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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/pureconnect>.

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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' dialog box. It has two tabs: 'By Search Criteria' (selected) and 'By Interaction ID'. Under 'By Search Criteria', there are fields for 'Timezone' (set to '(UTC-05:00) Indiana (East)'), 'Media Type' (set to 'Email'), 'From' (1/8/2016 12:00 :00 AM), and 'To' (1/16/2016 12:00 :00 AM). An 'Advanced' section is expanded, showing 'Line Duration Longer Than' (0000 d 00: 00 :00), 'Line Duration Shorter Than' (9999 d 23: 59 :59), 'Last Workgroup', 'Last IC User', 'Direction' (set to 'Outbound'), and 'DNIS'. There is a 'Remote Address' field. At the bottom, there is a 'Search' button, 'Maximum Rows' (set to 50), a checked 'All Sites' checkbox, and the text 'Displaying 2 of 2 results.' Below the search criteria is a table with the following data:

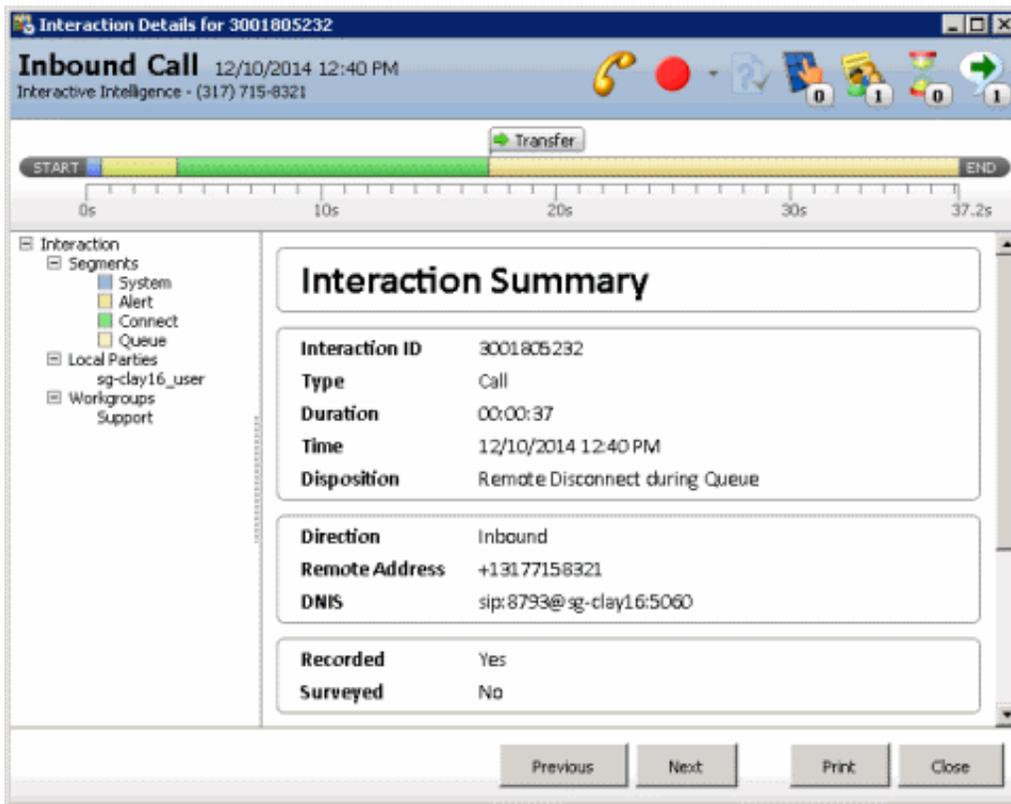
Interaction ID	Time	Direction	Media Type	Remote Address	Remote Party	Last IC User	DNIS
2001560003	1/15/2016 10:00	Outbound	Email	Hestia_user@dev2000.c	Hestia_user	Hestia_User	
2001560001	1/15/2016 10:00	Outbound	Email	hestia_user@dev2000.c	hestia_user@dev2000.c	Hestia_User	

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

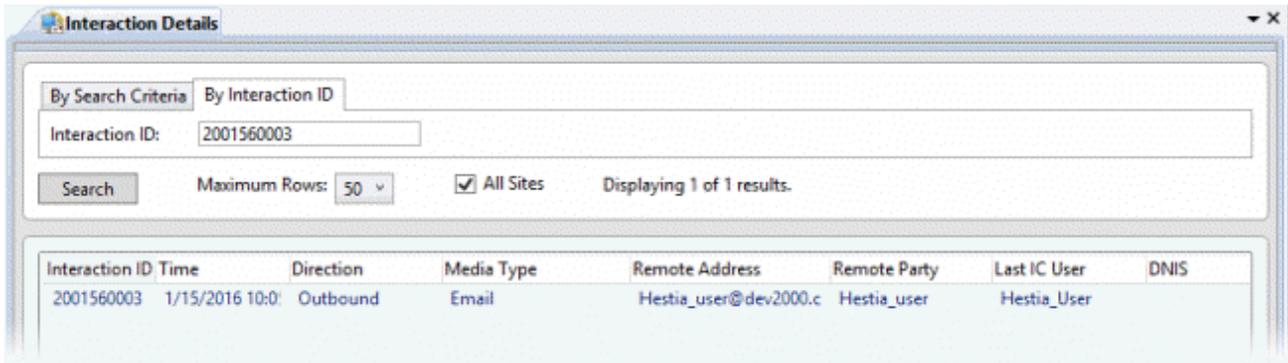
1. Logon to IC Business Manager if you have not done so already.
2. Select an existing workspace from the **Workspaces** tab, or create a new workspace to host the view.
3. Select **New > View** from the **File** menu. The *Create New View* dialog appears, listing views by category or product. Licensing 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

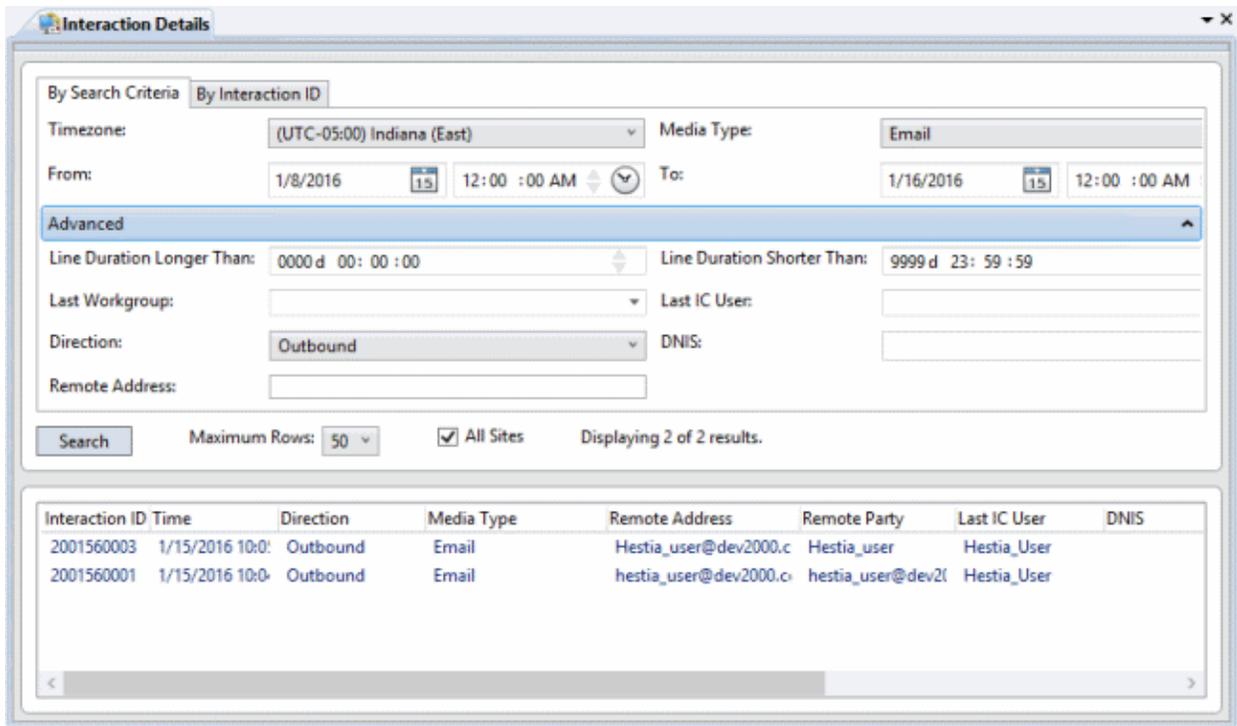
1. Click the **By Interaction ID** tab.



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.

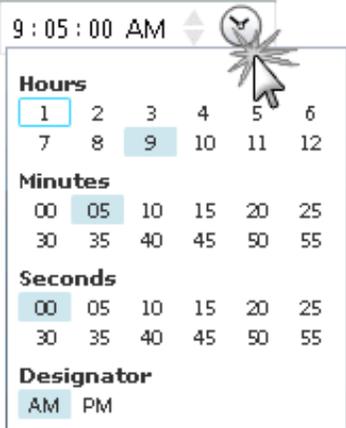
To use Search Criteria

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



2. Set any combination of search criteria:

Search Criterion	Description
Timezone	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.
Media Type	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).

<p>From/To</p>	<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 calendar icon. Then choose a day of the month.</p>  <p>To set a time, click the clock icon. Then set the time of day by choosing the hour, minute, second, and AM/PM designator.</p> 
<p>Line Duration Longer Than/Shorter Than</p>	<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>
<p>Last Workgroup</p>	<p>Selects only interactions that were most recently on a specified workgroup queue.</p> <p>Note: Selecting the All Sites check box below enables you to select a workgroup from another CIC site used by your company.</p>
<p>Last IC User</p>	<p>Selects only interactions that were most recently processed by a specific user.</p> <p>Note: Selecting the All Sites check box below enables you to select a user active at another CIC site used by your company.</p>
<p>Direction</p>	<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>
<p>DNIS</p>	<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>
<p>Remote Address</p>	<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>

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

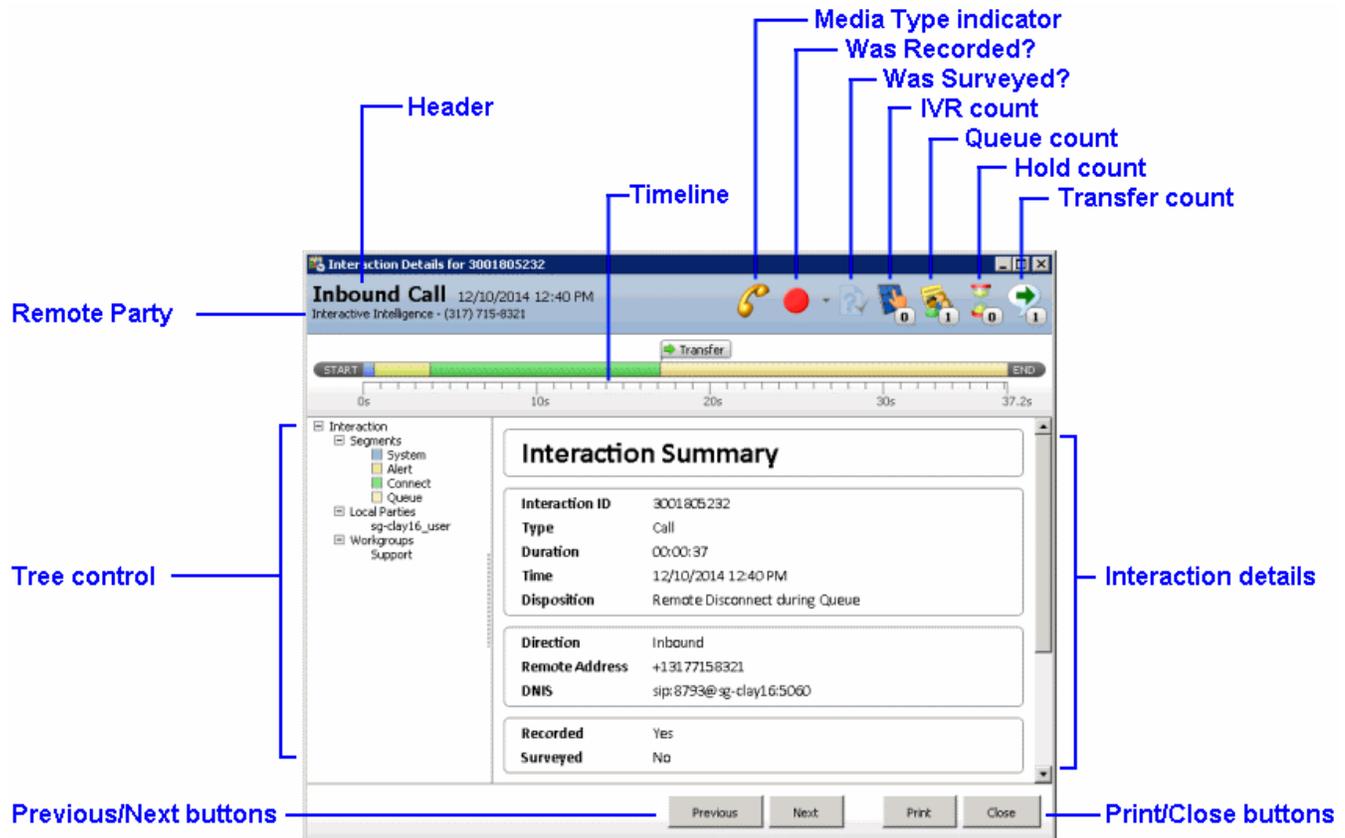
Details Page

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 How interactions are dispositioned using segment detail data .
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. Note: 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 InteractionSummary table .

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
System	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.
Queue	Used whenever the interaction is added to the Workgroup queue, this segment represents the duration that the interaction waited in the workgroup queue.
Alert	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.
Hold	Used whenever the interaction state changes to Hold. This represents the duration of the interaction in a Hold state.
Park	Used whenever the interaction state changes to Park. This represents the duration of the interaction in a Park state.
Connect	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.
ACW	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
Messaging	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.
IVR	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.
Dialing	Represents how long the telephone call is in dialing/proceeding state. This segment is only applicable to external/outbound telephone calls.
External Transfer	Represents how long two remote parties communicated using CIC system. This happens when an inbound interaction is transferred to the remote person.
Conference	Represents how long a participant (CIC user or external User) participated in a conference. This is only applicable for telephone calls.
Consult	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).
Suspend	Not yet supported.
Unknown	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
Segment Name	Name of the segment.
Server Time	The time of the interaction in the time zone of the server you're connected to in IC Business Manager.
Duration	Duration of the segment in HH:MM:SS format.
Local Parties	List of all local parties involved in this segment.
Workgroup	Workgroup involved in this segment.
End Code	A code that indicates how this segment ended, leading to an understanding of how it transitioned to the next segment type.
Wrap Up	Wrap Up code (if any) set by the agent, shown on Connect segments only.
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 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
Participant Name	Name of the local party.
Total Duration	Total amount of time this participant was involved in the interaction.
Segment Count	Number of segments this participant was involved in.
Segments	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
Name	The name of the workgroup selected in the tree control.
Total Duration	Total amount of time this interaction involved this workgroup queue.
Segment Count	Number of segments associated with this workgroup.
Segments	Names of segments associated with this workgroup for the interaction.

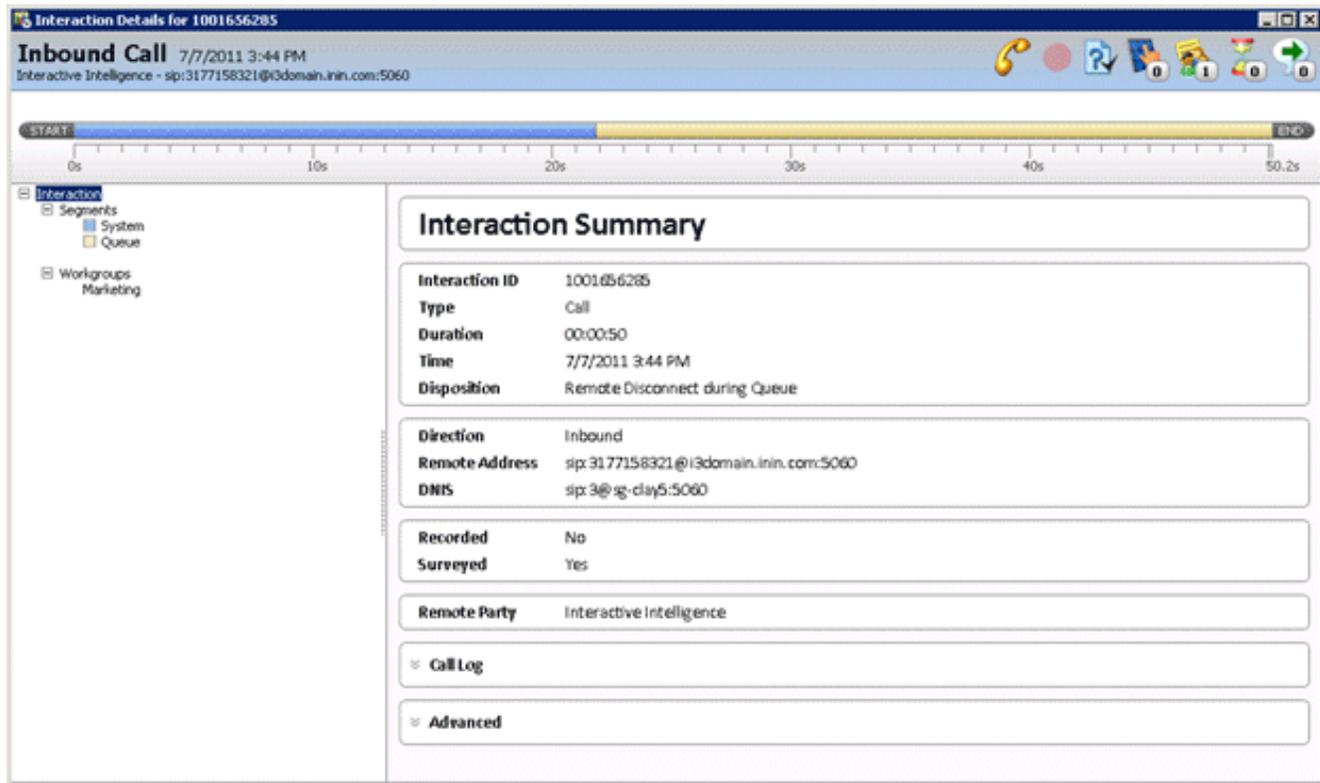
Related Topics

[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:



The screenshot shows the 'Interaction Details for 1001656285' window. The title bar indicates it is an 'Inbound Call' from '7/7/2011 3:44 PM' with the remote address 'sip:3177158321@i3domain.lin.com:5060'. A progress bar at the top shows the call duration from 0s to 50.2s, with a yellow segment indicating the active period. The left sidebar shows a tree view with 'Interaction' expanded, containing 'Segments' (System, Queue) and 'Workgroups' (Marketing). The main content area displays the 'Interaction Summary' with the following details:

Interaction ID	1001656285
Type	Call
Duration	00:00:50
Time	7/7/2011 3:44 PM
Disposition	Remote Disconnect during Queue
Direction	Inbound
Remote Address	sip:3177158321@i3domain.lin.com:5060
DNIS	sip:3@sg-clay5:5060
Recorded	No
Surveyed	Yes
Remote Party	Interactive Intelligence
Call Log	
Advanced	

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 inbound. The following image shows the example Intercom interaction:

Interaction Details for 1001656296
Outbound Call 7/8/2011 9:48 AM
 Prabahar Ignatius - 8321

START [Timeline: 0s, 1s, 2s, 3s, 4s, 5s, 6s, 7s, 8s, 9s, 10s, 10.4s] END

Interaction Summary

Interaction ID: 1001656296
 Type: Call
 Duration: 00:00:10
 Time: 7/8/2011 9:48 AM
 Disposition: Remote Disconnect during Connect

Direction: Outbound
 Remote Address: /8321
 DNIS:

Recorded: No
 Surveyed: No

Remote Party: Prabahar Ignatius

Local Parties: Ajay.Bhargava

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	Prabahar Ignatius	Prabahar 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:3177158321@	Interactive Intelligence	Ajay.Bhargava	sp:3859-clay5-5060	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

Interaction Details for 1001656264

Inbound Call 7/7/2011 10:13 AM
Interactive Intelligence - sip:3177158321@i3domain.inin.com:5060

START

0s 10s 20s

- Interaction
 - Segments
 - System
 - Connect
 - Conference
 - Local Parties
 - Ajay.Bhargava
 - Prabhar.Ignatius
 - Workgroups
 - Marketing

Interaction Summary

Interaction ID	1001656264
Type	Call
Duration	00:01:23
Time	7/7/2011 10:13 AM
Disposition	Unknown

Direction	Inbound
Remote Address	sip:3177158321@i3domain.inin.com:5060
DNIS	sip:3@sg-clay5:5060

Recorded	No
Surveyed	No

Remote Party	Interactive Intelligence
---------------------	--------------------------

Local Parties	Ajay.Bhargava Prabhar.Ignatius
----------------------	-----------------------------------

Second Party

Interaction Details for 1001656266

Outbound Call 7/7/2011 10:14 AM
Ajay Bhargava - 8491

START 0s 10s

Interaction

- [-] Segments
 - Alert
 - Connect
 - Conference
- [-] Local Parties
 - Ajay.Bhargava
 - Prabhar.Ignatius

Interaction Summary

Interaction ID	1001656266
Type	Call
Duration	00:00:40
Time	7/7/2011 10:14 AM
Disposition	Unknown
<hr/>	
Direction	Outbound
Remote Address	/8491
DNIS	
<hr/>	
Recorded	No
Surveyed	No
<hr/>	
Remote Party	Ajay Bhargava
<hr/>	
Local Parties	Ajay.Bhargava Prabhar.Ignatius

Third Party

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

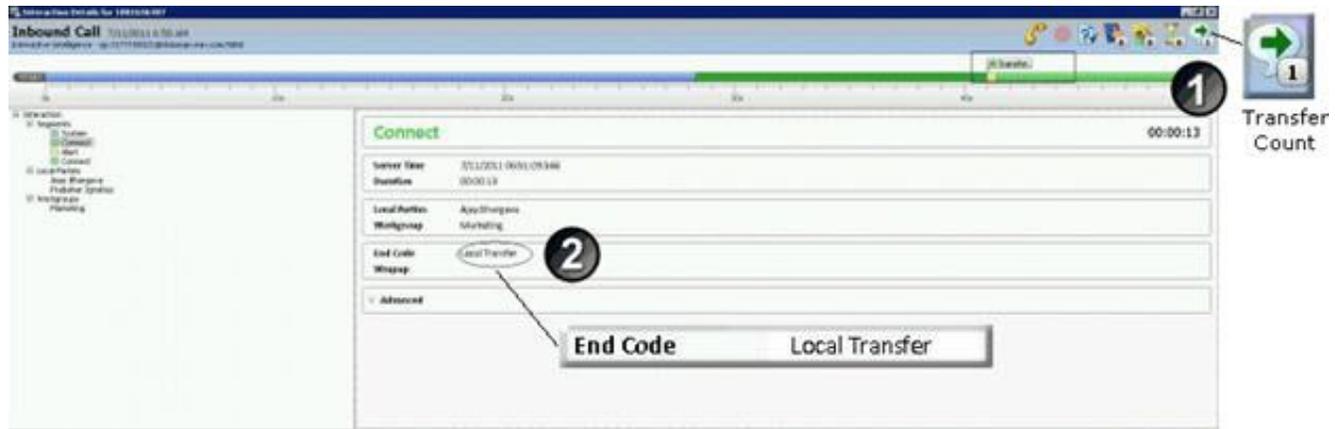
Transferred Interaction Example

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

Local Transfer

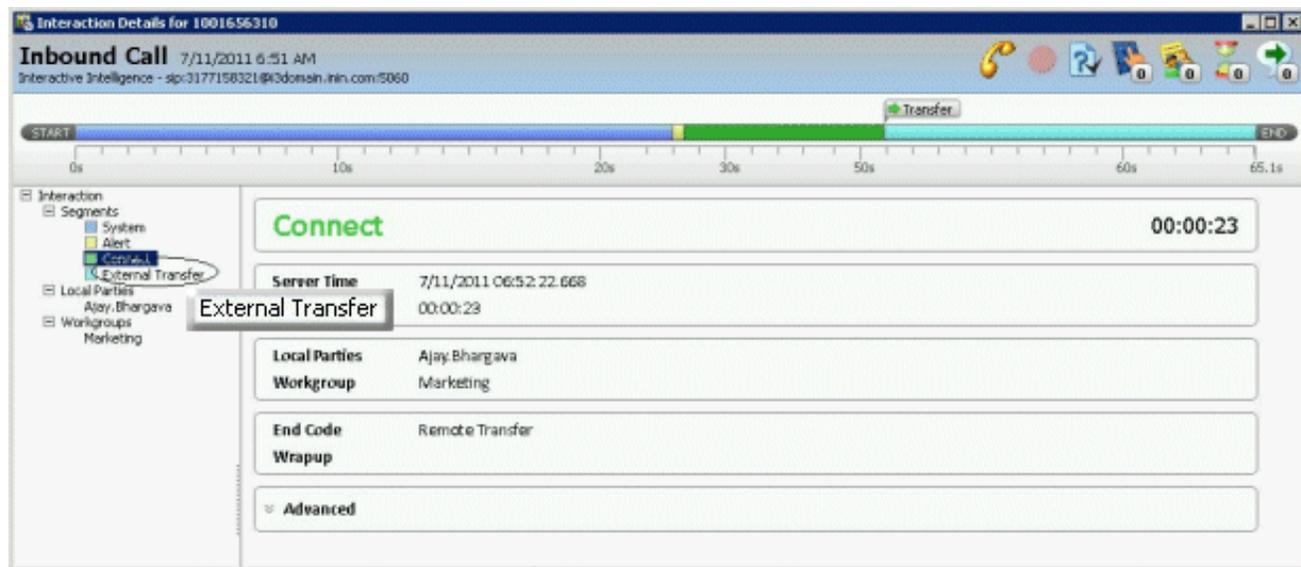
A *Local Transfer* indicates when the interaction is transferred within CIC. This is also applicable when more than one CIC servers is involved, for example, when agents are connected between different CIC servers. A local transfer is represented below. Notice that the Transfer icon has a count (callout 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.



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.



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	Unknown. 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	<p>Interaction never connected to a user or station. 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.</p> <p>The special cases excluded are:</p> <ul style="list-style-type: none"> • If it is waited in the queue or delay segment and remotely disconnected, it is dispositioned as 'Remote Disconnect when Waiting in Queue'. • 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'. • If it alerted the user/station and remotely disconnected, it is dispositioned as 'Remote Disconnect when alerting user/station'. • If it alerted the user/station and disconnected by user/system, it is dispositioned as 'Local Disconnect when alerting user/station'.
2	Remote Disconnect when waiting in Workgroup Queue. 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	Local Disconnect when waiting in Workgroup Queue. 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	Remote Disconnect when alerting user/station. This is irrespective of interaction is connected or not, so long as the last segment is alert segment and it is remotely disconnected.
5	Local Disconnect when alerting user/station. 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	Connected – Remote Disconnected. 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	Connected- Local Disconnected. 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).

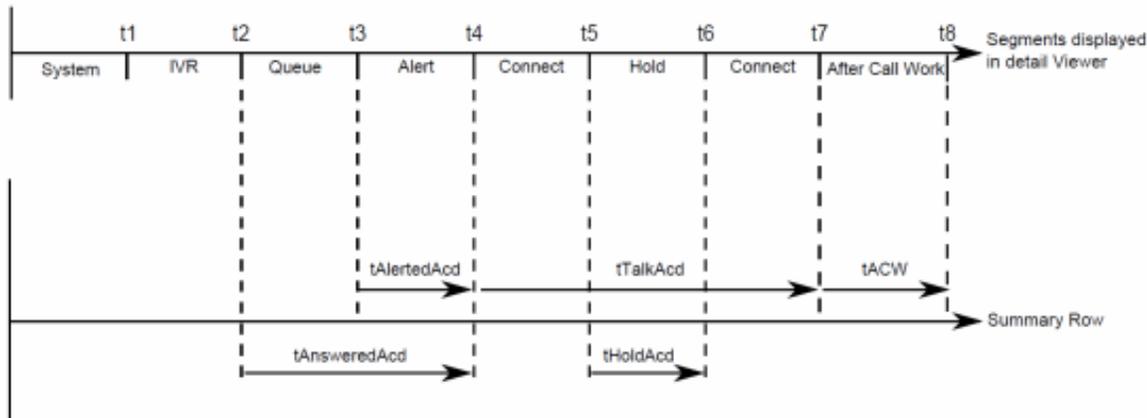
Related Topics

[Interaction Details dialog](#)

Data Collection Relationship

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

A Simple ACD Interaction in the system
Interaction Detail Viewer representation



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.

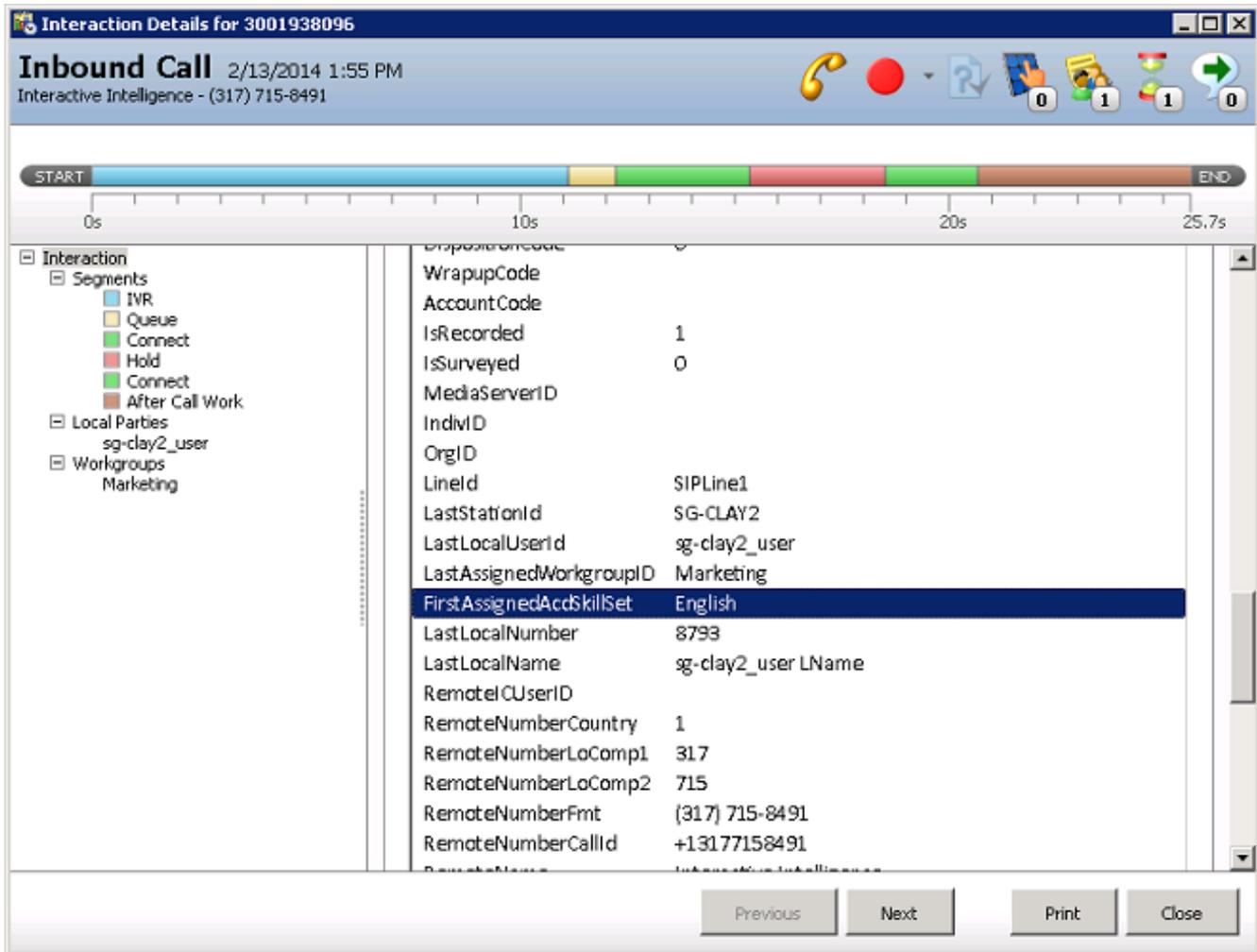
Skill Set Logging

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 FirstAssignedAcSkillSet:



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

Interaction Details for 3001938096

Inbound Call 2/13/2014 1:55 PM
Interactive Intelligence - (317) 715-8491

0s 10s 20s 25.7s

START END

- Interaction
 - Segments
 - IVR
 - Queue
 - Connect
 - Hold
 - Connect
 - After Call W
 - Local Parties
 - sg-day2_user
 - Workgroups
 - Marketing

Server Time 2/13/2014 13:55:04.880

Duration 00:00:11

Local Parties

Workgroup

End Code Queue

Advanced

Key	Value
InteractionKey	300193809620140213
SegmentSequence	0
Duration	11116
LocalParty	
Queue	
EndCode	Queue
Details	<Details ACDSkillSet="English 2014-02-13 18:55:14.5532469" IVRAppName="Default Profile" />
ClientUtc	20140213T13:55:04.731-05
SegmentSequence	0

Previous Next Print Close

The following figure shows the ACDSkillSet for the next segment:

Interaction Details for 3001938096

Inbound Call 2/13/2014 1:55 PM
Interactive Intelligence - (317) 715-8491

0s 10s 20s 25.7s

Interaction
 Segments
 IVR
 Queue
 Connect
 Hold
 Connect
 After Call W
 Local Parties
 sg-clay2_user
 Workgroups
 Marketing

Local Parties sg-clay2_user
Workgroup Marketing

End Code Hold
Wrapup wrapup1

Advanced

Key	Value
InteractionKey	300193809620140213
SegmentSequence	0
Duration	3118
LocalParty	user queue:sg-clay2_user
Queue	workgroup queue:Marketing
EndCode	Hold
Details	<Details ACDSkillSet="English 2014-02-13 18:55:14.5532469" />
WrapupCode	wrapup1
WrapupSegmentNumber	3
ClientUtc	20140213T135704.735-05
SegmentSequence	0

Previous Next Print Close

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.

Interaction Details for 3111733806

Inbound Call 3/4/2013 4:00 PM
Interactive Intelligence - (317) 715-8491

0s 10s 20s 30s 40s 50s 57.2s

Interaction
 Segments
 IVR
 Alert
 Connect
 Hold
 IVR
 Queue
 Alert
 Connect
 Hold
 Connect
 After Call W
 Local Parties
 user1
 user2
 Workgroups
 Marketing
 Support

Queue 00:00:00

Server Time 3/4/2013 16:00:54.035
Duration 00:00:00

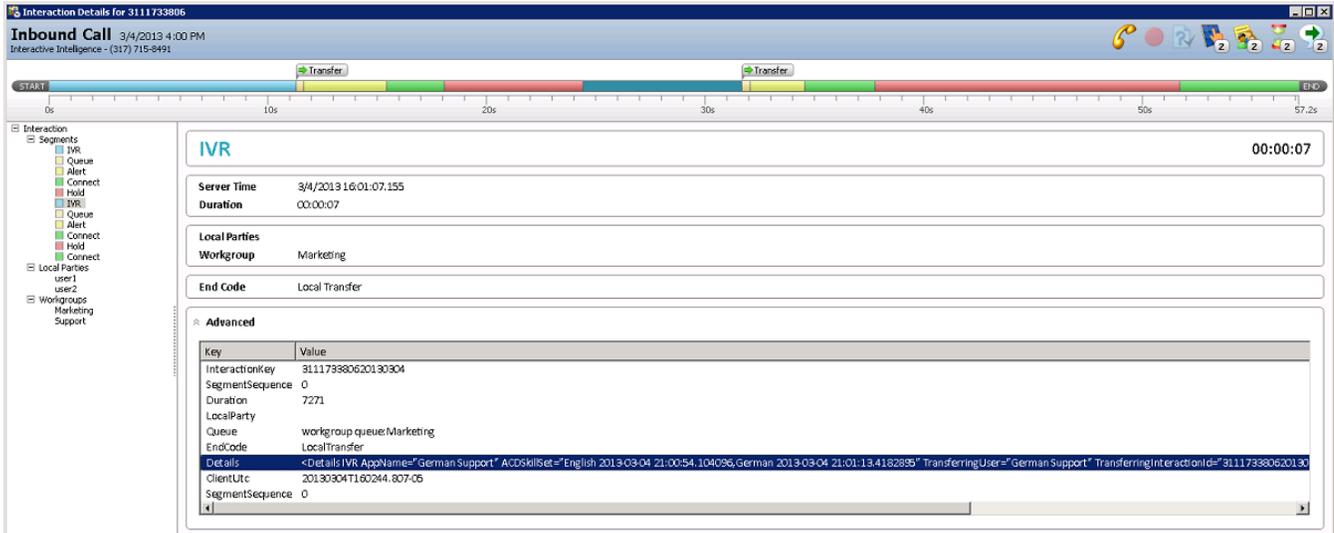
Local Parties
Workgroup Marketing

End Code Alert

Advanced

Key	Value
InteractionKey	311173380620130304
SegmentSequence	0
Duration	346
LocalParty	
Queue	workgroup queue:Marketing
EndCode	Alert
Details	<Details ACDSkillSet="English 2013-03-04 21:00:54.104090" />
ClientUtc	20130304T160244.809-05
SegmentSequence	0

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.

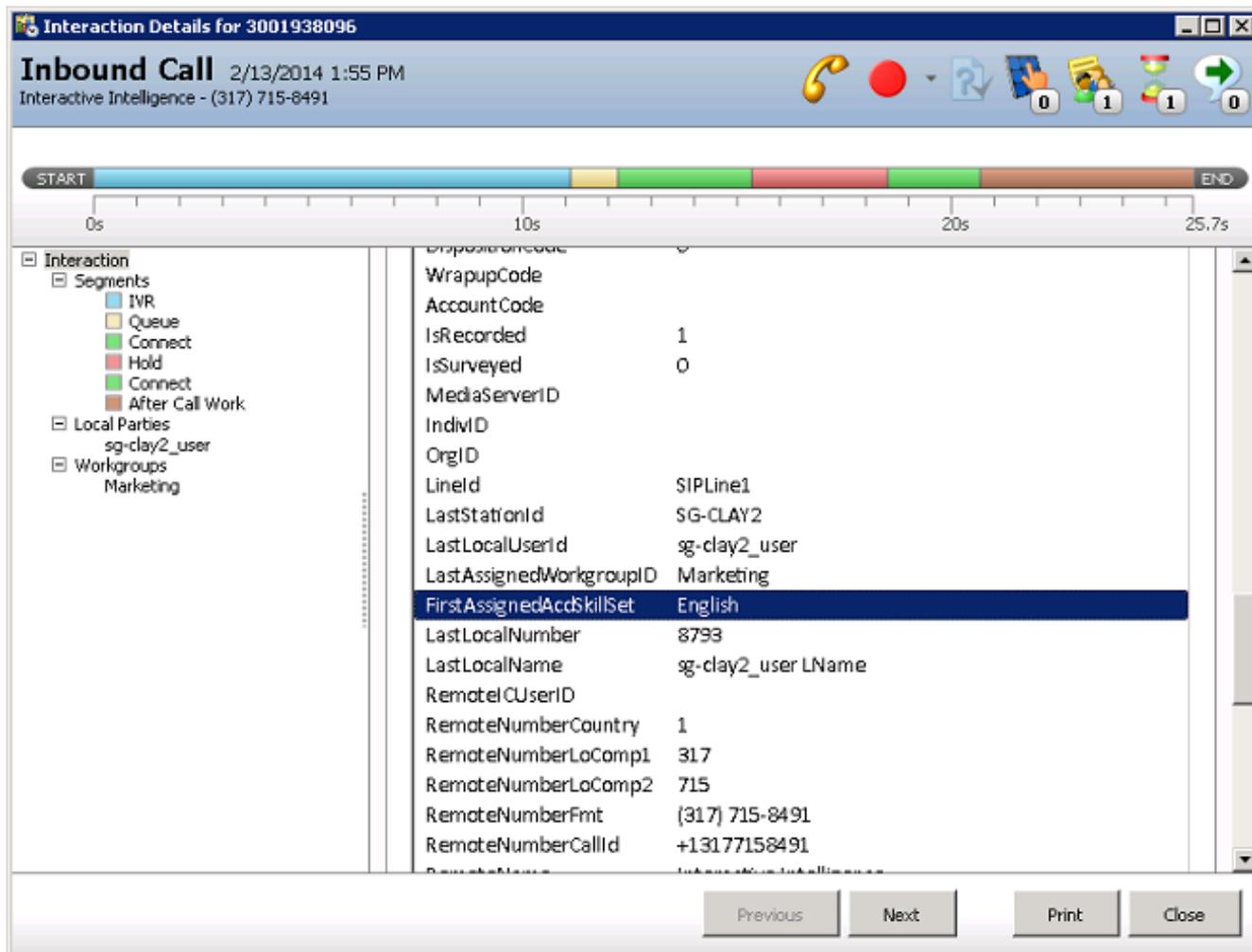
Skill Set Tracking

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:

Interaction Details for 3001938096

Inbound Call 2/13/2014 1:55 PM
Interactive Intelligence - (317) 715-8491

0s 10s 20s 25.7s

START END

- Interaction
 - Segments
 - IVR
 - Queue
 - Connect
 - Hold
 - Connect
 - After Call W
 - Local Parties
 - sg-day2_user
 - Workgroups
 - Marketing

Server Time 2/13/2014 13:55:04.880

Duration 00:00:11

Local Parties

Workgroup

End Code Queue

Advanced

Key	Value
InteractionKey	300193809620140213
SegmentSequence	0
Duration	11116
LocalParty	
Queue	
EndCode	Queue
Details	<Details ACDSkillSet="English 2014-02-13 18:55:14.5532469" IVRAppName="Default Profile" />
ClientUtc	20140213T13:55:04.731-05
SegmentSequence	0

Previous Next Print Close

The following figure shows the ACDSkillSet for the next segment:

Interaction Details for 3001938096

Inbound Call 2/13/2014 1:55 PM
Interactive Intelligence - (317) 715-8491

0s 10s 20s 25.7s

Interaction
 Segments
 IVR
 Queue
 Connect
 Hold
 Connect
 After Call W
 Local Parties
 sg-clay2_user
 Workgroups
 Marketing

Local Parties sg-clay2_user
Workgroup Marketing

End Code Hold
Wrapup wrap1

Advanced

Key	Value
InteractionKey	300193809620140213
SegmentSequence	0
Duration	3118
LocalParty	user queue:sg-clay2_user
Queue	workgroup queue:Marketing
EndCode	Hold
Details	<Details AcdSkillSet="English 2014-02-13 18:55:14.5532469" />
WrapupCode	wrapup1
WrapupSegmentNumber	3
ClientUtc	20140213T135704.735-05
SegmentSequence	0

Previous Next Print Close

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.

Interaction Details for 3111733806

Inbound Call 3/4/2013 4:00 PM
Interactive Intelligence - (317) 715-8491

0s 10s 20s 30s 40s 50s 57.2s

Interaction
 Segments
 IVR
 Queue
 Alert
 Connect
 Hold
 IVR
 Queue
 Alert
 Connect
 Connect
 Hold
 Connect
 After Call W
 Local Parties
 user1
 user2
 Workgroups
 Marketing
 Support

Queue 00:00:00

Server Time 3/4/2013 16:00:54.035
Duration 00:00:00

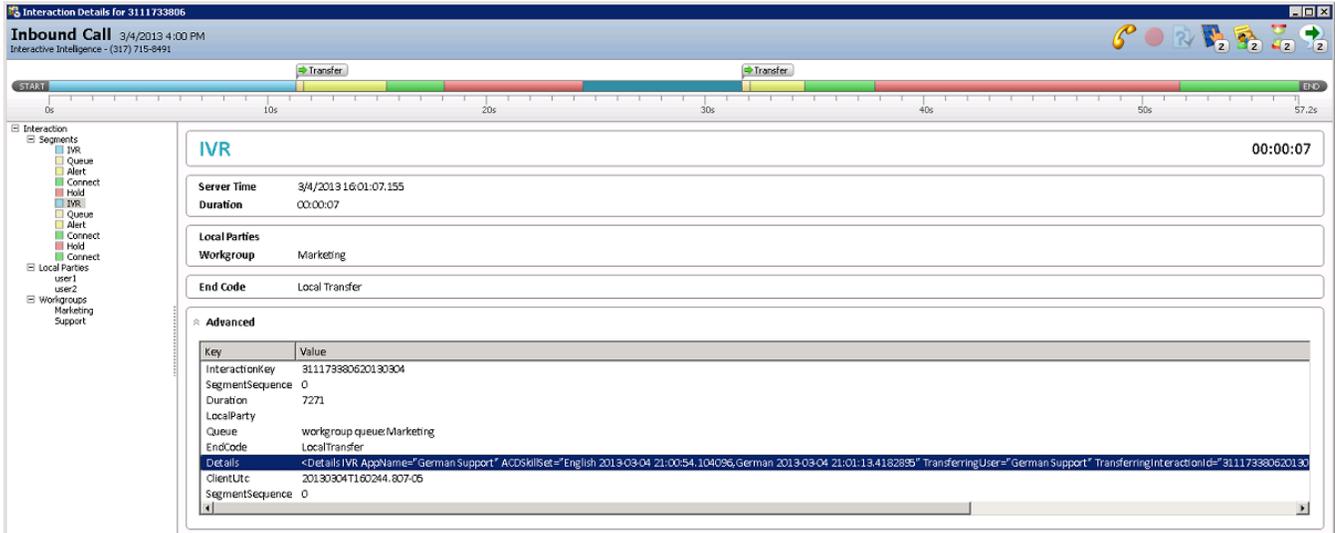
Local Parties
Workgroup Marketing

End Code Alert

Advanced

Key	Value
InteractionKey	311173380620130304
SegmentSequence	0
Duration	346
LocalParty	workgroup queue:Marketing
Queue	Alert
EndCode	Alert
Details	<Details AcdSkillSet="English 2013-03-04 21:00:54.104096" />
ClientUtc	20130304T160244.809-05
SegmentSequence	0

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

Direction	tinyint	N o	Interaction Direction: 1-inbound, 2-Outbound, 3-Intercom, 4 -Intercom Outbound, 5-Intercom Inbound, 0-Unknown	CallDirection
ConnectionType	tinyint	N o	Unknown(0), External(1), Intercom(2),	CallType
MediaType	tinyint	N o	Unknown(255), calls(0), chat(1), SMS(2), GenericObject(4), Email(5), Callback(6), InstantQuestion(7), WebCollabrator(8), MonitorObject(11), Fax(21), WorkItem(22)	InteractionType
RemoteID	nVarchar(50)	N U L L	Remote ID	RemoteNumber
DNIS_LocalID	nVarchar(50)	N U L L	Number dialed	DNIS
tDialing	Integer	N U L L	How long interaction is in dialing state	tDialing
tIVRWait	Integer	N U L L	Total IVR Time for the interaction	tIVRWait
tQueueWait	Integer	N U L L	Total time the interactions waited in one or more Queues	tQueueWait
tAlert	Integer	N U L L	Total time the interaction alerted a different user/station	tAlert
tConnected	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(I.tConnected/1000., 0) as INTEGER) as CallDurationSeconds

tHeld	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
tSuspend	Numeric(19)	N U L L	Not currently supported, for use in a future CIC release.	tSuspend
tConference	Numeric(19)	N U L L	Total time the interaction actively participated in a conference	tConference
tExternal	Numeric(19)	N U L L	Total time the interaction was connected after an external transfer	tExternal
tACW	Integer	N U L L	Total wrap up time for the interaction	tACW
tSecuredIVR	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
nIVR	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
nQueueWait	Small Int	N U L L	Number of times the interaction waited in any ACD queue, even the same queue multiple times.	nQueueWait
nTalk	Small Int	N U L L	Number of times this interaction was actively connected to any agent, even the same agent multiple times.	nTalk
nConference	Small Int	N U L L	Number of times this interaction was actively connected to any conference, even the same conference multiple times.	nConference
nHeld	Small Int	N U L L	Number of times the interaction was in held state after connected	nHeld
nTransfer	Small Int	N U L L	Number of times the interaction was transferred	nTransfer

nExternal	Small Int	N U L L		Number of times the interaction was transferred externally	nExternal
nSecuredIVR	Small Int	N U L L		Number of times the call went to secured session during its entire life.	Not Included
Disposition	Small Int	N o	0	The values that get logged are 0 to 7. For details, see How interactions are dispositioned using segment detail data.	Not Included
DispositionCode	Small Int	N U L L		This is how the Telephony Services (TS) server dispositioned the interaction.	DispositionCode
WrapUpCode	nVarchar(200)	N U L L		Not used in the current CIC release. Exists for legacy reasons.	WrapUpCode
AccountCode	nVarchar(50)	N U L L		Account code tied to the Interaction	AccountCode
IsRecorded	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
IsSurveyed	Bit	N O T N U L L		0 or 1. If the interaction is surveyed, it is set	Not Included
MediaServerID	nVarchar(200)	N U L L		The Media Server that handles the interaction audio.	Not Included
IndivID	Char(22)	N U L L		The remote Party IndivID if resolved by Tracker. This value is NULL if not resolved	Not Included
OrgID	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

LineID	nvarchar(50)	N U L L	The line interaction received	LineID
LastStationID	nvarchar(50)	N U L L	The last connected station to the interaction	StationID
LastLocalUserID	nvarchar(50)	N U L L	Local User ID associated with the last connected interaction	LocalUserID
LastAssignedWorkgroupID	nvarchar(100)	N U L L	The last routed workgroup for that interaction	AssignedWorkGroup
LastLocalNumber	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
LastLocalName	nvarchar(50)	N U L L	LocalName associated with the last connected user	LocalName
RemoteICUserID	nvarchar(50)	N U L L	The respondent's CIC User ID, will be populated only for Intercom interaction	Not Included
RemoteNumberCountry	smallint	N U L L	The country code associated with the remote number	RemoteNumberCountry
RemoteNumberLoComp1	varchar(10)	N U L L	Lower component of the remote number	RemoteNumberLoComp1
RemoteNumberLoComp2	varchar(10)	N U L L	Lower component of the remote number	RemoteNumberLoComp2
RemoteNumberFmt	varchar(50)	N U L L	Remote number format	RemoteNumberFmt
RemoteNumberCallId	varchar(50)	N U L L	CallID of the remote number	RemoteNumberCallId
RemoteName	nvarchar(50)	N U L L	Remote Name	RemoteName

InitiatedDateTime	datetime2(3) TIMESTAMP(3)	N O T N U L L		Interaction Initiated date and time with millisecond granularity	InitiatedDate
ConnectedDateTime	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
TerminatedDateTime	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
LineDuration	Numeric(19)	N U L L		Duration of the line in milliseconds	CAST(ROUND(I.LineDuration/1000., 0) as INTEGER) as LineDurationSeconds
CallEventLog	nvarchar(2000)	N O T N U L L		Call Event log	CallEventLog
PurposeCode	int	N U L L	0	Purpose code set for the interaction	PurposeCode
CallNote	nvarchar(1024)	N U L L		Text description related to call	Not Included
FirstAssignedAcdSkillSet	nvarchar(100)	N U L L		First ACD Skillset value assigned to an interaction	Not Included
tPark	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
-------	-----------	------------------	--	---------

INDEXES

Primary Key : InteractionIDKey , SiteID, SeqNo

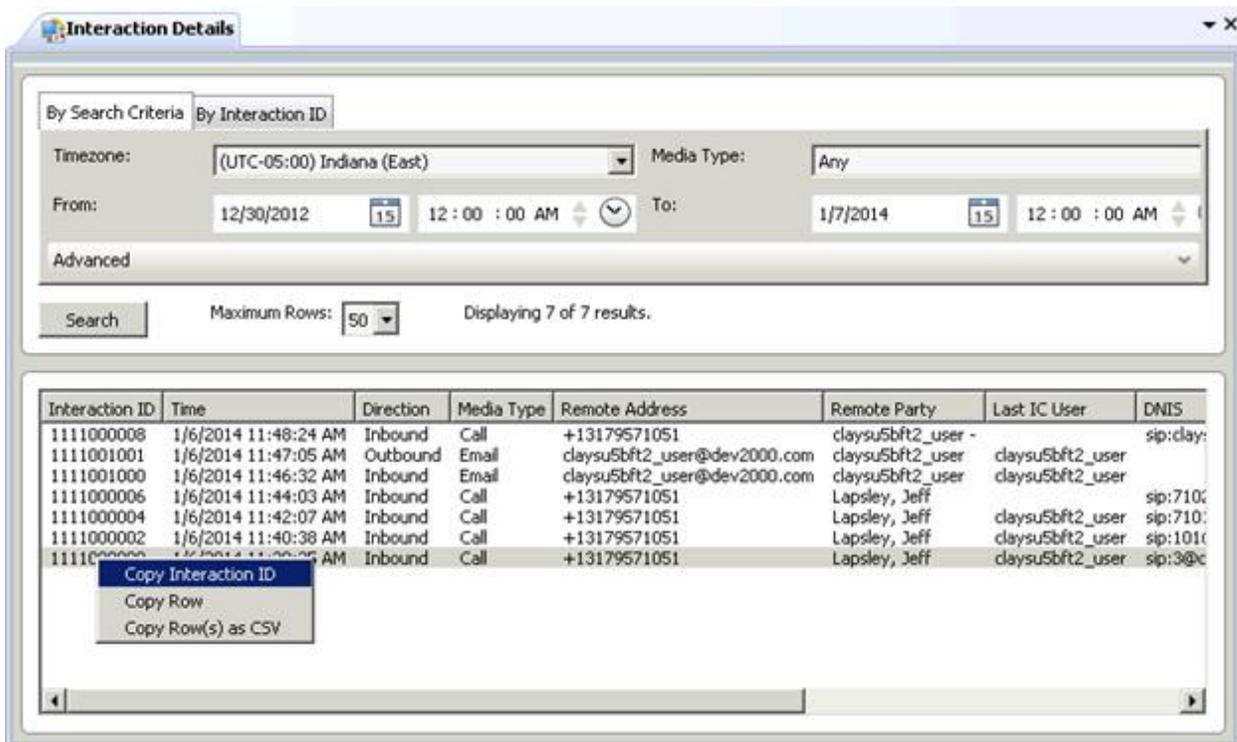
Clustered Index : InitiatedDateTime, SiteID

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 -		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@c

Copy Row(s) as CSV

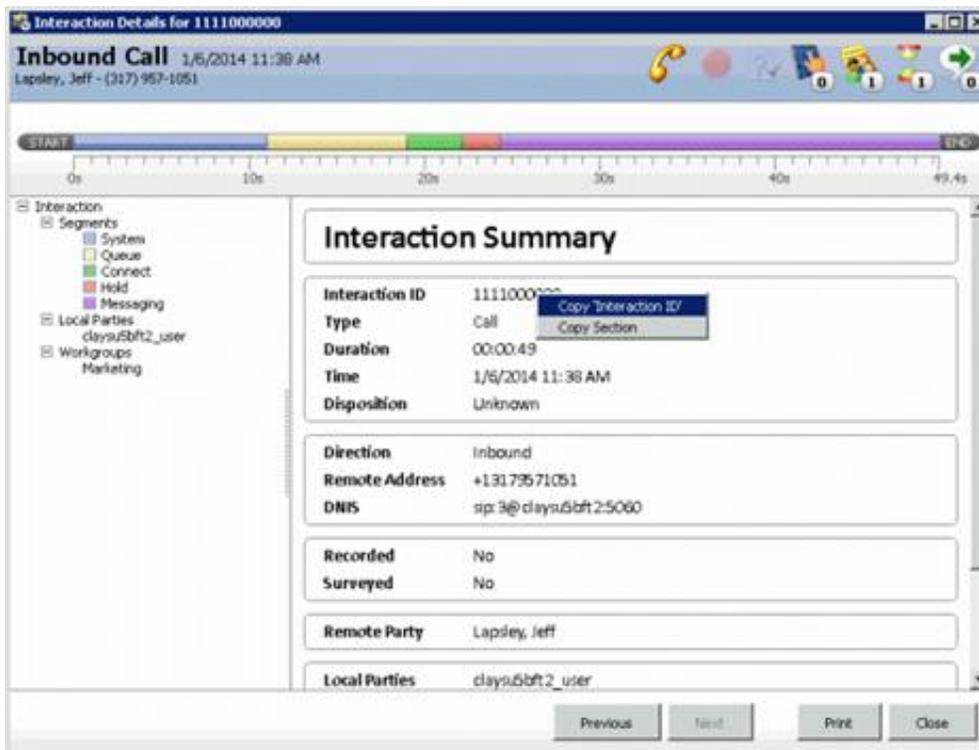
Copies data from each column to the clipboard as a series of comma separated values. The first paragraph contains the column heading names. Each following paragraph contains the values for each column. For example:

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: Note: The CallNote section is truncated at 1024 characters. This is a database character limit.