

5.3 Global Interaction Identifier

Bright Pattern Documentation

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Interaction Records Search

When you select the *Interaction Records* tab from the top of the screen, the application pane will initially display a search page where you define media type(s) of the interactions you are looking for as well as other search criteria, such as time frame, participating agent(s), and/or service(s) involved.

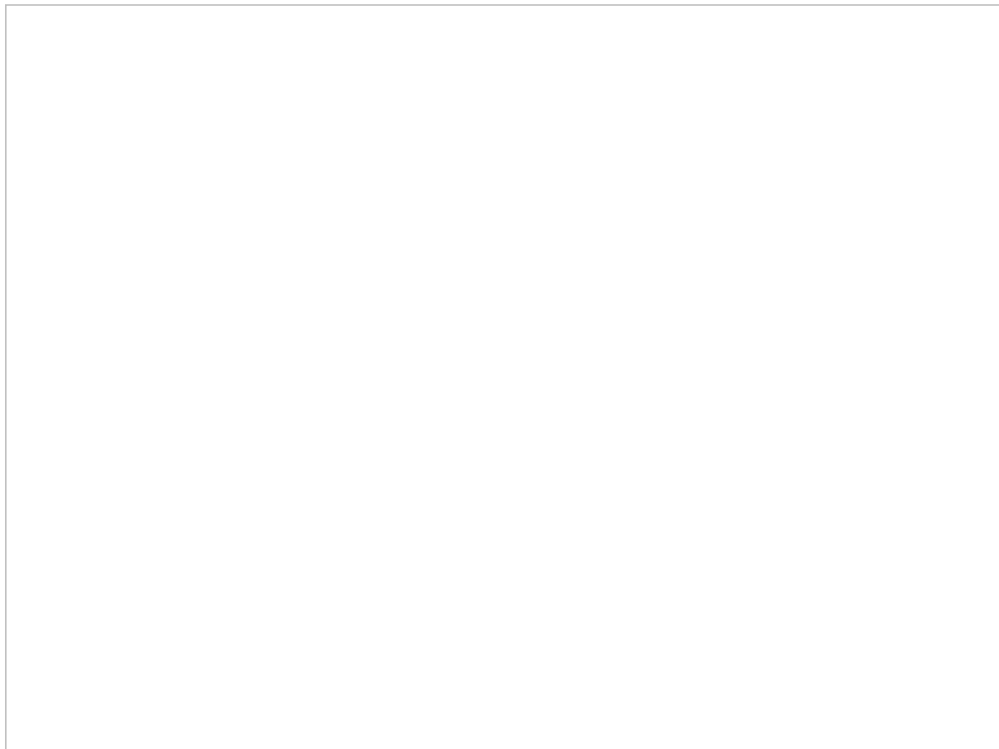
This section offers an overview of the Interaction Records Search feature. For detailed descriptions of search criteria and search results, see sections [List of Interaction Records Search Criteria](#) and [Search Results](#).

Please note, only completed interaction segments appear in the Interaction Records search. For emails, this means that an email will only appear in search results after it has been replied to, closed without reply, or saved as a draft. Thus, emails in the initial distribution queue will not be shown.

The standard aggregation period for the raw data used to produce detailed interaction records and historical reports is 15 minutes; therefore, under normal circumstances, detailed records for completed interactions and agent activities is available in Interaction Records and Agent Timeline with a maximum delay of 15 minutes.

Adding Search Conditions

Your search criteria can have any number of [conditions](#) (i.e., search criteria). To add a condition to your search, click **add condition**. To edit or delete an existing condition, use the mouse-over operation.



Interaction records search

Saving Search Conditions

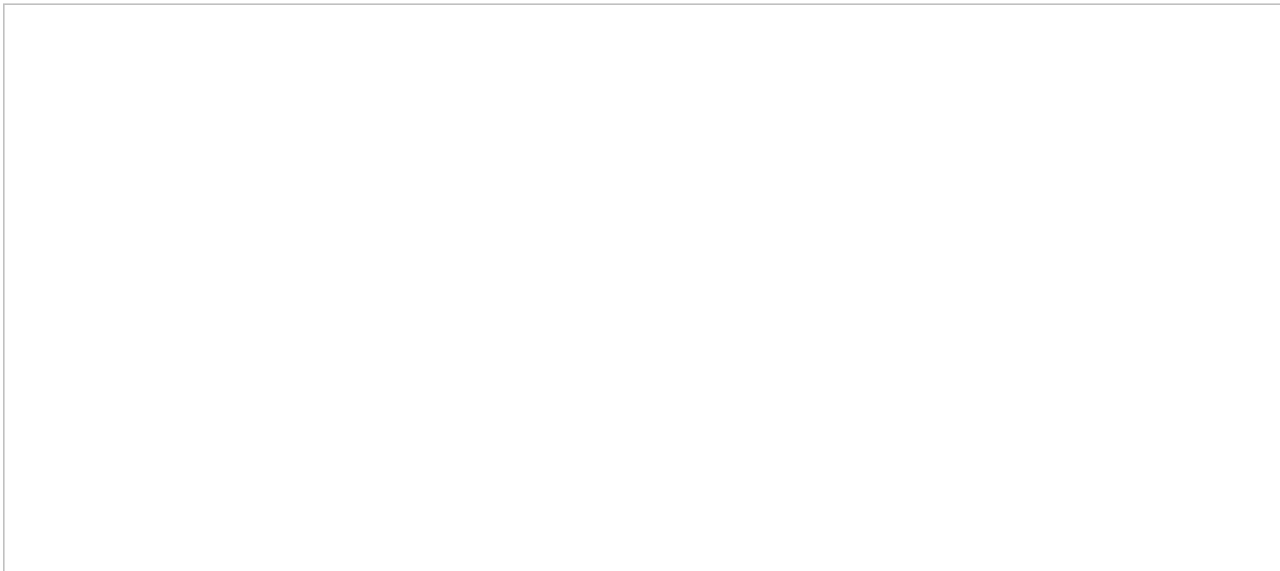
You can save a set of search conditions for future use--a helpful capability for when you regularly run the same searches and you do not want to add conditions manually each time you search. To save a set of search conditions, click **Save** and assign a name to it. To use a previously saved set of search conditions, click **Load**, and select its name from the drop-down menu.



Click "Save" to save your search conditions for future use

Viewing Search Results

When all desired search conditions are specified, click the **Search** button. The [Search Results](#) page will open with the list of interaction records matching your search criteria. Each row of the displayed table describes a single interaction.



Search results

Note that an interaction may have multiple segments (e.g., when a call was handled by multiple agents). The number of segments in a call is shown in the *Segments* column. You can see details for each segment of a selected call by clicking that number.

Some columns show data that is media-type specific (e.g., *Case ID Subject* is only relevant for emails). You can adjust the format of your table to display only the columns for the data that you need. To remove columns, hover over any column header, open the drop-down menu, and unselect the columns for the data you do not need.

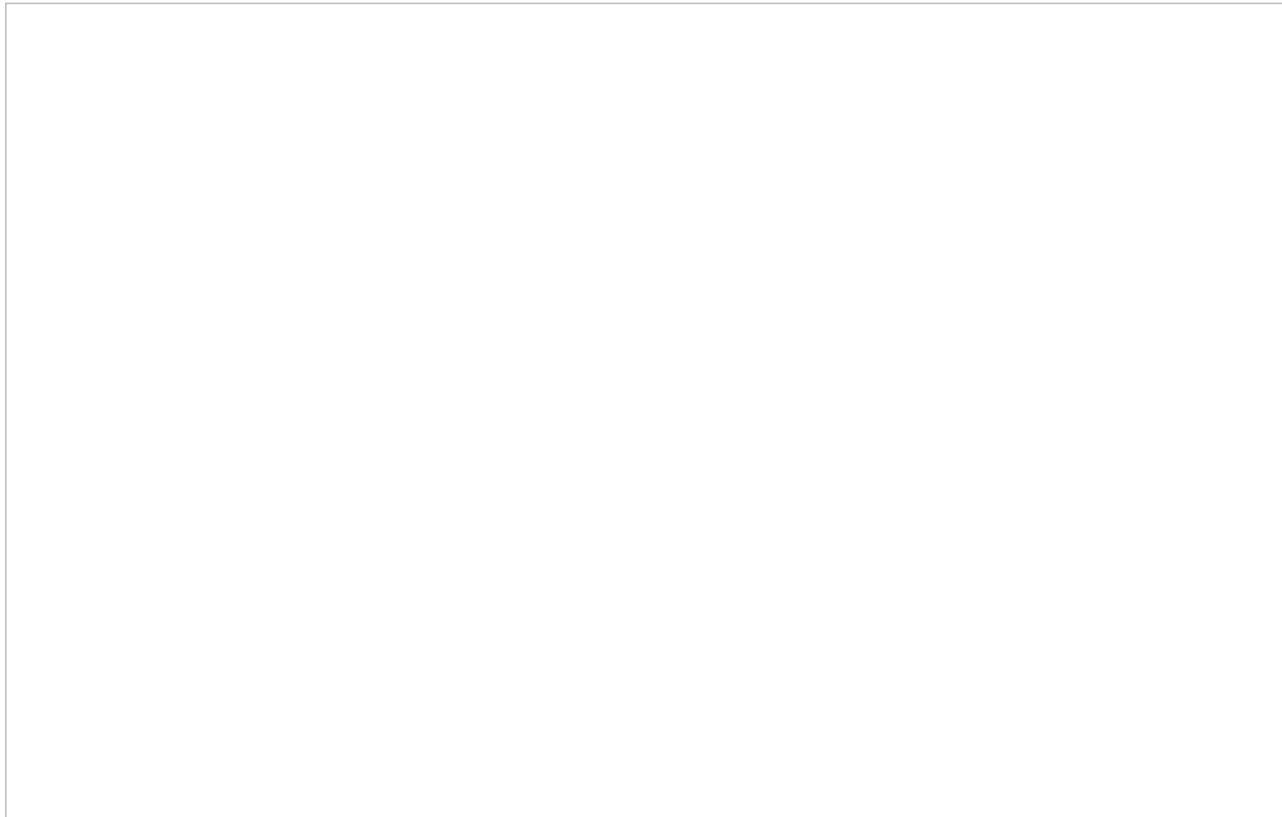
You can download all records that appear in the Search Results page in the .CSV format. To export the records, click the **export** button at the bottom of the page.

You can also manually download email content, call recordings, and call progress analysis (CPA) recordings for the interactions shown in the *Search Results* page. Note that manual download is limited to up to 100 emails, 100 call recordings, and 500 CPA recordings, respectively.

Periodic automated export of call/CPA recordings is configured via [Services and Campaigns > Results Tab](#) of the Contact Center Administrator application.

Erasing Interaction Content

The *Erase* feature for an interaction record allows you to remove the content of the record (i.e., voice recording and/or transcript for a call, the transcript for a chat, message body for an email, etc.), which may be necessary in order to comply with privacy laws or security standards. When taking this action, note that you can delete the content of one interaction at a time. For bulk erasure of interaction content, see the *Contact Center Administrator Guide*, section [Results Tab > Interactions Erasing](#).



An interaction record with the option to erase it

How to Erase Interaction Content

To erase content of a single interaction, take the following steps:

1. Configure the desired criteria for your records search and find the desired interaction record.
2. Open the record for review by clicking it's content item.
3. At the bottom of the record, select the **Erase** button; this will pop the *Erase interaction* window

[Interaction-Records-Erase-Window-1-53.PNG](#)

A screenshot of the 'Erase interaction' window, which is currently blank. The window title is 'Interaction-Records-Erase-Window-1-53.PNG'.

4. Select **Items to erase**, which displays the type of content you wish to erase (e.g., a voice recording, a transcript, or both)
5. Fill in the mandatory **Reason** field; this allows you to provide a reason the content was erased.
6. Select the **Erase** button and you will see a new prompt, warning you that erasing the interaction is permanent.

[Interaction-Records-Erase-Interaction-Prompt-53.PNG](#)

A screenshot of the 'Erase interaction' prompt window, which is currently blank. The window title is 'Interaction-Records-Erase-Interaction-Prompt-53.PNG'.

7. Select the **Erase** button again and the interaction will be permanently erased. Note that for email interactions, the *Erase* function erases content of one email message at a time. For other media types (voice, chat), the content of the entire interaction will be erased at once, regardless of the number of interaction segments.

Note that in the interaction window, if you select the segment that was erased, a message will display the time, date, user, and reason the interaction was erased.

Interaction-Records-Erased-Interaction-Message-53.PNG

1. REDIRECT [5.3:Scenario-builder-reference-guide/ScenarioBlocks/FetchURL](#)
1. REDIRECT [5.3:Contact-center-administrator-guide/ServicesandCampaigns/ResultsTab](#)

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Adding Search Conditions

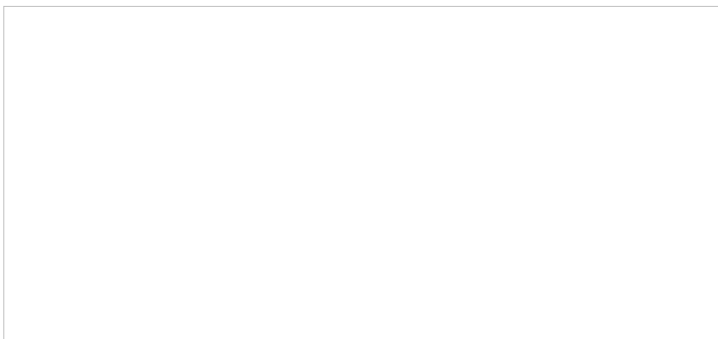
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Interaction records search

Saving Search Conditions

You can save a set of search conditions for future use--a helpful capability for when you regularly run the same searches and you do not want to add conditions manually each time you search. To save a set of search conditions, click **Save** and assign a name to it. To use a previously saved set of search conditions, click **Load**, and select its name from the drop-down menu.



Click "Save" to save your search conditions for future use

Viewing Search Results

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Some columns show data that is media-type specific (e.g., *Case ID Subject* is only relevant for emails). You can adjust the format of your table to display only the columns for the data that you need. To remove columns, hover over any column header, open the drop-down menu, and unselect the columns for the data you do not need.

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Erasing Interaction Content

The *Erase* feature for an interaction record allows you to remove the content of the record (i.e., voice recording and/or transcript for a call, the transcript for a chat, message body for an email, etc.), which may be necessary in order to comply with privacy laws or security standards. When taking this action, note that you can delete the content of one interaction at a time. For bulk erasure of interaction content, see the *Contact Center Administrator Guide*, section [Results Tab > Interactions Erasing](#).



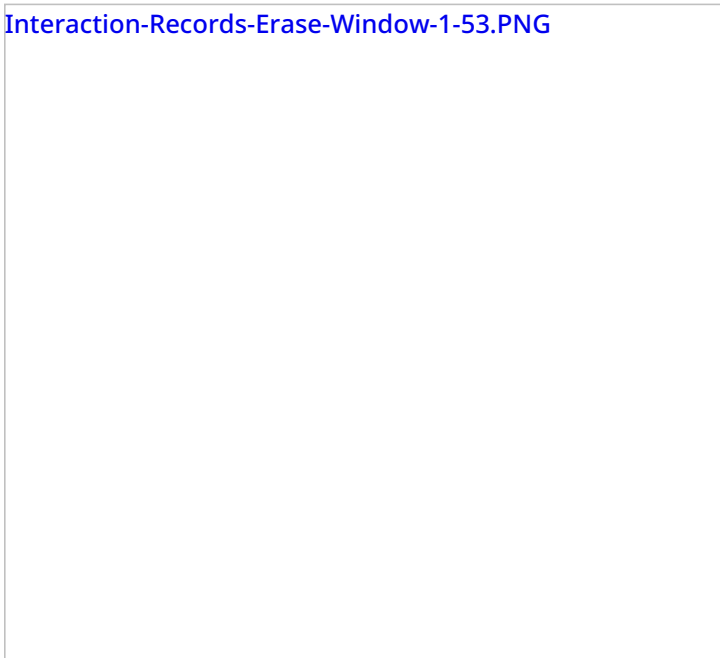
An interaction record with the option to erase it

How to Erase Interaction Content

To erase content of a single interaction, take the following steps:

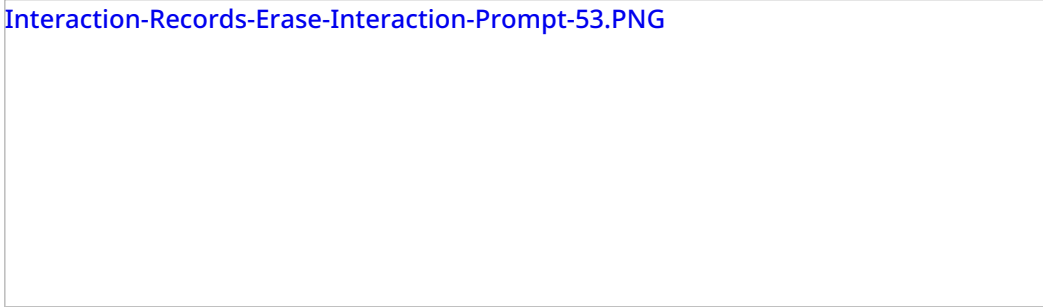
1. Configure the desired criteria for your records search and find the desired interaction record.
2. Open the record for review by clicking it's content item.
3. At the bottom of the record, select the **Erase** button; this will pop the *Erase interaction* window

[Interaction-Records-Erase-Window-1-53.PNG](#)



4. Select **Items to erase**, which displays the type of content you wish to erase (e.g., a voice recording, a transcript, or both)
5. Fill in the mandatory **Reason** field; this allows you to provide a reason the content was erased.
6. Select the **Erase** button and you will see a new prompt, warning you that erasing the interaction is permanent.


[Interaction-Records-Erase-Interaction-Prompt-53.PNG](#)



7. Select the **Erase** button again and the interaction will be permanently erased. Note that for email interactions, the *Erase* function erases content of one email message at a time. For other media types (voice, chat), the content of the entire interaction will be erased at once, regardless of the number of interaction segments.

Note that in the interaction window, if you select the segment that was erased, a message will display the time, date, user, and reason the interaction was erased.

[Interaction-Records-Erased-Interaction-Message-53.PNG](#)



1. REDIRECT [5.3:Scenario-builder-reference-guide/VariablesandExpressions/Variables](#)

API Events

evtApiUp

evtApiUp is sent when the API is successfully connected (or reconnected) to the softphone.

Note that no information is provided about calls that already may be present on the Agent Desktop.

Syntax

```
void evtApiUp(System.EventArgs args);
```

evtApiDown

evtApiDown is sent when the ShutdownAPI method is called or when the API loses connection to the softphone.

In case of connection loss, the API will try to reconnect every 15 seconds; once reconnected, the *evtApiUp* event is sent.

Syntax

```
void evtApiDown(System.EventArgs args);
```

evtCallDialing

evtCallDialing is sent when the softphone starts dialing a call.

Note that this event reports calls both initiated by a prior [CallDial](#) method and dialed directly from the Agent Desktop.

For parameters, see the description of auxiliary class [DesktopControlAPI.CallArgs](#).

Syntax

```
void evtCallDialing(DesktopControlAPI.CallArgs args);
```

evtCallOffered

evtCallOffered is sent when the softphone receives a new incoming call.

For parameters, see the description of auxiliary class [DesktopControlAPI.CallArgs](#).

Syntax

```
void evtCallOffered(DesktopControlAPI.CallArgs args);
```

evtCallDisconnected

evtCallDisconnected is sent when an existing call is released.

For parameters, see the description of auxiliary class [DesktopControlAPI.CallArgs](#).

Syntax

```
void evtCallDisconnected(DesktopControlAPI.CallArgs args);
```

onError

onError is sent when an error occurs while executing a method.

For parameters, see the description of auxiliary class [DesktopControlAPI.ErrorEventArgs](#).

Syntax

```
void onError(DesktopControlAPI.ErrorEventArgs args);
```

onCallRecordingStarted

onCallRecordingStarted is sent when call recording is started. Note that this event does not indicate that a call was established or if a call was not recorded.

For parameters, see the description of auxiliary class [DesktopControlAPI.CallArgs](#).

Syntax

```
void onCallRecordingStarted(DesktopControlAPI.CallArgs args);
```

onCallRecordingStopped

onCallRecordingStopped is sent when call recording is stopped.

For parameters, see the description of auxiliary class [DesktopControlAPI.CallArgs](#).

Syntax

```
void onCallRecordingStopped(DesktopControlAPI.CallArgs args);
```

onCallRecordingMuted

onCallRecordingMuted is sent when call recording is muted.

For parameters, see the description of auxiliary class [DesktopControlAPI.CallArgs](#).

Syntax

```
void onCallRecordingMuted(DesktopControlAPI.CallArgs args);
```

onCallRecordingUnmuted

onCallRecordingUnmuted is sent when call recording is unmuted.

For parameters, see the description of auxiliary class [DesktopControlAPI.CallArgs](#).

Syntax

```
void onCallRecordingUnmuted(DesktopControlAPI.CallArgs args);
```

onScreenRecordingStarted

onScreenRecordingStarted is sent when screen recording is started.

For parameters, see the description of auxiliary class [DesktopControlAPI.ScreenRecordingArgs](#).

Syntax

```
void onScreenRecordingStarted(DesktopControlAPI.ScreenRecordingArgs args);
```

onScreenRecordingCompleted

onScreenRecordingCompleted is sent when screen recording is stopped.

For parameters, see the description of auxiliary class [DesktopControlAPI.ScreenRecordingArgs](#).

Syntax

```
void onScreenRecordingCompleted(DesktopControlAPI.ScreenRecordingArgs args);
```

onScreenRecordingsMuted

onScreenRecordingsMuted is sent when screen recording is muted.

For parameters, see the description of auxiliary class [DesktopControlAPI.BaseEventArgs](#).

Syntax

```
void onScreenRecordingsMuted(DesktopControlAPI.BaseEventArgs args);
```

onScreenRecordingsUnmuted

onScreenRecordingsUnmuted is sent when screen recording is unmuted.

For parameters, see the description of auxiliary class [DesktopControlAPI.BaseEventArgs](#).

Syntax

```
void onScreenRecordingsUnmuted (DesktopControlAPI.BaseEventArgs args);
```

API Methods

InitAPI

InitAPI initializes the API.

This request initializes the TCP connection procedure. Once the connection is established, the `evtApiUp` event is sent to the .NET application.

Syntax

```
bool InitAPI();
```

ShutdownAPI

ShutdownAPI terminates the TCP connection between the API and the Agent Desktop.

Syntax

```
void ShutdownAPI();
```

CallDial

CallDial initiates a call to the number specified in *destination*.

Specification of the [global interaction identifier](#) (GIID) is optional. This returns request ID.

Syntax

```
UInt64 CallDial(string destination, string giid);
```

MuteCallRecording

MuteCallRecording mutes audio recording of the call identified by *callId* on the given desktop.

The recording will continue, but any voice signal will be replaced with silence.

Syntax

```
UInt64 MuteCallRecording(string callId);
```

UnmuteCallRecording

UnmuteCallRecording resumes previously muted audio recording for the call identified by *callId* on the given desktop.

Syntax

```
UInt64 UnmuteCallRecording(string callId);
```

MuteScreenRecordings

MuteScreenRecordings mutes screen recording on the given desktop.

For the period when screen recording is muted, the recording will contain a static snapshot of the desktop at the moment when mute was applied.

This request is processed by the Agent Desktop Helper Application.

Syntax

```
UInt64 MuteScreenRecordings();
```

UnmuteScreenRecordings

UnmuteScreenRecordings unmutes previously muted screen recording on the given desktop.

This request is processed by the Agent Desktop Helper Application.

Syntax

```
UInt64 UnmuteScreenRecordings();
```

CallSetScenarioVariable

CallSetScenarioVariable sets a variable identified by *name* for the scenario associated with the call identified by *callId* to the value specified in *value*.

Syntax

```
UInt64 CallSetScenarioVariable(string _callId, string _name, string _value);
```

CallSingleStepTransfer

This method initiates a [single-step \(blind\) transfer](#) of the call identified by *callId* to the number specified in *dest*. Optionally, it also allows a collection of variables to be set and transferred to the call-processing scenario within the same request.

Syntax

```
UInt64 CallSingleStepTransfer(string _callId, string _dest, Dictionary<string, string> _vars);
```

Receiving a call

When a call is made to an agent directly or offered to an agent via an ACD queue, the following events would be raised (in the specified order):

```
public event ItemArrivedCallback itemArrivedCallback;  
public event CallOfferedCallback callOfferedCallback;
```

Your application can use *itemArrivedCallback* to create a new item in its [active communications list \(ACL\)](#), while *callOfferedCallback*, which offers more information about the call (e.g. remote name and number), should be used to update the application about the call. The *itemId* property in the *Call* object can be used to find the ACL item by the *id* property in the *Item* object.

When the user answers and the call is connected, the following event will be raised:

```
public event CallConnectedCallback callConnectedCallback;
```

Making a call

The following method is used to [make a call](#):

```
public ResultCode makeCall(string dnis, Service service, out ADAPI.Item outItem);
```

Note:

- The *dnis* parameter should not contain any non-numeric characters such as “:”, “+”, or “-”.
- The output parameter *outItem* corresponds to the new ACL item generated for the call.

The following event will be raised when the call is dialed:

```
public event CallDialingCallback callDialingCallback;
```

When the other party answers the call and the call is connected, the following event will be raised:

```
public event CallConnectedCallback callConnectedCallback;
```

1. REDIRECT [5.3:Sfdc-integration-guide/Tutorials/CustomizingSFDCActivityObjects](#)

Activity History

In the integrated Zendesk environment, information about each interaction is saved, updated in real time, and shown as a running list of notes in the center of the desktop interface. The information contained in these notes is called activity history. Notes with basic data are added automatically to the activity history upon completion of any interaction activity (i.e., hanging up a call, ending a chat, setting dispositions, finishing after-call work (ACW), and so forth).

[Zendesk-activity-history.png](#)



The Zendesk ticket activity history includes interaction-processing details such as the following:

- Start time
- Contact name
- Contact number
- Duration
- Interaction direction (outbound/inbound)
- Disposition
- Access to recording/transcript
- Attached data

Becoming Familiar with Activity History

To test the activity history function, you simply release (i.e., complete or end) the previously established call. Upon completion of the after-call work (ACW), you should be able to see a new internal note added to the ticket with basic data about the call you just finished. This data includes start time, call type, phone number, duration (talk+hold time), disposition, service, and [global interaction identifier](#). The global interaction identifier is provided as a link. Clicking this link opens the [Interaction Records Search](#) page of the Contact Center Administrator application with the global interaction identifier preset as a search condition.

Zendesk Activity History information

Additional Interaction Data Is Linked

If the call was recorded, the activity history will also contain a link to the voice recording. When you click the voice recording link, you should receive an incoming call. Playback of the recording will begin as soon as you answer this call. Note that in order to listen to the recording you must have the privilege [Listen to recordings linked to external CRM records](#).

Default Settings and Customization Options

By default, the activity history is written to the last open ticket (i.e., interaction). If, according to your workflow, you need the activity history to be written to tickets that open when interactions are delivered to agents, perform the following steps:

- In the Zendesk application, navigate to *Admin > APPS > Manage > BP Support > App Configuration*
- Select the *First open ticket* option for property *Activity History*.

Writing Activity History to Specific Zendesk Tickets

Starting with Bright Pattern Contact Center version 13.3, you can choose whether to write activity history to the Zendesk ticket that was popped to the agent only, rather than to the ticket in focus. In addition, you can select whether the activity history should be written to the first ticket open or to the last ticket open when the interaction is completed. The ability to write activity history notes to specific tickets is a useful feature for agents who receive multiple calls and chats simultaneously.

In the following example, let's walk through the process of viewing activity history and writing notes to it for certain tickets.

Step 1: Become familiar with the integrated desktop.

An agent working in Zendesk will have an integrated desktop such as the one shown, where the activity history is displayed in the middle of the interface. Each open ticket appears in its own tab at the top of the screen. In order to write a note to a specific ticket, you must make sure you first click on the tab the corresponds to the desired ticket.

[The integrated Zendesk desktop](#)



Step 2: Accept or reject the ticket popped to the agent.

When a call or chat is initiated by a customer or other user, a new ticket is popped to the agent. Notice that the ticket pop-up window looks the same as the alerts that pop up in the Agent Desktop. The agent can either accept or reject the call.

[A ticket is popped to the agent](#)



Step 3: Add relevant, helpful notes to the expand the basic data given for the ticket.

If the agent accepts the call, the activity history in the middle of the screen is updated with data regarding the current Inbound Call. The agent is able to write a note to the ticket in focus (i.e., the current inbound call's activity history) by clicking and typing into the box highlighted in green. The agent can write either a **Public reply** or an **Internal note**.

The agent can write a note for the ticket in focus



Step 4: Complete the call, set a disposition, and add more notes if needed.

The note is saved, and the activity history is refreshed in real-time with the new note. It appears at the top of the activity history feed in the middle of the screen. When the interaction is complete, the agent enters the after-call work (ACW) state and is able to set the disposition for the call. This is done from the dialpad pull-down menu on the right. The agent completes the ACW tasks, and the activity feed is refreshed.

The activity history is refreshed with the note for the ticket in focus



Step 5: View all notes and data for the ticket in the activity history.

In the following image shown, a different user or agent has written a note to the same ticket. This added note includes a link to the recorded conversation, and the note is appended to the existing note for the ticket. You can see all notes for the ticket in the activity history feed. The most recent note appears on top.

A new note is written to the ticket during ACW



You can select any note in the activity history and/or select any ticket tab (at the top of the screen), and update it with more information.

Handling Multiple Interactions

The following rules apply to ticket-interaction association and activity history recording when agents handle multiple interactions simultaneously:

- Each active interaction in the Active Communications List (ACL) on the Agent Desktop tracks its own "last active" ticket independently of other interactions.
- When an agent accepts a new interaction:
 - If there is a screen-pop, the displayed ticket is considered the initial "last active" ticket.
 - If there is no screen-pop, no "last active" ticket will be assigned to the accepted interaction even if there was an active ticket open on the screen when the interaction was accepted.
- If the agent navigates to another ticket (opens a new ticket or explicitly navigates to a nonactive tab) while an interaction is selected in the ACL, that other ticket becomes the current "last active" ticket for that selected interaction.
- When the interaction is closed, the activity history record is attached to the current "last active" ticket of that specific interaction.
- Whenever the agent switches between interactions in the ACL, the "last active" ticket associated with the selected interaction is automatically displayed in the active Zendesk tab.
- When a new chat is offered to an agent who already has other active interactions on the desktop, the alert window will have three buttons: **Accept**, **Open**, and **Reject**.
 - The **Open** button accepts the new chat, produces the screen-pop, and makes the new chat active (i.e., it opens chat dialog and selects this chat in the ACL).
 - The **Accept** button only accepts the new chat; it does not produce a screen-pop or change the currently active interaction in the ACL.

Activity History

In the integrated Oracle Service Cloud environment, information about each interaction is saved, updated in real time, and shown as a running list of notes in the center of the desktop interface. The information contained in these notes is called *activity history*. Notes with basic data are added automatically to the activity history upon completion of any interaction activity (i.e., hanging up a call, ending a chat, setting dispositions, finishing after-call work (ACW), and so forth).

Interaction activity history is associated with the *Incident* or *Contact* that was present on the desktop at the end of the interaction processing. If no such object was present, activity history will be recorded without any associations.

Oracle Service Cloud ticket activity history includes interaction-processing details such as the following:

- Start time
- Contact number
- Duration (talk + hold)
- Interaction direction (outbound/inbound)
- Disposition
- Access to call recording

Becoming Familiar with Activity History

To test the activity history function, you simply release (i.e., complete or end) the previously established call. Upon completion of the after-call work (ACW), you should be able to see a new internal note added to the ticket with basic data about the call you just finished. This data includes start time, call type, phone number, duration (talk+hold time), disposition, service, and [global interaction identifier](#). The global interaction identifier is provided as a link. Clicking this link opens the [Interaction Records Search](#) page of the Contact Center Administrator application with the global interaction identifier preset as a search condition.

Step 1: Open the incident (i.e., the interaction) that you just completed.

- If you configured a custom object for activity history, click the tab corresponding to that object. The data should appear as the most recent record, in the fields that you defined.

[Rightnow-integration-guide-image15.PNG](#)



- If you did not configure a custom object, click the **Tasks** tab, and open the most recent task from the list. Most of the activity history data should appear in the **Notes** field.

[Rightnow-integration-guide-image16.PNG](#)



Step 2: Review and edit data.

- Review the activity history data and make sure it corresponds to the properties of the interaction that you completed.
- Note that activity history can be edited manually by the users who have corresponding permissions.

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)
			<i>disposition</i> specifies how the interaction ended. The

disposition

ENUM

None

term *call* in the descriptions below indicates that the given value may be applicable to calls and chats.

Possible values include the following:

- 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

			<ul style="list-style-type: none"> • SENT – Email was sent; applies to outbound emails only • DISCARDED – Email initiated and subsequently discarded without being sent; applies to outbound emails only • 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	<p>The name of the scenario used to process this interaction.</p> <p>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.)</p>
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 case_search_result).</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>

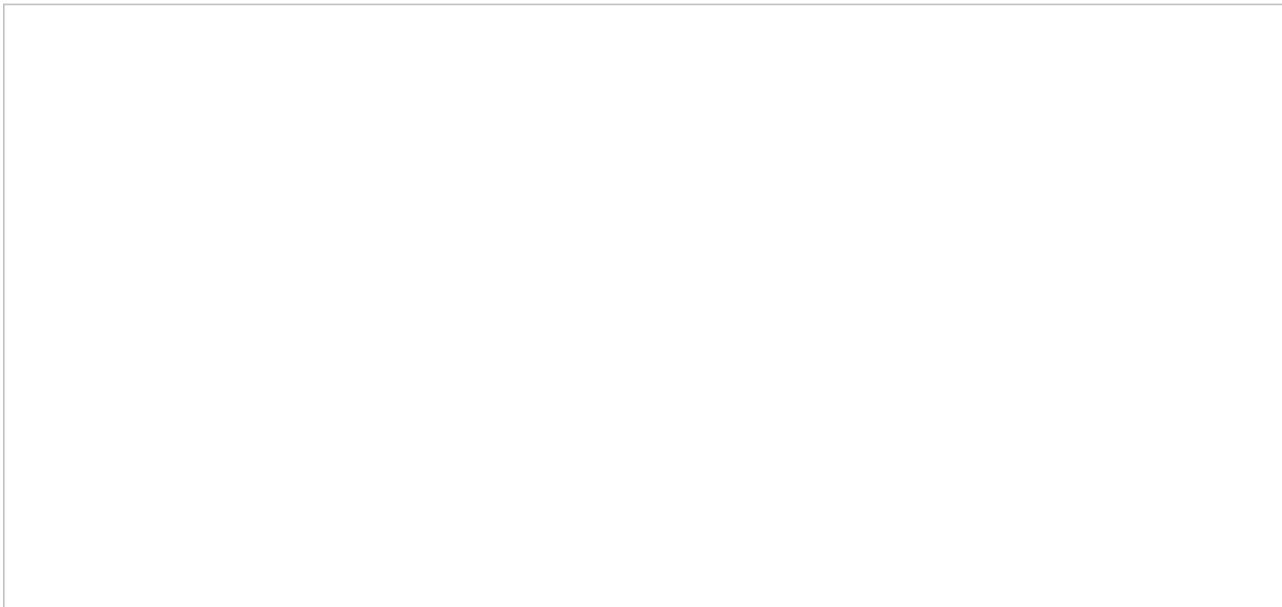
callee_city	VARCHAR	None	The city of the user that accepted the interaction; the setting is defined in the Contact Center Administrator application, section Users & Teams > Users > Location tab
caller_country	VARCHAR	None	The country of the user that originated the interaction; this setting is defined in the Contact Center Administrator application, section Users & Teams > Users > Location tab
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.

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

Time is given in Universal Coordinated Time (UTC).

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:

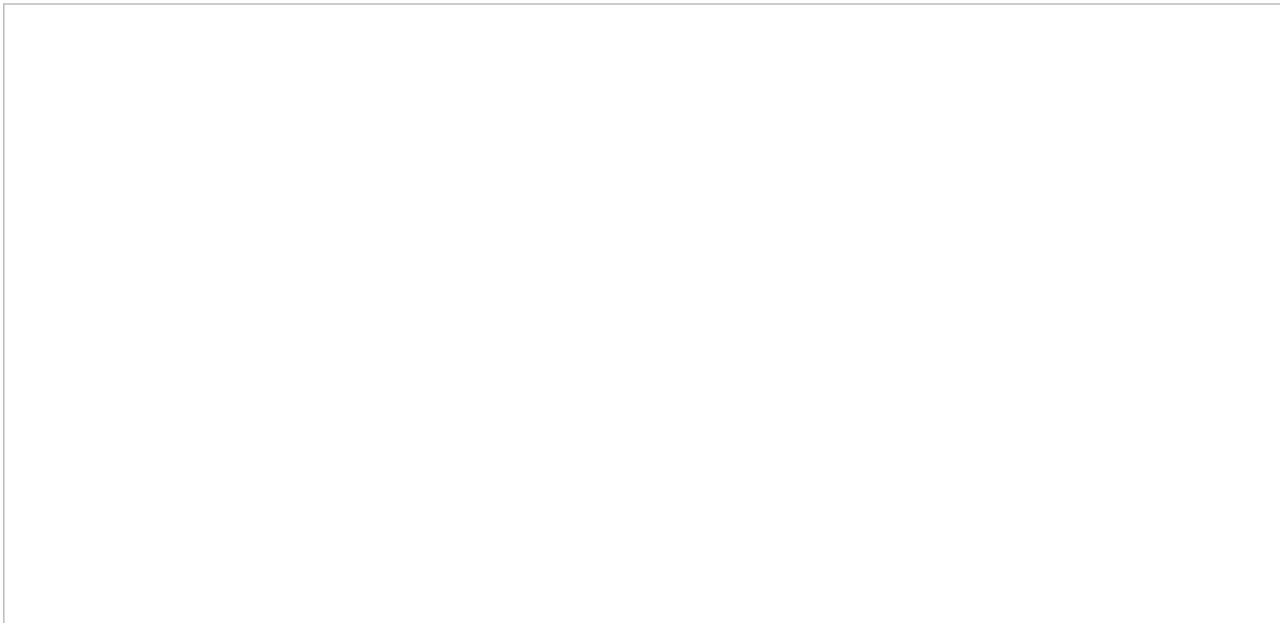
- *Inbound*
- *Inbound Chat*
- *Outbound*
- *Internal*
- *External* (a call where all parties are external)

Wrap-up time

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

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

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 (<i>ring back tone detected and continued beyond the No Answer timeout; see Contact Center Administrator Guide, section Outbound Campaign Settings for more information</i>)
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.)

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

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.

1. REDIRECT [5.3:Contact-center-administrator-guide/ServicesandCampaigns/ResultsTab](#)

Recordings Details Format

The following table describes the fields of the data file that accompanies the [export of call recordings](#) and maps them to the available components of configurable file names that are assigned to recordings during export. The file is exported in .CSV format and contains details of the corresponding calls, which may facilitate a search for specific recordings once they have been exported out of the system.

Note that conference calls produce multiple recordings corresponding to the number of participating agents. The recording details file in this case will contain a separate record for each recording.

Field Name	File Name Component	Description
Agent First Name	<i>\$(agentFirstName)</i>	For complete recordings, the first name of the agent who last handled this call; for segments, the first name of the agent who handled the given segment
Agent Last Name	<i>\$(agentLastName)</i>	For complete recordings, the last name of the agent who last handled this call; for segments, the last name of the agent who handled the given segment
Agent loginId	<i>\$(agent)</i>	For complete recordings, the, username of the agent who last handled this call; for segments, the username of the agent who handled the given segment
Customer phone	<i>\$(customerPhone)</i>	Customer's phone number (technically, the phone number of the party opposite to the above agent)
Direction	<i>\$(direction)</i>	Call direction, Inbound or Outbound
Disposition	<i>\$(disposition)</i>	Call disposition
Export status	N/A	An indicator of whether the recording was actually exported (success) or the recording was never found (failed)
Flagged	<i>\$(flagged)</i>	An indicator of whether the call was flagged
Global Interaction ID	<i>\$(globalInteractionId)</i>	Global interaction identifier of this call; note that for complete recordings, there may be more than one call recording file with the same identifier. For segments, the Global Interaction ID of all segments will be inherited from the interaction that those segments are a part of.
N/A	<i>\$(callDuration)</i>	Overall call duration of this call
N/A	<i>\$(callHour)</i>	Ordinal number of the hour (from 00 to 23) during which the call started
N/A	<i>\$(currentTime)</i>	The value is set to the time when the recording is exported.

N/A	<i>\$(uniqueId)</i>	Unique identifier assigned to this recording; unlike <i>Global Interaction ID</i> (above), this value is unique for each exported recording
Notes	N/A	Call notes entered for by the agent
N/A	<i>\$(periodEndDate)</i>	The value is the start time of the last exported recordings file (if there was at least one file to export), or the end of the period if there were no files to export. Note: Starting from Bright Pattern Contact Center version 5.3.5, this variable replaces the <i>\$(currentDate)</i> variable.
Pure Talk Time	<i>\$(pureTalkTime)</i>	Pure talk time of this call/segment (excludes ACW and hold times); it is empty for IVR segments
RecordingId	N/A	Name of the file that contains the recording of this call; for segments, the name of the file containing the given voice segment
Segment Time	<i>\$(segmentDuration)</i>	Overall duration of the recorded segment
Service	<i>\$(service)</i>	Name of the service or campaign associated with this call; for segments, the service that was associated with the interaction at the end of the given segment
Start Time	<i>\$(callDate), \$(callTime)</i>	Date and time of call start; for segments, the start time of the voice segment
Talk Time	N/A	Overall duration of this call
Type	<i>\$(type),</i>	Type of recording; possible values are "Complete" or "Segment"
Voice Signature	<i>\$(voiceSignature)</i>	An indicator of whether the recording contains a voice signature

1. REDIRECT [5.3:Contact-center-administrator-guide/Directory/Hardphones](#)