

## SMDR - Summary of Fields Tables

The following options affect the length of an SMDR record and the fields recorded:

- Extended Digit Length (see the [Extended Digit Length Record Fields](#) table)
- ANI/DNIS/ISDN/CLASS Number Delivery Reporting (see the [Standard SMDR Record Fields](#) table and the [Extended Digit Length Record Fields](#) table)
- Standardized Network OLI (see the [Standard SMDR Record Fields](#) table and the [Extended Digit Length Record Fields](#) table)
- [Extended Reporting Level 1](#)
- [Extended Reporting Level 1 and Level 2](#)

The following SMDR options affect the format of certain SMDR record fields:

- Extended Time to Answer (see the [Extended Time To Answer SMDR Record Fields](#) table)
- Network Format (see the [Standard SMDR Record Fields](#) table and the [Extended Digit Length Record Fields](#) table)

## Standard SMDR Record Fields

The table below provides an overview of the basic SMDR fields when Extended Digit Length and Extended Time to Answer are NOT enabled.

The standard SMDR record has 90 characters:

```
zmm/dd_hh:mmmp_hh:mm:ss_pppp_fttt_XXXXXXXXXXXXXXXXXXXXMMMMMhsqqqk_rrrr_aaaaaaaaaaaaaiii__
```

When "ANI/DNIS/ISDN/CLASS Number Delivery Reporting" is enabled in the [SMDR Options](#) form, the SMDR record is extended to 112 characters.

```
znm/dd_hh:mm:ss_pppp_fttt_XXXXXXXXXXXXXXXXXXXXmmmmhsqqqk_rrrr_aaaaaaaaaasiii__  
_____|_____||_____||_____||_____||_____||_____||_____||  
_aaaaaaa_dddddddd  
      |          |
```

When "Standardized Network OLI" is enabled in the [SMDR Options](#) form, the SMDR record is extended to 131 characters:

[illegible]

Name	Columns	Symbol	Format	Definition	Notes
Long Call (call length)	1	z	(blank)	less than 5 mn	
			-	from 5:00 to 9:59 mn	
			%	from 10:00 to 29:59 mn	
			+	30 mn or more	
Date	2 - 6	mm/dd	mm	month (01-12)	
			dd	day (01-31)	
Spacer	7	—	(blank)	space	
Start Time	8-13	hh:mm:ss:p	hh	hour (00-12 or 00-23)	
			mm	minutes (00-59)	
			p	12-hour clock: blank (A.M.) or P (P.M.) 24-hour clock: blank	
Spacer	14	—	(blank)	space	
Duration of Call	15-22	hh:mm:ss	hh	hour (00-99)	Maximum recorded time is 99:59:59.
			mm	minutes (00-59)	
			ss	seconds (00-	

				59)	
Spacer	23	—	(blank)	space	
Calling Party	24-27	pppp	cccc	extension number (0-9999)	Extension number can also contain * and #.
			ATTm or ATmm	attendant console number (0-9 or 10-99)	
			Tnnn	CO trunk number (000-999)	
			Xnnn	non-CO trunk number (000-999)	
Spacer	28	—	(blank)	space	
Attendant	29	f	*	attendant involved	Attendant answered or initiated the call, then transferred it to an extension.
			(blank)	attendant not involved	
Time to Answer	30-32	ttt	ttt	time to answer in seconds (000 to 999)	Applies to incoming calls only.
			***	call unanswered	
Spacer	33	—	(blank)	space	
Digits Dialed on the Trunk	34-59 or 34-54	xxx...xxx	xx..xyyyyyy	x...x: Node ID + extension number (14 digits maximum)	26 digits maximum (20 is Meter Pulses enabled). If number of digits dialed exceeds space, remaining digits are not shown.
			Tx..xyyyyyy	yyyyy: actual digits dialed T: network call	
Meter Pulses	55-59	mmmmm	mmmmm	number of reversals received from outgoing trunk (00000 to 64000)	Optional. If not enabled, digits are used for Digits Dialed on the Trunk field.
Call Completion Status	60	h	A	answer supervision (outgoing)	
			B	called party busy (incoming)	
			E	caller error (incoming)	
			T	Toll-denied (outgoing), TAFAS-answered (incoming) or pickup-answered (incoming)	
			I	internal call	
			P	MLPP Preemption	
Speed Call/Call Forward Flag	61	s	S	system or personal speed call	For forwarded internal calls, Third Party field is blank.
			F	external call forwarded using External Call Forward or	

				internal call forwarded using Call Forward	
Called Party	62-65	qqqq	cccc	extension number (0-9999)	Extension numbers can also contain # and *. IP trunks are identified by X999.
			Tnnn	CO trunk number (000-999)	
			Xnnn	non-CO trunk number (000-999)	
			ATTm or ATmm	attendant (0-9 or 10-99)	
Transfer/Conference Flag	66	k	T	supervised transfer	Caller requeue (indicated by an "R" in the SMDR record) applies to calls to logged out ACD agents. For more information, see <a href="#">ACD and SMDR Reports</a> .
			X	unsupervised transfer	
			C	3-way call or conference call	
			U	path unavailable (ACD)	
			I	interflow (ACD)	
			R	caller requeue	
Spacer	67	—	(blank)	space	
Third Party	68-71	rrrr	cccc	extension number (0-9999)	Can also contain # and *.
Spacer	72	—	(blank)	space	
Account Code/Tag Call Identifier	73-84	aa...aa	aa...aa	account code number (2-12 digits, 00-99...99) or Tag Call Identifier (2 to 12 digits, a = 0-9, a-z, # or *)	Optional. ..... NOTE: Some third-party SMDR log readers can only handle numeric characters in this field. .....
Route Optimization Flag	85	s	r	pre-optimization trunk	Applies to MSDN/DPNSS only.
			R	post-optimization trunk	
			(blank)	no route optimization	
System Identifier	86-88	iii	iii	System ID or Node ID (001-999, 000 if system and node ID not programmed)	When both System and Node ID are programmed, field displays System ID.
Spacer	89	—	(blank)	space	
MLPP Precedence Level	90	j	0	Flash Override	Shows call <a href="#">precedence level</a> for preemption
			1	Flash	
			2	Immediate	
			3	Priority	
			4	Routine	
With ANI/DNIS/ISDN/CLASS Number Delivery Reporting enabled:					
Spacer	91	—	(blank)	space	



Spacer	7	_	(blank)	space	
Start Time	8-13	hh:mm:p	hh	hour (00-12 or 00-23)	
			mm	minutes (00-59)	
			p	12-hour clock: blank (A.M.) or P (P.M.) 24-hour clock: blank	
Spacer	14	_	(blank)	space	
Duration of Call	15-24	hhhh:mm:ss	hhhh	hour (0000-9999)	Maximum recorded time is 9999:59:59.
			mm	minutes (00-59)	
			ss	seconds (00-59)	
Spacer	25	_	(blank)	space	
Calling Party	26-32	ppppppp	ccccccc	extension number (0-9999999)	Extension number can also contain * and #.
			ATTmm	attendant console number (00-99)	
			Tnnnn	CO trunk number (0-9999)	
			Xnnnn	non-CO trunk number (0-9999)	
Spacer	33	_	(blank)	space	
Attendant	34	f	*	attendant involved	Attendant answered or initiated the call, then transferred it to an extension.
			(blank)	attendant not involved	
Time to Answer	35-37	ttt	ttt	time to answer in seconds (0000 to 9999)	Applies to incoming calls only.
			***	call unanswered	
Spacer	38	_	(blank)	space	
Digits Dialed on the Trunk	39-61 or 39-58	xxx...xxx	xx..xyyyyyy	x...x: Node ID + extension number (14 digits maximum) yyyyy: actual digits dialed T: network call	26 digits maximum (20 is Meter Pulses enabled).  If number of digits dialed exceeds space, remaining digits are not shown.
			Tx..xyyyyyy		
Meter Pulses	60-64	mmmmm	mmmmm	number of reversals received from outgoing trunk (00000 to 64000)	Optional. If not enabled, digits are used for Digits Dialed on the Trunk field.
Call Completion Status	65	h	A	answer supervision (outgoing)	
			B	called party busy (incoming)	
			E	caller error (incoming)	
			T	Toll-denied (outgoing), TAFAS-answered (incoming) or pickup-answered (incoming)	

			I	internal call	
			P	MLPP Preemption	
Speed Call/Call Forward Flag	66	s	S	system or personal speed call	For forwarded internal calls, Third Party field is blank.
			F	external call forwarded using External Call Forward or internal call forwarded using Call Forward	
Called Party	67-73	qqqqqqq	cccccc	extension number (0-9999999)	Extension numbers can also contain # and *. IP trunks are identified by X9999.
			Tnnnn	CO trunk number (0000-9999)	
			Xnnnn	non-CO trunk number (0000-9999)	
			ATTmm	attendant (00-99)	
Transfer/Conference Flag	74	k	T	supervised transfer	
			X	unsupervised transfer	
			C	3-way call or conference call	
			U	path unavailable (ACD)	
			I	interflow (ACD)	
Spacer	75	_	(blank)	space	
Third Party	76-82	rrrrrrr	cccccc	extension number (0-9999999)	Can also contain # and *.
Spacer	83	_	(blank)	space	
Account Code	84-95	aa...aa	aa...aa	account code number (2-12 digits, 00-99...99) or Tag Call Identifier (2 to 12 digits, a = 0-9, a-z, # or *)	Optional. NOTE: Some third-party SMDR log readers can only handle numeric characters in this field.
Route Optimization Flag	96	s	r	pre-optimization trunk	Applies to MSDN/DPNSS only.
			R	post-optimization trunk	
			(blank)	no route optimization	
System Identifier	97-99	iii	iii	System ID or Node ID (001-999, 000 if system and node ID not programmed)	When both System and Node ID are programmed, field displays System ID.
Spacers	100	_	(blank)	space	
MLPP Precedence Level	101	j	0	Flash Override	Shows call precedence level for preemption
			1	Flash	

			2	Immediate	
			3	Priority	
			4	Routine	
<b>With ANI/DNIS/ISDN/CLASS Number Delivery Reporting enabled:</b>					
Spacer	102	—	(blank)	space	
ANI	103-112	aa...aa	aa...aa	ANI number (1-10 characters, 0-99...99)	
Spacer	113	—	(blank)	space	
DNIS	114-120	dd...dd	dd...dd	DNIS number (1-7 characters, 0-9999999)	Only 7 rightmost characters are recorded.
<b>With Standardized Network OLI enabled:</b>					
Spacer	121	—	(blank)	space	
Call Identifier	122-129	pssscccc	p	plane (A-Z, odd letters for plane A, even letters for plane B)	
			sss	system identifier (000-999)	
			cccc	call number (0000-9999)	
Call Sequence Identifier	130	s	s	call sequence identifier (A-Z)	Does not rollover.
Spacer	131	—	(blank)	space	
Associated Call Identifier	132-139	pssscccc	p	plane (A-Z, odd letters for plane A, even letters for plane B)	
			sss	system identifier (000-999)	
			cccc	call number (0000-9999)	

## Extended Time to Answer SMDR Record Fields

When the "Extended Time to Answer" field is enabled in the [SMDR Options](#) form, the Time to Answer field is increased by one digit, and the spacer between the Calling Party and Attendant fields disappears.

The tables below show the changes to the SMDR fields when Extended Time to Answer is enabled. The changes are shown in bold. The same changes apply when ANI/DNIS/ISDN/CLASS Number Delivery Reporting and/or Standardized Network OLI are enabled.

### Standard SMDR Record fields with Extended Time to Answer Enabled

The Standard SMDR record with Extended Time to Answer enabled has 90 characters:

```
zmm/dd_hh:mm:mp_hh:mm:ss_ppppftttt_XXXXXXXXXXXXXXXXXXXXXXXXmmmmhsgqqqk_rrrr_aaaaaaaaaaasiii__
```

Name	Columns	Symbol	Format	Definition	Notes
Calling Party	27-30	pppp	cccc	extension number (0-9999)	Extension number can also contain * and #.
			ATTm or ATmm	attendant console number (0-9 or 10-99)	
			Tnnn	CO trunk number (000-999)	
			Xnnn	non-CO trunk number (000-999)	
Attendant	<b>31</b>	f	*	attendant involved	Attendant answered or initiated the call, then transferred it to an extension.
			(blank)	attendant not involved	

Time to Answer	32-35	tttt	tttt	time to answer in seconds ( <b>0000</b> to <b>9999</b> )	Applies to incoming calls only.
			****	call unanswered	
Spacer	36	—	(blank)	space	



			U	path unavailable (ACD)	
			I	interflow (ACD)	
Spacer	<b>83</b>	_	(blank)	space	
Third Party	<b>84-90</b>	rrrrrr	cccccc	extension number (0-9999999)	Can also contain # and *.
Spacer	<b>91</b>	_	(blank)	space	
Account Code	<b>92-103</b>	aa...aa	aa...aa	account code number (2-12 digits, 00-99...99) <i>or</i> Tag Call Identifier (2 to 12 digits, a = 0-9, a-z, # or *)	Optional.  NOTE: Some third-party SMDR log readers can only handle numeric characters in this field.
Route Optimization Flag	<b>104</b>	s	r R (blank)	pre-optimization trunk post-optimization trunk no route optimization	Applies to MSDN/DPNSS only.
System Identifier	<b>105-107</b>	iii	iii	System ID or Node ID (001-999, 000 if system and node ID not programmed)	When both System and Node ID are programmed, field displays System ID.
Spacer	<b>108</b>	_	(blank)	space	
Autovon Call Priority Level	<b>109</b>	a	a	Autovon call priority level	Autovon is not used in 3300 ICP Release 8.0 or later.
Spacer	<b>110</b>	_	(blank)	space	
ANI	<b>111-130</b>	aa...aa	aa...aa	ANI number (1-20 characters, 0-99...99)	
Spacer	<b>131</b>	_	(blank)	space	
DNIS	<b>132-141</b>	dd...dd	dd...dd	DNIS number (1-10 characters, 0-99...99)	
Spacer	<b>142</b>	_	(blank)	space	
<b>Suite Identifier</b>	<b>143-149</b>	<b>sssssss</b>	<b>sssssss</b>	<b>suite identifier</b>	
<b>Spacer</b>	<b>150</b>	_	<b>(blank)</b>	<b>space</b>	
Call Identifier	<b>151-158</b>	pssssccc	p  sss  cccc	plane (A-Z, odd letters for plane A, even letters for plane B)  system identifier (000-999)  call number (0000-9999)	
Spacer	<b>159</b>	_	(blank)	space	
Call Sequence Identifier	<b>160</b>	s	s	call sequence identifier (A-Z)	Does not rollover.
Spacer	<b>161</b>	_	(blank)	space	
Associated Call Identifier	<b>162-169</b>	pssssccc	p  sss  cccc	plane (A-Z, odd letters for plane A, even letters for plane B)  system identifier (000-999)  call number (0000-9999)	

## Extended Reporting Level 1 and Level 2 SMDR Record Fields

If SMDR Extended Reporting Level 1 and Level 2 are enabled in the [SMDR Options](#) form, the Start Time field records the call start time to the second (hour:minute:second). Three new fields are added at the end: one for Two B-Channel Transfer Recording information and two for External Hot Desk User information.

The Extended Report Level 2 SMDR record has 195 characters:

[illegible]

Name	Columns	Symbol	Format	Definition	Notes
Called Party	70-76	qqqqqqq	cccccc	extension number (0-9999999)	Extension numbers can also contain # and *.  IP trunks are identified by X9999.
			Tnnnn	CO trunk number (0000-9999)	
			Xnnnn	non-CO trunk number (0000-9999)	
			ATTmm	attendant (00-99)	
Spacer	77	—	(blank)	space	
LDN Called	78-84	lllllll	lllllll	extension number of attendant-answered call	
Transfer/ Conference Flag	85	k	T	supervised transfer	
			X	unsupervised transfer	
			C	3-way call or conference call	
			U	path unavailable (ACD)	
			I	interflow (ACD)	
Spacer	86	—	(blank)	space	
Third Party	87-93	rrrrrrr	ccccccc	extension number (0-9999999)	Can also contain # and *.
Spacer	94	—	(blank)	space	
Account Code	95-106	aa...aa	aa...aa	account code number (2-12 digits, 00-99...99) or Tag Call Identifier (2 to 12 digits, a = 0-9, a-z, # or *)	Optional.  NOTE: Some third-party SMDR log readers can only handle numeric characters in this field.
Route Optimization Flag	107	s	r	pre-optimization trunk	Applies to MSDN/DPNSS only.
			R	post-optimization trunk	
			(blank)	no route optimization	
System Identifier	108-110	iii	iii	System ID or Node ID (001-999, 000 if system and node ID not programmed)	When both System and Node ID are programmed, field displays System ID.
Spacer	111	—	(blank)	space	
Autovon Call Priority Leve	112	a	a	Autovon call priority level	Autovon is not used in 3300 ICP Release 8.0 or later.
Spacer	113	—	(blank)	space	
ANI	114-133	aa...aa	aa...aa	ANI number (1-20 characters, 0-99...99)	
Spacer	134	—	(blank)	space	
DNIS	135-144	dd...dd	dd...dd	DNIS number (1-10 characters, 0-99...99)	
Spacer	145	—	(blank)	space	
Suite Identifier	146-152	sssssss	sssssss	suite identifier	
Spacer	153	—	(blank)	space	
Call Identifier	154-161	pssssccc	p	plane (A-Z, odd letters for plane A, even letters for plane B)	

			sss	system identifier (000-999)	
			cccc	call number (0000-9999)	
Spacer	<b>162</b>	_	(blank)	space	
Call Sequence Identifier	<b>163</b>	s	s	call sequence identifier (A-Z)	Does not rollover.
Spacer	<b>164</b>	_	(blank)	space	
Associated Call Identifier	<b>165-173</b>	pssscccc	p	plane (A-Z, odd letters for plane A, even letters for plane B)	
			sss	system identifier (000-999)	
			cccc	call number (0000-9999)	
<b>Two B-Channel Transfer Recording</b>	<b>174-179</b>	tttttt	tttttt	tag ID provided by the CO	
Spacer	<b>180</b>	_	(blank)	space	
<b>Calling External Hot Desk User</b>	<b>181-187</b>	eeeeeee	ccccccc	extension number (0-9999999)	
<b>Called External Hot Desk User</b>	<b>189-195</b>	fffffff	ccccccc	extension number (0-9999999)	
Spacer	<b>196</b>	_	(blank)	space	
<b>Calling Party Location Identifier</b>	<b>197-201</b>			The location identifier for the calling party. A 5 ASCII character string.	The Location Identifier fields apply to consoles and sets only, not trunks.
Spacer	<b>202</b>	_	(blank)		
<b>Called Party Location Identifier</b>	<b>203-207</b>			The location identifier for the called party. A 5 ASCII character string.	The Location Identifier fields apply to consoles and sets only, not trunks.

## Related Topics

- [SMDR Extended Reporting](#)
- [SMDR Examples](#)