



## Termination Call Detail Table

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### Peripheral call types

#### Map Release 8.x to Release 6.0(0) and Earlier Peripheral Call Types

This section maps the Release 8.x peripheral call types to Release 6.0(0) and earlier peripheral call types.

**Table 1: Mapping of Release 8.x Peripheral Call Types to Release 6.0(0) and Earlier Peripheral Call Types**

Peripheral Call Type	Description
CALLTYPE_RESERVATION	CALLTYPE_OO_RESERVATION_PREVIEW = 27 CALLTYPE_OO_RESERVATION_PREVIEWDIRECT = 28 CALLTYPE_OO_RESERVATION_PREDICTIVE = 29 CALLTYPE_OO_RESERVATION_CALLBACK = 30 CALLTYPE_OO_RESERVATION_PERSONALCALLBACK = 31
CALLTYPE_AUTO_OUT	CALLTYPE_OO_CUSTOMER_PREDICTIVE = 34 CALLTYPE_OO_CUSTOMER_IVR = 37
CALLTYPE_PREVIEW	CALLTYPE_OO_CUSTOMER_PREVIEW = 32 CALLTYPE_OO_CUSTOMER_CALLBACK = 35 CALLTYPE_OO_CUSTOMER_PREVIEWDIRECT = 33 CALLTYPE_OO_CUSTOMER_PERSONALCALLBACK = 36 CALLTYPE_OO_CUSTOMER_PREDICTIVE = 34 CALLTYPE_OO_CUSTOMER_IVR = 37

## Call Disposition Values Used in Termination\_Call\_Detail Table

The following CallDisposition values can be interpreted as Outbound Option Result Codes:

- 01. ABAND\_NETWORK - Customer phone number not in service
- 02. ABAND\_LOCAL\_QUEUE - An Outbound Option call was abandoned either by the customer or dialer
- 08. BUSY - Outbound Option call resulted in a busy signal
- 19. RING\_NO\_ANSWER - Outbound Option call was not answered in the allotted time
- 20. INTERCEPT\_REORDER - Dialer did not receive a ring back from the ACD on network
- 21. INTERCEPT\_DENIAL - Customer call was intercepted by the operator
- 22. TIME\_OUT - Dialer unable to detect dial tone
- 23. VOICE\_ENERGY - Outbound Option call was answered by a person




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**Note** On Unified CCE, this result might also represent a call answered by an answering machine.

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- 24. NONCLASSIFIED\_ENERGY\_DETECT - Outbound Option call reached a FAX machine
- 26. UABORT - Outbound Option call was disconnected before customer answered
- 33. ANSWERING\_MACHINE - Outbound Option call was answered by answering machine

## CED (Caller-Entered Digits) Column Values

The CED (Caller-Entered Digits) column values for Outbound Option are as follows:

- “Callback” = Personal callback customer call
- “Regular\_Callback” = Regular callback customer call
- “ICM\_BA\_Reservation\_Call” = Reservation call

## TCD Column Descriptions

The following types of records are generated when the Outbound Option Dialer makes agent reservation calls and customer calls.

## Reservation Calls

Reservation calls generate two TCD records and one RCD record:

- Reservation call (TCD) as described below.
- MR PIM reservation entry “not a real call” (TCD) as described below.

- MR PIM route request (RCD) as described on the next page.



**Note** This record is a route request sent from the Dialer via the MR PIM.

## Reservation Call

PeripheralCallType = 18 (Reserve)

CallDisposition = 6 (agent abandon)

DialedNumber = Number dialed to run routing script

CED = ICM\_BA\_Reservation\_Call

DNIS = Agent phone number (also InstrumentPortNumber)

HoldTime = Most of reserve time is kept under this bucket

TalkTime = Prior to reservation call being placed on hold the talking bucket is incremented

Duration = Total reservation time

AgentPeripheralNumber = Agent Sign-in ID

PeripheralCallKey = Unique peripheral call ID

ANI = Customer phone number (only available for Preview reservation calls)

RouterCallKeyDay/RouterCallKey = Maps reservation call to MR reservation request and associates it with route\_call\_detail record

## MR PIM Reservation Entry Not a Real Call (TCD)

PeripheralID = MR PIM Peripheral ID (not Unified CM Peripheral ID)

PeripheralCallType = 1 (ACD IN; all MR calls are this type)

CallDisposition = 14 (call handled by Dialer)

RouterCallKeyDay/RouterCallKey = Maps MR reservation request to actual reservation call and associates it with MR reservation route\_call\_detail record

## MR PIM Route Request (RCD - route\_call\_detail)

RouterCallKeyDay/RouterCallKey = Maps MR reservation route to actual reservation call and associates it with MR reservation route\_call\_detail record

RequestType = 6 (Post-Routing)

RoutingClientID = MR PIM used by Dialer

ScriptID = Script used to service agent reservation request

RouterErrorCode = 0 (no error)

Label = Agent phone extension

DialedNumberString = Dialed number used to choose script

## Customer Calls

Customer calls generate up to two TCD records:

- Initial customer call transferred to agent (TCD) as described in Table D-2.
- Customer speaking with agent (TCD) as described in Table D-3.

**Table 2: Initial Customer Call Transferred to Agent (TCD)**

Column Name	Description
PeripheralCallType	One of the following: <ul style="list-style-type: none"> <li>• 32 (preview)</li> <li>• 33 (preview direct)</li> <li>• 34 (predictive)</li> <li>• 35 (callback)</li> <li>• 36 (personal callback)</li> <li>• 37 (IVR)</li> </ul>
DigitsDialed	Customer phone number
CallDisposition	29 (announced transfer, call was transferred to agent)
Duration	Number of seconds agent was reserved for an outbound call including amount of time it took to reserve the agent
HoldTime	Number of seconds agent was reserved
ICRCallKey	Unique key for TCD record
ICRCallKeyChild	Call key identifying the transferred customer call
PeripheralCallKey	Unique peripheral call ID (same as transferred call)
ANI	Customer phone number

**Table 3: Customer Speaking with Agent (TCD)**

Column Name	Description
AgentSkillTargetID	ICM agent ID
SkillGroupSkillTargetID	ICM skill group ID

Column Name	Description
PeripheralCallType	One of the following: <ul style="list-style-type: none"> <li>• 32 (preview)</li> <li>• 33 (preview direct)</li> <li>• 34 (predictive)</li> <li>• 35 (callback)</li> <li>• 36 (personal callback)</li> <li>• 37 (IVR)</li> </ul>
DigitsDialed	Agent phone extension
CallDisposition	13 (disconnect/drop handled, call was handled by agent)
Duration	Total customer handle time (including talk and wrap-up)
TalkTime	Agent talk time
ICRCallKey	Unique key for TCD record
ICRCallKeyChild	Call key identifying the original customer call prior to the transfer
PeripheralCallKey	Unique peripheral call ID (same as original customer call prior to transfer)
ANI	Customer phone number

## Transfer to VRU TCD Records

With the SIP dialer, the Transferred Customer Calls have a PeripheralCallType of 1.

No TCD records are cut for the outbound calls that do not hit the Unified CCE peripheral for either CVP (VRU) or Agent-based campaigns.

## Initial Customer Call on PIM Transferred to Route Point

• **PeripheralCallType** - one of the following:

- 32 (preview)
- 33 (preview direct)
- 34 (predictive)
- 35 (callback)

- 36 (personal callback)
- 37 (IVR)
- **DigitsDialed** - Customer phone number
- **CallDisposition** - 29 (announced transfer, call was transferred to route point)
- **Duration** - Number of seconds it took the Dialer to dial the customer phone number and have the customer pick up the phone
- **ICRCallKey** - Unique key for TCD record
- **ICRCallKeyChild** - Call key identifying the transferred customer call
- **PeripheralCallKey** - Unique peripheral call ID (same as transferred call)
- **ANI** - Customer phone number

## Transferred Customer Call on Unified CM PIM Redirected to IVR

- **PeripheralCallType** - one of the following:
  - 32 (preview)
  - 33 (preview direct)
  - 34 (predictive)
  - 35 (callback)
  - 36 (personal callback)
  - 37 (IVR)
- **DigitsDialed** - Customer phone number
- **CallDisposition** - 15 (redirect)
- **Duration** - Number of seconds it took the Dialer to redirect the call
- **ICRCallKey** - Unique key for TCD record
- **ICRCallKeyParent** - Call key identifying the initial customer call
- **PeripheralCallKey** - Unique peripheral call ID (same as transferred call)
- **ANI** - Customer phone number

## IVR Plays a Message on VRU PIM to a Customer

- **PeripheralCallType** - 1 (ACD in, call comes into IVR)
- **DigitsDialed** - Digits dialed to reach the route point, which executes the translation route
- **CallDisposition** - 13 (disconnect/drop handled, call was handled by IVR) or 6 (abandon; customer hangs up the phone before the IVR message ends)

- **LocalQTime** - Total customer handle time at the IVR
- **ICRCallKey** - Unique key for TCD record
- **PeripheralCallKey** - Unique peripheral call ID (same as original customer call prior to transfer)
- **ANI** - Customer phone number

