



Consolidated Reporting Data

BCM50 2.0 Business Communications Manager

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Getting started with BCM

This section contains information on the following topics:

- [“About this guide” on page 5](#)
- [“Audience” on page 5](#)
- [“Acronyms” on page 6](#)
- [“Symbols and conventions used in this guide” on page 6](#)
- [“How to get Help” on page 8](#)

About this guide

Consolidated reporting data for the BCM50 includes metrics/statistics on the following:

- External Call Activity; that is, Call Detail Recording (CDR)
- Hunt Groups (HG) Usage
- Call Pilot Voice Mail Mailbox Usage
- Call Pilot Custom Call Routing (CCR) Usage

Each type of metrical/statistical information is collected, stored in its own data file and placed in a common directory in order to be transferred using the CDR Push or Pull transfer methods.

The CDR live-stream method includes External Call Activity only, and does not report on the other metrics.

Purpose

This document is intended to provide third-party software developers with details about what information is available and how to access that reporting data for hunt groups, voice mail, custom call routing, and call detail recording. In addition, this document provides information about the format used to store data.

Audience

These technical tips will be of interest to third-party software developers who:

- Require access to reporting data for Hunt Group (HG), Voice Mail Mailbox, Custom Call Routing (CCR), and Call Detail Recording (CDR).
- Require statistical information about their applications in order to create relevant reports.

Acronyms

The following is a list of acronyms used in this guide.

Table 1 List of acronyms

Acronym	Description
API	Application Programming Interface
BCM	Business Communications Manager
CCR	Custom Call Routing
CDR	Call Detail Recording
FTP	File Transfer Protocol
HG	Hunt Group
MBX	Voicemail Mailbox
PC	Personal Computer

Symbols and conventions used in this guide

These symbols are used to highlight critical information for the BCM system:



Caution: Alerts you to conditions where you can damage the equipment.



Danger: Alerts you to conditions where you can get an electrical shock.



Warning: Alerts you to conditions where you can cause the system to fail or work improperly.



Note: A Note alerts you to important information.



Tip: Alerts you to additional information that can help you perform a task.



Security note: Indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.



Warning: Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.



Warning: Alerts you to remove the BCM main unit and expansion unit power cords from the ac outlet before performing any maintenance procedure.

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	<code>Pswd:</code>	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	<u>PLAY</u>	Display option. Available on two line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described:

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the info command. Example: Enter show ip {alerts routes} .
<i>italic text</i>	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

How to get Help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

<http://www.nortel.com/support>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

<http://www.nortel.com/callus>

Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

<http://www.nortel.com/erc>

Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Consolidated Reporting Data (CRD)

Introduction

Consolidated reporting data for the Business Communications Manager (BCM) include metrics/statistics on the following:

- External Call Activity; that is, Call Detail Recording (CDR)
- Hunt Groups (HG) Usage
- Call Pilot Voice Mail Mailbox Usage
- Call Pilot Custom Call Routing (CCR) Usage

Each type of metrical/statistical information is collected, stored in its own data file and placed in a common directory in order to be transferred using the CDR Push or Pull transfer methods. See “Accessing Reporting Data” on page 12.

The CDR live-stream method includes External Call Activity only, and does not report on the other metrics.

Hunt Group (HG) Metrics Reporting

Hunt Group metrics data is gathered on an hourly basis for all BCM hunt groups. The data is recorded for each hunt group regardless of whether or not it is configured for use. After the data is gathered and stored in the hunt group metrics file, the counters are reset so that the next reporting cycle contains only the information for the hour in question.

Hunt groups reporting-metrics data interact with CDR as follows:

- CDR - Transfers this file during a CDR Push or Pull operation. See “Accessing Reporting Data” on page 12.

Formats of Hunt Group Report Data

Formats for the hunt group report data follow:

< YYYYMMDDHHMMSS > - represents the date and time the statistics/metrics were gathered. An identical string should follow the metrics data for all 30 hunt groups.

Comma separated records represent data for a hunt group. The fields for this record are:

- Hunt Group number <range from 1 to 30>
- Hunt Group name <1-7 characters>
- Last time metrics were cleared <YYYYMMDDHHMMSS>.
- Total number of calls since last cleared <0- 65535>
- Number of answered calls since last cleared <0 - 65535>
- Average number of answered calls since last cleared. Represented as a rounded percentage (i.e. answered calls / total calls)
- Average time to answer (value in seconds).

- Number of abandoned calls (i.e. dropped before being answered) since last cleared <0 - 65535>
- Average of abandoned calls since last cleared. Represented as a rounded percentage (i.e. abandoned calls / total calls)
- Number of calls receiving busy treatment since last cleared <0 - 65535>
- Average of busy calls since last cleared. Represented as a rounded percentage (i.e. busy calls / total calls)
- Number of calls receiving overflow treatment since last cleared <0 - 65535>
- Average of overflows calls since last cleared. Represented as a rounded percentage (i.e. overflow calls / total calls)
- Average time in queue in seconds. An example set of hunt group records is shown below:

- Call Pilot Custom Call Routing <Record.ccr.yyyymmdd>

Accessing Reporting Data

Push or Pull transfers generate reports for import into third-party reporting applications.

Transfer methods for third-party applications include the following:

- **CDR Push** - A file transfer protocol (FTP) transfers CDR files to a server for third-party applications to process.
- **CDR Pull** - Requests download of CDR files to a personal computer (PC). The CDR application program interface (API) enables a user to collect CDR records, VoiceMail Custom Call Routing (CCR) tree reports, and VoiceMail Mailbox reports from an unlimited number of BCM50s. Schedule transfers as desired.