Using the Reports

Wednesday, July 22, 2015
5:56 PM

For Reports looking for a specific number:

The Wildcard * matches any number of dialed digits.

    *7171 matches
    918005557171
    197171
    7171

    800 matches
    918005551234
    18001
    69800

    91* matches
    911
    918005551234

The wildcard ? matches a single digit.

    ?7171 matches
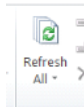   17171
    27171

    *800??????? Matches 800 numbers
    918005551234
    18005551234
    18002227890

Time stamps are entered as mm/dd/yyyy hh:mm:ss AM/PM
    6/18/2015 3:00:00 PM
    12/25/2015 11:00:00 AM

Quickly change the search of the current query

On the Home Tab, Click the Refresh All Button

This will re-prompt for the search parameter and reload the query with the new value without having to close and reopen the query.

Query Naming Conventions:

    AllCalls = All Calls in the CDR dataset
    Count and Sum Of = Pivot reports
    FindNum = Filter data based on a specific number
        Called = Filters on the originalCalledPartyNumber field
   Calling = Filters on the callingPartyNumber field
        Called_or_Calling = shows all records where the number is in either the originalCalledPartyNumber or callingPartyNumber fields

Additional Data:

Most of the reports are self explanatory, just run them, using the Timestamps and number you're interested in. However below are a few additional ways to tease info from these reports.

To find calls with abnormal call Termination Codes:

    Use the **AllCalls**, **FindNum_Calling_Only_Between_Times**, **FindNum_Called_Only_Between_Times** or **FindNum_Called_or_Calling_Between_Times** queries Then Filter on the last columns:
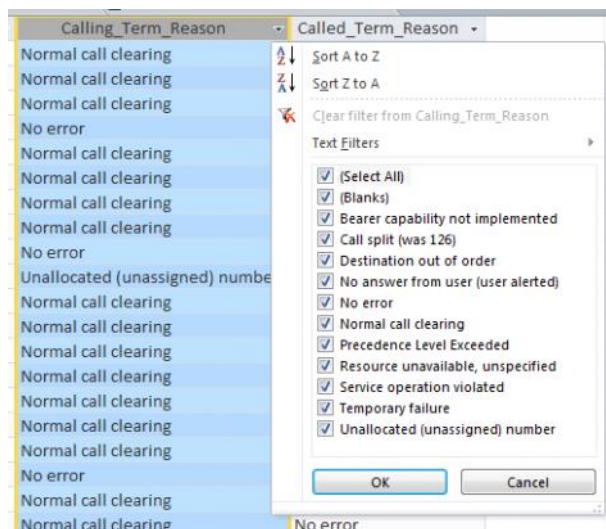
You can also view the Final Redirection reason with these same Queries:
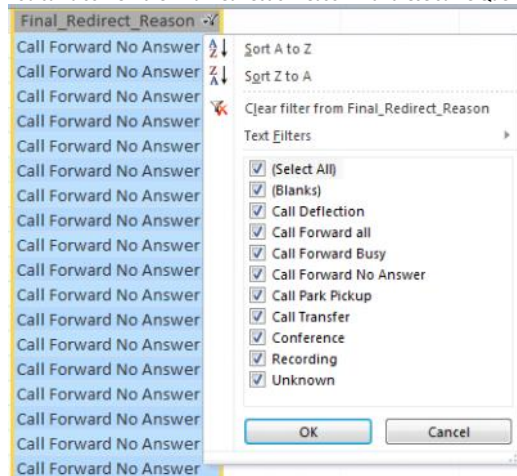
To find the Term Codes Counted By device:

Use either the **Count_of_Calls_By_Calling_Term_Code_And_Device** or **Count_of_Calls_By_Called_Term_Code_And_Device** report and then use a text filter on the Device Column

Here Filtering on Trunk shows Term Codes where inbound calls originated from the SIP Trunks:

Calling_Term_Code	origDeviceName	CountOfID
Bearer capability not implemented	1177-VZB-SIPTRUNK	1
Bearer capability not implemented	Melville-SIP-Trunk	1
Call split (was 126)	1177-VZB-SIPTRUNK	416
Call split (was 126)	Melville-SIP-Trunk	366
No error	1177-VZB-SIPTRUNK	1212
No error	Melville-SIP-Trunk	1181
Normal call clearing	1177-VZB-SIPTRUNK	1155
Normal call clearing	Melville-SIP-Trunk	1149
Unallocated (unassigned) number	1177-VZB-SIPTRUNK	127
Unallocated (unassigned) number	Melville-SIP-Trunk	126

To Find how many calls whereForwarded/Conferenced/Etc from/to a specific Phone

You can find the number of calls that were Forwarded/Transferred or any other redirected code by phone or trunk by using the **Count_of_Calls_By_Called_Device_and_Redirect_Code** and **Count_of_Calls_By_Calling_Device_and_Redirect_Code** and then filtering on the device of interest.

origDeviceName	Last_Redirect_Code	CountOfID
SEP001319C04E89	Call Deflection	6
SEP001319C04E89	Call Forward all	2
SEP001319C04E89	Call Transfer	5
SEP001319C04E89	Conference	7
SEP001319C04E89	Unknown	8

To Find the Codec used by specific Calls:

The QoS_Codec reports show the Codecs, bandwidth, Jitter, Latency and Packet Loss statistics per call.

Codec_Codes | QoS_Codecs_All_Poor_Quality_Calls

origMediaCap_Bandwidth	Calling_Codec	destMediaCap_Bandwidth	Called_Codec	origjitter	destjitter	origlatency	destlatency	orignumber	destnumber
8	G729	8	G729	0		0		68	
8	G729	8	G729		119		0		29
8	G729	8	G729	129		0		6	
8	G729	8	G729	125		0		0	
64	G711mu-law 64k	64	G711mu-law 64k		0		2484		0
8	G729	8	G729	2	0	0	0	208	0
8	G729	8	G729	663		0		0	

To Find members in a Conference Call:

Filter the Conference Call Query by the destConversationID containing the CallingParty By the number you're looking for

Find the Conversation ID of the Conference

Then clear your filter and filter on the conversation ID

destConversationId	callingPartyNumber
67402354	1362
67402354	1964
67402354	2127571818