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GVP Web Services API

IVR Action Report

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IVR Action Report

VoiceXML applications running on the MCP can be instrumented to provide business logic data to be stored in the database. GVP allows an application developer to leave breadcrumb information as the VoiceXML application executes. The IVR Action Report provides a summary of the IVR Actions that were invoked during specific periods of time for specific applications/tenants. Each report contains a **manifest section**.

Web Service Endpoint

This report is available at the web service endpoint `/ems-rs/HIST/ivr-action-summary`. An alias for this web service endpoint is `/ems-rs/HIST/last-ivr-action-summary`.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
granularity	This describes the unit of time for this report. It can take one of the following value: • FIVE_MINUTES • THIRTY_MINUTES • HOUR • DAY • WEEK • MONTH Each bin of the report will represent the number of calls arrived within that period of time. This parameter is required.
from	This describes the start of the period the report would be for. If the "from" does not align with the granularity, the report will normalize the "from" time to the granularity boundary mark before the specified value. This parameter is required.
to	This describes the end of the period the report would be for. If the "to" does not align with the granularity, the report will normalize the "to" time to the granularity boundary mark after the specified value. This parameter is optional.
app-id	This describes the target IVR Profile Config Server

Parameter	Description
	DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id. This cannot be specified 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. If specified, the report will contain arrival data only for the specified tenant-id. This cannot be specified with either the app-id or the dn parameter.
aggregate-by	This can be set only to the value 'time'. When specified and set to 'time', each <call-completion-summary> element of the report will cover the entire normalized time period, instead of a period of specified granularity.
sma-period	This takes a value of a positive integer. It can be specified only if the granularity parameter equals DAY. When this parameter is specified, the generated report will contain data for simple moving average of daily data for the past x days, where x is the value of the 'sma-period' parameter. That is, the value for some Date in the report is the average value of the x days on and before Date for the data type requested. If no value is specified for the sma-period parameter, a default value of 42 is used.

Output Format

The output for this report consists of a list of <ivr-action-summary> elements. Each of these <ivr-action-summary> elements contains data for a time-period, for an application/tenant. It reports the number of sessions completed within this period. It also reports the list of ivr-actions having been invoked within this time period for this application/tenant. It reports the number of times this ivr-action has been invoked, broken down first by the ivr-action result and then further by the ivr-action reason. It then reports the number of sessions invoking this ivr-action (note: since an application can invoke the same ivr-action more than once, there may be fewer sessions than number of times this ivr-action has been invoked), and the number of sessions invoking this ivr-action as its last action. This report conforms to the RelaxNG schema IVRActionSummary.rng. [Download the GVP RNG Schemas](#) The following is an example of the IVR Action Summary Report:

```
<ivr-action-summaries>
  <ivr-action-summary timestamp="2010-02-03T18:00:00Z" granularity="FIVE_MINUTES">
    <tenant href="/tenants/1" />
    <sessions count="1" />
    <ivr-action action-id="Action1">
      <execs count="1">
        <call-result name="UNKNOWN" count="1">
          <reason count="1">Invoking Action1.</reason>
        </call-result>
      </execs>
    </ivr-action>
  </ivr-action-summary>
</ivr-action-summaries>
```

```
        </call-result>
    </execs>
    <sessions count="1">
        <last-action count="1">
            <call-result name="UNKNOWN" count="1">
                <end-state name="APPLICATION_END" count="1" />
            </call-result>
        </last-action>
    </sessions>
</ivr-action>
<ivr-action action-id="Action1.Subaction2">
    <execs count="1">
        <call-result name="SUCCESS" count="1">
            <reason count="1"> Subaction2.</reason>
        </call-result>
    </execs>
    <sessions count="1">
        <last-action count="0" />
    </sessions>
</ivr-action>
</ivr-action-summary>
<ivr-action-summary timestamp="2010-02-03T18:05:00Z" granularity="FIVE_MINUTES">
    .
    .
    .
</ivr-action-summary>
</ivr-action-summaries>
```