GENESYS

CX Contact Help

Call Result Record Dashboard

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Call Result 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 The content of this document has been moved and is no longer being updated in this location.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 Call Result Record Dashboard ⌨ contains data about call attempts..

Call Result Record records can contain data associated with one or more of the following fields:

Field	Type	Description
id	keyword	Index ID
@timestamp	date	The timestamp at which OCS starts to process the call attempt. It is the time at which the pre-dial validation request is sent by OCS to CX Contact.
@endtime	date	The timestamp at which the outbound record for the given call is considered complete and is removed from OCS active processing (for example, on dial error, or when a finalization event is received from the agent desktop).
ccid	keyword	The Contact Center ID.
calluuid	keyword	The call attempt GUID.
contact_info	keyword	The device's phone number.
contact_info_type	keyword	The Common library enum (GctiContactType) based on the cd_device_index. For example, ['No Contact Type', 'Home Phone', 'Direct Business Phone', ...].
blockingRuleName	keyword	The name of the CME object that stores the blocking rule. For example, the name of the suppression list (TA), Compliance Rule (Script).

Field	Type	Description
blockingRuleType	keyword	The type of blocking rule. For example, Suppression List, Device Filter, Compliance Rule.
blockingRuleSubType	keyword	The sub-type of blocking rule. For example, Mandatory Suppression List, Optional Suppression List, Custom Rule, Attempt Rule, Location Rule, Contact Times, Contact Dates.
callerID	keyword	The Caller ID used to place the call.
callerIDSetName	keyword	The name of the Caller ID Set (if used), that stores Caller ID.
chain_id	integer	Indicates the Contact ID in the database table.
chain_n	integer	The number of the device in the contact/chain.
clientId	keyword	The Client ID in the Input file that was provided from the specification file.
duration	integer	The processing duration (that is, endtime - timestamp).
durationCall	integer	The call duration (ms). That is, (timeAbandoned - timeClientPickedUp), (timeAgentCallReleased - timeClientPickedUp), or (timeBadCallReleased - timeDialing).
durationACW	integer	The duration of the After Call Work phase associated with call processing (ms).
durationCPD	integer	The duration of the Call Progress Detection phase associated with call processing (ms).
durationQueue	integer	The duration of Call Waiting in the queue (ms).
timeDialing	date	The dialing start time.
timeClientRinging	date	The time at which the client number rang.
timeBadCallReleased	date	The approximate time at which the unsuccessful call was released.
timeClientPickedUp	date	The time at which the called party answers the phone.
timeCPDFinished	date	The time at which the call progress detection is completed.

Field	Type	Description
timeQueued	date	The time at which the call is placed in the queue.
timeAgentRinging	date	The time at which the ringing starts on the agent's DN.
timeAgentEstablished	date	The time at which the cal lis established on the agent's DN.
timeAMDiverted	date	The time at which a call is diverted to an auto-answering device (for example, calls that are not connected to an agent within two seconds might be redirected to a pre-recorded message).
timeAbandoned	date	The time at which a call is abandoned from the queue.
timeAgentCallReleased	date	The time at which a call is released on the agent's DN.
callTime	integer	The timestamp of when the call started.
callResult	integer	The call result.
dialingMode	keyword	The dialing mode associated with the Campaign Group used to place the call.
optimizationGoal	integer	The Optimization goal when the dialing mode is Predictive (for example, Busy Factor 80%).
optimizationMethod	keyword	The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).
listName	keyword	The Calling list name.
campaignName	keyword	The Campaign name.
campaignGroupName	keyword	The Campaign group name.
sessionuuid	keyword	The Session GUID of the currently active/running campaign group.
campaignTemplateName	keyword	The Campaign template name.
groupName	Keyword	The Agent of Place group name.
timezoneName	keyword	The name of the JAVA timezone.
timezoneNameCME	keyword	The name of the CME timezone.
timezoneOffset	keyword	The timezone offset.
agentLoginId	keyword	The Login ID belonging to the agent who handled the call.
scheduledTime	date	The time at which the call was rescheduled.
recordType	keyword	The type of record (enum is

Field	Type	Description
		GctiRecordType).
recordStatus	keyword	The location of the record in the State machine (enum is GctiRecordType). The default is Ready.
voiceTransferDestination	keyword	The name of the Voice Transfer Destination DN used by the Campaign Group.
countryCode	keyword	The phone number's country code.
clientCountryCode	keyword	The client's country code.
areaCode	keyword	The phone number's area code.
deviceTimezone	keyword	The timezone for the detected device.
disposition	keyword	Indicates if the call was blocked by a pre-dial validation or dialed. If the call was blocked, the value is Blocked, otherwise it's Unknown or Called.
postalCode	keyword	The postal code.
deliveryMode	keyword	The Delivery mode of the Campaign Group ("lifo" for LIFO-configured Campaign Groups, "standard" otherwise).
dispositionCode	keyword	The Disposition code as provided for the call by the agent (via GSW_DISPOSITION_CODE attribute).
userData	object	User data fields associated with the call.

Related Topics

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- Configure a Dashboard Row
- Create an Analytics Dashboard Panel