CX Contact Help

SMS/EMAIL Record Dashboard

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SMS/EMAIL Record Dashboard

> ### Important
> The content of this document has been moved and is no longer being updated in this location.
> For the latest content and most recent updates, see the CX Contact Help on the Genesys Multicloud site.

The SMS/EMAIL Record Dashboard contains data about SMS/EMAIL events.

SMS/EMAIL records can contain data associated with one or more of the following fields:

Field	Type	Description
id	keyword	The Index ID.
@timestamp	date	The ISO index timestamp.
timestamp	integer	The timestamp of the last time the index was updated.
ccid	keyword	The Contact Center ID.
mediaType	keyword	The Media type (sms, email).
batchID	keyword	The Batch ID in the message that was received from OCS.
messageID	keyword	The unique Message ID. For example, ccid.calluuid.
calluuid	keyword	The call attempt GUID.
sessionuuid	keyword	The session GUID for the currently active/running Campaign group.
campaignName	keyword	The Campaign name.
groupName	keyword	The Group name.
campaignGroupName	keyword	The Campaign group name.
listName	keyword	The calling list name.
chainId	integer	Indicates the Contact ID in the database table.
chainN	integer	The number of the device in the contact/chain.
contact_info	keyword	The device's phone number or email address.
from	keyword	The sender's phone number or

Field	Type	Description
		email address.
subject	keyword	The subject of the message.
clientId	keyword	The Client ID in the Input file that was provided from the specification file.
timeReceivedFromOCS	date	The timestamp of when the message was received from OCS.
timeSubmittedToNexus	date	The timestamp of when the message was submitted to Nexus.
timeResponseReceived	date	The timestamp of when the message was received from Nexus.
timeOCSNotified	date	The timestamp of when OCS provided a result.
timeConsumerResponded	date	The timestamp of when the user response (STOP) was received from Nexus.
deliveryReceipt	keyword	The Nexus delivery result code.
callResult	keyword	The call result. • OK - (Successful Delivery) • Dial Error – (Carrier type errors) • System Error – (Service/ Product type errors) • General Error – (User Settings or User Content type errors) • No Progress – any other error (catch all for anything else)
disposition	keyword	The Disposition code. For example, <Nexus Delivery Result>:<Nexus extended state>
status	keyword	The message status. For example, ['receivedFromOCS', 'queuedInternally', 'submittedToNexus', 'respondedFromNexus', 'notifiedOCS'].
optout	boolean	Indicate if the user sent STOP (for SMS) or unsubscribed (for Email).
errorCode	integer	The error code.
errorMessage	keyword	The error message.
content	text	The content of an SMS message after personalization was applied.

Field	Type	Description
providerReceipt	keyword	The final SMS delivery state received from the SMS Aggregator.
userData	object	The user related data that was received from OCS and used for filling in templates.

Related Topics

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