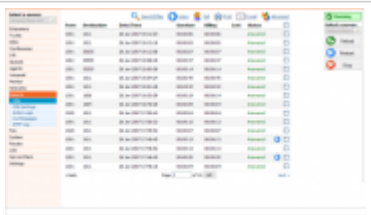Home
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From Bicom Systems Wiki

Reports display detailed records of all PBXware calls, system action logs, CLI messages, and SMTP logs

Reports

Contents
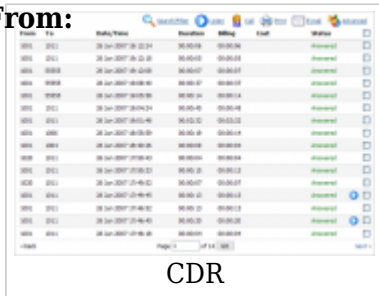
CDR

CDR displays detailed records of all PBXware calls with the following details

- **From:**

CDR

  Extension number from which the call was made
  (ex. If the call was made from extension 1001 to extension 1004, '1001' is displayed here).
  (Display)

- **To:**

  Extension number to which the call was made
  (ex. If the call was made from extension 1001 to extension 1004, '1004' is displayed here).
  (Display)

- **Date/Time:**

  Date and Time when the call was made
  (04 Oct 2006 10:44:10)
  (Display)

- **Duration:**

  Call duration time in hh:mm:ss format
  (ex. 00:12:45)
  (Display)

- **Billing:**

  Time billed by the system
  (ex. 00:12:45)
  (Display)

- **Cost:**

Cost of the call
(ex. 2.3)
(Display)

- **Status:**

    Displays the call status
    Example:
    Depending on whether a call was answered or not, this field value may have the following content:

    - Answered
    - Not Answered
    - Busy
    - Error

    (Display)

- ◉ This icon is displayed once a call is recorded and 'Delete' or 'Listen' enhanced service is active
- ☐ This is a box used with the CDR commands to select a desired call

Search/Filter

- **Start Date:**

Search/Filter

    Select a Search/Filter start date
    (ex. Click on a small 'Calendar' icon next to a field and select the desired date)
    (Option button)

- **End Date:**

    Select a Search/Filter end date
    (ex. Click on a small 'Calendar' icon next to a field and select the desired date)
    (Option button)

- **From:**

    Select whether you want to search CDRs by Destination(s) or Trunk from where the call came in
    (ex. Destination(s) or Trunks)
    (Select box)

- **To:**

    This field points to the Destination(s) or Trunk for which you are searching

(ex. Trunk)
(Select box)

- **ID:**

  ID of the CDR. When the user selects a CDR, the ID field shows that CDR's ID. If there are problems on the system, the customer can supply the support team with the problematic CDR ID which helps in locating it.
  (ex. 1221447123.66)
  ([0-9] .)

- **Start Time**

  When searching for CDRs, this is the start time in the Start Date
  (ex. Time in hh:mm:ss format like 10:15:30)
  ([0-9] :)

- **End Time**

  When searching for CDRs this is the end time in the End Date
  (ex. Time in hh:mm:ss format like 15:20:30)
  ([0-9] :)

- **From**

  If you chose Destination(s) in the From Select box, you will enter the extension from which the call came. If your selection was Trunk, you will have a Select box in this place where you can choose a trunk on the system from which the call came.
  Example:

  - Destination(s) - 1009
  - Trunk - Sales

  ([0-9] or Select box)

- **To**

  Here you will enter the number of the destination or select a trunk in which the call ended up.
  (ex. 1007)
  ([0-9])

- **Status:**

  Search calls by selecting the desired call status
  Example:
  Click on the 'Please Select' button and select one of the available fields:

  - All

- Answered
- Not Answered
- Busy
- Error

(Select box)

TIP

After making any changes to the search filter, be sure to click the search icon

Actions

- **Listen:**

  Once the 'Listen' icon is displayed next to a call record it means that the specific call was recorded.
  (ex. To play recorded calls, check the box next to the 'Listen' icon and click 'Listen'. Your browser will prompt you to open the sound file in your favorite audio player or to download the sound file).
  (Option button)

TIP
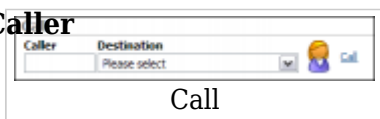
By default, the sound format is available as a .gsm file. To change the recording format go to: 'Settings: Servers: Edit: Recordings format' and select one of the available sound formats:

- gsm

- wav

- wav49

- ogg

Call

To establish a call between two PBXware extensions all you need to provide is the caller $EXTENSION number and the $DESTINATION extension

- **Caller**

  PBXware extension that will make a call
  Example:
  Provide any PBXware extension number here, 1001 for example
  ([0-9])

- **Destination:**

  Destination extension that will be dialed by the 'Caller' extension
  (ex. To select a destination extension, first check a box next to a CDR record. This field

will display two extensions listed under 'From' and 'Destination' selected record)
(Select button)

TIP

After setting 'Caller' and 'Destination' extensions click the call icon

Print
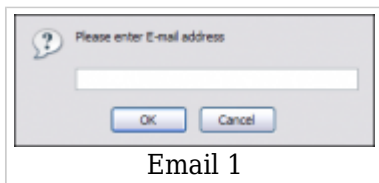
Check the box next to a call record and click the 'Print' button. This action will open a new popup window with the printing interface.

Print

Email

Click on the 'Email' button to send all reports listed on page or select a box next to a report and click the 'Email' button to send only the selected ones

Email 1

Provide an e-mail address where the report is to be sent and click the 'OK' button to proceed or 'Cancel' to abort the email action
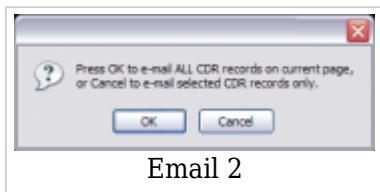
Email 2

Press 'OK' to email all CDR records on the current page (even if they are not selected) or click 'Cancel' to print the selected records only
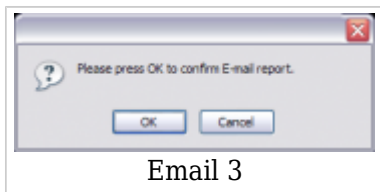
Email 3

Finally, press the 'OK' button to confirm an email action or 'Cancel' to abort the email action

Advanced

Actions

CLIR

- **CLIR:**

CLIR

CLIR (Command Line Interface Record) details
(ex. Select a desired call record and click this button to view more technical details about the call. A small pop-up window will open with the data).
NOTE: When experiencing any kind of unexplained problems, this is the data you need to send to the technical support team
(Command Button)

- **E-mail CLIR page**

    This option enables you to send the current CLIR to the desired e-mail address

- **Delete Recording:**

    Deletes the recorded calls. NOTE: For this command to be displayed, the appropriate enhanced service has to be set.
    (ex. Select a recorded call and click this button to delete it from the file system)
    (Command Button)

- **Download CSV:**

    Download data as the .csv (Comma Separated Value) file
    (ex. Click this button to download the .csv file to your desktop)
    (Command Button)

CDR Summary

The CDR summary is used to calculate the total cost of calls of the selected extension(s). You can select the date range in which you want the total cost for your chosen extensions, and also group them by one of four grouping methods.

- **Date Range**

CDR

This field shows how the call cost for particular extension is being broke down
(ex. Q3-2009 (3rd quarter of 2009))
(Display)

- **Accountcode**

  Displays extension(s) for which the total cost is calculated
  (ex. 2453)
  (Display)

- **Cost**

  Displays total cost of the extension (accountcode) for a given date/quarter/year
  (ex. 0.42756)
  (Display)

Search/Filter

Search/Filter is used to fine tune results in summary list.

- **Start Date**

  Choose the start date of the range you want to show
  (ex. Apr-01-2009)
  (Date list)

- **End Date**

  Choose the end date of the range you want to show
  (ex. May-31-2009)
  (Date list)

- **Group By**

  Select how to group shown results
  Example:

  - **Whole range** - there is no grouping, rather all extensions are shown as one item with the total cost in the selected date range

  - **Quarterly** - results are grouped by quarter, meaning that if the date range spans two or more yearly quarters, every extension has one total cost item per quarter

  - **Monthly** - results are grouped by month, meaning that if the date range spans two or more months, every extension has one total cost item per month

- **Yearly** - results are grouped by year, meaning that if the date range spans two or more years, every extension has one total cost item per year

(Select box)

- **Accountcodes(s)**

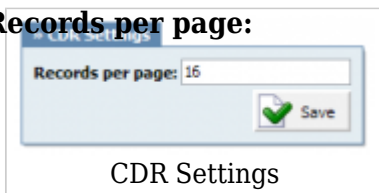 Enter one or more extensions separated by a comma, for which you want to show call costs
  (ex. If this field is left empty, the costs for ALL extensions will be shown)
  ([0-9])

CDR Settings

Please provide a number in the 'Records per page' field

- **Records per page:**

CDR Settings

  Number of records displayed per page
  (ex. When on the 'Reports: CDR' page, and this option is set to '16', the last 16 call records will be displayed. On the bottom there is a 'Page' field. Type a page number, e.g. '2', and click 'GO' button to display next 16 call records)
  ([0-9])

CLI Messages

CLI messages provide a convenient method of showing messages received from the asterisk CLI (Command Line Interface). Each message is shown in the order received and, if clicked on, will open a new browser searching www.google.com with the message content text.

CLI Messages
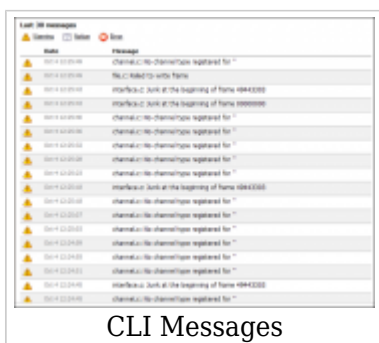
Available Message types:

- **Warning** - A warning message of an issue that will not usually affect the system's operation

- **Notice** - A notice message is simply a formal notice and does not affect the system's operation

- **Error** - An error message may stop or affect the system's operation in some situations

SMPT Log (Deprecated)

The last messages archived in the SMTP log. Messages are marked as:

- **Sent** - Sent by PBXware

- **Received** - Response from the SMTP server

- **Date:**

SMTP Report

  Date/Time that the SMTP log was created
  (ex. 12 Sep 2006 12:57:21)
  (Display)

- **Message:**

  SMTP server response
  (ex. AUTH LOGIN)
  (Display)

NOTE: This option is currently deprecated in PBXware and it's functionality is disabled. SMTP Log page will be removed in future updates.

Next -> 14.Statistics