

5.3 Call Detail (CSV) Report

Bright Pattern Documentation

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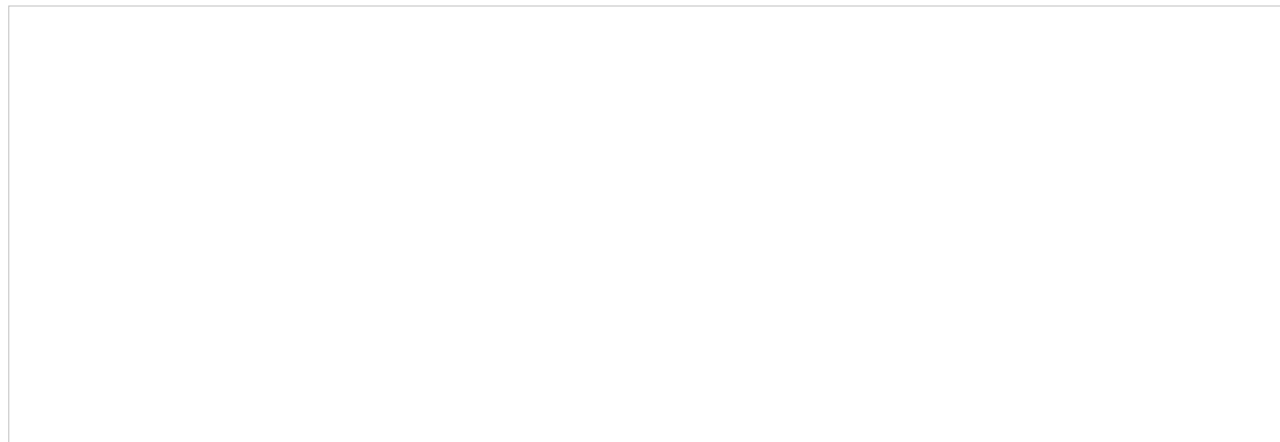
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Email Detail Report

The *Email Detail* report provides detailed records of emails in chronological order. A combination of filters such as *From*, *To*, and *Connected To* allow you to request this report for emails that originated from a specific email address, emails that were sent to a specific email address, and emails that were handled by a specific agent.



The Email Detail report provides detailed email records

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Date

- For inbound emails, *Date* is the date when the interaction entered the system.
- For outbound emails, *Date* is the date when the outbound email was sent.

Time

- For inbound emails, *Time* is the time when the interaction entered the system.
- For outbound emails, *Time* is the time when the outbound email was sent.

Time is given in Universal Coordinated Time (UTC).

Type

Type refers to the email type, which can be one of the following:

- *Inbound*
- *Outbound*

From

From refers to the email address in the "From" field.

Original Destination

Original Destination is the email address used as the destination address by the original sender.

Connected to

For inbound emails, *Connected to* is the name of the party that received the email.

Service/Campaign

Service/Campaign is the name of the service associated with this email. If the interaction was recategorized or transferred to a different service, each such event will produce a new record with the new service name.

Transferred from

In case this email originated by way of transfer, *Transferred from* refers to the agent who transferred this email.

Agent disposition

Agent disposition is the [disposition](#) assigned to this interaction by the agent.

Action

Action provides information about how the interaction ended.

An action can be one of the following:

- *Replied*: Inbound email was replied to
- *Closed*: Inbound email was closed without reply
- *Service Changed*: Email was recategorized (service associated with the email was changed and the same agent continued processing it; subsequent email processing will be shown as a separate record)
- *Sent*: Outbound email was sent
- *Discarded*: Outbound email was discarded without being sent

Queue time

Queue time is the amount of time that an inbound email spent in the service queue.

In Focus

The total *in-focus* time is the time the interaction was selected in the active communications lists of the agents who processed it.

Out of Focus

Total *out-of-focus* time is the time the interaction spent at the agents' desktops, excluding *Talk* time.

Handle time

- For inbound emails, *Handle time* is 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).
- For outbound emails, *Handle time* is the time between the moment the email was initiated by the agent and the moment the email was sent.

Note that transferred and recategorized emails produce multiple records in this report, where the first record shows *Handle time* as an empty string and the last record shows the total interaction duration. Note also that duration always shows calendar time (total time between the specified moments) regardless of hours of operation of the associated service (e.g., 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 time).

Wrap-up time

Wrap-up time is the amount of time the agents spent doing after-call work related to this email.

Case ID

Case ID is the identifier of the case that is related to this interaction.

Thread ID

Thread ID is the identifier of the email thread.

Subject

Subject refers to the content of the email subject line.

In SL

In SL indicates whether this email was replied to within the service level threshold [configured for the associated service](#).

Possible values: *Yes*, *No*, and empty string.

Empty string is used if no service level is configured for the given service and when the result of email processing was anything other than a reply. Note that service level calculation excludes the hours outside of the HOP configured for the associated email service.

Global ID

Global ID is the [Global interaction identifier](#).

Call Detail Report

The *Call Detail* report provides detailed records of interactions in chronological order. A combination of filters *From Phone*, *Original Destination Phone*, and *Connected To Phone* allows you to request this report for interactions that originated from specific phone numbers, were made to specific service numbers, and were connected to specific phone numbers. The report does not include unanswered call attempts made by the Dialer for predictive/progressive campaigns; such attempts are reported via [campaign results](#). 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).

Note: This report provides records for voice and chat interactions only. Email interaction records appear in the [Email Detail Report](#).



The Call Detail report provides detailed records of call interactions

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows.

Agent disposition

The [Disposition](#) assigned to this interaction by the agent

Co-browse

Indicates whether any co-browsing sessions took place during this interaction. Currently works for [co-browsing with Surfly](#) only.

Connected To

The name (if known) of the party that answered the call/chat

Connected To

For calls, the phone number of the destination where the call was answered

Date

- For inbound interactions, the date when the interaction entered the system
- For internal and outbound calls, the date when the call was initiated

Dialing/Ringing

- For inbound calls, the duration of the 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 the call dialing phase from the moment the dialed number was received by the system and until the call was either answered or abandoned

Disposition

Disposition provides information about how the interaction ended. *Disposition* can be one of the following:

- *Caller Terminated*: Call/chat was terminated by the calling party (after the call was answered)
- *Callee Terminated*: Call/chat was terminated by the called party
- *Rejected/Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Busy*: Outbound call did not complete because of the network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned in IVR*: Call was terminated by the caller while in the IVR application
- *Abandoned in queue*: Call/chat was terminated by the caller while waiting in queue; to distinguish normal abandoned calls from short-abandoned, use field *In SL* below
- *Abandoned ringing*: Call/chat was terminated by the caller after it was distributed to an agent and before it was answered (or before the [No Answer timeout](#) expired)
- *No Answer*: Call/chat was terminated while ringing after *No Answer time-out* expired (i.e., without being routed anywhere else)
- *Transferred by XXXX*: Interaction was transferred to another party by extension XXXX
- *Continued*: Participation of the "From" party on this call/chat, being part of a conference, ended, but the interaction between the remaining participants of the conference continued (such call will be shown as a subsequent record)
- *Self Service*: Processing of the call was finished by the IVR application and the requested service was provided (as indicated by execution of scenario block *Self-Service Provided*)

Duration

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.

Note that transferred interactions produce a separate record for each transfer segment, where each record shows duration of the corresponding segment.

From

The address from which the interaction originated

- For inbound calls, the Caller ID
- For outbound and internal calls, the extension from which the call was dialed
- For chats, the IP address of the originating computer

Global ID

The [Global interaction identifier](#)

Held

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

The total time the call spent on hold. For chats, the total out-of-focus time (the time the interaction spent at the agents' desktops, excluding the *Talk* time.)

In SL

In SL indicates whether this interaction was answered within the service level threshold [configured for the associated service](#).

Possible values: *Yes*, *No*, and empty string.

Note that this field will also be set to *Yes* for short-abandoned calls. Such calls will have the *Disposition* field set to *Abandoned in queue*.

IVR

The amount of time that this call spent in IVR

Max Hold

The duration of the longest period the call was on hold

Media Type

The interaction media type, which can be either VOICE or CHAT

Notes

The free-text notes provided by the agent for this interaction

Original Destination

The original destination of the interaction

- For inbound calls, the number originally dialed by the caller
- For chats, the name of the Messaging scenario entry

Queue time

The amount of time that this interaction spent in the service queue

Scenario

The name of the first scenario that was used to process this interaction

Service/Campaign

The name of the service or campaign associated with this interaction

If the interaction was recategorized or transferred to a different service, each such event will produce a new record with a new service name.

Talk

The total call talk time, excluding hold time. For chats, the total in-focus time (the time the interaction was selected in the active communications lists of the agents who processed it.)

Time

- For inbound interactions, the time when the interaction entered the system
- For internal and outbound calls, the time when the call was initiated

Transferred From

In case this interaction originated by way of transfer, *Transferred from* refers to the extension from which this interaction was transferred.

Type

The call type, which can be one of the following:

- *Inbound*
- *Inbound Chat*
- *Outbound*
- *Internal*
- *External* (a call where all parties are external)

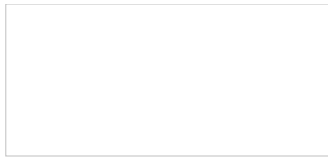
Wrap-up time

The amount of time the agents spent doing after-call work related to this interaction

1. REDIRECT [5.3:Scenario-builder-reference-guide/ScenarioBlocks/ConnectCall](#)
1. REDIRECT [5.3:Contact-center-administrator-guide/ServicesandCampaigns/DispositionsTab](#)
1. REDIRECT [5.3:Agent-guide/Work/CasesEmail/CasesEmailandThreads](#)
1. REDIRECT [5.3:Agent-guide/Work/CasesEmail/CasesEmailandThreads](#)
1. REDIRECT [5.3:Contact-center-administrator-guide/ServicesandCampaigns/ServiceLevelTab](#)

Global Interaction Identifier

Global interaction identifier (GIID) is a [UUID-formatted](#) number assigned to every interaction processed within Bright Pattern Contact Center. It can be used to track interaction history through all stages of processing within the system, including possible consultations, transfers, conferences, service changes, and media upgrades. At run-time, GIID can be exported to third-party applications via scenarios and/or desktop integration APIs. Historically, GIID appears in all records related to interaction processing, including call detail records, outbound campaign results, voice recording file names, and activity history of pre-integrated CRM applications. GIID is available as a search condition (i.e., data element) in the [interaction records search](#).



Examples of global interaction IDs in interactions records search results

Rules When Assigning a GIID

Depending on whether an interaction is new or related to another existing interaction, GIID is either generated or inherited. More specifically, the following general rules apply when assigning a GIID:

- For inbound voice and chat interactions, GIID is generated as soon as the interaction enters the contact center.
- For predictive, progressive, and automatic (IVR) campaign calls, a new GIID is generated for every new call attempt (i.e., different call attempts related to the same calling record have different GIIDs).
- For preview campaigns, a new GIID is generated each time a preview record is distributed to an agent. When the agent makes a call based on a preview record, the call attempt inherits the GIID of the record. If an agent makes several call attempts while handling one preview record, all such call attempts will have the same GIID.
- Manual consultation calls, both outbound and internal, inherit GIID of the held primary call. If several calls are on hold, the consult call inherits GIID of the call that has been placed on hold most recently.
- For manual outbound and internal calls unrelated to any existing calls, GIID is generated as soon as the call is dialed.
- For new inbound email interactions, GIID is generated when the email enters the contact center.
- For new outbound email interactions (emails unrelated to any existing cases), GIID is generated as soon as a draft is created (agent clicks the *Compose* button).
- For follow-up emails initiated by customers, GIID is generated when the email enters the contact center.
- Follow-up emails initiated by agents inherit GIID of the previous email in the email thread.
- A call originated in the context of a customer chat interaction inherits GIID of the chat interaction.
- A call originated in the context of an email interaction inherits GIID of the email interaction.
- A new email originated in the context of a voice call inherits GIID of the call.
- Transferred/forwarded interactions inherit GIID assigned to the original interaction in a transfer sequence.
- Conference portions of interactions inherit GIID assigned to the original interaction.

Example

A typical use of the GIID can be illustrated by the following example. When reviewing your customer relationship management (CRM) transactions, you need to find voice recordings of the related calls, both while they are still stored in the Bright Pattern Contact Center system and after they have been exported and stored elsewhere.

When configuring your system to support the above task:

- If you use one of the pre-integrated CRM applications, depending on your workflow, the GIID related to transactions handled by your agents may be available automatically as part of the *activity history* (see below). If this is not the case, consider using one of the available scenario integration blocks (e.g., [Fetch URL](#)) to store the content of variable *\$(globalInteractionId)* as part of CRM transaction records associated with your calls.
- To make sure you can find voice recordings even after they have been exported out the system, add the *\$(GlobalInteractionId)* component to the [file names of exported recordings](#).

When looking for a voice recording related to your CRM transaction:

- Copy the GIID from the CRM transaction.
- Check the transaction date against the voice recording storage times agreed upon with your service provider (the default period is 90 days).
- If the voice recording is still stored within Bright Pattern Contact Center, open the [Interaction Records Search](#) page, select GIID as your search condition, and paste the GIID you have copied from your CRM transaction.
- If the voice recording is no longer within Bright Pattern Contact Center but has been exported for offline storage, look for the file containing the copied GIID on the location where the recordings are stored.

Note that depending on the workflow, your search may produce several voice recordings (e.g., recordings of call segments before and after a transfer, or a recording of an associated consult call).

How GIIDs Are Exposed

GIIDs are exposed via the data elements described in the following table. The "Where to Use" column names where the data element is used, and the "Data Element to Use" column describes the type and name of the element (i.e., field, variable, parameter, etc.).

Where to Use	Data Element to Use
Scenarios	<ul style="list-style-type: none"> • variable <i>\$(item.globalInteractionId)</i> - An Interaction property
Simplified Desktop .NET API	<ul style="list-style-type: none"> • <i>globalInteractionId</i> - A property of events <i>evtCallDialing</i> and <i>evtCallOffered</i> • <i>globalInteractionId</i> - An optional parameter of method <i>CallDial</i>
Desktop Integration API .NET Version	<ul style="list-style-type: none"> • <i>globalInteractionId</i> - A property of event itemArrivedCallback • <i>globalInteractionId</i> - An optional parameter of method makeCall

Salesforce.com integration	<ul style="list-style-type: none"> • <i>Call Object Identifier</i> - A field of Salesforce.com activity history
Zendesk integration	<ul style="list-style-type: none"> • <a href="https://<portal>/InteractionSearch?global_interaction_id=<x>">https://<portal>/InteractionSearch?global_interaction_id=<x> - The URL of Zendesk activity history; clicking this URL opens the Interaction Records Search page with the global interaction identifier preset as a search condition
RightNow integration	<ul style="list-style-type: none"> • <i>global_interaction_id</i> - A field from RightNow activity history
Reporting Database	<ul style="list-style-type: none"> • <i>global_interaction_id</i> - A field from the table call_detail
Detail Reports	<ul style="list-style-type: none"> • <i>Global ID</i> - A field from the Call Detail Report and Email Detail Report
Campaign Results	<ul style="list-style-type: none"> • <i>Global Interaction ID</i> - A field from the campaign results in detailed and simple formats
Exported voice recording	<ul style="list-style-type: none"> • <i>\$(globalInteractionId)</i> - An optional file name component of exported voice recording files • <i>Global Interaction ID</i> - A field of the recordings details .CSV file
Activity History Forms	<ul style="list-style-type: none"> • <i>\$(ActivityHistory.global_interaction_id)</i> - The Activity History list field data element is available in the Text form control.

Note the following:

- When two inbound calls are merged into a conference, the conference call gets GIID of the older call (the call that appeared in the system first).
- Consult calls initiated from a [hardphone](#) do not inherit GIID from the original call.
- GIID is not currently available as a scenario variable for the following types of interactions (because interactions of these types do not have exposed scenarios):
 - Preview campaign calls
 - Manual outbound and internal calls
 - Emails

About

Bright Pattern Contact Center software integrates with Surfly, a co-browsing solution, in order to allow co-browsing between agents in the Agent Desktop application and customers viewing specific web resources. Co-browsing is an ideal solution for helping customers negotiate confusing web pages, fill out complex forms, and so forth.

The *Surfly Integration Guide* describes how to do the following:

- Configuring your Surfly account's settings to optimize Bright Pattern Contact Center integration
- Configuring a co-browsing integration account
- Adding the integration account to a messaging/chat scenario entry
- Training your agents how to operate co-browsing with customers