 'Stop', 'StopLink', 'Suspend', 'Help', and 'Pre Process'. Below the toolbar is a table listing various campaigns with columns for State, Name, Type, # Agents, List Size, List Rema..., Retries o..., Cache size, Calls made, and Ri.

State	Name	Type	# Agents	List Size	List Rema...	Retries o...	Cache size	Calls made	Ri
●	PRED-AMXCDNOS3	Predictive	7	374	111	0	25	303	17
●	PRED-PHXAMXPOSTAGED	Predictive	10	278	169	0	106	565	57
●	PRED-PHXAMXPOSTBE	Predictive	7	124	45	0	88	314	6
●	PRED-PHXAMXPOSTWEST	Predictive	13	358	346	0	72	278	27
●	PRED-PHXMEXICO	Predictive	5	220	177	0	61	128	70
●	IVR-BARCLAY86697...	Predictive	0	0	0	0	0	0	<
●	IVR-BARCLAY86697...	Predictive	0	0	0	0	0	62	<
●	IVR-BARCLAY86697...	Predictive	0	0	0	0	0	1991	<
●	IVR-BOANV8777652333LIVEMSG	Predictive	0	0	0	0	0	0	<
●	IVR-BOANV8777652333LIVEONLY	Predictive	0	0	0	0	0	0	<

# Sample Campaigns



The screenshot shows the 'Softdial Campaign Manager [default]' application window. It features a menu bar with 'File', 'Campaign', 'View', and 'Help'. Below the menu is a toolbar with icons for 'Create', 'Delete', 'Properties', 'Start', 'Start.Link', 'Reload', 'Stop', 'Stop.Link', 'Suspend', 'Help', and 'Process'. The main area contains a table with columns for 'State', 'Name', 'Type', '# Agents', 'List Size', 'List Rema...', 'Retries o...', 'Cache size', and 'Calls'. The table lists 15 campaigns, most of which are in a 'Start' state (green circle) and are of type 'Predictive'.

State	Name	Type	# Agents	List Size	List Rema...	Retries o...	Cache size	Calls
●	IVR-DLRCHASE877061898LIVEMSG	Predictive	10	1089	1084	0	26	529
●	IVR-DLRCHASE877061898LIVEONLY	Predictive	3	10	0	0	0	903
●	IVR-DLRCHASE877061898MSGONLY	Predictive	10	482	470	0	36	697
●	PRED-AMXCDNOSNEWBUS3	Predictive	0	189	180	0	50	0
●	PRED-MINBOAPREPOE	Predictive	9	3600	3395	0	44	914
●	PRED-PHXAMXPOSTBE	Predictive	0	214	214	0	57	143
●	PRED-PHXAMXPOSTPB	Predictive	1	1	1	0	42	384
●	PRED-PHXBARCLAYPOE	Predictive	0	2917	2885	0	187	714
●	PREDIVR-AMXCDNOS	Predictive	16	1228	790	0	49	432
●	PREDIVR-BOAOS150POR	Predictive	16	1282	1145	0	37	499
●	IVR-BARCLAY8669777567LIVEMSG	Predictive	0	0	0	0	0	0
●	IVR-BARCLAY8669777567LIVEONLY	Predictive	0	0	0	0	0	62
●	IVR-BARCLAY8669777567MSGONLY	Predictive	0	0	0	0	0	1991

# Sample Campaigns

State	Name	Type	# Agents	List Size	List Rema...	Retries o...	Cache size	Calls made	Runout Estimate
●	IVR-BOAOS8666536204MSGONLY	Predictive	10	1883	0	0	12	2049	< 5 Minutes
●	IVR-BOAOS8666536252LIVEMSG	Predictive	1	2901	2651	0	43	134	2 Hours
●	IVR-BOAOS8777758515MSGONLY	Predictive	10	1402	1397	0	43	437	2 Hours
●	IVR-DLRBOA8777061898LIVEONLY	Predictive	10	3816	3757	0	44	1790	5 Hours
●	IVR-DLRCHASE877061898LIVEMSG	Predictive	10	1336	630	0	42	988	90 Minutes
●	IVR-KING8883099598MSGONLY	Predictive	10	106	98	0	30	679	6 Minutes
●	PRED-AMXCDNOS1	Predictive	7	350	209	0	35	168	3 Hours
●	PRED-AMXCDNOSNEWBUS3	Predictive	0	267	265	0	50	0	3 Hours
●	PRED-BOAOS90POR	Predictive	12	1370	1284	0	49	203	2 Hours
●	PRED-CHASESELECTALL	Predictive	3	11	5	0	32	79	< 5 Minutes
●	PRED-CHASESELECTPOR1	Predictive	3	154	154	0	40	85	2 Hours
●	PRED-CHASESELECTPOR2	Predictive	4	35	32	0	42	109	34 Minutes
●	PRED-GBRBOAPRELEGALPOE	Predictive	0	1530	1530	0	30	97	2 Days
●	PRED-GBRBOAPREPRIMEPOE1	Predictive	13	2272	2250	0	27	1092	7 Hours
●	PRED-MINBARCLAYPOE	Predictive	3	1750	1750	0	216	530	10 Hours
●	PRED-MINBOAPREPOE	Predictive	19	724	539	0	29	1684	49 Minutes
●	PRED-PHXAMXPOSTAGED	Predictive	10	604	545	0	112	337	80 Minutes
●	PRED-PHXAMXPOSTBE	Predictive	4	71	22	0	73	377	16 Minutes
●	PRED-PHXAMXPOSTWEST	Predictive	13	496	456	0	58	292	38 Minutes
●	PRED-PHXBARCLAYPOE	Predictive	5	4793	4775	0	277	18	1 Days
●	PRED-PHXMEXICO	Predictive	4	0	0	0	50	167	< 5 Minutes

# Sample Campaigns

**Softdial Campaign Manager [default]**

File Campaign View Help

Create Delete Properties Start Start Link Reload Stop Stop Link Suspend Help Pre Process











Icon	Campaign Name	Type	Count 1	Count 2	Count 3	Count 4	Count 5
Green	IVR-BOASTKIT8665417282MSGONLY	Predictive	10	16469	14085	0	35
Green	IVR-DLRBOA8777061898LIVEONLY	Predictive	10	4612	4228	0	49
Green	PRED-AMXCDNOSNEWBUS3	Predictive	0	477	477	0	44
Green	PRED-MINBARCLAYPOE	Predictive	4	3167	2963	0	360
Green	PRED-PHXAMXPOSTLIFT	Predictive	6	617	506	0	39
Green	PRED-PHXAMXPOSTPB	Predictive	0	347	347	0	26
Green	PRED-PHXBARCLAYPOE	Predictive	8	423	423	0	261
Green	PREDIVR-JUSTNRG	Predictive	8	1487	1426	0	28
Green	PREDIVR-PHXAMXPOST1	Predictive	17	376	349	0	38
Green	PREDIVR-ROGERSLGL	Predictive	3	3299	3250	0	29
Yellow	PREDIVR-PHXAMXPOST2	Predictive	0	995	799	0	0
Red	IVR-AMXUS8662512396MSGONLY	Predictive	0	0	0	0	0
Red	IVR-BARCLAY8669777567LIVEMSG	Predictive	0	0	0	0	0
Red	IVR-BARCLAY8669777567LIVEONLY	Predictive	0	0	0	0	0

Type	Time	Campaign	Message
i	2010-03-01 16:41:59	IVR-DLRBOA87770...	All phone numbers for record key 143374315 are invalid
i	2010-03-01 16:41:59	IVR-DLRBOA87770...	All phone numbers for record key 143374316 are invalid
i	2010-03-01 16:41:59	IVR-DLRBOA87770...	All phone numbers for record key 143374330 are invalid
i	2010-03-01 16:41:59	IVR-DLRBOA87770...	All phone numbers for record key 143374335 are invalid
i	2010-03-01 16:42:00	PRED-PHXBARCLA...	Reloading complete
X	2010-03-01 16:42:02	N/A	CallGem Error Alert in facility Performance: The cumulative connect rate on campaign PREDIVR-f
X	2010-03-01 16:42:02	N/A	CallGem Error Alert in facility Performance: The proportion of network-reported failures such as int
X	2010-03-01 16:42:05	N/A	CallGem Error Alert in facility Performance: The cumulative connect rate on campaign IVR-DLRBC
W	2010-03-01 16:42:06	IVR-DLRBOA87770...	Performance issue : Campaign retry data has been deleted without clearing Audit table (detected
X	2010-03-01 16:42:06	N/A	CallGem Error Alert in facility Campaign Manager: Campaign IVR-DLRBOA8777061898LIVEONLY

For Help, press F1

NUM

# Sample Campaigns

State	Name	Type	# Agents				
	IVR-BOASTKITT8665417282MSGONLY	Predictive	10	16381	14027	0	49
	IVR-DLRBOA8777061898LIVEONLY	Predictive	10	4612	4064	0	39
	PRED-AMXCDNOSNEWBU53	Predictive	0	477	477	0	44
	PRED-MINBARCLAYPOE	Predictive	3	3167	2942	0	339
	PRED-PHXAMXPOSTLIFT	Predictive	8	617	447	0	48
	PRED-PHXAMXPOSTPB	Predictive	0	346	346	0	26
	PRED-PHXBARCLAYPOE	Predictive	5	423	366	0	204
	PREDIVR-JUSTNRG	Predictive	9	1362	1350	0	37
	PREDIVR-PHXAMXPOST1	Predictive	16	376	326	0	40
	PREDIVR-ROGERSLGL	Predictive	3	3199	3194	0	31



# Long Campaign Names

```
Session B - [24 x 80]
File Edit View Communication Actions Window Help
Campaign Status 3/08/2010 13:11:40
System: FAXTOR1
Position to . . . . . Starting value
Type options, press Enter.
1=Start 2=End 5=Re-sort 7=Statistics 8=Work with configuration 9=Message

Opt Campaign Name Dialer Code Campaign Status Queue File Camp Type
- IVR-BOADS8666536252MSGONLY phtm134/s/99 Y Ended TQY0663IT Pred
- IVR-BOADS8666536252MSGONLY2 phtm154/s/7 Y Ended TQY0779IT Pred
- IVR-BOADS8777758515LIVEMSG phtm119/s/00 Y Ended TQY0730IT Pred
- IVR-BOADS8777758515LIVEONLY phtm121/s/0 Y Ended TQY0759IT Pred
- IVR-BOADS8777758515MSGONLY phtm121/s/12 Y Ended TQY0744IT Pred
- IVR-BOARELATIONSHIP8667246620LIVEMSG ph Y Ended TQY0678IT Pred
- IVR-BOARELATIONSHIP8667246620LIVEONLY p Y Ended TQY0680IT Pred
- IVR-BOARELATIONSHIP8667246620MSGONLY ph Y Ended TQY0681IT Pred
- IVR-BOASTKITT8002437167LIVEMSG phtm030/ Y Ended TQY0667IT Pred
- IVR-BOASTKITT8002437167LIVEONLY phtm029 Y Ended TQY0668IT Pred
- IVR-BOASTKITT8002437167MSGONLY phtm029/ Y Ended TQY0669IT Pred
More...
F3=Exit F5=Refresh F6=Create F12=Cancel F17=Top F18=Bottom
MA b 10/003
1902 - Session successfully started
```

Agent Status									
Agent Name	Logged (h:mm:ss)	Completed Live Calls	Talk (mm:ss)	Wait (mm:ss)	Wrap (mm:ss)	Preview (mm:ss)	Not Ready (mm:ss)	Ar	Ar
IVRGBR4	1:58:41	29	14:55	02:51	00:00	00:00	00:00		
IVRGBR1	1:58:41	31	13:29	02:46	00:00	00:00	00:00		
IVRGBR3	1:58:41	30	15:09	02:55	00:00	00:00	00:00		
IVRGBR2	1:58:41	31	14:19	02:54	00:00	00:00	00:00		
IVRGBR5	1:58:41	29	14:07	03:01	00:00	00:00	00:00		
AP009994	1:28:11	36	24:16	00:40	17:04	00:08	00:46		
IBOLOTIN	1:21:33	27	16:48	00:38	26:00	02:31	00:40		
SP009993	1:24:42	19	24:11	00:46	19:10	02:48	01:17		
YDHROL	1:13:42	24	25:09	00:44	13:56	02:45	01:24		
CSEEGO	1:09:25	23	22:08	00:48	12:15	04:35	01:41		
AGIRALDI	1:24:28	39	27:04	00:38	12:19	00:00	01:27		
MY009930	1:19:41	20	27:10	00:28	22:02	01:31	01:12		
SL009695	1:12:09	24	30:01	00:38	13:03	00:00	02:11		
DB009686	1:30:39	45	27:21	00:31	16:07	00:00	00:34		
GF009625	1:21:21	27	21:21	00:41	18:20	03:52	01:27		
EDECASMI	1:27:45	37	23:08	00:38	19:30	00:00	00:22		
MDOSANTO	0:55:55	7	06:10	00:45	42:02	03:11	01:22		
TR009600	1:18:11	30	29:49	00:35	10:32	03:10	01:45		
AATSBAHA	0:24:42	8	15:48	00:46	22:52	01:07	01:34		
SN009927	1:17:56	21	26:04	00:45	15:36	04:43	00:54		
SAMERCH	0:46:45	21	18:45	00:25	20:30	05:37	01:37		
SAMPELI	1:24:40	39	23:55	00:39	16:25	00:46	00:09		
SBOTTOS	0:32:49	18	40:06	00:24	05:54	00:00	00:00		
SHEMCKAY	1:14:11	21	27:48	00:37	19:27	00:00	01:10		
<b>Summary</b>	<b>32:36:14</b>	<b>636</b>	<b>21:17</b>	<b>01:08</b>	<b>12:29</b>	<b>01:18</b>	<b>00:47</b>		
PREDIVR-GBRBOAPREPRIME   PREDIVR-KINGBELL   Power   Preview   system   system.700001   systemPH									

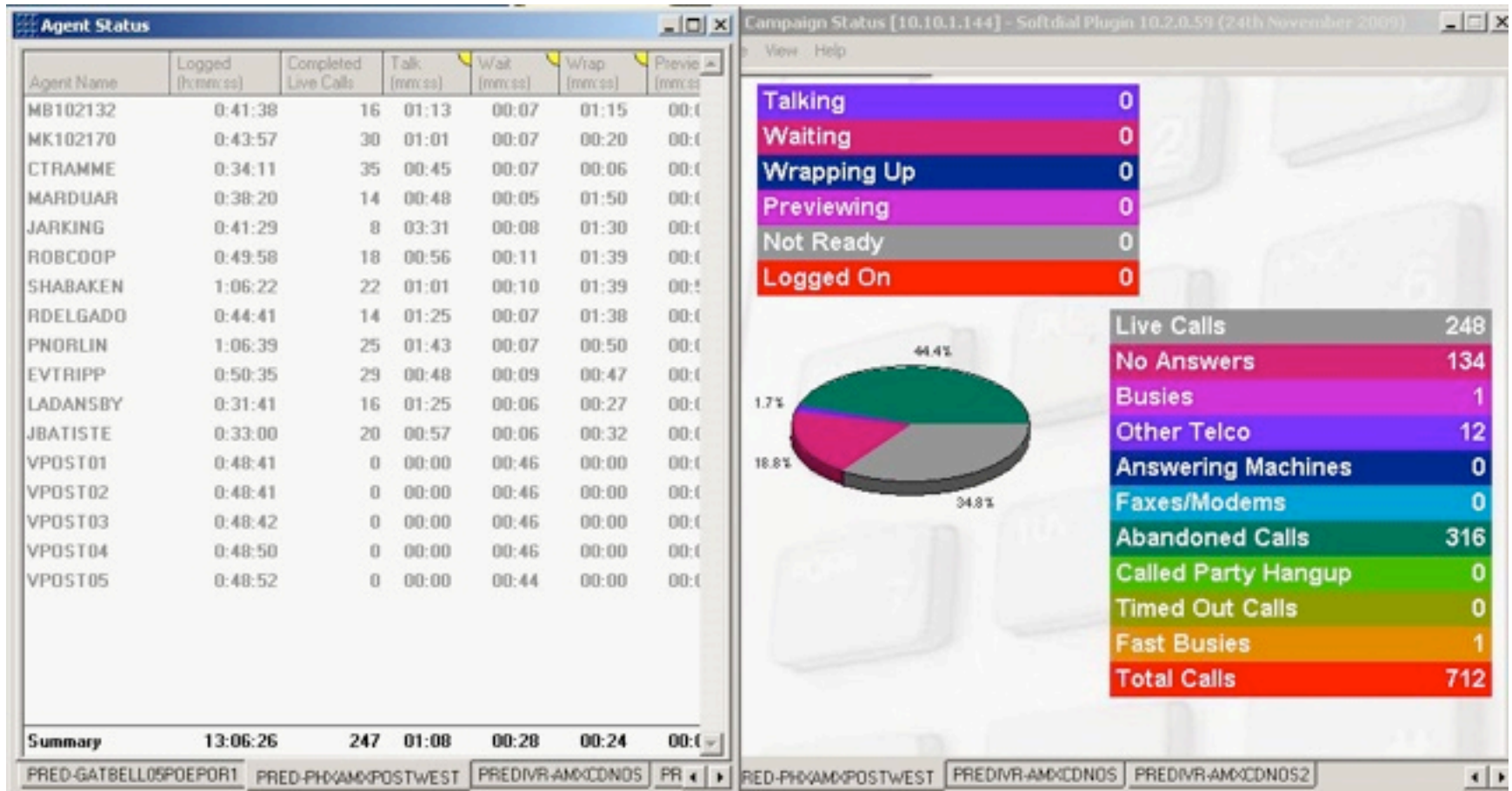
Softdial Campaign Manager [default]

File Campaign View Help

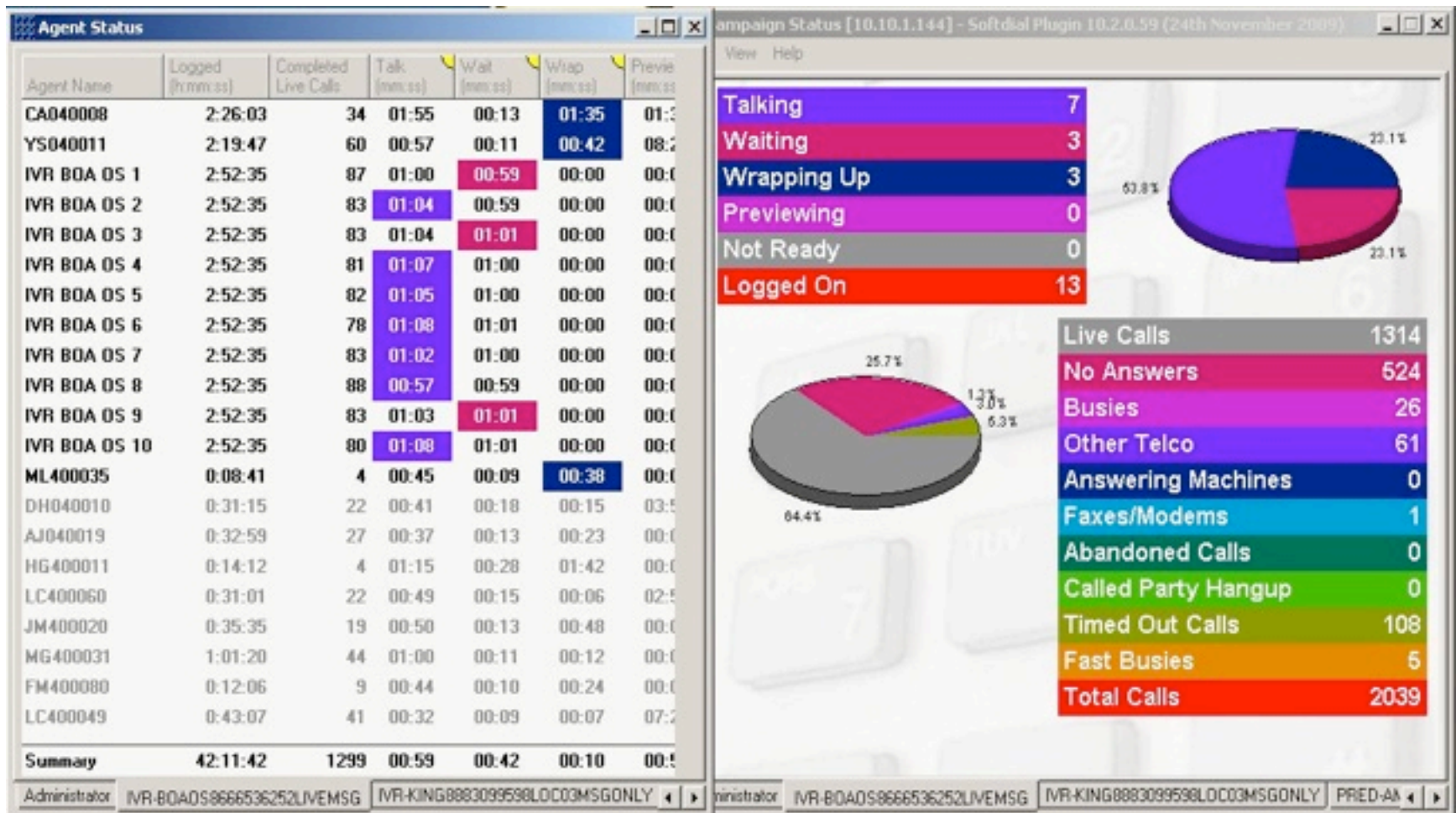
Create Delete Properties Start StartLink Reload Stop StopLink Suspend Help Pre Process

State	Name	Type	# Agents	List Size	List Rema...	Retries o...	Cache size	Calls made	Runout Estimate
●	IVR-BARCLAY8669777567MSGONLY	Predictive	10	5295	5232	0	265	318	5 Hours
●	IVR-BOAOS8666536204MSGONLY	Predictive	10	2136	1308	0	48	1862	2 Hours
⏸	IVR-BOAOS8666536252LIVEONLY	Predictive	1	2695	0	0	0	1858	< 5 Minutes
●	IVR-BOAOS8666536252LIVEONLY2	Predictive	15	1740	1393	0	31	199	70 Minutes
⏸	IVR-BOAOS8777758515LIVEMSG	Predictive	3	1186	0	0	0	1790	< 5 Minutes
●	IVR-JUSTNRG8009246289LIVEMSG	Predictive	10	480	0	0	11	1829	< 5 Minutes
●	IVR-KING8883099598LOC03MSGONLY	Predictive	10	3896	439	0	39	5129	27 Minutes
●	IVR-KING8883099598MSGONLY	Predictive	10	1041	972	0	44	4394	66 Minutes
●	IVR-MINBARCLAY8669777567LIVEMSG	Predictive	10	3985	3907	0	322	668	6 Hours
●	LINK-BOAOS90-1 (linked to PRED-BOAOS90MASTER)	Predictive	22	639	145	0	51	1217	16 Minutes
●	LINK-BOAOS90-2 (linked to PRED-BOAOS90MASTER)	Predictive	22	811	207	0	43	1822	30 Minutes
●	PRED-AMXCDNOSNEWBUS3	Predictive	0	78	71	0	50	0	2 Hours
●	PRED-BOAOS90MASTER (link master)	Predictive	22	0	0	0	0	0	< 5 Minutes
●	PRED-CHASEADVOPOR1	Predictive	0	889	889	0	42	533	11 Hours
●	PRED-CHASESELECTPOR1	Predictive	0	783	783	0	35	523	1 Days
●	PRED-CLEVBOAOSPOR120MACH	Predictive	0	290	286	0	50	0	5 Hours
●	PRED-MINBOAPREPOE	Predictive	8	548	362	0	39	364	82 Minutes
●	PRED-PHXAMXPOSTAGED	Predictive	10	1091	1043	0	33	899	3 Hours
●	PRED-PHXBARCLAYPOE	Predictive	8	9	0	0	150	635	< 5 Minutes
●	PRED-TDBUSPOEPOR	Predictive	0	0	0	0	4	252	< 5 Minutes
●	PREDIVR-AMXCDNOS	Predictive	10	1528	476	0	30	1311	7 Minutes
●	PREDIVR-GATBELL	Predictive	3	963	960	0	32	1270	3 Hours
●	PREDIVR-GATTD	Predictive	8	636	205	0	49	1231	34 Minutes

# Abandoned Calls



# Good Campaign





## Dealing with Results

- Bad Numbers
- Disposition Codes
- Smart Codes
- Alternate Queues
- Retries
- Constant results (NA, busy)






## Other Dialer Features

- Call Monitoring
- Changing the number of Virtual Agents on a Campaign
- Linked Campaigns
- Blended Campaigns

# QUANTRAX CORPORATION INC.



## Changing Virtual Agents



### Change IVR Agent Allocation

Campaign	Queue	Number of Agents
administrator		5
system	200	1
system		1

Campaign	Queue	Number of Agents
<input type="text" value="administrator"/>	<input type="text"/>	<input type="text" value="5"/>





## Collector Training

- Simple Campaigns
- Logging On and Off
- Wrap Time
- Predictive to Preview
- RMEx
- Linked Campaigns
- Blended Campaigns

# Error Messages

Campaign PRED-AMXCDNOSNEWBUS1 had 1 agent sessions terminate abnormally in the last 60 seconds. Repeated abn

Agent ID KGAINES 008348 on Campaign PRED-PHXAMXPOSTAGED has been in a wrapping state for 60 seconds.

Internal kill of agent CD009164 005465 on campaign PRED-AMXCDNOSNEWBUS1, priority 2. Reason: Login failure RNA

Agent ID QRICHARD 008467 on Campaign PRED-PHXAMXPOSTWEST has been in a wrapping state for 60 seconds.

Campaign PRED-PHXAMXPOSTAGED had 1 agent sessions terminate abnormally in the last 60 seconds. Repeated abnor

Agent ID SD102194 008332 on Campaign PRED-PHXAMXPOSTAGED has been in a wrapping state for 60 seconds.

Agent ID ROBCOOP 008330 on Campaign PRED-PHXAMXPOSTWEST has been in a wrapping state for 120 seconds.

Internal kill of agent ORBEGAY 008478 on campaign PRED-PHXAMXPOSTAGED, priority 2. Reason: Login failure RNA

Agent ID THOFULTO 008361 on Campaign PRED-PHXAMXPOSTAGED has been in a wrapping state for 60 seconds.

Campaign PRED-AMXCDNOSNEWBUS1 had 1 agent sessions terminate abnormally in the last 60 seconds. Repeated abn

Internal kill of agent MERTAM 005461 on campaign PRED-AMXCDNOSNEWBUS1, priority 2. Reason: Login failure RNA

Agent ID ROBCOOP 008330 on Campaign PRED-PHXAMXPOSTWEST has been in a wrapping state for 60 seconds.

Campaign PRED-AMXCDNOSNEWBUS1 had 2 agent sessions terminate abnormally in the last 60 seconds. Repeated abn

Agent ID PB102275 008224 on Campaign PRED-PHXAMXPOSTAXLP has been in a wrapping state for 60 seconds.

Agent ID WILLOCKE 008454 on Campaign PRED-PHXAMXPOSTAGED has been in a wrapping state for 60 seconds.

Agent ID MERTAM 005461 on Campaign PRED-AMXCDNOSNEWBUS1 has been in a wrapping state for 60 seconds.

Agent ID KGAINES 008348 on Campaign PRED-PHXAMXPOSTAGED has been in a talking state for 600 seconds.

Internal kill of agent AE009494 005463 on campaign PRED-AMXCDNOSNEWBUS1, priority 2. Reason: Login failure RNA

Agent ID AH102249 008322 on Campaign PRED-PHXAMXPOSTAGED has been in a wrapping state for 60 seconds.

Internal kill of agent UF009151 005473 on campaign PRED-AMXCDNOSNEWBUS1, priority 2. Reason: Login failure RNA

Agent ID MB102132 008324 on Campaign PRED-PHXAMXPOSTWEST has been in a wrapping state for 120 seconds.

Campaign PRED-PHXAMXPOSTWEST. There are no new records in table 'TQY0662IT' This is not necessarily an error if y

Agent ID NFLEMING 008351 on Campaign PRED-PHXAMXPOSTAGED has been in a wrapping state for 60 seconds.

Agent ID MB102132 008324 on Campaign PRED-PHXAMXPOSTWEST has been in a wrapping state for 60 seconds.

Campaign PRED-PHXAMXPOSTWEST had 1 agent sessions terminate abnormally in the last 60 seconds. Repeated abno

Agent ID ROBCOOP 008330 on Campaign PRED-PHXAMXPOSTWEST has been in a wrapping state for 60 seconds.

# Summary

- Run Large Campaigns
- Select the right type of campaign for the results you want
- Low ring times
- Watch what is happening

QUANTRAX CORPORATION INC.



Thank You