GVP Web Services API

Genesys Voice Platform 8.1.7

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GVP Web Services API

Introduction

The Reporting Server receives data from the call processing components, processes and stores the data in a database, and then generates reports from the data. The Reporting Server acts as a web server, accepting HTTP requests for reports, and generates XML-formatted reports based on the HTTP Request URL. These pages describe the Web Services API the Reporting Server supports. The XML-formatted reports generated by the Reporting Server are also specified using RELAX NG schemas.
Download the GVP RNG Schemas

Common Input Parameter Types

Date Time Format

An input parameter may take on a DateTime format, which can be formatted as follows:

YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]

where

YYYY is the 4-digit year;

MM is the 2-digit month;

DD is the 2-digit day;

'T' is a separator character.

HH is the 2-digit hour;

mm is the 2-digit minute;

ss is the 2-digit seconds;

[.SSS] is the optional indication for milleseconds;

[zzzz] is an optional timezone, and it takes one of the following formats:

- +hh:mm

- -hh:mm

- Z

Where the single character Z means it is GMT.

Manifest Section of a Report

Introduction

This page describes the format of the manifest section, which is part of every report. The manifest consists of the following sections:

<request-uri>

The <request-uri> section consists of the HTTP Request URI as received in its entirety by the Reporting Server.

<request-params>

The <request-params> section consists of the Request URI parameters in the Request URI which has been recognized as relevant for this request. This section does not display the HTTP Request URI parameters that are not known for this service.

<normalized-params>

The <normalized-params> section consists of recognized parameters in the Request URI which requires normalization. The only parameters requiring normalization right now are the DataTime parameters in a report requiring granularity (where granularity can be one of the values FIVE_MINUTES, THIRTY_MINUTES, HOUR, DAY, WEEK and MONTH). The normalization would change the DateTime values so that it lies on time unit boundaries for the granularity, and this section of the manifest describes the normalized parameter used in the report.

<pages>

The <pages> section indicates the current page number, the total number of pages, the total number of records satisfying this query, and the page-size used in the query. This section appears in the manifest if a query results in more than 1 page of CDRs.

<meta>

The <meta> section contains a list of <meta> elements, describing some information about this report.

Element	Description
timezone_offset	The number of hours of offset from GMT for the timezone of the Reporting Server used to generate the report.
dst_offset	The number of hours of Daylight Saving Time offset of the Reporting Server used to generate the report.
version	The version information of the Reporting Server used to generate the report.
generation_time	The duration, in seconds, used to generate this particular report.

Example

The following is an example of the <manifest> section of a report:

```
<manifest>
   <request-uri><nowiki>http://172.24.133.108:8080/ems-rs/operations/arrivals/
MCP?from=2010-05-03T10:03:23%2B05:30&granularity=DAY</nowiki></request-uri>
   <request-params>
     <from>2010-05-03T04:33:23Z</from>
     <granularity>DAY</granularity>
   </request-params>
   <normalized-params>
     <from>2010-05-02T18:30:00Z</from>
     <to>2010-05-03T18:30:00Z</to>
   </normalized-params>
   <meta name="timezone_offset" content="5.5" />
   <meta name="dst_offset" content="0.0" />
 </manifest>
```

Reporting Server Web Services Introduction Page

This report describes all of the services available for this Reporting Server. Note: Because the Reporting Server supports a different set of services when it is running in "No DB" mode versus when it is running in normal mode, the set of Web Services returned by the Reporting Server will be different between these two modes.

Web Service Endpoint

This report is available at the root web service endpoint, that is; `http://<address>:<port>/` of the Reporting Server web service.

Input Parameters

This report does not accept any input parameters.

Output Format

This report describes the services provided by the Reporting Server:

- Product Name, Component name and version, and the API version.
- For each web service endpoint provided by the Reporting Server, a detailed description of the web service, a list of all the parameters this web service endpoint supports, and a list of response codes and their meanings if the meaning of the response code deviates from what is described in RFC2616.

The report is based on the W3C submission Web Application Description Language (WADL) at http://www.w3.org/Submission/wadl/. When the WADL report is generated, it will contain an XML Stylesheet Processing Instruction, which will transform the XML file to an HTML page viewable by a browser.

Real Time CDR Reporting

Resource Manager (RM)

RM Real-time Detailed

RM Real-time Summary

Media Control Platform (MCP)

MCP Real-time Detailed

MCP Real-time Summary

Call Control Platform (CCP)

CCP Real-time Detailed

CCP Real-time Summary

RM Real-time Detailed CDR Reporting Services

Real-time Detailed CDR Reporting Services for RM

This report describes the calls that are currently in-progress in the GVP Resource Manager. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/CDRs/RM/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.
dn	This describes the target DN of the CDR. This may

Parameter	Description
	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. The format of the dn parameter may be one of the following: • 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 has the prefix n a range in the format m-n - the result contains results with DN that is greater than or equal to m and less than or equal to n
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.
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 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 the matching call-type to be returned. Valid values are: • INBOUND • OUTBOUND
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

Parameter	Description
	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.
call-state	This causes the report to contain only calls currently in the specified state. Valid values are: • IVR • TRANSFERRING • ACCEPTED • TRANSFERRED

Output Format

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

```
  <cdr-list>
    <cdr comp-type="RM" gvp-guid="BD6E4C04-8B66-4A28-00B4-1F9BD4B0199A" session-
id="BD6E4C04-8B66-4A28-00B4-1F9BD4B0199A" app-id="210" comp-id="223"
start="2010-02-02T11:07:33.872Z" call-status="IN_PROGRESS" call-type="INBOUND" local-
uri="sip:356@138.120.84.153;aai=N/A" remote-uri="sip:111@10.0.0.97" tenant-id="1" dn="356"
usage-profile="1" burst-profile="1" usage-tenant="2" burst-tenant="1">
      <usage-tenants>
        <usage-tenant>2</usage-tenant>
      </usage-tenants>
      <burst-tenants>
        <burst-tenant>1</burst-tenant>
      </burst-tenants>
    </cdr>
  </cdr-list>
```

RM Real-time Summary CDR Reporting Services

This report describes a summary of the calls that are currently in-progress 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/RT/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.
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.
dn	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.

Parameter	Description
	The format of the dn parameter may be one of the following: • a single integer n - the result contains records that exactly matche the value n • a single integer n followed by a '*' - the result contains records that has the prefix n a range in the format m-n - the result contains results with DN that is greater than or equal to m and less than or equal to n.
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.
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 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: • INBOUND • OUTBOUND

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>
```

MCP Real-time Detailed CDR Reporting Services

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

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/CDRs/MCP/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: • INBOUND • OUTBOUND • BRIDGED
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 MCP_CDR.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <cdr-list>
    <cdr comp-type="MCP" gvp-guid="A3F87C2C-EA22-47D6-62A1-B27CEAE99000" session-
id="E1DE00B6-1001D2CD" app-id="215" comp-id="222" start="2010-02-02T11:00:03.455Z" call-
status="IN_PROGRESS" call-type="INBOUND" local-uri="sip:366@138.120.84.153" remote-
uri="sip:111@10.0.0.97" tenant-id="1" />
  </cdr-list>
```

MCP Real-time Summary CDR Reporting Services

This report describes a summary of the calls that are currently in-progress in the GVP Media Control Platform. 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/RT/CDRs/MCP/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.
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.

Parameter	Description
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.
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 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: • INBOUND • OUTBOUND • BRIDGED

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/211" />
  </components>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/212" />
  </components>
</cdr-list>
```

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>
```

CCP Real-time Summary CDR Reporting Services

This report describes a summary of the calls that are currently in-progress in the GVP Call Control Platform. 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/RT/CDRs/CCP/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.
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.

Parameter	Description
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.
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

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/235" />
  </components>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/236" />
  </components>
</cdr-list>
```

Historical CDR Reporting

Resource Manager (RM)

RM Historical Detailed

RM Historical Summary

Media Control Platform (MCP)

MCP Historical Detailed

MCP Historical Summary

MCP Historical Call Log

Call Control Platform (CCP)

CCP Historical Detailed

CCP Historical Summary

CCP Historical Call Log

RM Historical Detailed CDR Reporting Services

This report describes the completed calls in the GVP Resource Manager. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/HIST/CDRs/RM/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 or the dn parameter.
tenant-id	This describes the target Tenant Config Server

Parameter	Description
	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	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. The format of the dn parameter may be one of the following: • a single integer n - the result contains records that exactly matches the value n • a single integer n followed by a '*' - the result contains records that has the prefix n • a range in the format m-n - the result contains results with DN that is greater than or equal to m and less than or equal to n.
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	This causes the report to contain only calls with matching call-status. This can take one of the following values: • 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: • INBOUND • OUTBOUND
duration-min	This is the minimumduration 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.
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 order, by time. If set to "desc" the CDRs are returned in descending order, by time. The default value is asc.
call-disposition	The can take on one of the following values, and the report will contain only calls with the matching call-disposition: • COMPLETED_IN_IVR • ABANDONED_IN_QUEUE • TRANSFERRED_TO_AGENT • REJECTED • UNKNOWN
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 RM which generated this CDR. It conforms to the RelaxNG schema RM_CDR.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <cdr-list>
    <cdr comp-type="RM" gvp-guid="A3F87C2C-EA22-47D6-62A1-B27CEAE99000" session-id="A3F87C2C-
EA22-47D6-62A1-B27CEAE99000" app-id="215" comp-id="223" start="2010-02-02T11:00:03.455Z"
end="2010-02-02T11:00:08.345Z" duration="4890" call-status="COMPLETED" call-type="INBOUND"
local-uri="sip:366@138.120.84.153;aai=N/A" remote-uri="sip:111@10.0.0.97" tenant-id="1"
dn="366" usage-profile="1" burst-profile="1" usage-tenant="1" burst-tenant="1" call-
disposition="COMPLETED_IN_IVR">
      <usage-tenants>
        <usage-tenant>2</usage-tenant>
      </usage-tenants>
      <burst-tenants>
        <burst-tenant>1</burst-tenant>
      </burst-tenants>
    </cdr>
  </cdr-list>
```

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	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. The format of the dn parameter may be one of the following: • a single integer n - the result contains records that exactly matche the value n • a single integer n followed by a '*' - the result contains records that has the prefix n 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.
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	This causes the report to contain only calls with matching call-status. This can take one of the following values: • 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: • 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: • 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>
```

MCP Historical Detailed CDR Reporting Services

This report describes the completed calls in the GVP Media Control Platform. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/HIST/CDRs/MCP/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 or the dn parameter.
tenant-id	This describes the target Tenant Config Server

Parameter	Description
	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 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	This causes the report to contain only calls with matching call-status. This can take one of the following values: • COMPLETED • TIMED_OUT
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: • INBOUND • OUTBOUND • BRIDGED
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.
sort-order	This can take on the value of either asc or dsc, and

Parameter	Description
	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 MCP_CDR.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <cdr-list>
    <cdr comp-type="MCP" gvp-guid="A3F87C2C-EA22-47D6-62A1-B27CEAE99000" session-
id="E1DE00B6-1001D2CD" app-id="215" comp-id="222" start="2010-02-02T11:00:03.455Z"
end="2010-02-02T11:00:08.33Z" duration="4875" call-status="COMPLETED" call-type="INBOUND"
local-uri="sip:366@138.120.84.153" remote-uri="sip:111@10.0.0.97" tenant-id="1" />
  </cdr-list>
```

MCP Historical Summary CDR Reporting Services

This report describes a summary of the completed calls in the GVP Media Control Platform. 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/MCP/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 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 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.
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	This causes the report to contain only calls with matching call-status. This can take one of the following values: • COMPLETED • TIMED_OUT
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: • INBOUND • OUTBOUND • BRIDGED
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.

Output Format

The output for this report consists of two lists: a list of items where each represent the summary for an IVR profiles, and a list of 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/233" />
  </components>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/234" />
  </components>
</cdr-list>
```

MCP Historical Call Log Reporting Services

This report describes the call events for completed calls in the Media Control Platform. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/HIST/CDRs/MCP/events.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
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.
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. At least one of session-id or gvp-guid must be specified.
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. At least one of session-id or gvp-guid must be specified.
page	This specifies the page number to be returned. For this web service, the page size cannot be specified in the query itself, instead a platform-configured default is used.

Output Format

The output for this report consists of a list of events for some particular session, in chronological order. It conforms to the RelaxNG schema CDR_Events.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<call-events>
```

```
    <event timestamp="2010-02-03T06:37:34.206Z" level="METRIC" log-id="incall_initiated"
session-id="E1DE00B6-1001D4A8" comp-id="222">0:0</event>
    <event timestamp="2010-02-03T06:37:34.237Z" level="METRIC" log-id="incall_begin" session-
id="E1DE00B6-1001D4A8" comp-id="222">210|sip:356@138.120.84.153|sip:111@10.0.0.97|
20100203179054000|N/A|N/A|N/A</event>
  </call-events>
```

CCP Historical Detailed CDR Reporting Services

This report describes the completed calls 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/HIST/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.
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 or the dn parameter.
tenant-id	This describes the target Tenant Config Server

Parameter	Description
	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 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	This causes the report to contain only calls with matching call-status. This can take one of the following values: • COMPLETED • TIMED_OUT
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
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.
sort-order	This can take on the value of either asc or dsc, and

Parameter	Description
	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 CCP 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="6225242F-567A-4B3F-11A9-A1B799313540" session-
id="2C1CBC0E-3FE2-469F-16AF-6EC20961C378-9035BBF2-7DDE" app-id="229" comp-id="221"
start="2010-02-03T06:39:10.302Z" end="2010-02-03T06:39:10.38Z" duration="78" 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/
Createccxml.ccxml;trunkport=378" remote-
uri="sip:111@10.0.0.97;tag=4401FB45-1357-485D-0FBE-1C7D900C5707" end-reason="exit" session-
start-origin="12FF9BAA-30FE-42A4-A6B9-F521C6C6935B" />
  </cdr-list>
```

CCP Historical Summary CDR Reporting Services

This report describes a summary of the completed calls in the GVP Media Control Platform. 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/MCP/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 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 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.
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	This causes the report to contain only calls with matching call-status. This can take one of the following values: • COMPLETED • TIMED_OUT
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-type	This causes the report to contain only calls with matching call-type to be returned. Valid values are: • NEWCALL • EXTERNAL • CREATECCXML
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.

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/245" />
  </components>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/246" />
  </components>
</cdr-list>
```

CCP Historical Call Log Reporting Services

This report describes the call events for completed calls in the Call Control Platform. Each report contains a manifest section.

Web Service Endpoint

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

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
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.
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.
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. At least one of session-id or gvp-guid must be specified.
page	This specifies the page number to be returned. For this web service, the page size cannot be specified in the query itself, instead a platform-configured default is used.

Output Format

The output for this report consists of a list of events for some particular session, in chronological order. It conforms to the RelaxNG schema CDR_Events.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<call-events>
  <event timestamp="2010-02-03T06:39:10.302Z" level="METRIC" log-id="new_session" session-
```

```
id="2C1CBC0E-3FE2-469F-16AF-6EC20961C378-9035BBF2-7DDE" comp-
id="221">http://osiris.voicegenie.com/testscripts/RS/GVP80/Applications/Createccxml.ccxml|
newcall|12FF9BAA-30FE-42A4-A6B9-F521C6C6935B</event>
    <event timestamp="2010-02-03T06:39:10.317Z" level="METRIC" log-id="page_start" session-
id="2C1CBC0E-3FE2-469F-16AF-6EC20961C378-9035BBF2-7DDE" comp-
id="221">http://osiris.voicegenie.com/testscripts/RS/GVP80/Applications/
Createccxml.ccxml</event>
  </call-events>
```

Operational Reports

Resource Manager (RM)

RM Arrival Report

RM Peak Report

Media Control Platform (MCP)

MCP Arrival Report

MCP Peak Report

Call Control Platform (CCP)

CCP Arrival Report

CCP Peak Report

CTI Connector (CTIC)

CTIC Arrival Report

CTIC Peak Report

PSTN Connector (PSTNC)

PSTNC Arrival Report

PSTNC Peak Report

ASR Session

MCP ASR Call Duration Report

ASR Session Peak Report

ASR Session Usage Report

TTS Session

MCP TTS Call Duration Report

TTS Session Peak Report

TTS Session Usage Report

MCP VXML

MCP VXML Arrival Report

MCP VXML Call Duration Report

MCP VXML Peak Report

Media Service

Media Service Arrival Report

Media Service Call Duration Report

Media Service Peak Report

RM Arrival Report

This report describes the number of Call Arrivals on a Resource Manager, as a sequence each of fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/arrivals/RM.

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 DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id.

Parameter	Description
	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.
dn	This describes the target DN. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified dn. The format of the dn parameter may be one of the following: • a single integer n - the result contains records which matches exactly the value n • a single integer n followed by a '*' - the result contains records which has prefix n • 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 Note: if none of app-id, tenant-id, and dn are specified, the report will contain the information across all the applications
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the Resource Manager components in the system.
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 would 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-arrivals> XML elements. Each <call-arrivals> element contains a sequence of arrival data in the requested time range, for the specified Application/Tenant/DN. Each <bin> in the sequence represents the arrival data for a unit of time

specified by granularity, and it is further broken down into call type. It conforms to the RelaxNG schema CallArrivalReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="RM" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/137" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
  <call-arrivals comp-type="RM" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/321" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
        <calls type="OUTBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

RM Peak Report

This report describes the peak usage of a Resource Manager within a period of time, as a sequence of peaks within some fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/peaks/RM.

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 DBID. This may be specified zero or more times. If specified, the report will contain peak data only for the specified app-id.

Parameter	Description
	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.
dn	This describes the target DN. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified dn. The format of the dn parameter may be one of the following: • a single integer n - the result contains records which matches exactly the value n Note: if none of app-id, tenant-id, and dn are specified, the report will contain the information across all the applications.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the Resource Manager components in the system.
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 would 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-peaks> XML elements. Each <call-peaks> element contains a sequence of arrival data in the requested time range, for the specified Application/Tenant/DN. Each <bin> in the sequence represents the peak within a unit of time specified by granularity, and it is further broken down into call type. It conforms to the RelaxNG schema CallPeakReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-peaks comp-type="RM" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
```

```
    <applications>
      <application href="/applications/137" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-peaks>
  <call-peaks comp-type="RM" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/321" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
        <calls type="OUTBOUND" count="1" />
        </bin>
      <bin index="1" />
    </bins>
  </call-peaks>
```

MCP Arrival Report

This report describes the number of Call Arrivals on a Media Control Platform, as a sequence each of fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/arrivals/MCP.

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 DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id.

Parameter	Description
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the Media Control Platform components in the system.
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 would 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-arrivals> XML elements. Each <call-arrivals> element contains a sequence of arrival data in the requested time range, for the specified Application/Tenant. Each <bin> in the sequence represents the arrival data for a unit of time specified by granularity, and it is further be broken down by call types. It conforms to the RelaxNG schema CallArrivalReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="MCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/137" />
    </applications>
    <bins count="2">
      <bin index="0">
      <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
  <call-arrivals comp-type="MCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/325" />
    </applications>
    <bins count="2">
      <bin index="0">
      <calls type="INBOUND" count="1" />
      <calls type="BRIDGED" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

MCP Peak Report

This report describes the peak usage of the Media Control Platform within a period of time, as a sequence of peaks within some fixed duration (known as "granularity") between some start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/peaks/MCP.

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.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will

Parameter	Description
	contain arrival data for all the Media Control Platform components in the system.
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 would 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-peaks> XML elements. Each <call-peaks> element contains a sequence of arrival data in the requested time range, for the specified Component. Each <bin> in the sequence represents the peak within a unit of time specified by granularity, and it is further broken down into call type. It conforms to the RelaxNG schema CallPeakReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-peaks comp-type="MCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <components>
      <component href="/components/144" name="MCP1" type="MCP"/>
    </components>
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
  <call-arrivals comp-type="MCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <components>
      <component href="/components/145" name="MCP2" type="MCP"/>
    </components>
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
        <calls type="BRIDGED" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-peaks>
```

CCP Arrival Report

This report describes the number of Call Arrivals on a Call Control Platform, as a sequence each of fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/arrivals/CCP.

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 DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id.

Parameter	Description
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the Call Control Platform components in the system.
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 would 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-arrivals> XML elements. Each <call-arrivals> element contains a sequence of arrival data in the requested time range, for the specified Application/Tenant. Each <bin> in the sequence represents the arrival data for a unit of time specified by granularity, and it is further be broken down by call types. It conforms to the RelaxNG schema CallArrivalReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="CCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/137" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="NEWCALL" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
  <call-arrivals comp-type="CCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/325" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="NEWCALL" count="1" />
        <calls type="CREATECCXML" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

CCP Peak Report

This report describes the peak usage of the Call Control Platform within a period of time, as a sequence of peaks within some fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/peaks/CCP.

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.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain peak data only for the specified set of comp-id's. If no comp-id is specified, the report will

Parameter	Description
	contain arrival data for all the Call Control Platform components in the system.
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-peaks> XML elements. Each <call-peaks> element contains a sequence of arrival data in the requested time range, for the specified components. Each <bin> in the sequence represents the peak within a unit of time specified by granularity, and it is further broken down into call type. It conforms to the RelaxNG schema CallPeakReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="CCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <bins count="2">
      <bin index="0">
        <calls type="NEWCALL" count="1" />
        </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

CTIC Arrival Report

This report describes the number of Call Arrivals on a CTI Connector, as a sequence each of fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/arrivals/CTIC.

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 DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id.

Parameter	Description
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the CTI Connector components in the system.
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-arrivals> XML elements. Each <call-arrivals> element contains a sequence of arrival data in the requested time range, for the specified Application. Each <bin> in the sequence represents the arrival data for a unit of time specified by granularity, and it is further be broken down by call types. It conforms to the RelaxNG schema CallArrivalReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="CTIC" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

CTIC Peak Report

This report describes the peak usage of the CTI Connectors within a period of time, as a sequence of peaks within some fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/peaks/CTIC.

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.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will

Parameter	Description
	contain arrival data for all the CTI Connector components in the system.
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-peaks> XML elements. Each <call-peaks> element contains a sequence of arrival data in the requested time range, for the specified components. Each <bin> in the sequence represents the peak within a unit of time specified by granularity, and it is further broken down into call type. It conforms to the RelaxNG schema CallPeakReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="CTIC" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

PSTNC Arrival Report

This report describes the number of Call Arrivals on a PSTN Connector, as a sequence each of fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/arrivals/PSTNC.

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 DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id.

Parameter	Description
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the PSTN Connector components in the system.
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-arrivals> XML elements. Each <call-arrivals> element contains a sequence of arrival data in the requested time range, for the specified Application. Each <bin> in the sequence represents the arrival data for a unit of time specified by granularity, and it is further be broken down by call types. It conforms to the RelaxNG schema CallArrivalReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="PSTNC" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

PSTNC Peak Report

This report describes the peak usage of the PSTN Connector within a period of time, as a sequence of peaks within some fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/peaks/PSTNC

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.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will

Parameter	Description
	contain arrival data for all the PSTN Connector components in the system.
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-peaks> XML elements. Each <call-peaks> element contains a sequence of arrival data in the requested time range, for the specified Component. Each <bin> in the sequence represents the peak within a unit of time specified by granularity, and it is further broken down into call type. It conforms to the RelaxNG schema CallPeakReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="PSTNC" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <bins count="2">
      <bin index="0">
        <calls type="INBOUND" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```

MCP ASR Call Duration Report

This report lists the total call duration of all MCP calls that used ASR for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
TO	This describes the end of the period the report would be for. If

Parameter	Description
	the "to" does not align with the granularity, the report will normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

ASR Session Peak Report

This report lists the peak ASR Session usage for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (* = mandatory)	This describes the start of the period that 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. It can take a format of `YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]`, where *zzzz* can be one of `+mm:ss`, `-mm:ss`, or `Z`.
GRANULARITY* (* = mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-ids.
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

Parameter	Description
	normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of `YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]`, where *zzzz* can be one of `+mm:ss`, `-mm:ss`, or `Z`.

Responses

Number	Response / Description
200	`Success` The request has succeeded.
400	`Request Failed` The Reporting Server has failed to handle a user request.
503	`Query timed out` The query has timed out.

ASR Session Usage Report

This report lists the number of ASR Sessions for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z.
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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

Parameter	Description
	normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

MCP TTS Call Duration Report

This report lists the total call duration of all MCP calls that used TTS for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
TO	This describes the end of the period the report would be for. If

Parameter	Description
	the "to" does not align with the granularity, the report will normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

TTS Session Peak Report

This report lists the peak TTS Session usage for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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

Parameter	Description
	normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

TTS Session Usage Report

This report lists the number of TTS Sessions for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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

Parameter	Description
	normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response/Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

MCP VXML Arrival Report

This report lists the arrivals of all MCP VXML calls for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: HOUR, DAY, WEEK, MONTH. Each bin of the report will represent the number of calls arrived within that period of time.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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

Parameter	Description
	normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

MCP VXML Call Duration Report Service

This report lists the total call duration of all MCP VXML calls for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: HOUR, DAY, WEEK, MONTH. Each bin of the report will represent the number of calls arrived within that period of time.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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

Parameter	Description
	normalize the "to" time to the granularity boundary mark after the specified value. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

MCP VXML Peak Report

This report lists the Peaks of all MCP VXML calls for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Web Service Endpoint

This report is available at the web service endpoint /operations/peaks/MCP/VXML.

Method: GET

Query/Path Parameters

Parameter	Description
APP-ID	This describes target IVR Profile Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified app-id's.
COMP-ID	This describes the target Component Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified comp-id's. Must be specified with session-id for generic CDR reports.
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: HOUR, DAY, WEEK, MONTH. Each bin of the report will represent the number of calls arrived within that period of time.
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 would 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.

Parameter	Description
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

Media Service Arrival Report

This report lists the Arrivals of all calls using a given Media Service type for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

REST API URLs

The REST API URL for each media ser vice type is:

```
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/TREATMENT
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/MEDIA
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/CPD
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/RECORDING
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/CONFERENCE
```

Media Service Call Duration Report

This report lists the total call duration of all calls using a given Media Service type for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

REST API URLs

The REST API URL for each media service type is:

http://ca-to-hare:8080/ems-rs/operations/durations/media-service/TREATMENT
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/MEDIA
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/CPD
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/RECORDING
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/CONFERENCE

Media Service Call Peak Report

This report lists the Peaks of all calls using a given Media Service type for a sequence of time periods of fixed duration within a specified time range. The duration length depends on the specified "granularity."

Method: GET

Query/Path Parameters

Parameter	Description
FROM* (mandatory)	This describes the start of the period the report would be for. It takes 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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z
GRANULARITY* (mandatory)	This describes the unit of time for this report. It can take one of the following values: "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.
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 would 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.
TENANT-ID	This describes the target Tenant Config Server DBID. This may be specified one or more times. If specified, the report will contain data only for the specified tenant-id's.
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. It can take a format of "YYYY-MM-DD'T'HH:mm:ss[.SSS][zzzz]", where zzzz can be one of +mm:ss, -mm:ss, or Z

Responses

Number	Response / Description
200	**Success** The request has succeeded.
400	**Request Failed** The Reporting Server has failed to handle user's request.
503	**Query timed out** The query has timed out.

REST API URLs

The REST API URL for each media service type is:

http://ca-to-hare:8080/ems-rs/operations/durations/media-service/TREATMENT
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/MEDIA
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/CPD
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/RECORDING
http://ca-to-hare:8080/ems-rs/operations/durations/media-service/CONFERENCE

VAR Reports

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	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 <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>
```

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>
      <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>
```

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: • 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: • USER_END • APPLICATION_END • SYSTEM_ERROR • UNKNOWN
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 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>
```

Historical VAR CDR Summary Report

The Historical VAR CDR Summary Report returns Call Detail Records for completed MCP sessions that were instrumented with VAR logging. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/HIST/CDRs/MCP/VAR.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Decription
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	Decription
	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: • SUCCESS • FAILED • REJECTED • UNKNOWN
end-state	This causes the report returns all calls with a matching end-state. It can be one of the following values: • USER_END • APPLICATION_END • SYSTEM_ERROR • 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

Each item displays the number of calls with some VAR instrumentation which belongs to the IVR Profile or Tenant. It conforms to the RelaxNG schema CDR_Summary.rng. 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/233" />
  </components>
</cdr-list>
<cdr-list count="4">
  <components>
    <component href="/components/234" />
  </components>
</cdr-list>
```

Service Quality Advisor Reports

Service Quality Reports

The Service Quality Report describes the number of latencies as measured by the MCP according to the configured latency criteria, for the requested time range and applications. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/ sqa/servicequality.

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: • 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 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 the tenant-id parameter.
tenant-id	This describes the target Tenant 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 tenant-id. This cannot be specified with the app-id parameter.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the Media Control Platform components in the system.
aggregate-by	This can be specified at most once in the query. It may be set to one of the following values: • time • platform • application

Output Format

The report consists of a number of <service-quality> elements. Each <service-quality> element contains statistics for the sum of SQ data for the specified applications and components broken down by time, in a series of bins of size granularity. It conforms to the RelaxNG schema SQAServiceQuality.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <service-quality comp-type="MCP" start="2010-02-04T08:00:00Z" end="2010-02-04T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/132" />
      <application href="/applications/133" />
    </applications>
    <components>
      <component href="/components/212" type="MCP" />
    </components>
    <bins count="2">
      <bin index="0">
        <failure-summary calls="94" failed-calls="3">
          <failure-category type="CALL_CONTROL" failures="2">
            <failure type="CALL_ANSWER" failures="1" />
            <failure type="CALL_REJECT" failures="1" />
          </failure-category>
          <failure-category type="LATENCY" failures="0">
            <failure type="INBOUND_FIRST_PROMPT_LATENCY" failures="0" />
            <failure type="OUTBOUND_FIRST_PROMPT_LATENCY" failures="0" />
            <failure type="INTERPROMPT_LATENCY" failures="0" />
            <failure type="CUMULATIVE_RESPONSE_LATENCY" failures="0" />
            <failure type="AUDIO_GAP_LATENCY" failures="0" />
          </failure-category>
          <failure-category type="APPLICATION_ERROR" failures="0">
            <failure type="APPLICATION_ERROR" failures="0" />
```

```
        </failure-category>
        <failure-category type="SYSTEM_ERROR" failures="2">
          <failure type="SYSTEM_ERROR" failures="2" />
        </failure-category>
      </failure-summary>
    </bin>
    <bin index="1" />
  </bins>
</service-quality>
```

Service Quality Failure Details Reports

The Service Quality Failure Details report generates a report for the service quality failures occurring in the system, as observed from the MCPs based on the Service Quality criteria. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/sqa/failures.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
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.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. The Reporting Server will silently ignore the comp-id's which do not map to an MCP component. If no comp-id is specified, the report will contain arrival data for all the MCP components in the system.
app-id	This describes the target IVR Profile Config Server 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 the tenant-id parameter. If no app-id or tenant-id is specified, the report will contain arrival data for all the IVR Profiles in the system.
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

Parameter	Description
	for the specified tenant-id. This cannot be specified with the app-id parameter.
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.
failure-type	If specified, only failures of the specific types are returned. This can be specified one or more times, and if it's not specified then all failure types are returned. The valid value for the failure types are: • CALL_ANSWER • INBOUND_FIRST_PROMPT_LATENCY • OUTBOUND_FIRST_PROMPT_LATENCY • INTERPROMPT_LATENCY • CUMULATIVE_RESPONSE_LATENCY • AUDIO_GAP_LATENCY • APPLICATION_ERROR • SYSTEM_ERROR • CALL_REJECT
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 exceed 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 SQ Failure Details Report contains one or more <failure> elements within the surrounding <failed-call-list> </failed-call-list> element. Each describes a SQ failure occurring in the system,

where each failure would describe the session-id and comp-id of the call that had the failure, the start time of the call, the type of failure, etc. It conforms to the RelaxNG schema SQAFailureDetails.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <failed-call-list>
    <failure session-id="00D400B6-100053D7" comp-id="212" app-id="193" duration="0"
start="2010-02-04T16:36:23.585Z" type="SYSTEM_ERROR" order="1" failure-
time="2010-02-04T16:36:23.585Z" info="Inbound reject (badfetch)" />
    <failure session-id="00D400B6-100053F4" comp-id="212" app-id="321" duration="5109"
start="2010-02-04T16:39:50.98Z" type="CALL_ANSWER" order="1" failure-
time="2010-02-04T16:39:50.98Z" info="3250 ms" />
    <failure session-id="00D400B6-100053F3" comp-id="212" app-id="232" duration="0"
start="2010-02-04T16:40:01.808Z" type="CALL_REJECT" order="1" failure-
time="2010-02-04T16:40:01.808Z" info="20000 ms" />
    <failure session-id="00D400B6-100053F3" comp-id="212" app-id="232" duration="0"
start="2010-02-04T16:40:01.808Z" type="SYSTEM_ERROR" order="2" failure-
time="2010-02-04T16:40:01.808Z" info="Inbound reject (timeout)" />
  </failed-call-list>
```

Service Quality Latency Reports

The Service Quality Latency report describes a summary of the latency data observed from the MCP systems. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/sqa/latency/details.

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: • HOUR • DAY • WEEK • MONTH Each bin of the report will represent a set of latency results for a time period of size 'granularity' if aggregate-by parameter is set to 'time'.
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.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain aggregated latency data for all the MCP components in the system.
aggregate-by	This can be specified at most once in the query. It

Parameter	Description
	may be set to one of the following values: • time • component This causes each bin of latency to be an aggregation of either 'time' or 'component'.

Output Format

The output for this report consists of a list of <latencies> XML elements. Each <latencies> element contains a sequence of arrival data in the requested time range, for the specified set of components. Each <latencies> element contains a number of <bin> elements in a sequence, where each <bin> represents the latency data for a unit of time specified by granularity, and it is further broken down into the various latency category and latency types. In the report's manifest, in addition to the general manifest parameters as described in an earlier section, it also contains the latency thresholds configured for the latencies which has been measured. This report conforms to the RelaxNG schema SQALatencyDetails.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <latencies comp-type="MCP" start="2010-02-04T16:00:00Z" end="2010-02-04T18:00:00Z"
granularity="HOUR">
    <components>
      <component href="/components/212" type="MCP" />
    </components>
    <bins count="2">
      <bin index="0">
        <category name="FETCHING" measured="210" avg="27.4476" min="0" max="3235" std-
dev="224.1228">
          <latency type="AUDIO_FETCH" measured="28" avg="18.3929" min="0" max="328" std-
dev="61.3154" estimate="118.9501" />
          <latency type="PAGE_FETCH" measured="182" avg="28.8407" min="0" max="3235" std-
dev="239.0884" estimate="420.9456" />
        </category>
        <category name="CALL_CONTROL" measured="92" avg="283.9565" min="15" max="20000" std-
dev="1526.3008">
          <latency type="CALL_ANSWER" measured="90" avg="67.7" min="15" max="3250" std-
dev="339.9106" estimate="625.1533" />
          <latency type="CALL_REJECT" measured="2" avg="10015.5" min="31" max="20000" std-
dev="14120.2153" estimate="33172.6531" />
        </category>
        <category name="RESPONSE" measured="2" avg="281" min="281" max="281" std-dev="0">
          <latency type="CUMULATIVE_RESPONSE" measured="1" avg="281" min="281" max="281" std-
dev="0" estimate="281" />
          <latency type="TRANSFER_RESPONSE" measured="1" avg="281" min="281" max="281" std-
dev="0" estimate="281" />
        </category>
        <category name="PROMPT" measured="272" avg="161.0735" min="0" max="3562" std-
dev="217.6774">
          <latency type="INBOUND_FIRST_PROMPT" measured="90" avg="208.3333" min="0" max="500"
std-dev="99.3131" estimate="371.2069" />
          <latency type="INITIAL_RESPONSE" measured="90" avg="276.0333" min="31" max="3562"
std-dev="364.4363" estimate="873.7089" />
          <latency type="INTERPROMPT" measured="91" avg="2.2308" min="0" max="16" std-
```

```
dev="5.4976" estimate="11.2469" />
          <latency type="OUTBOUND_FIRST_PROMPT" measured="1" avg="16" min="16" max="16" std-
dev="0" estimate="16" />
        </category>
        <category name="MRCP" measured="270" avg="28.5333" min="0" max="125" std-dev="22.674">
          <latency type="MRCP_SPEAK" measured="90" avg="7.8" min="0" max="16" std-
dev="7.8514" estimate="20.6763" />
          <latency type="MRCP_TTS_SESSION_ESTABLISH" measured="90" avg="70.8778" min="15"
max="125" std-dev="37.6494" estimate="132.6228" />
          <latency type="MRCP_TTS_SET_PARAMS" measured="90" avg="6.9222" min="0" max="16" std-
dev="7.7897" estimate="19.6973" />
        </category>
        <category name="EXECUTION" measured="74" avg="0" min="0" max="0" std-dev="0">
          <latency type="PAGE_COMPILE" measured="73" avg="0" min="0" max="0" std-dev="0"
estimate="0" />
          <latency type="JAVA_SCRIPT_EXECUTION" measured="1" avg="0" min="0" max="0" std-
dev="0" estimate="0" />
        </category>
      </bin>
      <bin index="1" />
    </bins>
  </latencies>
```

Service Quality Latency Histogram Reports

The SQ Latency Histogram Report generates the latency histogram data for the time period and components specified in the input paramaters. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/sqa/latency/histogram.

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: • HOUR • DAY • WEEK • MONTH Each bin of the report will represent a set of latency results for a time period of size ‘granularity’ if aggregate-by parameter is set to ‘time’.
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.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id’s. If no comp-id is specified, the report will contain aggregated latency data for all the MCP components in the system.
aggregate-by	This can be specified at most once in the query. It

Parameter	Description
	may be set to one of the following values: • component If a number of comp-id is specified, and aggregate-by is set to component, the report generated will contain one histogram with data aggregated across all the specified comp-id's.

Output Format

The output is a sequence of <latency-histogram> elements. Each represents the histogram data for the type of latency specified in the <latency-histogram> element, aggregated over the time range specified in the <latency-histogram> element, for the components specified in the <latency-histogram> element. The <latency-histogram> also contains a <configuration> element describing how to generate the histogram bin sizes. Please refer to other documentation for how to translate the log-linear configuration into histogram bin sizes. Finally, the <latency-histogram> element contains a series of 26 bin values. They represent the number of times that particular latency has been measured to have a value falling within that histogram bin. This report conforms to the RelaxNG schema SQALatencyHistogram.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <latency-histogram from="2010-02-04T16:00:00Z" to="2010-02-04T17:00:00Z" type="AUDIO_FETCH"
measured="28" avg="18.3929" min="0" max="328" std-dev="61.3154" estimate="118.9501">
    <components>
      <component href="/components/212" type="MCP" />
    </components>
    <configuration log-bins="5" log-upper-bound="500" linear-upper-bound="10000" />
    <bin>0</bin>
    <bin>16</bin>
    <bin>0</bin>
    <bin>11</bin>
    <bin>0</bin>
    <bin>1</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
  </latency-histogram>
  <latency-histogram from="2010-02-04T16:00:00Z" to="2010-02-04T17:00:00Z" granularity="HOUR"
```

```
type="CALL_ANSWER" measured="90" avg="67.7" min="15" max="3250" std-dev="339.9106"
estimate="625.1533">
    <components>
      <component href="/components/212" type="MCP" />
    </components>
    <configuration log-bins="6" log-upper-bound="1000" linear-upper-bound="10000" />
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>63</bin>
    <bin>25</bin>
    <bin>1</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>1</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
  </latency-histogram>
```

Service Quality Latency Summary

This report provides a current summary for latencies of the MCP components. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/sqa/latency/summary.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain latency data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the MCP components in the system.

Output Format

In the report's body, for each MCP component, the report contains that component's latency information for this hour, today, this week, and this month, for the Service Quality categories. It conforms to the RelaxNG schema SQALatencySummary.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <current-component-sqa>
    <current-latencies>
      <component href="/components/1" type="MCP"/>
      <latencies period="HOUR">
        <category name="RESPONSE" measured="84" types="6" acceptable="5" avg="6353.2857"
min="110" max="23961" std-dev="10153.696"/>
        <category name="FETCHING" measured="126" types="5" acceptable="5" avg="123.7619"
min="8" max="3040" std-dev="516.1381"/>
        <category name="CALL_CONTROL" measured="30" types="2" acceptable="2" avg="324.2"
min="50" max="2059" std-dev="660.2041"/>
        <category name="PROMPT" measured="86" types="4" acceptable="4" avg="1947.3953"
min="13" max="17855" std-dev="4431.3008"/>
        <category name="MRCP" measured="212" types="17" acceptable="17" avg="58.0943" min="1"
max="1083" std-dev="116.4878"/>
        <category name="EXECUTION" measured="188" types="2" acceptable="2" avg="6.3191"
min="0" max="20" std-dev="5.4774"/>
```

```
      </latencies>
      <latencies period="DAY">
        <category name="RESPONSE" measured="84" types="6" acceptable="5" avg="6353.2857"
min="110" max="23961" std-dev="10153.696"/>
        <category name="FETCHING" measured="126" types="5" acceptable="5" avg="123.7619"
min="8" max="3040" std-dev="516.1381"/>
        <category name="CALL_CONTROL" measured="30" types="2" acceptable="2" avg="324.2"
min="50" max="2059" std-dev="660.2041"/>
        <category name="PROMPT" measured="86" types="4" acceptable="4" avg="1947.3953"
min="13" max="17855" std-dev="4431.3008"/>
        <category name="MRCP" measured="212" types="17" acceptable="17" avg="58.0943" min="1"
max="1083" std-dev="116.4878"/>
      </latencies>
      <latencies period="WEEK">
        <category name="RESPONSE" measured="84" types="6" acceptable="5" avg="6353.2857"
min="110" max="23961" std-dev="10153.696"/>
        <category name="FETCHING" measured="126" types="5" acceptable="5" avg="123.7619"
min="8" max="3040" std-dev="516.1381"/>
        <category name="CALL_CONTROL" measured="30" types="2" acceptable="2" avg="324.2"
min="50" max="2059" std-dev="660.2041"/>
        <category name="PROMPT" measured="86" types="4" acceptable="4" avg="1947.3953"
min="13" max="17855" std-dev="4431.3008"/>
        <category name="MRCP" measured="212" types="17" acceptable="17" avg="58.0943" min="1"
max="1083" std-dev="116.4878"/>
      </latencies>
      <latencies period="MONTH">
        <category name="RESPONSE" measured="84" types="6" acceptable="5" avg="6353.2857"
min="110" max="23961" std-dev="10153.696"/>
        <category name="FETCHING" measured="126" types="5" acceptable="5" avg="123.7619"
min="8" max="3040" std-dev="516.1381"/>
        <category name="CALL_CONTROL" measured="30" types="2" acceptable="2" avg="324.2"
min="50" max="2059" std-dev="660.2041"/>
        <category name="PROMPT" measured="86" types="4" acceptable="4" avg="1947.3953"
min="13" max="17855" std-dev="4431.3008"/>
        <category name="MRCP" measured="212" types="17" acceptable="17" avg="58.0943" min="1"
max="1083" std-dev="116.4878"/>
      </latencies>
    </current-latencies>
    <current-latencies> ... </current-latencies>
  </current-component-sqa>
```

Run Time Reports

Application Utilization Reporting Service

This report provides current utilization information for IVR Profiles in the system. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/components/usage.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
app-id	This describes the set of IVR Profiles that the report will contain. If the app-id is not specified, then results for all IVR Profiles in the system are returned.

Output Format

The output for this report is organized as a sequence of <ivr-app-usage> elements within enclosing elements <ivr-app-usage-report> </ivr-app-usage-report>. Each <ivr-app-usage> element contains information about a single IVR Profile. It contains information about the number of currently in-progress calls, number of calls arriving this hour, and today, peak number of calls seen today for the IVR Profile with the time at which the peak occurred, var stats for today, plus various other information. It conforms to the RelaxNG schema IVRUsageReport.rng. Download the GVP RNG Schemas. An example report body for this report is as follows:

```
<ivr-app-usage-report>
  <ivr-app-usage>
    <application href="/applications/189" name="4kbactionnotes" type="voicexml" />
  <limits />
  <calls>
    <in-progress count="0" />
    <arrived>
      <this-hour count="0" />
      <today count="0" />
    </arrived>
    <peak today="0" />
  </calls>
  </ivr-app-usage>
  <ivr-app-usage>
    <application href="/applications/187" name="4kb_call_notes" type="voicexml" />
```

```
    <limits />
    <calls>
      <in-progress count="0" />
      <arrived last-updated="2010-02-04T16:36:39.047Z">
        <this-hour count="0" />
        <today count="1">
          <calls type="INBOUND" count="1" />
        </today>
      </arrived>
      <peak today="1" time="2010-02-04T16:35:59.522Z" last-updated="2010-02-04T16:40:39.829Z">
        <calls type="INBOUND" count="1" />
      </peak>
    </calls>
      <var-stats>
        <today count="1">
          <call-result type="UNKNOWN" count="1" last-updated="2010-02-04T16:40:00Z" />
        </today>
      </var-stats>
    </ivr-app-usage>
  </ivr-app-usage-report>
```

Tenant Utilization Reporting Service

This report provides current utilization information for Tenants in the system. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/tenants/usage

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
tenant-id	This describes the set of Tenants that the report will contain. If the tenant-id is not specified, then results for all Tenants in the system are returned.

Output Format

The output for this report is organized as a sequence of <tenant-usage> elements within enclosing elements <tenant-usage-report> </tenant-usage-report>. Each <tenant-usage> element contains information about a single Tenant. It contains information about the number of currently in-progress calls, number of calls arriving this hour, and today, peak number of calls seen today for the Tenant with the time at which the peak occurred, var stats for today, plus various other information. It conforms to the RelaxNG schema TenantUsageReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<tenant-usage-report>
  <tenant-usage>
    <tenant href="/tenants/1" name="Environment" />
    <limits />
    <calls>
      <in-progress count="0" />
      <arrived last-updated="2010-02-04T16:40:39.829Z">
        <this-hour count="6" >
          <calls type="INBOUND" count="6" />
          <calls type="OUTBOUND" count="0" />
        </this-hour>
        <today count="97">
          <calls type="INBOUND" count="96" />
          <calls type="OUTBOUND" count="1" />
        </today>
      </arrived>
```

```
        <peak today="4" time="2010-02-04T16:39:47.73Z" last-
updated="2010-02-04T16:40:39.829Z">
          <calls type="INBOUND" count="3" />
          <calls type="OUTBOUND" count="1" />
        </peak>
      </calls>
      <var-stats>
        <today count="94">
        <call-result type="SUCCESS" count="8" last-updated="2010-02-04T16:40:00Z" />
        <call-result type="FAILED" count="17" last-updated="2010-02-04T16:40:00Z" />
        <call-result type="REJECTED" count="2" last-updated="2010-02-04T16:45:00Z" />
        <call-result type="UNKNOWN" count="67" last-updated="2010-02-04T16:45:00Z" />
        </today>
      </var-stats>
    </tenant-usage>
    <tenant-usage> . . . </tenant-usage>
  </tenant-usage-report>
```

Component Utilization Reporting Service

This report provides current utilization information for the MCP, CCP, and RM components in the system. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/components/usage.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
comp-id	This describes the set of Components that the report will contain. If the comp-id is not specified, then results for all components in the system are returned.

Output Format

The output for this report is organized as a sequence of <comp-usage> elements within enclosing elements <comp-usage-report> </comp-usage-report>. Each <compe-usage> element contains information about a single component. It contains information about the number of currently in-progress calls, number of calls arriving this hour, and today, peak number of calls seen today for the component with the time at which the peak occurred, plus various other information. It conforms to the RelaxNG schema ComponentUsageReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <comp-usage-report>
    <comp-usage>
      <component href="/components/211" name="CCP_153_RS" type="CCP" />
      <calls>
        <in-progress count="0" />
        <arrived last-updated="2010-02-04T16:40:40.095Z">
          <this-hour count="0" />
          <today count="8">
            <calls type="NEWCALL" count="6" />
            <calls type="EXTERNAL" count="1" />
            <calls type="CREATECCXML" count="1" />
          </today>
        </arrived>
        <peak today="4" time="2010-02-04T16:39:41.73Z" last-
updated="2010-02-04T16:40:40.095Z">
```

```
        <calls type="NEWCALL" count="2" />
        <calls type="EXTERNAL" count="1" />
        <calls type="CREATECCXML" count="1" />
      </peak>
    </calls>
  </comp-usage>
  <comp-usage> . . . </comp-usage>
</comp-usage-report>
```

Outbound Application Usage Reporting Service

This report provides information for each IVR Profile on outbound calls made via SSG, aggregated over all the SSG's in the deployment. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/applications/usage/outbound.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
app-id	This describes the set of app-id's that the report will contain. If the app-id is not specified, then results for all IVR Profiles are returned.

Output Format

The report body is organized as a sequence of <ivr-app-usage > elements. Each of these elements contains the following information for an application:

- Pending/queued calls total
- Succeeded calls total
- Failed calls total
- Average time to complete a call
- Average attempts to complete a call
- Last time totals where updated

This report conforms to the RelaxNG schema IVROutboundUsageReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<ivr-app-usage-report>
  <ivr-app-usage>
    <application href="/applications/119" name="IVR1">
    </application>
```

```
      <outbound queued="1" sucessfull="2" failed="3" avgtimetocomplete="3"
avgattemptstocomplete="5" >
      </outbound>
    </ivr-app-usage>
    <ivr-app-usage>
    ...
    </ivr-app-usage>
  </ivr-app-usage-report>
```

Outbound Tenant Usage Reporting Service

This report provides information for each Tenant on outbound calls made via SSG, aggregated over all the SSG's in the deployment. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/tenants/usage/outbound.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
tenant-id	This describes the set of tenant-id's that the report will contain. If the tenant-id is not specified, then results for all IVR Profiles are returned.

Output Format

The report body is organized as a sequence of <tenant-usage > elements. Each of these elements contains the following information for an application:

- Pending/queued calls total
- Succeeded calls total
- Failed calls total
- Last time totals where updated

This report conforms to the RelaxNG schema TenantOutboundUsageReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<tenant-usage-report>
  <tenant-usage>
    <tenant href="/tenants/1" name="Environment"/>
    <outbound queued="1" sucessfull="2" failed="3">
    </outbound>
  </tenant-usage>
  <tenant-usage>
  ...
  </tenant-usage>
</tenant-usage-report>
```

PSTNC Runtime Data Reporting Service

This report provides some near real-time information for each PSTNC. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/components/PSTNC/snmp-stats.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
comp-id	This describes the set of PSTNC components that the report will contain. If the comp-id is not specified, then results for all PSTNC components are returned.

Output Format

The output for this report is organized as a sequence of <comp-snmp> elements within enclosing elements <comp-snmp-stats> </comp-snmp-stats>. Each <comp-snmp> element contains information about a single PSTNC component. It consists of a number of <snmp-table-row> elements representing data of the boards and ports on the PSTN connector, and <snmp-oid> elements representing data of the PSTN connector itself. This report conforms to the RelaxNG schema ComponentHealthReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<comp-snmp-stats>
  <comp-snmp>
    <component href="/components/118" name="PSTNC-GVPandrewj3" type="PSTNC">
    </component>
    <snmp-details>
      <snmp-table-row name="pSTNCPortTable" index="Port1">
        <snmp-oid name="pSTNCPortNo" value="1"/>
        <snmp-oid name="pSTNCPortType" value="1"/>
        <snmp-oid name="pSTNCPortStatus" value="2"/>
        <snmp-oid name="pSTNCPortTotalCallsAttempted" value="3"/>
        <snmp-oid name="pSTNCPortTotaCallsAnswered" value="4"/>
        <snmp-oid name="pSTNCPortTotalCallsRejected" value="5"/>
      </snmp-table-row>
      <snmp-table-row name="pSTNCPortTable" index="Port2">
        <snmp-oid name="pSTNCPortNo" value="2"/>
```

```
        <snmp-oid name="pSTNCPortType" value="1"/>
        <snmp-oid name="pSTNCPortStatus" value="2"/>
        <snmp-oid name="pSTNCPortTotalCallsAttempted" value="3"/>
        <snmp-oid name="pSTNCPortTotaCallsAnswered" value="4"/>
        <snmp-oid name="pSTNCPortTotalCallsRejected" value="5"/>
      </snmp-table-row>
      <snmp-table-row name="pSTNCBoardTable" index="1">
        <snmp-oid name="pSTNCBoardName"  value="Board1"/>
        <snmp-oid name="pSTNCBoardType"  value="Type1"/>
        <snmp-oid name="pSTNCSignallingProtocol" value="Protocol1"/>
        <snmp-oid name="pSTNCDChannelStatus" value="2"/>
        <snmp-oid name="pSTNCRedAlarm" value="3"/>
        <snmp-oid name="pSTNCBlueAlarm" value="4"/>
        <snmp-oid name="pSTNCLossOfSync" value="0"/>
        <snmp-oid name="pSTNCFramingError" value="1"/>
        <snmp-oid name="pSTNCBiPolarViolation" value="0"/>
      </snmp-table-row>
      <snmp-table-row name="pSTNCBoardTable" index="2">
        <snmp-oid name="pSTNCBoardName"  value="Board1"/>
        <snmp-oid name="pSTNCBoardType"  value="Type1"/>
        <snmp-oid name="pSTNCSignallingProtocol" value="Protocol1"/>
        <snmp-oid name="pSTNCDChannelStatus" value="2"/>
        <snmp-oid name="pSTNCRedAlarm" value="3"/>
        <snmp-oid name="pSTNCBlueAlarm" value="4"/>
        <snmp-oid name="pSTNCLossOfSync" value="0"/>
        <snmp-oid name="pSTNCFramingError" value="1"/>
        <snmp-oid name="pSTNCBiPolarViolation" value="0"/>
      </snmp-table-row>
      <snmp-oid name="pSTNCTotalTDMInCallsReceived" value="10"/>
        <snmp-oid name="pSTNCTotalTDMOutCallsAttempted " value="11"/>
        <snmp-oid name="pSTNCActiveTDMInCalls" value="12"/>
        <snmp-oid name="pSTNCActiveTDMOutCalls" value="13"/>
        <snmp-oid name="pSTNCTotalSIPInCallsReceived" value="14"/>
        <snmp-oid name="pSTNCTotalSIPOutCallsAttempted" value="15"/>
        <snmp-oid name="pSTNCActiveSIPInCalls" value="16"/>
      </snmp-details>
    </comp-snmp>
    <comp-snmp> . . . </comp-snmp>
  </comp-snmp-stats>
```

CCP Runtime Data Reporting Service

This report provides some near real-time information for each CCP. It mainly provides the fetching related information. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/components/CCP/snmp-stats.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
comp-id	This describes the set of CCP components that the report will contain. If the comp-id is not specified, then results for all MCP components in the system are returned.

Output Format

The output for this report is organized as a sequence of <comp-snmp> elements within enclosing elements <comp-snmp-stats> </comp-snmp-stats>. Each <comp-snmp> element contains information about a single CCP component. It consists of a number of <snmp-oid> elements representing data of the CCP itself. This report conforms to the RelaxNG schema ComponentHealthReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<comp-snmp-stats>
  <comp-snmp>
    <component href="/components/121" name="CCP-GVPandrewj3" type="CCP">
    </component>
    <snmp-summary>
      <snmp-oid name="fmNumCurrentActiveSessions" value="1"/>
      <snmp-oid name="FMNumCurrentCacheSize" value="3"/>
      <snmp-oid name="fmNumFileCacheHit" value="11"/>
      <snmp-oid name="fmNumHttpCacheHit" value="12" />
      <snmp-oid name="FMNumHttpProxyCacheHIT" value="13"/>
      <snmp-oid name="FMNumHttpProxyRevalidate" value="14" />
      <snmp-oid name="FMFailedHttpFetches" value="17"/>
      <snmp-oid name="FMFailedFileFetches" value="18"/>
      <snmp-oid name="FMAvgHttpResponseTime" value="20"/>
      <snmp-oid name="FMAvgTimeProxyCacheHIT" value="22"/>
      <snmp-oid name="FMAvgTimeProxyRevalidate" value="23"/>
```

```
      <snmp-oid name="FMAvgTimeHttpServer" value="24"/>
      <snmp-oid name="FMAvgTimeHttpServerRevalidate" value="25"/>
      <snmp-oid name="ccpCurrentSessions" value="26"/>
    </snmp-summary>
  </comp-snmp>
  <comp-snmp> . . . </comp-snmp>
</comp-snmp-stats>
```

MCP Runtime Data Reporting Service

This report provides some near real-time information for each MCP. It mainly provides the fetching related information. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/components/MCP/snmp-stats.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
comp-id	This describes the set of MCP components that the report will contain. If the comp-id is not specified, then results for all MCP components in the system are returned.

Output Format

The output for this report is organized as a sequence of <comp-snmp> elements within enclosing elements <comp-snmp-stats> </comp-snmp-stats>. Each <comp-snmp> element contains information about a single MCP component. It consists of a number of <snmp-oid> elements representing data of the MCP itself. This report conforms to the RelaxNG schema ComponentHealthReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<comp-snmp-stats>
  <comp-snmp>
    <component href="/components/119" name="MCP-GVPandrewj3" type="MCP">
    </component>
    <snmp-summary>
      <snmp-oid name="fmNumCurrentActiveSessions" value="1"/>
      <snmp-oid name="FMNumCurrentCacheSize" value="3"/>
      <snmp-oid name="fmNumFileCacheHit" value="11"/>
      <snmp-oid name="fmNumHttpCacheHit" value="12" />
      <snmp-oid name="FMNumHttpProxyCacheHIT" value="13"/>
      <snmp-oid name="FMNumHttpProxyRevalidate" value="14" />
      <snmp-oid name="FMFailedHttpFetches" value="17"/>
      <snmp-oid name="FMFailedFileFetches" value="18"/>
      <snmp-oid name="FMAvgHttpResponseTime" value="20"/>
      <snmp-oid name="FMAvgTimeProxyCacheHIT" value="22"/>
      <snmp-oid name="FMAvgTimeProxyRevalidate" value="23"/>
```

```
      <snmp-oid name="FMAvgTimeHttpServer" value="24"/>
      <snmp-oid name="FMAvgTimeHttpServerRevalidate" value="25"/>
      <snmp-oid name="mcpSipCurrentInboundSessions" value="26"/>
      <snmp-oid name="mcpSipCurrentOutboundSessions" value="27"/>
    </snmp-summary>
  </comp-snmp>
  <comp-snmp> . . . </comp-snmp>
</comp-snmp-stats>
```

SSG Runtime Data Reporting Service

This report provides some near real-time information for each SSG. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/RT/components/SSG/snmp-stats.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
comp-id	This describes the set of SSG components that the report will contain. If the comp-id is not specified, then results for all PSTNC components in the system are returned.

Output Format

The output for this report is organized as a sequence of <comp-snmp> elements within enclosing elements <comp-snmp-stats> </comp-snmp-stats>. Each <comp-snmp> element contains information about a single SSG component. It consists of a number of <snmp-oid> elements representing data of the SSG itself. This report conforms to the RelaxNG schema ComponentHealthReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<comp-snmp-stats>
  <comp-snmp>
    <component href="/components/118" name="SSG-GVPandrewj3" type="SSG">
    </component>
    <snmp-summary>
      <snmp-oid name="ssgTotalSuccessfulReq" value="1"/>
      <snmp-oid name="ssgTotalFailedReq" value="2"/>
      <snmp-oid name="ssgTotalActiveReq" value="3"/>
      <snmp-oid name="ssgTotalPendingReq" value="4"/>
      <snmp-oid name="ssgPeakPendingReq" value="5"/>
      <snmp-oid name="ssgTotalRecvHTTPReq" value="6"/>
      <snmp-oid name="ssgTotalRecvHTTPSReq" value="7"/>
      <snmp-oid name="ssgTotalMaxDBReachedRejectedReq" value="8"/>
    </snmp-summary>
    </comp-snmp>
  <comp-snmp> . . . </comp-snmp>
```

```
</comp-snmp-stats>
```