CX Contact Help

Job Record Dashboard

5/4/2025

Job Record Dashboard

> **Important**
> The content of this document has been moved and is no longer being updated in this location.
> For the latest content and most recent updates, see the CX Contact Help on the Genesys Multicloud site.

The Job Record Dashboard ⬚ contains data about a Job's status and its results.

Job records can contain data associated with one or more of the following fields:

Field	Type	Description
id	keyword	Index ID
parentid	keyword	Parent Job ID
ccid	keyword	Contact Center ID
name	keyword	Job Name
type	keyword	Type
state	keyword	State: ['STOP', 'RUNNING', 'COMPLETED']
result	keyword	Job result: ['NONE', 'SUCCESS', 'FAIL']
created	date	The timestamp of when the job was created.
started	date	The timestamp of when the job was started.
finished	date	The timestamp of when the job was finished.
duration	integer	The Duration in milliseconds (ms).
error	text	An Error message.
errorCode	integer	Error Code
options	keyword	The Job options used for the creation of a job.
trace	keyword	Trace Steps
attributes	keyword	The attributes that are generated by the job execution.
@timestamp	date	The ISO format of the Index

Field	Type	Description
		timestamp
@endtime	date	The timestamp of when the job was finished.
component	keyword	Job execution component.
version	keyword	Job execution component version.
hostname	keyword	The hostname of the component instance that executed a job.
address	keyword	The IP address of the component instance that executed a job.

Related Topics

- Configure a Dashboard
- Configure a Dashboard Row
- Create an Analytics Dashboard Panel