



UC System Detailed Call Reporting Fields

Field	Description
Date and Time	Displays the start date and time of the call. mm/dd/yyyy h:mm:ss AM/PM.
Call Duration	The total connect time for a call. hh:mm:ss
Call Type	Internal, Inbound External, Outbound External.
Call Subtype	local_extension, voicemail, conference, huntgroup, ivr, acd, pickup, supervisor, unpark, emergency, fax, denied, invalid
Source Number	Number of the call originator.
Source Name	Name of the call originator (if available).
Destination Number	Number of the called party.
Destination Name	Name of the called party (internal calls only).
Source Area Code	Area Code of the call originator.
Destination Area Code	Area Code of the called party.
Month	Month of start of call, 1-12.
Date of Week	Day of start of call, 1-7 (1=Sunday).
Hour of Day	Hour of start of call, 1-24.
Notes	User notes entered through the user portal call log.
Rate	Call Rate for selected carrier used for call (from Outside Access Codes/Carrier).
Cost	Cost of routed call for selected carrier.
Time to Answer	Length of time it took to answer call.
Dialed Number	Exact number that was dialed, including access codes.
Disposition	Cause of call disconnect.
Cause Value	ITU-T code that represents the Disposition of call.
Carrier/Location	Carrier/Location used to route call.
Trunk	Trunk used to route call.
Card	Trunk card within the Teo Server used to route call.
Port	Port on the trunk card within the Teo Server used to route call.
Channel	For PRI Service, the PRI channel used to route call.
Codec	Codec type selected for call.
Fax Remote Caller ID	Caller ID of the sender of a received fax, reported in the fax header.



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Field	Description
Fax Result/Code	Disposition of fax transmission. 0 OK 2 Timed out waiting for initial communication 3 Timed out waiting for the first message 5 The HDLC carrier did not stop in a timely manner 6 Failed to train with any of the compatible modems 13 Unexpected message received 14 Received bad response to DCS or training 15 Received a DCN from remote after sending a page 17 Received a DCN while waiting for a DIS 20 Received no response to DCS or TCF 23 Invalid ECM response received from transmitter 31 Timer T2 expired while waiting for fax page 32 Timer T2 expired while waiting for next fax page 48 Disconnected after permitted retries 49 The call dropped prematurely
Fax Pages Sent	Number of pages faxed on an outbound fax call.
Outbound Caller ID Name	The outbound caller ID name associated with an outbound call.
Outbound Caller ID Number	The outbound caller ID number associated with an outbound call.
First Destination Name	Name of where call was first routed (useful for transferred calls).
First Destination Number	Number of where the call was first routed (useful for transferred calls).
Source Note	Supplementary information associated with the call originator (e.g. PICKUP <name>-<number>, CALL BLOCKED, INTERCOM, PARKED AT <number>, etc.).
Destination Notes	Supplementary information associated with the called party (e.g. PICKUP <name>-<number>, PUSHED TO <number>, CALL SWIPED, MONITOR <number>-<name>, CALL DENIED, PARKED AT <number>, ACD ON DEMAND LOGIN, ACD AVAILABLE LOGIN, ACD LOGOUT, DIRECT TO VOICEMAIL, etc.).