



Gamma Limited

Inbound Web Services: Statistics User
Documentation



This document provides the user documentation for using the Inbound Statistics Web Services

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Change History

Version	Date	Author	Sections Changed	Summary of Changes
1.0	26/08/2011	Dalraj Thandi	Initial Version	Initial Version
1.1	10/10/2012	Dalraj Thandi	CDR Response	Added new field TalkTime
1.2	21/11/2012	Dalraj Thandi	CDR Response, Voicemail added, Appendix A	Changed CDR field RecordedCallId to CallId Added request/response for querying voicemail New examples for voicemail
1.3	25/09/2013	Mike Coumbe	Bookmark Requests added. (CDR, Call Record, Voicemail)	Added new sections for three new requests. Updated Appendix to include usage instructions.
1.3.1	16/01/2014	Mike Coumbe	New Disconnect Values	
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1.7.0	01/08/2018	David Haasz	None	Update documentation to match Gamma branding
1.8.0	09/10/2018	David Haasz	Xml based transactions	Updated QA URL
1.9.0	28/02/2020	David Haasz	None	Updated documentation to comply with new Gamma branding standards

Related Documents

Document Name	File Name
Inbound XSD Document	Inbound.xsd
Inbound Types XSD Document	InboundTypes.xsd

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Introduction

The following documentation is intended to help the developer integrate their systems neatly with Gamma's Inbound Web Service. This will allow the reseller to take advantage of Gamma's highly flexible Inbound service and create call plans with advanced call handling features which can be tailored and adapted instantly.

Xml based transactions

All communication between Gamma and the reseller will be made via XML transactions. The following section sets out standards for the developer to use when operating Gamma's Web Service interface.

- Information needs to be encoded within every piece of XML using UTF-8 encoding.
- Tag elements are case sensitive
- The order of the tags must remain consistent with the XSD
- Information for UAT should be sent using the http post method to the following URL: <https://ws-test.gammaoperations.com/InboundService/Inbound/> (Gamma will provide URL for Live environment)
- Appendix B includes the response codes and response messages.
- Gamma receives transactions from the TDPG system and sends a confirmation message back, verifying that the transaction was successful or unsuccessful.

Authorisation and Authentication

The developer will have to send the following credentials, which will be supplied by Gamma, within every transaction because authentication is transaction-based:

- Username - Username to access the Gamma web service
- Password - Password to access Gamma web service
- ClientId - Gamma provide a unique identifier to all resellers.
- CompanyRef - The company name for which the Inbound services are associated
- WSUserName – Username to access Inbound Services.

Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <!--Request will go here. See Usage Details section for types of request that can be placed -->
</InboundRequest>
```

Response XML

Every returned piece of XML is based on the request XML and can be very simple like a CallPlan setup or it can be more complex like GetCallPlan.

Success Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <CompanyRef>CompanyABC</CompanyRef>
  <CallSetupResponse>
    <ErrorNum>0</ErrorNum>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>Successful</ResponseMessage>
    </Result>
  </CallSetupResponse>
```

Failed Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <CompanyRef>CompanyABC</CompanyRef>
  <CallSetupResponse>
    <ErrorNum>1</ErrorNum>
    <Result>
      <ResponseCode>1</ResponseCode>
      <ResponseMessage>User authentication failed</ResponseMessage>
    </Result>
  </CallSetupResponse>
```

Additionally the returned XML can be an XML error message. In this case the returned XML is encapsulated within XmlError tags. When the response is an XML based error, the response tags for the request that was placed will not be included. For example below the CallSetupResponse tag is not supplied.

XmlError Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <CompanyRef>CompanyABC</CompanyRef>
  <XmlError>
    <ResponseCode>101</ResponseCode>
    <ResponseMessage>XML Parse failure</ResponseMessage>
  </XmlError>
</InboundResponse>
```


Gamma Web Service Technology

XSD

The Inbound Web Service will conform to the schema set out in the Inbound.xsd and inboundTypes.xsd. These XSD's will be supplied with this documentation. The XSD provides the syntax and defines a way in which elements and attributes can be represented in an XML document. It also advocates that the given XML document should be of a specific format and specific data type.

XSD is fully recommended by W3C consortium as a standard for defining an XML Document. To know more about latest information on XSD, please refer the W3C site (www.w3.org).

Future Development

As the Inbound web service is currently in the development stage, the XSD will change as the interface advances. However, this should not affect the current implementation; Gamma will only be adding additional features in the future.

Usage Details

Types of Web Service Requests

- CDR
- Call Recording
- Voicemail
- Bookmark CDR
- Bookmark Call Recording
- Bookmark Voicemail

CDR

CDR Request

This request will include detailed information about a finished call even if it was not successful. Only 90 days of call detail records are stored in the system, so there must not be a date used which is older than 90 days in the fields `CDRStartDate` or `CDREndDate`. Please allow for 10 minutes after a call has ended before searching for its CDR's.

Attribute Name	Data Type	Mandatory	Description
CDR	-	Yes	Transaction tag name
NTSNum	String(64)	Yes	NTS number for which the CDR is requested. Leading zero should be removed. Use 'All' to search every number.
FromNum	String(64)	No	Filter field. This enables to search by a number which made the call.
ToNum	String(64)	No	Filter field. This enables to search by a number which received the call.
CDRStartDate	String(19)	Yes	Show calls which ended after the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.
CDREndDate	String(19)	Yes	Show calls which ended before the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.
MaxRecords	Int	No	The amount of records to be brought back. If left blank max of 1000 will be used.

CDR Request XML Layout

```

<CDR>
  <NTSNum></NTSNum>
  <FromNum></FromNum>
  <ToNum></ToNum>
  <CDRStartDate></CDRStartDate>
  <CDREndDate></CDREndDate>
  <MaxRecords></MaxRecords>
</CDR>

```

CDR Response

CDR Response XML

```
<CDRResponse>
  <ErrorNum></ErrorNum>
  <Result>
    <ResponseCode></ResponseCode>
    <ResponseMessage></ResponseMessage>
  </Result>
  <CDRCount></CDRCount>
  <CallDataRecord>
    <CDRId></CDRId>
    <NTSNum></NTSNum>
    <FromNum></FromNum>
    <ToNum></ToNum>
    <DialledNum></DialledNum>
    <ConnectTime></ConnectTime>
    <CallDuration></CallDuration>
    <TalkTime></TalkTime>
    <TimeToAnswer></TimeToAnswer>
    <DisconnectText></DisconnectText>
    <DisconnectType></DisconnectType>
    <Recorded></Recorded>
    <CallId></CallId>
  </CallDataRecord>
</CDRResponse>
```

Call Record

Call Record Request

This request will include detailed information about a recorded call if call recording was activated for a call plan. Only 90 days of recorded calls are stored in the system, so there must not be a date used which is older than 90 days in the fields `CallRecordStartDate` or `CallRecordEndDate`. Please allow for 10 minutes after a call has ended before searching for its call records. By default, 1000 is the maximum amount of records returned for any query.

Attribute Name	Data Type	Mandatory	Description
CallRecord	-	Yes	Transaction tag name
NTSNum	String(64)	Yes	NTS number for which the recorded call is requested. Leading zero should be removed. Use 'All' to search every number.
CallRecordStartDate	String(19)	Yes	Show calls which ended after the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.
CallRecordEndDate	String(19)	Yes	Show calls which ended before the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.

Call Record Request XML Layout

```

<CallRecord>
  <NTSNum></NTSNum>
  <CallRecordStartDate></CallRecordStartDate>
  <CallRecordEndDate></CallRecordEndDate>
</CallRecord>

```

Call Record Response

Attribute Name	Data Type	Mandatory	Description
CallRecordResponse	-	Yes	Transaction tag name
ErrorNum	int	Yes	The amount of errors that are within the results. If there are no errors it will default to 0.
Result	-	Yes	Transaction tag name
ResponseCode	Int	Yes	See Appendix B for possible response codes
ResponseMessage	String(255)	Yes	See Appendix B for possible response messages
CallRecordCount	int	Yes	Amount of recorded calls that have been returned
CallDataRecord	-	No	Transaction tag name
RecordedCallId	String(255)	Yes	Internal Id used to identify files for recorded calls
NTSNum	String(64)	Yes	NTS number for which the call record is related to.
FromNum	String(64)	Yes	Number of the caller for this call.
ToNum	String(64)	Yes	Number of the called party for this call.
DialledNum	String(64)	Yes	The number which was dialled by the caller.
RecordTime	String(19)	Yes	Start time of the recorded call in `YYYY-MM-DD HH:MI:SS` format.
Duration	Int	Yes	Duration of the recorded call in seconds.
FileName	String(255)	Yes	The location and filename for the recorded call.
Size	Int	Yes	Size of the recorded file in bytes.

Call Record Response XML Layout

```
<CallRecordResponse>
  <ErrorNum></ErrorNum>
  <Result>
    <ResponseCode></ResponseCode>
    <ResponseMessage></ResponseMessage>
  </Result>
  <CallRecordCount></CallRecordCount>
  <RecordedCallData>
    <RecordedCallId></RecordedCallId>
    <NTSNum></NTSNum>
    <FromNum></FromNum>
    <ToNum></ToNum>
    <DialledNum></DialledNum>
    <RecordTime></RecordTime>
    <Duration></Duration>
    <FileName></FileName>
    <Size></Size>
  </RecordedCallData>
</CallRecordResponse>
```

Voicemail

Voicemail Request

This request will include detailed information about a voicemail record if one was generated during a call to an NTS number. Only 90 days of voicemail records are stored in the system, so there must not be a date used which is older than 90 days in the fields 'VoicemailStartDate' or 'VoicemailEndDate'. Please allow for 10 minutes after a call has ended before searching for its voicemail records. By default, 1000 is the maximum amount of records returned for any query.

Attribute Name	Data Type	Mandatory	Description
Voicemail	-	Yes	Transaction tag name
NTSNum	String(64)	Yes	NTS number for which the voicemail is requested. Leading zero should be removed. Use 'All' to search every number.
VoicemailStartDate	String(19)	Yes	Show calls which ended after the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.
VoicemailEndDate	String(19)	Yes	Show calls which ended before the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.

Voicemail Request XML Layout

```

<Voicemail>
  <NTSNum></NTSNum>
  <VoicemailStartDate></VoicemailStartDate>
  <VoicemailEndDate></VoicemailEndDate>
</Voicemail>

```


Voicemail Response

Attribute Name	Data Type	Mandatory	Description
VoicemailResponse	-	Yes	Transaction tag name
ErrorNum	int	Yes	The amount of errors that are within the results. If there are no errors it will default to 0.
Result	-	Yes	Transaction tag name
ResponseCode	Int	Yes	See Appendix B for possible response codes
ResponseMessage	String(255)	Yes	See Appendix B for possible response messages
VoicemailCount	int	Yes	Amount of voicemail records that have been returned
VoicemailData	-	No	Transaction tag name
VoicemailCallId	String(255)	Yes	Internal Id used to identify files for voicemail
NTSNum	String(64)	Yes	NTS number for which the voicemail is related to.
FromNum	String(64)	Yes	Number of the caller for this call.
ToNum	String(64)	Yes	Number of the called party for this call.
DialledNum	String(64)	Yes	The number which was dialled by the caller.
RecordTime	String(19)	Yes	Start time of the voicemail in `YYYY-MM-DD HH:MI:SS` format.
Duration	Int	Yes	Duration of the voicemail in seconds.
FileName	String(255)	Yes	The location and filename for the voicemail.
Size	Int	Yes	Size of the voicemail file in bytes.

Voicemail Response XML Layout

```
<VoicemailResponse>
  <ErrorNum></ErrorNum>
  <Result>
    <ResponseCode></ResponseCode>
    <ResponseMessage></ResponseMessage>
  </Result>
  <VoicemailCount></VoicemailCount>
  <VoicemailData>
    <VoicemailCallId></VoicemailCallId>
    <NTSNum></NTSNum>
    <FromNum></FromNum>
    <ToNum></ToNum>
    <DialledNum></DialledNum>
    <RecordTime></RecordTime>
    <Duration></Duration>
    <FileName></FileName>
    <Size></Size>
  </VoicemailData>
</VoicemailResponse>
```

Bookmark Requests

The bookmark request variants are for more accurately retrieving all records by allowing the inbound system to track the most recent record that has been returned.

All bookmark requests start by sending the request with a start date less than 90 days prior to the current date. This request will return up to 1000 records as well as an integer 'BookmarkID' value. Subsequent requests can then be made using the BookmarkID value rather than a Start date.

Whenever a bookmark query successfully returns 1000 records it is likely there are still more records held on the inbound system. In this case it is recommended that subsequent requests are made with the BookmarkID that is returned until a successful response containing less than 1000 values is received. When a response with less than 1000 records is returned then the BookmarkID will be up-to-date with the Inbound System.

Bookmark CDR

Bookmark CDR Request

Attribute Name	Data Type	Mandatory	Description
BookmarkedCDR	-	Yes	Transaction tag name
NTSNum	String(64)	Yes	NTS number for which the voicemail is requested. Leading zero should be removed. Use 'All' to search every number.
CDRStartDate	String(19)	No	Show calls which ended after the given time. The field uses the format 'YYYY-MM-DD HH:MI:SS'.
BookmarkID	int	No	ID of a previous bookmark CDR request

Bookmark CDR XML Request Layout

```

<BookmarkedCDR>
  <NTSNum></NTSNum>
  <CDRStartDate></CDRStartDate>
</BookmarkedCDR>

```

```

<BookmarkedCDR>
  <NTSNum></NTSNum>
  <BookmarkID></Bookmark_ID>
</BookmarkedCDR>

```

Bookmark CDR Response

Attribute Name	Data Type	Mandatory	Description
BookmarkedCDRResponse	-	Yes	Transaction tag name
ErrorNum	int	Yes	The amount of errors that are within the results. If there are no errors it will default to 0.
Result	-	Yes	Transaction tag name
ResponseCode	Int	Yes	See Appendix B for possible response codes
ResponseMessage	String(255)	Yes	See Appendix B for possible response messages
CDRCount	int	Yes	Amount of CDR's that have been returned
CallDataRecord	-	No	Transaction tag name
CDRId	String(100)	Yes	Alphanumeric unique identifier.
NTSNum	String(64)	Yes	NTS number for which the CDR is related to.
FromNum	String(64)	Yes	Number of the caller for this call.
ToNum	String(64)	Yes	Number of the called party for this call.
DialledNum	String(64)	Yes	The number which was dialled by the caller.
ConnectTime	String(19)	Yes	Start time of the call in 'YYYY-MM-DD HH:MI:SS' format.
CallDuration	Int	Yes	Duration of the given call in seconds.
TalkTime	Int	Yes	The time the call was in progress to the destination in seconds. If the termination point is a voicemail then the TalkTime column will show the duration of the message left as a voicemail. If the termination point is an announcement then the TalkTime will be zero.
TimeToAnswer	Int	Yes	'Time To Answer' the given call in milliseconds.
DisconnectText	String(255)	Yes	Disconnect reason text of the given call. For possible values see Appendix C Available disconnect reasons for calls.
DisconnectType	Int	Yes	Class of the disconnect reason. For possible values see Appendix D Available disconnect classes for calls.
Recorded	String(1)	Yes	The given call has been recorded or not.

Attribute Name	Data Type	Mandatory	Description
CallId	String(255)	Yes	Internal Id used to identify files which are linked to this CDR
BookmarkID	Int	Yes	Bookmark ID for future requests

Bookmark CDR Response XML Layout

```

<BookmarkedCDRResponse>
  <ErrorNum></ErrorNum>
  <Result>
    <ResponseCode></ResponseCode>
    <ResponseMessage></ResponseMessage>
  </Result>
  <CDRCount></CDRCount>
  <CallDataRecord>
    <CDRId></CDRId>
    <NTSNum></NTSNum>
    <FromNum></FromNum>
    <ToNum></ToNum>
    <DialledNum></DialledNum>
    <ConnectTime></ConnectTime>
    <CallDuration></CallDuration>
    <TalkTime></TalkTime>
    <TimeToAnswer></TimeToAnswer>
    <DisconnectText></DisconnectText>
    <DisconnectType></DisconnectType>
    <Recorded></Recorded>
    <CallId></CallId>
  </CallDataRecord>
  <BookmarkID></BookmarkID>
</BookmarkedCDRResponse>

```

Bookmark Call Record

Bookmark Call Record Request

Attribute Name	Data Type	Mandatory	Description
BookmarkedCallRecord	-	Yes	Transaction tag name
NTSNum	String(64)	Yes	NTS number for which the voicemail is requested. Leading zero should be removed. Use 'All' to search every number.
CallRecordStartDate	String(19)	No	Show calls which ended after the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.
BookmarkID	int	No	ID of a previous Bookmark Call Record request

Bookmark Call Record XML Layout

```

<BookmarkCallRecord>
  <NTSNum></NTSNum>
  <CallRecordStartDate></CallRecordStartDate>
</BookmarkCallRecord>

```

```

<BookmarkCallRecord>
  <NTSNum></NTSNum>
  <BookmarkID></BookmarkID>
</BookmarkCallRecord>

```

Bookmark Call Record Response

Attribute Name	Data Type	Mandatory	Description
BookmarkedCallRecordResponse	-	Yes	Transaction tag name
ErrorNum	int	Yes	The amount of errors that are within the results. If there are no errors it will default to 0.
Result	-	Yes	Transaction tag name
ResponseCode	Int	Yes	See Appendix B for possible response codes
ResponseMessage	String(255)	Yes	See Appendix B for possible response messages
CallRecordCount	int	Yes	Amount of recorded calls that have been returned
CallDataRecord	-	No	Transaction tag name
RecordedCallId	String(255)	Yes	Internal Id used to identify files for recorded calls
NTSNum	String(64)	Yes	NTS number for which the call record is related to.
FromNum	String(64)	Yes	Number of the caller for this call.
ToNum	String(64)	Yes	Number of the called party for this call.
DialledNum	String(64)	Yes	The number which was dialled by the caller.
RecordTime	String(19)	Yes	Start time of the recorded call in `YYYY-MM-DD HH:MI:SS` format.
Duration	Int	Yes	Duration of the recorded call in seconds.
FileName	String(255)	Yes	The location and filename for the recorded call.
Size	Int	Yes	Size of the recorded file in bytes.
BookmarkID	Int	Yes	Bookmark ID for future requests

Bookmark Call Record Response XML Layout

```
<BookmarkedCallRecordResponse>
  <ErrorNum></ErrorNum>
  <Result>
    <ResponseCode></ResponseCode>
    <ResponseMessage></ResponseMessage>
  </Result>
  <CallRecordCount></CallRecordCount>
  <RecordedCallData>
    <RecordedCallId></RecordedCallId>
    <NTSNum></NTSNum>
    <FromNum></FromNum>
    <ToNum></ToNum>
    <DialledNum></DialledNum>
    <RecordTime></RecordTime>
    <Duration></Duration>
    <FileName></FileName>
    <Size></Size>
  </RecordedCallData>
  <BookmarkID></BookmarkID>
</BookmarkedCallRecordResponse>
```

Bookmark Voicemail

Bookmark Voicemail Request

Attribute Name	Data Type	Mandatory	Description
BookmarkedVoicemail	-	Yes	Transaction tag name
NTSNum	String(64)	Yes	NTS number for which the voicemail is requested. Leading zero should be removed. Use 'All' to search every number.
VoicemailStartDate	String(19)	No	Show calls which ended after the given time. The field uses the format `YYYY-MM-DD HH:MI:SS`.
BookmarkID	int	No	ID of a previous Bookmark Call Record request

Bookmark Voicemail Request XML Layout

```
<BookmarkVoicemail>
  <NTSNum></NTSNum>
  <VoicemailStartDate></VoicemailStartDate>
</BookmarkVoicemail>
```

```
<BookmarkVoicemail>
  <NTSNum></NTSNum>
  <BookmarkID></BookmarkID>
</BookmarkVoicemail>
```

Bookmark Voicemail Response

Attribute Name	Data Type	Mandatory	Description
BookmarkedVoicemailResponse	-	Yes	Transaction tag name
ErrorNum	int	Yes	The amount of errors that are within the results. If there are no errors it will default to 0.
Result	-	Yes	Transaction tag name
ResponseCode	Int	Yes	See Appendix B for possible response codes
ResponseMessage	String(255)	Yes	See Appendix B for possible response messages
VoicemailCount	int	Yes	Amount of voicemail records that have been returned
VoicemailData	-	No	Transaction tag name
VoicemailCallId	String(255)	Yes	Internal Id used to identify files for voicemail
NTSNum	String(64)	Yes	NTS number for which the voicemail is related to.
FromNum	String(64)	Yes	Number of the caller for this call.
ToNum	String(64)	Yes	Number of the called party for this call.
DialledNum	String(64)	Yes	The number which was dialled by the caller.
RecordTime	String(19)	Yes	Start time of the voicemail in 'YYYY-MM-DD HH:MI:SS' format.
Duration	Int	Yes	Duration of the voicemail in seconds.
FileName	String(255)	Yes	The location and filename for the voicemail.
Size	Int	Yes	Size of the voicemail file in bytes.
BookmarkID	Int	Yes	Bookmark ID for future requests

Voicemail Response XML Layout

```
<BookmarkedVoicemailResponse>  
  <ErrorNum></ErrorNum>  
  <Result>  
    <ResponseCode></ResponseCode>  
    <ResponseMessage></ResponseMessage>  
  </Result>  
  <VoicemailCount></VoicemailCount>  
  <VoicemailData>  
    <VoicemailCallId></VoicemailCallId>  
    <NTSNum></NTSNum>  
    <FromNum></FromNum>  
    <ToNum></ToNum>  
    <DialledNum></DialledNum>  
    <RecordTime></RecordTime>  
    <Duration></Duration>  
    <FileName></FileName>  
    <Size></Size>  
  </VoicemailData>  
  <BookmarkID></BookmarkID>  
</BookmarkedVoicemailResponse>
```

Appendix A - Request Examples

CDR Examples

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <CDR>
    <NTSNum>All</NTSNum>
    <CDRStartDate>2010-01-01 16:10:00</CDRStartDate>
    <CDREndDate>2010-01-01 16:15:00</CDREndDate>
  </CDR>
</InboundRequest>
```

Response

```

<InboundResponse>
  <CDRResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>Successful</ResponseMessage>
    </Result>
    <CDRCount>2</CDRCount>
    <CallDataRecord>
      <CDRId>9a33d5e54ac3b961e81f1b764f829f21c2f66880</CDRId>
      <NTSNum>8989897989</NTSNum>
      <FromNum>02030029751</FromNum>
      <ToNum>08778021500</ToNum>
      <DialledNum>00448778021500</DialledNum>
      <ConnectTime>2010-01-01 16:11:20</ConnectTime>
      <CallDuration>0</CallDuration>
      <TalkTime>0</TalkTime>
      <TimeToAnswer>0</TimeToAnswer>
      <DisconnectText>Unanswered</DisconnectText>
      <DisconnectType> Normal uncompleted call</DisconnectType>
      <Recorded>N</Recorded>
      <CallId>ZTVhNzMONjZhMGY3N2EwNzhkYjAzZWJiMjE5YzRjYWU.1305821434128717</CallId>
    </CallDataRecord>
    <CallDataRecord>
      <CDRId>0dbb08479d7b3206d938224ee1ed47952064d2ac</CDRId>
      <NTSNum>8989897989</NTSNum>
      <FromNum>02030029751</FromNum>
      <ToNum>448778021234</ToNum>
      <DialledNum>00448778021234</DialledNum>
      <ConnectTime>2010-01-01 16:14:20</ConnectTime>
      <CallDuration>0</CallDuration>
      <TalkTime>0</TalkTime>
      <TimeToAnswer>0</TimeToAnswer>
      <DisconnectText>Unanswered</DisconnectText>
      <DisconnectType> Normal uncompleted call</DisconnectType>
      <Recorded>N</Recorded>
      <CallId>MzdhdMDQ0MmEzMDgzMDM1MDIzZGQzM2U4OWE0OTNhZjl.1305907113906773</CallId>
    </CallDataRecord>
  </CDRResponse>
</InboundResponse>

```

Daylight Savings

All time related data within our database is stored in GMT (Greenwich Mean Time). The developer should send the local time, whether it is GMT or BST (British Summer Time), and the conversion will be made when the request is received. For example, in autumn when clocks return to GMT the requests should look like this (10 minute polling used):

```
<CDR>
  <NTSNum>All</NTSNum>
  <CDRStartDate>2010-10-31 01:50:00</CDRStartDate>
  <CDREndDate>2010-01-01 01:59:59</CDREndDate>
</CDR>
```

```
<CDR>
  <NTSNum>All</NTSNum>
  <CDRStartDate>2010-10-31 01:00:00</CDRStartDate>
  <CDREndDate>2010-01-01 01:09:59</CDREndDate>
</CDR>
```

In spring when the clocks go onto BST the requests should be as follows:

```
<CDR>
  <NTSNum>All</NTSNum>
  <CDRStartDate>2011-03-27 00:50:00</CDRStartDate>
  <CDREndDate>2011-03-27 00:59:59</CDREndDate>
</CDR>
```

```
<CDR>
  <NTSNum>All</NTSNum>
  <CDRStartDate>2011-03-27 02:00:00</CDRStartDate>
  <CDREndDate>2011-03-27 02:09:59</CDREndDate>
</CDR>
```

CallRecord Examples

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <CallRecord>
    <NTSNum>All</NTSNum>
    <CallRecordStartDate>2011-05-26 17:00:00</CallRecordStartDate>
    <CallRecordEndDate>2011-05-27 17:00:00</CallRecordEndDate>
  </CallRecord>
</InboundRequest>
```


Response

```
<?xml version='1.0' encoding='UTF-8'?><InboundResponse xmlns="http://www.gammatele.com/callplansetup">
  <CallRecordResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>SUCCESS</ResponseMessage>
    </Result>
    <CallRecordCount>2</CallRecordCount>
    <RecordedCallData>
      <RecordedCallId>MTNIMDU4ZTcyMmY0ODdkZDY1ZWE5ZjVjYTI2Y2lzNjA.1306427765194000</RecordedCallId>
      <NTSNum>1464631925</NTSNum>
      <FromNum>03332403097</FromNum>
      <ToNum>07590677111</ToNum>
      <DialledNum>07590677111</DialledNum>
      <RecordTime>2011-05-26 17:36:13</RecordTime>
      <Duration>11</Duration>
      <FileName>s3://201105/26/cr_1306506348_270344_03332403097_447590677111.mp3</FileName>
      <Size>33826</Size>
    </RecordedCallData>
    <RecordedCallData>
      <RecordedCallId>ODdiYWMyMjgxmzVhZjgwZTc4YzI0MDAyNjI3ZDY4ZTM.1306484214313931</RecordedCallId>
      <NTSNum>1464631925</NTSNum>
      <FromNum>03332403097</FromNum>
      <ToNum>07590677111</ToNum>
      <DialledNum>07590677111</DialledNum>
      <RecordTime>2011-05-27 09:17:05</RecordTime>
      <Duration>6</Duration>
      <FileName>s3://201105/27/cr_1306506271_270342_03332403097_447590677111.mp3</FileName>
      <Size>18152</Size>
    </RecordedCallData>
  </CallRecordResponse>
</InboundResponse>
```

Voicemail Example

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <Voicemail>
    <NTSNum>All</NTSNum>
    <VoicemailStartDate>2011-05-25 17:00:00</VoicemailStartDate>
    <VoicemailEndDate>2011-05-27 17:00:00</VoicemailEndDate>
  </Voicemail>
</InboundRequest>
```

Response

```
<?xml version='1.0' encoding='UTF-8'?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup">
  <VoicemailResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>SUCCESS</ResponseMessage>
    </Result>
    <VoicemailCount>1</VoicemailCount>
    <VoicemailData>
      <VoicemailCallId>MTNIMDU4ZTcyMmY0ODdkZDY1ZWE5ZjVjYT12Y2lzNjA.1306427765194
      000</VoicemailCallId>
      <NTSNum>1493800452</NTSNum>
      <FromNum>+441493658664</FromNum>
      <ToNum>01493754943</ToNum>
      <DialledNum>01493754943</DialledNum>
      <RecordTime>2012-07-25 21:45:51</RecordTime>
      <Duration>7</Duration>
      <FileName>s3://201105/27/1349089017-800130-2-102_0_1_pcma.mp3</FileName>
      <Size>23053</Size>
    </VoicemailData>
  </VoicemailResponse>
</InboundResponse>
```

Bookmarked CDR Example (StartDate)

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <BookmarkedCDR>
    <NTSNum>All</NTSNum>
    <CDRStartDate>2010-01-01 16:10:00</CDRStartDate>
  </BookmarkedCDR>
</InboundRequest>
```

Response

```

<InboundResponse>
  <BookmarkedCDRResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>Successful</ResponseMessage>
    </Result>
    <CDRCount>2</CDRCount>
    <CallDataRecord>
      <CDRId>9a33d5e54ac3b961e81f1b764f829f21c2f66880</CDRId>
      <NTSNum>8989897989</NTSNum>
      <FromNum>02030029751</FromNum>
      <ToNum>08778021500</ToNum>
      <DialledNum>00448778021500</DialledNum>
      <ConnectTime>2010-01-01 16:11:20</ConnectTime>
      <CallDuration>0</CallDuration>
      <TalkTime>0</TalkTime>
      <TimeToAnswer>0</TimeToAnswer>
      <DisconnectText>Unanswered</DisconnectText>
      <DisconnectType> Normal uncompleted call</DisconnectType>
      <Recorded>N</Recorded>
    </CallDataRecord>
  </BookmarkedCDRResponse>
  <CallId>ZTVhNzMONjZhMGY3N2EwNzhkYjAzZWJiMjE5YzRjYWU.1305821434128717</CallId>
  <CallDataRecord>
    <CallDataRecord>
      <CDRId>0dbb08479d7b3206d938224ee1ed47952064d2ac</CDRId>
      <NTSNum>8989897989</NTSNum>
      <FromNum>02030029751</FromNum>
      <ToNum>448778021234</ToNum>
      <DialledNum>00448778021234</DialledNum>
      <ConnectTime>2010-01-01 16:14:20</ConnectTime>
      <CallDuration>0</CallDuration>
      <TalkTime>0</TalkTime>
      <TimeToAnswer>0</TimeToAnswer>
      <DisconnectText>Unanswered</DisconnectText>
      <DisconnectType> Normal uncompleted call</DisconnectType>
      <Recorded>N</Recorded>
    </CallDataRecord>
  </CallDataRecord>
  <CallId>MzdhMDQ0MmEzMDgzMDM1MDIzZGQzM2U4OWE0OTNhZjI.1305907113906773</CallId>
  <CallDataRecord>
    <BookmarkID>13</BookmarkID>
  </CallDataRecord>
</BookmarkedCDRResponse>
</InboundResponse>

```

Bookmarked CDR Example (Bookmark)

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <BookmarkedCDR>
    <NTSNum>All</NTSNum>
    <BookmarkID>13</BookmarkID>
  </BookmarkedCDR>
</InboundRequest>
```

Response

```

<InboundResponse>
  <BookmarkedCDRResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>Successful</ResponseMessage>
    </Result>
    <CDRCount>2</CDRCount>
    <CallDataRecord>
      <CDRId>9a33d5e54ac3b961e81f1b764f829f21c2f66880</CDRId>
      <NTSNum>8989897989</NTSNum>
      <FromNum>02030029751</FromNum>
      <ToNum>08778021500</ToNum>
      <DialledNum>00448778021500</DialledNum>
      <ConnectTime>2010-01-01 16:11:20</ConnectTime>
      <CallDuration>0</CallDuration>
    <TalkTime>0</TalkTime>
    <TimeToAnswer>0</TimeToAnswer>
    <DisconnectText>Unanswered</DisconnectText>
    <DisconnectType> Normal uncompleted call</DisconnectType>
    <Recorded>N</Recorded>
  </BookmarkedCDRResponse>
  <CallId>ZTVhNzMONjZHMGY3N2EwNzhkYjAzZWJiMjE5YzRjYWU.1305821434128717</CallId>
  </CallDataRecord>
  <CallDataRecord>
    <CDRId>0dbb08479d7b3206d938224ee1ed47952064d2ac</CDRId>
    <NTSNum>8989897989</NTSNum>
    <FromNum>02030029751</FromNum>
    <ToNum>448778021234</ToNum>
    <DialledNum>00448778021234</DialledNum>
    <ConnectTime>2010-01-01 16:14:20</ConnectTime>
    <CallDuration>0</CallDuration>
  <TalkTime>0</TalkTime>
  <TimeToAnswer>0</TimeToAnswer>
  <DisconnectText>Unanswered</DisconnectText>
  <DisconnectType> Normal uncompleted call</DisconnectType>
  <Recorded>N</Recorded>
</CallDataRecord>
  <CallId>MzdhMDQ0MmEzMDgzMDM1MDIzZGQzM2U4OWE0OTNhZjI.1305907113906773</CallId>
  </CallDataRecord>
  <BookmarkID>13</BookmarkID>
</BookmarkedCDRResponse>
</InboundResponse>

```

Bookmarked Call Record Example (StartDate)

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <BookmarkedCallRecord>
    <NTSNum>All</NTSNum>
    <CallRecordStartDate>2011-05-26 17:00:00</CallRecordStartDate>
  </BookmarkedCallRecord>
</InboundRequest>
```


Response

```
<?xml version='1.0' encoding='UTF-8'?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup">
  <BookmarkedCallRecordResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>SUCCESS</ResponseMessage>
    </Result>
    <CallRecordCount>2</CallRecordCount>
    <RecordedCallData>

    <RecordedCallId>MTNIMDU4ZTcyMmY0ODdkZDY1ZWE5ZjVjYT12Y2lzNjA.1306427765194000</RecordedCallId>
      <NTSNum>1464631925</NTSNum>
      <FromNum>03332403097</FromNum>
      <ToNum>07590677111</ToNum>
      <DialledNum>07590677111</DialledNum>
      <RecordTime>2011-05-26 17:36:13</RecordTime>
      <Duration>11</Duration>
      <FileName>s3://201105/26/cr_1306506348_270344_03332403097_447590677111.mp3</FileName>
      <Size>33826</Size>
    </RecordedCallData>
    <RecordedCallData>

    <RecordedCallId>ODdlYWMyMjgxmzVhZjgwZTc4YzI0MDAyNjI3ZDY4ZTM.1306484214313931</RecordedCallId>
      <NTSNum>1464631925</NTSNum>
      <FromNum>03332403097</FromNum>
      <ToNum>07590677111</ToNum>
      <DialledNum>07590677111</DialledNum>
      <RecordTime>2011-05-27 09:17:05</RecordTime>
      <Duration>6</Duration>
      <FileName>s3://201105/27/cr_1306506271_270342_03332403097_447590677111.mp3</FileName>
      <Size>18152</Size>
    </RecordedCallData>
    <BookmarkID>13</BookmarkID>
  </BookmarkedCallRecordResponse>
</InboundResponse>
```

Bookmarked Call Record Example (Bookmark)

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <BookmarkedCallRecord>
    <NTSNum>All</NTSNum>
    <BookmarkID>13</BookmarkID>
  </BookmarkedCallRecord>
</InboundRequest>
```

Response

```
<?xml version='1.0' encoding='UTF-8'?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup">
  <BookmarkedCallRecordResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>SUCCESS</ResponseMessage>
    </Result>
    <CallRecordCount>2</CallRecordCount>
    <RecordedCallData>

    <RecordedCallId>MTNIMDU4ZTcyMmY0ODdkZDY1ZWE5ZjVjYT12Y2lzNjA.1306427765194000</RecordedCallId>
      <NTSNum>1464631925</NTSNum>
      <FromNum>03332403097</FromNum>
      <ToNum>07590677111</ToNum>
      <DialledNum>07590677111</DialledNum>
      <RecordTime>2011-05-26 17:36:13</RecordTime>
      <Duration>11</Duration>
      <FileName>s3://201105/26/cr_1306506348_270344_03332403097_447590677111.mp3</FileName>
      <Size>33826</Size>
    </RecordedCallData>
    <RecordedCallData>

    <RecordedCallId>ODdYWMYmJjgxmzVhZjgwZTc4YzI0MDAyNjI3ZDY4ZTM.1306484214313931</RecordedCallId>
      <NTSNum>1464631925</NTSNum>
      <FromNum>03332403097</FromNum>
      <ToNum>07590677111</ToNum>
      <DialledNum>07590677111</DialledNum>
      <RecordTime>2011-05-27 09:17:05</RecordTime>
      <Duration>6</Duration>
      <FileName>s3://201105/27/cr_1306506271_270342_03332403097_447590677111.mp3</FileName>
      <Size>18152</Size>
    </RecordedCallData>
    <BookmarkID>13</BookmarkID>
  </BookmarkedCallRecordResponse>
</InboundResponse>
```

Bookmark Voicemail Example (StartDate)

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <BookmarkedVoicemail>
    <NTSNum>All</NTSNum>
    <VoicemailStartDate>2011-05-25 17:00:00</VoicemailStartDate>
  </BookmarkedVoicemail>
</InboundRequest>
```

Response

```
<?xml version='1.0' encoding='UTF-8'?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup">
  <BookmarkedVoicemailResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>SUCCESS</ResponseMessage>
    </Result>
    <VoicemailCount>1</VoicemailCount>
    <VoicemailData>
      <VoicemailCallId>MTNIMDU4ZTcyMmY0ODdkZDY1ZWE5ZjVjYT12Y2IzNjA.1306427765194000</VoicemailCallId>
      <NTSNum>1493800452</NTSNum>
      <FromNum>+441493658664</FromNum>
      <ToNum>01493754943</ToNum>
      <DialledNum>01493754943</DialledNum>
      <RecordTime>2012-07-25 21:45:51</RecordTime>
      <Duration>7</Duration>
      <FileName>s3://201105/27/1349089017-800130-2-102_0_1_pcma.mp3</FileName>
      <Size>23053</Size>
    </VoicemailData>
    <BookmarkID>23</BookmarkID>
  </BookmarkedVoicemailResponse>
</InboundResponse>
```

Bookmarked Voicemail Example (Bookmark)

Request

```
<?xml version="1.0" encoding="UTF-8"?>
<InboundRequest xmlns="http://www.gammatele.com/callplansetup"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.gammatele.com/callplansetup Inbound.xsd ">
  <Username>ABC</Username>
  <Password>password123</Password>
  <ClientId>1089</ClientId>
  <CompanyRef>CompanyABC</CompanyRef>
  <WSUserName>ABCUser</WSUserName>
  <BookmarkedVoicemail>
    <NTSNum>All</NTSNum>
    <BookmarkID>23</BookmarkID>
  </BookmarkedVoicemail>
</InboundRequest>
```

Response

```
<?xml version='1.0' encoding='UTF-8'?>
<InboundResponse xmlns="http://www.gammatele.com/callplansetup">
  <BookmarkedVoicemailResponse>
    <Result>
      <ResponseCode>0</ResponseCode>
      <ResponseMessage>SUCCESS</ResponseMessage>
    </Result>
    <VoicemailCount>1</VoicemailCount>
    <VoicemailData>
      <VoicemailCallId>MTNIMDU4ZTcyMmY0ODdkZDY1ZWE5ZjVjYT12Y2IzNjA.1306427765194000</VoicemailCallId>
      <NTSNum>1493800452</NTSNum>
      <FromNum>+441493658664</FromNum>
      <ToNum>01493754943</ToNum>
      <DialledNum>01493754943</DialledNum>
      <RecordTime>2012-07-25 21:45:51</RecordTime>
      <Duration>7</Duration>
      <FileName>s3://201105/27/1349089017-800130-2-102_0_1_pcma.mp3</FileName>
      <Size>23053</Size>
    </VoicemailData>
    <BookmarkID>23</BookmarkID>
  </BookmarkedVoicemailResponse>
</InboundResponse>
```

Appendix B - Web Service Response Statuses

The following list includes the current responses which the web service can return

Response Code	Response Message
0	Success
101	The XML sent is Invalid
102	Internal system error. Please contact Gamma
103	Username and/or password supplied is incorrect
104	User does not have access to client
105	Announcement File not found in system
106	Intro File not found in system
107	No active call plan found for NTS Number
108	Web service user credentials do not match the NTS number supplied. Please contact Front Desk
109	Web service user credentials do not match. Please contact Front Desk
110	The user does not have permission to use international destination numbers
111	The user does not have permission to use non-geographic destination numbers
112	The termination number is not a valid UK destination. Please ensure it begins with 01, 02 or 07
114	The email address supplied is not valid
115	User does not have permission to use call recording
116	This partner has no announcements
210	Please check that the frequency of the distribution elements equals to 100
211	A distribution callplan cannot have another distribution element nested within it
212	A sequence number in the serial distribution element has been set multiple times
213	Sequence number for distribution element must begin with 1
214	The sequence numbers used for serial distribution are not sequential
215	A Default Area element cannot have an AreaName defined
216	Area Range not found in system. Please check backend
217	Call Queue cannot be used as an endpoint for breakout or overflow
218	Please check that the divert type matches the divert tag
219	No Answer and Busy divert cannot be used within the destination type when call queue is present

Response Code	Response Message
220	There can be only 3 levels of nested diverts under a single destination. Please remove the excess diverts
221	Please check that the dates are in the correct format
222	Start date and the end date must not be set to older than 90 days
223	Start date cannot be set after the end Date
224	The day ranges must be unique. Please amend to ensure that the day ranges do not overlap
225	The time ranges must be unique. Please amend to ensure that the time ranges do not overlap
226	Only one default(empty) Days tag can be used
227	Only one default(empty) Time tag can be used
228	The Days tag must have a Default specified if it does not cover all seven days. Please add a Default(empty) Days tag or amend the Days tag to cover all days of the week
229	For Date based routing the date ranges must be unique. Please amend to ensure that the Date ranges do not overlap
230	For Date based routing the start date must be before the end date. Please amend
231	Please check that the Date based routing dates are in the correct format. It should be yyyy-mm-dd
232	A dial digit within the IVR menu option has been used multiple times. Please amend
233	The following prefix is already set for another area:
234	Area control destination cannot be another area control element
235	Day and time element cannot have another day and time element as the destination
236	The following sequence number in the Hunt Group element has been set multiple times
237	Sequence number is required for Serial or Prioritised Hunting
238	The sequence numbers used for Hunt Group elements are not sequential
239	Please check that the total frequency of the Hunt elements equals to 100
240	Non zero frequency is required for Random hunting
241	The Start Date must come before the End Date
242	Frequency or Sequence is not allowed for parallel hunting
243	Only EndPoint Destination or Hunt Groups allowed for AnnounceAndCall
244	For Date-Time based routing the date ranges must be unique. Please amend to ensure that the Date ranges do not overlap
245	For Date-Time based routing the start date must be before the end date. Please amend
246	Please check that the Date-Time based routing dates are in the correct format. It should be yyyy-mm-dd HH:mm in 24Hr format

Response Code	Response Message
247	You cannot use a date which is in the past. Please amend
257	The Callplan is not valid and cannot be activated
258	The requested call plan does not exist
259	Call plan with supplied name already exists
260	Supplied call plan is already active
261	There are no stored call plans for this number
262	The following NTS number does not belong to the user
263	Could not copy call plan, the following NTS number does not belong to the user:
264	This number is too short for a UK destination:
266	The destination number is another Inbound number, this routing is not permitted. Please contact your reseller for advice
270	ANN to ANN routing not allowed.
271	A TimeControl element cannot have another Time Control as the destination.
272	Missed Call Notification settings cannot exist at global and destination level.
273	Call Recording settings cannot exist at global and destination level
274	Whisper settings cannot exist at global and destination level
275	The call plan is invalid. Please check that the routing is correct
500	Internal system error. Please contact Gamma
501	Internal system error. Please contact Gamma

Appendix C - Available Disconnect Texts for CDR

DISCONNECT TEXT	
Answered	When a caller makes a call, listens to media (if there is any) and the call is connected to a recipient.
Engaged	An engaged tone is heard by an individual or across all destinations
Abandoned Media	A caller abandoned the call whilst listening to or after listening to an announcement, IVR or in queue music
Abandoned Whilst Connecting	A caller abandoned the call whilst it was waiting to be connected to the destination and no Inbound announcement has been played
Unanswered Media	An announcement or IVR finishes and the call is cleared by Inbound.
Unanswered Temporarily Blocked	For some reason the destination number was unavailable at that particular point in time
Unanswered Permanently Blocked	The destination number cannot be dialled for some reason e.g. call barring
Unanswered Number Unavailable	The destination number simply does not exist or cannot ever be called
Unanswered Timed out	The destination number rang but then no-one answered, and after x seconds Inbound dropped the call
Unanswered Unknown	The call failed to connect to the destination

Appendix D - Available Disconnect Types for CDR

Disconnect Class
Call progress code
Called side error
Calling side error
Network error
Normal completed call
Normal uncompleted call