SMDR
Specification

Revision 3

Revision History:

Rev	Date	Originator	Detail
1	01/12/2010	Justin Bogli	Initial Draft
2	01/21/2010	Justin Bogli	SMDR reports per leg, tied together by call id. Added Call ID, final entry flag, and authorization/account code. Added Example of two part call.
3	05/09/2011	Michael Lunn	Updated Call Statuses

SMDR data from server

The SMDR data tis outputted from the Reporting->Reports Page. (the export button will only give you a CDR-summary). The file should be polled by directly by calling [ip address]/ippbx/exportCSV.php .
 By default it will give you all completed calls that day, in SMDR format.

To specify a range of times, you can use the get variables 'etime' and 'stime'. If you provide an stime, it will give you all records from that time until the current time. If you specify both, it will give you records between those times.

Example:
[ip address]/ippbx/exportCSV.php?stime=[epoch]

The SMDR specification

Start Time	End Time	Direction	Trunk	Call ID	Source	Source CID	Source Channel
1264086258	1264086296	Incoming	DAHDI/1-1	1264086247.6308	7145554445	7145554445	DAHDI/1-1

Destination	Destination CID	Destination Channel	DID	Ring Group
Elaine Blodgett		SIP/2208	9413062200	rg_33

Hold Time	Status	Total Call Length	Final Entry	Account Code	Authorization Code
3	TRANSFERRED	35			

Field Specification

Start Time to End Time is the total length of the call.
　　Epoch Time
Direction is the direction the call in coming
　　Incoming, Outgoing, or Internal

Trunk is the associated inbound/outbound trunk
　　(SIP/ or DAHDI/ or IAX/)
Call ID
　　The call id of the parent call entry (ties multiple legs of a call together
Source
　　The Nickname the PBX gives the Source
Source Caller ID
　　The Caller ID of the Source
Source Channel
　　The Channel of the Source caller
Destination
　　The Nickname the PBX gives the Destination

Destination Caller ID
> The Caller ID of the Destination

Destination Channel
> The Channel of the Destination caller

DID
> The DID the Call came in on (if applicable)

Ring Group Name
> If it is sent into a ring group, the name of that ring group.

Hold Time
> The amount of time the party was waiting for an Agent

Status

- Abandoned: Call entered a Queue, but the caller hung up before the call was answered or met the failover requirement.
- ChanUnavail: No channel was able to be created for the call due to a possible error state for the intended destination.
- Agent Completed: Connected Queue call was terminated at the extension.
- Hangup: Call to a Menu, but the caller hung up before taking any actions.
- Caller Completed: Connected Queue call was terminated at the calling parties end.
- Cancel: Call from an Extension, but the caller hangs up before the call is connected.
- Answer: A connected call.
- No Answer: A call that met the ring time of an extension without being answered.
- Timeout Exit: Call to a Queue that meets the Timeout.
- VM Not Left: Call ended with the caller being sent to voicemail where they did not leave a message.
- VM Left: Call ended with the caller being sent to voicemail where they left a message.
- Transferred: Connected call successfully transferred.
- Busy: Call out a trunk returned busy status, or extension was busy.
- - : Defines the call is still active, and the status will update when completed. Click on the call record for details.
- Exited Empty Queue: Call to Queue that follows Exit Empty rule.
- Exited With Key: Call to Queue that follows the Exit Menu key press.
- Account Code: Reserved for future account name information
- Authorization Code: Reserved for future authorization code information

Example:
The call is incoming on a hardware channel 1 group 1, the call ID links the two records together. The call first goes to a ring group 'rg_33' is answered by SIP/2208 (Elaine), and was transferred after 35 seconds of talking. Because the final flag is not set, we know there will be more about this call in the future.

The second entry for the call was picked up by SIP/2210 (Chris) and lasted 81 seconds long. The final entry flag has a '1' signifying it is the last leg of this call.

1264086258, 1264086296, Incoming, DAHDI/1-1, 1264086247.6308, 7145554445, 7145554445, Zap/1-1,

Elaine Blodgett, , SIP/2208, 9413062200, rg_33, 3, TRANSFERRED,35,

1264086296, 1264086395, Incoming, DAHDI/1-1, 1264086247.6308, 7145554445, 7145554445, Zap/1-1, Chris Beavers, 2210, SIP/2210-087b12f0, 9413062200, , , ANSWER, 81, 1