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Outbound (CX Contact) CX Contact Help

[Call Result Record Dashboard](#)

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Learn about the Call Result Record Dashboard.

Related documentation:

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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	Type	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

Field	Type	Description
		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.
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	The Client ID in the input file that was provided from the specification file.
contact_info	keyword	The device's phone number.
contact_info_type	keyword	The Common library enum (GctiContactType) based on the cd_device_index. For example, ['No Contact Type', 'Home Phone', 'Direct Business Phone', ...].
countryCode	keyword	The phone number's country code.
customerId	keyword	The client ID in the Input file that was provided from the specification file.
dialingMode	keyword	The dialing mode associated with 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	Type	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 or 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_FREEFORMENTRY	keyword	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 Contact
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

Field	Type	Description
mask.INTERNATIONAL	keyword	Device Mask International
mask.INVALID_AREA_CODE	keyword	Device Mask Invalid Area Code
mask.INVALID_DEVICE	keyword	Device Mask Invalid Device
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.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.
timeAgentEstablished	date	The time at which the call is established on the agent's DN.
timeAgentRinging	date	The time at which the ringing starts on the agent's DN.
timeAMDiverted	date	The time at which a call is

Field	Type	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:

```
module.exports.GctiCallState = Object.freeze({
  0: 'Ok',
  1: 'Transferred', // reserved
  2: 'Conferenced', // reserved
  3: 'General Error',
  4: 'System Error',
  5: 'Remote Release',
  6: 'Busy',
  7: 'No Answer',
  8: 'SIT Detected',
  9: 'Answering Machine',
  10: 'All Trunks Busy',
  11: 'SIT Invalid Numb',
  12: 'SIT Vacant',
  13: 'SIT Oper Intercept',
  14: 'SIT Unknown',
```

```
15:'SIT No Circuit',
16:'SIT Reorder',
17:'Fax Detected',
18:'Queue Full',                                // reserved
19:'Cleared',                                    // reserved
20:'Overflowed',
21:'Abandoned',
22:'Redirected',                                // reserved
23:'Forwarded',                                // reserved
24:'Consult',                                    // reserved
25:'Pickedup',                                  // reserved
26:'Dropped',
27:'Dropped No Answer',
28:'Unknown',
29:'Covered',                                    // reserved
30:'Converse-On',                                // reserved
31:'Bridged',                                    // reserved
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