Nuance Reporting API v3

User Manual
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Overview

The Nuance Reporting API allows customers to access real-time and historical data from the Nuance Digital Engagement Platform (NDEP) to create bespoke dashboards or custom reporting. It is also used to power the NDEP Supervisor Desktop.

The NDEP Data API service is a Representational State Transfer (RESTful) API designed to enable first and third party clients (UIs/Applications) to access NDEP transcript and real-time metric data. The API can be used to integrate NDEP data with a variety of applications. Examples include:

- Integrating real-time metrics into Work Force Management reporting or monitoring dashboards
- Pulling chat transcripts into a CRM system
- Extracting a transcript for "warm" transfer from chat to another medium (e.g. Call)

The NDEP Data API service is accessed via HTTPS. You can access the API from a standard web browser or directly from an application. API credentials allow you to obtain authorized access to the API. (You must obtain API credentials by creating a user account in Nuance Portal with the required API roles). Once access is achieved a session is maintained enabling the client to make data requests. The client can continue to make data requests for the duration of the session based on the initial authentication.
Authentication

Access to the API Service is session-based. Authentication is accomplished using HTTPS combined with secure cookies.

To authenticate and create a session:

1. Make a POST request to the following URL using the parameters in the table.
   
   `https://api.touchcommerce.com/j_spring_security_check`

2. Capture the cookie that is returned when you successfully authenticate.

3. Use the cookie in subsequent requests to the API service.

To close a session, make a GET request, passing in the session cookie to the following URL:

   `http://api.touchcommerce.com/logout`

<table>
<thead>
<tr>
<th>Parameter Key</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>j_username</td>
<td>&lt;username&gt;</td>
<td>Specify the username of the API Service requester</td>
</tr>
<tr>
<td>j_password</td>
<td>&lt;password&gt;</td>
<td>Specify the password of the API Service requester</td>
</tr>
<tr>
<td>submit</td>
<td>Login</td>
<td>Specify the literal string &quot;Login&quot; to login</td>
</tr>
</tbody>
</table>
Example

Authentication
curl -c cookie.txt -d "j_username=foo@inq.com&j_password=pass123&submit=Login" https://api.touchcommerce.com/j_spring_security_check

Make one or more queries. You must use the cookie from above.

Sample Request
curl -b cookie.txt https://api.touchcommerce.com/...

Logout
curl -b ./cookie.txt https://api.touchcommerce.com/logout

Note. The same session cookie can be used for multiple chat sessions.

API Requests Per Second (Throttling)
The number of requests per second that a user can make to the API is unlimited by default. You can “throttle” individual user accounts by placing a limit on the number of requests allowed per second. To do this, you must change the Number of Request Allowed per Second value for a user account in the Portal interface.

- Where Requests per Second is set to Null, the number of queries allowed per second is unlimited. (Default)
- Where Requests per Second is set to Zero, the user account cannot send queries to the API
- Where Requests per Second is set to 1, the user account can send 1 query per second to the API
- Where Requests per Second is set to 2, the user account can send 2 queries per second to the API

To change this value per user, access the Admin > User Management > Edit User page in the Portal interface and select the API Settings tab. This action requires Administrative privileges.
Requests

Format
The general format of an API request is shown here. The version value displays the API version, currently version v3.

Note. These URLs can change depending on the client because different clients are in different data centers.

https://api.touchcommerce.com/{version}/{metric,transcript} /{historic,realtime}?{param_list}

Supported URL path combinations are shown here:

- GET https://api.touchcommerce.com/{version}/transcript/historic?
- GET https://api.touchcommerce.com/{version}/transcript /realtime?
- GET https://api.touchcommerce.com/{version}/metric/realtime?

Note. The metric/historic combination is not supported.
The transcript/real-time value does not have unique parameters.
## Query String Parameters

### Common Parameters
Common parameters work for all URL path combinations.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Values</th>
<th>Required</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>ag</td>
<td>Allows filtering on one or more agent groups.</td>
<td>Any authorized agent group ID. Can be a single value or multiple, comma-separated values.</td>
<td>no</td>
<td>ag = 234,567</td>
</tr>
<tr>
<td>bu</td>
<td>Allows filtering on one or more business unit.</td>
<td>Any authorized business unit ID. Can be a single value or multiple, comma-separated values.</td>
<td>no</td>
<td>bu=234</td>
</tr>
<tr>
<td>filter</td>
<td>Define text-based filter. See the Filter Expression Format section later in this document.</td>
<td>Yes for transcripts; no for metrics 1) filter=totalConversions&gt;1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>output</td>
<td>The output format of the API.</td>
<td>JSON (default) or XML.</td>
<td>no</td>
<td>output=XML</td>
</tr>
<tr>
<td>returnFields</td>
<td>The fields to be returned in the response.</td>
<td>Use ALL to return all possible fields. Valid individual fields are listed in the Returnable As column in the Field Definitions Table.</td>
<td>no</td>
<td>returnFields=ALL OR returnFields=engagementID, totalConversions OR returnFields=engagementID, agents.finalOwningAgentID, agentAttribute.language</td>
</tr>
<tr>
<td>site</td>
<td>Defines site ID</td>
<td>Any authorized site ID - a single value.</td>
<td>yes</td>
<td>site=999</td>
</tr>
</tbody>
</table>

### metric/real-time parameters
The metric/real-time parameters are specific to a unique path.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Values</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>category</td>
<td>Requested metric category</td>
<td>queue, engagement, agent</td>
<td>yes</td>
</tr>
<tr>
<td>dimension</td>
<td>Represents the primary column in a cube. Possible values depend on the category. For a given category (data object), only certain fields can be dimensions. Dimension must be set to a single value. For instance engagement, agents is not allowed.</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>startDate</td>
<td>The start of the date/time interval of interest. Note: only certain fields can be returned when using this parameter see fields in the JSON schemas below marked with &quot;Returned with startDate and endDate parameters&quot;. NOTE: The startDate and endDate parameters must be used together.</td>
<td>Any valid date as specified here: Date and Filter Expression Format</td>
<td>no</td>
</tr>
</tbody>
</table>
endDate

The end of the date/time interval of interest. Note: only certain fields can be returned when using this parameter - see fields in the JSON schemas below marked with "Returned with startDate and endDate parameters". NOTE: The startDate and endDate parameters must be used together.

Any valid date as specified here: Date and Filter Expression Format

transcript/historic parameters

The metric/real-time parameters are specific to a unique path.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Default Value</th>
<th>Example</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>start</td>
<td>display page (starts at 0)</td>
<td>0</td>
<td>&amp;start=0</td>
<td></td>
</tr>
<tr>
<td>rows</td>
<td>number of rows to display on page</td>
<td>10</td>
<td>&amp;rows=20</td>
<td></td>
</tr>
<tr>
<td>sortField</td>
<td>field name to sort on</td>
<td>startDate</td>
<td>&amp;sortField=engagementID</td>
<td></td>
</tr>
<tr>
<td>sortOrder</td>
<td>order of sort</td>
<td>desc</td>
<td>&amp;sortOrder=asc</td>
<td>Possible values: asc &amp; desc</td>
</tr>
</tbody>
</table>
Field Definitions Table

Field names are used in the values of the following query string parameters:

- filter: see filter columns in the following table
- dimension: see the dimension column in the following table
- returnFields: Whether or not a field is requestable/returnable is specific to its dimension. Requestable fields are defined both in the 'returnable as' column below and in the responses section later in the document. Note that some fields are only returnable as their parent object field. For example, agentID is only returnable as agents which is an array of all agents associated with the engagement.

Fields are also used in the JSON responses (meaning that fields share consistent names for both requests and responses).

The following table defines field names, types, whether or not fields are multi-valued (i.e. can be a list of values), which fields can be used for filtering, which fields are valid dimensions (for real-time metrics) and field definitions.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Type</th>
<th>Multi Valued</th>
<th>Historic TRX</th>
<th>R-T TRX</th>
<th>R-T Queue</th>
<th>R-T Engag</th>
<th>R-T Agent</th>
<th>Returnable As</th>
<th>RT Category Dimensions that Return this Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>abandoned</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Queue • Business Rules • Pages • Custom</td>
<td>The number of abandoned engagements that occurred between the start date and end date. The result should always be 0 if the start and end dates are not provided in a query.</td>
</tr>
<tr>
<td>abandonedWithinSLA</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Queue • Business Rules • Pages • Custom</td>
<td>The number of abandoned engagements between the start and end date that occur before the queue SLA time is exceeded. The result should always be 0 if the start and end dates are not provided in a query.</td>
</tr>
<tr>
<td>activeEngagements</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Queue • Agents • Engagement • Agents • Business Rules • Pages • Summary • Agent • Agents</td>
<td>An engagement is active when the customer has not yet exited the chat and the agent does not yet see the disposition window. An engagement is inactive when the customer has exited a chat and the agent sees the disposition window; Two-way communication is no longer possible between the agent and the customer</td>
</tr>
<tr>
<td>agentAlias</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>agents</td>
<td>Alias of an agent. This is the name used for the agent in the chat transcript. Returned in the agents object.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Definitions that Return this Field</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
<td>---------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
<td>---------------</td>
<td>-----------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>agentAnsweredEngagements</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>agentAnsweredEngagements</td>
<td>The number of engagements that have been assigned to an agent and the first agent response has been received. (Engagements must be either active or defined within an interval.) Messages sent by automatons (e.g. agent-message in native automatons) should be ignored for this metric. The metric should be incremented at the time of the first response. Messages sent by automatons (e.g. agent-message in native automatons) should be ignored for proposes of this metric.</td>
</tr>
<tr>
<td>agentAttribute.&lt;name&gt;</td>
<td>string/list</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>agentAttribute.&lt;name&gt;</td>
<td>A custom attribute to be associated with an agent. For example, agentAttribute.location which could be assigned values like US, India, etc indicating the location of an agent.</td>
</tr>
<tr>
<td>agentBusinessUnits</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>agentBusinessUnits</td>
<td>The name of the business unit. Assigned with initial agent and transfer events. Returned in the agent object.</td>
</tr>
<tr>
<td>agentEnterDate</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>agentEnterDate</td>
<td>List of all dates for agent entering the engagement. Returned in the agent object.</td>
</tr>
<tr>
<td>agentExitDate</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>agentExitDate</td>
<td>List of all dates for agent exiting the engagement. Returned in the agent object.</td>
</tr>
<tr>
<td>agentFreehandLines</td>
<td>string</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>transcript</td>
<td>The agent free typed lines (vs. pre-scripted) from the transcript/conversation. If the query does not specify language this field will be searched regardless of the language of the transcript. If the language parameter is specified only transcripts that match the specified language will be searched.</td>
</tr>
<tr>
<td>agentFullName</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>agents</td>
<td>An agent's full name. This is the agent's actual full name (e.g. Bob Smith). Returned in agents object.</td>
</tr>
<tr>
<td>agentGroupID</td>
<td>string</td>
<td>false</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>agentGroups</td>
<td>ID of an agent's agent group.</td>
</tr>
<tr>
<td>agentGroupName</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>agentGroups</td>
<td>Name of an agent's agent group.</td>
</tr>
<tr>
<td>agentGroups</td>
<td>object/array</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>agentGroups</td>
<td>Response object containing one or more agentGroupID and agentGroupName pairs. An agent group is a grouping of agents used for specifying assignment requirements (e.g. this request should be assigned to a trained life insurance sales agent). Also, many aspects of an engagement's configuration (e.g. the default script) are determined by attaching configurations to agent groups.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------</td>
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<td>-----------</td>
<td>-----------</td>
<td>---------------</td>
<td>-----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>agentID</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>agents</td>
<td>Queue&lt;br&gt;• Agents&lt;br&gt;• Engagement&lt;br&gt;• Agents&lt;br&gt;Agent&lt;br&gt;• Agents</td>
<td>ID of an agent (same as their login username). Returned in the agents object.</td>
</tr>
<tr>
<td>agents</td>
<td>object/array</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>agents</td>
<td>Queue&lt;br&gt;• Engagements&lt;br&gt;Engagement&lt;br&gt;• Business Rules&lt;br&gt;Pages&lt;br&gt;Engagements&lt;br&gt;Custom</td>
<td>Response object containing agentID, agentFullname and (for engagements dimension only) agentAlias</td>
</tr>
<tr>
<td>agentScriptLines</td>
<td>string</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>transcript</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>agentStatus</td>
<td>Queue&lt;br&gt;• Agents&lt;br&gt;Engagement&lt;br&gt;• Agents&lt;br&gt;Agent&lt;br&gt;• Agents</td>
<td>The agent sent pre-scripted lines from the transcript/conversation. If the query does not specify language this field will be searched regardless of the language of the transcript. If the language parameter is specified only transcripts that match the specified language will be searched.</td>
</tr>
<tr>
<td>agentStatus</td>
<td>string</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td>agentStatus</td>
<td>Queue&lt;br&gt;• Agents&lt;br&gt;Engagement&lt;br&gt;• Agents&lt;br&gt;Agent&lt;br&gt;• Agents</td>
<td>An agent's current status. Valid status values are configurable by site: (For example “Available”, “Busy”, etc.)</td>
</tr>
<tr>
<td>agentTimeInStatus</td>
<td>long</td>
<td>false</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>agentTimeInStatus</td>
<td>Queue&lt;br&gt;• Agents&lt;br&gt;Engagement&lt;br&gt;• Agents&lt;br&gt;Agent&lt;br&gt;• Agents</td>
<td>Time since agent's last status changed. (in ms)</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------</td>
<td>--------------</td>
<td>--------------</td>
<td>---------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
<td>---------------</td>
<td>---------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>agentType</td>
<td>string</td>
<td>yes</td>
<td>yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>agentType</td>
<td>Identifies the type of agent as live or virtual.</td>
</tr>
<tr>
<td>allAgentLines</td>
<td>string</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>transcript</td>
<td>The agent lines from the transcript/conversation. If the query does not specify language this field will be searched regardless of the language of the transcript. If the language parameter is specified only transcripts that match the specified language will be searched.</td>
</tr>
<tr>
<td>allDispositionCategoryReason</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>dispositions</td>
<td>The disposition category(s) and reason(s) entered by all agents that participate in an engagement. The category and reason are separated by the delimiter ‘##’. For example, to find category1 reason1, you search on category1##reason1</td>
</tr>
<tr>
<td>allDispositionNotes</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>dispositions</td>
<td>List of dispositions notes made by each agent. If the user does not specify the &quot;language&quot; field in the filter, then the language of the site ID will be used to search the correct data.</td>
</tr>
<tr>
<td>assignedCount</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>assignedCount</td>
<td>Agent &lt;br&gt; • Agents</td>
<td>Counts the number of chats assigned to an agent.</td>
</tr>
<tr>
<td>assignedFromQueue</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>assignedFromQueue</td>
<td>Queue &lt;br&gt; • Business Rules &lt;br&gt; • Pages &lt;br&gt; • Custom</td>
<td>The number of chats initially assigned after waiting in queue for greater than N seconds. (Likely N=1)</td>
</tr>
<tr>
<td>assignedWithinSLA</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>assignedWithinSLA</td>
<td>Queue &lt;br&gt; • Business Rules &lt;br&gt; • Pages &lt;br&gt; • Custom</td>
<td>The number of engagements that were assigned before the SLA queue was exceeded.</td>
</tr>
<tr>
<td>automatonAttribute</td>
<td>string/list</td>
<td>true</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>automatonAttribute</td>
<td>Attributes for each automaton associated with this engagement.</td>
<td></td>
</tr>
<tr>
<td>automatonID</td>
<td>string</td>
<td>true</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>automatonID</td>
<td>automations</td>
<td>ID of a specific automated solution (guide, survey, etc.)</td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>automatonName</td>
<td>automations</td>
<td>Name of a specific automated solution (guide, survey, etc.)</td>
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<tr>
<td>automatonQuestionAnswer</td>
<td>string/list</td>
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<td>Yes</td>
<td></td>
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<td>automatonQuestionAnswer</td>
<td>A list of values each of which is a combined question and answer. Only for post-chat surveys.</td>
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<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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<td></td>
<td></td>
<td></td>
<td>automatonQuestionFreeFormAnswer</td>
<td>Searchable, free form text response by a customer to a survey question. The <code>%</code> operator is required to search on this field.</td>
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<td>automatons</td>
<td>An array of automatons that participated in the engagement. See Transcript JSON Schema for a list of fields for each automaton.</td>
</tr>
<tr>
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<td></td>
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<td></td>
<td>automatons</td>
<td>Type of a specific automated solution. Possible types are guide, survey, satisfactionSurvey, and targeted-content.</td>
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<td>avgAgentResponseTime</td>
<td>Queue</td>
<td>The average agent response time aggregated across multiple engagements. (ms)</td>
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<td>avgConversionProductQuantity</td>
<td>Agent</td>
<td>The average number of product units sold per conversion.</td>
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<td>Engagement</td>
<td>The average customer messages interval in milliseconds for any agent aggregated across engagements.</td>
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<td>avgEngagementDuration</td>
<td>Queue</td>
<td>The average duration aggregated across multiple engagements. (ms)</td>
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<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<td>avgInitialAgentResponseTime</td>
<td>Queue&lt;br&gt;• Agents&lt;br&gt;• Engagement&lt;br&gt;• Summary&lt;br&gt;• Business Rules&lt;br&gt;• Agents&lt;br&gt;• Pages&lt;br&gt;• Custom&lt;br&gt;Agent&lt;br&gt;• Agents&lt;br&gt;The average initial agent response time aggregated across multiple engagements. (ms)</td>
</tr>
<tr>
<td>avgTimeInQueue</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>avgTimeInQueue</td>
<td>Queue&lt;br&gt;• Summary&lt;br&gt;• Business Rules&lt;br&gt;• Pages&lt;br&gt;• Custom&lt;br&gt;Average queue duration. (ms)</td>
</tr>
<tr>
<td>browserType</td>
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<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>browserType</td>
<td>The visitor’s browser type (for example, IE, FF, SAFARI, CHROME, OTHER, etc.)</td>
</tr>
<tr>
<td>browserVersion</td>
<td>string</td>
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<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>browserVersion</td>
<td>The visitor’s browser version (e.g. 8.0, 9.0, 6.1.2, 33.0.1750.154, etc.)</td>
</tr>
<tr>
<td>businessRuleAttribute.&lt;name&gt;</td>
<td>string/list</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td>businessRuleAttribute.&lt;name&gt;</td>
<td>Queue&lt;br&gt;• Engagements&lt;br&gt;• Agents&lt;br&gt;• Business Rules&lt;br&gt;• Pages&lt;br&gt;• Custom&lt;br&gt;Engagement&lt;br&gt;• Engagements&lt;br&gt;• Agents&lt;br&gt;• Business Rules&lt;br&gt;• Pages&lt;br&gt;• Custom&lt;br&gt;A custom attribute to be associated with a business rule. For example, businessRuleAttribute.topic which could be used to indicate that the business rule is targeting a specific topic.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<td>-----------</td>
<td>---------------</td>
<td>---------------------------------------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| businessRuleID     | string     | false        | Yes          | Yes     | Yes       | Yes       |           | businessRuleID, businessRules               | ID of the business rule that launched this engagement’s invitation.  
Note: Returnable as businessRules in Real-time metrics in the businessRules dimension. |
| businessRuleName   | string     | false        | Yes          | Yes     | Yes       | Yes       |           | businessRuleName, businessRules              | Name of the business rule that launched this engagement’s invitation.  
Note: Returnable as businessRules in Real-time metrics in the businessRules dimension. |
<p>| businessRules      | object     | true         |              |         |           |           |           | businessRules                                 | Response object containing businessRuleID and BusinessRuleName. |
| businessUnitID     | string     | true         | Yes          | Yes     | Yes       | Yes       |           | businessUnits                                | The ID of the business unit. Assigned with initial launch and transfer events. Returned in businessUnits object. |
| businessUnitName   | string     | true         | Yes          | Yes     | Yes       | Yes       |           | businessUnits                                | The name of the business unit. Assigned with initial launch and transfer events. Returned in the businessUnits object. |
| businessUnit       | object/array |            |              |         |           |           |           | businessUnits                                | Response object containing businessUnitID and businessUnitName. |</p>
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Type</th>
<th>Multi Valued</th>
<th>Historic TRX</th>
<th>R-T TRX</th>
<th>R-T Queue</th>
<th>R-T Engag</th>
<th>R-T Agent</th>
<th>Returnable As</th>
<th>RT Category-Dimensions that Return this Field</th>
<th>Definition</th>
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<td>false</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td>Yes</td>
<td>Agent&lt;br&gt;• Agents&lt;br&gt;<strong>An agent’s busy click count (the number of times the agent clicked to initiate a busy status) during the current login session.</strong></td>
</tr>
<tr>
<td>callConnected</td>
<td>boolean</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>callConnected</td>
<td>Indicates that a call was successfully established.</td>
</tr>
<tr>
<td>callDuration</td>
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<td></td>
<td></td>
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<td>Yes</td>
<td>callDuration</td>
<td>Queue&lt;br&gt;• Agents&lt;br&gt;<strong>The duration of a call. (ms)</strong></td>
</tr>
<tr>
<td>canServiceCount</td>
<td>int</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td>canServiceCount</td>
<td>Queue&lt;br&gt;• Agents&lt;br&gt;<strong>The number of slots an agent has available for an engagement request of a specific type.</strong></td>
</tr>
<tr>
<td>channelType</td>
<td>string</td>
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<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>channelType</td>
<td>Engagement&lt;br&gt;• Business Rules&lt;br&gt;• Agents&lt;br&gt;• Pages&lt;br&gt;• Custom Agent&lt;br&gt;• Agents&lt;br&gt;<strong>The channel that the engagement is coming from. (For example: Facebook, Twitter, SMS chat, etc.)</strong></td>
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<tr>
<td>closedEngagements</td>
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<td>false</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>closedEngagements</td>
<td>Agent&lt;br&gt;<strong>A count of an agent’s closed engagements filtered by currently assigned agentGroups and businessUnits.</strong></td>
</tr>
<tr>
<td>coached</td>
<td>boolean</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td>coached</td>
<td>Indicates whether or not the engagement was coached. (agent coach or Nina coach)</td>
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<tr>
<td>cobrowse</td>
<td>boolean</td>
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<td></td>
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<td>Yes</td>
<td>cobrowse</td>
<td>Indicates whether or not the engagement had a cobrowse session.</td>
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<tr>
<td>conferenceConnected</td>
<td>boolean</td>
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<td>conferenceConnected</td>
<td>Indicates that a conference was successfully established.</td>
</tr>
<tr>
<td>conferenceTime</td>
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<td>Yes</td>
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<td></td>
<td></td>
<td></td>
<td>conferenceTime</td>
<td>The time during an engagement in which two or more agents are simultaneously participating. (ms)</td>
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<tr>
<td>conversationID</td>
<td>string</td>
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<td>Yes</td>
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<td></td>
<td></td>
<td></td>
<td>conversationID</td>
<td>ID of the conversation associated with this engagement.</td>
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<tr>
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<td>conversions</td>
<td>Agent attributes for each conversion associated with this engagement.</td>
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<td>conversions</td>
<td>Agent group IDs for each conversion associated with this engagement.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<td>conversions</td>
<td>Agent IDs for each conversion associated with this engagement.</td>
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<td>Business unit IDs for each conversion associated with this engagement.</td>
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<td>conversionDate</td>
<td>conversionDate</td>
<td>List of dates for all sale qualified conversions associated with this engagement.</td>
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<td>conversionDispositionCategoryReason</td>
<td>conversionDispositionCategoryReason</td>
<td>Disposition category reasons for each conversion associated with this engagement.</td>
</tr>
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<td>conversionDispositionNote</td>
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<td>conversionDispositionNote</td>
<td>conversionDispositionNote</td>
<td>Disposition notes for each conversion associated with this engagement.</td>
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<td>conversionOrderID</td>
<td>List of order IDs for each conversion associated with this engagement.</td>
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<td>conversionOrderType</td>
<td>conversionOrderType</td>
<td>List of order types for each conversion associated with this engagement.</td>
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<td></td>
<td>conversionProductID</td>
<td>conversionProductID</td>
<td>List of IDs for each product purchased in each conversion associated with this engagement.</td>
</tr>
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<td>conversionProductQuantity</td>
<td>conversionProductQuantity</td>
<td>List of quantities for each product purchased in each conversion associated with this engagement.</td>
</tr>
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<td>conversionProductType</td>
<td>List of product types for each product purchased in each conversion associated with this engagement.</td>
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<td>conversionProductValue</td>
<td>List of values for each product purchased in each conversion associated with this engagement.</td>
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<td></td>
<td>conversionRoutingAttribute</td>
<td>conversionRoutingAttribute</td>
<td>A routing attribute that is associated with this agent’s conversion.</td>
</tr>
<tr>
<td>conversions</td>
<td>object</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>conversions</td>
<td>conversions</td>
<td>List of all saleQualified conversions associated with this engagement. See Conversions Details.</td>
</tr>
<tr>
<td>conversionUnit</td>
<td>int</td>
<td>true</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>conversionUnit</td>
<td>conversionUnit</td>
<td>Sum of units for each product (conversionProductQuantity) in a conversion.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
</tr>
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<td>-----------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>conversionVal</td>
<td>double</td>
<td>true</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>List of total conversion values for each conversion associated with this engagement.</td>
</tr>
<tr>
<td>converted</td>
<td>boolean</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Indicates that a sale qualified conversion is associated with this engagement.</td>
</tr>
<tr>
<td>cryptoMaskingKeyInfo</td>
<td>object/array</td>
<td>true</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>cryptoMaskingKeyInfo</td>
<td>An array of cipher key entries used during a chat session (engagement). Used with the Masked Data Encryption feature.</td>
</tr>
<tr>
<td>currentPageMarker</td>
<td>string</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
<td>Marker of the visitor's current page.</td>
</tr>
<tr>
<td>currentChat</td>
<td>boolean</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>currentChat</td>
<td>If true, the chat is currently open between a customer and an agent and two-way communication is still possible.</td>
</tr>
<tr>
<td>currentPages</td>
<td>object</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
<td>Response object containing currentPageMarker and currentPageURL. Despite the name, this is always a single page.</td>
</tr>
<tr>
<td>currentPageURL</td>
<td>string</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td>No</td>
<td>currentPages</td>
<td>Queue • Engagements • Engagement • Engagements</td>
</tr>
<tr>
<td>customerID</td>
<td>string</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
<td>An anonymous ID that is automatically assigned to and uniquely identifies each visitor that comes in contact with an instance of the NDEP service. It uniquely identifies the combination of visitor and site. Site is equivalent to an implementation of NDEP (and is typically synonymous with client).</td>
</tr>
<tr>
<td>customerLines</td>
<td>string</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>transcript</td>
<td>The customer lines from the transcript/conversation. If the query does not specify language this field will be searched regardless of the language of the transcript. If the language parameter is specified only transcripts that match the specified language will be searched.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Definition</td>
<td>Dimensions that Return this Field</td>
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<td>Filtering Supported By Data Object?</td>
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<td>Yes</td>
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<td>Yes</td>
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<td>Yes</td>
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<td>engagementDurationInCompletedState</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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</tr>
</tbody>
</table>

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**Definitions:**
- **Device Type:** The visitor’s device type for a given engagement (e.g. Standard, Tablet, Phone, etc.). For HT-Transcript, this is a separate field, otherwise, the fields is located inside visitorAttribute.
- **Dispositions:** List of dispositions associated with the engagement. Each disposition will contain fields like category and reason. Instead use the finalDisposition and allDisposition fields for filtering.
- **End Type:** The way in which this engagement ended. See Values for the endType Field.
- **Engagement Active:** False indicates when a Real-time engagement is closed. True indicates when a Real-time engagement is active. This field can be true in cases where the customer closed the chat, but the agent still has it open in the Agent Desktop (AI).
- **Engagement Attribute:** The attribute associated with the engagement. Name is a dynamic field.
- **Engagement Average Agent Response Time:** The average agent response time for a single engagement. (ms)
- **Engagement Duration:** The duration of a single engagement. (ms)
- **Engagement Duration In Completed State:** The duration of a single completed engagement. Shows how long chat was closed. (ms)
- **Engagement ID:** The ID of an engagement.
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Type</th>
<th>Multi Valued</th>
<th>TRX R-T</th>
<th>R-T TRX</th>
<th>R-T Queue</th>
<th>R-T Engag</th>
<th>R-T Agent</th>
<th>Returnable As</th>
<th>RT Category-Dimensions that Return this Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>engagementInitialAgentResponseTime</strong></td>
<td>long</td>
<td>false</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>Engagement</td>
<td>Engagement, <strong>Engagements</strong>: The initial agent response time for a single engagement. <strong>(ms)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>engagementMaxAgentResponseTime</strong></td>
<td>long</td>
<td>false</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>Engagement</td>
<td>Engagement, <strong>Engagements</strong>: The maximum agent response time in milliseconds for a single engagement.</td>
<td></td>
</tr>
<tr>
<td><strong>engagementProductType</strong></td>
<td>string</td>
<td>true</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>engagementProductType</td>
<td><strong>Engagements</strong>: All the product types associated with this engagement. Examples: “chat”, “guide”, “survey”, “APIChat”.</td>
<td></td>
</tr>
<tr>
<td><strong>engagements</strong></td>
<td>object / list</td>
<td>true</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>engagements</td>
<td>List of engagements. This field only shows in RT metric queries where the engagement “dimensions” is used.</td>
<td></td>
</tr>
<tr>
<td><strong>engagementsInLastHour</strong></td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>engagementsInLastHour</td>
<td>Engagement, <strong>Summary</strong>: Number of engagements that occurred in the last hour.</td>
<td></td>
</tr>
<tr>
<td><strong>engagementsInQueue</strong></td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>engagementsInQueue</td>
<td>Queue, <strong>Summary</strong>, <strong>Business Rules</strong>, <strong>Pages</strong>, <strong>Custom</strong>: Count of engagements in queue.</td>
<td></td>
</tr>
<tr>
<td><strong>engagementStatus</strong></td>
<td>string</td>
<td>false</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>engagementStatus</td>
<td>Engagement, <strong>Engagements</strong>: The current status of an engagement. Possible values are “customerWait”, “agentWait”, “disposition”.</td>
<td></td>
</tr>
<tr>
<td><strong>engagementTimeInStatus</strong></td>
<td>long</td>
<td>false</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>engagementTimeInStatus</td>
<td>Engagement, <strong>Engagements</strong>: The time an engagement has been in the current status. <strong>(ms)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>engagementsWithinHandleTimeGoal</strong></td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>engagementsWithinHandleTimeGoal</td>
<td>Engagement, <strong>Summary</strong>: Indicates whether an engagement is escalated. Escalated just means that it has been flagged by an agent indicating something unusual occurred during this engagement (Note: a text reason can be provided).</td>
<td></td>
</tr>
<tr>
<td><strong>escalated</strong></td>
<td>boolean</td>
<td>false</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>True</td>
<td>escalated</td>
<td>Engagement, <strong>Engagements</strong>: Indicates whether an engagement is escalated. Escalated just means that it has been flagged by an agent indicating something unusual occurred during this engagement (Note: a text reason can be provided).</td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic</td>
<td>RT-TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<td>---------------------------------------------</td>
<td>-----------------------------------------------------------------</td>
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<td>escalationNotes</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>escalationNotes</td>
<td>List escalation notes for each escalation. If the query does not specify language this field will be searched regardless of the language of the transcript. If the language parameter is specified only transcripts that match the specified language will be searched.</td>
</tr>
<tr>
<td>finalDispositionCategoryReason</td>
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<td>true</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>dispositions</td>
<td>The disposition category(s) and reason(s) entered by the final owning agent. The category and reason are separated by the delimiter &quot;##&quot;. For example, to find category1 reason1, search on category1##reason1.</td>
</tr>
<tr>
<td>finalDispositionNotes</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>dispositions</td>
<td>Final owning agent's disposition note. If the query does not specify language this field will be searched regardless of the language of the transcript. If the language parameter is specified only transcripts that match the specified language will be searched.</td>
</tr>
<tr>
<td>finalOwningAgentAgentGroupName</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>finalOwningAgentAgentGroupName</td>
<td>The name of the agent group the final owning agent is a member of.</td>
</tr>
<tr>
<td>finalOwningAgentAgentGroupID</td>
<td>string</td>
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<td></td>
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<td></td>
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<td></td>
<td>finalOwningAgentAgentGroupID</td>
<td>The group ID of the agent group that the final owning agent is a member of.</td>
</tr>
<tr>
<td>finalOwningAgentAttribute.&lt;name&gt;</td>
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<td>Yes</td>
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<td></td>
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<td>finalOwningAgentAttribute.&lt;name&gt;</td>
<td>Engagement • Engagements The agent attributes associated with the final owning agent. Name is a dynamic field.</td>
</tr>
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<td></td>
<td></td>
<td>finalOwningAgentBusinessUnitName</td>
<td>The name of the business unit that the final owning agent is a member of.</td>
</tr>
<tr>
<td>finalOwningAgentBusinessUnitID</td>
<td>string</td>
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<td></td>
<td>finalOwningAgentBusinessUnitID</td>
<td>The business unit ID of the business unit that the final owning agent is a member of.</td>
</tr>
<tr>
<td>finalOwningAgentID</td>
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<td>finalOwningAgentID</td>
<td>Engagement • Engagements ID of the last agent to own an engagement.</td>
</tr>
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<td>freeFormSurveyAnswers</td>
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<td>automatons</td>
<td>Searchable field for client transcripts. Shows all engagements with surveys that contain free-form answers with a given keyword.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
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<td>Engagements</td>
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<td>false</td>
<td>Yes</td>
<td></td>
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<td>initialTimeInQueue</td>
<td>The initial time that a customer sits in queue while the system is attempting initial assignment. (ms)</td>
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<tr>
<td>initialTimeToAbandon</td>
<td>long</td>
<td>false</td>
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<td></td>
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<td>initialTimeToAbandon</td>
<td>The time a user spends in queue prior to abandonment. (ms)</td>
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<td>false</td>
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<td>lastUpdateDate</td>
<td>The date and time the transcript was updated by the NDEP system.</td>
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<td>Note. This field should not be used for searching sales or chat volumes because its value can change at any time, even after the chat is over.</td>
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<td>launchPageID</td>
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<td>Yes</td>
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<td>launchPageMarker</td>
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</table>

Note. This field should not be used for searching sales or chat volumes because its value can change at any time, even after the chat is over.
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Type</th>
<th>Multi Valued</th>
<th>Historic</th>
<th>R-T TRX</th>
<th>R-T TRX</th>
<th>R-T Queue</th>
<th>R-T Engag</th>
<th>R-T Agent</th>
<th>Returnable As</th>
<th>RT Category-Dimensions that Return this Field</th>
<th>Filtering Supported By Data Object?</th>
<th>Definition</th>
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<td>launchPageURL</td>
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<td>pages</td>
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<td>URL of the page on which an engagement’s invitation is launched. Returned in launchPage object.</td>
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<tr>
<td>launchType</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<td></td>
<td>launchType</td>
<td>Queue • Engagements • Engagement • Engagements</td>
<td></td>
<td>The launch type associated with an engagement (e.g. proactive chat). NEW to historic. Located inside visitorAttribute.</td>
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<td>loginDuration</td>
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<td>loginDuration</td>
<td>Engagement • Agent • Agents</td>
<td></td>
<td>An agent’s login duration during the current login session. (ms)</td>
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<td>Yes</td>
<td>loginTime</td>
<td>Agent • Agents</td>
<td></td>
<td>The start time of the agent’s current login session. (ms)</td>
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<tr>
<td>maxAgentResponseTime</td>
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<td>maxAgentResponseTime</td>
<td>Queue • Agent • Engagement • Agents • Agent • Agents</td>
<td>The maximum agent response time aggregated across multiple engagements. (ms)</td>
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<td></td>
<td>Yes</td>
<td>maxEngagements</td>
<td>Queue • Agent • Engagement • Agents • Agent • Agents</td>
<td></td>
<td>An agent’s max chats setting. The maximum number of chats an agent is allowed to receive, omitting overflow.</td>
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<td>maxTimeInQueue</td>
<td>Queue - • Summary • Business Rules • Pages • Custom</td>
<td></td>
<td>Maximum queue duration. (ms)</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
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<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>nonDispositionEngagements</td>
<td>Engagement - • Agents • Business Rules • Pages • Custom • Summary A count of agent assigned engagements that have not transitioned to a disposition state. (The agent is currently chatting.) The engagement is included from agent assignment to customer exit.</td>
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</tr>
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<td>operatingSystem</td>
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<td>false</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>operatingSystem</td>
<td>The visitor's operating system (e.g. Windows, iOS, Mac OS, Android, Linux, etc.)</td>
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<tr>
<td>orderAttribute.&lt;name&gt;</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<td>outcome</td>
<td>string</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>outcome</td>
<td>Resolution outcome of the engagement. Value can be either resolved or unresolved.</td>
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<tr>
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<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>owningAgent</td>
<td>Engagement - • Engagements The agentID of an engagement's current owning agent.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>pages</td>
<td>object</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>pages</td>
<td>Queue - • Engagements • Engagement - • Engagements Response object containing launchPageID, launchPageMarker. Despite the name, this is always a single page.</td>
<td></td>
<td></td>
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<td>participantCount</td>
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<td>false</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>participantCount</td>
<td>Engagement - • Engagements The number of agents currently participating in an engagement</td>
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<tr>
<td>percentAssisted</td>
<td>int</td>
<td>false</td>
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<td></td>
<td></td>
<td></td>
<td>percentAssisted</td>
<td>Agent- • Agents Count of assisted by agent chats. A count of assigned requests.</td>
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<td>percentEngagementsQueued</td>
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<td>percentEngagementsQueued</td>
<td>Queue- • Business Rules • Pages • Custom totalInQueue/(activeEngagements + totalInQueue)</td>
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<td>percentSaleQualified</td>
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<td></td>
<td></td>
<td>percentSaleQualified</td>
<td>Engagement - • Summary The percentage of all engagements that were sale qualified.</td>
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<tr>
<td>Field Name</td>
<td>Type</td>
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<td>R-T Queue</td>
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<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<tr>
<td>percentWithinQueueSLA</td>
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<td>percentWithinQueueSLA</td>
<td>Queue - • Business Rules • Summary • Pages • Custom As a percent of all engagements</td>
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<td></td>
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<td></td>
<td>persistent</td>
<td>Indicates whether the customer engagement experience (user interface) resides in a separate browser (persistent), rather than a div layer in the browser containing the website.</td>
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<tr>
<td>position</td>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>position</td>
<td>Queue - • Engagements The position of an engagement in queue (awaiting agent assignment)</td>
<td></td>
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<tr>
<td>priority</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>priority</td>
<td>Queue - • Engagements A positive integer. The priority of an engagement in queue (awaiting an agent assignment). Default is configured via portal admin. Can be overwritten in business rule. See score for how this parameter is used as part of algorithm for ordering engagements in queue.</td>
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<td>routingAttribute</td>
<td>Queue – • Agents • Engagements • Business Rules • Pages • Custom • Engagement - • Engagements • Business Rules • Pages • Custom • Agents These attributes are used for routing a customer chat to an agent.</td>
<td></td>
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</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>saleQualified</td>
<td>Queue - • Engagements</td>
<td>Indicates whether an engagement achieved sale qualification. (This is the assisted event.) Sale qualification means that the engagement satisfied a minimum condition that indicates that the visitor was sufficiently aided by the engagement and thus TC will take credit for any future sales that occur within the sale qualification period.</td>
<td></td>
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<tr>
<td>saleQualifiedEngagements</td>
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<td></td>
<td>saleQualifiedEngagements</td>
<td>Engagement - • Summary</td>
<td>The number of engagements that are sale qualified.</td>
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<td></td>
<td>saleQualifiedDate</td>
<td>The date/timestamp of a sale qualified event.</td>
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<tr>
<td>satisfactionSurveySubmitDate</td>
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<td></td>
<td>satisfactionSurveySubmitDate</td>
<td>The date/timestamp when a satisfaction survey was submitted or completed.</td>
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<td></td>
<td></td>
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<td></td>
<td>score</td>
<td>The score is an attribute of an engagement while in queue. Assuming all other conditions are satisfied (i.e. required skills/agentGroup), the engagement with the highest score will be assigned first. Score is a weighted combination of priority and timeInQueue (i.e. W1<em>priority + W2</em>timeInQueue where W1 &amp; W2 are client-defined weighting factors).</td>
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<td>sessionID</td>
<td>Uniquely identifies a visitor session from first action (e.g. page viewed) to end of session (defined as 30 minutes of inactivity).</td>
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<td>Yes</td>
<td>Yes</td>
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<td>siteID</td>
<td>ID of the site associated with this engagement.</td>
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<td>siteName</td>
<td>Name of the client site.</td>
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<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td>startDate</td>
<td>Engagement start time. All date objects are comprised of iso (see iso data format in this document) and timestamp (epoch time). Use the Query String parameters instead.</td>
<td></td>
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<tr>
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<td>siteID</td>
<td>ID number of the client site.</td>
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<td>targetAgentAttribute.&lt;name&gt;</td>
<td>The attribute associated with the target agent. Name is a dynamic field.</td>
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<td>Field Name</td>
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<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
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<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
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<tr>
<td>timeFromCustomerToAgentExit</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>Time between customer exit and agent exit. (ms)</td>
<td></td>
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<tr>
<td>timeInQueue</td>
<td>long</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>The time an engagement has been in queue (awaiting an agent assignment). (ms)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>timeToConversion</td>
<td>long</td>
<td>true</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>List of times to conversion for each sale qualified conversion associated with this engagement. Time to conversion is conversion time - saleQualified time. (ms)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalActiveAgentTime</td>
<td>long</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>Total agent time summed for all agents participating in an engagement. Time between the 2 events: agent exited chat and agent entered chat. This time does not include queued time. (ms)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalActiveCallTime</td>
<td>long</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>Sum of all calls made during an engagement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalActiveCustomerTime</td>
<td>long</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>Total time the visitor/customer spends in an engagement. (ms)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalAgentFreehandLines</td>
<td>int</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>Count of total agent freehand lines sent during an engagement. Freehand lines include both lines typed from scratch and modified script lines. This includes all agents.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalAgentLines</td>
<td>int</td>
<td>false</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>Sum of agent freehand and scriptlines. This includes all agents.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalAgentResponseCount</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>Count of agent messages that are preceded by a customer message. Agent messages that follow another message sent by the same agent are excluded. In a case where the customer response is via something like an automaton, then time is: assignment time to agent-response time.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalAgentResponseTime</td>
<td>long</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filtering Supported By Data Object?</td>
<td>The total amount of time between all call customer messages and agent responses for an engagement. (ms)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
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<td>---------------</td>
<td>-----------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalAgentScriptLines</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalAgentScriptLines</td>
<td>Count of unmodified script lines sent during an engagement. This includes all agents.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalAgentsInvolved</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalAgentsInvolved</td>
<td>Count of agents that participated in an engagement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalAvailableTime</td>
<td>long</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalAvailableTime</td>
<td>Agent - • Agents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>An agent's total time spent in available status during the current login session. (ms)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalBusyTime</td>
<td>long</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalBusyTime</td>
<td>Agent - • Agents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>An agent's total time spent in busy status during the current login session. (ms)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalClosedEngagements</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalClosedEngagements</td>
<td>A count of an agent's all closed engagements (not filtered by agentGroups and businessUnits).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalCallsConnected</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalCallsConnected</td>
<td>Count of calls connected during an engagement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalConferenceChatCount</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalConferenceChatCount</td>
<td>Engagement - • Custom</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sum of number of conferences of each chat.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalConversions</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalConversions</td>
<td>Count of all saleQualified conversions associated with this engagement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalCustomerLines</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalCustomerLines</td>
<td>Count of customer lines sent during an engagement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalEngagementDuration</td>
<td>long</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalEngagementDuration</td>
<td>Engagement - • Business Rules • Pages • Custom</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>The sum of engagement time for all engagements that satisfy the query criteria. Total engagement duration should include queue time. (ms)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalEngagementLines</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalEngagementLines</td>
<td>Sum of all agent and customer lines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalFailedCalls</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalFailedCalls</td>
<td>Count of failed call attempts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalInitialTimeInQueue</td>
<td>long</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalInitialTimeInQueue</td>
<td>Queue - • Business Rules • Pages • Custom</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Either the total initial queue time for active engagements in the queue (not assigned) OR total initial queue time within a specific interval (in cases where the interval is provided). (ms)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalOrderValue</td>
<td>double</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalOrderValue</td>
<td>Sum of the value of all all saleQualified conversions associated with this engagement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>MultiValued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category- Dimensions that Return this Field</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
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<td>---------------</td>
<td>-----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalTransferredChatCount</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalTransferredChatCount</td>
<td>Engagement - • Custom Total number of transfers of each chat.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalPersistentChatCount</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalPersistentChatCount</td>
<td>Engagement - • Custom Total number of persistent chats.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalRequiresAttentionChatCount</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>requiresAttentionCount</td>
<td>Engagement - • Custom The number of chats with unanswered custom messages.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>totalWrapupTime</td>
<td>long</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>totalWrapupTime</td>
<td>Engagement - • Business Rules • Pages • Custom The sum of all wrap up time engagements that satisfy the query criteria. (ms)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>transcript</td>
<td>object/array</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>transcript</td>
<td>The transcript/conversation from an engagement. If the query does not specify language, this field will be searched regardless of the language of the transcript. If the language parameter is specified, only transcripts that match the specified language will be searched.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>transferAbandoned</td>
<td>boolean</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>transferAbandoned</td>
<td>Indicates that a transfer was abandoned by the visitor. Abandoned occurs when a transfer is queued and the visitor closes the engagement (abandons) before being assigned to another agent.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>transferred</td>
<td>boolean</td>
<td>false</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td>transferred</td>
<td>Queue - • Engagements • Engagement • Engagements Indicates that a transfer occurred during an engagement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>transfersConnected</td>
<td>int</td>
<td>false</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>transfersConnected</td>
<td>Number of completed transfers for an engagement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>truncatedDueToEventLimit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Probably a restriction for too many events. Maybe configured by implementation. If the limit is exceeded, the transcript search is truncated. This shows up under the &lt;transcript-line&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Multi Valued</td>
<td>Historic TRX</td>
<td>R-T TRX</td>
<td>R-T Queue</td>
<td>R-T Engag</td>
<td>R-T Agent</td>
<td>Returnable As</td>
<td>RT Category-Dimensions that Return this Field</td>
<td>Definition</td>
<td></td>
<td></td>
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<td>---------------</td>
<td>-----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>visitorAttribute.&lt;name&gt;</td>
<td>string/list</td>
<td>true</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>visitorAttribute.&lt;name&gt;</td>
<td>Queue - • Engagements • Agents • Business Rules • Pages • Custom Engagement – • Engagements • Agents • Business Rules • Pages • Custom</td>
<td>A custom attribute to be associated with a visitor. For example, visitorAttribute.contractExpiration.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>wrapUpTime</td>
<td>long</td>
<td>false</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td>wrapUpTime</td>
<td></td>
<td>Time from the start of a disposition to the end of the disposition. (ms)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Filtering Format

Filter Operators

<table>
<thead>
<tr>
<th>API</th>
<th>Description</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>=</td>
<td>Equals</td>
<td>Number/String/Boolean</td>
</tr>
<tr>
<td>!=</td>
<td>Not equals</td>
<td>Number/String/Boolean</td>
</tr>
<tr>
<td>&lt;</td>
<td>Less than</td>
<td>Number/Date</td>
</tr>
<tr>
<td>&gt;</td>
<td>Greater than</td>
<td>Number/Date</td>
</tr>
<tr>
<td>&lt;=</td>
<td>Less than or equals</td>
<td>Number/Date</td>
</tr>
<tr>
<td>&gt;=</td>
<td>Greater than or equals</td>
<td>Number/Date</td>
</tr>
<tr>
<td>%</td>
<td>String wildcard (&quot;*&quot; represents zero or more characters; &quot;?&quot; means match exactly one character)</td>
<td>String</td>
</tr>
<tr>
<td>AND</td>
<td>Logical/Boolean AND</td>
<td>Boolean</td>
</tr>
<tr>
<td>OR</td>
<td>Logical/Boolean OR</td>
<td>Boolean</td>
</tr>
<tr>
<td>IN</td>
<td>Includes</td>
<td>Set</td>
</tr>
</tbody>
</table>

Date and Filter Expression Format

A filter is comprised of one or more expressions. An expression consists of a valid filter field name (see section Field Definitions), an operator and a value.

Example

engagementID=97832133333333
startDate="2013-01-01T00:00:00"

For 2 or more expressions, they will be optionally joined by either AND or OR.

Example

startDate="2013-01-01T00:00:00" AND startDate="2013-02-01T00:00:00"
transcript=product AND startDate="2013-07-15T08:00:00"
**Invalid Filter Example**

`transcript=buy transcript=product AND startDate="2013-07-15T00:00:00"` (In this case, there is no AND or OR between the 2 transcript expressions, so the system shows an error because you must explicitly define AND or OR in a multiple expression filter).

**Special Character Escaping**

Escaping special characters was required in v2 of the Reporting API. However, in v3, the API will escape any special characters for you. You must not do any escaping of special characters.

**Values for the endType Field**

An `endType` field query follows the form shown here:

```
filter=endType="Agent Closed Chat"
```

Here is a list of possible end type values:

- Agent Closed Chat
- Agent Connection Lost
- Agent Left Chat Room
- Browser Close
- Customer Abandoned Automaton
- Customer Abandoned Queue
- Customer Closed Chat
- Customer Completed Automaton
- Customer Not Completed Automaton
- Customer Exited Prior to Agent Enter Chat
- Customer Lost Connection
- Customer Lost Connection – Unknown
- Untagged Page
- VA Timeout
### Example Queries

<table>
<thead>
<tr>
<th>User Query</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;english&quot; IN routingAttribute.language</td>
<td>filter by language=english Routing Attribute</td>
</tr>
<tr>
<td>engagementDuration=10</td>
<td></td>
</tr>
<tr>
<td>engagementDuration&gt;10</td>
<td></td>
</tr>
<tr>
<td>engagementDuration&lt;10</td>
<td></td>
</tr>
<tr>
<td>2&lt;engagementDuration&lt;10</td>
<td></td>
</tr>
<tr>
<td>engagementDuration!=10</td>
<td></td>
</tr>
<tr>
<td>transcript=purchase</td>
<td>exact match for string field and contains for text field</td>
</tr>
<tr>
<td>finalOwningAgentID % &quot;John*&quot;</td>
<td>wildcard match: the asterisk represents zero or more characters, so this could match &quot;John&quot;, &quot;John Smith&quot;, &quot;John Jones&quot;, etc.</td>
</tr>
<tr>
<td>transcript % &quot;ca?&quot;</td>
<td>wildcard match: ? means match exactly one character, so this could match &quot;can&quot;, &quot;cab&quot;, &quot;cat&quot;, etc.</td>
</tr>
<tr>
<td>transcript=&quot;I like this&quot;</td>
<td>exact match for string field and contains this phrase for a text field</td>
</tr>
<tr>
<td>startDate=&quot;2012-10-26T08:36:00.000&quot;</td>
<td>ISO DateTime Format yyyy-MM-dd'T'hh:mm:ss.SSSSTZD</td>
</tr>
<tr>
<td>startDate=&quot;2012-10-26T08:20:36.000&quot;</td>
<td></td>
</tr>
<tr>
<td>&quot;2012-10-01T08:36:24.000&quot;&lt;=startDate&lt;=&quot;2012-10-01T10:36:24.000&quot;</td>
<td></td>
</tr>
<tr>
<td>transferred=true</td>
<td>boolean type</td>
</tr>
</tbody>
</table>
### Real-time Metric Queries

<table>
<thead>
<tr>
<th>User Query</th>
<th>Description</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;english&quot; IN <code>agentAttribute.language</code></td>
<td>filter by language=english attribute for selected category</td>
<td>engagement, agent</td>
</tr>
<tr>
<td><code>maxEngagements=5</code></td>
<td>select all agents that have 5 max chats count</td>
<td>agent</td>
</tr>
<tr>
<td><code>activeEngagements &gt;= 2</code></td>
<td>select all agents that have more than 1 active chats</td>
<td>agent</td>
</tr>
<tr>
<td><code>closedEngagements&lt;=100+AND+loginTime&lt;3600000</code></td>
<td>select agents that has less than 101 closed chats and were logged in more than 1 hour (3600000 milliseconds) ago</td>
<td>agent</td>
</tr>
<tr>
<td><code>agentID % &quot;spr_&quot;</code></td>
<td>select agents that have userID started with prefix ‘spr ’ (wildcard match)</td>
<td>engagement, agent</td>
</tr>
<tr>
<td><code>startDate &lt; &quot;2013-12-01T09:00:00&quot;</code></td>
<td>selects engagements that were created more than 1 day ago (assuming today is Dec 1, 2013 and it is 9AM and TZ=GMT)</td>
<td>engagement</td>
</tr>
<tr>
<td>(<code>&quot;northeast&quot; IN </code>agentAttribute.region<code>) OR (</code>&quot;northwest&quot; IN <code>agentAttribute.region</code>)</td>
<td>select all engagements which have an agent in either northeast or northwest region</td>
<td>engagement, agent</td>
</tr>
</tbody>
</table>

### Date Details

The response date format is the most common ISO date format (ISO 8601):

```
YYYY-MM-DDThh:mm:ss.sTZD
```

where:

- **YYYY** = four-digit year
- **MM** = two-digit month (01=January, etc.)
- **DD** = two-digit day of month (01 through 31)
- **hh** = two digits of hour (00 through 23) (am/pm NOT allowed)
- **mm** = two digits of minute (00 through 59)
- **ss** = two digits of second (00 through 59)
- **s** = one or more digits representing a decimal fraction of a second
- **TZD** = time zone designator (Z or +hh:mm or -hh:mm), offset from GMT
Date fields are returned in two formats (string and long), example:

```
"startDate": {
"iso": "2012-10-26T08:20:36.000+00:00", // in client's timezone
"timestamp": 1273676351723
}
```

All dates defined in filter should be in site's TZ and be defined without TZ. The following format are supported as input:

- YYYY (eg 1997)
- YYYY-MM (eg 1997-07)
- YYYY-MM-DD (eg 1997-07-16)
- YYYY-MM-DDThh:mm (eg 1997-07-16T19:20)
- YYYY-MM-DDThh:mm:ss (eg 1997-07-16T19:20:30)
- YYYY-MM-DDThh:mm:ss.sss (eg 1997-07-16T19:20:30.452)

It's expected that all dates should be surrounded by " or '

**Historic Transcript Free Text Field Search Behavior**

Fields like the "transcript" field that can contain free text have extra fuzzy search logic that allows for more flexible searching. For example, if your search is `filter=escalationNotes=call` then in addition to the word "call", the results could match escalation notes that contain the words "calls" and "calling". So, you may get different search results than you expect when searching on free text fields as the search is not always exact match.
Responses

All responses are in JavaScript Object Notation (JSON) format. The format of all possible response types are defined here.

ReturnFields Rule

This section defines when a field is valid for use as a returnFields.

Any item that is within the primary object of a response can be listed as a returnFields. (For transcript this means the engagement object. For metric/real-time, this means the object with the same name as the dimension.) Fields that reside within secondary objects are not allowed as a return Fields.

As an example, consider the object pages:

```json
"pages": {
  "launchPageID": string,
  "launchPageMarker": string,
  "launchPageURL": string
}
```

Note. In this case, pages is a primary object and launchPageID is a secondary object (because it is a child of pages.) So, this is a valid request: returnFields=pages, but this is not a valid request: returnFields=launchPageID.
Transcript (Historic and Real-time)

Transcript JSON Schema

This schema applies to both historic and Real-time transcripts. All default fields are returned unless returnFields are specified.

Query: https://api.touchcommerce.com/v3/transcript/historic?site=XXX&bu=YYY&filter=startDate%3E%222013-12-01T09%3A00%3A00%22

Query:

```json
{
  "numFound": number(int),  // Supported for transcript/historic only
  "start": number(int),  // Supported for transcript/historic only
  "engagements": [  // Supported for transcript/historic only
    {
      "agentAttribute.<name>": string/list,  // represents the aggregated set of agent's attributes involved in the engagements
      "agentGroups": [  // Default, return the agentGroup info of engagement owner (the owner enters the engagement)
        {
          "agentGroupID": string,
          "agentGroupName": string
        },
        ...
      ],  // Default
      "agents": [  // Default
        {
          "agentAlias": string,
          "agentAgentGroup": string,
          "agentBusinessUnit": string,
          "agentID": string,
          "agentEnterDate": {
            "iso": "string",
            "timestamp": number(long)
          },
          "agentExitDate": {
            "iso": "string",
            "timestamp": number(long)
          },
          "agentFullName": string,
          "routingAttributes": object/array
        }]
    }
  ]
}
```

/*****
TRANSCRIPT/(REALTIME,HISTORIC) SECTION
THE FOLLOWING FIELDS ARE SUPPORTED FOR BOTH REAL-TIME AND HISTORIC TRANSCRIPTS. IF THE USER DOES NOT SPECIFY THE returnFields PARAMETER, ONLY THE FIELDS MARKED "//Default" ARE RETURNED.
*****/
"agentFullName": string
}, ...
]
"automatons": [  // Default // surveys, guides, target-offers, etc.
  {
    "automatonID": string,
    "automatonName": string,
    "automatonType": string, // "survey", "satisfactionSurvey", "guide", "targeted-offer"
    "startedIn": string,
    "startedBy": string,
    "pageID": string,
    "businessUnit": string,
    "agentGroup": string,
    "outcomeType": string,
    "outcomeMessage": string,
    "automatonAttribute": object/array,
    "nodes": [  // object/array
      {
        "nodeID": string,
        "nodeName": string,
        "nodeAttribute": object/array,
        "elementResponses": [  // object/array
          {
            "elementID": string,
            "elementValue": string, // if type is survey or satisfactionSurvey, this is the question
            "responseID": string,
            "responseNumericValue": number(int),
            "responseStringValue": string // if type is survey or satisfactionSurvey, this is the answer
          }, ...
        ],  // more element responses, if they exist
        "nodeEnteredTime": {  // object
          "timestamp": number(long),
          "timeInClientTimezone": string // ISO format string of date/time in client's timezone
        }
      }, ...
    ],  // more nodes, if they exist
  }, ...
  // more automatons, if they exist
],
"businessRuleAttribute.<name>": string/list,
"businessRuleID": string,
"businessRuleName": string, // Default
"businessUnits": [  // Default, return the BusinessUnit info of engagement owner (the owner enters the engagement)
  {
    "businessUnitID": string,
    "businessUnitName": string
  }, ...
],
"cryptoMaskingKeyInfo": [  // object/array
  {  // object
    "keyInfo": string
  }
],
"customerID": string,
"deviceType": string, // Default
"dispositions": {
  "agentId": string,
  "dispositions": {
    "category": string,
    "reason": string
  },
  ...
},
"final": boolean,
"notes": string,
...
},
"endDate": {
  "iso": string, // in client's timezone
  "timestamp": number(long)
},
"engagementAvgAgentResponseTime": number(long), // Default
"engagementDuration": number(long), // Default
"engagementInitialAgentResponseTime": number(long), // Default
"engagementMaxAgentResponseTime": number(long), // Default
"engagementProductType": string/list,
"escalated": boolean,
"finalOwningAgentAttribute.<name>": string/list,
"finalOwningAgentID": string,
"language": string,
"launchType": string,
"pages": {
  "launchPageID": string,
  "launchPageMarker": string,
  "launchPageURL": string // Supported for transcript/historic only
},
"routingAttribute.<name>": string/list,
"saleQualified": boolean, // Default
"startDate": {
  "iso": string, // in client's timezone - example is "2012-10-26T08:20:36.000+00:00"
  "timestamp": number(long) // example is 1273676351723
},
"transcript": {
  "type": string,
  "content": string,
  "encryptedContent": string, // When we use Masked Data Encryption feature, this field contains encrypted version of the "content" field
  "senderName": string,
  "senderType": string,
  "iso": string,
  "timestamp": number(long),
  "senderId": string // Appears to be overloaded with either agent's username or customerId depending on sender
}
END TRANSCRIPT/[REALTIME,HISTORIC] SECTION

START TRANSCRIPT/REAL-TIME ONLY SECTION. IN THIS SECTION, DEFAULT MEANS THAT THE FIELD IS RETURNED WHEN A TRANSCRIPT/REALTIME REQUEST IS MADE WITH NO RETURNFIELDS SPECIFIED.

END TRANSCRIPT/REAL-TIME ONLY SECTION

START TRANSCRIPT/HISTORIC ONLY SECTION

END TRANSCRIPT/REAL-TIME ONLY SECTION
"ConversionProductID": [ string, ... ]
"conversionProductQuantity": [ number(int), ... ]
"conversionProductType": [ string, ... ]
"conversionProductValue": [ number(double), ... ]
"conversionUnit": [ number(int), ... ]
"conversionVal": [ number(double), ... ]
"Conversions": [ // See the "Conversions Details" section for more info
  { "agentGroupID": string,
    "agentGroupName": string,
    "agentID": string,
    "businessUnit": string,
    "businessUnitID": string,
    "conversionUnit": number(double),
    "conversionVal": number(double),
    "iso": string,
    "timestamp": number(long),
    "orderID": string,
    "orderType": string,
    "otherInfo": string,
    "products": [ { "id": string,
                    "type": string,
                    "unit": number(int),
                    "val": number(double)
                  ],
      ...,
    "timeToConv": number(double),
  },
  converted: boolean,
  endType: string,
  escalationNotes": string,
  "finalOwningAgentAgentGroupID": string,
  "finalOwningAgentAgentGroupName": string,
  "finalOwningAgentBusinessUnitID": string,
"finalOwningAgentBusinessUnitName": string,
"initialTimeInQueue": number(long),
"lastUpdateDate": {
  "iso": string,  // in client's timezone
  "timestamp": number(long)
},
"operatingSystem": string,  // Default
"saleQualifiedDate": {
  "iso": string,  // in client's timezone
  "timestamp": number(long)
},
"satisfactionSurveySubmitDate": {
  "iso": string,
  "timestamp": number(long)
},
"sessionID": string,
"timeFromCustomerToAgentExit": number(long),
"timeToConversion": {
  number(long),
  ...
},
"totalActiveAgentTime": number(long),
"totalActiveCallTime": number(long),
"totalActiveCustomerTime": number(long),
"totalAgentFreehandLines": number(int),
"totalAgentLines": number(int),
"totalAgentScriptLines": number(int),
"totalAgentsInvolved": number(int),
"totalCallsConnected": number(int),
"totalConversions": number(int),
"totalCustomerLines": number(int),
"totalEngagementLines": number(int),
"totalFailedCalls": number(int),
"totalOrderValue": number(double),
"transferAbandoned": boolean,
"transfersConnected": number(int),
"truncatedDueToEventLimit": boolean,
},  // end of a single engagement
...
}  // end of "engagements"
}  // end of overall response
Example: Querying multiple customers

Query:  

Transcript XML Schema (XSD)
<?xml version="1.0" encoding="UTF-8"?>
  target Namespace="http://www.touchcommerce.com/schema/apiservice/transcript-response-3.0"
  element FormDefault="qualified"
  attribute FormDefault="unqualified">
  <!-- COMMON TYPES -->
  <xs:complexType name="dateType">
    <xs:sequence>
      <xs:element name="iso" type="xs:dateTime" minOccurs="0"/>
      <xs:element name="timestamp" type="xs:long"/>
    </xs:sequence>
  </xs:complexType>
  <xs:complexType name="dateArray">
    <xs:sequence>
      <xs:element name="date" type="dateType" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
  <xs:complexType name="attributeArray">
    <xs:sequence>
      <xs:any processContents="lax" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
  <xs:complexType name="Any">
    <xs:sequence>
      <xs:any processContents="lax" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
  <!-- COMMON TRANSCRIPT TYPES -->
  <xs:complexType name="stringArray">
    <xs:sequence>
      <xs:element name="item" type="xs:string" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
  <xs:complexType name="longArray">
    <xs:sequence>
      <xs:element name="item" type="xs:long" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
  <xs:complexType name="intArray">
    <xs:sequence>
      <xs:element name="item" type="xs:int" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
  <xs:complexType name="doubleArray">
    <xs:sequence>
      <xs:element name="item" type="xs:double" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
  <!-- SUB-FIELDS TYPES -->
  <xs:complexType name="escalationReasonArray">
    <xs:sequence>
    </xs:sequence>
  </xs:complexType>
</xs:schema>
<xs:element name="escalationReason" type="escalationReasonType" minOccurs="0" maxOccurs="unbounded"/>
</xs:sequence>
</xs:complexType>
<xs:complexType name="escalationReasonType">
  <xs:all>
    <xs:element name="agentId" type="xs:string" minOccurs="0"/>
    <xs:element name="reason" type="xs:string" minOccurs="0"/>
  </xs:all>
</xs:complexType>
<xs:complexType name="agentGroupArray">
  <xs:sequence>
    <xs:element name="agentGroup" type="agentGroupType" minOccurs="0" maxOccurs="unbounded"/>
  </xs:sequence>
</xs:complexType>
<xs:complexType name="agentGroupType">
  <xs:all>
    <xs:element name="agentGroupId" type="xs:string"/>
    <xs:element name="agentGroupName" type="xs:string"/>
  </xs:all>
</xs:complexType>
<xs:complexType name="pagesType">
  <xs:all>
    <xs:element name="launchPageId" type="xs:string" minOccurs="0"/>
    <xs:element name="launchPageMarker" type="xs:string" minOccurs="0"/>
    <xs:element name="launchPageURL" type="xs:string" minOccurs="0"/>
  </xs:all>
</xs:complexType>
<xs:complexType name="currentPagesType">
  <xs:all>
    <xs:element name="currentPageMarker" type="xs:string" minOccurs="0"/>
    <xs:element name="currentPageURL" type="xs:string" minOccurs="0"/>
  </xs:all>
</xs:complexType>
<xs:complexType name="conversionArray">
  <xs:sequence>
    <xs:element name="conversion" type="conversionType" minOccurs="0" maxOccurs="unbounded"/>
  </xs:sequence>
</xs:complexType>
<xs:complexType name="conversionType">
  <xs:all>
    <xs:element name="timeToConv" type="xs:float" minOccurs="0"/>
    <xs:element name="iso" type="xs:string" minOccurs="0"/>
    <xs:element name="timestamp" type="xs:long" minOccurs="0"/>
    <xs:element name="otherInfo" type="xs:string" minOccurs="0"/>
    <xs:element name="orderType" type="xs:string" minOccurs="0"/>
    <xs:element name="orderID" type="xs:string" minOccurs="0"/>
    <xs:element name="agentID" type="xs:string" minOccurs="0"/>
  </xs:all>
</xs:complexType>
<xs:element name="businessUnitID" type="xs:string" minOccurs="0"/>
<xs:element name="businessUnit" type="xs:string" minOccurs="0"/>
<xs:element name="agentGroupID" type="xs:string" minOccurs="0"/>
<xs:element name="agentGroup" type="xs:string" minOccurs="0"/>
<xs:element name="conversionUnit" type="xs:float" minOccurs="0"/>
<xs:element name="conversionVal" type="xs:float" minOccurs="0"/>
<xs:element name="agentAttributes" type="Any" minOccurs="0"/>
<xs:element name="orderAttributes" type="Any" minOccurs="0"/>
<xs:element name="products" minOccurs="0">
  <xs:complexType>
    <xs:sequence>
      <xs:element name="product" minOccurs="0" maxOccurs="unbounded">
        <xs:complexType mixed="true">
          <xs:sequence>
            <xs:element name="id" type="xs:string" minOccurs="0"/>
            <xs:element name="type" type="xs:string" minOccurs="0"/>
            <xs:element name="unit" type="xs:float" minOccurs="0"/>
            <xs:element name="val" type="xs:float" minOccurs="0"/>
            <xs:element name="productAttributes" minOccurs="0">
              <xs:complexType mixed="true">
                <xs:sequence>
                  <xs:element name="attribute" minOccurs="0" maxOccurs="unbounded">
                    <xs:complexType mixed="true">
                      <xs:sequence>
                        <xs:element name="value" type="xs:string" minOccurs="0" maxOccurs="unbounded"/>
                      </xs:sequence>
                      <xs:attribute name="name" type="xs:string"/>
                    </xs:complexType>
                  </xs:element>
                </xs:sequence>
              </xs:complexType>
            </xs:element>
          </xs:sequence>
        </xs:complexType>
      </xs:element>
    </xs:sequence>
  </xs:complexType>
</xs:element>
</xs:complexType>
<xs:complexType name="businessUnitArray">
  <xs:sequence>
    <xs:element name="businessUnit" type="businessUnitType" minOccurs="0" maxOccurs="unbounded"/>
  </xs:sequence>
</xs:complexType>
<xs:complexType name="businessUnitType">
  <xs:all>
    <xs:element name="businessUnitID" type="xs:string"/>
    <xs:element name="businessUnitName" type="xs:string" minOccurs="0"/>
  </xs:all>
</xs:complexType>
<xs:complexType name="automatonArray">
  <xs:sequence>
    <xs:element name="automaton" type="automatonType" minOccurs="0" maxOccurs="unbounded"/>
  </xs:sequence>
</xs:complexType>

<xs:complexType name="automatonType">
  <xs:all>
    <xs:element name="automatonID" type="xs:string" minOccurs="0"/>
    <xs:element name="automatonName" type="xs:string" minOccurs="0"/>
    <xs:element name="businessUnit" type="xs:string" minOccurs="0"/>
    <xs:element name="agentGroup" type="xs:string" minOccurs="0"/>
    <xs:element name="outcomeType" type="xs:string" minOccurs="0"/>
    <xs:element name="outcomeMessage" type="xs:string" minOccurs="0"/>
    <xs:element name="automatonAttribute" type="Any" minOccurs="0"/>
    <xs:element name="launchDate" type="xs:string" minOccurs="0"/>
    <xs:element name="launchDateMlSec" type="xs:long" minOccurs="0"/>
    <xs:element name="automatonTypes" minOccurs="0">
      <xs:complexType>
        <xs:sequence>
          <xs:element name="automatonType" type="xs:string" minOccurs="0" maxOccurs="unbounded"/>
        </xs:sequence>
      </xs:complexType>
    </xs:element>
    <xs:element name="nodes" minOccurs="0">
      <xs:complexType>
        <xs:sequence>
          <xs:element name="node" minOccurs="0" maxOccurs="unbounded">
            <xs:complexType mixed="true">
              <xs:sequence>
                <xs:element name="nodeID" type="xs:string" minOccurs="0"/>
                <xs:element name="nodeName" type="xs:string" minOccurs="0"/>
                <xs:element name="automatonType" type="xs:string" minOccurs="0"/>
                <xs:element name="nodeEnteredTime" minOccurs="0">
                  <xs:complexType mixed="true">
                    <xs:sequence>
                      <xs:element name="timestamp" type="xs:long" minOccurs="0"/>
                      <xs:element name="timeInClientTimezone" type="xs:string" minOccurs="0"/>
                    </xs:sequence>
                  </xs:complexType>
                </xs:element>
                <xs:element name="nodeAttribute" minOccurs="0" type="Any"/>
                <xs:element name="elementResponses" minOccurs="0">
                  <xs:complexType mixed="true">
                    <xs:sequence>
                      <xs:element name="elementResponse" minOccurs="0" maxOccurs="unbounded"/>
                    </xs:sequence>
                  </xs:complexType>
                </xs:element>
              </xs:sequence>
            </xs:complexType>
          </xs:element>
        </xs:sequence>
      </xs:complexType>
    </xs:element>
  </xs:all>
</xs:complexType>
<xs:sequence>
  <xs:element name="agentAgentGroups" minOccurs="0">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="agentGroup" type="xs:string" minOccurs="0" maxOccurs="unbounded"/>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
  <xs:element name="agentEnterDate" minOccurs="0">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="iso" type="xs:string" minOccurs="0"/>
        <xs:element name="timestamp" type="xs:long" minOccurs="0"/>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
  <xs:element name="agentExitDate" minOccurs="0">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="iso" type="xs:string" minOccurs="0"/>
        <xs:element name="timestamp" type="xs:long" minOccurs="0"/>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
  <xs:element name="agentType" type="xs:string" minOccurs="0"/>
  <xs:element name="agentAttribute" type="attributeArray" minOccurs="0"/>
  <xs:element name="conversionDate" type="dateArray" minOccurs="0"/>
  <xs:element name="totalAgentsInvolved" type="xs:int" minOccurs="0"/>
  <xs:element name="endDate" type="dateType" minOccurs="0"/>
  <xs:element name="lastUpdateDate" type="dateType" minOccurs="0"/>
  <xs:element name="satisfactionSurveySubmitDate" type="dateType" minOccurs="0"/>
  <xs:element name="conversionUnit" type="conversionUnitArray" minOccurs="0"/>
  <xs:element name="saleQualifiedDate" type="dateType" minOccurs="0"/>
  <xs:element name="engagementTimeInStatus" type="xs:long" minOccurs="0"/>
  <xs:element name="engagementActive" type="xs:boolean" minOccurs="0"/>
</xs:sequence>
<xs:element name="launchType" type="xs:string" minOccurs="0"/>
<xs:element name="persisted" type="xs:boolean" minOccurs="0"/>
<xs:element name="transferred" type="xs:boolean" minOccurs="0"/>
<xs:element name="engagementMaxAgentResponseTime" type="xs:long" minOccurs="0"/>
<xs:element name="timeSinceCustomerMessage" type="xs:long" minOccurs="0"/>
<xs:element name="engagementDuration" type="xs:long" minOccurs="0"/>
<xs:element name="engagementDurationInCompletedState" type="xs:long" minOccurs="0"/>
<xs:element name="transcript" type="transcriptType" minOccurs="0"/>
<xs:element name="engagementAttribute" type="attributeArray" minOccurs="0"/>
<xs:element name="agentAttribute" type="attributeArray" minOccurs="0"/>
<xs:element name="routingAttribute" type="attributeArray" minOccurs="0"/>
<xs:element name="finalOwningAgentAttribute" type="attributeArray" minOccurs="0"/>
<xs:element name="finalOwningAgentBusinessUnitID" type="xs:string" minOccurs="0"/>
<xs:element name="finalOwningAgentBusinessUnitName" type="xs:string" minOccurs="0"/>
<xs:element name="finalOwningAgentAgentGroupID" type="xs:string" minOccurs="0"/>
<xs:element name="finalOwningAgentAgentGroupName" type="xs:string" minOccurs="0"/>
<xs:element name="inConference" type="xs:boolean" minOccurs="0"/>
<xs:element name="totalConversions" type="conversionOrderTypeArray" minOccurs="0"/>
<xs:element name="totalOrderValue" type="xs:double" minOccurs="0"/>
<xs:element name="callConnected" type="xs:boolean" minOccurs="0"/>
<xs:element name="callDuration" type="xs:long" minOccurs="0"/>
<xs:element name="engagementID" type="xs:string" minOccurs="0"/>
<xs:element name="totalActiveCustomerTime" type="xs:long" minOccurs="0"/>
<xs:element name="transferAbandoned" type="xs:boolean" minOccurs="0"/>
<xs:element name="engagementAvgAgentResponseTime" type="xs:long" minOccurs="0"/>
<xs:element name="totalCallsConnected" type="xs:int" minOccurs="0"/>
<xs:element name="businessRuleAttribute" type="attributeArray" minOccurs="0"/>
<xs:element name="totalAgentLines" type="xs:int" minOccurs="0"/>
<xs:element name="customerID" type="xs:string" minOccurs="0"/>
<xs:element name="conversationID" type="xs:string" minOccurs="0"/>
<xs:element name="surveyMessage" type="xs:string" minOccurs="0"/>
<xs:element name="channelType" type="xs:string" minOccurs="0"/>
<xs:element name="asyncEngagement" type="xs:string" minOccurs="0"/>
<xs:element name="outcome" type="xs:string" minOccurs="0"/>
<xs:element name="cobrowse" type="xs:boolean" minOccurs="0"/>
<xs:element name="businessRuleName" type="xs:string" minOccurs="0"/>
<xs:element name="saleQualified" type="xs:boolean" minOccurs="0"/>
<xs:element name="agents" type="agentArray" minOccurs="0"/>
<xs:element name="businessRuleID" type="xs:string" minOccurs="0"/>
<xs:element name="initialTimeToAbandon" type="xs:long" minOccurs="0"/>
<xs:element name="totalAgentScriptLines" type="xs:int" minOccurs="0"/>
<xs:complexType name="transcriptType">
  <xs:sequence>
    <xs:element name="transcript-line" type="transcriptLineType" minOccurs="0" maxOccurs="unbounded"/>
  </xs:sequence>
</xs:complexType>

<xs:complexType name="transcriptLineType">
  <xs:all>
    <xs:element name="type" type="xs:string" minOccurs="0"/>
    <xs:element name="content" type="xs:string" minOccurs="0"/>
    <xs:element name="senderName" type="xs:string" minOccurs="0"/>
    <xs:element name="senderType" type="senderTypeType" minOccurs="0" maxOccurs="0"/>
    <xs:element name="iso" type="xs:dateTime" minOccurs="0"/>
    <xs:element name="timestamp" type="xs:long" minOccurs="0"/>
    <xs:element name="senderId" type="xs:string" minOccurs="0"/>
    <xs:element name="lineType" type="xs:string" minOccurs="0"/>
    <xs:element name="senderAlias" type="xs:string" minOccurs="0"/>
    <xs:element name="owner" type="xs:boolean" minOccurs="0"/>
    <xs:element name="disposition" type="xs:string" minOccurs="0"/>
    <xs:element name="escalated" type="xs:boolean" minOccurs="0"/>
    <xs:element name="escalatedText" type="xs:string" minOccurs="0"/>
    <xs:element name="result" type="xs:string" minOccurs="0"/>
    <xs:element name="agentGroup" type="xs:string" minOccurs="0" maxOccurs="0"/>
    <xs:element name="businessUnit" type="xs:string" minOccurs="0"/>
    <xs:element name="outcomeType" type="xs:string" minOccurs="0" maxOccurs="0"/>
    <xs:element name="outcome" type="xs:string" minOccurs="0" maxOccurs="0"/>
    <xs:element name="custom.decisiontree.nodeID" type="xs:string" minOccurs="0"/>
    <xs:element name="custom.decisiontree.view" type="xs:string" minOccurs="0"/>
    <xs:element name="custom.decisiontree.questions" type="xs:string" minOccurs="0"/>
  </xs:all>
</xs:complexType>
<xs:enumeration value="XFORMS_INTERNAL_TO_AGENT"/>
<xs:enumeration value="ILLEGAL_WORD"/>
<xs:enumeration value="AGENT_RECONNECTS"/>
<xs:enumeration value="AUTO_OPENER"/>
<xs:enumeration value="AGENT_OUTCOME"/>
<xs:enumeration value="CLIENT_OUTCOME"/>
<xs:enumeration value="CLIENT_EMAIL_TRANSCRIPT"/>
<xs:enumeration value="AUTOMATON_STARTED"/>
<xs:enumeration value="AUTOMATON_CONTENT_SENT_TO_CUSTOMER"/>
<xs:enumeration value="AUTOMATON_CUSTOMER_RESPONDED"/>
<xs:enumeration value="AUTOMATON_ENDED"/>
<xs:enumeration value="AGENT_ENTERS_CONFERENCE_FULL_MODE"/>
<xs:enumeration value="AGENT_ENTERS_CONFERENCE_SCREENING_MODE"/>
<xs:enumeration value="AGENT_ENTERS_CHAT_DUE_TRANSFER_IN_FULL_MODE"/>
<xs:enumeration value="AGENT_JOINS_CHAT_FROM_SCREENING_TO_FULL_MODE"/>
<xs:enumeration value="AGENT_RECONNECTS_SCREENING_MODE"/>
<xs:enumeration value="AGENT_REASSIGN"/>
<xs:enumeration value="automaton.transition"/>
<xs:enumeration value="chat.statusDisplayed"/>
<xs:enumeration value="chat.agentFollowUp"/>
<xs:enumeration value="automaton.data_pass"/>
<xs:enumeration value="chat.pushLinkSent"/>
</xs:simpleType>
</xs:complexType>
<xs:complexType name="conversionUnitArray">
    <xs:sequence>
        <xs:element name="unit" type="xs:int" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
</xs:complexType>
<xs:complexType name="conversionProductTypeArray">
    <xs:sequence>
        <xs:element name="type" type="xs:string" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
</xs:complexType>
<xs:complexType name="conversionProductValueArray">
    <xs:sequence>
        <xs:element name="value" type="xs:double" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
</xs:complexType>
<xs:complexType name="conversionProductQuantityArray">
    <xs:sequence>
        <xs:element name="quantity" type="xs:int" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
</xs:complexType>
<xs:complexType name="conversionOrderIDArray">
    <xs:sequence>
        <xs:element name="id" type="xs:string" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
</xs:complexType>
## Type Values (real-time only)

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGENT_DISCONNECTS</td>
<td>The agent lost a connection</td>
</tr>
<tr>
<td>AGENT_ENDS_CHAT</td>
<td>The notification that agent left the chat</td>
</tr>
<tr>
<td>AGENT_INTERNAL_MESSAGE</td>
<td>The agent sent internal message</td>
</tr>
<tr>
<td>AGENT_JOINS_CHAT</td>
<td>The notification that agent entered the chat</td>
</tr>
<tr>
<td>AGENT_MESSAGE</td>
<td>The content sent from agent</td>
</tr>
<tr>
<td>AUTOMATON_COMM_MESSAGE</td>
<td>The message was sent from automation</td>
</tr>
<tr>
<td>AUTOMATON_MESSAGE</td>
<td>The automation's message</td>
</tr>
<tr>
<td>CALL_EVENT</td>
<td>The call event occurred</td>
</tr>
<tr>
<td>CLICKSTREAM</td>
<td>The clickstream was sent</td>
</tr>
<tr>
<td>CLIENT_DATA_FORMAT</td>
<td>The datapass was sent</td>
</tr>
<tr>
<td>CLIENT_DISCONNECTS</td>
<td>The customer lost a connection</td>
</tr>
<tr>
<td>CLIENT_ENDS_CHAT</td>
<td>The notification that customer left the chat</td>
</tr>
<tr>
<td>CLIENT_IN_PERSIST</td>
<td>The customer moved to persistent</td>
</tr>
<tr>
<td>CLIENT_INVOKE_PERSIST</td>
<td>The customer invoked the persistent mode</td>
</tr>
<tr>
<td>CLIENT_MESSAGE</td>
<td>The content sent from customer</td>
</tr>
<tr>
<td>CLIENT_RECONNECTS</td>
<td>The customer reentered the chat</td>
</tr>
<tr>
<td>COBROWSE_EVENT</td>
<td>The cobrowse event occurred</td>
</tr>
<tr>
<td>CONFERENCE</td>
<td>The conference occurred</td>
</tr>
<tr>
<td>FORM_DATA</td>
<td>The form data was received</td>
</tr>
<tr>
<td>FORM_NAME</td>
<td>The form was requested</td>
</tr>
<tr>
<td>ILLEGAL_WORD</td>
<td>The illegal word was typed in agent application</td>
</tr>
<tr>
<td>MARKER_PAGE</td>
<td>The customer went to another page</td>
</tr>
<tr>
<td>MARKER_URL</td>
<td>The customer went to another page</td>
</tr>
<tr>
<td>NOTIFY_CLIENT</td>
<td>The system information that was shown to the customer</td>
</tr>
<tr>
<td>OWNER_TRANSFER</td>
<td>The ownership was transferred</td>
</tr>
<tr>
<td>PHONE_NUMBER</td>
<td>The customer sent phone number</td>
</tr>
<tr>
<td>SALE</td>
<td>The sale occurred</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>The transfer occurred</td>
</tr>
<tr>
<td>UTILITY_LISTENIN_DISCONNECTS</td>
<td>The listenin lost a connection</td>
</tr>
<tr>
<td>UTILITY_LISTENIN_RECONNECTS</td>
<td>The listenin reconnected</td>
</tr>
<tr>
<td>UTILITY_MESSAGE</td>
<td>The listenin/supervisor sent internal message</td>
</tr>
<tr>
<td>UTILITY_SUPERVISOR_DISCONNECTS</td>
<td>The supervisor lost a connection</td>
</tr>
<tr>
<td>UTILITY_SUPERVISOR_RECONNECTS</td>
<td>The supervisor reconnected</td>
</tr>
<tr>
<td>XFORMS_INTERNAL_TO_AGENT</td>
<td>The internal message was sent from automation</td>
</tr>
</tbody>
</table>
Transcript line event fields table (historic transcripts)

Certain transcript lines can have extra fields, depending on the line's "type" value (this type is also known as the event). The table below shows these types (events) and their associated fields. Some fields are required and must be included (they are marked with a "Y" in the Required column. For example, if a transcript line's type is "chat.agentExited", then the "owner" field will always be in that line, as it is required. In this same example, the "disposition" field may or may not be there as it is optional.

<table>
<thead>
<tr>
<th>Type (Event)</th>
<th>Field</th>
<th>Required</th>
<th>Value Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent.requested</td>
<td>senderName</td>
<td>Y</td>
<td>&quot;system&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>result</td>
<td>Y</td>
<td>string</td>
<td>either &quot;assigned&quot; (has been already assigned to an agent) or &quot;queued&quot; (waiting to be assigned to an agent)</td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>string</td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderId</td>
<td>Y</td>
<td>id of sender; for example if sender is agent, then this is agent login id</td>
<td></td>
</tr>
<tr>
<td>automaton.contentSentToAgent</td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>custom.decisiontree.nodeID</td>
<td>N</td>
<td>string</td>
<td>The node id of a node in the decision tree</td>
</tr>
<tr>
<td>automaton.contentSentToCustomer</td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>custom.decisiontree.nodeID</td>
<td>N</td>
<td>string</td>
<td>The node id of a node in the decision tree</td>
</tr>
<tr>
<td></td>
<td>custom.decisiontree.view</td>
<td>N</td>
<td>string</td>
<td>The id of the view. viewID can be reused on multiple nodes</td>
</tr>
<tr>
<td></td>
<td>custom.decisiontree.questions</td>
<td>N</td>
<td>array/string</td>
<td>survey questions</td>
</tr>
<tr>
<td>automaton.customerResponded</td>
<td>senderName</td>
<td>Y</td>
<td>&quot;customer&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td>Type (Event)</td>
<td>Field</td>
<td>Required</td>
<td>Value Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------------------</td>
<td>----------</td>
<td>------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td>epoch time</td>
</tr>
<tr>
<td></td>
<td>custom.decisiontree.nodeID</td>
<td>N</td>
<td>string</td>
<td>The node id of a node in the decision tree</td>
</tr>
<tr>
<td></td>
<td>custom.decisiontree.questions</td>
<td>N</td>
<td>array/string</td>
<td>survey questions &amp; answers</td>
</tr>
<tr>
<td>automaton.started</td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td>epoch time</td>
</tr>
<tr>
<td></td>
<td>senderId</td>
<td>Y</td>
<td>id of sender; for example if sender is agent, then this is agent login id</td>
<td></td>
</tr>
<tr>
<td>automaton.ended</td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td>epoch time</td>
</tr>
<tr>
<td></td>
<td>outcomeType</td>
<td>Y</td>
<td>string</td>
<td>“Refused”, “Abandoned”, or “Completed”</td>
</tr>
<tr>
<td></td>
<td>outcome</td>
<td>N</td>
<td>string</td>
<td>a note</td>
</tr>
<tr>
<td></td>
<td>custom.decisiontree.nodeID</td>
<td>N</td>
<td>string</td>
<td>The node id of a node in the decision tree</td>
</tr>
<tr>
<td>chat.agentChatlineSent</td>
<td>content</td>
<td>Y</td>
<td>freehand line of text sent</td>
<td>freehand line of text sent</td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td>“agent”</td>
<td>“agent”</td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td>epoch time</td>
</tr>
<tr>
<td></td>
<td>senderId</td>
<td>Y</td>
<td>id of sender; for example if sender is agent, then this is agent login id</td>
<td></td>
</tr>
<tr>
<td>chat.agentEnterChat</td>
<td>content</td>
<td>Y</td>
<td>enter chat message</td>
<td>enter chat message</td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td>“agent”</td>
<td>“agent”</td>
</tr>
<tr>
<td>Type (Event)</td>
<td>Field</td>
<td>Required</td>
<td>Value Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------</td>
<td>----------</td>
<td>------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>iso</td>
<td>Y</td>
<td>time</td>
<td>in ISO human-readable format</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>senderId</td>
<td>Y</td>
<td>id</td>
<td>of sender; for example if sender is agent, then this is agent login id</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>enterType</td>
<td>Y</td>
<td>string</td>
<td>“chat”, “transfer”, “conferenceScreening”, “conferenceFull”</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>owner</td>
<td>N</td>
<td>boolean</td>
<td>true = the senderId is the owning agent; false = the senderId is NOT the</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td></td>
<td></td>
<td></td>
<td>owning agent</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>senderName</td>
<td>Y</td>
<td>“agent”</td>
<td></td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>iso</td>
<td>Y</td>
<td>time</td>
<td>in ISO human-readable format</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>senderId</td>
<td>Y</td>
<td>id</td>
<td>of sender; for example if sender is agent, then this is agent login id</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>owner</td>
<td>Y</td>
<td>boolean</td>
<td>true = existing agent was owner of engagement</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>disposition</td>
<td>N</td>
<td>string</td>
<td>the disposition of the agent that exited. format: “category:reason”. This</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td></td>
<td></td>
<td></td>
<td>can have multiple category and reasons, in which case they are comma-</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td></td>
<td></td>
<td></td>
<td>separated</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>escalated</td>
<td>N</td>
<td>boolean</td>
<td>true = exiting agent escalated this engagement</td>
</tr>
<tr>
<td>chat.agentExited</td>
<td>escalatedText</td>
<td>N</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>chat.clickstream</td>
<td>senderName</td>
<td>Y</td>
<td>“system”</td>
<td></td>
</tr>
<tr>
<td>chat.clickstream</td>
<td>iso</td>
<td>Y</td>
<td>time</td>
<td>in ISO human-readable format</td>
</tr>
<tr>
<td>chat.clickstream</td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td>chat.clickstream</td>
<td>pageMarker</td>
<td>N</td>
<td>string</td>
<td>name of the referring page</td>
</tr>
<tr>
<td>chat.clickstream</td>
<td>historicPageMarkers</td>
<td>N</td>
<td>string</td>
<td>all page markers involved in the engagement</td>
</tr>
<tr>
<td>chat.clickstream</td>
<td>pageURL</td>
<td>N</td>
<td>string</td>
<td>pageURL</td>
</tr>
<tr>
<td>Type (Event)</td>
<td>Field</td>
<td>Required</td>
<td>Value Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------</td>
<td>----------</td>
<td>------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>systemInfo</td>
<td>N</td>
<td>string</td>
<td>comma-separated list of &quot;name: value&quot; pairs representing info about customer's system</td>
</tr>
<tr>
<td></td>
<td>datapass</td>
<td>N</td>
<td>string</td>
<td>session properties</td>
</tr>
<tr>
<td>chat.conferenceRequested</td>
<td>senderName</td>
<td>Y</td>
<td>&quot;system&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderId</td>
<td>Y</td>
<td>id of sender; for example if sender is agent, then this is agent login id</td>
<td></td>
</tr>
<tr>
<td></td>
<td>result</td>
<td>N</td>
<td>string</td>
<td>either &quot;assigned&quot; (has been already assigned to an agent), &quot;queued&quot; (waiting to be assigned to an agent), or &quot;refused&quot; (request was refused by agent)</td>
</tr>
<tr>
<td></td>
<td>addedAgentID</td>
<td>N</td>
<td>string</td>
<td>id of agent added to conference</td>
</tr>
<tr>
<td></td>
<td>businessUnit</td>
<td>Y</td>
<td>string</td>
<td>name of previous agent's business unit</td>
</tr>
<tr>
<td></td>
<td>targetBusinessUnit</td>
<td>Y</td>
<td>string</td>
<td>name of new agent's business unit</td>
</tr>
<tr>
<td></td>
<td>agentGroup</td>
<td>N</td>
<td>string</td>
<td>name of previous agent's agent group, if they are in one</td>
</tr>
<tr>
<td></td>
<td>targetAgentGroup</td>
<td>N</td>
<td>string</td>
<td>name of new agent's agent group, if they are in one</td>
</tr>
<tr>
<td>chat.customerChatlineSent</td>
<td>content</td>
<td>Y</td>
<td>line of text sent</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td>&quot;customer&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderAlias</td>
<td>N</td>
<td>Indicates name of the sender under which the current message is displayed in chat session.</td>
<td></td>
</tr>
<tr>
<td>chat.customerExited</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type (Event)</td>
<td>Field</td>
<td>Required</td>
<td>Value Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------</td>
<td>----------</td>
<td>---------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td>&quot;customer&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td>chat.customerLostConnection</td>
<td>content</td>
<td>Y</td>
<td>lost connection message</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td>&quot;customer&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td>chat.dispositionStarted</td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderId</td>
<td>Y</td>
<td>id of sender; for example if sender is agent, then this is agent login id</td>
<td></td>
</tr>
<tr>
<td>chat.openerDisplayed</td>
<td>content</td>
<td>Y</td>
<td>line of text sent</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td>&quot;opener&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderAlias</td>
<td>N</td>
<td>Indicates the name of the sender under which the current message is displayed in chat session.</td>
<td></td>
</tr>
<tr>
<td>chat.scriptlineSent</td>
<td>content</td>
<td>Y</td>
<td>line of text sent</td>
<td></td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td>&quot;agent&quot;</td>
<td></td>
</tr>
<tr>
<td>Type (Event)</td>
<td>Field</td>
<td>Required</td>
<td>Value Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------</td>
<td>----------</td>
<td>------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>Y</td>
<td>epoch time</td>
</tr>
<tr>
<td></td>
<td>senderId</td>
<td>Y</td>
<td></td>
<td>id of sender; for example if sender is agent, then this is agent login id</td>
</tr>
<tr>
<td>chat.statusDisplayed</td>
<td>content</td>
<td>Y</td>
<td></td>
<td>line of text, for example, transfer notes</td>
</tr>
<tr>
<td></td>
<td>senderName</td>
<td>Y</td>
<td></td>
<td>&quot;system&quot;</td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td></td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td></td>
<td>epoch time</td>
</tr>
<tr>
<td></td>
<td>showedToCustomer</td>
<td>N</td>
<td>boolean</td>
<td>true=showed status to customer; false=did not show status to the customer</td>
</tr>
<tr>
<td>chat.transferRequested</td>
<td>senderName</td>
<td>Y</td>
<td>&quot;system&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td></td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td></td>
<td>epoch time</td>
</tr>
<tr>
<td></td>
<td>senderId</td>
<td>Y</td>
<td></td>
<td>id of sender; for example if sender is agent, then this is agent login id</td>
</tr>
<tr>
<td></td>
<td>newAgentID</td>
<td>N</td>
<td>string</td>
<td>id of agent transferred to</td>
</tr>
<tr>
<td></td>
<td>businessUnit</td>
<td>Y</td>
<td>string</td>
<td>name of previous agent's business unit</td>
</tr>
<tr>
<td></td>
<td>targetBusinessUnit</td>
<td>Y</td>
<td>string</td>
<td>name of new agent's business unit</td>
</tr>
<tr>
<td></td>
<td>agentGroup</td>
<td>N</td>
<td>string</td>
<td>name of previous agent's agent group, if they are in one</td>
</tr>
<tr>
<td></td>
<td>targetAgentGroup</td>
<td>N</td>
<td>string</td>
<td>name of new agent's agent group, if they are in one</td>
</tr>
<tr>
<td>conversionFunnel.assisted</td>
<td>senderName</td>
<td>Y</td>
<td>&quot;system&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td></td>
<td>time in ISO human-readable format</td>
</tr>
<tr>
<td>Type (Event)</td>
<td>Field</td>
<td>Required</td>
<td>Value Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------------------------</td>
<td>----------</td>
<td>------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>timestamp</td>
<td></td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td>conversionFunnel.interacted</td>
<td>senderName</td>
<td>Y</td>
<td>&quot;system&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td>engagement.requested</td>
<td>senderName</td>
<td>Y</td>
<td>&quot;system&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iso</td>
<td>Y</td>
<td>time in ISO human-readable format</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timestamp</td>
<td>Y</td>
<td>epoch time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>resourceNeeded</td>
<td>Y</td>
<td>string</td>
<td>&quot;agent&quot;, &quot;automaton&quot;, &quot;NA&quot;</td>
</tr>
<tr>
<td></td>
<td>automaton.automatonID</td>
<td>N</td>
<td>string</td>
<td>id of automaton</td>
</tr>
<tr>
<td></td>
<td>targetAgentAttributes</td>
<td>N</td>
<td>array/string</td>
<td>array of &quot;name&quot;/&quot;value&quot; pairs</td>
</tr>
</tbody>
</table>
Conversions Details

The "conversions" return field is a string that contains a JSON array of conversions. Each conversion contains one or more products.

Note. The date fields now have two sub-fields: "iso" and "timestamp".

Conversion Example

```
[{
  "timeToConv":2000.187,
  "iso": "2016-05-23T19:28:49+09:00",
  "timestamp": 1463999329271,
  "otherInfo": "someOtherInfo",
  "orderType": "Mobile",
  "orderID": "123",
  "agentID": "agent1",
  "businessUnitID": "111",
  "businessUnit": "ACME Supplies",
  "agentGroupID": "123",
  "agentGroupName": "agentGroup1",
  "conversionUnit": 2.0,
  "conversionVal": 40.99,
  "products": [{
    "id": "product1",
    "type": "(unspecified)",
    "unit": 1,
    "val": 39.99
  }, {
    "id": "product2",
    "type": "(unspecified)",
    "unit": 1,
    "val": 1.0
  }]
}]
```

Here is what to expect inside the JSON array:

### Conversion Fields

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Required</th>
<th>Value Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agentGroupID</td>
<td>N</td>
<td>string</td>
<td>id of the credited agent's agent group</td>
</tr>
<tr>
<td>agentGroupName</td>
<td>N</td>
<td>string</td>
<td>name of the credited agent's agent group</td>
</tr>
<tr>
<td>agentID</td>
<td>Y</td>
<td>string</td>
<td>agent credited with the conversion</td>
</tr>
<tr>
<td>businessUnit</td>
<td>Y</td>
<td>string</td>
<td>name of the business unit credited with the conversion</td>
</tr>
<tr>
<td>businessUnitID</td>
<td>Y</td>
<td>string</td>
<td>id of the business unit credited with the conversion</td>
</tr>
<tr>
<td>conversionUnit</td>
<td>Y</td>
<td>number (double)</td>
<td>number of products</td>
</tr>
<tr>
<td>conversionVal</td>
<td>Y</td>
<td>number (double)</td>
<td>sum of all product values</td>
</tr>
<tr>
<td>date</td>
<td>Y</td>
<td>string</td>
<td>ISO-format date of conversion</td>
</tr>
<tr>
<td>orderID</td>
<td>Y</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>orderType</td>
<td>Y</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>otherInfo</td>
<td>Y</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>products</td>
<td>Y</td>
<td>array</td>
<td>one or more products (see details below)</td>
</tr>
<tr>
<td>timeToConv</td>
<td>Y</td>
<td>number (double)</td>
<td>time to conversion in milliseconds</td>
</tr>
</tbody>
</table>
**Product Fields**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Required</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>id</td>
<td>Y</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>type</td>
<td>Y</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>unit</td>
<td>Y</td>
<td>number (integer)</td>
<td>number of units</td>
</tr>
<tr>
<td>val</td>
<td>Y</td>
<td>number (double)</td>
<td>value of this product</td>
</tr>
</tbody>
</table>

**Disposition Details**

The "dispositions" return field is a string that contains a JSON array of dispositions. Each disposition contains one or more dispositions. Here is a sample:

```json
[  {"agentId":"agent1",  "dispositions": [{"category":"c1","reason":"r1"}, {"category":"c1","reason":"r2"}, {"category":"c2","reason":"r1"}],  "notes":"null",  "final":false  },  {"agentId":"agent2",  "dispositions": [{"category":"c1","reason":"r4"}],  "notes":"null",  "final":true  }
]
```

Here is what to expect inside the JSON array:

**Disposition Fields**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Required</th>
<th>Value Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agentId</td>
<td>Y</td>
<td>string</td>
<td>agent username</td>
</tr>
<tr>
<td>dispositions</td>
<td>Y</td>
<td>array of dispositions</td>
<td>JSON array of category and reason pairs (see details below)</td>
</tr>
<tr>
<td>final</td>
<td>Y</td>
<td>boolean</td>
<td>final disposition</td>
</tr>
</tbody>
</table>
Fields in the dispositions field

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Required</th>
<th>Value Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>category</td>
<td>Y</td>
<td>string</td>
<td>the category of the disposition</td>
</tr>
<tr>
<td>reason</td>
<td>N</td>
<td>string</td>
<td>the category's reason</td>
</tr>
</tbody>
</table>

Extraction

**Bulk Transcript Extraction**

1. Get the starting point in time
   - To get the starting point, you need to filter on the startDate field and use a start date/time and end date/time. The start date/time can be any point in the past. The end date/time should be the current date/time. If the current date/time is 08-04-2015, 12pm, then the query would be:

      filter="2015-08-04T11:00:00"<=startDate<"2015-08-04T12:00:00"&returnFields=startDate&sortField=startDate&sortOrder=desc

   The response will contain just the startDate values, and the first result will contain the latest last update date. This is your starting point.

2. Extract transcripts from the starting point to current time (now)
   - To extract data in bulk, you will query again using startDate in the filter. This time, you will use the starting point obtained in the previous step as the start date/time. Next, you will use the current date/time as the end date/time. In this example, let's assume the following:  
     - there are less than 1,000 results so we don't have to page  
     - the latest startDate obtained from the first result in the previous query is "2015-08-04T11:58:36"  
     - the current date/time is "2015-08-04T13:00:00"

      So the query would be:

      filter="2015-08-04T11:58:36"<=startDate<"2015-08-04T13:00:00"&returnFields=ALL&sortField=startDate&sortOrder=desc

   Here, the first result in the response will contain the latest startDate value. You will use that value as the starting point in future extract queries.

   **NOTE:** For each query, if numFound in the response is > 1000, then you'll need to use paging as described in the section Extract Large Batches of Historic Transcripts to get all the results.

3. Repeat step 2 to continue extracting batches of engagements.
Here is an example extract with the first few queries you might run:

Current date/time: 08-04-2015, 12pm - get the first starting point:

```sql
filter="2015-08-04T11:00:00"<=startDate <"2015-08-04T12:00:00"&returnFields=startDate &sortField=startDate &sortOrder=desc
```

(the latest startDate in the response is, for example, 11:58:36 - remember, this value is in the first result due to the sorting parameters)

Current date/time: 08-04-2015, 1pm - get first full batch of transcripts

```sql
filter="2015-08-04T11:58:36"<=startDate <"2015-08-04T13:00:00"&returnFields=ALL&sortField=startDate &sortOrder=desc
```

(the latest startDate in the response is, for example, 12:57:14 - remember, this value is in the first result due to the sorting parameters)

Current date/time: 08-04-2015, 2pm - get next full batch of transcripts

```sql
filter="2015-08-04T12:57:14"<=startDate <"2015-08-04T14:00:00"&returnFields=ALL&sortField=startDate &sortOrder=desc
```

(the latest startDate in the response is, for example, 13:58:01 - remember, this value is in the first result due to the sorting parameters)

Current date/time: 08-04-2015, 3pm - get next full batch of transcripts

```sql
filter="2015-08-04T13:58:01"<=startDate <"2015-08-04T15:00:00"&returnFields=ALL&sortField=startDate &sortOrder=desc
```

(the latest startDate in the response is, for example, 14:59:03 - remember, this value is in the first result due to the sorting parameters)

**Extract Large Batches of Historic Transcripts**

The maximum value for the "rows" parameter is 1,000. If your query has more than 1,000 results and you want to retrieve all of the results, then just use the same "filter" parameter value and the same "rows" parameter value but increase the "start" parameter value. The engagements index is zero-based, so rows=1000&start=1000 will return rows 1000-1999. Here is an example:

If your historic transcript query results has 3,500 engagements ("numFound": 3500), then you would need to run these 4 queries to get all the results:

```sql
filter=engagementDuration>1000&rows=1000 (no start parameter as it defaults to 0; returns rows 0-999)
filter=engagementDuration>1000&rows=1000&start=1000 (returns rows 1000-1999)
filter=engagementDuration>1000&rows=1000&start=2000 (returns rows 2000-2999)
filter=engagementDuration>1000&rows=1000&start=3000 (returns rows 3000-3500; it's only 3500 because that is the total number of results)
```

**Note.** To get the total number of results, inspect the value of the "numFound" key in the response of the first query.
**Metric (Real-time)**

The Real-time metric service also includes Summary Metrics. Summary metrics are unique in that they are only available by dimension summary. Summary metrics are aggregated across all instances of a primary object / category (queue, engagement or agent), meaning there is no key by which they are grouped. An example of a summary request is

Example


This will return all queue summary metrics for site XXX.

Adding a filter to a dimension=summary request is supported. The filter can contain any of the filterable fields from the table above.

The requestFields parameter is also supported for summary queries.

The following table lists and defines the summary metrics for each category.

### Summary Dimension Field Definitions

Fields with no values will not show in the response.

<table>
<thead>
<tr>
<th>Category</th>
<th>Metric</th>
<th>Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>queue</td>
<td>engagementsInQueue</td>
<td>int</td>
<td>Count of engagements in queue</td>
</tr>
<tr>
<td></td>
<td>queuedEngagementsWithinSLA</td>
<td>int</td>
<td>Count of queued engagements within SLA</td>
</tr>
<tr>
<td></td>
<td>queuedEngagementsExceedingSLA</td>
<td>int</td>
<td>Count of queued engagements exceeding SLA</td>
</tr>
<tr>
<td></td>
<td>percentWithinQueueSLA</td>
<td>int</td>
<td>queuedEngagementsWithinSLA divided by engagementsInQueue</td>
</tr>
<tr>
<td></td>
<td>maxTimeInQueue</td>
<td>long</td>
<td>Max time in queue for engagements which are queued at the moment of query.</td>
</tr>
<tr>
<td></td>
<td>avgTimeInQueue</td>
<td>long</td>
<td>Average time in queue for engagements which are queued at the moment of query.</td>
</tr>
<tr>
<td></td>
<td>trendingPercentWithinQueueSLA</td>
<td>int</td>
<td>Number of assigned from queue chats (initial assignment only) which met SLA/completed initial queue requests (in the last 2 hours).</td>
</tr>
<tr>
<td></td>
<td>trendingPercentOfAbandons</td>
<td>int</td>
<td>Percent of abandoned chats from completed initial queue requests (in the last 2 hours).</td>
</tr>
<tr>
<td></td>
<td>trendingAvgTimeInQueue</td>
<td>long</td>
<td>Average time in queue for completed initial queue requests (in the last 2 hours).</td>
</tr>
<tr>
<td>engagement</td>
<td>activeEngagements</td>
<td>int</td>
<td>Count of active engagements</td>
</tr>
<tr>
<td>Category</td>
<td>Metric</td>
<td>Type</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------------</td>
<td>------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>nonDispositionEngagements</td>
<td>int</td>
<td>Count of engagements with no disposition.</td>
</tr>
<tr>
<td></td>
<td>saleQualifiedEngagements</td>
<td>int</td>
<td>Count of sale qualified engagements</td>
</tr>
<tr>
<td></td>
<td>percentSaleQualified</td>
<td>int</td>
<td>saleQualifiedEngagements/activeEngagements</td>
</tr>
<tr>
<td></td>
<td>engagementsWithinLastHour</td>
<td>int</td>
<td>Count of engagements that occurred within the last hour</td>
</tr>
<tr>
<td></td>
<td>engagementsWithinHandleTimeGoal</td>
<td>int</td>
<td>Count of engagements within handle time goal</td>
</tr>
<tr>
<td></td>
<td>engagementsExceedingHandleTimeGoal</td>
<td>int</td>
<td>Count of engagements exceeding handle time goal</td>
</tr>
<tr>
<td></td>
<td>escalatedChats</td>
<td>int</td>
<td>Count of engagements that were escalated</td>
</tr>
<tr>
<td></td>
<td>maxEngagementDuration</td>
<td>long</td>
<td>Maximum duration of all engagements.</td>
</tr>
<tr>
<td></td>
<td>avgEngagementDuration</td>
<td>long</td>
<td>Includes all queued engagements that occurred in the last 2hrs</td>
</tr>
<tr>
<td></td>
<td>avgInitialAgentResponseTime</td>
<td>long</td>
<td>Includes all queued engagements that occurred in the last 2hrs</td>
</tr>
<tr>
<td></td>
<td>avgAgentResponseTime</td>
<td>long</td>
<td>Includes all queued engagements that occurred in the last 2hrs</td>
</tr>
<tr>
<td></td>
<td>agent</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>availableEngagementSlots</td>
<td>int</td>
<td>maxEngagements minus activeEngagements for this agent</td>
</tr>
<tr>
<td></td>
<td>engagementUtilization</td>
<td>int</td>
<td>(activeEngagements+engagementsInQueue)/(activeEngagements+availableEngagementSlots). The denominator can also be thought of as sum of max chats for all available agents (or &quot;total slots&quot;).</td>
</tr>
<tr>
<td></td>
<td>agentsLoggedin</td>
<td>int</td>
<td>Count of agents logged in</td>
</tr>
<tr>
<td></td>
<td>activeAgents</td>
<td>int</td>
<td>Count of active agents. An agent is active when the agent is available.</td>
</tr>
<tr>
<td></td>
<td>agentsOnBusy</td>
<td>int</td>
<td>Count of agents on busy</td>
</tr>
<tr>
<td></td>
<td>agentUtilization</td>
<td>int</td>
<td>activeEngagements/(activeEngagements+availableEngagementSlots). The denominator can also be thought of as sum of max chats for all available agents (or &quot;total slots&quot;).</td>
</tr>
</tbody>
</table>
Category: Queue, Dimension: Engagements

```json
{
    "category": "queue",
    "dimension": "engagements",
    "engagements": [
        {
            "agentAttribute.<name>": string/list,
            // represents the aggregated set of agent's attributes involved in the engagement, makes sense in case of conference request placed in queue
            "businessRuleAttribute.<name>": string/list,
            "businessRuleID": string,
            // Default
            "businessRuleName": string,
            // Default
            "businessUnits": [
                {
                    "businessUnitID": string,
                    "businessUnitName": string
                },
                ...
            ],
            "customerID": string,
            "currentPage": {
                "currentPageMarker": string,
                "currentPageURL": string
            },
            "deviceType": string,
            "engagementID": string,
            // Default
            "inConference": boolean,
            "inServiceLevelAgreement": boolean,
            // Default
            "language": string,
            "launchType": string,
            "pages": {
                "launchPageID": string,
                "launchPageMarker": string
            },
            "position": int,
            // Default
            "priority": int,
            // Default
            "saleQualified": boolean,
            // not supported
            "score": int,
            // Default
            "timeInQueue": long,
            // Default
            "transferred": boolean,
            "visitorAttribute.<name>": string/list,
            ...
        }
    ]
}
```
Category: Queue, Dimension: Agents

```
{  
  "category": "queue",  
  "dimension": "agents",  
  "agents": [  
    {  
      "activeEngagements": int,  
      // Default  
      "agentAttribute.<name>": string/list,  
      // unsupported, represents the aggregated set of agent's attributes involved in the engagement that could be serviced by specific agent, makes sense in case of conference request placed in queue  
      "agentFullName": string  
      // Default  
      "agentID": string,  
      // Default  
      "agentStatus": string,  
      // Default  
      "agentTimeInStatus": long,  
      // Default  
      "avgAgentResponseTime": long,  
      // Default  
      "avgEngagementDuration": long,  
      // Default  
      "avgInitialAgentResponseTime": long,  
      // Default  
      "avgEngagementDuration": long,  
      // Default  
      "businessUnitAttribute.<name>": string/list,  
      // unsupported  
      "businessUnits": [  
        {  
          "businessUnitID": string,  
          "businessUnitName": string  
        },  
        ...  
      ],  
      // unsupported  
      "canServiceCount": int,  
      // Default  
      "maxAgentResponseTime": long,  
      // Default  
      "maxEngagements": int,  
      // Default  
      "routingAttribute.<name>": string/list,  
      // unsupported  
      "visitorAttribute.<name>": string/list,  
      // unsupported  
      },  
    ...  
  ]  
}
```
Category: Queue, Dimension: Business Rules

```json
{
  "category": "queue",
  "dimension": "businessRules",
  "businessRules": {
    "abandoned": int, // Returned with startDate and endDate parameters
    "abandonedWithinSLA": int, // Returned with startDate and endDate parameters
    "agentAttribute.<name>": string/list, // represents the aggregated set of agent's attributes involved in the engagements that belong to specific business rule, makes sense in case of conference request placed in queue
    "assignedFromQueue": int, // Returned with startDate and endDate parameters
    "assignedWithinSLA": int, // Returned with startDate and endDate parameters
    "avgTimeInQueue": long, // Default
    "businessRuleAttribute.<name>": string/list,
    "businessRuleID": string, // Default // Returned with startDate and endDate parameters
    "businessRuleName": string, // Default // Returned with startDate and endDate parameters
    "businessUnits": {
      "businessUnitID": string,
      "businessUnitName": string
    },
    "businessUnits": {
      "businessUnitID": string,
      "businessUnitName": string
    },
    "engagementsInQueue": int, // Default
    "maxTimeInQueue": long, // Default
    "percentEngagementsQueued": int, // Default
    "percentWithinQueueSLA": int, // Default
    "routingAttribute.<name>": string/list,
    "totalInitialTimeInQueue": long, // Returned with startDate and endDate parameters
    "visitorAttribute.<name>": string/list
  }
}
```
Category: Queue, Dimension: Pages

```json
{
  "category": "queue",
  "dimension": "pages",
  "pages": {
    "abandoned": int, // Returned with startDate and endDate parameters
    "abandonedWithinSLA": int, // Returned with startDate and endDate parameters
    "agentAttribute.<name>": string/list, // represents the aggregated set of agent's attributes involved in the engagements that belong to specific page, makes sense in case of conference request placed in queue
    "assignedFromQueue": int, // Returned with startDate and endDate parameters
    "assignedWithinSLA": int, // Returned with startDate and endDate parameters
    "avgTimeInQueue": long, // Default
    "businessRuleAttribute.<name>": string/list,
    "businessUnits": { // return the aggregated value of initially requested BusinessUnit
      "businessUnitID": string,
      "businessUnitName": string
    },
    ...,
    "engagementsInQueue": int, // Default
    "launchPageID": string, // Default // Returned with startDate and endDate parameters
    "launchPageMarker": string, // Default // Returned with startDate and endDate parameters
    "maxTimeInQueue": long, // Default
    "percentEngagementInQueue": int, // Default
    "percentWithinQueueSLA": int, // Default
    "routingAttribute.<name>": string/list,
    "totalInitialTimeInQueue": long, // Returned with startDate and endDate parameters
    "visitorAttribute.<name>": string/list
  }
}
```
Category: Queue, Dimension: Custom Attribute

```json
{
    "category": "queue",
    "dimension": "<attributeType>.<name>",
    "<attributeType>.<name>": [
        {
            "abandoned": int,  // Returned with startDate and endDate parameters
            "abandonedWithinSLA": int,  // Returned with startDate and endDate parameters
            "agentAttribute.<name>": string/list,  // represents the aggregated set of agent's attributes involved in the engagements that belong to specific custom dimension, makes sense in case of conference request placed in queue
            "assignedFromQueue": int,  // Returned with startDate and endDate parameters
            "assignedWithinSLA": int,  // Returned with startDate and endDate parameters
            "avgTimeInQueue": long,  // Default
            "businessRuleAttribute.<name>": string/list,
            "businessUnits": [
                {
                    "businessUnitID": string,
                    "businessUnitName": string
                },
                ...
            ],
            "engagementsInQueue": int,  // Default
            "globalAbandoned": int,
            "globalAssigned": int,
            "globalRequestQueued": int,
            "globalServicedInSLA": int,  // All agent requests: number of queued engagements that were assigned to an agent within the SLA; not only initial assignment but also transfers, conferences, etc.
            "maxTimeInQueue": long,  // Default
            "percentEngagementsQueued": int,  // Default
            "percentWithinQueueSLA": int,  // Default
            "routingAttribute.<name>": string/list,
            "totalInitialTimeInQueue": long,  // Returned with startDate and endDate parameters
            "value": string,  // Default. Unique value for attributeType.<name>
        },
        ...
    ]
}
```
Category: Queue, Dimension: Summary

```json
{
  "category": "queue",
  "dimension": "summary",
  "summary": {
    "avgTimeInQueue": long, // Default, average time-in-queue of currently enqueued engagements (time of transfer-to-queue is excluded); this field is not returned if a queue is empty & there is nothing to take an average of.
    "engagementsInQueue": int, // Default, count of enqueued engagements currently (an instant metric)
    "maxTimeInQueue": long, // Default
    "percentWithinQueueSLA": int, // Default
    "queuedEngagementsExceedingSLA": int, // Default
    "queuedEngagementsWithinSLA": int, // Default
    "trendingAvgTimeInQueue": long // Default, weighted-average of time-in-queue (only already dequeued chats are considered, time of transfer-to-queue is excluded)
    "trendingPercentWithinQueueSLA": "int", // Default
    "trendingPercentWithinQueueSLA": "int", // Default
    "trendingPercentOfAbandons": int, // Default
  }
}
```
Category: Engagement, Dimension: Engagements

{
    "category": "engagement",
    "dimension": "engagements",
    "engagements": [
        {
            "agentAttribute.<name>": string/list,
            "agents": [
                {
                    "agentID": string,
                    "agentAlias": string,
                    "agentFullName": string
                },
                ...
            ],
            "agentGroups": [
                {
                    "agentGroupID": string,
                    "agentGroupName": string
                },
                ...
            ],
            "businessRuleAttribute.<name>": string/list,
            "businessRuleID": string,
            "businessRuleName": string,
            "businessUnits": [
                {
                    "businessUnitID": string,
                    "businessUnitName": string
                },
                ...
            ],
            "currentPages": {
                "currentPageMarker": string,
                "currentPageURL": string
            },
            "customerID": string,
            "deviceType": string,
            "endDate": {
                "iso": "2012-10-24T08:20:36.000+00:00",
                "timestamp": 1273676351723
            },
            "engagementActive": boolean,
            "engagementAvgAgentResponseTime": long,
            "engagementDuration": long,
            "engagementID": string,
            "engagementInitialAgentResponseTime": long,
            "engagementMaxAgentResponseTime": long,
            "engagementStatus": string,
            "engagementTimeInStatus": long,
            "escalated": boolean,
            "finalOwningAgentID": string,
            ...
        }
    ]
}
"inConference": boolean, // Default
"language": string,
"launchType": string,
"launchPageID": string, // Default
"launchPageMarker": string

"participantCount": int, // Default
"persistent": boolean, // Default
"saleQualified": boolean, // Default

"startDate": {
  "iso": "2012-10-26T08:20:36.000+00:00", // in client's timezone
  "timestamp": 1273676351723
}

"totalAgentResponseTime": int, // Returned with startDate and endDate parameters
"totalAgentResponseCount": int, // Returned with startDate and endDate parameters
"transferred": boolean, // Default
"visitorAttribute.<name>": string/list,
Category: Engagement, Dimension: Agents

```
{
  "category": "engagement",
  "dimension": "agents",
  "agents": [
    {
      "activeEngagements": int, // Default
      "agentAnsweredEngagements": int, // Returned with startDate and endDate parameters
      "agentAttribute.<name>": string/list, // represents the aggregated set of agent's attributes involved in the engagements that belong to specific agent
      "agentFullName": string, // Returned with startDate and endDate parameters
      "agentID": string, // Returned with startDate and endDate parameters
      "agentStatus": string, // Default
      "agentTimeInStatus": long, // Default
      "avgEngagementDuration": long, // Default
      "avgInitialAgentResponseTime": long, // Default
      "avgAgentResponseTime": long, // Default
      "avgLoginDuration": long, // Default
      "avgMaxEngagementDuration": long, // Default
      "avgMaxAgentResponseTime": long, // Default
      "businessUnits": [
        {
          "businessUnitID": string,
          "businessUnitName": string
        },
        ...
      ],
      "closedEngagements": int, // Default
      "loginDuration": long,
      "maxAgentResponseTime": long, // Default
      "maxEngagements": int, // Default
      "nonDispositionEngagements": int,
      "routingAttribute.<name>": string/list,
      "totalAgentResponseTime": int, // Returned with startDate and endDate parameters
      "totalAgentResponseCount": int, // Returned with startDate and endDate parameters
      "visitorAttribute.<name>": string/list
    },
    ...
  ]
}
```
Category: Engagement, Dimension: Business Rules

```json
{
  "category": "engagement",
  "dimension": "businessRules",
  "businessRules": [
    {
      "activeEngagements": int, // Default
      "agents": [ // Default
        {
          "agentID": string,
          "agentFullName": string
        },
        ...
      ],
      "agentAnsweredEngagements": int, // Returned with startDate and endDate parameters
      "agentAttribute.<name>": string/list, // represents the aggregated set of agent's attributes involved in the engagements that belong to specific business rule
      "avgAgentResponseTime": long, // Default
      "avgEngagementDuration": long, // Default
      "avgInitialAgentResponseTime": long, // Default
      "businessRuleAttribute.<name>": string/list,
      "businessRuleID": string, // Returned with startDate and endDate parameters
      "businessRuleName": string, // Returned with startDate and endDate parameters
      "businessUnits": [ // return the aggregated value of BusinessUnit info for all engagements that belong to specific BusinessRule (the BusinessUnit of the owner is taken for engagement)
        {
          "businessUnitID": string,
          "businessUnitName": string
        },
        ...
      ],
      "closedEngagements": int, // Default
      "maxAgentResponseTime": long, // Default
      "nonDispositionEngagements": int,
      "routingAttribute.<name>": string/list,
      "totalAgentResponseCount": int, // Returned with startDate and endDate parameters
      "totalAgentResponseTime": int, // Returned with startDate and endDate parameters
      "totalEngagementDuration": int, // Returned with startDate and endDate parameters
      "totalWrapupTime": long, // Returned with startDate and endDate parameters
      "visitorAttribute.<name>": string/list
    },
    ...
  ]
}
```
Category: Engagement, Dimension: Pages

```json
|
"category": "engagement",
"dimension": "pages",
"pages": {
|
"activeEngagements": int, // Default
"agents": {
|  "agentID": string, // Default
|  "agentFullName": string
|  ... |
|  "agentAnsweredEngagements": int, // Returned with startDate and endDate parameters
|  "agentAttribute.<name>": string/list, // represents the aggregated set of agent's attributes involved in the engagements that belong to specific page
|  "avgAgentResponseTime": long, // Default
|  "avgEngagementDuration": long, // Default
|  "avgInitialAgentResponseTime": long, // Default
|  "businessRuleAttribute.<name>": string/list,
|  "businessUnits": {
|    // return the aggregated value of BusinessUnit info for all engagements that belong to specific BusinessRule (the BusinessUnit of the owner is taken for engagement)
|    "businessUnitID": string,
|    "businessUnitName": string
|  } |
|  "closedEngagements": int, // Default
|  "launchPageID": string, // Default // Returned with startDate and endDate parameters
|  "launchPageMarker": string, // Default // Returned with startDate and endDate parameters
|  "maxAgentResponseTime": long, // Default
|  "nonDispositionEngagements": int,
|  "routingAttribute.<name>": string/list,
|  "totalAgentResponseCount": int, // Returned with startDate and endDate parameters
|  "totalAgentResponseTime": int, // Returned with startDate and endDate parameters
|  "totalEngagementDuration": int, // Returned with startDate and endDate parameters
|  "totalWrapupTime": long, // Returned with startDate and endDate parameters
|  "visitorAttribute.<name>": string/list
|  } |
|  ... |
|  }
```
Category: Engagement, Dimension: Pages

```json
{
    "category": "engagement",
    "dimension": "pages",
    "pages": [
        {
            "activeEngagements": int,  // Default
            "agents": [
                {
                    "agentID": string,  // Default
                    "agentFullName": string,
                    ...
                },
                ...
            ],
            "agentAnsweredEngagements": int,  // Returned with startDate and endDate parameters
            "agentAttribute.<name>": string/list,  // Represents the aggregated set of agent’s attributes involved in the engagements that belong to specific page
            "avgAgentResponseTime": long,  // Default
            "avgEngagementDuration": long,  // Default
            "avgInitialAgentResponseTime": long,  // Default
            "businessRuleAttribute.<name>": string/list,
            "businessUnits": [
                // Return the aggregated value of BusinessUnit info for all engagements that belong to specific BusinessRule (the BusinessUnit of the owner is taken for engagement)
                {
                    "businessUnitID": string,
                    "businessUnitName": string,
                    ...
                },
                ...
            ],
            "closedEngagements": int,  // Default
            "launchPageID": string,  // Default  // Returned with startDate and endDate parameters
            "launchPageMarker": string,  // Default  // Returned with startDate and endDate parameters
            "maxAgentResponseTime": long,  // Default
            "nonDispositionEngagements": int,
            "routingAttribute.<name>": string/list,
            "totalAgentResponseCount": int,  // Returned with startDate and endDate parameters
            "totalAgentResponseTime": int,  // Returned with startDate and endDate parameters
            "totalEngagementDuration": int,  // Returned with startDate and endDate parameters
            "totalWrapupTime": long,  // Returned with startDate and endDate parameters
            "visitorAttribute.<name>": string/list
        },
        ...
    ]
}
```
Category: Engagement, Dimension: Custom Attribute

```json
{
  "category": "engagement",
  "dimension": <attributeType>.<name>,
  "<attributeType>.<name>": {
    "activeEngagements": int, // Default
    "agentAnsweredEngagements": int, // Returned with startDate and endDate parameters
    "agentAttribute.<name>": string/list, // represents the aggregated set of agent's attributes involved in the engagements that belong to specific custom dimension
    "agents": {
      "agentID": string,
      "agentFullName": string
    },
    ...
    "avgEngagementTime": long, // Default
    "avgEngagementDuration": long, // Default
    "avgInitialAgentResponseTime": long, // Default
    "avgResponseTime": long, // Default
    "avgWrapupTime": long, // Default. Unique value for attributeType.<name>
    "businessRuleAttribute.<name>": string/list,
    "businessUnits": {
      // return the aggregated value of BusinessUnit info for all engagements that belong to specific BusinessRule (the BusinessUnit of the owner is taken for engagement)
      "businessUnitID": string,
      "businessUnitName": string
    },
    ...
    "closedEngagements": int, // Default
    "maxEngagementTime": long, // Default
    "nonDispositionEngagements": int,
    "requestsAssigned": int,
    "routingAttribute.<name>": string/list,
    "totalAgentResponseCount": int, // Returned with startDate and endDate parameters
    "totalAgentResponseTime": int, // Returned with startDate and endDate parameters
    "totalEngagementDuration": int, // Returned with startDate and endDate parameters
    "totalWrapupTime": long, // Returned with startDate and endDate parameters
    "value": string, // Default. Unique value for attributeType.<name>
    ...
  }
}
```
Category: Engagement, Dimension: Summary

```json
{
    "category": "engagement",
    "dimension": "summary",
    "summary": {
        "activeEngagements": int, // Default
        "avgAgentResponseTime": long, // Default
        "avgEngagementDuration": long, // Default
        "avgInitialAgentResponseTime": long, // Default
        "engagementsInLastHour": int, // Default
        "engagementsExceedingHandleTimeGoal": int, // Default
        "engagementsWithinHandleTimeGoal": int, // Default
        "escalatedChats": int, // Default
        "maxEngagementDuration": long,
        "nonDispositionEngagements": int,
        "percentSaleQualified": int // Default
        "saleQualifiedEngagements": int, // Default
    }
}
```
Category: Agent, Dimension: Agents

```json
{
    "category": "agent",
    "dimension": "agents",
    "agents": [
        {
            "activeEngagements": int, // Default
            "agentAttribute.<name>": string/list // represents the set of agent's attribute's names
            "agentFullName": string // Default // Returned with startDate and endDate parameters
            "agentID": string, // Default // Returned with startDate and endDate parameters
            "agentStatus": string, // Default
            "agentTimeInStatus": long, // Default
            "agentUtilization": int, // Returned with startDate and endDate parameters
            "availableUtilization": int,
            "avgConversionProductQuantity": double
            "avgDispositionTime": long,
            "avgEngagementHandleTime": long,
            "avgEngagementHandleTimeSLA": double,
            "avgInitialAgentResponseTime": long,
            "avgOrderValue": double
            "businessUnits": [] // Default, returns the list of BusinessUnits that assigned to agent // Returned with startDate and endDate parameters
            "businessUnitID": string,
            "businessUnitName": string
        },
        ...
        {
            "BusyClickCount": int, // Default
            "chatsPerLaborHour": double
            "closedEngagements": int, // Default
            "conversionCount": int,
            "conversionProductQuantity": int,
            "cumulativeLaborUtilization": double
            "initialResponseWithinSLA": double
            "loginDuration": long, // Default
            "loginTime": long, // Default
            "partiallyPopulated": boolean,
            "maxEngagements": int, // Default
            "percentAssisted": int,
            "percentConversion": double,
            "percentEndedByCustomer": double,
            "salesPerLaborHour": double,
            "totalAvailableTime": long, // Default
            "totalBusyTime": long, // Default
        },
        ...
    ]
}
```
Category: Agent, Dimension: Summary

```json
{
  "category": "agent",
  "dimension": "summary",
  "summary": {
    "activeAgents": int, // Default
    "agentsLoggedIn": int, // Default
    "agentsOnBusy": int, // Default
    "agentUtilization": int, // Default
    "availableEngagementSlots": int // Default
    "engagementUtilization": int, // Default
  }
}
```
Metric XML Schema

<?xml version="1.0" encoding="UTF-8"?>
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    targetNamespace="http://www.touchcommerce.com/schema/apiservice/metric-response-2.0"
    elementFormDefault="qualified"
    attributeFormDefault="unqualified">
    <!-- COMMON TYPES -->
    <xs:complexType name="dateType">
        <xs:sequence>
            <xs:element name="iso" type="xs:dateTime"/>
            <xs:element name="timestamp" type="xs:long"/>
        </xs:sequence>
    </xs:complexType>
    <xs:complexType name="dateArray">
        <xs:sequence>
            <xs:element name="date" type="dateType" minOccurs="0" maxOccurs="unbounded"/>
        </xs:sequence>
    </xs:complexType>
    <xs:complexType name="attributeArray">
        <xs:sequence>
            <xs:any processContents="lax" maxOccurs="unbounded"/>
        </xs:sequence>
    </xs:complexType>
    <!-- SUB-FIELDS TYPES -->
    <xs:complexType name="agentGroupsArray">
        <xs:sequence>
            <xs:element name="agentGroups"
                type="agentGroupsType"
                minOccurs="0"
                maxOccurs="unbounded"/>
        </xs:sequence>
    </xs:complexType>
    <xs:complexType name="agentGroupsType">
        <xs:all>
            <xs:element name="agentGroupID" type="xs:string"/>
            <xs:element name="agentGroupName" type="xs:string"/>
        </xs:all>
    </xs:complexType>
</xs:schema>
<xs:complexType name="pagesType">
   <xs:all>
      <xs:element name="launchPageID" type="xs:string" minOccurs="0"/>
      <xs:element name="launchPageMarker" type="xs:string" minOccurs="0"/>
   </xs:all>
</xs:complexType>

<xs:complexType name="currentPagesType">
   <xs:all>
      <xs:element name="currentPageMarker" type="xs:string" minOccurs="0"/>
      <xs:element name="currentPageURL" type="xs:string" minOccurs="0"/>
   </xs:all>
</xs:complexType>

<xs:complexType name="businessUnitArray">
   <xs:sequence>
      <xs:element name="businessUnit" type="businessUnitType" minOccurs="0" maxOccurs="unbounded"/>
   </xs:sequence>
</xs:complexType>

<xs:complexType name="businessUnitType">
   <xs:all>
      <xs:element name="businessUnitID" type="xs:string"/>
      <xs:element name="businessUnitName" type="xs:string" minOccurs="0"/>
   </xs:all>
</xs:complexType>

<xs:complexType name="agentArray">
   <xs:sequence>
      <xs:element name="agent" type="agentType" minOccurs="0" maxOccurs="unbounded"/>
   </xs:sequence>
</xs:complexType>

<xs:complexType name="agentType"
<xs:all>
  <xs:element name="agentID" type="xs:string"/>
  <xs:element name="agentFullName" type="xs:string" minOccurs="0"/>
  <xs:element name="agentAlias" type="xs:string" minOccurs="0"/>
</xs:all>
</xs:complexType>

<!-- Dimensions type types -->
<xs:complexType name="summaryDimensionType">
  <xs:all>
    <xs:element name="agentUtilization" type="xs:int" minOccurs="0"/>
    <xs:element name="trendingPercentOfAbandons" type="xs:int" minOccurs="0"/>
    <xs:element name="availableEngagementSlots" type="xs:int" minOccurs="0"/>
    <xs:element name="avgInitialAgentResponseTime" type="xs:long" minOccurs="0"/>
    <xs:element name="engagementUtilization" type="xs:int" minOccurs="0"/>
    <xs:element name="trendingAvgTimeInQueue" type="xs:long" minOccurs="0"/>
    <xs:element name="maxTimeInQueue" type="xs:long" minOccurs="0"/>
    <xs:element name="queuedEngagementsExceedingSLA" type="xs:int" minOccurs="0"/>
    <xs:element name="activeAgents" type="xs:int" minOccurs="0"/>
    <xs:element name="percentSaleQualified" type="xs:int" minOccurs="0"/>
    <xs:element name="avgEngagementDuration" type="xs:long" minOccurs="0"/>
    <xs:element name="agentsOnBusy" type="xs:int" minOccurs="0"/>
    <xs:element name="trendingPercentWithinQueueSLA" type="xs:int" minOccurs="0"/>
    <xs:element name="queuedEngagementsWithinSLA" type="xs:int" minOccurs="0"/>
    <xs:element name="avgTimeInQueue" type="xs:long" minOccurs="0"/>
    <xs:element name="engagementsWithinHandleTimeGoal" type="xs:int" minOccurs="0"/>
    <xs:element name="activeEngagements" type="xs:int" minOccurs="0"/>
    <xs:element name="saleQualifiedEngagements" type="xs:int" minOccurs="0"/>
    <xs:element name="nonDispositionEngagements" type="xs:int" minOccurs="0"/>
    <xs:element name="engagementsInQueue" type="xs:int" minOccurs="0"/>
    <xs:element name="percentWithinQueueSLA" type="xs:int" minOccurs="0"/>
    <xs:element name="agentsLoggedIn" type="xs:int" minOccurs="0"/>
    <xs:element name="engagementsExceedingHandleTimeGoal" type="xs:int" minOccurs="0"/>
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Example Metric/real-time Queries

# Errors

<table>
<thead>
<tr>
<th>Use Case</th>
<th>HTTP Status Code</th>
<th>Error Message</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct path but bad parameter name OR Correct path, correct parameter name, but bad parameter value or bad field name in the filter or malformed filter</td>
<td>400</td>
<td>Malformed request</td>
<td>transcript/list</td>
</tr>
<tr>
<td>Bad username or bad password</td>
<td>401</td>
<td>Access denied</td>
<td>user is not properly authenticated.</td>
</tr>
<tr>
<td>Bad access</td>
<td>403</td>
<td>Access denied</td>
<td>inaccessible siteID, user doesn't have correct role</td>
</tr>
<tr>
<td>Bad path</td>
<td>404</td>
<td>Path not found</td>
<td>v3/transcripts</td>
</tr>
<tr>
<td>Over throttle limit</td>
<td>429</td>
<td>Rate limit exceeded</td>
<td>if limit is 1 query per second, and user tries 2 per second</td>
</tr>
<tr>
<td>Query timeout</td>
<td>504</td>
<td>Timeout - please try again</td>
<td></td>
</tr>
<tr>
<td>Internal error</td>
<td>500</td>
<td>Internal error</td>
<td>Error during XML/JSON transformation</td>
</tr>
</tbody>
</table>

## Exporting Historic Data to 3rd Party Systems

1. Establish your initial baseline by querying all engagements with startDate between two dates
2. Keep track of the maximum startDate in the result set (d0)
3. On subsequent invocations, always query for engagements with startDate between d0 and the current date/time.

Repeat steps 2 & 3.