# 5.3 Call Detail Report

## Bright Pattern Documentation

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# Detailed Format

This section describes the fields of the campaign results exported or downloaded from the system in the detailed format. This format shows results of all call attempts made for a calling record (i.e., it contains one row per call attempt). Note that all attempts to process a record will be listed, including the ones where no actual dialing was initiated (e.g., if the record matched a Do-Not-Call condition or a campaign quota had been reached).

Campaign results are shown in either simple or detailed formats

## Detailed Format Field Descriptions

### Activity form fields

*Activity form fields* provides values of the fields of the activity form associated with this campaign. Only the fields that are marked for *export in results* will appear in the results.

### Agent

The *Agent* field displays the username of the agent who last talked to the customer during the call resulting from this call attempt.

### ANI

Automatic Number Identification (ANI) is the phone number of the calling party (also known as the caller ID), as defined during campaign configuration.

Note that the ANI field does not appear in preview campaign results. The ANI field may appear empty in results if you were running a preview campaign, or if there is a problem with the campaign configuration.

### Answered Duration

*Answered Duration* provides the duration of the call resulting from this call attempt from the moment live voice was detected until it was released. This duration does not include after-call work. For unsuccessful call attempts, this field is set to "0".

*Answered Duration* is available for predictive/progressive campaigns only. Set to "0" for campaigns of the preview type.

### Call Disposition

*Call Disposition* provides the disposition set for this call attempt. For descriptions of preconfigured dispositions, see section Predefined Dispositions of the *Contact Center Administrator Guide*.

### Call Disposition Code

*Call Disposition Code* provides the alphanumeric code of the *Call Disposition* (if defined in configuration).

### Calling record fields

*Calling record fields* provides all fields of the calling record for which this call attempt was made. The fields have the same names and values, and they are arranged in the same order in which they appear in the calling list.

### Call Note

This field provides the call notes entered by the agent for this call attempt.

For unsuccessful call attempts, this field can be used by the system to report details of the failed called attempt (CPA results and SIP signaling codes). For interpretation of the CPA results, see *CPA_result* below.

### Call Time

*Call Time* provides the date and time when this call attempt started.

### Completed

The *Completed* field is set to "1" if the record was completed during this call attempt (a final disposition set); otherwise, it is set to "0". For records whose processing was stopped at this attempt because a corresponding campaign quota had been reached (see *Out of Quota* below), this field is set to "0".

### Connected

Field *Connected* is set to "1" if the call was established from the PSTN point of view. For all other instances, this field is set to "0". Note that established calls may incur connection and duration charges.

### CPA Duration

*CPA Duration* provides the duration of the CPA (call progress analysis) phase of this call attempt from the moment network signaling reported the call as answered and until the decision about the type of answer was made (i.e., live voice, fax/modem, answering machine).

### CPA recording file

*CPA recording file* provides the name of the file where CPA recording for this call attempt is stored.

### CPA result

*CPA result* displays the result of call progress analysis for this call attempt.

Possible values include the following:

| Value | Description |
|---|---|
| 0 | Unknown (no result; e.g., when call ended before CPA was applied or finished) |
| 1 | Voice (live voice detected) |
| 2 | Answering Machine (answering machine greeting detected) |
| 3 | Announcement (speech detected that is not live voice or an answering machine greeting; e.g., an IVR prompt) |
| 4 | FAX (fax/modem response detected) |
| 5 | SIT (SIT tone detected) |
| 6 | Busy (busy tone detected; usually indicates that the called party is busy) |
| 7 | Fast Busy (fast busy signal detected; usually indicates that the call cannot be established due to network congestion; sometimes is also used to indicate invalid and/or disconnected numbers) |
| 8 | Ring Back *(ring back tone detected and continued beyond the* No Answer *timeout; see* Contact Center Administrator Guide*, section Outbound Campaign Settings for more information)* |
| 9 | Silence (no sound detected for longer than 5 seconds) |

Note that CPA results may not have direct (one-to-one) correspondence to call dispositions. The latter are determined based on combination of CPA results, line signaling, and some other factors.

### CPA RTP server id

*CPA RTP server id* displays the identifier of the host name of the RTP server where the *CPA recording file* is stored.

### Dialing Duration

This field provides the duration of the dialing phase of this call attempt from the moment it was initiated and until network signaling reported it as either answered or failed (congestion, busy, invalid number, etc.)

### Global Interaction ID

This field provides the Global interaction Identifier of this call attempt. An empty field indicates that the call was never actually dialed. For preview campaigns, note that if an agent makes several call attempts while handling one preview record, all such call attempts will have the same global ID.

### Is Call Attempt

This field provides the number of the call attempt for this call. If *Is Call Attempt* is set to “1”, then a call was actually dialed. Starting from Bright Pattern Contact Center version 3.11, a non-empty *Global Interaction Identifier* field (see below) can be used for the same purpose.

### Is Inbound Call

This field is set to "1" if the attempted call was an inbound call within a blended service (i.e., a customer returned a missed call using the campaign Caller ID). Note that *Is Inbound Call* is specified only if *Is Call Attempt* is set to "1".

### List Name

*List Name* provides the name of the calling list that contains the record for which this call attempt was made as defined in configuration.

### Out of Quota

The *Out of Quota* field is set to "1" if the record processing was stopped or never started because the campaign quota related to this record was reached or because the record did not match any quota groups defined within the campaign.

### Quota Group

For any record where the *Out of Quota* field is set to "1", this field indicates which particular value group reached its quota before this record could be processed. If the record was not processed because it did not match any quota groups defined within the campaign, this field will be set to "<no match>".

### Record Disposition

*Record Disposition* provides the disposition set for the record if the call was completed during this call attempt. For descriptions of preconfigured dispositions, see section Predefined Dispositions of the *Contact Center Administrator Guide*.

### Record Disposition Code

*Record Disposition Code* provides the alphanumeric code of the *Record Disposition* (if defined in configuration).

### Record ID

*Record ID* provides the unique identifier of the record for which this calling attempt was made. The record ID is generated during calling list import.

### Recording file

*Recording file* provides the name of the file where the conversation recording for the call resulting from this call attempt is stored.

### RTP server id

*RTP server id* displays the identifier of the host name of the RTP server where the *Recording file* is stored.

### This Phone number

This field gives the phone number used for this call attempt.

# 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 a 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.

1. REDIRECT 5.3:Contact-center-administrator-guide/ServicesandCampaigns/DispositionsTab

# 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

1. REDIRECT 5.3:Scenario-builder-reference-guide/ScenarioBlocks/ConnectCall

# 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 theInteraction 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 | • variable *$(item.globalInteractionId)* - An Interaction property |
| Simplified Desktop .NET API | • *globalInteractionId* - A property of events *evtCallDialing* and *evtCallOffered*<br>• *globalInteractionId* - An optional parameter of method *CallDial* |
| Desktop Integration API .NET Version | • *globalInteractionId* - A property of event *itemArrivedCallback*<br>• *globalInteractionId* - An optional parameter of method *makeCall* |
| Salesforce.com integration | • *Call Object Identifier* - A field of Salesforce.com activity history |
| Zendesk integration | • *https://<portal>/InteractionSearch?global_interaction_id=<x>* - The URL of Zendesk activity history; clicking this URL opens the Interaction Records Search page with the global interaction identifier preset as a search condition |
| RightNow integration | • *global_interaction_id* - A field from RightNow activity history |
| Reporting Database | • *global_interaction_id* - A field from the table *call_detail* |
| Detail Reports | • *Global ID* - A field from the Call Detail Report and Email Detail Report |
| Campaign Results | • *Global Interaction ID* - A field from the campaign results in detailed and simple formats |
| Exported voice recording | • *$(globalInteractionId)* - An optional file name component of exported voice recording files<br>• *Global Interaction ID* - A field of the recordings details .CSV file |
| Activity History Forms | • *$(ActivityHistory.global_interaction_id)* - 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

1. REDIRECT 5.3:Contact-center-administrator-guide/ServicesandCampaigns/ServiceLevelTab