



CCA SP Design Document

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CHANGE LOG

Version	Author	Date	Changes
Version 10.1	Gautam Gupta	September 2015	Baseline
Version 11.0	Gautam Gupta	Dec 16, 2015	<ol style="list-style-type: none"> 1. Updated section 3.1 CCA SP Telephony CDR: Two new columns in CCA SP Telephony CDR reports. One for DNIS and other one for ANI (will be available on March 13, 2016) <ol style="list-style-type: none"> a. Added details for ANI and DNIS fields b. Updated the description for COUNTRY_CODE and COUNTRY fields. These fields are only populated for domestic and international callback calls. 2. Added section 3.5, 3.6 and 3.7 - Three new reports on the Annuity platform to capture the peak port usage based on calendar month. Existing reports on Annuity are based on bill date which may not align with calendar month <ul style="list-style-type: none"> - CCA SP Peak ports - Partner account level - Calendar Month - CCA SP Peak Ports - Customer account level - Calendar Month - CCA SP Peak Ports - Site Level - Calendar Month 3. Updated section 4.1: Remove the list of session types not relevant to CCA SP CDRs. 4. Updated section 4.2: <ol style="list-style-type: none"> a. Removed the service identifiers not relevant to CCA SP reports. b. Added ANI and DNIS columns to specify the service identifiers where ANI and DNIS will be relevant. c. Re-arranged the rows to have all dial-in service identifiers together, following by callback service identifiers. 5. Updated section 5.3 (Report Naming Convention) <ol style="list-style-type: none"> a. Added the file names for the three new reports added on Annuity platform to report the peak port usage based on calendar month.
Version 12.0	Gautam Gupta	Feb 4, 2016	<ol style="list-style-type: none"> 1. Added section 3.8 to provide details on the addition of additional row at the end of each report to indicate total number of records. This is to primarily serve two use cases: <ol style="list-style-type: none"> a. If there is no usage, the file will still be posted with record count as zero b. If the file upload gets interrupted then last row will not be there and will indicate that full file was not uploaded.
Version 13.0	Gautam Gupta	March 31, 2016	<ol style="list-style-type: none"> 1. Reversed the order ANI and DNIS columns in CCA SP telephony CDR report in section 3.1. <ol style="list-style-type: none"> a. Version 12 had ANI and then DNIS. However this has been modified to DNIS first and then ANI (<i>March 13, 2016 Release</i>) 2. Updated Section 3.1 : <ol style="list-style-type: none"> a. Replace the value in column 5 (“SELL_THRU_CUSTOMER_SUBSCR_CODE”) in Annuity (only) based daily/monthly CDR and site level peak ports usage reports with subscription reference id - <i>April 10, 2016</i> b. Change the values in column 1 (partner account number) and column 3 (customer account number) with external facing numeric account ids. This only impacts Annuity based reports. <i>April 20 2016</i> c. Split the daily CDR file by end customers. (<i>Target Release Date: May/June 2016</i>) - <i>To be confirmed</i> <ul style="list-style-type: none"> • The combined daily CDR file on both Annuity and GRA is becoming too large and difficult to process

			<ul style="list-style-type: none"> Daily CDR file will be split into separate daily CDR files, one for each end customer. The naming convention: End Customer Account number (ERP Ship/Service To Site Use ID) appended to the beginning of the file name Example file name: <ul style="list-style-type: none"> Annuity: 782934799_Annuity_CCA_SP_Telephony_CDR_Daily_20160103.csv GRA: 782934799_GRA_CCA_SP_Telephony_CDR_Daily_20160103.csv The record count will continue to be included at the end of each CDR End Customer file The combined daily CDR file will be deprecated 3 months after implementing the split reports <p>3. Update section 5.3</p> <ol style="list-style-type: none"> Deprecate monthly CDR file for both Annuity and GRA – <i>May 2016 Release</i> Update naming convention of daily CDR file to upend the end customer name since the daily CDR file will be generated separately for each end customer. This will impact both Annuity and GRA reports.
Version 13.1	Gautam Gupta	April 22, 2016	<ol style="list-style-type: none"> CORRECTION from v13: This was not called out in version 13, but the column name has also been changed from <i>SELL_THRU_CUSTOMER_SUBSCR_CODE</i> to <i>SELL_THRU_CUSTOMER_SUBREF_ID</i>. This change only impacts Annuity based reports <ol style="list-style-type: none"> Telephony CDR daily and monthly file (Section 3.1) Customer account level daily and monthly peak ports report (section 3.3 and 3.6) Site Level daily and monthly peak ports report (Section 3.4 and 3.7) Update from v13: Change the values in column 1 (partner account number) and column 3 (customer account number) with external facing numeric account ids. This only impacts Annuity based reports. <ol style="list-style-type: none"> This change will reflect in the reports posted on April 30, 2016 This change will impact all Annuity based reports. CLARIFICATION on v13: Updated section 5.3 to clearly represent the file names for daily CDR files by end customer for both GRA and Annuity. <ol style="list-style-type: none"> GRA: <CUSTOMERACCOUNTID>_GRA_CCA_SP_Telephony_CDR_Daily_<YYYYMMDD> Annuity: <CUSTOMERACCOUNTNO>_ANNUITY_CCA_SP_Telephony_CDR_Daily_<YYYYMMDD>
Version 13.2	Gautam Gupta	July 29, 2016	<ol style="list-style-type: none"> Updated section 5.4: <ol style="list-style-type: none"> The time to upload the CCA SP reports has been changed from 9:00 am PST to 12:00 pm PST Updated section 3.1: <ol style="list-style-type: none"> Combined daily CDR file will be deprecated as of September 1, 2016. The last run for combined daily CDR file will be available on August 31, 2016.
Version 13.3	Samantha Coffman	May 31, 2017	<p>Updated datatype changes</p> <ol style="list-style-type: none"> CONFID – increased (12 to 19) – max length found in data is 17 MEETING NAME— increased (512 to 950) max data found is 363 USERNAME— increased (384 to 500) max data found is 120 SKU ID- increased (50 to 100) – validated data and is not more than 50 PARTNER ACCOUNT NAME – increased (270 to 360) – no partner account name greater

			<p>than 270, max 36</p> <p>6. CUSTOMER ACCOUNT NAME— increased (270 to 360) - no partner account name greater than 270, max 36</p>
Version 14.0	Gautam Gupta	Feb 9, 2018	<p>Added section 3.2 to provide the details for new CDR report that will be provided in parallel to existing CDR report. Following changes have been incorporated in the new CDR report.</p> <ol style="list-style-type: none"> 1. Separate CDR file will be published for each site URL, unlike the current CDR file which contains all CDRs for all site URLs for a given customer. 2. The new CDR files will be published the next day for the usage on the previous day. CDRs will be published for all those meetings that ended the previous day between 12 am – 11:59:59 am. 3. The column list and columns name have also been updated.
Version 14.1	Gautam Gupta	March 26, 2018	<p>Updated: Section 3.2: Slight change in the file name format.</p> <ul style="list-style-type: none"> - The file name will be <site name>_CCA_SP_CDR_Daily (Instead of <site name>_CCA_SP_Telephony_CDR_Daily) <p>Added Section 3.10: There is change in total record count indicator that will be added at the end of each CDR file. The new record indicator format will have partner name and not the Id.</p> <ul style="list-style-type: none"> - <CCA_SP_PARTNER_NAME> "Total_Record_Count":N <p>Added section 3.11: Will have a new logic in place to capture and upload any recovered files.</p> <p>Added section 5.2.1 to provide the new folder structure.</p>
Version 14.2	Cloud Hu	Nov 13, 2018	Updated: Section 3.2.39: Added HOSTNAME column
Version 14.3	Cloud Hu	Dec 18, 2018	Updated: Section 3.2.11: User/Attendee does not join the web meeting and only joins through audio (audio only user): display the name Webex auto assigns, such as "Call-in User 1". (Before the update, this field would be displayed as "N/A")
Version 14.4	Cloud Hu	May 8, 2019	<p>Updated: Section 4.1 and 4.2 – added new Session Type and Service Identifiers for Edge Audio (Those will appear in CDR reports once new sites with CCA SP + Edge is provisioned)</p> <p>The session type and service identifier "Tandberg Telepresence" has been renamed to "MPV with CMR Enabled" to better reflect the meaning of the actual data.</p>
Version 14.5	Cloud Hu	Aug 8, 2019	Updated: Section 3.2.38: The "CUSTOMER_ACCOUNT_NUMBER" column will have actual values instead of been place holder by mid Oct 2019.
Version 14.6	Cloud Hu	Oct 10, 2019	<p>Added: Section 3.2.40: "HOST_EMAIL" column</p> <p>Added: Section 3.2.41: "VIDEO_USAGE_TYPE" column</p> <p>Update: Section 5.3: Added note on Calendar Month Peak Port Report for CDR API</p>
Version 14.7	Cloud Hu	Nov 13, 2019	<p>Added: Section 3.2.42: "HOST_ID" column</p> <p>Added: Section 3.2.43: "CCA_SP_DATA_SUBSCRIPTION_ID" column</p>
Version 14.8	Cloud Hu	Dec 12, 2019	Added Section 3.12: "NEW: CDR API Peakport Report"
Version 14.9	Cloud Hu	Apr 20, 2020	Modified Section 3.2.35 CDR_ID, from number(11) to number(19).



Version 14.10	Cloud Hu	Aug 10, 2020	Added: Section 3.2.44: "SIP_SESSION_ID" column
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1 Introduction

This document provides details on the Cloud Connected Audio (CCA) SP reports. These reports have been developed to provide telephony Call Detail Records (CDR) and peak port usage details to the partners who have purchased CCA SP ports.

These reports will be uploaded on the sFTP server. Cisco will create an access account for CCA SP partners on the sFTP server to access the CCA SP reports. This account can only be created once a partner's CCA SP Port order has been processed.

Here is the sequence of events:

1. A CCA SP Partner submits a CCA SP Ports order form along with other relevant forms. The ordering process has been covered in CCA SP ordering overview training and is outside the scope of this document.
2. Cisco processes the CCA SP Ports order Form and will generate CCA SP Port subscription account for the partner.
3. The Partner's Partner Success Manager (PSM) will submit the request to Cisco IT to create the sFTP folder and access account for the partner. (Covered in section 5.5)
4. Once the Webex data site is associated with the CCA SP Partner's CCA SP Port subscription account and there is usage on that site, the CCA SP telephony and peak port usage reports will be generated and uploaded on the sFTP folder.

2 Overview

The CCA SP Telephony CDR and CCA SP Peak Port (Partner/Customer/Site level) reports are provided to Partners on sFTP servers on a daily/monthly basis. The Data type and Field description of these reports captured below.

There are two ordering/provisioning platforms within Cisco where Cisco Webex Cloud Connected Audio services are offered today, GRA/BLIS and SaaS Annuity. Historically, Cisco Webex has offered its services over the GRA/Blis platform. Cisco Webex is moving towards the SaaS Annuity platform as Cisco adds more services to this new platform. The CCA SP Port subscription is available on both SaaS Annuity and GRA/Blis. The CCA SP port subscription can only be created on one of these two platforms and cannot exist on both. Once the CCA SP port subscription is created on any given platform then all the corresponding Webex data sites associated with this subscription must also be on the same platform.

The CCA SP reports vary slightly based on the platform the CCA SP port subscription resides on.

3 Reports

3.1 CCA SP Telephony CDR Reports

- This report will be generated on daily basis. The monthly report will be deprecated on May 2016 release.
- **The daily CDR file will be split into separate daily CDR files, one for each end customer. The naming convention: End Customer Account number will be appended to the beginning of the file name.**
- **Example file name:**
 - On Annuity: 782934799_Annuity_CCA_SP_Telephony_CDR_Daily_20160103.csv
 - On GRA: 782934799_GRA_CCA_SP_Telephony_CDR_Daily_20160103.csv
- This report provides call detail records for every user that joins and leaves any meeting under every site that belongs to the customer, under the partner's CCA SP Re-assignable Port subscription.
- There will be a 3-day (72 hour) delay in publishing the data.
- Anywhere there is a delta between GRA/BLIS and the Annuity report, it is called out in the table below.

Sl.No	Field Name	Data Type	Description
1	PARTNERACCOUNTID (GRA/BLIS) PARTNERACCOUNTNO (Annuity)	number (16) (GRA/BLIS) Varchar2(180) (Annuity)	A qualified CCA SP partner gets a CCA SP Port subscription account when they place their first order of CCA SP port order. This partner account id is the CCA SP Port Subscription account id. Note, a partner must have a CCA SP port account created before any CCA SP reports can be generated. This is the CCA SP Port Subscription account id.
2	PARTNERNAME	varchar2(128) (GRA/BLIS) Varchar2(360) (Annuity)	The name of the CCA SP Partner as submitted in the CCA SP Ports Order Form which leads to the creation of the CCA SP Port subscription.
3	CUSTOMERACCOUNTID (GRA/BLIS) CUSTOMERACCOUNTNO (Annuity)	number(16) (GRA/BLIS) Varchar2(180) (Annuity)	CCA SP Ports must be sold with Webex data meetings. This is the account id of the customer that the CCA SP partner sells Webex conferencing to.
4	CUSTOMERACCOUNTNAME	varchar2(128) (GRA/BLIS) Varchar2(360) (Annuity)	Name of the customer as captured at the time of placing the Webex meetings order.
5	SELL_THRU_CUSTOMER_CONTRACTID (GRA/BLIS) SELL_THRU_CUSTOMER_SUBREF_ID (Annuity)	number(10) (GRA/BLIS) Varchar2(180) (Annuity)	Contract Id of the end customer as described above. For Annuity based reports, this column will contain subscription reference id.
6	SITENAME	varchar2(150) (GRA/BLIS)	This is the name of the site created for CCA SP Partner's end customer.

		Varchar2(192) (Annuity)	
7	SITEURL	varchar2(150) (GRA/BLIS) Varchar2(450) (Annuity)	Each Webex site has a unique URL. This is the URL of the site provisioned for the CCA SP partner's customer. For example, if the partner sells to Customer A. The site name can be customera.webex.com
8	WEBEXSITEID	number(10) (GRA/BLIS) Integer (Annuity)	Webex generated internal key unique to each WebEx site URL.
9	CONFID	number(19)	Webex generated unique key for each Webex meeting
10	CONFKEY	varchar2(128)	Webex generated internal key, which is unique to each meeting. This is the meeting key that is used by host/attendees to join the meeting. Confkey is null for PCN meetings where confkey is the host access code and cannot be provided in the report because of security reasons.
11	MEETING_NAME	varchar2(950)	Meeting name is mandatory field that gets filled in the following ways: <ol style="list-style-type: none"> 1. Host sets the meeting name at the time of scheduling the Webex meeting. 2. Ad-hoc audio only PCN Meetings – Meeting name is combination of Webex Host id and PCN account used by the host. One host can have up to 3 PCN accounts: <ol style="list-style-type: none"> a. HostId + <1 space> + "Account 1" b. OR HostId + <1 space> + "Account2" c. OR HostId + <1 space> + "Account3"
12	MEETINGTYPE	varchar2(64)	There are several types of meeting that can be created within Webex. Meeting Type indicates the type of meeting. Refer to section 3.3 to get the list of all the meeting types.
13	HOSTNAME	varchar2(1024)	Hostname is a mandatory field which gets set in one of the following ways: <ol style="list-style-type: none"> 1. Host has an account on Webex site. Host logs in and schedules a meeting. 2. If permanent meeting room (PMR) then host name is associated with Web URL 3. Host conducts ad hoc audio only meeting using host access code. Host name is set to "N/A".
14	HOSTID	varchar2(384)	HostId is a mandatory field and unique to each host.
15	HOST_TIMEZONE	varchar2(256)	Time Zone of the Host. This is determined by the "Timezone" setting in host's profile in Site Administration or Control Hub.
16	USER_NAME	varchar2(500)	Dialer/Attendee Name gets set in the following ways: <ol style="list-style-type: none"> 1. User/Attendee also has account on site that host belongs to. User/Attendee logs in to the site to join the meeting. 2. User/Attendee is a guest attendee. 3. User/Attendee does not join the web meeting and only joins through audio (audio only user). Username will be marked as "N/A".
17	MTGSTARTDATE	Date	Time Stamp of Meeting Start Time. The time zone is always in GMT.

		(mm/dd/yyyy HH:MM:SS AM)	
18	MTGENDDATE	Date (mm/dd/yyyy HH:MM:SS AM)	Time Stamp of Meeting End Time. The time zone is in GMT.
19	MTGDURATION	number(12,1)	Total Meeting Duration in Minutes i.e. number minutes elapsed between when meeting starts and when the meeting ends.
20	DIAL_STARTTIME	Date (mm/dd/yyyy HH:MM:SS AM)	Time stamp when the attendee joins the meeting. The time stamp is in GMT.
21	DIAL_ENDTIME	Date (mm/dd/yyyy HH:MM:SS AM)	Time stamp when the attendee leaves the meeting. The time stamp is in GMT.
22	DURATION	number(12,1)	Attendee Duration in Minutes - Total time in minutes the attendee was in the meeting.
23	SERVICE_IDENTIFIER	varchar2(128)	This field identifies the mechanism through which user (host or attendee) joins a meeting. It could be using domestic or international, dial-in or callback, VOIP, Video, Telepresence etc. Refer to section 4.2 for list of service identifiers.
24	SESSION_TYPE	varchar2(128)	The session provides further details on the meeting session. This field helps in identifying the CCA vs Webex PSTN call and is relevant to CCA Enterprise hybrid customers where customer are using both CCA and Webex PSTN. For CCA SP partner end customers, all calls traverse over CCA SP links and therefore every telephony call will be a CCA call. Refer to table 4.1 (Session Type) for more detailed information on Session Types.
25	COUNTRYCODE	varchar2(50)	Dial Code of Country. This field is only populated for domestic and international callback
26	COUNTRY	varchar2(255)	Name of the country based on Country Code. Example: US. This field in only populated for domestic and international callback.
27	PHONENUM	varchar2(1024)	This field captures the phone number in the following scenarios: Dial-in Number: Phone number that host or attendee uses to dial in and join a meeting. Callback: Captures the phone number that host or attendee enters in the callback window. It will be 0 for service identifier = "MCU IP" and blank for non telephony call legs. Refer to table 4.2 for detailed information on Phonenum as this table captures the number format for different service identifiers.
28	DIALNAME	varchar2(1024)	If attendee joins by VOIP or MPV session, then the attendee name is captured, otherwise this field will be null.

			Refer to Table 4.2 for more detailed information on the values for this column.
29	DIVISON	varchar2(384)	Tracking Codes can be set at the site level or at the host level. This depends on how the tracking code has been configured in the Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
30	DEPT	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in the Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
31	PROJECT	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in the Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
32	OTHER	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in the Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
33	DNIS (This field will be available on March 13, 2016)	varchar2(150)	DNIS will have value for following Service Identifiers (refer to section 4.2 for details) that apply to dial-in calls. DNIS field will be blank for callback calls.
34	ANI (This field will be available on March 13, 2016)	varchar2(150)	ANI will contain the end user's phone number as provided in the SIP invite sent to Webex telephony platform from CCA SP partner. Following logic will be applied to capture the ANI information from the SIP Invite and will apply to all the dial-in service identifiers. <ul style="list-style-type: none"> - Look for P-Assert-Identity (PAI) header (if multiple API headers then use the first one). - If PAI header not found then look for Remote Party Id header. - If Remote Party Id header not found then look for From header. ANI will capture the user information (phone number) between ":" and "@". ANI info will not capture the entire URL. Example: P-Asserted-Identity: <SIP:+17035551234@152.111.222.333:5060> In case of callback CDRs, the ANI field will contain the Cisco telephony bridge specific phone number.

3.2 NEW CCA SP CDR Report

Following changes have been incorporated in the new CDR report.

- Separate CDR file will be published for each Webex site URL, unlike the current CDR file which contains all CDRs for all Webex site URLs for a given customer.
- Naming convention for new CDR file will be as follows:
 - <SiteName>_CCA_SP_CDR_Daily_<YYYYMMDD>

- The new CDR files will be published the next day before 12:00 pm pacific time for the usage on the previous day. CDRs will be published for all those meetings that ended the previous day. Previous day files will be moved to the archive folder at 5:00 am pacific time.
- The column list and columns name have also been updated. Refer to the table below. Each column will be pipe delimited just as it is in current CDR files. Also, each file will have a record count indicator at the end of the file. Refer to section 3.9
- The new CDR files will be uploaded into a new folder structure. Refer to section 5.2.1.

Sl.No	Field Name	Data Type	Description
1	CCA_SP_PARTNER_NAME	varchar2(128) (GRA/BLIS) Varchar2(360) (Annuity)	Name of CCA SP Partner as submitted in the CCA SP Ports Order Form which leads to creation of CCA SP Port subscription.
2	CUSTOMER_ACCOUNT_NAME	varchar2(128) (GRA/BLIS) Varchar2(360) (Annuity)	Name of the customer as captured at the time of placing the Webex meetings order OR CCA SP ports order. This is typically "ship to" customer.
3	SITE_NAME	varchar2(150) (GRA/BLIS) Varchar2(192) (Annuity)	This is the name of the site created for CCA SP Partner's end customer. This is unique identifier for any given site.
4	CONFID	number(19)	Webex generated unique key for each Webex meeting
5	MEETING_KEY	varchar2(128)	Webex generated internal key, which is unique to each meeting. This is the meeting key that is used by host/attendees to join the meeting. MEETING_KEY is null for PCN meetings where MEETING_KEY is the host access code and cannot be provided in the report because of security reasons.
6	MEETING_NAME	varchar2(950)	Meeting name is mandatory field that gets in the following ways: <ol style="list-style-type: none"> 1. Host sets the meeting name at the time of scheduling the Webex meeting 2. Ad-hoc audio only PCN Meetings - Meeting name is combination of Webex Host id and PCN account used by the host. One host can have upto 3 PCN accounts: <ol style="list-style-type: none"> a. HostId + <1 space> + "Account 1" b. OR HostId + <1 space> + "Account2" c. OR HostId + <1 space> + "Account3"
7	MEETING_TYPE	varchar2(64)	There are several types of meeting that can be created within Webex. Meeting Type indicates the type of meeting. Refer to section 4.3 to get the list of all the meeting types.
8	HOST_LOGIN_USERNAME	varchar2(384)	HOST_LOGIN_USERNAME is a mandatory field and unique to each host for any given site. This is created at the time of creating the host.
9	HOST_TIMEZONE	varchar2(256)	Time Zone of Host. This is determined by the "Timezone" setting in host's profile in Site Administration or Control Hub.

10	MEETING_TIMEZONE	varchar2(256)	Meeting time zone can be set at time of scheduling the meeting which can different from host default time zone. Otherwise, meeting time zone defaults to host time zone.
11	USER_NAME	varchar2(500)	Dialer/Attendee Name gets set in the following ways: <ol style="list-style-type: none"> 1. User/Attendee also has account on site that host belongs to. User/Attendee logs in to the site to join the meeting: display user's Webex login id. 2. User/Attendee is a guest attendee: display the name guest manually input 3. User/Attendee does not join the web meeting and only joins through audio (audio only user): display the name Webex auto assigns, such as "Call-in User 1".
12	MEETING_START_DATE	Date (mm/dd/yyyy HH:MM:SS AM)	Time Stamp of Meeting Start Time. The time zone is always in GMT.
13	MEETING_END_DATE	Date (mm/dd/yyyy HH:MM:SS AM)	Time Stamp of Meeting End Time. The time zone is in GMT.
14	MEETING_DURATION	number(12)	Total Meeting Duration in Minutes i.e. number minutes elapsed between when meeting starts and when the meeting ends.
15	DIAL_STARTTIME	Date (mm/dd/yyyy HH:MM:SS AM)	Time stamp when the attendee joins the meeting. The time stamp is in GMT.
16	DIAL_ENDTIME	Date (mm/dd/yyyy HH:MM:SS AM)	Time stamp when the attendee leaves the meeting. The time stamp is in GMT.
17	DURATION	number(12)	Attendee Duration in Minutes - Total time in minutes the attendee was in the meeting.
18	SERVICE_IDENTIFIER	varchar2(128)	This field identifies the mechanism through which user (host or attendee) joins a meeting. It could be using domestic or international, dial-in or callback, VOIP, Video, Telepresence etc. Refer to section 4.2 for list of service identifiers.
19	SESSION_TYPE	varchar2(128)	The session provides further details on the meeting session. This field helps in identifying the CCA vs Webex PSTN call and is relevant to CCA Enterprise hybrid customers where customer are using both CCA and Webex PSTN. For CCA SP partner end customers, all calls traverse over CCA SP links and therefore every telephony call will CCA call. Refer to table 4.1 (Session Type) for more detailed information on Session Types.
20	COUNTRY_CODE	varchar2(50)	Dial Code of Country.
21	COUNTRY	varchar2(255)	Name of the country based on Country Code. For example: US.
22	PHONE_NUMBER	varchar2(1024)	This field captures the phone number in the following scenarios: Dial-in Number: Phone number that host or attendee joins a meeting by dialing in.

			<p>Callback: Captures the phone number that host or attendee enters in the callback window.</p> <p>It will be 0 for service identifier = "MCU IP" and blank for non telephony call legs.</p> <p>Refer to table 4.2 for detailed information on PHONE_NUMBER as this table captures the number format for different service identifiers.</p>
23	TRACKING_CODE_1	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
24	TRACKING_CODE_2	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
25	TRACKING_CODE_3	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
26	TRACKING_CODE_4	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
27	TRACKING_CODE_5	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
28	TRACKING_CODE_6	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
29	TRACKING_CODE_7	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
30	TRACKING_CODE_8	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
31	TRACKING_CODE_9	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
32	TRACKING_CODE_10	varchar2(384)	Tracking Codes that can be set at site level or at host level. This depends upon how the tracking code has been configured in Site Administration or Control Hub. This is an optional field and will be null if there is no tracking code set.
33	DNIS (This field will be available on March 13, 2016)	varchar2(150)	<p>DNIS will have value for following Service Identifiers (refer to section 4.2 for details) that apply to dial-in calls.</p> <p>DNIS field will be blank for callback calls.</p>
34	ANI (This field will be available on March 13, 2016)	varchar2(150)	ANI will contain the end user's phone number as provided in the SIP invite sent to Webex telephony platform from CCA SP partner.

			<p>Following logic will be applied to capture the ANI information from the SIP Invite and will apply to all the dial-in service identifiers.</p> <ul style="list-style-type: none"> - Look for P-Assert-Identity (PAI) header (If multiple API headers then use the first one) - If PAI header not found then look for Remote Party Id header. - If Remote Party Id header not found then look for From header <p>ANI will capture the user information (phone number) between ":" and "@". ANI info will not capture the entire URL. Example: P-Asserted-Identity: <SIP:+17035551234@152.111.222.333:5060></p> <p>In case of callback CDRs, the ANI field will contain the Cisco telephony bridge specific phone number.</p>
35	CDR_ID	number(19)	Unique CDR identifier. CDR_ID will be unique across all CDRs. This value be used to refer to a particular CDR record and will help in troubleshoot.
36	CCA_SP_SUBSCRIPTION_ID	varchar2(128)	This is CCA SP Subscription id that is CCW (Cisco's ordering platform) creates when CCA SP order is placed for a specific customer.
37	CCA_SP_OFFER_TYPE	varchar2(64)	This a PLACE HOLDER column for future expansion, as first iteration of new CDRs will have this column as blank. The timeframe to populate this value is not committed. The purpose of this column is to help identify between PORTs based offer vs USER based offer.
38	CUSTOMER_ACCOUNT_NUMBER	varchar2(64)	The purpose of this column is to help identify the customer.
39	HOSTNAME	varchar2(500)	The first and last name of the meeting host, NOT a unique identifier. Added only for reference.
40	HOST_EMAIL	varchar2(500)	The email of meeting host. It can be empty for very old Webex sites when host email was not a required field for host registration.
41	VIDEO_USAGE_TYPE	varchar2(64)	<p>Video Usage is now reported with 3 types according to value in this new column:</p> <p>0 = "Send" 1 = "Received" 2= "Send or Received"</p> <p>Taking a meeting with 3 attendees for example: A shared his video, B and C did not share video, and the meeting lasted 1 hour.</p> <p>Video Usage with type 0 "Send" = 1 hour (A shared 1 hour of video) Video Usage with type 1 "Received" = 2 hours (B and C received 1 hour of video each) Video Usage with type 2 "Send or Received" = 3 hours (A, B, C each had 1 hour of video usage, either send, received, or both))</p> <p>If in the same meeting, A and B shared video, C did not share video, then</p> <p>Video Usage with type 0 "Send" = 2 hour (A and B each shared 1 hour of video)</p>

			<p>Video Usage with type 1 “Received” = 3 hours (A, B, C each received 1 hour of video) Video Usage with type 2 “Send or Received” = 3 hours (A, B, C each had 1 hour of video usage, either send, received, or both)</p> <p>This new field will be initially available from mid-Nov, 2019, but Cisco will send only type 0 in CDRs for 2 months, which is consistent with the video usage we sent today (Oct, 2019).</p> <p>This 2-month period is to leave time to adopt to the new video usage logic, and on Jan 15, 2020, Cisco will start to send all 3 types of video usage.</p> <p>ACTION REQUIRED: If by Jan 15 your CDR analyzing script is still not adopted to this change, you will receive a much higher video usage count, since there will be 3 types of usage if you are simply adding them together.</p>
42	HOST_ID	number(12,1)	HOST_ID is a mandatory field and unique to each host within each Webex site.
43	CCA_SP_DATA_SUBSCRIPTION_ID	varchar2(128)	CCA_SP_DATA_SUBSCRIPTION_ID is the Cisco IT subscription ID for the Webex meeting site.
44	SIP_SESSION_ID	varchar2(64)	<p>This is the End-to-End Session ID following RFC7989, which is targeting to enable partners to identify a call from their end to the Cisco side for troubleshooting.</p> <p>The session ID contains two parts, and the first part is always from the Cisco side, while the second “remote” part is from the partner side, no matter if it’s call-in or callback. In the below session ID example, the blue string is from Cisco and the green string is from the CCA SP Partner:</p> <p>2a412ddde6255137a29f1855de9bedc6;remote=79f746ad382c527bb2a9ef746eb69b9c</p> <p>The data content of this field will be available between the end of September to the middle of October 2020.</p>

3.3 CCA SP Peak Ports - Partner Account Level

- This report will be generated on a daily and monthly basis.
- This report provides the peak port usage aggregated across all the customers that partner has under CCA SP Re-assignable Port subscription account.
- There will be a 3-day (72 hour) delay in publishing the data.
- Anywhere there is a delta between GRA/BLIS and Annuity report, it is called out in the table below.

Sl. No	Field Name	Data Type	Description
--------	------------	-----------	-------------

1	PARTNERACCOUNTID (GRA/BLIS) PARTNERACCOUNTNO (Annuity)	number (16) (GRA/BLIS) Varchar2(180) (Annuity)	A CCA SP partner gets a CCA SP Port subscription account when the partner places the first order of CCA SP ports. The partner account id is the CCA SP Port Subscription account id. Note, that partner must have CCA SP port account created before any CCA SP reports can be generated. This is the CCA SP Port Subscription account id.
2	PARTNERNAME	varchar2(128) (GRA/BLIS) Varchar2(360) (Annuity)	Name of CCA SP Partner as submitted in the CCA SP Ports Order Form which leads to creation of CCA SP Port subscription
3	OFFERCODE	varchar2(128) (GRA/BLIS) Varchar2(180) (Annuity)	This is Webex internal offer code associated with Webex offer and will be same for CCA SP port subscription.
4	SERVICETYPE	varchar2(16) (GRA/BLIS) Varchar2(765) (Annuity)	"TEL" for telephony.
5	SERVICEMODEL	varchar2(16) (GRA/BLIS) Varchar2(946) (Annuity)	"PORTS" for ports based offer. CCA SP is ports based model.
6	SKUID	varchar2(64) (GRA/BLIS) Varchar2(100) (Annuity)	SKU ID for the ports offer.
7	SKULABEL	varchar2(256) (GRA/BLIS) Varchar2(200) (Annuity)	Description of SKU.
8	COMMITMENT	NUMBER(16) (GRA/BLIS) Number (Annuity)	Total monthly committed CCA SP Ports.
9	MONTH_YEAR	varchar2(64) (GRA/BLIS) Varchar2(17) (Annuity)	Month and year of peak port usage.
10	PEAKTIME	DATE (mm/dd/yyyy HH:MM:SS AM)	Date and time of peak port usage.
11	PEAKPORTS	NUMBER(10)	Number of port used during peak port usage across all customers under partner's CCA SP Port subscription.

3.4 CCA SP Peak Ports - Customer Account Level

- This report will be generated on daily and monthly basis.
- This report provides the peak port usage aggregated across all the Webex sites for a given customer. This report lists all the customer that a partner has under a CCA SP Re-assignable Port subscription account and corresponding peak port usage.
- There will be a 3-day (72 hour) delay in publishing data.
- Anywhere there is a delta between GRA/BLIS and Annuity report, it is called out in the table below.

Sl. No	Field Name	Data Type	Description
1	PARTNERACCOUNTID (GRA/BLIS)	number (16) (GRA/BLIS)	A CCA SP partner gets a CCA SP Port subscription account when they place the first order for CCA SP ports. This partner account id is the CCA SP Port Subscription account id. Note, that partner must have CCA SP port account created before any CCA SP reports can be generated.
	PARTNERACCOUNTNO (Annuity)	Varchar2(180) (Annuity)	This is the CCA SP Port Subscription account id.
2	PARTNERNAME	varchar2(128) (GRA/BLIS)	Name of CCA SP Partner as submitted in the CCA SP Ports Order Form which leads to creation of CCA SP Port subscription
		Varchar2(360) (Annuity)	
3	CUSTOMERACCOUNTID (GRA/BLIS)	number(16) (GRA/BLIS)	CCA SP Ports must be sold with Webex data meetings.
	CUSTOMERACCOUNTNO (Annuity)	Varchar2(180) (Annuity)	This is the account id of the end customer that CCA SP partner sells Webex conferencing to.
4	CUSTOMERACCOUNTNAME	varchar2(128) (GRA/BLIS)	Name of the end customer as captured at the time of placing the Webex meetings order.
		Varchar2(360) (Annuity)	
5	SELL_THRU_CUSTOMER_CONTRACTID (GRA/BLIS)	number(10) (GRA/BLIS)	Contract Id of the end customer as described above.
	SELL_THRU_CUSTOMER_SUBREF_ID (Annuity)	Varchar2(180) (Annuity)	
6	OFFERCODE	varchar2(128) (GRA/BLIS)	This is Webex internal offer code associated with Webex offer and will be same for CCA SP port subscription.
		Varchar2(180) (Annuity)	
7	SERVICETYPE	varchar2(16) (GRA/BLIS)	"TEL" for telephony.
		Varchar2(765) (Annuity)	
8	SERVICEMODEL	varchar2(16) (GRA/BLIS)	"PORTS" for ports based offer. CCA SP is ports based model.
		Varchar2(946) (Annuity)	

		varchar2(64) (GRA/BLIS)	
9	SKUID	Varchar2(100) (Annuity)	SKU ID for the ports offer.
		varchar2(256) (GRA/BLIS)	
10	SKULABEL	Varchar2(200) (Annuity)	Description of SKU.
		varchar2(64) (GRA/BLIS)	
11	MONTH_YEAR	Varchar2(17) (Annuity)	Month and year of peak port usage.
		DATE (mm/dd/yyyy HH:MM:SS AM)	
12	PEAKTIME		Date and time of peak port usage.
		NUMBER(10)	
13	PEAKPORTS		Number of port used during peak port usage for the given customer across all of customer sites.

3.5 CCA SP Peak Ports - Site Level

- This report will be generated on a daily and monthly basis.
- This report provides the peak port usage for each individual site for every customer under partner's CCA SP Re-assignable port subscription.
- There will be a 3-day (72 hour) delay in publishing the data.
- Anywhere there is a delta between GRA/BLIS and Annuity report, it is called out in the table below.

Sl. No	Field Name	Data Type	Description
	PARTNERACCOUNTID (GRA/BLIS)	number (16) (GRA/BLIS)	A CCA SP partner gets CCA SP Port subscription account when they place the first order for CCA SP ports. This partner account id is the CCA SP Port Subscription account id.
1	PARTNERACCOUNTNO (Annuity)	Varchar2(180) (Annuity)	Note, that partner must have CCA SP port account created before any CCA SP reports can be generated. This is the CCA SP Port Subscription account id.
		varchar2(128) (GRA/BLIS)	
2	PARTNERNAME	Varchar2(360) (Annuity)	Name of CCA SP Partner as submitted in the CCA SP Ports Order Form which leads to creation of CCA SP Port subscription.
	CUSTOMERACCOUNTID (GRA/BLIS)	number(16) (GRA/BLIS)	CCA SP Ports must be sold with WebEx data meetings.
3	CUSTOMERACCOUNTNO (Annuity)	Varchar2(180) (Annuity)	This is the account id of the end customer that CCA SP partner sells Webex conferencing to.
		varchar2(128) (GRA/BLIS)	
4	CUSTOMERACCOUNTNAME		Name of the end customer as captured at the time of placing the Webex meetings order.

		Varchar2(360) (Annuity)	
	SELL_THRU_CUSTOMER_C ONTRACTID (GRA/BLIS)	number(10) (GRA/BLIS)	
5	SELL_THRU_CUSTOMER_S UBREF_ID (Annuity)	Varchar2(180) (Annuity)	Contract Id of the customer as described above.
		varchar2(150) (GRA/BLIS)	
6	SITENAME	Varchar2(192) (Annuity)	This is the name of the site created for CCA SP Partner's customer.
		varchar2(150) (GRA/BLIS)	
7	SITEURL	Varchar2(450) (Annuity)	Each Webex site has a unique URL. This is the URL of the Webex site provisioned for the CCA SP partner's customer. For example, if a CCA SP partner sells to Customer A. The site name can be customera.webex.com
		number(10) (GRA/BLIS)	
8	WEBEX_SITEID	Integer (Annuity)	Webex generated internal key unique to each WebEx site-url.
		varchar2(128) (GRA/BLIS)	
9	OFFERCODE	Varchar2(180) (Annuity)	This is Webex internal offer code associated with WebEx offer and will be same for CCA SP port subscription.
		varchar2(16) (GRA/BLIS)	
10	SERVICETYPE	Varchar2(765) (Annuity)	"TEL" for telephony.
		varchar2(16) (GRA/BLIS)	
11	SERVICEMODEL	Varchar2(946) (Annuity)	"PORTS" for ports based offer. CCA SP is ports based model.
		varchar2(64) (GRA/BLIS)	
12	SKUID	Varchar2(100) (Annuity)	SKU ID for the ports offer.
		varchar2(256) (GRA/BLIS)	
13	SKULABEL	Varchar2(200) (Annuity)	Description of SKU.
		varchar2(64) (GRA/BLIS)	
14	MONTH_YEAR	Varchar2(17) (Annuity)	Month and year of peak port usage.
		DATE (mm/dd/yyyy HH:MM:SS AM)	
15	PEAKTIME		Date and time of peak port usage.
		NUMBER(10)	
16	PEAKPORTS		Number of port used during peak port usage for the given site.

3.6 CCA SP Peak Ports - Partner Account Level - Calendar Month (Annuity Only)

This report is same as the one described in section 3.2. The monthly peak port usage is at the partner level and is reported based on the calendar month, not the bill date, which may not be aligned with the calendar month.

This report only **applies to Annuity platform** since the bill date is aligned with the calendar month on GRA/Blis platform.

3.7 CCA SP Peak Ports - Customer Account Level - Calendar Month (Annuity only)

This report is same as the one described in section 3.4. The monthly peak port usage is at the partner's customer level and is reported based on calendar month not the bill date which may not be aligned with the calendar month.

This report only **applies to Annuity platform** since the bill date is aligned with the calendar month on GRA/Blis platform.

3.8 CCA SP Peak Ports - Site Level - Calendar Month (Annuity Order)

This report is same as the one described in section 3.5. The monthly peak port usage is at the site and is reported based on calendar month not the bill date which may not be aligned with the calendar month.

This report only **applies to Annuity platform** since the bill date is aligned with the calendar month on GRA/Blis platform

3.9 Total Record Count Indicator

Each of the above reports will include a total record count indicator at the end of the report. This will be the last row of the report, which will provide the total number of records in a given report.

The format of this row will be as follows:

<Partner Account ID> | "Total_Record_Count:N"

E.g. C1-123 | "TOTAL_RECORD_COUNT:100"

Key Callouts

- If the file is interrupted then the last record count will not be there.
- If there is no usage then each of the reports file will be posted with header row and record count row. E.g C1-123 | "TOTAL_RECORD_COUNT:0"

3.10 NEW: Total Record Count Indicator for NEW CDRs

Each of the above reports will include a total record count indicator at the end of the report. This will be the last row of the report, which will provide the total number of records in a given report.

The format of this row will be as follows:

```
<CCA_SP_PARTNER_NAME> | "Total_Record_Count":N
```

3.11 NEW: Recovered Files as part of new CDR design

On any given day if there are any recovered CDRs for previous day in the past, these CDRs will be published in the daily folder. If any CDRs are missed in processing or if there was an error, a new file will be published with recovered CDRs. The file name of the recovered CDRs will be in the format as described below. As part of the file name, timestamp will be appended for the date on which file was recovered.

```
<SiteName>_CCA_SP_Telephony_CDR_Daily__<YYYYMMDD>_recovered_<YYYYMMDD>
```

e.g CDR file for Site1 uploaded on March 7, 2018 → site1_CCA_SP_Telephony_CDR_Daily

Refer to section

3.12 NEW: CDR API Peakport Report

A new version of Peakport Report is now available for download through CDR API, with the following changes compared to the old Peakport Reports:

1. Old Peakport Report (1.0) separated all the reports by PARTNERACCOUNTNO, while the new API Peakport (2.0) merged them into one file for each report type.
2. On the last report line with Total Record Count, 1.0 started off with the Account Number, since there is only 1 account number per report. 2.0 replaced the Account Number with Partner Name since there are multiple account numbers in the report now.
3. Peakport 2.0 removed all double quotes around each data field, similar to CDR 2.0.
4. Peakport 2.0 is only generating Calendar Monthly report, and removed Monthly report.
5. The naming convention for monthly reports changed from

```
Annuity_CCA_SP_Peak_Port_Usage_Site_Calendar_Monthly__<YYYYMMDD>
```

To:

```
Annuity_CCA_SP_Peak_Port_Usage_Site_Calendar_Monthly__<YYYYMM>
```



4 Meta Data

4.1 Session Type

Session Type	Description	Relevant to CCA SP CDR
VOIP	VOIP only session	Yes
HYBRID-VOIP	VOIP call in a hybrid meeting where both telephony and VOIP are enabled	Yes
Hybrid Audio	Telephony call in Non CCA Hybrid meeting where both Telephony and VOIP are enabled.	No Yes (In case of Telepresence meeting where this can appear in CCA SP CDR with MCU IP service identifier but will not consume CCA PORT)
Single Point Video	Session with Single Video participants, relevant to both CCA and non CCA meetings	Yes
Multi Point Video	Session with multiple Video participants, relevant to both CCA and non CCA meetings	Yes
TelePresence	Webex Telepresence meeting, can be both CCA or non CCA meeting	Yes
MPV with CMR Enabled	Multi Point Video with CMR enabled, can be both CCA or non CCA meeting	Yes
CCA Regular Telephony	This reflects the meeting which can only have telephony users i.e. no VOIP users allowed.	Yes
CCA Hybrid Audio	Hybrid meeting where both Telephony and VOIP users can be present in the same meeting.	Yes
CCA Call-Me-Back	Web ACD meeting	Yes
CCA Hybrid Call-Me-Back	Web ACD hybrid meeting	Yes
CCA Personal Audio	This PCN (Personal Conference Number) session which is an audio only meeting where host starts the meeting using the dial-in number and host access code and all participants join the meeting using attendee access code.	Yes
CCA Join Before Meeting	This is where user joins a meeting as an audio only user before the meeting starts. The join before host must be enabled at the site level to allow for this behavior	Yes

OTT Regular Telephony	This reflects the Edge Audio meeting which can only have telephony users i.e. no VOIP users allowed.	Yes
OTT Hybrid Audio	Hybrid meeting where both Edge Telephony and VOIP users can be present in the same meeting.	Yes
OTT Call-Me-Back	Edge Audio Web ACD meeting	Yes
OTT Hybrid Call-Me-Back	Edge Audio Web ACD hybrid meeting	Yes
OTT Personal Audio	This PCN (Personal conference Number) session which is an Edge audio only meeting where host starts the meeting using the dial-in number and host access code and all participants join the meeting using attendee access code.	Yes
OTT Join Before Meeting	This is where user joins a meeting as an Edge audio only user before the meeting starts. The join before host must be enabled at the site level to allow for this behavior	Yes
OTHER	Error. Usage did not have Session Type defined / undefined Session Type.	Yes

4.2 Service Identifier

Service Identifier	Description	Value in "Phonenum" column	"PHONE_NUMBER" Format	Value in "DialName" column	ANI (If provided in SIP Invite)	DNIS	Consume CCA Port
CALLIN	Domestic Toll dial in	Yes	Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
CALLIN-TOLLFREE	Domestic toll free dial in	Yes	Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
CALLIN-CCA-DID	International Toll dial in	Yes	Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
CALLIN-CCA-TOLLFREE-DID	International Toll Free Dial in	Yes	Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
CALLBACK	Domestic callback	Yes	Hyphen after Country code One exception: *0 to tech support call will not have hyphen	<blank>	Yes	<blank>	Yes
CALLBACK-INTL	International Callback	Yes	Hyphen after Country code	<blank>	Yes	<blank>	Yes
CALLBACK-INTERNAL	Internal Callback	Yes	Hyphen after Country code, except for iPhone usage where country code is disabled.	<blank>	Yes	<blank>	Yes

			This service identifier is only applicable if the site is enabled for Internal Callback.				
CALLIN-OTT	OTT Domestic Toll dial in	Yes	Edge Audio - Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
CALLIN-OTT-TOLLFREE	OTT Domestic toll free dial in	Yes	Edge Audio - Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
CALLIN-OTT-TOLLFREE-DID	OTT International toll free dial in	Yes	Edge Audio - Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
CALLBACK-OTT	OTT Domestic callback	Yes	Edge Audio - Hyphen after Country code One exception: *0 to tech support call will not have hyphen	<blank>	Yes	<blank>	Yes
CALLBACK-OTT-INTL	OTT International Callback	Yes	Edge Audio - Hyphen after Country code	<blank>	Yes	<blank>	Yes
CALLBACK-OTT-INTERNAL	OTT Internal Callback	Yes	Edge Audio - Hyphen after Country code, except for iPhone usage where country code is disabled. This service identifier is only applicable if the site is enabled for Internal Callback.	<blank>	Yes	<blank>	Yes
MCU-CALLIN	Telepresence for domestic toll dial in.	Yes	Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
MCU-CALLIN-DID	Telepresence for international toll dial in	Yes	Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
MCU-CALLIN-TOLLFREE	Telepresence for domestic toll free dial in	Yes	Straight phone number without any hyphen	<blank>	Yes	Yes	Yes
MCU-IP	Telepresence IP Call - Cascaded link between Webex and TP Server	Yes	0	<blank>	Yes	<blank>	No
VOIP	VOIP	<blank>	N/A	Yes	<blank>	<blank>	No
MPV	Multi Point Video	<blank>	N/A	Yes	<blank>	<blank>	No
SPV	Single Point Video	<blank>	N/A	Yes	<blank>	<blank>	No
MPV with CMR Enabled	MPV with CMR	<blank>	N/A	Yes	<blank>	<blank>	No
TelePresence	Webex Telepresence	<blank>	N/A	Yes	<blank>	<blank>	No

N/A	If toll type is not identified for a "call in" number then service identifier value is set as "N/A". This could be the result of mis-configuration of phone numbers in the telephony domain. Error. Phone number configuration is incorrect.	N/A	<blank>	N/A	<blank>	<blank>	No
-----	---	-----	---------	-----	---------	---------	----

4.3 Meeting Type

Meeting Type	Meeting Type Code	Description
1	FRE	Free Trial (Limited Functionality)
2	STD	Standard Meeting
3	PRO	Meeting Center Meeting
4	SOS	Standard Subscription Office Meeting
5	SOP	Pro Subscription Office Meeting
6	PPU	Pay-Per-Use Meeting
7	ONC	OnCall Session
9	ONS	Online Event
10	RAS	Access Anywhere Session
11	TRS	Training Session
13	SC3	Remote Support Session
14	SMT	SMARTtech session
16	AUO	Teleconference (Audio) Only meeting
17	PCS	PCNOW Session

5 Reporting and SFTP structure and format

CCA SP reports will be made available on an sFTP server that Cisco will set up. Cisco will create a user account that will be separate from the account used to access data reports.

5.1 SFTP Server Details:

SFTP server: partnersftp.webex.com

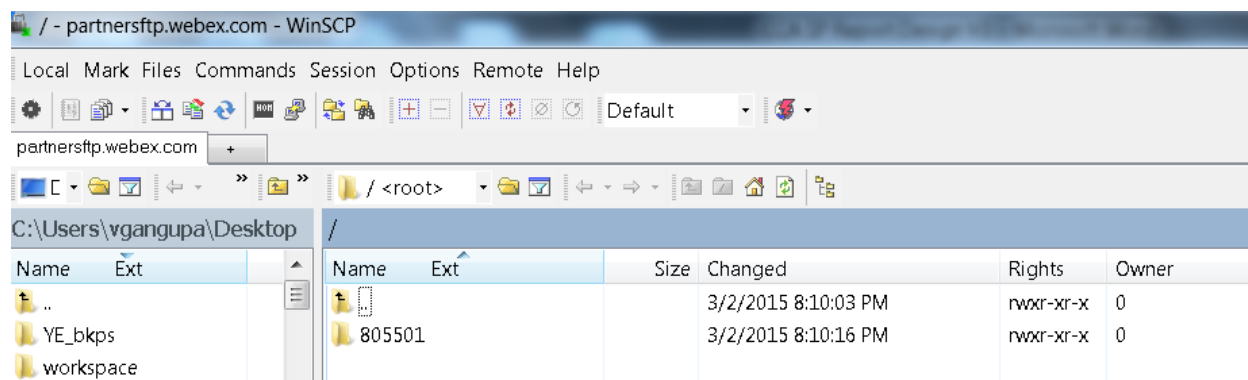
Port - 22

5.2 Folder Structure

Below would be the folder structure view once partner logs onto SFTP server:

Parent Directory:

/805501 (This will be Partner's CCA SP Port Subscription Account Id (GRA) and BID (in case of Annuity))



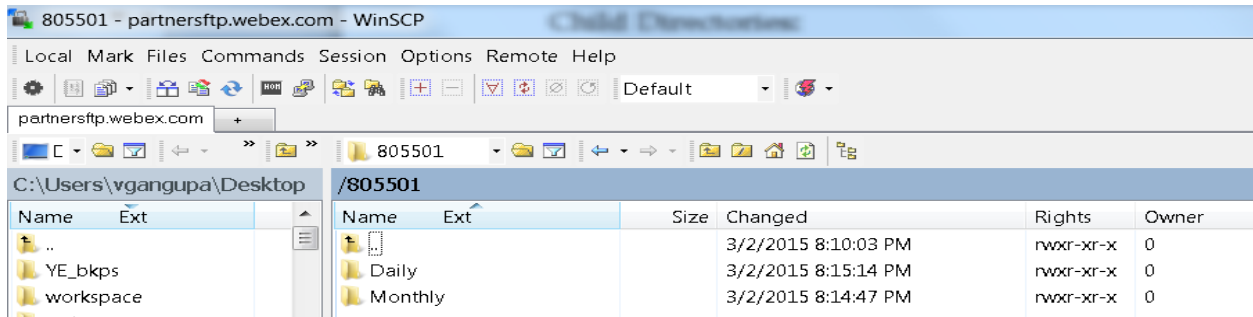
Child Directories:

/805501/Daily/ (Daily reports will uploaded in the this folder)

/805501/Daily/Archive (All the previous daily reports will be placed in the Archive folder. Up to six months old files will be archived)

/805501/Monthly/ (Monthly reports will be uploaded in this folder)

/805501/Monthly/Archive (All the previous monthly reports will be placed in the Archive folder. Up to six months old files will be archived)



5.2.1 Folder Structure for NEW CDRs

Parent Directory:

/CCTG

Child Directories:

/CCTG/Daily (daily reports and recovered reports will uploaded in this folder)

/CCTG/Archive (All the previous daily reports will be placed in the Archive folder. Files up to 90 days will be archived)

The table below provides an example of how daily and archive folders will look like and have files uploaded to them

Parent Folder	Sub Folder	7-Mar-18	8-Mar-18	9-Mar-18
CCTG	Daily	site1_CCA_SP_CDR_DAILY_20180306.csv	site1_CCA_SP_CDR_DAILY_20180307.csv site1_CCA_SP_CDR_DAILY_20180306_Recovered_20180307.csv	site1_CCA_SP_CDR_DAILY_20180308.csv site1_CCA_SP_CDR_DAILY_20180306_Recovered_20180308.csv
	Archive		site1_CCA_SP_CDR_DAILY_20180306.csv	site1_CCA_SP_CDR_DAILY_20180307.csv site1_CCA_SP_CDR_DAILY_20180306_Recovered_20180307.csv site1_CCA_SP_CDR_DAILY_20180306.csv

5.3 Reports Naming Convention

File names below default names suffixed with date of run.

Daily Reports:

GRA

GRA_CCA_SP_Peak_Port_Usage_Partner_Daily_<YYYYMMDD>

GRA_CCA_SP_Peak_Port_Usage_Customer_Daily_<YYYYMMDD>

GRA_CCA_SP_Peak_Port_Usage_Site_Daily_<YYYYMMDD>

<CUSTOMERACCOUNTID>_GRA_CCA_SP_Telephony_CDR_Daily_<YYYYMMDD>

Annuity

Annuity_CCA_SP_Peak_Port_Usage_Partner_Daily_<YYYYMMDD>

Annuity_CCA_SP_Peak_Port_Usage_Customer_Daily_<YYYYMMDD>

Annuity_CCA_SP_Peak_Port_Usage_Site_Daily_<YYYYMMDD>

<CUSTOMERACCOUNTNO>_Annuity_CCA_SP_Telephony_CDR_Daily_<YYYYMMDD>

Monthly Reports:

GRA

GRA_CCA_SP_Peak_Port_Usage_Partner_Monthly__<YYYYMMDD>

GRA_CCA_SP_Peak_Port_Usage_Customer_Monthly__<YYYYMMDD>

GRA_CCA_SP_Peak_Port_Usage_Site_Monthly__<YYYYMMDD>

GRA_CCA_SP_Telephony_CDR_Monthly__<YYYYMMDD> **(DEPRECATED AFTER MAY 2016)**

Annuity

Annuity_CCA_SP_Peak_Port_Usage_Partner_Monthly__<YYYYMMDD>

Annuity_CCA_SP_Peak_Port_Usage_Customer_Monthly__<YYYYMMDD>

Annuity_CCA_SP_Peak_Port_Usage_Site_Monthly__<YYYYMMDD>

Annuity_CCA_SP_Telephony_CDR_Monthly__<YYYYMMDD> **(DEPRECATED AFTER MAY 2016)**

Peak Port reports on Annuity based on Calendar month

Annuity

Annuity_CCA_SP_Peak_Port_Usage_Partner_Calendar_Monthly__<YYYYMM>

Annuity_CCA_SP_Peak_Port_Usage_Customer_Calendar_Monthly__<YYYYMM>

Annuity_CCA_SP_Peak_Port_Usage_Site_Calendar_Monthly__<YYYYMM>

Note: Only Calendar Month Peak Port reports will be provided via CDR API from Oct 15, 2019, since Cisco IT is now only billing based on Calendar Month.

5.4 Reports Format and upload policy

1. **Daily files will be uploaded at 12:00 pm PST.** Please note there is a 72 hour delay.
2. Files will stay in the daily folder for 20 hours before they are moved to Archive folder at 5:00 am PST the next day.
3. Reports Format
 - a. First record contains the header fields separated by pipe delimiter (“|”).
 - b. Data will be pipe delimited

5.5 Partner Onboarding Process to setup CCA SP Accounts on SFTP server

4. Partners who require CCA SP Telephony CDR’s and CCA SP Peak port reports would reach out to respective Partner Support Manager (PSM).
5. PSM for that partner should raise a remedy ticket to IT team to setup an SFTP account to capture CDR and Peak port data.
6. Details to be specified on ticket:
 - a. Login Name (Ex: Partnername_ccaspreports)
 - b. Partner id (Ex: 805501) (CCA SP Port Subscription AccountId)
 - c. Please clearly specify that the request is for CCA SP Account setup.

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7. Once ticket is submitted, ITDS Support Team would create an SFTP account for given login and send over credentials back to the PSM. They would enable account to capture CDR and peak port data too.
 8. Using given credentials, Partners can log on to our SFTP servers and fetch data.