

# **GENESYS**

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# Outbound (CX Contact) CX Contact Help

Call Result Record Dashboard

# Contents

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Learn about the Call Result Record Dashboard.

#### **Related documentation:**

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	Туре	Description
_id	keyword	The index ID.
_index	keyword	The index type.
_type	keyword	The entry ID.
@endtime	date	The timestamp (default timezone from settings) 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).
@timestamp	date	The timestamp (default timezone from settings) indicating when the Elasticsearch index was submitted for the event. Please note that this is not the time when the actual event occurred.
agentLoginId	keyword	The Login ID belonging to the agent who handled the call.
areaCode	keyword	The phone number's area code.
blockingRuleName	keyword	The name of the configuration object that stores the blocking rule. For example, the name of the suppression list (TA), Compliance Rule (Script).
blockingRuleSubType	keyword	The sub-type of the blocking rule. For example, Mandatory Suppression List, Optional Suppression List, Custom Rule, Attempt Rule, Location Rule, Contact Times, Contact Dates.
blockingRuleType	keyword	The type of the blocking rule. For

example, Suppression List, Device Filter, Compliance Rule.  CallerID keyword The Caller ID that is used to place the call.  CallerIDSetName keyword The name of the Caller ID Set (if used), that stores Caller ID.  CallResult string The call result.  CallTime integer The Unix (Epoch) timestamp of when the call started.  Calluuid keyword The call attempt GUID.
callerID  keyword  place the call.  The name of the Caller ID Set (if used), that stores Caller ID.  callResult  callTime  keyword  The name of the Caller ID Set (if used), that stores Caller ID.  The call result.  The Unix (Epoch) timestamp of when the call started.
caller DSetName used), that stores Caller ID.  callResult string The call result.  callTime integer When the call started.
callTime integer The Unix (Epoch) timestamp of when the call started.
when the call started.
calluuid keyword The call attempt GUID.
campaignGroupName keyword The Campaign group name.
campaignName keyword The Campaign name.
campaignTemplateName keyword The Campaign template name.
ccid keyword The Contact Center ID.
chain_id Integer The Contact ID in the database table.
chain_n integer The number of the device in the contact/chain.
clientCountryCode keyword The client's country code.
clientId keyword was provided from the specification file.
contact_info keyword The device's phone number.
The Common library enum (GctiContactType) based on the contact_info_type  keyword  keyword  contact_info_type  keyword  keyword  contact_info_type  keyword  index. For example, ['No Contact Type', 'Home Phone', 'Direct Business Phone',].
countryCode keyword The phone number's country code.
customerld keyword The client ID in the Input file that was provided from the specification file.
dialingMode keyword The dialing mode associated wit the Campaign group used to place the call.
deviceIndex Short The device index.
deviceTimezone keyword The timezone for the detected device.
deliveryMode keyword The delivery mode of the Campaign group ("lifo" for LIFO-configured Campaign Groups, "standard" otherwise).
disposition keyword Indicates if the call was blocked

Field	Туре	Description
		by a pre-dial validation or dialed. If the call was blocked, the value is Blocked, otherwise it's Unknown or Called.
dispositionCode	keyword	The Disposition code as provided for the call by the agent (via GSW_DISPOSITION_CODE attribute).
duration	integer	The processing duration (that is, endtime - timestamp).
durationACW	integer	The duration of the After Call Work phase associated with call processing (ms).
durationCall	integer	The call duration (ms). That is, (timeAbandoned - timeClientPickedUp), (timeAgentCallReleased - timeClientPickedUp), or (timeBadCallReleased - timeDialing).
durationCPD	integer	The duration of the Call Progress Detection phase associated with call processing (ms).
durationQueued	integer	The duration of Call Waiting in the queue (ms).
groupName	Keyword	The Agent of Place group name.
id	Index ID	The index ID.
isFinal	boolean	Indicates whether the results obtained are initial or final for the CRR index.
listName	keyword	The Calling list name.
mask.BLOCKED	keyword	Device Mask Blocked
mask.DEVICE_FROM_FREEFORMEN	TR¥yword	Device from free form entry
mask.DEVICE_FROM_INBOUND	keyword	Device from Inbound
mask.DEVICE_FROM_LIST	keyword	Device from contact lists
mask.DNC	keyword	Device Mask DNC
mask.DUPLICATE_ON_CONTACT	keyword	Device Mask Duplicate Contatc
mask.DUPLICATE_ON_LIST	keyword	Device Mask Duplicate List
mask.EMAIL	keyword	Device Mask Email
mask.ENDS_00	keyword	Device Mask ends in 00
mask.ENDS_000	keyword	Device Mask ends in 000
mask.EXCLUSIVE_ONLY	keyword	
mask.EXTENSION	keyword	Device Mask contains an extension

mask.INTERNATIONAL         keyword         Device Mask International           mask.INVALID_ARRA_CODE         keyword         Device Mask Invalid Area Code           mask.INVALID_EXCHANGE         keyword         Device Mask Invalid Exchange           mask.IP_PHONE         keyword         Device Mask Invalid Exchange           mask.IP_PHONE         keyword         Device Mask IP Phone           mask.NOLINE         keyword         Device Mask Mobile           mask.NO_DEVICE         keyword         Device Mask Non Geographic Number           mask.NO_GEOGRAPHIC         keyword         Device Mask Not Supported           mask.NOT_SUPPORTED         keyword         Device Mask Not Device           mask.NUL_TZ         keyword         Device Mask Not Supported           mask.NIQUE_ONLY         keyword         Device Mask Not Supported           mask.UNIQUE_ONLY         keyword         Device Mask Not Supported           mask.Value         long         The device mask value.           mediaType         keyword         The optimization goal when the dialing mode is Predictive (for example, Busy Factor).           optimizationMethod         keyword         The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).           partition.keyword         keyword         The name of the partition. </th <th>Field</th> <th>Туре</th> <th>Description</th>	Field	Туре	Description
mask.INVALID_DEVICE         keyword         Device Mask Invalid Device           mask.INVALID_EXCHANGE         keyword         Device Mask Invalid Exchange           mask.IP_PHONE         keyword         Device Mask Invalid Exchange           mask.LANDLINE         keyword         Device Mask Landline           mask.NOBILE         keyword         Device Mask Mobile           mask.NO_DEVICE         keyword         Device Mask Non Geographic Number           mask.NO_GEOGRAPHIC         keyword         Device Mask Not Supported           mask.NOT_SUPPORTED         keyword         Device Mask Not Device           mask.NUL_TZ         keyword         Device Mask Null Timezone           mask.UNIQUE_ONLY         keyword         Device Mask Unique Only           mask.Value         long         The device mask value.           mediaType         keyword         The media type (SMS, email).           optimizationGoal         integer         The OCS 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).           partition.keyword         keyword         The name of the partition.           postalCode         keyword         The name of the partition.	mask.INTERNATIONAL	keyword	Device Mask International
mask.INVALID_EXCHANGE         keyword         Device Mask Invalid Exchange           mask.IP_PHONE         keyword         Device Mask IP Phone           mask.LANDLINE         keyword         Device Mask Landline           mask.MOBILE         keyword         Device Mask Mobile           mask.NO_DEVICE         keyword         Device Mask Non Geographic Number           mask.NON_GEOGRAPHIC         keyword         Device Mask Not Supported           mask.NULL_TZ         keyword         Device Mask No Device           mask.NULL_TZ         keyword         Device Mask No Induce Only           mask.VINIQUE_ONLY         keyword         Device Mask Vulique Only           mask.VINIQUE_ONLY         keyword         The device mask value.           mediaType         keyword         The Optimization goal when the dialing mode is Predictive (for example, Busy Factor) 80%).           optimizationGoal         keyword         The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).           partition.keyword         keyword         The name of the partition.           postalCode         keyword         The postal code.           recordStatus         keyword         The postal code.           recordType         keyword         The time at which a call is Ready.           recordType	mask.INVALID_AREA_CODE	keyword	Device Mask Invalid Area Code
mask.IP_PHONE         keyword         Device Mask IP Phone           mask.LANDLINE         keyword         Device Mask Landline           mask.MOBILE         keyword         Device Mask Mobile           mask.NO_DEVICE         keyword         Device Mask Non Geographic Number           mask.NON_GEOGRAPHIC         keyword         Device Mask Not Supported           mask.NOT_SUPPORTED         keyword         Device Mask No Device           mask.UNIQUE_ONLY         keyword         Device Mask Unique Only           mask.UNIQUE_ONLY         keyword         The device mask value.           mediaType         keyword         The media type (SMS, email).           optimizationGoal         integer         The OCTs 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).           partition.keyword         keyword         The name of the partition.           postalCode         keyword         The postal code.           recordStatus         keyword         The location of the record in the State machine (enum is GCtiRecordType). The default is Ready.           recordType         keyword         The time at which a call was rescheduled.           seessionuuid         keyword<	mask.INVALID_DEVICE	keyword	Device Mask Invalid Device
mask.LANDLINE         keyword         Device Mask Landline           mask.MOBILE         keyword         Device Mask Mobile           mask.NO_DEVICE         keyword         Device Mask Non Geographic Number           mask.NON_GEOGRAPHIC         keyword         Device Mask Not Supported           mask.NOT_SUPPORTED         keyword         Device Mask No Device           mask.NULL_TZ         keyword         Device Mask Null Timezone           mask.UNIQUE_ONLY         keyword         Device Mask Unique Only           mask.Value         long         The device mask value.           mediaType         keyword         The media type (SMS, email).           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).           partition.keyword         keyword         The name of the partition.           postalCode         keyword         The postal code.           recordStatus         keyword         The location of the record in the State machine (enum is GCtiRecordType). The default is Ready.           recordType         keyword         The time at which the call was rescheduled.           sessionuuid         keyword	mask.INVALID_EXCHANGE	keyword	Device Mask Invalid Exchange
mask.MOBILE         keyword         Device Mask Mobile           mask.NO_DEVICE         keyword         Device Mask Non Geographic Number           mask.NON_GEOGRAPHIC         keyword         Device Mask Not Supported           mask.NOT_SUPPORTED         keyword         Device Mask No Device           mask.NULL_TZ         keyword         Device Mask Null Timezone           mask.UNIQUE_ONLY         keyword         Device Mask Unique Only           mask.Value         long         The device mask value.           mediaType         keyword         The media type (SMS, email).           optimizationGoal         keyword         The OCS 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).           partition.keyword         keyword         The name of the partition.           postalCode         keyword         The location of the record in the State machine (enum is GctiRecordType). The default is Ready.           recordStatus         keyword         The type of record (enum is GctiRecordType). The default is Ready.           recordType         keyword         The time at which the call was rescheduled.           sessionuuid         keyword         The time at which a call is abandoned from the queu	mask.IP_PHONE	keyword	Device Mask IP Phone
mask.NO_DEVICE keyword Device Mask Non Geographic Number mask.NON_GEOGRAPHIC keyword Device Mask Not Supported mask.NOT_SUPPORTED keyword Device Mask Not Device mask.NULL_TZ keyword Device Mask Null Timezone mask.UNIQUE_ONLY keyword Device Mask Unique Only maskValue long The device mask value. mediaType keyword The media type (SMS, email).  optimizationGoal integer dialing mode is Predictive (for example, Busy Factor 80%).  The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor 80%).  The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).  partition.keyword keyword The name of the partition.  postalCode keyword The postal code.  The location of the record in the State machine (enum is GctiRecordType). The default is Ready.  recordType keyword The time at which the call was rescheduled.  sessionuuid keyword The time at which the call was rescheduled.  The time at which a call is abandoned from the queue.  The time at which a call is released on the agent's DN.	mask.LANDLINE	keyword	Device Mask Landline
mask.NO_GEOGRAPHIC keyword Device Mask Not Supported mask.NOT_SUPPORTED keyword Device Mask No Device mask.NUL_TZ keyword Device Mask Null Timezone mask.UNIQUE_ONLY keyword Device Mask Null Timezone mask.UNIQUE_ONLY keyword Device Mask Unique Only maskValue long The device mask value.  mediaType keyword The media type (SMS, email).  The Optimization goal when the dialing mode is Predictive (for example, Busy Factor 80%).  The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).  partition.keyword keyword The name of the partition.  postalCode keyword The postal code.  The location of the record in the State machine (enum is GctiRecordType). The default is Ready.  recordType keyword The time at which the call was rescheduled.  sessionuuid keyword 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.	mask.MOBILE	keyword	Device Mask Mobile
mask.NOT_SUPPORTED       keyword       Device Mask No Device         mask.NULL_TZ       keyword       Device Mask Null Timezone         mask.UNIQUE_ONLY       keyword       Device Mask Unique Only         maskValue       long       The device mask value.         mediaType       keyword       The media type (SMS, email).         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).         partition.keyword       keyword       The name of the partition.         postalCode       keyword       The postal code.         recordStatus       keyword       The location of the record in the State machine (enum is GctiRecordType). The default is Ready.         recordType       keyword       The type of record (enum is GctiRecordType).         scheduledTime       date       The time at which the call was rescheduled.         sessionuuid       keyword       The session GUID of the currently active/running campaign group.         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.	mask.NO_DEVICE	keyword	• .
mask.NULL_TZ       keyword       Device Mask Null Timezone         mask.UNIQUE_ONLY       keyword       Device Mask Unique Only         maskValue       long       The device mask value.         mediaType       keyword       The media type (SMS, email).         optimizationGoal       integer       The OCS 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).         partition.keyword       keyword       The name of the partition.         postalCode       keyword       The postal code.         recordStatus       keyword       The location of the record in the State machine (enum is GctiRecordType). The default is Ready.         recordType       keyword       The type of record (enum is GctiRecordType).         scheduledTime       date       The time at which the call was rescheduled.         sessionuuid       keyword       The Session GUID of the currently active/running campaign group.         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.	mask.NON_GEOGRAPHIC	keyword	Device Mask Not Supported
mask.UNIQUE_ONLY       keyword       Device Mask Unique Only         maskValue       long       The device mask value.         mediaType       keyword       The media type (SMS, email).         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).         partition.keyword       keyword       The name of the partition.         postalCode       keyword       The postal code.         recordStatus       keyword       The location of the record in the State machine (enum is GctiRecordType). The default is Ready.         recordType       keyword       The type of record (enum is GctiRecordType).         scheduledTime       date       The time at which the call was rescheduled.         sessionuuid       keyword       The Session GUID of the currently active/running campaign group.         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.	mask.NOT_SUPPORTED	keyword	Device Mask No Device
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optimizationGoal       integer       dialing mode is Predictive (for example, Busy Factor 80%).         The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).       The OCS optimization method when the dialing mode is Predictive (for example, Busy Factor).         partition.keyword       Keyword       The name of the partition.         postalCode       Keyword       The location of the record in the State machine (enum is GctiRecordType). The default is Ready.         recordType       keyword       The type of record (enum is GctiRecordType).         scheduledTime       date       The time at which the call was rescheduled.         sessionuuid       keyword       The Session GUID of the currently active/running campaign group.         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.	mediaType	keyword	The media type (SMS, email).
optimizationMethodkeywordwhen the dialing mode is Predictive (for example, Busy Factor).partition.keywordKeywordThe name of the partition.postalCodekeywordThe postal code.recordStatusKeywordThe location of the record in the State machine (enum is GctiRecordType). The default is Ready.recordTypekeywordThe type of record (enum is GctiRecordType).scheduledTimedateThe time at which the call was rescheduled.sessionuuidkeywordThe Session GUID of the currently active/running campaign group.timeAbandoneddateThe time at which a call is abandoned from the queue.timeAgentCallReleaseddateThe time at which a call is released on the agent's DN.	optimizationGoal	integer	dialing mode is Predictive (for
postalCode keyword The postal code.  The location of the record in the State machine (enum is GctiRecordType). The default is Ready.  The type of record (enum is GctiRecordType).  ScheduledTime date The time at which the call was rescheduled.  Sessionuuid keyword The Session GUID of the currently active/running campaign group.  The time at which a call is abandoned from the queue.  The time at which a call is released on the agent's DN.	optimizationMethod	keyword	when the dialing mode is Predictive (for example, Busy
recordStatus keyword State machine (enum is GctiRecordType). The default is Ready.  recordType keyword The type of record (enum is GctiRecordType).  scheduledTime date The time at which the call was rescheduled.  sessionuuid keyword The Session GUID of the currently active/running campaign group.  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.	partition.keyword	keyword	The name of the partition.
recordStatus keyword State machine (enum is GctiRecordType). The default is Ready.  recordType keyword The type of record (enum is GctiRecordType).  scheduledTime date The time at which the call was rescheduled.  sessionuuid keyword The Session GUID of the currently active/running campaign group.  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.	postalCode	keyword	The postal code.
scheduledTime date The time at which the call was rescheduled.  sessionuuid keyword The Session GUID of the currently active/running campaign group.  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.	recordStatus	keyword	State machine (enum is GctiRecordType). The default is
sessionuuid  keyword  timeAbandoned  timeAgentCallReleased  keyword  keyword  keyword  The Session GUID of the currently active/running campaign group.  The time at which a call is abandoned from the queue.  The time at which a call is released on the agent's DN.	recordType	keyword	
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.	scheduledTime	date	
timeAbandoned date abandoned from the queue.  timeAgentCallReleased date The time at which a call is released on the agent's DN.	sessionuuid	keyword	
timeAgentCaliReleased date released on the agent's DN.	timeAbandoned	date	
	timeAgentCallReleased	date	
timeAgentEstablished date The time at which the call is established on the agent's DN.	timeAgentEstablished	date	
timeAgentRinging date The time at which the ringing starts on the agent's DN.	timeAgentRinging	date	
timeAMDiverted date The time at which a call is	timeAMDiverted	date	The time at which a call is

Field	Туре	Description
		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).
timeBadCallReleased	date	The approximate time at which the unsuccessful call was released.
timeClientPickedUp	date	The time at which the called party answers the phone.
timeClientRinging	date	The time at which the client number rang.
timeCPDFinished	date	The time at which the call progress detection is completed.
timeDialing	date	The dialing start time.
timeQueued	date	The time at which the call is placed in the queue.
timezoneName	keyword	The name of the JAVA time zone.
timezoneNameCME	keyword	The name of the time zone in the configuration.
timezoneOffset	keyword	The timezone offset.
userData	object	The user data fields associated with the call.
voiceTransferDestination	keyword	The name of the Voice Transfer Destination DN used by the Campaign group.

# Genesys Standard Call Results

CX Contact uses the following Genesys standard integers and strings for call results:

```
15: 'SIT No Circuit',
16: 'SIT Reorder',
17: 'Fax Detected',
18:'Queue Full',
                                            // reserved
19: 'Cleared',
                                              // reserved
20: 'Overflowed',
21: 'Abandoned',
                                         // reserved
// reserved
// reserved
// reserved
22: 'Redirected',
23: 'Forwarded',
24: 'Consult',
25: 'Pickedup',
26: 'Dropped',
27: 'Dropped No Answer',
28: 'Unknown',
                                             // reserved
29: 'Covered',
                                             // reserved
// reserved
30: 'Converse-On',
31: 'Bridged',
32:'Silence',
33:'Answer',
34:'NuTone',
35: 'NoDialTone',
36: 'NoProgress', 37: 'NoRingBack',
38: 'NoEstablished'
39: 'Pager Detected',
40: 'Wrong Party',
41: 'Dial Error',
42:'Call Drop Error',
43:'Switch Error',
44:'No Free Port Error',
45: 'Transfer Error',
46: 'Stale',
47: 'Agent CallBack Error',
48: 'Group CallBack Error',
49: 'Deafened',
                                               // reserved
50: 'Held',
                                               // reserved
51: 'Do Not Call',
52: 'Cancel Record',
53:'Wrong Number', 54:'-MAX-'
});
```

### Related Topics

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