DialSource Actions
Purpose overview and glossary of fields
Current as of 4/15/2019

DialSource Actions

DialSource (DS) Actions are an object used to capture Outbound calls placed by reps through Denali, Inbound calls to Denali, or Speed-To-Lead calls placed through Denali ([DLD / RTPQ](#)). Each DS Action record contains rich metadata about the call and to whom it was placed.

DS Actions are the child objects of DialSource Sessions, and the parent object of DialSource Offers.

The DialSource Action object primarily captures:

- The Disposition that was selected for the call and any notes that the agent may have left
- A link to the call's recording
- If outbound, the Campaign which the dialed record was part of when the Action took place
- If inbound, the Inbound Phone Number (DNIS) that was dialed by the inbound caller
- The time and duration of the call

DialSource Actions Field Glossary

Field Name	Field Purpose
# Of Calls in Queue	The number of calls in queue that were in front of this call when the call was initiated.
# of Offer Rollovers	The number of times the call was offered to an agent and then rolled over to another agent before being answered. Calculated as a roll-up count (sum) of DS Outcomes related to the Action with an Offer Outcome of "Rollover"
# Of Offers Rejected	The number of times the call was offered to an agent and rejected before rolling over to another agent and being answered. Calculated as a roll-up count (sum) of DS Outcomes related to the Action with an Offer Outcome of "Rejected"
Account	The Account, if any, the call was related to. Will automatically populate if call was related to a Contact, Opportunity, or Case with a parent Account record.

`Agent Group Name`	The name of the Agent Group associated with the Inbound DNIS.
`Call Accepted Time`	The record ID of the DS Offer record.
`Agent Timeout (secs)`	The amount of time (in seconds) that the Inbound Number allows for offers to be presented to any one agent.
`Call Accepted Time`	The DateTime stamp at which an Agent accepted (picked up) an Inbound Call.
`Call Campaign`	The name of the Campaign that a record was dialed from (outbound).
`Call Campaign Old (Custom)`	Deprecated field.
`Call Completed Time`	DateTime stamp at which call was dispositioned.
`Call Disposition`	The name of the Disposition selected for the call.
`Call Duration (secs)`	Duration of the call, calculated as `Call Ended Time minus Call Started Time`.
`Call Ended`	DateTime stamp at which call was hung up
`Call Hour (Custom)`	The hour during which the call occurred.
`Call ID`	The backend ID of the call, used for DialSource support team troubleshooting.
`Call Placed`	DateTime stamp representing when the call was placed by the agent.

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Call Request Initiated Time	The time at which the call request was initiated. For an Inbound Call, this would be the time that a prospect dialed the inbound number. For DLD, this would be the time the Agent initiated the call.
Call Request Status	The status of a call request, with three possible values enumerated below. Initiated: The value captured when the Action is first created. Offered: The field value captured when the call is first presented to an agent. Failed: The field value will show "failed", If the call is never presented to an agent, or no agents are available.
Call Result	The result of the call - Abandoned, Hold Timeout, Dispositioned or Incomplete. Abandoned: The prospect hangs up the call prior to the call being answered. Hold Timeout: Call is not answered before the Inbound Number's hold timeout expires. Dispositioned: The call is answered and dispositioned. Incomplete: The call is answered but has not been dispositioned.
Call Started	DateTime stamp for when the call was connected to the prospect.
Caller ID	The caller ID that was presented to the prospect dialed.
Case	Lookup field to the Case to which a call is related, if any.
Contact	Lookup field to the Contact to which a call is related, if any.
Custom Object ID	If a call is not related to a Lead, Opportunity, Account, Contact, or Case, this field captures the 15 digit ID of the record dialed.
Date	The date for when the call was logged.
DialSource Action Name	The name of the DialSource Action record.

Dispositioned Interval	The interval during which this logged call was dispositioned.
Dispositioned Time	A DateTime stamp indicating when a Disposition for the call was selected.
DS Get Recording	A link to the call's recording.
Handle Time (secs)	The amount of time, in seconds, between `Call Started` and `Call Dispositioned`.
Hold Time (secs)	The total accrued time for which the call was placed on hold by the agent.
Inbound Agent Wait Time (secs)	Deprecated field.
Inbound Caller ID (custom)	The Caller ID of the inbound caller which was presented to the agent.
Inbound Caller ID Old (custom)	Deprecated field.
Inbound DNIS	The Denali Inbound Number (in phone number format) called by the prospect.
Inbound DNIS Name	The name (in text format) of the Inbound Number called by the prospect.
Inbound DNIS Name Old (custom)	Deprecated field.
Inbound Prospect Wait Time	Amount of time, in seconds, that prospect was waiting for an agent to answer.
Inbound Queue	Name of the master Queue with which this Inbound Number is associated.

Initial Call Offer Time	DateTime stamp showing when the agent was first offered the call.
Lead	Lead with which, if any, the call was associated.
Logged Call Name	The name of the DS Action, starting at DSA-0000000 and incrementing by 1 for each Action logged.
Notes	Notes input by agent during the call, either from the Disposition or the Notes button in the dialer.
Offer Outcome	A picklist whose value will either show Answered (if the associated DS Offer was answered) or Not Answered.
Opportunity	The opportunity with which, if any, the call was associated.
Owner	A lookup field to the User record of the Agent associated with the DS Action.
Phone	If Outbound Type DS Action, this is the phone number that the Agent dialed. If Inbound, this is the Caller ID for the Inbound Caller that was presented to the Agent.
Record Type	Represents the DS Action Type: Inbound, Outbound, or DLD.
Recording ID	Backend ID of the call recording, used primarily for DialSource Support's troubleshooting processes.
Recycled Until	DateTime at which the record's Do Not Call time will expire, respective to the DNC time set for the selected disposition.
RTPQ Delivery Time	DateTime at which the record was delivered to RTPQ (Real Time Priority Queue). RTPQ sends records who meet user-defined criteria to the fore of a Campaign to enable Speed to Lead.
RTPQ Group ID	The ID of the Agent Group to whom the RTPQ record was served.

`RTPQ Requeue Time`	DateTime field that allows the user to set a time at which to re-queue an RTPQ record.
`RTPQ Source`	Defined in the RTPQ Process Builder method, this allows the user to "tag" a record as to why it was RTPQ'd. i.e.: Web to Lead Form, Email, Customer Referral, etc.
`RTPQ Wait Time`	Amount of time the record sat in the queue (Campaign) before it was dialed.
`Session ID`	ID of the Agent Session (DS Session) during which the DS Action occurred.
`Subject`	The subject of the DS Action whose value is a concatenation of the selected Disposition and a snippet of the Notes left by the agent during or after the call.
`Talk Time (secs)`	If Agent connected with Prospect during the call, this will populate with the amount of time the Agent and Prospect were connected, in seconds.
`Total # Of Offers`	The amount of offers, if any, that an Inbound Call was presented for before being answered or not answered. Calculated by counting the number of DS Offer records associated with the DS Action.
`Total Time Presented`	The amount of time, in seconds, that the record was presented to reps before being answered or not answered. Calculated by summing Time Presented for each DS Offer associated with this Action
`Voicemail`	The name of the Voicemail Drop In that was selected, if any, by the rep after being routed to the prospect's VM.
`Wait Time (secs)`	The amount of time that the Inbound Call was waiting before the call was Answered or Not Answered.
`Wrap Up Time (secs)`	The amount of time, in seconds, between the call being Ended and being Dispositioned. *Note: This is currently only available on Inbound Type DSAs*

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DS Action Record Types

Definition of terms used in this document

- **DLD:** Dynamic Lead Distribution. A Speed-to-Lead feature that presents hot records to agents who meet certain lead criteria (i.e. "Lead Source = Web to Lead") in a manner similar to an Inbound Call offer. Please contact your CSM if you are interested in learning more.

- **RTPQ:** Real Time Priority Queue. Similar to DLD, this is a Speed-to-Lead feature that, rather than presenting the record to the agent in a manner visually similar to an Inbound Call, RTPQ places records that meet user-defined criteria at the top of a call Campaign so that it can be handled quickly.

- **DNIS/DID/Inbound Number**: These terms are essentially synonymous, and refer to a DialSource-provisioned inbound phone number that can be assigned to an Agent or an Agent Group.