

BF_USERID	BF_CALLINGNUMBER	BF_DIRECTION	BF_CALLEDNUMBER	BF_DIALEDDIGITS	BF_ANSWERINDICATOR	BF_REDIRECTINGCALLEDREASON	BF_STARTTIME	BF_RELEASETIME
hg-000	[REDACTED]@voip.evolveip.net	Terminating	8333	[REDACTED]	Y		2023-04-20T23:16:28Z	2023-04-20T23:20:16Z
hg-000	[REDACTED]@voip.evolveip.net	Originating	6107	[REDACTED]	Y	unconditional	2023-04-20T23:16:28Z	2023-04-20T23:20:16Z
aa-000	[REDACTED]@voip.evolveip.net	Terminating	6107	[REDACTED]	Y	unconditional	2023-04-20T23:16:28Z	2023-04-20T23:20:16Z
aa-000	[REDACTED]@voip.evolveip.net	Originating	9864	9864	Y	deflection	2023-04-20T23:16:57Z	2023-04-20T23:20:16Z
aa-000	[REDACTED]@voip.evolveip.net	Terminating	9864	[REDACTED]	Y	deflection	2023-04-20T23:16:57Z	2023-04-20T23:20:16Z
aa-000	[REDACTED]@voip.evolveip.net	Originating	0016	0016	Y	deflection	2023-04-20T23:17:15Z	2023-04-20T23:20:16Z
cc-000	[REDACTED]	Terminating	0016	[REDACTED]	Y	deflection	2023-04-20T23:17:15Z	2023-04-20T23:20:16Z
cc-000	[REDACTED]	Originating	8001	8280	N	call-center	2023-04-20T23:17:24Z	2023-04-20T23:17:54Z
8477	[REDACTED]@voip.evolveip.net	Terminating	8001	[REDACTED]	N	call-center	2023-04-20T23:17:24Z	2023-04-20T23:17:54Z
cc-000	[REDACTED]	Originating	6107	0678	Y	call-center	2023-04-20T23:17:54Z	2023-04-20T23:20:16Z
6107	[REDACTED]@voip.evolveip.net	Terminating	6107	[REDACTED]	Y	call-center	2023-04-20T23:17:54Z	2023-04-20T23:20:16Z
6107	[REDACTED]@voip.evolveip.net	Originating	8778	8778	Y	deflection	2023-04-20T23:19:37Z	2023-04-20T23:20:16Z

In this example, an outside caller (BF\_CALLINGNUMBER) dialed a toll-free number 833-3xx-xxxx which terminates to a hunt group. The hunt group call forwarded (BF\_REDIRECTINGREASON = unconditional) to an Auto Attendant. The caller made a selection from the Auto Attendant, which pointed (“deflection”) to second Auto Attendant, and they made a selection there that pointed to a Call Center. The Call Center initially attempted to deliver to an Agent (extension 8001) but that went unanswered (BF\_ANSWERINDICATOR = N) so the Call Center delivered it to another Agent (extension 0678), who answered. After speaking to the caller for about 1.5 minutes, the agent then transferred (“deflected”) the call to an outside toll free number, 877-8xx-xxxx.