How to use the Call Logs Tab

The Call Logs page allows you to download a report of all calls made to or from lines in your Business Group.

To download the report.

- Select the start date, either by clicking the icon and choosing from the calendar, or by typing in the month, day and year fields.
- Optionally select the end date in a similar way - if no end date is specified, all calls up to the present are included.
- Optionally restrict the calls to a specific department and those below it by choosing it from the department selector.
- Click DOWNLOAD.
- Wait while the report downloads - some are large and take a while.
- Choose where to save the report to.

Once you have downloaded the report, you can open it in a spreadsheet application such as Microsoft Excel. The report includes the following fields.

- Date and time that the call was made.
- Whether the call was between two lines in your Business Group, from an external line into your Business Group or from a line in your Business Group to an external line.
- The calling number, and its extension and department if applicable.
- The called number, and its extension and department if applicable.
- Whether the call was answered.
- The length of the call.
- How long the caller was waiting for the call to be answered.
- Any account and carrier codes that were dialed to make the call.

Note that if you filter on department and your department was recently renamed, you will only see calls that were made since the renaming.