

# 10 Call Detail Record

**CDR** - detailed information about calls.

There is a filter to search for the desired records. Filtering uses variables from the call log.

Additional information, as well as related files and conversation recording, is available by double clicking on the line with information about the call.

If the user has [sufficient rights](#), he can delete or download the call recording.

3.2.2

Uploading section data to Excel file by clicking on the icon

It is possible to customize the columns of the CDR section by clicking on the icon

1. Add a new variable to the registry of records or detail
2. Refresh the page
3. Reset speaker settings to default settings
4. Exit Settings

The system is available full-text search for any variable in the CDR.

3.3.0

Ability to delete information about the call. Ability to block the call and record the conversation from automatic deletion.

3.5.0

Added the ability to fix selected records for further quick access:

3.8.0

New **Charts** view displays predefined call reports