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# Interaction Tracker

## Printed Help

### Abstract

This document is a printable version of the Interaction Tracker help. It explains how to use the Interaction Details view to find an interaction and examine its details.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

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# Interaction Tracker

## Summary

**Interaction Tracker** is an installed feature in Interaction Desktop™. Use Tracker to add, search, and identify information about a customer. Information includes the customer’s organization, department, and location. When a call comes in to the CIC client, the system performs a reverse white pages (RWP) lookup for the incoming Caller ID. If one or more matches are found, the call is resolved to one unique Interaction Tracker contact.

**Note:** Customer Interaction Center supports several interaction management client applications. This documentation uses the term CIC client to refer to Interaction Desktop.

## Interaction Details View

The **Interaction Details** view in IC Business Manager lets you search for an interaction and view details. This view makes it possible to see everything that happened during the lifetime of an interaction, without running a report. Users can drill down into an interaction to examine its data, to view details about a specific call segment, or to examine all parties involved.

Interaction Details

By Search CriteriaBy Interaction ID

Timezone:(UTC-05:00) Indiana (East)Media Type:Email

From:1/8/201612:00 :00 AMTo:1/16/201612:00 :00 AM

Advanced

Line Duration Longer Than:0000 d 00: 00 :00Line Duration Shorter Than:9999 d 23: 59 :59

Last Workgroup:Last IC User:

Direction:OutboundDNIS:

Remote Address:

SearchMaximum Rows:50All SitesDisplaying 2 of 2 results.

Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS
2001560003	1/15/2016 10:00	Outbound	Email	Hestia_user@dev2000.c	Hestia_user	Hestia_User	
2001560001	1/15/2016 10:00	Outbound	Email	hestia_user@dev2000.c	hestia_user@dev2000.c	Hestia_User	

Icon	View Details
	<div><a href="#">Interaction Details</a></div> <div>Search for an interaction and examine its details.</div> <div>Query for interactions that are no longer in queue. Then drill down to display everything known about the interaction.</div>

Searching from this view finds interactions that are no longer in queue by: Interaction ID, Media Type, Date/Time, Direction, Last User, Last Workgroup, DNIS, Remote Number, or Remote Address. From the search results you can view details about an interaction, the segments within the interaction, an overview of workgroup data, local parties, and conference parties involved.

## Required Access Right

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The Tracker category icon is visible only when the user has the **View Interaction Details** security right. Your CIC administrator manages these rights for you in Interaction Administrator.

1. In Interaction Administrator, select the **Users** container.
2. Open configuration entry for a user.
3. Select the **Security tab**.
4. Click the **Security Rights** button.
5. Select **User** from the **Category** drop list.
6. Scroll down to the **User Rights** section.
7. Check the *Has Right* box for **View Interaction Details**.
8. Click **Close** to dismiss the *Security Rights* dialog.
9. Click **OK** to dismiss the *User Configuration* dialog. After the user restarts IC Business Manager, the Tracker category icon appears when the user adds a view.

## Data that the user can view

By default, the Interaction Details view searches the site that the IC Business Manager user is accessing. That is also the site where the user's permission to view the Interaction is configured. Users can view all interactions relating to that site, if they are logged on to IC Business Manager and have the *View Interaction Details* security right.

To view interactions for multiple sites, the user must be logged on to each site, have the *View Interaction Details* right on each accessed site, and select **All Sites** as part of the search criteria.

CIC 2018 R4, June 19, 2018

# Interaction Details view

## Summary

This topic explains how to use the **Interaction Details** view to find an interaction and examine its details. You can search by **Interaction ID**, which is a number that uniquely identifies an object of any media type, such as a telephone call, fax, callback, chat, and so on.

You can also find records using **Search Criteria**. Simple search criteria find matches for a specific time zone, media type, and date/time range. For example, you can pull up a list of callbacks placed in the Indiana East time zone that occurred yesterday between 4:30 and 5:00 PM.

Clicking the **Advanced** expander control reveals additional search parameters. You can look for durations longer than or shorter than a specified range, last workgroup the object was on, last user interaction, call direction, and even the address of the remote user. These options are discussed later in this topic.

## Interaction Details view

The Interaction Details view uses a master/detail format, implemented in two screens. When you add this view, its **master page** appears, offering search options and a grid for displaying search results.

Tabs at the top of the master page allow searching by criteria or Interaction ID. You can control the number of records returned by selecting a maximum number in the *Maximum Rows* box. The grid can display up to 1000 records at one time. Your query may not return that many, however. Clicking on a column heading sorts the list of results by that column.

To execute a query, specify search parameters or an Interaction ID. Then click the **Search** button.

The screenshot shows the 'Interaction Details' window. At the top, there are two tabs: 'By Search Criteria' (selected) and 'By Interaction ID'. Below the tabs, there are search filters: 'Timezone' set to '(UTC-05:00) Indiana (East)', 'Media Type' set to 'Email', 'From' date '1/8/2016' at '12:00 :00 AM', and 'To' date '1/16/2016' at '12:00 :00 AM'. An 'Advanced' section is expanded, showing 'Line Duration Longer Than' as '0000 d 00: 00 :00', 'Line Duration Shorter Than' as '9999 d 23: 59 :59', 'Last Workgroup' as an empty dropdown, 'Last IC User' as an empty text box, 'Direction' set to 'Outbound', 'DNIS' as an empty text box, and 'Remote Address' as an empty text box. Below the filters is a 'Search' button, 'Maximum Rows' set to '50', a checked 'All Sites' checkbox, and a status 'Displaying 2 of 2 results.' Below this is a table with the following data:

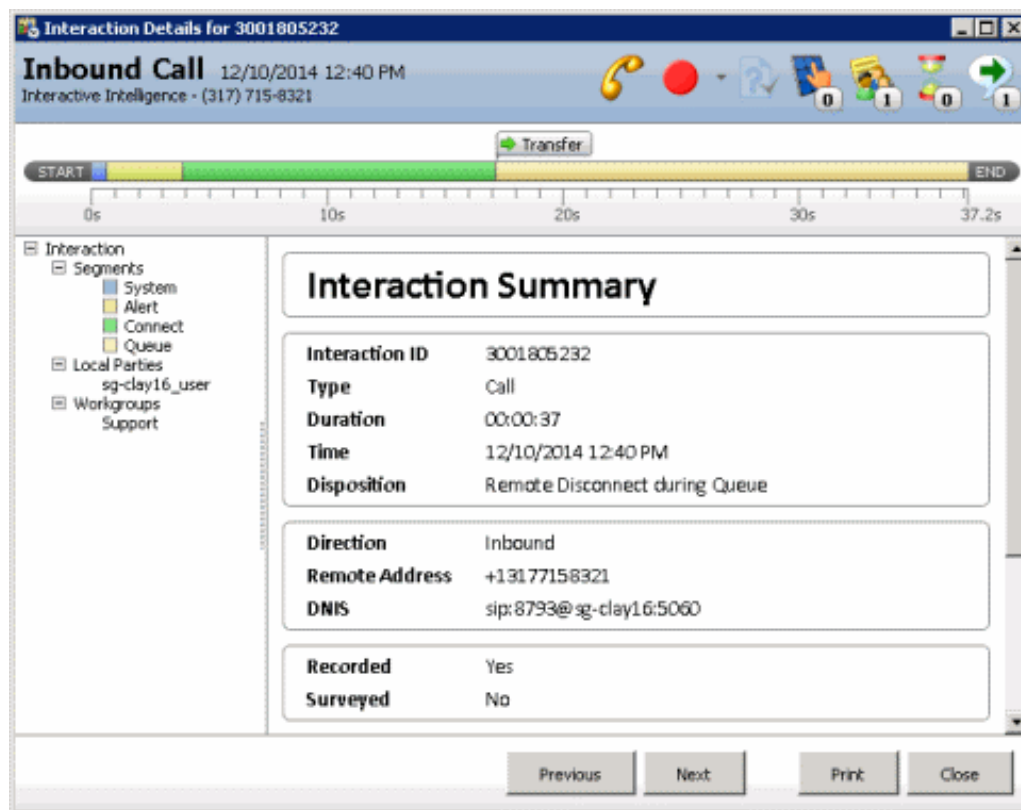
Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS
2001560003	1/15/2016 10:01	Outbound	Email	Hestia_user@dev2000.c	Hestia_user	Hestia_User	
2001560001	1/15/2016 10:01	Outbound	Email	hestia_user@dev2000.c	hestia_user@dev2000.c	Hestia_User	

## Interaction Details Dialog

To display everything known about a particular interaction, double-click a row in the search results.

This opens the **Interaction Details dialog**, which offers a simple way to drill down and examine data. By clicking items in the tree control, you can view specific interaction details, ranging from details of the entire interaction, to details about specific segments or parties involved.

A color-coded timeline at the top of the dialog provides “at a glance” information, such as the media type (call, e-mail, fax, etc.), whether the call was recorded or surveyed, and counts for the number of times the interaction was in IVR, in queue, held, or transferred. These details can be printed. This makes it easy to analyze everything that happened during the lifetime of an interaction, without having to run a report.



## Add this view

1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New > View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing and station rights determine the availability of selections.
4. Select **Categories** from the *Group By* drop list.
5. Select the **Interaction Tracker** view category.
6. Select **Interaction Details** from the list of views. Click **OK**.

## Master Page (Query options and search results)

Let's examine the master page in detail. When you add the view, this screen allows you to query and view results. You can [Search by Interaction ID](#) or use [Search Criteria](#). Once you have a query result, you can drill down into an interaction's data.

### To search by Interaction ID

1. Click the **By Interaction ID** tab.

The screenshot shows the 'Interaction Details' window. At the top, there are two tabs: 'By Search Criteria' and 'By Interaction ID'. The 'By Interaction ID' tab is selected, and the 'Interaction ID' field contains '2001560003'. Below this is a 'Search' button and a 'Maximum Rows' dropdown set to '50'. A checkbox for 'All Sites' is checked. The status bar indicates 'Displaying 1 of 1 results.' Below the search bar is a table with the following data:

Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS
2001560003	1/15/2016 10:01	Outbound	Email	Hestia_user@dev2000.c	Hestia_user	Hestia_User	

2. Type an **Interaction ID** in the text box.
3. Click **Search**. The search results appear in the grid. Double-click a row to view Interaction details. [See Details Page](#) below.

## To use Search Criteria

1. Click the **By Search Criteria** tab.

The screenshot shows the 'Interaction Details' window with the 'By Search Criteria' tab selected. The search criteria are as follows:

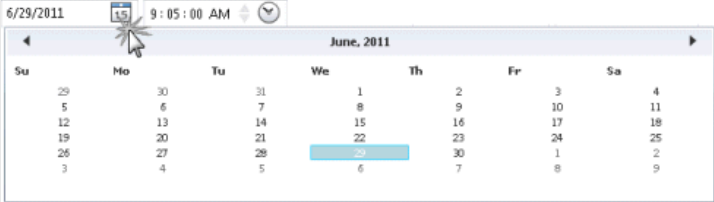
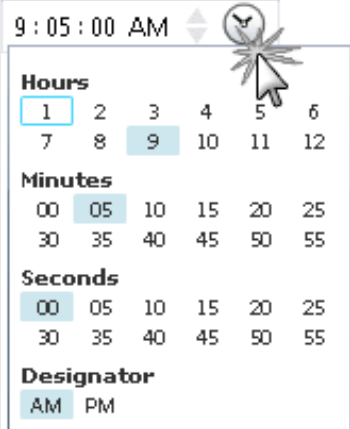
- Timezone:** (UTC-05:00) Indiana (East)
- Media Type:** Email
- From:** 1/8/2016 12:00 :00 AM
- To:** 1/16/2016 12:00 :00 AM
- Advanced:**
  - Line Duration Longer Than:** 0000 d 00: 00 :00
  - Line Duration Shorter Than:** 9999 d 23: 59 :59
  - Last Workgroup:**
  - Last IC User:**
  - Direction:** Outbound
  - DNIS:**
  - Remote Address:**

Below the search criteria is a 'Search' button and a 'Maximum Rows' dropdown set to '50'. A checkbox for 'All Sites' is checked. The status bar indicates 'Displaying 2 of 2 results.' Below the search bar is a table with the following data:

Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS
2001560003	1/15/2016 10:01	Outbound	Email	Hestia_user@dev2000.c	Hestia_user	Hestia_User	
2001560001	1/15/2016 10:01	Outbound	Email	hestia_user@dev2000.c	hestia_user@dev2000.c	Hestia_User	

2. Set any combination of search criteria:

Search Criterion	Description
<b>Timezone</b>	Select a time zone. The "From" and "To" search fields use time zone when selecting records. For example, select Mountain Time if a customer in Denver called at 5 PM (his time), and you are in a different time zone.
<b>Media Type</b>	Filters to retrieve interactions of a particular media type. The default is "Any," but you can limit the search to calls, callbacks, chats, emails, faxes, generic interactions, monitored objects, SMS (Simple Message Service) messages, social conversations, social direct messages, workflow objects, and interactions where the media type could not be determined (Unknown).

<b>From/To</b>	<p>Use <i>From</i> and <i>To</i> time selection controls to query for interactions that occurred between specific dates and times of day. To set a date, click the <b>calendar icon</b>. Then choose a day of the month.</p>  <p>To set a time, click the <b>clock icon</b>. Then set the time of day by choosing the hour, minute, second, and AM/PM designator.</p> 
<b>Line Duration</b> <b>Longer Than/Shorter Than</b>	<p>Duration controls scope the search to an amount of time that the interaction consumed from start to finish. For example, you might query for calls longer than 30 minutes, or shorter than 1 minute. Duration is set in days, hours, minutes, and seconds. You can type values in each segment of the input field, or select a portion and use up and down arrows to increment or decrement values.</p>
<b>Last Workgroup</b>	<p>Selects only interactions that were most recently on a specified workgroup queue.</p> <p><b>Note:</b> Selecting the <b>All Sites</b> check box below enables you to select a workgroup from another CIC site used by your company.</p>
<b>Last IC User</b>	<p>Selects only interactions that were most recently processed by a specific user.</p> <p><b>Note:</b> Selecting the <b>All Sites</b> check box below enables you to select a user active at another CIC site used by your company.</p>
<b>Direction</b>	<p>Scopes the search to call direction (Inbound, Outbound, Intercom, Unknown, or Any). "Unknown" selects only those interactions whose call direction could not be determined.</p>
<b>DNIS</b>	<p>Scopes the search to the telephone number dialed. Wildcard text can be specified in this field, using % (0,1,or many digits) or _ (single digit length), as the wildcard character.</p>
<b>Remote Address</b>	<p>Scopes the search to the address of the remote party in a phone call or chat. This can be the telephone number or IP address. Wildcard text can be specified in this field, using % (0,1,or many digits) or _ (single digit length), as the wildcard character.</p>

- Optional: Limit the number of rows returned by selecting from the **Maximum Rows** list box.
- Optional: Expand your search to IC servers in all the sites used by your company by selecting the **All Sites** check box.
- Click **Search**. Results appear in the grid below the search options.

## Details Page

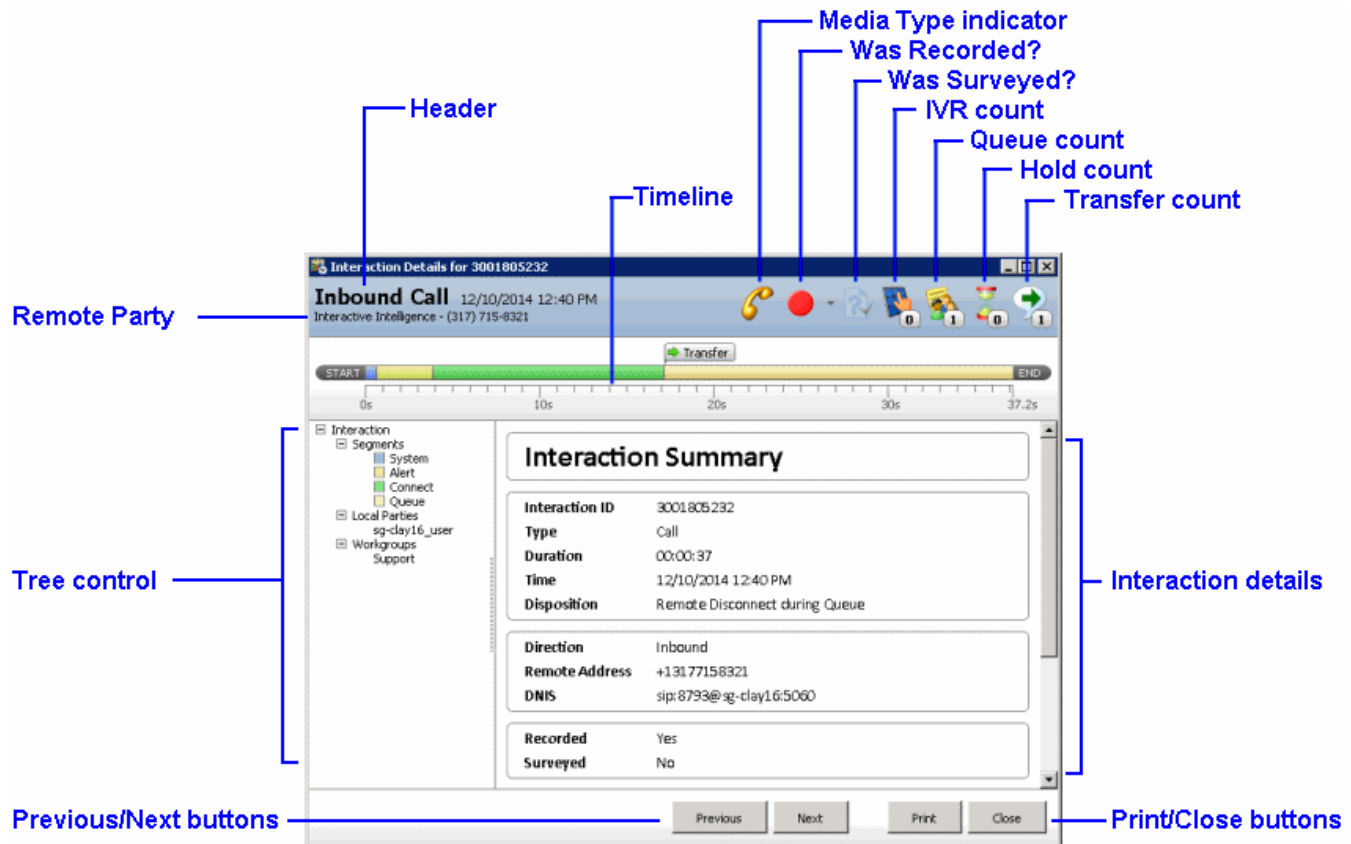


From search results, you can drill down into an Interaction's data by double-clicking any row of search results. See [Interaction Details dialog](#).

# Interaction Details dialog

## Summary

The **Interaction Details dialog** appears when you double-click a search result in the [Interaction Details view](#). This dialog summarizes what happened during an interaction. This dialog is sometimes called the **Interaction Detail Viewer**.



## User Interface Elements












### Header

The header at the top of the page displays general details such as direction, the date and time when the interaction occurred, and the name of the remote party. Icons in the head provide visual cues to the media type (call, e-mail, fax, and so on), whether the call was recorded or surveyed, and counts for the number of times the interaction was in IVR, in queue, held, or transferred.

In addition to the IVR count, a **Secure Input icon** can appear which indicates how many time the agent transferred the interaction to the IVR for secured input from the caller.



The **Media Type indicator** displays a graphic for each media type:

	Call interaction		Email interaction		Blind Transfer
	Callback interaction		Instant Question interaction		Web interaction
	Chat interaction		Generic interaction, SMS interaction, or Fax interaction		Workflow interaction
	Social Conversation		Social Direct Message		

The **Recording indicator** includes a drop-down list control that enables you to playback stored recordings of this interaction in the **Recorded Media Viewer**. Recordings include the following media types: phone calls, e-mail messages, chats, and screen recordings. For more information about interaction recordings and playback, see the *Interaction Recorder Client* help in the PureConnect Documentation Library.



## Tree control

The tree control makes it possible to drill-down and examine data. When you select nodes in the tree control, the dialog displays different details, ranging from details of the entire interaction, to details about specific segments or parties involved. When a node in the tree is selected, the timeline displays the duration in seconds that corresponds to the selected segment.

The top-level [Interaction node](#) summarizes the entire interaction. It has three child nodes:

- The [Segments](#) node displays each segment of the Interaction in top-down chronological order. Segments identify each processing passage of the interaction.
- The [Local Parties](#) node lists names of local parties who participated in the interaction, sorted alphabetically.
- The [Workgroups](#) node identifies each workgroup that the Interaction passed through, where applicable.

## Print button

Generates a hardcopy of interaction details.

## Close button

Dismisses the Interaction Details dialog.

## Previous and Next buttons

Navigate to the previous and next interaction records found in the Interaction Details view search results.

## Interaction node

The table below summarizes data items displayed when the **Interaction** node is selected.

Data Item	Description
Interaction ID	The number assigned by CIC that uniquely identifies this Interaction.
Type	The interaction type: call, callback, chat, email, fax, generic interaction, Instant Question, SMS message, web collaboration, workflow object, or unknown interaction type.
Duration	The total duration of the interaction.
Time	The date and time of the interaction.
Disposition	The general outcome of the interaction. See <a href="#">How interactions are dispositioned using segment detail data</a> .
Direction	The call direction: Inbound, Outbound, Intercom, or Unknown if call direction could not be determined.
Remote Address	The address of the remote party in a phone call or chat. This is a telephone number or IP address.
DNIS	Telephone number dialed.
Recorded	Yes or No, to indicate whether this interaction was recorded.
Surveyed	Yes or No, to indicate whether an Interaction Feedback survey was conducted.
Remote Party	Name of the remote party, if it can be determined.
Local Parties	Name(s) of local participants in the interaction.
Call Log Expander	Displays entries written to the call log during the lifetime of the interaction. <b>Note:</b> The CallNote section is truncated at 1024 characters. This is a database character limit.
Advanced	This expander displays details from Interaction Tracker, intended for system integrators and developers who use the IceLib API. This raw data should be ignored by Supervisor users. For more information about this view of the entire Interaction Summary table, refer to <i>Interaction Summary table</i> in Appendix E of the CIC Data Dictionary. For your convenience, portions of this appendix were reproduced in this document. See <a href="#">InteractionSummary table</a> .

## Segments node

The **Segments** node displays each segment of the Interaction in top-down chronological order. Segments identify each processing passage of the interaction. The possible segments are:

Segment Name	Description
<b>System</b>	Used whenever the interaction is in system state, this segment indicates that the interaction is interacting with CIC (for example, interacting with IVR). In some cases this is a transient event of the interaction as well. This segment represents the duration of the event.
<b>Queue</b>	Used whenever the interaction is added to the Workgroup queue, this segment represents the duration that the interaction waited in the workgroup queue.
<b>Alert</b>	Used whenever the interaction is alerting a CIC user or CIC station. This represents the duration—how long the interaction is alerting the CIC user or CIC station.
<b>Hold</b>	Used whenever the interaction state changes to Hold. This represents the duration of the interaction in a Hold state.
<b>Park</b>	Used whenever the interaction state changes to Park. This represents the duration of the interaction in a Park state.
<b>Connect</b>	Used when there is a two connected participants in the interaction. This represents how long the interaction is in Connected state. The participants can be CIC users, CIC stations or remote persons.
<b>ACW</b>	Used when After Call Work (ACW) is done by the Agent who handled an ACD-routed interaction. This represents the duration—how long the agent is in follow up state after the ACD interaction. This pertains to the very first follow up work handled by the ACD Agent. If the agent follows up multiple times after the ACD interaction, the other follow up intervals are <u>not</u> included. Also note that this is not an interaction state. It merely ties the initial Follow Up work completed by the agent for his last ACD interaction
<b>Messaging</b>	Used whenever the interaction is in Messaging/Voicemail state. This represent the duration (how long the interaction is in messaging state). Messaging can happen before or after the interaction is connected the CIC user or CIC station.
<b>IVR</b>	This represents how long the interaction is in an IVR application. By default, this measurement is not captured. Handler customization is required to capture IVR duration. The CIC administrator or a handler developer must modify the IVR application to indicate when the interaction is entering the IVR.
<b>Dialing</b>	Represents how long the telephone call is in dialing/proceeding state. This segment is only applicable to external/outbound telephone calls.
<b>External Transfer</b>	Represents how long two remote parties communicated using CIC system. This happens when an inbound interaction is transferred to the remote person.
<b>Conference</b>	Represents how long a participant (CIC user or external User) participated in a conference. This is only applicable for telephone calls.
<b>Consult</b>	Not currently used, but may be added by a future release, to indicate a consulting telephone call between the two entities in the system. One entity will be Agent and another one is an Agent or remote person (non-CIC user).
<b>Suspend</b>	Not yet supported.
<b>Unknown</b>	Used when the system fails to group any segment of the interaction.

When the Segments node is selected, it displays the total number of segments associated with the interaction, and duration information. When an individual segment is selected, the following information is displayed:

Data Item	Description
<b>Segment Name</b>	Name of the segment.
<b>Server Time</b>	The time of the interaction in the time zone of the server you're connected to in IC Business Manager.
<b>Duration</b>	Duration of the segment in HH:MM:SS format.
<b>Local Parties</b>	List of all local parties involved in this segment.
<b>Workgroup</b>	Workgroup involved in this segment.
<b>End Code</b>	A code that indicates how this segment ended, leading to an understanding of how it transitioned to the next segment type.
<b>Wrap Up</b>	Wrap Up code (if any) set by the agent, shown on Connect segments only.
<b>Advanced</b>	This expander displays details from Interaction Tracker, intended for system integrators and developers who use the IceLib API. This raw data should be ignored by Supervisor users. For more information refer to the CIC Data Dictionary / InteractionSummary table.

## Local Parties node

The Local Parties node lists names of local parties who participated in the interaction, sorted alphabetically. When the node for a participant is selected, information about that participant is displayed:

Data Item	Description
<b>Participant Name</b>	Name of the local party.
<b>Total Duration</b>	Total amount of time this participant was involved in the interaction.
<b>Segment Count</b>	Number of segments this participant was involved in.
<b>Segments</b>	Names of segments this party participated in.

## Workgroups node

The Workgroups node identifies each workgroup that the Interaction passed through, where applicable. When the Workgroups node is selected, it displays the count of workgroups associated with the interaction, and their names.

When an individual workgroup is selected, information about that workgroup is displayed:

Data Item	Description
<b>Name</b>	The name of the workgroup selected in the tree control.
<b>Total Duration</b>	Total amount of time this interaction involved this workgroup queue.
<b>Segment Count</b>	Number of segments associated with this workgroup.
<b>Segments</b>	Names of segments associated with this workgroup for the interaction.

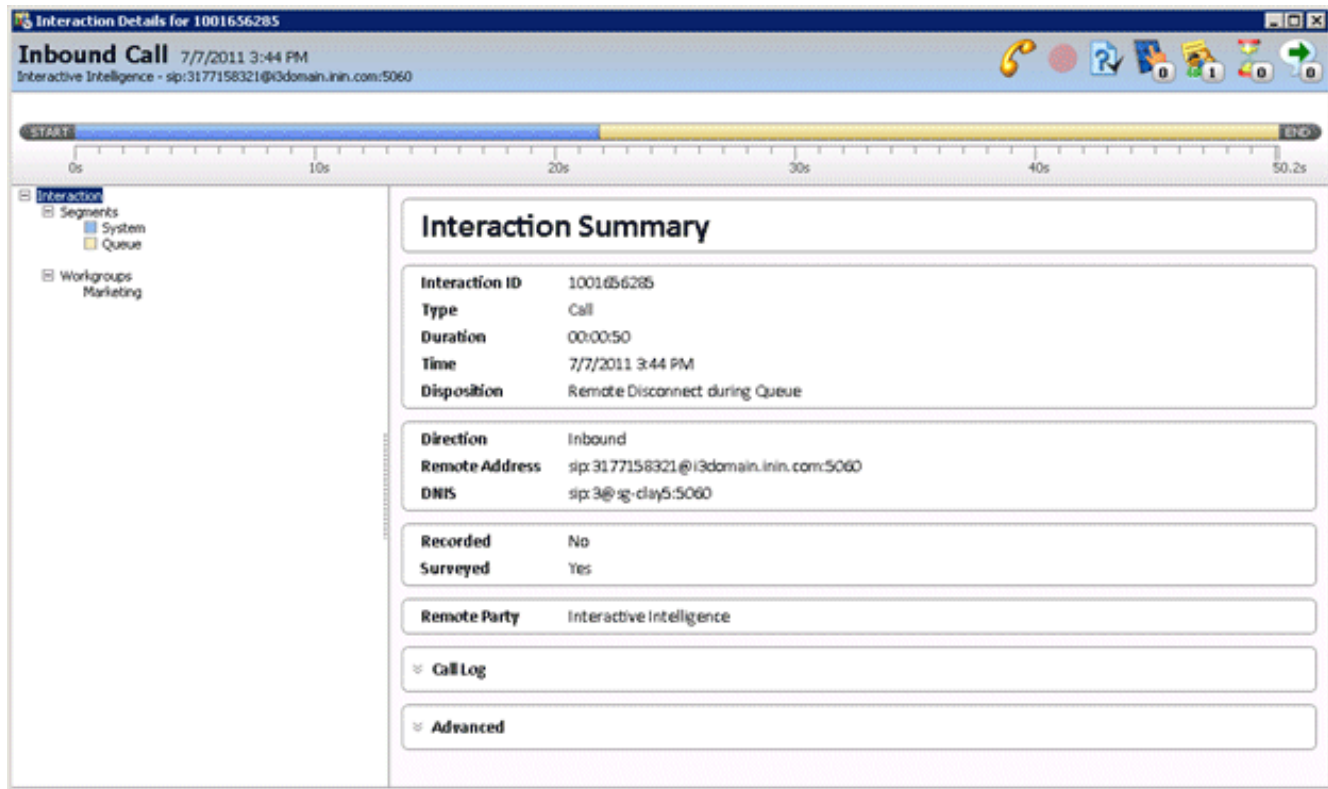
### Related Topics

[Interaction Details view](#)

## Single Party Interaction Example

The Interaction Details dialog groups major segments of data collected during the interaction. It displays information about single party, two-party, multi-part interactions, and transfers.

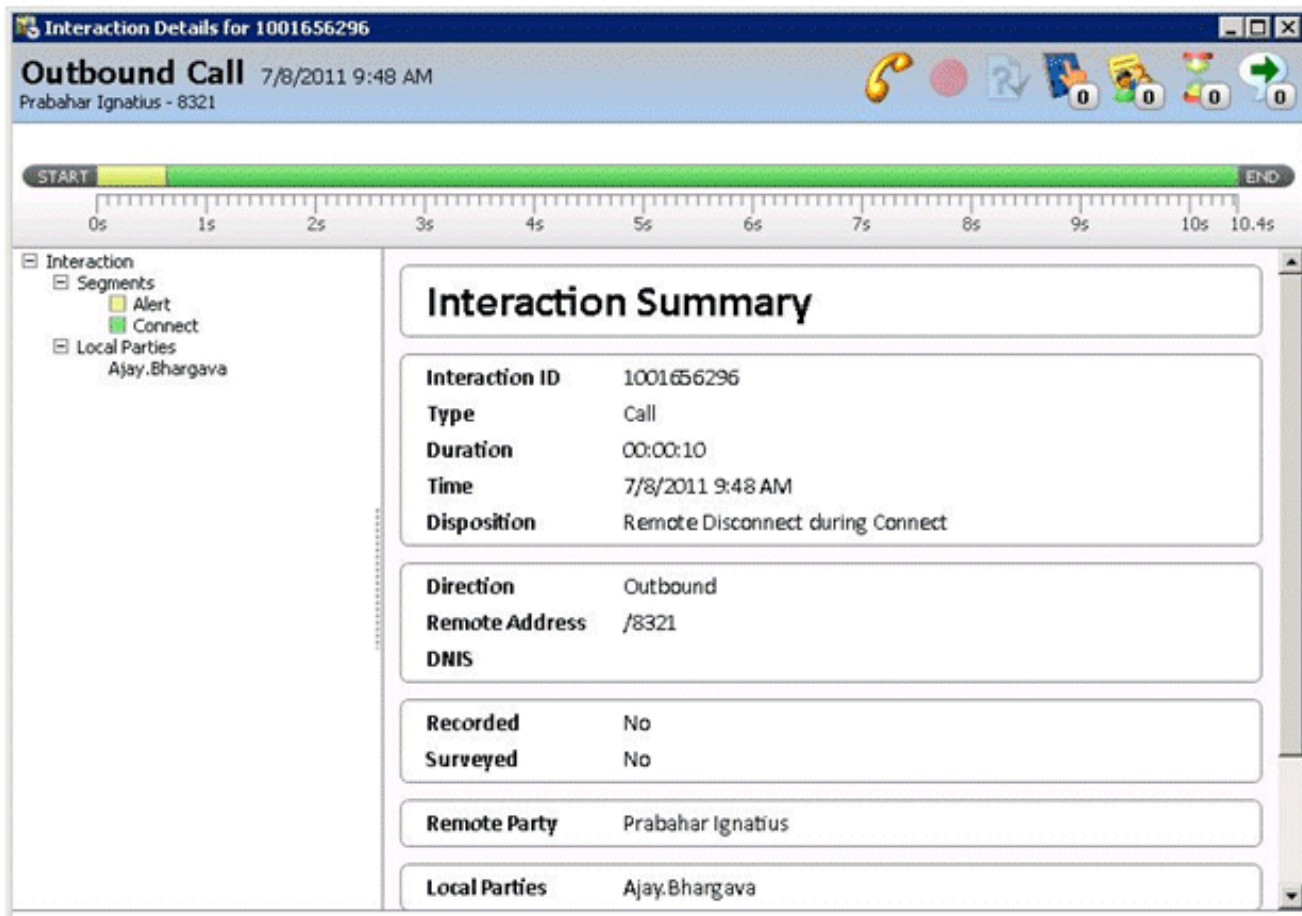
For example, the following image shows an abandoned **Single Party** interaction:



In this single-party example, the interaction was abandoned at the IVR or Workgroup Queue before it connected to the Agent or an IVR interaction. This interaction corresponds to one record per Interaction ID in the [Interaction Details view](#).

## Two Party Interaction Example

**Two Party interactions** involve two Interaction IDs, and two separate detail records. Two party interactions can be intercom, inbound, or outbound. During an intercom call, for example, the CIC user who initiates the record shows a call direction of *outbound*. The CIC user who answered or received the interaction shows the interaction as outbound. The following image shows the example Intercom interaction:



## Multi-Party Interaction Example

**Multi-party interactions** involve more than two participants. The most common scenario is a conference call. In a multi-party interaction, each participant is represented by a single summary and detail record.

For example, a conference with three participants might be created as follows:

1. An external party calls the CIC system.
2. An agent answers the call.
3. The agent consults another agent, creating the conference. In this scenario, three records can be displayed about the conference.

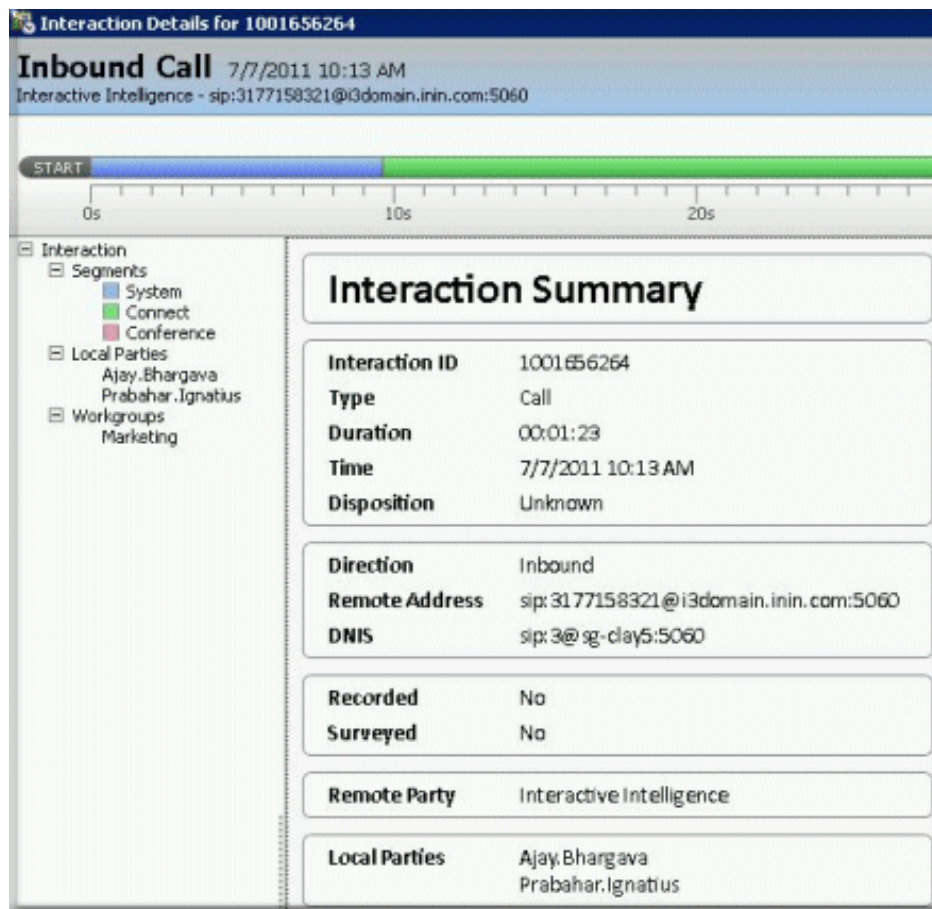
The following image shows the master record for such a conference:

Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS	Last Workgroup	Connected Duration	Line Duration
1001656267	7/7/2011 10:14:05 AM	Inbound	Call	/8491	Prabhar Ignatius	Prabhar Ignatius	8321		00:00:00	00:00:32
1001656266	7/7/2011 10:14:05 AM	Outbound	Call	/8491	Ajay.Bhargava	Ajay.Bhargava			00:00:15	00:00:40
1001656294	7/7/2011 10:13:22 AM	Inbound	Call	sp:3127158321@	Interactive Intelligence	Ajay.Bhargava	sp:3889-day5-5060	Marketing	00:00:50	00:01:23

Click on a row in the master summary to view detail records for each party. The following image shows the first participant:

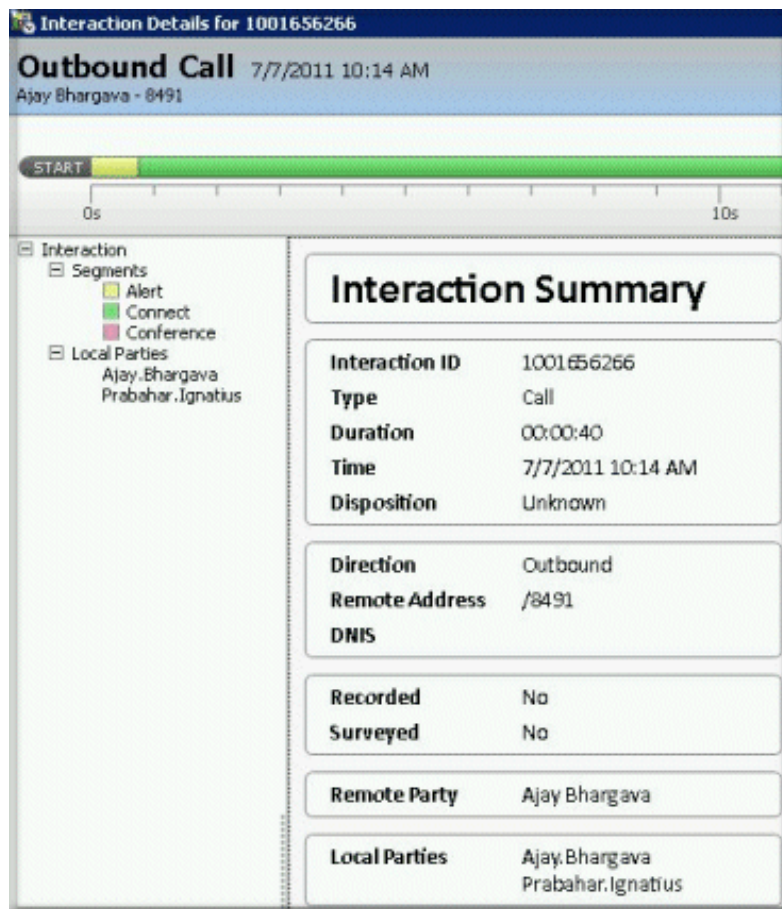
### First Party





---

## Second Party



---

## Third Party

Interaction Details for 1001656267

**Inbound Call** 7/7/2011 10:14 AM  
Prabhar Ignatius - 8321

START

0s

Interaction

Segments

Conference

Local Parties

Ajay.Bhargava  
Prabhar.Ignatius

**Interaction Summary**

**Interaction ID** 1001656267

**Type** Call

**Duration** 00:00:16

**Time** 7/7/2011 10:14 AM

**Disposition** Unknown

**Direction** Inbound

**Remote Address** /8491

**DNIS** 8321

**Recorded** No

**Surveyed** No

**Remote Party** Prabhar Ignatius

**Local Parties** Ajay.Bhargava  
Prabhar.Ignatius

« Call Log

« Advanced

## Transferred Interaction Example

The system also stores interaction details for **Call Transfers**. Local and remote transfers can be examined in the Interaction Details dialog.

### Local Transfer

A *Local Transfer* indicates when the interaction is transferred within CIC. This is also applicable when more than one CIC servers is involved, for example, when agents are connected between different CIC servers. A local transfer is represented below. Notice that the Transfer icon has a count (callout 1) and also that there is an *End Code* (callout 2) for the segment which initiated the transfer. In this case the connect segment is transferred. The TransferCount includes only the Local Transfer happening in the system.

See [Data Collection Relationship](#) to learn how data collection in Interaction Detail Viewer correlates with legacy summary data collection.

The screenshot displays the 'Interaction Details' window for an 'Inbound Call' on 7/11/2011 at 6:50 AM. The timeline at the top shows a green segment labeled 'Connect' with a duration of 00:00:13. A callout '1' points to a 'Transfer Count' icon in the top right. Another callout '2' points to the 'End Code' field, which is set to 'Local Transfer'. The 'Local Parties' field is 'Ajay Bhargava' and the 'Workgroup' is 'Marketing'. The 'Advanced' section is collapsed.

Field	Value
Server Time	7/11/2011 06:50:04 AM
Duration	00:00:13
Local Parties	Ajay Bhargava
Workgroup	Marketing
End Code	Local Transfer
Wrapup	

### Remote Transfer

When an interaction is remotely transferred outside the CIC system, a similar transfer icon will appear, but the *End Code* will be *Remote Transfer*, and a segment named External Transfer represents the external transfer segment.

The screenshot displays the 'Interaction Details' window for an 'Inbound Call' on 7/11/2011 at 6:51 AM. The timeline at the top shows a green segment labeled 'Transfer' with a duration of 00:00:23. A callout '1' points to a 'Transfer Count' icon in the top right. Another callout '2' points to the 'End Code' field, which is set to 'Remote Transfer'. The 'Local Parties' field is 'Ajay Bhargava' and the 'Workgroup' is 'Marketing'. The 'Advanced' section is collapsed.

Field	Value
Server Time	7/11/2011 06:52:22.668
Duration	00:00:23
Local Parties	Ajay Bhargava
Workgroup	Marketing
End Code	Remote Transfer
Wrapup	

## How interactions are dispositioned using segment detail data

The system derives an Interaction disposition from segment detail data. The default, minimum dispositions are most accurate with two party interactions. For example, less data is available to evaluate when an interaction becomes part of conference. When an interaction is transferred to IVR, the disposition is not meaningful.

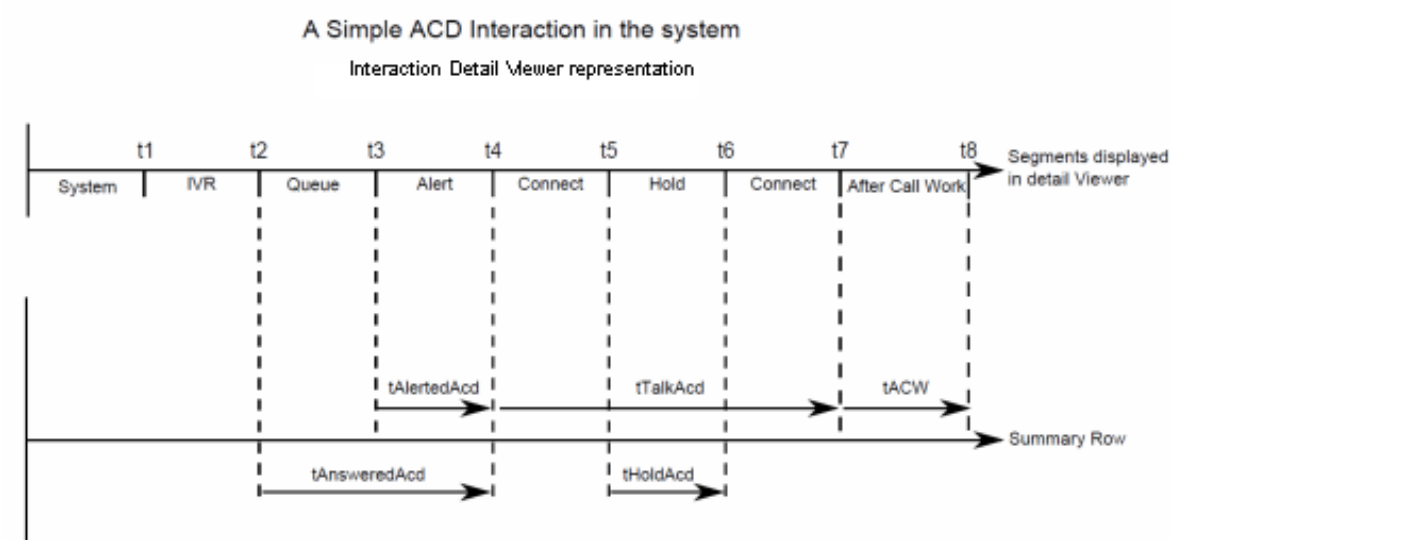
DB Value Logged	Scenario
0	<b>Unknown.</b> This disposition is assigned if the interaction did not match any one of the above disposition conditions. If the interaction terminated in a conference, the disposition is also logged as Unknown.
1	<b>Interaction never connected to a user or station.</b> If the interaction is never connected to the user or station, it receives a disposition value of 1 in the database. Tracker receives the connect segment only the interaction enters a connected state.  The special cases excluded are: <ul style="list-style-type: none"><li>• If it is waited in the queue or delay segment and remotely disconnected, it is dispositioned as 'Remote Disconnect when Waiting in Queue'.</li><li>• If it waited in the queue or delay segment and disconnected by user/system or internal disconnect, then it is dispositioned as 'Local Disconnect when waiting in Queue'.</li><li>• If it alerted the user/station and remotely disconnected, it is dispositioned as 'Remote Disconnect when alerting user/station'.</li><li>• If it alerted the user/station and disconnected by user/system, it is dispositioned as 'Local Disconnect when alerting user/station'.</li></ul>
2	<b>Remote Disconnect when waiting in Workgroup Queue.</b> This is irrespective of interaction is connected or not, so long as the last segment is delay segment/waiting in the Workgroup queue and it is remotely disconnected.
3	<b>Local Disconnect when waiting in Workgroup Queue.</b> This is irrespective of interaction is connected or not. As long as the last segment is delay segment/waiting in the Workgroup queue and it is Locally Disconnected, we disposition as this.
4	<b>Remote Disconnect when alerting user/station.</b> This is irrespective of interaction is connected or not, so long as the last segment is alert segment and it is remotely disconnected.
5	<b>Local Disconnect when alerting user/station.</b> This is irrespective of interaction is connected or not, so long as the last segment is alert segment and it is locally disconnected by user or system.
6	<b>Connected – Remote Disconnected.</b> This disposition is assigned if final connect segment is disconnected by the remote party. The connect segments considered for this dispositions are connect, held, suspend and consult. ("Consult" is the consult call's segment type, not the connect that was logged as consult segment type).
7	<b>Connected- Local Disconnected.</b> If final connect/Held segment is disconnected by the local user, it is dispositioned as this. The connect segments considered for this dispositions are connect, held, suspend and consult. ("Consult" is the consult call's segment type, not the connect logged as consult segment type).

### Related Topics

[Interaction Details dialog](#)

# Data Collection Relationship

The following diagram shows how Interaction Detail Viewer data collection correlates with legacy summary data collection.



## Notes

The IWrkgrpQueueStats table contains the summary of interactions. The preceding diagram is based on one interaction being received, answered, and completed with follow up work within the interval in question.

When there are multiple interactions, the stats related to them are summarized according to their workgroup, media type, and report group. To correlate them, it would be necessary to find corresponding Interaction Detail Viewer segments. The purpose of the preceding diagram is not to compare the Interaction detail viewer segment with IWrkGroup Queue statistics. Instead, it is to explain how the statistic collection is mapped between the two data collection modules.

Interaction Detail Viewer gives the snap shot of the interaction state changes in the CIC system. It does not consider agent activities other than the follow up event that happened as a result of an ACD interaction it tracked.

Also the duration in the Detail Viewer is linear and not overlapped with each other, whereas IWrkGrpQueueStats are overlapped with each other. When there are multiple interactions with complex interaction scenarios such as transfers and conferences involved, breaking the summary statistics into detail segments is not intuitive.

### Related Topics

- [Interaction Details dialog](#)
- [Transferred Interaction Example](#)

# Data Logging By Skill Set

Interaction Detail Viewer logs the ACD skill set at the beginning of an interaction and by segment, if applicable, for the duration of the interaction.

At the beginning of an interaction, the first assigned ACD skill set is called FirstAssignedAcadSkillSet and included in the InteractionSummary table.

The ACD skill set for each segment is called AcadSkillSet and included in the InteractionSegmentDetail table under column Segmentlog.

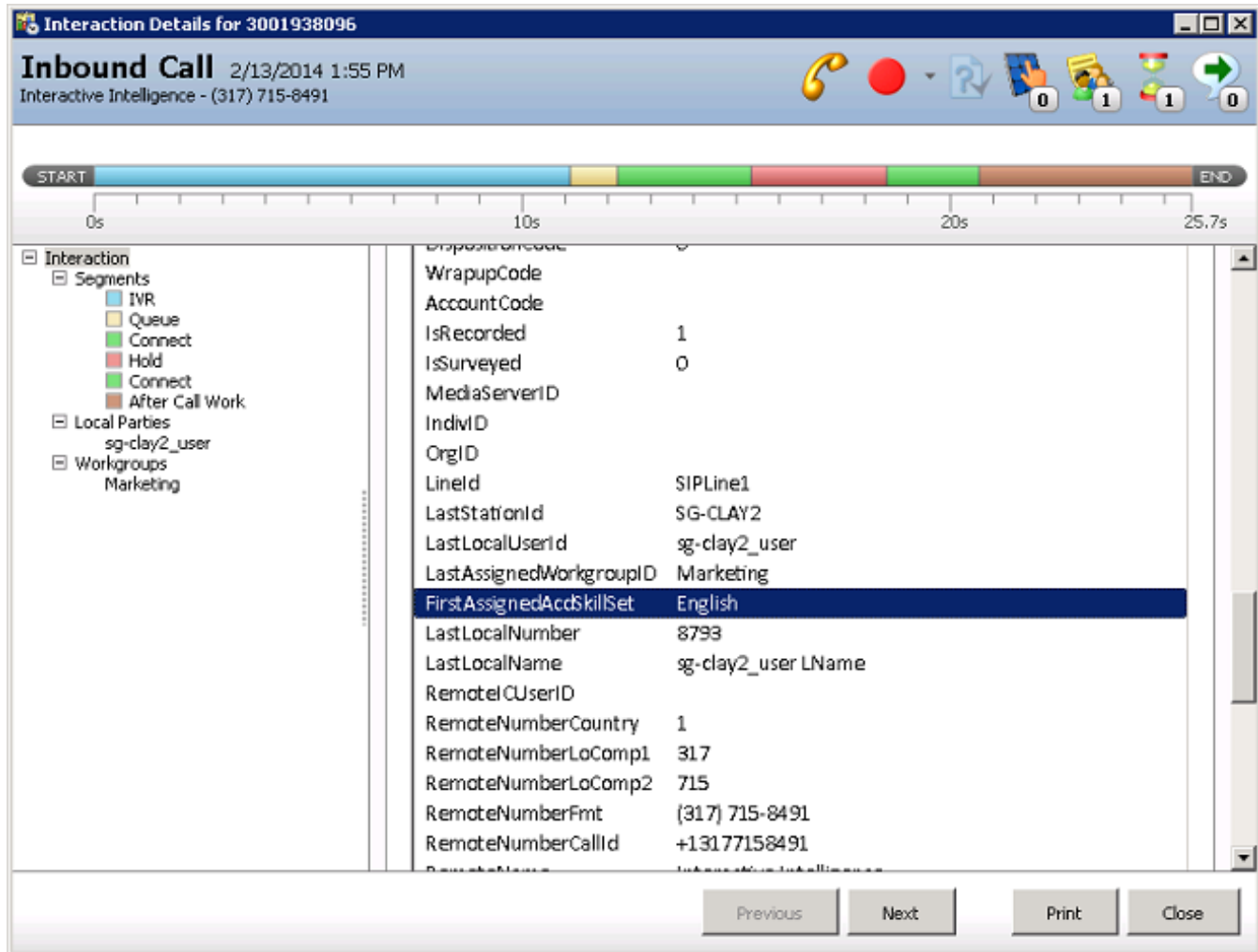
## Skill Set Logging

To understand skill set logging, consider the following interaction:

An ACD call enters the system and the caller requests the an English speaking agent, which sets the Eic\_AcdSkillSet attribute to English. The system moves the call to the Marketing workgroup where an agent answers the call. During the call, the agent places the call on hold, picks up the call, then disconnects the call.

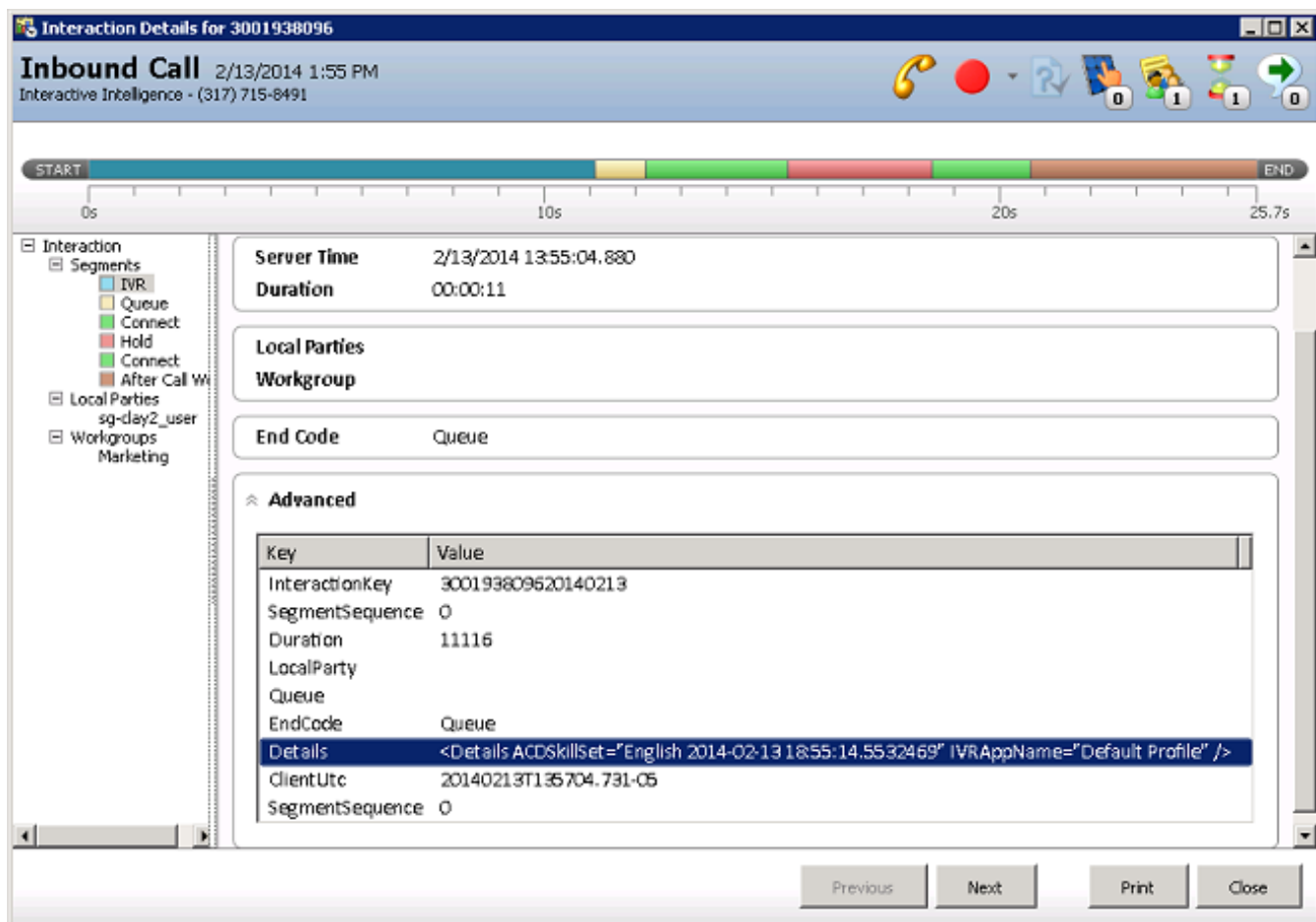
Detail Viewer displays the attribute value and the timestamp when the attribute was assigned the current skill.

The following figure shows how Tracker logs the FirstAssignedAccdSkillSet:



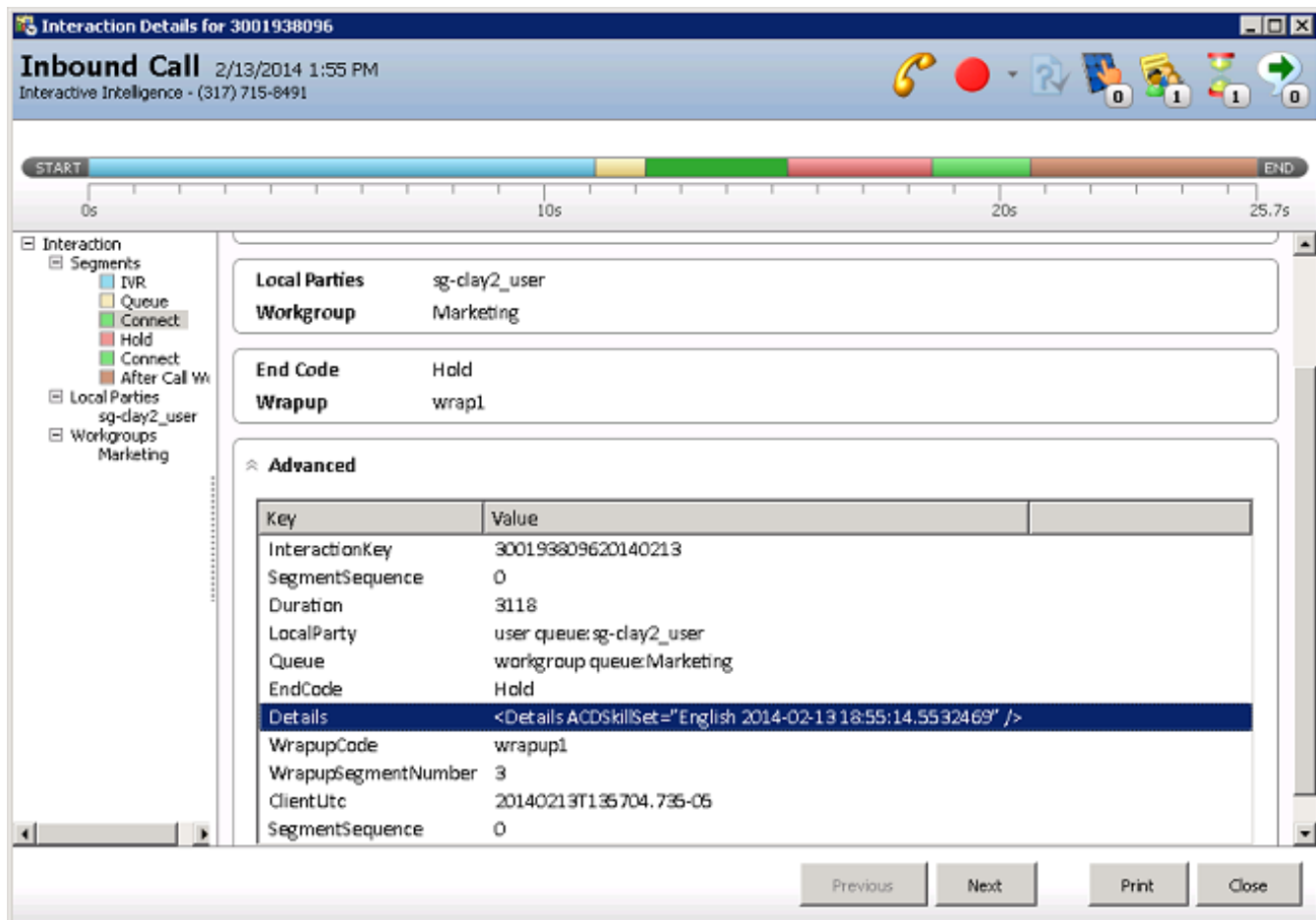
The following figure show how Tracker logs a segment with the ACDSkillSet attribute value and timestamp:





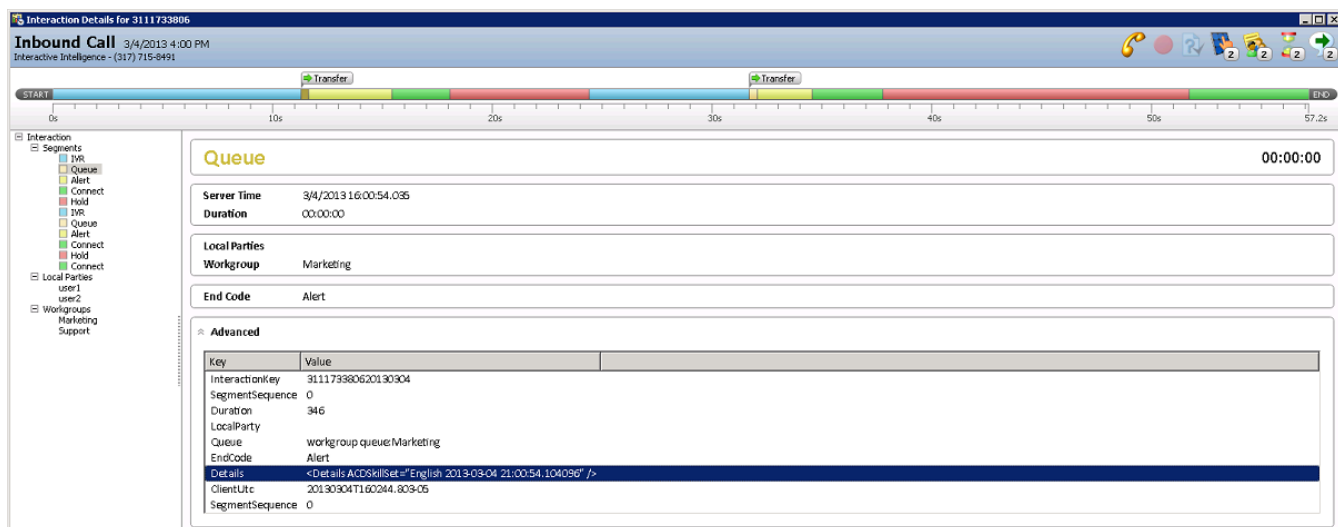
The following figure shows the ACDSkillSet for the next segment:



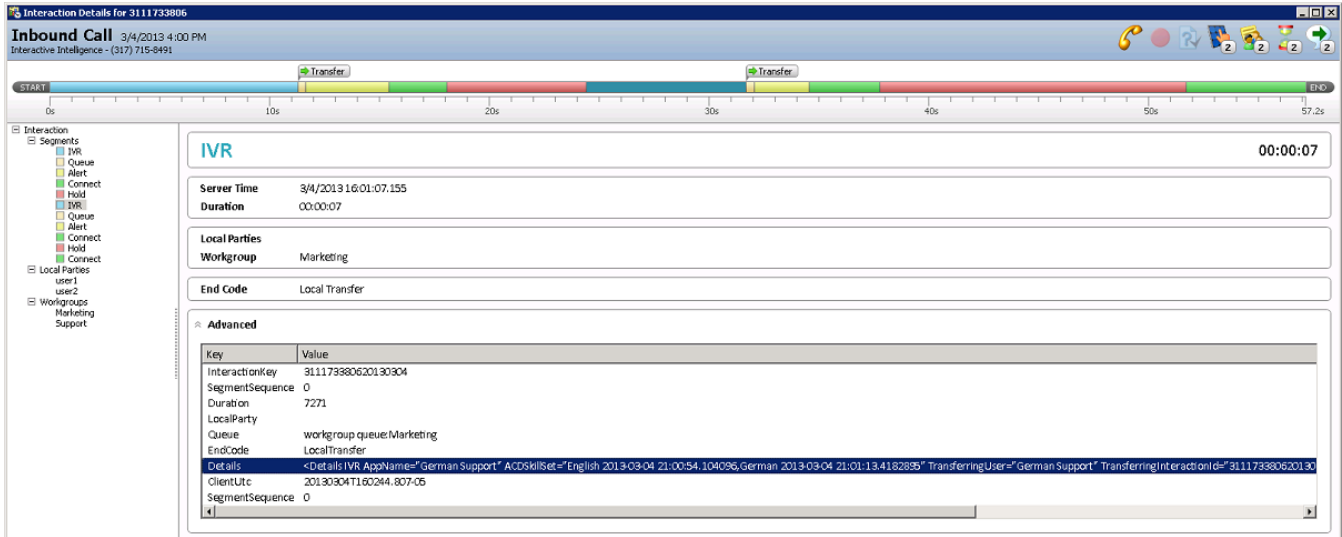


## Skill Set Change During an Interaction

The skill set can change over the life of an interaction. Tracker server provides an audit trail by recording the skill set attribute and the timestamp when the skill set changed.



When the AcdSkillSet attribute changes to a different skill, Tracker server captures the original skill and the new skill value, and shows both values in the segment where the transition happened.



## Related Topics

[InteractionSummary Table](#)

## Tracking ACD Skill Set

Interaction Detail viewer displays the first assigned ACD skill set of an interaction as the FirstAssignedAcdSkillSet attribute, at the Interaction level.

The attribute AcdSkillSet is displayed at the segment level for applicable segments. If AcdSkillSet changes during the life of an interaction, the new value is shown at the segment level for applicable segments.

The FirstAssignedAcdSkillSet value is logged in the InteractionSummary table under the database column FirstAssignedAcdSkillSet.

The AcdSkillSet value is logged at the segment level in the InteractionSegmentDetail table under the database column segmentlog.

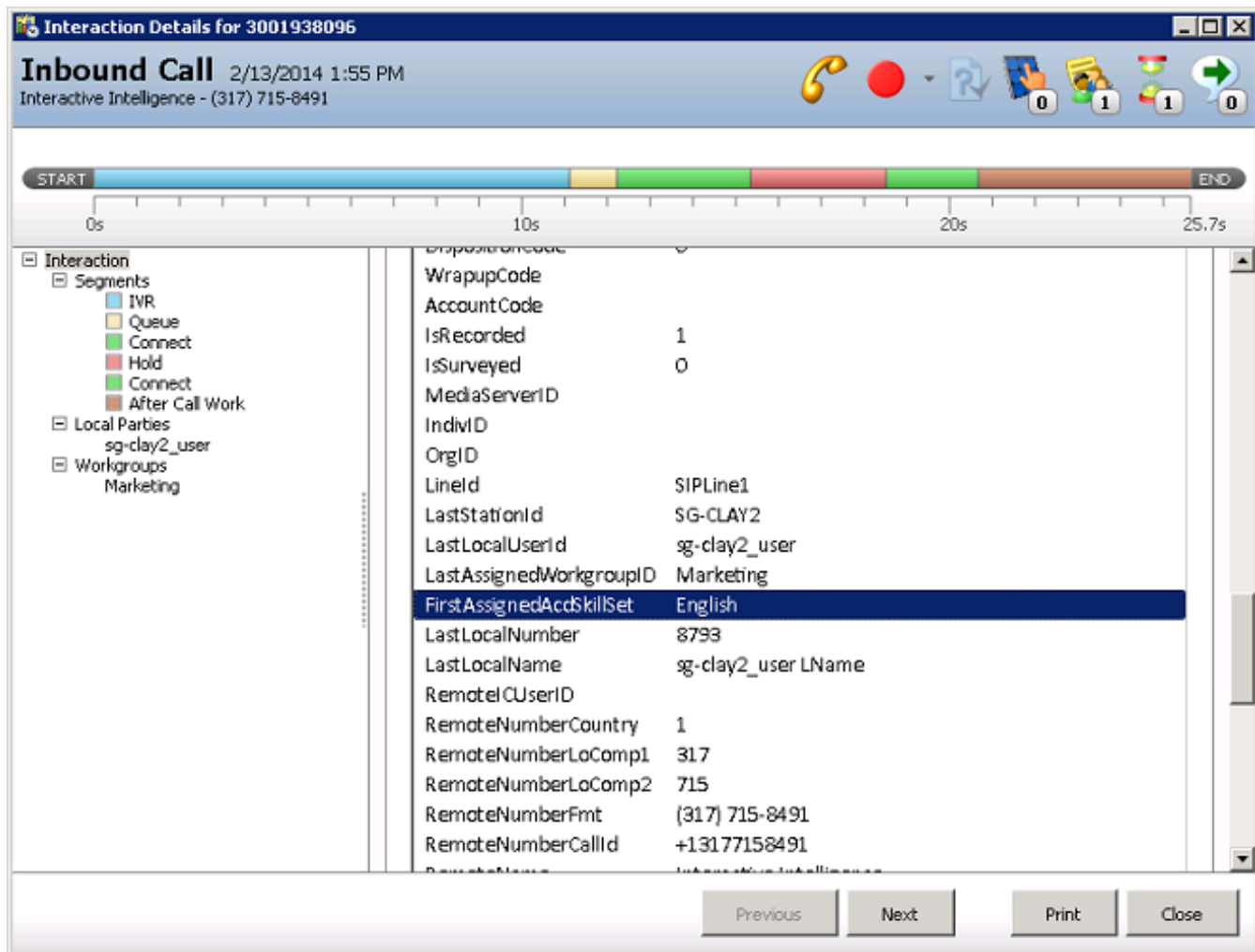
## Skill Set Tracking

To understand skill set tracking, consider the following interaction:

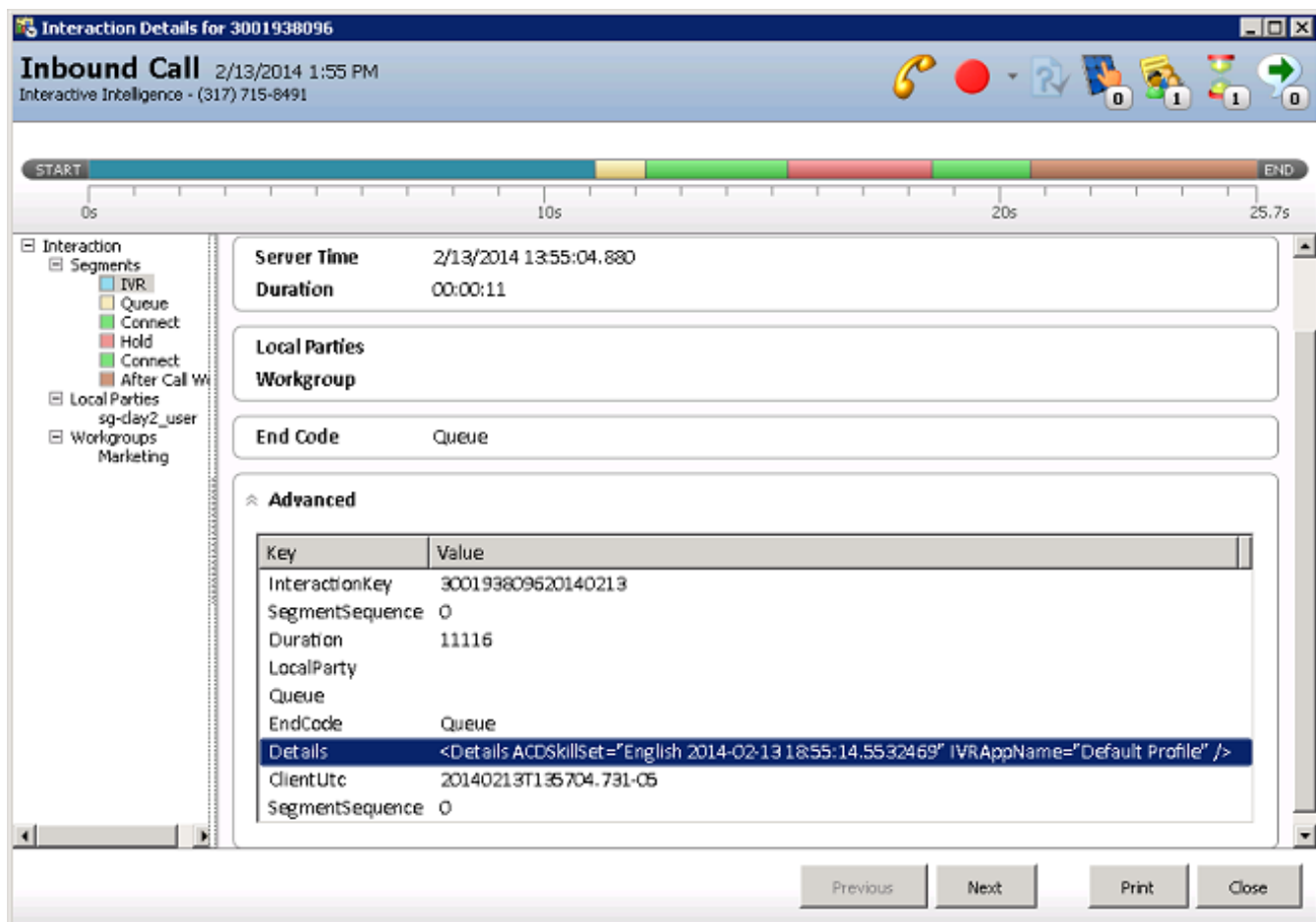
An ACD call enters the system and the caller requests an English speaking agent, which sets the Eic\_AcdSkillSet attribute to English. The system moves the call to the Marketing workgroup where an agent answers the call. During the call, the agent places the call on hold, picks up the call, then disconnects the call.

Detail Viewer displays the attribute value and the timestamp when the attribute was assigned the current skill.

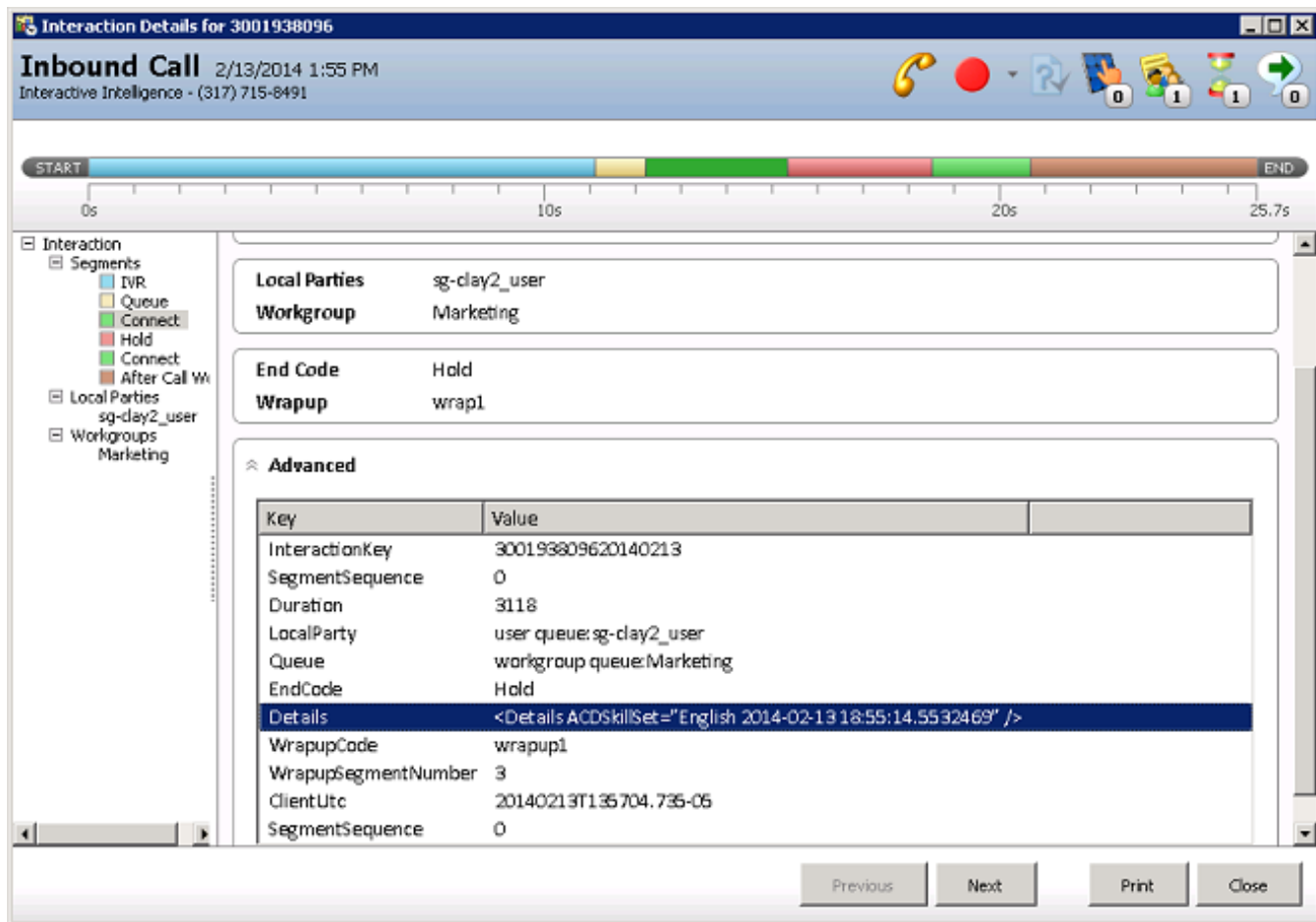
The following figure shows how Tracker logs the FirstAssignedAcdSkillSet:



The following figure show how Tracker logs a segment with the ACDSkillSet attribute value and timestamp:

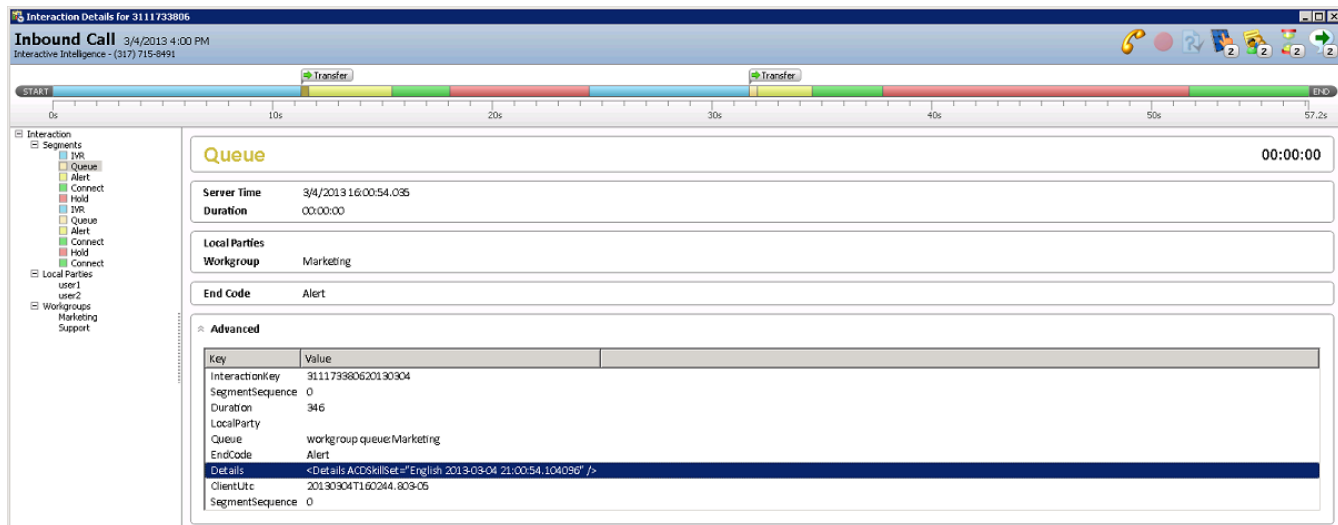


The following figure shows the ACDSkillSet for the next segment:

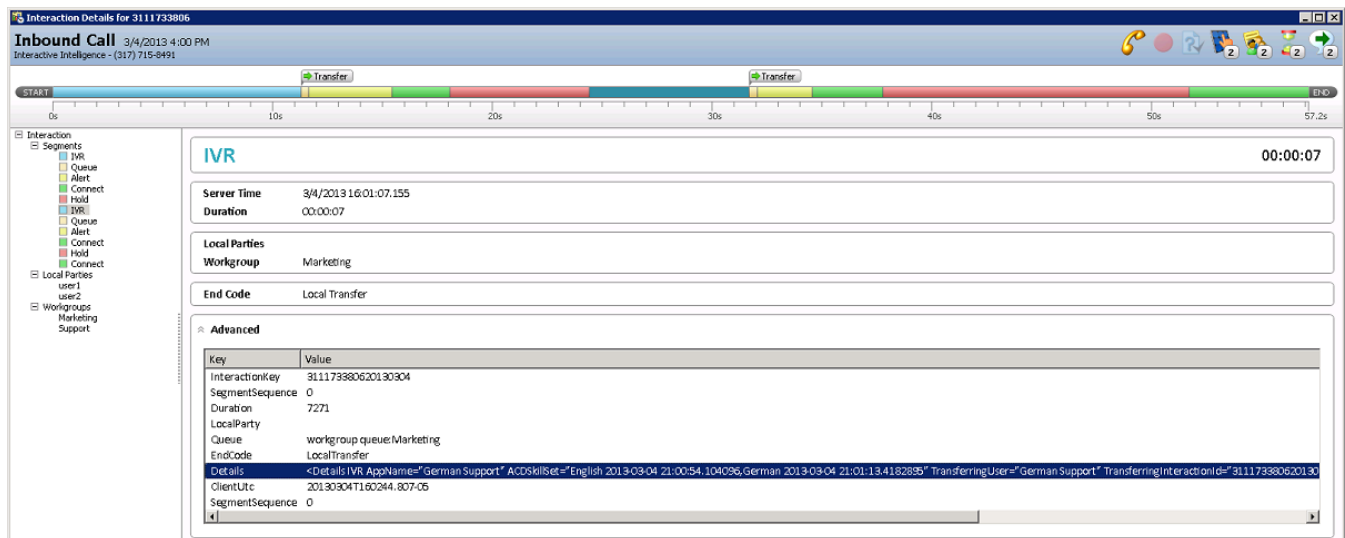


## Skill Set Change During an Interaction

The skill set can change over the life of an interaction. Tracker server provides an audit trail by recording the skill set attribute and the timestamp when the skill set changed.



Since both AcSkillSet values were assigned during this segment, the segment displays both skill set values in order. Later segments show only the new skill set value unless the skill set changes again.



Related Topics  
[InteractionSummary Table](#)

# InteractionSummary Table

The following information is a copy of the "InteractionSummary Table" in "Appendix E: Interaction Tables" of the *PureConnect Data Dictionary*. It is included here for convenience.

This table summarizes key attributes of the interaction. In general, only one row for an interaction will be logged here. If the interaction is persisted and recreated with the same InteractionIDKey, the system increments sequence numbers in two rows. This is the table which replaces the legacy Calldetail table. It has all the columns used in the Calldetail table plus some new columns to track additional attributes. Here is the mapping between Interaction Summary and Calldetail view.

Column Name	Type	N u l l	D e f a u l t	Description	Calldetail view
InteractionIDKey	Char(18)	N o		Interaction Key	CallId
SiteID	Integer	N o	- 1	SiteID of the Interaction where it disconnected.	SiteID
SeqNo	TinyInt	N o	0	SeqNo is only used when the interaction is persisted and recreated with the same InteractionIDKey.	Not Included
InteractionID	bigint	N o		CallID/Interaction ID of the interaction. This is displayed in the CIC client.	Not Included
StartDateTimeUTC	DateTime2(3) Timestamp(3)	N o		StartDateTime (UTC) for the Interaction ID	Not Included
StartDTOffset	Integer	N o		Offset to Server local time [in seconds] for the UTC StartDateTime	Not Included

<b>Direction</b>	tinyint	N o	Interaction Direction: 1-inbound, 2-Outbound, 3-Intercom, 4 -Intercom Outbound, 5-Intercom Inbound, 0-Unknown	CallDirection
<b>ConnectionType</b>	tinyint	N o	Unknown(0), External(1), Intercom(2),	CallType
<b>MediaType</b>	tinyint	N o	Unknown(255), calls(0), chat(1), SMS(2), GenericObject(4), Email(5), Callback(6), InstantQuestion(7), WebCollabration(8), MonitorObject(11), Fax(21), WorkItem(22)	InteractionType
<b>RemoteID</b>	nVarchar(50)	N U L L	Remote ID	RemoteNumber
<b>DNIS_LocalID</b>	nVarchar(50)	N U L L	Number dialed	DNIS
<b>tDialing</b>	Integer	N U L L	How long interaction is in dialing state	tDialing
<b>tIVRWait</b>	Integer	N U L L	Total IVR Time for the interaction	tIVRWait
<b>tQueueWait</b>	Integer	N U L L	Total time the interactions waited in one or more Queues	tQueueWait
<b>tAlert</b>	Integer	N U L L	Total time the interaction alerted a different user/station	tAlert
<b>tConnected</b>	Numeric(19)	N U L L	Total connected time for an Interaction. If the same interaction is handled by multiple agents, this is the sum of all talk time.  Captures the duration of how long the interaction is in the connected state with two participants. The participants can be a remote person, local CIC User, or standalone station.	CAST(ROUND(l.tConnected/1000., 0) as INTEGER) as CallDurationSeconds
<b>tHeld</b>	Numeric(19)	N U L L	Total held time for the interaction. If the interaction transition to held state is by multiple agents, this value includes all held durations.  Captures the duration of how long the interaction is in a held state.	CAST(ROUND(l.tHeld/1000., 0) as INTEGER) as HoldDurationSeconds

<b>tSuspend</b>	Numeric(19)	N U L L	Not currently supported, for use in a future CIC release.	tSuspend
<b>tConference</b>	Numeric(19)	N U L L	Total time the interaction actively participated in a conference	tConference
<b>tExternal</b>	Numeric(19)	N U L L	Total time the interaction was connected after an external transfer	tExternal
<b>tACW</b>	Integer	N U L L	Total wrap up time for the interaction	tACW
<b>tSecuredIVR</b>	Numeric(19)	N U L L	Total duration of the secured session for the particular interaction id. For example, if the interaction went to multiple sessions of secured session, this column will accumulate all the individual sessions and log the total duration.	Not Included
<b>nIVR</b>	Small Int	N U L L	Number of times the interaction entered any IVR, as determined by call attribute set by Interaction Attendant or a handler.	nIVR
<b>nQueueWait</b>	Small Int	N U L L	Number of times the interaction waited in any ACD queue, even the same queue multiple times.	nQueueWait
<b>nTalk</b>	Small Int	N U L L	Number of times this interaction was actively connected to any agent, even the same agent multiple times.	nTalk
<b>nConference</b>	Small Int	N U L L	Number of times this interaction was actively connected to any conference, even the same conference multiple times.	nConference
<b>nHeld</b>	Small Int	N U L L	Number of times the interaction was in held state after connected	nHeld
<b>nTransfer</b>	Small Int	N U L L	Number of times the interaction was transferred	nTransfer
<b>nExternal</b>	Small Int	N U L L	Number of times the interaction was transferred externally	nExternal



<b>nSecuredIVR</b>	Small Int	N U L L		Number of times the call went to secured session during its entire life.	Not Included
<b>Disposition</b>	Small Int	N o	0	The values that get logged are 0 to 7. For details, see <a href="#">How interactions are dispositioned using segment detail data</a> .	Not Included
<b>DispositionCode</b>	Small Int	N U L L		This is how the Telephony Services (TS) server dispositioned the interaction.	DispositionCode
<b>WrapUpCode</b>	nVarchar(200)	N U L L		Not used in the current CIC release. Exists for legacy reasons.	WrapUpCode
<b>AccountCode</b>	nVarchar(50)	N U L L		Account code tied to the Interaction	AccountCode
<b>IsRecorded</b>	Bit	N O T N U L L		0 or 1. It is set if the interaction is recorded. It is set if at least one leg of this interaction is recorded.  For example, this value is set if an interaction is recorded then transferred blind to the second agent and not recorded for the second leg of the interaction.	Not Included
<b>IsSurveyed</b>	Bit	N O T N U L L		0 or 1. If the interaction is surveyed, it is set	Not Included
<b>MediaServerID</b>	nVarchar(200)	N U L L		The Media Server that handles the interaction audio.	Not Included
<b>IndivID</b>	Char(22)	N U L L		The remote Party IndivID if resolved by Tracker. This value is NULL if not resolved	Not Included
<b>OrgID</b>	Char(22)	N U L L		Remote Party's OrgID if it is resolved by Tracker. This value is NULL if not resolved.	Not Included
<b>LineID</b>	nvarchar(50)	N U L L		The line interaction received	LineID

<b>LastStationID</b>	nvarchar(50)	N U L L	The last connected station to the interaction	StationID
<b>LastLocalUserID</b>	nvarchar(50)	N U L L	Local User ID associated with the last connected interaction	LocalUserID
<b>LastAssignedWorkgroupID</b>	nvarchar(100)	N U L L	The last routed workgroup for that interaction	AssignedWorkGroup
<b>LastLocalNumber</b>	varchar(200)	N U L L	Local number associated with the last connected user, for an email it is mailbox ID, for chat it is the user's display name or arbitrary name given by the chat initiator.	LocalNumber
<b>LastLocalName</b>	nvarchar(50)	N U L L	LocalName associated with the last connected user	LocalName
<b>RemoteICUserID</b>	nvarchar(50)	N U L L	The respondent's CIC User ID, will be populated only for Intercom interaction	Not Included
<b>RemoteNumberCountry</b>	smallint	N U L L	The country code associated with the remote number	RemoteNumberCountry
<b>RemoteNumberLoComp1</b>	varchar(10)	N U L L	Lower component of the remote number	RemoteNumberLoComp1
<b>RemoteNumberLoComp2</b>	varchar(10)	N U L L	Lower component of the remote number	RemoteNumberLoComp2
<b>RemoteNumberFmt</b>	varchar(50)	N U L L	Remote number format	RemoteNumberFmt
<b>RemoteNumberCallId</b>	varchar(50)	N U L L	CallID of the remote number	RemoteNumberCallId
<b>RemoteName</b>	nvarchar(50)	N U L L	Remote Name	RemoteName

<b>InitiatedDateTime</b>	datetime2(3) TIMESTAMP(3)	N O T N U L L		Interaction Initiated date and time with millisecond granularity	InitiatedDate
<b>ConnectedDateTime</b>	datetime2(3) TIMESTAMP(3)	N O T N U L L	1 9 7 0 - 0 1 - 0 1	Interaction connected date and time with millisecond granularity	ConnectedDate
<b>TerminatedDateTime</b>	datetime2(3) TIMESTAMP(3)	N O T N U L L	1 9 7 0 - 0 1 - 0 1	Interaction Terminated date and time with millisecond granularity	TerminatedDate
<b>LineDuration</b>	Numeric(19)	N U L L		Duration of the line in milliseconds	CAST(ROUND(I.LineDuration/1000., 0) as INTEGER) as LineDurationSeconds
<b>CallEventLog</b>	nvarchar(2000)	N O T N U L L		Call Event log	CallEventLog
<b>PurposeCode</b>	int	N U L L	0	Purpose code set for the interaction	PurposeCode
<b>CallNote</b>	nvarchar(1024)	N U L L		Text description related to call	Not Included
<b>FirstAssignedAcadSkillSet</b>	nvarchar(100)	N U L L		First ACD Skillset value assigned to an interaction	Not Included
<b>tPark</b>	Numeric(19)	N U L L		Total parked time for the interaction. If multiple agents transition the interaction to a parked state, this value includes all parked durations.  Captures the duration of how long the interaction is in a parked state.	CAST(ROUND(I.tPark/1000., 0) as INTEGER) as ParkDurationSeconds

nPark	Small Int	N U L L	Number of times the interaction was in a parked state.	nParked
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## INDEXES

**Primary Key** : InteractionIDKey , SiteID, SeqNo

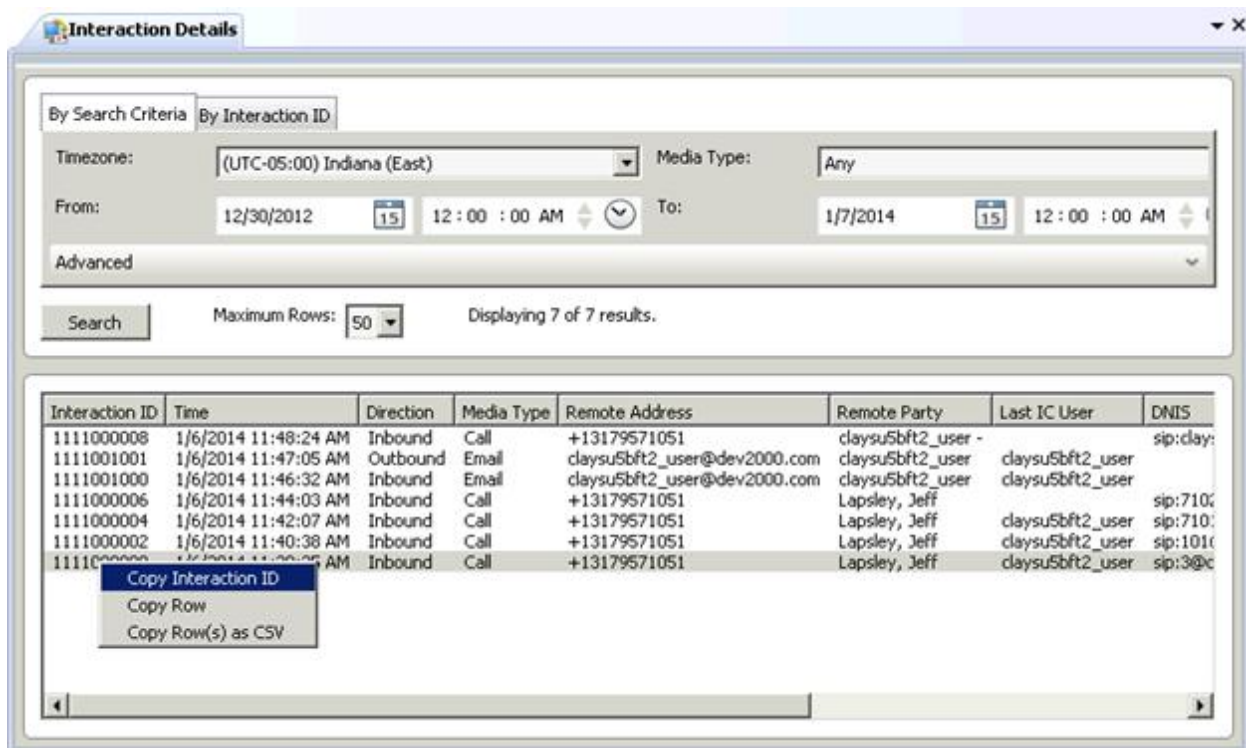
**Clustered Index** : InitiatedDateTime, SiteID

**Additional Indexes** : StartDateTimeUTC and LastLocalUserID

# Copying Tracker information to the Clipboard

There are three ways to copy Tracker information from an Interaction Details view to the clipboard:

1. From the search results, select a single row and right-click to open the context menu: **Copy Interaction ID**, **Copy Row**, and **Copy Row(s) as CSV**.



## Copy Interaction ID

Copies the ID of the selected interaction to the clipboard. For example:

```
1111000000
```

## Copy Row

Copies data from each column to the clipboard. For example:

```
Interaction ID: 1111000000
Time: 1/6/2014 11:38:25 AM
Direction: Inbound
Media Type: Call
Remote Address: +13179571051
Remote Party: Lapsley, Jeff
Last IC User: claysu5bft2_user
DNIS: sip:3@claysu5bft2:5060
Last Workgroup: Marketing
Connected Duration: 00:00:03
Line Duration: 00:00:49
```

## Copy Row(s) as CSV

Copies data from each column to the clipboard as a series of comma separated values. The first paragraph contains the column heading names. The second paragraph contains the values for each column. For example:

```
Interaction ID, Time, Direction, Media Type, Remote Address, Remote Party, Last IC User, DNIS, Last Workgroup, Connected Duration, Line Duration
```

1111000000, 1/6/2014 11:38:25 AM, Inbound, Call, +13179571051, Lapsley, Jeff, claysu5bft2\_user, sip:3@claysu5bft2:5060, Marketing, 00:00:03, 00:00:492.

- From the search results, highlight multiple rows and right-click to open the context menu with one option **Copy Row(s) as CSV**.

Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS
1111000008	1/6/2014 11:48:24 AM	Inbound	Call	+13179571051	claysu5bft2_user	claysu5bft2_user	sip:clay
1111001001	1/6/2014 11:47:05 AM	Outbound	Email	claysu5bft2_user@dev2000.com	claysu5bft2_user	claysu5bft2_user	
1111001000	1/6/2014 11:46:32 AM	Inbound	Email	claysu5bft2_user@dev2000.com	claysu5bft2_user	claysu5bft2_user	
1111000006	1/6/2014 11:44:03 AM	Inbound	Call	+13179571051	Lapsley, Jeff		sip:7100
1111000004	1/6/2014 11:42:07 AM	Inbound	Call	+13179571051	Lapsley, Jeff	claysu5bft2_user	sip:7100
1111000002	1/6/2014 11:40:38 AM	Inbound	Call	+13179571051	Lapsley, Jeff	claysu5bft2_user	sip:1010
1111000000	1/6/2014 11:38:25 AM	Inbound	Call	+13179571051	Lapsley, Jeff	claysu5bft2_user	sip:3@cl

## Copy Row(s) as CSV

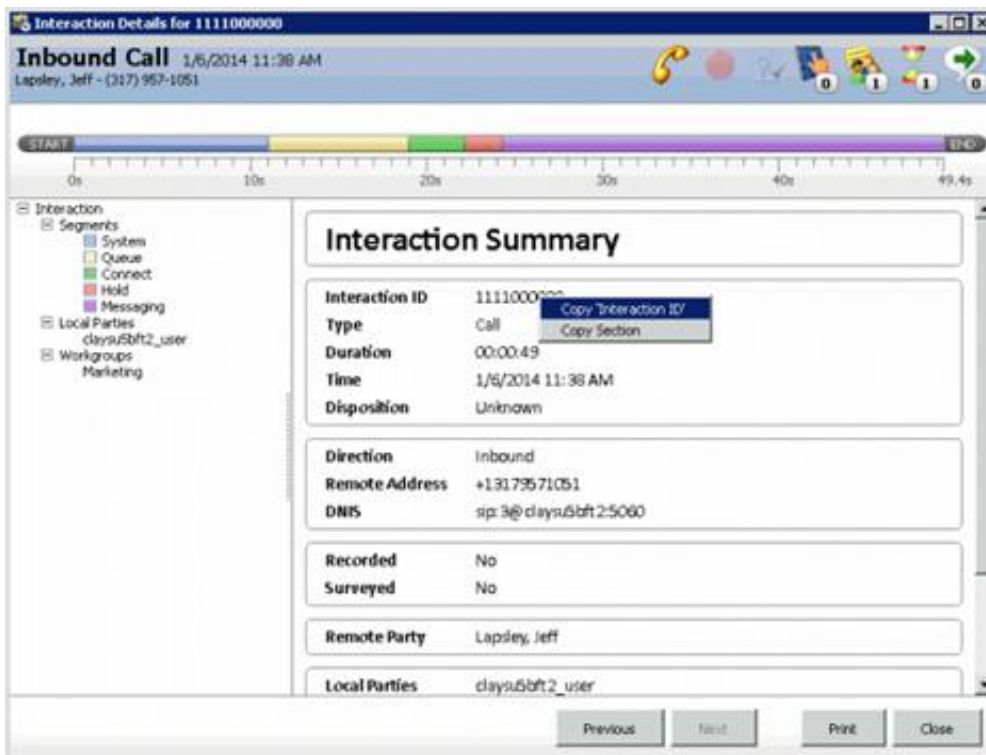
Copies data from each column to the clipboard as a series of comma separated values. The first paragraph contains the column heading names. Each following paragraph contains the values for each column. For example:

Interaction ID, Time, Direction, Media Type, Remote Address, Remote Party, Last IC User, DNIS, Last Workgroup, Connected Duration, Line Duration

1111000000, 1/6/2014 11:38:25 AM, Inbound, Call, +13179571051, Lapsley, Jeff, claysu5bft2\_user, sip:3@claysu5bft2:5060, Marketing, 00:00:03, 00:00:49

1111000002, 1/6/2014 11:40:38 AM, Inbound, Call, +13179571051, Lapsley, Jeff, claysu5bft2\_user, sip:101@claysu5bft2:5060, Sales, 00:00:22, 00:01:01

- From the search results, double-click a row to open the **Interaction Details** dialog. From the right side summary panel you can copy a single field or all fields in any one section. Move the cursor over the summary panel and right-click to open the context menu: **Copy [name of field]** and **Copy Section**.



## Copy [name of field]

Copies the value of the field below the cursor. For example, if you right-click Interaction ID and select **Copy 'Interaction ID'**, the system copies the Interaction ID value 1111000000 to the clipboard.

## Copy Section

Copies all fields in the section to the clipboard. For example, if you right-click in the Interaction ID section and select **Copy Section**, the system copies the following information to the clipboard:

Interaction ID: 1111000000  
Type: Call  
Duration: 00:00:49  
Time: 1/6/2014 11:38 AM  
Disposition: Unknown

# Change log

transfer contents of what's new (revisions.htm) to this topic

Date	Changes
28-February-2019	Date should be in the dd-Month-yyy.
28-February-2019	Created this change log.
12-November-2019	Added to Interaction Details dialog topic in the description of the Call Log Expander: <b>Note:</b> The CallNote section is truncated at 1024 characters. This is a database character limit.