

## 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.

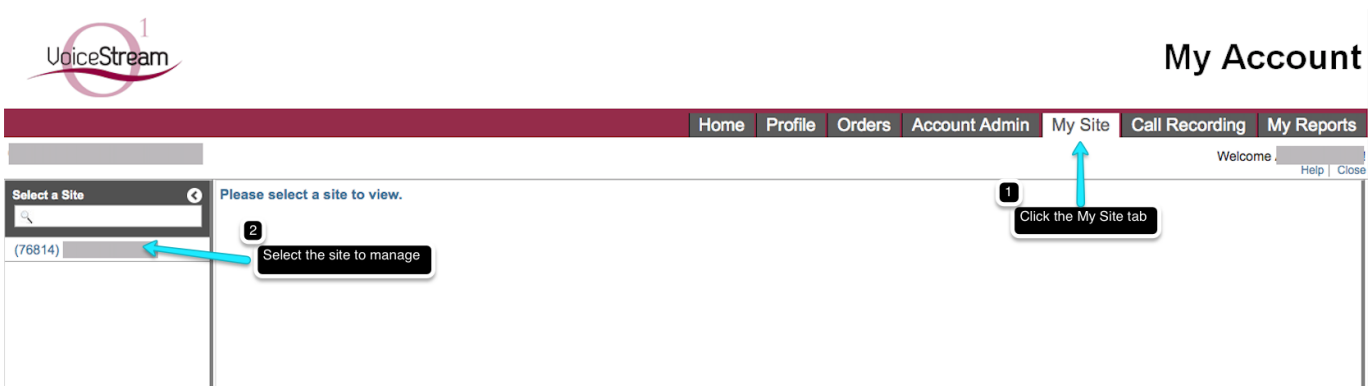
Individual users want a simple way to see their call history (outgoing, incoming and missed) and to place calls via the click to dial feature.

## 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.

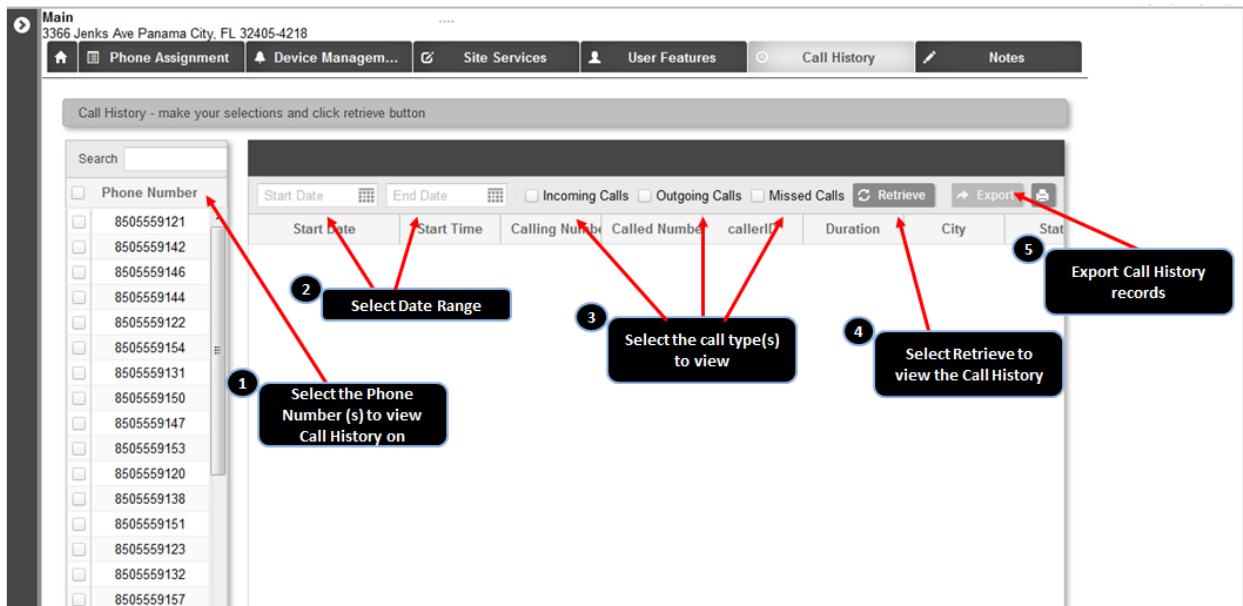
#### Step 1. Double click to select the appropriate Site to configure



Step 2. Go to the Call History tab

The screenshot shows the VoiceStream My Account dashboard. At the top left is the VoiceStream logo with a '1' above it. At the top right is the text 'My Account'. Below these is a dark red navigation bar with tabs: Home, Profile, Orders, Account Admin, My Site, Call Recording, and My Reports. A 'Welcome' message with 'Help' and 'Close' links is visible. Below the navigation bar is a dark grey secondary navigation bar with tabs: Phone Assignment, Device Management, Site Services, User Features, Call History (highlighted with a red arrow), Support, and Notes. A tooltip above the 'Call History' tab says 'Select "Call History"' with a '3' in a red circle. The main content area has a heading 'Welcome to My Site' and a sub-heading 'Your dashboard to manage the O1 Communications O1 Phone / Voice Stream service'. Below this is the text 'Choose from the quick links below or click on the tabs above to manage your service'. There are eight quick link buttons arranged in two rows of four: Add/Modify Users, Set Up Auto Attendant, Share a Line, Set Business Hours, Reset User Password, Set Up Hunt Group, Monitor a Line, and Set/Change Call Policy for Site.

**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.

**1** Select "My Call History" tab

Language : English (United States) Profile Support Sign Out

**My Phone**

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

Welcome to the O1 Phone / Voice Stream User Dashboard

This site allows you full access into your personal phone service settings, allowing you to customize your service to fit your needs. The site is laid out with convenient tabs, allowing you to easily navigate to the desired feature.

**My Messages** — Make sure you get your messages, regardless of your location. By selecting to be notified of messages via text or email, or even receiving voice mails messages via any email address, you can ensure you stay in contact.

**My Features** — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.

**My Rules** — Selected call handling based on the phone number of the person calling, the time of day, or both. By combining multiple common features into an easy to use interface, you can create unique solutions to handling calls from key people.

**My Numbers** — An easy to use inventory of numbers that can be selected for feature assignments. By adding your cell phone, home phone, or any other phone number, you will be able to select these numbers when managing your various features.}

**My Call History** — A quick view of recent calls, whether they were made by you, answered by you, or missed altogether. The listing provides details of the called/calling party, as well as a simple click to dial option to initiate a call from your desk phone to the number listed.

**1** Select the timeframe to report on.

Language : English (United States) Profile Support Sign Out

**My Phone**

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

Call History - recent usage may be unavailable to be displayed

Start Date [ ] End Date [ ]  Incoming  Outgoing  Missed Refresh Export

| Start Date                   | End Date | Other Party | Caller ID      | Duration | City      | State | Zip   | Type |
|------------------------------|----------|-------------|----------------|----------|-----------|-------|-------|------|
| <b>Mon Aug 19</b>            |          |             |                |          |           |       |       |      |
| Mon Aug 19 2013 14:27:36 CDT | 3:27 pm  | [ ]         | Gerard Hufford | 6s       | Rockville | MD    | 20850 | [ ]  |
| Mon Aug 19 2013 11:27:39 CDT | 12:27 pm | [ ]         | Gerard Hufford | 24s      | Rockville | MD    | 20850 | [ ]  |
| Mon Aug 19 2013 11:21:17 CDT | 12:21 pm | [ ]         | Gerard Hufford | 6s       | Rockville | MD    | 20850 | [ ]  |
| Mon Aug 19 2013 11:20:33 CDT | 12:20 pm | [ ]         | Gerard Hufford | 6s       | Rockville | MD    | 20850 | [ ]  |

**2** Select the call type to view

**3** Click on the phone icon to initiate a call