

LeanData Routing

Log Object Fields Guide



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Overview

The LeanData Log object (“Log”) is generated each time a record is routed through a deployed LeanData graph. The Log references one primary record and information related to one trip through a Routing Deployment. If a record takes multiple trips through routing deployments separate logs will be generated.

The Log’s fields contain useful information such as routing type, time of processing, primary routing actions taken, and any error details.

By default, Logs will be kept for 90 days unless configured otherwise.

The purpose of this document is to provide an overview of some of the fields contained on the Log. The descriptions for these fields may be helpful in creating your own Salesforce reports and Dashboards.

Not all fields will be detailed below as many fields on the Log Object are used for LeanData operational purposes and their function may change as the product necessitates.

Fields and Descriptions

Field Name	Description
Account	Used in Account Routing. Lookup to the Account record being routed.
Account Id	Used in Account Routing. Account ID of Account being routed.
Bulk Matching Time	Average time in seconds to match records contained in a batch. Bulk matching is shared across multiple records and then divided by the number of records to estimate this figure.
Case	Used in Case Routing, Lookup to the Case record being routed.
Case Id	Used in Case Routing. Case ID of Case being routed.
CCIO Created Date	Date/Time of when the CCIO was created for this record.
Contact	Used in Contact Routing. Lookup to the Contact record being routed.
Contact Id	Used in Contact Routing. Contact ID of Contact being routed.
Converted Contact	Used in Lead Routing. Lookup to the resulting Contact Record when a Lead is converted.

Converting Action	Identifies the kind of action that resulted in the conversion.
Created By	Standard SFDC Field. Lookup to the User who created the Log record. Will be the LeanData Integration User in most cases.
Custom Object Label Name	Standard SFDC Field. The name of the record will be the SFDC ID of the Log record.
Error Details	The error message that was returned when a record encounters an error.
Last Campaign Member Responded Date	Date/Time of the last Campaign Member response, if there is one.
Last Campaign Responded	Lookup to the Campaign Record of the last Campaign Member response.
Last Modified By	Standard SFDC Field. Date/Time of the last time this Log record was modified.
Lead	Used in Lead Routing. Lookup to the Lead record being routed.
Lead Id	Used in Lead Routing. Lead ID of Lead being routed.
Matching Time	The time in seconds to perform fuzzy matching on a specific Lead, Contact, or Account record.
Message	LeanData operational field used to summarize the actions taken on the record.
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Message	LeanData operational field used to summarize the actions taken on the record.
Number Of Processing Attempts	Number of additional processing attempts if the first attempt is unsuccessful.

Opportunity	Used in Opportunity Routing. Lookup to the Opportunity record being routed.
Opportunity Id	Used in Opportunity Routing. Opportunity ID of Opportunity being routed.
Owner	Standard SFDC Field. Lookup to the User who owns the Log record. Will be the LeanData Integration User in most cases.
Parent Log	Used when Routing is continuing from Time-Based or Hold Until Nodes. A Lookup to the originating Log record that led to the Time-Based or Hold Until Node.
Path Node __	Used for storing data on nodes for populating Routing Insights
Post Owner	Lookup to the User Record of the New Owner of the record after the routing actions are taken.
Post Queue Id	SFDC ID of the Queue that a record is assigned to after the routing actions are taken.
Post Queue Name	Name of the Queue that a record is assigned to after the routing actions are taken.
Pre Owner	Lookup to the User Record of the initial owner of the routed record before the routing actions are taken.
Pre Queue Id	SFDC ID of the initial Queue owner of the routed record before the routing actions are taken.
Pre Queue Name	Name of the initial Queue owner of the routed record before the routing actions are taken.
Processed At	Date/Time of when the record was processed by LeanData.
Round Robin Chosen Owner Id	SFDC ID of the User assigned as the record owner via a Round Robin assignment.
Round Robin Chosen Owner Id Alt	SFDC ID of the User assigned in an alternate User field via a Round Robin assignment.
Round Robin Pool	SFDC ID of the Round Robin pool referenced in assigning the new record owner.
Round Robin Pool Alt	SFDC ID of the Round Robin pool referenced in assigning a User in an alternate User field on the record.

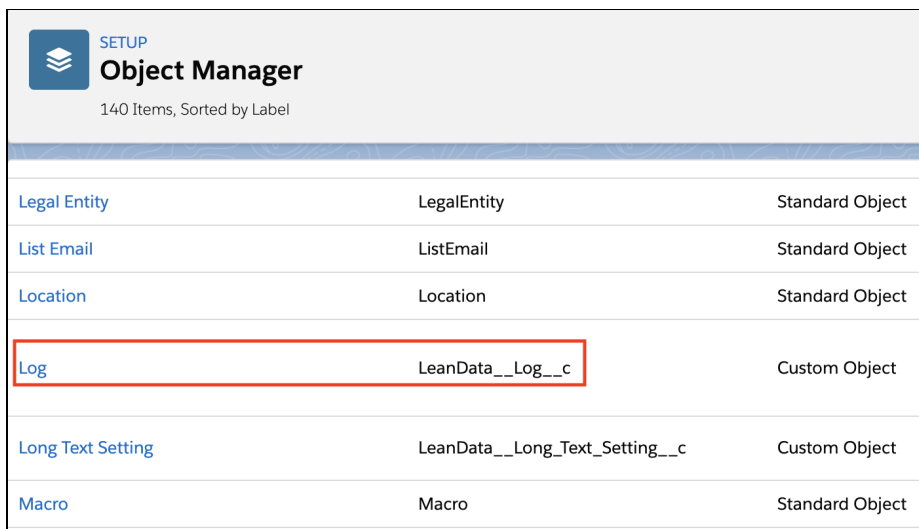
Routing Action	Picklist which summarizes the primary actions taken in Router for this record.
Routing Deployment	Lookup to the Routing Deployment record through which this record was processed.
Routing Time	The time in seconds to traverse each node in the Routing deployment and follow the logic and decisions, and actions of each node. This does not include actually updating the record.
Search	Stores information about the routed record and related information for easier searching and querying.
Setup Time	Time in seconds to LeanData pre-process the CCIO for the routed record before the routing process begins.
SObject Type	The object name of the routed record.
Territory Segment	Lookup to the Territory Segment record through which this record was assigned.
Total Processing Time	Total time in seconds for all setup, matching, routing, and updating processes to complete for a given record.
Total Routing Time	Time in seconds between when a record was inserted / updated and when it is processed.
Trigger Edge	Name of the Entry Edge through which this record was triggered in a Routing graph.
Triggering Action	Identifies what type of event initiated the routing for this record.
Update Time	Average time in seconds to update to the routed records in this batch. Update time is shared across multiple records and then divided by the number of records to estimate this figure.
Youngest Child	Used when Routing records to a Time-Based or Hold Until node, to identify the Log of the most recent routing that initiated from this Parent Log.

Reporting on the Logs Object

You can create your own custom Salesforce reports from the LeanData Log Object. In order to do so, you must first enable reporting on this object in your Salesforce instance.

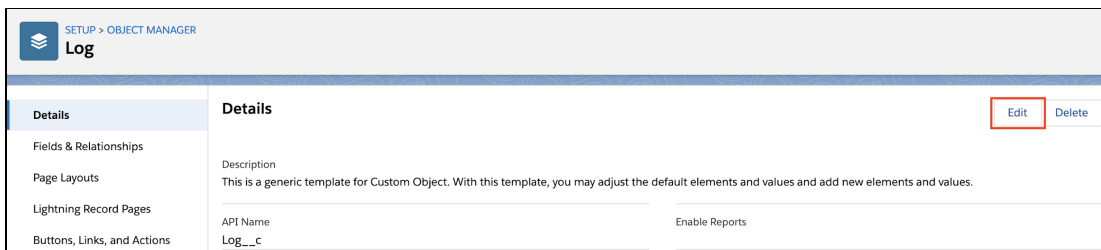
In order to create reports with the Log Object, you will first need to ensure that you have enabled reports for this object in Salesforce.

In Salesforce Setup, navigate to Object Manager, then find the Log object (LeanData__Log__c).



SETUP Object Manager		
140 Items, Sorted by Label		
Legal Entity	LegalEntity	Standard Object
List Email	ListEmail	Standard Object
Location	Location	Standard Object
Log	LeanData__Log__c	Custom Object
Long Text Setting	LeanData__Long_Text_Setting__c	Custom Object
Macro	Macro	Standard Object

Once in the Log object detail page, click the **Edit** button.



SETUP > OBJECT MANAGER

Log

Details [Edit](#) [Delete](#)

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Details

Description
This is a generic template for Custom Object. With this template, you may adjust the default elements and values and add new elements and values.

API Name
Log__c

Enable Reports

On the Edit page, scroll down to the **Optional Features** section and click the **Allow Reports** checkbox.

Optional Features

- Allow Reports
- Allow Activities
- Track Field History

Click **Save** at the bottom of the page.

Custom Field Mapping and Metrics

Once you have enabled reporting on the LeanData Log Object, you can stamp any field value from the routed or matched object onto the Log object. For example - Lead Status or Matched Account's Owner at the time of routing can be retained in the Logs object. Please see the [Routing Metrics Mapping Guide](#) for additional details and instructions.

Need more help? Please [submit a ticket to LeanData Support](#) for additional assistance.