Outbound (CX Contact) CX Contact Help

Preloading Record Dashboard

2/11/2026

Contents

Learn about the Preloading Record Dashboard.

Related documentation:

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The Preloading Record Dashboard contains data about numbers that were removed from one or more Call Lists.

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

Field	Type	Description
_id	keyword	The entry ID.
_index	keyword	The Index name.
_type	keyword	The Index type.
blockingRuleId	keyword	The ID of the blocking rule.
partition	keyword	The partition name.
@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.
blockingRuleName	keyword	The name of the CME 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 blocking rule. For example, Suppression List, Device Filter, Compliance Rule.
campaignGroupName	keyword	The Campaign group name.
campaignID	keyword	The Campaign database ID.
campaignName	keyword	The Campaign name.
campaignTemplateID	keyword	The Campaign template database ID.
campaignTemplateName	keyword	The Campaign template.

Field	Type	Description
ccid	keyword	The Contact center ID.
chain_id	integer	The Contact ID in the database table.
chain_n	integer	The device number in the contact/chain.
clientID	integer	The Client ID in the specification file that is shown in the Input file.
contact_info	keyword	The contact's phone number.
contact_info_type	keyword	The ContactType common library enum (GctiContactType) that is based on the cd_device_index.
customFields	keyword	N/A
deviceAreaCode	integer	The area code for the phone number.
deviceCountryCode	integer	The country code for the phone number.
deviceIndex	short	The device index.
deviceMask	integer	An integer number that contains the bit mask.
deviceStateCode	integer	The state code for the phone number.
deviceTimezone	integer	The timezone for the detected device.
disposition	keyword	The reason for suppressing the device. For example, device mask, name of suppression list, name of location rule, and so on.
groupID	keyword	The Agent group database ID.
groupName	keyword	The Agent group name.
id	Keyword	The Elasticsearch index ID.
listid	integer	The Calling list database ID.
listName	keyword	The Calling list name.
postalCode	integer	The postal code read from the Input file.
reason	keyword	A description of why the device was suppressed.
recordID	integer	The record ID in the Calling List database table.
recordStatus	keyword	The location of the record in the State machine (enum is GctiRecordType). The default is Ready.
recordType	keyword	The type of chain (enum is GctiRecordType).

Field	Type	Description
tiimestamp_iso8601	integer	The ISO index timestamp format.

Related Topics

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