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| Parameter Variable Name | Description |
| Number | The external contact number (only available when this is a chat through SMS). |
| Email | The external contact email address (only available when this is a chat through Live Chat). |
| Name | The name of the matched contact. |
| EntityId | The ID of the matched contact. |
| EntityType | The type of the matched contact (i.e. "Contacts"). |
| QueueExtension | The extension number of the queue, only when the chat arrives to the agent through a queue. |
| ChatMessages | The messages sent and received during the chat session. |
| Agent | The extension number of the agent handling the chat. |
| AgentFirstName | The first name of the agent handling the chat. |
| AgentLastName | The last name of the agent handling the chat. |
| AgentEmail | The email of the agent handling the chat. |
| Duration | The duration of the chat in **“hh:mm:ss”** format. |
| DurationTimeSpan | The duration of the chat as a TimeSpan object, which can be formatted as the user wants. |
| DateTime | The start date & time of the chat, in the local time zone, formatted using the local culture from the 3CX server. |
| ChatStartTimeLocal | The start date & time of the chat, in the local time zone, as a DateTime object, which can be formatted as the user wants. |
| ChatStartTimeUTC | The start date & time of the chat, in UTC time zone, as a DateTime object, which can be formatted as the user wants. |
| ChatEndTimeLocal | The end date & time of the chat, in the local time zone, as a DateTime object, which can be formatted as the user wants. |
| ChatEndTimeUTC | The end date & time of the chat, in UTC time zone, as a DateTime object, which can be formatted as the user wants. |
| ChatStartTimeLocalMillis | The start date & time of the chat session, in the local time zone, expressed as milliseconds since epoch (aka unix time). |
| ChatStartTimeUTCMillis | The start date & time of the chat session, in UTC time zone, expressed as milliseconds since epoch (aka unix time). |
| ChatEndTimeLocalMillis | The end date & time of the chat session, in the local time zone, expressed as milliseconds since epoch (aka unix time). |
| ChatEndTimeUTCMillis | The end date & time of the chat session, in UTC time zone, expressed as milliseconds since epoch (aka unix time). |