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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"> <li>• <u>Event</u> I</li> <li>• <u>Metadata</u> I</li> </ul>   | <ul style="list-style-type: none"> <li>• Conversation between 1053 and 1054 before transfer</li> <li>• Conversation between 1053 and 1055 after transfer</li> </ul> |       |
| 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"> <li>• <u>Event</u> II</li> <li>• <u>Metadata</u> II</li> </ul> | <ul style="list-style-type: none"> <li>• Conversation between 1053 and 1054 before</li> </ul>   |       |

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|     |   | and completes transfer. 1055 answers, then later drops.  |  |   | transfer  |
|     |   |  |  |   | <ul style="list-style-type: none"> <li>• MOH</li> <li>• Conversation between 1053 and 1055 after transfer</li> </ul>  |
| 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"> <li>• <u>Event III</u></li> <li>• <u>Metadata III</u></li> </ul> | <ul style="list-style-type: none"> <li>• Conversation between 1053 and 1054 before transfer</li> <li>• MOH</li> <li>• Conversation between 1053 and 1055 after transfer</li> </ul>  |
| 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"> <li>• 0706312192-0000065536-0000000255-0745980426</li> <li>• 0936312192-0000065536-0000000256-0745980426</li> <li>• 3406312192-0000065536-0000000257-0745980426</li> <li>• 3866312192-0000065536-0000000258-0745980426</li> </ul> | <ul style="list-style-type: none"> <li>• <u>Event IV</u></li> <li>• <u>Metadata IV</u></li> </ul>   | <p>Session 1:</p> <ul style="list-style-type: none"> <li>• Conversation between 1053 and 1054 before transfer</li> <li>• MOH</li> <li>• Conversation between 1053 and 1055 after transfer</li> </ul> <p>Session 2:</p> <ul style="list-style-type: none"> <li>• Conversation between 1054 and 1055 during consultation</li> </ul> |

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|     |   |  |   |   | <ul style="list-style-type: none"> <li>• Conversation between 1053 and 1055 after transfer</li> </ul>  |
| 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"> <li>• 0372722176-0000065536-0000000004-0745980426</li> <li>• 1112722176-0000065536-0000000005-0745980426</li> <li>• 1822722176-0000065536-0000000006-0745980426</li> </ul> | <ul style="list-style-type: none"> <li>• <u>Event</u> V</li> <li>• <u>Metadata</u> V</li> </ul>   | <p>Session 1:</p> <ul style="list-style-type: none"> <li>• Conversation between 1053 and 1054 before transfer</li> <li>• MOH</li> <li>• Conversation between 1054 and 1055 after transfer</li> </ul> <p>Session 2:</p> <ul style="list-style-type: none"> <li>• Conversation between 1053 and 1055 during consultation</li> <li>• Conversation between 1054 and 1055 after transfer</li> </ul> |
| 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"> <li>• <u>Event</u> VI</li> <li>• <u>Metadata</u> VI</li> </ul> | <ul style="list-style-type: none"> <li>• Track0: Heard only calling party (1053).</li> <li>• Track1: Heard called (1054)</li> </ul> <p>Neither Track0 nor Track1 had actual media packets totaling the entire track duration.</p>  |

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

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|      |  |   |   |   | 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"> <li>• <u>Event VIII</u></li> <li>• <u>Metadata VIII</u></li> </ul> | <ul style="list-style-type: none"> <li>• 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).</li> <li>• Track1: Hear called party (1058) before conference setup and after conference complete. Continue</li> </ul> | Track1: Does not record any packets during conference setup so actual played duration is much less than track duration. |

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|    |   |  |  |   | 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"> <li>• 3176061696-0000065536-0000000428-0745980426 IX</li> <li>• 3616061696-0000065536-0000000433-0745980426 IX</li> </ul> | <ul style="list-style-type: none"> <li>• <u>Event</u></li> <li>• <u>Metadata</u></li> </ul> | <p>Session1:</p> <ul style="list-style-type: none"> <li>• Track0: Heard only calling party (1057). Only before conference setup and after conference completion.</li> <li>• Track1: Heard called party (1058). During conference setup, heard MOH. After conference completion, heard both called party (1058) and third-party (1059).</li> </ul> <p>Session 2:</p> <ul style="list-style-type: none"> <li>• Track0: Called party (1058) during conference setup.</li> </ul> | <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> |

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|   |  |   |  |   |   |
|---|--|---|--|---|---|
|   |  |   |  |   | <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"> <li>Track1: Heard third-party (1059) during conference setup and after conference completion.</li> </ul>   |
| 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"> <li>4029324672-0000065536-0000000001-0745980426 X</li> <li>0244357376-0000065536-0000000002-0745980426 X</li> </ul> | <ul style="list-style-type: none"> <li>Event X</li> <li>Metadata X</li> </ul> | <p>Session1:</p> <ul style="list-style-type: none"> <li>Track0: Calling party (1057) before the conference, MOH during conference setup, both 1057 and 1059 (mixed) after the conference</li> </ul> <p>Session1:</p> <ul style="list-style-type: none"> <li>Track0: the actual packets take only half as long to play as the track duration.</li> <li>Session2:</li> <li>Track0: After called party (1058) hangs</li> </ul> |

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|  |  |  |  |  | <p>is completed.</p> <ul style="list-style-type: none"><li>• Track1: Called party (1058) before and after the conference was completed.</li></ul>   | <p>up, continue to hear silence until third-party hangs up.</p> |
|  |  |  |  |  | <p>Session2:</p> <ul style="list-style-type: none"><li>• 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).</li><li>• Track1: third-party (1059)</li></ul> |   |



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|     |   |   |   |   |   |   |
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|     |   |   |   |   | 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"> <li>• <u>Event XI</u></li> <li>• <u>Metadata XI</u></li> </ul>   | <ul style="list-style-type: none"> <li>• Track0: Calling party (1057) for the entire call. This includes the MOH during the hold period</li> <li>• Track1: Called party (1058) before the hold and after the resume.</li> </ul> | 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"> <li>• <u>Event XII</u></li> <li>• <u>Metadata XII</u></li> </ul> | <ul style="list-style-type: none"> <li>• Track0: Calling party (1057) before</li> </ul>   | Although the duration for track 0 is the same as the entire session duration, it does   |

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