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Billing Records (CDR)

Santiago Garcia - 2025-04-30 - Billing Records

Billing Records (CDR)

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

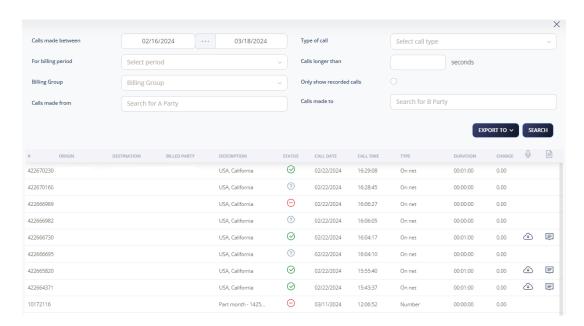
- 1. Select Billing > Billing records.
- 2. Set parameters to be able to start the Search: Calls made between; For billing period; Billing Group; Calls made from; Type of call; Calls longer than; Only show recorded calls; Calls made to.
- 3. Click Search or Export CSV to access your Billing Records.

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



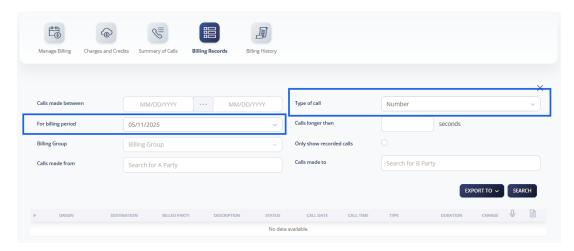
Note: When the Call Recording is enabled, you are allowed to download the recording of the call and access the call transcription.

Number Report

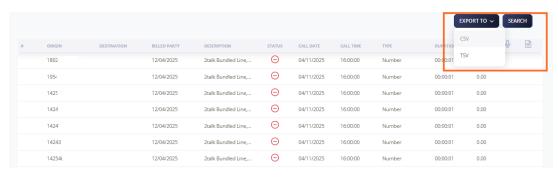
The CDR feature lets you download a detailed number report for your account.

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.



Etiquetas Account