xDR Disputes

In this article

Section overview

xDR Disputes Manager is a full-featured add-on of the system that could be used to compare xDRs given by your client/vendor with xDRs stored in the system.

Screenshot: xDR Disputes List

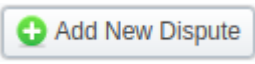|	ID		Client / Account	Period		Total Qty	No L	No E	Updated	
☐	4	✎	Rose orig / all accounts	05/17/2018 – 05/17/2018	UTC	3	0	1	05/17/2018 13:30:00 +0000	✖
☐	3	✎	Rose orig / all accounts	05/17/2018 – 05/17/2018	UTC	3	0	1	05/17/2018 13:26:43 +0000	✖
☐	2	✎	Rose orig / all accounts	05/17/2018 – 05/17/2018	UTC	2	0	1	05/17/2018 13:21:05 +0000	✖
☐	1	✎	Rose orig / all accounts	05/17/2018 – 05/17/2018	UTC	3	1	1	05/17/2018 13:17:42 +0000	✖
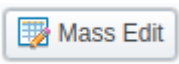
About | Get Support | 0.2182s   © 2004-2018 JeraSoft. All Rights Reserved.

Column	Description
ID	ID of a dispute
Client/Account	Client and Accounts of a current dispute
Interval	Period of compared xDR files and timezone
Total Qty	Total amount of compared xDRs
No L	Number of xDRs that were not found in the system
No E	Number of xDRs that were not found in the external xDR file
Updated	Date of the last dispute update

Functional buttons/icons, presented in the section, are as follows:

Button/Icon	Description
➕ Add New Dispute	Allows adding a new dispute to the system
🖩 Mass Edit	Allows editing selected disputes
✎	Allows viewing dispute details
✖	Allows deleting a dispute from the system

> ⚠ **Attention**
>
> If the **xDRs Disputes** section is not displayed in your JeraSoft Billing, you need to enable it in the **System > Roles** section.

Creating a New Dispute

The whole process can be divided into three steps.

Step 1. Selecting a File and Specifying All Required Parameters

To create a new dispute, click the **Add New Dispute** button. Then, you need to upload a target xDR file and specify the next information in the opened pop-up window:

Screenshot: Adding New Dispute. Step 1

Field	Description
Client	Specify a client for the dispute. If indicated, the **Account** field is disabled (and vice versa)
Account	Specify an account for the dispute
Type	Choose the type of compared xDRs: • **origination** • **termination**
Code Name	Specify a code name of the desired destination. If indicated, the **Code** field is disabled (and vice versa)
Code	Specify a code of the desired destination
Code Deck	Select a code deck that will be used for a current dispute
Select File	Upload the xDR file for comparison
Date Format	Specify date format of xDRs ⚠️ **Attention** Please note that by default date format is set to ***auto*** and has the following format: ***YYYY-MM-DD HH:MM:SS***.
Interval	Specify a time interval of a dispute
Override Timezone checkbox	If enabled, the timezone in the imported file will be replaced with the specified timezone in the **Period** field

When you fill in all required fields, click the **Process>>** button.

> 🔴 **Warning**
>
> **xDR Disputes** have developed optimization algorithms of the file uploading process. Hence, we strongly recommend uploading files with a limited number of columns. **The dispute file must contain only 6 columns** for correct auto-detection while importing.

Step 2. Rows and Columns Select

The system will recognize the file and display a few first rows of it. Following this, you need to select these mandatory columns: **Src Party ID**, **Dst Party ID**, **Volume**, **Connect Time**, **Finish Time**. Then, click **Process>>** again (see screenshot below).

Screenshot: Rows and Columns Select window. Step 2

Import

ROWS AND COLUMNS SELECT

	Connect Time	SRC Party Id	DST Party Id	Volume	Finish Time	Skip
Event time	Connect Time	Src Party ID	Dst Party ID	Volume	Finish Time	☑
05/17/2018 13:07:37 +0000	05/17/2018 13:05:59 +0000	1111131458	1201140538	98,0000	05/17/2018 13:07:37 +0000	☐
05/17/2018 13:07:37 +0000	05/17/2018 13:05:59 +0000	1111131458	1201140538	98,0000	05/17/2018 13:07:37 +0000	☐

« Return   Process »

Step 3. Receiving Results of comparison

After you click **Process>>**, the system will execute the comparison of a local xDR and the imported one, and the **Dispute Details** window will be opened. Then, you need to click the **Update** button and specify **Compare Options** in a respective pop-up window. Following this, click the **Refresh** button for the disputes results to be displayed (see screenshots below).

Screenshot: Disputes Details window. Step 3

Dispute Details

Update

COMPARISON OPTIONS

SRC party id: [   ]
DST party id: [   ]
Connect Time: [0]
Finish Time: [0]
Volume: [0]

Refresh

ⓘ No items were found

Field	Description
Src Party ID	Enter a number of last digits for source number comparison
Dst Party ID	Indicate a number of last digits for destination number comparison
Connect Time	Specify the possible time offset (in seconds) between the system and external xDRs
Finish Time	Define the possible time offset (in seconds) between the system and external xDRs
Volume	Specify the possible time offset (in seconds) between the system and external xDRs

Screenshot: Disputes Details window. Step 3

Dispute Details

Update

Rows **1 – 3** of **3**   20 ▼   « ‹   Page 1 of 1   › »

	SRC Party Id	DST Party Id	Connect Time	Finish Time	Volume	
L	1111131458	1201140538	2018-05-17 13:05:59+00	2018-05-17 13:07:37+00	98	🗐
E	No matched xDRs					
L	1111131458	1201140538	2018-05-17 13:05:59+00	2018-05-17 13:07:37+00	98	🗐
E	1111131458	1201140538	2018-05-17 13:05:59+00	2018-05-17 13:07:37+00	98	
L	1111131458	1201140538	2018-05-17 13:05:59+00	2018-05-17 13:07:37+00	98	🗐
E	1111131458	1201140538	2018-05-17 13:05:59+00	2018-05-17 13:07:37+00	96	

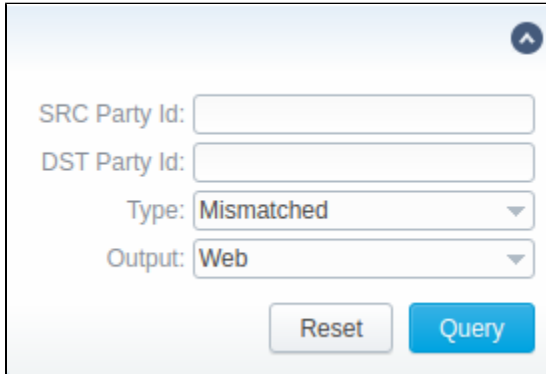| Icon	Description
E	Red color indicates the mismatched xDRs (external or local, it depends on the marked letter **L** or **E**)

L (yellow)	Yellow color indicates the matched xDRs with offset (external or local, it depends on the marked letter **L** or **E**). For example, the **Volume** value on a screenshot above for a local xDR is **98** and for external - **96**
L (green)	Green color indicates the exactly matched xDRs (external or local, it depends on the marked letter **L** or **E**)

⚠️ **Attention**

Please note, if at least one of the xDR's comparison parameters (*Session Time/Connect Time* or *Session Time/Finish Time*) matches the range of values specified in the *Update* option, it will be indicated as exactly matched xDRs (green color).

Click on a blue downward arrow ⌄ in the top right corner of the page to use Advanced Search. Note that by default, dispute details are filtered by the *Mis matched* type.
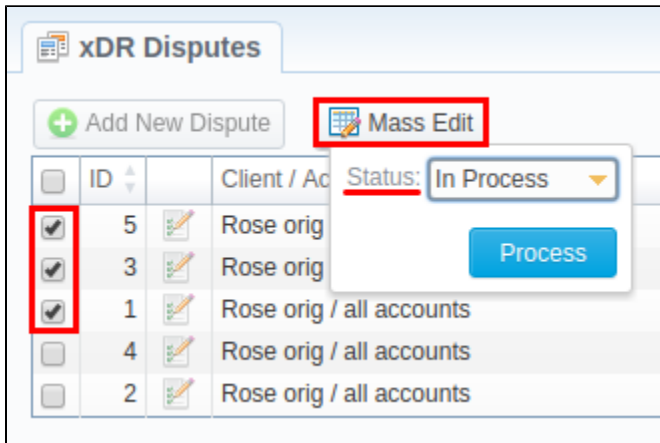
Screenshot: Advanced Search drop-down menu

Mass Edit

You may change the status of selected disputes by using the **Mass Edit** button. Simply select target disputes, click the **Mass Edit** button, choose a status in a respective field and press **Process**. All changes will be applied immediately.

Screenshot: Mass Edit button