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This page contains the detailed results of a number of carefully defined call flows. The results include:

- The actual SIP message log captured by CUBE and TDM Gateway
- The metadata collected by MediaSense, presented in JSON format
- The list of session events published by MediaSense

The configuration under test consists of a TDM gateway directing incoming calls via SIP to a CUBE, which directs calls via CUBE to CVP. CVP delivers the calls first to a VXML gateway for music on hold, and then transfers them to an agent.

In order to carry out this kind of test in a lab environment, a number of other devices were engaged. All in use are registered to a Unified CM. Also, as no true T1 PSTN circuits were available, we synthesized incoming TDM calls by looping one T1 port back to another T1 port on the same TDM gateway. Ultimately, the call flow for an inbound call is then as follows:

PhoneA -> Unified CM -(SIP Trunk)->TDM gateway-(T1 xover)->TDM gateway-(SIP)->CUBE->CVP-(SIP)->VXML Gateway
 +- (SIP Trunk) -

The outbound SIP Dialer test also results in the exact same call flow, from the perspective of Cisco MediaSense and CVP. Only the environment necessary to carry out the test differs:

Dialer->TDM gateway->TDM gateway-(T1 xover)->TDM gateway-(SIP)->Unified CM->MR PG->UCCE
 -(SIP/REFER)->CUBE->CVP-(SIP)->VXML Gateway
 -(SIP Trunk)-

Call Delivery with TDM Gateway in front of CUBE

Destination Phones Performing Conferences and Transfers

No.	Call Flow	Details	CCID	Data	Notes
1.	Normal Contact Center Call from TDM Gateway <ul style="list-style-type: none"> • MOH followed by normal transfer to agent • Recording on inbound dial peer • No survivability 	From Extn 1019, dial 5-5200201003 Expect to hear music on hold for 15 seconds Expect Extn 1020 to ring Answer Extn 1020 and talk Hang up	1361850432- 3206746592- 2165125348- 3678985216	<ul style="list-style-type: none"> • GW Log X1 • CUBE Log X1 • Metadata X1 	
2.	Normal Contact Center Call from TDM Gateway (Survivability on POTS dial-peer) <ul style="list-style-type: none"> • MOH followed by normal transfer to agent 	From Extn 1019, dial 5-5200201003 Expect to hear music on hold for 15 seconds Expect Extn 1020 to ring	2100850324- 3206681056- 2165059812- 3678985216	<ul style="list-style-type: none"> • GW Log X2 • CUBE Log 	

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	<ul style="list-style-type: none"> Recording on inbound dial peer Survivability on inbound POTS dial-peer in TDM gateway 	Answer Extn 1020 and talk Hang up		<ul style="list-style-type: none"> <u>X2</u> • <u>Metadata</u> <u>X2</u>
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Call Transfer from Outbound SIP Dialer using TDM Gateway in front of CUBE

No.	Call Flow	Details	CCID	Data	Notes
3	Dialer calls target using TDM GW, then REFERS the call to CUBE <ul style="list-style-type: none"> MOH followed by normal transfer to agent Recording on inbound dial peer Survivability on inbound POTS dial-peer in TDM gateway 	Trigger SIP dialer to call target at extn 1019. Answer 1019. Expect to hear music on hold for 15 seconds Expect Extn 1020 to ring Answer Extn 1020 and talk Hang up.	2713941281- 3280212448- 2253358592- 1084025512	<ul style="list-style-type: none"> • <u>GW</u> <u>Log</u> <u>X3</u> • <u>CUBE</u> <u>Log</u> <u>X3</u> • <u>Metadata</u> <u>X3</u> 	