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# Outbound (CX Contact) CX Contact Help

CX Contact Analytics

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- Administrator

Learn about the key features in CX Contact Analytics and how to design your own dashboards.

### Related documentation:

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CX Contact (CXC) Analytics is a powerful tool that enables you to obtain an extensive and detailed understanding about CX Contact processes. With a series of different dashboards, CX Contact Analytics offers a variety of visualizations and in-depth reporting panels that highlight specific aspects of Jobs, Calls, SMS/Emails, Campaigns and so on.

[Link to video](#)

### Key Features

- **Almost Real-Time Reporting** - As soon as an event occurs, CXC Analytics can start to use the resulting data to build reports.
- **Custom Time Period** - Data extraction that enables you to view how processes are performing over time.
- **Advanced Filtering Options** - Enables you to pinpoint specific data.

### Design your Dashboard

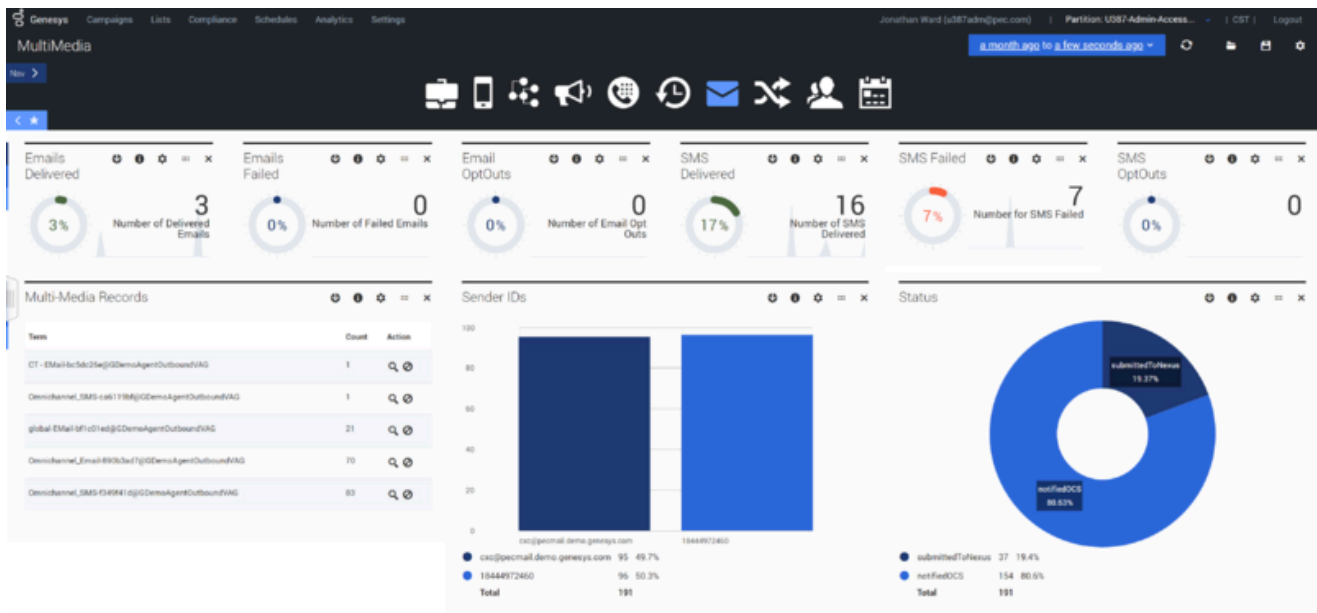
- **Configure a Dashboard** - Provides details about how to design the dashboard to generate the data you want.
- **Configure a Dashboard Row** - Provides details about how to organize and set up the dashboard row.
- **Create an Analytics Dashboard Panel** - Provides details about how to add and configure a dashboard panel.

Use the following options in the Analytics tab to create custom dashboard views.

| Dashboard Icon | Name                     | Description  |
|----------------|--------------------------|--|
|                | Job Record               | Contains data about a Job's status and its results.                        |
|                | Call List Loading Record | Contains data about Call List loading results.                             |
|                | Preloading Record        | Contains data about numbers that were removed from one or more Call Lists. |

|   |                                  |   |
|---|----------------------------------|---|
|  | Campaign Group Event Record      | Contains data about the status of a Campaign group.                       |
|  | Call Result Record               | Contains data about call attempts.  |
|  | Contact History Record           | Contains statistical and contact data about call attempts.                |
|  | SMS/EMAIL Record                 | Contains data about SMS/Email events.                                     |
|  | SMS & Email Conversations Record | Contains data about SMS/Email conversation events.                        |
|  | User Actions                     | Contains data about user events (that is, who did what and exactly when). |
|  | Outbound Schedules Record        | Contains data about an outbound schedule's status and its events.         |

Click the **Analytics** menu to open the Analytics page. The following image depicts a typical Analytics page.



## Related Topics

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