



# Condensed conversation information

The Genesys Cloud Embeddable Framework provides a condensed version of the full conversation model. Use this conversation information to develop richer integrations. For the full conversation model, see [Configuration and methods](#).

Attribute	Data type	Description	Notes
ani	String	Phone number of the caller.	
attributes	Array	Custom attributes.	Custom attributes are defined in the <a href="#">customInteractionAttributes</a> mapping as part of the configuration. For more information, see <a href="#">customInteractionAttributes</a> .
calledNumber	String	Phone number dialed (DNIS or SIP addresses for queues).	If call is between internal users, <a href="#">calledNumber</a> returns "Internal".
connectedTime	String	Time when an agent was connected to an interaction.	Date time is represented as an ISO-8601 string, for example, yyyy-MM-ddTHH:mm:ss.SSSZ.
dialerContactId	String	Genesys Cloud ID of a contact list associated with an outbound dialing campaign.	
dialerContactListId	String	Genesys Cloud ID of a contact list associated with an outbound dialing campaign.	
dialerCampaignId	String	Genesys Cloud ID of an outbound dialing campaign.	
direction	String	Direction of the interaction (Inbound or Outbound).	
displayAddress	String	Remote address (phone number or email address) of the active interaction.	For a raw remote address with special characters or SIP information, see <a href="#">phone</a> .  Genesys recommends not using this attribute for call logs with callback interactions.
disposition	String	Wrap-up code for an interaction made to or from a queue.	
dispositionDurationSeconds	Number	Total duration in seconds that an agent spends on after-call work for an interaction.	
emailSubject	String	Subject line on an email.	
endTime	String	Time when an agent was disconnected from an interaction.	Date time is represented as an ISO-8601 string, for example, yyyy-MM-ddTHH:mm:ss.SSSZ.
flagged	Boolean	Voice interactions (call, callback, outbound dialing, and ACD voicemail interactions) flagged for quality issues such as deteriorated audio, unexpected disconnections, or failed transfers.	
id	String	Genesys Cloud ID of a conversation.	
interactionDurationSeconds	Number	Time that indicates how long the interaction has been connected, from the time of connection to disconnection or wrap-up completion.	
isConnected	Boolean	Indicates whether the interaction is connected.	
isDisconnected	Boolean	Indicates whether the interaction is disconnected.	
isCallback	Boolean	Indicates whether the interaction is a callback interaction.	
isChat	Boolean	Indicates whether the interaction is a chat interaction.	
isCoBrowsing	Boolean	Indicates whether the interaction is currently part of a co-browse session.	
isDialer	Boolean	Indicates whether the interaction is an outbound dialing interaction.	
isDialerPreview	Boolean	Indicates whether the interaction is a dialer preview interaction.	
isEmail	Boolean	Indicates whether the interaction is an email interaction.	
isInternal	Boolean	Indicates whether call is an internal interaction.	
isMessage	Boolean	Indicates whether the interaction is a message interaction.	
isSharingScreen	Boolean	Indicates whether the interaction is currently part of a screen share session.	
isThirdPartyEmail	Boolean	Indicates whether the interaction is a non-Genesys Cloud email interaction.	
isVoicemail	Boolean	Indicates whether the interaction is a voicemail interaction.	
messageType	String	Type of message interaction: facebook, line, sms, twitter, or whatsapp.	
name	String	Raw remote name associated with the active interaction.	For a remote name without special characters, see <a href="#">remoteName</a> .
phone	String	Raw remote address of the active interaction.	For a remote address without special characters or SIP information, see <a href="#">displayAddress</a> .
queueName	String	Name of the queue that the interaction routes to or from.	
remoteName	String	Remote name for the active interaction added to interaction details when an interaction alerts.	For a raw remote name with special characters, see <a href="#">name</a> .
startTime	String	Time when the first participant joined the interaction.	Date time is represented as an ISO-8601 string, for example, yyyy-MM-ddTHH:mm:ss.SSSZ.
state	String	State of the interaction.	Example values: ALERTING, CONNECTED, DISCONNECTED, HELD.
socialUserName	String	Username on a social interaction.	
totalAcdDurationSeconds	Number	Total time in seconds that an interaction spends being routed to an agent. Does not include IVR time.	Example scenario: An interaction spends 30 seconds in an initial queue before a tier-one agent picks up the interaction. The agent transfers the interaction to a tier-two agent. The interaction spends 60 seconds in a queue before a tier-two agent picks up the interaction. TotalAcdTime: 90 seconds.
totalIvrDurationSeconds	Number	Total time in seconds that an interaction spends in an IVR before being connected to an agent. Includes secure IVR time. Does not include ACD time.	Example scenario: An interaction spends 30 seconds in an initial IVR flow before a tier-one agent picks up the interaction. The agent transfers the interaction to a tier-two agent. The interaction spends 60 seconds in an IVR flow before a tier-two agent picks up the interaction. TotalIvrTime: 90 seconds.
uuiData	String	Data received from inbound calls or sent with outbound calls.	For more information, see <a href="#">About User to User Information (UUI)</a> in the Genesys Cloud Resource Center and the <a href="#">IETF UUI specification</a> .
voicemailId	String	Genesys Cloud ID of a voicemail interaction.	

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