

Reactions activity report for events

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 This article is designated for all users.

The Reactions activity report tracks like reactions on group chat messages within C&C sessions. For each reaction, the report displays who reacted, the content of the message that received the reaction, who originally sent that message, and when the reaction occurred.

 This report is available for export via API only.

Data in the Reactions activity report includes the following:

Field	Description
userId	Unique identifier of the user who liked the message
userEmail	Email address of the user who liked the message
userFirstName	First name of the user who liked the message
userLastName	Last name of the user who liked the message
reactionType	Type of reaction
likeSentAt	Date and time when the like was created in UTC/GMT (e.g., 2026-06-07T09:23:40.241Z)
contextId	Event or session identifier where the like occurred
messageId	Unique identifier of the message that was liked
messageContent	The text content of the message that was liked
messageAuthorId	Unique identifier of the user who wrote the message
messageAuthorEmail	Email address of the message author
messageAuthorFirstName	First name of the message author
messageAuthorLastName	Last name of the message author
messageSentAt	Date and time when the message was sent

subContext	Indicates whether the like is from main chat or Backchannel. Values: empty (main chat) or Backchannel
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Filters available for the report include:

Filter	Required	Description
contextId	Yes	Event/session identifier
fromDate	No	Includes only likes created after this date
toDate	No	Includes only likes created before this date