Outbound (CX Contact) CX Contact Help

SMS/Email Conversations Dashboard

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Contents

Learn about the SMS/Email Conversations Dashboard.

Related documentation:

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The SMS/email Conversations Dashboard contains data about SMS/email conversation events. As long as the conversations continue, new records are added to the dashboard, and all the messages from the conversations are displayed.

> ### Important
> Although mentioned throughout this article, email conversations are currently reserved for future use.

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

Field	Type	Description
_index	keyword	The index name.
_type	keyword	The index type.
_id	keyword	The entry ID.
@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.
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.
contact_info	keyword	The device's phone number or email address.
clientId	keyword	The Client ID in the Input file.
content	text	The content of an SMS/email message after personalization was applied.

Field	Type	Description
direction	keyword	The direction of the SMS/email communication. (Inbound / Outbound)
errorCode	integer	The error code.
errorMessage	keyword	The error message.
disposition	keyword	Dispositon Code
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.
keyword	keyword	The sender's phone number or email address.
listName	keyword	The calling list name.
mediaType	keyword	The media type (SMS/email).
messageID	keyword	The unique Message ID. For example, ccid.calluuid.
providerUpdate	keyword	Provider Update
timestamp	date	The timestamp of the last time the index was updated.
optin	keyword	Indicates if the user sent START (for SMS) or has subscribed (for email).
optout	boolean	Indicates if the user sent STOP (for SMS) or unsubscribed (for email).
partition	keyword	The name of the partition/ division responsible for the SMS/ email communication.
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	subject	The subject of the message.
triggerEventID	keyword	The ID of the trigger event.
triggerRuleName	keyword	The name of the trigger rule that sent the message.

Related topics

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