Cloud Data Download Service Administrator's Guide

Contact History Export Reference

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- Administrator

This page contains information about how the data files for Contact History export jobs are formatted and structured.

Related documentation:
-

The exported data files are formatted in JSON (JavaScript Object Notation) Lines format. In this type of format, each line in the file corresponds to one interaction or contacts attribute, represented as a JSON object with keys and values.

For example, an entry in a contact export might look like this:

```
{"ContactId":"00001a57JGQ00A8TZSA","tenantid":101,"createddate":"2015-08-05 08:31:20.78"}
```

The way that the data fields and values are organized in each export file is controlled by a *schema*. The schemas used by CDDS are based on **JSON Schema** (draft 7). You can learn more about JSON Schema by visiting their website.

The following sections provide the schemas used for each type of export job and include some examples of exported data.

> ## Important
> The examples provided for each export file have been formatted for easier viewing. In an actual export file, the data is displayed as a single-line, with each key-value pair separated by a comma.

Interactions

Interaction data contains details about interactions that were processed during the time period specified in the job settings, such as voice calls, chats, and emails. When CDDS exports this data, all of the data records for each interaction type are merged into a single export file:

EntityType>-jobId>.json

The exported interaction data includes several details about the interaction, such as when it took place, the contact ID, disposition code, and any notes that the agent might have made during the interaction. You can see an example of exported interaction data here.

In addition to data values, interaction data may also include attached files (such as attachments in email interactions). The contents of these file attachments are exported in a separate file that uses a document schema:

EntityType>-Attachment-jobId>.json

You can associate interactions with their file attachments by cross-referencing the **id** field in the interaction export with the **entityid** field in the related document export file.

> ## Important
>
> Schema files are created only if there is corresponding data being exported. For example, if there are no documents being exported, no document schema is generated.

Interaction schema

[+] Click to show

```json
{
  "definitions": {},
  "$schema": "http://json-schema.org/draft-07/schema#",
  "$id": "http://genesys.com/gdps/schema/9.0.001.07/interaction.json",
  "type": "object",
  "title": "Interaction schema",
  "required": [
    "IXNID"
  ],
  "properties": {
    "IXNID": {
      "$id": "#/properties/IXNID",
      "type": "string",
      "title": "The IXNID Schema",
      "default": "16 characters",
      "examples": [
        {
          "example of interaction Id": "17PKMJG4K82TRGG1"
        },
        {
          "Length": "16 characters"
        }
      ]
    },
    "STATUS": {
      "$id": "#/properties/STATUS",
      "type": "integer",
      "title": "The STATUS Schema",
      "default": "null",
      "examples": [
        {
          "values": "0: New, 1: Pending, 2: InProcess, 3: Stopped"
        },
        {
          "definition": "Interaction state available through a set of enums"
        }
      ]
```

```
    },
    "ENTITYTYPEID": {
      "$id": "#/properties/ENTITYTYPEID",
      "type": "integer",
      "title": "The ENTITYTYPEID Schema",
      "default": "null",
      "examples": [
        {
          "values": "0: EmailIn, 1: EmailOut, 2: Chat, 3: PhoneCall, 5: Callback, 6:
CoBrowse, 7: Interaction"
        },
        {
          "definition": "Interaction type available through a set of enums"
        }
      ]
    },
    "MEDIATYPEID": {
      "$id": "#/properties/MEDIATYPEID",
      "type": "string",
      "title": "The MEDIATYPEID Schema",
      "default": "",
      "examples": []
    },
    "TYPEID": {
      "$id": "#/properties/TYPEID",
      "type": "string",
      "title": "The TYPEID Schema",
      "default": "",
      "examples": []
    },
    "SUBTYPEID": {
      "$id": "#/properties/SUBTYPEID",
      "type": "string",
      "title": "The SUBTYPEID Schema",
      "default": "",
      "examples": []
    },
    "EXTERNALID": {
      "$id": "#/properties/EXTERNALID",
      "type": "string",
      "title": "The EXTERNALID Schema",
      "default": "",
      "examples": []
    },
    "OWNERID": {
      "$id": "#/properties/OWNERID",
      "type": "integer",
      "title": "The OWNERID Schema",
      "default": "",
      "examples": []
    },
    "CONTACTID": {
      "$id": "#/properties/CONTACTID",
      "type": "string",
      "title": "The CONTACTID Schema",
      "default": "",
      "examples": []
    },
    "PARENTID": {
      "$id": "#/properties/PARENTID",
      "type": "string",
      "title": "The PARENTID Schema",
      "default": "",
```

```
    "examples": []
  },
  "STARTDATE": {
    "$id": "#/properties/STARTDATE",
    "type": "string",
    "title": "The STARTDATE Schema",
    "default": "Date and time of creation",
    "examples": [
      {
        "StartDate": "2010-04-30T12:03:30.133Z"
      },
      {
        "definition": "Date and time in ISO 8601 standard when interaction starts"
      }
    ]
  },
  "MODIFIEDDATE": {
    "$id": "#/properties/MODIFIEDDATE",
    "type": "string",
    "title": "The MODIFIEDDATE Schema",
    "default": "null",
    "examples": [
      {
        "ModifiedDate": "2010-04-30T12:03:30.133Z"
      },
      {
        "definition": "Date and time in ISO 8601 standard when interaction is updated"
      }
    ]
  },
  "ENDDATE": {
    "$id": "#/properties/ENDDATE",
    "type": "string",
    "title": "The ENDDATE Schema",
    "default": "null",
    "examples": [
      {
        "EndDate": "2010-04-30T12:03:30.133Z"
      },
      {
        "definition": "Date and time in ISO 8601 when interaction is stopped"
      }
    ]
  },
  "THREADID": {
    "$id": "#/properties/THREADID",
    "type": "string",
    "title": "The THREADID Schema",
    "default": "",
    "examples": []
  },
  "CATEGORYID": {
    "$id": "#/properties/CATEGORYID",
    "type": "string",
    "title": "The CATEGORYID Schema",
    "default": "",
    "examples": []
  },
  "TIMESHIFT": {
    "$id": "#/properties/TIMESHIFT",
    "type": "integer",
    "title": "The TIMESHIFT Schema",
    "default": "",
```

```
    "examples": []
},
"SUBJECT": {
  "$id": "#/properties/SUBJECT",
  "type": "string",
  "title": "The SUBJECT Schema",
  "default": "",
  "examples": []
},
"TEXT": {
  "$id": "#/properties/TEXT",
  "type": "string",
  "title": "The TEXT Schema",
  "default": "",
  "examples": []
},
"STRUCTUREDTEXT": {
  "$id": "#/properties/STRUCTUREDTEXT",
  "type": "string",
  "title": "The STRUCTUREDTEXT Schema",
  "default": "",
  "examples": []
},
"STRUCTTEXTMIMETYPE": {
  "$id": "#/properties/STRUCTTEXTMIMETYPE",
  "type": "string",
  "title": "The STRUCTTEXTMIMETYPE Schema",
  "default": "",
  "examples": []
},
"THECOMMENT": {
  "$id": "#/properties/THECOMMENT",
  "type": "string",
  "title": "The THECOMMENT Schema",
  "default": "",
  "examples": []
},
"TENANTID": {
  "$id": "#/properties/TENANTID",
  "type": "integer",
  "title": "The TENANTID Schema",
  "default": "",
  "examples": []
},
"SUBTENANTID": {
  "$id": "#/properties/SUBTENANTID",
  "type": "integer",
  "title": "The SUBTENANTID Schema",
  "default": "",
  "examples": []
},
"THREADHASH": {
  "$id": "#/properties/THREADHASH",
  "type": "integer",
  "title": "The THREADHASH Schema",
  "default": "",
  "examples": []
},
"CANBEPARENT": {
  "$id": "#/properties/CANBEPARENT",
  "type": "integer",
  "title": "The CANBEPARENT Schema",
  "default": "",
```

```
    "examples": []
  },
  "CREATORAPPID": {
    "$id": "#/properties/CREATORAPPID",
    "type": "integer",
    "title": "The CREATORAPPID Schema",
    "default": "",
    "examples": []
  },
  "QUEUENAME": {
    "$id": "#/properties/QUEUENAME",
    "type": "string",
    "title": "The QUEUENAME Schema",
    "default": "",
    "examples": []
  },
  "ALLATTRIBUTES": {
    "$id": "#/properties/ALLATTRIBUTES",
    "type": "object",
    "title": "The ALLATTRIBUTES Schema",
    "default": "null",
    "examples": [
      {
        "example of AllAttributes data":
"\"AllAttributes\":{\"LastName\":\"WALLACE\",\"RStrategyDBID\":\"252\",\"RVQDBID\":\",\"ServiceObjective\":0,\"
Scheduled\"}}\""
      },
      {
        "definition": "Userdata key/value pairs"
      },
      {
        "format": "{\"\": } where key is a string and data either a string, an integer or
another valid json object. Format allows nested structures."
      }
    ]
  },
  "STRATTRIBUTE1": {
    "$id": "#/properties/STRATTRIBUTE1",
    "type": "string",
    "title": "The STRATTRIBUTE1 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE2": {
    "$id": "#/properties/STRATTRIBUTE2",
    "type": "string",
    "title": "The STRATTRIBUTE2 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE3": {
    "$id": "#/properties/STRATTRIBUTE3",
    "type": "string",
    "title": "The STRATTRIBUTE3 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE4": {
    "$id": "#/properties/STRATTRIBUTE4",
    "type": "string",
    "title": "The STRATTRIBUTE4 Schema",
    "default": "",
    "examples": []
```

```json
    },
    "STRATTRIBUTE5": {
      "$id": "#/properties/STRATTRIBUTE5",
      "type": "string",
      "title": "The STRATTRIBUTE5 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE6": {
      "$id": "#/properties/STRATTRIBUTE6",
      "type": "string",
      "title": "The STRATTRIBUTE6 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE7": {
      "$id": "#/properties/STRATTRIBUTE7",
      "type": "string",
      "title": "The STRATTRIBUTE7 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE8": {
      "$id": "#/properties/STRATTRIBUTE8",
      "type": "string",
      "title": "The STRATTRIBUTE8 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE9": {
      "$id": "#/properties/STRATTRIBUTE9",
      "type": "string",
      "title": "The STRATTRIBUTE9 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE10": {
      "$id": "#/properties/STRATTRIBUTE10",
      "type": "string",
      "title": "The STRATTRIBUTE10 Schema",
      "default": "",
      "examples": []
    },
    "INTATTRIBUTE1": {
      "$id": "#/properties/INTATTRIBUTE1",
      "type": "integer",
      "title": "The INTATTRIBUTE1 Schema",
      "default": "",
      "examples": []
    },
    "INTATTRIBUTE2": {
      "$id": "#/properties/INTATTRIBUTE2",
      "type": "integer",
      "title": "The INTATTRIBUTE2 Schema",
      "default": "",
      "examples": []
    },
    "INTATTRIBUTE3": {
      "$id": "#/properties/INTATTRIBUTE3",
      "type": "integer",
      "title": "The INTATTRIBUTE3 Schema",
      "default": "",
      "examples": []
```

```
    },
    "INTATTRIBUTE4": {
      "$id": "#/properties/INTATTRIBUTE4",
      "type": "integer",
      "title": "The INTATTRIBUTE4 Schema",
      "default": "",
      "examples": []
    },
    "INTATTRIBUTE5": {
      "$id": "#/properties/INTATTRIBUTE5",
      "type": "integer",
      "title": "The INTATTRIBUTE5 Schema",
      "default": "",
      "examples": []
    },
    "ISSPAM": {
      "$id": "#/properties/ISSPAM",
      "type": "integer",
      "title": "The ISSPAM Schema",
      "default": "",
      "examples": []
    },
    "WEBSAFEEMAILSTATUS": {
      "$id": "#/properties/WEBSAFEEMAILSTATUS",
      "type": "string",
      "title": "The WEBSAFEEMAILSTATUS Schema",
      "default": "",
      "examples": []
    },
    "ISCATEGORYAPPROVED": {
      "$id": "#/properties/ISCATEGORYAPPROVED",
      "type": "integer",
      "title": "The ISCATEGORYAPPROVED Schema",
      "default": "",
      "examples": []
    },
    "STOPPEDREASON": {
      "$id": "#/properties/STOPPEDREASON",
      "type": "string",
      "title": "The STOPPEDREASON Schema",
      "default": "",
      "examples": []
    },
    "LANG": {
      "$id": "#/properties/LANG",
      "type": "string",
      "title": "The LANG Schema",
      "default": "",
      "examples": []
    },
    "FROMADDRESS": {
      "$id": "#/properties/FROMADDRESS",
      "type": "string",
      "title": "The FROMADDRESS Schema",
      "default": "",
      "examples": []
    },
    "FROMPERSONAL": {
      "$id": "#/properties/FROMPERSONAL",
      "type": "string",
      "title": "The FROMPERSONAL Schema",
      "default": "",
      "examples": []
```

```
      },
      "REPLYTOADDRESS": {
        "$id": "#/properties/REPLYTOADDRESS",
        "type": "string",
        "title": "The REPLYTOADDRESS Schema",
        "default": "",
        "examples": []
      },
      "TOADDRESSES": {
        "$id": "#/properties/TOADDRESSES",
        "type": "string",
        "title": "The TOADDRESSES Schema",
        "default": "",
        "examples": []
      },
      "CCADDRESSES": {
        "$id": "#/properties/CCADDRESSES",
        "type": "string",
        "title": "The CCADDRESSES Schema",
        "default": "",
        "examples": []
      },
      "BCCADDRESSES": {
        "$id": "#/properties/BCCADDRESSES",
        "type": "string",
        "title": "The BCCADDRESSES Schema",
        "default": "",
        "examples": []
      },
      "SENTDATE": {
        "$id": "#/properties/SENTDATE",
        "type": "string",
        "title": "The SENTDATE Schema",
        "default": "null",
        "examples": [
          {
            "SentDate": "2010-04-30T12:03:30.133Z"
          },
          {
            "definition": "Date and time in ISO 8601 standard"
          }
        ]
      },
      "MAILBOX": {
        "$id": "#/properties/MAILBOX",
        "type": "string",
        "title": "The MAILBOX Schema",
        "default": "",
        "examples": []
      },
      "WHICHRULEMATCHED": {
        "$id": "#/properties/WHICHRULEMATCHED",
        "type": "string",
        "title": "The WHICHRULEMATCHED Schema",
        "default": "",
        "examples": []
      },
      "EMAILOUTID": {
        "$id": "#/properties/EMAILOUTID",
        "type": "string",
        "title": "The EMAILOUTID Schema",
        "default": "",
        "examples": []
```

```
    },
    "HEADER": {
      "$id": "#/properties/HEADER",
      "type": "string",
      "title": "The HEADER Schema",
      "default": "null",
      "examples": [
        {
          "definition": "Encoded mail header in Binary64 format"
        }
      ]
    },
    "FromAddressEmailOut": {
      "$id": "#/properties/FromAddressEmailOut",
      "type": "string",
      "title": "The FromAddressEmailOut Schema",
      "default": "",
      "examples": []
    },
    "FromPersonalEmailOut": {
      "$id": "#/properties/FromPersonalEmailOut",
      "type": "string",
      "title": "The FromPersonalEmailOut Schema",
      "default": "",
      "examples": []
    },
    "ReplyToAddressEmailOut": {
      "$id": "#/properties/ReplyToAddressEmailOut",
      "type": "string",
      "title": "The ReplyToAddressEmailOut Schema",
      "default": "",
      "examples": []
    },
    "ToAddressesEmailOut": {
      "$id": "#/properties/ToAddressesEmailOut",
      "type": "string",
      "title": "The ToAddressesEmailOut Schema",
      "default": "",
      "examples": []
    },
    "CcAddressesEmailOut": {
      "$id": "#/properties/CcAddressesEmailOut",
      "type": "string",
      "title": "The CcAddressesEmailOut Schema",
      "default": "",
      "examples": []
    },
    "BccAddressesEmailOut": {
      "$id": "#/properties/BccAddressesEmailOut",
      "type": "string",
      "title": "The BccAddressesEmailOut Schema",
      "default": "",
      "examples": []
    },
    "SentDateEmailOut": {
      "$id": "#/properties/SentDateEmailOut",
      "type": "string",
      "title": "The SentDateEmailOut Schema",
      "default": "null",
      "examples": [
        {
          "SentDateEmailOut": "2010-04-30T12:03:30.133Z"
        },
```

```
      {
        "definition": "Date and time in ISO 8601 standard"
      }
    ]
  },
  "FORWARD": {
    "$id": "#/properties/FORWARD",
    "type": "integer",
    "title": "The FORWARD Schema",
    "default": "",
    "examples": []
  },
  "REFERENCEID": {
    "$id": "#/properties/REFERENCEID",
    "type": "string",
    "title": "The REFERENCEID Schema",
    "default": "",
    "examples": []
  },
  "REVIEWERID": {
    "$id": "#/properties/REVIEWERID",
    "type": "integer",
    "title": "The REVIEWERID Schema",
    "default": "",
    "examples": []
  },
  "STANDARDRESPONSEID": {
    "$id": "#/properties/STANDARDRESPONSEID",
    "type": "string",
    "title": "The STANDARDRESPONSEID Schema",
    "default": "",
    "examples": []
  },
  "ESTABLISHEDDATE": {
    "$id": "#/properties/ESTABLISHEDDATE",
    "type": "string",
    "title": "The ESTABLISHEDDATE Schema",
    "default": "null",
    "examples": [
      {
        "EstablishedDate": "2010-04-30T12:03:30.133Z"
      },
      {
        "definition": "Date and time in ISO 8601 standard"
      }
    ]
  },
  "RELEASEDDATE": {
    "$id": "#/properties/RELEASEDDATE",
    "type": "string",
    "title": "The RELEASEDDATE Schema",
    "default": "null",
    "examples": [
      {
        "definition": "Date and time in ISO 8601 standard"
      },
      {
        "ReleasedDate": "2010-04-30T12:03:30.133Z"
      }
    ]
  },
  "DURATION": {
    "$id": "#/properties/DURATION",
```

```
        "type": "integer",
        "title": "The DURATION Schema",
        "default": "",
        "examples": []
    },
    "OUTCOME": {
        "$id": "#/properties/OUTCOME",
        "type": "string",
        "title": "The OUTCOME Schema",
        "default": "",
        "examples": []
    },
    "PHONENUMBER": {
        "$id": "#/properties/PHONENUMBER",
        "type": "string",
        "title": "The PHONENUMBER Schema",
        "default": "",
        "examples": []
    },
    "TCONNECTIONID": {
        "$id": "#/properties/TCONNECTIONID",
        "type": "string",
        "title": "The TCONNECTIONID Schema",
        "default": "",
        "examples": []
    },
    "CALLBACKSTATUS": {
        "$id": "#/properties/CALLBACKSTATUS",
        "type": "integer",
        "title": "The CALLBACKSTATUS Schema",
        "default": "",
        "examples": []
    },
    "DETAILEDDESCRIPTION": {
        "$id": "#/properties/DETAILEDDESCRIPTION",
        "type": "string",
        "title": "The DETAILEDDESCRIPTION Schema",
        "default": "",
        "examples": []
    },
    "CUSTOMDATA": {
        "$id": "#/properties/CUSTOMDATA",
        "type": "string",
        "title": "The CUSTOMDATA Schema",
        "default": "",
        "examples": []
    },
    "DESIREDRESPONSETYPE": {
        "$id": "#/properties/DESIREDRESPONSETYPE",
        "type": "integer",
        "title": "The DESIREDRESPONSETYPE Schema",
        "default": "",
        "examples": []
    },
    "STARTTIME": {
        "$id": "#/properties/STARTTIME",
        "type": "string",
        "title": "The STARTTIME Schema",
        "default": "null",
        "examples": [
            {
                "StartTime": "2010-04-30T12:03:30.133Z"
            },
```

```
        {
            "definition": "Date and time in ISO 8601 standard"
        }
    ]
},
"ENDTIME": {
    "$id": "#/properties/ENDTIME",
    "type": "string",
    "title": "The ENDTIME Schema",
    "default": "null",
    "examples": [
        {
            "EndTime": "2010-04-30T12:03:30.133Z"
        },
        {
            "definition": "Date and time in ISO 8601 standard"
        }
    ]
},
"CUSTOMERNUMBER": {
    "$id": "#/properties/CUSTOMERNUMBER",
    "type": "string",
    "title": "The CUSTOMERNUMBER Schema",
    "default": "",
    "examples": []
},
"ATTEMPTS": {
    "$id": "#/properties/ATTEMPTS",
    "type": "integer",
    "title": "The ATTEMPTS Schema",
    "default": "",
    "examples": []
},
"DN": {
    "$id": "#/properties/DN",
    "type": "string",
    "title": "The DN Schema",
    "default": "",
    "examples": []
},
"LOCATION": {
    "$id": "#/properties/LOCATION",
    "type": "string",
    "title": "The LOCATION Schema",
    "default": "",
    "examples": []
},
"CALLBACKSERVERID": {
    "$id": "#/properties/CALLBACKSERVERID",
    "type": "string",
    "title": "The CALLBACKSERVERID Schema",
    "default": "",
    "examples": []
},
"CALLRESULT": {
    "$id": "#/properties/CALLRESULT",
    "type": "integer",
    "title": "The CALLRESULT Schema",
    "default": "",
    "examples": []
},
"THETYPE": {
    "$id": "#/properties/THETYPE",
```

```
        "type": "integer",
        "title": "The THETYPE Schema",
        "default": "",
        "examples": []
      },
      "MIMETYPE": {
        "$id": "#/properties/MIMETYPE",
        "type": "string",
        "title": "The MIMETYPE Schema",
        "default": "",
        "examples": []
      },
      "THESIZE": {
        "$id": "#/properties/THESIZE",
        "type": "integer",
        "title": "The THESIZE Schema",
        "default": "",
        "examples": []
      },
      "CONTENT": {
        "$id": "#/properties/CONTENT",
        "type": "string",
        "title": "The CONTENT Schema",
        "default": "null",
        "examples": [
          {
            "definition": "Encoded mail content in Binary64 format"
          }
        ]
      },
      "SUBSCRIBERID": {
        "$id": "#/properties/SUBSCRIBERID",
        "type": "string",
        "title": "The SUBSCRIBERID Schema",
        "default": "null",
        "examples": [
          {
            "definition": "Name of the business line, when defined"
          }
        ]
      }
    }
  }
}
```

Example of an Interaction export

[+] Click to show

```
{
  "STARTDATE": "2012-03-30T10:29:50.407Z",
  "MIMETYPE": "message/rfc822",
  "HEADER":
"UmV0dXJuLVBhdGg6IENsaWVudDFAY3VzdC5kZXYNClJlY2VpdmVkOiBmcm9tIGJzZ2VueHA0Y2lpdyAoWzE3Mi4yNS4xNTcuNzddKQ0KCWJ5IG...
  "ENTITYTYPEID": 0,
  "CONTENT":
"UmV0dXJuLVBhdGg6IENsaWVudDFAY3VzdC5kZXYNClJlY2VpdmVkOiBmcm9tIGJzZ2VueHA0Y2lpdyAoWzE3Mi4yNS4xNTcuNzddKQ0KCWJ5IG...
  "SUBTYPEID": "InboundNew",
  "CONTACTID": "0000Xa6VJTWV000M",
  "OWNERID": 126,
  "MAILBOX": "\"Contact Center\"
",
  "CREATORAPPID": 171,
```

```
  "MEDIATYPEID": "email",
  "STATUS": 3,
  "TENANTID": 101,
  "IXNID": "0002Ha7QB2MX000R",
  "FROMADDRESS": "Client1@cust.dev",
  "CANBEPARENT": 1,
  "TEXT": " 0 Test memory leak ",
  "TOADDRESSES": "main@mcr.dev",
  "ENDDATE": "2012-03-30T10:29:32.957Z",
  "THREADHASH": 20772491,
  "EXTERNALID": "",
  "ALLATTRIBUTES": {
    "CBR-actual_volume": "",
    "Ctg_0000Ra6J43AQ00AQ": "60",
    "RStrategyDBID": "252",
    "RVQDBID": "",
    "_ackDone": "1",
    "ServiceObjective": 0,
    "_ContainsAttachment": "false",
    "RTargetAgentSelected": "1004",
    "Ctg_0002Fa13WJWS0AU0": "50",
    "RVQID": "",
    "CustomerSegment": "default",
    "CBR-IT-path_DBIDs": "",
    "_AutoReplyCount": 0,
    "Subject": "Automatic tests via Sikuli - Check memory leak",
    "Mailbox": "\"Contact Center\"
",
    "CtgId": "0002Fa13WJWS0AUH",
    "FirstName": "Client1",
    "ContactId": "0000Xa6VJTWV000M",
    "CBR-Interaction_cost": "",
    "FromPersonal": "",
    "RStrategyName": "email-routing-inbound",
    "RTargetRequested": "Agent Group 80001",
    "RTargetObjSelDBID": "116",
    "RTargetAgentGroup": "Agent Group 80001",
    "IW_CaseUid": "bd04cb63-3eb8-42b1-8dc8-893271de62bf",
    "IW_BundleUid": "497f696f-159a-4682-a8cd-30f78bc1b147",
    "RRequestedSkillCombination": "",
    "RTargetRuleSelected": "",
    "RTargetObjectSelected": "Agent Group 80001",
    "Header_Content-Type": "multipart/mixed; boundary=\"----=_Part_0_8026323.1333103294535\"",
    "RTargetTypeSelected": "2",
    "FromAddress": "Client1@cust.dev",
    "Header_Date": "Fri, 30 Mar 2012 12:28:14 +0200 (CEST)",
    "Header_Mime-Version": "1.0",
    "Header_Message-ID": "",
    "RTenant": "defaultTenant",
    "ServiceType": "default",
    "To": "main@mcr.dev",
    "Origination_Source": "Email",
    "_AttachmentsSize": "0",
    "IWAttachedDataInformation": {
      "DispositionCodeValues.DC_Accepted": "Accepted",
      "CaseDataOrder": "",
      "CaseData.URL1": "URL1",
      "CaseData.Segment": "Segment",
      "CaseData.CallType": "Call Type",
      "DispositionCode.Key": "DispositionCode",
      "DispositionCodeValues.DC_Transferred": "Transferred",
      "Option.interaction.case-data.header-foreground-color": "#FF15428B",
      "Option.expression.url": "(?#Protocol)(?:(?:ht|f)tp(?:s?)\\:\\/\\/|~/|
```

```
/)?(?#Username:Password)(?:\\w+:\\w+@)?(?#Subdomains)(?:(?:[-\\w]+\\.)+(?#TopLevel
Domains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-
z]{2}))(?#Port)(?::[\\d]{1,5})?(?#Directories)(?:(?:(?:/(?:[-\\w~!$+|.,=]|%[a-f\\d]{2})+)+|
/)+|\\?|#)?(?#Query)(?:(?:\\?(?:[-\\w~!$+|.,*:]|%[a-f\\d]{2})+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)(?:&(?:[-\\w~!$+|.,*:]|%[a-f\\d]{2})+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)*)*(?#Anchor)(?:#(?:[-\\w~!$+|.,*:=]|%[a-f\\d]{2})*)?",
        "CaseData.URL2": "URL2",
        "Option.interaction.case-data.frame-color": "#FFFFBA00",
        "DispositionCode.Label": "Disposition Code",
        "DispositionCodeValues.DC_Rejected": "Rejected",
        "CaseData.Priority": "Priority",
        "CaseData.Reason": "Reason"
      },
      "PegAGAgent Group 80001": 1,
      "RRequestedSkills": {},
      "RTargetPlaceSelected": "Place_1004",
      "Ctg_0000Ra6J43AQ00A4": "12",
      "CBR-contract_DBIDs": "",
      "CtgRelevancy": "84",
      "EmailAddress": "Client1@cust.dev"
    },
    "TIMESHIFT": 120,
    "SENTDATE": "2012-03-30T10:28:14.000Z",
    "THESIZE": 622,
    "SUBJECT": "Automatic tests via Sikuli - Check memory leak",
    "THREADID": "0002Ha7QB2MX000S",
    "TYPEID": "Inbound"
}
```

Document schema

[+] Click to show

```
{
  "definitions": {},
  "$schema": "http://json-schema.org/draft-07/schema#",
  "$id": "http://genesys.com/gdps/schema/9.0.001.07/document.json",
  "type": "object",
  "title": "Document schema",
  "required": [],
  "properties": {
    "ID": {
      "$id": "#/properties/ID",
      "type": "string",
      "title": "The ID Schema",
      "default": "",
      "examples": []
    },
    "MIMETYPE": {
      "$id": "#/properties/MIMETYPE",
      "type": "string",
      "title": "The MIMETYPE Schema",
      "default": "",
      "examples": []
    },
    "THENAME": {
      "$id": "#/properties/THENAME",
```

```
        "type": "string",
        "title": "The THENAME Schema",
        "default": "",
        "examples": []
    },
    "DESCRIPTION": {
        "$id": "#/properties/DESCRIPTION",
        "type": "string",
        "title": "The DESCRIPTION Schema",
        "default": "",
        "examples": []
    },
    "THESIZE": {
        "$id": "#/properties/THESIZE",
        "type": "integer",
        "title": "The THESIZE Schema",
        "default": "",
        "examples": []
    },
    "CONTENT": {
        "$id": "#/properties/CONTENT",
        "type": "string",
        "title": "The CONTENT Schema",
        "default": "null",
        "examples": [
            {
                "definition": "Encoded mail content in Binary64 format"
            }
        ]
    },
    "DOCUMENTID": {
        "$id": "#/properties/DOCUMENTID",
        "type": "string",
        "title": "The DOCUMENTID Schema",
        "default": "",
        "examples": []
    },
    "ENTITYID": {
        "$id": "#/properties/ENTITYID",
        "type": "string",
        "title": "The ENTITYID Schema",
        "default": "",
        "examples": []
    },
    "ENTITYTYPEID": {
        "$id": "#/properties/ENTITYTYPEID",
        "type": "integer",
        "title": "The ENTITYTYPEID Schema",
        "default": "null",
        "examples": [
            {
                "values": "0: EmailIn, 1: EmailOut, 2: Chat, 3: PhoneCall, 5: Callback, 6:
CoBrowse, 7: Interaction"
            },
            {
                "definition": "Interaction type available through a set of enums"
            }
        ]
    }
  }
}
```

Example of a Document export

[+] Click to show

```
{
  "ID": "0003Ra7VSTDP03H0",
  "MIMETYPE": "message/rfc822",
  "DESCRIPTION": "",
  "ENTITYTYPEID": 0,
  "CONTENT":
"UmV0dXJuLVBhdGg6IENsaWVudDFAY3VzdC5kZXYNClJlY2VpdmVkOiBmcm9tIGJzZ2VueHA0Y2lpdAoWzE3Mi4yNS4xNTcuNzddKQ0KWJ5IG
  "THENAME": "OriginalMsg.eml",
  "DOCUMENTID": "0003Ra7VSTDP03H0",
  "ENTITYID": "0003Ra7VSTDP03FU",
  "THESIZE": 628
}
```

AllAttributes field format

The **AllAttributes** field is part of the interactions export data and contains a special collection of key-value pairs. The field holds a list of objects in the following format, where **key** is a string identifier and **data** is a JSON type (such as string, integer, or other valid JSON object).

```
{ "" :  }
```

Example of AllAttributes export

[+] Click to show

```
"ALLATTRIBUTES" : {
  "CBR-actual_volume": "",
  "Ctg_0000Ra6J43AQ00AQ": "60",
  "RStrategyDBID": "252",
  "RVQDBID": "",
  "_ackDone": "1",
  "ServiceObjective": 0,
  "_ContainsAttachment": "false",
  "RTargetAgentSelected": "1004",
  "Ctg_0002Fa13WJWS0AU0": "50",
  "RVQID": "",
  "CustomerSegment": "default",
  "CBR-IT-path_DBIDs": "",
  "_AutoReplyCount": 0,
  "Subject": "Automatic tests via Sikuli - Check memory leak",
  "Mailbox": "\"Contact Center\"
",
  "CtgId": "0002Fa13WJWS0AUH",
  "FirstName": "Client1",
  "ContactId": "0000Xa6VJTWV000M",
  "CBR-Interaction_cost": "",
  "FromPersonal": "",
  "RStrategyName": "email-routing-inbound",
  "RTargetRequested": "Agent Group 80001",
  "RTargetObjSelDBID": "116",
  "RTargetAgentGroup": "Agent Group 80001",
  "IW_CaseUid": "bd04cb63-3eb8-42b1-8dc8-893271de62bf",
  "IW_BundleUid": "497f696f-159a-4682-a8cd-30f78bc1b147",
  "RRequestedSkillCombination": "",
  "RTargetRuleSelected": "",
```

```
  "RTargetObjectSelected": "Agent Group 80001",
  "Header_Content-Type": "multipart/mixed; boundary=\"----=_Part_0_8026323.1333103294535\"",
  "RTargetTypeSelected": "2",
  "FromAddress": "Client1@cust.dev",
  "Header_Date": "Fri, 30 Mar 2012 12:28:14 +0200 (CEST)",
  "Header_Mime-Version": "1.0",
  "Header_Message-ID": "",
  "RTenant": "defaultTenant",
  "ServiceType": "default",
  "To": "main@mcr.dev",
  "Origination_Source": "Email",
  "_AttachmentsSize": "0",
  "IWAttachedDataInformation": {
    "DispositionCodeValues.DC_Accepted": "Accepted",
    "CaseDataOrder": "",
    "CaseData.URL1": "URL1",
    "CaseData.Segment": "Segment",
    "CaseData.CallType": "Call Type",
    "DispositionCode.Key": "DispositionCode",
    "DispositionCodeValues.DC_Transferred": "Transferred",
    "Option.interaction.case-data.header-foreground-color": "#FF15428B",
    "Option.expression.url": "(?#Protocol)(?:(?:ht|f)tp(?:s?)\\:\\/\\/\|~/|
/)?(?#Username:Password)(?:\\w+:\\w+@)?(?#Subdomains)(?:(?:[-\\w]+\\.)+(?#TopLevel
Domains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-
z]{2}))(?#Port)(?::[\\d]{1,5})?(?#Directories)(?:(?:(?:/(?:[-\\w~!$+|.,=]|%[a-f\\d]{2})+)+|
/)+|\\?|#)?(?#Query)(?:(?:\\?(?:[-\\w~!$+|.,*:]|%[a-f\\d{2}])+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)(?:&(?:[-\\w~!$+|.,*:]|%[a-f\\d{2}])+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)*)*(?#Anchor)(?:#(?:[-\\w~!$+|.,*:=]|%[a-f\\d]{2})*)?",
    "CaseData.URL2": "URL2",
    "Option.interaction.case-data.frame-color": "#FFFFBA00",
    "DispositionCode.Label": "Disposition Code",
    "DispositionCodeValues.DC_Rejected": "Rejected",
    "CaseData.Priority": "Priority",
    "CaseData.Reason": "Reason"
  },
  "PegAGAgent Group 80001": 1,
  "RRequestedSkills": {},
  "RTargetPlaceSelected": "Place_1004",
  "Ctg_0000Ra6J43AQ00A4": "12",
  "CBR-contract_DBIDs": "",
  "CtgRelevancy": "84",
  "EmailAddress": "Client1@cust.dev"
}
```

Contacts

Contact data export files contain details about each customer, such as their name, customer ID, email address, and the date that their contact information was created or modified.

Contact Attributes are associated with a particular contact and, like documents (i.e. attachments) for interactions, are exported in a separate file that uses a different schema.

Contact schema

[+] Click to show

{

```json
"definitions": {},
"$schema": "http://json-schema.org/draft-07/schema#",
"$id": "http://genesys.com/gdps/schema/9.0.001.07/contact.json",
"type": "object",
"title": "Contact schema",
"required": [
  "CONTACTID"
],
"properties": {
  "CONTACTID": {
    "$id": "#/properties/CONTACTID",
    "type": "string",
    "title": "The CONTACTID Schema",
    "default": "16 characters",
    "examples": [
      {
        "example of contactId": "18PKMJG3K82TRGG1"
      },
      {
        "Length": "16 characters"
      }
    ]
  },
  "TENANTID": {
    "$id": "#/properties/TENANTID",
    "type": "integer",
    "title": "The TENANTID Schema",
    "default": "",
    "examples": []
  },
  "SUBTENANTID": {
    "$id": "#/properties/SUBTENANTID",
    "type": "integer",
    "title": "The SUBTENANTID Schema",
    "default": "",
    "examples": []
  },
  "ISEXTERNALRESOURCE": {
    "$id": "#/properties/ISEXTERNALRESOURCE",
    "type": "integer",
    "title": "The ISEXTERNALRESOURCE Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE1": {
    "$id": "#/properties/STRATTRIBUTE1",
    "type": "string",
    "title": "The STRATTRIBUTE1 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE2": {
    "$id": "#/properties/STRATTRIBUTE2",
    "type": "string",
    "title": "The STRATTRIBUTE2 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE3": {
    "$id": "#/properties/STRATTRIBUTE3",
    "type": "string",
    "title": "The STRATTRIBUTE3 Schema",
    "default": "",
```

```
    "examples": []
  },
  "STRATTRIBUTE4": {
    "$id": "#/properties/STRATTRIBUTE4",
    "type": "string",
    "title": "The STRATTRIBUTE4 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE5": {
    "$id": "#/properties/STRATTRIBUTE5",
    "type": "string",
    "title": "The STRATTRIBUTE5 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE6": {
    "$id": "#/properties/STRATTRIBUTE6",
    "type": "string",
    "title": "The STRATTRIBUTE6 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE7": {
    "$id": "#/properties/STRATTRIBUTE7",
    "type": "string",
    "title": "The STRATTRIBUTE7 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE8": {
    "$id": "#/properties/STRATTRIBUTE8",
    "type": "string",
    "title": "The STRATTRIBUTE8 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE9": {
    "$id": "#/properties/STRATTRIBUTE9",
    "type": "string",
    "title": "The STRATTRIBUTE9 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE10": {
    "$id": "#/properties/STRATTRIBUTE10",
    "type": "string",
    "title": "The STRATTRIBUTE10 Schema",
    "default": "",
    "examples": []
  },
  "DATEATTRIBUTE1": {
    "$id": "#/properties/DATEATTRIBUTE1",
    "type": "string",
    "format": "int64",
    "title": "The DATEATTRIBUTE1 Schema",
    "default": "",
    "examples": []
  },
  "DATEATTRIBUTE2": {
    "$id": "#/properties/DATEATTRIBUTE2",
    "type": "string",
    "format": "int64",
```

```json
      "title": "The DATEATTRIBUTE2 Schema",
      "default": "",
      "examples": []
    },
    "DATEATTRIBUTE3": {
      "$id": "#/properties/DATEATTRIBUTE3",
      "type": "string",
      "format": "int64",
      "title": "The DATEATTRIBUTE3 Schema",
      "default": "",
      "examples": []
    },
    "CREATEDDATE": {
      "$id": "#/properties/CREATEDDATE",
      "type": "string",
      "title": "The CREATEDDATE Schema",
      "default": "null",
      "examples": [
        {
          "CreatedDate": "2010-04-30T12:03:30.133Z"
        },
        {
          "definition": "Date and time in ISO 8601 standard"
        }
      ]
    },
    "MODIFIEDDATE": {
      "$id": "#/properties/MODIFIEDDATE",
      "type": "string",
      "title": "The MODIFIEDDATE Schema",
      "default": "null",
      "examples": [
        {
          "ModifiedDate": "2010-04-30T12:03:30.133Z"
        },
        {
          "definition": "Date and time in ISO 8601 standard"
        }
      ]
    },
    "MERGEID": {
      "$id": "#/properties/MERGEID",
      "type": "string",
      "title": "The MERGEID Schema",
      "default": "",
      "examples": []
    },
    "SUBSCRIBERID": {
      "$id": "#/properties/SUBSCRIBERID",
      "type": "string",
      "title": "The SUBSCRIBERID Schema",
      "default": "",
      "examples": []
    }
  }
}
```

Example of a Contact export

[+] Click to show

```
{
```

```
  "CONTACTID": "00001a57JGQ00039",
  "STRATTRIBUTE4": "Joseph",
  "TENANTID": 101,
  "CREATEDDATE": "2009-08-05T08:30:25.467Z",
  "STRATTRIBUTE2": "A.Joseph@mycompany.com",
  "MODIFIEDDATE": "2009-08-05T08:30:25.513Z",
  "STRATTRIBUTE5": "A"
}
```

Contact Attributes schema

[+] Click to show

```
{
  "definitions": {},
  "$schema": "http://json-schema.org/draft-07/schema#",
  "$id": "http://genesys.com/gdps/schema/9.0.001.07/contactattribute.json",
  "type": "object",
  "title": "ContactAttribute schema",
  "required": [],
  "properties": {
    "ID": {
      "$id": "#/properties/ID",
      "type": "string",
      "title": "The ID Schema",
      "default": "",
      "examples": []
    },
    "CONTACTID": {
      "$id": "#/properties/CONTACTID",
      "type": "string",
      "title": "The CONTACTID Schema",
      "default": "",
      "examples": []
    },
    "ATTRIBUTEID": {
      "$id": "#/properties/ATTRIBUTEID",
      "type": "string",
      "title": "The ATTRIBUTEID Schema",
      "default": "",
      "examples": []
    },
    "ATTRIBUTENAME": {
      "$id": "#/properties/ATTRIBUTENAME",
      "type": "string",
      "title": "The ATTRIBUTENAME Schema",
      "default": "",
      "examples": []
    },
    "MIMETYPE": {
      "$id": "#/properties/MIMETYPE",
      "type": "string",
      "title": "The MIMETYPE Schema",
      "default": "",
      "examples": []
    },
    "STRVALUE": {
      "$id": "#/properties/STRVALUE",
      "type": "string",
      "title": "The STRVALUE Schema",
      "default": "",
```

```
      "examples": []
    },
    "STRVALUELOWERCASE": {
      "$id": "#/properties/STRVALUELOWERCASE",
      "type": "string",
      "title": "The STRVALUELOWERCASE Schema",
      "default": "",
      "examples": []
    },
    "BINVALUE": {
      "$id": "#/properties/BINVALUE",
      "type": "string",
      "title": "The BINVALUE Schema",
      "default": "null",
      "examples": [
        {
          "definition": "Binary content (png, jpg,...) encoded as base64"
        }
      ]
    },
    "DATEVALUE": {
      "$id": "#/properties/DATEVALUE",
      "type": "string",
      "title": "The DATEVALUE Schema",
      "default": "null",
      "examples": [
        {
          "DateValue": "2010-04-30T12:03:30.133Z"
        },
        {
          "definition": "Date and time in ISO 8601 standard"
        }
      ]
    },
    "DESCRIPTION": {
      "$id": "#/properties/DESCRIPTION",
      "type": "string",
      "title": "The DESCRIPTION Schema",
      "default": "",
      "examples": []
    },
    "ISPRIMARY": {
      "$id": "#/properties/ISPRIMARY",
      "type": "integer",
      "title": "The ISPRIMARY Schema",
      "default": "",
      "examples": []
    },
    "TENANTID": {
      "$id": "#/properties/TENANTID",
      "type": "integer",
      "title": "The TENANTID Schema",
      "default": "",
      "examples": []
    },
    "SUBTENANTID": {
      "$id": "#/properties/SUBTENANTID",
      "type": "integer",
      "title": "The SUBTENANTID Schema",
      "default": "",
      "examples": []
    }
  }
}
```

```
}
```

Example of a Contact Attributes export

[+] Click to show

```
{
  "ID": "00001a57JGQ0003A",
  "CONTACTID": "00001a57JGQ00039",
  "STRVALUELOWERCASE": "joseph",
  "ISPRIMARY": 1,
  "ATTRIBUTEID": "00001a57JGQ00008",
  "STRVALUE": "Joseph",
  "ATTRIBUTENAME": "LastName"
}
```