



CHAPTER 12

Configuring Call Routing

The following sections describe how to configure call routing by using the administrative console:

- [Configuring Routes, page 12-1](#)
- [Configuring Dial Patterns, page 12-4](#)
- [Configuring Remote Service Providers, page 12-7](#)
- [Viewing Call Detail Records, page 12-10](#)

Configuring Routes

To route direct dial and SIP dial out calls, the Cisco TelePresence Exchange System first needs to identify the organization or remote service provider for which the call is intended. The system can identify a destination organization if the dial pattern of the call exactly matches the number of a provisioned endpoint. If the dial pattern does not match the number of a provisioned endpoint, the system systematically tries to match the dial pattern of the call with the dial patterns configured on the system for remote service providers and then organizations. If a match is found, the system identifies the associated organization or remote service provider as the destination for the call. If no match is found, the system sends the call to a default route. If you have not configured an active default route, then the system rejects the call. For information about dial patterns, see the [“Configuring Dial Patterns” section on page 12-4](#).

After the system identifies the destination organization or remote service provider, the system finds the first active route associated with the destination for the call. The route provides a pointer to a resource. The system then forwards the call to the resource associated with the active route. The route also provides a unique tag value that is added to the outgoing SIP message.

In most cases, the resource associated with the active route is a Session Border Controller (SBC). When configured properly, each adjacency on the SBC is also assigned a unique tag value. When the SBC receives a SIP message from the Cisco TelePresence Exchange System, the SBC routes the call to the adjacency whose tag matches the tag on the message.

The following sections describe how to configure SIP routes. After you configure a route, you can associate the route with a specific service provider, organization, or remote service provider. For information about how to associate a route with a service provider or organization, see the [“Configuring Customers” chapter](#). For information about how to associate a route with a remote service provider, see the [“Configuring Remote Service Providers” section on page 12-7](#).

- [Adding Routes, page 12-2](#)
- [Editing Routes, page 12-2](#)

- [Deleting Routes](#), page 12-3
- [Route Fields](#), page 12-3

Adding Routes

Before You Begin

Configure SIP resources.

Procedure

To add a new route, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Routes**.
The Routes window is displayed.
 - Step 2** Click **Add A New Route**.
 - Step 3** Enter the settings as indicated in [Table 12-1](#) to configure the route.
 - Step 4** To save your changes, click **Save**.
-

Editing Routes

Procedure

To edit a route, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Routes**.
The Routes window is displayed.
 - Step 2** In the item table, click the applicable entry.
The Route Details window is displayed.
 - Step 3** From the toolbar, click **Edit This Route**.
The Edit Route window is displayed. Fields contain the currently-configured values.
 - Step 4** Modify field entries as required.
Fields are described in [Table 12-1](#).
 - Step 5** To save your changes, click **Save**.
-

Deleting Routes

Procedure

To delete a route, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Routes**.
The Routes window is displayed.
- Step 2** In the item table, check the check box next to the entry that you want to delete. You can delete multiple routes at one time by checking the check box next to each entry that you want to delete.
- Step 3** Click **Delete**.
- Step 4** In the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.



Tip If you prefer to view the details of a route prior to deleting it, in the Routes window, you can click the applicable **Route** to go to the Routes page. After verifying that you have chosen the correct route to delete, click **Delete This Route**, and then in the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.

Route Fields

Table 12-1 *Route Field Descriptions*

Field	Description
Name	Text string to identify this route. See the “Common Field Properties” section on page 2-4.
Description	Text string describing this route. See the “Common Field Properties” section on page 2-4.
SIP Resource	Drop-down list. Choose the SIP resource for this route. The SIP resource is generally a session border controller (SBC) that provides call routing between enterprises and the Cisco TelePresence Exchange System server cluster. The SBC also provides routing between the Cisco TelePresence Exchange System and remote service providers. See the “Adding SIP Resources” section on page 9-4.
SIP Tag	The SBC tag for this route. This value must match the tag that the SBC assigns to the associated adjacency. The tag value must be unique in this Cisco TelePresence Exchange System.
Route Type	Drop-down list. Choose either INCOMING, OUTGOING, or BOTH. This value controls the direction for which the call is intended on this route. If you cannot specify separate routes for incoming and outgoing calls, choose BOTH.

Table 12-1 Route Field Descriptions (continued)

Field	Description
Endpoint Type	<p>Drop-down list. Choose one of the following values:</p> <ul style="list-style-type: none"> • CTS—Indicates that the endpoints served by this route are all TIP-based Cisco TelePresence System endpoints. • Interop—Indicates that none of the endpoints served by this route are TIP-based Cisco TelePresence System endpoints. • Both—Indicates that a mixture of endpoints are served by this route. Choose this value if unprovisioned endpoints are served by this route. <p> Caution If you select Interop or Both, any incoming calls from a TIP-based Cisco Telepresence System endpoint to a conference that is hosted on a Cisco TelePresence Server MSE 8710 (TPS) will fail. Therefore, if calls over this route must be able to connect to a TPS, select only the CTS value in this field.</p>
Active	<p>Check box. Check this check box to allow the Cisco TelePresence Exchange System to send calls to this route.</p> <p>If this check box is not checked, the Cisco TelePresence Exchange System will not send calls to this route.</p>

Configuring Dial Patterns

For direct dial and SIP dial out calls, the Cisco TelePresence Exchange System provides call routing capabilities that are based on matching (specifying and recognizing) strings of text called dial patterns. You can specify the rule for dial pattern matching to be based on either a number or domain (the characters that follow the @ symbol in the SIP URI) and then associate the rule to a destination organization or remote service provider.

If the dial pattern rule is specified for a destination number, you can further configure the dial pattern rule to exactly match the dial pattern of the destination number or to match only the prefix, suffix, or regular expression of the destination number. If the dial pattern rule is specified for a destination domain, you can only configure the dial pattern rule to exactly match the characters that follow the @ symbol in the SIP URI.

The following sections describe how to configure dial patterns. After you configure a dial pattern, you can associate the dial pattern with a specific organization or remote service provider. For information about how to associated a dial pattern with an organization, see the “[Configuring Organizations](#)” section in the “[Configuring Customers](#)” chapter. For information about how to associate a dial pattern with a remote service provider, see the “[Configuring Remote Service Providers](#)” section on page 12-7.

- [Adding Dial Patterns, page 12-5](#)
- [Editing Dial Patterns, page 12-5](#)
- [Deleting Dial Patterns, page 12-5](#)
- [Dial Patterns Fields, page 12-6](#)

Adding Dial Patterns

Procedure

To add a new dial pattern, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Dial Patterns**.
The Dial Patterns window is displayed.
 - Step 2** Click **Add A New Dial Pattern**.
 - Step 3** Enter the settings as indicated in [Table 12-2](#) to configure the dial pattern.
 - Step 4** To save your changes, click **Save**.
-

Editing Dial Patterns

Procedure

To edit a dial pattern, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Dial Patterns**.
The Dial Patterns window is displayed.
 - Step 2** In the item table, click the applicable entry.
The Dial Pattern Details window is displayed.
 - Step 3** From the toolbar, click **Edit This Dial Pattern**.
The Edit Dial Pattern window is displayed. Fields contain the currently-configured values.
 - Step 4** Modify field entries as required.
Fields are described in [Table 12-2](#).
 - Step 5** To save your changes, click **Save**.
-

Deleting Dial Patterns

Procedure

To delete a dial pattern, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Dial Patterns**.
The Dial Patterns window is displayed.
 - Step 2** In the item table, check the check box next to the entry that you want to delete. You can delete multiple dial patterns at one time by checking the check box next to each entry that you want to delete.
 - Step 3** Click **Delete**.
 - Step 4** In the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.



Tip

If you prefer to view the details of a dial pattern prior to deleting it, in the Dial Patterns window, you can click the applicable **Dial Pattern** to go to the Dial Patterns page. After verifying that you have chosen the correct dial pattern to delete, click **Delete This Dial Pattern**, and then in the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.

Dial Patterns Fields

Table 12-2 Dial Pattern Field Descriptions

Field	Description
Name	Text string to identify the dial pattern. See the “Common Field Properties” section on page 2-4 .
Description	Text string describing the dial pattern. See the “Common Field Properties” section on page 2-4 .
Pattern Part	Drop-down list. The pattern part specifies which portion of the pattern definition the Cisco TelePresence Exchange System uses to match the dial pattern. You indicate the pattern definition in the Pattern field. The available pattern parts are as follows: <ul style="list-style-type: none"> • Number—Matches the number part of the pattern based on type specified in the Pattern Type field. • Domain—Uses the exact characters defined in the Pattern field to match the characters that follow the @ symbol in the SIP URI. <p>Note If you select the Domain pattern part option, the Cisco TelePresence Exchange System supports only the Exact pattern type option.</p>

Table 12-2 *Dial Pattern Field Descriptions (continued)*

Field	Description
Pattern Type	<p>Drop-down list. The pattern type specifies how the Cisco TelePresence Exchange System uses the pattern definition to match the dial pattern. You indicate the pattern definition in the Pattern field. The available pattern types are as follows:</p> <ul style="list-style-type: none"> • Exact—If you specified the Number pattern part, match by using the exact number that is entered in the pattern. If you specified the Domain pattern part, match by using the exact characters entered in the pattern. • Prefix—Match by using the prefix in the pattern. • Suffix—Match by using the suffix in the pattern. • Regex—Match by using the regular expression in the pattern. <p>The Cisco TelePresence Exchange System enforces the following rule of precedence when trying to find a dial pattern match:</p> <ol style="list-style-type: none"> 1. Exact domain 2. Exact number 3. Prefix number 4. Suffix number 5. Regex number
Pattern	<p>The definition of the pattern. The format of the pattern depends on the option specified in the Pattern Part field. If you specified the Number pattern part, the pattern must be a number consisting of E.164 numbers. If you specified the Domain pattern part, the pattern must be a domain consisting of alphanumeric characters, hyphens, and dots.</p>

Configuring Remote Service Providers

Customers can attend meetings hosted by a remote service provider. To attend the meeting, the user dials a number that matches the dial pattern that is associated with the remote service provider. The Cisco TelePresence Exchange System routes the user request to an SBC that establishes communication with the remote service provider.

The following sections describe how to configure remote service providers:

- [Adding Remote Service Providers, page 12-8](#)
- [Editing Remote Service Providers, page 12-8](#)
- [Deleting Remote Service Providers, page 12-8](#)
- [Remote Service Provider Fields, page 12-9](#)

Adding Remote Service Providers

Procedure

To add a new remote service provider, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Remote Service Providers**.
The Remote Service Providers window is displayed.
 - Step 2** Click **Add A New Remote Service Provider**.
 - Step 3** Enter the settings as indicated in [Table 12-3](#) to configure the remote service provider.
 - Step 4** To save your changes, click **Save**.
-

Editing Remote Service Providers

Procedure

To edit a remote service provider, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Remote Service Providers**.
The Remote Service Providers window is displayed.
 - Step 2** In the item table, click the applicable entry.
The Remote Service Provider Details window is displayed.
 - Step 3** From the toolbar, click **Edit This Remote Service Provider**.
The Edit Remote Service Provider window is displayed. Fields contain the currently-configured values.
 - Step 4** Modify field entries as required.
Fields are described in [Table 12-3](#).
 - Step 5** To save your changes, click **Save**.
-

Deleting Remote Service Providers

Procedure

To delete a remote service provider, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > Remote Service Providers**.
The Remote Service Providers window is displayed.
 - Step 2** In the item table, check the check box next to the entry that you want to delete. You can delete multiple remote service providers at one time by checking the check box next to each entry that you want to delete.
 - Step 3** Click **Delete**.

Step 4 In the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.



Tip

If you prefer to view the details of a remote service provider prior to deleting it, in the Remote Service Providers window, you can click the applicable **Remote Service Provider** to go to the Remote Service Providers page. After verifying that you have chosen the correct remote service provider to delete, click **Delete This Remote Service Provider**, and then in the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.

Remote Service Provider Fields

Table 12-3 Remote Service Provider Field Descriptions

Field	Description
Name	Text string to identify the remote service provider. See the “Common Field Properties” section on page 2-4 . Note For clear reporting in the call detail records, the remote service provider name should be unique. Choose a name that does not match the name of any other service provider or remote service provider that is configured in the system.
Description	Text string describing the remote service provider. See the “Common Field Properties” section on page 2-4 .
Dial Patterns	Button and drop-down list. Click Add A Dial Pattern to display a drop-down list of available dial pattern names. To associate a dial pattern with the remote service provider, choose a dial pattern from the drop-down list. You can add multiple dial patterns by repeating the above procedure. For information on how to configure dial patterns, see the “Configuring Dial Patterns” section on page 12-4 .
SIP Routes	Button and drop-down list. Click Add A Route to display a drop-down list. To associate a SIP route with the remote service provider, choose a route from the drop-down list. Note SBCs manage call routing between the Cisco TelePresence Exchange System and remote service providers. You can add multiple routes, ordered by priority, to accommodate SBC fail over. To add multiple routes, click Add A Route and choose another route from the drop-down list. Repeat this procedure for each route. For information about routes, see the “Adding Routes” section on page 12-2 .

Viewing Call Detail Records

The Cisco TelePresence Exchange System collects and displays call detail records (CDRs) for calls that are placed on the system. From the administration console, you can view CDR details for the system as well as export a comma separated value (.csv) file of that information.

The Cisco TelePresence Exchange System retains CDRs for up to 30 days from the recorded end time of the CDR. The system automatically purges CDRs that exceed this 30-day limit. If the total number of CDRs retained by the system reaches 100,000, the system retains only the most recent 100,000 records and automatically purges the rest.

When viewing CDRs through the administration console, you can filter the listing by each category heading (such as caller, service provider, organization, Meet-Me conference ID, and start and end time).

The following sections describe how to view, export, and filter CDRs:

- [Viewing and Filtering CDRs, page 12-10](#)
- [Exporting a CDR File, page 12-11](#)
- [CDR Fields, page 12-11](#)

For instructions on viewing intra-company call detail records, see the “[Viewing Intra-Company CDRs](#)” section on page 12-16.

Viewing and Filtering CDRs

Procedure

To view and filter CDRs for the system, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > CDRs**.
- The CDRs window is displayed showing details on meetings for the past 30 days. Fields are described in [Table 12-4](#).
- Step 2** (Optional) To filter the information that is displayed on the CDRs window, do one of the following:
- To filter on the call type and CDR source information that is displayed on the CDR window, click the **T** icon next to the column heading, and check the check boxes next to each item that you want to display on the window.
- To display CDRs for all items, check **All**.
- To filter on any specific heading other than call type and CDR source such as organization (for example ABC Company), click the **T** icon next to the column heading, and enter the specific item on which you want to filter.
- Step 3** To activate the filter, click **Filter**.
- To deactivate a filter, click the **T** icon next to the appropriate column heading and click **Clear**.



Note When you click **Clear Filters**, the system clears all defined filters.

Exporting a CDR File

To capture the information that is displayed on the **Call Routing > CDRs** window, you can export a CDR file. When you export the CDR file, additional information for each CDR entry is available beyond what is viewable on the CDRs window, for example, the call engine name and IP address, which can be useful for troubleshooting purposes.

Procedure

To export a CDR file from the system, do the following procedure:

-
- Step 1** From the navigation pane, choose **Call Routing > CDRs**.
The CDRs window is displayed showing details on meetings.
- Step 2** To export a file that summarizes CDRs for the last 30 days, click **Export CDRs**.
A panel appears with options to either view or save the export.csv file. Fields are described in [Table 12-5](#).
-

CDR Fields

Table 12-4 CDR Field Descriptions for Fields Displayed on the CDRs Window

Field	Description
Caller	<p>The value of the Caller field is dependent on the Call Type as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the calling endpoint (caller). • MEETME_INCOMING—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the calling endpoint (caller). • MEETME_OUTGOING—Internal number of the media bridge resource that initiated the dial out call.
Organization (also known as callerOrganization)	<p>The value of the Organization field is dependent on the Call Type as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—Organization of the calling endpoint (caller). • MEETME_INCOMING—Organization of the calling endpoint (caller). • MEETME_OUTGOING—Organization of the meeting scheduler. <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>

Table 12-4 CDR Field Descriptions for Fields Displayed on the CDRs Window (continued)

Field	Description
Callee	<p>The value of the Callee field is dependent on the Call Type as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the called endpoint (callee). • MEETME_INCOMING—Service number that the calling endpoint (caller) dials to reach the service for the meeting. • MEETME_OUTGOING—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the called endpoint (callee).
Organization (also known as calleeOrganization)	<p>The value of the Organization field is dependent on the Call Type as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—Organization of the called endpoint (callee). • MEETME_INCOMING—Organization of the meeting scheduler. • MEETME_OUTGOING—Organization of the called endpoint (callee). <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>
Call Type	<p>The Call Type field contains one of the following string values:</p> <ul style="list-style-type: none"> • DIRECTDIAL—Direct Dial call. • MEETME_INCOMING—Call leg originates from an endpoint and connects to a Meet-Me or Rendezvous meeting on the Cisco TelePresence Exchange System. • MEETME_OUTGOING—Call leg for a Meet-Me or Rendezvous meeting originates from the Cisco TelePresence Exchange System and connects to an endpoint (for example, dial out calls to H.323, ISDN, or SIP endpoints). <p>Note For call records imported from the Cisco Unified Communications Manager, the call type is DIRECTDIAL.</p>
MeetMe Conf ID (Also known as meetingID)	<p>Unique identifier for a Meet-Me or Rendezvous meeting. This is the number that the participant dials from the endpoint keypad to access the meeting after dialing the main access number.</p> <p>Note For direct dial calls or if the participant never joins the meeting, the value for this field is null.</p>
Start Time	The time the called endpoint (callee) answers the call. The time is in ISO8601 format.
End Time	Time the Caller or Callee disconnects from the call. The time is in ISO8601 format.

Table 12-5 CDR Field Descriptions for Fields Displayed in Exported .csv File

Field	Description
icid (also known as guid)	Globally unique identifier for a call. The CDR for each call leg contains the same GUID.
legid	Unique identifier for a call leg.
startTime	The time the called endpoint (callee) answers the call. The time is in ISO8601 format.
endTime	Time the Caller or Callee disconnects from the call. The time is in ISO8601 format.
duration	Length of time in minutes from the startTime to the endTime of the call.
callType	<p>The callType field contains one of the following string values:</p> <ul style="list-style-type: none"> • DIRECTDIAL—Direct Dial call. • MEETME_INCOMING—Call leg originates from an endpoint and connects to a Meet-Me or Rendezvous meeting on the Cisco TelePresence Exchange System. • MEETME_OUTGOING—Call leg for a Meet-Me or Rendezvous meeting originates from the Cisco TelePresence Exchange System and connects to an endpoint (for example, dial out calls to H.323, ISDN, or SIP endpoints). <p>Note For call records imported from the Cisco Unified Communications Manager, the call type is DIRECTDIAL.</p>
cdrSource (also known as companyScope)	<p>The companyScope field is relevant only for the DIRECTDIAL callType.</p> <p>This field contains one of the following string values:</p> <ul style="list-style-type: none"> • CUCM_INTRACOMPANY—Intra-company direct dial calls that reside on Cisco Unified Communication Manager. • SERVICE_CONTROLLER—Inter-company direct dial calls.
serverName	Hostname of the call engine that the administrator assigns during installation.
serverIP	IP address of the call engine.
disconnectCauseCode	Q.850 or SIP cause code.
disconnectCauseStr	Text description of the disconnect cause.
disconnectData	Additional information to describe the disconnect cause.

Table 12-5 CDR Field Descriptions for Fields Displayed in Exported .csv File (continued)

Field	Description
address0 (also known as caller)	The value of the caller field is dependent on the callType as follows: <ul style="list-style-type: none"> • DIRECTDIAL—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the calling endpoint (caller). • MEETME_INCOMING—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the calling endpoint (caller). • MEETME_OUTGOING—Internal number of the media bridge resource that initiated the dial out call.
alternateIdentities0 (also known as callerAlternateIdentities)	Alternate identifier of the calling endpoint (caller), such as an IP address.
serviceProvider0 (also known as callerServiceProvider)	The value of the callerServiceProvider field is dependent on the callType as follows: <ul style="list-style-type: none"> • DIRECTDIAL—Service provider of the calling endpoint (caller). • MEETME_INCOMING—Service provider of the calling endpoint (caller). • MEETME_OUTGOING—Service provider hosting the meeting. <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>
location0 (also known as callerRegion)	The value of the callerRegion field is dependent on the callType as follows: <ul style="list-style-type: none"> • DIRECTDIAL—Region of the service provider SBC of the calling endpoint (caller). • MEETME_INCOMING—Region of the service provider SBC of the calling endpoint (caller). • MEETME_OUTGOING—Region in which the media bridge resource allocated for the meeting is hosted. <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>
organization0 (also know as callerOrganization)	The value of the callerOrganization field is dependent on the callType as follows: <ul style="list-style-type: none"> • DIRECTDIAL—Organization of the calling endpoint (caller). • MEETME_INCOMING—Organization of the calling endpoint (caller). • MEETME_OUTGOING—Organization of the meeting scheduler. <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>

Table 12-5 CDR Field Descriptions for Fields Displayed in Exported .csv File (continued)

Field	Description
address1 (also known as callee)	<p>The value of the callee field is dependent on the callType as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the called endpoint (callee). • MEETME_INCOMING—Service number that the calling endpoint (caller) dials to reach the service for the meeting. • MEETME_OUTGOING—E.164 number or the username part of the SIP URI (the characters that precede the @ symbol in the SIP URI) of the called endpoint (callee).
alternateIdentities1 (also known as calleeAlternateIdentities)	<p>Alternate identifier of the called endpoint (callee), such as an IP address.</p>
serviceProvider1 (also known as calleeServiceProvider)	<p>The value of the calleeServiceProvider field is dependent on the callType as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—Service provider of the called endpoint (callee). • MEETME_INCOMING—Service provider hosting the meeting. • MEETME_OUTGOING—Service provider of the called endpoint (callee). <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>
location1 (also known as calleeRegion)	<p>The value of the calleeRegion field is dependent on the callType as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—Region of the service provider SBC of the called endpoint (callee). • MEETME_INCOMING—Region in which the media bridge resource allocated for the meeting is hosted. • MEETME_OUTGOING—Region of the service provider SBC of the called endpoint (callee). <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>

Table 12-5 CDR Field Descriptions for Fields Displayed in Exported .csv File (continued)

Field	Description
organization1 (also known as calleeOrganization)	<p>The value of the calleeOrganization field is dependent on the callType as follows:</p> <ul style="list-style-type: none"> • DIRECTDIAL—Organization of the called endpoint (callee). • MEETME_INCOMING—Organization of the meeting scheduler. • MEETME_OUTGOING—Organization of the called endpoint (callee). <p>Note If the Cisco TelePresence Exchange System cannot determine a value for this field, the value is null.</p>
meetingID	<p>Unique identifier for a Meet-Me or Rendezvous meeting. This is the number that the participant dials from the endpoint keypad to access the meeting after dialing the main access number.</p> <p>Note For direct dial calls or if the participant never joins the meeting, the value for this field is null.</p>
meetingJoinTime (also known as conferenceParticipantJoinTime)	<p>Time that the meeting participant joined the meeting. The time is in ISO8601 format.</p> <p>Note The Cisco TelePresence Exchange System does not consider the participant as having joined the meeting until after any interaction with the IVR prompts is complete.</p>

Viewing Intra-Company CDRs

Intra-company (direct dial) calls are not routed via the Cisco TelePresence Exchange System cluster. As a result, the Cisco TelePresence Exchange System by default is not aware of these calls and does not generate any CDRs for them. Therefore, if you need to view intra-company CDRs, you must configure the Cisco TelePresence Exchange System to periodically import the CDRs from Cisco Unified Communications Manager.



Note

- The collected CDRs are stored on the Cisco TelePresence Exchange System with all the other CDRs.
- CDRs are imported hourly, and the timing for collection is also dependent on the schedule for CDR files being generated in Unified CM. Unless by chance a call comes in at exactly the right time to be included in the Unified CM processing and the Cisco TelePresence Exchange System processing immediately, you may need to wait an hour or two before the CDR appears in the database.

For detailed instructions, see the following “[Configuring Unified CM to Enable Intra-Company CDRs](#)” section on page 12-17.

Configuring Unified CM to Enable Intra-Company CDRs

To configure Cisco Unified Communications Manager to enable intra-company CDRs and then to provision the Unified CM publisher node in the Cisco TelePresence Exchange System administration console, do the following two procedures in the order presented.

Procedure

-
- Step 1** Log in to the Cisco Unified Communications Manager publisher node as the administrator.
 - Step 2** From the Navigator menu, select **Cisco Unified Serviceability** and click **Go**.
 - Step 3** Choose **Tools > Service Activation**.
 - Step 4** From the Select Server drop-down list, select the publisher node.
 - Step 5** Verify that under the CDR Services menu, both the **Cisco SOAP – CDRonDemand Service** and the **Cisco CAR Web Service** check boxes are checked. If they are not checked, check them and click **Save** to activate these services.
 - Step 6** To create a custom API user for the CDR APIs in Unified CM, from the navigation menu, select **Unified CM Administration** and click **Go**.



Note The default ccmadministrator user can be used instead of the custom API user. However, for security reasons, Cisco recommends that a separate API user be created for the Cisco TelePresence Exchange System application to pull the CDRs from Unified CM.

- Step 7** Choose **User Management > Application User** and click **New** to create a new application user.
- Step 8** Choose **User Management > User Group** and click **Standard CAR Admin Users**.
- Step 9** Click **Add App Users to Group** and select the application user that you created in [Step 7](#).
- Step 10** Repeat [Step 8](#) and [Step 9](#) for **Standard CCM End Users** and **Standard CCM Read Only**.
- Step 11** To configure required enterprise parameters for a successful CDR import, do the following substeps:
 - a. Choose **System > Enterprise Parameters**.
 - b. In the **Allowed CDRonDemand get_file Queries Per Minute** field, enter 20.
 - c. In the **Allowed CDRonDemand get_file_list Queries Per Minute** field, enter 40.
 - d. Click **Save**.
- Step 12** After changing the enterprise parameters, you must restart the Cisco Tomcat service on each of the servers in the cluster. Do the following substeps to restart the service.
 - a. From the Navigator menu, select **Cisco Unified Serviceability** and click **Go**.
 - b. Choose **Tools > Control Center - Network Services**.
 - c. At the top of the page, choose a server on which to restart Cisco Tomcat.
 - d. Under **Platform Services**, choose **Cisco Tomcat**.
 - e. At the bottom of the page, click **Restart**.
 - f. Repeat substeps [c.](#) through [e.](#) for each remaining server in the cluster.

- Step 13** Continue with the following procedure to provision Unified CM in the Cisco TelePresence Exchange System administration console.
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Procedure

- Step 1** In the Cisco TelePresence Exchange System administration console, from the navigation pane, choose **Media Resources > Unified CM Resources**.
- Step 2** Enter or edit information on the applicable Unified CM page to indicate the address of the Unified CM and the username and password of the API user that you created in [Step 7](#) of the previous procedure.
- Step 3** Click **Test Connection** to validate the username and password that you entered in [Step 2](#).
- When both Unified CM and the Cisco TelePresence Exchange System have been configured correctly to enable intra-company CDRs, the message “Connection has been verified.” is displayed.
- When there is a mismatch in the credentials, the error message “Connection failed verification. Error accessing API.” is displayed. Verify the login credentials and if necessary the Host address of the Unified CM and repeat [Step 3](#) until the “Connection has been verified” message is displayed.
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