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Outbound (CX Contact) CX Contact Help

Contact History Record Dashboard

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Learn about the Contact History Record Dashboard.

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The Contact History Record Dashboard contains statistical and contact data about the last call attempt to a specific contact associated with a calling list in a specific campaign group session.

Contact History records can contain data associated with one or more of the following fields:

Field	Type	Description
@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.
areaCode	keyword	The phone number's area code.
blockingRuleName	keyword	Blocking rule name
blockingRuleSubType	keyword	Blocking rule sub-type
blockingRuleType	keyword	Blocking rule type
callResult	string	The call result.
callerID	keyword	The Caller ID presented on Outbound call
callerIDSetName	keyword	Caller ID set name
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	keyword	Chain ID (Same if have multiple numbers)

Field	Type	Description
chain_n	keyword	Chain Number (Multiple entries per record)
clientCountryCode	keyword	The client's country code.
clientId	keyword	Customer Client ID
contact_id	integer	A composite property used to identify a contact in the calling list. For example, listID.chainID.
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 customer ID.
deliveryMode	keyword	The delivery mode.
deviceTimezone	keyword	The time zone for contact records.
dialingMode	Keyword	The type of dialing mode.
disposition	keyword	Indicates whether or not GSW_BLOCKING_RULE is available. If it is available the value is Blocked. If it is not available GSW_HIST_SEQUENCE_NUM == 0 and the value is Unknown or Called.
duration	integer	The processing duration (that is, endtime - timestamp).
groupName	keyword	The campaign group name.
id	keyword	Identifies the last call made to any device belonging to a contact listed in the Session GUID and calling list.
isFinal	keyword	The initial or final submission history.
listName	keyword	The Calling list name.
listid	keyword	The Calling list ID in the database.
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

Field	Type	Description
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
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.NON_GEOGRAPHIC	keyword	Device Mask Non Geographic Number
mask.NOT_SUPPORTED	keyword	Device Mask not supported
mask.NO_DEVICE	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
optimizationGoal	integer	Indicates the highest allowable percentage of proactively triggered interactions that can be closed by visitors prior to an agent joining the session.
optimizationMethod	keyword	The OCS optimization method.
partition	keyword	The partition name.
postalCode	keyword	The postal code.
recordStatus	keyword	The status of the record in the State machine (enum is GctiRecordType). The default value is Ready.
recordType	keyword	The type of chain (enum is GctiRecordType).
scheduledTime	keyword	Scheduled time
sessionuuid	integer	The Session GUID of the currently active or running campaign

Field	Type	Description
		group.
successful	keyword	The call attempt result [false, true].
timezoneName	keyword	The name of the JAVA time zone.
timezoneNameCME	keyword	The name of the CME time zone.
timezoneOffset	keyword	The time zone offset.
voiceTransferDestination	integer	The GSW queue name.
_index	keyword	The index name.
_type	keyword	The index type.
_id	keyword	The entry ID.
timeBadCallReleased	keyword	The when an unanswered call is released.
timeClientRinging	integer	The timestamp for when the client number rang.
timeDialing	integer	The dialing timestamp.
durationCPD	keyword	The duration of call progress detection.
timeCPDFinished	keyword	The time in which call progress detection is completed.
timeClientPickedUp	keyword	The time when the customer picked up the call.
agentLoginId	keyword	The Agent's login username.
blockingRuleName.keyword	keyword	Blocking Rule Name
blockingRuleSubType.keyword	keyword	Blocking Rule Sub-Type
blockingRuleType.keyword	keyword	Blocking Rule Type
callerID.keyword	keyword	Caller ID
callerIDSetName.keyword	keyword	CallerID Set Name
deviceTimezone.keyword	keyword	Device Timezone
dispositionCode	keyword	Agent Disposition Code
durationACW	keyword	Duration of After Call Work
durationQueued	keyword	Duration of Queued Record
timeAbandoned	keyword	Time of Abandoned Call
timeAgentCallReleased	keyword	The time when the call was released.
timeAgentEstablished	keyword	The time when an agent establishes a call.
timeAgentRinging	keyword	The time for which a call rings for an agent.
timeQueued	keyword	Time Queued
timezoneNameCME.keyword	keyword	Timezone Name

Field	Type	Description
callTime	integer	The timestamp of when the call started.
durationCall	integer	The call duration (ms). That is, (timeAbandoned - timeClientPickedUp), (timeAgentCallReleased - timeClientPickedUp), or (timeBadCallReleased - timeDialing).
userData	keyword	Includes all of the information received from OCS in a History HTTP POST. The information does not start with GSW_.

Related Topics

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- [Configure a Dashboard Row](#)
- [Create an Analytics Dashboard Panel](#)