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GVP Web Services API

Outbound Application Usage Reporting Service

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Outbound Application Usage Reporting Service

This report provides information for each IVR Profile on outbound calls made via SSG, aggregated over all the SSG's in the deployment. Each report contains a **manifest section**.

Web Service Endpoint

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

Input Parameters

This report accepts the following Request URI parameters:

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

Output Format

The report body is organized as a sequence of `<ivr-app-usage >` elements. Each of these elements contains the following information for an application:

- Pending/queued calls total
- Succeeded calls total
- Failed calls total
- Average time to complete a call
- Average attempts to complete a call
- Last time totals where updated

This report conforms to the RelaxNG schema `IVROutboundUsageReport.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/119" name="IVR1">
      </application>
```

```
      <outbound queued="1" sucessfull="2" failed="3" avgtimetocomplete="3"
avgattemptstocomplete="5" >
    </outbound>
  </ivr-app-usage>
<ivr-app-usage>
  ...
</ivr-app-usage>
</ivr-app-usage-report>
```