



Billing Records (CDR)

Mike Johnstone - 2024-04-10 - 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.

Tags
Account