Interaction Concentrator User's Guide

Identifying Who Released the Call

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Identifying Who Released the Call

Provided that T-Server includes the required attributes in TEvent messaging, ICON stores information in IDB that enables downstream reporting applications to identify the party that released the call.

ICON provides two kinds of call-release reporting. The two kinds of call-release reporting are independent from each other.

- Call-based—In the G_CALL_STAT table, ICON stores information about the device (endpoint), and possibly also the associated party, that initiated termination of the call. For more information, see Call-Based Reporting.

- DN-based—In the G_PARTY_STAT table, ICON stores information that indicates whether termination was initiated locally (on this party's endpoint) or remotely (on the other party's endpoint). ICON stores this information only for parties that are associated with endpoints that are monitored by that ICON instance. For more information, see DN-Based Reporting.

For information about the implications for multi-site deployments, see Multi-Site Deployments.

Call-Based Reporting

When a call is terminated and ICON receives EventCallDeleted from T-Server, ICON processes the event to obtain the following information:

- From the AttributeCallUUID attribute, ICON gets the CallID that identifies the call. ICON includes this value in the G_CALL_STAT table.

- From the AttributeCtrlParty attribute, ICON gets a string that specifies the device (endpoint) that initiated release of the call. ICON stores this string, exactly as T-Server delivered it, in the GSYS_EXT_VCH1 field in the G_CALL_STAT table.

    If T-Server does not report the AttributeCtrlParty attribute in EventCallDeleted, ICON stores an empty string in the GSYS_EXT_VCH1 field in the G_CALL_STAT table.

- Based on the value of the AttributeCtrlParty attribute, ICON might be able to identify the party associated with the monitored DN.
    - If it can identify the associated party, ICON stores the PartyID in the GSYS_EXT_VCH2 field in the G_CALL_STAT table.
    - If it cannot identify the associated party, ICON stores an empty string in the GSYS_EXT_VCH2 field in the G_CALL_STAT table.

Important

T-Server does not report the AttributeCtrlParty attribute when a consultation call is terminated as the result of a completed two-step transfer or two-step conference. Therefore, in these scenarios, ICON stores an empty string in the GSYS_EXT_VCH1 and

GSYS_EXT_VCH2 fields in the G_CALL_STAT table in records that are related to the consultation call.

DN-Based Reporting

When a call is terminated and ICON receives EventReleased or EventAbandoned from T-Server, ICON writes a record in the G_PARTY_STAT table.

G_PARTY_STAT Values

ICON uses the value of the ReleasingParty extension key, in the AttributeExtensions of the event, to populate the GSYS_EXT_INT1 field of the G_PARTY_STAT record with one of the following values:

- 0—T-Server did not provide ReleasingParty data in EventReleased or EventAbandoned.
- 1—Local. Call termination was initiated by this party (ThisDN in EventReleased or EventAbandoned), and T-Server sends `ReleasingParty = 1 Local` in the event.
- 2—Remote. Call termination was initiated by another party (not ThisDN in EventReleased or EventAbandoned), and T-Server sends `ReleasingParty = 2 Remote` in the event.
- 3—Unknown. T-Server was unable to determine the initiator of call termination, and sends `ReleasingParty = 3 Unknown` in EventReleased or EventAbandoned.

If ICON is monitoring the DNs for more than one of the parties involved in a call, there will be multiple G_PARTY_STAT records—one for each party.

Important

The T-Server configuration option **releasing-party-report** must be enabled on the T-Server Application in order to report this extension.

T-Server does not report ReleasingParty information when a consultation call is terminated as the result of a completed two-step transfer or two-step conference. Therefore, in this scenario, ICON stores the value 0 (no data provided by T-Server) in the GSYS_EXT_INT1 field in the G_PARTY_STAT table.

Reporting Summary

The following tables summarize the values that ICON might report in the G_CALL_STAT table for the party that released various types of calls. For the values that ICON might report in the GSYS_EXT_INT1 field in the G_PARTY_STAT table, see G_PARTY_STAT Values.

Possible Values for Call-Release Reporting, by Call and Releasing Party Type

> **Important**
>
> The *releasing party* is in relation to the T-Server or switch monitored by the ICON instance.

Call type = Inbound or Outbound

Releasing Party	AttributeCtrlParty in EventCallDeleted	G_CALL_STAT Table, GSYS_EXT_VCH1 Field	G_CALL_STAT Table, GSYS_EXT_VCH2 Field
External	No data	Empty string	Empty string
External	External DN	External DN	*PartyID associated with "External DN" and associated with the call identified by CallID of this call*
Internal	No data	Empty string	Empty string
Internal	Internal DN	Internal DN	*PartyID associated with EndpointDN = "Internal DN" and CallID of this call*

Call type = Internal

Releasing Party	AttributeCtrlParty in EventCallDeleted	G_CALL_STAT Table, GSYS_EXT_VCH1 Field	G_CALL_STAT Table, GSYS_EXT_VCH2 Field
Internal	No data	Empty string	Empty string
Internal	Internal DN	Internal DN	*PartyID associated with EndpointDN = "Internal DN" and CallID of this call*

Call type = Consultation

Releasing Party	AttributeCtrlParty in EventCallDeleted	G_CALL_STAT Table, GSYS_EXT_VCH1 Field	G_CALL_STAT Table, GSYS_EXT_VCH2 Field
External or Internal	No data	Empty string	Empty string

The consultation call is terminated as the result of completion of a two-step transfer or two-step conference, after a CompleteTransfer or CompleteConference request to T-Server. T-Server does not report AttributeCtrlParty in EventCallDeleted in these cases.

Call type = Conference (one internal party, all other parties external)

Releasing Party	AttributeCtrlParty in EventCallDeleted	G_CALL_STAT Table, GSYS_EXT_VCH1 Field	G_CALL_STAT Table, GSYS_EXT_VCH2 Field
Internal	Internal DN	Internal DN	*PartyID associated with EndpointDN = "Internal DN" and CallID of this call*

Multi-Site Deployments

In multi-site configurations, regardless of whether each site is monitored by a separate ICON or by the same ICON instance, the record that reports the initiation of call termination on a site treats endpoints from the other site(s) as external resources (endpoints).

In most cases, this external resource is represented and reported by T-Server as an External Routing Point.

Example of Call-Release Reporting in a Multi-Site Deployment

Assume that there are two ICON instances, writing to separate IDBs, for two sites: ICON_1, which writes to IDB_1 and monitors Site 1; and ICON_2, which writes to IDB_2 and monitors Site 2. A call from DN_1 on Site 1 goes to DN_3 on Site 2, and then is released by DN_3.

ICON_1 creates two parties:

- One party is associated with DN_1.
- The second party is represented as an external party associated with external resource Ext_DN2. Ext_DN2 is usually represented and reported as an External Routing Point.

The following table summarizes the values that ICON will report for the party that released the call.

IDB	G_CALL_STAT Table, Data Source	G_CALL_STAT Table, GSYS_EXT_VCH1 Field	G_CALL_STAT Table, GSYS_EXT_VCH2 Field	G_PARTY_STAT Table, Data Source	G_PARTY_STAT Table, GSYS_EXT_INT1 Field
IDB_1	AttributeCtrlParty in EventCallDeleted received from the T-Server connected to ICON_1	"Ext_DN2" or "String submitted by T-Server"	*PartyID associated with EndpointDN = "Ext_DN2" as represented on this site*	ReleasingParty in EventReleased for the party associated with DN_1, received from the T-Server connected to ICON_1	2
IDB_2	AttributeCtrlParty in EventCallDeleted received from the T-Server connected to ICON_2	"DN_3"	*PartyID associated with EndpointDN = "DN_3" and CallID of this call*	ReleasingParty in EventReleased received from the T-Server connected to ICON_2	1

T-Server/SIP Server Support

To implement reporting on which party released the call, ICON relies on T-Server to provide the required data.

For information about configuring T-Server/SIP Server to support this functionality and for information about the scenarios in which T-Server/SIP Server reports the required attributes, see the section about call release tracking in the *Framework T-Server Deployment Guide* for the applicable T-Server, or the SIP Server Deployment Guide.

Limitations

ICON is unable to determine the party that released the call in the following situations:

- If the call was terminated during a time that ICON was down. On restart, ICON reports the releasing party information as if no data was received from T-Server.

- When a consultation call is terminated after a request to complete the transfer or conference (see the Important note for Call-Based Reporting and the Important note for DN-Based Reporting).

In these situations, ICON reports an empty string in the GSYS_EXT_VCH1 and GSYS_EXT_VCH2 fields in the G_CALL_STAT table, and the value 0 in the GSYS_EXT_INT1 field in the G_PARTY_STAT table.