## 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.

Home Settings	🕒 Listen 📞 Call 🔒 Print 🚀 E-mail 🔚 CLIR Report	2 Delete Recording			• • • • • • • • • • • • • • • • • • •	0
Dashboard Extensions > DIDs Conferences >	Date Range 20 May 2022 00:00:00 - 20 May 2022 23:59:59	From A Search for destination	To A Search for destination	Status All	• ID #	
Voicemail > Monitor > Reports >	From         To           1424267         Ø         15627           1424267         Ø         15627	244 IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Date/Time 20 May 2022 23:52:46 20 May 2022 19:06:11	Total Duration 00:00:47 00:00:42	Status Answered Answered	
CDR summary CDR Settings Auto Provisioning E-mail to Fax	1310425         Ø         18005           1310426         Ø         15624           1310426         Ø         15624	302 G 244 G 302 G	20 May 2022 18:57:58 20 May 2022 18:56:06 20 May 2022 18:55:01	00:00:24 00:01:32 00:00:50	Answered Answered Answered	
Touchless Provisioning Statistics > Fax > System >	Scissor Lifts (1502)         56222           Scissor Lifts (1502)         95622           Scissor Lifts (1502)         95622           Scissor Lifts (1502)         95622	228: 3 221 221	20 May 2022 18:35:22 20 May 2022 18:35:06 20 May 2022 18:34:43 20 May 2022 18:34:17	00:01:20 00:00:01 00:00:03 00:00:07	Answered Answered Answered Answered	0
	1622747         Ø         15621           Brynn Pittman (1621)         '78           Lesley Rogers (1602)         '78	24. 3	20 May 2022 18:29:50 20 May 2022 18:28:21 20 May 2022 18:24:52	00:00:13 00:00:02 00:00:03	Answered Answered Answered	
	Adam Navarrette (3102)         *123           Kym Keith (1624)         *78           SFS-Routers (9108)         Mark.           123279         6	Gallo (1204)	20 May 2022 18:10:45 20 May 2022 18:01:57 20 May 2022 18:00:24 20 May 2022 18:00:24	00:00:02 00:00:03 00:00:00 00:01:10	Answered Answered Failed Answered	-
	5F5-Routers (9108)         Martin           1222799         Ø         18002           Bryan De La Cruz (1207)         Nate I	n Sarabia (1202) 300 G King (2102)	20 May 2022 18:00:24 20 May 2022 18:00:12 20 May 2022 17:46:06	00.01:10 00:00:11 00:02:56	Answered Answered Answered	0
	Brian Valenzuela (1102)         Jose N           Raul Sarabia (1212)         Andry           Bryan De La Cruz (1207)         Nate I	Merie (3103) Oliver (1303) King (2102)	20 May 2022 17:39:29 20 May 2022 17:39:06 20 May 2022 17:38:41	00:12:03 00:00:00 00:04:18	Answered Not Answered Answered	0
🕞 Sign out	Robert Havens (3101)         94953           SFS-Routers (9108)         Martin	33 🕑 n Sarabia (1202)	20 May 2022 17:38:32 20 May 2022 17:37:04	00:00:34 00:00:00	Answered Failed	0

- 3. Click inside the Date Range field to pop out the To and From Calander.
- 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

Home Settings	💿 Listen 📞 Call 🔒 Prin	t -∦E-	-mail	🚍 cu	R Report	<i>∦</i> D	elete R	lecordir	× 4	⊑ CSV E	Downloar	1						*		9 C 2	
ashboard	Date Range					From	m 🚢								To 🛔		Status		ID #		
Ds	20 May 2022 00:00:00 - 20 M	ay 2022 23	:59:59					or dest							Searc	for destination	All		• ID	I Q	
onferences >																					
oicemail >	Date Range					Fro	m 👗					0.4				Total Durant		C			
onitor >	18 May 2022 09:00:00 - 19 M	lay 2022 11	:30:59				Search f	for dest				Dat	e/Time	0.02.50	.44	Iotal Duratio	on	Stati	s		
tistics												201	114 202	2 23.32	.40	00:00:47		Ansy	ered		
>	Today	÷	Ma	y	-	2022	-			Ma	у	-	2023	2 -		00:00:24		Δητο	ered		
tem >	Yesterday	Мо	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	00:01:32		Ansy	ered		
	Last 7 Days	25	26	27	28	29	30	1	25	26	27	28	29	30	1	00:00:50		Ansv	ered		
	Last 30 Days	2	3	4	5	6	7	8	2	3	4	5	6	7	8	00:01:20		Ansv	ered	0	
	This Month	9	10	11	12	13	14	15	9	10	11	12	13	14	15	00:00:01		Ansv	ered		
	This Month	16	17	18	19	20	21	22	16	17	18	19	20	21	22	00:00:03		Ansv	rered		
	Last Month	23	24	25	26	27	28	29	23	24	25	26	27	28	29	00:00:07		Ansv	rered		
	Custom	30	31	1	2	3	4	5	30	31	1	2	3	4	5	00:00:13		Ansv	rered		
																00:00:02		Ansv	rered		
	Search now		13	* :	00 •	: 00	• •			13	* :	59	1:1-1	59 👻		00:00:03		Ansv	rered		
	5				A 18 V											00:00:02		Ansv	rered		
	Kym Keith (1624)				*78							201	4ay 202	2 18:01	:57	00:00:03		Ansv	rered		
	SFS-Routers (9108)				Mark	k Gallo (12	204)					201	4ay 202	2 18:00	:24	00:00:00		Faile	l .		
	<u>1323799</u>				SFS-I	Routers (S	7108)					201	4ay 202	2 18:00	:24	00:01:10		Ansv	rered	0	
	SFS-Routers (9108)				Mart	tin Sarabia	(1202)	)				201	4ay 202	2 18:00	1:24	00:01:10		Ansv	rered		
	<u>1323799</u>				1800	0300	0					201	4ay 202	2 18:00	:12	00:00:11		Ansv	rered	0	
	Bryan De La Cruz (1207)				Nate	King (210	02)					201	4ay 202	2 17:46	:06	00:02:56		Ansv	rered	0	
	Brian Valenzuela (1102)				Jose	Merle (31	103)					201	4ay 202	2 17:39	:29	00:12:03		Ansv	rered	0	
	Raul Sarabia (1212)				Andy	y Oliver (1	.303)					201	4ay 202	2 17:39	:06	00:00:00		Not	Answered		
	Brvan De La Cruz (1207)				Nate	: King (210	02)					201	day 202	2 17:38	:41	00:04:18		Ansv	ered	0	
							_														

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

<u>UX</u>	201 - 201-Test Account				* 🛔 Administrator	0 0 C 2
Home Settings	🔘 Listen 🔍 Call 🔒 Print 🚀 E-mail	🖂 CLIR Report 🛛 🖉 Delete Recording 🛛 🛓 CSV E	Download			
Dashboard Extensions → DIDs Conferences →	Date Range 18 May 2022 09:00:00 - 19 May 2022 11:30:59	From 🌢 156275	To ▲ Search for destination	Status All	• ID #	<b>i</b> Q
Voicemail > Monitor >	From 1562755 3	To SFS-Central Dispatch (9101)	Date/Time 19 May 2022 08:14:08	Total Duration 00:00:41	Status Answered	0
CDR CDR summary CDR Settings	1562755         Image: Constraint of the second	180030( SFS-Central Dispatch (9101)	19 May 2022 08:14:04 19 May 2022 08:05:38	00:00:04 00:05:07	Answered Answered	0
Auto Provisioning E-mail to Fax Touchless Provisioning	1562755 0 1562755 0 1562755 0	180030 G SFS-Central Dispatch (9101) 180030 G	19 May 2022 08:05:33 19 May 2022 07:48:10 19 May 2022 07:48:05	00:00:05 00:06:14 00:00:05	Answered Answered Answered	0
Statistics > Fax > System >	1562755         Image: Constraint of the second	SFS-Central Dispatch (9101) 180032 3	18 May 2022 16:31:48 18 May 2022 16:31:41	00:01:14 00:00:07	Answered Answered	0
	1562755 0 1562755 0 1562755 0	SFS-Central Dispatch (9101) 180030	18 May 2022 16:27:21 18 May 2022 16:26:59 18 May 2022 14:00:38	00:01:55 00:00:21	Answered Answered	0
	1562755 G 1562755 G	180030 3 SFS-Central Dispatch (9101)	18 May 2022 14:03:33 18 May 2022 13:29:44	00:00:04 00:03:12	Answered Answered	0
	1562755 0 1562755 0	18003 ( 9 SFS-Central Dispatch (9101)	18 May 2022 13:29:37 18 May 2022 11:42:46	00:00:06 00:02:34	Answered Answered	0
	1562755 G	Phil Dobrick (1109) Phil Dobrick (1109)	18 May 2022 1194239 18 May 2022 09:15:55 18 May 2022 09:15:23	00:00:21 00:00:32	Answered Not Answered	
	☐ <u>1562755</u>	18003(	18 May 2022 09:15:15 Page 1	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.

	201 – 201-Test Account				* 🛓 Administrator 🕐 😳 🥥
ome Settings	🔘 Listen 📞 Call 🔒 Print 🚀 E-mail 🚍 G	LIR Report 🖉 Delete Recording 🛓 CSV Down	load		
oard	Date Range	From 🛔	To 👗	Status	ID #
ions >	18 May 2022 09:00:00 - 19 May 2022 11:30:59	156275	→ Search for destination	All	* 1652907813.185134
nail >	From	То	Date/Time	Total Duration	Status
ls Y	156275:	SFS-Central Dispatch (9101)	19 May 2022 08:14:08	00:00:41	Answered
	156275: 0	180030 3	19 May 2022 08:14:04	00:00:04	Answered
summary	156275:	SFS-Central Dispatch (9101)	19 May 2022 08:05:38	00:05:07	Answered
Provisioning	156275:	180030	19 May 2022 08:05:33	00:00:05	Answered
ill to Fax	1562755	SFS-Central Dispatch (9101)	19 May 2022 07:48:10	00:06:14	Answered
hless Provisioning	156275:	180030 3	19 May 2022 07:48:05	00:00:05	Answered
ics >	<u>156275:</u> O	SFS-Central Dispatch (9101)	18 May 2022 16:31:48	00:01:14	Answered
n >	<u>156275:</u>	180030	18 May 2022 16:31:41	00:00:07	Answered
	156275: 0	SFS-Central Dispatch (9101)	18 May 2022 16:27:21	00:01:55	Answered
	<u>156275</u>	<u>180036</u> 3	18 May 2022 16:26:59	00:00:21	Answered
	156275: 0	SFS-Central Dispatch (9101)	18 May 2022 14:03:38	00:03:21	Answered
	<u>156275</u> : O	180030 0	18 May 2022 14:03:33	00:00:04	Answered
	156275: 0	SFS-Central Dispatch (9101)	18 May 2022 13:29:44	00:03:12	Answered
	156275:	18003(	18 May 2022 13:29:37	00:00:06	Answered
	156275: 0	SFS-Central Dispatch (9101)	18 May 2022 11:42:46	00:02:34	Answered
	156275:	<u>18003(</u>	18 May 2022 11:42:39	00:00:07	Answered
	156275: 0	Phil Dobrick (1109)	18 May 2022 09:15:55	00:00:21	Answered
	156275: 0	Phil Dobrick (1109)	18 May 2022 09:15:23	00:00:32	Not Answered
	156275: 0	180036	18 May 2022 09:15:15	00:00:07	Answered
			Page 1		

## 11.

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

- 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.