

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

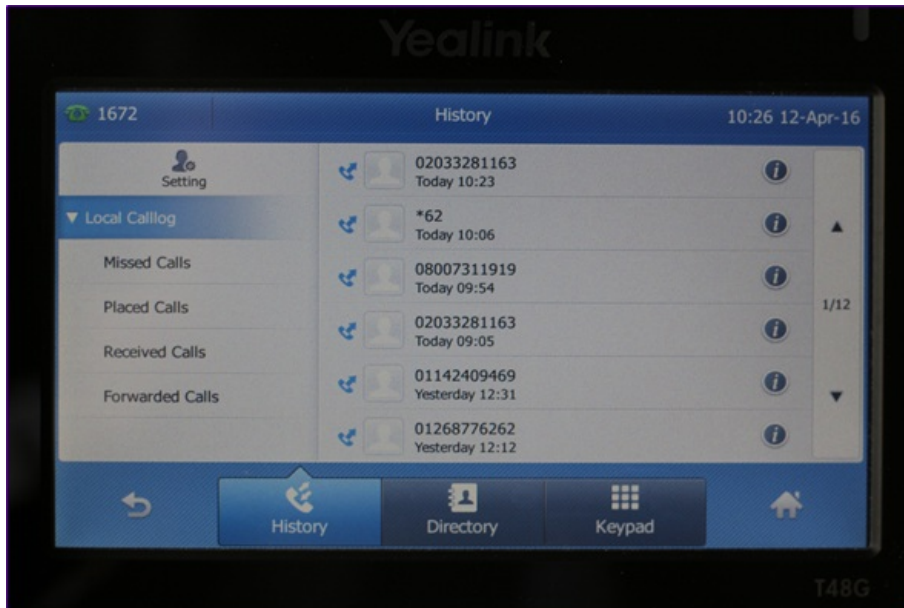
No configuration is required to use this feature as it is an inherent feature. Operation of the feature is dependent on the device or application being used. The screenshot below shows Basic Call logs being accessed from the Business Portal:



The screenshot shows an 'Employee Dashboard' with a dark theme. It features four call log sections: 'Missed Calls', 'Placed Calls', 'Received Calls', and 'Dialled Calls'. Each section contains a table of call records with columns for phone number, date, time, and status. The 'Missed Calls' section is highlighted with a red header.

Phone Number	Date	Time	Status
02079930396	20 Apr	10:46	Missed
02079930396	20 Apr	10:47	Missed
0190	04 Apr	14:48	Missed
0327	04 Apr	14:45	Missed
02079930396	04 Apr	10:52	Missed
02079930396	21 Apr	13:31	Missed
+1179610774	21 Apr	13:30	Missed
0324	04 Apr	14:48	Missed
0327	04 Apr	14:38	Missed
02079930396	11 Apr	08:41	Received
02079930396	08 Apr	13:54	Received
0324	04 Apr	14:48	Received
0324	04 Apr	14:38	Received
0324	04 Apr	14:24	Received

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



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