

5.8 Tasks

Bright Pattern Documentation

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Tasks Overview

The Tasks section allows you to see all automated contact center tasks that may have been scheduled for periodic execution; these include [periodic report generation](#) or automatic start and stop of outbound campaigns. The tasks whose execution has ended appear in the task log.

Sections

- [Scheduled and In-Progress Tasks](#)
- [Task Log](#)

Scheduled and In-Progress Tasks

The Tasks view provides a convenient way to see all automated contact center tasks that may have been scheduled for periodic execution, such as periodic report generation or automatic start and stop of outbound campaigns. The tasks whose execution has ended appear in the task log.

To view the tasks that have been scheduled for execution and the ones that are currently being executed, select the *Scheduled and In-progress Tasks* option from the *Tasks* menu. The scheduled and progress tasks will appear in the list view in the upper portion of the screen. Depending on the type of the selected task, you may be able to see and edit task information and request an immediate execution of this task.

Scheduled and In Progress Tasks List View Fields

The fields for the *Scheduled and In Progress Tasks* list view have the following meanings.

Start time

Start time is the date and time when the next execution of the given task is scheduled to take place.

Object Name

Object Name is the name of the object for which this task is executed. For example, for a task of the *Campaign trigger* type, this field shows the name of the campaign.

Task Name

Task Name is the name of the task being executed.

Number of Attempts

This value is the number of execution attempts.

State

State is the current state of this task, scheduled or in progress.

Progress

For the tasks that are in progress, *Progress* displays the overall progress of the task execution.

Type

This is the *type* of task, which can be one of the following:

- *Report execution*: Periodic report generation and distribution. For more information, see section [Scheduled Reports](#).
- *Campaign trigger*: Automatic start and stop of an outbound campaign. For more information, see section [Outbound - General](#).
- *Campaign results export*: Periodic export of results of an outbound campaign. For more information, see section [Services and Campaigns - Results Tab](#).
- *Calling list import*: Periodic import of a calling list. For more information, see section [Lists](#).
- *Import exclusions by account*: Periodic import of a Do Not Call list of the *Record Exclusion* type. For more information, see section [Do Not Call Lists](#).

Step

Step refers to the task step that will be executed at the time specified in *Start Time*. This parameter may be helpful, for example, for the tasks of the *Campaign trigger* type, since it shows whether the campaign will be started or stopped at the specified time.

Task Log

To view the task log, select the *Task Log* option from the *Tasks* menu. The results of scheduled task execution appear in the log in the chronological order. Note that you can reverse the order by clicking on the *Start Time* column title, or you can use a different field for sorting.

The fields for the Task Log are shown in columns, and they can be sorted according to state. Task Log fields have the following meanings.

Start time

Start time refers to the date and time when execution of the given task started.

End time

End time refers to the date and time when execution of the given task ended.

Object Name

Object Name is the name of the object (i.e., the service, list, or report) for which this task was executed.

Task Name

Task Name is the unique name given to this task. Previously, this column was called "Resource Name."

Duration

For successful tasks, the *Duration* column shows the execution time in mm:ss format.

Size (KB)

The *Size* column shows the task's transfer size in KB. For lists, this is size of the list file sent/received, whereas for reports, it is size of the report. For email, this is the size of the email.

Result

Result is the task execution result, which can be either *completed* or *failed*.

Error

The *Error* column shows the error message if the task has failed.

Type

Type refers to the type of task. See section *Scheduled and In Progress Tasks* for more information about the task types.

Step

Step refers to the task step that was executed at the time specified in *Start Time*. This parameter may be helpful for the tasks of the *Campaign trigger* type, since it shows whether the campaign was started or stopped at the specified time.