



## CDR Examples

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This chapter provides examples of the call detail records (CDRs) that the Unified Communications ManagerRelease system generates for all call types. You can use this information for post-processing activities such as generating billing records and network analysis.

When you install your system, the system enables CDRs by default. You can enable or disable CDRs at any time that the system is in operation. You do not need to restart Unified Communications Manager for the change to take effect. The system responds to all changes within a few seconds.

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## AAC Calls

Advanced Audio Coding-Low Delay (AAC-LD) is a super-wideband codec that provides excellent speech and music quality at various bit rates. The audio quality scales up with the bit rate. Two mutually incompatible RTP payload formats are supported: mpeg4-generic and MP4A-LATM.

For AAC-LD (mpeg4-generic) calls, the codec type (payload capability) value 42 is used.

For AAC-LD (MP4A-LATM) calls, a separate codec type value is used for each supported bit rate. The codec type values are 43 (128K), 44 (64K), 45 (56K), 46 (48K), 47 (32K), and 48 (24K).

The system adds an audio bandwidth field to the CDR for AAC-LD calls.

Field Names	Definitions
origMediaCap_bandwidth	This integer field contains the audio bandwidth.
destMediaCap_bandwidth	This integer field contains the audio bandwidth.

The system populates the bandwidth fields based on the following table:

Codec	Bandwidth
G711Alaw64k	64

<b>Codec</b>	<b>Bandwidth</b>
G711Alaw56k	56
G711mu-law64k	64
G711mu-law56k	56
G722 64k	64
G722 56k	56
G722 48k	48
G7231	7
G728	16
G729	8
G729AnnexA	8
Is11172AudioCap	0
Is13818AudioCap	0
G729AnnexB	8
G729AnnexAwAnnexB	8
GSM Full Rate	13
GSM Half Rate	7
GSM Enhanced Full Rate	13
Wideband 256K	256
Data 64k	64
Data 56k	56
G7221 32K	32
G7221 24K	24
AAC-LD (mpeg4-generic)	256
AAC-LD (MP4A-LATM) 128K	128
AAC-LD (MP4A-LATM) 64K	64
AAC-LD (MP4A-LATM) 56K	56
AAC-LD (MP4A-LATM) 48K	48
AAC-LD (MP4A-LATM) 32K	32

Codec	Bandwidth
AAC-LD (MP4A-LATM) 24K	24
GSM	13
iLBC	15 or 13
iSAC	32
XV150 MR 729A	8
NSE VBD 729A	8

### AAC-LD (mpeg4-generic) Calls CDR Example

This example applies to a call with AAC-LD (mpeg4-generic) codec:

Field Names	AAC CDR
globalCallID_callId	121
origLegCallIdentifier	101
destLegCallIdentifier	102
callingPartyNumber	51234
originalCalledPartyNumber	57890
finalCalledPartyNumber	57890
lastRedirectDn	57890
origCause_Value	0
dest_CauseValue	16
origMediaCap_payloadCapability	42
origMediaCap_Bandwidth	256
destMediaCap_payloadCapability	42
destMediaCap_Bandwidth	256

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

# Abandoned Calls

The logging of calls with zero duration represents an optional action. If logging calls with zero duration is enabled, the following actions occur:

- All calls generate a CDR.
- If the call is abandoned, such as when a phone is taken off hook and placed back on hook, various fields do not contain data. In this case, the originalCalledPartyNumber, finalCalledPartyNumber, the partitions that are associated with them, the destIpAddr, and the dateTimeConnect fields all remain blank. All calls that are not connected have a duration of 0 second. When a call is abandoned, the cause code contains 0.
- If the user dials a directory number and abandons the call before it connects, the FirstDest and FinalDest fields and their associated partitions contain the directory number and the partition to which the call would have been extended. The DestIp field remains blank, and the duration specifies 0 second.



**Note** You must enable the **CDR Log Calls With Zero Duration Flag** service parameter to log calls with zero duration. This parameter enables or disables the logging of CDRs for calls which lasted less than 1 second. See the “Configuring CDR Service Parameters” section in the *CDR Analysis and Reporting Administration Guide* for more information.

## Examples of Abandoned Calls

1. Extension 2001 goes off hook, then on hook.

Field Names	CDR
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	0
callingPartyNumber	2001
originalCalledPartyNumber	
finalCalledPartyNumber	
lastRedirectDn	
origCause_Value	16
dest_CauseValue	0
duration	0

2. Extension 2001 calls 2309, but 2001 hangs up (abandons) the call before it is answered.

Field Names	CDR
globalCallID_callId	2
origLegCallIdentifier	200
destLegCallIdentifier	201
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origCause_Value	16
dest_CauseValue	0
duration	0

## Ad Hoc Conference Linking

The advanced ad hoc conference linking feature allows you to link multiple ad hoc conferences together by adding an ad hoc conference to another ad hoc conference as if it were an individual participant. You can also use the methods that are available for adding individual participants to an ad hoc conference to add another conference to an ad hoc conference.

CDRs that the advanced ad hoc conference linking feature generates include a field called OrigConversationId. This field associates the conference bridges that are involved in a linked conference. The Comment field of the CDR adds the ConfRequestorDN and ConfRequestorDeviceName tags to indicate add/drop of participants of the conference by a non-controller of the conference.

The following scenarios show some of the various CDRs:

### Related Topics

- [Conference Linking Using Join](#), on page 6
- [Conference Linking Using Transfer or Direct Transfer](#), on page 8
- [Linked Conference Party Removal](#), on page 10
- [Linked Conference Party \(Controller\) Removal](#), on page 12
- [Linked Conference Removal](#), on page 14

## Conference Linking Using Join

The direction of the call between the bridges depends upon which of the two calls that involve Carol is primary. The primary call survives, and the secondary call gets redirected to the conference.

Alice calls Bob, and Bob conferences in Carol (Conference 1). Dave calls Carol, and conferences in Ed (Conference 2). Two separate conferences get created. Carol exists in both conferences. At this point, CDR1, CDR2, CDR3, and CDR4 get generated.

Carol joins the two conferences. At this point, CDR5 gets generated.

When the remaining parties hang up, the remaining CDRs get generated in the order that the parties leave the conference.

#### Conference Linking Using Join Example

Field Names	CDR1: Alice -> Bob (original call)	CDR2: Bob -> Carol (consultation call)	CDR3: Dave -> Carol (original call)	CDR4: Dave -> Ed (consultation call)	CDR5: Carol -> Conference Bridge (conference call)	CDR6: Dave -> Conference Bridge (conference call)
globalCallID_callId	1	2	3	4	3	3
origLegCallIdentifier	11	13	21	23	22	22
destLegCallIdentifier	12	14	22	24	25	26
callingPartyNumber	1000	1001	1003	1003	1002	1003
origCalledPartyNumber	1001	1002	1002	1004	b0029901222	b0029901222
finalCalledPartyNumber	1001	1002	1002	1004	b0029901222	b0029901222
lastRedirectDn	1001	1002	1002	1004	1003	1003
origTerminationPartyOf	4	4	4	4	4	4
destTerminationPartyOf	4	4	4	4	4	4
lastRedirectReason	0	0	0	0	98	98
lastRedirectPartyOf	0	0	0	0	4	4
origConversationID	0	0	0	0	0	0
destConversationID	0	0	0	0	2222	2222
Comment					ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1

Field Names	CDR7: Dave -> Conference Bridge (conference call)	CDR8: Ed -> Conference Bridge (conference call)	CDR9: Conference Bridge (conference call)	CDR10: Alice -> Conference Bridge (conference call)	CDR11: Bob -> Conference Bridge (conference call)
globalCallID_callId	3	3	1	1	1

Field Names	CDR7: Dave -> Conference Bridge (conference call)	CDR8: Ed -> Conference Bridge (conference call)	CDR9: Conference Bridge (conference call)	CDR10: Alice -> Conference Bridge (conference call)	CDR11: Bob -> Conference Bridge (conference call)
origLegCallIdentifier	21	24	17	11	12
destLegCallIdentifier	26	27	28	15	16
callingPartyNumber	1003	1004	b0029901001	1000	1001
originalCalledPartyNumber	b0029901222	b0029901222	b0029901222	b0029901001	b0029901001
finalCalledPartyNumber	b0029901222	b0029901222	b0029901222	b0029901001	b0029901001
lastRedirectDn	1003	1003	1002	1001	1001
origTerminationOnBehalfOf	0	0	0	0	0
destTerminationOnBehalfOf	0	0	0	0	0
lastRedirectRedirectReason	98	98	4	98	98
lastRedirectRedirectOnBehalfOf	4	4	10	4	4
origConversationID	0	0	0	0	0
destConversationID	2222	2222	2222	2222	2222
Comment	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD

## Conference Linking Using Transfer or Direct Transfer

Alice calls Bob, and Bob conferences Carol (Conference 1). Dave calls Carol and conferences in Ed (Conference 2). Two separate conferences get created; Carol exists in both conferences. At this point, CDR1, CDR2, CDR3, and CDR4 get generated.

Carol presses the **Direct Transfer** (DirTrfr) softkey on the call to the first conference. Alice and Bob exist in Conference 1 while Dave and Ed are in Conference 2. When the remaining parties hang up, the remaining CDRs get generated in the order in which the parties leave the conference.



**Note** The direction of the call between the bridges depends on which of the two calls that involve Carol is the primary call. The primary call side represents the calling party of the transferred call.



## Conference Linking Using Transfer or Direct Transfer Example

Field Names	CDR1: Alice -> Bob (original call)	CDR2: Bob -> Carol (consultation call)	CDR3: Dave -> Carol (original call)	CDR4: Dave -> Carol (consultation call)	CDR5: Carol -> Conference Bridge (conference call)	CDR6: Carol -> Conference Bridge (conference call)
globalCallID_callId	1	2	3	4	1	3
origLegCallIdentifier	11	13	21	23	14	22
destLegCallIdentifier	12	14	22	24	17	25
callingPartyNumber	1000	1001	1003	1003	1002	1003
origCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
finalCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
lastRedirectDn	1001	1002	1002	1004	1001	1003
origTerminationReason	4	4	4	4	10	10
destTerminationReason	4	4	4	4	10	10
lastRedirectReason	0	0	0	0	98	98
lastRedirectReason	0	0	0	0	4	4
origConversationID	0	0	0	0	0	0
destConversationID	0	0	0	0	1111	2222
Comment					ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn-1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn-1003;ConfRequestorDeviceName=SEP0003E333FAD1

Field Names	CDR7: Dave -> Conference Bridge (conference call)	CDR8: Ed -> Conference Bridge (conference call)	CDR9: Conference Bridge (conference call)	CDR10: Alice -> Conference Bridge (conference call)	CDR11: Bob -> Conference Bridge (conference call)
globalCallID_callId	3	3	1	1	1
origLegCallIdentifier	21	24	17	11	12
destLegCallIdentifier	26	27	28	15	16
callingPartyNumber	1003	1004	b0029901001	1000	1001

Field Names	CDR7: Dave -> Conference Bridge (conference call)	CDR8: Ed -> Conference Bridge (conference call)	CDR9: Conference Bridge (conference call)	CDR10: Alice -> Conference Bridge (conference call)	CDR11: Bob -> Conference Bridge (conference call)
originalCalledPartyNumber	b0029901222	b0029901222	b0029901222	b0029901001	b0029901001
finalCalledPartyNumber	b0029901222	b0029901222	b0029901222	b0029901001	b0029901001
lastRedirectDn	1003	1003	1002	1001	1001
origTerminationOnBehalfOf	0	0	0	0	0
destTerminationOnBehalfOf	0	0	0	0	0
lastRedirectRedirectReason	98	98	4	98	98
lastRedirectRedirectOnBehalfOf	4	4	10	4	4
origConversationID	0	0	111	0	0
destConversationID	2222	2222	2222	1111	1111
Comment	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD

## Linked Conference Party Removal

CDRs get generated in the order in which the parties leave a conference. When the remaining conference only has two parties, the two parties get joined directly together.

Alice calls Bob, and Bob conferences Carol (Conference 1). Dave calls Carol, and conferences in Ed (Conference 2). Two separate conferences get created; Carol participates in both conferences. At this point, CDR1, CDR2, CDR3, and CDR4 get generated.

Carol presses the **Direct Transfer** (DirTrfr) softkey on the call to the first conference. Alice and Bob exist in Conference 1 while Dave and Ed are in Conference 2. Conference 1 and Conference 2 get transferred together. Carol hangs up and leaves only two parties in Conference 1.

Because only two parties exist in the conference, Bob and the conference link get joined together. At this point, CDR7, CDR8, and CDR9 get generated. Because Bob is the controller in Conference 1, Bob represents the calling party in the call between Bob and Conference 2. When the remaining parties hang up, the remaining CDRs get generated in the order in which the parties leave the conference.



**Note** If Bob is not a controller and the chaining occurs before Bob joins Conference 1, the call between Bob and Conference 2 gets generated in the opposite direction from what is shown in the CDRs.

The direction of the call between the final two parties of a conference depends on who has been in the conference the longest. The party that has been in the conference the longest becomes the calling party.

#### Removing a Party From a Linked Conference Example

Field Names	CDR1: Alice -> Bob (original call)	CDR2: Bob -> Carol (consultation call)	CDR3: Dave -> Carol (original call)	CDR4: Dave -> Carol (consultation call)	CDR5: Carol -> Conference Bridge (conference call)	CDR6: Carol -> Conference Bridge (conference call)
globalCallID_callId	1	2	3	4	1	3
origLegCallIdentifier	11	13	21	23	14	22
destLegCallIdentifier	12	14	22	24	17	25
callingPartyNumber	1000	1001	1003	1003	1002	1002
origCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
finalCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
lastRedirectDn	1001	1002	1002	1004	1001	1003
origTerminationBehavior	4	4	4	4	10	10
destTerminationBehavior	4	4	4	4	10	10
lastRedirectReason	0	0	0	0	98	98
lastRedirectBehavior	0	0	0	0	4	4
origConversationID	0	0	0	0	0	0
destConversationID	0	0	0	0	1111	2222
Comment					ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1

## Linked Conference Party (Controller) Removal

Field Names	CDR7: Alice -> Conference Bridge (conference call)	CDR8: Bob -> Conference Bridge (conference call)	CDR9: Conference Bridge -> Conference Bridge	CDR10: Bob -> Conference Bridge (conference call)	CDR11: Dave -> Conference Bridge (conference call)	CDR12: Ed -> Conference Bridge (conference call)
globalCallID_callId	1	1	3	3	3	3
origLegCallIdentifier	11	12	25	11	12	24
destLegCallIdentifier	15	16	28	15	16	27
callingPartyNumber	1001	1001	b0029901222	1000	1001	1003
origCalledPartyNumber	b0029901001	b0029901001	b0029901001	b0029901222	b0029901222	b0029901222
finalCalledPartyNumber	b0029901001	b0029901001	b0029901001	b0029901222	b0029901222	b0029901222
lastRedirectDn	1001	1001	1002	b0029901001	1003	1003
origTerminationBehOf	16	4	4	4	0	0
dstTerminationBehOf	0	4	4	4	0	0
lastRedirectReason	98	98	4	98	98	98
lastRedirectBehOf	4	4	10	4	4	4
origConversationID	0	0	2222	0	0	0
destConversationID	1111	1111	1111	2222	2222	2222
Comment	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1

## Linked Conference Party (Controller) Removal

CDRs get generated in the order in which the parties leave a conference. When the remaining conference only has two parties, these two parties get joined directly together.

Alice calls Bob, and Bob conferences Carol (Conference 1). Dave calls Carol and conferences in Ed (Conference 2). Two separate conferences get created; Carol participates in both conferences. At this point, CDR1, CDR2, CDR3, and CDR4 get generated.

Carol presses the **Direct Transfer** (DirTrfr) softkey on the call to the first conference. Alice and Bob exist in Conference 1, while Dave and Ed are in Conference 2. Conference 1 and Conference 2 get transferred together. Bob hangs up which leaves only two parties that are connected to Conference 1.

Because only two parties exist in Conference1, Alice and the conference link get joined directly together. At this point, CDR7, CDR8, and CDR9 get generated. Because Alice has been in the conference longer, she becomes the calling party in the call between Alice and Conference 2. When the remaining parties hang up, the remaining CDRs get generated in the order in which the parties leave the conference.



**Note** The direction of a call between the final two parties of a conference depends on who has been in the conference the longest. The party that has been in the conference the longest becomes the calling party.

### Removing a Controller From a Linked Conference Example

Field Names	CDR1: Alice -> Bob (original call)	CDR2: Bob -> Carol (consultation call)	CDR3: Dave -> Carol (original call)	CDR4: Dave -> Carol (consultation call)	CDR5: Carol -> Conference Bridge (conference call)	CDR6: Carol -> Conference Bridge (conference call)
globalCallID_callId	1	2	3	4	1	3
origLegCallIdentifier	11	13	21	23	14	22
destLegCallIdentifier	12	14	22	24	17	25
callingPartyNumber	1000	1001	1003	1003	1002	1002
origCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
finalCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
lastRedirectDn	1001	1002	1002	1004	1001	1003
origTerminationBehavior	4	4	4	4	10	10
destTerminationBehavior	4	4	4	4	10	10
lastRedirectReason	0	0	0	0	98	98
lastRedirectBehavior	0	0	0	0	4	4
origConversationID	0	0	0	0	0	0
destConversationID	0	0	0	0	1111	2222
Comment					ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1

Field Names	CDR7: Conference Bridge -> Conference Bridge	CDR8: Alice -> Conference Bridge (conference call)	CDR9: Conference Bridge -> Conference Bridge	CDR10: Alice -> Conference Bridge (conference call)	CDR11: Dave -> Conference Bridge (conference call)	CDR12: Ed -> Conference Bridge (conference call)
globalCallID_callId	1	1	3	3	3	3
origLegCallIdentifier	12	11	25	11	21	24
destLegCallIdentifier	16	15	28	25	26	27
callingPartyNumber	1001	1000	b0029901001	1001	1003	1004
origCalledPartyNumber	b0029901001	b0029901001	b0029901001	b0029901222	b0029901222	b0029901222
finalCalledPartyNumber	b0029901001	b0029901001	b0029901001	b0029901222	b0029901222	b0029901222
lastRedirectDn	1001	1001	1002	b0029901001	1003	1003
origTerminationBehOf	4	16	4	4	0	0
dstTerminationBehOf	4	0	4	4	0	0
lastRedirectReason	98	98	4	98	98	98
lastRedirectBehOf	4	4	10	4	4	4
origConversationID	0	0	2222	0	0	0
destConversationID	1111	1111	1111	2222	2222	2222
Comment	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn=1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1

## Linked Conference Removal

Alice calls Bob, and Bob conferences Carol (Conference 1). Dave calls Carol, and conferences in Ed (Conference 2). Two separate conferences get created; Carol participates in both conferences. At this point, CDR1, CDR2, CDR3, and CDR4 get generated.

Carol presses the **Direct Transfer** (DirTrfr) softkey on the call to the first conference. Alice and Bob exist in Conference 1, while Dave and Ed are in Conference 2. Conference 1 and Conference 2 get transferred together.

Bob presses the ConfList softkey and has Alice, Bob, and the conference link “Conference” shown in the list. Bob selects “Conference” and presses the **Remove** softkey. At this point, CDR7, CDR8, and CDR9 get generated. The conference link gets removed, which leaves two parties in the conference.

The remaining two parties get joined together. In Conference 1, Alice and Bob get joined together, and in Conference 2, Dave and Ed get joined together. When the remaining parties hang up, the remaining CDRs get generated in the order in which the parties leave the conference.

#### Removing the Linked Conference Example

Field Names	CDR1: Alice -> Bob (original call)	CDR2: Bob -> Carol (consultation call)	CDR3: Dave -> Carol (original call)	CDR4: Dave -> Carol (consultation call)	CDR5: Carol -> Conference Bridge (conference call)	CDR6: Carol -> Conference Bridge (conference call)
globalCallID_callId	1	2	3	4	1	3
origLegCallIdentifier	11	13	21	23	14	22
destLegCallIdentifier	12	14	22	24	17	25
callingPartyNumber	1000	1001	1003	1003	1002	1002
origCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
finalCalledPartyNumber	1001	1002	1002	1004	b0029901001	b0029901222
lastRedirectDn	1001	1002	1002	1004	1001	1003
origTerminationOnBehalfOf	4	4	4	4	10	10
destTerminationOnBehalfOf	4	4	4	4	10	10
lastRedirectReason	0	0	0	0	98	98
lastRedirectOnBehalfOf	0	0	0	0	4	4
origConversationID	0	0	0	0	0	0
destConversationID	0	0	0	0	1111	2222
Comment					ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn-1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn-1003;ConfRequestorDeviceName=SEP0003E333FAD1

## Linked Conference Removal

Field Names	CDR7: Conference Bridge -> Conference Bridge	CDR8: Alice -> Conference Bridge (conference call)	CDR9: Bob -> Conference Bridge	CDR10: Dave -> Conference Bridge (conference call)	CDR11: Ed -> Conference Bridge (conference call)	CDR12: Bob-> Alice
globalCallID_callId	3	1	1	3	3	3
origLegCallIdentifier	25	11	12	21	24	21
destLegCallIdentifier	28	15	16	26	27	24
callingPartyNumber	b0029901222	1000	1001	1003	1004	1003
originalCalledPartyNumber	b0029901001	b0029901001	b0029901001	b0029901222	b0029901222	b0029901222
finalCalledPartyNumber	b0029901001	b0029901001	b0029901001	b0029901222	b0029901222	1004
lastRedirectDn	1002	1001	1001	1003	1003	b0029901222
origTerminationBehOf	4	4	4	16	0	0
dstTerminationBehOf	4	4	4	0	0	0
lastRedirectReason	4	98	98	98	98	98
lastRedirectBehOf	10	4	4	4	4	4
origConversationID	0	0	0	0	0	0
destConversationID	1111	1111	1111	2222	2222	0
Comment	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn-1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn-1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1001;ConfControllerDeviceName=SEP0003E333FEBD;ConfRequestorDn-1001;ConfRequestorDeviceName=SEP0003E333FEBD	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn-1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn-1003;ConfRequestorDeviceName=SEP0003E333FAD1	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn-1003;ConfRequestorDeviceName=SEP0003E333FAD1

Field Names	CDR13: Dave -> Ed
globalCallID_callId	3
origLegCallIdentifier	21
destLegCallIdentifier	24
callingPartyNumber	1003
originalCalledPartyNumber	b0029901222
finalCalledPartyNumber	1004



Field Names	CDR13: Dave -> Ed
lastRedirectDn	b0029901222
origTerminationOnBehalfOf	0
destTerminationOnBehalfOf	0
lastRedirectRedirectReason	98
lastRedirectRedirectOnBehalfOf	4
origConversationID	0
destConversationID	0
Comment	ConfControllerDn=1003;ConfControllerDeviceName=SEP0003E333FAD1;ConfRequestorDn=1003;ConfRequestorDeviceName=SEP0003E333FAD1

## Agent Greeting Calls

The Agent Greeting call feature instructs Unified Communications Manager to play a prerecorded announcement to the customer automatically after successful media connection to the agent device occurs. Both the agent and the customer hear the Agent Greeting.

### Example of an Agent Greeting Call

1. The customer (1001) calls the agent (1006).
2. The agent (1006) answers the call. The customer and the agent connect.
3. The Agent Greeting call feature instructs Unified Communications Manager to play a prerecorded announcement to the customer automatically after successful media connection to the agent device occurs. This causes an IVR (1000) to connect to the Built-In Bridge (BIB) of agent phone. Both the agent and the customer hear the Agent Greeting.
4. The customer-agent call ends. A CDR gets generated for the customer-to-agent call. A CDR gets generated for the IVR (1000) to BIB of agent phone.

The CDR for the IVR to agent BIB specifies the comment **AgentGreeting=<agentCI>**. The OnBehalfOf field is set to 33 and redirectReason code is set to 752 for Agent Greeting call.

Field Names	Call From Customer to Agent	Call From IVR to Agent BIB
globalCallID_callId	270001	270002
origLegCallIdentifier	22980857	22980861
destLegCallIdentifier	22980858	22980862

Field Names	Call From Customer to Agent	Call From IVR to Agent BIB
callingPartyNumber	1001	1000
originalCalledPartyNumber	1006	b00121104001
finalCalledPartyNumber	1006	b00121104001
origCallTerminationOnBehalfOf	12	0
destCallTerminationOnBehalfOf	0	33
origCalledPartyRedirectOnBehalfOf	0	33
lastRedirectRedirectOnBehalfOf	0	33
origCalledPartyRedirectReason	0	752
lastRedirectRedirectReason	0	752
destConversationId	0	22980858
joinOnBehalfOf		33
comment		AgentGreeting=22980858
duration	23	9

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Barge

When a shared line uses the barge feature, the **origCalledPartyNumber**, **finalCalledPartyNumber**, and **lastRedirectDn** represent the conference bridge number 'b00. . .'. The redirect and join OnBehalfOf fields reflect a value of Barge = 15, and the redirect reason fields specify Barge = 114.

### Barge Examples

- 40003 calls 40001, and 40001 answers. Shared line 40001' on another phone presses the Barge softkey. All the parties get conferenced together; then, 40003 hangs up.



**Note** Both CDRs have the same globalCallID\_callId, and the conversationID field links back to the CI (call Identifier) of the barged call.

Field Names	Original Call CDR	Barge Call CDR
globalCallID_callId	7	7

Field Names	Original Call CDR	Barge Call CDR
origLegCallIdentifier	16777230	16777232
destLegCallIdentifier	16777231	16777235
callingPartyNumber	40003	40003
origCalledPartyNumber	40001	b001501001
finalCalledPartyNumber	40001	b001501001
lastRedirectDn	40001	b001501001
origCause_Value	16	0
dest_CauseValue	0	0
origCalledPartyRedirectReason	0	114
lastRedirectRedirectReason	0	114
origCalledPartyRedirectOnBehalfOf		15
lastRedirectRedirectOnBehalfOf		15
joinOnBehalfOf		15
destConversationID	0	16777231

- 40003 calls 40001, and 40001 answers. Shared line 40001' on another phone presses the Barge softkey. All the parties get conferenced together; then, 40001 hangs up.



**Note** Both CDRs have the same globalCallID\_callId, and the conversationID field links back to the CI (call Identifier) of the barged call.

Field Names	Original Call CDR	Barge Call 1 CDR	Final Call 2 CDR
globalCallID_callId	9	9	9
origLegCallIdentifier	16777236	16777238	16777236
destLegCallIdentifier	16777237	16777241	16777238
callingPartyNumber	40003	40001	40003
origCalledPartyNumber	40001	b001501001	40001
finalCalledPartyNumber	40001	b001501001	40001
lastRedirectDn	40001	b001501001	40001
origCause_Value	0	393216	16

Field Names	Original Call CDR	Barge Call 1 CDR	Final Call 2 CDR
dest_CauseValue	16	393216	0
origCalledPartyRedirectReason	0	114	0
lastRedirectRedirectReason	0	114	0
origTerminationOnBehalfOf		15	12
destTerminationOnBehalfOf	12	15	12
lastRedirectRedirectOnBehalfOf		15	
joinOnBehalfOf		15	
destConversationID	0	16777237	0

3. 40003 calls 40001, and 40001 answers. Shared line 40001' on another phone presses the Barge softkey. All the parties get conferenced together; then, 40001' (another shared line and phone) presses the Barge softkey. 40003 hangs up first.



**Note** All CDRs have the same **globalCallID\_callId**, and the conversationID field links back to the CI (call Identifier) of the barged call.

Field Names	Original Call CDR	Barge Call 1 CDR	Final Call 2 CDR
globalCallID_callId	14	14	14
origLegCallIdentifier	16777249	16777251	16777255
destLegCallIdentifier	16777250	16777254	16777258
callingPartyNumber	40003	40001	40001
origCalledPartyNumber	40001	b001501001	b001501001
finalCalledPartyNumber	40001	b001501001	b001501001
lastRedirectDn	40001	b001501001	b001501001
origCause_Value	16	0	0
dest_CauseValue	0	0	0
origCalledPartyRedirectReason	0	114	114
lastRedirectRedirectReason	0	114	114
origTerminationOnBehalfOf	12	15	15
destTerminationOnBehalfOf			

Field Names	Original Call CDR	Barge Call 1 CDR	Final Call 2 CDR
origRedirectRedirectOnBehalfOf		15	15
lastRedirectRedirectOnBehalfOf		15	15
joinOnBehalfOf		15	15
destConversationID	0	16777250	16777251

### Related Topics

[Cisco call detail records field descriptions](#)

[Cisco call detail records codes](#)

[Example Cisco call management records](#)

## Call Monitoring

The system generates CDRs for the Call Monitoring feature by using existing CDR fields.

The monitoring calls have one-way media. The media fields stay empty for one side of the call for one-way media CDRs.

The **destConversationID** field of the Call Monitoring CDR matches the agent call leg identifier in the CDR of the call that is monitored and links together the Call Monitoring CDR and the CDR of the monitored call.

### Call Monitoring Examples

1. The customer (9728134987) calls the agent (30000), and the agent answers. The supervisor (40003) monitors the call. The **destConversationID** from the monitoring call matches the **destLegCallIdentifier** of the monitored call.

Field Names	Monitored Call CDR	Monitoring Call CDR
globalCallID_callId	7	10
origLegCallIdentifier	16777230	16777232
destLegCallIdentifier	16777231	16777235
callingPartyNumber	9728134987	40003
originalCalledPartyNumber	30000	b001501001
finalCalledPartyNumber	30000	b001501001
lastRedirectDn	30000	b001501001
origCause_Value	16	0
dest_CauseValue	0	0
origCalledPartyRedirectReason	0	370

Field Names	Monitored Call CDR	Monitoring Call CDR
lastRedirectRedirectOnBehalfOf	0	370
origCalledPartyRedirectOnBehalfOf		28
lastRedirectRedirectOnBehalfOf		28
destConversationID	0	16777231

2. The agent (30000) calls the customer (9728134987), and the customer answers. The supervisor (40003) monitors the call. The destConversationID from the monitoring call matches the origLegCallIdentifier of the monitored call.

Field Names	Monitored Call CDR	Monitoring Call CDR
globalCallID_callId	71	101
origLegCallIdentifier	16777299	16777932
destLegCallIdentifier	16777300	16777235
callingPartyNumber	30000	40003
originalCalledPartyNumber	9728134987	b001501002
finalCalledPartyNumber	9728134987	b001501002
lastRedirectDn	9728134987	b001501002
origCause_Value	16	0
dest_CauseValue	0	0
origCalledPartyRedirectReason	0	370
lastRedirectRedirectOnBehalfOf	0	370
origCalledPartyRedirectOnBehalfOf		28
lastRedirectRedirectOnBehalfOf		28
destConversationID	0	16777299

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

# Call Park

Call Park generates two CDRs, one for the original call that gets parked and another for the call that gets picked up or reverted. These CDRs will have the same globalCallID\_callId.

## Related Topics

- [Call Park Pickup](#), on page 23
- [Call Park Reversion](#), on page 24
- [Cisco Call Detail Records Field Descriptions](#)
- [Cisco Call Detail Records Codes](#)
- [Example Cisco Call Management Records](#)

## Call Park Pickup

When the call is parked, the call gets split. The original call generates a CDR. The **origTerminationOnBehalfOf** and **destTerminationOnBehalfOf** fields get set to Call Park = 3 for this CDR.

When the parked call gets retrieved, the user goes off hook and enters the park code. This call joins with the parked call. Because the user who is picking up the call gets joined with the parked call, the system treats the user as the originator of the call, and the parked user gets treated as the destination. This means that the **callingPartyNumber** field of the call contains the directory number of the user who is picking up the call, and the **originalCalledNumber** and **finalCalledNumber** fields contain the directory number of the parked user. The **lastRedirectDn** field contains the park code that is used to pick up the call. The **lastRedirectRedirectReason** field specifies Call Park Pickup = 8. The **lastRedirectRedirectOnBehalfOf** field should specify Call Park = 3.

### Call Park Pickup CDR Example

50003 calls 50002; 50002 presses the Park softkey. 50001 picks up the parked call by dialing the park code (44444).

Field Names	Original Call That Is Parked CDR	Parked Call That Is Picked Up CDR
globalCallID_callId	1	1
origLegCallIdentifier	20863957	20863961
destLegCallIdentifier	20863958	20863957
callingPartyNumber	50003	50001
originalCalledPartyNumber	50002	50003
finalCalledPartyNumber	50002	50003
lastRedirectDn	50002	44444
origCause_Value	393216	0
dest_CauseValue	393216	16
origCalledPartyRedirectReason	0	0

Field Names	Original Call That Is Parked CDR	Parked Call That Is Picked Up CDR
lastRedirectRedirectReason	0	8
origCalledPartyRedirectOnBehalfOf	0	0
lastRedirectRedirectOnBehalfOf	0	3
origTerminationOnBehalfOf	3	0
destTerminationOnBehalfOf	3	12
joinOnBehalfOf	0	3
duration	4	60

## Call Park Reversion

When a call is parked and not picked up, the call park reversion timer expires and redirects the call to the called party. In this case, the system generates two CDRs. The first CDR appears the same as the preceding Call Park Pickup scenario, but the second CDR differs slightly. When the Call Pickup Reversion timer expires, the call gets redirected to the called party.

When the call is parked, the call gets split. This action generates a CDR for the original call. The **origTerminationOnBehalfOf** and **destTerminationOnBehalfOf** fields get set to Call Park = 3 for this CDR, the same as the Call Park Pickup scenario.

When the Call Park Reversion timer expires, the call gets redirected to the called party. The **origCalledPartyRedirectOnBehalfOf** and **lastRedirectRedirectOnBehalfOf** fields specify Call Park = 3. The **origCalledPartyRedirectReason** field specifies Call Park = 7, and the **lastRedirectRedirectReason** field specifies Call Park Reversion = 11.

### Call Park Reversion CDR Example

- **Call Park Reversion Example** – 50003 calls 50002; 50002 presses the Park softkey. Nobody picks up the parked call; the parked call reverts to 50002, and 50002 answers.

Field Names	Original Call That Is Parked CDR	Reverted Call CDR
globalCallID_callId	2	2
origLegCallIdentifier	20863963	20863963
destLegCallIdentifier	20863964	20863967
callingPartyNumber	50003	50003
originalCalledPartyNumber	50002	50002
finalCalledPartyNumber	50002	50002
lastRedirectDn	50002	50002
origCause_Value	393216	0



Field Names	Original Call That Is Parked CDR	Reverted Call CDR
dest_CauseValue	393216	16
origCalledPartyRedirectReason	0	7
lastRedirectRedirectReason	0	11
origCalledPartyRedirectOnBehalfOf	0	3
lastRedirectRedirectOnBehalfOf	0	3
origTerminationOnBehalfOf	3	3
destTerminationOnBehalfOf	3	12
joinOnBehalfOf	0	3
duration	7	60

## Call Pickup

There are two types of call pickup in Cisco Unified Communications Manager: Pickup and Auto Pickup. The CDR records appear slightly different for these two types of call pickup.

### Related Topics

- [Pickup](#), on page 25
- [Auto Pickup](#), on page 26
- [Cisco Call Detail Records Field Descriptions](#)
- [Cisco Call Detail Records Codes](#)
- [Example Cisco Call Management Records](#)

## Pickup

### Pickup CDR Example

A call comes in from the PSTN to extensions 2000, 2001, and 2002. These extensions reside in the same pickup group. Extension 2002 picks up the call that is ringing on 2001. Extension 2002 answers the call, and the call connects between the PSTN caller and extension 2002.

Field Names	Pickup Call CDR
globalCallID_callId	22
callingPartyNumber	9728131234
originalCalledPartyNumber	2001
finalCalledPartyNumber	2002
lastRedirectDn	2001

Field Names	Pickup Call CDR
origCause_Value	0
dest_CauseValue	16
origTerminationOnBehalfOf	16
destTerminationOnBehalfOf	16
lastRedirectOnBehalfOf	16
lastRedirectReason	5
joinOnBehalfOf	16

## Auto Pickup

Auto Pickup acts like call pickup with auto answer. The user does not need to press the last answer softkey. The call automatically connects. Two CDRs get generated for Auto Pickup. These CDRs have the same Call ID.

- The first CDR gets generated for the original call. This CDR has the **origTerminationOnBehalfOf** and **destTerminationOnBehalfOf** fields equal to 16 (Pickup). This value indicates that the call got terminated on behalf of the Pickup feature.
- The second CDR represents the final call after it was picked up. This CDR has the **lastRedirectOnBehalfOf** and the **joinOnBehalfOf** fields set to 16 (Pickup). This value indicates that the call was joined on behalf of the Pickup feature. The **lastRedirectReason** contains the redirect reason of 5 (Pickup).

Auto Pickup CDRs look the same for all types of auto pickup: Auto Pickup, Auto Group Pickup and Auto Other Pickup.



### Note

When the Service Parameter **Auto Call Pickup Enabled** is set to True for an IP Phone and a Unified Communications Manager receives an incoming call that the IP phone picks up, the prefix digit defined in the Translation Pattern is added to the **callingPartyNumber** in CDR. However, the prefix digit is not added when the Service Parameter **Auto Call Pickup Enabled** is set to False.

### Auto Pickup CDR Example

- **Auto Pickup Example** - Call goes from the PSTN to extension 2001; 2001 and 2002 exist in the same pickup group. 2002 picks up the call that rings on 2001; the call automatically connects between the PSTN caller and 2002. They talk for 2 minutes.



### Note

The prefix digits defined in the Translation Pattern only applies to basic call.

Field Names	Original Call CDR	Pickup CDR
globalCallID_callId	11	11
origLegCallIdentifier	12345	12345
destLegCallIdentifier	12346	12347
callingPartyNumber	9728134987	9728134987
originalCalledPartyNumber	2001	2001
finalCalledPartyNumber	2001	2002
lastRedirectDn	2001	2001
origCause_Value	393216	16
dest_CauseValue	393216	0
origTerminationOnBehalfOf	16	12
destTerminationOnBehalfOf	16	16
lastRedirectRedirectReason	0	5
lastRedirectRedirectOnBehalfOf	0	16
joinOnBehalfOf	0	16
duration	0	120

## Call Recording

The system generates CDRs for the Call Recording feature by using existing CDR fields.

The recording calls have one-way media. The media fields stay empty for one side of the call for one-way media CDRs.

The **origConversationID** field of the two Call Recording CDRs matches the agent call leg identifier in the Recording Call CDR and links together the Call Recording CDR and the CDR of the recorded call.



**Note** If the CDR Log Calls with Zero Duration Flag service parameter is set to true, two additional server call records are created.

### Call Recording CDR Examples

1. The customer (9728134987) calls the agent (30000), and the agent answers. The Recorder's DN is 90000. The recording feature creates two recording calls to the recording device, which results in two additional CDRs: one for the agent voice, and another for the customer voice. The origConversationID from the

recording CDRs matches the destLegCallIdentifier of the recorded CDR. In this scenario, the customer hangs up.

Field Names	Recorded Call CDR	Recording Call CDR1	Recording Call CDR2
globalCallID_callId	7	10	11
origLegCallIdentifier	16777110	16777120	16777122
destLegCallIdentifier	16777111	16777121	16777123
callingPartyNumber	9728134987	BIB	BIB
originalCalledPartyNumber	30000	90000	90000
finalCalledPartyNumber	30000	90000	90000
lastRedirectDn	30000	90000	90000
origCause_Value	16	0	0
dest_CauseValue	0	0	0
origCalledPartyRedirectReason	0	354	354
lastRedirectRedirectOnBehalfOf	0	354	354
origCalledPartyRedirectOnBehalfOf		27	27
lastRedirectRedirectOnBehalfOf		27	27
origConversationID	0	16777111	16777111

- The agent (30000) calls the customer (9728134987), and the customer answers. The Recorder's DN is 90000. The recording feature creates two recording calls to the recording device, which results in two additional CDRs: one for the agent voice, and another for the customer voice. The **origConversationID** field from the recording CDRs will match the **origLegCallIdentifier** field of the recorded CDR. In this scenario, the agent hangs up.

Field Names	Recorded Call CDR	Recording Call CDR 1	Recording Call CDR 2
globalCallID_callId	71	100	110
origLegCallIdentifier	16777113	16777220	16777222
destLegCallIdentifier	16777114	16777221	16777223
callingPartyNumber	30000	BIB	BIB
originalCalledPartyNumber	9728134987	90000	90000
finalCalledPartyNumber	9728134987	90000	90000
lastRedirectDn	9728134987	90000	90000
origCause_Value	16	16	16

Field Names	Recorded Call CDR	Recording Call CDR 1	Recording Call CDR 2
dest_CauseValue	0	0	0
origCalledPartyRedirectReason	0	354	354
lastRedirectRedirectOnBehalfOf	0	354	354
origCalledPartyRedirectOnBehalfOf		27	27
lastRedirectRedirectOnBehalfOf		27	27
origConversationID	0	16777113	16777113

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Call Secured Status

This field identifies security status of the call. It contains the highest level of security that is reached during a call. For example, if the call is originally unsecured, and later the call changes to secured, the CDR contains 1 for “Secured” even though different portions of the call have different status values. The **callSecuredStatus** field identifies the security status of the call.

### Call Secured Status CDR Examples

1. **Encrypted Call** - The system encrypts the call between 20000 and 20001. The parties talk for 5 minutes.

Field Names	CDR
globalCallID_callId	102
origLegCallIdentifier	16777140
destLegCallIdentifier	16777141
callingPartyNumber	20000
origCalledPartyNumber	20001
finalCalledPartyNumber	20001
lastRedirectDn	20001
origCause_Value	0
dest_CauseValue	16
callSecuredStatus	2
duration	300

2. **Authenticated Call** - The call between 20000 and 20001 gets authenticated (not encrypted). The parties talk for 10 minutes.

Field Names	CDR
globalCallID_callId	103
origLegCallIdentifier	16777142
destLegCallIdentifier	16777143
callingPartyNumber	20000
origCalledPartyNumber	20001
finalCalledPartyNumber	20001
lastRedirectDn	20001
origCause_Value	0
dest_CauseValue	16
callSecuredStatus	1
duration	600

#### Related Topics

- [Cisco call detail records field descriptions](#)
- [Cisco call detail records codes](#)
- [Example Cisco call management records](#)

## Calling Party Normalization

This feature provides the support of the international escape code "+" to Unified Communications Manager. This addition enhances the dialing capabilities of dual-mode phones and improves callbacks for companies in different geographical locations.

The **callingPartyNumber**, **originalCalledPartyNumber**, **finalCalledPartyNumber**, **lastRedirectDN** fields, and the new fields, **outpulsedCallingPartyNumber** and **outpulsedCalledPartyNumber**, may now contain a "+" in the CDR. The device reports the Calling Party Number that it outpulsed back to Call Control only if calling party normalization/localization takes place. If calling party normalization/localization occurs, the action gets recorded in the CDR in the new field **outpulsedCallingPartyNumber**.

#### Calling Party Normalization CDR Examples

1. A call gets placed from a Dallas PSTN to an enterprise phone. The 7-digit calling number comprises 500 1212; the Dallas area code displays 972. The calling party transformation contains +1972. The **callingPartyNumber** field in the CDR contains +1 972 500 1212 (global format). The new field **outpulsedCallingPartyNumber** contains the localized number 500 1212.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	+19725001212
outpulsedCallingPartyNumber	5001212
duration	60

1. A call gets placed from an enterprise phone to a Dallas PSTN. The extension of the enterprise phone comprises 12345; the fully qualified number comprises 9725002345. Calling party transformation checks the external phone number mask feature. The **callingPartyNumber** field in the CDR contains +1 972 500 2345 (global format). The new field **outpulsedCallingPartyNumber** contains the localized number 9725002345.

Field Names	Values
globalCallID_callId	2
origLegCallIdentifier	102
destLegCallIdentifier	103
callingPartyNumber	+19725002345
outpulsedCallingPartyNumber	9725002345
duration	60

#### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Calls with Busy or Bad Destinations

The system logs all these calls as normal calls, and all relevant fields contain data. The Calling or Called Party Cause fields contain a cause code that indicates why the call does not connect, and the Called Party IP and Date/Time Connect fields remain blank. The system logs all unsuccessful calls, even if zero duration calls are not being logged (CdrLogCallsWithZeroDurationFlag set at **True** or **False**, a duration of zero, and a DateTimeConnect value of zero).

#### Examples of Unsuccessful Calls CDRs

1. Call goes to PSTN number, but party already is engaged (cause 17 = user busy)

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
origCause_Value	0
dest_CauseValue	17
duration	0

2. Call goes to PSTN number, but number does not exist (cause 1 = number unavailable)

Field Names	CDR
globalCallID_callId	4
origLegCallIdentifier	302
destLegCallIdentifier	303
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
origCause_Value	1
dest_CauseValue	0
duration	0

3. Call to PSTN fails because PSTN trunks are out of order (cause 38 = Network Out Of Order).

Field Names	CDR
globalCallID_callId	5
origLegCallIdentifier	304
destLegCallIdentifier	305
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
origCause_Value	0
dest_CauseValue	38



Field Names	CDR
duration	0

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## cBarge

The cBarge feature acts very similar to the conference feature. When a shared line uses the cBarge feature, the **origCalledPartyNumber**, **finalCalledPartyNumber** and **lastRedirectDn** represent the conference bridge number 'b00. . . '. The redirect and join **OnBehalfOf** fields have a value of Conference = 4, and the **redirect reason** fields specify Conference = 98.

### cBarge CDR Example

40003 calls 40001, and 40001 answers; 40001' (shared line) on another phone presses the cBarge button.

Field Names	Orig Call CDR	cBarge Call CDR 1	cBarge Call CDR 2	cBarge Call CDR 3	Final Call CDR
globalCallID_callId	49	49	49	49	49
origLegCallIdentifier	1677346	1677348	1677347	1677346	1677347
destLegCallIdentifier	1677347	1677353	1677351	1677352	1677346
callingPartyNumber	40003	40001	40001	40003	40001
<b>origCalledPartyNumber</b>	40001	b0029901001	b0029901001	b0029901001	40003
<b>finalCalledPartyNumber</b>	40001	b0029901001	b0029901001	b0029901001	40003
<b>lastRedirectDn</b>	40001	b0029901001	40001	40001	b0029901001
origCause_Value	393216	16	393216	393216	16
dest_CauseValue	393216	0	393216	393216	0
origCalledPartyRedirectReason	0	98	98	98	0
<b>lastRedirectRedirectReason</b>	0	98	98	98	98
<b>destTerminationOnBehalfOf</b>	4		4	4	4
<b>origCalledPartyOnBehalfOf</b>		4	4	4	
<b>lastRedirectRedirectOnBehalfOf</b>		4	4	4	4
<b>joinOnBehalfOf</b>		4	4	4	4

Field Names	Orig Call CDR	cBarge Call CDR 1	cBarge Call CDR 2	cBarge Call CDR 3	Final Call CDR
Conversation ID	0	16777220	16777220	16777220	1
duration	60	360		360	360

Comment	
Orig Call CDR	
cBarge Call CDR 1	ConfControllerDn=40003;ConfControlerDeviceName=SEP0003E333FEBD
cBarge Call CDR 2	ConfControllerDn=40003;ConfControlerDeviceName=SEP0003E333FEBD
cBarge Call CDR 3	ConfControllerDn=40003;ConfControlerDeviceName=SEP0003E333FEBD
Final Call CDR	ConfControllerDn=40003;ConfControlerDeviceName=SEP0003E333FEBD

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Client Matter Code (CMC)

When the CMC feature gets invoked, the system writes the client matter code into the CDR. The `clientMatterCode` field contains the client matter code that the caller enters.

### CMC CDR Example

10000 calls 2142364624; the user gets prompted for a client matter code and enters 11111. The caller answers the call and talks for 10 minutes.

Field Names	Values
globalCallID_callId	101
origLegCallIdentifier	16777130
destLegCallIdentifier	16777131
callingPartyNumber	10000
origCalledPartyNumber	2142364624
finalCalledPartyNumber	2142364624
lastRedirectDn	2142364624
origCause_Value	0
dest_CauseValue	16

Field Names	Values
clientMatterCode	11111
duration	600

### CMC Example 2

Blind conference using CMC :

1. Call from 136201 to 136111.
2. 136111 answers and speaks for a few seconds.
3. 136201 presses the **Conference** softkey and dials 136203.
4. The user is prompted to enter the CMC code and the user enters 125. CMC code 125 is configured as level 1 and is given a name as Forward\_CMC.
5. While 136203 is ringing, 136201 presses **Conference** softkey to complete the conference.
6. 136203 answers the call.
7. The three members in the conference talk for sometime.
8. 136111 hangs sup, leaving 136201 and 136203 in the conference. Since there are only two participants in the conference, the conference feature will join these two directly together and they talk for a few seconds.

FieldNames	Orig Call CDR	Setup Call CDR	Conference CDR 1	Conference CDR 2	Conference CDR 3	Final CDR
globalCallID_callId	60025	60026	60025	60025	60025	60027
origLegCallIdentifier	23704522	23704524	23704523	23704522	23704526	23704527
destLegCallIdentifier	23704523	23704526	23704531	23704530	23704532	23704528
callingPartyNumber	136201	136201	136111	136201	136203	136201
origCalledPartyNumber	136111	136203	b00105401002	b00105401002	b00105401002	136203
finalCalledPartyNumber	136111	136203	b00105401002	b00105401002	b00105401002	136203
lastRedirectDn	136111	136203	136201	136201	136201	136203
origCause_Value	393216	0	16	393216	393216	0
dest_CauseValue	393216	0	393216	393216	393216	16
authCodeDescription		Forwad_CMC				
authorizationLevel	0	1	0	0	0	0
Duration	20	0	32	32	25	48

FieldNames	Orig Call CDR	Setup Call CDR	Conference CDR 1	Conference CDR 2	Conference CDR 3	Final CDR
authorizationCode		125				



**Note** The setup call CDR for this example is generated even though it is of zero duration since CMC is used for this call.

#### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Conference Calls

Multiple records get logged for calls that are part of a conference. The number of CDR records that get generated depends on the number of parties in the conference. One CDR exists for each party in the conference; one CDR for the original placed call, one CDR for each setup call that gets used to join other parties to the conference, and one CDR for the last two parties that get connected in the conference. For a three-party, ad hoc conference, six CDRs exist: one CDR for the original call, three CDRs for the parties that get connected to the conference, one CDR for each setup call, and one CDR for the final two parties in the conference. You can associate the setup calls with the correct call leg in the conference by examining the calling leg ID and called leg ID.

The conference bridge device represents special significance to the Unified Communications Manager, and calls to the conference bridge appear as calls to the conference bridge device. A special number in the form “b0019901001” shows the conference bridge port. Records show all calls into the conference bridge, regardless of the actual direction; however, by examining the setup call CDRs, you can determine the original direction of each call.

You can find the conference controller information in the comment field of the CDR. The format of this information follows:

Comment field = “ConfControllerDn=1000;ConfControllerDeviceName=SEP0003”

- The conference controller DN + conference controller device name uniquely identify the conference controller. The system needs the device name in the case of shared lines.
- If the call is involved in multiple conference calls, the comment field contains multiple conference controller information. This situation can occur when the conference goes down to two parties, and one of these parties starts another conference. If this is the case, the **last** conference controller information in the comment field identifies the conference controller.

The call legs that are connected to the conference include the following information fields:

- The **finalCalledPartyNumber** field contains the conference bridge number “b0019901001.”
- The **origCalledPtyRedirectOnBehalfOf** field gets set to Conference = 4.
  - The **lastRedirectRedirectOnBehalfOf** field gets set to Conference = 4.

- The **joinOnBehalfOf** field gets set to (Conference = 4).
- The **comment** field identifies the conference controller.
- The **destConversationID** field remains the same for all members in the conference. You can use this field to identify members of a conference call.

The original placed call and all setup calls that were used to join parties to the conference have the following characteristics:

- The **origCallTerminationOnBehalfOf** field gets set to Conference = 4.
- The **destCallTerminationOnBehalfOf** field gets set to Conference = 4.

### Conference Call CDR Example

- Call goes from 2001 to 2309.
- 2309 answers and talks for 60 seconds.
- 2001 presses the conference softkey and dials 3071111.
- 307111 answers and talks for 20 seconds; then, 2001 presses the conference softkey to complete the conference.
- The three members of the conference talk for 360 seconds.

3071111 hangs up and leaves 2001 and 2309 in the conference. Because only two participants are left in the conference, the conference features joins these two directly together, and they talk for another 55 seconds.



**Note** Each conference call leg gets shown as placing a call into the conference bridge. The system shows the call as a call into the bridge, regardless of the actual direction of the call.

Field Names	Orig Call CDR	Setup Call CDR	Conference CDR 1	Conference CDR 2	Conference CDR 3	Final CDR
globalCallID_callId	1	2	1	1	1	1
origLegCallIdentifier	101	105	101	102	106	101
destLegCallIdentifier	102	106	115	116	117	102
callingPartyNumber	2001	2001	2001	2309	3071111	2001
origCalledPartyNumber	2309	3071111	b0029901001	b0029901001	b0029901001	2309
finalCalledPartyNumber	2301	3071111	b0029901001	b0029901001	b0029901001	2309
lastRedirectDn	2001	3071111	b0029901001	b0029901001	b0029901001	b0029901001
origCause_Value	393216	0	16	393216	393216	16
dest_CauseValue	393216	0	393216	393216	393216	0

Field Names	Orig Call CDR	Setup Call CDR	Conference CDR 1	Conference CDR 2	Conference CDR 3	Final CDR
origCallPartyReason	0	0	0	0	0	0
lastRedirectReason	0	0	0	0	0	98
origTerminationOnBehalfOf	4	4	12	12	4	12
dstTerminationOnBehalfOf	4	4	0	0	4	4
origCallReasonOnBehalfOf	0	0	4	4	4	0
lastReasonOnBehalfOf	0	0	4	4	4	4
joinOnBehalfOf	0	0	4	4	4	4
Conversation ID	0	0	1	1	1	0
duration	60	20	360	360	360	55

Comment	
Orig Call CDR	
Setup Call CDR	ConfControllerDn=2001;ConfControllerDeviceName=SEP0003E333FEED
Conference CDR 1	ConfControllerDn=2001;ConfControllerDeviceName=SEP0003E333FEED
Conference CDR 2	ConfControllerDn=2001;ConfControllerDeviceName=SEP0003E333FEED
Conference CDR 3	ConfControllerDn=2001;ConfControllerDeviceName=SEP0003E333FEED
Final CDR	

### Related Topics

- [Cisco Call Detail Records Field Descriptions](#)
- [Cisco Call Detail Records Codes](#)
- [Example Cisco Call Management Records](#)

## Operational Factors

Three major operational factors exist for conference call CDRs:

1. When a conference decreases to two parties, the two parties connect directly and release the conference resource. This change generates an additional CDR for the call between the last two parties in the conference call.

For example, if four people connect in a conference call (Amy, Dustin, Spencer, Ethan), when Ethan hangs up, three people remain in the conference call that is connected to the conference bridge (Amy, Dustin, Spencer). When Spencer hangs up, only two people remain in the conference call (Amy and Dustin). The system joins Amy and Dustin directly, and, the conference resource gets released. Directly joining Amy and Dustin creates an additional CDR between the last two parties in the conference.

- The system adds the conference controller information to the comment field in the CDR. This information identifies the conference controller. No need now exists to examine the consultation call to determine who is the conference controller. The following example shows this information:

Comment field = “ConfControllerDn=1000;ConfControllerDeviceName=SEP0003E333FEED”

- The conference controller DN + conference controller device name uniquely identify the conference controller. A need for the device name exists in the case of shared lines.
  - If the call is involved in multiple conference calls, the comment field contains multiple conference controller information. This situation may occur when the conference goes down to two parties, and one of these parties starts another conference. If this is the case, the last conference controller information in the comment field identifies the conference controller.
- The party that added the participant, known as the requestor party, appears in the CDR comment field. The tags for the requestor information include ConfRequestorDn and ConfRequestorDeviceName. The party that requested to remove a participant, known as the drop requestor, appears in the CDR comment field. The tags for the drop requestor information include DropConfRequestorDn and DropConRequestorDeviceName.

Calls that are part of a conference have multiple records that are logged for them. The number of CDRs that get generated depends on the number of parties in the conference. One CDR exists for each party in the conference, one CDR for the original placed call, and one CDR for each setup call that is used to join other parties to the conference. Therefore, for a three-party ad hoc conference, six CDRs exist:

- One CDR for the original call.
- Three CDRs for the parties that are connected to the conference.
- One CDR for each setup call.
- One CDR for the final two parties in the conference.

You can associate the setup calls with the correct call leg in the conference by examining the calling leg ID and the called leg ID.

The conference bridge device holds special significance to the Unified Communications Manager. Calls to the conference bridge appear as calls to the conference bridge device. A special number in the form “b0019901001” shows the conference bridge port. All calls get shown “into” the conference bridge, regardless of the actual direction. You can determine the original direction of each call by examining the setup call CDRs.

The call legs that are connected to the conference have the following values for these fields:

- **finalCalledPartyNumber**—Represents a conference bridge “b0019901001”.
- **origCalledPartyRedirectOnBehalfOf**—Set to Conference (4).
- **lastRedirectRedirectOnBehalfOf**—Set to Conference (4).
- **joinOnBehalfOf**—Set to Conference (4).
- **comment**—Identifies the conference controller.

The original placed call and all setup calls that get used to join parties to the conference have the following values for the fields:

- **origCallTerminationOnBehalfOf**—Set to Conference (4).

- **destCallTerminationOnBehalfOf**—Set to Conference (4).

## Conference Now Calls

This feature allows both external and internal callers to join a conference by dialing a Conference Now IVR Directory Number. An Interactive Voice Response (IVR) application guides the caller to join the conference by playing an announcement and collecting caller entered DTMF digits.

A conference call using the Conference Now feature logs multiple CDR records for a call. The number of CDR records that get generated depends on the number of parties in the conference. One CDR exists for each party in the conference; one CDR for the original placed call, and one CDR for each setup call that get used to join the conference bridge. For a two-party, Conference Now, four CDRs exists: two CDR for the original call, and two CDR for parties that get connected to the conference bridge.

The conference bridge device represents special significance to the Unified Communications Manager, and calls to the conference bridge appear as calls to the conference bridge device. A special number in the form “b00105401006” shows the conference bridge port. Records show all calls into the conference bridge, regardless of the actual direction; however, by examining the setup call CDRs, you can determine the original direction of each call.

You can find the Conference Now host information in the comment field of the CDR. The comments field will only be populated for redirection of the call to the CFB. The format of this information follows:

Comment field = “ConferenceNowHostId =john; ConferenceNowMeetingNumber=136136”.

The ConferenceNowHostId+ConferenceNowMeetingNumber uniquely identifies the Conference Now information.

The call legs that are connected to the conference include the following information fields:

- The finalCalledPartyNumber field contains the conference bridge number “b00105401006”.The finalCalledPartyNumber field in case of initial call when it connects to IVR contains the IVR directory number “c00124401001”.
- The origCalledPtyRedirectOnBehalfOf field is set to (Meet-me Conference Intercepts= 7).
- The lastRedirectRedirectOnBehalfOf field is set to (Meet-me Conference Intercepts= 7).
- The joinOnBehalfOf field is set to (Meet-me Conference Intercepts=7).
- The comment field identifies ConferenceNowHostId and ConferenceNowMeetingNumber.
- The destConversationId field is the same for all members in the conference. This field can be used to identify members of a conference call.

The original placed call and all setup calls that were used to join parties to the conference have the following characteristics:

- The origCallTerminationOnBehalfOf field is set to (Meet-me Conference Intercepts= 7).
- The destCallTerminationOnBehalfOf field is set to (Meet-me Conference Intercepts= 7).

### ConferenceNow CDR Example

The following table contains an example CDR for the following scenario.



- User A (139139) calls into a Conference Now conference bridge with the phone number 1010.
- User A (139139) connects to IVR and IVR requests for a Meeting Number.
- User A (139139) dials the Meeting Number “ 136136” followed by #.
- User A (139139) joins as an attendee; therefore presses # and then enters attendee access code followed by #.
- User A (139139) is placed on Music On Hold (MoH).
- User B (136136) dials the Conference Now phone number 1010.
- User B (136136) connects to IVR and the IVR requests for a Meeting Number.
- User B (136136) dials in the Meeting Number followed by #.
- User B (136136) enters the host pin followed by # as the user is joining the conference call as a host.
- Both the attendee and the host get redirected to Conference Bridge and are placed into conference.

FieldNames	Orig Call CDR1	Conference CDR 1	Orig Call CDR2	Conference CDR 2
globalCallID_callId	47002	47002	47003	47003
origLegCallIdentifier	20795093	20795093	20795098	20795098
destLegCallIdentifier	20795096	20795104	20795101	20795103
callingPartyNumber	139139	139139	136136	136136
originalCalledPartyNumber	1010	1010	1010	1010
finalCalledPartyNumber	c00124401001	b00105401006	c00124401001	b00105401006
lastRedirectDn	1010	c00124401001	1010	c00124401001
origCause_Value	0	16	0	16
dest_CauseValue	0	0	0	0
origCalledPartyRedirectReason	0	0	0	0
lastRedirectRedirectReason	0	0	0	0
origTerminationOnBehalfOf	7	12	7	12
destTerminationOnBehalfOf	7	7	7	7
origCalledRedirectOnBehalfOf	0	0	0	0
lastRedirectRedirectOnBehalfOf	0	7	0	7
joinOnBehalfOf	0	7	0	7
Conversation ID	0	16809217	0	16809217
duration	14	20	10	9

Comment	
Orig Call CDR 1	
Conference CDR 1	ConferenceNowHostID=Rishi;ConferenceNowMeetingNumber=136136
Orig Call CDR 2	
Conference CDR 2	ConferenceNowHostID=Rishi;ConferenceNowMeetingNumber=136136

## Conference Drop Any Party

The Conference Drop Any Party feature terminates calls that look the same as other calls except for a new cause code. The cause code identifies the calls that this feature terminates.

### Conference Drop Any Party CDR Example

The following table contains an example CDR for a call that connects to a conference and gets dropped by this feature.

Calling Party	Calling Partition	Original Called Party	Orig Cause	Original Called Partition	Called Leg	Dest Cause	Final Called Party	Final Called Partition	Last Redirect Party
2001	ACNTS	2309	0	MKTG	102	16	2309	MKTG	2001
2001	ACNTS	2309	16	MKTG	115	0	b0029901001		b0029901001
2309	ACNTS	b0029901001	0		116	128	b0029901001		b0029901001
3071111	PSTN	b0029901001	16		117	0	b0029901001		b0029901001
2001	ACNTS	2309	16	PSTN	106	0	3071111	PSTN	3071111

Orig Conversation ID	OrigCall Termination OnBehalfOf	DestCall Termination OnBehalfOf	OriginalCalled Pty Redirect OnBehalfOf	LastRedirect Redirect OnBehalfOf	Join OnBehalfOf	Duration
0	4	4	0	0	0	60
1	12	0	4	4	4	360
1	13	0	4	4	4	200
1	4	4	4	4	4	360
0	4	4	0	0	0	20

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

## Example Cisco Call Management Records

# Original Calling Party on Transfer

This feature changes the calling party number for a consultation call of a Cisco Unity or Cisco Unity Connection-initiated call transfer. The CDR of the consultation call shows that the original caller calls the transfer destination, not that the Cisco Unity or Cisco Unity Connection port calls the transfer destination.

You must configure this feature in the service parameters in Cisco Unified Communications Manager. See additional information in the “Configuring CDR Service Parameters” section of the *CDR Analysis and Reporting Administration Guide*.

### Original Calling Party on Transfer CDR Example

4001 calls 4002. 4002 transfers the call to 4003. The system generates three CDRs:

- The call between the original parties (4001 to 4002).
- The consultation call between the transferring party (4002) to the final transfer destination (4003).
- The call from the transferred party (4001) to the transfer destination (4003).

Call	CallingPartyNumber	originalCalledPartyNumber
1	4001	4002
2	4002	4003
3	4001	4003



**Note** No **originalCallingParty** field exists in the CDR.

# DTMF Method

These fields identify the Dual Tone Multi-Frequency (DTMF) method that gets used for the call.

### DTMF CDR Examples

1. **No Preference Example** - The DTMF method that gets used during this call represents No Preference/Best Effort. This call connects for 1 minute.

Field Names	CDR
globalCallID_callId	200
origLegCallIdentifier	16777500
destLegCallIdentifier	16777501
callingPartyNumber	20000

Field Names	CDR
origCalledPartyNumber	20001
finalCalledPartyNumber	20001
lastRedirectDn	20001
origCause_Value	0
dest_CauseValue	16
origDTMFMethod	0
destDTMFMethod	0
duration	60

1. **Preferred OOB Example** - The DTMF method that is used during this call represents OOB Preferred. This call remains connected for 1 minute.

Field Names	CDR
globalCallID_callId	201
origLegCallIdentifier	16777502
destLegCallIdentifier	16777503
callingPartyNumber	20000
origCalledPartyNumber	20001
finalCalledPartyNumber	20001
lastRedirectDn	20001
origCause_Value	0
dest_CauseValue	16
origDTMFMethod	1
destDTMFMethod	1
duration	60

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

# End-to-End Call Trace

The End-to-End Call Trace feature facilitates tracing calls that traverse multiple Cisco voice products, such as Unified CM, Cisco IOS Gateways, and other products.

## End-to-End Call Trace Example

1. H323 - Calling party 1003 calls 1004 via H.323 trunk.

FieldNames	Values
cdrRecordType	1
globalCallID_callManagerId	1
globalCallID_callId	32009
origLegCallIdentifier	19654113
dateTimeOrigination	1221263718
origNodeId	1
origSpan	0
origIpAddr	1897990154
callingPartyNumber	1004
origCause_value	16
origPrecedenceLevel	4
origMediaTransportAddress_IP	1897990154
origMediaTransportAddress_Port	19824
origMediaCap_payloadCapability	4
origMediaCap_maxFramesPerPacket	20
destLegIdentifier	19654114
destNodeId	1
destSpan	19654114
destIpAddr	424630538
originalCalledPartyNumber	1003
finalCalledPartyNumber	1003
destCause_value	0

FieldNames	Values
destPrecedenceLevel	4
destMediaTransportAddress_IP	-1759442934
destMediaTransportAddress_Port	27508
destMediaCap_payloadCapability	4
destMediaCap_maxFramesPerPacket	20
dateTimeConnect	1221263720
dateTimeDisconnect	1221263721
lastRedirectDn	1003
Pkid	c8868f84-0f4e-452c-a814-bf97a7fe69fc
Duration	1
origDeviceName	SEP003094C2B08C
destDeviceName	self-loop
origCallTerminationOnBehalfOf	12
destCallTerminationOnBehalfOf	0
origDTMFMethod	3
destDTMFMethod	4
origMediaCap_Bandwidth	64
destMediaCap_Bandwidth	64
origIpv4v6Addr	10.8.33.113
destIpv4v6Addr	10.8.33.151
IncomingProtocolID	0
IncomingProtocolCallRef	
OutgoingProtocolID	2
OutgoingProtocolCallRef	0053C43F6701B18C030004010A082171

2. Q931 - 1004 calls 1003 via Q931.

FieldNames	Values
cdrRecordType	1

FieldNames	Values
globalCallID_callManagerId	1
globalCallID_callId	32008
origLegCallIdentifier	19654111
dateTimeOrigination	1221263350
origNodeId	1
origSpan	2
origIpAddr	122640650
callingPartyNumber	1004
origCause_value	0
origPrecedenceLevel	4
origMediaTransportAddress_IP	122640650
origMediaTransportAddress_Port	17218
origMediaCap_payloadCapability	4
origMediaCap_maxFramesPerPacket	20
destLegIdentifier	19654112
destNodeId	1
destSpan	0
destIpAddr	-1759442934
originalCalledPartyNumber	1003
finalCalledPartyNumber	1003
destCause_value	16
destPrecedenceLevel	4
destMediaTransportAddress_IP	-1759442934
destMediaTransportAddress_Port	23350
destMediaCap_payloadCapability	4
destMediaCap_maxFramesPerPacket	20
dateTimeConnect	1221263351
dateTimeDisconnect	1221263352

FieldNames	Values
lastRedirectDn	1003
Pkid	b576bd8d-9703-4f66-ae45-64ae5c04738e
Duration	1
origDeviceName	BRI/S1/SU0/P1@nw052b-3640.cisco.com
destDeviceName	SEP003094C2D263
origCallTerminationOnBehalfOf	0
destCallTerminationOnBehalfOf	12
origDTMFMethod	1
destDTMFMethod	3
origMediaCap_Bandwidth	64
destMediaCap_Bandwidth	64
origIpv4v6Addr	10.89.79.7
destIpv4v6Addr	10.8.33.151
IncomingProtocolID	4
IncomingProtocolCallRef	01-1004-1003
OutgoingProtocolID	0
OutgoingProtocolCallRef	

### Related Topics

- [Cisco Call Detail Records Field Descriptions](#)
- [Cisco Call Detail Records Codes](#)
- [Example Cisco Call Management Records](#)

## Forced Authorization Code (FAC)

When the FAC feature gets invoked, the system writes the authorization description and level into the CDR. For security reasons, the actual authorization code does not get written to the CDR.

- The **authCodeDescription** field contains the description of the authorization code.
- The **authorizationLevel** field contains the level of authorization that is associated with the authorization code.



**FAC CDR Example 1**

45000 calls 9728134987; the system prompts the user for an authorization code and enters 12345. FAC code 12345 gets configured as level 1 and name Legal1. The caller answers the call and talks for 2 minutes.

Field Names	Values
globalCallID_callId	100
origLegCallIdentifier	16777123
destLegCallIdentifier	16777124
callingPartyNumber	45000
origCalledPartyNumber	9728134987
finalCalledPartyNumber	9728134987
lastRedirectDn	9728134987
origCause_Value	0
dest_CauseValue	16
authCodeDescription	Legal1
authorizationLevel	1
duration	120
authorizationCode	12345

CDR will now be written for a setup call leg for all the unanswered calls before the call is redirected to another caller if FAC is used to setup the call.



**Note** The unanswered call will not have any connect time since media is not connected for this call. The CDR will be logged regardless of the service parameter **CdrLogCallsWithZeroDurationFlag** if FAC is present in the call.

**FAC Example 2**

Blind conference using FAC:

1. Call from 136201 to 136111.
2. 136111 answers and speaks for a few seconds.
3. 136201 presses the **Conference** softkey and dials 136203.
4. The user is prompted to enter the FAC code and the user enters 124. FAC code 124 is configured as level 1 and given a name as Forward\_FAC.
5. While 136203 is ringing, 136201 presses the **Conference** softkey to complete the conference.

6. 136203 answers the call.
7. The three members in the conference talk for sometime.
8. 136111 hangs up, leaving 136201 and 136203 in the conference. Since there are only two participants in the conference, the conference feature will join these two directly together and they talk for a few seconds.

FieldNames	Orig Call CDR	Setup Call CDR	Conference CDR 1	Conference CDR 2	Conference CDR 3	Final CDR
globalCallID_callId	60015	60016	60015	60015	60015	60017
origLegCallIdentifier	23704372	23704374	23704373	23704372	23704376	23704377
destLegCallIdentifier	23704373	23704376	23704381	23704380	23704382	23704378
callingPartyNumber	136201	136201	136111	136201	136203	136201
origCalledPartyNumber	136111	136203	b00105401002	b00105401002	b00105401002	136203
finalCalledPartyNumber	136111	136203	b00105401002	b00105401002	b00105401002	136203
lastRedirectDn	136111	136203	136201	136201	136201	136203
origCause_Value	393216	0	16	393216	393216	0
dest_CauseValue	393216	0	393216	393216	393216	16
<b>authCodeDescription</b>		Forward_FAC				
<b>authorizationLevel</b>	0	1	0	0	0	0
Duration	18	0	37	37	32	38
authorizationCode		124				



**Note** The setup call CDR for this example is generated even though it is of zero duration since FAC is used for this call.

#### Related Topics

- [Cisco Call Detail Records Field Descriptions](#)
- [Cisco Call Detail Records Codes](#)
- [Example Cisco Call Management Records](#)

## Forwarded or Redirected Calls

Forwarded calls generate a single CDR and show the Calling Party, Original Called Number, Last Redirecting Number, Final Called Number, and the associated partitions. If the call gets forwarded more than twice, the intermediate forwarding parties do not populate in the CDR.

Call forwarding can occur on several conditions (always, busy, and no answer). The condition under which the call gets forwarded does not populate in the CDR.

The CDRs for forwarded calls match those for normal calls, except for the `originalCalledPartyNumber` field and the `originalCalledPartyNumberPartition` field. These fields contain the directory number and partition for the destination that was originally dialed by the originator of the call. If the call gets forwarded, the `finalCalledPartyNumber` and `finalCalledPartyNumberPartition` fields differ and contain the directory number and partition of the final destination of the call.

Also, when a call gets forwarded, the `lastRedirectDn` and `lastRedirectDnPartition` fields contain the directory number and partition of the last phone that forwarded or redirected the call.

Call Forwarding uses the redirect call primitive to forward the call. Features that use the redirect call primitive have similar CDRs. Some of the important CDR fields for forwarded calls follow:

- The **originalCalledPartyNumber** contains the number of the original called party.
- The **finalCalledPartyNumber** represents the number that answered the call.
- The **lastRedirectDn** field specifies the number that performed the last redirect.
- The **origCalledPartyRedirectReason** represents the reason that the call was redirected the first time. For call forwarding, this field can contain **Call Forward Busy=1, Call Forward No Answer=2, Call Forward All=15**.
- The **lastRedirectRedirectReason** specifies the reason that the call was redirected the last time. For call forwarding, this field can contain **Call Forward Busy=1, Call Forward No Answer=2, Call Forward All=15**.
- The **origCalledPartyRedirectOnBehalfOf** field identifies which feature redirects the call for the first redirect. For call forwarding, this field specifies 5 (Call Forward).
- The **lastRedirectRedirectOnBehalfOf** field identifies which feature redirects the call for the last redirect. For call forwarding, this field specifies 5 (Call Forward).

### Forwarded Calls CDR Examples

1. **CFA** - Call comes in from the PSTN to extension 2001; the call gets forwarded (CFA) to 2309, where the call is answered, and talk occurs for 2 minutes.

Field Names	CDR
<code>globalCallID_callId</code>	12345
<code>origLegCallIdentifier</code>	100
<code>destLegCallIdentifier</code>	102
<code>callingPartyNumber</code>	9728134987
<code>originalCalledPartyNumber</code>	2001
<code>finalCalledPartyNumber</code>	2309
<code>lastRedirectDn</code>	2001
<code>origCause_Value</code>	0

Field Names	CDR
dest_CauseValue	16
origCalledPartyRedirectReason	15
lastRedirectRedirectReason	15
origCalledPartyRedirectOnBehalfOf	5
lastRedirectRedirectOnBehalfOf	5
duration	120

2. **Multiple Hop CFA & CFNA** - Call comes in from the PSTN to extension 1000; the call gets forwarded (CFA) to 2000; then, the call gets forwarded (CFNA) to the voice-messaging system (6000) where the caller leaves a message.

Field Names	CDR
globalCallID_callId	12346
origLegCallIdentifier	102
destLegCallIdentifier	105
callingPartyNumber	9728134987
originalCalledPartyNumber	1000
finalCalledPartyNumber	6000
lastRedirectDn	2000
origCause_Value	0
dest_CauseValue	16
origCalledPartyRedirectReason	15
lastRedirectRedirectReason	2
origCalledPartyRedirectOnBehalfOf	5
lastRedirectRedirectOnBehalfOf	5
duration	15

3. **Multiple Hop CFNA & CFB** - Call comes in from the PSTN to extension 4444; the call gets forwarded (CFNA) to 5555; then, it gets forwarded (CFB) to 6666 where the call is answered, and they talk for 30 seconds.

Field Names	CDR
globalCallID_callId	12347

Field Names	CDR
origLegCallIdentifier	106
destLegCallIdentifier	108
callingPartyNumber	9728134987
originalCalledPartyNumber	4444
finalCalledPartyNumber	6666
lastRedirectDn	5555
origCause_Value	16
dest_CauseValue	0
origCalledPartyRedirectReason	2
lastRedirectRedirectReason	1
origCalledPartyRedirectOnBehalfOf	5
lastRedirectRedirectOnBehalfOf	5
duration	30

### Related Topics

- [Cisco call detail records field descriptions](#)
- [Cisco call detail records codes](#)
- [Example Cisco call management records](#)

## Hunt List Support

### Hunt List Examples

1. **Answered Calls** - In this example, calls go to a hunt list and a member of the hunt list answers the call.
  - Cisco Unified IP Phones 3001, 3002, 3003 and 3004 are part of the hunt list. The display names for the phones are 3001-Name, 3002-Name, 3003-Name and 3004-Name, respectively.
  - Hunt Pilot 2000 is associated with a hunt list. Hunt pilot 2000 is configured with display name as 2000-Name.
  - Phone 1000 calls hunt pilot 2000; call is offered at 3001 and answered.

When the **Show Line Group Member DN in finalCalledPartyNumber CDR Field** service parameter is set to True, the following values appear in the CDR.

Field Names	CDR
callingPartyNumber	1000
callingPartyNumberPartition	
originalCalledPartyNumber	2000
originalCalledPartyNumberPartition	
finalCalledPartyNumber	3001
finalCalledPartyNumberPartition	
origDeviceName	Phone 1000
destDeviceName	Phone 3001
huntPilotDN	2000
huntPilotPartition	

When the **Show Line Group Member DN in finalCalledPartyNumber CDR Field** service parameter is set to False, the following values in the table display in the CDR.

Field Names	CDR
callingPartyNumber	1000
callingPartyNumberPartition	
originalCalledPartyNumber	2000
originalCalledPartyNumberPartition	
finalCalledPartyNumber	2000
finalCalledPartyNumberPartition	
origDeviceName	Phone 1000
destDeviceName	Phone 3001
huntPilotDN	2000
huntPilotPartition	

1. **Abandoned or Failed Calls** - In this example, calls go to a hunt list and a member of the hunt list abandons or fails the call.

- Cisco Unified IP Phones 3001, 3002, 3003 and 3004 are part of the hunt list.
- Hunt Pilot 2000 is associated with a hunt list.
- Phone 1000 calls hunt pilot 2000; call is offered at 3001 and abandoned. When the **Show Line Group Member DN in finalCalledPartyNumber CDR field** service parameter is set to True, the following values from the table display in the CDR:

Field Names	CDR
callingPartyNumber	1000
callingPartyNumberPartition	
originalCalledPartyNumber	2000
originalCalledPartyNumberPartition	
finalCalledPartyNumber	<b>2000</b>
finalCalledPartyNumberPartition	
origDeviceName	Phone 1000
destDeviceName	Phone 3001
huntPilotDN	
huntPilotPartition	
calledPartyPatternUsage	7



**Note** If the call is not answered by any of the hunt group members, the finalCalledPartyNumber field shows the hunt pilot DN. The number shows a line group member DN only when one of the line group member answers the call.

Because the call does not get answered, the huntPilotDN is not available in the CDR. The **PatternUsage** (7 = PATTERN\_HUNT\_PILOT) field gets set to 7 to indicate that the call was made to a hunt pilot. When the service parameter is enabled, the **finalCalledPartyNumber** field denotes the member hunt DN and the **originalCalledPartyNumber** field denotes the huntPilot DN.

When the **Show Line Group Member DN in the finalCalledPartyNumber CDR field** service parameter is set to False, the following values in the table display in the CDR:

Field Names	CDR
callingPartyNumber	1000
callingPartyNumberPartition	
originalCalledPartyNumber	2000
originalCalledPartyNumberPartition	
finalCalledPartyNumber	<b>2000</b>
finalCalledPartyNumberPartition	
origDeviceName	Phone 1000

Field Names	CDR
destDeviceName	Phone 3001
huntPilotDN	
huntPilotPartition	
calledPartyPatternUsage	7

Because the call is not answered, the huntPilotDN is not available in the CDR. The **PatternUsage** (7 = PATTERN\_HUNT\_PILOT) field gets set to 7 to indicate that the call was made to a hunt pilot. When the service parameter is not enabled, the **finalCalledPartyNumber** field denotes the member hunt DN.

## H.239

Unified Communications Manager supports H.239. This feature defines the procedures for use of up to two video channels in H.320-based systems and for labeling individual channels with a role of “presentation” or “live.” This procedure indicates the requirements for processing the channel and the role of the channel content in the call. Role labels apply to both H.320 and H.245 signaling-based systems.

Several new CDR fields support a second video channel for both the origination and destination devices. This CDR provides an example of these new fields.

### H.239 CDR Example

When A and B declare H.239 capability in Terminal Capability Set (TCS) and one, or both, of the endpoints initiates the receiving channel to have an extended video channel in an H.239 mechanism for presentation or video feed, the new CDR fields display in the CDR in addition to the existing fields of a video call.

Calling party 51234 calls the called party 57890. Let 103 represent H.264, 187962284 represents 172.19.52.11, 288625580 represents 172.19.52.17, and 352 represents 352K.

Field Names	CDR
globalCallID_callId	121
origLegCallIdentifier	101
destLegCallIdentifier	102
callingPartyNumber	51234
originalCalledPartyNumber	57890
finalCalledPartyNumber	57890
lastRedirectDn	57890
origCause_Value	0
destCause_Value	16
origVideoCap_Codec	103



Field Names	CDR
origVideoCap_Bandwidth	352
origVideoCap_Resolution	0
origVideoTransportAddress_IP	187962284
origVideoTransportAddress_Port	2406
destVideoCap_Codec	103
destVideoCap_Bandwidth	352
destVideoCap_Resolution	0
destVideoTransportAddress_IP	288625580
destVideoTransportAddress_Port	2328
origVideoCap_Codec_Channel2	103
origVideoCap_Bandwidth_Channel2	352
origVideoCap_Resolution_Channel2	0
origVideoTransportAddress_IP_Channel2	187962284
origVideoTransportAddress_Port_Channel2	2410
origVideoChannel_Role_Channel2	0
destVideoCap_Codec_Channel2	103
destVideoCap_Bandwidth_Channel2	352
destVideoCap_Resolution_Channel2	0
destVideoTransportAddress_IP_Channel2	288625580
destVideoTransportAddress_Port_Channel2	2330
destVideoChannel_Role_Channel2	0

#### Related Topics

- [CDR Field Descriptions](#)
- [Cisco Call Detail Records Field Descriptions](#)
- [Cisco Call Detail Records Codes](#)
- [Example Cisco Call Management Records](#)

## iLBC Calls

Internet Low Bit Rate Codec (iLBC) enables graceful speech quality degradation in a lossy network where frames get lost. For iLBC calls, the codec specifies Media\_Payload\_ILBC = 86.

The system adds an audio bandwidth field to the CDR for iLBC calls.

Field Names	Definitions
origMediaCap_bandwidth	This integer field contains the audio bandwidth.
destMediaCap_bandwidth	This integer field contains the audio bandwidth.

The system populates the bandwidth fields based on the following table:

Codec	Bandwidth
G711Alaw64k	64
G711Alaw56k	56
G711mu-law64k	64
G711mu-law56k	56
G722 64k	64
G722 56k	56
G722 48k	48
G7231	7
G728	16
G729	8
G729AnnexA	8
Is11172AudioCap	0
Is13818AudioCap	0
G729AnnexB	8
G729AnnexAwAnnexB	8
GSM Full Rate	13
GSM Half Rate	7
GSM Enhanced Full Rate	13
Wideband 256K	256

Codec	Bandwidth
Data 64k	64
Data 56k	56
G7221 32K	32
G7221 24K	24
AAC-LD (mpeg4-generic)	256
AAC-LD (MP4A-LATM) 128K	128
AAC-LD (MP4A-LATM) 64K	64
AAC-LD (MP4A-LATM) 56K	56
AAC-LD (MP4A-LATM) 48K	48
AAC-LD (MP4A-LATM) 32K	32
AAC-LD (MP4A-LATM) 24K	24
GSM	13
iLBC	15 or 13
iSAC	32
XV150 MR 729A	8
NSE VBD 729A	8

### iLBC Call CDR Example

This example applies to a call with iLBC codec.

Field Names	iLBC CDR
globalCallID_callId	121
origLegCallIdentifier	101
destLegCallIdentifier	102
callingPartyNumber	51234
originalCalledPartyNumber	57890
finalCalledPartyNumber	57890
lastRedirectDn	57890
origCause_Value	0

Field Names	iLBC CDR
dest_CauseValue	16
origMediaCap_payloadCapability	86
origMediaCap_Bandwidth	15
destMediaCap_payloadCapability	86
destMediaCap_Bandwidth	15

#### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Intercompany Media Engine

#### Successful IME Calls

A call is made to PSTN. The gateway has it in the learned IME route and the call is extended to IME trunk. Call is successfully routed out through IME trunk.

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
lastRedirectRedirectOnBehalfOf	30
lastRedirectRedirectReason	0
duration	10

#### Failed IME Calls Due to IME Trunk Rejection

A call is made to PSTN. The gateway has it in the learned IME route and the call is extended to IME trunk. The IME trunk rejects the call, and the call treatment does not cause the call to be redirected to the PSTN, so the call gets rejected. Depending on the reason of IME trunk reject, different lastRedirectRedirectReason can be reported.

Field Names	CDR
globalCallID_callId	3

Field Names	CDR
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
origTerminationOnBehalfOf	30
lastRedirectRedirectOnBehalfOf	30
lastRedirectRedirectReason	496 OR 512 OR 528 OR 544 OR 560 OR 576 OR 592 OR 608 OR 624 OR 640 OR 656 OR 672 OR 688 OR 704
origCause_Value	31
duration	0

#### IME Calls Redirected to PSTN Due to IME Trunk Rejection

A call is made to PSTN. The gateway has it in the learned IME route and the call is extended to IME trunk. The IME Trunk rejects the call, and the call treatment DOES cause the call to be redirected to the PSTN, so the call gets rejected. Depending on reason of IME trunk reject, different lastRedirectRedirectReason can be reported.

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
lastRedirectRedirectOnBehalfOf	30
lastRedirectRedirectReason	496 OR 512 OR 528 OR 544 OR 560 OR 576 OR 592 OR 608 OR 624 OR 640 OR 656 OR 672 OR 688 OR 704
duration	10

#### IME Call Successfully Routed Out Through IME Trunk, Call Fallback to PSTN Due to Poor QoS

A call is made to PSTN. The gateway has it in the learned IME route and the call is extended to IME trunk. Call is routed out through IME trunk. Bad QoS later discovered and call falls back to PSTN.

Two CDRs are generated in this case; one for the IME call and one for fallback to PSTN call.

**Table 1: For IME call**

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
OrigTerminationOnBehalfOf	30
lastRedirectRedirectOnBehalfOf	30
origCause_value	132
duration	5

**Table 2: For Fallback to PSTN Call**

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
lastRedirectRedirectOnBehalfOf	31
joinOnBehalfOf	31
lastRedirectRedirectReason	722
duration	5

**Clear the PSTN Failback Call Case 1**

A call is made to PSTN. The gateway has it in the learned IME route and the call is extended to IME trunk. Call is routed out through IME trunk. Bad QoS is discovered later and fall back initiated to PSTN. Call is rejected by PSTN gateway. Call is intercepted by Fallback Manager which clears the call. IME call remains untouched.

Two CDRs are generated in this case; one for the IME call and one for fallback to PSTN call.

**Table 3: For IME Call**

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
lastRedirectRedirectOnBehalfOf	30
lastRedirectRedirectReason	0
duration	5

**Table 4: For Fallback to PSTN Call**

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
OrigTerminationOnBehalfOf	31
origCause_value	Existing PSTN GW cause codes
duration	0

**Clear the PSTN Fallback Call Case 2**

A call is made to PSTN. The gateway has it in the learned IME route and the call is extended to IME trunk. Call is routed out through IME trunk. Bad QoS is discovered later and fall back initiated to PSTN. Cannot find link to IME call. Call is intercepted by Fallback Manager which clears the call. IME call remains untouched.

Two CDRs are generated in this case; one for the IME call and one for fallback to PSTN call.

**Table 5: For IME Call**

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300

Field Names	CDR
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
lastRedirectRedirectOnBehalfOf	30
lastRedirectRedirectReason	0
duration	5

Table 6: For Fallback to PSTN Call

Field Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
callingPartyNumber	2001
originalCalledPartyNumber	9728134987
OrigTerminationOnBehalfOf	31
origCause_value	133 OR 134 OR existing cause codes
duration	0

## Immediate Divert (to Voice-Messaging System)

Immediate Divert (IDivert) gets invoked in three different call states:

- You can invoke the IDivert feature while the incoming call is ringing. The CDR for the ringing case acts very similar to call forwarding, but the **origCalledPartyRedirectOnBehalfOf** and the **lastRedirectRedirectOnBehalfOf** fields specify Immediate Divert = 14.
- You can invoke the IDivert feature while the call is connected or on hold. These scenarios generate two CDRs. Both CDRs have the same **globalCallID\_CallId** field. The first CDR applies to the original connection, and the second CDR applies to the call redirected to the voice-messaging system. The first call has the **origTerminationOnBehalfOf** and **destTerminationOnBehalfOf** fields set to Immediate Divert = 14.
- The call that gets redirected to the voice-messaging system has the **origCalledPartyRedirectOnBehalfOf** and **lastRedirectRedirectOnBehalfOf** fields set to Immediate Divert = 14.



**IDivert CDR Examples**

1. **IDivert during Alerting** – 40003 calls 40001, and while 40001 is ringing, 40001 presses the IDivert button, and call diverts to the voice-messaging system 40000.



**Note** If the call gets redirected by IDivert in the Alerting state, only one CDR gets generated.

Field Names	Original call CDR
globalCallID_callId	37
origLegCallIdentifier	16777327
destLegCallIdentifier	16777329
callingPartyNumber	40003
origCalledPartyNumber	40001
finalCalledPartyNumber	40000
lastRedirectDn	40001
origCause_Value	16
dest_CauseValue	0
origCalledPartyRedirectReason	50
lastRedirectRedirectReason	50
origCalledPartyRedirectOnBehalfOf	14
lastRedirectRedirectOnBehalfOf	14
joinOnBehalfOf	14

2. **IDivert during Connect** – 40003 calls 40001, and 40001 answers the call. 40001 decides to divert the caller to the voice-messaging system and presses the IDivert softkey. 40003 gets diverted to the voice-messaging system 40000.

Because the call gets connected before the redirect, two CDRs get generated: one for the original connected call, and another for the call that is diverted to the voice-messaging system.

Field Names	Original Connected Call CDR	Diverted Call CDR
globalCallID_callId	38	38
origLegCallIdentifier	16777330	16777330
destLegCallIdentifier	16777331	16777332
callingPartyNumber	40003	40003

Field Names	Original Connected Call CDR	Diverted Call CDR
origCalledPartyNumber	40001	40001
finalCalledPartyNumber	40001	40000
lastRedirectDn	40001	40001
origCause_Value	0	16
dest_CauseValue	0	0
origCalledPartyRedirectReason	0	50
lastRedirectRedirectReason	0	50
origCalledPartyRedirectOnBehalfOf		14
lastRedirectRedirectOnBehalfOf		14
origTerminationOnBehalfOf	14	14
destTerminationOnBehalfOf	14	12
joinOnBehalfOf		14

#### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## IMS Application Server

1. IMS A with calls IMS B through Unified Communications Manager.

The incoming invite to Unified Communications Manager contains:

Icid: 5802170000010000000000A85552590A (say, PCV1) and orig\_ioi: rcdn-85.swyan.open-ims.test (say, IOI\_1).

The INVITE from the Unified Communications Manager to IMS B has the same icid as 5802170000010000000000A85552590A (PCV1), orig\_ioi as rcdn-85.swyan.open-ims.test (IOI\_1).

2. When B answers, 200 OK to Unified Communications Manager has icid as 5802170000010000000000A85552590A (PCV1), orig\_ioi as rcdn-85.swyan.open-ims.test (IOI\_1), and term\_ioi, rcdn-86.swyan.open-ims.test (IOI\_2). There could be extra fields with this 200 OK.
3. The 200 OK from Unified Communications Manager to IMS A has icid 5802170000010000000000A85552590A (PCV1), orig\_ioi as rcdn-85.swyan.open-ims.test (IOI\_1), and term\_ioi as rcdn-86.swyan.open-ims.test (IOI\_2). The extra fields in the 200 OK will be passed to IMS A.

CDR	Side A			Side B		
parties	icid	orig_ioi	term_ioi	icid	orig_ioi	term_ioi
A-B	PCV1	IOI_1	IOI_2	PCV1	IOI_1	IOI_2

Fields Names	CDR
globalCallID_callId	3
origLegCallIdentifier	300
destLegCallIdentifier	301
origDeviceName	CUCM_ISC_TRUNK1
destDeviceName	CUCM_ISC_TRUNK2
IncomingICID	5802170000010000000000A85552590A
IncomingOrigIOI	rcdn-85.swyan.open-ims.test
IncomingTermIOI	rcdn-86.swyan.open-ims.test
OutgoingICID	5802170000010000000000A85552590A
OutgoingOrigIOI	rcdn-85.swyan.open-ims.test
OutgoingTermIOI	rcdn-86.swyan.open-ims.test

## Intercom Calls

The Intercom feature provides one-way audio; therefore, the CDR reflects one-way audio. For talk-back intercom, two-way audio exists, and the CDR reflects two-way audio.

The Intercom feature requires a partition (intercom partition), and existing CDR partition fields get used to identify intercom calls.

The following two examples show CDRs for intercom.

### Intercom CDR Examples

1. **Whisper Intercom** - Phone 20000 invokes the intercom. The configured intercom partition name specifies "Intercom."

Field Names	Original Call CDR
globalCallID_callId	1111000
origLegCallIdentifier	21822467
destLegCallIdentifier	21822468
callingPartyNumber	20000

Field Names	Original Call CDR
originalCalledPartyNumber	20001
finalCalledPartyNumber	20001
origCause_Value	16
dest_CauseValue	0
origMediaTransportAddress_IP	0
origMediaTransportAddress_Port	0
destMediaTransportAddress_IP	-47446006
destMediaTransportAddress_Port	28480
origCalledPartyNumberPartition	Intercom
callingPartyNumberPartition	Intercom
finalCalledPartyNumberPartition	Intercom
duration	5

2. **Talk-Back Intercom** - Phone 20000 presses the intercom button. 20001 invokes Talk-Back and talks to 20000. The configured intercom partition name specifies “Intercom.”

Field Names	Original Call CDR
globalCallID_callId	1111000
origLegCallIdentifier	21822469
destLegCallIdentifier	21822470
callingPartyNumber	20000
originalCalledPartyNumber	20001
finalCalledPartyNumber	20001
origCause_Value	16
dest_CauseValue	0
origMediaTransportAddress_IP	-131332086
origMediaTransportAddress_Port	29458
destMediaTransportAddress_IP	-47446006
destMediaTransportAddress_Port	29164
origCalledPartyNumberPartition	Intercom

Field Names	Original Call CDR
callingPartyNumberPartition	Intercom
finalCalledPartyNumberPartition	Intercom
duration	5

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## IPv6 Calls

Unified Communications Manager supports IPv6 in this release. There are two new fields in the CDR for this feature:

- **origIpv4v6Addr**—This field identifies the IP address of the device that originates the call signaling. The field can be in either IPv4 or IPv6 format depending on the IP address type that gets used for the call.
- **destIpv4v6Addr**—This field identifies the IP address of the device that terminates the call signaling. The field can be in either IPv4 or IPv6 format depending on the IP address type that gets used for the call.

The following CDR examples display IPv6 with successful and unsuccessful calls.

### Successful Calls

1. A talks to B; A hangs up. A is configured as v4\_only and B is configured as v4\_only. The new fields **origIpv4v6Addr** and **destIpv4v6Addr** get populated with the format of their respective v4 addresses.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origIpAddr	352737802
destIpAddr	1878566390

Field Names	Values
origIpv4v6Addr	10.90.6.21
destIpv4v6Addr	10.90.7.144
duration	60

2. A talks to B; A hangs up. A is configured as v6\_only and B is configured as v6\_only. The new fields **origIpv4v6Addr** and **destIpv4v6Addr** get populated with the format of their respective v6 addresses.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origIpAddr	0
destIpAddr	0
origIpv4v6Addr	2001:fece:ba23:cd1f:dc1:1010:9234:40881
destIpv4v6Addr	2001:420:1e00:e5:217:8ff:fe5c:2fa9
duration	60

3. A talks to B; A hangs up. A is configured as v4\_only and B is configured as v6\_only. The new fields **origIpv4v6Addr** and **destIpv4v6Addr** get populated with the format of their respective v4/v6 addresses.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309

Field Names	Values
origIpAddr	352737802
destIpAddr	-1878566390
origIpv4v6Addr	10.90.6.21
destIpv4v6Addr	10.90.7.144
duration	60

4. A talks to B; A hangs up. A is configured as v4\_v6 and B is configured as v4\_only. In this case, media negotiates v4. The new fields **origIpv4v6Addr** and **destIpv4v6Addr** get populated with the format of their respective v4 addresses.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origIpAddr	352737802
destIpAddr	-1878566390
origIpv4v6Addr	10.90.6.21
destIpv4v6Addr	10.90.7.144
duration	60

5. A talks to B; A hangs up. A is configured as v4\_v6 and B is configured as v6\_only. In this case, media negotiates v6. The new fields **origIpv4v6Addr** and **destIpv4v6Addr** get populated with the format of their respective v6 addresses.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001

Field Names	Values
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origIpAddr	352737802
destIpAddr	0
origIpv4v6Addr	2001:fece:ba23:cd1f:dcbl:1010:9234:4088
destIpv4v6Addr	2001:420:1e00:e5:217:8ff:fe5c:2fa9
duration	60

### Unsuccessful Calls

1. A calls B; A abandons the call. A is configured as v4\_only and B is configured as v6\_only. The new field **origIpv4v6Addr** gets populated with the format of its v4 address. The new field **destIpv4v6Addr** does not get populated.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origIpAddr	352737802
destIpAddr	-569419254
origIpv4v6Addr	10.90.15.222
destIpv4v6Addr	
duration	0

2. A calls B; the call fails. A is configured as v6\_only and B is configured as v4\_v6. The new field **origIpv4v6Addr** gets populated with the format of its v6 address. The new field **destIpv4v6Addr** does not get populated in this case.



Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origIpAddr	0
destIpAddr	0
origIpv4v6Addr	2001:fece:ba23:cd1f:dcbl:1010:9234:4088
destIpv4v6Addr	
duration	0

#### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Legacy Call Pickup

Legacy Call Pickup calls act similar to forwarded calls. Legacy Call Pickup uses the redirect call control primitive like call forwarding. Some of the important CDR fields for Legacy Call Pickup calls follow:

- The **originalCallPartyNumber** field contains the number of the original called party.
- The **finalCalledPartyNumber** field specifies the number of the party that picks up the call.
- The **lastRedirectDn** field specifies the number that rings when the call gets picked up.
- The **origCalledPartyRedirectReason** field specifies the reason that the call gets redirected the first time. For call pickup calls, this field can contain **Call Pickup = 5**.
- The **lastRedirectRedirectReason** field specifies the reason that the call gets redirected the last time. For call pickup, this field can contain **Call Pickup = 5**.
- The **origCalledPartyRedirectOnBehalfOf** field identifies which feature redirects the call for the first redirect. For call pickup, this field specifies **Pickup = 16**.
- The **lastRedirectRedirectOnBehalfOf** field identifies which feature redirects the call for the last redirect. For call pickup, this field specifies **Pickup = 16**.

### Legacy Call Pickup CDR Example

Call from the PSTN to extension 2001; 2001 and 2002 exist in the same pickup group. 2002 picks up the call that rings on 2001. 2002 answers the call, and the call connects between the PSTN caller and 2002. They talk for 2 minutes.

Field Names	CDR
globalCallID_callId	22
origLegCallIdentifier	1
destLegCallIdentifier	2
callingPartyNumber	9728134987
originalCalledPartyNumber	2001
finalCalledPartyNumber	2002
lastRedirectDn	2001
origCause_Value	0
dest_CauseValue	16
origCalledPartyRedirectReason	0
lastRedirectRedirectReason	5
origCalledPartyRedirectOnBehalfOf	16
lastRedirectRedirectOnBehalfOf	16
duration	120

#### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Local Route Groups and Called Party Transformation

In this release, Unified Communications Manager supports the new feature, local route groups and called party transformation. The device reports the Called Party Number that it outpulsed back to Call Control only if called party transformation occurs. This action gets recorded in the CDR in the new field **outpulsedCalledPartyNumber**.

### Local Route Groups and Called Party Normalization CDR Example

A call gets placed from an enterprise phone in Dallas to the PSTN; the dialed number specifies 9.5551212.

The translation causes the called party number to take the digits as dialed by the originator, discard PreDot and add the Prefix +1 214.

The **finalCalledPartyNumber** in the CDR comprises the globally unique E.164 string +12145551212.

If a San Jose gateway gets selected, it transforms the global string +1 214 555 1212 into 12145551212, and if a Dallas gateway gets selected, the global string gets transformed into 2145551212.

The device returns this global string to Call Control as the **outpulsedCalledPartyNumber; it gets** recorded in the CDR.

The following CDR gets created if the San Jose gateway gets selected.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	+12145551212
finalCalledPartyNumber	2309
lastRedirectDn	2309
origCause_Value	16
dest_CauseValue	0
duration	60
outpulsedCalledPartyNumber	12145551212

The following CDR gets created if the Dallas gateway gets selected.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	+12145551212
finalCalledPartyNumber	+12145551212
lastRedirectDn	+12145551212
origCause_Value	16
dest_CauseValue	0
duration	60

Field Names	Values
outpulsedCalledPartyNumber	2145551212

**Related Topics**

- [Cisco call detail records field descriptions](#)
- [Cisco call detail records codes](#)
- [Example Cisco call management records](#)

## Logical Partitioning Calls

The Telecom Regulatory Authority of India (TRAI) requires that voice traffic over an enterprise data network and a PSTN network remain separate. The logical partitioning feature ensures that a single system can be used to support both types of calls as long as calls that pass through a PSTN gateway can never directly connect to a VoIP phone or VoIP PSTN gateway in another geographic location (geolocation).

**CDR Example for Call Termination Cause Code CCM\_SIP\_424\_BAD\_LOCATION\_INFO**

A SIP trunk call goes from cluster1 to cluster2. The call contains a geolocation header but does not include an XML location. Cluster2 releases the call with a SIP Status code of 424 (bad location information [decimal value = 419430421]).

Cause code CCM\_SIP\_424\_BAD\_LOCATION\_INFO gets logged for calls that are cleared because of bad location information by the SIP trunk on the Unified Communications Manager. The remote endpoint on the SIP trunk can send the 424 SIP Status code for cases when the geolocation information is bad for some of the following reasons:

- The geolocation header indicates the inclusion of PIDF-LO, but the message body does not carry this information.
- The geolocation header has a CID header that refers to a URL, but no corresponding Content-IP header with the same URL exists.
- The geolocation header has a URL other than the CID header (that is a SIP, or SIPS URL).

Refer to additional CDR examples for more information on other call termination cause codes.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	9900
finalCalledPartyNumber	9900
lastRedirectDn	9900

Field Names	Values
origCause_Value	0
dest_CauseValue	419430421
duration	0

### CDR Example for Call Termination Cause Code 503

Call 82291002 from cluster1 gets call-forwarded to the PSTN 41549901. A call occurs from cluster2 from DN 89224001 to cluster1 DN 82291002. The call gets denied because of logical partitioning with a call termination cause code of CCM\_SIP\_503\_SERVICE\_UNAVAIL\_SER\_OPTION\_NOAVAIL [decimal value of -1493172161] for the dest\_CauseValue.

Cause code CCM\_SIP\_503\_SERVICE\_UNAVAIL\_SER\_OPTION\_NOAVAIL gets logged for calls that get cleared because of restricted logical partitioning policy checks during the call establishment phase (basic call, call forwarding, call pickup, call park, meet-me conferences, and so forth). Refer to additional CDR examples for more information on other call termination cause codes.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	89224001
originalCalledPartyNumber	82291002
finalCalledPartyNumber	41549901
lastRedirectDn	82291002
origCause_Value	0
dest_CauseValue	-1493172161
duration	0

### Related Topics

- [CDR Examples, on page 1](#)
- [Cisco Call Detail Records Field Descriptions](#)
- [Cisco Call Detail Records Codes](#)
- [Example Cisco Call Management Records](#)

## Malicious Calls

When a call gets identified as a malicious call (button press), the local Unified Communications Manager network flags the call. The Comment field flags the malicious call.

### Malicious Calls CDR Example

The following table contains an example CDR of a customer call that gets marked as malicious.

Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Comment
9728552001	CUST	5555	ACNTS	0	16	'call=MALICIOUS'

#### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Meet-Me Conferences

A meet-me conference occurs when several parties individually dial into a conference bridge at a predetermined time.

The Cisco Secure Conference feature uses the existing **callSecuredStatus** field to display the highest security status that a call reaches. For meet-me conferences, the system clears calls that try to join the conference but do not meet the security level of the meet-me conference with a terminate cause = 58 (Bearer capability not presently available).

### Meet-Me Conference CDR Example

The following table contains an example CDR for the following scenario. 5001 specifies the dial-in number. The conference bridge device signifies special significance to the Unified Communications Manager, and calls to the conference bridge appear as forwarded calls; that is, User A phones the predetermined number (5001); the call gets forwarded to a conference bridge port. The conference bridge port appears with a special number of the form "b0019901001."

- User A (2001) calls into a meet-me conference bridge with the phone number 5001.
- User B (2002) calls into a meet-me conference bridge with the phone number 5001.
- User C (2003) calls into a meet-me conference bridge with the phone number 5001.

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Final Called Party	Final Called Partition	Last Redirect Party	Last Redirect Partition	Duration
A	2001	Accounts	5001		b0019901001		b0019901001		70
B	2002	Accounts	5001		b0019901001		b0019901001		65
C	2003	Accounts	5001		b0019901001		b0019901001		80

#### Related Topics

[Cisco call detail records field descriptions](#)

[Cisco call detail records codes](#)

### Example Cisco call management records

## Mobility

The following call detail record (CDR) fields apply specifically to Mobility calls. If the call does not invoke a mobility feature, these fields remain empty:

- mobileCallingPartyNumber
- finalMobileCalledPartyNumber
- origMobileDeviceName
- destMobileDeviceName
- origMobileCallDuration
- destMobileCallDuration
- mobileCallType

The system generates a standard CDR for every call that uses the Mobility features. When a call gets split, redirected, or joined by the Mobility feature, the corresponding **OnBehalfOf** code represents a new value that is designated to Mobility. If any of the following **OnBehalfOf** fields has the Mobility code of 24, the CDR has the Mobility call type:

- origCallTerminationOnBehalfOf
- destCallTerminationOnBehalfOf
- origCalledPartyRedirectOnBehalfOf
- lastRedirectRedirectOnBehalfOf
- joinOnBehalfOf

### MobileCallType Values

The following table displays the field values for the mobileCallType CDR field. Cisco Analysis and Reporting (CAR) uses the mobileCallType field to determine the CAR call type. If a single call invokes more than one mobility feature, the value of the mobileCallType field represents the integer values added together. For example, if a call uses the Mobile Connect feature and then invokes Hand-Out, the mobile call type will be 136 (8 + 128).

Mobility Feature	mobileCallType Value
Nonmobility call	0
Dial via Office Reverse Callback	1
Dial via Office Forward	2
Reroute remote destination call to enterprise network	4
Mobile Connect	8

Mobility Feature	mobileCallType Value
Interactive Voice Response	10
Enterprise Feature Access	20
Hand-In	40
Hand-Out	80
Redial	100
Least Cost Routing with dial-via-office reverse callback	200
Least Cost Routing with dial-via-office forward	82
Send call to mobile	800
Session handoff	1000

### Last Redirect Reason

In legacy deployments before 10.0, CAR uses the lastRedirectReason field to identify the mobility call type. The following table shows the Mobility values for lastRedirectReason.

Mobility Feature	lastRedirectReason Value
Hand-In	303
Hand-Out	319
Mobile Connect	335
Redial	351
Interactive Voice Response	399
Dial via Office Reverse Callback	401
Enterprise Feature Access	402
Session Handoff	403
Send call to mobile	415
Reroute remote destination call to enterprise network	783

### Mobility CDR Examples

The following examples demonstrate how mobility features display in CDR records:

1. **Mobile phone initiates Dial via Office Reverse Callback** - A mobile phone with a device name of BOTSAU, a mobile number of 2145551234, and an enterprise number of 1000 invokes the dial-via-office Reverse callback feature to place a call to extension 2000. The MAC address of the called device is



SEP001FCAE90004. The IP address of the SIP gateway is 10.194.108.70. The total call duration is 55 seconds.

Field	Dial via Office Reverse Callback CDR
origCallTerminationOnBehalfOf	0
destCallTerminationOnBehalfOf	12
origCalledRedirectOnBehalfOf	24
lastRedirectOnBehalfOf	24
joinOnBehalfOf	24
origCalledPartyRedirectReason	401
lastRedirectReason	401
origDeviceName	10.194.108.70
destDeviceName	SEP001FCAE9004
finalCalledPartyNumber	2000
huntPilotDN	
mobileCallingPartyNumber	2145551234
finalMobileCalledPartyNumber	
origMobileDeviceName	BOTSAU
destMobileDeviceName	
origMobileCallDuration	55
destMobileCallDuration	
mobileCallType	1

2. **Mobile phone initiates Dial via Office Forward** - Mobile phone 2145551234 initiates the Dial via Office Forward feature to place a call. The mobile phone has a device name of BOTSAU and is mapped to enterprise number 1000. The called number is extension 823006 with a device MAC address of SEP001FCAE90004. The call crosses a SIP gateway at 10.194.108.70 and lasts for a total duration of 120 seconds.

Field	Dial via Office Forward CDR
origCallTerminationOnBehalfOf	0
destCallTerminationOnBehalfOf	12
origCalledRedirectOnBehalfOf	0
lastRedirectOnBehalfOf	0

Field	Dial via Office Forward CDR
joinOnBehalfOf	0
origCalledPartyRedirectReason	0
lastRedirectReason	0
origDeviceName	10.194.108.70
destDeviceName	SEP001FCAE90004
finalCalledPartyNumber	823006
huntPilotDN	
mobileCallingPartyNumber	2145551234
finalMobileCalledPartyNumber	
origMobileDeviceName	BOTSAU
destMobileDeviceName	
origMobileCallDuration	120
destMobileCallDuration	0
mobileCallType	2

3. **Call to remote destination is rerouted to enterprise number** - Cisco Unified IP Phone SEP001FCAE90004, at extension 2000, dials mobile number 2145551234. The destination mobile phone is mapped to enterprise number 1000 and has the Reroute Remote Destination Calls to Enterprise Number service parameter enabled in Unified Communications Manager. Unified Communications Manager reroutes the mobile call to enterprise number 1000. The call crosses SIP gateway GW\_SIP and lasts for a total duration of 60 seconds.

Field	Reroute Remote Detination CDR
origCallTerminationOnBehalfOf	0
destCallTerminationOnBehalfOf	12
origCalledRedirectOnBehalfOf	24
lastRedirectOnBehalfOf	24
joinOnBehalfOf	0
origCalledPartyRedirectReason	783
lastRedirectReason	783
origDeviceName	SEP001FCAE90004
destDeviceName	GW_SIP

Field	Reroute Remote Detination CDR
finalCalledPartyNumber	1000
huntPilotDN	
mobileCallingPartyNumber	
finalMobileCalledPartyNumber	2145551234
origMobileDeviceName	
destMobileDeviceName	2145551234:rdp
origMobileCallDuration	0
destMobileCallDuration	60
mobileCallType	4

4. **Mobile phone invokes deskphone call pickup** - Cisco Unified IP Phone SEP001FCAE90004 calls extension 1000, which is shared between a desk phone and a mobile device. The mobile phone answers the call and then hangs up, triggering the desktop pickup feature. The desktop call pickup timer runs for about 10 seconds before expiring. After the timer expires, the call is resumed on a Wi-Fi device for another 10 seconds.

Field	Desktop Call Pickup CDR
origCallTerminationOnBehalfOf	0
destCallTerminationOnBehalfOf	12
origCalledRedirectOnBehalfOf	0
lastRedirectOnBehalfOf	0
joinOnBehalfOf	0
origCalledPartyRedirectReason	0
lastRedirectReason	0
origDeviceName	SEP001FCAE90004
destDeviceName	GW_SIP
finalCalledPartyNumber	1000
huntPilotDN	
mobileCallingPartyNumber	
finalMobileCalledPartyNumber	
origMobileDeviceName	

Field	Desktop Call Pickup CDR
destMobileDeviceName	
origMobileCallDuration	0
destMobileCallDuration	10
mobileCallType	8

5. **Mobile Connect Call - Single Number Reach Voicemail policy set to Timer Control** - Cisco Unified IP Phone SEP001FCAE90004, at extension 2000, calls enterprise number 1000. Mobile Connect is invoked and both the desk phone and mobile phone ring. The mobile phone uses a mobile identity with a device name of BOTSARAH. The Single Number Reach Voicemail policy is set to Timer Control. The call traverses a SIP gateway and lasts for 10 minutes.

Field	CDR
origCallTerminationOnBehalfOf	0
destCallTerminationOnBehalfOf	12
origCalledRedirectOnBehalfOf	0
lastRedirectOnBehalfOf	0
joinOnBehalfOf	0
origCalledPartyRedirectReason	0
lastRedirectReason	0
origDeviceName	SEP001FCAE90004
destDeviceName	GW_SIP
finalCalledPartyNumber	1000
huntPilotDN	
mobileCallingPartyNumber	
finalMobileCalledPartyNumber	2145551234
origMobileDeviceName	
destMobileDeviceName	BOTSARAH
origMobileCallDuration	0
destMobileCallDuration	10
mobileCallType	8

6. **Mobile Connect Call - Single Number Reach Voicemail Policy set to UserControl Mode** -Cisco Unified IP Phone SEP001FCAE91231 at enterprise number 238011 calls across a SIP gateway, GW\_SIP.

The called party is SEP001FCEA91289, at enterprise number 238006 and mobile number 14089022179. Three CDRs are produced.

Field	Announcement to user	0 Duration Call	IP Phone to Mobile Phone
origCallTerminationOnBehalfOf	24	24	12
destCallTerminationOnBehalfOf	24	24	24
origCalledRedirectOnBehalfOf	24	24	24
lastRedirectOnBehalfOf	24	24	24
joinOnBehalfOf	0	0	24
origCalledPartyRedirectReason	335	335	335
lastRedirectReason	335	335	335
origDeviceName	SEP001FCAE91231	ParkingLotDevice	SEP001FCAE91231
destDeviceName	GW_SIP	GW_SIP	GW_SIP
finalCalledPartyNumber	238006	238006	238006
huntPilotDN			
mobileCallingPartyNumber			
finalMobileCalledPartyNumber	14089022179	14089022179	14089022179
origMobileDeviceName			
destMobileDeviceName	14089022179:rdp	14089022179:rdp	14089022179:rdp
origMobileCallDuration	0	0	
destMobileCallDuration	3		6
mobileCallType	8	8	8

7. **Mobile phone makes an Enterprise Feature Access (EFA) call with two-stage dialing** - Remote destination deepak-RDP, at 4089022179 with shared-line desk phone SEP001EBE90DE95 and enterprise number 238006, calls internal desk phone SEP001FCAE91231, at enterprise number 238011, using Enterprise Feature Access two-stage dialing. Total call duration is 30 seconds. Two CDRs are produced: one for the mobile phone dialing the EFA access codes into Unified Communications Manager and the second for the mobile phone to desk phone conversation.

Field	Mobile Phone to Unified Communications Manager	Mobile Phone to Desk Phone
origCallTerminationOnBehalfOf	24	12
destCallTerminationOnBehalfOf	24	24

Field	Mobile Phone to Unified Communications Manager	Mobile Phone to Desk Phone
origCalledRedirectOnBehalfOf	24	24
lastRedirectOnBehalfOf	24	24
joinOnBehalfOf	24	24
origCalledPartyRedirectReason	402	402
lastRedirectReason	402	402
origDeviceName	GW_SIP	GW_SIP
destDeviceName	ParkingLotDevice	SEP001FCAE91231
finalCalledPartyNumber	00111101001	238011
huntPilotDN		
mobileCallingPartyNumber	14089022179	14089022179
finalMobileCalledPartyNumber		
origMobileDeviceName	14089022179:rdp	14089022179:rdp
destMobileDeviceName		
origMobileCallDuration	5	25
destMobileCallDuration	0	
mobileCallType	32	32

8. **Mobile phone makes a Mobile Voice Access call** - Remote destination 4089022179, with shared line desk phone SEP001EBE90DE95 at enterprise number 238006, uses Mobile Voice Access to call an internal desk phone SEP00000000000002 at enterprise number 238011. The remote destination has a remote destination profile of deepak-rdp. The call traverses SIP gateway GW\_SIP and lasts for 60 seconds.

Field	Mobile Phone to Desk Phone
origCallTerminationOnBehalfOf	12
destCallTerminationOnBehalfOf	0
origCalledRedirectOnBehalfOf	24
lastRedirectOnBehalfOf	24
joinOnBehalfOf	24
origCalledPartyRedirectReason	399
lastRedirectReason	399

Field	Mobile Phone to Desk Phone
origDeviceName	GW_SIP
destDeviceName	SEP00000000000002
finalCalledPartyNumber	238011
huntPilotDN	
mobileCallingPartyNumber	14089022179
finalMobileCalledPartyNumber	
origMobileDeviceName	14089022179:rdp
destMobileDeviceName	
origMobileCallDuration	60
destMobileCallDuration	
mobileCallType	16

9. **Mobility Hand-In** - Cisco Unified IP Phone SEP001FCAE91231 at enterprise number 238011, calls enterprise number 238006, which is unregistered on the VoIP side, but registered to the smartphone TCTSAU. The mobile identity of the smartphone is 14089022179. At the beginning of the call TCTSAU is located in a cellular network, but the device moves into Wi-Fi range and the Hand-In feature is invoked to move the call into the enterprise. The total call duration is 85 seconds, with the called device in Wi-Fi range for the last 30 seconds.

Field	IP Phone to Cellular Phone	IP Phone to IP Phone
origCallTerminationOnBehalfOf	24	12
destCallTerminationOnBehalfOf	24	24
origCalledRedirectOnBehalfOf	0	0
lastRedirectOnBehalfOf	0	24
joinOnBehalfOf	0	24
origCalledPartyRedirectReason	0	303
lastRedirectReason	0	303
origDeviceName	SEP001FCAE91231	SEP001FCAE91231
destDeviceName	GW_SIP	TCTSAU
finalCalledPartyNumber	238006	238006
huntPilotDN		
mobileCallingPartyNumber		

Field	IP Phone to Cellular Phone	IP Phone to IP Phone
finalMobileCalledPartyNumber	14089022179	
origMobileDeviceName		
destMobileDeviceName	TCTSAU	
origMobileCallDuration	0	0
destMobileCallDuration	55	
mobileCallType	8	72

10. **Mobility Hand-Out** - Cisco Unified IP Phone SEP001FCAE94005 at enterprise number 238011, calls a dual-mode smartphone with a mobile identity of 14089022179, at enterprise number 238006. The smartphone is in local Wi-Fi range when the call is answered and the two parties speak for 27 seconds. The smartphone moves out of the enterprise network and the call is switched to the cell network, after which the parties continue to speak for another 25 seconds.

Field	IP Phone to IP Phone	IP Phone to Cell Network
origCallTerminationOnBehalfOf	24	0
destCallTerminationOnBehalfOf	24	12
origCalledRedirectOnBehalfOf	0	0
lastRedirectOnBehalfOf	0	24
joinOnBehalfOf	0	24
origCalledPartyRedirectReason	0	0
lastRedirectReason	0	319
origDeviceName	SEP001FCAE94005	SEP001FCAE94005
destDeviceName	TCTSAU	GW_SIP
finalCalledPartyNumber	238006	238006
huntPilotDN		
mobileCallingPartyNumber		
finalMobileCalledPartyNumber		14089022179
origMobileDeviceName		
destMobileDeviceName		TCTSAU
origMobileCallDuration	0	0
destMobileCallDuration	0	23



Field	IP Phone to IP Phone	IP Phone to Cell Network
mobileCallType	0	128

11. **Mobile phone invokes Least Cost Routing Hand-Out using Dial via Office Reverse Callback** - A dual-mode phone, BOTS AU, with a mobile identity of 14089022179, is within the enterprise wifi network and registered to enterprise number 238006. The phone invokes Dial via Office Reverse Callback (DVOR) using least cost routing to call enterprise number 238011. The two parties speak for 25 seconds, but the mobile phone moves out of Wi-Fi range, triggering the handout feature to the cellular network. On the cell network, the two parties speak for another 35 seconds.

Field	DVOR callback	IP phone to IP phone	Mobile phone to IP phone
origCallTerminationOnBehalfOf	24	24	0
destCallTerminationOnBehalfOf	24	24	12
origCalledRedirectOnBehalfOf	0	0	0
lastRedirectOnBehalfOf	0	0	24
joinOnBehalfOf	0	0	24
origCalledPartyRedirectReason	0	0	0
lastRedirectReason	0	0	319
origDeviceName	ParkingLotDevice	BOTS AU	GW_SIP
destDeviceName	GW_SIP	SEP001FCAE91231	SEP001FCAE91231
finalCalledPartyNumber	238006	238011	238011
huntPilotDN			
mobileCallingPartyNumber			14089022179
finalMobileCalledPartyNumber	14089022179		
origMobileDeviceName			BOTS AU
destMobileDeviceName	BOTS AU		
origMobileCallDuration	0	0	35
destMobileCallDuration	0	0	
mobileCallType	0	0	512

12. **Mobile Phone invokes Least Cost Routing Hand-Out using Dial via Office Forward** - A dual-mode phone, BOTS AU, with a mobile number of 14089022179, is mapped to enterprise number 238006 and is within Wi-Fi range of the enterprise. The phone invokes Dial via Office Forward with least cost routing to place a call to enterprise number 238011, which is registered to a Cisco Unified IP Phone SEP001FCAE91006. The two parties talk for 30 seconds before the mobile phone moves out of Wi-Fi

range and the call is handed out to the cell network, following which the call continues for another 25 seconds.

Field	IP Phone to IP Phone	Mobile Phone to IP Phone
origCallTerminationOnBehalfOf	24	12
destCallTerminationOnBehalfOf	24	0
origCalledRedirectOnBehalfOf	0	0
lastRedirectOnBehalfOf	0	24
joinOnBehalfOf	0	24
origCalledPartyRedirectReason	0	0
lastRedirectReason	0	319
origDeviceName	BOTSAU	GW_SIP
destDeviceName	SEP001FCAE91006	SEP001FCAE91006
finalCalledPartyNumber	238011	238011
huntPilotDN		
mobileCallingPartyNumber		14089022179
finalMobileCalledPartyNumber		
origMobileDeviceName		BOTSAU
destMobileDeviceName		
origMobileCallDuration	0	0
destMobileCallDuration	0	25
mobileCallType	0	130

13. **Send Call to Mobile** - A Cisco Unified IP Phone SEP001FCAE90001 at 238011, makes a call to enterprise number 238006. The called party answers the call on Cisco Unified IP Phone SEP001FCAE90022. The conversation continues for 45 seconds before the called party presses the Mobility softkey to send the call to the mobile phone, BOTSAU, at 12145551234. The call continues on the mobile phone for another 35 seconds. The total call duration is 55 seconds.

Field	Announcement	IP Phone to IP Phone	IP Phone to Mobile Phone
origCallTerminationOnBehalfOf	24	24	24
destCallTerminationOnBehalfOf	24	24	12
origCalledRedirectOnBehalfOf	0	0	0

Field	Announcement	IP Phone to IP Phone	IP Phone to Mobile Phone
lastRedirectOnBehalfOf	0	0	24
joinOnBehalfOf	0	0	24
origCalledPartyRedirectReason	0	0	0
lastRedirectReason	0	0	415
origDeviceName	SEP001FCAE90001	SEP001FCAE90001	SEP001FCAE90001
destDeviceName	GW_SIP	SEP001FCAE90022	GW_SIP
finalCalledPartyNumber	238006	238006	238006
huntPilotDN			
mobileCallingPartyNumber			
finalMobileCalledPartyNumber	12145551234		12145551234
origMobileDeviceName			
destMobileDeviceName	BOTSAU		BOTSAU
origMobileCallDuration	0	0	0
destMobileCallDuration	0	0	35
mobileCallType	0	0	2048

14. **Session Handoff** - Cisco Unified IP Phone SEP001FCAE90001, at extension 1000, calls extension 2500. The phone rings at both a desk phone and a mobile phone. The called party answers on a mobile phone, BOTSAU at mobile number 2145551234 and a conversation begins. After 35 seconds, the called party triggers the Session Handoff feature and transfers the call to a desk phone. The call continues on desk phone SEP001FCAE90022 for another 60 seconds.

Field	Parking Lot to Desk Phone	IP Phone to Mobile Phone	IP Phone to IP Phone
origCallTerminationOnBehalfOf	24	24	24
destCallTerminationOnBehalfOf	24	24	12
origCalledRedirectOnBehalfOf	0	0	0
lastRedirectOnBehalfOf	0	0	24
joinOnBehalfOf	0	0	24
origCalledPartyRedirectReason	0	0	0
lastRedirectReason	0	0	403

Field	Parking Lot to Desk Phone	IP Phone to Mobile Phone	IP Phone to IP Phone
origDeviceName	SEP001FCAE90001	SEP001FCAE90001	SEP001FCAE90001
destDeviceName	SEP001FCAE90022	BOTSARAH	SEP001FCAE90022
finalCalledPartyNumber	2500	2500	2500
huntPilotDN			
mobileCallingPartyNumber			
finalMobileCalledPartyNumber		2145551234	
origMobileDeviceName			
destMobileDeviceName		BOTSARAH	
origMobileCallDuration	0	0	0
destMobileCallDuration	0	15	10
mobileCallType	0	0	5096

#### Related Topics

[Cisco call detail records field descriptions](#)

[Cisco call detail records codes](#)

[Example Cisco call management records](#)

## Native Call Queuing

The Native Call Queuing feature provides an enhanced capability to handle incoming calls to a hunt pilot number. Unified Communications Manager provides call queuing natively to users so that callers can be held in a queue until hunt members are available to answer them. Callers in a queue receive an initial greeting announcement followed by music on hold or tone on hold. If the caller remains in queue for a period of time, a secondary announcement is played at a configured interval until the call can be answered—or until the maximum wait timer expires.

#### Native Call Queuing Example

Unified Communications Manager cluster has four IP Phones: DN 1000, 1001, 1002, and 1003.

A hunt pilot (HP) 2000 is created with line group DN 1000 associated with it. So, this hunt pilot 2000 can only handle one call. Now, Check the “Queuing” enabled flag on the hunt pilot 2000 configuration page. Set the “Max Call Waiting Timer” to be 30 seconds, and select “Route the call to this destination” to be DN 1003. Ideally, if a caller has been put into that queue for 30 seconds, then it will be routed to DN 1003.

1. DN 1001 calls HP 2000, and 1000 answers the call.
2. DN 1002 calls HP 2000. Since the agent is busy, call is queued.
3. After 30 seconds, call is routed to DN 1003.
4. DN 1003 answers the call.

Field Names	CDR
globalCallID_callId	87029
origLegCallIdentifier	30117105
callingPartyNumber	1002
originalCalledPartyNumber	2000
wasCallQueued	1
totalWaitTimeInQueue	30

## Normal Calls (Cisco Unified IP Phone to Cisco Unified IP Phone)

Normal calls log three records per call; one CDR and two CMRs, one for each endpoint. In the CDR, the “originalCalledPartyNumber” field contains the same Directory Number as the “finalCalledPartyNumber” field.

### Successful Normal Calls CDR Examples

A successful call between two Cisco Unified IP Phones generates a single CDR at the end of the call.

1. The caller terminates a 60-second call. Because the calling party hangs up, the **orig\_CauseValue** specifies 16 (Normal Clearing).

Field Names	CDR
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origCause_Value	16
dest_CauseValue	0
duration	60

2. The called party clears a 60-second call. Because the called party hangs up, the **dest\_CauseValue** specifies 16 (Normal Clearing).

Field Names	CDR
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101
callingPartyNumber	2001
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origCause_Value	0
dest_CauseValue	16
duration	60

### Related Topics

[Cisco Call Detail Records Field Descriptions](#)

[Cisco Call Detail Records Codes](#)

[Example Cisco Call Management Records](#)

## Original Calling Party on Transfer

This feature changes the calling party number for a consultation call of a Cisco Unity or Cisco Unity Connection-initiated call transfer. The CDR of the consultation call shows that the original caller calls the transfer destination, not that the Cisco Unity or Cisco Unity Connection port calls the transfer destination.

You must configure this feature in the service parameters in Unified Communications Manager. See additional information at “Configuring CDR Service Parameters” section of the *CDR Analysis and Reporting Administration Guide*.

### Original Calling Party on Transfer CDR Example

4001 calls 4002. 4002 transfers the call to 4003. The system generates three CDRs:

- The call between the original parties (4001 to 4002).
- The consultation call between the transferring party (4002) to the final transfer destination (4003).
- The call from the transferred party (4001) to the transfer destination (4003).

Call	CallingPartyNumber	originalCalledPartyNumber
1	4001	4002
2	4002	4003

Call	CallingPartyNumber	originalCalledPartyNumber
3	4001	4003



**Note** No originalCallingParty field exists in the CDR.

#### Related Topics

- [Cisco call detail records field descriptions](#)
- [Cisco call detail records codes](#)
- [Example Cisco call management records](#)

## Personal Assistant Calls

This section contains information about Personal Assistant Calls.

#### Related Topics

- [Personal Assistant Direct Call](#), on page 95
- [Personal Assistant Interceptor Going to Media Port and Transferring Call](#), on page 96
- [Personal Assistant Interceptor Going Directly to Destination](#), on page 96
- [Personal Assistant Interceptor Going to Multiple Destinations](#), on page 97
- [Personal Assistant Conferencing](#), on page 100

## Personal Assistant Direct Call

A personal assistant direct call acts similar to the Blind Transfer from the Calling Party call type.

#### Personal Assistant Direct Call CDR Example

The following table contains an example CDR for this scenario:

- User A (2101) calls Personal Assistant route point (2000) and says “call User B.”
- The call transfers to User B (2105). In this case, User B did not configure any rules.



**Note** In the following example, 2000 represents the main personal assistant route point to reach personal assistant, 21XX represents the personal assistant interceptor route point, and 2001 - 2004 represents the media port.

In all cases, 2101 specifies the calling number.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2101	16777217	PAManaged	16777219	2004	Phones	2000	1023970182	2000	Phones	34
2004	16777221	Phones	16777222	2105	PAManaged	2105	1023970182	2105	PAManaged	0
2101	16777217	PAManaged	16777222	2105	PAManaged	2105	1023970191	2105	PAManaged	5

**Related Topics**

[Transferred Calls](#), on page 110

## Personal Assistant Interceptor Going to Media Port and Transferring Call

This scenario acts similar to Blind Transfer from the Calling Party and Forwarded Calls actions.

**Personal Assistant Interceptor Going to Media Port and Transferring the Call CDR Example**

The following table contains an example CDR for this scenario:

- User A (2101) dials 2105.
- The personal assistant interceptor (21XX) picks up the call and redirects it to a media port (2002).
- Personal assistant processes the call according to the rules (if any) and transfers the call to the destination (2105), which has not configured any rules.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2002	16777234	Phones	16777285	2105	PAManaged	2105	1023970478	2105	PAManaged	2
2101	16777230	PAManaged	16777232	2002	PA	2105	1023970478	21xx	" "	9
2105	16777235	PAManaged	16777230	2101	" "	" "	1023970483	" "	" "	5

**Related Topics**

[Forwarded or Redirected Calls](#), on page 50

[Transferred Calls](#), on page 110

## Personal Assistant Interceptor Going Directly to Destination

This scenario can have two different cases: with rules and with no rules.



## Example Personal Assistant Interceptor Going Directly to Destination with No Rules CDR

The following table contains an example CDR for this scenario:

- User A (2101) dials 2105.
- The personal assistant interceptor (21XX) picks up the call, processes it according to the rules (if any), and redirects the call to the destination (2105).

The following table contains an example CDR for this scenario:

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	FinalCalled Party Number Partition	Original Called Party Number	Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration(secs)
2101	16777240	PAManaged	16777242	2105	PA	2105	1023970710	21XX	" "	8

## Example Personal Assistant Going Directly to Destination with Rule to Forward Calls to Different Destination CDR

The following table contains an example CDR for this scenario:

- User A (2101) dials 2105.
- The Personal Assistant interceptor (21XX) picks up the call and processes it according to the rules.
- The Personal Assistant interceptor then redirects the call to the final destination (2110). In this case, 2105 configured a rule to forward the call to extension 2110.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	FinalCalled Party Number Partition	Original Called Party Number	Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration(secs)
2101	16777240	PAManaged	16777242	2110	PA	2105	1023970710	21XX	" "	8

## Personal Assistant Interceptor Going to Multiple Destinations

This scenario can have several different cases. In each case, User B (2105) configures a rule to reach him at extension 2110 or 2120. This rule can activate when a caller calls Personal Assistant route point (2000) and says “call User B” (direct case) or when the caller dials User B (2105) directly (interceptor case).

### Personal Assistant Interceptor Going to Multiple Destinations CDR Examples

The following sections contain examples of each case. The following tables contain example CDRs for each of these scenarios:

- Personal assistant direct multiple destinations: 2110 and 2120 (call accepted at first destination)

**Personal Assistant Interceptor Going to Multiple Destinations**

- Personal assistant direct multiple destinations: 2110 and 2120 (call accepted at second destination)
- Personal assistant direct multiple destinations: 2110 and 2120 (call accepted at third destination)
- Personal assistant intercept multiple destinations: 2110 and 2120 (call accepted at first destination)
- Personal assistant intercept multiple destinations: 2110 and 2120 (call accepted at second destination)
- Personal assistant intercept multiple destinations: 2110 and 2120 (call accepted at third destination)

**Personal Assistant Direct Multiple Destinations: 2110 and 2120 (Call Accepted at First Destination)**

- User A calls personal assistant and says, “call User B.”
- User B answers the call at 2110 extension.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2004	16777262	Phones	16777263	2110	PAManaged	2110	1023971303	2110	PAManaged	6
2101	16777258	PAManaged	16777260	2004	Phones	2000	1023971303	2000	Phones	22
2110	16777263	PAManaged	16777258	2101	" "	" "	1023971312	" "	" "	9

**Personal Assistant Direct Multiple Destinations: 2110 and 2120 (Call Accepted at Second Destination)**

- User A calls personal assistant and says, “call User B.”
- User B answers the call at 2120 extension.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2001	16777269	Phones	16777270	2110	PAManaged	2110	1023971456	2110	PAManaged	0
2001	16777272	Phones	16777273	2120	PAManaged	2120	1023971467	2120	PAManaged	4
2101	16777265	PAManaged	16777267	2001	Phones	2000	1023971467	2000	Phones	37
2120	16777273	PAManaged	16777265	2101	" "	" "	1023971474	" "	" "	7
2110	16777275	PAManaged	0	" "	" "	" "	1023971476	" "	" "	0

**Personal Assistant Direct Multiple Destinations: 2110 and 2120 (Call Accepted at Third Destination)**

- User A calls personal assistant and says, “call User B.”

- User B does not answer at either extension 2110 or 2120.
- Personal Assistant transfers the call to the original destination (2105), and User B then answers at that extension.



**Note** 2105 (the original destination) represents the third destination in this case.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2002	16777281	Phones	16777282	2110	PAManaged	2110	1023971602	2110	PAManaged	0
2002	16777284	Phones	16777285	2120	PAManaged	2120	1023971615	2120	PAManaged	0
2101	16777277	PAManaged	16777279	2002	Phones	2000	1023971619	2000	Phones	38
2002	16777287	Phones	16777288	2105	PAManaged	2105	1023971619	2105	PAManaged	0
2101	16777277	PAManaged	16777288	2105	PAManaged	2105	1023971627	2105	PAManaged	7
2105	16777289	PAManaged	0	" "	" "	" "	1023971629	" "	" "	0

#### Personal Assistant Intercept Multiple Destinations: 2110 and 2120 (Call Accepted at First Destination)

- User A calls personal assistant and says, “call User B.”
- User B answers the call at extension 2110.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2003	16777295	Phones	16777296	2110	PAManaged	2110	1023971740	2110	PAManaged	4
2101	16777291	PAManaged	16777293	2003	PA	2105	1023971740	21XX	" "	10
2110	16777296	PAManaged	16777291	2101	" "	" "	1023971749	" "	" "	9

#### Personal Assistant Intercept Multiple Destinations: 2110 and 2120 (Call Accepted at Second Destination)

- User A calls personal assistant and says, “call User B.”
- User B answers the call at extension 2120.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2004	16777302	Phones	16777303	2110	PAManaged	2110	1023971815	2110	PAManaged	0
2004	16777305	Phones	16777306	2120	PAManaged	2120	1023971824	2120	PAManaged	3
2101	16777298	PAManaged	16777300	2004	PA	2105	1023971824	21XX	" "	22
2120	16777306	PAManaged	16777298	2101	" "	" "	1023971832	" "	" "	8

### Personal Assistant Intercept Multiple Destinations: 2110 and 2120 (Call Accepted at Third Destination)

- User A calls personal assistant and says, “call User B.”
- User B does not answer at either extension 2110 or 2120.
- Personal assistant transfers the call to the original destination (2105), which User B then answers.



**Note** 2110 (the original destination) represents the third destination in this case.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition	Original Called Party Num	Original Called Party Number Partition	Last Redir DN	Last Redirect DN Partition	Duration (secs)
2001	16777312	Phones	16777313	2110	PAManaged	2110	1023971923	2110	PAManaged	0
2001	16777315	Phones	16777316	2120	PAManaged	2120	1023971936	2120	PAManaged	0
2101	16777308	PAManaged	16777310	2001	PA	2105	1023971940	21XX	" "	30
2001	16777318	Phones	16777319	2105	PAManaged	2105	1023971940	2105	PAManaged	0
2101	16777308	PAManaged	16777319	2105	PAManaged	2105	1023971953	2105	PAManaged	12

## Personal Assistant Conferencing

Personal assistant conferencing acts similar to the ad hoc conferences call type.

### Personal Assistant Conferencing CDR Example

The following table contains an example CDR for this scenario:

- User A calls personal assistant route point (2000) and says, “conference User B (2105) and User C (2110).”
- Personal assistant conferences User B and C into User A conference.

Calling Party Num	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Num	Final Called Party Number Partition
2003	16777345	Phones	16777346	2105	PAManaged
2101	16777340	PAManaged	16777342	2003	Phones
2003	16777350	Phones	16777351	2002	PAManaged
2003	16777342	Phones	16777347	2110	" "
2110	16777351	PAManaged	16777352	b00110201001	" "
2105	16777346	PAManaged	16777349	b00110201001	" "
2101	16777340	PAManaged	16777348	b00110201001	" "

This table continues with this additional information.

Original CalledParty Number	Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (seconds)
2105	1023972575	2105	PAManaged	6
2000	1023972576	2003	Phones	62
2110	1023972595	2110	PAManaged	39
b00110201001	1023972601	b00110201001	" "	25
b00110201001	1023972609	b00110201001	" "	14
b00110201001	1023972610	b00110201001	" "	34
b00110201001	1023972610	b00110201001	" "	34

#### Related Topics

[Conference Calls](#), on page 36

## Precedence Calls (MLPP)

Precedence calls take place the same as other calls except the precedence level fields get set in the CDR. Also, when a higher level precedence call preempts a call, the cause codes indicate the reason for the preemption.

**Precedence Call CDR Examples**

1. A call to another IP phone occurs by dialing a precedence pattern (precedence level 2).

Field Names	Precedence Call CDR
globalCallID_callId	100
origLegCallIdentifier	12345
destLegCallIdentifier	12346
callingPartyNumber	2001
origCalledPartyNumber	826001
origCause_Value	0
dest_CauseValue	16
origPrecedenceLevel	2
destPrecedenceLevel	2

2. A precedence call gets received from another network (precedence level 1).

Field Names	Precedence Call CDR
globalCallID_callId	102
origLegCallIdentifier	11111
destLegCallIdentifier	11112
callingPartyNumber	9728552001
origCalledPartyNumber	6001
origCause_Value	16
dest_CauseValue	0
origPrecedenceLevel	1
destPrecedenceLevel	1

3. A call gets preempted by a higher precedence level call.

Field Names	Original call CDR	Higher Level Call CDR
globalCallID_callId	10000	10001
origLegCallIdentifier	12345678	12345680
destLegCallIdentifier	12345679	12345681
callingPartyNumber	2001	9728551234

Field Names	Original call CDR	Higher Level Call CDR
origCalledPartyNumber	826001	826001
origCause_Value	0	0
dest_CauseValue	9	16
origPrecedenceLevel	2	1
destPrecedenceLevel	2	1

## Redirection (3xx) Calls

This example shows CDRs for a the redirection feature (3xx).

When a call is redirected by the Redirection Feature (3xx), the **origCalledPartyRedirectOnBehalfOf** and **lastRedirectRedirectOnBehalfOf** fields specify Unified CM Redirection = 19. The **origCalledPartyRedirectReason** and the **lastRedirectRedirectReason** fields specify Redirection = 162.

### Redirection (3xx) CDR Example

Activate CFA on phone 10010 that is running SIP (registered to Unified Communications Manager) with a CFA destination of 10000. 35010 calls 10010, which is CFA to 10000. The call gets redirected from 10010 to 10000. 10000 answers the call and talks for 1 minute.

Field Names	Original Call CDR
globalCallID_callId	11
origLegCallIdentifier	21832023
destLegCallIdentifier	21832026
callingPartyNumber	35010
originalCalledPartyNumber	10010
finalCalledPartyNumber	10000
lastRedirectDn	10010
origCause_Value	0
dest_CauseValue	16
origCalledPartyRedirectReason	162
lastRedirectRedirectReason	162
origCalledPartyRedirectOnBehalfOf	19
lastRedirectRedirectOnBehalfOf	19

Field Names	Original Call CDR
origTerminationOnBehalfOf	0
destTerminationOnBehalfOf	12
joinOnBehalfOf	19
duration	60

## Redirecting Number Transformation

When the redirecting number transformation feature is enabled, original called and last redirecting number are transformed before it sends out in outgoing setup message.

### Redirecting Number Transformation Example

1. CCM1 - Phone A [ 180000 ], Phone B [ 180001 ], Phone C [ 180002 ]
2. SIP trunk is configured on CCM1 pointing to SIP Gateway
3. Phone B has external mask set as +9111XXXX
4. Phone C has external mask set as +9122XXXX

On SIP trunk, redirecting party CSS is configured which has the partitions P1 and there is a Calling Party transformation pattern associated with P1. This pattern has external phone number mask enabled.

### Scenario

A - calls Phone B ---- CFA - Phone C CFA --- SIP Trunk --- SIP Gateway

B - Original Called Party, C - Last Redirecting Party

There are 2 diversion headers corresponding to original and last redirecting party that is sent out in outgoing SIP INVITE message and these diversion headers have transformed redirecting number, that is, +91110001 and +91220002.

These values are also stored in CDR records. Transformed original called number will be stored in `outpulsedOriginalCalledPartyNumber` and transformed last redirecting number will be stored in `outpulsedLastRedirectingNumber`.

Field Names	CDR
globalCallID_callId	115010
origLegCallIdentifier	30751507
callingPartyNumber	180000
outpulsedCallingPartyNumber	880003
outpulsedOriginalCalledPartyNumber	+91110001
outpulsedLastRedirectingNumber	+91220002



# Refer Calls

See the replaces calls topic for an example of Refer with Replaces.

## Related Topics

[Replaces Calls](#), on page 105

# Replaces Calls

The examples show CDRs for various types of Replaces calls.

## Replaces CDR Examples

1. **Invite with Replaces** – Phone 35010 that is running SIP calls phone 35020 that is running SIP. The transfer button gets pressed on 35010, and a call gets placed to SCCP phone 3000, 3000 answers the call; then, phone 35010 completes the transfer. The final transferred call occurs between 35020 and 3000.



**Note** When the transfer is complete, the system sends an Invite with Replaces to Unified Communications Manager.

Field Names	Original Call CDR	Reverted Call CDR
globalCallID_callId	5045247	5045248
origLegCallIdentifier	21822467	21822469
destLegCallIdentifier	21822468	21822468
callingPartyNumber	35010	35020
originalCalledPartyNumber	3000	3000
finalCalledPartyNumber	3000	3000
lastRedirectDn	3000	35010
origCause_Value	393216	0
dest_CauseValue	393216	16
origCalledPartyRedirectReason	0	0
lastRedirectRedirectReason	0	146
origCalledPartyRedirectOnBehalfOf	0	0
lastRedirectRedirectOnBehalfOf	0	18
origTerminationOnBehalfOf	18	0
destTerminationOnBehalfOf	18	12

Field Names	Original Call CDR	Reverted Call CDR
joinOnBehalfOf	0	18
duration	5	60

2. **Refer with Replaces** – Phone 35010 that is running SIP calls SCCP 3000, the transfer button gets pressed on 35010, and a call is placed to SCCP 3001; 3001 answers the call; then, phone 35010 completes the transfer. The final transferred call occurs between 3000 and 3001.



**Note** When the transfer completes, a Refer with Replaces gets sent to Unified Communications Manager.

Field Names	Original Call CDR	Consultation Call CDR	Final Transferred Call CDR
globalCallID_callId	5045245	5045246	5045245
origLegCallIdentifier	21822461	21822463	21822462
destLegCallIdentifier	21822462	21822464	21822464
callingPartyNumber	35010	35010	3000
originalCalledPartyNumber	3000	3001	3001
finalCalledPartyNumber	3000	3001	3001
lastRedirectDn	3000	3001	35010
origCause_Value	393216	393216	16
dest_CauseValue	393216	393216	0
origCalledPartyRedirectReason	0	0	130
lastRedirectRedirectReason	0	0	146
origCalledPartyRedirectOnBehalfOf	0	0	17
lastRedirectRedirectOnBehalfOf	0	0	18
origTerminationOnBehalfOf	17	18	12
destTerminationOnBehalfOf	17	18	17
joinOnBehalfOf	0	0	18
duration	25	4	25

# RSVP

These fields identify the status of RSVP reservation for the call. Be aware that the Unified Communications Manager RSVP CDR status field value gets concatenated, and the system retains the last 32 status values for the call.

For example, if a call is established with “Optional” policy, and the initial RSVP reservation is successful, and then it subsequently loses its bandwidth reservation and then regains its bandwidth reservation after retry, for several times during middle of the call, the call ends with a successful RSVP reservation. The CDR shows the following string as the Unified Communication RSVP reservation status for that particular stream: “2:5:2:5:2:5:2” (success:lost\_bw:success:lost\_bw:success:lost\_bw:success).

## RSVP Call CDR Examples

1. The example represents a call that gets established with “Optional” policy, and the initial RSVP reservation succeeds. The parties talk for 5 minutes.

Field Names	CDR
globalCallID_callId	300
origLegCallIdentifier	16777300
destLegCallIdentifier	16777301
callingPartyNumber	20000
origCalledPartyNumber	20001
finalCalledPartyNumber	20001
lastRedirectDn	20001
origCause_Value	0
dest_CauseValue	16
origDTMFMethod	2
destDTMFMethod	2
duration	300

2. The example represents a call that is established with “Optional” policy, and the initial RSVP reservation succeeds, then it loses its bandwidth reservation but regains it after a retry. The parties talk for 1 minute.

Field Names	CDR
globalCallID_callId	301
origLegCallIdentifier	16777302
destLegCallIdentifier	16777303

Field Names	CDR
callingPartyNumber	20000
origCalledPartyNumber	20001
finalCalledPartyNumber	20001
lastRedirectDn	20001
origCause_Value	0
dest_CauseValue	16
origDTMFMethod	2:5:2
destDTMFMethod	2:5:2
duration	60

## Secure Conference Meet-Me

The following example shows a CDR for a meet-me secure conference. 35010 calls into a secure meet-me conference, but 35010 is a non-secure phone. Because 35010 does not meet the minimum security level of the meet-me conference, the call gets cleared with the cause code of 58 (meet-me conference minimum security level not met).

### Secure Conference Meet-Me CDR Example

Field Names	Call to the Meet-Me Conference CDR
globalCallID_callId	5045247
origLegCallIdentifier	123456879
destLegCallIdentifier	123456999
callingPartyNumber	35010
originalCalledPartyNumber	50000
finalCalledPartyNumber	50000
lastRedirectDn	50000
origCause_Value	58
dest_CauseValue	0
origCalledPartyRedirectReason	0
lastRedirectRedirectReason	0

Field Names	Call to the Meet-Me Conference CDR
origCalledPartyRedirectOnBehalfOf	0
lastRedirectRedirectOnBehalfOf	0
origTerminationOnBehalfOf	6
destTerminationOnBehalfOf	6

## Short Calls

A short call, with a **CdrLogCallsWithZeroDurationFlag** set at True and a duration of less than 1 second, appears as a zero duration call in the CDR. The **DateTimeConnect** field, which shows the actual connect time of the call, differentiates these calls from failed calls. For failed calls (which never connected), this value equals zero.

### Short Calls CDR Example

The following table contains an example of a successful On Net call with a duration of less than 1 second that the called party cleared.

Calling Party	Calling Partition	Original Called Party	Original CalledPartition	Orig Cause	Dest Cause	DateTime Connect	Duration
2001	Accounts	2309	Marketing	0	16	973795815	0

## SIP Call with URL in CallingPartyNumber Field

Calling and called parties can have SIP calls where the extension number is a URL. The extension number can use all printable ASCII characters. Do not leave any spaces in the URL. For example, extension “1000 1001” does not get accepted as a valid URL.



**Note** Printable ASCII characters represent characters with ASCII code (in decimal) from 33 to 126.

### SIP Call with URL in CallingPartyNumber Field CDR Example

The SIP trunk of the Unified Communications Manager receives an incoming call. The call contains a SIP URL for the callingPartyNumber.

Field Names	Values
globalCallID_callId	1
origLegCallIdentifier	100
destLegCallIdentifier	101

Field Names	Values
callingPartyNumber	bob@abc.com
originalCalledPartyNumber	2309
finalCalledPartyNumber	2309
lastRedirectDn	2309
origCause_Value	16
dest_CauseValue	0
duration	60

## Successful on Net Calls

A successful call between two Cisco Unified IP Phones generates a single CDR at the end of the call.

### Successful On Net Call CDR Examples

The following table contains two examples:

- A—A 60-second call that the caller terminates
- B—A 60-second call that the called party clears

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Duration
A	2001	Accounts	2309	Marketing	16	0	60
B	2001	Accounts	2309	Marketing	0	16	60

## Transferred Calls

Calls that are transferred generate multiple CDRs. One CDR exists for the original call, one for the consultation call, and another for the final transferred call.

For the original call, the **origCause\_value** and **destCause\_value** gets set to split = 393216, which indicates the call was split. The **origCallTerminationOnBehalfOf** and **destCallTerminationOnBehalfOf** fields get set to Transfer = 10 to indicate that this call was involved in a transfer.

For the consultation call, the **origCause\_value** and **destCause\_value** fields get set to split = 393216, which indicates that the call was split. The **origCallTerminationOnBehalfOf** and **destCallTerminationOnBehalfOf** fields get set to Transfer = 10 to indicate that this call was involved in a transfer.

For the final transferred call, the **joinOnBehalfOf** field gets set to Transfer = 10 to indicate that this call resulted from a transfer.

### Transferred Calls CDR Examples

The following examples, which are not an exhaustive set, illustrate the records that would be generated under the stated circumstances. These examples help clarify what records are generated on transferred calls.

#### Blind Transfer From the Calling Party CDR Example

Call goes from extension 2001 to a PSTN number; they talk for 120 seconds. 2001 initiates a blind transfer to 2002. **CDR 1** (original call) shows a call from extension 2001 to a PSTN number, talking for 120 seconds. **CDR 2** (consultation call) shows a call from 2001 to extension 2002. **CDR 3** represents the final transferred call where 2001 completes the transfer, drops out of the call, and leaves a call between the PSTN and 2002.

Field Names	Original Call CDR	Consultation Call CDR	Final Transferred CDR
globalCallID_callId	1	2	1
origLegCallIdentifier	101	103	102
destLegCallIdentifier	102	104	104
callingPartyNumber	2001	2001	3071111
originalCalledPartyNumber	3071111	2002	2002
finalCalledPartyNumber	3071111	2002	2002
lastRedirectDn	3071111	2002	2001
origCause_Value	393216	393216	16
dest_CauseValue	393216	393216	0
origTerminationOnBehalfOf	10	10	0
destTerminationOnBehalfOf	10	10	0
joinOnBehalfOf	0	0	10
duration	120	0	360

#### Consultation Transfer From the Calling Party CDR Example

Call goes from extension 2001 to a PSTN number; they talk for 60 seconds. 2001 initiates a consultation transfer to 2002 and talks for 10 seconds before the transfer completes. The final transferred call talks for 360 seconds. **CDR 1** (original call) shows a call from extension 2001 to a PSTN number, talking for 60 seconds. **CDR 2** (consultation call) shows a call from 2001 to extension 2002, talking for 10 seconds. **CDR 3** represents the final transferred call where 2001 completes the transfer, drops out of the call, and leaves a call between the PSTN and 2002.

Field Names	Original Call CDR	Consultation Call CDR	Final Transferred Call CDR
globalCallID_callId	1	2	1
origLegCallIdentifier	111	113	112

Field Names	Original Call CDR	Consultation Call CDR	Final Transferred Call CDR
destLegCallIdentifier	112	114	114
callingPartyNumber	2001	2001	3071111
originalCalledPartyNumber	3071111	2002	2002
finalCalledPartyNumber	3071111	2002	2002
lastRedirectDn	50001	50001	2001
origCause_Value	393216	393216	16
dest_CauseValue	393216	393216	0
origTerminationOnBehalfOf	10	10	0
destTerminationOnBehalfOf	10	10	0
joinOnBehalfOf	0	0	10
duration	60	10	360

#### Blind Transfer From the Called Party CDR Example

Call goes from 50000 to 50001; they talk for 120 seconds. 50001 initiates a blind transfer to 50002. **CDR 1** (original call) shows a call from extension 50001 to 50002, talking for 120 seconds. **CDR 2** (consultation call) shows a call from 50001 to extension 50002. **CDR 3** represents the final transferred call where 50001 completes the transfer, drops out of the call, and leaves a call between 50000 and 50002.

Field Names	Original Call CDR	Consultation Call CDR	Final Transferred Call CDR
globalCallID_callId	1	2	1
origLegCallIdentifier	200	202	200
destLegCallIdentifier	201	203	203
callingPartyNumber	50000	50001	50000
originalCalledPartyNumber	50001	50002	50002
finalCalledPartyNumber	50001	50002	50002
lastRedirectDn	50001	50001	50001
origCause_Value	393216	393216	16
dest_CauseValue	393216	393216	0
origTerminationOnBehalfOf	10	10	0



Field Names	Original Call CDR	Consultation Call CDR	Final Transferred Call CDR
destTerminationOnBehalfOf	10	10	0
joinOnBehalfOf	0	0	10
duration	120	0	360

### Consultation Transfer From the Called Party CDR Example

Call goes from 50000 to 50001; they talk for 120 seconds. 50000 initiates a blind transfer to 50002. **CDR 1** (original call) shows a call from extension 50000 to a 50001, talking for 120 seconds. **CDR 2** (consultation call) shows a call from 50000 to extension 50002. **CDR 3** represents the final transferred call where 50000 completes the transfer, drops out of the call, and leaves a call between 50001 and 50002.

Field Names	Original Call CDR	Consultation Call CDR	Final Transferred Call CDR
globalCallID_callId	1	2	1
origLegCallIdentifier	200	202	201
destLegCallIdentifier	201	203	203
callingPartyNumber	50000	50001	50000
originalCalledPartyNumber	50001	50002	50002
finalCalledPartyNumber	50001	50002	50002
lastRedirectDn	50001	50001	50001
origCause_Value	393216	393216	16
dest_CauseValue	393216	393216	0
origTerminationOnBehalfOf	10	10	0
destTerminationOnBehalfOf	10	10	0
joinOnBehalfOf	0	0	10
duration	120	0	360

## Video Calls

The following example shows a CDR for a video call.

### Video Calls CDR Example

Calling party 51234 calls the called party 57890. In the following example, let 100 = H.261, 187962284 = 172.19.52.11, 288625580 = 172.19.52.17, 320 = 320K, and 2 = QCIF.

Field Names	Video Call CDR
globalCallID_callId	121
origLegCallIdentifier	101
destLegCallIdentifier	102
callingPartyNumber	51234
origCalledPartyNumber	57890
finalCalledPartyNumber	57890
lastRedirectDn	57890
origCause_Value	0
dest_CauseValue	16
origVideoCap_Codec	100
origVideoCap_Bandwidth	320
origVideoCap_Resolution	2
origVideoTransportAddress_IP	187962284
origVideoTransportAddress_Port	49208
destVideoCap_Codec	100
destVideoCap_Bandwidth	320
destVideoCap_Resolution	2
destVideoTransportAddress_IP	288625580
destVideoTransportAddress_Port	49254

## Video Conference Calls

Calls that are part of a video conference have multiple records logged. The number of CDR records that are generated depends on the number of parties in the video conference. One CDR record exists for each party in the video conference, one for the original placed call, one for each setup call that was used to join other parties to the video conference, and one for the last two parties that are connected in the video conference.

Therefore, for a three party ad hoc video conference, six CDR records exist:

- 1 record for the original call
- 3 records for the parties that connected to the conference
- 1 record for each setup call

- 1 record for the final two parties in the conference

You can associate the setup calls with the correct call leg in the conference by examining the calling leg ID and called leg ID.

The conference bridge device has special significance to the Unified Communications Manager, and calls to the conference bridge appear as calls to the conference bridge device. A special number in the form "b0019901001" shows the conference bridge port.

All calls in or out of the conference bridge get shown going into the conference bridge, regardless of the actual direction. By examining the setup call CDR records, you can determine the original direction of each call.

You can find the conference controller information in the comment field of the CDR. The format of this information follows:

Comment field = "ConfControllerDn=1000;ConfControllerDeviceName=SEP0003"

- The conference controller DN + conference controller device name uniquely identifies the conference controller. You need the device name in the case of shared lines.
- If the call is involved in multiple conference calls, the comment field will contain multiple conference controller information. This could happen in case the conference goes down to two parties and one of these parties starts another conference. If this is the case, the last conference controller information in the comment field will identify the conference controller.

The call legs that are connected to the conference will have the following fields information:

- The **finalCalledPartyNumber** field contains the conference bridge number "b0019901001".
- The **origCalledPtyRedirectOnBehalfOf** field gets set to (Conference = 4).
- The **lastRedirectRedirectOnBehalfOf** field gets set to (Conference = 4).
- The **joinOnBehalfOf** field gets set to (Conference = 4).
- The comment field identifies the conference controller.
- The **destConversationId** field remains the same for all members in the conference. You can use this field to identify members of a conference call.

The original placed call and all setup calls that were used to join parties to the conference will have the following fields:

- The **origCallTerminationOnBehalfOf** field gets set to (Conference = 4).
- The **destCallTerminationOnBehalfOf** field gets set to (Conference = 4).

### Video Conference Call CDR Example

1. Call from 2001 to 2309; 2309 answers, and they talk for 60 seconds.
2. 2001 presses the conference softkey and dials 3071111.
3. 307111 answers and talks for 20 seconds; 2001 presses the conference softkey to complete the conference.
4. The three members of the conference talk for 360 seconds.
5. 3071111 hangs up; 2001 and 2309 stay in the conference. Because only two participants remain in the conference, the conference feature joins the two directly together, and they talk for another 55 seconds.



**Note** Each video conference call leg gets shown placing a call into the conference bridge. The call gets shown as a call into the bridge, regardless of the actual direction of the call.

FieldNames	Orig Call CDR	Setup Call CDR	Conference CDR 1	Conference CDR 2	Conference CDR 3	Final CDR
globalCallID_callId	1	2	1	1		1
origLegCallIdentifier	101	105	101	102	106	101
destLegCallIdentifier	102	106	115	116	117	102
callingPartyNumber	2001	2001	2001	2309	3071111	2001
origCalledPartyNumber	2309	3071111	b0029901001	b0029901001	b0029901001	2309
finalCalledPartyNumber	2309	3071111	b0029901001	b0029901001	b0029901001	2309
lastRedirectDn	2001	3071111	b0029901001	b0029901001	b0029901001	b0029901001
origCause_Value	393216	0	16	393216	393216	16
dest_CauseValue	393216	0	393216	393216	393216	0
origVideoCap_Codec	103	103	103	103	103	103
origVideoCap_Bandwidth	320	320	320	320	320	320
origVideoCap_Resolution	0	0	0	0	0	0
origVideoInputAddress_IP	552953152	552953152	552953152	-822647488	-945658560	552953152
origVideoInputAddress_Port	5445	5445	5445	5445	5445	5445
destVideoCap_Codec	103	103	103	103	103	103
destVideoCap_Bandwidth	320	320	320	320	320	320
destVideoCap_Resolution	0	0	0	0	0	0
destVideoInputAddress_IP	-822647488	-945658560	-666216182	-666216182	-666216182	-822647488
destVideoInputAddress_Port	5445	10002	10000	10004	10001	5445
origCallPartyRedirectReason	0	0	0	0	0	0
lastRedirectReason	0	0	0	0	0	98
origTerminationOnBehalfOf	4	4	12	12	4	12
destTerminationOnBehalfOf	4	4	0	0	4	4
origCallRedirectOnBehalfOf	0	0	4	4	4	0

FieldNames	Orig Call CDR	Setup Call CDR	Conference CDR 1	Conference CDR 2	Conference CDR 3	Final CDR
ReferOnBehalfOf	0	0	4	4	4	4
joinOnBehalfOf	0	0	4	4	4	4
Conversation ID	0	1		1	1	0
duration	60	360		360	360	55

Comment	
<b>Orig Call CDR</b>	
<b>Setup Call CDR</b>	<b>ConfControllerDn=2001;ConfControllerDeviceName=SEP0008E333FEBD</b>
Conference CDR 1	ConfControllerDn=2001;ConfControllerDeviceName=SEP0008E333FEBD
Conference CDR 2	ConfControllerDn=2001;ConfControllerDeviceName=SEP0008E333FEBD
Conference CDR 3	ConfControllerDn=2001;ConfControllerDeviceName=SEP0008E333FEBD
Final CDR	

