

Back to: [Call Flow Details for Cisco MediaSense](#)

Back to: [Category: Cisco MediaSense](#)

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

- The metadata collected by MediaSense, presented in JSON format
- The list of session events published by MediaSense

The tests documented in this page use the following Cisco MediaSense configuration:

- All phones are registered to a Unified CM.
- Incoming call is directed by Unified CM through a SIP Trunk to Cisco Unified Border Element (CUBE). CUBE loops the call back to Unified CM.
- Unified CM is configured such that calls prefixed with 777 are routed via a SIP trunk through CUBE. CUBE loops these calls back to Unified CM as well.
- Three phones are required for Transfer/Conference scenarios. Two phones are required for the Hold/Resume scenarios.

Call Flows and Resulting Data

No.	Call Flow	Details	CCID	Data	Events	Notes
I.	BlindTransfer	1053 dials 7771054 and connects to 1054. 1054 transfers to 1055 by dialing 1055 and hangs up during ringing. 1055 answers, then later drops.	3481130112-0000065536-0000032895-0745980426	<ul style="list-style-type: none"> • <u>Event</u> I • <u>Metadata</u> I 	<ul style="list-style-type: none"> • Conversation between 1053 and 1054 before transfer • Conversation between 1053 and 1055 after transfer 	
II	Consult Transfer - Dial 1055 to transfer	1053 dials 7771054 and connects to 1054. 1054 transfers to 1055 by dialing 1055	2460948736-0000065536-0000000338-0745980426	<ul style="list-style-type: none"> • <u>Event</u> II • <u>Metadata</u> II 	<ul style="list-style-type: none"> • Conversation between 1053 and 1054 before 	

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

		and completes transfer. 1055 answers, then later drops.			transfer <ul style="list-style-type: none"> • MOH • Conversation between 1053 and 1055 after transfer
III	Consult Transfer - Dial 1055 to transfer Caller drops	1053 dials 7771054 and connects to 1054. 1054 transfers to 1055 by dialing 1055 and completes transfer. 1053 drops.	1245850624-0000065536-0000000335-0745980426	<ul style="list-style-type: none"> • <u>Event III</u> • <u>Metadata III</u> 	<ul style="list-style-type: none"> • Conversation between 1053 and 1054 before transfer • MOH • Conversation between 1053 and 1055 after transfer
IV	Consult Transfer - Dial 7771055 to transfer	1053 dials 7771054 and connects to 1054. 1054 transfers to 1055 by dialing 7771055 and completes transfer. 1055 answers, then later drops.	<ul style="list-style-type: none"> • 0706312192-0000065536-0000000255-0745980426 • 0936312192-0000065536-0000000256-0745980426 • 3406312192-0000065536-0000000257-0745980426 • 3866312192-0000065536-0000000258-0745980426 	<ul style="list-style-type: none"> • <u>Event IV</u> • <u>Metadata IV</u> 	<p>Session 1:</p> <ul style="list-style-type: none"> • Conversation between 1053 and 1054 before transfer • MOH • Conversation between 1053 and 1055 after transfer <p>Session 2:</p> <ul style="list-style-type: none"> • Conversation between 1054 and 1055 during consultation

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

					<ul style="list-style-type: none"> • Conversation between 1053 and 1055 after transfer
V	Consult Transfer - Dial 7771055 to transfer- Caller performs transfer	1053 dials 7771054 and connects to 1054. 1053 transfers to 1055 by dialing 7771055 and completes transfer. 1054 drops.	<ul style="list-style-type: none"> • 0372722176-0000065536-0000000004-0745980426 • 1112722176-0000065536-0000000005-0745980426 • 1822722176-0000065536-0000000006-0745980426 	<ul style="list-style-type: none"> • <u>Event</u> V • <u>Metadata</u> V 	<p>Session 1:</p> <ul style="list-style-type: none"> • Conversation between 1053 and 1054 before transfer • MOH • Conversation between 1054 and 1055 after transfer <p>Session 2:</p> <ul style="list-style-type: none"> • Conversation between 1053 and 1055 during consultation • Conversation between 1054 and 1055 after transfer
VI.	Conference - Dial 1055 to conference, third-party drops	1053 dials 7771054 and connects to 1054. 1054 conferences 1055 by dialing 1055 and completes conference with 1053	2846127104-0000065536-0000000452-0745980426	<ul style="list-style-type: none"> • <u>Event</u> VI • <u>Metadata</u> VI 	<ul style="list-style-type: none"> • Track0: Heard only calling party (1053). • Track1: Heard called (1054) <p>Neither Track0 nor Track1 had actual media packets totaling the entire track duration.</p>

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

		and 1055. 1055 answers, then later drops.			and (after conference completed) third-party (1055)	
VII	Conference - Dial 1055 to conference, Caller drops	1057 dials 7771058 and connects to 1058. 1058 conferences 1059 by dialing 1059 and completes conference with 1057 and 1059. 1057 drops.	2661163520-0000065536- 0000000476-0745980426	<ul style="list-style-type: none"> • <u>Event</u> <u>VII</u> • <u>Metadata</u> <u>VII</u> 	<ul style="list-style-type: none"> • Track0: Heard only calling party (1057) before and after the conference setup. No packets are recorded during conference setup. • Track1: Heard called party (1058) before and after conference setup. Heard MOH during conference setup. Heard both calling (1058) and third-party (1059) after conference completed. Did not 	<ul style="list-style-type: none"> • Track0: does not have actual media packets totaling the entire track duration. • Track1/Track0: Nothing is recorded after calling party (1059) hangs up.

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

					hear anything after calling party hung up.	
VIII	Conference - Dial 1055 to conference, Caller performs conference	1057 dials 7771058 and connects to 1058. 1057 conferences 1059 by dialing 1059 and completes conference with 1058 and 1059. 1059 drops.	0131359744-0000065536-0000000001-0745980426	<ul style="list-style-type: none"> • <u>Event VIII</u> • <u>Metadata VIII</u> 	<ul style="list-style-type: none"> • Track0: Hear calling party (1057) before conference. Hear MOH during conference setup. After conference completion, hear both calling party(1057) and third-party (1059). After third-party hangs up, still hear calling party (1057). • Track1: Hear called party (1058) before conference setup and after conference complete. Continue 	Track1: Does not record any packets during conference setup so actual played duration is much less than track duration.

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

					to hear 1058 after third-party hangs up.	
IX	Conference - Dial 7771055 to conference, caller drops	1057 dials 7771058 and connects to 1058. 1058 conferences 1059 by dialing 7771059 and completes conference with 1057 and 1059. 1057 drops.	<ul style="list-style-type: none"> • 3176061696-0000065536-0000000428-0745980426 IX • 3616061696-0000065536-0000000433-0745980426 IX 	<ul style="list-style-type: none"> • <u>Event</u> • <u>Metadata</u> 	<p>Session1:</p> <ul style="list-style-type: none"> • Track0: Heard only calling party (1057). Only before conference setup and after conference completion. • Track1: Heard called party (1058). During conference setup, heard MOH. After conference completion, heard both called party (1058) and third-party (1059). <p>Session 2:</p> <ul style="list-style-type: none"> • Track0: Called party (1058) during conference setup. 	<p>Session1, Track0 did not play back the silence during the period of conference setup. So the media stream is only half as long as the track duration.</p>

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

					<p>Called party (1058) and calling party (1057) after conference completion. After calling party (1057) hangs up, still hear called party (1058).</p> <ul style="list-style-type: none"> Track1: Heard third-party (1059) during conference setup and after conference completion.
X	<p>Conference - Dial 7771059 to conference, caller performs conference</p>	<p>1057 dials 7771058 and connects to 1058. 1057 conferences 1059 by dialing 7771059 and completes conference with 1057 and 1059. 1057 drops.</p>	<ul style="list-style-type: none"> 4029324672-0000065536-0000000001-0745980426 X 0244357376-0000065536-0000000002-0745980426 X 	<ul style="list-style-type: none"> Event X Metadata X 	<p>Session1:</p> <ul style="list-style-type: none"> Track0: Calling party (1057) before the conference, MOH during conference setup, both 1057 and 1059 (mixed) after the conference <p>Session1:</p> <ul style="list-style-type: none"> Track0: the actual packets take only half as long to play as the track duration. Session2: Track0: After called party (1058) hangs

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

					<p>is completed.</p> <ul style="list-style-type: none"> Track1: Called party (1058) before and after the conference was completed. 	<p>up, continue to hear silence until third-party hangs up.</p>
					<p>Session2:</p> <ul style="list-style-type: none"> Track0: Calling party (1057) after calling third-party (1059) before completing the conference. After completing the conference, mixed calling party (1057) and called party (1058). After calling party (1057) drops, only hear called party (1058). Track1: third-party (1059) 	

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

					after calling party (1057) calls third-party during conference setup. Continues to hear third-party (1059) until last party hangs up.	
XI	Hold/Resume - Caller performs hold/resume	1057 dials 7771058 and connects to 1058. 1057 puts the call on hold for some time then resumes. 1057 drops.	1173310848-0000065536-0000000001-0745980426	<ul style="list-style-type: none"> • <u>Event XI</u> • <u>Metadata XI</u> 	<ul style="list-style-type: none"> • Track0: Calling party (1057) for the entire call. This includes the MOH during the hold period • Track1: Called party (1058) before the hold and after the resume. 	Although the duration for track 1 is the same as the entire session duration, it does not contain media packets for the period during the hold.
XII	Hold/Resume - Called party performs hold/resume	1057 dials 7771058 and connects to 1058. 1058 puts the call on hold for	1667951104-0000065536-0000000013-0745980426	<ul style="list-style-type: none"> • <u>Event XII</u> • <u>Metadata XII</u> 	<ul style="list-style-type: none"> • Track0: Calling party (1057) before 	Although the duration for track 0 is the same as the entire session duration, it does

Call_Flow_Details_for_CUBE_using_Unified_CM_Phone

		some time then resumes. 1058 drops.			the hold and after the resume. • Track1: Called party (1058) for the entire call. This includes the MOH during the hold period.	not contain media packets for the period during the hold.
--	--	---	--	--	---	--