

2013-04-29 between 12:00 AM and 11:59 PM Search:

	Audix	Date	Source	Caller ID (Source)	Destination	Call Direction	User field / DNIS	Disposition	Talk Time	Ring Time	Total Time	Unique ID
1		2013-04-29 08:59:18	5555558000	"5555551234" <5555558000>	8001	Incoming		Answered	0:00:08	0:00:00	0:00:08	1367240352.36
2		2013-04-29 08:59:12	5555558000	"Extension 8000" <5555558000>	6000	Incoming		Answered	0:00:05	0:00:01	0:00:06	1367240352.36
3		2013-04-29 08:59:12	5555558000	"Extension 8000" <5555558000>	6000	Incoming	6000	Answered	0:00:13	0:00:01	0:00:14	1367240352.34

- Two recordings are identical in playback
Inique ID's are the same

Display Settings System Monitoring ScopSWITCH™ Panels ScopSWITCH™ Virtual Phone Personal Directory

CDR Calls Report (grid) 2013-04-29 between 12:00 AM and 11:59 PM Search: [] Display Filters Calls Search Chart

Audio	Date	Source	Caller ID (Source)	Destination	Call Direction	User field / DNIS	Disposition	Talk Time	Ring Time	Total Time	Unique ID
1	2013-04-29 08:59:18	5555558000	"5555551234" <5555558000>	8001	Incoming		Answered	0:00:08	0:00:00	0:00:08	1367240352.36
2	2013-04-29 08:59:12	5555558000	"Extension 8000" <5555558000>	6000	Incoming		Answered	0:00:05	0:00:01	0:00:06	1367240352.36
3	2013-04-29 08:59:12	5555558000	"Extension 8000" <5555558000>	6000	Incoming	6000	Answered	0:00:13	0:00:01	0:00:14	1367240352.34


- Call direction should be outgoing since the blind transfer went out on a trunk to external number 8001 = bug

Paras Virtual Phone

CDR Calls Report (grid)

2013-04-29 between 12:00 AM and 11:59 PM Search:

Display Filters Calls Search Chart

	Audio	Date	Source	Caller ID (Source)	Destination	Call Direction	User field / DNIS	Disposition	Talk Time	Ring Time	Total Time	Unique ID
1		2013-04-29 09:15:04	5555558000	"Queue001-Extension 8000" <55555580...	Default (ACD)	Incoming	5555551234	Answered	0:00:17	0:00:00	0:00:17	1367241304.40

- The Agent answers the call and then does a blind transfer to any extension
The Audio recording mixes both incoming and outgoing blind transfer legs
But there is no captured outgoing call leg from the blind transfer in the CDR report = bug