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CX Contact Help

Contact History Record Dashboard

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Contact History 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The content of this document has been moved and is no longer being updated in this location.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 Contact History Record Dashboard contains statistical and contact data about the last call attempt to a specific contact associated with a calling list in a specific campaign group session.

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

Field	Type	Description
@timestamp	date	The timestamp at which OCS starts to process the call attempt. It is the time at which the pre-dial validation request is sent by OCS to CX Contact.
@endtime	date	The timestamp at which the outbound record for the given call is considered complete and is removed from OCS active processing (for example, on dial error, or when a finalization event is received from the agent desktop).
ccid	keyword	The Contact Center ID.
calluuid	keyword	The call attempt GUID.
chain_id	integer	Indicates the Contact ID in the database table.
chain_n	integer	The number of the device in the contact/chain.
contact_info	keyword	The device's phone number.
contact_info_type	keyword	The Common library enum (GctiContactType) based on the cd_device_index. For example, ['No Contact Type', 'Home Phone', 'Direct Business Phone', ...].
duration	integer	The processing duration (that is,

Field	Type	Description
		endtime - timestamp).
durationCall	integer	The call duration (ms). That is, (timeAbandoned - timeClientPickedUp), (timeAgentCallReleased - timeClientPickedUp), or (timeBadCallReleased - timeDialing).
timeDialing	integer	The dialing timestamp.
timeClientRinging	integer	The timestamp of when the client number rang.
callTime	integer	The timestamp of when the call started.
callResult	integer	The call result.
optimizationGoal	integer	Indicates the highest allowable percentage of proactively triggered interactions that can be closed by visitors prior to an agent joining the session.
optimizationMethod	keyword	The OCS optimization method.
listName	keyword	The Calling list name.
campaignName	keyword	The Campaign name.
campaignTemplateName	keyword	The campaign template name.
campaignGroupName	keyword	The campaign group name.
groupName	keyword	The agent's group name.
timezoneNameCME	keyword	The name of the CME timezone.
timezoneName	keyword	The name of the JAVA timezone.
timezoneOffset	keyword	The timezone offset.
recordType	keyword	The type of chain (enum is GctiRecordType).
recordStatus	keyword	The status of the record in the State machine (enum is GctiRecordType). The default value is Ready.
VoiceTransferDestination	integer	The GSW Queue name.
countryCode	keyword	The phone number's country code.
ClientCountryCode	keyword	The client's country code.
areaCode	keyword	The phone number's area code.
postalCode	keyword	The postal code.
disposition	keyword	Indicates whether or not GSW_BLOCKING_RULE is available. If it is available the value is Blocked. If it is not

Field	Type	Description
		available GSW_HIST_SEQUENCE_NUM == 0 and the value is Unknown or Called.
sessionuuid	integer	The Session GUID of the currently active or running campaign group.
userData	keyword	Includes all of the information received from OCS in a History HTTP POST. The information does not start with GSW_.
id	keyword	Identifies the last call made to any device belonging to a contact listed in the Session GUID and calling list.
contact_id	integer	A composite property used to identify a contact in the calling list. For example, listid.chainId.
listId	integer	The Calling list ID in the database.
successful	keyword	The call attempt result [false, true].

Related Topics

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