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GVP Web Services API

VAR Call Completion Summary Report

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VAR Call Completion Summary 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 indicate how the call has ended with an enumerated call-result and a free-text reason. The VAR Call Completion Summary provides a summary of the completed calls based on how the call has ended. Each report contains a **manifest section**.

Web Service Endpoint

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

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
granularity	<p>This describes the unit of time for this report. It can take one of the following value:</p> <ul style="list-style-type: none">• FIVE_MINUTES• THIRTY_MINUTES• HOUR• DAY• WEEK• MONTH <p>Each bin of the report will represent the number of calls arrived within that period of time. This parameter is required.</p>
from	<p>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.</p>
to	<p>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.</p>
app-id	<p>This describes the target IVR Profile Config Server</p>

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 <call-completion-summary> elements. Each of these <call-completion-summary> elements contains data for a time-period, for some application/tenant. It reports the number of calls completed within this period, and breaks down these calls first by the call's end-state (which can be one of USER_END, APPLICATION_END, SYSTEM_ERROR, UNKNOWN), then by the call's call-result (which can be one of SUCCESS, FAILED, REJECTED or UNKNOWN), and finally by the reason, by using XML nesting elements. It conforms to the RelaxNG schema CallCompletionReport.rng. [Download the GVP RNG Schemas](#) An example report body for this is as follows:

```
<call-completion-summaries>
  <call-completion-summary timestamp="2010-02-03T18:00:00Z" granularity="FIVE_MINUTES">
    <tenant href="/tenants/1" />
    <sessions count="50">
      <end-state name="USER_END" count="1" avg-length="63.0">
        <call-result name="FAILED" count="1">
          <reason count="1">This is to test that calls end with user end.</reason>
        </call-result>
      </end-state>
      <end-state name="APPLICATION_END" count="49" avg-length="2.6530612244897958">
```

```
<call-result name="SUCCESS" count="6">
  <reason count="1">This is to test that calls end with application end.</reason>
  <reason count="5">call result is success</reason>
</call-result>
<call-result name="FAILED" count="6">
  <reason count="5">This has failed</reason>
  <reason count="1">This is second reason to verify this testcase</reason>
</call-result>
<call-result name="UNKNOWN" count="37">
  <reason count="36" />
  <reason count="1">This should be unknown</reason>
</call-result>
</end-state>
</sessions>
</call-completion-summary>
<call-completion-summary timestamp="2010-02-03T18:05:00Z" granularity="FIVE_MINUTES">
  <tenant href="/tenants/1" />
  <sessions count="42">
    <end-state name="USER_END" count="2" avg-length="3.0">
      <call-result name="UNKNOWN" count="2">
        <reason count="2" />
      </call-result>
    </end-state>
    <end-state name="APPLICATION_END" count="40" avg-length="3.25">
      <call-result name="SUCCESS" count="2">
        <reason count="2" />
      </call-result>
      <call-result name="UNKNOWN" count="38">
        <reason count="38" />
      </call-result>
    </end-state>
  </sessions>
</call-completion-summary>
</call-completion-summaries>
```