



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.

The screenshot shows the 'Call Detail Record Search' interface. It features a search form with the following elements:

- Order By:** A dropdown menu set to 'Newest First'.
- Search conditions:** A section with multiple search criteria, each with a radio button for selection and a 'Not' checkbox:
 - Call Date:** From: 01 August 2012 00:00 to 31 August 2012 23:59.
 - Src Channel:** Text input field.
 - Source:** Text input field.
 - CallerID:** Text input field.
 - DID:** Text input field.
 - Dst Channel:** Text input field.
 - Destination:** Text input field.
 - Userfield:** Text input field.
 - Account Code:** Text input field.
 - Duration:** Between: [] And: [] Seconds.
 - Disposition:** All Dispositions (dropdown) Not: []
- Extra options:** A box containing:
 - : CDR search
 - Report type: : CSV file, : Call Graph
 - Result limit: 100 (input field)
- Search:** A dark button to execute the search.
- Group By:** A dropdown menu set to 'Day'.

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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