

BUSINESS VOICEEDGE™

CALL DETAIL RECORDS (CDR) Quick Reference Guide

Call Detail Records (CDR) will be delivered via email on a daily basis and will display the previous day's call details. Comcast now provides CDR for calls generated at your location including inbound & outbound, local, domestic & international calls.

Instructions

1. Your daily CDR report will be delivered via email as an .xslm file attachment. The file name will include the report date and your location's group ID. To update the email address where reports are delivered, click the CDR Icon in *MyApps* and follow the activation instructions.
2. You can open the attachment to view your daily CDR Report in Excel.
3. For Support, please visit us at <https://upware.comcast.com>

All CDR Tab

The *All CDR* worksheet on the .xslm workbook is your raw Call Detail Records Report.

CDR Report Fields

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Start Date (MM/DD/YYYY)	Start Time (HH:MM:SS)	Caller ID Name	User Name	Calling TN	Called TN	End Date (MM/DD/YYYY)	End Time (HH:MM:SS) Pacific	Duration (HH:MM:SS)	Direction	Local Call Id	Remote Call Id	Redirecting Reason	Charge Indicator	Answer Indicator

- A. *Start Date* (Month, Day, Year)
- B. *Start Time* (Hour, Minutes, Seconds) – this will reflect your account's local time zone
- C. *Caller ID Name* – if available; for inbound calls this will reflect the caller ID of the telephone number placing the call, for outbound calls this will reflect the caller ID of the telephone number receiving the call
- D. *User Name* – if available; for inbound calls this will reflect the user receiving the call, for outbound calls it will reflect the user placing the call
- E. *Calling Telephone Number*
- F. *Called Telephone Number*
- G. *End Date* (Month, Day, Year)
- H. *End Time* (Hour, Minutes, Seconds) – This will reflect your account's local time zone
- I. *Call Duration* (Hours, Minutes, Seconds)
- J. *Call Direction* (Inbound, Outbound)
- K. *Local Call Id* – contains a string that uniquely identifies the session that processed the call
- L. *Remote Call Id* – is present for intra-group calls, and contains a string that uniquely identifies the session that processed the remote party's call
- M. *Redirecting Reason* – redirection reason for the redirecting number
- N. *Charge Indicator* – indicates whether the call is chargeable or not, y – chargeable, n – non-chargeable (note – this is not an indicator of whether there will be billed usage for the call), the field is included in order to hide/show call detail (see *Control Panel* section below)
- O. *Answer Indicator* – Yes, No, or Yes-Post Redirection, the latter means the call was answered but at a post-redirection location (such as voice mail, or a call forwarded destination) rather than at the user's phone

Call Redirects/Call Legs

The CDR Report will show all portions of a call, including any of the redirected calls also known as call legs. This means that if a party calls your location and the call is redirected to one or more telephone numbers there will be 1 row of CDR for the original call that was placed by the party and an additional row of CDR for each redirected call. To view a simplified version of the report please refer to the Control Panel Tab Section of this Quick Reference Guide.

Missed Calls

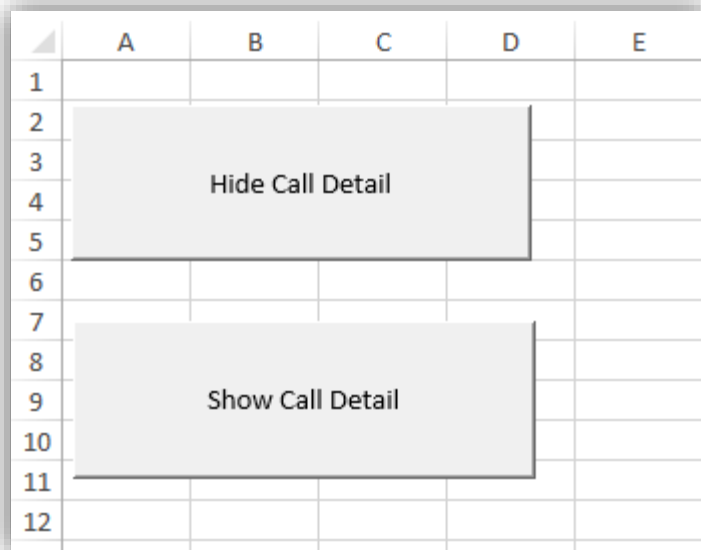
The report will not differentiate between inbound calls and missed calls, any missed calls will be reflected as inbound calls on your report.

Call Blocks Tab

A call block consists of all rows of CDR, call legs and redirects, belonging to a single call being routed through your group/location. The *Call Blocks* worksheet groups the call legs and redirects together into call blocks using alternate white & gray background shading within the *Call Blocks* worksheet. This worksheet contains the same fields as the All CDR worksheet, some of the fields (columns *I* thru *M*) are hidden by default but can be unhidden by the consumer of the report.

Control Panel Tab

There are two macro buttons included on the *Control Panel* worksheet that will allow you to alter the view of the *Call Blocks* worksheet. In order to use these macro buttons you will need to have Macros Enabled in Excel. To view a simplified version of the report select the *Hide Call Detail* button. This will hide the call detail, such as the redirects/call legs described above. The *Show Call Detail* button will revert back to the default view of the report, which shows all call legs/redirects.



Directory Tab

The *Directory* worksheet will display a directory of your location's Users, Hunt Groups, and Auto Attendants. This directory will include the following fields: Last Name, First Name, TN (Telephone Number), Extension, and User Type.

	A	B	C	D	E
1	Last Name	First Name	TN	Extension	User Type
2					