GENESYS™

CX Contact Help

Preloading Record Dashboard

4/1/2025

Preloading 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 The content of this document has been moved and is no longer being updated in this location.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 Preloading Record Dashboard ![icon] contains data about numbers that were removed from one or more Call Lists.

Preloading records can contain data associated with one or more of the following fields:

Field	Type	Description
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).
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.
ccid	keyword	The Contact Center ID.
campaignName	keyword	The Campaign name.
campaignID	keyword	The Campaign database ID.
campaignGroupName	keyword	The Campaign Group name.
campaignGroupID	keyword	The Campaign Group database ID.
campaignTemplateName	keyword	The Campaign template.
campaignTemplateID	keyword	The Campaign template database ID.
groupName	keyword	The Agent Group name.
groupID	keyword	The Agent Group database ID.
listName	keyword	The Calling list name.

Field	Type	Description
listid	integer	The Calling List database ID.
@timestamp	date	The timestamp of when the Elasticsearch index was submitted.
id	Keyword	Elasticsearch index ID.
recordID	integer	The Record ID in the Calling List database table.
clientID	integer	The Client ID in the Specification file that is shown in the Input file.
chain_id	integer	The Contact ID in the database table.
chain_n	integer	The device number in the contact/chain.
contact_info	keyword	The contact's phone number.
contact_info_type	keyword	The ContactType common library enum (GctiContactType) that is based on the cd_device_index.
recordType	keyword	The type of chain (enum is GctiRecordType).
recordStatus	keyword	The location of the record in the State machine (enum is GctiRecordType). The default is Ready.
deviceCountryCode	integer	The country code for the phone number.
deviceAreaCode	integer	The area code for the phone number.
deviceStateCode	integer	The state code for the phone number.
deviceTimezone	integer	The timezone for the detected device.
deviceMask	integer	An integer number that contains the bit mask.
postalCode	integer	The postal code read from the Input file.
disposition	keyword	The reason for suppressing the device. For example, device mask, name of suppression list, name of location rule, and so on.
reason	keyword	A description of why the device was suppressed.
customFields	keyword	N/A
tiimestamp_iso8601	integer	The ISO index timestamp format.

Related Topics

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