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Outbound (CX Contact) CX Contact Help

User Actions Dashboard

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Learn about the User Actions Dashboard.

Related documentation:

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The User Actions dashboard contains data about user events (that is, who did what and exactly when).

In addition to the numerous panels that can be created for the User Actions Dashboard, this dashboard contains an **Audit Trail Log**. A user's activity is logged for 31 days in the **Audit Trail Log** panel. After 31 days the activity in the Audit Trail Log is deleted.

User Actions records can contain data associated with one or more of the following fields (Audit Trail log):

| Field | Type | Description |
|------------|---------|---|
| id | keyword | Unique identifier |
| requestID | keyword | Used to track specific API requests (for example, customer scripting troubleshooting purposes). This field contains the Request ID. The Request ID can be provided via the x-request-id header in the API CX Contact request. The Request ID must be generated by the client and can be used to track specific API requests (for example, for customer scripting troubleshooting purposes). |
| @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. |
| userName | keyword | The login user name that initiated the logged action. |
| @endtime | date | The date/time when the action was completed. |
| duration | integer | The duration of the action (@endtime - @timestamp) in milliseconds. |
| action | keyword | Indicates the type of CX Contact |

| Field | Type | Description |
|---------------|---------|---|
| | | <p>object or entity action:</p> <ul style="list-style-type: none"> • CREATE - Object or entity has been created. • EDIT - Object or entity has been modified. • DELETE - Object or entity has been deleted. • ALTER - Indicate that the underlying physical object (for example, calling list table) has been modified. • EXECUTE - Any action over Campaign Group in OCS (for example, Load or Start). • SEARCH - Search for a contact or suppression entry. • READ - Used for Contact or Suppression Lists exports. • TEST - Used for List Automation Jobs test executions. • LOGIN - Used for user logins into the system. • LOGOUT - Used for user logouts out of the system. |
| actionDetails | keyword | <p>Provides additional details about the action. These values are dependent on the CX Contact object or entity.</p> <ul style="list-style-type: none"> • Import • Export • Add Entry • Add Batch • Purge • Delete Entry • Delete Batch • Logout Manual • Logout Automatic • Start |

| Field | Type | Description |
|---------------|---------|--|
| | | <ul style="list-style-type: none"> • Stop • Pause • Pre-load • Duplicate • Edit Entry • Abort |
| objectType | keyword | The type of object. For example, Campaign Group, Contact List, Suppression List, Time Zones Map, Compliance Rule, List Rule, List Automation, and so on. For details, refer to the Object Types and Related Sub-types section. |
| objectSubtype | keyword | A sub-classification of the object type. For example, Attempt Rule, Location Rule, Filtering rule, Selection Rule Contact, Upload Rule Contact, and so on. For details, refer to the Object Types and Related Sub-types section |
| objectName | keyword | The name of the object as stored in the configuration. |
| objectId | integer | The DBID of the object as stored in the configuration. |
| apicall | boolean | Appears as True if the executed action is performed via an API call and False if the executed action is performed via the user interface. This field enables you to see if a change was manually performed by a user or automatically by the system. For example, if the change was manually performed by a user the apiCall is false and if the change was automatically made from a 3rd party system or external system using an API call to run the command remotely the apiCall is true. |
| successful | boolean | Appears as True if the action was completed successfully and False if the action was not completed successfully. |
| errorMessage | text | An error message (as displayed in the user interface or returned as an API response) when the |

| Field | Type | Description |
|-----------|--------|---|
| | | request execution was not successful. |
| details | text | An additional textual description of the action when available. |
| endPoint | text | The API end point that was called. |
| changeSet | object | Contains details about what was changed (for example, a new option value, a new dialing mode, and so on) in JSON format. Note: The Change Set is only stored when the changes are successful and only for objects represented in the configuration(for example, EDIT action). |

Object Types and Related Sub-types

| Object Type | Object Sub-types |
|-------------------|---|
| Campaign Group | <ul style="list-style-type: none"> • Voice • SMS • Email |
| Campaign Template | <ul style="list-style-type: none"> • Voice • SMS • Email |
| Dialing Profile | <ul style="list-style-type: none"> • Voice • SMS • Email |
| Session Profile | <ul style="list-style-type: none"> • Voice • SMS • Email |
| Contact List | <ul style="list-style-type: none"> • Contact List • Original File |

| Object Type | Object Sub-types |
|--------------------|--|
| | <ul style="list-style-type: none">• Rejects File• Message File |
| Suppression List | <ul style="list-style-type: none">• Suppression List Voice• Suppression List SMS• Suppression List Email• Original File• Rejects File• Message File |
| Time Zones Map | |
| Compliance Rule | <ul style="list-style-type: none">• Attempt Rule• Location Rule• Custom Rules• Contact Times• Contact Dates |
| List Rule | <ul style="list-style-type: none">• Filtering Rule• Upload Rule Contact• Upload Rule Suppression• Selection Rule Contact• Selection Rule Suppression• Selection Rule Advanced |
| List Automation | <ul style="list-style-type: none">• Import File• Send Campaign Group• Import Suppression• Export Contact List |
| Label | |
| Specification File | |
| Data Mapping | <ul style="list-style-type: none">• For Import |

| Object Type | Object Sub-types |
|-------------|---|
| Settings | <ul style="list-style-type: none">• General• Security• Pacing |
| Analytics | <ul style="list-style-type: none">• Dashboard• Panel |

Related Topics

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