Historical Reporting Module add-on to 2Ring Dashboards & Wallboards: Data Classes and Retention – Webex Contact Center

This document describes what data classes are there in 2Ring Historical Reporting Module (HRM) add-on to 2Ring Dashboards & Wallboards for WebexCC, and the data retention for each data class, including retention of end-customer's downloaded and processed data at the event of HRM's service termination:

Business Data - Classes

	Enumeration	Report raw data
Description	Lists of various entities that are used for filtering or as parameter values. Historical reporting users can use these values in filters and see it in reports.	**Tasks -** Detailed record of a task as it has been recorded using the contact center platform. **Sessions -** Detailed record of an agent session as it has been recorded by the contact center platform.
Examples	• Agents • Queues • Teams • Sites • Skill Profiles • Entry Points	• Agent • Queue • Start time • Duration • Select non-sensitive reportable global variables • And a list of all fields listed in appendix A and B Please note that the availability of these fields is linked to the availability of such fields in official API from the originating data platform.

Business Data - Retention

Enumeration	Report raw data
The enumerations are synchronized regularly daily. That means that all current and past values are kept in Historical Reporting while the solution is active.	Tasks and Session detail records are kept for **36 months** (unless the customer elects to use a different data retention period).

Technical Data - Classes

Confidential
API access keys, secrets or other credentials used to access source system

Technical Data - Retention

Confidential
Only the most recent copy of confidential data is always kept.

Service Termination

- After the service is no longer used by a customer, and there is no plan for prolonging a subscription, a purge process is scheduled on the last day of the month following the month during the service subscription ended. During this period, the customer may prolong the subscription if he decides to do so. Example, if a service is terminated on October 25, 2027, the purge process is scheduled for November 30, 2027.

Purge Process

- During the purge process all data (all classes) will be permanently deleted and cannot be recovered or restored at a later time. This deletion also applies to all existing backups.

Appendix A – Task fields

abandonedSlCount, abandonedType, agentHangupCount, agentToAgentTransferCount, agentToDnTransferCount, agentToEntrypointTransferCount, agentToQueueTransferCount, agentTransferedInCount, autoCsat, bargedInCount, bargedInDuration, bargedInFailedCount, blindTransferCount, botName, callCompletedCount, campaignId, campaignName, campaignStatus, captureRequested, chainedInToEPCount, chainedInToQueueCount, channelSubType, channelType, conferenceCount, conferenceDuration, connectedCount, connectedDuration, consultCount, consultDuration, consultToEPCount, consultToEPDuration, consultToQueueCount, consultToQueueDuration, contactHandleType, contactReason, cpaStatus, createdTime, csatScore, destination, direction, emailBccList, emailBody, emailCcList, emailContent, emailContentType, emailDate, emailFullMessage, emailMessageId, emailRef, emailReplyBody, emailReplyContentType, emailReplyTo, emailToList, endedTime, epTransferToEPCount, firstQueueId, firstQueueName, flowActivityName, flowActivitySequence, fullMonitoringCount, holdCount, holdDuration, id, isActive, isBarged, isCallback, isCampaign, isContactEscalatedToQueue, isContactHandled, isContactOffered, isEmailSent, isHandledByPreferredAgent, isMonitored, isOptOutOfQueue, isOutdial, isRecordingDeleted, isTranscriptionAvailable, isWithInServiceLevel, ivrEndedCount, ivrScriptId, ivrScriptName, ivrScriptTagId, ivrScriptTagName, lastActivityTime, lastWrapUpCodeId, lastWrapupCodeName, matchedSkillsProfile, midcallMonitoringCount, monitorFullName, monitoringTimestamp, origin, outdialConsultCount, outdialConsultToEPCount, outdialConsultToEPDuration, outdialConsultToQueueCount, outdialConsultToQueueDuration, outdialType, overflowCount, pausedCount, pausedDuration, preferredAgentName, preferredAgentSystemId, previousAgentId, previousAgentName, previousAgentSessionId, queueCount, queueDuration, queueTransferToEPCount, recordingCount, recordingErrorCount, recordingFileSize, recordingLocation, recordingStereoBlobId, resumedCount, ringingDuration, routingType, selfserviceCount, selfserviceDuration, shortInIVRCount, shortInQueueCount, silentMonitoringCount, status, suddenDisconnectCount, terminatingEnd, terminationReason, terminationType, totalBnrDuration, totalDuration, totalMonitoringCount, transferCount, transferErrorCount, transferInToEPCount, wrapupDuration, customerName, customerEmail, customerPhoneNumber, lastAgentID, lastEntryPointID, lastQueueID, previousQueueID, lastSiteID, lastTeamID, callbackAgentName, callbackConnectTime, callbackNumber, callbackOrigin, callbackQueueName, callbackRequestTime, callbackRetryCount, callbackStatus, callbackTeamName, callbackTypelastQueueDuration

and select global variables marked as reportable and non-sensitive

Appendix B – Session fields

agentId, agentName, agentSessionId, endTime, isActive, siteId, siteName, startTime, state, teamId, teamName, userLoginId, channelType, sum_agentToAgentTransferCount, sum_agentTransferToQueueRequestCount, sum_availableCount, sum_availableDuration, sum_blindTransferCount, sum_conferenceDuration, sum_connectedCount, sum_connectedDuration, sum_consultAnswerCount, sum_consultAnswerDuration, sum_consultDuration, sum_consultRequestCount, sum_consultRequestDuration, sum_consultToQueueAnswerCount, sum_consultToQueueAnswerDuration, sum_consultToQueueCount, sum_consultToQueueDuration, sum_consultToQueueRequestCount, sum_consultToQueueRequestDuration, sum_disconnectedCount, sum_disconnectedHoldCallsCount, sum_holdCount, sum_holdDuration, sum_idleCount, sum_idleDuration, sum_notRespondedCount, sum_notRespondedDuration, sum_outdialAgentToAgentTransferCount, sum_outdialBlindTransferCount, sum_outdialConferenceCount, sum_outdialConferenceDuration, sum_outdialConnectedCount, sum_outdialConnectedDuration, sum_outdialConsultAnswerCount, sum_outdialConsultAnswerDuration, sum_outdialConsultCount, sum_outdialConsultDuration, sum_outdialConsultRequestCount, sum_outdialConsultRequestDuration, sum_outdialConsultToQueueAnswerCount, sum_outdialConsultToQueueAnswerDuration, sum_outdialConsultToQueueRequestCount, sum_outdialConsultToQueueRequestDuration, sum_outdialCount, sum_outdialHoldCount, sum_outdialHoldDuration, sum_outdialNotRespondedCount, sum_outdialNotRespondedDuration, sum_outdialRingingCount, sum_outdialRingingDuration, sum_outdialTransferCount, sum_outdialWrapupCount, sum_outdialWrapupDuration, sum_ringingCount, sum_ringingDuration, sum_totalDuration, sum_transferCount, sum_wrapupCount, sum_wrapupDuration