



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Outbound (CX Contact) CX Contact Help

User Actions Dashboard

7/15/2025

Contents

- [1 Object Types and Related Sub-types](#)
- [2 Related Topics](#)

Learn about the User Actions Dashboard.

Related documentation:

-
-



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](#)