

5.3 Custom Reporting Fields

Bright Pattern Documentation

Generated: 10/23/2021 11:51 pm

Content is available under license unless otherwise noted.

Table of Contents

Table of Contents	2
call_detail	3
Description of Data	3

call_detail

Each row of the *call_detail* table contains a set of data related to the processing of a single interaction, including some interaction-level aggregates, such as total interaction duration and total talk time. Note that the entire interaction record in this table is reported for the interval in which the corresponding interaction entered the system (for inbound interactions) or was initiated (for internal and outbound interactions), regardless of the number of intervals the interaction may have spanned. Note that for manual outbound calls, a Call Detail report is created for any call attempts that reached the carrier network (i.e., where the INVITE request was actually sent to a SIP trunk).

For emails, a record is created in this table as soon as an email arrives in the system (for inbound emails) or initiated by an agent (for outbound emails). The record is then updated every time it is saved as a draft. The record is updated and closed when the processing of the email is finished.

Except for the name of the table itself, the term *call* in the descriptions below indicates that the parameter applies to calls and chats. Where a parameter has the same meaning for all media types, the term *interaction* is used. Where a parameter applies to multiple media types with a different meaning, each media type is discussed separately.

Description of Data

The following table offers the name (i.e., ID), data type (e.g., BIGINT, BINARY, BIT, DATETIME, ENUM, INT, VARCHAR, etc.), and description for each metric (i.e., column) of the *call_detail* table.

Column Name	Data Type	Units	Description
account_number	VARCHAR	None	The customer's account number. If the calling list record that initiated this call has a list field of <i>Account</i> type, the value of that field will be stored here. Account numbers can be used as selection criteria in interaction records search .
acw_time	BIGINT	Seconds	The amount of time the agents spent doing after-call work related to this interaction
agent_disposition_code	INT	None	Numerical code (if defined) of the disposition that was assigned to this interaction
agent_disposition_name	VARCHAR	None	Name of the disposition that was assigned to this interaction
agent_disposition_notes	LONGTEXT	None	The text note that the agent wrote regarding the interaction
agg_run_id	BINARY (16)	None	Aggregator run that produced this record
callee_cpa_recording_url	VARCHAR	None	URL of the recording for the CPA portion of the interaction segment of the party that accepted this interaction

callee_cpa_rtp_server_id	BINARY	None	Identifier of the RTP server that made the recording for the CPA portion of interaction segment of the party that accepted this interaction
callee_encryption_key_id	BINARY	None	For internal use only.
callee_first_name	VARCHAR	None	First name of the party that accepted the interaction
callee_has_screen_recording	BIT	None	Indication that screen of the party that accepted this interaction was recorded during the interaction
callee_interaction_step_id	BINARY	None	Identifier for the interaction segment of the party that accepted this interaction
callee_last_name	VARCHAR	None	Last name of the party that accepted the interaction
callee_login_id	VARCHAR	None	For inbound and internal interactions, the login ID of the user who received this interaction. If the interaction was transferred, it specifies the login ID of the user for which the interaction was last transferred.
callee_monitored	BIT	None	TRUE if the party that accepted this interaction was monitored at any time during the interaction handling
callee_phone_type	ENUM	None	The location of the party that received the interaction. Possible values are INTERNAL or EXTERNAL.
callee_rank	VARCHAR	None	For inbound and internal calls, the rank of the user who received this interaction
callee_rtp_server_id	BINARY	None	Identifier of the RTP server that made the recording for the interaction segment of the party that accepted this interaction
callee_team_name	VARCHAR	None	Name of the team that the agent who accepted the interaction is a member of
caller_cpa_recording_url	VARCHAR	None	URL of the recording for the CPA portion of the interaction segment of the party that originated this interaction
caller_cpa_rtp_server_id	BINARY	None	Identifier of the RTP server that made the recording for the CPA portion of interaction segment of the party that originated this interaction
caller_encryption_key_id	BINARY	None	For internal use only
caller_first_name	VARCHAR	None	First name of the party that originated the interaction
caller_has_screen_recording	BIT	None	Indication that screen of the party that originated this interaction was recorded during the interaction
caller_interaction_step_id	BINARY	None	Identifier for the interaction segment of the party that originated this interaction
caller_last_name	VARCHAR	None	Last name of the party that originated the interaction
caller_login_id	VARCHAR	None	For outbound and internal interactions, <i>caller_login_id</i> specifies the login ID of the user who initiated this interaction. If the interaction was transferred, login ID of the user who initiated the transfer.

caller_monitored	BIT	None	TRUE if the party that originated this interaction was monitored at any time during the interaction handling
caller_phone_type	ENUM	None	<i>caller_phone_type</i> specifies the location of the party that initiated the interaction. Possible values are INTERNAL or EXTERNAL.
caller_rank	VARCHAR	None	For outbound and internal interactions, the rank of the user who initiated this interaction
caller_rtp_server_id	BINARY	None	Identifier of the RTP server that made the recording for the interaction segment of the party that originated this interaction
caller_team_name	VARCHAR	None	Name of the team that the agent who originated the interaction is a member of
case_id	VARCHAR	None	Identifier of the case with which this email is associated
case_number	VARCHAR	None	<i>case_number</i> specifies the number of the case with which this email is associated. Unlike <i>case_id</i> , case number is a simple number suitable for manual processing.
case_search_result	VARCHAR	None	<p>For each incoming email, the system will look for possible association with an existing case using the <i>thread_id</i> added to the original reply.</p> <p>Possible values include the following:</p> <ul style="list-style-type: none"> • <i>found</i> – A unique case associated with this email was found; the case number is copied to the <i>case_number</i> field • <i>found_multiple</i> – Multiple cases were found; the <i>case_number</i> field is not populated • <i>created</i> – No matching cases were found, a new case was created and its number is copied to the <i>case_number</i> field • <i>error</i>
connected_to_phone	VARCHAR	None	<i>connected_to_phone</i> specifies the phone number of the party to which the call or chat was delivered. If the call/chat was transferred, it specifies the phone number of the party to which the call/chat was last transferred.
detail_record_count	INT	None	Number of segments in this interaction (i.e., number of records in the <i>call_detail</i> table related to this interaction)
			<p><i>disposition</i> specifies how the interaction ended. The term <i>call</i> in the descriptions below indicates that the given value may be applicable to calls and chats.</p> <p>Possible values include the following:</p>

disposition

ENUM

None

- CALLER_TERMINATED – Call terminated by the party that made the call (after the call was answered)
- CALLEE_TERMINATED – Call terminated by the party that answered the call
- TRANSFERRED – Interaction was transferred by the party who accepted it (the after-transfer phase is reported in a separate record)
- CONFERENCED – Call became a conference (the conference phase is reported a separate call)
- SYSTEM_DISCONNECTED – Call was terminated by the system
- SELF_SERVICE – Requested service was provided by the IVR application (as indicated by execution of scenario block *Self-Service Provided*)
- ABANDONED – Inbound call was terminated by the by the caller while processed in the IVR application (except the *SELF_SERVICE* case above)
- ABANDONED_QUEUE – Inbound call was terminated by the caller while waiting in the service queue
- ABANDONED_RINGING – Inbound or internal call was terminated by the caller after it was delivered to the called party and before it was answered (or before the No Answer timeout expired)
- NO_ANSWER – Inbound, outbound or internal call attempt was terminated after it was delivered to the called party desktop and was not answered within the No Answer timeout
- CALLED_PARTY_BUSY – Outbound call attempt was terminated because the called party was busy
- NETWORK_BUSY – Outbound call attempt was terminated because of the network congestion
- CALLER_TRANSFERRED – Call was transferred by the caller (the after-transfer phase is reported as a separate call)
- CALLBACK_REQUESTED – Call was terminated because a callback was requested (the corresponding callback attempt is reported as a separate call)
- REPLIED – Email was replied to; applies to inbound emails only
- CLOSED_WITHOUT_REPLY – Processing of the email was finished without a reply (e.g., the email was a spam or no follow-up was necessary); applies to inbound emails only
- SENT – Email was sent; applies to outbound emails only
- DISCARDED – Email initiated and subsequently discarded without being sent; applies to outbound emails only

			<ul style="list-style-type: none"> • SERVICE_CHANGED – Agent changed the service associated with the email and continued processing it (the after-service-change phase is reported in a separate record) • CLOSED_BY_OTHER_RESPONSE – Email belongs to a resolved case with multiple incoming emails and this particular email was not replied to directly (i.e., the case was resolved by the response to another incoming email)
duration	BIGINT	Seconds	<p>For calls and chats, the total duration of the interaction from the moment it entered the system or was initiated and until it was released.</p> <p>For inbound emails, the time between the moment the email entered the system and the moment when the first meaningful response was sent (or the email was closed or transferred externally).</p> <p>For outbound emails, the time between the moment the email was initiated by the agent and the moment the email was sent.</p> <p>Note that transferred interactions produce a separate record for each transfer segment, where each record shows duration of the corresponding segment.</p> <p>Duration always shows calendar time (the total time between the specified moments) regardless of hours of operation of the associated service. For example, if an email was received at 4 pm and replied the next day at 10 am, the duration will show 18 hours, even if the call center was closed during the night.</p>
email_completion_time	BIGINT	Seconds	Email completion time from the moment the email interaction was accepted or entered agent's personal queue and until it was completed (including ACW if any) or transferred
email_detail_id	VARCHAR	None	<p>The identifier of the given step in processing of the email.</p> <p>A single email may have several records in the <i>call_detail</i> table corresponding to email processing steps (e.g., before and after transfer). Such records will have the same <i>email_id</i>, but each will have its own <i>email_detail_id</i>.</p>
email_id	VARCHAR	None	Identifier of the email interaction
email_kb_article_id	VARCHAR	None	Identifier of the article used for replying to this email
email_subject	VARCHAR	None	Content of the email subject field

flagged	BIT	None	TRUE if the interaction was flagged by agent; FALSE otherwise
from_phone	VARCHAR	None	The phone number from which the call was made, or for emails, the email address in the "From" field
global_interaction_id	BINARY	None	Global interaction identifier
held	BIGINT	Seconds	The number of times the call was placed on hold (for emails and chats, the number of times the chat interaction was out of focus)
hold_time	BIGINT	Seconds	The total time that the call spent on hold. For chats and emails, it is the total out-of-focus time (the time the interaction spent at the agents' desktops excluding the <i>Talk</i> time)
id	BINARY (16)	None	Reserved
initial_callee_phone_type	ENUM	None	For transferred interactions, the location of the party that received the original interaction in the transfer sequence. Possible values include INTERNAL or EXTERNAL.
initial_caller_phone_type	ENUM	None	For transferred interaction, the location of the party that initiated the original interaction in the transfer sequence. Possible values include INTERNAL or EXTERNAL.
initial_call_id	BINARY	None	For transferred calls, the identifier of the original interaction in the transfer sequence. It is maintained for backward compatibility only. Starting from release 3.11, use of the <i>global_interaction_id</i> is recommended for all interaction identification and linking purposes.
initial_connected_to_phone	VARCHAR	None	For transferred calls, the phone number of the original party in the transfer sequence to which the call was delivered
initial_from_phone	VARCHAR	None	For transferred calls, the phone number from which the original call in the transfer sequence was made
initial_original_destination_phone	VARCHAR	None	For transferred calls, this specifies the phone number that was dialed by the original calling party in the transfer sequence was made. For emails, it specifies the email address used as the destination by the original sender.
initial_service_name	VARCHAR	None	For transferred interactions, the name of the service associated with the original interaction in the transfer sequence

initial_start_time	DATETIME	Seconds	For transferred calls, the start time of the original interaction in the transfer sequence; time is given in Universal Coordinated Time (UTC)
ivr_time	BIGINT	Seconds	Total time the call spent in IVR
max_hold	BIGINT	Seconds	The duration of the longest period the call was on hold
media_type	ENUM	None	The interaction media type with possible values of VOICE, CHAT, or EMAIL. If set to CHAT, any <i>call</i> mentioned in this table shall be interpreted as a service chat interaction in the same context.
original_destination_phone	VARCHAR	None	The phone number that was dialed by the calling party. If the call or chat was transferred, it specifies the phone number dialed by the party that made the transfer. For emails, it is the email address used as the destination by the original sender.
pending_time	BIGINT	Seconds	For inbound calls, the duration of call ringing phase from the moment the call was distributed to an extension and until it was either answered or abandoned. For internal and outbound calls, the duration of call dialing phase from the moment the dialed number was received by the system and until the call was either answered or abandoned. It does not apply to email.
pkid	INT	None	Primary key
queue_time	BIGINT	Seconds	Total time the interaction spent in the service queue
reported_problem	ENUM	None	The call quality problem as reported by the agent during this call using the <i>report a call problem</i> desktop control. Possible values include CALL_WENT_SILENT, CALL_DROPPED, POOR_VOICE_QUALITY, and OTHER
response_email_id	VARCHAR	None	Identifier of the article that was sent automatically to acknowledge receipt of this email
scenario_name	VARCHAR	None	The name of the scenario used to process this interaction. If the interaction was processed by multiple scenarios, the first applied scenario will appear in this field. (Other scenarios that may have been invoked from the main scenario do not affect this field.)

service_name	VARCHAR	None	<p>The name of the service associated with the interaction.</p> <p>If the interaction was recategorized or transferred to a different service, each such event will produce a new record with the new service value.</p>
start_time	DATETIME	Seconds	<p>For inbound interactions, the date and time when the interaction entered the system.</p> <p>For outbound and internal interactions, the date and time when the interaction was initiated.</p> <p>The time is given in Universal Coordinated Time (UTC).</p>
talk_time	BIGINT	Seconds	<p>The total call talk time. It excludes hold time.</p> <p>For chats and emails, the total in-focus time (the time the interaction was selected in the active communications lists of the agents who processed it).</p>
thread_id	VARCHAR	None	<p>The identifier of the email thread that this email is part of.</p> <p>This identifier is added to the subject of the email when the email is replied to and is used for case search during possible follow-up emails (see <i>case_search_result</i>).</p>
transferred_from_phone	VARCHAR	None	<p>For transferred calls and chats, the phone number from which the call/chat was last transferred</p>
trunk_description	VARCHAR	None	<p>For inbound and outbound calls, the name of the trunk that was used to establish this call</p>
voice_signature	BIT	None	<p>TRUE if customer's voice signature was collected during this call (i.e., the corresponding recording contains voice signature); FALSE otherwise</p>
caller_city	VARCHAR	None	<p>The city of the user that originated the interaction; the setting is defined in the Contact Center Administrator application, section Users & Teams > Users > Location tab</p>
callee_city	VARCHAR	None	<p>The city of the user that accepted the interaction; the setting is defined in the Contact Center Administrator application, section Users & Teams > Users > Location tab</p>
caller_country	VARCHAR	None	<p>The country of the user that originated the interaction; this setting is defined in the Contact Center Administrator application, section Users & Teams > Users > Location tab</p>

callee_country	VARCHAR	None	The country of the user that accepted the interaction; this setting is defined in the Contact Center Administrator application, section Users & Teams > Users > Location tab
email_language	VARCHAR	None	The language of the email interaction
caller_interaction_id	BINARY (16)	None	Identifier for the interaction of the party that originated the interaction
callee_interaction_id	BINARY (16)	None	Identifier for the interaction of the party that accepted the interaction
caller_has_voice_recording	BIT	None	Indication that the party that originated this interaction was recorded during the interaction
callee_has_voice_recording	BIT	None	Indication that the party that accepted this interaction was recorded during the interaction
voice_recording_banned	BIT	None	Indication that voice recording of the interaction was banned
monitoring_banned	BIT	None	Indication that monitoring of the interaction was banned
in_service_level	VARCHAR	None	Indication that the interaction was answered within the defined service level
custom1	VARCHAR	None	Custom reporting field 1
custom2	VARCHAR	None	Custom reporting field 2
custom3	VARCHAR	None	Custom reporting field 3
custom4	VARCHAR	None	Custom reporting field 4
custom5	VARCHAR	None	Custom reporting field 5
sentiment	DECIMAL (5,3)	None	If Natural Language Understanding (NLU) was configured at the time the interaction was processed, the sentiment value of the interaction is returned. The value is a decimal in within the -1 to 1 range, with -1 being the most negative, 0 neutral, and 1 the most positive sentiment.
erased_voice_recording	BIT	None	Indication that the interaction had a voice recording and it was explicitly erased later
erased_voice_signature	BIT	None	Indication that the interaction had a voice signature and it was explicitly erased later
erased_chat_transcript	BIT	None	Indication that the interaction had a chat transcript and it was explicitly erased later
erased_email	BIT	None	Indication that the interaction had an email and it was explicitly erased later
erased_screen_recording	BIT	None	Indication that the interaction had a screen recording and it was explicitly erased later
ewt	BIGINT	None	The Estimated Wait Time for the interaction

cobrowsing	BIT	None	Indicates whether any co-browsing sessions took place during this interaction. Currently works for co-browsing with Surfly only.
-------------------	-----	------	--