

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.

The screenshot shows the LUX administration portal interface. On the left, a navigation menu includes 'Home', 'Settings', 'Dashboard', 'Extensions', 'DIDs', 'Conferences', 'IVR', 'Voicemail', 'Monitor', 'Reports', and 'CDR'. The 'Reports' and 'CDR' items are highlighted with a red box. The main content area displays a table of call records. At the top, there are search filters for 'Date Range' (20 May 2022 00:00:00 - 20 May 2022 23:59:59), 'From' (Search for destination...), 'To' (Search for destination...), 'Status' (All), and 'ID #'. The table has columns for 'From', 'To', 'Date/Time', 'Total Duration', and 'Status'. The records show various call details, including numbers like 1424267, 1310426, 1626747, and 1323729, and statuses such as 'Answered' and 'Failed'.

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

The screenshot shows the LUX CDR search interface. The top navigation bar includes 'Home' and 'Settings'. The left sidebar contains various menu items like 'Dashboard', 'Extensions', 'DIDs', 'Conferences', 'IVR', 'Voicemail', 'Monitor', 'Reports', 'Statistics', 'Fax', and 'System'. The main content area displays a search results table with columns for 'Date Range', 'From', 'Date/Time', 'Total Duration', and 'Status'. A date range filter is set to '20 May 2022 00:00:00 - 20 May 2022 23:59:59'. A calendar widget is open, showing the month of May 2022, with the 18th highlighted. The search results table lists various calls with their respective details.

Date Range	From	Date/Time	Total Duration	Status
18 May 2022 09:00:00 - 19 May 2022 11:30:59		20 May 2022 23:52:46	00:00:47	Answered
			00:00:42	Answered
			00:00:24	Answered
			00:01:32	Answered
			00:00:50	Answered
			00:01:20	Answered
			00:00:01	Answered
			00:00:03	Answered
			00:00:07	Answered
			00:00:13	Answered
			00:00:02	Answered
			00:00:03	Answered
			00:00:02	Answered
			00:00:03	Answered
			00:00:00	Failed
			00:00:10	Answered
			00:01:10	Answered
			00:00:11	Answered
			00:00:11	Answered
			00:02:56	Answered
			00:12:03	Answered
			00:00:00	Not Answered
			00:04:18	Answered
			00:00:34	Answered
			00:00:00	Failed

7. Enter the telephone number the call was from in the From field then press enter to refine the search.

The screenshot shows the LUX CDR search interface with a refined search. The 'From' field is populated with the number '156275'. The search results table displays a list of calls with their respective details. The 'From' field is highlighted in blue, indicating the search criteria.

From	To	Date/Time	Total Duration	Status
156275	SFS-Central Dispatch (9101)	19 May 2022 08:14:08	00:00:41	Answered
156275	1800300	19 May 2022 08:14:04	00:00:04	Answered
156275	SFS-Central Dispatch (9101)	19 May 2022 08:05:38	00:05:07	Answered
156275	1800300	19 May 2022 08:05:33	00:00:05	Answered
156275	SFS-Central Dispatch (9101)	19 May 2022 07:48:10	00:06:14	Answered
156275	1800300	19 May 2022 07:48:05	00:00:05	Answered
156275	SFS-Central Dispatch (9101)	18 May 2022 16:31:48	00:01:14	Answered
156275	1800300	18 May 2022 16:31:41	00:00:07	Answered
156275	SFS-Central Dispatch (9101)	18 May 2022 16:27:21	00:01:55	Answered
156275	1800300	18 May 2022 16:26:59	00:00:21	Answered
156275	SFS-Central Dispatch (9101)	18 May 2022 14:03:38	00:03:21	Answered
156275	1800300	18 May 2022 14:03:33	00:00:04	Answered
156275	SFS-Central Dispatch (9101)	18 May 2022 13:29:44	00:03:12	Answered
156275	1800300	18 May 2022 13:29:37	00:00:06	Answered
156275	SFS-Central Dispatch (9101)	18 May 2022 11:42:46	00:02:34	Answered
156275	1800300	18 May 2022 11:42:39	00:00:07	Answered
156275	Phil Dobrick (1109)	18 May 2022 09:15:55	00:00:21	Answered
156275	Phil Dobrick (1109)	18 May 2022 09:15:23	00:00:32	Not Answered
156275	1800300	18 May 2022 09:15:15	00:00:07	Answered

8. During further investigation it appears as if the call closer to 13::00 or 1:00pm. We find the call that matches the time frame and click on the line showing the from number to the destination or To number.

9. Notice the ID number of the call is populated.

10. Click the Search icon to filter by the ID number.

The screenshot shows the LUX system interface. On the left is a navigation menu with options like Dashboard, Extensions, DIDs, Conferences, IVR, Voicemail, Monitor, Reports, CDR, CDR summary, CDR Settings, Auto Provisioning, E-mail to Fax, Touchless Provisioning, Statistics, Fax, and System. The main area displays a call log table with the following columns: From, To, Date/Time, Total Duration, and Status. The table contains 20 rows of call records. The 14th row is highlighted in orange. The top of the interface shows filters for Date Range (18 May 2022 09:00:00 - 19 May 2022 11:30:59), From (156275), To (180030), Status (All), and ID# (1652907813.185134). There are also icons for Listen, Call, Print, E-mail, CUIR Report, Delete Recording, and CSV Download.

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

11.

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 reads 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.