

ICTDialer Reporting Guide

CDR, campaign, agent, disposition, and call-recording reports

Purpose: Explain how to access and use the principal reporting features in ICTDialer to monitor call activity, campaign performance, and agent productivity.

Intended audience: Administrators, campaign managers, supervisors, and reporting users.

1. Call Detail Record (CDR) Report

The Call Detail Record (CDR) report provides detailed information about calls processed by ICTDialer. It can be used to review completed call activity, verify call outcomes, monitor duration and cost, and investigate campaign performance.

Navigation path: Reports > CDR

1. Open the ICTDialer navigation menu and select Reports.
2. Select CDR to open the CDR list.
3. Review the available call details, including call start and end time, username, campaign, phone number, contact name, destination, provider, duration, rate, cost, status, and response.
4. Use the search filters to narrow the report by campaign, agent, date range, call type, or other available criteria.
5. Select Export to download the filtered CDR data as a CSV file.

Note: The current CDR view is intended primarily for completed or successful call records. Use the available filters and related reports when reviewing other call outcomes.

Started At	Answered At	Ended At	Company	Username	Service	Campaign ID	Campaign	Phone	First Name	Last Name	Destinations	Provider	Duration	Rate	Cost	Status	Response
2026-03-09 07:28:11	2026-03-09 07:28:13	2026-03-09 07:28:27		master	voice	220	BulkManual	12132942943			California	Siganiwire	15	0.020000	0.300000	completed	
2026-03-07 20:36:07	2026-03-07 20:36:09	2026-03-07 20:36:14		master	voice	220	BulkManual	12132942943			California	Siganiwire	7	0.020000	0.140000	completed	
2026-03-07 20:35:12	2026-03-07 20:35:14	2026-03-07 20:35:21		master	voice	220	BulkManual	12132942943			California	Siganiwire	8	0.020000	0.160000	completed	
2026-03-06 09:00:04	2026-03-06 09:00:05	2026-03-06 09:03:06		master	voice	220	BulkManual	12132942945			California	Siganiwire	182	0.020000	3.640000	completed	
2026-03-06 08:56:25	2026-03-06 08:56:25	2026-03-06 08:56:41		master	voice	220	BulkManual	12132942945			California	Siganiwire	16	0.020000	0.320000	completed	
2026-03-05 16:33:18	2026-03-05 16:33:24	2026-03-05 16:35:09		master	voice	220	BulkManual	12132942943			California	Siganiwire	105	0.020000	2.100000	completed	
2026-03-03 16:58:57	2026-03-03 16:59:20	2026-03-03 17:02:34		master	voice	220	BulkManual	18322863450			Texas	Siganiwire	216	0.010000	2.160000	completed	
2026-03-03 16:58:17	2026-03-03 16:58:29	2026-03-03 16:58:45		master	voice	220	BulkManual	18322863450			Texas	Siganiwire	28	0.010000	0.280000	completed	
2026-03-03 16:56:59	2026-03-03 16:57:11	2026-03-03 16:57:24		master	voice	220	BulkManual	18322863450			Texas	Siganiwire	24	0.010000	0.240000	completed	
2026-03-03 16:56:18	2026-03-03 16:56:31	2026-03-03 16:56:46		master	voice	220	BulkManual	18322863450			Texas	Siganiwire	27	0.010000	0.270000	completed	

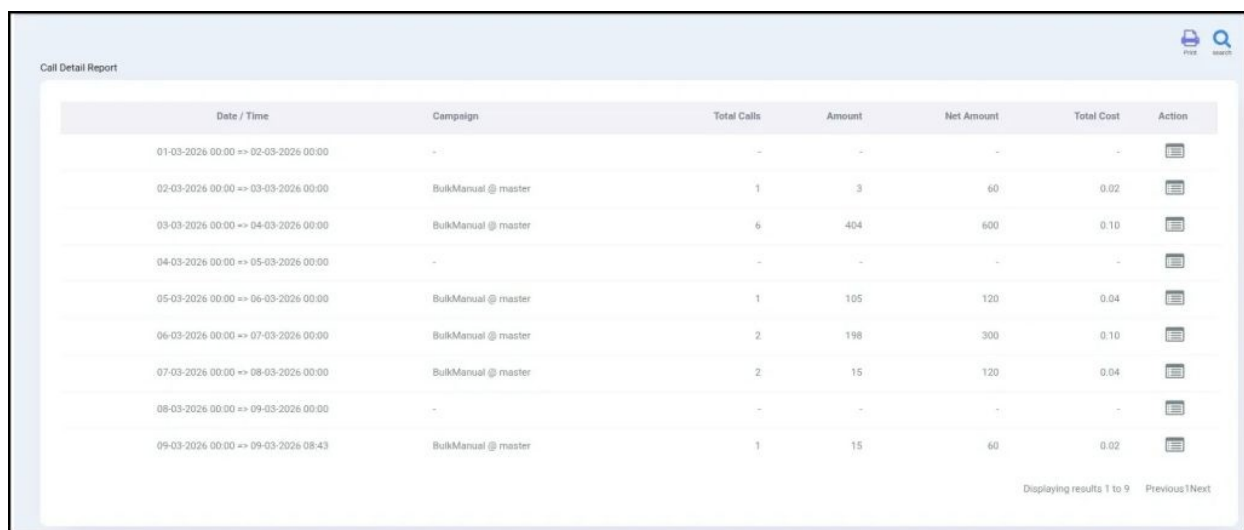
Figure 1. CDR list showing detailed call records and report actions.

2. Campaign Overview Report

The Overview report summarizes campaign activity in a compact format. It helps users compare campaign volume and financial metrics without reviewing individual call records.

Navigation path: Reports > Overview

1. Open the navigation menu and select Reports.
2. Select Overview.
3. Review the displayed information, such as date and time, campaign name, total calls, amount, net amount, and total cost.
4. Use the available action or search controls to inspect the required campaign period.



Date / Time	Campaign	Total Calls	Amount	Net Amount	Total Cost	Action
01-03-2026 00:00 => 02-03-2026 00:00	-	-	-	-	-	
02-03-2026 00:00 => 03-03-2026 00:00	BulkManual @ master	1	3	60	0.02	
03-03-2026 00:00 => 04-03-2026 00:00	BulkManual @ master	6	404	600	0.10	
04-03-2026 00:00 => 05-03-2026 00:00	-	-	-	-	-	
05-03-2026 00:00 => 06-03-2026 00:00	BulkManual @ master	1	105	120	0.04	
06-03-2026 00:00 => 07-03-2026 00:00	BulkManual @ master	2	198	300	0.10	
07-03-2026 00:00 => 08-03-2026 00:00	BulkManual @ master	2	15	120	0.04	
08-03-2026 00:00 => 09-03-2026 00:00	-	-	-	-	-	
09-03-2026 00:00 => 09-03-2026 08:43	BulkManual @ master	1	15	60	0.02	

Displaying results 1 to 9 Previous | Next

Figure 2. Campaign Overview report with call totals and cost information.

3. Live Statistics

Live Statistics provides real-time visibility into agent availability and active call activity. Supervisors can use this page to monitor operational status while campaigns are running.

Navigation path: Reports > Live Statistics

1. Open the navigation menu and select Reports.
2. Select Live Statistics.
3. Review the summary cards for total agents, online agents, agents on break, agents in calls, and free agents.
4. Review individual agent details, including campaign, extension, current status, call duration, login time, and total login age.
5. When necessary and authorized, use the operation control to force an agent to log out.

Operational caution: Force logout should be used only when an agent session is inactive, stuck, or must be ended by a supervisor.

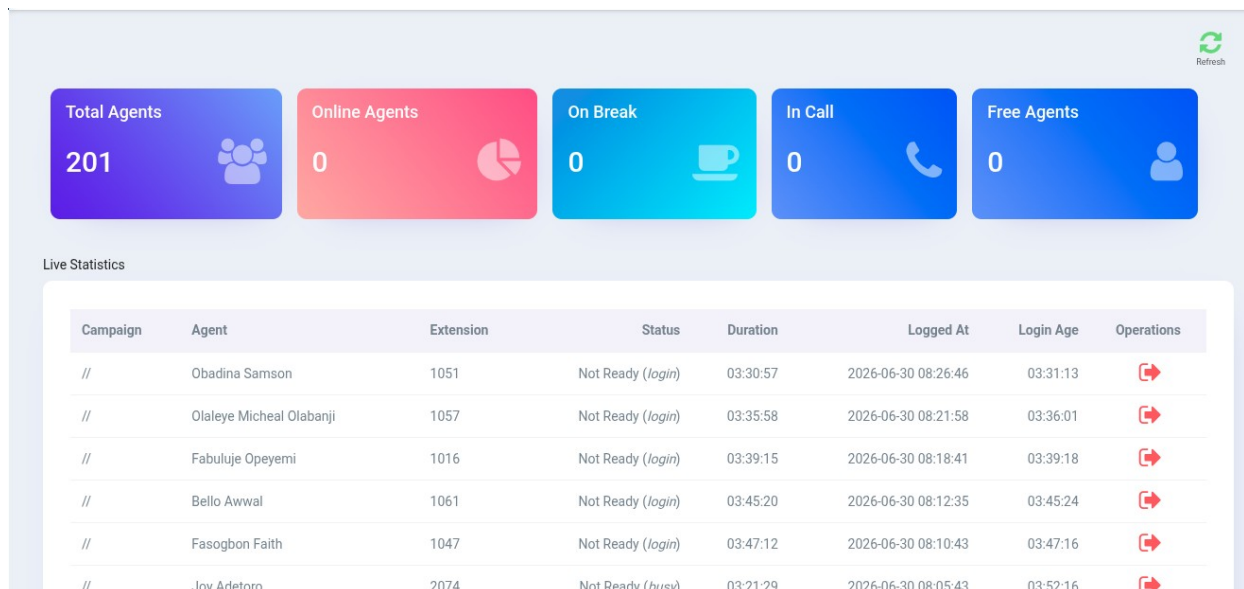


Figure 3. Live Statistics dashboard showing real-time agent states.

4. Agent Statistics

The Agent Statistics report provides a consolidated view of each agent's activity and performance. It supports productivity monitoring, attendance review, and comparison of call-handling metrics.

Navigation path: Reports > Agent Statistics

1. Open Reports and select Agent Statistics.
2. Filter the report by agent, date, or other available criteria.
3. Review login and logout times, total logged-in time, handled calls, average handling time, talk time, ring time, reservation time, occupancy, break duration, and break reason.
4. Export the results when an offline copy is required for analysis or record keeping.

Agent	Login	Logout	Logged Time	Handled	AHT	Held	Not Ready	Handle Time	Hold Time	Talk Time	Ring Time	Reserved	Occupancy	Break	Break-Reason
1213295	2026-03-07 20:28:17	2026-03-07 20:38:52	10n35s	2	8s	2	1s	16s	0s	16s	0s	0s	2.5%	1s	offline
1213295	2026-03-06 08:55:55	2026-03-06 09:00:13	4n18s	2	1n39s	2	5s	3n19s	0s	3n19s	0s	0s	78.7%	5s	offline-offline
1213295	2026-03-05 16:32:55	2026-03-05 17:17:04	44n9s	1	1n51s	1	1s	1n51s	0s	1n51s	0s	0s	4.2%	1s	offline
1213295	2026-03-03 16:53:06	2026-03-03 17:08:52	15n46s	6	1n7s	6	1s	6n46s	0s	6n46s	0s	0s	43.0%	1s	offline
1213295	2026-03-02 06:05:54	2026-03-02 06:39:52	33n58s	1	4s	1	0s	4s	0s	4s	0s	0s	0.2%	0s	offline-offline

Figure 4. Agent Statistics report with login, call-handling, and occupancy metrics.

5. Disposition Report

The Disposition report summarizes the outcome assigned to each agent-handled call. It can be used to measure campaign effectiveness, identify trends, and evaluate conversions or follow-up requirements.

Navigation path: Reports > Disposition Report

1. Open the navigation menu and select Reports.
2. Select Disposition Report.
3. Review the summary metrics and disposition distribution.
4. Review individual records, including date, call ID, selected disposition, comments, phone number, contact name, agent name, campaign, duration, and recording status.
5. Apply filters or export the report for additional analysis.

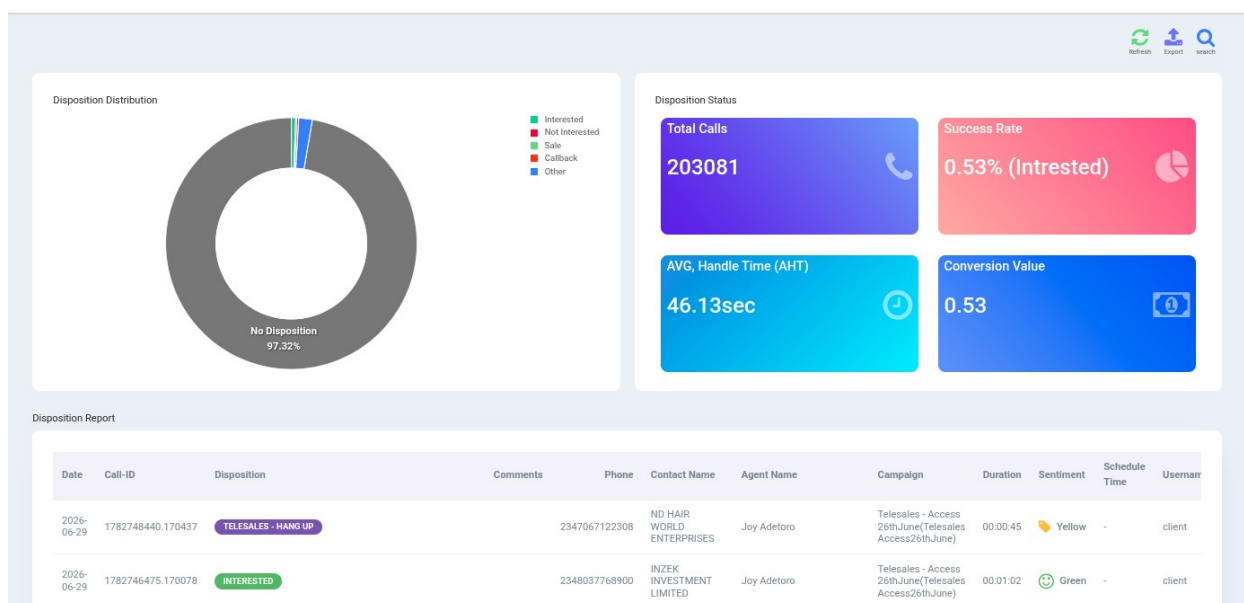


Figure 5. Disposition dashboard with campaign summary metrics and call outcomes.

6. Call Recording Report

The Call Recording report lists recorded calls for quality assurance, coaching, compliance review, and reference. Depending on permissions, users can play or download an available recording.

Navigation path: Reports > Call Recording

1. Open Reports and select Call Recording.
2. Locate the required record by phone number, call date, campaign, or other available information.
3. Use the playback control to listen to the recording.
4. Use the download control when an offline copy is required and permitted by organizational policy.

Privacy and compliance: Restrict access to call recordings and retain them only in accordance with applicable laws, customer consent requirements, and your organization's data-retention policy.

Call Recording Report 

First Name	Last Name	Contact	Campaign Name	Date / Time	Operations
ND HAIR WORLD ENTERPRISES		2347067122308	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 16:54:00	 
INZEK INVESTMENT LIMITED		2348037768900	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 16:21:15	 
PECOPOWER BUSINESS ENTERPRISE		2348134782420	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 16:00:43	 
HUMBLE PEE COMM		2348138395716	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 15:37:59	 
DAGAMA SENIOR ENTERPRISES		2348145538323	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 15:26:36	 
AB FAT NIGERIA ENTERPRISES		2348025766799	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 15:05:23	 
BLESSED CHUKS AND PARTNERS		2348066842162	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 14:52:58	 
AUTODRIVEHUB		2348032783580	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 14:41:19	 
Webdropoff		2348034186987	Telesales - 25 June 2026 - OxygenX Telesales	2026-06-29 14:40:34	 
Webdropoff		2348131326683	Telesales - 25 June 2026 - OxygenX Telesales	2026-06-29 14:29:33	 
Webdropoff		2347047182495	Telesales - 25 June 2026 - OxygenX Telesales	2026-06-29 14:29:32	 
Webdropoff		2348165203398	Telesales - 25 June 2026 - OxygenX Telesales	2026-06-29 14:29:16	 
YOUTHFUL AGE DYNAMIC ENTERPRISES		2347042700761	Telesales - Access 26thJune(Telesales Access26thJune)	2026-06-29 14:28:46	 
Webdropoff		2348101136630	Telesales - 25 June 2026 - OxygenX Telesales	2026-06-29 14:18:56	 

Figure 6. Call Recording report with playback and download controls.

Reporting Best Practices

- Apply a date range and campaign filter before exporting large reports.
- Compare CDR, agent, and disposition reports together when investigating performance issues.
- Use consistent disposition definitions so that campaign statistics remain meaningful.
- Limit report and recording access to authorized users.