

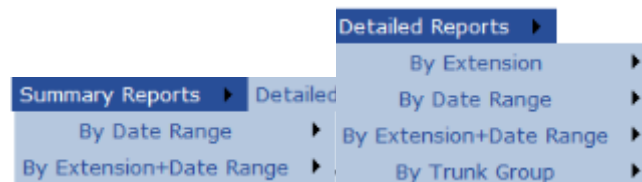


# CDRiT

**May 2011**

## **Log In/Home Page**

After logging into CDRiT, you will be automatically directed to the default home page. From here, you can navigate to any of the available reports by mousing over the either 'Summary Reports' or 'Detailed Reports'. Summary reports include filtering by date range and filtering by extension and date range. Detailed reports include filtering by extension only(not available if there are more than one million records in the database), filtering by date range, filtering by extension and date range, and filtering by trunk group and date range. Each of the reports will be explained in greater detail in subsequent sections.



*Summary reports and detail reports available in CDRiT*

## **Summary By Date Range**

There are three options for the summary by date range report: incoming(displays information on incoming calls for the specified date range), outgoing(displays information on outgoing calls for the specified date range), and all(displays information on all calls for the specified date range). To create a summary by date range report, enter the beginning date of the date range in the left textbox(under the 'Enter Start Date' label). Next, enter the end date of the date range in the right textbox(under the 'Enter End Date' label). Dates entered for the date range should be in MM/DD/YYYY format or M/D/YYYY format. Next, select the site from the dropdown of the desired location and click the 'Submit' button. A report will be generated with general information above the report, including total number of calls and total duration of the calls for the given date range. The displayed report has a breakdown of each day within the supplied date range and includes information pertaining to the total duration for each day, the number of calls for each day, and the average duration of the calls for each day. Each date in the 'Call Date' column is hyperlinked. By clicking on a specified date in this column, a drilldown report will be created that gives detailed information for the calls of the specified date. Detailed reports for a given date range will be explained in greater detail in a subsequent section of this documentation.

# CALL ACCOUNTING

## Summary By Date

[Summary Reports](#) ▶ [Detailed Reports](#) ▶

Enter Start Date:

Enter End Date:

4/16/2011

4/18/2011

Site: Secondary Site ▼

Submit

Log Out

### Summary By Date - Secondary Site

Date Range: 4/16/2011 - 4/18/2011

Total Calls = 384 Total Duration = 21:17:57

Call Date	Total Duration	Total Calls	Avg. Duration
<a href="#">04/16/2011</a>	01:00:22	26	00:02:19
<a href="#">04/17/2011</a>	00:05:28	15	00:00:21
<a href="#">04/18/2011</a>	20:12:07	343	00:03:32

*Example of a summary report for a given date range*

## Summary By Extension & Date Range

The summary by extension and date range report allows users to obtain call records filtered by an entered extension and date range. Users can obtain a report for a single extension within a given date range(Single Extension) or for multiple extensions within a given date range(Multi-Extension). For single extension and multi-extension summary reports, users can obtain call record information for incoming calls only, outgoing calls only, or all calls. To obtain a summary report filtered by a single extension and a given date range, enter the extension in the leftmost textbox(under the 'Enter Extension' label), along with the beginning date of the date range in the middle textbox(under the 'Enter Start Date' label) and the end date of the date range in the rightmost textbox(under the 'Enter End Date' label). After clicking the 'Submit' button, general information will appear above the report , including the total number of calls and the total duration of calls for the extension within the given date range. The displayed report has a breakdown of each day within the supplied date range and includes information pertaining to

the total duration for each day, the number of calls for each day, and the average duration of the calls for each day. Each date in the 'Call Date' column is hyperlinked. By clicking on a specified date in this column, a drilldown report will be created that gives detailed information for the calls of the provided extension for the specified date range. Detailed reports for a given date range will be explained in greater detail in a subsequent section of this documentation.

## CALL ACCOUNTING

### Summary By Extension+Date

[Summary Reports](#) ▶ [Detailed Reports](#) ▶

Enter Extension:

142

Enter Start Date:

4/18/2011

Enter End Date:

4/20/2011

[Submit](#)

[Log Out](#)

### Summary By Extension+Date

**Date Range: 4/18/2011 - 4/20/2011**

**Total Calls = 54    Total Duration = 01:19:33**

Call Date	Total Duration	Total Calls	Avg. Duration
<a href="#">04/18/2011</a>	00:32:25	17	00:01:54
<a href="#">04/19/2011</a>	00:28:14	21	00:01:20
<a href="#">04/20/2011</a>	00:18:54	16	00:01:10

*Summary by extension and date range report(single extension)*

To obtain summary reports for multiple extensions within a given date range, enter up to ten comma-separated extensions in the textbox under the 'Enter Extensions' label. Next, enter the beginning date of the date range in the textbox under the 'Enter Start Date' label and the end date of the date range in the textbox under the 'Enter End Date' label. The reports will display below with a breakdown of each day within the supplied date range for each extension and includes information pertaining to the total duration for each day, the number of calls for each day, and the average duration of the calls for each day. General information will appear above each report, including the extension requested, total number of calls for the extension within the date range, and the total duration of calls for the extension within the given date range.

Enter Extensions:

142,199

Enter Start Date:

4/18/2011

Enter End Date:

4/21/2011

Submit

Log Out

### Summary By Extension+Date

(142) Date Range: 4/18/2011 - 4/21/2011

Total Duration = 02:19:43 Total Calls = 88

Call Date	Total Duration	Total Calls	Avg. Duration
<a href="#">04/18/2011</a>	00:32:25	17	00:01:54
<a href="#">04/19/2011</a>	00:28:14	21	00:01:20
<a href="#">04/20/2011</a>	00:18:54	16	00:01:10
<a href="#">04/21/2011</a>	01:00:10	34	00:01:46

### Summary By Extension+Date

(199) Date Range: 4/18/2011 - 4/21/2011

Total Duration = 01:33:13 Total Calls = 5

Call Date	Total Duration	Total Calls	Avg. Duration
<a href="#">04/18/2011</a>	01:33:13	5	00:18:38

*Summary report by extension and date range(multi-extension)*

## Detail By Extension

To obtain all of the detailed call records for a particular extension that are in the CDRiT database(not filtered by a date range), users may select the 'Detail By Extension' report. This report is ideal for smaller businesses that need to gather all pertinent call information for a particular extension. Customers that generate over one million call records within the CDRiT database will not have this report option, since performance will degrade.

To generate the 'Detail By Extension' report, simply enter the desired extension in the textbox below the 'Enter Extension' label. After clicking 'Submit', the report will be generated with general information above, including total number of calls for the extension in the CDRiT database and the average duration of all calls. The report contains a breakdown of every call within the CDRiT database for the supplied extension, including the calling number, the date and time of the call, the dialed number, the duration of the call, and the direction of the call(inbound, outbound, internal, etc.). Users have the option of generating 'Detail By Extension' reports for inbound calls only, outbound calls only, or all calls.

# CALL ACCOUNTING

## Detail By Extension

[Summary Reports](#) ▶ [Detailed Reports](#) ▶

Enter Extension:

### Detail By Extension

Total Calls = 17803 Avg. Duration = 00:01:50

Calling Number	Call Date/Time	Dialed Number	Duration	Description
6315741399	12/23/2008 5:59:00 PM	142	00:05:06	Inbound
7184684747	12/24/2008 9:35:00 AM	142	00:00:37	Inbound
No CLID	12/24/2008 9:41:00 AM	142	00:00:03	Inbound
6312541405	12/24/2008 9:49:00 AM	142	00:01:34	Inbound
7184684747	12/24/2008 9:53:00 AM	142	00:01:57	Inbound

*'Detail By Extension' report*

## Detail By Date Range

To obtain all detailed call record information for a particular date or date range, users have the option of selecting the 'Detail By Date' report. To create the 'Detail By Date' report, first enter the beginning date of the date range in the textbox under the label 'Enter Start Date'. Next, enter the end date of the date range in the textbox under the label 'Enter End Date'. Lastly, use the dropdown menu to select the site in which you wish to obtain call records from. After clicking 'Submit', the report will display with general information above that contains the total number of calls within the specified date range, as well as the average duration of all calls within the date range. The report will contain a breakdown of all calls within the date range provided, including calling number, the date and time of the call, the dialed number, the duration of the call, and the direction of the call(inbound, outbound, internal, etc.). Users have the option of generating 'Detail By Date' reports for incoming calls only, outgoing calls only, or all calls.

# CALL ACCOUNTING

## Detail By Date Range

[Summary Reports](#) ▶ [Detailed Reports](#) ▶

Enter Start Date:

Enter End Date:

4/18/2011

4/20/2011

Site: Secondary Site ▼

Submit

Log Out

### Detail By Date Range - Secondary Site

**Date Range: 4/18/2011 - 4/20/2011**

**Total Calls = 844 Avg. Duration = 00:02:33**

Calling Number	Call Date/Time	Dialed Number	Duration	Description
177	4/18/2011 1:02:00 AM	18776990784	00:00:08	Outbound
6314347559	4/18/2011 1:15:00 AM	189	00:00:19	Inbound
177	4/18/2011 1:52:00 AM	18776990784	00:00:08	Outbound
5167753869	4/18/2011 3:28:00 AM	189	00:00:20	Inbound

*'Detail By Date' report*

## Detail By Extension & Date Range

The detail by extension and date range report allows users to obtain detailed call records filtered by an entered extension and date range. Users can obtain a detailed report for a single extension within a given date range(Single Extension) or for multiple extensions within a given date range(Multi-Extension). For single extension and multi-extension detail reports, users can obtain detailed information for incoming calls only, outgoing calls only, or all calls. To create the detail report filtered by a single extension and a given date range, enter the extension in the leftmost textbox(under the 'Enter Extension' label), along with the beginning date of the date range in the middle textbox(under the 'Enter Start Date' label) and the end date of the date range in the rightmost textbox(under the 'Enter End Date' label). After clicking the 'Submit' button, general information will appear above the report, including the total number of calls and the total duration of calls for the extension within the given date range. The displayed report has a breakdown of each call, including the calling number, the date and time of the call, the dialed number, the duration of the call, and the direction of the call(inbound, outbound, internal, etc.).

# CALL ACCOUNTING

Detail By Extension+Date Range

[Summary Reports](#) ▶ [Detailed Reports](#) ▶

Enter Extension:

142

Enter Start Date:

4/18/2011

Enter End Date:

4/20/2011

## Detail By Extension+Date

Date Range: 4/18/2011 - 4/20/2011

Total Calls = 54 Avg. Duration = 00:01:28

Calling Number	Call Date/Time	Dialed Number	Duration	Description
No CLID	4/18/2011 9:04:00 AM	142	00:00:03	Inbound
7138958959	4/18/2011 9:46:00 AM	142	00:00:46	Inbound
No CLID	4/18/2011 9:50:00 AM	142	00:00:03	Inbound
No CLID	4/18/2011 9:59:00 AM	142	00:00:04	Inbound

*Detail by extension and date range report(single extension)*

To obtain a detailed report for multiple extensions within a given date range, enter up to ten comma-separated extensions in the textbox under the 'Enter Extensions' label. Next, enter the beginning date of the date range in the textbox under the 'Enter Start Date' label and the end date of the date range in the textbox under the 'Enter End Date' label. The reports will display below with a breakdown of each call within the supplied date range for each extension and includes information pertaining to the calling number, the time and date of the call, the dialed number, the duration of the call, and the direction of the call(inbound, outbound, internal, etc.). General information will appear above each report, including the extension requested, the total number of calls for the extension within the date range, and the total duration of calls for the extension within the given date range.



[Summary Reports](#) ▶ [Detailed Reports](#) ▶

**Enter Extensions:**

142,199

**Enter Start Date:**

4/18/2011

**Enter End Date:**

4/20/2011

[Submit](#)

[Log Out](#)

### **Detail By Extension+Date**

**(142) Date Range: 4/18/2011 - 4/20/2011**

**Total Calls = 54 Avg. Duration = 00:01:28**

Calling Number	Call Date/Time	Dialed Number	Duration	Description
No CLID	4/18/2011 9:04:00 AM	142	00:00:03	Inbound
7138958959	4/18/2011 9:46:00 AM	142	00:00:46	Inbound
No CLID	4/18/2011 9:50:00 AM	142	00:00:03	Inbound
No CLID	4/18/2011 9:59:00 AM	142	00:00:04	Inbound
5166760393	4/18/2011 10:15:00 AM	142	00:12:29	Inbound
No CLID	4/18/2011 11:28:00 AM	142	00:00:03	Inbound
6314191802	4/18/2011 11:30:00 AM	142	00:02:02	Inbound
No CLID	4/18/2011 12:03:00 PM	142	00:00:03	Inbound

*Detail report by extension and date range(multi-extension)*

## **Detail By Trunk Group**

CDRiT also offers users the capability of creating reports that are filtered by trunk group. The 'Detail By Trunk' report allows users to create detailed reports of call information for incoming calls on trunk groups, outgoing calls on trunk groups, or all calls for a trunk group. To create the detailed report filtered by trunk group, first enter the trunk group in the textbox under the 'Enter Trunk Group' label. Next, enter the beginning date of the date range in the textbox under the 'Enter Start Date' label and the ending date of the date range in the textbox under 'Enter End Date'. After clicking the 'Submit' button, the report will display with general information above that contains the trunk group, the total number of calls for the trunk group within the specified date range, and the average duration of the calls within the date range. The report contains detailed information pertaining to the trunk group within the date range, including the

trunk ID, the calling number, the date and time of the call, the dialed number, the duration of the call, and the direction of the call(inbound, outbound, internal, etc.).

## CALL ACCOUNTING

Detail By Trunk Group

[Summary Reports](#) ▶ [Detailed Reports](#) ▶

Enter Trunk Group:

602

Enter Start Date:

4/18/2011

Enter End Date:

4/20/2011

[Submit](#)

[Log Out](#)

### Detail By Trunk Group

602 Date Range: 4/18/2011 - 4/20/2011

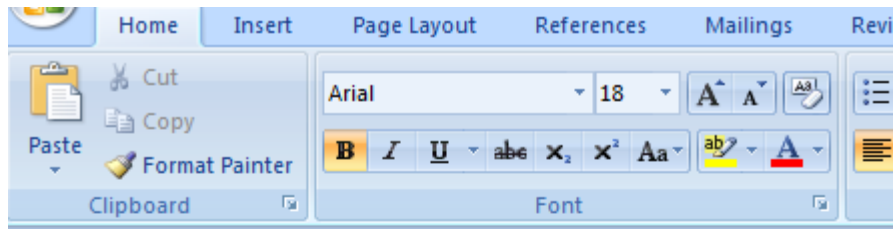
Total Calls = 701 Avg. Duration = 00:02:27

Trunk ID	Calling Number	Call Date/Time	Dialed Number	Duration	Description
017	177	4/18/2011 1:02:00 AM	18776990784	00:00:08	Outbound
001	6314347559	4/18/2011 1:15:00 AM	189	00:00:19	Inbound
018	177	4/18/2011 1:52:00 AM	18776990784	00:00:08	Outbound
001	5167753869	4/18/2011 3:28:00 AM	189	00:00:20	Inbound
001	5163837446	4/18/2011 7:53:00 AM	101	00:01:50	Inbound
020	102	4/18/2011 8:01:00 AM	15164564160	00:07:38	Conference/EC500
022	101	4/18/2011 8:10:00 AM	15163837446	00:01:03	Outbound
001	No CLID	4/18/2011 8:17:00 AM	241	00:00:52	Inbound
001	No CLID	4/18/2011 8:18:00 AM	241	00:00:53	Inbound
002	No CLID	4/18/2011 8:18:00 AM	609	00:00:25	Inbound
001	No CLID	4/18/2011 8:19:00 AM	609	00:00:25	Inbound

*'Detail By Trunk Group' report*

## Export Reports

Detailed reports generated in CDRiT can be exported to Microsoft Word (.doc) format. By clicking the 'Export' linkbutton, a dialog box will appear prompting you to either open or save the exported file.



## Detail By Extension+Date

**Date Range: 4/18/2011 - 4/18/2011**

**Total Calls = 17 Avg. Duration = 00:01:54**

Calling Number	Call Date/Time	Dialed Number	Duration	Description
No CLID	4/18/2011 9:04:00 AM	142	00:00:03	Inbound
7138958959	4/18/2011 9:46:00 AM	142	00:00:46	Inbound
No CLID	4/18/2011 9:50:00 AM	142	00:00:03	Inbound
No CLID	4/18/2011 9:59:00 AM	142	00:00:04	Inbound
5166760393	4/18/2011 10:15:00 AM	142	00:12:29	Inbound
No CLID	4/18/2011 11:28:00 AM	142	00:00:03	Inbound
6314191802	4/18/2011 11:30:00 AM	142	00:02:02	Inbound
No CLID	4/18/2011 12:03:00 PM	142	00:00:03	Inbound
2128567200	4/18/2011 1:14:00 PM	142	00:00:11	Inbound
2128567200	4/18/2011 1:30:00 PM	142	00:03:06	Inbound
2013126510	4/18/2011 2:04:00 PM	142	00:00:46	Inbound
102	4/18/2011 2:32:00 PM	142	00:01:31	Internal
8582468005	4/18/2011 2:49:00 PM	142	00:06:28	Inbound
124	4/18/2011 4:01:00 PM	142	00:00:06	Internal
6468052000	4/18/2011 4:03:00 PM	142	00:01:53	Inbound
No CLID	4/18/2011 4:23:00 PM	142	00:00:03	Inbound
110	4/18/2011 4:43:00 PM	142	00:02:48	Internal

*Exported Report*