**SMDR Fields (Dated August 2015) IP Office**

The SMDR output contains the following fields. Note that time values are rounded up to the nearest second.

1. **Call Start** **Required**

Call start time in the format YYYY/MM/DD HH:MM:SS. For all transferred call segment this is the time the call was initiated, so each segment of the call has the same call start time.

1. **Connected Time** **Required**

Duration of the connected part of the call in HH:MM:SS format. This does not include ringing, held and parked time. A lost or failed call will have a duration of 00:00:00. The total duration of a record is calculated as Connected Time + Ring Time + Hold Time + Park Time.

1. **Ring Time** **Required**

Duration of the ring part of the call in seconds.

* + For inbound calls this represents the interval between the call arriving at the switch and it being answered, not the time it rang at an individual extension.
  + For outbound calls, this indicates the interval between the call being initiated and being answered at the remote end if supported by the trunk type. Analog trunks are not able to detect remote answer and therefore cannot provide a ring duration for outbound calls.

1. **Caller** **Required**

The callers' number. If the call was originated at an extension, this will be that extension number. If the call originated externally, this will be the CLI of the caller if available, otherwise blank.

1. **Direction** **Required**

Direction of the call – **I** for Inbound, **O** for outbound. Internal calls are represented as **O** for outbound. This field can be used in conjunction with **Is\_Internal** below to determine if the call is internal, external outbound or external inbound.

1. **Called Number** **Required - Discuss**

This is the number called by the system. For a call that is transferred this field shows the original called number, not the number of the party who transferred the call.

* + **Internal calls**: The extension, group or short code called.
  + **Inbound calls**: The target extension number for the call.
  + **Outbound calls**: The dialed digits.
  + **Voice Mail**: Calls to a user's own voicemail mailbox.

1. **Dialled Number** **Required**

For internal calls and outbound calls, this is identical to the **Called Number** above. For inbound calls, this is the DDI of the incoming caller.

1. **Account** **Not Required**

The last account code attached to the call.

|  |  |
| --- | --- |
|  | Note |
|  | System account codes may contain alphanumeric characters. |

1. **Is Internal** **Required**

**0** or **1**, denoting whether both parties on the call are internal or external (**1** being an internal call). Calls to destinations on other switches in a network are indicated as internal.

| **Direction** | **Is Internal** | **Call Type** |
| --- | --- | --- |
| **I** | **0** | Incoming external call. |
| **O** | **1** | Internal call. |
| **O** | **0** | Outgoing external call. |

1. **Call ID** **Discuss**

This is a number starting from 1,000,000 and incremented by 1 for each unique call. If the call has generates several SMDR records, each record will have the same Call ID. Note that the Call ID used is restarted from 1,000,000 if the system is restarted.

1. **Continuation** **Discuss**

**1** if there is a further record for this call id, **0** otherwise.

1. **­­ Discuss**

The device 1 number. This is usually the call initiator though in some scenarios such as ­conferences this may vary. If an extension/hunt group is involved in the call its details will have priority over a trunk. That includes remote network destinations.

| **Type** | **Party Device** | **Party Name** |
| --- | --- | --- |
| **Internal Number** | **E**<extension number> | <name> |
| **Voicemail** | **V**<9500 + channel number> | **VM Channel** <channel number> |
| **Conference** | **V**<1><conference number>+<channel number> | **CO Channel** <conference number.channel number> |
| **Line** | **T**<9000+line number> | **Line** <line number>.<channel if applicable> |
| **Other** | **V**<8000+device number> | **U**<device class><device number>**.**<device channel> |
| **Unknown/Tone** | **V8000** | **U1 0.0** |

1. **Party1Name** **Discuss**

The name of the device – for an extension or agent, this is the user name.

1. **Party2Device** **Discuss**

The other party for the SMDR record of this call segment. See **Party1Device** above.

For barred calls, this field is populated with “Barred”.

1. **Party2Name** **Discuss**

The other party for the SMDR record of this call segment. See **Party1Name** above.

For barred calls, this field is populated with “Barred”.

1. **Hold Time** **Discuss**

The amount of time in seconds the call has been held during this call segment.

1. **Park Time** **Discuss**

The amount of time in seconds the call has been parked during this call segment.

1. **AuthCode** **Not Required**

For security, this field shows **n/a** regardless of whether an authorization code was used.

1. **AuthValid** **Not Required**

This field is used for authorization codes. This field shows **1** for valid authorization or **0** for invalid authorization.

1. **User Charged** **Not Required**

This and the following fields are used for ISDN Advice of Charge (AoC). The user to which the call charge has been assigned. This is not necessarily the user involved in the call.

1. **Call Charge** **Not Required**

The total call charge calculated using the line cost per unit and user markup.

1. **Currency** **Not Required**

The currency. This is a system wide setting set in the system configuration.

1. **Amount at Last User Change** **Not Required**

The current AoC amount at user change.

1. **Call Units** **Not Required**

The total call units.

1. **Units at Last User Change** **Not Required**

The current AoC units at user change.

1. **Cost per Unit** **Not Required**

This value is set in the system configuration against each line on which Advice of Charge signalling is set. The values are 1/10,000th of a currency unit. For example if the call cost per unit is £1.07, a value of 10700 should be set on the line.

1. **Mark Up** **Not Required**

Indicates the mark up value set in the system configuration for the user to which the call is being charged. The field is in units of 1/100th, for example an entry of 100 is a markup factor of 1 .

1. **External Targeting Cause** **Discuss**

This field indicates who or what caused the external call and a reason code. For example **U FU** indicates that the external call was caused by the Forward Unconditional setting of a User.

| **Targeted by** | | **Reason Code** | |
| --- | --- | --- | --- |
| **HG** | Hunt Group. | **fb** | Forward on Busy. |
| **U** | User. | **fu** | Forward unconditional. |
| **LINE** | Line. | **fnr** | Forward on No Response. |
| **AA** | Auto Attendant. | **fdnd** | Forward on DND. |
| **ICR** | Incoming Call Route. | **CfP** | Conference proposal (consultation) call. |
| **RAS** | Remote Access Service. | **Cfd** | Conferenced. |
| **?** | Other. | **MT** | Mobile Twinning. |
| **TW** | Teleworker. |
| **XfP** | Transfer proposal (consultation) call. |
| **Xfd** | Transferred call. |

1. **External Targeter Id** **Discuss**

The associated name of the targeter indicated in the External Targeting Cause field. For hunt groups and users this will be their name in the system configuration. For an Incoming Call Route this will be the Tag if set, otherwise **ICR**.

1. **External Targeted Number** **Discuss**

This field is used for forwarded, Incoming Call Route targeted and mobile twin calls to an external line. It shows the external number called by the system as a result of the off switch targeting where as other called fields give the original number dialled.

1. Server IP address of the caller extension **Discuss**

Fields 31 to 34 are used to uniquely identify a call made in an IP Office Server Edition solution.

This IP address identifies the server where the call was initiated. If the field does not contain an IP address, then the call originated outside the IP Office network.

1. Unique call id for the caller extension **Discuss**

Numerical value that is a unique identifier of the call on the server where the call was initiated.

1. Server IP address of the called extension **Discuss**

This IP address identifies the server where the called extension is logged in. If the field does not contain an IP address, then the call is to a trunk outside the IP Office network.

1. Unique call id for the called extension **Discuss**

Numerical value that is a unique identifier of the call on the server where the called extension is logged in.

# SMDR Examples

The following are examples of system SMDR records for common call scenarios.

## Lost incoming Call

In this record, the Call duration is zero and the Continuation field is 0, indicating that the call was never connected. The Ring Time shows that it rang for 9 seconds before ending.

2014/06/28 09:28:41,00:00:00,9,8004206,I,4324,4324,,0,1000014155,0,E4324,Joe Bloggs,T9161,LINE 5.1,0,0,,,,,,,,,,,,,

## Call Answered by Voicemail

In this example, 215 has made a call to 211. However the Party2Device and Party2Name show that the call was answered by voicemail.

2014/10/20 06:43:58,00:00:10,21,215,O,211,211,,I,28,0,E215,Extn215,V9051,VM Channel 1,0,0,,,,,,,,,,,,,

## Call Transferred to Voicemail

In this example, the Continuation field in the first record tells us that it wasn't the end of the call. The matching Call ID identifies the second record as part of the same call. The change in Party 1 details between the two records show that the call was transferred to voicemail.

2014/06/28 09:30:57,00:00:13,7,01707392200,I,299999,299999,,0,1000014160,1,E4750,John Smith,T9002,LINE 1.2,11,0,,,,,,,,,,,,, 2014/06/28 09:30:57,00:00:21,0,01707392200,I,299999,299999,,0,1000014160,0,V9502,VM Channel 2,T9002,LINE 1.2,0,0,,,,,,,,,,,,,

## External Call

The Is Internal field being 0 shows this to be a external call. The Direction field as I shows that it was an incoming call. The Ring Time was 7 seconds and the total Connected Time was 5 seconds.

2014/08/01 15:14:19,00:00:05,7,01707299900,I,403,390664,,0,1000013,0,E403,Extn403,T9001,Line 1.2,0,0,,,,,,,,,,,,,,

## Internal Call

The Is Internal field being 1 shows this to be a internal call. The Ring Time was 4 seconds and the total Connected Time was 44 seconds.

2014/06/26 10:27:44,00:00:44,4,4688,O,4207,4207,,1,1000013898,0,E4688,Joe Bloggs,E4207,John Smith,0,0,,,,,,,,,,,,,

## Outgoing Call

The combination of the Direction field being outbound and the Is Internal field be 0 show that this was a outgoing external call. The line (and in this case channel) used are indicated by the Party2 Name and being a digital channel the Ring Time before the call was answered is also shown.

2014/06/28 08:55:02,00:08:51,9,4797,O,08000123456,08000123456,,0,1000014129,0,E4797,Joe Bloggs,T9001,LINE 1.1,0,0,,,,,,,,,,,,,

## Voicemail Call

The two records below show calls to voicemail. The first shows the Dialed Number as\*17, the default short code for voicemail access. The second shows the Dialed Number as VoiceMail, indicating some other method such as the Message key on a phone was used to initiate the call.

2014/06/28 09:06:03,00:00:19,0,4966,O,\*17,\*17[1],,1,1000014131,0,E4966,John Smith,V9501,VM Channel 1,0,0,,,,,,,,,,,,, 2014/06/28 09:06:03,00:00:19,0,4966,O,VoiceMail,VoiceMail,,1,1000014134,0,E4966,John Smith,V9501,VM Channel 1,0,0,,,,,,,,,,,,,

## Parked Call

In this example the first record has a Park Time showing that the call was parked. The Continuation field indicates that the call did not end this way and there are further records. The second record has the same Call ID and shows a change in the Party2Name [4], indicating that party unparked the call. Note also that both records share the same call start time.

2014/10/20 07:18:31,00:00:12,3,215,O,210,210,,1,38,1,E215,Extn215,E210,Extn210,0,7,,,,,,,,,,,,, 2014/10/20 07:18:31,00:00:10,0,215,O,210,210,,1,38,0,E215,Extn215,E211,Extn211,0,0,,,,,,,,,,,,,

## Incoming call with Account Code

In this example, at some stage as the call was made or during the call, an Account Code has been entered.

2014/06/28 11:29:12,00:00:02,2,5002,I,1924,1924,Support,0,1000014169,0,E1924,Extn1924,T9620,LINE 8.20,0,0,,,,,,,,,,,,,

## Conference Using Conference Add Short Code

In this example 2101 has made a call and put put it on hold (record 2), then made another call and put it on hold (record 1) and then dialled the default short code \*47 to conference all their held calls (record 3). The records for the first two calls have the Continuation field set as 1 indicating that the calls continued in further records.

Record 3 shows 2101 making a new call in which they dial \*47, which places them and their held calls into a conference. This is shown by the Party Device and Party Name details as being a conference (100) and the conference channel used for each.

For both the Continuation fields show that the calls do not end but rather have subsequent records.

2014/07/09 17:55,00:00:03,3,2101,O,8262623#,8262623#,,0,1000024,1,E2101,Extn2101,T9002,Line 2.1,8,0,,,,,,,,,,,,,

2014/07/09 17:54,00:00:29,7,2101,O,2121,2121,,1,1000023,1,E2101,Extn2101,E2121,Extn2121,23,0,,,,,,,,,,,,,

2014/07/09 17:55,00:00:46,0,2101,O,\*47,\*47,,1,1000026,0,E2101,Extn2101,V11001,CO Channel 100.1,0,0,,,,,,,,,,,,,

2014/07/09 17:54,00:00:49,0,,O,71234567890,71234567890,,1,1000023,0,E2121,Extn2121,V11003,CO Channel 100.3,0,0,,,,,,,,,,,,,

2014/07/09 17:55,00:00:49,0,,O,8262623#,8262623#,,0,1000024,0,V11002,CO Channel 100.2,T9002,Line 2.1,0,0,,,,,,,,,,,,,

## Conference Using Conference Button

In this example, an extension user answers a call and then brings in another user by using the Conference button on their phone. Again we see records for the initial call, the conference proposal call and then for the 3 parties in the conference that is created.

2014/07/09 15:05:41,00:00:04,3,203,O,201,201,,1,1000009,1,E203,Extn203,E201,Extn201,0,0,,,,,,,,,,,,,

2014/07/09 15:05:26,00:00:09,3,207,O,203,203,,1,1000008,1,E207,Extn207,E203,Extn203,10,0,,,,,,,,,,,,,

2014/07/09 15:05:41,00:00:08,0,,O,,,,1,1000009,0,E201,Extn201,V11001,CO Channel 100.1,0,0,,,,,,,,,,,,,

2014/07/09 15:05:50,00:00:10,0,203,O,201,201,,1,1000010,0,E203,Extn203,V11002,CO Channel 100.2,0,0,,,,,,,,,,,,,

2014/07/09 15:05:26,00:00:10,0,207,O,203,203,,1,1000008,0,E207,Extn207,V11003,CO Channel 100.3,0,0,,,,,,,,,,,,,

## Adding a Party to a Conference

This example is a variant on that above. Having started a conference, extension 203 adds another party.

2014/07/09 15:08:31,00:00:03,3,203,O,201,201,,1,1000014,1,E203,Extn203,E201,Extn201,0,0,,,,,,,,,,,,,

2014/07/09 15:08:02,00:00:22,6,207,O,203,203,,1,1000013,1,E207,Extn207,E203,Extn203,9,0,,,,,,,,,,,,,

2014/07/09 15:08:45,00:00:02,4,203,O,403,403,,0,1000016,1,E203,Extn203,E403,Libby Franks,0,0,,,,,,,,,,,,,

2014/07/09 15:08:02,00:00:24,0,207,O,203,203,,1,1000013,0,E207,Extn207,V11003,CO Channel 100.3,0,0,,,,,,,,,,,,,

2014/07/09 15:08:39,00:00:17,0,203,O,201,201,,1,1000015,0,E203,Extn203,V11002,CO Channel 100.2,8,0,,,,,,,,,,,,,

2014/07/09 15:08:31,00:00:26,0,,O,,,,1,1000014,0,E201,Extn201,V11001,CO Channel 100.1,0,0,,,,,,,,,,,,,

2014/07/09 15:08:45,00:00:12,0,,O,403,403,,0,1000016,0,E403,Libby Franks,V11004,CO Channel 100.4,0,0,,,,,,,,,,,,,

## Transfer

In this example 2126 has called 2102. The record (1) for this has the Continuation set a 1 indicating that it has further records. In the following record (3) with the same Call ID it can be seen that the Party 2 Device and Party 2 Name fields have changed, indicating that the call is now connected to a different device, in this example 2121. We can infer the blind transfer from the intermediate record (2) which shows a call of zero Connected Time between the original call destination 2102 and the final destination 2121.

2014/07/09 17:51,00:00:38,18,2126,O,2102,2102,,1,1000019,1,E2126,Extn2126,E2102,Extn2102,19,0,,,,,,,,,,,,,

2014/07/09 17:52,00:00:00,7,2102,O,2121,2121,,1,1000020,0,E2102,Extn2102,E2121,Extn2121,0,0,,,,,,,,,,,,,

2014/07/09 17:51,00:00:39,16,2126,O,2102,2102,,1,1000019,0,E2126,Extn2126,E2121,Extn2121,0,0,,,,,,,,,,,,,

In this second example extension 402 answers an external call and then transfers it to extension 403. Again the two legs of the external call have the same time/date stamp and same call ID.

2014/08/01 15:23:37,00:00:04,7,01707299900,I,4001,390664,,0,1000019,1,E402,Extn402,T9001,Line 1.1,6,0,,,,,,,,,,,,,,

2014/08/01 15:23:46,00:00:00,3,402,O,403,403,,1,1000020,0,E402,Extn402,E403,Extn403,0,0,,,,,,,,,,,,,,

2014/08/01 15:23:37,00:00:04,4,01707299900,I,4001,390664,,0,1000019,0,E403,Extn403,T9001,Line 1.1,0,0,,,,,,,,,,,,,,

## Busy/Number Unavailable Tone

In this example 2122 calls 2123 who is set to DND without voicemail. This results in 2122 receiving busy tone.

The records shows a call with a Connected Time of 0. The Call Number field shows 2123 as the call target but the Party 2 Device and Party 2 Name fields show that the connection is to a virtual device.

2014/07/09 17:59,00:00:00,0,2122,O,2123,2123,,1,1000033,0,E2122,Extn2122,V8000,U1 0.0,0,0,,,,,,,,,,,,,

## Call Pickup

The first record shows a call from 2122 to 2124 with a Connected Time of zero but a Ring Time of 8. The Continuation field indicates that the call has further records.

The second record has the same Call ID but the Party 2 Device and Party 2 Name details show that the call has been answered by 2121.

2014/07/09 18:00,00:00:00,8,2122,O,2124,2124,,1,1000038,1,E2122,Extn2122,E2124,Extn2124,0,0,,,,,,,,,,,,,

2014/07/09 18:00,00:00:38,1,2122,O,2124,2124,,1,1000038,0,E2122,Extn2122,E2121,Extn2121,0,0,,,,,,,,,,,,,

## Internal Twinning

The records for scenarios such as internal call forwarding or follow me indicate the rerouting in a single record by having Caller and Called Number details that differ from the final Party 1 and Party 2 details. Internal twinning differs is showing a call answered at the twin exactly the same as having been answered at the primary.

203 is internally twinned to 201. Call from 207 to 203 but answer at 201.

2014/07/09 16:25:26,00:00:03,7,207,O,203,203,,1,1000037,0,E207,Extn207,E203,Extn203,0,0,,,,,,,,,,,,,

## Park and Unpark

Parking and unparking of a call at the same extension is simply shown by the Park Time field of the eventual SMDR record. Similarly calls held and unheld at the same extension are shown by the Held Time field of the eventual SMDR record for the call. The records below however show a call parked at one extension and then unparked at another.

The records show a call from 207 to 203. 203 then parks the call shown by the Park Time. The call is unparked by 201, hence the first record is indicated as continued in its Continuation field. The matching Call ID indicates the subsequent record for the call.

2014/07/09 16:39:11,00:00:00,2,207,O,203,203,,1,1000052,1,E207,Extn207,E203,Extn203,0,4,,,,,,,,,,,,,

2014/07/09 16:39:11,00:00:02,0,207,O,203,203,,1,1000052,0,E207,Extn207,E201,Extn201,0,0,,,,,,,,,,,,,

## Distributed Hunt Group Call

An incoming call to site A is targeted to a distributed hunt group member on site B. They transfer the call back to a hunt group member on site A.

2014/08/01 15:32:52,00:00:10,19,01707299900,I,4002,390664,,0,1000024,1,E209,Luther-209,T9001,Line 1.2,0,0,,,,,,,,,,,,,,

2014/08/01 15:33:19,00:00:00,2,209,I,403,403,,0,1000025,0,E209,Luther-209,E403,Extn403,0,0,,,,,,,,,,,,,,

2014/08/01 15:32:52,00:00:03,3,01707299900,I,4002,390664,,0,1000024,0,E403,Extn403,T9001,Line 1.2,0,0,,,,,,,,,,,,,,

## Voicemail Supervised Transfer

A call is routed to a voicemail module that performs a supervised transfer.

2014/08/01 16:36:04,00:00:09,0,01707299900,I,xfer,390664,,0,1000061,1,T9001,Line 1.1,V9508,VM Channel 8,0,0,,,,,,,,,,,,,,

2014/08/01 16:36:07,00:00:03,4,,I,402,402,,0,1000062,0,E402,Extn402,V8000,U12 0.8,0,0,,,,,,,,,,,,,,

2014/08/01 16:36:04,00:00:09,0,01707299900,I,402,390664,,0,1000061,0,E402,Extn402,T9001,Line 1.1,0,0,,,,,,,,,,,,,,

## Outgoing External Call

The External Targeting Cause indicates that the external call was caused by a user. The lack of specific reason implies that it was most likely dialed. The External Targeter ID is the user name in this example

… 16:23:06,00:00:04,5,203,O,9416,9416,,0,1000035,0,E203,Extn203,T9005,Line 5.1,0,0,,,Extn203,,,,,,,,U,Extn203,,

## Rerouted External Call

In this example an incoming external call has been rerouted back off switch, shown by the Party 1 fields and the Party 2 fields being external line details. The External Targeter Cause shows that rerouting of the incoming call was done by an incoming call route (ICR). The External Targeter ID in this case is the Tag set on the incoming call route. The External Targeted Number is the actual external number call.

… 08:14:27,00:00:03,5,392200,I,9416,200,,0,1000073,0,T9005,Line 5.1,T9005,Line 5.2,0,0,,,,0000.00,,0000.00,0,0,618,0.01,ICR,Main ICR,416,

## External Forward Unconditional

In this example, user 203 has a forward unconditional number set for calls. This is indicated by the External Targeting Cause showing user and forward unconditional. The External Targeter ID shows the source of the call being forwarded, in this example user 207. The External Targeted Number shows the actual external number called by the system.

… 16:22:41,00:00:02,5,207,O,203,203,,0,1000034,0,E207,Extn207,T9005,Line 5.1,0,0,,,Extn203,0000.00,,0000.00,0,0,618,1.00,U fu,Extn207,9416,

## Transferred Manually

In this example the internal user transfers a call to an external number. The External Targeting Cause in the first record indicates that this external call is the result of a user (U) transfer proposal (XfP) call. The Continuation field indicates that another record with the same Call ID will be output.

The additional records are output after the transferred call is completed. The first relates to the initial call prior. The second is the transferred call with the External Targeting Cause now indicating user (U) transferred (Xfd).

… 16:33:19,00:00:05,3,203,O,9416,9416,,0,1000044,1,E203,Extn203,T9005,Line 5.1,0,0,,,,,,,,,,,U XfP,Extn207,,

… 16:33:09,00:00:02,2,207,O,203,203,,1,1000043,0,E207,Extn207,E203,Extn203,11,0,,,,,,,,,,,,,,

… 16:33:19,00:00:04,0,207,O,9416,9416,,0,1000044,0,E207,Extn207,T9005,Line 5.1,0,0,,,Extn207,,,,,,,,U Xfd,Extn203,,

## Mobile Twinned Call Answered Internally

For this example user 203 has mobile twining enabled to the external number 9416 as twin. Their mobile dial delay is set to 2 seconds. The call is answered at the user's internal extension.

In this scenario the record for the external call part of twinning is output immediately the call is answered internally. The Call Start for this record differs dues to the user's **Mobile Dial Delay** setting. The External Targeting Cause indicates the external call was the result of user (U) mobile twinning (MT) settings. If the call had been answered before the mobile dial delay expired, no external call and therefore no record would be produced. When the call is completed the second record is output.

… 16:17:59,00:00:00,7,,O,9416,9416,,0,1000028,0,E203,Extn203,T9005,Line 5.1,0,0,,,,,,,,,,,U MT,Extn203,9416,

… 16:17:58,00:00:07,9,207,O,203,203,,1,1000027,0,E207,Extn207,E203,Extn203,0,0,,,,,,,,,,,,,,

## Mobile Twinned Call Answered at the Mobile Twin

This is the same scenario as the example above except that the call is answered at the external mobile twinning destination. Unlike the previous example the external call record has a non-zero Call Time showing that the call was also answered externally.

… 16:17:04,00:00:06,9,,O,9416,9416,,0,1000026,0,E203,Extn203,T9005,Line 5.1,0,0,,,,,,,,,,,U MT,Extn203,9416

… 16:17:02,00:00:06,11,207,O,203,203,,1,1000025,0,E207,Extn207,E203,Extn203,0,0,,,,,,,,,,,,,,

## Mobile Twinned Call Picked Up Using the Twinning Button

This is the same scenario as the example above, however after answering the call on the external twinned device, the user has picked it up internally by using a twinning button. The first two records are for the answered external call and are output when that call is picked up by the internal extension. The third record is output when the call is ended internally.

… 16:19:18,00:00:05,11,207,O,203,203,,1,1000029,1,E207,Extn207,E203,Extn203,0,0,,,,,,,,,,,,,,

… 16:19:20,00:00:05,9,,O,9416,9416,,0,1000030,0,E203,Extn203,T9005,Line 5.1,0,0,,,,,,,,,,,U MT,Extn203,9416

… 16:19:18,00:00:05,0,207,O,203,203,,1,1000029,0,E207,Extn207,E203,Extn203,0,0,,,,,,,,,,,,,,

## External Conference Party

This is similar to internal conferencing (see examples above) but the conference setup and progress records include External Targeting Cause codes for user (U) conference proposal (CfP) and user (U) conferenced (Cfd).

… 16:48:58,00:00:02,2,203,O,9416,9416,,0,1000066,1,E203,Extn203,T9005,Line 5.1,0,0,,,,,,,,,,,U CfP,Extn203,,

… 16:48:37,00:00:04,3,203,O,207,207,,1,1000064,1,E203,Extn203,E207,Extn207,7,0,,,,,,,,,,,,,,

… 16:49:04,00:00:08,0,203,O,9416,9416,,1,1000067,0,E203,Extn203,V11002,CO Channel 100.2,0,0,,,,,,,,,,,,,,

… 16:48:37,00:00:13,0,,O,,,,1,1000064,0,E207,Extn207,V11003,CO Channel 100.3,0,0,,,,,,,,,,,,,,

… 16:48:58,00:00:13,0,,O,9416,9416,,0,1000066,0,V11001,CO Channel 100.1,T9005,Line 5.1,0,0,,,Extn203,,,,,,,,U Cfd,Extn203,

## Call Routed by Incoming Call Route

Call from external number 403 rerouted by incoming call route (ICR) for incoming line group 701 back out to 404.

2014/08/01 11:45:36,00:00:01,2,403,I,9404,,,0,1000007,0,T9001,Line 1.0,T9010,Line 10.0,0,0,0,n/a,,,,,,,,,ICR,ICR701,404

## Two Outgoing External Calls Transferred Together

This scenario shows an outgoing call which is then transferred to another outgoing call.

2009/02/19 11:13:26,00:00:06,0,203,O,9403,9403,,0,1000012,1,E203,Extn203,T9001,Line 1.0,8,0,0,n/a,,,,,,,,,U,Extn203,,

2009/02/19 11:13:36,00:00:02,0,203,O,8404,8404,,0,1000013,0,E203,Extn203,T9002,Line 2.0,0,0,0,n/a,,,,,,,,,U XfP,Extn203,,

2009/02/19 11:13:26,00:00:11,0,8404,I,404,,,0,1000012,0,T9002,Line 2.0,T9001,Line 1.0,0,0,0,n/a,,,,,,,,,LINE Xfd,0.1038.0 13 Alog Trunk:2,,

## Authorization code

In this example, an authorization code was used and the 0 indicates that it is invalid:

2014/02/20 11:04:59,00:00:00,0,319,O,,,,0,1000009,0,E319,Alice,V8000,U1 0.0,0,0,0,n/a,,,,,,,,,U,Alice,

In this example, the authorization code is valid.

2014/02/20 11:04:59,00:00:00,0,319,O,,,,0,1000009,0,E319,Alice,V8000,U1 0.0,0,0,1,n/a,,,,,,,,,U,Alice,

## Server Edition Call ID

In this example, a call is made from extension 1234 on Expansion1 to extension 4321 on Expansion2.

* Expansion1 IP address: 192:168:42:192
* Call ID on Expansion1: 1002
* Expansion2 IP address: 192:168:42:193
* Call ID on Expansion2: 1004

Primary output:

2014/04/08 16:42:05,00:00:01,3,1234,O,4321,4321,,1,1000000,0,E1234,Extn1234,E4321,Extn4321,0,0,,,,,,,,,,,,,

Expansion1 output:

2014/04/08 16:42:04,00:00:01,3,1234,O,4321,4321,,1,1000000,0,E1234,Extn1234,E4321,Extn4321,0,0,,,,,,,,,,,,,

Expansion2 output:

2014/04/08 13:42:05,00:00:01,3,1234,I,4321,4321,,1,1000000,0,E1234,Extn1234,E4321,Extn4321,0,0,,,,,,,,,,,,,