

Call Type 0 and Application Name Null in the Detailed Call by Call CDR Report

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Introduction

This document describes one reason why the Call Type and Application Name field show 0 and NULL, respectively, in the Detailed Call by Call ContactCallDetail record (CCDR) report and provides a solution in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- How to create script in Cisco Customer Response Solutions (CRS)
- Cisco CRS Historical Reports

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Customer Response Solutions (CRS) version 3.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

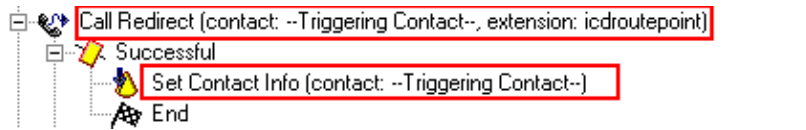
For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Background

The Set Contact Info step is used to modify the context information associated with a contact. The Set Contact Info step often follows a Call Redirect successful step in the script, as shown in Figure 1, in order to mark the

contact as Handled. A contact can be marked Handled only while it is active. Once a contact becomes inactive (for example, after a successful transfer), the script has a maximum of 5 seconds to mark the contact as Handled; otherwise the mark has no effects on reports.

Figure 1: Call Redirect and Set Contact Info Step



Problem

The Detailed Call by Call CDR report shows most of the information that is contained in the Contact Call Detail (CCD) table. This report also includes information from the Contact Routing Detail (CRD) and the Agent Connection Detail (ACD) tables. The report contains one row per call leg (a call transfer or redirect initiates a new call leg).

When you run historical reports, the Detailed Call by the Call CDR report shows these anomalies:

- Contact Type equal to 0
- Application Name equal to NULL
- Missing Sequence Number 0

For the Contact Type field, 0 is not valid. The valid one follows:

- 1 : Incoming
- 2 : Outgoing
- 3 : Internal

The Application Name field represents the name of the Cisco Integrated Call Distribution (ICD) or Interactive Voice Response (IVR) application associated with the call. Null is for a call or a leg that does not have an application associated with it.

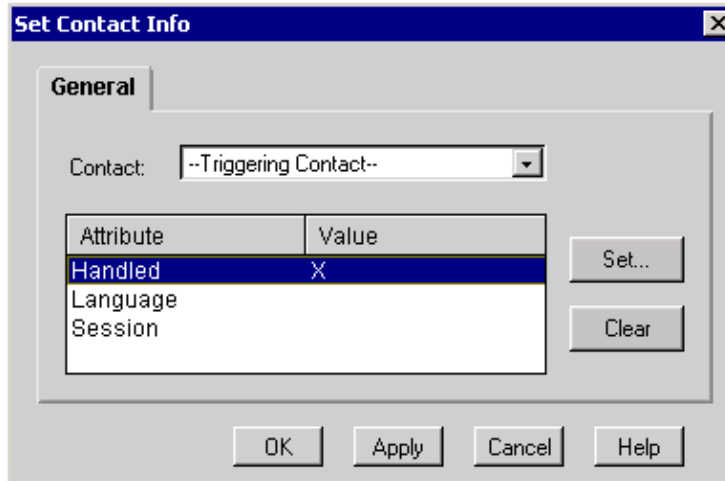
The Session Sequence Number field is assigned to the call or the leg by the system. Each leg of a call is assigned a new sequence number. Missing session sequence number 0 means the first leg is not there.

Solution

A script error causes this problem. When a call is redirected to an ICD route point with the Redirect Contact step in a script, one absolute requirement must be met. If the Redirect Contact step succeeds, the Set Contact info must follow and marks the contact as Handled, as shown in Figure 2. Set the contact to **Handled** fixes the problem.

Note: Validate/Save and upload the script.

Figure 2: Set Contact Info



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Related Information

- [Cisco Customer Response Applications Database Schema](#)
- [Understanding Cisco Customer Response Applications Historical Reporting](#)
- [Cisco Customer Response Applications Editor Step Reference Guide](#)
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