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GVP Web Services API

RM Historical Summary CDR Reporting Services

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RM Historical Summary CDR Reporting Services

This report describes a summary of the completed calls in the GVP Resource Manager. Instead of listing the individual calls, this reporting service makes a summary of these calls in this report. Each report contains a [manifest section](#).

Web Service Endpoint

This report is available at the web service endpoint `/ems-rs/HIST/CDRs/RM/summary`.

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 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 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 or the dn parameter.

Parameter	Description
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.
dn	<p>This describes the target DN of the CDR. This may be specified zero or more times. All the CDRs returned in the report must belong to one of the specified DNs. This cannot be specified together with either the app-id or the tenant-id parameter.</p> <p>The format of the dn parameter may be one of the following:</p> <ul style="list-style-type: none">• a single integer n - the result contains records that exactly match the value n• a single integer n followed by a '*' - the result contains records that have the prefix n <p>a range in the format m-n - the result contains results with DN which is greater than or equal to m and less than or equal to n.</p>
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 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.
call-status	<p>This causes the report to contain only calls with matching call-status. This can take one of the following values:</p> <ul style="list-style-type: none">• COMPLETED• TIMED_OUT
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.
vtag	This causes the report to contain only calls with matching virtual reporting tags. This parameter can appear more than once in a query. The vtag

Parameter	Description
	parameter takes on a format of <tag-name>,<tag-value> which returns all the calls having been tagged with <tag-name>=<tag-value>
call-type	This causes the report to contain only calls with matching call-type to be returned. Valid values are: <ul style="list-style-type: none">• INBOUND• OUTBOUND
duration-min	This is the minimum duration in milliseconds. When specified, the report contains calls with duration that is at least the specified value.
duration-max	This is the maximum duration in milliseconds. When specified, the report contains calls with duration that is at most the specified value.
call-disposition	The can take on one of the following values, and the report will contain only calls with the matching call-disposition: <ul style="list-style-type: none">• COMPLETED_IN_IVR• ABANDONED_IN_QUEUE• TRANSFERRED_TO_AGENT• REJECTED• 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

It conforms to the RelaxNG schema CDR_Summary.rng. [Download the 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/223" />
  </components>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/224" />
  </components>
</cdr-list>
```