

Searching CDR (Customer Detail Records)

CDR Records display detailed records of all calls on the system. These records can be searched based on the following details:

Note: Using % before the number will catch all calls including internationally formatted calls +1NPA-NXX-XXXX calls and nationally formatted calls 1-NPA-NXX-XXXX

- **Date Range:** Pop up calendar used to set the To and From, time and date, you will be searching through.
- **From:** Numeric field used to find where the call came from.
 - **Example:** Using the search, %2135551212, in the from field, will result in the system finding the call if it was formatted with the international format +1, or the national format, 1.
- **To:** Numeric field used to find who the call was made To:
- **Status:** You can further filter your search based on the status of the call by selecting 1 of the 4 call statuses.
 - Answered
 - Not Answered
 - Busy
 - Error
- **ID#:** The Identification number of the call.
- **ID%:** Anything with the identifier of the call in it.

When using the Search tool, the % symbol is used as the wild card character.

You can toggle between the call ID# and call ID% by clicking on the blue symbol to the right of ID, # or %.

Performing CDR Searches

To perform the searches described in this section you must be a member of the administration group. Standard users have the ability to do basic CDR searches on their personal calls through the Self-Care Portal.

In this example we are looking for a call that came in from 156275xxxxx that came in between the hours of 09:00-11:00.

1. Log into the Administration portal via <https://ux.firelinecommunications.com>
2. Once logged in select Reports then CDR.

UX

- Home
- Settings
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- Reports**
- CDR summary
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100 - 100 Records
[Filter]
[Refresh]
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Listen
Call
Print
E-mail
CLIR Report
Delete Recording
CSV Download

Date Range	From	To	Status	ID
20 May 2022 00:00:00 - 20 May 2022 23:59:59	<input type="text"/>	<input type="text"/>	All	<input type="text"/>

	From	To	Date/Time	Total Duration	Status
<input type="checkbox"/>	1424267	156294	20 May 2022 23:52:46	00:00:47	Answered
<input type="checkbox"/>	1424267	156294	20 May 2022 19:06:11	00:00:42	Answered
<input type="checkbox"/>	1310426	1800300	20 May 2022 18:57:58	00:00:24	Answered
<input type="checkbox"/>	1310426	156294	20 May 2022 18:56:06	00:01:32	Answered
<input type="checkbox"/>	1310426	1800300	20 May 2022 18:55:01	00:00:50	Answered
<input type="checkbox"/>	Scissor Lifts (1502)	562728	20 May 2022 18:35:22	00:01:20	Answered
<input type="checkbox"/>	Scissor Lifts (1502)	9562221	20 May 2022 18:35:06	00:00:01	Answered
<input type="checkbox"/>	Scissor Lifts (1502)	9562221	20 May 2022 18:34:43	00:00:03	Answered
<input type="checkbox"/>	Scissor Lifts (1502)	9562221	20 May 2022 18:34:17	00:00:07	Answered
<input type="checkbox"/>	1626747	156294	20 May 2022 18:29:50	00:00:13	Answered
<input type="checkbox"/>	Brynn Pittman (1621)	*78	20 May 2022 18:28:21	00:00:02	Answered
<input type="checkbox"/>	Lesley Rogers (1602)	*78	20 May 2022 18:24:52	00:00:03	Answered
<input type="checkbox"/>	Adam Navarrette (3102)	*123	20 May 2022 18:10:45	00:00:02	Answered
<input type="checkbox"/>	Kym Keith (1624)	*78	20 May 2022 18:01:57	00:00:03	Answered
<input type="checkbox"/>	SFS-Routers (P108)	Mark Gallo (1204)	20 May 2022 18:00:24	00:00:00	Failed
<input type="checkbox"/>	1323799	SFS-Routers (P108)	20 May 2022 18:00:24	00:01:10	Answered
<input type="checkbox"/>	SFS-Routers (P108)	Martin Sarabia (1202)	20 May 2022 18:00:24	00:01:10	Answered
<input type="checkbox"/>	1323799	1800300	20 May 2022 18:00:12	00:00:11	Answered
<input type="checkbox"/>	Bryan De La Cruz (1207)	Nate King (2102)	20 May 2022 17:46:06	00:02:56	Answered
<input type="checkbox"/>	Brian Valenzuela (1102)	Jose Merle (3103)	20 May 2022 17:39:29	00:12:03	Answered
<input type="checkbox"/>	Raul Sarabia (1212)	Andy Oliver (1303)	20 May 2022 17:39:06	00:00:00	Not Answered
<input type="checkbox"/>	Bryan De La Cruz (1207)	Nate King (2102)	20 May 2022 17:38:41	00:04:18	Answered
<input type="checkbox"/>	Robert Havens (3101)	949533	20 May 2022 17:38:32	00:00:34	Answered
<input type="checkbox"/>	SFS-Routers (P108)	Martin Sarabia (1202)	20 May 2022 17:37:04	00:00:00	Colo...

Sign out

3. Click inside the Date Range field to pop out the To and From Calander.
4. Enter the start and end date for the calls you are searching for.
5. Select both the To and From times you would like to search through.
6. Click Search

201 - 201-Test Account

Listen Call Print E-mail CLIR Report Delete Recording CSV Download

Date Range: 18 May 2022 09:00:00 - 19 May 2022 11:30:59

From: 156275 To: Search for destination...

Status: All ID #: 1652907813.185134

	From	To	Date/Time	Total Duration	Status
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	19 May 2022 08:14:08	00:00:41	Answered
<input type="checkbox"/>	156275	180030	19 May 2022 08:14:04	00:00:04	Answered
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	19 May 2022 08:05:38	00:05:07	Answered
<input type="checkbox"/>	156275	180030	19 May 2022 08:05:33	00:00:05	Answered
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	19 May 2022 07:48:10	00:06:14	Answered
<input type="checkbox"/>	156275	180030	19 May 2022 07:48:05	00:00:05	Answered
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	18 May 2022 16:31:48	00:01:14	Answered
<input type="checkbox"/>	156275	180030	18 May 2022 16:31:41	00:00:07	Answered
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	18 May 2022 16:27:21	00:01:55	Answered
<input type="checkbox"/>	156275	180030	18 May 2022 16:26:59	00:00:21	Answered
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	18 May 2022 14:03:38	00:03:21	Answered
<input checked="" type="checkbox"/>	156275	180030	18 May 2022 14:03:33	00:00:04	Answered
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	18 May 2022 13:29:44	00:03:12	Answered
<input type="checkbox"/>	156275	180030	18 May 2022 13:29:37	00:00:06	Answered
<input type="checkbox"/>	156275	SFS-Central Dispatch (9101)	18 May 2022 11:42:46	00:02:34	Answered
<input type="checkbox"/>	156275	180030	18 May 2022 11:42:39	00:00:07	Answered
<input type="checkbox"/>	156275	Phil Dobrick (1109)	18 May 2022 09:15:55	00:00:21	Answered
<input type="checkbox"/>	156275	Phil Dobrick (1109)	18 May 2022 09:15:23	00:00:32	Not Answered
<input type="checkbox"/>	156275	180030	18 May 2022 09:15:15	00:00:07	Answered

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The call will be filtered down to 2 parts of the call

1. The first part of the call is the calling number, (From Field) to the number that was called. In this case a DID on your system.
2. The second part of the call shows the calling number and the second step of the call which was the call being answered by a dial group.

12. Select the call showing the from telephone number and the call group.

13. Move your mouse to the ID# field and click on the # symbol. Notice it will turn into a % symbol and the field now ready ID%.

14. Click the Search icon,

15. The call will be filtered once more however this time will show all records where the ID# appears in any of the records. From here we can trace how the call was finally answered.