

# CDR

Contains general information about calls:

- **Calls by directions** - Number of calls in directions
- **Answers inbound calls** - Number of incoming calls, average talk time and total duration
- **Calls by extensions per hours** - This table visualizes the number of calls in the context of operators with grouping per hour. The darker the fill - the more calls.
- **Top 10 hangup causes** - Top 10 Call Termination Codes
- **Avg duration by extensions** - average talk time, waiting and holding in the context of internal numbers of employees.
- **Unique inbound calls timeline** -The ratio of all incoming calls to unique numbers.
- **Unique inbound calls** - similar to the previous one, only in the form of a table. Allows you to understand how many incoming calls occur again.
- **Abandoned calls on the 5/20 sec** - the number of lost calls with waiting times up to 5 seconds, up to 20 seconds and over 20 seconds.