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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.

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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**.

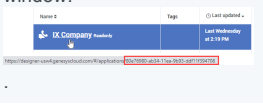
You can click the arrows in the column headers to sort the items alphabetically.

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 | Application Settings | Developer |

| Field | Description | Category | Set by |
|---------------------------|--|----------------------|-----------|
| | when creating a new application. | | |
| applicationID | <p>The unique internal ID that Designer assigned to the application.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p>Tip</p> <p>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.</p>  </div> | Application Settings | Designer |
| ApplicationType | <p>The application type, as selected by the application developer when the application was created (see creating a new application). The values are as follows:</p> <ul style="list-style-type: none"> • application = Default • eservices = Digital • callback = Callback | Application Settings | Developer |
| applicationVersion | Optional custom <i>version</i> 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 <i>title</i> of the application for reporting purposes, as specified by the application developer on the General tab in the application settings. | Application Settings | Developer |
| 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 | Session Information | Designer |

| Field | Description | Category | Set by |
|------------------|--|---------------------|-----------|
| | example: voice, chat, or email. | | |
| 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 <i>last</i> language that was set for the application when the interaction ended. | Session Information | Developer |
| @endtime | Timestamp to indicate when the interaction ended. Example: 2017-03-08T01:56:26.085Z | Session Information | Designer |
| @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 | Session Information | Designer |

| Field | Description | Category | Set by |
|-----------------------------|--|---------------------|----------|
| | operationalOverheadDurationz field from this value. | | |
| 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 interaction ended. | Session Information | Designer |
| 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 | Session Information | Designer |

| Field | Description | Category | Set by |
|--------------------|--|---------------------|----------|
| | information, see the Call Data block page. | | |
| 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) that the customer took through the application. | Session Information | Designer |
| 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 | Session Information | Designer |

| Field | Description | Category | Set by |
|--------------------|---|---------------------|------------------------|
| | encountered throughout the interaction. For more information about block IDs, see Using the blocks. | | |
| blocks* | <p>List of detailed information about the individual blocks that were encountered, such as:</p> <ul style="list-style-type: none"> • 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* | <p>List of detailed information about the various User Input blocks that were encountered, such as:</p> <ul style="list-style-type: none"> • name of the block • unique ID of the block • timestamps of when the application entered and exited the block | Session Information | Designer |
| 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 |

| Field | Description | Category | Set by |
|--------------------|--|---------------------|------------------------|
| 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 when an interaction enters or exits a Shared Module. | Session Information | Developer |
| 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 | Session Information | Designer |

| Field | Description | Category | Set by |
|-----------------------|---|--------------------|----------|
| | 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). | | |
| attributeslist | Object with each Key/Value pair (KVP) appearing as a property that is set to the KVP value. | 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 controlling Business Hours from a web service (for example, via an HTTP Rest block.) | Business Controls | Designer |
| 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 | Business Controls | Designer |

| Field | Description | Category | Set by |
|-----------------------------|---|-------------------|----------|
| | Special Day block count as one check. | | |
| 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 |
| routingBlockCount | Number of Routing blocks that were encountered within a session. | Routing | Designer |
| routingBlockTimeoutCount | <p>Number of times that routing blocks timed out.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Tip</p> <p>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.</p> </div> | 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 |