One-click Calls Formatter Chrome Extension Guide for Carrier Complaint Handling

Camilo Soler

Introduction

Handling Carrier complaints that require locating multiple calls—especially Symbio requests—has always been a time-consuming process. To simplify this, I've developed a Chrome extension that **automatically formats phone numbers** and **generates a query for Kibana** to locate all calls at once. Instead of searching for calls individually, you can now **copy the formatted output and paste it into Kibana**, significantly speeding up the process.

By just copying and pasting the phone numbers shared by the Carriers in a CSV file, **the extension will automatically format and it'll generate a code ready to be pasted within the Kibana dashboard** which it'll make it so much easier and faster to locate the calls in question.

According to teammates, the average handle time for Carrier Complaints when locating high volumes of traffic is around 7 minutes. With the tool, this process takes only about 1 minute, thanks to its one-click functionality that allows multiple calls to be located simultaneously. This will significantly save time, especially if these tasks are performed frequently on a weekly basis.

Chrome extension interface   Query DSL

Phone Number Formatter

Choose lookup type:

[Locate only Callee ▾]

```
Paste numbers here (one per line)
```

Choose formatting type:

[Symbio (Auto add +) ▾]

Format & Copy

EDIT FILTER   Edit filter values

Elasticsearch Query DSL

```
 1 ▾ {
 2 ▾    "query": {
 3 ▾      "bool": {
 4 ▾        "must": [
 5 ▾          {
 6 ▾            "terms": {
 7 ▾              "caller": [
 8                  "+61862851866",
 9                  "+61280152914",
10                  "+61897462352",
11                  "+61280152914",
12                  "+61721436139",
13                  "+61281034875",
14                  "+61281034875",
15                  "+61480086765",
16                  "+61721436148"
```
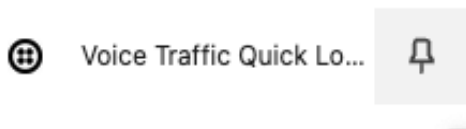
◯ ✕ Create custom label?

Cancel   **Save**

Installation Instructions

Follow these steps to install the Chrome extension:

1. **Download** [the file "Extension.zip" from the Google Drive folder](#) and extract the folder to a convenient location.

2. **Open Chrome** and go to `chrome://extensions`.

3. **Enable Developer Mode** (toggle in the top right corner).

4. **Click "Load Unpacked"** (top left) and select the extracted folder.

5. The extension is now ready to use.

Note: Make sure to pin it in your Chrome website.

How to Use the Extension

1. Open the CSV file provided by the carrier and copy the phone numbers.

2. Click on the extension and choose Lookup Type

➢ Select **Caller, Callee, or both** at the same time depending on what you want/need to locate.

3. Choose Formatting Type

Customize the number formatting based on the carrier's CSV file:

a. **Symbio** (Auto-add "+" and includes timestamp**)** – Adds a **plus (+) prefix** to each number and improves the **accuracy of call lookups** by including the **Timestamp column**.
   ❖ You can copy **Caller, Callee, and Timestamp** simultaneously (from the `cli / cld / cdr_datetime` columns in the Symbio CSV).
   ❖ The timestamp has been adjusted to match **Kibana's time zone** by:

      ➢ **Reducing the time by 11 hours**.

> ➢ **Removing seconds and extra details**.
>> ■ Example: Symbio CSV Timestamp: `2025-03-17 16:19:40`
>>> Formatted for Kibana: `2025-03-17T05:19`
>
> ➢

b. **Sinch** (Keep numbers as they are) – Leaves phone numbers unchanged, but still adding the comma so it will find multiple calls simultaneously.
c. **Select Country Prefix** – Allows you to enter a country prefix for all numbers.

> ➢ Example: If the CSV contains `3222315332` and you enter `57`, the extension formats it as `+573222315332`, and will do the same for the rest of the numbers.

4. Click Format & Copy once the option has been selected and the numbers have been pasted**.**

5. In [Kibana Voice Insights Dashboard](#) → Add Filter → Edit as Query DSL, then paste the formatted data. (Make sure to remove the brackets within "Query DSL" before pasting the formatted data).

6. **Adjust the date range to 30 days.**

[Tutorial video](#)

Key Notes:

- **Remember to remove the brackets within "Query DSL"** before pasting the formatted data for optimum functioning.

- The extension automatically adds a comma to each number for formatting.

- **It works regardless of the number of lines copied from the CSV.**

Support & Feedback

You can use channel ***#pilot-one-click-callsformatter*** in Slack to **report bugs, provide suggestions, or share feedback**—your input is valuable in refining the tool!

Feel free to reach out via DM as well. I'm happy to assist anyone who needs help with installation or usage.

Thank you for your time and participation!