Article

Call Services and Call Performance

Review your app's use of call services and call performance.

Overview

The data in this report contains information about call performance. It includes details such as call duration, call-termination reason, and call status across different call types.

- Territories: Worldwide

- Platforms: iOS, iPadOS. For more information about iOS and iPadOS, see the Platforms section in [Data Completeness and Corrections](#).

- Availability:

  - Daily: Every day.

- History: On request, data is available beginning with iOS 17.4 and iPadOS 17.4.

- Completeness: Data from devices that contribute to this report can arrive as late as 8 days after the date it generates on device. You can download recent data daily, but it might be incomplete, and data updates incrementally daily, until all late-arriving events are available.

- Privacy:

  - Includes data from users who have opted to share their data with Apple and developers.

  - Individual rows will only appear if they have a value of 5 or more.

- Data Context: You can analyze your data with additional context by comparing it with the data in the [App Sessions Context](#) report, which provides a count of unique devices that use your app on a specific day. For example, if your app performed an action detailed in this report on 10 unique devices on a specific day, and the App Sessions Context report shows there were 100 unique devices running your app that day, then you can approximate that 10% of the devices running your app performed that action.

Report Fields

Report Field	Description	Data Type
Count	Number of times the event occurred	integer
Territory	Country or region in which the event occurred	string
Date	Date when the event occurred	string
Platform	OS version on the device on which the event occurred	string
Device	Type of device on which the event occurred	string
Build	Build of device on which event occurred	string
Unique Devices	The count of unique devices	integer
Release Type	Type of software release	string
Call Termination Reason	Reason for call termination.	string
Call Connected	A Value of 'True' indicates call was in connected state, for example, call and audio were established; 'False' otherwise.	boolean
Call Ended	A value of 'True' if call terminated; 'False' otherwise.	boolean
Call Grouped	A value of 'True' if this was a grouped or conference call; 'False' otherwise.	boolean
Incoming Call	A value of 'True' if call was an incoming or received call; 'False' if call was outgoing call.	boolean
Relay	A value of 'True' if call was relayed and answered on another device, for example, incoming call notification seen on iPhone and Watch, and answered on Watch. In this case, the call is still ongoing in iPhone but relayed to Watch. 'False' otherwise.	boolean
Normal Call End	A value of 'True' if call termination was normal termination, for example, no error or failure case; 'False' if call terminated due to	boolean

Report Field	Description	Data Type
	error or failure.	
Call Duration	Duration, in milliseconds, from call-start to call-end.	integer
Spam	The category for spam call.	string
Spam Risk	The spam risk level associated with the received spam calls.	string

Glossary

Dimension	Value	Definition
Call Termination Reason	NoReason	No Reason
Call Termination Reason	AnsweredElsewhere	Answered Elsewhere
Call Termination Reason	Declined	Declined
Call Termination Reason	DeclinedElsewhere	Declined Elsewhere
Call Termination Reason	DeclinedWithText	Declined With Text
Call Termination Reason	RemoteUnavailable	Remote Unavailable
Call Termination Reason	RemoteHangup	Remote Hangup
Call Termination Reason	HandedOff	Handed Off
Call Termination Reason	RelayFailedConferenceFailed	Relay Failed Conference Failed

Dimension	Value	Definition
Call Termination Reason	RelayFailedNoRelayDevice	Relay Failed No Relay Device
Call Termination Reason	HostDeviceBusy	Host Device Busy
Call Termination Reason	ComponentCrashed	Component Crashed
Call Termination Reason	RelayFailedRelayDeviceRelayNotEnabled	Relay Failed Relay Device Relay Not Enabled
Call Termination Reason	NoLocalLink	No Local Link
Call Termination Reason	CallFailed	Call Failed
Call Termination Reason	RemoteBusy	Remote Busy
Call Termination Reason	ClientDeviceBusy	Client Device Busy
Call Termination Reason	DialFailed	Dial Failed
Call Termination Reason	AccountUnsupported	Account Unsupported
Call Termination Reason	NetworkUnsupported	Network Unsupported
Call Termination Reason	MMIOrUSSDLikely	MMI Or USSD Likely
Call Termination Reason	FilteredOut	Filtered Out
Call Termination Reason	ProviderCrashed	Provider Crashed

Dimension	Value	Definition
Call Termination Reason	MediaStartFailed	Media Start Failed
Call Termination Reason	MediaServerCrashed	Media Server Crashed
Call Termination Reason	ManagedDevicePolicyRestricted	Managed Device Policy Restricted
Call Termination Reason	Kicked	Kicked
Call Termination Reason	LetMeInRequestRejected	Let Me In Request Rejected
Call Termination Reason	InvalidConversationLink	Invalid Conversation Link
Call Termination Reason	ConversationLinksDisabled	Conversation Links Disabled
Call Termination Reason	NoDestinationsAvailable	No Destinations Available
Call Termination Reason	CallFailedNilCallProvider	Call Failed Nil Call Provider
Call Termination Reason	ApplicationNotForegrounded	Application Not Foregrounded
Call Termination Reason	AVConferencedCrashed	AV Conferenced Crashed
Call Termination Reason	CallAgain	Call Again
Call Termination Reason	UnknownParticipantAdded	Unknown Participant Added
Call Termination Reason	CallScreeningTimeout	Call Screening Timeout

Dimension	Value	Definition
Call Termination Reason	VisionCallEstablishmentVersionMismatch	Vision Call Establishment Version Mismatch
Call Termination Reason	DecryptionTimeout	Decryption Timeout
Call Termination Reason	IDSQueryRatelimited	IDS Query Rate limited
Call Duration	0	Represents range from -Infinity to 0
Call Duration	1	Represents range from 0 to 5000
Call Duration	2	Represents range from 5000 to 10000
Call Duration	3	Represents range from 10000 to 15000
Call Duration	4	Represents range from 15000 to 20000
Call Duration	5	Represents range from 20000 to 25000
Call Duration	6	Represents range from 25000 to 30000
Call Duration	7	Represents range from 30000 to 45000
Call Duration	8	Represents range from 45000 to 60000
Call Duration	9	Represents range from 60000 to 120000
Call Duration	10	Represents range from 120000 to 180000

Dimension	Value	Definition
Call Duration	11	Represents range from 180000 to 240000
Call Duration	12	Represents range from 240000 to 300000
Call Duration	13	Represents range from 300000 to 360000
Call Duration	14	Represents range from 360000 to 420000
Call Duration	15	Represents range from 420000 to 480000
Call Duration	16	Represents range from 480000 to 540000
Call Duration	17	Represents range from 540000 to 600000
Call Duration	18	Represents range from 600000 to 1200000
Call Duration	19	Represents range from 1200000 to 1800000
Call Duration	20	Represents range from 1800000 to +Infinity
Spam	business	business
Spam	debt-collection	debt-collection
Spam	emergency-alert	emergency-alert
Spam	fraud	fraud
Spam	government	government
Spam	health	health
Spam	informational	informational

Dimension	Value	Definition
Spam	not-for-profit	not-for-profit
Spam	personal	personal
Spam	political	political
Spam	public-service	public-service
Spam	prison	prison
Spam	spam	spam
Spam	spoofed	spoofed
Spam	survey	survey
Spam	telemarketing	telemarketing
Spam	trusted	trusted
Spam	none	spam identified but category not set
Spam	undefined	carrier sets a category not defined in CB
Spam Risk	High	High
Spam Risk	Medium	Medium
Spam Risk	Low	Low

See Also

Framework Usage

📄 AccessorySetupKit Accessory Picker Sessions

Analyze how many people use your app to set up accessories by using AccessorySetupKit.

📄 AccessorySetupKit Usage

Analyze how often your app uses AccessorySetupKit.