GENESYS

GVP Web Services API

Historical VAR CDR Summary Report

5/10/2025

Contents

Historical VAR CDR Summary Report

The Historical VAR CDR Summary Report returns Call Detail Records for completed MCP sessions that were instrumented with VAR logging. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/HIST/CDRs/MCP/VAR/details.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Decription
started-from	This describes the starting point of the "call start" field of the CDR. It takes the DateTime format as described in the Common Input Parameter Types page. This will cause the report to return only calls started after the specified value.
started-to	This describes the ending point of the "call start" field of the CDR. It takes the DateTime format as described in the Common Input Parameter Types page. This will cause the report to return only calls started before the specified value.
ended-from	This describes the starting point of the "call end" field of the CDR. It takes the DateTime format as described in the Common Input Parameter Types page. This will cause the report to return only calls ended after the specified value.
ended-to	This describes the ending point of the "call end" field of the CDR. It takes the DateTime format as described in the Common Input Parameter Types page. This will cause the report to return only calls ended before the specified value.
app-id	This describes the target IVR Profile Config Server DBID. This may be specified zero or more times. All the CDRs returned in the report must belong to one of the specified IVR Profiles. This cannot be specified together with either the tenant-id parameter.
tenant-id	This describes the target Tenant Config Server DBID. This may be specified zero or more times. All the CDRs returned in the report must belong to one of the specified tenants. This cannot be specified

Parameter	Decription
	together with either the app-id parameter.
comp-id	This describes the target component's Config Server DBID. This may be specified one or zero times. All the CDRs returned in the report must have been processed on the specified component.
gvp-guid	This causes the report returns a single call with a matching GVP GUID. If this is specified, no other parameters should be specified.
session-id	This causes the report returns a single call with a matching session-id. This must be accompanied by a comp-id parameter. If session-id is specified, no other parameters other than these two should be specified.
genesys-uuid	This causes the report returns all calls with a matching Genesys Framework session id. If this is specified, no other parameters should be specified.
call-result	This causes the report returns all calls with a matching call-result. It can be one of the following values: • SUCCESS • FAILED • REJECTED • UNKNOWN
end-state	This causes the report returns all calls with a matching end-state. It can be one of the following values: • USER_END • APPLICATION_END • SYSTEM_ERROR • UNKNOWN

Output Format

The output for this report consists of two lists:

- items where each represent the summary for an IVR profiles

- items where each represent the summary for a components

Each item displays the number of calls with some VAR instrumentation which belongs to the IVR Profile or Tenant. It conforms to the RelaxNG schema CDR_Summary.rng. GVP RNG Schemas An

example report body for this report is as follows:

```
<cdr-list count="3">
  <applications>
    <application href="/applications/132" />
  </applications>
</cdr-list>
<cdr-list count="5">
  <applications>
    <application href="/applications/133" />
  </applications>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/233" />
  </components>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/234" />
  </components>
</cdr-list>
```