

Itemised Calls

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The itemised calls page provides a complete breakdown of outbound and inbound calls made. We retain call records indefinitely and previous months records can be easily accessed or searched against. Call records are provided in real time. As such, you can see in-progress as well as completed calls. We are not able to currently show the cost of an in-progress call.

Date	Date the call started.
Start Time	The time the call started.
End Time	The time the call ended.
Duration	The length of the call shown in the format of HH:MM:SS.
Inbound Number	The number presented when the call was placed.
Inbound Friendly Name	Associated friendly name to the number presented.
Destination	The dialled number.
Destination Name	If the dialled number is present in an associated address book, the name will appear. If no entry is present, the option to add one is provided.
Assigned User	The user who placed the call.
Recorded	If the call was recorded, the option to access the recording is provided. This will open in a new window.
Transferred	If the call was transferred between users, details of the transfer journey are shown.
Description	Called destination name.
Service Charge & Call Access Charge	For non-geographic calls, the call is made up of a Service Charge and Access Charge. These columns make the associated charges clear.
Connection Charge	If a call connection charge is applied as part of a tariff, or is applicable to a specific type of call, this will be shown.
Free Call	This is classed as a free call as it was made to another number on our platform. By not leaving our network we don't need to associate charges by involving a carrier.
Total Charge	A combination of the service, access and connection charges.

Download

We provide two options to download this data. Both options are presented at the top of the page.

1. CDR File
2. PDF

Logged Calls

The calls logged within the itemised call records include:

1. Calls to voicemail
2. Calls abandoned whilst using an IVR
3. Calls made out of hours

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