

Overview

Phone calls are the lifeblood of most businesses. Having an easy way to understand call volumes can be helpful for both management and individual users.

As a My Account administrator, you can view the call history for each number assigned to your account. Call history includes such information as start date, start time, calling number, called number, caller ID, caller ID information (city and state), call duration, and type of call (outgoing, incoming and missed). Management can then further use this call history information as a means of determining needed resources, insuring that remote workers are responding to calls effectively and that they are using their time efficiently.

Individual users want a simple way to see their call history (outgoing, incoming and missed) and to place calls via the click to dial feature.

Feature Usage

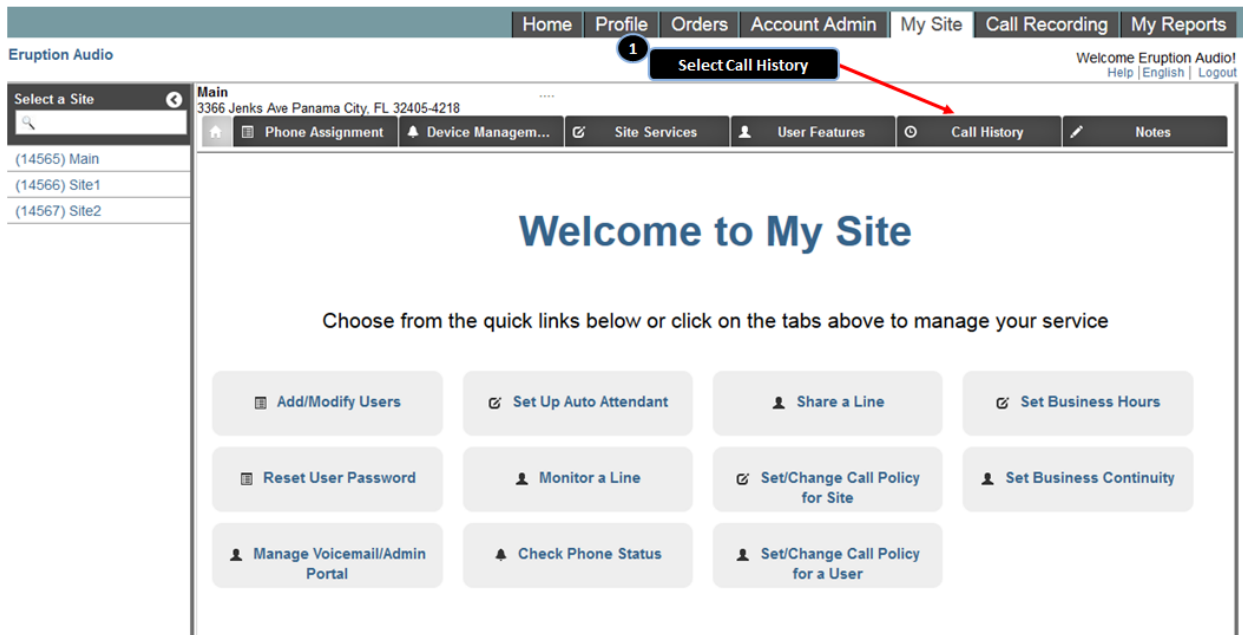
Administrator Access via My Site

To use the Call History page, the Site administrator must log into My Account, and simply follow the steps detailed below.

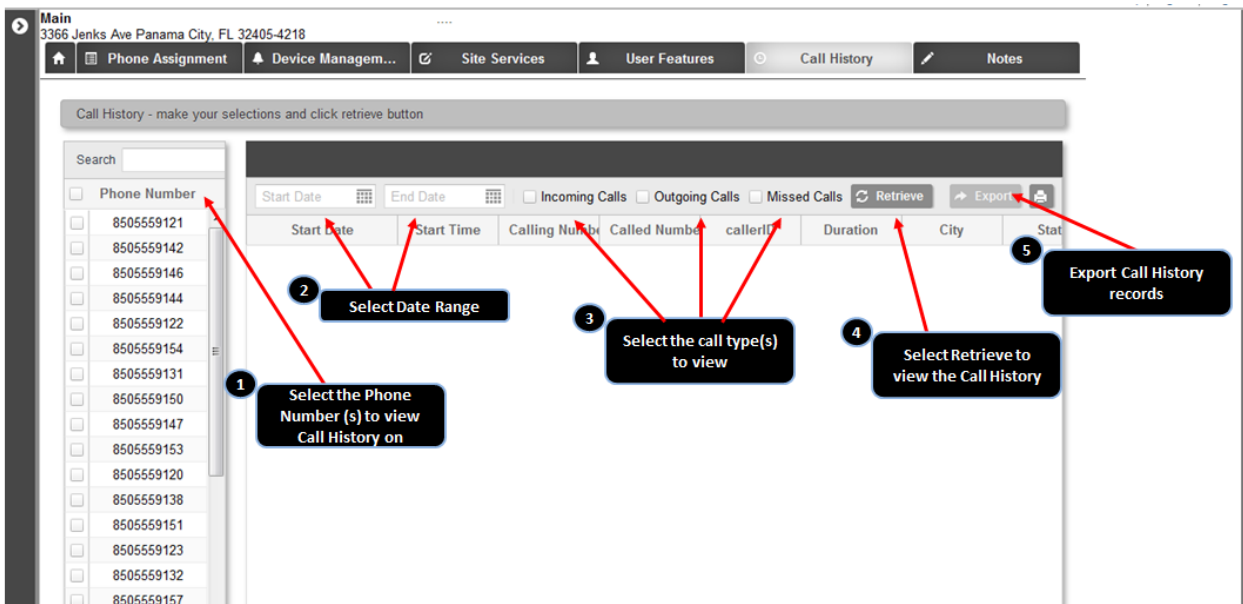
Step 1. Double click to select the appropriate Site to configure



Step 2. Go to the Call History tab



Step 3. Define the Search Criteria



1. **Select the numbers to view.** Use the check mark to select the numbers for which you would like to view call history.
 - a. Enter a number or partial number to search. For example, to view all call history within the 813 area code, enter **813**.

- 2. **Select the Date Range** Select the Start and End date associated with the data that you want to report on
- 3. **Check the type(s) of Call(s) to view.** You may view any or all of the following:
 - Outgoing Calls**
 - Incoming Calls**
 - Missed Calls**
- 4. **Click the Retrieve Call Records button.** Displays call history records according to the selected parameters

5. Review and Export Call History

NOTE: Exporting the Call History will result in a .CSV file with all of the viewable content available to be saved to the user’s PC for further analysis or specialized reporting.

Individual Users Access via My Phone

To use the personal Call History page, the User must log into to their My Phone dashboard, and simply follow the steps detailed below.



BROADSOFT USER4 [redacted] Profile Support Sign Out
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387

1 Select the timeframe to report on

Home My Messages My Features My Rules My Numbers My Call History MY PHONE

Call History - recent usage may be unavailable to be displayed

2 Select the call type to view

Start Date [calendar icon] End Date [calendar icon] Incoming Outgoing Missed Refresh

Start Date	Start Time	Other Party	Caller ID	Duration	City	State	Zip	Type
4 Mon Aug 19								
Mon Aug 19 2013 14:27:36 CDT	3:27 pm	[phone icon]	Gerard Mulford	6s	Rockville	MD	20850	
Mon Aug 19 2013 11:27:39 CDT	12:27 pm	[phone icon]	Gerard Mulford	24s	Rockville	MD	20850	
Mon Aug 19 2013 11:21:17 CDT	12:21 pm	[phone icon]	Gerard Mulford	6s	Rockville	MD	20850	
Mon Aug 19 2013 11:20:33 CDT	12:20 pm	[phone icon]	Gerard Mulford	6s	Rockville	MD	20850	

3 Click on the phone icon to initiate a call

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