



User Guide: Call History

Contents

1. **Call History**
 - 1.1 Call History Filters
 - 1.2 Caller Number
 - 1.3 Dialed Number
 - 1.4 Call Type
 - 1.5 Calls Displayed
 - 1.5.1 Missed Calls
 - 1.5.2 Outbound Calls
 - 1.5.3 Inbound Calls
 - 1.5.4 Calls Per Page
 - 1.5.5 Add Contact Icon
 - 1.5.6 Edit Icon
 - 1.5.7 Download Icon
 - 1.5.8 Listen Icon
 - 1.6 Exporting Call History

1 Call History

The Call History icon, as seen in figure 1.a, will take you to the Call History page where you will see the calls made to and from your account for the date range selected, figure 1.b.



Figure 1.a

A screenshot of a web interface showing a call history table. At the top left, there is a "Filters" button and a date range "05/27/2019 — 05/30/2019". At the top right, there is an "Export" button. The table has four columns: "Number", "Name", "Date", and "Duration". There are three rows of call data, each with a small icon to the left of the number and three small icons to the right of the duration.

Number	Name	Date	Duration
 (213) 210-2314	PORTFOLIORECOV	Today, 1:42 pm	0:05
 (702) 208-2886	PORTFOLIORECOV	Today, 8:38 am	0:00
 (858) 769-2577		Yesterday, 1:48 pm	0:29

Figure 1.b

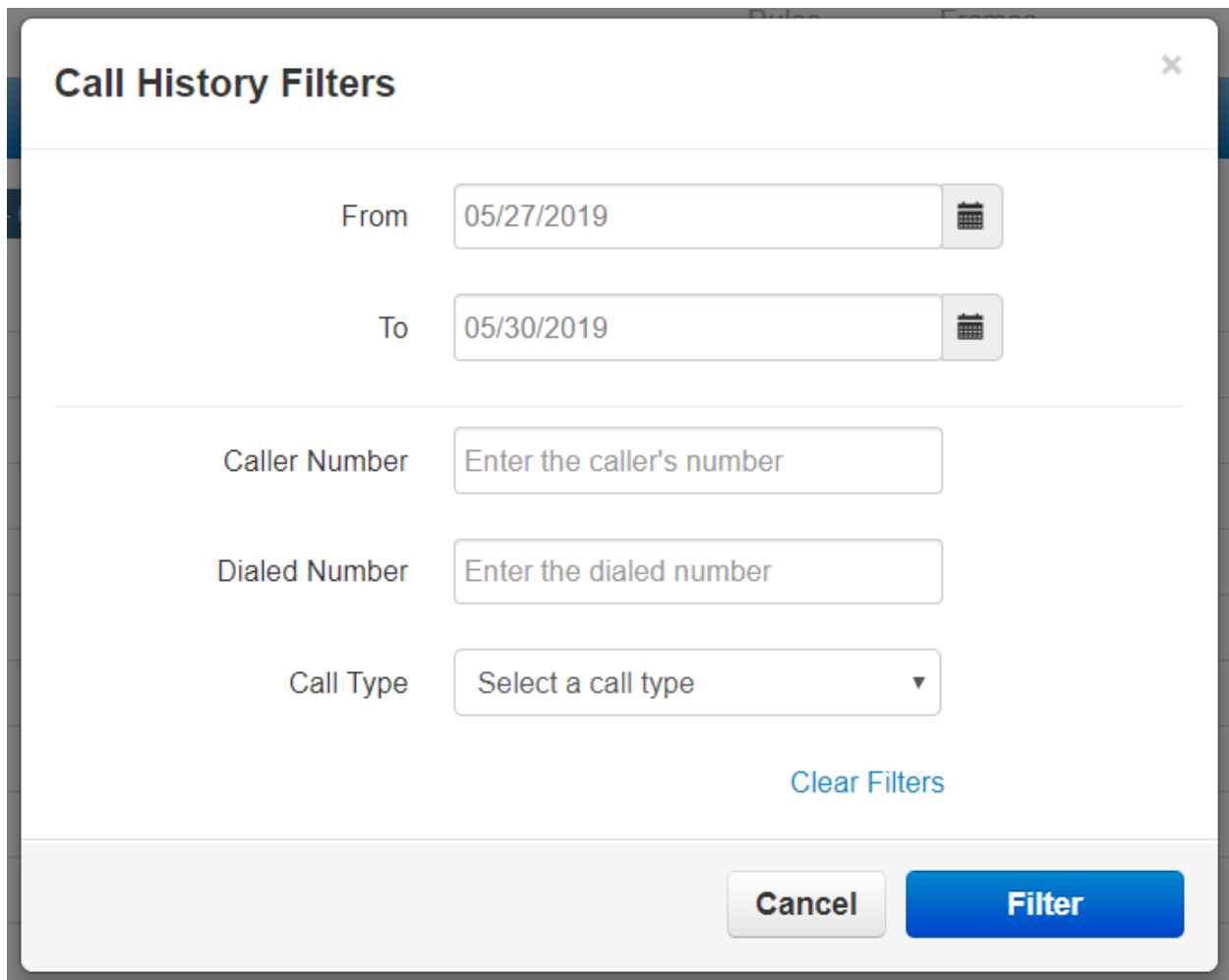
1.1 Call History Filters

You can change the date range by clicking the Filters button as seen in figure 1.1.a.



Figure 1.1.a

After clicking the Filter button, the Call History Filters window will appear, as seen in figure 1.1.b. Here, you can change the Call History date range.



The image shows a 'Call History Filters' dialog box with a close button (X) in the top right corner. It contains several input fields: 'From' with the date '05/27/2019' and a calendar icon; 'To' with the date '05/30/2019' and a calendar icon; 'Caller Number' with the placeholder text 'Enter the caller's number'; 'Dialed Number' with the placeholder text 'Enter the dialed number'; and 'Call Type' with a dropdown menu showing 'Select a call type'. Below these fields is a 'Clear Filters' link. At the bottom of the dialog are two buttons: 'Cancel' and 'Filter'.

Figure 1.1.b

1.2 Caller Number

Allows you to search for calls from a specific phone number by entering the number into the Caller Number field.

1.3 Dialed Number

The Dialed Number field will let you filter for a specific number previously dialed.

1.4 Call Type

The Call Type drop down as seen in figure 1.4.a lets you filter based off the type of call: Inbound, Outbound, or Missed.

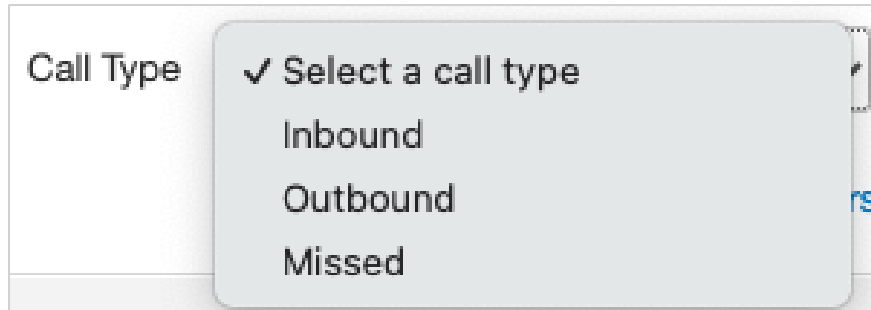


Figure 1.4.a

1.5 Calls Displayed

Clicking the Filter button as seen in figure 1.1.a will then display the calls that match the filter criteria.



1.5.1 Calls displayed with a red x are missed calls.



1.5.2 Calls displayed with a green arrow are outbound calls.



1.5.3 Calls displayed with a blue arrow are inbound calls that were answered.

1.5.4 Call History can be set to display 25, 50, or 100 calls per page, as seen in figure 1.5.4.a.



Figure 1.5.4.a

1.5.5 The caller can be added to your contacts by clicking the Add Contact icon, as seen in figure 1.5.5.a



Figure 1.5.5.a

1.5.6 You can edit contacts by clicking the Edit Icon next to the call, as seen in figure 1.5.6.a, which will display the contact information fields.



Figure 1.5.6.a

1.5.7 If call recording is enabled for your profile, device, or if the call was from a queue configured to record calls, you can download the call by clicking the Download icon as seen in figure 1.5.7.a.



Figure 1.5.7.a

1.5.8 If you would like to listen to the call without downloading it first, you can click the Listen icon as seen in figure 1.5.8.a.



Figure 1.5.8.a

A media player will open right in your browser as seen in figure 1.5.8.b.

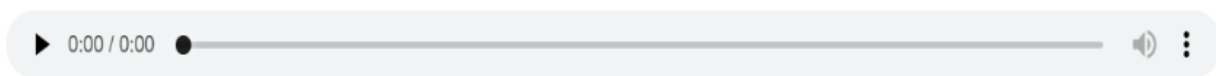


Figure 1.5.8.b

1.6 Exporting Call History

The Export icon, as seen in figure 1.6.a allows you to download the call history into a CSV file that can be opened in any spreadsheet application such as Excel or Apache Open Office.

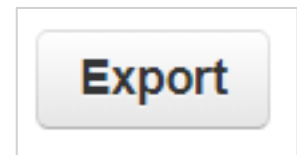


Figure 1.6.a