Outbound (CX Contact) CX Contact Help

SMS/EMAIL Record Dashboard

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Contents

Learn about the SMS/EMAIL Record Dashboard.

Related documentation:

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The SMS/EMAIL Record Dashboard ✉ contains data about SMS/email events. The data on this dashboard is continuously updated and displays only the current state of an event.

SMS/email records can contain data associated with one or more of the following fields:

Field	Type	Description
@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.
batchID	keyword	The Batch ID in the message that was received from OCS.
callResult	keyword	The call result.
calluuid	keyword	The call attempt GUID.
campaignGroupName	keyword	The Campaign group name.
campaignName	keyword	The Campaign name.
campaignTemplateName	Keyword	The Camaign template name
ccid	keyword	The Contact center ID.
chainId	integer	Indicates the contact ID in the database table.
chainN	integer	The number of the device in the contact/chain.
clientId	keyword	The Client ID in the input file that was provided from the specification file.
contact_info	keyword	The device's phone number or email address.
content	text	The content of an SMS message after personalization was applied.
deliveryReceipt	keyword	The Nexus delivery result code.
disposition	keyword	The Disposition code. For example, :
Error Msg	Keyword	The error message.

Field	Type	Description
errorMessage	Keyword	The error message.
from	keyword	The sender's phone number or email address.
groupName	keyword	The Group name.
id	keyword	The Index ID.
isTest	boolean	Indicates if a message has been sent as a result of the Send Test SMS or Send Test Email actions.
listName	keyword	The calling list name.
mediaType	keyword	The media type (sms, email).
messageID	keyword	The unique Message ID. For example, ccid.calluuid.
optout	boolean	Indicates if the user sent STOP (for SMS) or unsubscribed (for email).
partition	Keyword	The associated partition.
providerReceipt	keyword	The final SMS delivery state received from the SMS Aggregator.
sessionuuid	keyword	The session GUID for the currently active/running Campaign group.
status	keyword	The message status. For example, ['receivedFromOCS', 'queuedInternally', 'submittedToNexus', 'respondedFromNexus', 'notifiedOCS'].
subject	keyword	The subject of the message.
timeConsumerResponded	date	The timestamp of when the user response (STOP) was received from Nexus.
timeOCSNotified	date	The timestamp of when OCS provided a result.
timeReceivedFromOCS	date	The timestamp of when the message was received from OCS.
timeResponseReceived	date	The timestamp of when the message was received from Nexus.
timestamp	integer	The timestamp of the last time the index was updated.
timeSubmittedToNexus	date	The timestamp of when the message was submitted to Nexus.
timeSubmittedToPortico	date	The timestamp of when the message was submitted to

Field	Type	Description
		Portico.
triggerEventID	keyword	The ID of the trigger event.
triggerRuleName	keyword	The name of the trigger rule that sent the message.
userData	keyword	User Attached Data

Related Topics

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