



# SKYPE FOR BUSINESS – PROCESS FOR REQUESTING CDR RECORDS FROM ATT

DOA Enterprise Telecom Services

## Abstract

General process for Agencies to request CDR records

**Contents**

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**Contents** ..... 1

**Scope** ..... 2

**Retention and CDR Records Provided** ..... 2

**Process to request CDR records**..... 2

**Recommendations** ..... 3

## Scope

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- Must request from records from AT&T.
  - The State of Wisconsin will not maintain any CDR records.
- This documents the procedure for an Agency to request and receive CDR records from Skype for Business SIP trunks for a specified period.
- Requests will typically be the result of an Open Records request.
- CDR records are not a replacement for AT&T billing.

## Retention and CDR Records Provided

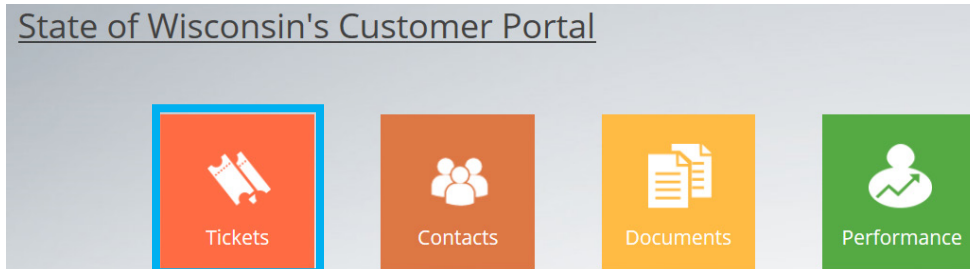
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- AT&T will retain 17 months invoice records including the current.
- 7 years for Audit records.
- Turn-around time is 5-7 business days.
  - Format will be an excel, comma delineated or text file depending on the size of the document.
    - Record will show:
      - Call duration
      - Caller number
      - Called number
      - Call date
      - Call time
- It will be the agencies responsibility to filter the data provided by ATT to retrieve the needed call information.

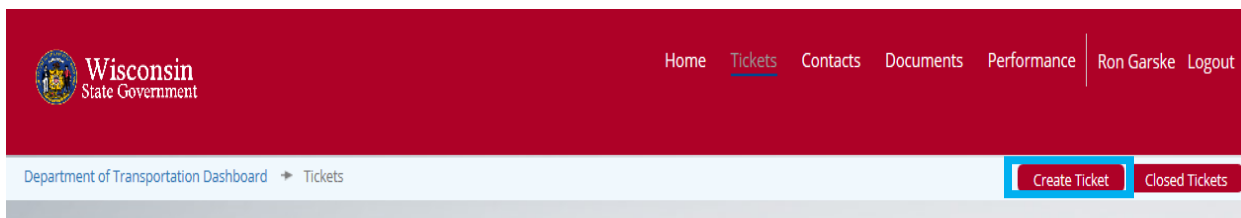
## Procedure to request CDR records

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- **While you can open tickets with ATT via email to [wisconsin@attucs.com](mailto:wisconsin@attucs.com), please use the portal as it provides drop down boxes for request and reporting consistency.**
- Access your Agency ticketing web portal to open a Service Request ticket with AT&T
- Select the Ticket section from the main screen




- Click the Create Ticket button from the ticket screen.




- Complete the online ticket request per the example below


Name:

Enter requesters name (eg. John Smith) 


Callback Phone Number:

Enter requesters business phone number (eg. 608-xxx-xxxx) 

Reply Email:

Enter requesters agency email (eg. john.smith@wisconsin.gov) 


Subject:

CDR record request (Use this for consistency) 

Profile Type:

Both 


Item:

Service Request 

Description:

Include the following information at minimum

1. CDR record period (eg...10/1/18 - 10/31/18). Can be any reasonable time increment within the ATT retention period.
2. Calling number or Called number, however ATT may only be able to provide all records for the period requested.



Submit Query

Cancel

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## Recommendations

- Work with ATT support for questions or clarifications regarding your records request.

Version	Approval/Revision/ Review Date	Approver/Author-Title	Description
1.0	Revision 11/14/18	Author: Ron Garske	First production version 1.0