Call Reports (CDR)

User Guide

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Overview

Call Reports is designed to be the raw data of all call activity on your phone system. It can be a very challenging module to work with because it's not in a very user-friendly format and there is so much raw Call Detail Records (CDR). It is really meant as a way to export the data so you can build your own custom reports around the raw data.

Logging In

- Log into the Call Reports module and you should see a screen like this.

Viewing Data

- From here you can run reports on a data basis and also filter down based on the following:

    ◦ **Source**- Inbound Call Caller ID Number.

    ◦ **DID**- Based on what DID was dialed.

    ◦ **Destination**- Based on what extension was dialed or on an outbound call you dialed.

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