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GVP Web Services API

Historical VAR CDR Details Report

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Historical VAR CDR Details Report

The Historical VAR CDR Details Report returns Call Detail Records for completed MCP sessions and based on VAR logging instrumentation. 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	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.
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	Description
	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: <ul style="list-style-type: none"> • SUCCESS • FAILED • REJECTED • UNKNOWN
end-state	This causes the report to return all calls with a matching end-state. It can be one of the following values: <ul style="list-style-type: none"> • USER_END • APPLICATION_END • SYSTEM_ERROR • UNKNOWN
sort-order	This can take on the value of either asc or desc, 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 a maximum value configured on the reporting server, or if the product

Parameter	Description
	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 VAR-related call on the MCP which generated this CDR. This information includes the following:

- the state in which the call was ended
- the result of the call
- any call notes logged by the application
- call result reason, if one is specified by the application
- custom variables specified by the application

This report conforms to the RelaxNG schema VAR_CDR.rng. [Download the GVP RNG Schemas](#) An example report body for this report is as follows:

```
<cdr-list>
  <cdr gvp-guid="9F29651A-86C4-44EF-C28D-67328F2227B4" session-id="00D400B6-10005209" app-
id="215" comp-id="212" start="2010-02-03T18:00:03.261Z" end="2010-02-03T18:00:08.136Z"
duration="4875" call-status="COMPLETED" call-type="INBOUND" local-
uri="sip:366@138.120.84.153" remote-uri="sip:111@10.0.0.97" call-result="FAILED" end-
state="APPLICATION_END">

    <end-reason>This is failed</end-reason>
    <custom-vars>
      <var name="Eighth">eight</var>
      <var name="First">one</var>
      <var name="Fiveth">five</var>
      <var name="Fourth">four</var>
      <var name="Second">two</var>
      <var name="Seventh">seven</var>
      <var name="Sixth">six</var>
      <var name="Third">three</var>
    </custom-vars>
    <call-notes> this is a note saying that the call has reached the place where it writes
a note. </call-notes>
  </cdr>
  <cdr gvp-guid="29F186F3-F103-4A7A-1299-CA812CD6438B" session-id="00D400B6-1000520C" app-
id="133" comp-id="212" start="2010-02-03T18:00:21.23Z" end="2010-02-03T18:00:30.12Z"
duration="8890" call-status="COMPLETED" call-type="INBOUND" local-
uri="sip:202@138.120.84.153" remote-uri="sip:111@10.0.0.97" call-result="UNKNOWN" end-
state="APPLICATION_END">
    <end-reason />
    <custom-vars />
  </cdr>
</cdr-list>
```