



# Data Dictionary

Version 6.5



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## 1. Call Forensics

### 1.1. Data Table

The following table includes the definitions for the Call Forensic fields. The definition is typically for the “segment” level. For grouping rows in the web grid displays, the field may or may not be populated based on report logic. For instance, a field like Organization or Phone Type, will only be populated at grouping level if all grouped segments have same value for field. For fields such as Call Duration or Cost, the grouping row will represent a total for the grouped segments.

Field Name	Definition
Account Code	The account code reported by the switch, if used. Some customers require some toll calls to be charged to an account.
ACD Agent ID	Login ID of ACD agent involved in an incoming or outgoing answered call.
Auth Code Description	A description of the authorization code used for this call.
Authorization Level	The authorization level in effect during the call.
Average Call Duration	The average time a call is connected for calls/segments. Does not include ring time. Refer to Note 4.
Average Cost	The average cost of calls/segments based on inputted values by call type. Refer to Note 4.
Average Hold Duration	Average time the call was on hold for calls/segments where the time on hold was more than zero. Refer to Note 4.
Average Ring Duration	The average time for calls/segments that the destination phone rang before the call was either answered or terminated. Refer to Note 4.
Average Queue Duration	Average time call was held in a queue for calls/segments where the time queued was more than zero. Refer to Note 4.
Average Seizure Duration	The average time the switch extension or trunk used in the call was occupied for calls/segments. Refer to Note 4.
Average Wait Duration	The average “waiting” time for calls/segments or the average time call/segment was ringing or in queue. Refer to Note 4.
Bandwidth	The bandwidth required to handle the call in kilobaud, based on the codec. Not necessarily the bandwidth used if silence frames occur or packets were lost.
Building	The building name assigned to the charged extension.
Call Duration	The time that a call is connected. Does not include ring time, but would include hold and queue times.
Call ID	A unique number that is the same for all call segments that are part of the same call. Sort of like a serial number.
Call Phase	For OpenScope/HiPath 4000 switches, the phase of call when a segment ended. Referred to as SWP.
Call Type	Based on call direction and inputted values of number of dialed digits and dialed prefixes.
Called Customer ID	The ID assigned by the switch to the called customer party.
Called Number	The originally called number. Basically the number dialed by the caller before the call is forwarded or distributed.
Calling Customer ID	The ID assigned by the switch to the calling customer party.

Field Name	Definition
Calls	The number of calls reported. For simple calls, this is just the number of call records. More complex calls, such as those involving a transfer, may have multiple call records and still count as only one call. All of the call segments for a single call will have the same Call ID.
Calls Inbound	The number of inbound calls reported. For simple calls, this is the number of inbound call records. For more complex calls, such as those involving a transfer, it is based on the Call Type of the initial segment of the call.
Calls Internal	The number of internal calls reported. For simple calls, this is the number of internal call records. For more complex calls, such as those involving a transfer, it is based on the Call Type of the initial segment of the call.
Calls Outbound	The number of outbound calls reported. For simple calls, this is the number of outbound call records. For more complex calls, such as those involving a transfer, it is based on the Call Type of the initial segment of the call.
Charged Country	Name of the country associated with the charged location.
Charged Extension	The extension that placed an outgoing or internal call or received an incoming call.
Charged Extension MAC Address	The MAC address of the phone that placed an outgoing or internal call or received an incoming call.
Charged Location	The location name assigned to the charged extension.
Charged Party	The subscriber name assigned to the charged extension.
Charged Region/City	Name of the city or region associated with the charged location.
Clearing Cause	Call information on why a call segment ended.
Comment	A note added to describe the call, often used for malicious calls.
Connected Building	The building name assigned to the Connected Number.
Connected COS	The class of service assigned to the Connected Number.
Connected Cost Center	The cost center assigned to the Connected Number.
Connected Country	For an incoming call, it is equal to Originating Country. For outgoing or internal call, it is equal to Destination Country.
Connected Department	The department name assigned to the Connected Number.
Connected Location	The opposite location of the Charged Location for a call. For an incoming call, it is equal to Originating Location. For outgoing or internal call, it is equal to Destination Location.
Connected Manager	The manager name assigned to the Connected Number.
Connected Number	The originating number for an incoming call or the destination number for an outgoing or internal call. The opposite party as the Charged Extension.
Connected Number MAC Address	The MAC address of the phone for the opposite extension as the Charged Extension.
Connected Organization	The organization name assigned to the Connected Number.
Connected Party	The subscriber name assigned to the Connected Number.
Connected Region/City	For an incoming call, it is equal to Originating Region/City. For outgoing or internal call, it is equal to Destination Region/City.
COS	The class of service assigned to the charged extension.
Cost	The cost of a call based on inputted values by call type.
Cost Center	The cost center assigned to the charged extension.
Department	The department name assigned to the charged extension.
Dest % Packets Lost	Quality of Service (QoS) metric of the percent packets lost by the Destination device.

Field Name	Definition
Dest Avg Jitter	Quality of Service (QoS) metric of the average jitter reported by the Destination device. Refer to Note 2 for Unify implementations.
Dest Avg Latency	Quality of Service (QoS) metric of average latency reported by the Destination device.
Dest Avg MOS	Quality of Service (QoS) metric of average MOS score reported by the Destination device.
Dest Avg R-Factor	Quality of Service (QoS) metric of the average R-Factor reported by the Destination device.
Dest Codec	Codec used by the Destination device.
Dest Good Packets	Number of packets received and converted to voice by the Destination device.
Dest Max % Packets Lost	Maximum percent packets lost by Destination device.
Dest Max Jitter	Quality of Service (QoS) metric of the maximum jitter reported by the Destination device. Refer to Note 3 for Cisco implementations.
Dest Max Latency	Quality of Service (QoS) metric of maximum latency reported by the Destination device. Refer to Note 1 for Unify implementations and Note 3 for Cisco implementations.
Dest Max MOS	Quality of Service (QoS) metric of the maximum MOS score reported by the Destination device. Refer to Note 1 for Unify implementations.
Dest Max R-Factor	Quality of Service (QoS) metric of the maximum R-Factor reported by the Destination device. Refer to Note 1 for Unify implementations.
Dest Min MOS	Quality of Service (QoS) metric of minimum MOS score reported by the Destination device. Refer to Note 1 for Unify implementations.
Dest Min MOS Time	Time at which at minimum MOS value reported by Destination device.
Dest Min R-Factor	Quality of Service (QoS) metric of the minimum R-Factor reported by the Destination device. Refer to Note 1 for Unify implementations.
Dest Packets Discarded	Number of packets received but discarded by the Destination device because they arrived too late, the jitter buffer was full, or packets were garbled in some way.
Dest Packets Lost	Number of packets never received by the Destination device plus packets discarded. Note: For Cisco, value does not include packets discarded.
Dest Packets Received	Number of packets received by the Destination device. Includes both good and discarded packets.
Dest Packets Sent	Number of packets sent by the Destination device.
Dest Silence Frame Occurrences	Number of times that a sequence of silence frames was seen in the incoming voice stream by the destination device.
Destination	The extension number that is connected to the call for an incoming call, the digits transferred to the public network for an outside call, or the extension that received an internal call.
Destination Country	The name of the country associated with the destination number of a call.
Destination IP Address	The IP address of the extension number that is connected to the call for an incoming or internal call or the IP address of the gateway/trunk group for an outside call. Or, in some networks, this may be the IP address of device such as router, firewall or gateway. Refer to your switch administrator for detailed information.
Destination Location	The name of the corporate site (gateway/switch location) where the call segment left the corporate network/WAN, most likely to enter PSTN.
Destination MAC Address	The MAC address of the phone that received the call.
Destination Party	The subscriber name assigned to the destination number.
Destination Region/City	The name of the city or region associated with the destination number of a call.

Field Name	Definition
Destination SIP Phone Gateway	IP address/name of the gateway that connects destination phone to the network.
Direction	Indicates the direction of the call. Options include: "O" for outbound (including Network call type), "I" for inbound or "Internal."
End Seizure Time	The clock time that a call ended. In the time zone of the switch carrying the call.
Floor	The floor assigned to the charged extension.
Forwarding Number	The extension number of the device that forwarded the call to another number.
Gateway Called	If a call is placed to an extension or trunk connected to an IPDA, this is the name of that IPDA gateway.
Gateway Calling	If a call is placed from an extension or trunk connected to an IPDA, this is the name of that IPDA gateway.
Hold Duration	Total number of seconds that the call was on hold. Note: For OpenScape 4000/HiPath 4000, hold time is only available for logged in ACD agents leveraging the Consult or Transfer feature.
Hour	Hour of day for the call based on Start Talk Time.
IDF	The intermediate distribution frame associated to the charged extension.
Initiated Disconnect	The phone number of the party which first dropped the voice connection. Note, for OSV the field may be blank if both parties hung up almost simultaneously.
Jack	The jack assigned to the charged extension.
Last Redirect Number	The number of the party that last changed the call flow, typically the Transfer or Forwarding number.
LCR Route	The Least Cost Route selected by the switch for an outgoing call.
Manager	The manager name assigned to the charged extension.
Max Simultaneous Calls	The maximum number of calls in progress concurrently during the period. Includes data only from call segments which are included in the report. Not available for periods of an hour or less.
Max Simultaneous Seizures	The maximum number of concurrent seizures in progress during the period. Accounts for in progress and ringing calls. Includes data only from call segments which are included in the report. Not available for periods of an hour or less.
MDF	The main distribution frame associated to the charged extension.
Media Type	Indicates the type of traffic carried. Options include: Voice, Data, Fax, Video, Text message and wideband.
Month	Calendar month for the call based on Start Talk Time.
OnNet Savings	Displays how much money was saved by routing the call over the corporate network versus if it was routed over PSTN. Value will usually be positive for a call, but in rare cases it could be negative if the user assigns a high cost to network routed calls.
OnNet Savings Opportunity	Displays how much money could be saved if the call was routed over the corporate network instead of being routed over PSTN.
Organization	The organization name assigned to the charged extension.
Orig % Packets Lost	Quality of Service (QoS) metric of the percent packets lost by the Originating device.
Orig Avg Jitter	Quality of Service (QoS) metric of the average jitter reported by the Originating device. Refer to Note 2 for Unify implementations.
Orig Avg Latency	Quality of Service (QoS) metric of average latency reported by the Originating device.
Orig Avg MOS	Quality of Service (QoS) metric of average MOS score reported by the Originating device.

Field Name	Definition
Orig Avg R-Factor	Quality of Service (QoS) metric of the average R-Factor reported by the Originating device.
Orig Codec	Codec used by the Originating device.
Orig Good Packets	Number of packets received and converted to voice by the reporting device.
Orig Max % Packets Lost	Maximum percent packets lost by Originating device.
Orig Max Jitter	Quality of Service (QoS) metric of the maximum jitter reported by the Originating device. Refer to Note 3 for Cisco implementations.
Orig Max Latency	Quality of Service (QoS) metric of maximum latency reported by the Originating device. Refer to Note 1 for Unify implementations and Note 3 for Cisco implementations.
Orig Max MOS	Quality of Service (QoS) metric of the maximum MOS score reported by the Originating device. Refer to Note 1 for Unify implementations.
Orig Max R-Factor	Quality of Service (QoS) metric of the maximum R-Factor reported by the Originating device. Refer to Note 1 for Unify implementations.
Orig Min MOS	Quality of Service (QoS) metric of minimum MOS score reported by the Originating device. Refer to Note 1 for Unify implementations.
Orig Min MOS Time	Time at which at minimum MOS value reported by Originating device.
Orig Min R-Factor	Quality of Service (QoS) metric of the minimum R-Factor reported by the Originating device. Refer to Note 1 for Unify implementations.
Orig Packets Discarded	Number of packets received but discarded by the Originating device because they arrived too late, the jitter buffer was full, or packets were garbled in some way.
Orig Packets Lost	Number of packets never received by the Originating device plus packets discarded. Note: For Cisco, value does not include packets discarded.
Orig Packets Received	Number of packets received by the Originating device. Includes both good and discarded packets.
Orig Packets Sent	Number of packets sent by the Originating device.
Orig Silence Frame Occurrences	Number of times that a sequence of silence frames was seen in the incoming voice stream by the Originating device.
Originating Country	The name of the country associated with the Originating Location.
Originating IP Address	The IP address of the party that placed the call. Or, in some networks, this may be the IP address of device such as router, firewall or gateway. Refer to your switch administrator for detailed information.
Originating Location	The name of the corporate site (gateway/switch location) where the call segment entered the corporate network/WAN.
Originating Number	The number of the party that placed the call. This is the number that would appear as the "Caller ID" on a phone. If Caller ID is blocked or missing, this may be shown as "Blocked" or "Unavailable" based on the switch.
Originating Number MAC Address	The MAC address of the phone that placed the call.
Originating Party	The name associated with the Originating Number.
Originating Region/City	The name of the city or region associated with the Originating Location.
Originating SIP Phone Gateway	IP address/name of the gateway that connects originating phone to the network.
Pad	The pad name assigned to the charged extension.
Phone Type	The name of the phone type for the charged extension.
Pilot Number	The pilot number of the Hunt/ACD group which was called.

Field Name	Definition
PIN	Personal Identification Number, up to 15 characters. Note that this option is only available if the PBX is configured to support PINs. Also, for security reasons, the Administrator must choose to allow the PIN column in reports, by checking the coordinating box in the CDR Reports tab of the switch properties.
Qtr Hour	Quarter hour for the call based on Start Talk Time.
Quarter	Calendar quarter for the call based on Start Talk Time.
Queue Duration	Total number of seconds that call was held in a queue.
Ring Duration	Total number of seconds the destination phone rang before the call was either answered or terminated.
Room Number	The room number assigned to the charged extension.
Segments	The number of call segments.
Seizure Code	The code for seizing a trunk. A typical example is the "9" dialed to get an outside line. Not all switches report the seizure code separately.
Seizure Duration	The length of time in seconds that the switch extension or trunk used in the call was occupied by the call.
SIP Response Code	SIP response code associated with the clearing cause when a call segment ended due to an error.
Start Date	The date on which a call is answered or started, based on the time zone on the switch.
Start Seizure Time	The clock time that a call began. When the first trunk or extension used by the call on the switch is seized. Includes ring time. In the time zone of the switch carrying the call.
Start Talk Time	The clock time that a call is answered or sent to queue. Or if the call is not answered, the time the call was placed. In the time zone of the switch carrying the call.
Supplemental Service	For OpenScope/HiPath 4000 switches, additional information on the state of the call during this call segment. Referred to as SUPLSERV.
Switch Name	The PBX monitored by Traffic Analyst that is carrying the call.
Switch:Trunk Group Prime	Concatenation of the Switch and Trunk Group Prime names for sorting and filtering in multi-switch environments using common Trunk Group names across switches.
Switch:Trunk Group Transit	Concatenation of the Switch and Trunk Group Transit names for sorting and filtering in multi-switch environments using common Trunk Group names across switches.
Transfer Number	The extension number of the device that transferred a call.
Trunk Channel Primary	The number of the trunk and the channel on that trunk within the "Trunk Group Prime" used by an incoming or outgoing call. For analog trunks, there is no channel number. Format of field is TrunkNumber:Channel.
Trunk Channel Transit	The number of the trunk and the channel on that trunk within the "other" trunk group used by a call that transits the switch (in one trunk group and out another). In this case, the outgoing trunk is the "Trunk Group Prime" and the incoming trunk is the "Trunk Group Transit." For analog trunks, there is no channel number. Format of field is TrunkNumber:Channel.
Trunk Group Prime	The primary trunk group used by an incoming or outgoing call. Also the only trunk group used if call originates or terminates on the switch reporting the call.
Trunk Group Prime Address	Hostname or IP address of the Trunk Group Prime.
Trunk Group Prime Description	User-defined name of the Trunk Group Prime.
Trunk Group Transit	The "other" trunk group used by a call that transits the switch (in one trunk group and out another). In this case, the outgoing trunk group is in "Trunk Group Prime" and the incoming trunk group is "Trunk Group Transit."



Field Name	Definition
Trunk Group Transit Address	Hostname or IP address of the Trunk Group Transit.
Trunk Group Transit Description	User-defined name of the Trunk Group Transit.
Trunk Number Primary	The number of the trunk within the “Trunk Group Prime” used by an incoming or outgoing call. For OpenScope/HiPath 4000 switches, this is the line number or it can be a custom “virtual” trunk number if that feature is configured on the switch for the trunk.
Trunk Number Transit	The number of the trunk within the “other” trunk group used by a call that transits the switch (in one trunk group and out another). In this case, the outgoing trunk is the “Trunk Group Prime” and the incoming trunk is the “Trunk Group Transit.” For OpenScope/HiPath 4000 switches, this is the line number or it can be a custom “virtual” trunk number if that feature is configured on the switch for the trunk.
Trunk PEN Primary	The Port Equipment Number (PEN) of the trunk and the channel on that trunk within the “Trunk Group Prime” used by an incoming or outgoing call. For analog trunks, there is no channel number. Format of field is LTG-LTU-SLOT-CCT:Channel. LTG is always “1”; 2nd field is the shelf; 3rd field is the slot; 4th field is the port or connect. An example: “1-1-61-1:21”.
Trunk PEN Transit	The Port Equipment Number (PEN) of the trunk and the channel on that trunk within the “other” trunk group used by a call that transits the switch (in one trunk group and out another). In this case, the outgoing trunk is the “Trunk Group Prime” and the incoming trunk is the “Trunk Group Transit.” For analog trunks, there is no channel number. Format of field is LTG-LTU-SLOT-CCT:Channel. LTG is always “1”; 2nd field is the shelf; 3rd field is the slot; 4th field is the port or connect. An example: “1-1-61-1:21”.
Wait Duration	The “waiting” time, or the time the call was ringing and in queue. (Note: For switches that do not provide Queue Duration, Wait Duration equals Ring Duration.)
Week	Calendar week for the call based on Start Talk Time.
Year	Year for the call based on Start Talk Time.

<sup>1</sup>Min and Max for each segment are available if Unify devices configured to send QoS SNMP traps periodically instead of only at end of segment. If only at end of segment, Traffic Analyst substitutes the Average value so when segments are grouped by time (e.g. hour, day, week, month) the Min and Max values across the time range can be seen in the grouping row.

<sup>2</sup>Average by segment is available if Unify devices configured to send QoS SNMP traps periodically instead of only at end of segment. If only at end of segment, Traffic Analyst substitutes the Maximum value so that when segments are grouped by time (e.g. hour, day, week, month) an Average value across the time range can be seen in the grouping row.

<sup>3</sup>Min and Max for each segment are not available. Traffic Analyst substitutes the Average value so when segments are grouped by time (e.g. hour, day, week, month) the Min and Max values across the time range can be seen in the grouping row.

<sup>4</sup>The “Average” fields are only available at grouping row levels. If the report definition is “Segments” or “Subtotal by,” the average is calculated based on the number of Segments. If report definition is “Calls,” then the average is calculated based on number of calls.

## 1.2. Field Availability by Switch Type

The following table displays the available Call Forensic fields. For QoS metrics, additional configuration of the switch or phones (depending on platform) is required.

Field Name	Avaya Aura Definity G3 S8700	Cisco Unified Communica- tions Manager	Nortel (Avaya Blue) CS1000 Meridian SL1	Unify OpenScape Voice	Unify OpenScape 4000 / HiPath 4000	Unify HiPath 3000 & OpenScape Business	Siemens Hicom 300 & 9751	Ascom IP-DECT
Account Code	✓	✓	✓	✓	✓	✓	✓	
ACD Agent ID					✓			
Auth Code Description		✓						
Authorization Level		✓						
Average Call Duration	✓	✓	✓	✓	✓	✓	✓	✓
Average Cost	✓	✓	✓	✓	✓	✓	✓	✓
Average Hold Duration				✓	✓			
Average Ring Duration		✓	✓	✓	✓	✓		✓
Average Queue Duration		✓	✓		✓			
Average Seizure Duration	✓	✓	✓	✓	✓	✓		✓
Average Wait Duration		✓	✓	✓	✓	✓		✓
Bandwidth		✓		✓	✓			✓
Building	✓	✓	✓	✓	✓	✓	✓	✓
Call Duration	✓	✓	✓	✓	✓	✓	✓	✓
Call ID	✓	✓	✓	✓	✓	✓	✓	✓
Call Phase					✓			
Call Type	✓	✓	✓	✓	✓	✓ no internal calls	✓ no internal calls	✓
Called Customer ID				✓ if configured				
Called Number	✓	✓	✓	✓	✓	✓	✓	✓
Calling Customer ID				✓ if configured				
Calls	✓	✓	✓	✓	✓	✓	✓	✓
Calls Inbound	✓	✓	✓	✓	✓	✓	✓	✓
Calls Internal	✓	✓	✓	✓	✓			✓
Calls Outbound	✓	✓	✓	✓	✓	✓	✓	✓
Charged Country	✓	✓	✓	✓	✓	✓	✓	✓
Charged Extension	✓	✓	✓	✓	✓	✓	✓	✓
Charged Extension MAC Address		✓						
Charged Location	✓	✓	✓	✓	✓	✓	✓	✓
Charged Party	✓	✓	✓	✓	✓	✓	✓	✓

Field Name	Avaya Aura Definity G3 S8700	Cisco Unified Communica- tions Manager	Nortel (Avaya Blue) CS1000 Meridian SL1	Unify OpenScape Voice	Unify OpenScape 4000 / HiPath 4000	Unify HiPath 3000 & OpenScape Business	Siemens Hicom 300 & 9751	Ascom IP-DECT
Charged Region/City	✓	✓	✓	✓	✓	✓	✓	✓
Clearing Cause		✓		✓	✓			✓
Comment		✓						
Connected Building	✓	✓	✓	✓	✓	✓	✓	✓
Connected COS	✓	✓	✓	✓	✓	✓	✓	✓
Connected Cost Center	✓	✓	✓	✓	✓	✓	✓	✓
Connected Country	✓	✓	✓	✓	✓	✓	✓	✓
Connected Department	✓	✓	✓	✓	✓	✓	✓	✓
Connected Location	✓	✓	✓	✓	✓	✓	✓	✓
Connected Manager	✓	✓	✓	✓	✓	✓	✓	✓
Connected Number	✓	✓	✓	✓	✓	✓	✓	✓
Connected Number MAC Address		✓						
Connected Organization	✓	✓	✓	✓	✓	✓	✓	✓
Connected Party	✓	✓	✓	✓	✓	✓	✓	✓
Connected Region/City	✓	✓	✓	✓	✓	✓	✓	✓
COS	✓	✓	✓	✓	✓	✓	✓	✓
Cost	✓	✓	✓	✓	✓	✓	✓	✓
Cost Center	✓	✓	✓	✓	✓	✓	✓	✓
Country	✓	✓	✓	✓	✓	✓	✓	✓
Department	✓	✓	✓	✓	✓	✓	✓	✓
Dest % Packets Lost		✓ if configured		✓ if configured	✓ if configured			
Dest Avg Jitter		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Avg Latency		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Avg MOS		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Codec		✓ if configured		✓ if configured	✓ if configured			✓
Dest Good Packets				✓ if configured	✓ if configured			
Dest Max % Packets Lost		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Max Jitter		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Max Latency		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Max MOS		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Max R-Factor		✓ if configured		✓ if configured	✓ if configured			✓ Note A

Field Name	Avaya Aura Definity G3 S8700	Cisco Unified Communica- tions Manager	Nortel (Avaya Blue) CS1000 Meridian SL1	Unify OpenScape Voice	Unify OpenScape 4000 / HiPath 4000	Unify HiPath 3000 & OpenScape Business	Siemens Hicom 300 & 9751	Ascom IP-DECT
Dest Min MOS		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Min MOS Time				✓ if configured	✓ if configured			
Dest Min R-Factor		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Packets Discarded				✓ if configured	✓ if configured			
Dest Packets Lost		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Packets Received		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Packets Sent		✓ if configured		✓ if configured	✓ if configured			
Dest Avg R-Factor		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Dest Silence Frame Occurrences				✓ if configured	✓ if configured			
Destination	same as Called Number	✓	✓	✓	✓	same as Called Number	✓	✓
Destination Country	✓	✓	✓	✓	✓	✓	✓	✓
Destination IP Address		✓ if configured		✓	✓ (V5 or later)			
Destination Location	✓	✓	✓	✓	✓	✓	✓	✓
Destination MAC Address		✓						
Destination Party	✓	✓	✓	✓	✓	✓	✓	✓
Destination Region/City	✓	✓	✓	✓	✓	✓	✓	✓
Destination SIP Phone Gateway		✓		✓	✓			
Direction	✓	✓	✓	✓	✓	✓	✓	✓
End Seizure Time	✓	✓	✓	✓	✓	✓	✓	✓
Floor	✓	✓	✓	✓	✓	✓	✓	✓
Forwarding Number		✓	✓	✓	✓		✓ N/A for 9751	✓
Gateway Called					✓			
Gateway Calling					✓			
Hold Duration				✓	✓			
Hour	✓	✓	✓	✓	✓	✓	✓	✓
IDF	✓	✓	✓	✓	✓	✓	✓	✓
Initiated Disconnect		✓		✓				
Jack	✓	✓	✓	✓	✓	✓	✓	✓
Last Redirect Number		✓		✓	✓			✓
LCR Route						✓		

Field Name	Avaya Aura Definity G3 S8700	Cisco Unified Communica- tions Manager	Nortel (Avaya Blue) CS1000 Meridian SL1	Unify OpenScape Voice	Unify OpenScape 4000 / HiPath 4000	Unify HiPath 3000 & OpenScape Business	Siemens Hicom 300 & 9751	Ascom IP-DECT
Location	✓	✓	✓	✓	✓	✓	✓	✓
Manager	✓	✓	✓	✓	✓	✓	✓	✓
Max Simultaneous Calls	✓	✓	✓	✓	✓	✓	✓	✓
Max Simultaneous Seizures	✓	✓	✓	✓	✓	✓	✓	✓
MDF	✓	✓	✓	✓	✓	✓	✓	✓
Media Type	✓	✓	✓	✓	✓		✓ N/A for 9751	
Month	✓	✓	✓	✓	✓	✓	✓	
OnNet Savings	✓	✓	✓	✓	✓	✓	✓	✓
OnNet Savings Opportunity	✓	✓	✓	✓	✓	✓	✓	✓
Organization	✓	✓	✓	✓	✓	✓	✓	✓
Orig % Packets Lost		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Avg Jitter		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Avg Latency		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Avg MOS		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Codec		✓ if configured		✓ if configured	✓ if configured			✓
Orig Good Packets				✓ if configured	✓ if configured			
Orig Max % Packets Lost		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Max Jitter		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Max Latency		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Max MOS		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Max R-Factor		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Min MOS		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Min MOS Time				✓ if configured	✓ if configured			
Orig Min R-Factor		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Packets Discarded				✓ if configured	✓ if configured			
Orig Packets Lost		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Packets Received		✓ if configured		✓ if configured	✓ if configured			✓ Note A
Orig Packets Sent		✓ if configured		✓ if configured	✓ if configured			
Orig Avg R-Factor		✓ if configured		✓ if configured	✓ if configured			✓ Note A

Field Name	Avaya Aura Definity G3 S8700	Cisco Unified Communica- tions Manager	Nortel (Avaya Blue) CS1000 Meridian SL1	Unify OpenScape Voice	Unify OpenScape 4000 / HiPath 4000	Unify HiPath 3000 & OpenScape Business	Siemens Hicom 300 & 9751	Ascom IP-DECT
Orig Silence Frame Occurrences				✓ if configured	✓ if configured			
Originating Country	✓	✓	✓	✓	✓	✓	✓	✓
Originating IP Address		✓		✓	✓ (V5 or later)			
Originating Location	✓	✓	✓	✓	✓	✓	✓	✓
Originating Number	✓	✓	✓	✓	✓	✓	✓	✓
Originating Number MAC Address		✓						
Originating Party	✓	✓	✓	✓	✓	✓	✓	✓
Originating Region/City	✓	✓	✓	✓	✓	✓	✓	✓
Originating SIP Phone Gateway		✓		✓	✓			
Pad	✓	✓	✓	✓	✓	✓	✓	✓
Phone Type	✓	✓	✓	✓	✓	✓	✓	
Pilot Number		✓		✓				
PIN	✓	✓	✓	✓	✓		✓	
Qtr Hour	✓	✓	✓	✓	✓	✓	✓	✓
Quarter	✓	✓	✓	✓	✓	✓	✓	✓
Queue Duration		✓	✓	✓	✓			
Ring Duration		✓	✓	✓	✓	✓		✓
Room Number	✓	✓	✓	✓	✓	✓	✓	✓
Segments	✓	✓	✓	✓	✓	✓	✓	✓
Seizure Code	✓	-	✓	✓	✓	✓	✓	
Seizure Duration	✓	✓	✓	✓	✓	✓		✓
SIP Response Code	✓			✓	✓			✓
Start Date	✓	✓	✓	✓	✓	✓	✓	✓
Start Seizure Time	✓	✓	✓	✓	✓			✓
Start Talk Time	✓	✓	✓	✓	✓	✓	✓	✓
Supplemental Service					✓			
Switch Name	✓	✓	✓	✓	✓	✓	✓	✓
Switch: Trunk Group Prime	✓	✓	✓	✓	✓	✓	✓	✓
Switch: Trunk Group Transit	✓	✓	✓	✓	✓	✓	✓	✓
Transfer Number		✓	✓	✓	✓	✓	✓ N/A for 9751	✓
Trunk Channel Primary					✓			

Field Name	Avaya Aura Definity G3 S8700	Cisco Unified Communica- tions Manager	Nortel (Avaya Blue) CS1000 Meridian SL1	Unify OpenScape Voice	Unify OpenScape 4000 / HiPath 4000	Unify HiPath 3000 & OpenScape Business	Siemens Hicom 300 & 9751	Ascom IP-DECT
Trunk Channel Transit					✓			
Trunk Group Prime	✓	✓	✓	✓	✓	✓	✓	✓
Trunk Group Prime Address		✓		✓				
Trunk Group Prime Description	✓	✓	✓	✓	✓	✓	✓	✓
Trunk Group Transit	✓	✓	✓	✓	✓		✓	✓
Trunk Group Transit Address		✓		✓				
Trunk Group Transit Description	✓	✓	✓	✓	✓		✓	✓
Trunk Number Primary	✓		✓		✓	✓	✓	
Trunk Number Transit	✓		✓		✓		✓	
Trunk PEN Primary					✓			
Trunk PEN Transit					✓			
Wait Duration		✓	✓	✓	✓	✓		✓
Week	✓	✓	✓	✓	✓	✓	✓	✓
Year	✓	✓	✓	✓	✓	✓	✓	✓

Note A: If configured and only available for calls between Ascom device and PBX extensions (not applicable for internal Ascom to Ascom device calls).

## 2. Network Utilization Data Table

Field Name	Definition
All Trunks Busy	Time when all trunks in service for a trunk group or route were busy.
Avg BHCA	Average number of call attempts during the busiest hour of each day included in a report period. Only reported if Daily, Weekly or Monthly detail option selected. Note the busy hour is a clock hour, not a sliding 60-minute period.
Avg Call In	Average length of incoming calls
Avg Call Out	Average length of outgoing calls
Avg Call Total	Average length of all calls
Avg Hold Time	Average time that calls with hold time were on hold during a report period. Available only for OpenScape Voice and HiPath/OpenScape 4000.
Calls %Blocked	The percent of calls that were blocked* (unable to connect to a trunk channel) during this period. This is blocked calls divided by attempted calls * 100.
Calls Answered	Number of calls where a voice connection was established during the period, including queued calls.
Calls Attempted	The total number of calls that were initiated or blocked during this period. Depending on the switch type, this value could be actual or estimated. (Calls Total + Calls Blocked)
Calls Blocked	The actual or estimated number of calls that were blocked* (unable to connect to a trunk channel) during this period. Estimated values are based on the inter-arrival rate of calls and the duration of All Trunks Busy.
Calls Busy	Number of calls which received a busy signal during the period.
Calls Failed	Number of calls that used a trunk channel during the period but were not answered due to some failure other than busy or ring no answer.
Calls Incoming	The number of calls coming into the switch that first used a trunk channel during this period. Does not include calls already in progress when the period began.
Calls Outgoing	The number of calls going out the switch that first used a trunk channel during this period. Does not include calls already in progress when the period began.
Calls RNA	Number of calls which only rang and were not answered before being disconnected during the period.
Calls Total	The total number of calls coming into or going out the switch that first used a trunk channel during this period. Does not include calls already in progress when the period began. The same as Calls Completed. (Calls Answered + Calls RNA + Calls Busy + Calls Failed)
Codec	Codec used for trunk group IP traffic. Only displayed if all calls during a period use the same codec.
Date/Time	Date or time of the beginning of the data. For interval or hourly data, displays the time. For day, week or monthly data, displays date.
Day	Date of the data.
Day Type	Primary, Other or All based on user definable parameters.
Hour	Hour of day of the data.



Field Name	Definition
Hour Type	Primary, Other or All based on user definable parameters.
Max Bandwidth Used (kb)	For OpenScape Voice and Cisco platforms, actual bandwidth used during period based on codec provided in call record. For other platforms, calculated as default codec bandwidth times Max Trunks Used during period.
Max BHCA	Maximum number of call attempts during any hour of the days included in a report period. Only reported if Daily, Weekly or Monthly detail option selected. Note the busy hour is a clock hour, not a sliding 60-minute period.
Max Hold Time	Maximum time that any call was on hold during a report period. Available only for OpenScape Voice and HiPath/OpenScape 4000.
Month	Calendar month of the data.
Network Entity	Value is Trunk Group, Route or Virtual Trunk.
Quarter	Calendar quarter of the data.
Switch Name	The PBX monitored by Traffic Analyst that is carrying the call.
Switch:Trunk Group/Route	Concatenation of the Switch and Trunk Group/Route names for sorting and filtering in multi-switch environments using common Trunk Group/Route names across switches.
Time	Time of the beginning of the data (hour, half hour or quarter hour)
Trunk Group Address	Hostname or IP address of the Trunk Group. Valid only for OSV and Cisco platforms.
Trunk Group Description	User-defined name of the Trunk Group.
Trunk Group/Route	The primary trunk group or call route used by an incoming or outgoing call. Also the only trunk group used if call originates or terminates on the switch reporting the call.
Trunks +/- 1 Call Blocked	Variance of trunks required to trunks configured to block an average of one (1) call per day.
Trunks +/- Non-Blocking nth Busiest Hr	Variance of trunks required to trunks configured to not block any calls using the network load during a designated busiest hour.
Trunks +/- x% Blocked 1st Busiest Hr	Variance of trunks required to trunks configured to block the defined percent of calls during the busiest hour.
Trunks Bandwidth 1 Call Blocked Kbps	Bandwidth required to block an average of one (1) call per day per a designated codec.
Trunks Bandwidth Non-Blocking nth Busiest Hr (Kbps)	Bandwidth required to not block any calls using the network load during a designated busiest hour per a designated codec.
Trunks Bandwidth x% Blocked 1st Busiest Hr Kbps	Bandwidth required to block the defined percent of calls during the busiest hour per a designated codec.
Trunks Config	Number of trunks configured as in service.
Trunks In Service	Number of trunks which are configured and available to carry calls. Equals Trunks Config minus Trunks Reserved/Disabled.
Trunks Max Used	Maximum trunks used over the duration of report. For Avaya, Nortel and Siemens 9005 switches, this is calculated as the estimated number of trunks to carry the call volume over the duration of the report.
Trunks Max Used Current Day	Maximum trunks used during the current day. Only reported if "Current Interval" option or "All Available" is selected.

Field Name	Definition
Trunks Max Used Current Interval	Maximum trunks used during the last reported interval. Only reported if "Current Interval" or "All Available" option is selected.
Trunks Max Used Last 7 Days	Maximum trunks used over the last seven (7) days of the report period. If the report period is less than seven days, this field is blank.
Trunks Peak %Util	Peak utilization of a trunk group or route expressed as a percentage over the duration of report request. Calculated as the percent of Trunks Max Used to Trunks Config for the shortest period recorded for the switch. For longer report periods, the maximum of the values for the shorter periods during that time.
Trunks Peak %Util Current Day	Peak utilization of a trunk group or route expressed as a percentage during current day. Only reported if "Current Interval" option is selected.
Trunks Peak %Util Current Interval	Peak utilization of a trunk group or route expressed as a percentage during the last reported interval. Only reported if "Current Interval" option is selected.
Trunks Peak %Util Date	Date when peak utilization of trunks occurred.
Trunks Peak %Util Last 7 Days	Peak utilization of a trunk group or route expressed as a percentage over last seven 7 days.
Trunks Peak %Util Time	Time when peak utilization of trunks occurred in a trunk group or route.
Trunks Req 1 Call Blocked	Number of trunks required to block an average of one (1) call per day.
Trunks Req Non-Blocking nth Busiest Hr	Number of trunks required to not block any calls using the network load during a designated busiest hour.
Trunks Req x% Blocked 1st Busiest Hr	Number of trunks required to block the defined percent of call during the busiest hour.
Trunks Reserved/Disabled	Number of trunks which are configured but not available for calls. (Only available for HiPath/OpenScape 4000)
Trunks Total %Util	Percentage of total time the trunks in a trunk group or route were in use over the duration of the report request.
Usage Incoming	The total cumulative time trunks are busy with calls coming into the switch during this period. This includes time from calls already in progress when this period began. Time units are selectable.
Usage Incoming Blocked	For switch types that report blocked* calls, the number of the blocked calls that are incoming multiplied by the average call length.
Usage Incoming Offered	The sum of Usage Incoming and Usage Incoming Blocked.
Usage Outgoing	The total cumulative time trunks are busy with calls going out of the switch during this period. This includes time from calls already in progress when this period began. Time units are selectable.
Usage Outgoing Blocked	For switch types that report blocked* calls, the outgoing blocked calls multiplied by the average call length.
Usage Outgoing Offered	The sum of Usage Outgoing and Usage Outgoing Blocked.
Usage Total	The total cumulative time that trunks are busy with calls coming into or going out of the switch during this period. This includes time from calls already in progress when this period began. Time units are selectable.
Usage Total Blocked	The estimated usage for blocked* calls, based on the number of blocked calls multiplied by the average call length.

Field Name	Definition
Usage Total Offered	The sum of Usage Total and Usage Total Blocked.
Week	Calendar week of the data.
Year	Year of the data.

**\*Blocked Calls**

The outgoing portion of blocked calls is the actual value for Siemens 9751 9005, Avaya, and Meridian SL/1. For those switch types, the incoming portion of blocked calls is estimated based on the ratio of outgoing calls to outgoing blocked calls. e.g. If the number of blocked is 1/100 of the number of completed outgoing calls, then the incoming blocked calls are estimated to be 1/100 of the number of completed incoming calls. The total for blocked calls is then the sum of actual outgoing blocked calls plus estimated incoming blocked calls.

Other switch types estimate blocked calls based on All Trunks Busy and the average number of calls in the interval. For example, if you have 30 seconds of All Trunks Busy and you have an average of 4 calls per minute, then blocked calls is estimated to be 2.

### 3. Network Gateway Data Table

Network Gateway data is available for Unify OpenScope 4000/HiPath 4000 access point and OpenScope Branch gateway.

Field Name	Definition
% DMC Calls	Percent of calls whose call data may be routed directly between the connected IP devices instead of through the switch.
% DMC Usage	Percent of usage which may be routed directly between the connected IP devices instead of through the switch.
All Channels Busy	Seconds when all channels between the gateway and the switch were busy.
Avg Call In	Average length of incoming calls (from the switch to the gateway).
Avg Call Out	Average length of outgoing calls (from the gateway to the switch).
Avg Call Total	Average length of all calls between the gateway and the switch.
Calls In	Number of incoming calls (from switch to the gateway) that began during this period.
Calls Out	Number of outgoing calls (from gateway to the switch) that began during this period.
Calls Total	The total number of calls between the gateway and the switch that first used a channel during this period. Does not include calls already in progress when the period began.
Channels Available	Number of channels between gateway and the switch.
Day	Date of the data.
Day Type	Primary, Other or All based on user definable parameters.
Gateway	The name of the gateway (Access Point).
Hour	Hour of day of the data.
Hour Type	Primary, Other or All based on user definable parameters.
Month	Calendar month of the data.
Music On Hold Channels	Number of channels reserved for music on hold between gateway and the switch.
Peak % Channels Used	Peak utilization of gateway channels expressed as a percentage over the duration of report request. Calculated as the percent of Peak Channels Used to Channels Available for the shortest period recorded for the switch. For longer report periods, the maximum of the values for the shorter periods during that time."
Peak Channels Used	Maximum number of channels used between gateway and the switch. Includes Music On Hold Channels.
Quarter	Calendar quarter of the data.
Switch Name	The PBX monitored by Traffic Analyst that is carrying the call
Time	Time of the beginning of the data (hour, half hour or quarter hour).
Usage In	The total cumulative time channels between the gateway and the switch are busy with incoming calls (from the switch to the gateway).
Usage Out	The total cumulative time channels between the gateway and the switch are busy with outgoing calls (from the gateway to the switch).
Usage Total	The total cumulative time channels between the gateway and the switch are busy with calls. This includes time from calls already in progress when this period began.
Week	Calendar week of the data.
Year	Calendar year of the data.

#### 4. Network QoS Data Table

The QoS (Quality of Service) metrics below reflect the voice quality as heard by the reporting device. Network QoS data is available for Cisco Unified Communications Manager (UCM), Unify OpenScape Voice and Unify OpenScape 4000/HiPath 4000.

Field Name	Definition
% Packets Lost	Percent packets lost of incoming voice stream.
Avg Jitter	Average jitter of incoming voice stream. Refer to Note 4 for Unify implementations.
Avg Latency	Average latency of incoming voice stream.
Avg MOS	Average MOS of incoming voice stream.
Avg R-Factor	Average R-Factor of incoming voice stream.
Building	The building name assigned to the extension.
Codec	Codec used by reporting device.
Day	Date for the call based on time call started.
Duration	The length of time in seconds that the switch extension or trunk used in the call was occupied by the call.
End Time	Time the call ended.
Extension	Extension number of the reporting device.
Extension Party	The name assigned to the extension.
Floor	The floor assigned to the extension.
Good Packets	Number of packets received and converted to voice by the reporting device. (Unify implementations only)
Hour	Hour of day for the call based on time call started.
IP Address	IP address of the reporting device.
Jitter Buffer Size	Size of buffer in milliseconds and available only for static buffers.
Jitter Buffer Type	Static or Dynamic. Static means a fixed size jitter buffer. Dynamic means the size changes based on the jitter seen during the call. (Unify implementations only)
Location	The location name assigned to the extension.
MAC Address	The MAC address of the phone for the extension.
Max % Packets Lost	Maximum percent packets lost for incoming voice stream.
Max Jitter	Maximum jitter of incoming voice stream. Refer to Note 5 for Cisco implementations.
Max Latency	Maximum latency of incoming voice stream. Refer to Note 5 for Cisco implementations and Note 6 for Unify implementations.
Max MOS	Maximum MOS of incoming voice stream. Refer to Note 6 for Unify implementations.
Max R-Factor	Maximum R-Factor of incoming voice stream. Refer to Note 6 for Unify implementations.
Min MOS	Minimum MOS of incoming voice stream. Refer to Note 6 for Unify implementations.
Min MOS Time	Time at which at minimum MOS value occurred.
Min R-Factor	Minimum R-Factor of incoming voice stream. Refer to Note 6 for Unify implementations.
Month	Calendar month for the call based on time call started.

Field Name	Definition
Packets Discarded	Number of packets received but discarded by the reporting device because they arrived too late, the jitter buffer was full, or packets were garbled in some way. (Unify implementations only)
Packets Lost	Number of packets never received by the reporting device plus packets discarded. Note: For Cisco, value does not include packets discarded.
Packets Received	Number of packets received by the reporting device. Includes both good and discarded packets.
Packets Sent	Number of packets sent by the reporting device.
Qtr Hour	Quarter hour for the call based on time call started.
Quarter	Calendar quarter for the call based on time call started.
Remote Extension	Extension number of the device being communicated with, which could be a phone or a gateway.
Remote IP Address	IP address of the device being communicated with, which could be a phone or a gateway.
Remote MAC Address	MAC address of the phone for the remote extension.
Remote RTP Port	IP port used for the SIP RTP protocol on the device being communicated with. (Unify implementations only)
Remote SIP Phone Gateway	IP address/name of the gateway that connects the device being communicated with to the network.
Remote SSRC	SSRC (Session Source) uniquely identifies the source of an RTP stream on the device being communicated with. (Unify implementations only)
Room Number	The room number assigned to the extension.
RTP Port	IP port used for the SIP RTP protocol on the reporting device. (Unify implementations only)
Silence Frame Occurrences	Number of times that a sequence of silence frames was seen in the incoming voice stream by the reporting device. (Unify implementations only)
SIP Phone Gateway	IP address/name of the gateway that connects the reporting device to the network.
SSRC	SSRC (Session Source) uniquely identifies the source of an RTP stream on the reporting device. (Unify implementations only)
Start Time	Time the call started.
Switch Name	The PBX monitored by Traffic Analyst that is carrying the call.
Week	Calendar week for the call based on time call started.
Year	Year for the call based on time call started.

<sup>4</sup>Average by segment is available if Unify devices configured to send QoS SNMP traps periodically instead of only at end of segment. If only at end of segment, Traffic Analyst substitutes the Maximum value so that when segments are grouped by time (e.g. hour, day, week, month) an Average value across the time range can be seen in the grouping row.

<sup>5</sup>Min and Max for each segment are not available. Traffic Analyst substitutes the Average value so when segments are grouped by time (e.g. hour, day, week, month) the Min and Max values across the time range can be seen in the grouping row.

<sup>6</sup>Min and Max for each segment is available if Unify devices configured to send QoS SNMP traps periodically instead of only at end of segment. If only at end of segment, Traffic Analyst substitutes the Average value so that when segments are grouped by time (e.g. hour, day, week, month) an Average value across the time range can be seen in the grouping row.



## 5. Zone QoS Data Table

Zone QoS report is available only for the Avaya CS1000.

Field Name	Definition
Average % Bandwidth Used	Average percent bandwidth used.
Bandwidth Used Threshold Violations	Number of times the bandwidth used exceeded the threshold.
Calls	The number of calls.
Calls Blocked	The number of calls blocked.
Date/Time	Date or time of the beginning of the data. For interval or hourly data, displays the time. For day, week or monthly data, displays date.
Day	Date of the data.
Day Type	Primary, Other or All based on user definable parameters.
Hour	Hour of day of the data.
Hour Type	Primary, Other or All based on user definable parameters.
Measuring Interval Count	Number of measuring intervals.
Month	Calendar month of the data.
Peak % Bandwidth Used	Peak percent bandwidth used.
Quarter	Calendar quarter of the data.
Switch Name	The PBX monitored by Traffic Analyst that is carrying the call.
Switch Name: Zone	Concatenation of the Switch Name and Zone Number for sorting and filtering in multi-switch environments using common Zone Numbers across switches.
Unacceptable Echo Return Loss Count	Number of times echo return loss was unacceptable.
Unacceptable Jitter Count	Number of times jitter was unacceptable.
Unacceptable Latency Count	Number of times latency was unacceptable.
Unacceptable Packet Loss Count	Number of times packet loss was unacceptable.
Unacceptable R-Factor Count	Number of times R-Factor was unacceptable.
Warning Echo Return Loss Count	Number of times echo return loss was in warning range.
Warning Jitter Count	Number of times jitter was in warning range.
Warning Latency Count	Number of times latency was in warning range.
Warning Packet Loss Count	Number of times packet loss was in warning range.
Warning R-Factor Count	Number of times R-Factor was in warning range.
Week	Calendar week of the data.
Year	Year of the data.
Zone Number	Zone identifier.
Zone Type	Intrazone: Calls within this zone. Interzone: Calls between this zone and other zones.



## 6. Alarms Data Table

Field Name	Definition
# Alarms	Number of alarm occurrences during the period.
Alarm Type	The type of alarm as defined by Traffic Analyst (refer to Section 3.2.1).
Building	The building name assigned to the charged extension.
Category	Classification of alarms including System, Switch, Network, QoS and CDR.
Charged Extension	The extension that placed an outgoing call or received an incoming call. Only applicable for CDR alarms.
Charged Party	The subscriber name assigned to the charged extension.
Cleared Comment	User-entered text when the alarm was cleared (closed).
Cleared User Name	Login ID of the user who cleared the alarm.
Day	Date alarm was logged.
Description	Detailed information about the alarm occurrence.
Floor	The floor assigned to the charged extension.
Hour	Hour of day alarm was logged.
Location	The location name assigned to the charged extension.
Month	Calendar month alarm was logged.
Name	User-defined name for a specific alarm condition.
Qtr Hour	Quarter hour alarm was logged.
Quarter	Calendar quarter alarm was logged.
Room Number	The room number assigned to the charged extension.
Severity	Denoted importance of the alarm defined as High, Medium or Low.
Status	State of the alarm, either Open or Cleared.
Switch Name	The PBX monitored by Traffic Analyst that is carrying the call.
Switch:Trunk Group/Route	Concatenation of the Switch and Trunk Group/Route names for sorting and filtering in multi-switch environments using common Trunk Group/Route names across switches.
Time	Time the alarm was logged.
Trunk Group/Route	The primary trunk group or call route used by an incoming or outgoing call. Also the only trunk group used if call originates or terminates on the switch reporting the call.
Week	Calendar week alarm was logged.
Year	Year alarm was logged.

**7. Network Modeling Data Table**

Field Name	Definition
# Days	Number of days included in the duration of the report.
Avg Call In	Average length of incoming calls
Avg Call Out	Average length of outgoing calls
Avg Call Total	Average length of all calls
Bandwidth	Used for plotting chart. Bandwidth is calculated by multiplying Trunks field by codec value (for example, 64 kbps).
Calls Blocked	The estimated number of calls that will be blocked (unable to connect to a trunk channel) for the number of Trunks or Bandwidth.
Calls Incoming	The number of calls coming into the switch that first used a trunk channel during this period. Does not include calls already in progress when the period began.
Calls Outgoing	The number of calls going out the switch that first used a trunk channel during this period. Does not include calls already in progress when the period began.
Calls Total	The total number of calls coming into or going out the switch that first used a trunk channel during this period. Does not include calls already in progress when the period began. The same as Calls Completed.
Switch Name	The PBX monitored by Traffic Analyst that is carrying the call.
Trunk Group/Route	The primary trunk group or call route used by an incoming or outgoing call. Also the only trunk group used if call originates or terminates on the switch reporting the call.
Trunks	Used for plotting chart. Number of trunks starts at 1 and increments to number of trunks required for no blocked calls.
Trunks Config	Number of trunks configured as in service.
Trunks Max Used	Maximum trunks used over the duration of report.
Trunks Req 1 Call Blocked	Number of trunks required to block an average of one (1) call per day.
Trunks Req x% Blocked 1st Busiest Hr	Number of trunks required to block the defined percent of call during the busiest hour.

## 8. Organization Data Table

Field Name	Definition
Building	The building name assigned to the charged extension.
Charged Extension	The PBX extension for which the organization settings are defined.
COS	The class of service assigned to the charged extension.
Cost Center	The cost center assigned to the charged extension.
Country	Name of the country associated with the charged extension.
Department	The department name assigned to the charged extension.
End Date	The last date on which the organization settings are effective, or empty if settings are still in effect.
Floor	The floor assigned to the charged extension.
IDF	The intermediate distribution frame associated to the charged extension.
IP Address	The IP address most recently used by the phone for the extension associated with this subscriber.
Jack	The jack assigned to the charged extension.
Location	The location name assigned to the charged extension.
MAC Address	MAC address of the phone for the extension associated with this subscriber.
Manager	The manager assigned to the charged extension.
MDF	The main distribution frame associated to the charged extension.
Organization	The organization name assigned to the charged extension.
Pad	The pad name assigned to the charged extension.
Phone Type	The name of the phone type for the charged extension.
PIN	Personal Identification Number, up to 15 characters.
Region/City	Name of the city or region associated with the charged extension.
Room Number	The room number assigned to the charged extension.
State Date	The date on which the organizational settings become effective.
Subscriber	The subscriber name assigned to the charged extension.
Subscriber E-Mail Address(es)	E-mail addresses associated with this subscriber.
Switch Name	The PBX monitored by Traffic Analyst where the extension is connected.

**9. Extension Activity Data Table**

Field Name	Definition
# Extensions	The number of extensions reported.
Building	The building name assigned to the extension.
COS	The class of service assigned to the extension.
Cost Center	The cost center assigned to the extension.
Country	Name of the country associated with the extension Location.
Date IP Address Changed	The most recent date on which the IP address of the phone for the extension changed.
Department	The department name assigned to the extension.
Extension	The internal phone number associated to a station, hunt group or ACD group involved in a call.
Extension Name	The subscriber name assigned to the extension.
Floor	The floor assigned to the extension.
IDF	The intermediate distribution frame associated to the extension.
IP Address	The IP address of the extension. Available for OpenScape 4000/HiPath 4000, OpenScape Voice and Cisco platforms.
Jack	The jack assigned to the extension.
Last Date Used	The most recent date on which a call is received or started on the extension.
Location	The location name assigned to the extension.
MAC Address	The MAC address of the phone for the extension.
Manager	The manager name assigned to the extension.
MDF	The main distribution frame associated to the extension.
Organization	The organization name assigned to the extension.
Pad	The pad name assigned to the extension.
Phone Type	The name of the phone type for the extension.
Previous IP Address	The previous IP address of the phone for the extension.
Region/City	Name of the city or region associated with the extension Location.
Room Number	The room number assigned to the extension.
Switch Name	The PBX monitored by Traffic Analyst where the extension is connected.

## 10. Number Management Data Table

Field Name	Definition
% Aging	Percent of total numbers whose status is Aging.
% Available	Percent of total numbers whose status is Available.
% In Use	Percent of total numbers whose status is In Use.
% On Hold	Percent of total numbers whose status is On Hold.
% Reserved	Percent of total numbers whose status is Reserved.
Building	The building name assigned to the number/extension. For Summary report, the building assigned to Next Available Number/Extension.
Cost Center	The cost center assigned to the number/extension. For Summary report, the cost center assigned to Next Available Number/Extension.
Country	Name of the country associated with the number/extension Location. For Summary report, the country assigned to Next Available Number/Extension.
Date Last Configured	The most recent date on which the number/extension was known to be configured on the PBX. Only available for OpenScape Voice, OpenScape 4000/HiPath 4000 and Cisco platforms when Traffic Analyst configured to download configuration data. Field is updated during End of Day processing so typically shows previous day's date.
Date Last Used	The most recent date on which a call is received or started on the number/extension.
Department	The department name assigned to the number/extension. For Summary report, the department assigned to Next Available Number/Extension.
Extension	The internal phone number associated to a station (whether DID number or non-DID number). Only available for Detail report.
Extension Name	The subscriber name assigned to the number/extension. For Summary report, the name assigned to Next Available Number/Extension.
Hold Comment	A note entered by the user when number was put on hold. Comment persists until the number becomes Available again. Only available for Detail report.
Hold Until Date	The last date the number will be in Hold state before flipping to Available if no call activity. Only available for Detail report.
Location	The location name assigned to the number/extension. For Summary report, the Location assigned to Next Available Number/Extension.
Next Available Extension	The extension which corresponds to the Next Available Number. Available for Summary and grouping rows for Detail reports.
Next Available Number	The number within the range with (1) the oldest Date Last Used, (2) the oldest Date Last Configured or (3) the next ascending numerical number. Available for Summary and grouping rows for Detail reports.
Number	The phone number from the DID/Non-DID Number range. Only available for Detail report.
Number Range	The first and last number which defines a range for which the status is being tracked. May be classified as DID or Non-DID.
Organization	The organization name assigned to the number/extension. For Summary report, the organization assigned to Next Available Number/Extension.
Range Description	A description of the number range.
Range Switch	The PBX associated with the number range. May be "Any" if not directly tied to a specific PBX.
Region/City	Name of the city or region associated with the number/extension Location.
Reserved Comment	A note entered when the number/extension was reserved.

Field Name	Definition
Status	State of the number. Options include Available, In Use, Reserved, Aging or On Hold. Only available for Detail report.
Switch Name	The PBX monitored by Traffic Analyst where the extension is used/configured.
Total	The quantity of numbers reported.
Total Aging	The quantity of numbers that have a status of Aging.
Total Available	The quantity of numbers that have a status of Available.
Total In Use	The quantity of numbers that have a status of In Use.
Total On Hold	The quantity of numbers that have a status of On Hold.
Total Reserved	The quantity of numbers that have a status of Reserved.
Type	Classification of the number, either DID or Non-DID.
User Name	The name of the user who put a hold on the number.

## 11. Destination Rate Plan Data Table

The following table includes the definitions for the Destination Rate Plan report which presents the cost elements for a selected rate plan.

Destinations Rate Plan Field Name	Definition
Addl Incrs (Secs)	The number of seconds in each billing increment of the call following any initial increment.
Addl Incrs Cost (Cents)	The cost in cents of each additional billing increment of the call.
Addl Incrs Cost (Dollars)	The cost in dollars (or Euros, etc.) of each additional billing increment of the call.
Cap Cost (Cents)	The maximum cost of a call in cents when the call has lasted no longer than the cap time.
Cap Cost (Dollars)	The maximum cost of a call in dollars (or Euros, etc.) when the call has lasted no longer than the cap time.
Cap Time (Minutes)	For the case where there a cap on the cost of a call, the maximum number of minutes that a call may last and have the cap apply. If Cap Time is exceeded, the call is rated based on the first and additional increments and Cap Cost is ignored.
Cap Time (Seconds)	For the case where there a cap on the cost of a call, the maximum number of seconds that a call may last and have the cap apply. If Cap Time is exceeded, the call is rated based on the first and additional increments and Cap Cost is ignored.
Cost End Date	The last date on which the cost is effective or empty if the cost is still in effect.
Cost Start Date	The date on which the cost became effective.
Country Code	The international calling code of the country.
Country Name	Name of country associated with the calling code and cost.
First Increment (Secs)	The number of seconds at the beginning of a call which are priced at a different rate than the rest of the call. Can be zero (0) if there is a cost for only connecting the call.
First Increment Cost (Cents)	The cost in cents of the first increment of the call. If it doesn't apply, can be 0 or the same as the additional increment cost.
First Increment Cost (Dollars)	The cost in dollars (or Euros, etc.) of the first increment of the call.
Region/City Code	The calling code for a region within a country, follows the country code in international calls.
Region/City Name	Name of the city or region associated with the region code.

## 12. Audit Log Data Table

The following table includes the definitions for the Audit report which provides a journal of system activity. Report only available for Administrators.

Field Name	Definition
Action	Activity being audited.
Comment	Additional audit details.
Date	Date of the audited action.
Module	Component that performed the action, such as Reporting Service or Dashboard Client.
Time	Time of the audited action.
User Name	User that performed the audited action.

## 13. Status Log Data Table

The following table includes the definitions for the Status Log report which denotes activities that are either in progress or are finished. Report only available for Administrators.

Field Name	Definition
Account	Account associated with the activity.
Activity	Name of the activity.
Date	Date of the most recent step or task for the activity.
Date/Time	Timestamp of the most recent step or task for the activity.
Description	Information about the activity.
Name	Name of the switch associated with the activity for switch-specific activities or "Traffic" for general activities.
Severity	Denoted importance for the activity, defined as High, Medium or Low.
Status	State of the activity, such as In Progress, Success, Warning or Failure.
Support File	Filename of the Support file created for the activity.
Time	Time of the most recent step or task for the activity.