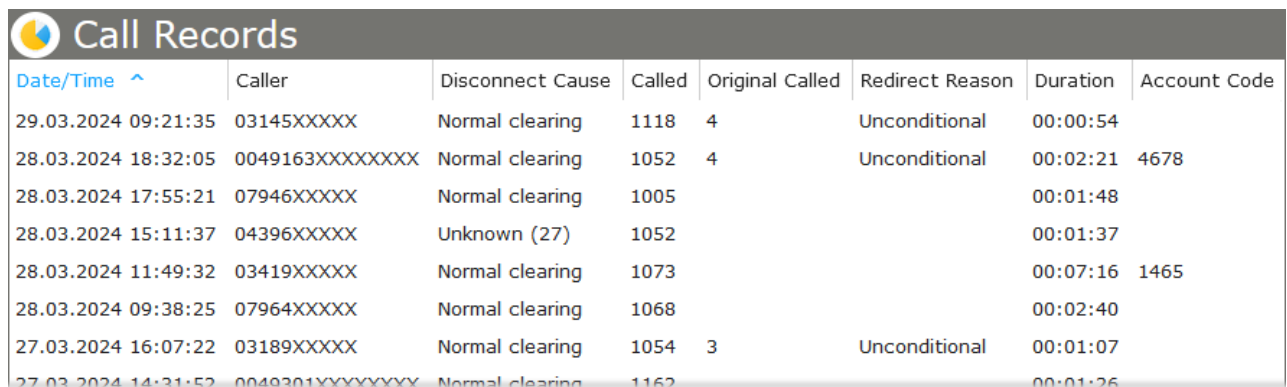


Reports menu

In the main menu, choose Reports > Call Records to view records of conducted calls. Access to use report filters is given to users by Callisto administrators. Contact your administrator for permission and creation of new filters.

Select the filter apply and then select an output option from the radio buttons: Monitor will display the records in your browser, MS Excel will export the reports as an XLS file and MS Access will export the reports as an MDB file. Microsoft Access reports contain additional details, like lists and graphs.



The screenshot shows a web interface titled "Call Records" with a table of call data. The table has the following columns: Date/Time, Caller, Disconnect Cause, Called, Original Called, Redirect Reason, Duration, and Account Code. The data rows are as follows:

Date/Time	Caller	Disconnect Cause	Called	Original Called	Redirect Reason	Duration	Account Code
29.03.2024 09:21:35	03145XXXXX	Normal clearing	1118	4	Unconditional	00:00:54	
28.03.2024 18:32:05	0049163XXXXXXXXX	Normal clearing	1052	4	Unconditional	00:02:21	4678
28.03.2024 17:55:21	07946XXXXX	Normal clearing	1005			00:01:48	
28.03.2024 15:11:37	04396XXXXX	Unknown (27)	1052			00:01:37	
28.03.2024 11:49:32	03419XXXXX	Normal clearing	1073			00:07:16	1465
28.03.2024 09:38:25	07964XXXXX	Normal clearing	1068			00:02:40	
27.03.2024 16:07:22	03189XXXXX	Normal clearing	1054	3	Unconditional	00:01:07	
27.03.2024 14:31:52	0049301XXXXXXXXX	Normal clearing	1162			00:01:26	

Call reports shown in *Monitor* view.

Account codes can be provided during ongoing calls by typing the code digits on the Cisco IP phone's keypad.

If the caller's number is associated with a directory entry, hovering over the number will reveal detailed information about the caller.

Callisto UCM limits the CDR output to reports on fax messages only, since Cisco Unified Communications Manager already provides call detail records for voice calls but not for fax messages.

Callisto Express provides records for both voice calls and fax messages, since no CDRs are available in Cisco Unified Communications Manager Express.