



Call Logging Output v4.0

Introduction

This document details the output from the Call Logging port of SpliceCom systems, allowing 3rd application developers to build support for SpliceCom solutions directly into their products.

Connection to the Call Logging port is via 4001. TCP connections will be accepted.

No logging output will occur without the CallLogging password being received (newline terminated). The password must be transmitted in one block/packet.

A separate call log entry is output for each target leg of a call. It is only output when the leg has been deleted (disconnected). ConnectedTm will be 0 if it did not connect.

Please Note: From time to time we will add new features to our solutions, which will necessitate additional fields to be added to the Call Logging Output. Existing fields will not be redefined, but please be aware that these new fields will be added at the end of the list.

SpliceCom reserves the right to make alterations or amendments to the detailed specifications at its discretion.

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Call Log Format

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TimeStamp, A_CostCentre, B_TrunkName, A_Name, A_Number, B_OnBehalfOf,
B_Name, B_Number, CallDuration, ConnectedTime, AccountName,
AccountCode, ConnectedStat, A_Trunk, B_Rem, Orig_Cost_Centre, ConfId,
TransferredCall, TransferConfId, Queuing_Time, Distributing_Time,
Agent_Ringing, GMT Date/Time, B_dialled, B_out, B_cost_centre, A_rem,
A_dialled, A_out, A_onbehalfof, A_RemoteName, B_RemoteName,
Customerid, Tariffid, A_Reason_Code, B_Reason_Code,
A_OnBehalfOfNumber, B_OnBehalfOfNumber, Target_Name, Target_Number,
Call Class<newline>
```

Where

TimeStamp	Time that the call log entry was created. dd/mm/yyyy hh:mm
A_CostCentre	The cost centre associated with the A end of the call (User or Department)
B_TrunkName	Name of the trunk the B end used (if any)
A_Name	The name of the A end (source of the call) if known (User/Dept/Contact)
A_Number	The number of the A end (source of the call)
B_OnBehalfOf	The name of the object that caused a call to be forwarded by the B end (User/Dept)
B_Name	The name of the B end (destination of the call) if known (User/Dept/Contact)
B_Number	The number of the B end (destination of the call)
CallDuration	The total duration of the call (milliseconds)
ConnectedTime	The total time the call was connected to the destination (milliseconds)
AccountName	The account code name (if any)
AccountNumber	The account code number (if any)
ConnectedStat	The connection status of the call, where 0=none, 1=connected & 2=sent to voicemail
A_Trunk	Name of the trunk the A end used (if any)
B_Rem	Informational Field. Relates to H.323 B end (call target)
Orig_Cost_Centre	The original cost centre when the call was received
ConfId	The GUID associated with the Call Record

TransferredCall	Indicates a secondary transferred call, typically resulting from a blind transfer, where 0=not, 1=primary, 2=secondary, 3=abandoned, 4=park and 5=un-park
TransferConfID	The GUID (if any) for the associated transferred call
Queuing_Time	The total time that this call was held in queue before it was distributed
Distributing_Time	The total time that this call took to be distributed
Agent_Ringing	The time this call rang at the B end device before it was answered
GMT Date/Time	Time that the call log entry was created in Greenwich Mean Time (GMT) format. dd/mm/yyyy hh:mm:ss.mmm
B_Dialled	The number dialled to reach the B end device
B_Out	The B end is an outgoing call, where 0=no and 1=yes
B_Cost_Centre	The cost centre associated with the B end of the call
A_Rem	Informational Field. Relates to H.323 A end (call establisher)
A_Dialled	The number dialled by the A end device
A_Out	The A end is an outgoing call, where 0=no and 1=yes
A_OnBehalfOf	The name of the object that caused a call to be forwarded by the A end (User/Dept)
A_RemoteName	The alphanumeric name of the A Remote field if available (e.g. A Remote would be the extension number of a User who answered a call on behalf of a Department)
B_RemoteName	The alphanumeric name of the B_Remote field if available
Customerid	Customer Identifier. For use in Hosted applications
Tariffid	Tariff Identifier. For use in Hosted applications
A_Reason_Code	Call Clear Reason Code if cleared by A
B_Reason_Code	Call Clear Reason Code if cleared by B
A_OnBehalfOfNumber	The number of the object that caused a call to be forwarded by the A end
B_OnBehalfOfNumber	The number of the object that caused a call to be forwarded by the B end
Target_Name	The name associated with the number called
Target_Number	The number called
Call Class	The type of call, where 0=normal, 1=remotePSTN, 2=recording and 3=autolisten

Sample Call Logging Output

23/02/2016 15:55,Bill Nelson,,Bill Nelson,705,,,10,0,,,0,,Bill Nelson,63a10600-f580-cc16-9ee4-0007d900ac93,0,0,0,0,23/02/2016 15:55:33.725,,,0,,,30,0,1011,0,,,,0
23/02/2016 15:55,Bill Nelson,,Bill Nelson,705,,,10,0,,,0,,Bill Nelson,a9bd0900-f680-cc16-9ee4-0007d900ac93,0,0,0,0,23/02/2016 15:55:35.080,,,0,,,30,0,1011,0,,,,0
23/02/2016 16:26,Main,,Stanford-le-Hope.,01375270000,,Main,700,30,0,,,0,Modules.Chorleywood I208.BRI3,,Main,a3270b00-3f88-cc16-84ff-0007d9000115,0,,20,10,0,23/02/2016 16:26:39.884,,,0,,287700,0,,,30,0,31,0,,,Main,700,0
23/02/2016 16:29,Bill Nelson,,Bill Nelson,705,,Main,700,3320,0,,,0,,,Bill Nelson,d4be0900-fe88-cc16-9ee4-0007d900ac93,0,10,1790,0,23/02/2016 16:29:54.269,,,0,,,700,0,,,30,0,1011,0,,Main,700,0
23/02/2016 16:30,Bill Nelson,Modules.Total Control Manchester Trunk.Virtual,Bill Nelson,705,,,01923287700,4880,0,,,0,,70a10300-97f4-4f1c-8567-0007d9002d1d,Bill Nelson,1e7c0100-1589-cc16-9ee4-0007d900ac93,0,10,3360,3370,23/02/2016 16:30:18.353,,1,Bill Nelson,,01923287700,0,,,30,0,1011,0,,,Watford,01923287700,0
23/02/2016 16:30,Main,,UNAVAILABLE,,Main,700,2290,0,,,0,Modules.Chorleywood 5100.BRI1,,Main,be720700-1889-cc16-9f52-0007d9002d1d,0,,20,2260,0,23/02/2016 16:30:18.781,,,0,,287700,0,,,30,0,16,0,,,Main,700,0
23/02/2016 16:31,Bill Nelson,,Bill Nelson,705,,InboundRecordings,8013,19480,18920,,,2,,!LeaveRecording,Bill Nelson,66e40700-4989-cc16-9ee4-0007d900ac93,0,0,550,550,23/02/2016 16:31:25.246,,1,Bill Nelson,,8013,0,,,30,0,1011,0,,,InboundRecordings,8013,2
23/02/2016 16:31,Main,,Iver,01753690000,Bill Nelson,Main,700,23860,19930,,,1,Modules.Chorleywood I208.BRI3,705,Main,e6130400-4589-cc16-84ff-0007d9000115,0,,20,3910,3890,23/02/2016 16:31:25.250,,1,Main,,287700,0,,,Bill Nelson,30,0,0,1011,,705,Main,700,0
23/02/2016 16:48,Support,,03713210101,David Sylvian,Support,200,84570,76110,,,1,Modules.Chorleywood 5100.BRI2,718,Support,9d780b00-168d-cc16-9f52-0007d9002d1d,0,,150,8300,8300,23/02/2016 16:48:43.330,,1,Support,,282200,0,,,David Sylvian,30,0,16,0,,718,Support,200,0
23/02/2016 16:51,Todd Rundgren,,RCA Records,08452410000,,Todd Rundgren,717,25570,2510,,,2,Modules.Chorleywood 5100.BRI2,!LeaveVoicemail,Todd Rundgren,ffc40100-168e-cc16-9f52-0007d9002d1d,0,,0,23050,3010,23/02/2016 16:51:59.690,,1,Todd Rundgren,,287717,0,,,30,0,31,0,,,Todd Rundgren,717,0
23/02/2016 17:10,Bill Nelson,,Bill Nelson,705,,InboundRecordings,8013,184840,184300,,,2,,!LeaveRecording,Bill Nelson,759b0d00-ba91-cc16-9ee4-0007d900ac93,0,0,530,530,23/02/2016 17:10:12.036,,1,Bill Nelson,,8013,0,,,30,0,1011,0,,,InboundRecordings,8013,2
23/02/2016 17:10,Main,,Thomas Dolby,07734020000,Bill Nelson,Main,700,191240,185380,,,1,Modules.Chorleywood I208.BRI3,705,Main,030c0a00-b491-cc16-84ff-0007d9000115,0,,20,5830,5800,23/02/2016 17:10:12.042,,1,Main,,287700,0,,,Bill Nelson,30,0,0,1011,,705,Main,700,0
23/02/2016 17:11,Support,,03713210000,Robert Fripp,Support,200,436490,431040,,,1,Modules.Chorleywood I208.BRI3,721,Support,cc610700-2091-cc16-84ff-0007d9000115,0,,120,5330,5280,23/02/2016 17:11:49.112,,1,Support,,282200,0,,,Robert Fripp,30,0,16,0,,721,Support,200,0
23/02/2016 17:35,Support,,Ireland,00353860480000,Robert Fripp,Support,200,391010,384880,,,1,Modules.Chorleywood 5100.BRI1,721,Support,74320100-d796-cc16-9f52-0007d9002d1d,0,,140,5990,3460,23/02/2016 17:35:26.112,,1,Support,,282200,0,,,Robert Fripp,30,0,0,1011,,721,Support,200,0

Please note that the phone numbers in the Call Log Output above have all been modified to end in 0000.

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