GVP Web Services API

CCP Arrival Report

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CCP Arrival Report

This report describes the number of Call Arrivals on a Call Control Platform, as a sequence each of fixed duration (known as "granularity") between a start and end time. Each report contains a manifest section.

Web Service Endpoint

This report is available at the web service endpoint /ems-rs/operations/arrivals/CCP.

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
granularity	This describes the unit of time for this report. It can take one of the following value: • FIVE_MINUTES • THIRTY_MINUTES • HOUR • DAY • WEEK • MONTH Each bin of the report will represent the number of calls arrived within that period of time. This parameter is required.
from	This describes the start of the period the report would be for. If the "from" does not align with the granularity, the report will normalize the "from" time to the granularity boundary mark before the specified value. This parameter is required.
to	This describes the end of the period the report would be for. If the "to" does not align with the granularity, the report will normalize the "to" time to the granularity boundary mark after the specified value. This parameter is optional.
app-id	This describes the target IVR Profile Config Server DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id.

Parameter	Description
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain arrival data for all the Call Control Platform components in the system.
sma-period	This takes a value of a positive integer. It can be specified only if the granularity parameter equals DAY. When this parameter is specified, the generated report would contain data for simple moving average of daily data for the past x days, where x is the value of the 'sma-period' parameter. That is, the value for some Date in the report is the average value of the x days on and before Date for the data type requested. If no value is specified for the sma-period parameter, a default value of 42 is used.

Output Format

The output for this report consists of a list of <call-arrivals> XML elements. Each <call-arrivals> element contains a sequence of arrival data in the requested time range, for the specified Application/Tenant. Each <bin> in the sequence represents the arrival data for a unit of time specified by granularity, and it is further be broken down by call types. It conforms to the RelaxNG schema CallArrivalReport.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <call-arrivals comp-type="CCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/137" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="NEWCALL" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
  <call-arrivals comp-type="CCP" start="2010-02-03T08:00:00Z" end="2010-02-03T10:00:00Z"
granularity="HOUR">
    <applications>
      <application href="/applications/325" />
    </applications>
    <bins count="2">
      <bin index="0">
        <calls type="NEWCALL" count="1" />
        <calls type="CREATECCXML" count="1" />
      </bin>
      <bin index="1" />
    </bins>
  </call-arrivals>
```