

# Call reports

All call-related actions are reported in the *Call Reports* tab. These reports are compiled from the CDRs of the Call Manager and the billing information.

Date/Time	Cabin	Caller	Called	Duration	Amount	Billing Tariff	Billing Result	Billing Account	Billing Date/Time	Call ID
22.10.2024 15:59:40	70965	70965	49564XXXXXX	09:44	18.50	Tariff Germany	OK	pax	22.10.2024 16:02:19	3457431
22.10.2024 15:59:19	70874	70874	49217XXXXXX	25:48	42.30	Tariff Germany	OK	pax	22.10.2024 16:01:19	3457430
22.10.2024 15:58:58	70963	70963	44836XXXXXX	17:16	21.10	Tariff United Kingdom	OK	crew	22.10.2024 16:01:19	3457429
22.10.2024 15:58:37	40701	40701	33279XXXXXX	14:08	17.60	Tariff Europe	OK	pax	22.10.2024 16:00:19	3457428
22.10.2024 15:58:16	10995	10995	10145XXXXXX	15:36	16.80	Tariff North America	OK	pax	22.10.2024 16:00:19	3457427
22.10.2024 15:57:55	40829	40829	41317XXXXXX	01:26	7.50	Tariff Switzerland	OK	pax	22.10.2024 16:00:19	3457426
22.10.2024 15:57:34	30214	30214	88172XXXXXX	05:21	20.50	Tariff East Asia	OK	pax	22.10.2024 15:58:19	3457425

When searching the reports, various filters can be applied:

Filter	Description
Start date	Show reports from this date on.
End date	Show reports up to this date.
Billing result	Filter by billing result (see <a href="#">below</a> ).
Record type	Show charges, refunds, or both.
Cabin	Filter by cabin number.
Caller number	Filter by caller number.
Called number	Filter by the recipient number.
Billing account	Filter by the billing account related to the call.
Call ID	Filter by a specific call ID (Transaction ID).

If this filter is set, all other filters will be ignored.

The search results can be exported as either CSV or Excel file by clicking on the respective button in the top right corner.

## Billing results

The billing result states how the call was handled by the PMS. The following result states exist:

OK	The call was registered properly in the PMS and charged as set.
Failure	The call could not be charged correctly and must be charged manually.
Open	The call information was sent to the PMS and is currently awaiting response.
Retry open	Second attempt to send the call data to the PMS after the first attempt failed.
Internal	The call was between two phones in the PMS system.
Incoming	The call was an incoming call from an external phone.
Excluded	The called number is excluded from charging as configured in the <a href="#">general settings</a> .
Refunded	The call has been refunded.

## Refunding



*Refund icon*



*Info icon*

Calls can be refunded by clicking on the *refund* icon on the right side of a call record. On records of refunded call, clicking on the *info* icon will show details on the refund.

Partial and custom refunds can be conducted by clicking the Refund button in the top right corner and choosing the Cabin and Amount to refund from the respective fields. The refund shows up as a new call record to refund destination (by default *REF0*).

### Refund

Cabin:

Amount:

Refund Note: