



## Preface

---

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.



### Note

---

This document may not represent the latest available Cisco product information. You can obtain the most current documentation by accessing the Cisco product documentation page at this URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

---

The preface covers these topics:

- [Purpose, page vii](#)
- [Audience, page viii](#)
- [Organization, page viii](#)
- [Related Documentation, page ix](#)
- [Conventions, page ix](#)
- [Obtaining Documentation and Submitting a Service Request, page x](#)
- [Cisco Product Security Overview, page x](#)

## Purpose

The *Cisco Unified Communications Manager Call Detail Records Administration Guide* describes how to configure call detail records (CDRs) and call management records (CMRs) and provides examples of these records. Use this guide in conjunction with the following documents:

- *CDR Analysis and Reporting Administration Guide*—This document describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports.
- *Cisco Unified Serviceability Administration Guide*—This document provides descriptions and procedures for configuring alarms, traces, SNMP, and so on, through Cisco Unified Serviceability.
- *Real-Time Monitoring Tool Administration Guide* —This document describes how to use Real-Time Monitoring Tool (RTMT), a tool that allows you to monitor many aspects of the system (critical services, alerts, performance counters, and so on).
- *Administration Guide for Cisco Unity Connection Serviceability* —This document provides descriptions and procedures for using alarms, traces, reports, and so on, through Cisco Unity Connection Serviceability.

# Audience

The *Cisco Unified Communications Manager Call Detail Records Administration Guide* provides information for administrators who are responsible for managing and supporting CDRs. Network engineers, system administrators, or telecom engineers use this guide to learn the content and structure of CDR and CMR records to import them into billing programs and other third-party programs. CAR administrators, managers, and end users use this guide to analyze the information that is generated in certain CAR reports.

# Organization

The following table shows how this guide is organized:

Chapter	Description
<b>Overview</b>	
Chapter 1, “Understanding Cisco Call Detail Records”	Provides an overview of call detail records and an understanding of CDR management.
Chapter 2, “How CDRs Are Processed”	Describes the procedures for how CDRs are processed.
Chapter 3, “Types of Call Information Records”	Provides information on call information records.
<b>Call Detail Records</b>	
Chapter 4, “CDR Examples”	Provides examples of call detail records.
Chapter 5, “Cisco Call Detail Records Field Descriptions”	Describes all call detail record fields.
<b>CDR Codes</b>	
Chapter 6, “Cisco Call Detail Records Codes”	Provides information on all CDR codes, including call termination cause codes, codec type codes, redirect reason codes, and onbehalfof codes.
<b>Call Management Records</b>	
Chapter 7, “Understanding Call Management Records”	Provides an overview of call management records (CMRs).
Chapter 8, “Cisco Call Management Records Field Descriptions”	Describes CMR fields.
Chapter 9, “Cisco Call Management Records K-Factor Data”	Describes K-Factor data information in the CMR record.
Chapter 10, “Cisco Call Management Record Examples”	Provides examples of CMRs.

## Related Documentation

See the *Cisco Unified Communications Manager Documentation Guide* for additional Cisco Unified Communications Manager documentation. The following URL shows an example of the path to the documentation guide:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/docguide/8\\_0\\_1/dg801.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/docguide/8_0_1/dg801.html)

For additional Cisco Unity Connection documentation, see the *Documentation Guide for Cisco Unity Connection* at

[http://www.cisco.com/en/US/products/ps6509/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html).

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface</b> font	Commands and keywords are in <b>boldface</b> .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface</b> screen font	Information you must enter is in <b>boldface</b> screen font.
<i>italic</i> screen font	Arguments for which you supply values are in <i>italic</i> screen font.
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



**Tip**

Means *the information contains useful tips.*

Cautions use the following conventions:



**Caution**

Means *reader be careful.* In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



**Warning**

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.**

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at [http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).