

Conversation fields

A conversation list consists of a list header and one line for each record found matching the search criteria. The system administrator can configure the default layout, and every user can personalize the list layout further: configure the fields (columns) to be displayed and their order (see the next section for more information).

The following table shows the available fields. Not all fields are filled in for all integrations. Check the description of the integration to see which fields are available.

Category	Field	Description
Participants	From	The number of the caller party in the conversation
	To	The number of the called party in the conversation
	From (Verba)	The name of the Verba user associated with the calling party
	To (Verba)	The name of the Verba user associated with the called party
	From Info	The name of the caller party in the conversation
	To Info	The name of the called party in the conversation
	User	The recorded user associated with the conversation
	User ID	The User/Agent/Trader ID obtained from the recorded platform
	From Device	The Device ID of the calling party
	To Device ID	The Device ID of the called party
	Dialed Number	The original dialed number
	Recorded Extension	The recorded extension number associated with the conversation
	Details	End Cause
Direction		The direction of the conversation from the communication system point of view (e.g. internal, inbound, outbound, etc.)
Direction (User)		The direction of the conversation from the recorded user point of view (inbound, outbound)
Start Date Time		Start date and time of the conversation
Start Date Time (GMT)		Start date and time of the conversation in GMT/UTC timezone
End Date Time		End date and time of the conversation
End Date Time (GMT)		End date and time of the conversation in GMT/UTC timezone
Duration		The length of the call in hhh:mm:ss format
Start Time		Start time of the conversation
End Time		End time of the conversation

	Video Thumbnail	Thumbnail image from the beginning of the video recording
	Conversation Type	The type of conversation. Available options: <ul style="list-style-type: none"> • Voice • Video • Instant Messaging • SMS • Desktop Screen • Screen & Application Share (Lync/SfB) • Whiteboard (Lync/SfB) • Poll / Q&A (Lync/SfB) • File Share (Lync/SfB)
	Forward Reason	The forward reason for the conversation (e.g. forwarded, transferred, team call, delegated, etc.)
	End of Retention	End date and time of the retention period based on the retention setting applied to the conversation
	Delete after End of Retention	It shows if the conversation will be automatically deleted after the retention period expires
	Storage target	The current storage location of the media file(s) associated with the conversation
	Encryption Certificate	The certificate which was used to encrypt the conversation
	Signature Certificate	The certificate which was used to sign the conversation
	Labels, Cases	The labels and cases associated with the conversation
Analytics	Silence ratio	The ratio of silence in the conversation
	Talkover ratio	The talkover ratio of the conversation
	Longest Silence	The length of the longest silence present in the conversation
	Media Length	The length of the media file related to the conversation in hhh:mm:ss format
	Media Error	It shows the media processing errors during recording. The system can identify the following media errors: <ul style="list-style-type: none"> • No media • Length mismatch • RTP loss • RTP duplication • SRTP decryption error • Decoding error • Media mixing error
	Voice Quality	The overall voice quality check score for the conversation
Technical	Recording Server	The hostname of the Recording Server which recorder the conversation
	Audio Codec	The audio codec of the recorded stream
	Archive Status	It shows if the conversation record is archived in the database or not

	File Format	The file format of the media file
	Video Codec	The video codec of the recorded stream
	Platform Call ID	The unique identifier of the conversation received through the integration
	From IP	The IP address associated with the calling party
	To IP	The IP address associated with the called party
	From Proxy IP	The IP address of the proxy server associated with the caller party
	To Proxy IP	The IP address of the proxy server associated with the called party
	Source Platform	It shows which telephony / unified communications system the conversation was recorded on (Cisco,Sfb, Avaya, etc.)
	Import Source	The import source which imported the conversation
	Conversation ID	The unique identifier of the conversation which was generated during recording /capture/import
	Recording Failed	It indicates if the recording has failed and the metadata was imported during CDR reconciliation
	Record Type	It indicates the type of the database record: <ul style="list-style-type: none"> • Standard • CDR-Only • Media-Only
	2N Source	In case of duplicate (2N) recording, records are marked as primary or secondary
Metadata Fields	Custom Metadata Fields	Custom metadata fields configured in the system, the list of available fields might vary depending on the integration configured and the metadata templates added