

CDR - Sample Usage

Sample Usage

- Note that the default search behavior is "Begins With". Switch to "Contains" if searches are not returning expected results.

Search for all calls from a specified caller ID number

Example: Show all calls coming from a specified caller ID number. Note that this will identify both external callers calling in and internal callers calling out if the incoming or outgoing caller ID number (respectively) matches.

- **Call Date:** set a date and time range if desired
- **CallerID Number:** set this to the desired caller ID number, e.g. 5551234567, and select "Contains" on the right of this field
- click "Search"

Search for all calls from a specified caller ID name string

Example: Show all calls coming from a specified caller ID name string "SMITH". Note that this will identify both external callers calling in and internal callers calling out if the incoming or outgoing caller ID name string (respectively) matches.

- **Call Date:** set a date and time range if desired
- **CallerID Name:** set this to the desired caller ID string, e.g. "smith" (case doesn't matter but don't enter the quotes), and select "Contains" on the right of this field
- click "Search"

Search for all calls coming in to a specified external DID number

Example: Our organization has several external numbers (direct inbound dial numbers or DIDs). Show all calls dialing to one of these DID number, specifically 555-123-4567.

- **Call Date:** set a date and time range if desired
- **DID:** set this to the desired external DID number 5551234567 (don't enter hyphens, spaces or any other punctuation)
- click "Search"

Search for all calls coming in to a specified internal extension

Example: Show all calls dialing to an internal extension, number 700.

- **Call Date:** set a date and time range if desired
- **Destination:** set this to the desired internal extension number, 700
- click "Search"