GVP Web Services API

CCP Real-time Detailed CDR Reporting Services

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Contents

CCP Real-time Detailed CDR Reporting Services

This report describes the calls that are currently in-progress in the GVP Call Control Platform. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/CDRs/CCP/details.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
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.
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 or the dn 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 together with either the app-id or the dn 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.
remote-uri	This may be specified zero or more times. All the

Parameter	Description
	CDRs returned in the report must have a matching remote-uri. A trailing asterisk (*) may be specified in the remote-uri query to indicate a prefix-match.
local-uri	This may be specified zero or more times. All the CDRs returned in the report must have a matching local-uri. A trailing asterisk (*) may be specified in the local-uri query to indicate a prefix-match.
gvp-guid	This causes the report to return a single call with a matching GVP GUID. If this is specified, no other parameters should be specified.
session-id	This causes the report to return 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 to return all calls with a matching Genesys Framework session id. If this is specified, no other parameters should be specified.
call-type	This causes the report to contain only calls with matching call-type to be returned. Valid values are: • NEWCALL • EXTERNAL • CREATECCXML
sort-order	This can take on the value of either asc or dsc, and it affects the way the CDRs in the report are sorted. If set to "asc" the CDRs are returned in ascending by time. If set to "desc" the CDRs are returned in descending order by time. The default value is asc.
page-size	This specifies the per-page maximum number of items to be returned in a single CDR report. If this is greater than some maximum configured on the Reporting Server, this is silently ignored.
page	This specifies the page number to be returned. Together with sort-order and page-size, it determines the set of CDRs to be returned in the query. If this page exceeds some maximum value configured on the reporting server, or if the product of page×page-size is greater than the result set, an error is returned.

Output Format

The output for this report consists of a list of CDRs, where each CDR describes the information about the call on the MCP which generated this CDR. It conforms to the RelaxNG schema CCP_CDR.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <cdr-list>
    <cdr comp-type="CCP" gvp-guid="FDFF7C27-3749-49FE-8199-1BC2C341A146" session-
id="7ED59469-B5F4-4686-55A8-A17192FA7DCE-0BAE0544-B26D" app-id="227" comp-id="221"
start="2010-02-02T11:08:54.952Z" call-status="COMPLETED" call-type="NEWCALL" local-
uri="sip:ccxml@138.120.84.153:5068;aai=N/A;ccxml=http://osiris.voicegenie.com/testscripts/RS/
GVP80/Applications/ccxml_dialog_prepare.ccxml;trunkport=372" remote-
uri="sip:111@10.0.0.97;tag=28F5C2B4-D0F2-4A3F-51A2-CBE8F6CE91D6" session-start-
origin="22AB32C0-3A1C-4E58-ADBE-55CB58774776" />
  </cdr-list>
```