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CX Contact Help


Preloading Record Dashboard

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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The content of this document has been moved and is no longer being updated in this location.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 Preloading Record Dashboard  contains data about numbers that were removed from one or more Call Lists.

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

| Field | Type | Description |
|----------------------|---------|--|
| blockingRuleName | keyword | The name of the CME object that stores the blocking rule. For example, the name of the suppression list (TA), Compliance Rule (Script). |
| blockingRuleType | keyword | The type of blocking rule. For example, Suppression List, Device Filter, Compliance Rule. |
| blockingRuleSubType | keyword | The sub-type of blocking rule. For example, Mandatory Suppression List, Optional Suppression List, Custom Rule, Attempt Rule, Location Rule, Contact Times, Contact Dates. |
| ccid | keyword | The Contact Center ID. |
| campaignName | keyword | The Campaign name. |
| campaignID | keyword | The Campaign database ID. |
| campaignGroupName | keyword | The Campaign Group name. |
| campaignGroupID | keyword | The Campaign Group database ID. |
| campaignTemplateName | keyword | The Campaign template. |
| campaignTemplateID | keyword | The Campaign template database ID. |
| groupName | keyword | The Agent Group name. |
| groupID | keyword | The Agent Group database ID. |
| listName | keyword | The Calling list name. |

| Field | Type | Description |
|-------------------|---------|--|
| listid | integer | The Calling List database ID. |
| @timestamp | date | The timestamp of when the Elasticsearch index was submitted. |
| id | Keyword | Elasticsearch index ID. |
| recordID | integer | The Record ID in the Calling List database table. |
| clientID | integer | The Client ID in the Specification file that is shown in the Input file. |
| chain_id | integer | The Contact ID in the database table. |
| chain_n | integer | The device number in the contact/chain. |
| contact_info | keyword | The contact's phone number. |
| contact_info_type | keyword | The ContactType common library enum (GctiContactType) that is based on the cd_device_index. |
| recordType | keyword | The type of chain (enum is GctiRecordType). |
| recordStatus | keyword | The location of the record in the State machine (enum is GctiRecordType). The default is Ready. |
| deviceCountryCode | integer | The country code for the phone number. |
| deviceAreaCode | integer | The area code for the phone number. |
| deviceStateCode | integer | The state code for the phone number. |
| deviceTimezone | integer | The timezone for the detected device. |
| deviceMask | integer | An integer number that contains the bit mask. |
| postalCode | integer | The postal code read from the Input file. |
| disposition | keyword | The reason for suppressing the device. For example, device mask, name of suppression list, name of location rule, and so on. |
| reason | keyword | A description of why the device was suppressed. |
| customFields | keyword | N/A |
| timestamp_iso8601 | integer | The ISO index timestamp format. |

Related Topics

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