## **Example - Broadsoft CDR - Cradle to Grave Call Flow**

The Call Data Report (CDR) will have an Originating and a Terminating leg for each step of the call. For example, if I call extension-to-extension, the CDR becomes the Originating, and there is another CDR for the user which is Terminating.

BF_USERID	BF_CALLINGNUMBER	BF_DIRECTION	BF_CALLEDNUMBER	BF_DIALEDDIGITS	BF_ANSWERINDICATOR	BF_REDIRECTINGCALLEDREASON	BF_STARTTIME	BF_RELEASETIME
@voip.evolveip.net	8162	Terminating	8333		Y		2023-04-20T23:16:28Z	2023-04-20T23:20:16Z
evoip.evolveip.net	8162	Originating	6107	9913	Y	unconditional	2023-04-20T23:16:28Z	2023-04-20T23:20:162
aa-000 Pvoip.evolveip.net	8162	Terminating	6107		Y	unconditional	2023-04-20T23:16:28Z	2023-04-20T23:20:162
aa-000 Pvoip.evolveip.net	8162	Originating	9864	9864	Y	deflection	2023-04-20T23:16:57Z	2023-04-20T23:20:162
@voip.evolveip.net	8162	Terminating	9864		Υ	deflection	2023-04-20T23:16:57Z	2023-04-20T23:20:162
-000 @voip.evolveip.net	8162	Originating	0016	0016	Υ	deflection	2023-04-20T23:17:15Z	2023-04-20T23:20:167
cc-0003	8162	Terminating	0016		Υ	deflection	2023-04-20T23:17:15Z	2023-04-20T23:20:167
cc-000:	8162	Originating	8001	8280	N	call-center	2023-04-20T23:17:24Z	2023-04-20T23:17:542
⊋voip.evolveip.net	8162	Terminating	8001		N	call-center	2023-04-20T23:17:24Z	2023-04-20T23:17:542
cc-000	8162	Originating	6107	0678	Y	call-center	2023-04-20T23:17:54Z	2023-04-20T23:20:162
@voip.evolveip.net	8162	Terminating	6107		Υ	call-center	2023-04-20T23:17:54Z	2023-04-20T23:20:167
@voip.evolveip.net	8162	Originating	8778	8778	Y	deflection	2023-04-20T23:19:37Z	2023-04-20T23:20:162

## Call Flow Steps

- 1. In this example, an outside caller (BF\_CALLINGNUMBER) dialed a toll-free number 833-3xx-xxxx which terminates to a hunt group.
- 2. The hunt group call forwarded (BF\_REDIRECTINGREASON = unconditional) to an Auto Attendant.
- 3. The caller made a selection from the Auto Attendant, which pointed ("deflection") to second Auto Attendant.
- 4. The caller made a selection there that pointed to a Call Center.
- 5. 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
- 6. (extension 0678), who answered.
- 7. 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.

Reference Link: DW Broadsoft CDR

Reference PDF: Data Warehouse CDR Example (redacted).pdf