Call Reports

VoipNow keeps record of system calls and supervises active calls. All these records are then collected in these Call Reports, which you can find detailed below.

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Overview

With VoipNow you can keep track of the calls made and received by all the extensions in the system.

The **Call Reports** groups the available controls into the following three fieldsets:

- **Search Calls** - Search through all the calls recorded in the system using the filters available; this section is collapsed by default.
- **Export Columns** - Choose the details you want to have exported to a `.csv` or to an Excel file; this section is collapsed by default.
- **Call List** - All the calls registered in the system in the current month are displayed. If you want to check the calls from a previous month, then use the available drop-down list and select the desired value. Use '--' when you wish all the calls in the system to be displayed.

Search calls

VoipNow automatically displays only the current month's calls. To search for specific calls, you have to define particular search criteria using the controls available in the **Search Calls** fieldset:

Option	Details
From number	If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list: - **Starting with** - Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed. - **Ending with** - Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed. - **Exact match** - Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
To number	If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list: - **Starting with** - Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed. - **Ending with** - Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed. - **Exact match** - Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
Account name	Fill in the account name (on service provider, organization or user levels) whose calls you want to see in your report.
Company name	Fill in the company name of the service provider, organization or user whose calls you want to see in your report.
Charging plan	Fill in the charging plan name that generated the call cost you are searching for.
CallID	Fill in the unique number that Asterisk generated to identify the call.
Through channel	Search only for the calls that were directed through a specific channel.
With CallerID	Fill in the CallerID of the person that placed the call.
Caller IP	Fill in the IP of the person that placed the call.
With network code	Specify the code of the network whose calls you are looking for.
Selected channel prefix	This value is available only for outgoing external calls. It contains the prefix of the dialed number that was matched with one of the area codes defined in the routing channel's costs.

SIP-CallID	It is used to identify all SIP packets that belong to a particular call.
Called DID	The called Direct Inward Dialing (DID) number.
PRI channel	The identification number of the PRI card that contains the channel through which the call was made.
Call duration	Specify the call duration limits by filling in the fields from the rule: **Bigger than <x> seconds and/or smaller than <y> seconds**.
Call cost	Specify the call cost limits by filling in the fields from the rule: **Bigger than <x> and/or smaller than <y>**.
Profit	Specify the profit limits by filling in the fields from the rule: **Bigger than <x> and/or smaller than <y>**.
Call ended with	Filter the calls based on their resolution: • **Answered** - Displays only the calls that were answered. • **No answer** - Displays only the calls that were not answered. • **Busy** - Displays only the calls that could not be answered because the callee was involved in another call. • **Failed** - Displays only the calls that could not reach their destination. • **Unknown** - Displays only the calls whose resolution is unknown. • **Not allowed** - Displays only the calls that were not authorized to reach their destination.
Start search on <x> and end on <y>	Use the text boxes or click the calendar icon to specify the period you want to search.
Hangup cause	Choose a certain hangup cause to be used as search criteria. Please read the Hangup Causes section below for further information on this option.
Display	Filter the search results: • **All** – Select this to display all the call types in the list. • **Incoming calls** – Select this to display only the calls that were received. • **Outgoing calls** – Select this to display only the calls that were placed.
Limit search by call context	Filter the search results: • **All** – Select this to display all the calls. • **Local calls** – Select this to display only the calls made to local numbers (between extensions belonging to the same organization). • **Extended local calls** – Select this to display only the calls made to extended local numbers (between extensions belonging to different organizations). • **External calls** – Select this to display only the calls received from outside the system or sent to external destinations.
Limit search by application	Filter the search results by the application used by Asterisk to handle the call: • **Dial** – Select this to display the calls between two phone terminals. • **Queue** – Select this to display the calls targeted at queue extensions. • **Conference** – Select this to display the conference calls. • **Voicemail** – Select this to display the calls that ended in the voice mailbox. • **Voicemail center** – Select this to display the calls to a voicemail center extension type. • **IVR** – Select this to display calls targeted at IVR extensions. • **Park** – Select this to display calls that were parked. • **Unpark** – Select this to display calls that were picked up form the parking lot. • **Calling card** – Select this to display calls that were made using an extension of type calling card. • **Intercom/paging -** Select this to display the calls made through an `Intercom/paging` extension type. • **Callback** - Select this to display calls that were made using an callback extension type. • **Fax** - Select this to display incoming fax calls stored on the server. • **Queue supervising** - Select this to display monitored Queue calls. • **User Call** - Select this to display all calls between Hubgets users. • **Call supervising** – Select this to display monitored calls using Monitor or BargeIn operations.

Group calls by callID	A simple phone call can be split into several legs, depending on the parties involved in the conversation. These call legs have the same callID.
	Select **Yes**, if you want all call legs to be grouped into a single table entry, i.e. one head row with details like overall **Call Duration**, **Call Cost** and **Profit**. Please note that the rest of details in the head row refer strictly to the first call leg (the party that initiated the call). To see call leg details individually, go to the head row and click the **Expand icon in the E** column. Each call leg will be displayed on a separate table row with details like caller, callee, call schematic, the time the call was initiated and answered to, etc.
	If you select **No**, the report will show each call leg in a separate row.

Hangup causes

If you expand the table below, you will be able to see a list of all the hangup causes that can be used as search criteria. Click **OK** to display only the records that fit your search criteria.

Code	Name	Details
1	**Unallocated**	The called party cannot be reached because, although the called party number is in a valid format, it is not currently assigned.
2	**No route to network**	The equipment sending this message has received a request to route the call through a particular transit network that it does not recognize. The equipment does not recognize the network either because the transit network does not exist or because that particular transit network, while it does exist, it does not serve the equipment sending this message.
3	**No route to destination**	The called party cannot be reached because the network through which the call has been routed does not serve the destination desired.
6	**Channel unacceptable**	The channel most recently identified is not acceptable to the sending entity for use in this call.
7	**Call awarded delivered**	The incoming call has been routed to the user via a channel already established for similar calls.
16	**Normal clearing**	The call is being cleared because one of the users involved in the call has requested the call to be cleared. Under normal situations, the source of this hangup cause is not the network.
17	**User busy**	The called party is unable to accept another call because the user busy condition has been encountered. This situation may be generated by the called user or by the network.
18	**No user response**	A called party does not respond to a call establishment message with either an alerting or connecting indication within the prescribed allocated period of time.
19	**No answer**	The called party has been alerted but did not respond with a connect indication within a prescribed period of time. It can be generated by internal network timers.
20	**Subscriber absent**	A mobile station has logged off, when the radio contact is not obtained with a mobile station or when a personal telecommunication user is temporarily not addressable at any user-network interface.
21	**Call rejected**	The equipment sending this code does not wish to accept the call, although it could have accepted it as the equipment is neither busy nor incompatible. The network may also generate this cause, indicating that the call was cleared due to a supplementary service constraint.
22	**Number changed**	This cause is returned to a calling party when the indicated called party number is no longer assigned.
27	**Destination out of order**	The destination indicated by the user cannot be reached because the interface to the destination is not functioning correctly and a signal message was unable to be delivered to the remote party.
28	**Invalid number format**	The called party cannot be reached because its number is not in a valid format or it is not complete.
29	**Facility rejected**	This cause is returned when a supplementary service requested by the user cannot be provide by the network.
30	**Response to status inquiry**	This cause is included in the STATUS message when the reason for generating it was the prior receipt of a STATUS INQUIRY.
31	**Normal unspecified**	This cause is used to report a normal event only when no other cause in the normal class applies.
34	**Normal circuit congestion**	There is no appropriate circuit/channel presently available that could handle the call.

38	**Network out of order**	The network is not functioning correctly and that the condition is likely to last for a relatively long period of time (most probably, immediately re-attempting the call will not be successful).
41	**Normal temporary failure**	The network is not functioning correctly and that the condition is not likely to last for a long period of time (the user may wish to try another call attempt almost immediately)
42	**Switching equipment congestion**	The switching equipment generating this cause is experiencing a period of high traffic.
43	**Access Info Discarded**	The network could not deliver access information to the remote user as requested (e.g. user-to-user information, low layer compatibility, high layer compatibility or sub-address as indicated in the diagnostic).
44	**Requested channel unavailable**	The circuit or channel indicated by the requesting entity cannot be provided by the other side of the interface.
45	**Preempted**	The other side of the interface cannot provide the circuit or the channel indicated by the requesting entity.
50	**Facility not subscribed**	The user has requested a supplementary service, which is available, but which the user is not authorized to use.
52	**Outgoing call barred**	Although the calling party is a member of the CUG for the outgoing CUG call, the outgoing calls are not allowed for this member of the CUG.
54	**Incoming call barred**	Although the called party is a member of the CUG for the incoming CUG call, the incoming calls are not allowed to this member of the CUG.
57	**Bearer capability not authorized**	The user is not authorized to use the already implemented bearer capability that he has requested.
58	**Bearer capability not available**	The user has requested a bearer capability which is already implemented, but which is not available at this time.
65	**Bearer capability not implemented**	The equipment sending this code does not support the requested bearer capability.
66	**Channel not implemented**	The equipment sending this code does not support the requested channel type.
69	**Facility not implemented**	The equipment sending this code does not support the requested supplementary services.
81	**Invalid call reference**	The equipment sending this code has received a message with a call reference that is not currently in use on the user-network interface.
88	**Incompatible destination**	The equipment sending this code has received a request to establish a call that has low layer compatibility, high layer compatibility or other compatibility attributes (Example: data rate) that cannot be accommodated.
95	**Invalid message unspecified**	This cause is used to report an invalid message event only when no other cause in the invalid message class applies.
96	**Mandatory information element missing**	The equipment sending this code has received an incomplete message that cannot be processed because it is missing a required information element.
97	**Message type nonexist**	The equipment sending this code has received a message whose type it cannot recognize either because this is an undefined message or a message defined but not yet implemented by the equipment sending this hangup code.
98	**Wrong message**	The equipment sending this code has received a message stating that the procedures do not indicate that this is a permissible message to receive while in the call state, or a STATUS message was received indicating an incompatible call state.
99	**Information element nonexist**	The equipment sending this code has received a message including information element(s)/parameter(s) that are not recognized because they are not defined or they are defined but not implemented by the equipment sending the code. This cause indicates that the information element(s)/parameter(s) were discarded.

100	**Invalid information element contents**	The equipment sending this code has received an information element which it has implemented. However, one or more fields of the information element are coded using a language not implemented by the equipment.
101	**Wrong call state**	The received message is incompatible with the call state.
102	**Recovery on timer expire**	A procedure was initiated by the expiration of a timer in association with the error handling procedures. This is often related to NAT problems.
103	**Mandatory information element length error**	The equipment sending this code has received a message that includes unrecognized parameters (not defined or defined but not implemented by the equipment). The cause indicates that the parameter(s) were ignored. In addition, if the equipment sending this code is an intermediate point, then this code indicates that the parameter(s) were passed. unchanged.
111	**Protocol error**	This cause is used to report a protocol error event only when no other cause in the protocol error class applies.
127	**Interworking**	An interworking call (usually a call to SW56 service) has ended.

By default, `Any` is selected.

Export columns

VoipNow allows you to choose the details to be exported to a .csv or to an Excel file.

You have the possibility to customize the exported call cost report by choosing the columns you want to include in your report. The relevant columns can be selected from the **Export Columns** fieldset. You can export them to one of the two available file formats: Excel or CSV.

Option	Details
Call flow	The call direction: incoming or outgoing.
Call type	The call type.
Application	The application that answered the call. Any of the applications listed under **Limit search by application** (see above) can answer the call.
To number	The CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g. 007 or 0001*007) of the person who answered the call.
From number	The CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g. 007 or 0001*007) of the person who made the call.
Call initiated	The date and time the caller dialed the callee's number, initiating the call.
Ringing started	The date and time the called extension started ringing.
Call answered	The date and time the call was answered. If the call was not answered, VoipNow records the 0000-00-00 00:00:00 value.
Call duration	The total length of the received call, in seconds.
Call disposition	The way the call was terminated: it was either answered, not answered, failed, etc.
Service Provider	The username of the service provider account the call originated from.
Company name	The company name of the service provider, organization or user whose calls are detailed in this report.
Contact full name	The full name of the point person for organization contact with the company.

Contact first name	The first name of the point person for organization contact with the company.
Contact last name	The last name of the point person for organization contact with the company.
Service Provider ID	The identification number of the service provider account the call originated from.
Organization ID	The identification number of the organization account the call originated from.
Charging plan	The charging plan that generated the call cost.
Call cost	The call cost as charged by the channel.
Call profit	The difference between the cost paid by the owner of the service provider account where the cost originated and the cost charged by the channel.
Money unit	The currency currently used for charging.
Original channel	The channel used to route the call.
Call ID	The unique ID of the call generated by VoipNow.
Transfer source	If the call was transferred to another extension, this column will list the source extension.
Transfer destination	If the call was transferred to another extension, this column will list the destination extension.
Initially called extension	If the call was picked up from another extension, this column will display the extension that was originally called.
Selected channel prefix	This value is available only for outgoing external calls. It contains the prefix of the dialed number that was matched with one of the area codes defined in the routing channel's costs.This information is especially useful for debugging. The user dials the external number `8010400`. Let's assume the channel that routes the call has 2 costs defined: • Area code `80` charges 0.2 USD • Area code `801` charges 0.5 USD Since area code `801` is the closest matching prefix for the dialed number, the caller will be charged 0.5 USD. If the entry corresponding to 801 would have been deleted, the closest matching prefix would be `80` and the caller would be charged only 0.2 USD. Let's assume it was an error caused by the administrator; when updating the channel costs, the administrator forgot to delete the entry corresponding to `801`. This error would be hard to trace if the channel had more than 20 costs defined.
Parent call ID	This column will display the number which originated a received call.This is useful for tracing phone calls that have multiple entries in the call cost table. For example, when a call that is received by an extension and transferred to another, the system records two separate entries and gives the impression that two different calls have been made.
Callback CallerID	If the caller used a callback extension to route its call to a remote destination, this column displays the authorized callerID (the number from which the user dialed the system).
Channel name	This column will display the name of the channel the call has been routed through.The channel name will be displayed only for outgoing external calls.

Calling card code	If the caller used a calling card to call a destination number, this column displays the code introduced to authenticate and charge the call.
SIP-CallID	It is used to identify all SIP packets that belong to a particular call.
Called DID	The Direct Inward Dialing (DID) number which was called.
PRI channel	This is the ID of the PRI card which contains the channel through which the call was made.
Hangup cause	This column will display the cause that lead to the call termination.
Network code	The code of the network the call originated from.
Flow reference extension	The extension that initiated an outgoing call or the extension that received an incoming call.
CallerID	The callerID of the person that placed the call.
Caller IP	The IP of the person that placed the call.

Call list

VoipNow displays all the calls registered in the system in the current month. If you want to check the calls from a previous month, then use the available drop-down list and select the desired value. Use '--' when you wish all the calls in the system to be displayed.

Please note that some of the columns in the table above might not by displayed by default. You can customize the table layout by choosing the columns to be displayed. To do so, click the Show columns icon and select (or deselect) the desired columns.

Table Column	Details
T	The call type.
A	The application used by the call.
From	This column lists the CallerID, for example `<8754>`, or, if the call is initiated from inside the system, the extension number (e.g. `007` or `0001*007`) of the person who made the call. Hold the mouse cursor over an extension number to display an info message that provides details about the extension that made the call. For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using bold characters.
To	This column lists the CallerID, for example `<8754>`, or, if the called party is from inside the system, the extension number (e.g. `007` or `0001*007`) of the person who answered the call. Hold the mouse cursor over an extension number to display an info message that provides details about the extension that received the call. For incoming calls, the number of the extension that received the call (reference extension) is displayed using bold characters.
Transfer Source	This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.
Transfer Destination	This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-' will be displayed.
Call Schematic	This column displays the call flow: • The name of the extension that placed the call followed by the icon. • The icon followed by the name of the extension that received the call. This table displays, for the local calls of all the extensions in the system, one record for the incoming flow and another one for the outgoing flow.

Ringing Started	The date and time the called extension started ringing. The **Initiated** and **Ringing started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.
Initiated	The date and time the caller dialed the callee's number, initiating the call.
Answered	The date and time the call was answered.
Call Duration	The total length of the call, displayed in the `hh:mm:ss` format.
CallID	The unique number that Asterisk generated to identify the call.
Organization	The name of the organization owning the extension.
SIP-CallID	The identification number of the SIP packets belonging to a particular call.
Called DID	The called Direct Inward Dialing (DID) number.
CallerID	The callerID of the person that placed the call.
Caller IP	The IP of the person that placed the call.
PRI channel	The identification number of the PRI card that contains the channel through which the call was made.
Call cost	The cost of the call for the logged in user.
Profit	The profit made by the logged in user from this call. Please note that it is highly advisable to hunt for the call costs that have a negative profit!

Related pages

Call Flows

Call Statistics

Overview Tab