



Enterprise Voice Operations & Analytics (EVOA)

# PBX Compatibility Matrix

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# Overview

Enterprise Voice Operations & Analytics (EVOA) v1.10.0 supports 14 PBX systems from 4 major telecommunications vendors. Each PBX driver is built and tested with actual CDR data from production systems — not theoretical integrations.

## Collection Methods

| Method   | Direction          | Description                                                                         |
|----------|--------------------|-------------------------------------------------------------------------------------|
| TCP Push | PBX → EVOA         | The PBX opens a TCP connection to EVOA and streams CDR / SMDR records in real time. |
| TCP Pull | EVOA → PBX         | EVOA opens a TCP connection to the PBX and retrieves CDR records on demand.         |
| SFTP     | EVOA → SFTP server | EVOA polls an SFTP server or local folder for CDR files.                            |

## Real-Time Integrations (v1.4.0+)

Beyond CDR ingestion, EVOA integrates with real-time supervisor telemetry for live wallboards and alerting:

- Mitel CX (SignalR) — v1.4.0+
- Mitel Emergency Response (SNMP UDP 162) — v1.9.0+

### Mitel CX (Real-Time)

EVOA connects to Mitel CX via SignalR and consumes `queueConversationChanged`, `employeeStateChanged`, and `queueConversationRemoved` events for live supervisor wallboards. CX config sync (`dbo.AllQueues`) covers voice + digital queues. Global (Layer 1) presence surfaced in v1.4.0; per-group (Layer 2) presence surfaced via REST fallback.

- Connection: SignalR over WSS on TCP 443 (outbound to CX host)
- Config: CX "ACD Path" strings identify queues; bridged to legacy `AcdAgentGroupId` via `GroupNumber / Reporting`
- Snapshots: `RealtimeStateSnapshots` stored per tenant

### Mitel Emergency Response (SNMP)

A dedicated Windows Service listens for SNMP traps from MiVoice Business Emergency Response on UDP 162. Decoded events fan out to phones, Desktop Notifier, and email groups.

- Trap Sources DB is the single authorisation authority (empty allow-list = forward all)
- MITEL-ERN MIB decoding; local dedup on (`sourceIp`, `UnackTableIndex`)
- Workaround for MIVB firmware quirk where SET-destroy ACK is not honoured

# Mitel

EVOA supports six Mitel platforms, plus real-time integration via Mitel CX (SignalR) and SNMP-based Emergency Response.

| MiVoice Business (MiVB)   |                                                                                                        | MiVoice Office 400 (A470)  |                                                                                                              |
|---------------------------|--------------------------------------------------------------------------------------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------|
| Driver ID                 | mitel-mivb                                                                                             | Driver ID                  | mitel-a470                                                                                                   |
| Collection                | TCP Pull                                                                                               | Collection                 | TCP Push                                                                                                     |
| Default port              | 1752 (configurable)                                                                                    | Default port               | 1080 (configurable)                                                                                          |
| CDR format                | SMDR — standard Mitel format (Full, Standard, Basic variants)                                          | CDR format                 | 7 variants: PC1, PC2, PC3, PC4, PC5, OIP, CSV                                                                |
| Call types                | Inbound, Outbound, Internal                                                                            | Call types                 | Inbound, Outbound, Internal, Transferred                                                                     |
| Data fields               | Date/time, duration, calling/called number, trunk, authorization code, account code, ring time         | Data fields                | Date/time, duration, calling/called number, trunk, ring time, call type indicator                            |
| Notes                     | Primary Mitel platform. Most widely deployed.                                                          | Notes                      | Auto-detection of the CDR variant based on record structure.                                                 |
| MX-One                    |                                                                                                        | OpenScape 4000 (OS4K)      |                                                                                                              |
| Driver ID                 | mitel-mxone                                                                                            | Driver ID                  | mitel-os4k                                                                                                   |
| Collection                | TCP Push                                                                                               | Collection                 | TCP Push, TCP Pull                                                                                           |
| Default port              | 1080 (configurable)                                                                                    | Default port               | 1202 (configurable)                                                                                          |
| CDR format                | 4 format variants                                                                                      | CDR format                 | Fixed-width — 4 forms with 40+ fields                                                                        |
| Call types                | Inbound, Outbound, Internal                                                                            | Call types                 | Inbound, Outbound, Internal, Transferred                                                                     |
| Data fields               | Date/time, duration, calling/called number, trunk, cost center, authorization code                     | Data fields                | Date/time, duration, calling/called number, trunk group, route, cost info, call type, supplementary services |
| Notes                     | Ericsson-originated platform. Multiple CDR variants supported.                                         | Notes                      | Mitel (formerly Unify / Siemens) enterprise platform. Rich CDR with detailed supplementary service info.     |
| OpenScape Voice (OSVoice) |                                                                                                        | OpenScape Business (OSBiz) |                                                                                                              |
| Driver ID                 | mitel-osvoice                                                                                          | Driver ID                  | mitel-osbiz                                                                                                  |
| Collection                | TCP Push, SFTP                                                                                         | Collection                 | TCP Push                                                                                                     |
| Default port              | Push: 5000 (configurable) — SFTP: 22                                                                   | Default port               | 7000 (configurable)                                                                                          |
| CDR format                | Structured text records                                                                                | CDR format                 | Structured SMDR                                                                                              |
| Call types                | Inbound, Outbound, Internal                                                                            | Call types                 | Inbound, Outbound, Internal                                                                                  |
| Data fields               | Date/time, duration, calling/called number, trunk, SIP headers, media details                          | Data fields                | Date/time, duration, calling/called number, trunk, ring time                                                 |
| Notes                     | Mitel (formerly Unify) VoIP platform. Supports both real-time TCP push and batch SFTP file collection. | Notes                      | Mitel (formerly Unify) SMB platform. Compact CDR format optimised for smaller deployments.                   |

## Avaya

| Aura Communication Manager (ACM) |                                                                                                                                                                                                | IP Office (IPO)     |                                                                                                                                   |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Driver ID</b>                 | avaya-acm                                                                                                                                                                                      | <b>Driver ID</b>    | avaya-ipo                                                                                                                         |
| <b>Collection</b>                | TCP Push                                                                                                                                                                                       | <b>Collection</b>   | TCP Pull                                                                                                                          |
| <b>Default port</b>              | 5001 (configurable)                                                                                                                                                                            | <b>Default port</b> | 5000 (configurable)                                                                                                               |
| <b>CDR format</b>                | Fixed-width — 67-char and 122-char record variants                                                                                                                                             | <b>CDR format</b>   | CSV — 30 fields per record                                                                                                        |
| <b>Call types</b>                | Inbound, Outbound, Internal                                                                                                                                                                    | <b>Call types</b>   | Inbound, Outbound, Internal                                                                                                       |
| <b>Data fields</b>               | Date/time, duration, calling/called number, trunk, authorization code, FRL, account code, VDN                                                                                                  | <b>Data fields</b>  | Date/time, duration, calling/called number, trunk, ring time, account code, authorization code, call direction, continuation flag |
| <b>Notes</b>                     | Enterprise Avaya platform. Positional field parsing (leading spaces significant). Internal calls detected by direction flag + trunk absence. Hours use special encoding (A=10, B=11, C=12...). | <b>Notes</b>        | Avaya SME platform. Pull mode — EVOA connects to the PBX to retrieve records.                                                     |

## Cisco

| Unified Communications Manager (CUCM) |                                                                                                                                                                                                           | CME / CUBE          |                                                                                                                                                                                                                                   |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Driver ID</b>                      | cisco-cucm                                                                                                                                                                                                | <b>Driver ID</b>    | cisco-cme                                                                                                                                                                                                                         |
| <b>Collection</b>                     | SFTP                                                                                                                                                                                                      | <b>Collection</b>   | TCP Push                                                                                                                                                                                                                          |
| <b>Default port</b>                   | 22 (SFTP, outbound)                                                                                                                                                                                       | <b>Default port</b> | 514 (TCP syslog)                                                                                                                                                                                                                  |
| <b>CDR format</b>                     | CSV — 95 to 130 fields per record                                                                                                                                                                         | <b>CDR format</b>   | Syslog — key=value pairs                                                                                                                                                                                                          |
| <b>Call types</b>                     | Inbound, Outbound, Internal                                                                                                                                                                               | <b>Call types</b>   | Inbound, Outbound, Internal                                                                                                                                                                                                       |
| <b>Data fields</b>                    | Date/time (Unix epoch), duration, calling/called number, trunk, partition, calling search space, device name, codec, call disposition, original called number                                             | <b>Data fields</b>  | Date/time, duration, calling/called number, codec, disconnect cause, peer address                                                                                                                                                 |
| <b>Notes</b>                          | Enterprise Cisco platform. Very detailed CDR with 95-130 CSV fields. Timestamps in Unix epoch format. Header rows and CMR (type=2) records silently skipped. Supports both SFTP and local folder polling. | <b>Notes</b>        | Cisco router-based platforms. CDR delivered via TCP syslog protocol (port 514). Parses %VOIP_CDR-6-LOG_CALL_DETAILS messages; non-CDR syslog lines silently skipped. Internal detection by digit count (<=6 digits, no + prefix). |

# Alcatel-Lucent

| OmniPCX Enterprise (OXE) |                                                                                                                     | OmniPCX Office (OXO) |                                                                                                               |
|--------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------|
| Driver ID                | alcatel-oxe                                                                                                         | Driver ID            | alcatel-oxo                                                                                                   |
| Collection               | TCP Push                                                                                                            | Collection           | TCP Push                                                                                                      |
| Default port             | 2533 (configurable)                                                                                                 | Default port         | 2533 (configurable)                                                                                           |
| CDR format               | Fixed-width — 71-char and 94-char ticket variants                                                                   | CDR format           | Semicolon-delimited — 10-field and 13-field variants                                                          |
| Call types               | Inbound, Outbound, Internal                                                                                         | Call types           | Inbound, Outbound, Internal                                                                                   |
| Data fields              | Date/time, duration, calling/called number, trunk, trunk group, call type, cost units                               | Data fields          | Date/time, duration, calling/called number, trunk, cost, call type                                            |
| Notes                    | Enterprise Alcatel platform. Positional parsing (leading spaces significant). Two ticket length variants supported. | Notes                | Alcatel SMB platform. Simpler record structure than OXE.                                                      |
| OpenTouch                |                                                                                                                     | 4400                 |                                                                                                               |
| Driver ID                | alcatel-opentouch                                                                                                   | Driver ID            | alcatel-4400                                                                                                  |
| Collection               | TCP Push                                                                                                            | Collection           | TCP Push                                                                                                      |
| Default port             | 2533 (configurable)                                                                                                 | Default port         | 2533 (configurable)                                                                                           |
| CDR format               | Fixed-width (same format as OXE)                                                                                    | CDR format           | Fixed-width (same format as OXE)                                                                              |
| Call types               | Inbound, Outbound, Internal                                                                                         | Call types           | Inbound, Outbound, Internal                                                                                   |
| Data fields              | Same as OXE                                                                                                         | Data fields          | Same as OXE                                                                                                   |
| Notes                    | Uses the same CDR ticket format as OmniPCX Enterprise. Shared parser implementation.                                | Notes                | Legacy Alcatel platform. Uses the same CDR ticket format as OmniPCX Enterprise. Shared parser implementation. |

# Reference Tables

## Collection Methods Summary

| PBX System               | TCP Push | TCP Pull | SFTP |
|--------------------------|----------|----------|------|
| Mitel MiVoice Business   | —        | Yes      | —    |
| Mitel MiVoice Office 400 | Yes      | —        | —    |
| Mitel MX-ONE             | Yes      | —        | —    |
| Mitel OpenScope 4000     | Yes      | Yes      | —    |
| Mitel OpenScope Voice    | Yes      | —        | Yes  |
| Mitel OpenScope Business | Yes      | —        | —    |
| Avaya Aura CM            | Yes      | —        | —    |
| Avaya IP Office          | —        | Yes      | —    |
| Cisco CUCM               | —        | —        | Yes  |
| Cisco CME / CUBE         | Yes      | —        | —    |
| Alcatel OXE              | Yes      | —        | —    |
| Alcatel OXO              | Yes      | —        | —    |
| Alcatel OpenTouch        | Yes      | —        | —    |
| Alcatel 4400             | Yes      | —        | —    |

Total: 14 PBX systems · 11 TCP Push · 3 TCP Pull · 2 SFTP

## Default Port Reference

| PBX System               | Push Port | Pull Port | SFTP Port |
|--------------------------|-----------|-----------|-----------|
| Mitel MiVoice Business   | —         | 1752      | —         |
| Mitel MiVoice Office 400 | 1080      | —         | —         |
| Mitel MX-ONE             | 1080      | —         | —         |
| Mitel OpenScope 4000     | 1202      | 1202      | —         |
| Mitel OpenScope Voice    | 5000      | —         | 22        |
| Mitel OpenScope Business | 7000      | —         | —         |
| Avaya Aura CM            | 5001      | —         | —         |
| Avaya IP Office          | —         | 5000      | —         |
| Cisco CUCM               | —         | —         | 22        |
| Cisco CME / CUBE         | 514       | —         | —         |
| Alcatel OXE              | 2533      | —         | —         |
| Alcatel OXO              | 2533      | —         | —         |
| Alcatel OpenTouch        | 2533      | —         | —         |
| Alcatel 4400             | 2533      | —         | —         |

All ports are configurable per PBX system in the EVOA web interface.

## CDR Format Reference

| PBX System               | CDR Format                           |
|--------------------------|--------------------------------------|
| Mitel MiVoice Business   | SMDR (Full / Standard / Basic)       |
| Mitel MiVoice Office 400 | 7 variants: PC1–PC5, OIP, CSV        |
| Mitel MX-ONE             | 4 format variants                    |
| Mitel OpenScape 4000     | Fixed-width, 4 forms, 40+ fields     |
| Mitel OpenScape Voice    | Structured text records              |
| Mitel OpenScape Business | Structured SMDR                      |
| Avaya Aura CM            | Fixed-width (67 / 122 chars)         |
| Avaya IP Office          | CSV (30 fields)                      |
| Cisco CUCM               | CSV (95–130 fields, Unix epoch)      |
| Cisco CME / CUBE         | Syslog key=value pairs               |
| Alcatel OXE              | Fixed-width (71 / 94 chars)          |
| Alcatel OXO              | Semicolon-delimited (10 / 13 fields) |
| Alcatel OpenTouch        | Fixed-width (same as OXE)            |
| Alcatel 4400             | Fixed-width (same as OXE)            |

## Real-Time Integrations Reference

| Integration                     | Since  | Purpose                                                |
|---------------------------------|--------|--------------------------------------------------------|
| Mitel CX (SignalR)              | v1.4.0 | Live supervisor wallboards, agent state, queue metrics |
| Mitel Emergency Response (SNMP) | v1.9.0 | 911 / 999 dispatch to phones, notifiers, email groups  |

# Contact

## MeeraApps Technology

|                          |                                                                   |
|--------------------------|-------------------------------------------------------------------|
| <b>Website</b>           | <a href="https://www.meeraapps.com">https://www.meeraapps.com</a> |
| <b>Sales enquiry</b>     | <a href="mailto:sales@meeraapps.com">sales@meeraapps.com</a>      |
| <b>Technical support</b> | <a href="mailto:support@meeraapps.com">support@meeraapps.com</a>  |
| <b>Phone</b>             | +966 573516885                                                    |