SecureLogix®

CALL DETAIL RECORD REQUEST FORM

The person completing this MDS is responsible for the accuracy of this data which will be used to create a Call Detail Record (CDR) Analysis.

Customer Company	NAME
	ADDRESS

Partner AE	NAME	
	EMAIL	PHONE

Customer Contact	NAME	
	EMAIL	PHONE
Customer CDR Contact (if different)	NAME	
	EMAIL	PHONE
MDS Completed By	NAME	
	EMAIL	PHONE

Type of Records	☐ TOLL-FREE ☐ LOCAL (DID)	☐ INBOUND ☐ OUTBOUND	☐ OTHER (specify below)
Type of CDR	☐ CARRIER BASED	☐ CISCO ☐ AVAYA	☐ OTHER (specify below)

1

CDR Guidelines

SecureLogix would require minimum 30 days of CDR data from the customer site / data center that has the highest amount of inbound/outbound traffic.

The busiest 30 days would be ideal (Example: if a data center's busiest month is December, we would get the best results from December)

Mandatory Requirements

1. Remove all Station to Station calls. Not needed for the analysis.

2. Must be a way to separate inbound calls from outbound calls. Either separate files or a field that delineates between inbound or outbound.

3. Saved in Excel or text (large file) format. Saving to CSV will sometimes lose the Calling and Called party format. This usually happens on numbers with more than ten digits. Ex. International calls. They will look like 3.53E+12 and when formatted to a number like this 3532040000000. The last 7 digits are replaced with zeros. Please confirm formatting.

4. Date with start time Ex. 3/21/2XXX 1:23:14 PM. If start time not available, just the date.

5. Source or Calling Party

6. Destination or Called Party

7. Duration in seconds

Optional

List of customer-owned DID or toll free numbers. Additional analysis will be done.

 *CDR files not given with the above format may be returned for correction which may delay the process.