Article Number: 289 | Rating: Unrated | Last Updated: Mon, Feb 15, 2021 at 12:26 PM

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: Bales Dem
	Voicema م	•		😻 Missed Calls			
	🖸 🖸				31.44	10.46	
				Une-slable	21 AF		
				-1-179610774			
			eso+	04.Apr	16.68		
					04.Apr		
Calls Calls				K Received Calls			
62079400094	38 Apr			62079530395			
62079400096	28 Apr	1241		420794302395	01.Apr	12.54	
8190	D4.Apr			0104	Of Apr		
8107	Di Agr	1445		eso+	01.Ner	1425	
62079600096	04.A#				01.AF		

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 2401 times.

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