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# GVP Web Services API

Application Utilization Reporting Service

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## Contents

- 1 Application Utilization Reporting Service
  - 1.1 Web Service Endpoint
  - 1.2 Input Parameters
  - 1.3 Output Format

# Application Utilization Reporting Service

This report provides current utilization information for IVR Profiles in the system. Each report contains a **manifest section**.

## Web Service Endpoint

This report is available at the web service endpoint `/ems-rs/RT/components/usage`.

## Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
app-id	This describes the set of IVR Profiles that the report will contain. If the app-id is not specified, then results for all IVR Profiles in the system are returned.

## Output Format

The output for this report is organized as a sequence of `<ivr-app-usage>` elements within enclosing elements `<ivr-app-usage-report>` `</ivr-app-usage-report>`. Each `<ivr-app-usage>` element contains information about a single IVR Profile. It contains information about the number of currently in-progress calls, number of calls arriving this hour, and today, peak number of calls seen today for the IVR Profile with the time at which the peak occurred, var stats for today, plus various other information. It conforms to the RelaxNG schema `IVRUsageReport.rng`. [Download the GVP RNG Schemas](#). An example report body for this report is as follows:

```
<ivr-app-usage-report>
  <ivr-app-usage>
    <application href="/applications/189" name="4kbactionnotes" type="voicexml" />
    <limits />
    <calls>
      <in-progress count="0" />
      <arrived>
        <this-hour count="0" />
        <today count="0" />
      </arrived>
      <peak today="0" />
    </calls>
  </ivr-app-usage>
  <ivr-app-usage>
    <application href="/applications/187" name="4kb_call_notes" type="voicexml" />
```

```
<limits />
<calls>
  <in-progress count="0" />
  <arrived last-updated="2010-02-04T16:36:39.047Z">
    <this-hour count="0" />
    <today count="1">
      <calls type="INBOUND" count="1" />
    </today>
  </arrived>
  <peak today="1" time="2010-02-04T16:35:59.522Z" last-updated="2010-02-04T16:40:39.829Z">
    <calls type="INBOUND" count="1" />
  </peak>
</calls>
<var-stats>
  <today count="1">
    <call-result type="UNKNOWN" count="1" last-updated="2010-02-04T16:40:00Z" />
  </today>
</var-stats>
</ivr-app-usage>
</ivr-app-usage-report>
```