

Call Detail Records

<https://campus.barracuda.com/doc/40534067/>

Call detail records (CDRs) provide information for each call made to or from the Barracuda Phone System, however, this information *is not intended to be used for billing purposes*. Advanced users can get more information from the [Understanding CSV and CDR Records](#) article.

A CDR is generated for each call made to or from the Barracuda Phone System, and are available on the **Reports > Call Detail Records** page. Customize your view by adjusting the number of records per page and the date/time range. You can also view the most recent calls from the last hour, today, the past week, or the past month. The report includes the following fields:

- **Call Answered** - Time stamp of when the call was picked up
- **Call End** - Time stamp of when the call ended
- **Caller Name** - Incoming caller's name
- **Caller Number** - Incoming caller number
- **Destination Name** - Call recipient name
- **Destination Number** - Call recipient number
- **Billable Time** - The billable length of the call; specifically, the time from call answer to call end (not including the amount of time the call was ringing before being answered)
- **Recorded File/Fax** - If the call was recorded or a fax was received, a link will be displayed in this column through which you can listen to the call or display the fax

Download CSV File

From the **REPORTS > Call Detail Records** page, click **Download CSV** to download call details to a comma-separated value (CSV) format file which you can then import into a database or spreadsheet for analysis. Note that the records are raw data which may require additional analysis to be meaningful.

For example:

- Data may contain records for both the originating leg (or A-leg) and the receiving leg (or B-leg) of the call. Corresponding legs can be correlated using the **uuid** and **bleg_uuid** fields.
- Transferring a call from one phone to another generates a new CDR for each transfer, and attended transfers appear different than blind transfers.

The CSV file contains the following fields:

- **start_timestamp** - Time that the call was initiated (i.e. started “ringing”)

- **answer_timestamp** - Time that the call was answered (if blank then call was unanswered)
- **end_timestamp** - Time the call ended (i.e. one party hung up)
- **caller_id_name** - Caller ID name if available
- **caller_id_number** - Caller ID number if available
- **destination_name** - Recipient's name if available
- **destination_number** - Recipients phone number (i.e. the dialed number)
- **accountcode** - Indicates an internal user made an outbound call
- **billsec** - Billable seconds, i.e. the amount of time between call answer and call hangup (does not including time spent ringing)
- **duration** - Total duration of call, from start to finish, including ringing time
- **hangup_cause** - Reason that call ended. Common causes are:
 - **NORMAL_CLEARING** - one or both parties hung up
 - **NORMAL_TEMPORARY_FAILURE** - indicates an issue with the carrier on an outbound call
- **gateway_name** - Gateway name
- **outbound_route** - Outbound gateway
- **network_addr** - Network address
- **read_codec** - Negotiated codec of the inbound call
- **read_rate** - Read rate extension data
- **write_codec** - Negotiated codec of the outbound call
- **write_rate** - Write rate extension data
- **context** - Context of the inbound call
- **uuid** - Universally unique identifier
- **bleg_uuid** - UUID of the bleg
- **direction** - Indicates whether call is inbound or outbound
- **record_file_name** - Name of record
- **record_file_checksum** - Record file checksum

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