Interaction Tracker Help

Printed Documentation

PureConnect powered by Customer Interaction Center® (CIC)

2017 R4
Last updated August 08, 2017
(See Change Log for summary of changes.)

Abstract
This document is a printable version of the Interaction Tracker online help.
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Interaction Tracker

What's New

The CIC product suite has a new distribution model with new naming, faster release cycles, and higher quality. CIC 4.0 SU 6 was the last release using the older model. CIC 2015 R1 is first of the new releases. CIC 2015 R1 or later can be applied to any CIC 4.0 SU.

CIC 2015 R1

Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.

CIC 2015 R2

Several improvements were made to the Interaction Details dialog.

- New Previous/Next buttons which enable you to navigate to the previous and next interaction records found in the Interaction Details view search results.
- The Recording indicator now includes a control that enables you to playback interaction records.
- 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.

CIC 2016 R3

We added a new check box, All Sites, to the search criteria in the Interaction Details view. This check box enables you to expand your search to all the CIC used by your company, not just the site you are logged on. For more information, see Data that the user can view.

CIC 2016 R4

We added two new interaction attributes: tPark and nPark. See InteractionSummary Table.

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.
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.

   ![Interaction Details](image1.png)

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.

![Interaction Details](image2.png)

2. Set any combination of search criteria:

<table>
<thead>
<tr>
<th>Search Criterion</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Timezone</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Media Type</strong></td>
<td>Filters to retrieve interactions of a particular media type. The default is “Any,” but you can limit the search to telephone calls, callbacks, chats, emails, fax, generic interactions, SMS (Simple Message Service) messages, workflow objects, and interactions where the media type could not be determined (Unknown).</td>
</tr>
</tbody>
</table>
From/To

Use From and To 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.

To set a time, click the clock icon. Then set the time of day by choosing the hour, minute, second, and AM/PM designator.

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.

Last Workgroup

Selects only interactions that were most recently on a specified workgroup queue.

Note: Selecting the All Sites check box below enables you to select a workgroup from another CIC site used by your company.

Last IC User

Selects only interactions that were most recently processed by a specific user.

Note: Selecting the All Sites check box below enables you to select a user active at another CIC site used by your company.

Direction

Scopes the search to call direction (Inbound, Outbound, Intercom, Unknown, or Any). "Unknown" selects only those interactions whose call direction could not be determined.

DNIS

Scopes the search to the telephone number dialed. Wildcard text can be specified in this field using % as the wildcard character.

Remote Address

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 % as the wildcard character.

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**

**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-party interactions, and transfers.

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

![Interaction Details dialog example](image)

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:

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 100156264

Inbound Call 7/7/2011 10:13 AM
Interactive Intelligence - sip:3177158321@3domain.iniz.com:5060

Interaction Summary

Interaction ID 100156264
Type Call
Duration 00:01:23
Time 7/7/2011 10:13 AM
Disposition Unknown

Direction Inbound
Remote Address sip:3177158321@3domain.iniz.com:5060
DNIS sip:3@ag-clay5:5060

Recorded No
Surveyled No

Remote Party Interactive Intelligence

Local Parties Ajay.Bhargava
Prabahar.Ignatus

Second Party
### Interaction Details for 100156266

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

#### Interaction Summary

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interaction ID</td>
<td>100156266</td>
</tr>
<tr>
<td>Type</td>
<td>Call</td>
</tr>
<tr>
<td>Duration</td>
<td>00:00:40</td>
</tr>
<tr>
<td>Time</td>
<td>7/7/2011 10:14 AM</td>
</tr>
<tr>
<td>Disposition</td>
<td>Unknown</td>
</tr>
<tr>
<td>Direction</td>
<td>Outbound</td>
</tr>
<tr>
<td>Remote Address</td>
<td>8491</td>
</tr>
<tr>
<td>DNS</td>
<td></td>
</tr>
<tr>
<td>Recorded</td>
<td>No</td>
</tr>
<tr>
<td>Surred</td>
<td>No</td>
</tr>
<tr>
<td>Remote Party</td>
<td>Ajay Bhargava</td>
</tr>
<tr>
<td>Local Parties</td>
<td>Ajay.Bhargava</td>
</tr>
<tr>
<td></td>
<td>Prabahar.Ignatus</td>
</tr>
</tbody>
</table>

**Third Party**
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.

<table>
<thead>
<tr>
<th>DB Value Logged</th>
<th>Scenario</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td><strong>Unknown.</strong> 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.</td>
</tr>
</tbody>
</table>
| 1               | **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. The special cases excluded are:  
  - 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'.

<table>
<thead>
<tr>
<th></th>
<th><strong>Remote Disconnect when waiting in Workgroup Queue</strong>. 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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td><strong>Local Disconnect when waiting in Workgroup Queue</strong>. 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 remotely disconnected, we disposition as this.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Remote Disconnect when alerting user/station</strong>. This is irrespective of interaction is connected or not, so long as the last segment is alert segment and it is remotely disconnected.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Local Disconnect when alerting user/station</strong>. This is irrespective of interaction is connected or not, so long as the last segment is alert segment and it is locally disconnected.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Connected – Remote Disconnected</strong>. 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. (&quot;Consult&quot; is the consult call's segment type, not the connect that was logged as consult segment type).</td>
</tr>
<tr>
<td>6</td>
<td><strong>Connected- Local Disconnected</strong>. 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. (&quot;Consult&quot; is the consult call's segment type, not the connect logged as consult segment type).</td>
</tr>
</tbody>
</table>

**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](image)

**Interaction Detail Viewer representation**
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 FirstAssignedAcdSkillSet and included in the InteractionSummary table.

The ACD skill set for each segment is called AcdSkillSet 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 FirstAssignedAcdSkillSet:
The following figure shows 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.
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 shows 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 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 CIC Data Dictionary Technical Reference. 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.

<table>
<thead>
<tr>
<th>Column Name</th>
<th>Type</th>
<th>Null</th>
<th>Default</th>
<th>Description</th>
<th>CallDetail view</th>
</tr>
</thead>
<tbody>
<tr>
<td>InteractionIDKey</td>
<td>Char(18)</td>
<td>No</td>
<td></td>
<td>Interaction Key</td>
<td>CallId</td>
</tr>
<tr>
<td>SiteID</td>
<td>Integer</td>
<td>No</td>
<td>-1</td>
<td>SiteID of the Interaction where it disconnected.</td>
<td>SiteID</td>
</tr>
<tr>
<td>SeqNo</td>
<td>TinyInt</td>
<td>No</td>
<td>0</td>
<td>SeqNo is only used when the interaction is persisted and recreated with the same InteractionIDKey.</td>
<td>Not Included</td>
</tr>
<tr>
<td>InteractionID</td>
<td>bigint</td>
<td>No</td>
<td></td>
<td>CallID/Interaction ID of the interaction. This is displayed in the CIC client.</td>
<td>Not Included</td>
</tr>
<tr>
<td>StartDateTimeUTC</td>
<td>DateTime2(3)</td>
<td>No</td>
<td></td>
<td>StartDateTime (UTC) for the Interaction ID</td>
<td>Not Included</td>
</tr>
<tr>
<td>StartDTOffset</td>
<td>Integer</td>
<td>No</td>
<td></td>
<td>Offset to Server</td>
<td>Not Included</td>
</tr>
<tr>
<td><strong>Field</strong></td>
<td><strong>Data Type</strong></td>
<td><strong>Null</strong></td>
<td><strong>Description</strong></td>
<td><strong>Extra</strong></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------</td>
<td>----------</td>
<td>---------------------------------------------------------------------------------</td>
<td>-----------------------------------</td>
<td></td>
</tr>
<tr>
<td>Direction</td>
<td>tinyint</td>
<td>No</td>
<td>Interaction Direction: 1-inbound, 2-Outbound, 3-Intercom, 4 -Intercom Outbound, 5-Intercom Inbound, 0-Unknown</td>
<td>CallDirection</td>
<td></td>
</tr>
<tr>
<td>ConnectionType</td>
<td>tinyint</td>
<td>No</td>
<td>Unknown(0), External(1), Intercom(2),</td>
<td>CallType</td>
<td></td>
</tr>
<tr>
<td>MediaType</td>
<td>tinyint</td>
<td>No</td>
<td>Unknown(255), calls(0), chat(1), SMS(2), GenericObject(4), Email(5), Callback(6), InstantQuestion(7), WebCollaboration(8), MonitorObject(11), Fax(21), WorkItem(22)</td>
<td>InteractionType</td>
<td></td>
</tr>
<tr>
<td>RemoteID</td>
<td>nVarchar(50)</td>
<td>NULL</td>
<td>Remote ID</td>
<td>RemoteNumber</td>
<td></td>
</tr>
<tr>
<td>DNIS_LocalID</td>
<td>nVarchar(50)</td>
<td>NULL</td>
<td>Number dialed</td>
<td>DNIS</td>
<td></td>
</tr>
<tr>
<td>tDialing</td>
<td>Integer</td>
<td>NULL</td>
<td>How long interaction is in dialing state</td>
<td>tDialing</td>
<td></td>
</tr>
<tr>
<td>tIVRWait</td>
<td>Integer</td>
<td>NULL</td>
<td>Total IVR Time for the interaction</td>
<td>tIVRWait</td>
<td></td>
</tr>
<tr>
<td>tQueueWait</td>
<td>Integer</td>
<td>NULL</td>
<td>Total time the interactions waited in one or more Queues</td>
<td>tQueueWait</td>
<td></td>
</tr>
<tr>
<td>tAlert</td>
<td>Integer</td>
<td>NULL</td>
<td>Total time the interaction alerted a different user/station</td>
<td>tAlert</td>
<td></td>
</tr>
<tr>
<td>tConnected</td>
<td>Numeric(19)</td>
<td>NULL</td>
<td>Total connected time for an Interaction. If the same interaction is handled by multiple agents, this is the sum of all</td>
<td>CAST(ROUND(I.tConnected/1000., 0) as INTEGER) as CallDurationSeconds</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Type</td>
<td>Details</td>
<td>Formula</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tHeld</td>
<td>Numeric(19)</td>
<td>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.</td>
<td>CAST(ROUND(tHeld/1000, 0) as INTEGER) as HoldDurationSeconds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tSuspend</td>
<td>Numeric(19)</td>
<td>Not currently supported, for use in a future CIC release.</td>
<td>tSuspend</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tConference</td>
<td>Numeric(19)</td>
<td>Total time the interaction actively participated in a conference</td>
<td>tConference</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tExternal</td>
<td>Numeric(19)</td>
<td>Total time the interaction was connected after an external transfer</td>
<td>tExternal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tACW</td>
<td>Integer</td>
<td>Total wrap up time for the interaction</td>
<td>tACW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tSecuredIVR</td>
<td>Numeric(19)</td>
<td>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.</td>
<td>Not Included</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Column</td>
<td>Type</td>
<td>Value</td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>----------</td>
<td>-------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nIVR</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times the interaction entered any IVR, as determined by call attribute set by Interaction Attendant or a handler.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nQueueWait</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times the interaction waited in any ACD queue, even the same queue multiple times.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nTalk</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times this interaction was actively connected to any agent, even the same agent multiple times.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nConference</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times this interaction was actively connected to any conference, even the same conference multiple times.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nHeld</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times the interaction was in held state after connected</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nTransfer</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times the interaction was transferred</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nExternal</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times the interaction was transferred externally</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>nSecuredIVR</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times the call went to secured session during its entire life.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Disposition</strong></td>
<td>Small Int</td>
<td>No 0</td>
<td>The values that get logged are 0 to 7. For details, see How interactions are dispositioned using segment detail data.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DispositionCode</strong></td>
<td>Small Int</td>
<td>NULL</td>
<td>This is how the Telephony Services (TS) server dispositioned the interaction.</td>
<td>DispositionCode</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------</td>
<td>------</td>
<td>-----------------------------------------------------------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td><strong>WrapUpCode</strong></td>
<td>nVarchar(200)</td>
<td>NULL</td>
<td>Not used in the current CIC release. Exists for legacy reasons.</td>
<td>WrapUpCode</td>
<td></td>
</tr>
<tr>
<td><strong>AccountCode</strong></td>
<td>nVarchar(50)</td>
<td>NULL</td>
<td>Account code tied to the Interaction</td>
<td>AccountCode</td>
<td></td>
</tr>
<tr>
<td><strong>IsRecorded</strong></td>
<td>Bit</td>
<td>NOT NULL</td>
<td>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.</td>
<td>Not Included</td>
<td></td>
</tr>
<tr>
<td><strong>IsSurveyed</strong></td>
<td>Bit</td>
<td>NOT NULL</td>
<td>0 or 1. If the interaction is surveyed, it is set</td>
<td>Not Included</td>
<td></td>
</tr>
<tr>
<td><strong>MediaServerID</strong></td>
<td>nVarchar(200)</td>
<td>NULL</td>
<td>The Media Server that handles the interaction audio.</td>
<td>Not Included</td>
<td></td>
</tr>
<tr>
<td><strong>IndivID</strong></td>
<td>Char(22)</td>
<td>NULL</td>
<td>The remote Party IndivID if resolved by Tracker. This value is NULL if not resolved</td>
<td>Not Included</td>
<td></td>
</tr>
<tr>
<td><strong>OrgID</strong></td>
<td>Char(22)</td>
<td>NULL</td>
<td>Remote Party’s OrgID if it is resolved by Tracker. This value is NULL if not resolved</td>
<td>Not Included</td>
<td></td>
</tr>
<tr>
<td><strong>LineID</strong></td>
<td>nvarchar(50)</td>
<td>NULL</td>
<td>The line interaction received</td>
<td>LineID</td>
<td></td>
</tr>
<tr>
<td><strong>LastStationID</strong></td>
<td>nvarchar(50)</td>
<td>NULL</td>
<td>The last connected station to the interaction</td>
<td>StationID</td>
<td></td>
</tr>
<tr>
<td><strong>LastLocalUserID</strong></td>
<td>nvarchar(50)</td>
<td>NULL</td>
<td>Local User ID associated with the</td>
<td>LocalUserID</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Type</td>
<td>Nullability</td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------</td>
<td>--------------------</td>
<td>-------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LastAssignedWorkgroupId</td>
<td>nvarchar(100)</td>
<td>NULL</td>
<td>The last routed workgroup for that interaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LastLocalNumber</td>
<td>varchar(200)</td>
<td>NULL</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LastLocalName</td>
<td>nvarchar(50)</td>
<td>NULL</td>
<td>LocalName associated with the last connected user</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RemoteICUserID</td>
<td>nvarchar(50)</td>
<td>NULL</td>
<td>The respondent’s CIC User ID, will be populated only for Intercom interaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RemoteNumberCountry</td>
<td>smallint</td>
<td>NULL</td>
<td>The country code associated with the remote number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RemoteNumberLoComp1</td>
<td>varchar(10)</td>
<td>NULL</td>
<td>Lower component of the remote number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RemoteNumberLoComp2</td>
<td>varchar(10)</td>
<td>NULL</td>
<td>Lower component of the remote number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RemoteNumberFmt</td>
<td>varchar(50)</td>
<td>NULL</td>
<td>Remote number format</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RemoteNumberCallId</td>
<td>varchar(50)</td>
<td>NULL</td>
<td>CallID of the remote number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RemoteName</td>
<td>nvarchar(50)</td>
<td>NULL</td>
<td>Remote Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>InitiatedDateTime</td>
<td>datetime2(3)</td>
<td>NOT NULL</td>
<td>Interaction Initiated date and time with millisecond granularity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ConnectedDateTime</td>
<td>datetime2(3)</td>
<td>NOT NULL</td>
<td>Interaction connected date and time with millisecond granularity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TerminatedDateTime</td>
<td>datetime2(3)</td>
<td>NOT NULL</td>
<td>Interaction Terminated date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Data Type</td>
<td>Nullable</td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LineDuration</td>
<td>Numeric(19)</td>
<td>NULL</td>
<td>Duration of the line in milliseconds and time with millisecond granularity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CallEventLog</td>
<td>nvarchar(2000)</td>
<td>NOT NULL</td>
<td>Call Event log</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PurposeCode</td>
<td>int</td>
<td>NULL</td>
<td>Purpose code set for the interaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CallNote</td>
<td>nvarchar(1024)</td>
<td>NULL</td>
<td>Text description related to call</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FirstAssignedAcdSkillSet</td>
<td>nvarchar(100)</td>
<td>NULL</td>
<td>First ACD Skillset value assigned to an interaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tPark</td>
<td>Numeric(19)</td>
<td>NULL</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>nPark</td>
<td>Small Int</td>
<td>NULL</td>
<td>Number of times the interaction was in a parked state.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.
```

2. From the search results, highlight multiple rows and right-click to open the context menu with one option

   **Copy Row(s) as CSV**
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:

<table>
<thead>
<tr>
<th>Interaction ID</th>
<th>Time</th>
<th>Direction</th>
<th>Media Type</th>
<th>Remote Address</th>
<th>Remote Party</th>
<th>Last IC User</th>
<th>DNIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>11110000000</td>
<td>1/6/2014 11:48:24 AM</td>
<td>Inbound</td>
<td>Call</td>
<td>+13179571051</td>
<td>clay1bft2_user</td>
<td>sip:clay</td>
<td></td>
</tr>
<tr>
<td>11110000001</td>
<td>1/6/2014 11:47:03 AM</td>
<td>Outbound</td>
<td>Email</td>
<td><a href="mailto:clay1bft2_user@dev2000.com">clay1bft2_user@dev2000.com</a></td>
<td>clay1bft2_user</td>
<td>sip:clay</td>
<td></td>
</tr>
<tr>
<td>11110000002</td>
<td>1/6/2014 11:46:32 AM</td>
<td>Inbound</td>
<td>Email</td>
<td><a href="mailto:clay1bft2_user@dev2000.com">clay1bft2_user@dev2000.com</a></td>
<td>clay1bft2_user</td>
<td>sip:clay</td>
<td></td>
</tr>
<tr>
<td>11110000003</td>
<td>1/6/2014 11:44:03 AM</td>
<td>Inbound</td>
<td>Call</td>
<td>+13179571051</td>
<td>clay1bft2_user</td>
<td>sip:clay</td>
<td></td>
</tr>
<tr>
<td>11110000004</td>
<td>1/6/2014 11:42:07 AM</td>
<td>Inbound</td>
<td>Call</td>
<td>+13179571051</td>
<td>clay1bft2_user</td>
<td>sip:clay</td>
<td></td>
</tr>
<tr>
<td>11110000005</td>
<td>1/6/2014 11:40:36 AM</td>
<td>Inbound</td>
<td>Call</td>
<td>+13179571051</td>
<td>clay1bft2_user</td>
<td>sip:clay</td>
<td></td>
</tr>
</tbody>
</table>

3. 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

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