

Description

Basic Call Logs provides users with call logs for received, missed, and placed calls.

Function

The basic call logs are all accessible from the Business Portal, phones and applications. It provides the user with the following:

- Missed calls
- Placed calls
- Received calls

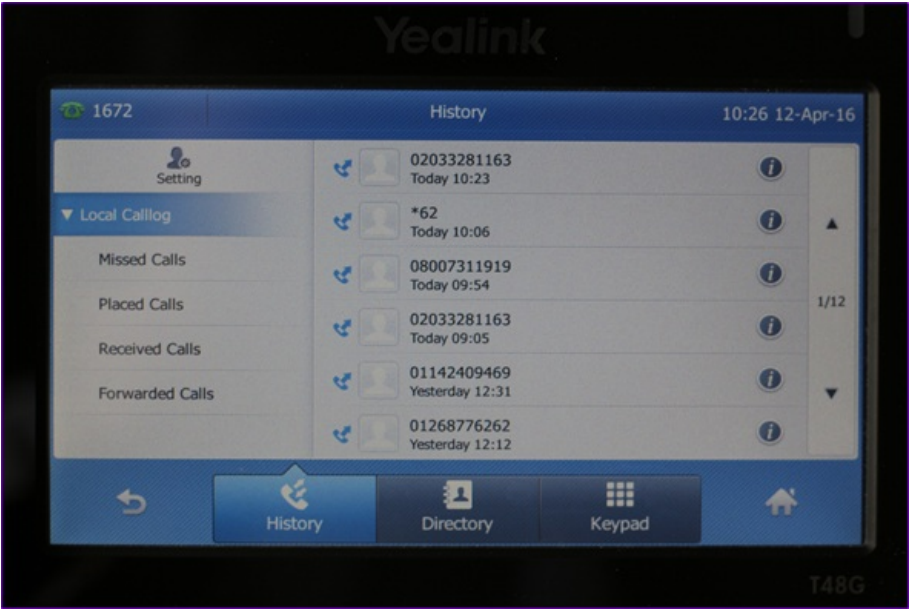
Note that for SIPT users, logs will not contain any internal calls between PBX users that do not pass through the WHC platform.

Configuration/Operation

No configuration is required to use this feature as it is an inherent feature. Operation of the feature is dependent on the device or application being used. The screenshot below shows Basic Call logs being accessed from the Business Portal:

Employee Dashboard										Company: Bates Dental				
Voicemail					Missed Calls									
Unread		00		02079630386							20 Apr	10:46		
Read		00		Unreadable							21 Apr	13:31		
				+1177610274							21 Apr	13:30		
				0324							04 Apr	14:45		
				0327							04 Apr	14:38		
Dialed Calls					Received Calls									
02079630386		20 Apr		10:46				02079630386		11 Apr		09:41		
02079630386		20 Apr		10:41				02079630386		08 Apr		13:54		
0190		04 Apr		14:46				0324		04 Apr		14:45		
0327		04 Apr		14:45				0324		04 Apr		14:38		
02079630386		04 Apr		10:52				0324		04 Apr		14:34		

The screenshot below is from a Yealink T48G IP Phone and demonstrates the options available on the left-hand side of the screen.



Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 12:26 PM. This article has been viewed 3470 times.

Online URL: <https://kb.ic.uk/article/basic-call-logs-289.html> (<https://kb.ic.uk/article/basic-call-logs-289.html>)