

Data Access Service

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Data Sheet



LIVEPERSON

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LIVEPERSON

Introduction

The Data Access service enables you to extend your reporting capabilities by retrieving granular data directly from LivePerson. You can use this data in your data warehouse systems and create customized reports that are based on LivePerson's data as well as your own data, and address your business goals and KPIs.

The service is based on single events that took place during a visitor's session and needs to be configured for each LivePerson account.

Note: *The Data Access Service is not a free service and must be provisioned by LivePerson. For more information contact your LivePerson Account Executive.*

How it works

As a chat or voice conversation takes place, various data is collected and entered into the LivePerson data repository. This data includes metrics about the visitors, the agents, the chats, and the website. After this data is collected, it is saved into LivePerson's data warehouse system, processed and presented in the LivePerson reports.

As a LivePerson customer, you may require different processing or slicing of the data that is presented in the LivePerson reports. LivePerson exposes the data, and enables customers to retrieve this data into their own data warehouse systems. Once you have retrieved the data, you can process it as you need or combine it with your own data to create customized reports and dashboards.

The Data Access service does not provide all the data for your account. It provides only the data for which it was configured, from the time it was configured. The data takes up to 24 hours before it is ready for download.

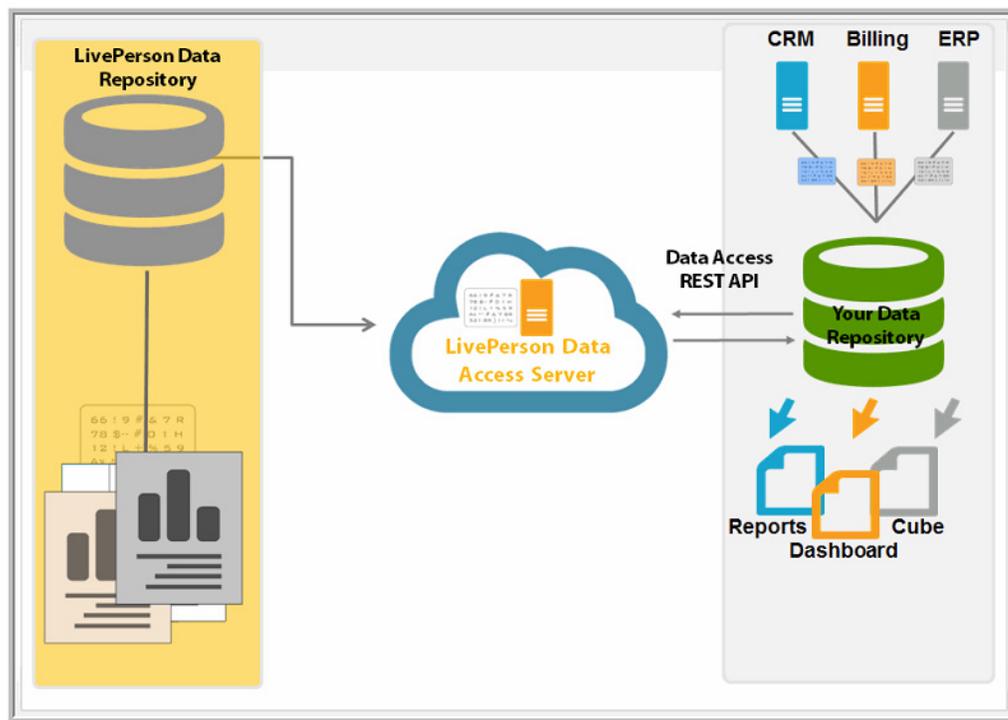
To retrieve the data, you will need to issue secure REST API calls from your server to the LivePerson Data Access server. For more information, see ["Using the service" on page 5](#).

Notes:

- i. The Data Access Service publishes offline information that can be consumed on a daily basis. However, the data files are hourly. For example, one day's data can be constructed from 24-hourly files.
 - ii. The files provide incremental data only. This means that Chat sessions are inserted into the files only after the entire visitor session is completed (e.g., the hourly XML file generated at 7 a.m. will include all the sessions that were completed between 6 a.m. and 7 a.m., some of which may have started prior to 6 a.m.).
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The following diagram shows the flow of data, and illustrates the method of access.



Types of data

The Data Access service retrieves two types of files containing the granular data for your account. These XML files are created periodically and are pulled by the Data Access service on a daily basis. LivePerson provides the following types of data:

- F **Agent state:** Includes information on agents such as login name, nickname and status changes. For more information, see [“Agent State” on page 5](#).
- F **Visitor session metrics:** Includes chat wait and queue times, conversation start and end times, whether the visitor was qualified as a hot lead, whether the visitor has seen an invitation or button, navigation path, etc. For more information, see [“Visitor session metrics” on page 8](#).

Using the service

The data is pulled by means of a REST API over HTTPS, with each API call being signed with OAuth. To access the data, you need to install a special application key (App Key) on your account. For OAuth you require four parameters: App Key and App Secret and the Access key and Access secret (provided when installing the App Key on the account).

The customer is responsible for creating the application for pulling the files, which can be written in any scripting or programming language that supports REST. For more information on the API, refer to the [Data Access API \(REST\) Reference](#).

Agent State

The Agent State includes information on agents such as login name, nickname and status changes, which could be thought of as a reflection of what is happening on the Agent Console. Operator groups are not included at this time.

For example, if your call centers are located in different regions, you may want to review agent utilization data per region. You will need agent login data from LivePerson, as well as regional data from your internal workforce management systems. Once you have all this data, you can create customized reports for each regions' utilization metrics.

The XSD that defines the structure of these Agent State files is located here:

<http://dacv.liveperson.net/DASchema/AgentState-3.0.0.0.xsd>

Note: This link also appears in the head of every Agent State XML file Data Access Service generates.

The following table describes the information that is available in the Agent State:

Attributes	Description	Field	Type
Agent ID	Agent identification data: Agent ID. The default is -1.	agentId	xs:string
Agent's user name	Agent identification data: The user's displayed name. Optional attribute.	agentUserName	xs:string
Agent's employee ID	Agent identification data: Employee Id. Optional attribute.	agentEmployeeId	xs:string
Agent's nick name	Agent identification data: Nick name. Optional attribute.	agentNickAttribute	xs:string
Agent's login name	Agent identification data: Login name. Optional attribute.	agentLoginName	xs:string

Attributes	Description	Field	Type
Timestamp	Time for state change in GMT. The default is 1970-01-01T00:00:00.000Z	timestamp	xs:dateTime
event type ID	The event type of the agent (chat/voice). The default is -1. The values are as follows: -1 Unknown 1 Chat Status Changed 2 Ticket Status Changed 3 Agent Login 4 Agent Logout 5 Voice Status Changed	eventTypeld	xs:int
State Id	The new state for the agent. The agent shall remain in this state until the next state event is reported. The default is -1. The values are as follows: -1 Unknown 0 Not relevant 1 Offline 2 Online 3 Back in 5 4 Away	stateld	xs:int
Previous concurrent engagement	How many chats were handled concurrently prior to this event change, per channel. For eventType Agent Login and Agent Logout, the value will be -1. The default is -1.	prevConcurrentEng	xs:int
Concurrent engagement	How many chats were handled concurrently at this event change, per channel. The default is -1.	concurrentEng	xs:int
maximum allowed concurrent engagements	The maximum amount of concurrent chats that this agent can handle. For the following event types: agent login, agent logout and ticket status changed, the value is -9 (also the default value). For chat, -1 represents an unlimited number of engagements.	maxAllowConcurrentEng	xs:int

Attributes	Description	Field	Type
Timestamp	Time for state change in GMT. The default is 1970-01-01T00:00:00.000Z	timestamp	xs:dateTime
event type ID	The event type of the agent (chat/voice). The default is -1. The values are as follows: -1 Unknown 1 Chat Status Changed 2 Ticket Status Changed 3 Agent Login 4 Agent Logout 5 Voice Status Changed	eventTypeld	xs:int
State Id	The new state for the agent. The agent shall remain in this state until the next state event is reported. The default is -1. The values are as follows: -1 Unknown 0 Not relevant 1 Offline 2 Online 3 Back in 5 4 Away	stateld	xs:int
Previous concurrent engagement	How many chats were handled concurrently prior to this event change, per channel. For eventType Agent Login and Agent Logout, the value will be -1. The default is -1.	prevConcurrentEng	xs:int
Concurrent engagement	How many chats were handled concurrently at this event change, per channel. The default is -1.	concurrentEng	xs:int
maximum allowed concurrent engagements	The maximum amount of concurrent chats that this agent can handle. For the following event types: agent login, agent logout and ticket status changed, the value is -9 (also the default value). For chat, -1 represents an unlimited number of engagements.	maxAllowConcurrentEng	xs:int

Attributes	Description	Field	Type
Previous agent activity event time	The time of the previous agent activity event, which occurs every interval to notify about the agent's last event. The interval is 15 minutes by default, but can be customized per account. This event provides a notification for agent status, even during periods when there is no status change. The default is 1970-01-01T00:00:00.000Z	prevRepActivityEventTime	xs:dateTime
Previous agent session event time	The time for previous agent's session event. The default is 1970-01-01T00:00:00.000Z	prevRepSessionEventTime	xs:dateTime
Previous sub type	Similar to statedId, represents the agent's statedId in the previous event. The default is -1. The values are: -1 Unknown 0 Not relevant 1 Offline 2 Online 3 Back in 5 4 Away	prevSubType	xs:int
Change indicator	Indicates whether the agent changed his/her online status, started a chat or ended an existing chat. The default is -1. The values are: -1 Unknown 0 Agent Status Change 1 Concurrent Engagements Amount Incremented 2 Concurrent Engagements Amount Decremented	changeIndicator	xs:int



Visitor session metrics

Includes chat wait and queue times, conversation start and end times, whether the visitor was qualified as a hot lead, whether the visitor has seen an invitation or button, navigation path, etc.

These files include full "visitor sessions", which specify all events that took place during the session. A visitor session is defined as the time a visitor was monitored by LivePerson server, from the first page he/she entered until the last page he/she left, and enough time passed for this visitor to be "dumped" (2–3 minutes), meaning that we stop holding the visitor in our server's memory but we write all their events to the database event files. All interactions with LivePerson servers that occurs between these boundaries we just defined is included in the visitor session.

For example, if you have customer membership programs, you can learn whether your premium members are indeed the heaviest buyers. You can use the order value variable from LivePerson against your own customer membership data and compare the Average Order Value for each membership segment.

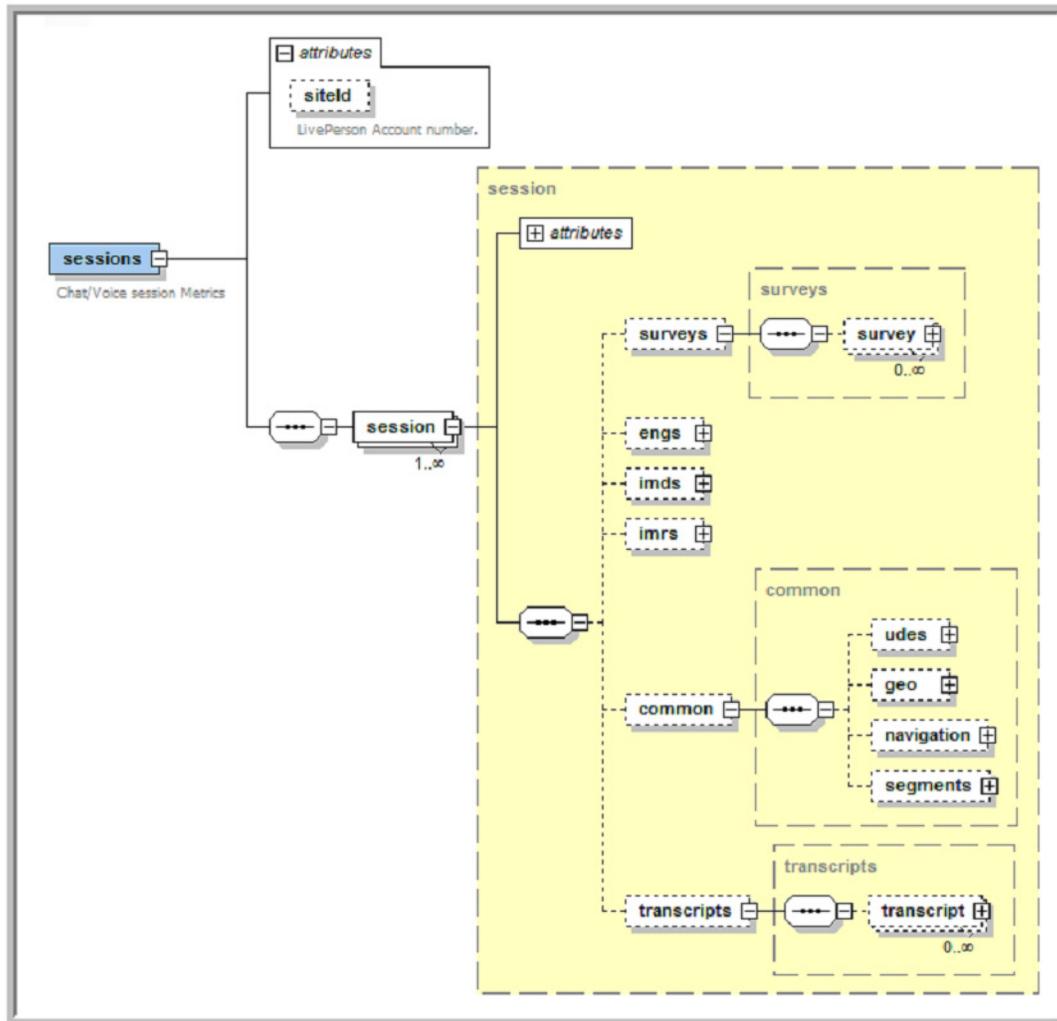
The XSD file that defines the structure of the Visitor Session files is located here:

<http://dacv.liveperson.net/DASchema/VisitorSession-3.2.0.0.xsd>

Note: *This link also appears in the head of every visitor session XML file.*

Structure

The following diagram displays the structure of the metrics:



Contents

Use the following table to see information on each metric.

“Sessions” on page 11

 “Session” on page 12

 “Surveys” on page 14

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 “Impression displays” on page 25

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 “Common” on page 29

 “Custom Variables” on page 30

 “Geolocation” on page 32

 “Navigation” on page 33

 “Segments” on page 34

 “Transcripts” on page 35

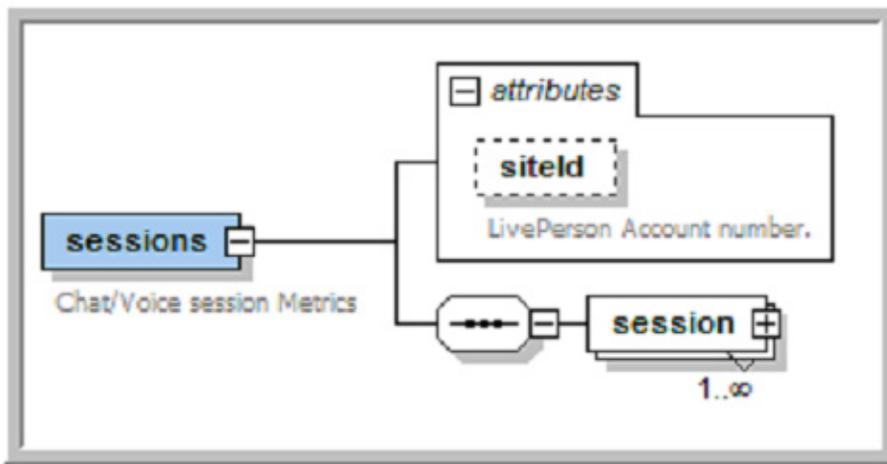
 “Engagement sequence” on page 36

 “line” on page 37



Sessions

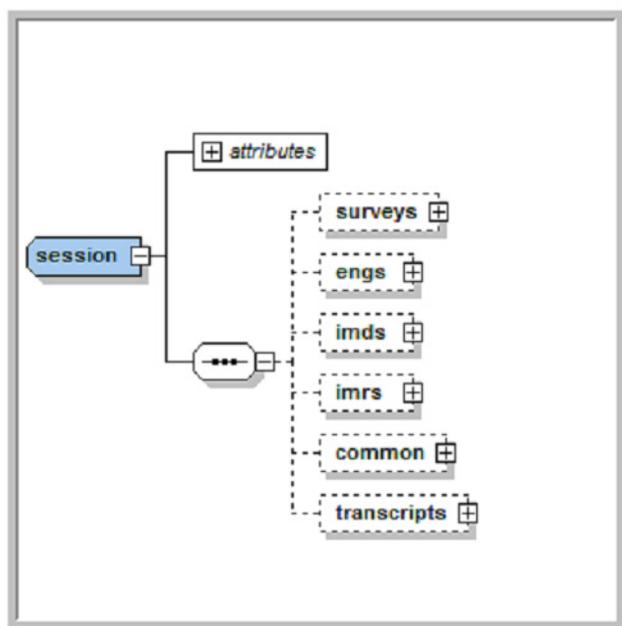
Includes all the defined session metrics.



Attributes	Description	Field	Type
Site ID	LivePerson account number. Optional attribute. The default is -1.	siteId	xs:string

Session

A session includes attributes, as well as surveys, engagements, image displays, image response, common, and transcripts.



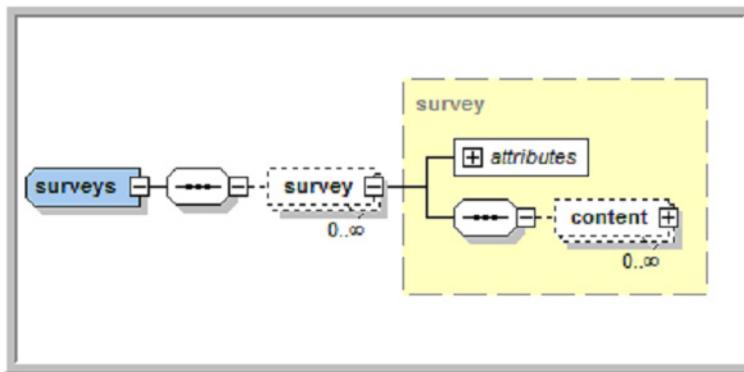
Attributes	Description	Field	Type
Visitor ID	The ID for the visitor. Optional attribute. The default is -1.	visitorId	xs:string
Visitor session end time	The end time for the visitor session. This is the time that LivePerson servers closed the visitor session due to inactivity, navigation to another site or navigation to pages that are not tagged with the LivePerson monitoring tag. It does not necessarily mean this is the time when the visitor left the site. In UTC. YYYY-MM-DDTh:mm:ss. Optional attribute.	visitorSessionEndTime	xs:dateTime
Visitor session start time	Optional attribute. The start time of the visitor session. This is the start time registered in the LivePerson servers, it does not necessarily mean this is the time when the visitor entered the site. In UTC. YYYY-MM-DDTh:mm:ss. Optional attribute.	visitorSessionStartTime	xs:dateTime

Attributes	Description	Field	Type
Visitor session ID	The visitor's session ID.	visitorSessionId	xs:string
Visitor computer name	Visitor Session host name. Optional attribute.	visitorComputerName	xs:string
Visitor browser	Visitor browser name. Optional attribute.	visitorBrowser	xs:string
User OS	Visitor's operating system. Optional attribute.	userOS	xs:string



Surveys

The Surveys that the visitor submitted <surveys>. This element includes one or more of the surveys viewed and/or submitted during the visitor session. This means that if the visitor had multiple engagements in his/her session the surveys could be from any of these engagements. This is denoted in the element by the property "engSet" that exists in each engagement element.



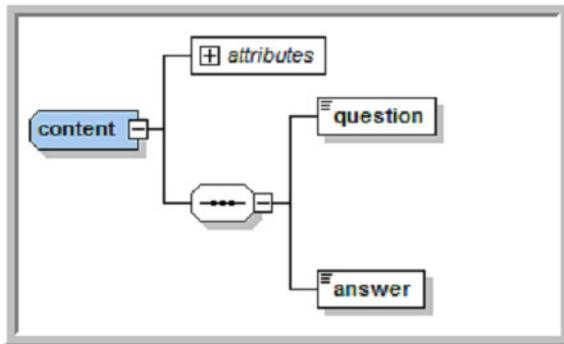
Attributes	Description	Field	Type
Survey ID	The unique ID of the survey. This ID maps to a specific survey in the session. Optional attribute.	surveyId	xs:string

Attributes	Description	Field	Type
Type	Optional attribute. Survey type, can be one of the following values: 1- Pre-Chat 2- Exit 3- Chat Operator 4- Offline 5- SecureMail-User-Login 6- SecureMail-User-Registration 7- New-Incoming-Message 8- SecureMail-Update-Ticket 9- SecureMail-New-Message 10- Ticket-Operator 11- SecureMail-Lost-Password 12- SecureMail-User-Update-Profile 13- Log-a-call 14- Register-by-operator 15- Document-Feedback 16- Ticket-Feedback 17- Ticket-Secure-Feedback 18- Pre-Call 19- Call-Exit 20- Call-Offline	type	xs:int
Submit time	The time, in UTC, when the visitor successfully submitted the survey. This attribute will not appear if the visitor did not submit the survey. YYYY-MM-DDThh:mm:ss Optional attribute.	submitTime	xs:dateTime
View time	The time when the survey was displayed to the visitor in UTC. YYYY-MM-DDThh:mm:ss. Optional attribute.	viewTime	xs:dateTime
Engagement set	For Exit Call and Chat surveys, this is the engagement set after which the survey was displayed. The count starts from 0. Optional attribute.	engSet	xs:int



Content

Content includes attributes as well as the survey question displayed to the visitor and the visitor's response to the question all wrapped in character data.



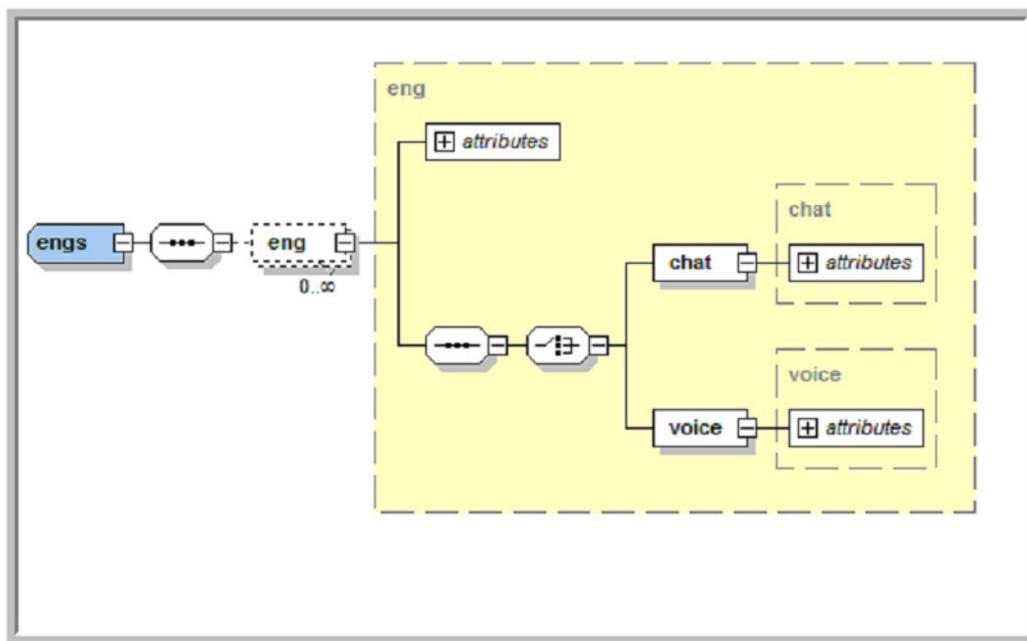
Attributes	Description	Field	Type
Ude name	Unique ID for the survey question.	udeName	xs:string
Survey name	Unique name provided for this survey.	surveyName	xs:string

Engagements

An engagement <eng> is an event where a visitor is actively interacting with a LivePerson element on the customer's site. Currently this only includes chats and voice, but this could also include any number of interaction "types" such as a Marketer banner.

An engagement starts when the visitor interacts with the LivePerson element on the page (clicks it), and ends when the element is closed or disappears from the visitor's PC (closes the chat window).

It's important to understand that even if the customer engages with the element (opens a chat) more than once and actively creates a "split" in the session this is still in the bounds of the "visitor Session" and the engagements are listed under the same visitor session (the XML will have two engagement elements). However, if the visitor had a chat that was transferred to another agent, he/she effectively had two chats but one engagement so the visitor session would have one engagement element that includes two chat elements.



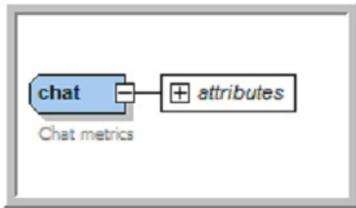
Attributes	Description	Field	Type
Engagement set	A unique number per session that groups together engagements that had a transfer between them. If there was only one engagement in the session, or one set of engagements connected through transfer, the engSet will be 1. The count starts from 1.	engSet	xs:int
Engagement sequence	If the engagement set had more than one engagement (in case of a transfer), this number indicates the sequence of the engagement within the engagement set. If there is only one engagement in the engagement set, this value will be 1. The count starts from 1.	engSequesnce	xs:int
Target agent ID	The agent to which the engagement was transferred. Optional attribute.	targetAgentId	xs:int
Target skill ID	The skill to which the engagement was transferred. Optional attribute.	targetSkillId	xs:int
Target skill name	The skill name to which the engagement was transferred. Optional attribute.	targetSkillName	xs:string
Impression response ID	The identifier of the response to the impression, for example Accept or Decline. Optional attribute.	impressionResponseId	xs:double
Visitor Session ID	Refers to the visitor's Web session. Optional attribute.	visitorSessionId	xs:string
Hot lead	1 - indicates that the visitor was flagged as a Hot Lead by the rule engine.	hotLead	xs:int
Engagement ID	The unique ID for the Chat/Voice engagement session. This is an optional parameter. The default is -1	engagementId	xs:string
Visitor ID	The ID for the visitor. The default is -1.	visitorId	xs:string
Agent ID	Agent identification data: Agent ID. This is an optional parameter. The default is -1	agentId	xs:string
Engagement skill ID	Engagement Skill ID. This is an optional parameter.	engagementSkillId	xs:string
Engagement skill name	Engagement Skill name. This is an optional parameter.	engagementSkillName	xs:string
Service queue ID	Queue ID. This is an optional parameter.	serviceQueueId	xs:string



Attributes	Description	Field	Type
Service queue name	Queue name. This is an optional parameter.	serviceQueueName	xs:string
Queue start time	Time when the visitor enters the queue, UTC. YYYY-MM-DDThh:mm:ss. This is an optional parameter.	queueStartTime	xs:dateTime
Queue end time	Time when the visitor exits the queue, UTC. YYYY-MM-DDThh:mm:ss. This is an optional parameter.	queueEndTime	xs:dateTime
Wait time	Total wait time in queue (calculated as the time measured from when a call is initiated or requested to when a call is accepted and the conversation starts.) This is an optional parameter.	waitTime	xs:double
Communication start time	Time communication started, UTC. YYYY-MM-DDThh:mm:ss. This is an optional parameter.	communicationStartTime	xs:dateTime
Communication end time	Time communication ended, UTC. YYYY-MM-DDThh:mm:ss. This is an optional parameter.	communicationEndTime	xs:dateTime
Engagement interactive	This is an optional parameter.	engagementInteractive	xs:double
Engagement qualified	Indication if this communication was interactive. 1 – indicates that at least one row was typed by the visitor in the chat window or 30 seconds passed in a call. Else 0. This is an optional parameter.	engagementQualified	xs:int
Agent survey submission time	Deprecated, will be removed in future releases. YYYY-MM-DDThh:mm:ss	agentSurveySubmissionTime	xs:dateTime
Agent survey view time	Deprecated, will be removed in future releases. YYYY-MM-DDThh:mm:ss	agentSurveyViewTime	xs:dateTime
Channel ID	The ID of the channel.	channelId	xs:string

Chat

Includes the chat metrics.



Attributes	Description	Field	Type
<i>Is not abandoned</i>	0 - chat was not abandoned. 1 - Indicates whether chat was abandoned; combine this with end-reason. Optional attribute.	isNotAbandoned	xs:int
<i>Real time ID</i>	The real-time ID of the transcript, as it appears in the Agent Console. Optional attribute.	realTimeId	xs:long

Attributes	Description	Field	Type
Chat end reason ID	<p>Optional attribute. Chat end reason ID:</p> <p>-1 - UNKNOWN.</p> <p>100 - Visitor request (Visitor Started New Chat).</p> <p>101 - Transfer to another agent.</p> <p>106 - Reassignment to skill.</p> <p>108 - Account-to-Account reassignment.</p> <p>201 - Agent stopped chat.</p> <p>202 - Agent disconnected Or Offline.</p> <p>203 - All visitors were removed.</p> <p>204 - Visitor ended the call.</p> <p>205 - Visitor disconnected.</p> <p>206 - Visitor started a new chat.</p> <p>207 - Visitor disconnected from the call.</p> <p>208 - ERROR Visitor is no longer in chat.</p> <p>209 - ERROR Visitor logged out (should not be reached).</p> <p>210 - Visitor closed chat window (x).</p> <p>211 - Visitor logged out for SSO reason.</p> <p>212 - Visitor canceled via Call Status window.</p> <p>213 - Agents unavailable (Transfer Queue Abandon).</p> <p>214 - ERROR Conversation is no longer valid.</p> <p>215 - Phone number is invalid.</p> <p>216 - Visitor is already in chat, Click-to-Talk call while in chat - the voice stopped.</p> <p>217 - Request timed out Scheduled Call Back time out.</p> <p>218 - Server problem.</p> <p>219 - Agent logged out.</p> <p>220 - Visitor session limit reached.</p> <p>221 - Drop Call outcome triggered.</p> <p>222 - RSI agent stopped RSI chat.</p> <p>223 - RSI System or customer stopped RSI chat.</p> <p>224 - Account-to-Account transfer stopped chat.</p>	chatEndReasonId	xs:int

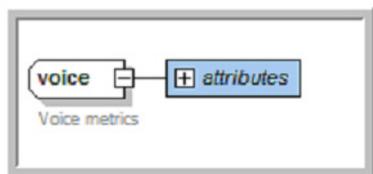


Attributes	Description	Field	Type
Chat start reason ID	Optional attribute. Chat Start Reason ID: -1 - UNKNOWN. 0 - Impression Accepted (visitor_request), Inbound Call. 1 - Transfer to agent. 3 - ACD attempted. 5 - Impression accept on an agent assigned button. 6 - Reassignment to skill. 7 - Agent request: Outbound Call/ Engage/ Manual invitation. 8 - Account-to-Account transfer to skill. 9 - Scheduled Call Back. 10 - Call Escalation - Visitor clicked on a Click-to-Talk button from the chat window. 11 - Talk by PC Escalation - Visitor clicked on a Talk by PC button from the chat window. 12 - Agent Call Escalation - Agent initiated a call while chatting.	chatStartReasonId	xs:int
Chat start time	Optional attribute. The time when both the agent and the visitor are connected during a chat, UTC. YYYY-MM-DDThh:mm:ss	chatStartTime	xs:dateTime
chatEndTime	Optional attribute. The time the chat ended, UTC. YYYY-MM-DDThh:mm:ss	chatEndTime	xs:dateTime
Chat referrer	The page on which the chat began. Optional attribute.	chatReferrer	xs:string



Voice

Includes all voice metrics.

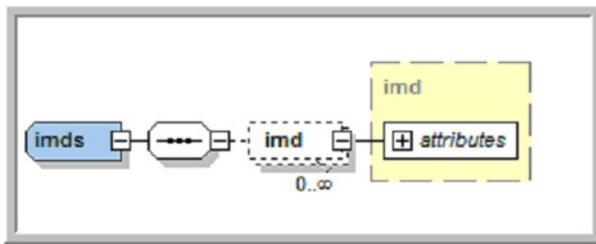


Attributes	Description	Field	Type
Call connection time	The date and time from when the call connects to the end of the call. (YYYY-MM-DDThh:mm:ss). Optional attribute.	callConnectTime	xs:dateTime
Call conversation start time	The date and time the call started (YYYY-MM-DDThh:mm:ss). Optional attribute.	callConversationStartTime	xs:dateTime
Call units	The number of units used per call. The units vary according to the destination number and whether the call is to a landline or a cellular number. Optional attribute.	callUnits	xs:double
Call type	The type of call for example, Click-to-Talk, Outbound, Inbound etc. Optional attribute.	callType	xs:int
Call start reason	Optional attribute. Voice start reason ID: 1 - res1 2 - res2 3 - res3 4 - res4 5 - res5 6 - res6	callStartReason	xs:int
Call end reason	Optional attribute. Voice end reason ID: 1 - res1 2 - res2 3 - res3 4 - res4 5 - res5 6 - res6	callEndReason	xs:int
Call from phone number	The originating number (null for chat). It displays the agent's phone number for Click-to-Talk or Outbound calls and the visitor's phone number for Inbound calls. Optional attribute.	callFromPhoneNumber	xs:string

Attributes	Description	Field	Type
<i>Call to phone number</i>	The destination phone number (null for chat). It displays the visitor's phone number for Click-to-Talk or Outbound calls and the agent's phone number for Inbound calls. Optional attribute.	callToPhoneNumber	xs:string

Impression displays

One or more impression displays <imds>. These events indicate that a visitor had an impression (saw) a LivePerson element on the customer's site. For now these are mainly Dynamic buttons and Invitations, but can include additions methods for creating an engagements in the future.



Attributes	Description	Field	Type
Impression object ID	The ID of the dynamic button or the invitation ID. Optional attribute.	impressionObjectId	xs:int
Page ID	The page ID in which the impression display took place. Optional attribute.	pageId	xs:string
Room	The room in which the impression display took place in. Optional attribute.	room	xs:string
Impression state	Optional attribute. The impression of the button that the visitor clicked on. Invitations are always available. -1 - (default) 1 - Available 2 - Busy 3 - Offline.	impressionState	xs:int
Channel ID	The channel of the impression that was displayed. Optional attribute. -1 - UNKNOWN (default) 1 - Chat 2 - Voice 3 - Multi channel 4 - Multi channel chat 5 - Multi channel voice	channelId	xs:int
Time stamp	The time that the decision to display the impression was made. UTC YYYY-MM-DDThh:mm:ss. Optional attribute. The default is 1970-01-01T00:00:00.000Z	timestamp	xs:dateTime

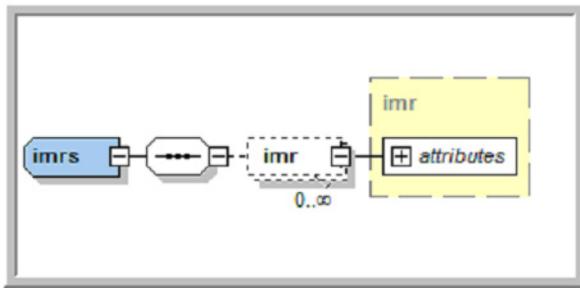


Attributes	Description	Field	Type
Approach type	Optional attribute. The type of the object that was displayed. -1 UNKNOWN (default) 1 - Static Button 2 - Smart Button 3 - Dynamic button 4 - Invitation 5 - Manual Invitation 6 - API	ApproachType	xs:int
Impression display ID	A unique ID for the impression display. The uniqueness is per logical session. Optional attribute.	ImpressionDisplayid	xs:int



Impression responses

One or more Impression Responses <imrs>. These events indicate that a visitor responded to a LivePerson element he/she saw on the customer's page that usually had an **IMD** event (see b. above) recorded. However, note that not all LivePerson elements on a page produce an impression event (static button). So it's possible to see an impression response without an impression display.



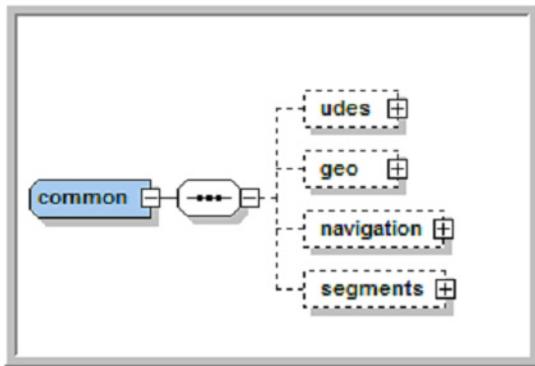
Attributes	Description	Field	Type
Response type	Optional attribute. The response of the visitor to the impression. -1 - (default) 1 - Accept (click / accept) 2 - Decline - reject an invitation 3 - Ignore - timeout	responseType	xs:int
Page ID	The page ID in which the impression display took place. Optional attribute. The default is -1	pageId	xs:string
Room	The room in which the impression response took place. Optional attribute.	room	xs:string
Impression state	The impression of the button that the visitor clicked on. Invitations are always available. It is an optional attribute: -1 - Undefined (default) 1 - Available 2 - busy 3 - offline.	impressionState	xs:int

Attributes	Description	Field	Type
channel ID	The channel(s) of the button /invitation that was displayed. Optional attribute. -1 - Unknown (default) 1 - Chat 2 - Voice 3 - Multi channel 4 - Multi channel chat 5 - Multi channel voice	channelId	xs:int
impression display ID	ID of the IMD from which the response started. Optional attribute. The default is -1	impressionDisplayId	xs:int
Impression response ID	A unique Id for the impression response. The uniqueness is per logical session. Optional attribute. The default is -1.	impressionResponseId	xs:int
Time stamp	Optional attribute. The default is 1970-01-01T00:00:00.000Z	timestamp	xs:dateTime
Approach type	The type of the object that was displayed. Optional attribute. The default is -1. Values: -1 UNKNOWN (default) 1 - Static Button 2 - Smart Button 3 - Dynamic button 4 - Invitation 5 - Manual Invitation 6 - API	approachType	xs:int



Common

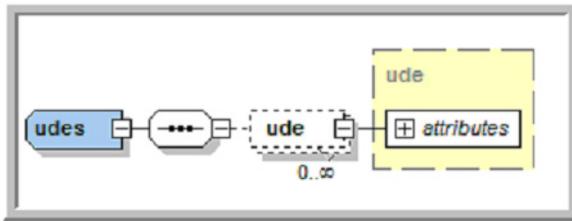
Includes custom variables (udes), geolocation (geo), navigation, and segments.



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Custom Variables

Selected Custom Variables (UDEs) <ude>. Data Access needs to be configured to gather UDEs (Custom variables) from each session. By default Data Access does not include all the UDEs that existed in the session like chat export, but needs to be configured to collect these UDEs, which means that the UDE will be included in the XML elements if it existed in the session (if not it will not appear at all in the XML).



Attributes	Description	Field	Type
Timestamp	Timestamp for the UDE. Optional attribute.	timestamp	xs:dateTime
Value	Value for the UDE. Optional attribute.	value	xs:string

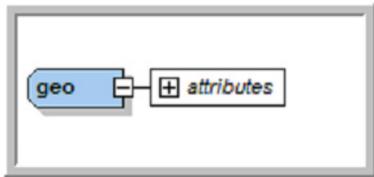


Attributes	Description	Field	Type
Type	Optional attribute. Type of UDE. 0- INTERNAL = "Internal" 1- MONITORTAG = "MonitorTag" 2- CHATTAG = "ChatTag" 3- OPERATOR = "Operator" 4- PRECHAT = "PreChat" 5- POSTCHAT = "PostChat" 6- OFFLINE = "Offline" 7- Ticket Message 8- Ticket Agent 9- Ticket Login 10- Ticket Register 11- Ticket Update 12- Ticket Secure Message 13- Visitor Single Sign On 14- Ticket Lost Password 15- Inbox Single Sign On 16- Ticket Secure Contact Update 17- Ticket Log Call Survey 18- Ticket Create From Log Call Survey 19- Ticket Register Contact by Agent Survey 20- PLD 21- Rule Engine 22- Document Feedback 23- Ticket Pop3 Message 24- KBSESSIONTAG = "KB Session" 25- Ticket Feedback Survey 26- Ticket Secure Feedback Survey 27- CallTag 28- Contact Import 29- IVR Result 30- Inbound Call 31- Visitor Promotion Campaign 32- Chat Window 33- Pre-Call Survey 34- Call Exit Survey 35- Call Offline Survey 36- Remote System Integration 37- Operator Console 38- Account to Account transfer	type	xs:int
Name	Optional attribute. The name of the UDE.	name	xs:string



Geolocation

These elements have the information about the visitor's geolocation. Also, please note, these elements cover the whole visitor session, meaning if there was a split session the URLs could be from the first session or any subsequent sessions. However, there is no reference to the engSet as in surveys, but rather there is a page ID for each page navigated, which is also mentioned in each event of the session, so the two could be linked.

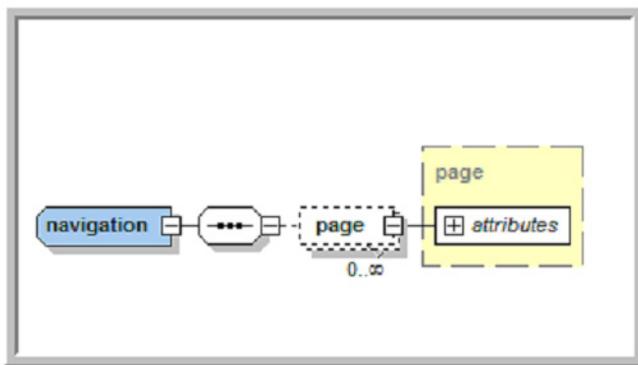


Attributes	Description	Field	Type
Geo city	Visitor Session city, based on IP and Geo Location service. Optional attribute.	geoCity	xs:string
Geo country	Visitor Session country, based on IP and Geo Location service. Optional attribute.	geoCountry	xs:string
Geo post	Visitor Session postal code, based on IP and Geo Location service. Optional attribute.	geoPost	xs:string
Geo reg	Visitor Session region, based on IP and Geo Location service. Optional attribute.	geoReg	xs:string
Geo state	Visitor Session state, based on IP and Geo Location service. Optional attribute.	geoState	xs:string
Geo ISP	Visitor Session ISP, based on IP and Geo Location service. Optional attribute.	geoISP	xs:string
Geo lat	Visitor Session latitude geographic coordinate, based on IP and Geo Location service. Optional attribute.	geoLat	xs:double
Geo Long	Visitor Session longitude geographic coordinate, based on IP and Geo Location service. Optional attribute.	geoLong	xs:double
Geo Time Zone	Visitor Session time zone, based on IP and Geo Location service. Optional attribute.	geoTimeZone	xs:string
Visitor IP	The visitor's IP address. Optional attribute.	visitorIP	xs:string

Navigation

These elements have the information about the visitor's navigation and geolocation. The navigation is mainly based on the pages being monitored by the Monitor Tag, if a customer has non monitored pages this element could be empty.

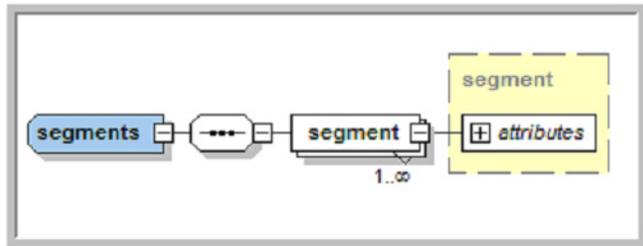
Also, please note, these elements cover the whole visitor session, meaning if there was a split session the URLs could be from the first session or any subsequent sessions. However, there is no reference to the engSet as in surveys, but rather there is a page ID for each page navigated, which is also mentioned in each event of the session, so the two could be linked.



Attributes	Description	Field	Type
URL	Optional attribute. Full URL of the visited page	url	xs:string
Referrer URL	Optional attribute. ID of the previous page the visitor visited	referrerUrl	xs:string
Page ID	Optional attribute. Unique Page ID (unique per visitor session)	pageId	xs:string
Timestamp	Optional attribute. Time when the visitor entered page.	timestamp	xs:dateTime

Segments

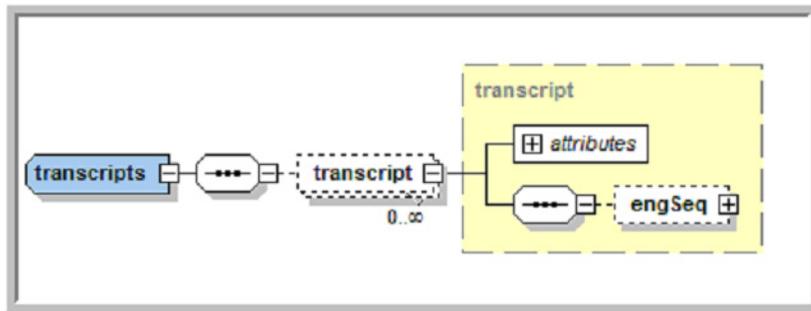
Segments the visitor belonged to during the session. This will include all segments that fired successfully for the visitor. Currently this includes only the HotLead as a "segment", in the future LiveEngage segments will also be displayed here.



Attributes	Description	Field	Type
Type	The segment's full name. Optional attribute.	type	xs:string
Timestamp	Time when the segment occurred. Optional attribute.	timestamp	xs:dateTime

Transcripts

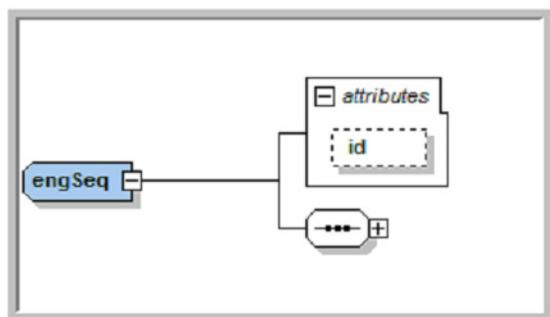
This element includes the actual chat lines, again like other elements these are for the entire visitor session, so to identify the engagement (chat) that the line belongs to, there is also the engagement set (engSet) as a property, but in addition there is also an "engSeq" which is the sequence of the chat inside the engSet, this is important if we had a transfer, because then the chat would be inside the same engagement but should be differentiated (for this we use the engagement sequence).



Attributes	Description	Field	Type
Engagement set	A unique number per session that groups together engagements that had a transfer between them. If there was only one engagement in the session, or one set of engagements connected through transfer, engSet will be 1. The count starts from 1. If this value is set as -9, one of the following occurred: <ul style="list-style-type: none"> - Lines which are not aligned to a specific set. - Inconsistency between set events. 	engSet	xs:int
Visitor ID	The ID for the visitor. Optional attribute.	visitorId	xs:string
Real time session ID	The ID of the real time session. Optional attribute.	realTimeSessionId	xs:string

Engagement sequence

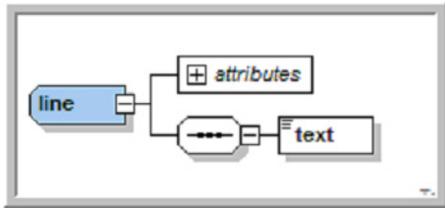
Indicates the sequence of the engagement within the engagement set.



Attributes	Description	Field	Type
ID	Optional attribute. If the engagement set had more than one engagement (in case of a transfer), this number indicates the sequence of the engagement within the engagement set. If there is only one engagement in the engagement set, this value will be 1. If this value is set as -9, one of the following occurred: <ul style="list-style-type: none">- Lines which are not aligned to a specific set.- Inconsistency between set events.	id	xs:int

line

Transcript line from agent, visitor and system messages wrapped in character data.



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Attributes	Description	Field	Type
Control Type	Optional attribute. In case of type = 2 (CONTROL_LINE) the following represents the type of the control line. 0 - CONTROL_UNKNOWN 1 - CONTROL_NO_CHAT_SESSION 2 - CONTROL_CHAT_REFUSED 3 - CONTROL_CHAT_WITH 4 - CONTROL_WAITING_CHAT 5 - CONTROL_CHAT_TERMINATED 6 - CONTROL_CHAT_DUMPED 7 - CONTROL_VOICE_CHAT_WITH 8 - CONTROL_STOP_VOICE_CHAT 9 - CONTROL_VOICE_CHAT_ENDED 10 - CONTROL_WAIT_FOR_VOICE_CHAT 11 - CONTROL_CANCEL_VOICE_CHAT_REQUEST 12 - CONTROL_YOU_IN_SELECTED_LANGUAGE 13 - CONTROL_WAIT_FOR_TRANSFER 14 - CONTROL_ALL_OPERATORS_BUSY 15 - CONTROL_TRANSFER_TO_SKILL 16 - CONTROL_APPSHARING_SESSION_BEGIN 17 - CONTROL_APPSHARING_SESSION_END 18 - CONTROL_COBROWSE_SESSION_BEGIN 19 - CONTROL_COBROWSE_SESSION_END 20 - CONTROL_WEBEX_SESSION_BEGIN 21 - CONTROL_WEBEX_SESSION_END 22 - CONTROL_CHAT_TICKET 23 - CONTROL_SYSTEM_TRANSFER_TO_SKILL 24 - CONTROL_EMAIL_TRANSCRIPT_REQUEST 25 - CONTROL_RSI 26 - CONTROL_ACCOUNT_TO_ACCOUNT 27 - CONTROL_ACCOUNT_TO_ACCOUNT_RESULT 28 - CONTROL_DESKTOP_SHARING 29 - CONTROL_PHONE_ESCALATION_BY_VISITOR_STARTED 30 - CONTROL_PHONE_ESCALATION_BY_VISITOR_ENDED 31 - CONTROL_PHONE_ESCALATION_BY_VISITOR_FAILED 32 - CONTROL_TALK_BY_PC_ESCALATION_BY_VISITOR_STARTED 33 - CONTROL_TALK_BY_PC_ESCALATION_BY_VISITOR_ENDED 34 - CONTROL_TALK_BY_PC_ESCALATION_BY_VISITOR_FAILED 35 - CONTROL_ALL_OPERATORS_UNAVAILABLE 36 - CONTROL_PCI_COMPLIANCE_CHAT_WINDOW_MESSAGE_TO_AGENT	controlType	xs:string
Type	-9 - (default) 0 - VISITOR_LINE 1 - REP_LINE 2 - CONTROL_LINE 3 - REP_URL_LINE 4 - REP_HTML_LINE 5 - REP_COMMENT_LINE	type	xs:string



Attributes	Description	Field	Type
By	The name of the entity that issued the event. The operator name, the visitor name (if available) or you.	by	xs:string
Agent ID	The ID of the agent. Optional attribute.	agentId	xs:int
Skill ID	The skill of the agent. Optional attribute.	skillId	xs:int
Skill name	The name of the skill. Optional attribute.	skillName	xs:string
Timestamp	Optional attribute. The date and time from when the line was recorded.(YYYY-MM-DDThh:mm:ss).	timestamp	xs:dateTime

