

## SMDR Output Fields

Each SMDR record contains call information in a comma-separated format (CSV), that is variable-width fields with each field separated by commas.

- The first line in the CSV file contains the field names, ie. headers.
- Depending on the activities during a call, some calls can be represented by several SMDR records. However for each call, a single call ID is included in all associated SMDR records for that call.
- The last record output for a call is marked as such by setting the continuation field to zero. This indicates no further records with that call ID will be output.
- The total duration of record is calculated as **Call Duration + Ring Duration + Hold Time + Park Time**

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## Standard SMDR Fields

The SMDR Delta Server output contains the following fields:

- **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.
- **Call Duration**  
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.
- **Ring Duration**  
Duration of the ring part of the in *SSSS* format. 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.
- **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.
- **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.
- **Called Number**  
This is the number called. 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 or group called.
  - Inbound calls: The DDI dialed by the caller if available.
  - Outbound calls: The dialed digits.
  - Voice Mail: Calls to a users own voicemail mailbox.
- **Dialled Number**  
For internal calls and outbound calls, this is identical to the called\_number above. For inbound calls, this is the DDI dialed by the caller.
- **Account**  
The last account code attached to the call. Note: IP Office account codes may contain alphanumeric characters.

- **Is Internal**  
0 or 1, denoting whether both parties on the call are internal or external (1 being an internal call). Traffic between IP Office systems and other switch's (including other IP Office sites) are represented as external calls.
- **Call ID**  
The call id. This is a number This is generated by the IP Office upon creation of the call.
- **Continuation**  
1 if there is a further record for this call id, 0 otherwise.
- **Party1Device**  
The device number – E1234 for an extension, T1234 for a trunk or V1234 for a voicemail channel for the first party on the call. Note: If an extension is involved in the call it will have priority over a trunk, therefore the Party 1 device is not always the call maker.
- **Party1Name**  
The name of the device – for an extension or agent, this is the user name. For a trunk, this is "Line XX.XX".
- **Party2Device**  
The device number – E1234 for an extension, T1234 for a trunk or V1234 for a voicemail channel for the first party on the call.
- **Party2Name**  
The name of the device – for an extension or agent, this is the user name. For a trunk, this is "Line XX.XX".
- **Hold Time**  
The amount of time in seconds the call has been held during this call segment.
- **Park Time**  
The amount of time in seconds the call has been parked during this call segment.

The following fields are used is authorization codes have been enabled.

- **AuthValid**  
This field shows either the authorization code used or *n/a* if no authorization code was used.
- **AuthCode**  
This field shows **1** for valid authorization or **0** for invalid authorization.