

SMDR Fields

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

1.Call Start

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.

2.Connected Time

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*.

3.Ring Time

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.

4.Caller

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.

5.Direction

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.

6.Called Number

This is the number called by the IP Office. 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 DDI dialed by the caller if available.
- **Outbound calls:** The dialed digits.
- **Voice Mail:** Calls to a user's own voicemail mailbox.

7.Dialed Number

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.

8.Account

The last account code attached to the call. Note: IP Office account codes may contain alphanumeric characters.

9.Is Internal

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

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

10.Call ID

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 is the IP Office is restarted.

11.Continuation

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

12.Party1Device

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, this includes remote SCN 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

13.Party1Name

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

14.Party2Device

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

15.Party2Name

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

16.Hold Time

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

17.Park Time

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

18.AuthValid

This field is used for [authorization codes](#). This field shows **1** for valid authorization or **0** for invalid authorization.

19.AuthCode

This field shows either the authorization code used or **n/a** if no authorization code was used.

20.User Charged

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.

21.Call Charge

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

22.Currency

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

23.Amount at Last User Change

The current AoC amount at user change.

24.Call Units

The total call units.

25.Units at Last User Change

The current AoC units at user change.

26.Cost per Unit

This value is set in the IP Office 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.

27.Mark Up

Indicates the mark up value set in the IP Office 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.

The following additional fields are provided by IP Office SMDR. They are not provided by Delta Server SMDR.

28.External Targeting Cause

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 (Phone Manager Telecommuter mode).
		XfP	Transfer proposal (consultation) call.
		Xfd	Transferred call.

29.External Targeter Id

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 IP Office configuration. For an Incoming Call Route this will be the Tag if set, otherwise **ICR**.

30.External Targeted Number

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 IP Office as a result of the off switch targeting where as other called fields give the original number dialed.

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http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/manager/smdr_fields.htm

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