Outbound Contact Deployment Guide

Extended Audit Trail Log

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Contents

- 1 Extended Audit Trail Log
  - 1.1 log_call_stats Configuration Option
  - 1.2 Configuration of Audit Logging
  - 1.3 Audit Log Record Format
  - 1.4 Timed Events in PBX and CPD Server
  - 1.5 Timing Data Availability in Preview Mode

Extended Audit Trail Log

Outbound Contact provides an audit trail for each outbound call dialed in preview, progressive, or predictive mode. A new OCS `log_call_stats` option creates a separate logging subsystem for Audit Logging to capture additional statistics on telephony events. OCS does not overwrite the existing data in this log or replace it with new data. The audit logging function adds data to a cumulative log.

The extended Audit Trail Log is discussed in detail in the sections below.

log_call_stats Configuration Option

You define the `log_call_stats` option in the OCS application object. If you set this option to `yes`, OCS creates the separate Audit Log. If you set the option to `no` or if the option is not present, the audit log function is not enabled.

Configuration of Audit Logging

The following table summarizes the configuration of Audit Logging in OCS release 8.1.0 and earlier, and in release 8.1.1. In Outbound Contact Server 8.1.0 and earlier, the configuration of Audit Logging is hard-coded in OCS. In Outbound Contact Server 8.1.1, the configuration of Audit Logging is user-defined using OCS Application-level configuration options. For more information about these options, refer to Section log call stats.

Configuration of Audit Logging

Audit Log File Attribute	OCS 8.1.0 and Earlier Not Configurable	OCS 8.1.1 Configurable [a]

File name	`CallStats.<MMDDYY_HHMMSS_MS>.log`
	For example:
	`CallStats.072303_182754_216.log`
		Configuration option: `all`
		This option accepts a full path and file name for the audit log.

File location	OCS Application folder	
Segment Size	`10 MB`	Configuration option: `segment`
Segment expiration	None	Configuration option: `expire`

a. These options are set in the OCS application configuration section `log_call_stats`, which is not to be confused with the configuration option of the same name (see Section log call stats).

Audit Log Record Format

OCS produces log records in a comma-delimited format, which can be easily imported into third-party applications, such as MS Excel or SQL Server's BCP utilities, for further processing. These are the

comma-delimited fields in the log record:

- Date in this format: `'MM/DD/YYYY'`
- Tenant name in single quotation marks
- Tenant DBID
- Campaign name in single quotation marks
- Campaign DBID
- Phone number in single quotation marks
- Call result (name of CallState from `GctiCallState` enumerable set, obtained from Configuration Server) in single quotation marks
- Time when dialing starts (`'HH:MM:SS.MS'`)
- Approximate time when ringing starts (`'HH:MM:SS.MS'`)
- Time when an unsuccessful call (such as "no answer") is released (`'HH:MM:SS.MS'`)
- Time when called party picks up the phone (`'HH:MM:SS.MS'`)
- Time when call progress detection is completed and when CPD Server initiates the call transfer to a queue (`'HH:MM:SS.MS'`)
- Time when call is placed in a queue (`'HH:MM:SS.MS'`)
- Time when ringing starts on an agent's DN (`'HH:MM:SS.MS'`)
- Time when call is established on the agent's DN (`'HH:MM:SS.MS'`)
- Time when call is diverted to an auto-answering device (`'HH:MM:SS.MS'`) (for example, calls that are not connected to an agent in two seconds might be redirected to a pre-recorded message)
- Name of the file with CPD recording in single quotation marks (only for dialing with CPD Server)
- Name of the voice file that contains the recorded conversation in single quotation marks
- Approximate time difference between OCS and CPD Server computers (in milliseconds)

This field cannot be empty. The field value is zero (0) if the data is not available.

- Time when call is released on the agent's DN (`'HH:MM:SS.MS'`)

Note:	The timestamps (above) are precise to the millisecond and enclosed in single quotation marks. For example, `'15:20:50.245'`

To support Audit Logging, the CPD Server conveys its timestamp values to OCS. For example, CPD Server passes to OCS the values that indicate when CPD Server has completed call progress detection and when it has initiated the call transfer to a queue.

Fields cannot be omitted. Two commas with no value between them indicate that there is no data for that field. That type of placeholder follows, for example, the time when an unsuccessful call is released. The reason is that the field represented by this particular placeholder is reserved for the time when a called party picks up the phone, which does not occur once the call is released. There is no field value in this case, thus nothing between the commas.

Timed Events in PBX and CPD Server

Which telephony events are timed and when the timestamps are issued depend on the type of hardware (PBX or Dialogic Board) and software (OCS, CPD Server) that you use for placing and monitoring calls. The next three tables provide details on timed telephony events for various hardware and software. The following table shows telephony events that trigger the timing mechanisms in a PBX board/OCS.

Timed Events for PBX

Timestamp For:	Application
Dialing started	OCS
Ringing started	OCS
Unsuccessful call released	OCS
Call answered	N/A
CPD completed / Transfer initiated	N/A
Call placed in Queue	OCS
Agent DN ringing	OCS
Connected to an agent	OCS
Diverted for auto-answer	OCS
Call released on agent's DN	OCS

The following table shows telephony events that trigger the timing mechanisms in a CPD Server in transfer mode.

Timed Events for CPD Server (Transfer Mode)

Timestamp For:	Application
Dialing started	CPD Server
Ringing started	CPD Server
Unsuccessful call released	CPD Server
Call answered	CPD Server
CPD completed / Transfer initiated	CPD Server
Call placed in Queue	CPD Server or OCS
Agent DN ringing	CPD Server or OCS
Connected to an agent	CPD Server or OCS
Diverted for auto-answer	OCS
Call released on agent's DN	OCS

The following table shows telephony events that trigger the timing mechanisms in a CPD Server in ASM mode.

Timed Events for CPD Server (ASM Mode)

Timestamp For:	Application
Dialing started	CPD Server
Ringing started	CPD Server
Unsuccessful call released	CPD Server
Call answered	CPD Server
CPD completed / Transfer initiated	CPD Server
Call placed in Queue	N/A
Agent DN ringing	N/A
Connected to an agent	CPD Server
Diverted for auto-answer	CPD Server
Call released on agent's DN	OCS

Timing Data Availability in Preview Mode

In Preview dialing mode, OCS attempts to obtain the data required for audit logging from the telephony events (`EventDialing`, `EventRinging`) on the agent's DNs. These events should have outbound-specific pairs in the user data. Thus, the desktop application has to apply `TMakeCall` to all the user data received in Preview Record.