Callstats Quick Guide

Overview

Callstats is a web interface that enables access to view and download call records (also known as Call Detail Records, or CDRs). All accounts are Enterprise Admin accounts, meaning that if you have access to Callstats, you may see all call records for all of your locations, users, and phone numbers.

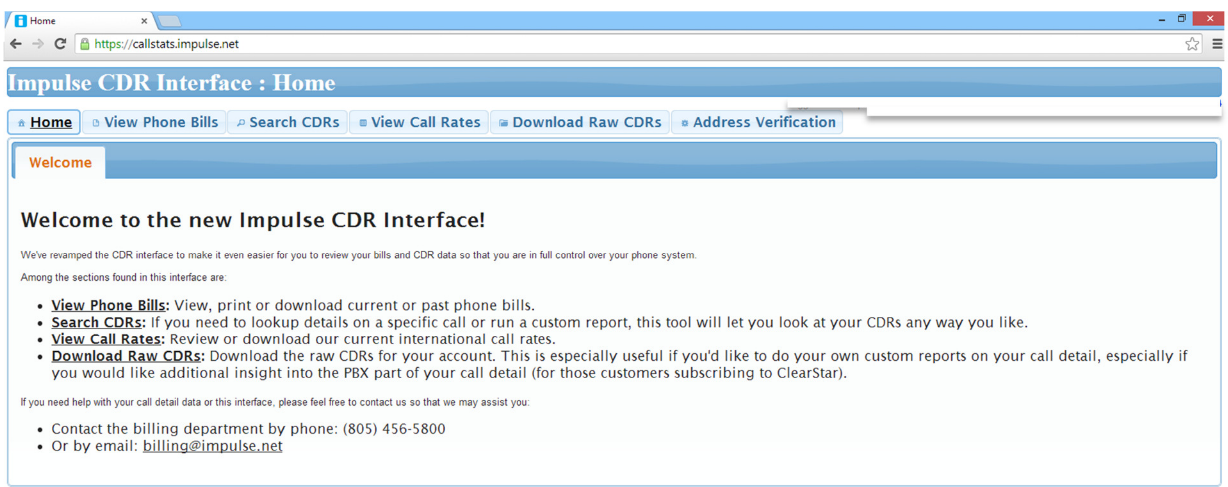
Callstats records are updated hourly, and some records are available as soon as the call is completed. Active calls are not included. Rarely the system has a backlog that takes a few days to collect. Contact support if you experience such a delay.

The link to Callstats is simply: callstats.impulse.net

This guide is organized by the tabs available on the website: Home, View Phone Bills, Search CDRs, View Call Rates, Download Raw CDRs, and Address Verification.

HOME TAB

Your home screen for Callstats will look something like this:



On the Home Tab there is a brief description of the other tabs.

VIEW PHONE BILLS TAB

On the View Phone Bills Tab you can see the phone bills on file for your account. This will include closed (finalized) bills, and usually one or two bills that are open (unbilled) for which information is still being collected.

You can sort by clicking once on the header or clicking a second time to sort in reverse order.

Bill Detail View

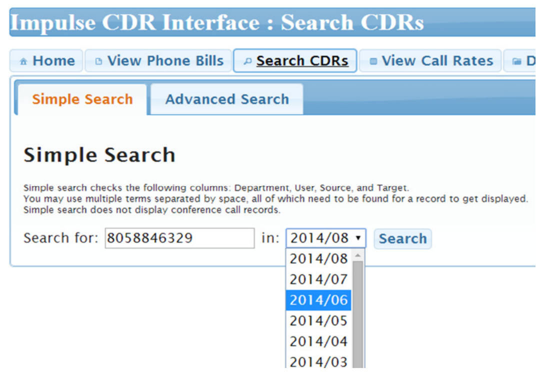
Once you click on a bill, a new set of tabs will load. Click the tab and give the page time to load. You can also download .csv versions of the data where you see the Download Buttons on the right.

- Summary provides an overview of all calls during that bill period.
- All other tabs provide a detailed report with all call records of the type in question. e.g. International, or Toll-Free.

SEARCH CDRs TAB

Simple Search

CDRs are Call Detail Records. This search is for phone numbers or an array of phone numbers in a particular month. Simple search is a quick and easy way to find CDRs for specific phone numbers or departments. When entering phone numbers, please omit any non-numeric characters. For example, please enter (213) 555-7890 as 2135557890.



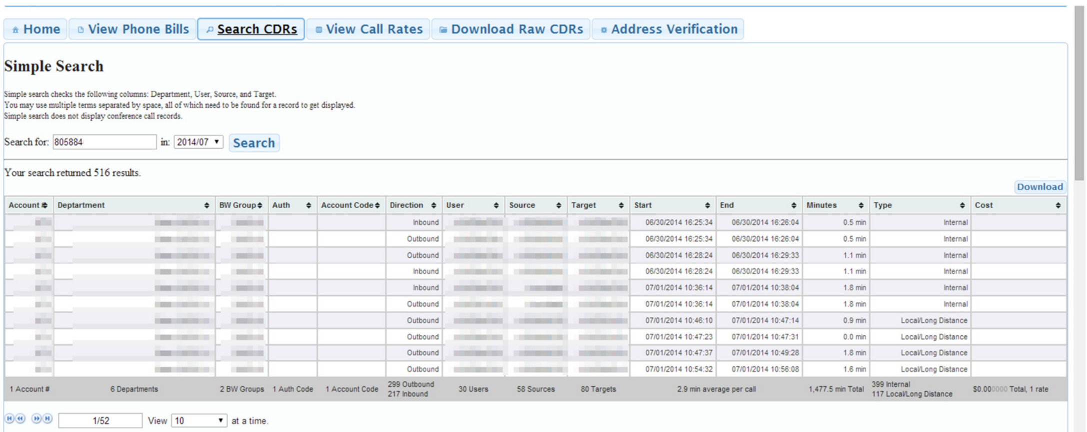
- Begin by entering the phone number (numbers only, no spaces) or a department name
- You may enter just a partial or full number or department name
- Select the month you are interested in from the drop-down (If you are looking for information from the end of the last day of a month, the records may end up in the next month's data.)
- Click Search (Please be patient, especially if your organization places large numbers of calls.)

Simple Search Results

The first grouping is all detailed CDRs matching the criteria of your search. By default, the first 10 results will be displayed, with an option to page through the data underneath the table or adjust the number of records displayed (The panel to page through results is omitted if there are 10 or fewer results). You may also download the complete set of data as a .csv (Comma Separated Values, a format compatible with Excel and other spread-sheet processing software) by clicking the Download button to the top right of the data table. As with nearly any table in this interface you may click on a header to sort by it, and click it again to sort by it in reverse order.

Simple Search (Continued)

Below the complete data set you will also find several data tables summarizing the data in several ways, grouping calls and displaying the resulting summary data. The exact groupings depend on your result set, and are only displayed if useful data could be summarized.



Section Headings and Useful Information

- ***Account Number*** is your Netbill Number. Mostly companies have a single Netbill number.
- ***Departments*** are only sometimes used to distinguish locations and groups of people for Auto Attendant routing.
- ***BroadSoft Groups*** are used to separate groups based on geographic location. Group Services is often Group 01. It has the main line Hunt Groups, Auto Attendants, and Call Centers. Group 02 is often the Headquarters, and each Branch Office has a number. Remote users are usually grouped together.
- ***Authorization Numbers*** are used to limit access to making calls, usually internationally.
- ***Account Code*** is a feature that allows for you to bill back to a particular client.
- ***Direction*** refers to incoming or outgoing.
- ***User*** refers to the ClearStar account the call engages with.
- ***Source*** refers to the person who made the call.
- ***Target*** refers to the Telephone Number being dialed.

There are several sections on the simple search page. Look through the labels above to find the section that deals with the data as you need it.

Advanced Search

This search allows you to select the specific field you would like to search.

- First enter a phone number to search for. You may enter just the beginning of the number.
- Fill out the appropriate fields as detailed below.
- Click Search

Fields and Information

- ***Departments*** are only sometimes used to distinguish locations and groups of people for Auto Attendant routing.
- ***Source*** refers to the person who made the call.
- ***User*** refers to the ClearStar account the call engages with.
- ***Target*** refers to the Telephone Number being dialed.
- ***For Record Types*** choose *Normal Calls*: If it was between you and another person (choose the type) or *Conference Calls*: If it was a conference call.
- ***In Bill Period*** choose a month. If you don't, the search will take many minutes to complete.
- ***In Date Range*** enter start and end dates for the desired search.

Advanced Search (Continued)

Advanced Search Results:
The search will bring you to a results page for the exact information you requested.

Your search returned 30 results.

Download

Account #	Deptartment	BW Group	Auth	Account Code	Direction	User	Source	Target	Start	End	Minutes	Type	Cost
[illegible]	Sales (00002-01)	[illegible]			Outbound	[illegible]	[illegible]	[illegible]	06/02/2014 09:54:30	06/02/2014 09:54:56	0.1 min	Internal	
[illegible]	Service Implementation (00002-01)	[illegible]			Inbound	[illegible]	[illegible]	[illegible]	06/02/2014 09:54:30	06/02/2014 09:54:56	0.1 min	Internal	
[illegible]	Service Implementation (00002-01)	[illegible]			Outbound	[illegible]	[illegible]	[illegible]	06/02/2014 09:54:48	06/02/2014 09:54:56	0.1 min	Internal	
[illegible]		[illegible]			Inbound	[illegible]	[illegible]	[illegible]	06/02/2014 09:54:48	06/02/2014 09:54:56	0.1 min	Internal	
[illegible]	Sales (00002-01)	[illegible]			Outbound	[illegible]	[illegible]	[illegible]	06/02/2014 13:10:11	06/02/2014 13:12:36	2.4 min	Internal	
[illegible]		[illegible]			Inbound	[illegible]	[illegible]	[illegible]	06/02/2014 13:10:11	06/02/2014 13:12:36	2.4 min	Internal	
[illegible]	Sales (00002-01)	[illegible]			Outbound	[illegible]	[illegible]	[illegible]	06/02/2014 16:53:31	06/02/2014 16:53:50	0.3 min	Internal	
[illegible]	Sales (00002-01)	[illegible]			Inbound	[illegible]	[illegible]	[illegible]	06/02/2014 16:53:31	06/02/2014 16:53:50	0.3 min	Internal	
[illegible]	Sales (00002-01)	[illegible]			Outbound	[illegible]	[illegible]	[illegible]	06/02/2014 16:53:58	06/02/2014 16:54:06	0.1 min	Internal	
[illegible]	Sales (00002-01)	[illegible]			Inbound	[illegible]	[illegible]	[illegible]	06/02/2014 16:53:58	06/02/2014 16:54:06	0.1 min	Internal	
1 Account #	6 Departments	2 BW Groups	1 Auth Code	1 Account Code	15 Outbound 15 Inbound	10 Users	1 Source	9 Targets	1.5 min average per call		46.3 min Total	30 Internal	$0.000000 Total, 1 rate

1/3 View 10 at a time.

Grouped by User:

There are 10 users in this list:

User	Inbound Calls	Outbound Calls	Rated Calls	Total Calls	Total Price	Inbound Minutes	Outbound Minutes	Rated Minutes	Total Minutes	Average Price (rated calls)	Inbound Average Minutes	Outbound Average Minutes	Average Minutes (rated calls)	Average Minutes (all calls)
[illegible]	0	13	0	13		0.0 min	22.9 min		22.9 min			1.8 min		1.8 min
[illegible]	1	1	0	2		0.1 min	0.1 min		0.3 min		0.1 min	0.1 min		0.1 min
[illegible]	2	0	0	2		0.2 min	0.0 min		0.2 min		0.1 min			0.1 min
[illegible]	1	0	0	1		2.4 min	0.0 min		2.4 min		2.4 min			2.4 min
[illegible]	3	0	0	3		7.0 min	0.0 min		7.0 min		2.3 min			2.3 min
[illegible]	1	1	0	2		0.1 min	0.1 min		0.2 min		0.1 min	0.1 min		0.1 min
[illegible]	2	0	0	2		2.6 min	0.0 min		2.6 min		1.3 min			1.3 min
[illegible]	2	0	0	2		0.6 min	0.0 min		0.6 min		0.3 min			0.3 min
[illegible]	1	0	0	1		2.9 min	0.0 min		2.9 min		2.9 min			2.9 min

VIEW CALL RATES TAB

Download a PDF File of the international call rates by clicking on the download button. Often each country has many rates. Also, higher rates often apply to international mobile phones as compared to landlines (as noted).

DOWNLOAD RAW CDRs TAB

Raw CDRs are not meant for data review by humans, but rather computer programs. There are hundreds of columns listed in the data. Each record has a unique record id. Each leg is also numbered. For instance if one ClearStar user, John, calls another user, Mary. There are two records. Also, if a call comes in from a customer Company X, they call the Main line Hunt Group. It goes to the Auto Attendant, then a hunt group with four agents, one agent answers. This call has many legs for each internal transfer.

To download this file, select the desired bill period and click List Available Files. This is listed by year, then month. You will then be prompted to select a specific day to download. Should you need to access this information directly, contact your account manager about access to our APIs.

ADDRESS VERIFICATION TAB

This tab is used to confirm the phones are located at the address on file. The information you confirm will be approved by an Impulse staff member. If they have questions about your submission, they will give you a call. The address listed is what an emergency responder at 911 will use.

There are three states of a number and address

1. ***Not Verified*** means no one has verified the information. Please verify your addresses or suggest corrections.
2. ***Expired*** means the address will expire every six months. Please check the location of the phone and Verify again.
3. ***Verified*** means you are verified and there is nothing to do. If you are moving or a change is required, click Suggest Corrections.

Contacting Impulse

If you have any questions please contact Impulse at 800-456-5800 or email support@impulse.net