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Outbound (CX Contact) CX Contact Help

Campaign Group Event Record Dashboard

7/31/2025

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Learn about the Campaign Group Event Record Dashboard.

Related documentation:

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The Campaign Group Event Record Dashboard  contains data about the status of a Campaign group.

Campaign Group Event records can contain data associated with one or more of the following fields:

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.
action	keyword	The action that was applied to the Campaign Group. For example, ['None', 'LoadCampaign', 'StartDialing', 'StopDialing', 'UnloadCampaign'].
actualBusyFactor	float	The current agent's busy factor (reported by OCS).
actualHitRatio	float	The current Hit Ratio (reported by OCS).
actualOverdialRate	float	The percentage of abandoned calls (reported by OCS).
actualTimeToComplete	float	The time it took to complete the Group Campaign lists (reported by OCS).
campaignGroupActor	keyword	The request originator.
campaignGroupCompliance	keyword	Strict compliance mode
campaignGroupType	keyword	The campaign group type.
campaignGroupDBID	integer	The Campaign group DBID.
campaignGroupName	keyword	The Campaign group name.
campaignName	keyword	The Campaign name.
campaignTemplateName	keyword	The Campaign template name.
ccid	keyword	The Contact center ID
dialingMode	keyword	The Dialing mode.

Field	Type	Description
details	keyword	Request details
groupName	keyword	The Group name.
id	keyword	The index ID.
inSchedule	keyword	Indicates whether controlled by a schedule
lists.actualHitRatio	keyword	The actual hit ratio for a calling list.
lists.DBID	keyword	The List DBID.
lists.name	object	The Campaign group calling list name.
mediaType	keyword	The media type.
objectName	keyword	The object's name.
optimizationParameter	keyword	Optimization parameter
optimizationType	keyword	Optimization type
partition	keyword	The name of the partition.
scheduleName	keyword	The name of the schedule.
SenderID	keyword	The Sender ID
sessionuuid	keyword	The Session GUID of the currently active/running campaign group.
state	keyword	The current Campaign group state. For example, ['NotLoaded', 'Active', 'Running', 'UnloadInProgress', 'WaitingUnload', 'NotLoaded'].

Related Topics

- [Configure a Dashboard](#)
- [Configure a Dashboard Row](#)
- [Create an Analytics Dashboard Panel](#)