Summary Of Fields In SMDR Records				
Name	**Columns**	**Format**	**Definition**	**Notes**
Long Call	1	z	blank if less than 5 minutes = 5 - 9 minutes % = 10 - 29 minutes + = 30 or more minutes	
Date	2 - 6	mm/dd	mm = Month dd = Day	mm = 01 - 12 dd = 01 - 31
Spacer	7		-= Space	
Start Time	8 - 13	hh:mmp	hh = Hours mm = Minutes p = pm	hh = 00 - 12 or 00 - 23 mm = 00 - 59 p = PM (12-hour clock)
Spacer	14		-= Space	
Duration of Call	15 - 22 15 - 24 (Extended Digit Length	hh:mm:ss hhhh:mm:ss	hh:mm:ss = duration in hours: minutes:seconds hhhh:mm:ss = duration in hours:minutes: seconds	hh = 00 - 99 mm = 00 - 99 ss = 00 - 99 hhhh = 0000 - 9999 mm = 00 - 99 ss = 00 - 99
Spacer	23		-- = Space	
Calling Party	24 - 27 26 - 32 (Extended Digit Length)	pppp ppppppp	cccc = Extension # Tnnn = Trunk # (CO) Xnnn = Trunk # (non-CO) ATTm = Attendant ccccccc = Extension # Tnnnn = Trunk # (CO) Xnnnn = Trunk # (Non-CO) ATTmm = Attendant	c = 0 - 9, *, # nnn = 000 - 999 m = Console # (ATmm for Attendant 00 - 99) c = 0 - 9, *, # nnnn = 0000 - 9999 mm = Console #
Spacer	28 33 (Extended Digit Length)		-- = Space	If the Extended Time To Answer option is enabled this spacer is not available.
Attendant	29 34 (Extended Digit Length) Extended Time to Answer enabled: 28 33 (Extended Digit Length)	f	* = Attendant -= Attendant not involved	Attendant answered or initiated the call, then transferred it to an extension

Time To Answer	30 - 32 35 - 37 (Extended Digit Length) Extended Time to Answer enabled: 29 - 32 34 - 37 (Extended Digit Length)	ttt tttt	ttt = time in seconds (000 - 999) tttt = time in seconds (0000 - 9999 *** = Call unanswered	Leading zeros output. Incoming calls only.
Spacer	33 38 (Extended Digit Length)		-= Space	
Digits Dialed on the Trunk	34 - 59 39 - 64 (Extended Digit Length)	xx...x x...x y...y or Tx...x y...y (Network Format)	Up to 26 (20 if metering) digits dialed on the trunk Network Format: up to 26 digits (20 if metering) in total	x = 0 - 9, *, # y = 0 - 9, *, # x...x = Node ID & Extension # (up to 14 digits); y...y = actual digits dialed Tx...x = Node ID & Trunk #
Meter Pulses (Opt.)	55-59 60 - 64 (Extended Digit Length)	mmmmm	mmmm = number of meter pulses	mmmm = 0 to 64000. Leading zeros output.
Call Completion Status	60 65 (Extended Digit Length)	h	A = Answer Supervision B = Called Party Busy E = Caller Error T = Toll-Denied, TAFAS answered, or Pickup answered I = Internal Call	Outgoing Incoming Direct/Dial-In Incoming/Dial-In Incoming Incoming/Outgoing
Speed Call or Call Fwd Flags	61 66 (Extended Digit Length)	S or F	S = Number was a System Speed Call or Personal Speed Call F = External call forwarded through External Call Fwd feature or internal call forwarded through Call Forward feature	Outgoing
Called Party	62 - 65 67 - 73 (Extended Digit Length)	qqqq qqqqqqq	cccc = Extension # Tnnn = Trunk # (CO) Xnnn = Trunk # (non-CO) ATTm = Attendant ccccccc = Extension # Tnnnn = Trunk # (CO) Xnnnn = Trunk # (non-CO) ATTmm = Attendant	c = 0 - 9, *, # nnn = Range specified. m = Console # (ATmm for Attendant 00 - 99) c = 0 - 9, *, # nnnn = 0000 - 9999 mm = Console #

Transfer/ Conference Call	66 74 (Extended Digit Length)	K	T = Supervised Transfer X = Unsupervised Transfer C = 3-Way or Conference U = Path Unavailable I = Interflow	'U' and 'I' only apply to ACD 2000.
Spacer	67 75 (Extended Digit Length)		-= Space	
Third Party	68 - 71 76 - 82 (Extended Digit Length)	rrrr rrrrrrr	cccc = Extension # cccccccc = Extension #	c = 0 - 9, *, # c = 0 - 9, *, #
Spacer	72 83 (Extended Digit Length			
Account Code (Opt.)	73 - 84 84 - 95 (Extended Digit Length)	aa….a	Length of 2 to 12 digits	a = 0 - 9, space-filled
Route Optimization Flag (Opt.)	85 96 (Extended Digit Length)	s	r = pre-optimization trunk R = post-optimization trunk -= Space (no route optimization)	
System Identifier (Optional)	86 - 88 97 - 99 (Extended Digit Length)	iii	Entered by System ID	i = 0 - 9 iii = 000 - 999 000 = 'No Code Entered' In the absence of a System ID, a Node ID is printed (if programmed). When both System ID and Node ID are programmed, System ID takes precedence.
Spacer	89 100 (Extended Digit Length)			

ANI	91 - 100 102 - 111 (Extended Digit Length) Standard. Network OLI 91 - 100 102 - 111 (Extended Digit Length)	aaaaaaaaaa Standard. Network OLI: aaaaaaaaaa or Extension: sssxxxxxxx or Trunk: Tssscccc	a = ANI digit Standardized Network OLI: a = ANI number, 0-9, #, or * s = system identifier x = extension number T = trunk format identifier c = trunk number	
Spacer	101 112 (Extended Digit Length)			
DNIS	102 - 112 113 -120 (Extended Digit Length)	dddddddddd	d = DNIS digit	For Extended Digit Length format, only the 7 right most DNIS digits are recorded
Spacer	113 121 (Extended Digit Length)			
Call Identifier	114 -121 122 - 129 (Extended Digit Length)	pssscccc	p ="A" to "Z" s = system identifier (0 - 9) c = call number (0 - 9)	p indicates the plane, where odd letters represent plane A and even letters represent plane B.
Call Sequence Identifier	122 130 (Extended Digit Length)	s	s = "A" to "Z"	s increments without rollover.
Spacer	123 131 (Extended Digit Length)			
Associated Call Identifier	124 - 131 132 - 139 (Extended Digit Length)	pssscccc	p = "A" to "Z s = system identifier (0 - 9) c - call number (0 - 9 with rollover)	p indicates the plane, where odd letters represent plane A and even letters represent plane B.