# **Mismatches Report**

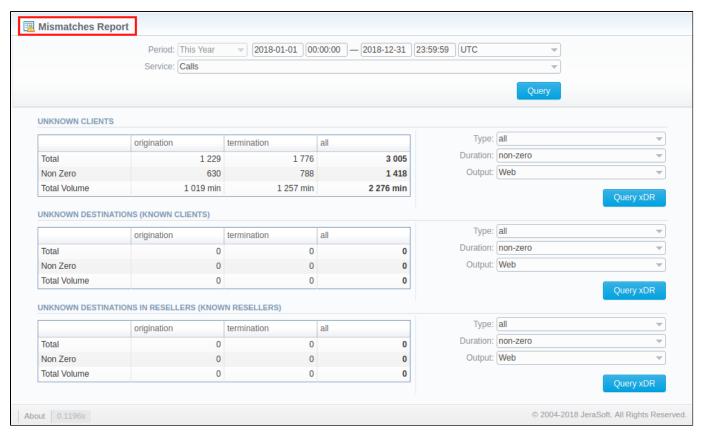
# Section overview Creating a New Mismatches Report Knowledge Base Articles

#### Section overview

This section allows you to find *unrecognized calls/clients* by the system due to unavailability of the respective information. Here you can see the general info about unknown clients, unknown destinations, calls stats, the total number of mismatched calls. The section consists of a query form and 3 tables, each representing a specific type of mismatched data:

- Unknown Clients calls with unrecognized clients.
- Unknown Destinations (Known Clients) calls with unrecognized destinations.
- . Unknown Destinations in Resellers (Known Reseller) calls with unrecognized destinations or unknown destinations in Resellers.

Screenshot: Mismatches Report section



## Creating a New Mismatches Report

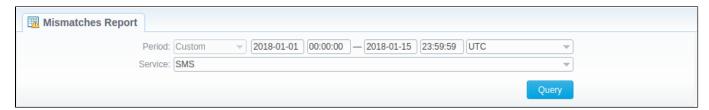
To create a report, you need to follow the next steps:

• Filter the data for all tables. To do so, fill in the following fields of the query form and click the Query button.

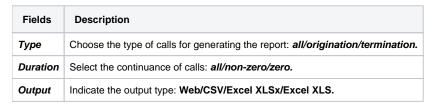
Fields	Description
Period	Define the period for the mismatches report. You can customize it by selecting specific time and date or choose predefined options from the list like <i>This Year, Last Month, Yesterday</i> , etc.
Timezo ne	Select a timezone from the list. By default, the field value is set to <i>UTC</i> .

Service Choose the desired service from the list (e.g. Calls, SMS, etc.).

Screenshot: Mismatches Report query form



• Once the data has been filtered, you need to fill in the fields to the right of the desired table and click a respective Query xDR button to create a report.



Screenshot: Creating a report



If you select **Web** in the **Output** field, you'll be forwarded to the **xDRs** List section with detailed information on a selected mismatched data. However, if in the **Output** field you select any file format from the list, a mismatched report of the chosen format will be downloaded to your computer.

### **Knowledge Base Articles**

Error rendering macro 'contentbylabel'

parameters should not be empty