Cox Business IP Centrex Call Detail Records

Quick Reference Guide

This guide will help you access and use the **Cox Business IP Centrex Call Detail Records** functionality. It includes instructions to navigate to the feature, as well as a list of options you can select to view multiple types of reports.

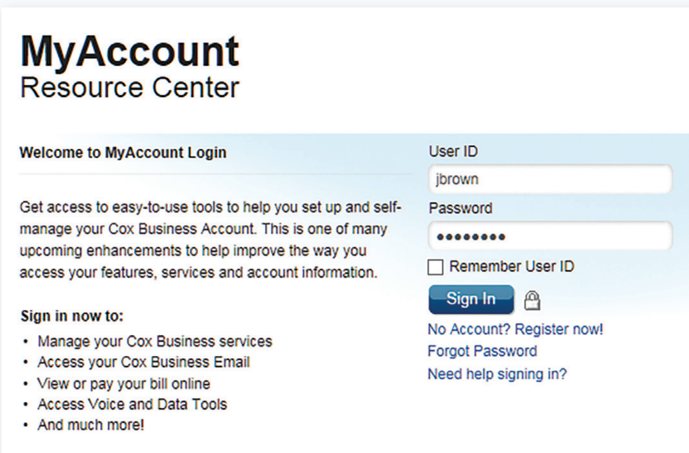
Overview

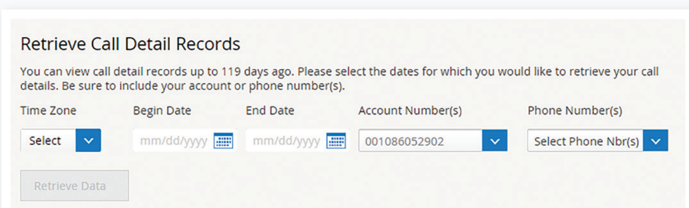
The Cox Business IP Centrex Call Detail Records (CDR) feature displays a history of incoming, outgoing and internal extension-to-extension calls. Records are available for the previous 120 days, including the current day.

If you wish to store records for more than 120 days, you may download them and store it on a computer at your site, either as a PDF or a comma-delimited file (CSV).

Multiple report types present call trends, such as call volumes by day, week, time of day and more.

Accessing the Call Detail Records Feature





Logging In

1. Open MyAccount and enter your User ID and Password.
2. Click the Sign In button.
3. Click the Voice Manager Tools menu.
4. Click the User System & Management tab.
5. Click the Call Detail Records link.
6. You can now apply criteria to retrieve call detail records. Note: You will only see call records for your extension; however, MyAccount administrators will be able to view all call records.

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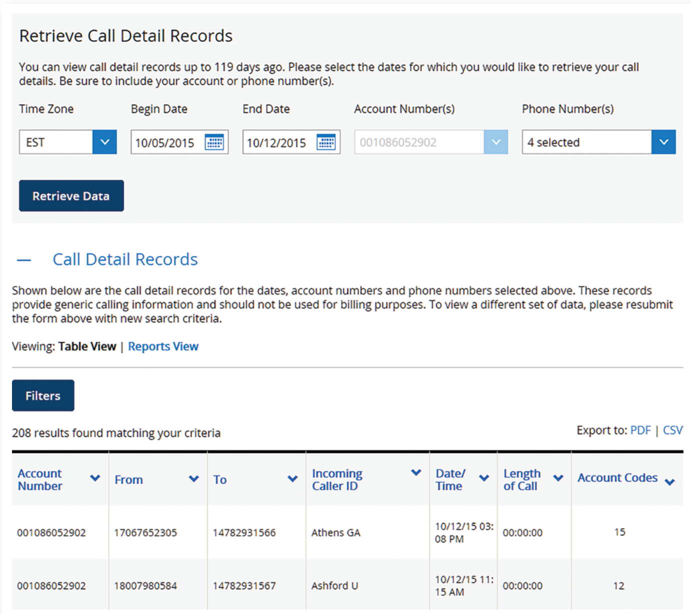
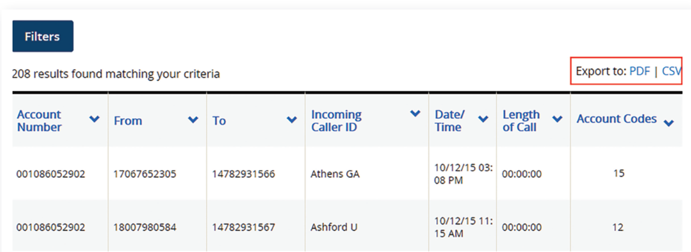
Results of Call Detail Records Search





Retrieving Call Detail Records

When the list of Call Detail Records appears, you may elect to apply filters to the results to drill down further into specifics of the records, such as the account number(s), from telephone number, to telephone number, calendar dates, start time (of the call) and end time (of the call).

1. Select the Time Zone from the drop-down menu.
2. Click the calendar icons to choose the Begin Date and End Date of calls you want to view.
3. Manually enter or select the Account Number(s) from which the calls were placed. Hold down the Ctrl button to select multiple options.
4. Manually enter or select the Phone Number(s) for which you want to view activity. Hold down the Ctrl button to select multiple options.
5. Click the Retrieve Data button to review the call detail records.

Applying Filters

1. After you retrieve the call record data, click the Filters button. (In the sample shown at the left, the records will be filtered by who the call is "From," who the call is "To," "Incoming Call ID," "Time" of the call, and "Account Code.")

* Note: When Authorization Codes or Account Codes are enabled on an account, a column by the same name will appear on the Call Detail Records, and it will contain the code used for each call. If no code was used, the word "Blanks" will appear.

2. Apply the filters and click the Continue button at the bottom of the screen to see a subset of the original call detail records list.

! If you turn off the Account Code or Authorization Code feature in MyAccount, or switch from one to the other, CDR records will only show the feature that is turned on in MyAccount.

If you wish to see Account Codes in the CDR records, but the Account Code feature is turned off, turn it on and re-run the CDR Report.

Exporting Call Detail Records

1. Click the PDF or CSV link in the Export to: field to download the call records. If you select PDF, an image of the call records will appear. If you select CSV, the records will appear in an editable spreadsheet format.

! The exported call records display in MyAccount, and if the call records are filtered, the export shows only those records that match the criteria. To export different call records, modify and apply new filter criteria and click the PDF or CSV link.

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Call Detail Records Report Types

Call Detail Records can be presented in multiple types of reports, such as:

- Incoming and Outgoing (Combined) calls
- Incoming (only) calls
- Outgoing (only) calls
- Incoming and Outgoing (Side by Side) calls

Based on your selections, the report will present the call records differently. (Note: These reports can only be viewed within MyAccount. They are not available for download.)

Notice the Select Timeframe drop-down menu at the bottom of the report. Here, you may select time range options for the types of calls you have selected. They are: Calendar Dates, Days of the Week, Hours and Weeks.

Generating an Incoming and Outgoing (Combined) Report for Calendar Dates

1. Click the Reports link in the Viewing: field located at the upper left corner.
2. Select the Incoming and Outgoing (Combined) report type from the Show Usage for: drop-down menu.
3. Click the Total radio button in the View field.

Generating an Incoming Call Usage Report for Days of the Week

1. Click the Reports link in the Viewing: field located at the upper left corner.
2. Select the Incoming report type from the Show Usage for: drop-down menu.
3. Click the Average radio button in the View field.

Change the values in the Show usage for, View, and Select Timeframe fields to see different snapshots of the data.

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