

Basic Call Logs

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Description

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

Function

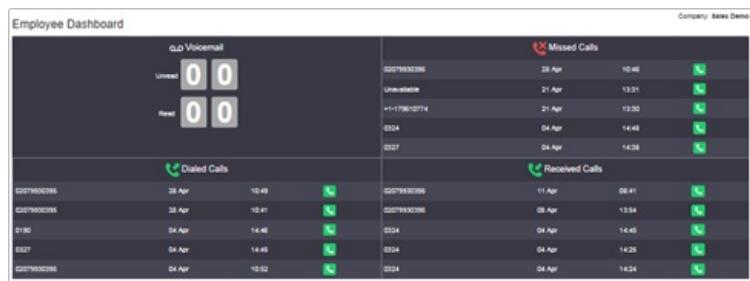
The basic call logs are all accessible from the Business Portal, phones and applications. It provides the user with the following:

- 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:



The screenshot shows the 'Employee Dashboard' with a 'Missed Calls' section. The 'Missed Calls' table lists the following data:

Call Log	Date	Time	Action
02079930296	28 Apr	10:46	Missed
Unbekannt	21 Apr	13:31	Missed
+1-179610774	21 Apr	13:30	Missed
0334	04 Apr	14:48	Missed
0327	04 Apr	14:38	Missed

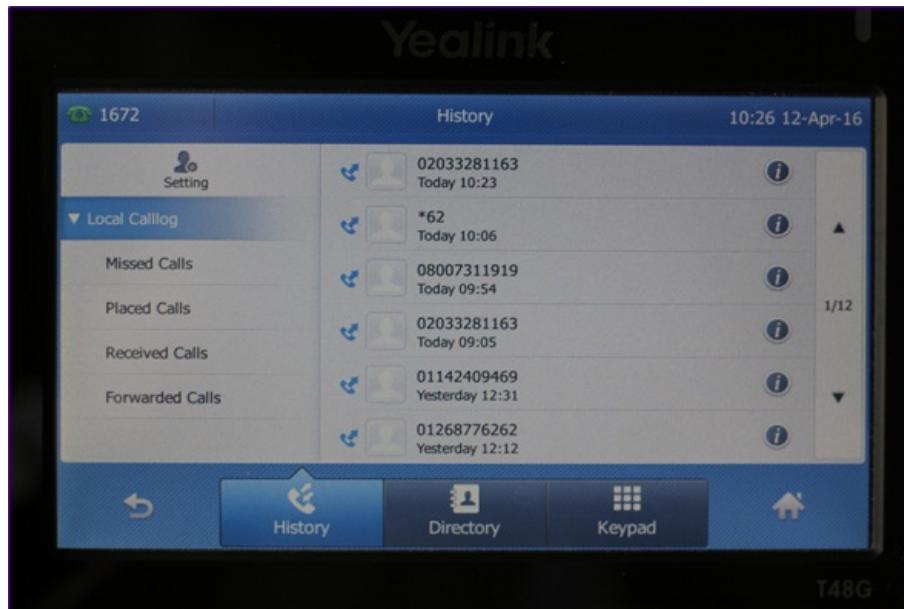
Below the 'Missed Calls' section is a 'Dailed Calls' table with the following data:

Call Log	Date	Time	Action
02079930296	28 Apr	10:49	Dialed
02079930296	28 Apr	10:41	Dialed
0190	04 Apr	14:46	Dialed
0327	04 Apr	14:45	Dialed
02079930296	04 Apr	10:52	Dialed

On the right side of the dashboard, there is a 'Received Calls' table with the following data:

Call Log	Date	Time	Action
02079930296	11 Apr	08:41	Received
02079930296	08 Apr	13:54	Received
0324	04 Apr	14:49	Received
0324	04 Apr	14:35	Received
0324	04 Apr	14:34	Received

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



The screenshot shows the Yealink T48G IP Phone interface with the 'History' tab selected. The top bar shows '1672' and the time '10:26 12-Apr-16'. The left sidebar has a 'Local Calllog' section with the following options: Missed Calls, Placed Calls, Received Calls, and Forwarded Calls. The main area displays a list of call logs:

Call Log	Date	Action
02033281163	Today 10:23	<i>Info</i>
*62	Today 10:06	<i>Info</i>
08007311919	Today 09:54	<i>Info</i>
02033281163	Today 09:05	<i>Info</i>
01142409469	Yesterday 12:31	<i>Info</i>
01268776262	Yesterday 12:12	<i>Info</i>

At the bottom of the screen are navigation buttons: 'History' (highlighted in blue), 'Directory', 'Keypad', and 'Home'.

Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 12:26 PM. This article has been viewed 3847 times.

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