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## CX Contact Help

User Actions Dashboard

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# User Actions 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The content of this document has been moved and is no longer being updated in this location.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 User Actions dashboard contains data about user events (that is, who did what and exactly when).

In addition to the numerous [panels](#) that can be created for the User Actions Dashboard, this dashboard contains an **Audit Trail Log**. A user's activity is logged for 31 days in the **Audit Trail Log** panel. After 31 days the activity in the Audit Trail Log is deleted.

User Actions records can contain data associated with one or more of the following fields (Audit Trail log):

Field	Type	Description
id	keyword	Unique identifier
requestID	keyword	Used to track specific API requests (for example, customer scripting troubleshooting purposes). This field contains the Request ID. The Request ID can be provided via the x-request-id header in the API CX Contact request. The Request ID must be generated by the client and can be used to track specific API requests (for example, for customer scripting troubleshooting purposes).
@timestamp	date	The date/time when an action started (for example, when the request arrived in the system).
userName	keyword	The login user name that initiated the logged action.
@endtime	date	The date/time when the action was completed.
duration	integer	The duration of the action (@endtime - @timestamp) in

Field	Type	Description
		milliseconds.
action	keyword	<p>EDIT   DELETE   ALTER   LOGIN   LOGOUT   EXECUTE   SEARCH   READ   TEST</p> <ul style="list-style-type: none"><li>• CREATE - Object or entity has been created.</li><li>• EDIT - Object or entity has been modified.</li><li>• DELETE - Object or entity has been deleted.</li><li>• ALTER - Indicate that the underlying physical object (for example, calling list table) has been modified.</li><li>• EXECUTE - Any action over Campaign Group in OCS (for example, Load or Start).</li><li>• SEARCH - Search for a contact or suppression entry.</li><li>• READ - Used for Contact or Suppression Lists exports.</li><li>• TEST - Used for List Automation Jobs test executions.</li><li>• LOGIN - Used for user logins into the system.</li><li>• LOGOUT - Used for user logouts out of the system.</li></ul>
actionDetails	keyword	<p>Provides additional details about the action. These values are dependent on the CX Contact object or entity.</p> <ul style="list-style-type: none"><li>• Import</li><li>• Export</li><li>• Add Entry</li><li>• Add Batch</li><li>• Purge</li><li>• Delete Entry</li><li>• Delete Batch</li><li>• Logout Manual</li></ul>

Field	Type	Description
		<ul style="list-style-type: none"><li>• Logout Automatic</li><li>• Start</li><li>• Stop</li><li>• Pause</li><li>• Pre-load</li><li>• Duplicate</li><li>• Edit Entry</li><li>• Abort</li></ul>
objectType	keyword	The type of object. For example, Campaign Group, Contact List, Suppression List, Time Zones Map, Compliance Rule, List Rule, List Automation, and so on. For details, refer to the <a href="#">Object Types and Related Sub-types</a> section.
objectSubtype	keyword	A sub-classification of the object type. For example, Attempt Rule, Location Rule, Filtering rule, Selection Rule Contact, Upload Rule Contact, and so on. For details, refer to the <a href="#">Object Types and Related Sub-types</a> section
objectName	keyword	The name of the object as stored in CME.
objectID	integer	DBID of the object as stored in CME.
apicall	boolean	Appears as <b>True</b> if the executed action is performed via an API call and <b>False</b> if the executed action is performed via the user interface. This field enables you to see if a change was manually performed by a user or automatically by the system. For example, if the change was manually performed by a user the apiCall is false and if the change was automatically made from a 3rd party system or external system using an API call to run the command remotely the apiCall is true.
successful	boolean	Appears as <b>True</b> if the action was completed successfully and <b>False</b> if the action was not completed successfully.

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Field	Type	Description
errorMessage	text	An error message (as displayed in the user interface or returned as an API response) when the request execution was not successful.
details	text	An additional textual description of the action when available.
endPoint	text	The API end point that was called.
changeSet	object	Contains details about what was changed (for example, a new option value, a new dialing mode, and so on) in JSON format. <b>Note:</b> The Change Set is only stored when the changes are successful and only for objects represented in CME (for example, EDIT action).

## Object Types and Related Sub-types

Object Type	Object Sub-types
Campaign Group	<ul style="list-style-type: none"><li>• Voice</li><li>• SMS</li><li>• Email</li></ul>
Campaign Template	<ul style="list-style-type: none"><li>• Voice</li><li>• SMS</li><li>• Email</li></ul>
Dialing Profile	<ul style="list-style-type: none"><li>• Voice</li><li>• SMS</li><li>• Email</li></ul>
Session Profile	<ul style="list-style-type: none"><li>• Voice</li><li>• SMS</li><li>• Email</li></ul>

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Object Type	Object Sub-types
Contact List	<ul style="list-style-type: none"><li>• Contact List</li><li>• Original File</li><li>• Rejects File</li><li>• Message File</li></ul>
Suppression List	<ul style="list-style-type: none"><li>• Suppression List Voice</li><li>• Suppression List SMS</li><li>• Suppression List Email</li><li>• Original File</li><li>• Rejects File</li><li>• Message File</li></ul>
Time Zones Map	
Compliance Rule	<ul style="list-style-type: none"><li>• Attempt Rule</li><li>• Location Rule</li><li>• Custom Rules</li><li>• Contact Times</li><li>• Contact Dates</li></ul>
List Rule	<ul style="list-style-type: none"><li>• Filtering Rule</li><li>• Upload Rule Contact</li><li>• Upload Rule Suppression</li><li>• Selection Rule Contact</li><li>• Selection Rule Suppression</li><li>• Selection Rule Advanced</li></ul>
List Automation	<ul style="list-style-type: none"><li>• Import File</li><li>• Send Campaign Group</li><li>• Import Suppression</li><li>• Export Contact List</li></ul>
Label	
Specification File	

Object Type	Object Sub-types
Data Mapping	<ul style="list-style-type: none"><li>• For Import</li></ul>
Settings	<ul style="list-style-type: none"><li>• General</li><li>• Security</li><li>• Pacing</li></ul>
Analytics	<ul style="list-style-type: none"><li>• Dashboard</li><li>• Panel</li></ul>

## Related Topics

- [Configure a Dashboard](#)
- [Configure a Dashboard Row](#)
- [Create an Analytics Dashboard Panel](#)