Designer User's Guide

Session Detail Record (SDR) Fields Reference

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This page lists some of the most commonly used Session Detail Record (SDR) fields.

Related documentation:

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This page lists some of the most commonly used Session Detail Record (SDR) fields. It is not intended as a comprehensive list of all SDR fields used by Designer. Each entry notes whether the value is set by **Designer** (i.e. system-generated) or provided by the application **Developer**.

The **Category** associates each field with the source of its value. For example, it indicates if the value was pulled from **Session Information** (captured during application runtime) or from certain types of blocks that were encountered, such as **Routing** or **Business Controls**.

You can click the arrows in the column headers to sort the items alphabetically.

> ## Important
> **Internal Designer system variables in SDRs** During an application session, Designer adds certain internal system variables at various stages. These internal variables are recorded in Designer Analytics at the end of the application, along with other system and user-defined variables. Thus, it is possible to see new variables in Analytics that are not listed in the **Initialize** phase block. Although these variables may appear in variable or call data objects in Session Detail Records (SDR), they are intended only for internal use by Designer and should not be used in blocks for driving application logic. These variables can change or be removed at any time, so attempting to use them in applications can affect application resiliency and cause unexpected behavior. This type of usage is not supported or recommended. If your business operations require new functionality, contact your Genesys representative.

> ## Tip
> To quickly check if a field is listed on this page, you can use the search function in your browser. For example, in Chrome, press **CTRL + F** to open the search tool.

List of Session Detail Record fields

Field	Description	Category	Set by
ANI	The Automatic Number Identification is the customer's phone number (or Caller ID).	Call Information	Designer
DNIS	The Dialed Number Identification Service is the phone number that the customer dialed.	Call Information	Designer
applicationName	The name of the application, as provided by the application Developer when creating a new application.	Application Settings	Developer
applicationID	The unique internal ID that Designer assigned to the application. **Tip** You can quickly view an application ID by mousing over the application link on the Applications page and checking the target URL that appears in the browser window. 	Application Settings	Designer
ApplicationType	The application type, as selected by the application developer when the application was created (see creating a new application). The values are as follows: • application = Default • eservices = Digital • callback = Callback	Application Settings	Developer
applicationVersion	Optional custom *version* of the application to use for reporting purposes, as specified by the application developer on the General tab in the application settings.	Application Settings	Developer
ApplicationReportingTitle	Optional custom *title* of the application for reporting purposes, as	Application Settings	Developer

Field	Description	Category	Set by
	specified by the application developer on the General tab in the application settings.		
SessionID	The unique internal ID that Designer assigned to the session.	Session Information	Designer
InteractionID	The unique internal ID that Designer assigned to the interaction.	Session Information	Designer
InteractionCategory	The channel type that was used for the interaction. For example: voice, chat, or email.	Session Information	Designer
ConnectionID	The connection ID that Designer assigned to the interaction. For example: 016202fe11099003	Session Information	Designer
finalDisposition	Disposition code indicating the status of the interaction at the time it exited the application flow. For example, this value can indicate if the interaction was routed to an agent or the customer disconnected from the call. Disposition codes can be enabled in the Finalize phase. For more information, see disposition codes.	Session Information	Designer
LanguageName	The language that was set for the application at the time when the interaction ended. **Tip** Note that Change Language Block blocks can be used to change the language at select points in an application flow. This value always reflects the *last* language that was set for the application when the interaction ended.	Session Information	Developer
@endtime	Timestamp to indicate	Session Information	Designer

Field	Description	Category	Set by
	when the interaction ended. Example: `2017-03-08T01:56:26.085Z`		
@timestamp	Timestamp to indicate when the interaction started. Example: `2017-03-08T01:56:12.037Z`	Session Information	Designer
duration	Duration of the total session, in milliseconds (ms). **Tip** To calculate the duration of blocks execution and exclude session wrap-up time, subtract the value of the operationalOverheadDurati field from this value.	Session Information	Designer
operationalOverheadDuration	Total amount of time, in milliseconds (ms), that the application was in an idle state. Typically, this state occurs just before the session enters the Finalize phase.	Session Information	Designer
ssduration	Amount of time (in milliseconds) that the customer spent in the Self Service phase of the application.	Session Information	Designer
ssstart	Timestamp to indicate when the Self Service phase of the application started.	Session Information	Designer
ssend	Timestamp to indicate when the Self Service phase of the interaction ended.	Session Information	Designer
asduration	Length of time (in milliseconds) that the customer spent in the Assisted Service phase.	Session Information	Designer
asstart	Timestamp to indicate when the interaction entered the Assisted Service phase. Example: `2017-03-08T01:56:20.933Z`	Session Information	Designer
asend	Timestamp to indicate when the Assisted Service of the	Session Information	Designer

Field	Description	Category	Set by
	interaction ended.		
variables	List of all user and system variables that contain values.	Session Information	Designer
survey	List of survey-related variables. For more information, see the **survey_*** variables listed in system variables and the Setup Survey Block page.	Session Information	Designer
calldata	List of all call data Key-Value Pairs (KVPs) encountered by the application. For more information, see the Call Data block page.	Session Information	Designer
callAbandonedBlock	If the customer leaves the session (for example, hangs up), this field contains the ID of the block that was being processed when they left.	Session Information	Designer
callEndState	Indicates if the call ended in the Assisted Service or Self Service phase.	Session Information	Designer
callEndParty	Indicates the party that ended the call, i.e. Application, Caller, or System.	Session Information	Designer
callEndReason	Indicates the reason that the call ended. For example, it might have been routed to an agent, abandoned, triggered a Business Controls condition, such as an emergency flag, business hours, or special day exception, or the caller selected a menu option that ended the call.	Session Information	Designer
callEndType	Indicates the conditions under which the call was ended, i.e. Normal or Error.	Session Information	Designer
dtmfpath	The menu path (via the pressing of DTMF keys)	Session Information	Designer

Field	Description	Category	Set by
	that the customer took through the application.		
menucount	The number of Menu blocks the customer encountered during the session.	Session Information	Designer
inputcount	Total number of User Input blocks the customer encountered during the session.	Session Information	Designer
blockpath	An ordered list of the names of all blocks that were encountered throughout the course of the interaction.	Session Information	Designer
blockidpath	An ordered list of IDs for all blocks that were encountered throughout the interaction. For more information about block IDs, see Using the blocks.	Session Information	Designer
blocks*	List of detailed information about the individual blocks that were encountered, such as: • name of the block • unique ID of the block • type of block • duration of time that was spent inside the block • timestamps of when the application entered and exited the block	Session Information	Designer
inputs*	List of detailed information about the various User Input blocks that were encountered, such as: • name of the block • unique ID of the block	Session Information	Designer

Field	Description	Category	Set by
	• timestamps of when the application entered and exited the block		
externalrequests*	List containing detailed information about External Services Blocks that were encountered.	Session Information	Designer
milestones	List containing the system milestones that were encountered. Milestones indicate special points or transitions in the application, such as phases starting, phases ending, or an application terminating.	Session Information	Designer and Developer
usermilestonecount	Number of user-defined milestones that were hit. These are milestones that were defined in Milestone blocks or set in other blocks, such as Menu.	Session Information	Designer
userMilestones*	Milestones that were defined in Milestone blocks or set in other blocks, such as Menu.	Session Information	Designer and Developer
userMilestonesPath	Names of all milestones that were encountered by the application during the session.	Session Information	Designer
FinalUserMilestone	The last user-defined milestone that was encountered during the application session (if the value of **usermilestonecount** is greater than 0).	Session Information	Designer
LastMilestone	The most recent milestone that was encountered during the session.	Session Information	Designer
activities*	List of activities that were encountered during the session. Activities are defined in an Activity or automatically captured	Session Information	Developer

Field	Description	Category	Set by
	when an interaction enters or exits a Shared Module.		
activitycount	Total number of activities that were encountered during the session. Activities are defined in an Activity block or automatically captured when an interaction enters or exits a Shared Module.	Session Information	Designer
utcstart	Starting time of the interaction in Universal Coordinated Time (UTC). Example: 1454643744261	Session Information	Designer
SessionType	The type of session. Example: **inbound**	Session Information	Designer
CountryName	Name of the country.	Session Information	Designer
Region	Name of the region.	Session Information	Designer
childIxns*	This field only applies to Digital type applications and contains a list of details about new child interactions that were created by the session. The details include information about the block that initiated the child interactions (i.e. blockid, blockname, and blocktype). It can also indicate if the child interaction was created by a busy treatment (isTreatment: Y).	Session Information	Designer
attributeslist	Object with each key-value pair (KVP) appearing as a property that is set to the KVP value. (See also: setAttributes)	Generic Attributes	Designer
businesshourserrcount	Number of times a Business Hours was accessed during the interaction.	Business Controls	Designer
businesshoursextcount	Total number of external Business Hours checks that occurred within a session, if you are	Business Controls	Designer

Field	Description	Category	Set by
	controlling Business Hours from a web service (for example, via an HTTP Rest block.)		
businesshoursreqcount	Total number of requests for Business Hours checks that occurred within a session.	Business Controls	Designer
emergencieserrcount	Total number of Emergency Flags checks within a session.	Business Controls	Designer
emergenciesextcount	Total number of external Emergency Flags checks within a session, if you are controlling emergency modes from a web service (for example, via an HTTP Rest block.)	Business Controls	Designer
specialdayserrcount	Total number of Special Days checked within a session. All checks in a single Special Day block count as one check.	Business Controls	Designer
specialdaysextcount	Total number of Special Days checked externally within a session, if you are controlling these from a web service (for example, via an HTTP Rest block). All checks in a single Special Day block count as one check.	Business Controls	Designer
specialdaysreqcount	Total number of exceptions that were encountered when the application was performing Special Day checks. All errors encountered in a single Special Day block count as one check.	Business Controls	Designer
routingAttempts	Each routing attempt is captured as an entry in the array. Some of the properties captured in each routing attempt include: • blockID and	Routing	Designer

Field	Description	Category	Set by
	blockName • priority - value of the priority used for the last queue submit call made by this block (applies only when priority routing is enabled).		
routingBlockCount	Number of Routing blocks that were encountered within a session.	Routing	Designer
routingBlockTimeoutCount	Number of times that routing blocks timed out. **Tip** A high number here can indicate that customers are waiting too long in the queue for some reason. For example, skill levels might be set too high or there are not enough agents available.	Routing	Designer
routingCallHandlingType	Indicates the type of routing used for the call. For example: **default** or **consult**	Routing	Designer
routingLCAAttempted	Indicates if **Last Called Agent** routing was attempted. This option can be enabled on the Agent Routing tab of the Route Agent block.	Routing	Designer
routingSkillRelaxationCount	Number of Routing blocks that used skill relaxation as a routing option. The required skill level is gradually reduced until a specified minimum skill level is reached, which allows you to expand the group of agents that can receive this call if other agents are busy.	Routing	Designer