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Outbound (CX Contact) CX Contact Help


[Outbound Schedules Dashboard](#)

Learn more about the Outbound Schedules Dashboard.

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The Outbound Schedules Dashboard  contains data about a Schedule's status and its results.

Schedule records can contain data associated with one or more of the following fields. For details refer to Schedules:

Field	Type	Description
@timestamp	date	The timestamp (default timezone from settings) indicating when the Elasticsearch index was submitted for the event. Please note that this is not the time when the actual event occurred.
_id	keyword	The entry ID.
_index	keyword	The index name.
_type	keyword	The index type.
campaignGroupDBID	keyword	The Campaign group DBID.
campaignGroupName	keyword	The Campaign group name.
campaignName	keyword	The Campaign name.
campaignTemplateName	keyword	The campaign template name.
command	keyword	The command that should be executed for the specific Campaign group when the selected action is CommandExecuted (for example, Load, Start, Stop, Unload, or Set dial mode).
commandID	keyword	The internal identifier for the command.
commandType	keyword	The type of execution line the command belongs to (that is, Sequential/Instant).
dialingMode	keyword	The dialing mode.

Field	Type	Description
errorMessage	keyword	Contains a relevant error message (as displayed in the UI or as returned in the API response) when the request execution is not successful.
groupName	keyword	The group name.
id	keyword	The index ID.
id.keyword	keyword	The index ID.
optimizationParameter	keyword	The Optimization goal when the dialing mode is Predictive (for example, Busy Factor 80%).
optimizationType	keyword	The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).
partition	keyword	The partition name.
recurrenceType	keyword	Indicates how often the schedule reoccurs (for example, Daily, Weekly, Monthly, or Once).
scheduleAction	keyword	The action that should be executed for the specific schedule (for example, Triggered, Activated, Deactivated, or CommandExecuted).
scheduleName	keyword	The schedule name.
successful	boolean	Indicates true or false. True if the action is completed successfully and false if the action is not completed successfully.