

SaskTel

Integrated Business Communications

Call Detail & Account Code Reporting Guide

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INTRODUCTION

The IBC Call Detail Reporting service provides a report on all the call detail records for all IBC telephone numbers within your Enterprise, with the exception of your Audio Conference Bridge telephone number.

If you subscribe to IBC Account Code Reporting, then you will also be able to assign Account Codes to your calling records, which will appear in your IBC Call Detail Report.

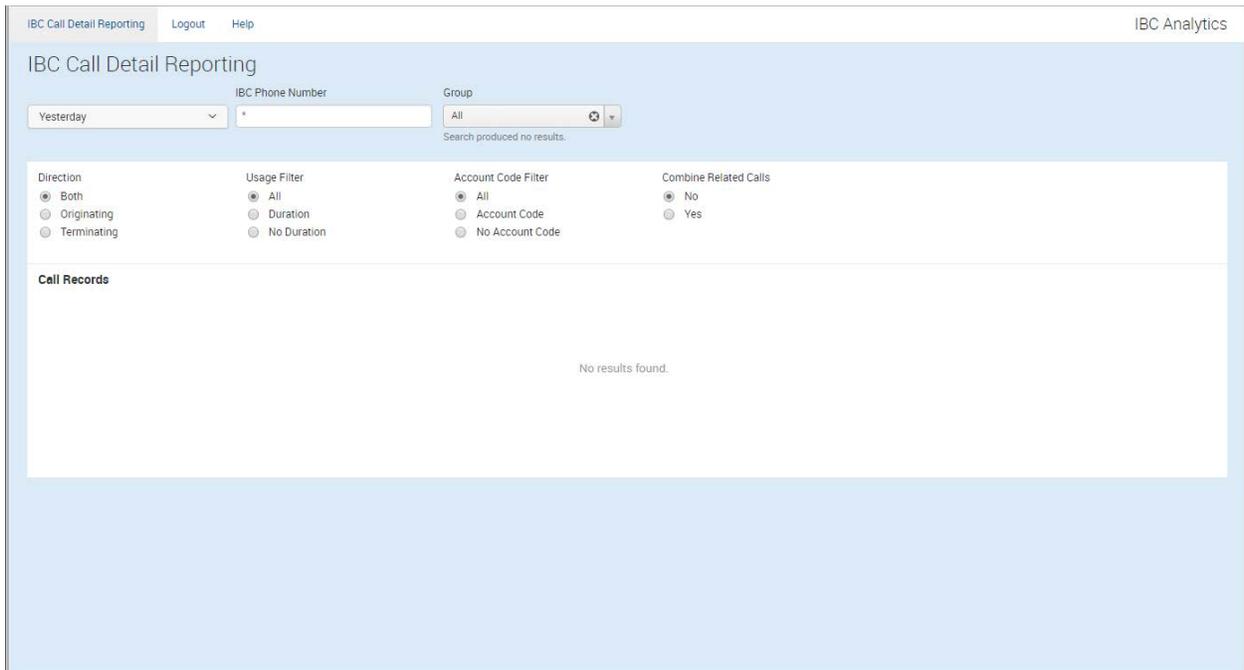
ACCESS CALL DETAIL REPORT

When you subscribed to the IBC Call Detail Reporting or IBC Account Code Reporting service, you should have received an email from SaskTel with your SaskTel ORCHID account username, and a link to complete your registration and set your password.

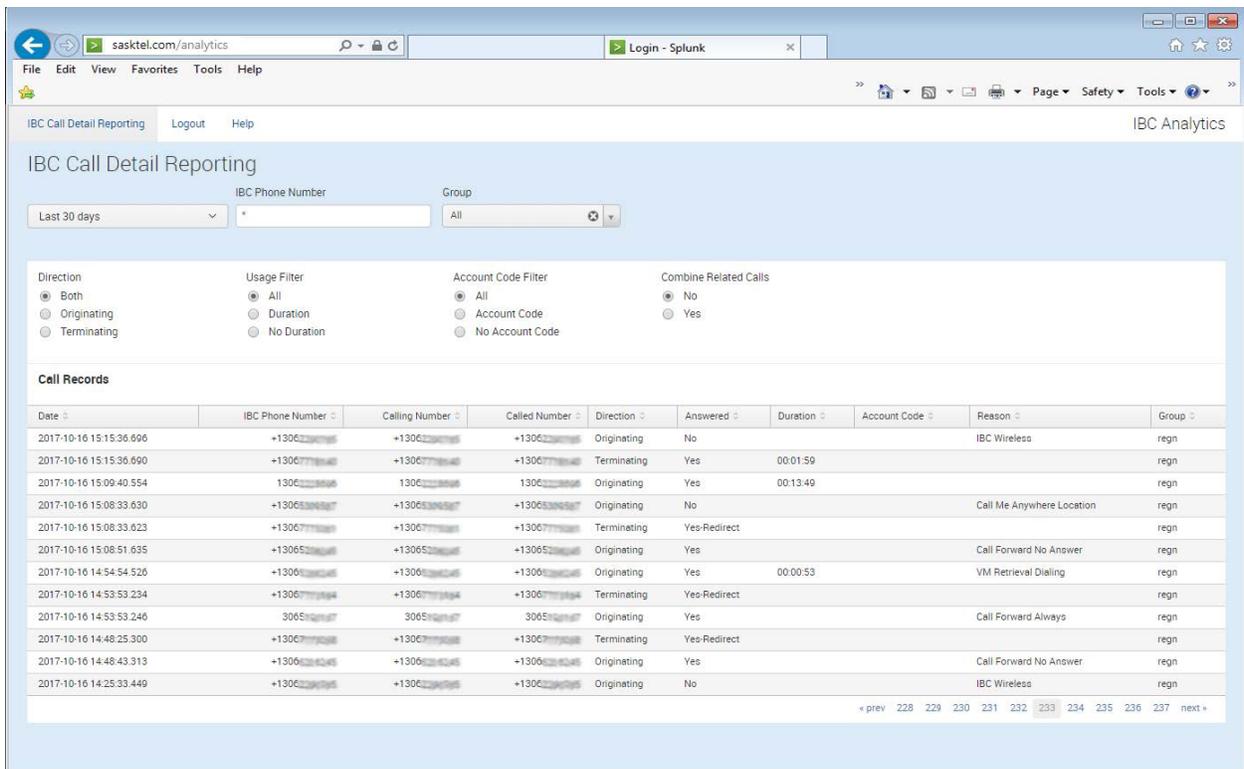
An ORCHID account is used to set you up with a secure username and password to access IBC Call Detail Reporting. Once you have completed your registration, visit sasktel.com/analytics to log in to your account and access IBC Call Detail Reporting.



After signing in, you will be on the main reporting page.



To log out, click **Logout**. To access help, click on **Help**. To begin searching for call detail records, input the appropriate search criteria.



SEARCH CRITERIA

Use these fields to specify your search criteria.

- **Date and Time** – Adjust the date and time your search is based on.
NOTE: All Time provides 90 days of data. After 90 days, records will no longer be available to search. It is recommended that you regularly export and save your data if you wish to access it beyond the 90-day retention period. Records are available up to and including the previous day.
- **IBC Phone Number** – Search for a specific IBC Phone Number's calling activity. You can search by an IBC Phone Number in your Enterprise, with the exception of your Audio Conference Bridge telephone number. If you do not put in an IBC Phone Number or use *, the search will bring back activity for all IBC Phone Numbers in your Enterprise.
- **Group** – Search by a specific Group in your Enterprise. The default is set to All.
- **Direction** – Specify if you are searching for Originating or Terminating calls. The default is Both.
- **Usage Filter** – Specify if you are searching for records with a Duration or without a Duration. The default is set to All.
- **Account Code Filter** – Search based on if the record has an Account Code or does not have an Account Code. The default is set to All.
NOTE: Account Codes will only be present if you have subscribed to the IBC Account Code Reporting service and if users are associating Account Code's to their calls.
- **Combine Related Calls** – Default is No. If Yes is selected, then related calls will be combined in the search results. If you plan to export the data, it is recommended that you keep this set to No for your export.

CALL RECORD RESULTS

You can sort based on any column by clicking on the corresponding column name.

- **Date** – Date and time the record was sent or received from the service.
NOTE: Time is in Central Standard Time (CST).
- **IBC Phone Number** – Indicates the IBC Phone Number that is accountable for this record.
- **Calling Number** – The Calling party's number. It always reflects the actual calling party, even when redirection occurs.
- **Called Number** – This is the result of the translation of the dialed digits and is the actual number called.
- **Direction** – Values can be Originating or Terminating and reflect the direction in relation to the IBC Phone Number.
 - › Originating = outgoing call
 - › Terminating = incoming call
- **Answered** – Indicates the answer indicator for the record. There are 3 results
 - › Yes
 - › No

- › Yes-Redirect – This means the call was answered, but at a redirection location (such as voice mail or a call forward destination) rather than at the user’s phone.
- **Duration** – In Hours:Minutes:Seconds format.
NOTE: Duration will not display on some call records if it is redirected by features like Call Forward and terminated on another telephone number. Please read below in How to read my call records.
- **Account Code** – The account code, if dialed.
NOTE: Account Codes will only be present if you have subscribed to the IBC Account Code Reporting service and if users are associating Account Code’s to their calls.
- **Reason** – In some cases, a Reason, or multiple Reasons, will be present, which can put the call detail record (CDR) in context.
 - › Account Code Per Call – The account code service was used.
 - › Call Forward Always – Origination of the second leg.
 - › Call Forward Busy – Origination of the second leg.
 - › Call Forward No Answer – Origination of the second leg.
 - › Call Me Anywhere Location – Call origination towards the Call Me Anywhere location.
 - › Call Park – Call that activates the Call Park.
 - › Call Park Retrieve – Call that activates the Call Park Retrieve.
 - › Call Parked – CDR that parked the call.
 - › Call Pickup – Termination of the call picked up (identified by Terminating in the Direction field) or origination of the call picking up (identified by Originating in the Direction field).
 - › Call Pull – Call Pull was performed.
 - › Call Queue – Call origination from the Call Queue to the agent. The terminating CDR for a user with this reason shows that the call was redirected from a Call Queue.
 - › CFA Activation – Call forward always service activated.
 - › CFA Deactivation – Call forward always service deactivated.
 - › Clear MWI – Message Waiting Indicator cleared.
 - › CLID Blocking Per Call – Calling line ID was blocked for the call.
 - › Customer Originated Trace – Indicates the customer originated trace feature access code was dialed.
 - › Deflection – On a terminating CDR, indicates that the original call was to another party, then deflected to the user. This could indicate for example that the call was transferred from an Auto Attendant or a blind transfer was made from another user.
 - › Direct VM Transfer – Direct voice mail transfer.
 - › DND Activation – Do Not Disturb activated.
 - › DND Deactivation – Do Not Disturb deactivated.
 - › Group Paging – Indicates the Group Paging service was used. A Terminating CDR is generated for the paging group identity and any number of originating CDRs, one for each alerted member of the paging group.
 - › Hunt Group – Call origination from the Hunt Group to the agent. The terminating CDR for a user with this reason shows that the call was redirected from a Hunt Group.

- › IBC Number Calling Line ID – IBC Number is displayed on outgoing calls.
- › IBC Number Calling Line ID per call - IBC Number is displayed for the current outgoing call only.
- › Last Number Redial – Last Number Redial feature was used.
- › Music on Hold Per-Call Deactivation – Feature access code to deactivate music on hold for the call was used.
- › No-answer – On a terminating CDR, indicates that the original call was to another party, then deflected to the user via the Call Forward No Answer service.
- › Push to Talk – Indicates the Push to Talk service was used.
- › Return Call – Call Return feature was used.
- › Return Call Number Deletion – Feature access code was used.
- › SD8 Programming – Speed Dial 8 programming.
- › Transfer – Indicates a Transfer.
- › Unconditional – On a terminating CDR, indicates that the original call was to another party, then deflected to the user via an unconditional service, such as Call Forward Always.
- › User-busy – On a terminating CDR, indicates that the original call was to another party, then deflected to the user via the Call Forward Busy service.
- › VM Always Activation – Call Forwarding Always to Voice Mail activation.
- › VM Always Deactivation – Call Forwarding Always to Voice Mail deactivation.
- › VM Deposit Dialing – Voice Mail deposit.
- › VM Retrieval Dialing – Voice Mail retrieval.
- **Group** – Indicates the users Group.

NOTE: A call to 306-520-6245 indicates that the call was sent to the SaskTel Voice Mail platform.

HOW TO READ MY CALL RECORDS

A call record can be simple where an incoming call reaches its destination and shows up on the report as one call record or line item. A call record can be more complex and display multiple line items, depending on how a call is flowing and how it is redirected.

Below are examples of how different calls show up on the report and how to interpret them. We have selected the Combine Related Calls option to display related calls together to better explain the examples.

1. IBC User 306-xxx-x030 receives an incoming call from a user outside of their enterprise, 306-xxx-x621. The call connects and the duration of 19 seconds is recorded.
2. IBC user 306-xxx-x183 places an outbound call to a telephone number (TN) outside of their enterprise, 1-416-xxx-x404. The call connects and the duration of 1 minute and 2 seconds is recorded.
3. IBC user 306-xxx-x423 receives an incoming call from a user outside of their enterprise, 306-xxx-x948. IBC user 306-xxx-x423 has added a Call Me Anywhere location, 306-xxx-x177, to ring simultaneously and therefore it shows up as a call record. In this scenario, you can tell the call was picked up by the Call Me Anywhere location because it says "Yes", even though the duration of 35 seconds is recorded on the 306-xxx-x423 TN.
4. IBC user 306-xxx-x777 receives an incoming call from a user outside of their enterprise, 306-xxx-x621. The call is not answered and redirected to voice mail, 306-520-6245 (local voice mail TN), using the Call Forward No Answer feature. There will be no call duration for answered calls by an IBC user's voice mail.

Call Records									
Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
1 25 Nov 2020 16:08:54	+1306 030	+1306 621	+1306 030	Terminating	Yes	00:00:19		-	
2 25 Nov 2020 16:08:24	+1306 183	+1306 183	1416 404	Originating	Yes	00:01:02		-	
3 25 Nov 2020 16:07:21	+1306 423	+1306 984	+1306 423	Terminating	Yes	00:00:35		-	
25 Nov 2020 16:07:21	+1306 423	+1306 984	+1306 177	Originating	Yes	-		Call Me Anywhere Location	
4 25 Nov 2020 16:06:05	+1306 777	+1306 621	+1306 777	Terminating	Yes-Redirect	-		-	
25 Nov 2020 16:06:29	+1306 777	+1306 621	+1306 245	Originating	Yes	-		Call Forward No Answer	

5. IBC user 306-xxx-x752 places an outbound call to a user in their group, 306-xxx-x923. Since they are both IBC users, two call records are displayed for this call where their number is recorded in the IBC Phone Number field. The duration of 8 minutes and 19 seconds is recorded on both records.

Call Records									
Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
25 Nov 2020 15:21:48	+1306 248	+1306 248	306 331	Originating	Yes	00:04:10		-	
5 25 Nov 2020 15:21:40	+1306 923	+1306 752	+1306 923	Terminating	Yes	00:08:19		-	
25 Nov 2020 15:21:40	+1306 752	+1306 752	+1306 923	Originating	Yes	00:08:19		-	

6. IBC user 306-xxx-x899 places an outgoing call to a user outside of their enterprise, 306-xxx-x751. The total call duration is 7 minutes and 8 seconds. While these two parties are on the line, 306-xxx-x899 receives a call from an IBC user within the group 306-xxx-x350, since the line is busy the call is forwarded to voice mail. Since 306-xxx-x350 is within the group, a call record is captured where they hung up after 2 seconds when they reach the voice mail.

Call Records

Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
26 Nov 2020 10:29:32	+1306 350	+1306 350	+1306 899	Originating	Yes	00:00:02		-	
26 Nov 2020 10:29:03	+1306 954	+1306 1296	+1306 954	Terminating	Yes	00:01:29		-	
26 Nov 2020 10:29:03	+1306 559	+1306 612	+1306 559	Terminating	Yes	00:06:23		-	
26 Nov 2020 10:27:15	+1306 899	+1306 899	306 751	Originating	Yes	00:07:08		-	
26 Nov 2020 10:29:32	+1306 899	+1306 350	+1306 899	Terminating	Yes-Redirect	-		-	
26 Nov 2020 10:29:32	+1306 899	+1306 350	+1306 245	Originating	Yes	-		Call Forward Busy	

7. Call records 7 and 8 can be read together. In call record number 8, IBC user 306-xxx-x326 receives an incoming call by a user outside of their enterprise, 306-xxx-x513. x326 talks for 2 minutes and 7 seconds before transferring to a user in their group, 306-xxx-x081. x081 does not answer the transferred call so no duration is recorded for x081.

8. See above.

Call Records

Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
25 Nov 2020 15:47:00	+1306 081	+1306 513	+1306 081	Terminating	No	-		deflection	
25 Nov 2020 15:46:07	+1306 248	+1306 842	+1306 248	Terminating	Yes	00:01:01		-	
25 Nov 2020 15:45:25	+1306 459	+1306 929	+1306 459	Terminating	Yes	00:03:04		-	
25 Nov 2020 15:44:50	+1306 326	+1306 513	+1306 326	Terminating	Yes	00:02:07		Transfer	
25 Nov 2020 15:47:00	+1306 326	+1306 513	+1306 081	Originating	No	-		Transfer	

9. IBC user 306-xxx-x576 receives an incoming call by a user outside of their group, 306-xxx-x495. User x576 has Call Forward Always enabled, and the call is redirected to 306-xxx-x834 outside of this group. Since the call terminates outside of this group, the duration is not recorded on this report. The duration is recorded on the originating record for 0495 on another group report.

Call Records

Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
26 Nov 2020 10:03:11	+1306 479	+1877 591	+1306 479	Terminating	Yes	00:00:43		-	
26 Nov 2020 10:03:06	+1306 163	+1306 752	+1306 163	Terminating	Yes	00:01:29		-	
26 Nov 2020 10:03:06	+1306 576	+1306 495	+1306 576	Terminating	Yes-Redirect	-		unconditional	
26 Nov 2020 10:03:06	+1306 576	+1306 495	306 834	Originating	Yes	-		Call Forward Always	

10. Call records 10 and 11 can be read together. User outside of the enterprise, 306-xxx-x407, calls into Call Queue 306-xxx-x444. The Call Queue sends the call to 306-xxx-x961. x961 answers the call and talks for 1 minute and 42 seconds before transferring the call to a user in their group, 306-xxx-x857. x857 does not answer call so it goes to the local voice mail 306-520-6245.

11. See above.

Call Records

Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
26 Nov 2020 09:28:47	+1306 857	+1306 961	+1306 857	Terminating	Yes-Redirect	-		-	
26 Nov 2020 09:29:11	+1306 857	+1306 407	+1306 245	Originating	Yes	-		Call Forward No Answer	
26 Nov 2020 09:28:42	+1306 476	+1306 778	+1306 476	Terminating	Yes	00:00:42		Transfer	
26 Nov 2020 09:29:22	+1306 476	+1306 476	306 479	Originating	Yes	00:00:52		Transfer	
26 Nov 2020 09:27:01	+1306 961	+1306 407	+1306 961	Terminating	Yes	00:01:42		Transfer	
26 Nov 2020 09:28:47	+1306 961	+1306 961	+1306 857	Originating	Yes	-		Transfer	
26 Nov 2020 09:27:00	+1306 444	+1306 407	+1306 444	Terminating	Yes	-		-	
26 Nov 2020 09:27:00	+1306 444	+1306 407	+1306 961	Originating	Yes	-		Call Queue	

12. User outside of the enterprise, 306-xxx-x642, calls into Hunt Group 306-xxx-x326. The Hunt Group is configured to ring x162, x220, and x275 simultaneously. x220 answers the call and the duration of 38 seconds is recorded.

Call Records

Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
26 Nov 2020 10:18:31	+1306 220	+1306 642	+1306 220	Terminating	Yes	00:00:38		Hunt Group	
26 Nov 2020 10:18:31	+1306 275	+1306 642	+1306 275	Terminating	No	-		Hunt Group	
26 Nov 2020 10:18:31	+1306 162	+1306 642	+1306 162	Terminating	No	-		Hunt Group	
26 Nov 2020 10:18:31	+1306 326	+1306 642	+1306 326	Terminating	Yes	-		-	
26 Nov 2020 10:18:31	+1306 326	+1306 642	+1306 162	Originating	No	-		Hunt Group	
26 Nov 2020 10:18:31	+1306 326	+1306 642	+1306 220	Originating	Yes	-		Hunt Group	
26 Nov 2020 10:18:31	+1306 326	+1306 642	+1306 275	Originating	No	-		Hunt Group	

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13. User outside of the group, 306-xxx-x880, calls Auto Attendant 306-xxx-x941. The Auto Attendant transfers the call to Hunt Group 306-xxx-x326. The Hunt Group is configured to ring x162, x275, and x220 simultaneously. x162 answers the call and the duration of 1 minute and 40 seconds is recorded on the terminating record.

Call Records

Date	IBC Phone Number	Calling Number	Called Number	Direction	Answered	Duration	Account Code	Reason	Group
26 Nov 2020 10:09:54	+1306 332	+1306 680	+1306 332	Terminating	Yes	00:02:07		-	
26 Nov 2020 10:09:54	+1306 680	+1306 680	+1306 332	Originating	Yes	00:02:07		-	
26 Nov 2020 10:09:41	+1306 275	+1306 880	+1306 275	Terminating	No	-		deflection	
26 Nov 2020 10:09:41	+1306 220	+1306 880	+1306 220	Terminating	No	-		deflection	
26 Nov 2020 10:09:41	+1306 162	+1306 880	+1306 162	Terminating	Yes	00:01:40		deflection	
26 Nov 2020 10:09:41	+1306 326	+1306 880	+1306 326	Terminating	Yes	-		deflection	
26 Nov 2020 10:09:41	+1306 326	+1306 880	+1306 162	Originating	Yes	-		Hunt Group	
26 Nov 2020 10:09:41	+1306 326	+1306 880	+1306 275	Originating	No	-		Hunt Group	
26 Nov 2020 10:09:41	+1306 326	+1306 880	+1306 220	Originating	No	-		Hunt Group	
26 Nov 2020 10:09:21	+1306 941	+1306 880	+1306 941	Terminating	Yes	-		Transfer	
26 Nov 2020 10:09:41	+1306 941	+1306 880	+1306 326	Originating	Yes	-		Transfer	

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EXPORTING DATA

The data is stored for 90 days. It is recommended that you regularly export and save your data if you wish to access it beyond the 90-day retention period.

1. Hover over the on the bottom left hand corner for the Export icon to appear, click on the **Export** icon.
2. A screen will pop up where you can specify your export results.
 - › Specify the file format, file name, and if you wish to limit the number of results that are exported.
3. After making your selections, click **Export**.

The screenshot displays the 'IBC Call Detail Reporting' interface. At the top, there are filters for 'IBC Phone Number' (set to 'Yesterday') and 'Group' (set to 'All'). Below these are filter options for 'Direction' (Both, Originating, Terminating), 'Usage Filter' (All, Duration, No Duration), 'Account Code Filter' (All, Account Code, No Account Code), and 'Combine Related Calls' (No, Yes). An 'Export Results' dialog box is open in the center, showing 'Format' set to 'CSV', 'File Name' as 'optional', and 'Number of Results' set to 'Unlimited'. The background table shows call records with columns: Date, IBC Phone Number, Duration, Account Code, Reason, and Group. The table is paginated, showing records 1 through 10.

Date	IBC Phone Number	Duration	Account Code	Reason	Group		
2017-10-16 15:15:36.696	+1306228095			IBC Wireless	regn		
2017-10-16 15:15:36.690	+13067718146	00:01:59			regn		
2017-10-16 15:09:40.554	1306228095	00:13:49			regn		
2017-10-16 15:08:33.630	+1306528095			Call Me Anywhere Location	regn		
2017-10-16 15:08:33.623	+13067718146				regn		
2017-10-16 15:08:51.635	+1306528095			Call Forward No Answer	regn		
2017-10-16 14:54:54.526	+1306228095		+1306228095	VM Retrieval Dialing	regn		
2017-10-16 14:53:53.234	+13067718146		+13067718146	Terminating	Yes-Redirect	regn	
2017-10-16 14:53:53.246	3065142917		3065142917	Originating	Yes	Call Forward Always	regn
2017-10-16 14:48:25.300	+13067718146		+13067718146	Terminating	Yes-Redirect	regn	
2017-10-16 14:48:43.313	+1306228095		+1306228095	Originating	Yes	Call Forward No Answer	regn
2017-10-16 14:25:33.449	+1306228095		+1306228095	Originating	No	IBC Wireless	regn