Billing Records (CDR)

Santiago Garcia - 2025-04-30 - Billing Records

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You are able to search through all your **Call Data Records** (CDR) Billing Records, and you can refine your search by; the Date when the calls were made, Billing Period, Length, and Type of call.

Note: *All Call Records are displayed in US Pacific Time (PST).*

Quick Guide

1. Select **Billing** > **Billing records.**
2. Set parameters to be able to start the Search: Calls made between; For billing period; Billing Group; Calls made from; Type of call; Calls longer than; Only show recorded calls; Calls made to.
3. Click **Search** or **Export CSV** to access your **Billing Records**.

Note: Use Advance search to tighten your search, to make it easier to find particular billed calls.

Your **CDR** includes the following information:

- Account code

- A Party

- B Party

- Channel used

- Destination changes

- Last application

- Call start time

- Call answer time

- Call end time

- Call duration

- Bill seconds

- Call result

- Diverting number

- Unique id for call

- Hang up

Note: When the Call Recording is enabled, you are allowed to download the recording of the call and access the call transcription.

Number Report
The CDR feature lets you download a detailed number report for your account.

To generate the report, please configure the following parameters:

- **Billing Period**: Select the most recent available period
- **Call Type:** Choose "Number"
- Search!

After completing your search, the system will display all active numbers in your account. You may download this report in CSV or TSV format.

Tags

Account