

PBX Compatibility Matrix Enterprise Call Accounting System (ECAS)

OVERVIEW

MeeraApps ECAS 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.

Three collection methods are supported depending on the PBX:

TCP Push	the PBX connects to ECAS and sends CDR data in real-time.
TCP Pull	ECAS connects to the PBX and retrieves CDR data on demand.
SFTP	ECAS collects CDR files from the PBX via SFTP or local folder.

MITEL - 6 SYSTEMS

1 Mitel MiVoice Business (MiVB)

Driver ID:	mitel-mivb
Collection:	TCP Pull
Default Port:	Pull: 1752 (configurable)
CDR Format:	SMDR — standard Mitel SMDR format
Variants:	Full, Standard, Basic record types
Call Types:	Inbound, Outbound, Internal, Date/time, duration, calling/called number, trunks, authorization code,
Data Fields:	account code, ring time and many more.
Notes:	Primary Mitel platform. Most widely deployed.

2. Mitel MiVoice Office 400

Driver ID	mitel-a470
Collection	TCP Push
Default Port:	1080 (configurable)
Call Types:	7 format variants — PC1, PC2, PC3, PC4, PC5, OIP, CSV
Data Fields:	Inbound, Outbound, Internal, Transferred, Date/time, duration, calling/called number, trunk, ring time, call type indicator
Notes:	Supports all 7 CDR output formats. Auto-detection of format variant based on record structure.

3. Mitel MiVoice MX-ONE

Driver ID	mitel-mxone
Collection	TCP Push
Default Port:	Push: 1080 (configurable)
CDR Format:	4 format variants
Call Types:	Inbound, Outbound, Internal
Data Fields:	Date/time, duration, calling/called number, trunk, cost center, authorization code
Notes:	Originated platform. Multiple CDR format variants supported.

4. Mitel OpenScape 4000 (OS4K)

Driver ID	mitel-os4k
Collection	TCP Push, TCP Pull
Default Port:	1202 (configurable)
CDR Format:	Fixed-width — 4 forms with 40+ fields
Call Types:	Inbound, Outbound, Internal, Transferred
Data Fields:	Date/time, duration, calling/called number, trunk group, route, cost info, call type, supplementary services
Notes:	Mitel (formerly Unify/Siemens) platform. Rich CDR data with detailed supplementary service information.

5. Mitel OpenScape Voice (OSVoice)

Driver ID mitel-osvoice
Collection TCP Push, SFTP
Default Port: Push: 5000 (configurable) | SFTP: 22
CDR Format: Structured text records
Call Types: Inbound, Outbound, Internal
Data Fields: Date/time, duration, calling/called number, trunk, SIP headers, media details
Notes: Mitel (formerly Unify) VoIP platform. Supports both real-time TCP push and batch SFTP file collection.

6. Mitel OpenScape Business (OSBiz)

Driver ID mitel-osbiz
Collection TCP Push
Default Port: 7000 (configurable)
CDR Format: Structured SMDR
Call Types: Inbound, Outbound, Internal
Data Fields: Date/time, duration, calling/called number, trunk, ring time
Notes: Mitel (formerly Unify) SMB platform. Compact CDR format optimized for smaller deployments.

AVAYA — 2 SYSTEMS

1. Avaya Aura Communication Manager (ACM)

Driver ID avaya-acm
Collection TCP Push
Default Port: 5001 (configurable)
CDR Format: Fixed-width - 67-char and 122-char record variants
Call Types: Inbound, Outbound, Internal
Data Fields: Date/time, duration, calling/called number, trunk, authorization code, FRL, account code, VDN
Enterprise Avaya platform. Fixed-width format with positional field parsing. Leading spaces are significant.
Notes: Internal calls detected by direction flag + trunk absence.
Hours use special encoding (A=10, B=11, C=12...).

2. Avaya IP Office (IPO)

Driver ID avaya-ipo
Collection TCP Pull
Default Port: 5000 (configurable)
CDR Format: CSV — 30 fields per record
Call Types: Inbound, Outbound, Internal
Data Fields: Date/time, duration, calling/called number, trunk, ring time, account code, authorization code, call direction, continuation flag
Notes: Avaya SME platform. CSV format with comma-separated fields. Pull mode — ECAS connects to the PBX to retrieve records.

CISCO — 2 SYSTEMS

1. Cisco Unified Communications Manager (CUCM)

Driver ID cisco-cucm
Collection SFTP
Default Port: SFTP: 22
CDR Format: CSV — 95 to 130 fields per record
Call Types: Inbound, Outbound, Internal
Data Fields: Date/time (Unix epoch), duration, calling/called number, trunk, partition, calling search space, device name, codec, call disposition, original called number
Notes: Enterprise Cisco platform. Very detailed CDR with 95-130 CSV fields. Timestamps in Unix epoch format. Header rows and CMR (Call Management Records, type=2) are silently skipped. Supports both SFTP and local folder polling.

2. Cisco CME / CUBE

Driver ID: cisco-cme
Collection: TCP Push
Default Port: 514 (TCP syslog)
CDR Format: Syslog — key=value pairs
Call Types: Inbound, Outbound, Internal
Data Fields: Date/time, duration, calling/called number, codec, disconnect cause, peer address
Notes: Cisco router-based platforms. CDR delivered via TCP syslog protocol (port 514). Parses %VOIP_CDR-6-LOG_CALL_DETAILS messages. Non-CDR syslog lines are silently skipped. Internal detection by digit count (<=6 digits, no + prefix).

ALCATEL-LUCENT — 4 SYSTEMS

1. Alcatel OmniPCX Enterprise (OXE)

Driver ID
Collection: alcatel-oxe
Default Port: TCP Push
CDR Format: 2533 (configurable)
Call Types: Fixed-width — 71-char and 94-char ticket variants
Data Fields: Inbound, Outbound, Internal
Notes: Date/time, duration, calling/called number, trunk, trunk group, call type, cost units
Enterprise Alcatel platform. Fixed-width format with positional parsing. Leading spaces are significant. Two ticket length variants supported.

2. Alcatel OmniPCX Office (OXO)

Driver ID: alcatel-oxo
Collection: TCP Push
Default Port: 2533 (configurable)
CDR Format: Semicolon-delimited — 10-field and 13-field variants
Call Types: Inbound, Outbound, Internal
Data Fields: Date/time, duration, calling/called number, trunk, cost, call type
Notes: Alcatel SMB platform. Semicolon-delimited SMDR format. Simpler record structure than OXE.

3. Alcatel OpenTouch

Driver ID: alcatel-opentouch
Collection: TCP Push
Default Port: 2533 (configurable)
CDR Format: Fixed-width (same format as OXE)
Call Types: Inbound, Outbound, Internal
Data Fields: Same as OXE
Notes: Uses the same CDR ticket format as OmniPCX Enterprise. Shared parser implementation.

4. Alcatel 4400

Driver ID: alcatel-4400
Collection: TCP Push
Default Port: 2533 (configurable)
CDR Format: Fixed-width (same format as OXE)
Call Types: Inbound, Outbound, Internal
Data Fields: Same as OXE
Notes: Legacy Alcatel platform. Uses the same CDR ticket format as OmniPCX Enterprise. Shared parser implementation.

CONTACT US

Website: www.meeraapps.com
Email: Sales@meeraapps.com
Request a Demo: <https://meeraapps.com/demo-request/>