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| Parameter Variable Name | Description |
| CallType | The type of call can be Inbound, Outbound, Missed, or Unanswered. |
| Number | The external contact number (the number dialed for outbound calls or the caller number for inbound calls). |
| CallDirection | The direction of the call, either Inbound or Outbound. |
| Name | The name of the matched contact. |
| EntityId | The ID of the matched contact. |
| EntityType | The type of the matched contact (i.e., Contacts). |
| Agent | The extension number of the agent handling the call. |
| AgentFirstName | The first name of the agent handling the call. |
| AgentLastName | The last name of the agent handling the call. |
| AgentEmail | The email of the agent handling the call. |
| Duration | The duration of the call in **hh:mm:ss** format. |
| DurationTimeSpan | The duration of the call as a Timespan object, which can be formatted as the user wants. |
| DateTime | The start date & time of the call, in the local time zone, is formatted using the local culture from the 3CX server. |
| CallStartTimeLocal | The start date & time of the call, in the local time zone, as a DateTime object, which can be formatted as the user wants. |
| CallStartTimeUTC | The start date & time of the call, in UTC time zone, as a DateTime object, which can be formatted as the user wants. |
| CallEstablishedTimeLocal | The date & time in which the call was established, in the local time zone, as a DateTime object, which can be formatted as the user wants. |
| CallEstablishedTimeUTC | The date & time in which the call was established, in UTC time zone, as a DateTime object, which can be formatted as the user wants. |
| CallEndTimeLocal | The end date & time of the call, in the local time zone, as a DateTime object, which can be formatted as the user wants. |
| CallEndTimeUTC | The end date & time of the call, in UTC time zone, as a DateTime object, which can be formatted as the user wants. |
| CallStartTimeLocalMillis | The start date & time of the call, in the local time zone, expressed as milliseconds since epoch (aka Unix time). |
| CallStartTimeUTCMillis | The start date & time of the call, in UTC time zone, expressed as milliseconds since epoch (aka Unix time). |
| CallEstablishedTimeLocalMillis | The date & time in which the call was established, in the local time zone, expressed as milliseconds since epoch (aka Unix time). |
| CallEstablishedTimeUTCMillis | The date & time in which the call was established, in UTC time zone, expressed as milliseconds since epoch (aka Unix time). |
| CallEndTimeLocalMillis | The end date & time of the call, in the local time zone, expressed as milliseconds since epoch (aka Unix time). |
| CallEndTimeUTCMillis | The end date & time of the call, in UTC time zone, expressed as milliseconds since epoch (aka Unix time). |