

Basic Call Logs

289 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 1408

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: Sales Demo

Voicemail

Unread

00

Read

00

Missed Calls

02079930396

28 Apr

10:46

Unavailable

21 Apr

13:31

+1-1796102714

21 Apr

13:30

0324

04 Apr

14:48

0327

04 Apr

14:38

Dialed Calls

02079930396

28 Apr

10:49

02079930396

28 Apr

10:41

0190

04 Apr

14:46

0327

04 Apr

14:45

02079930396

04 Apr

10:52

Received Calls

02079930396

11 Apr

08:41

02079930396

08 Apr

13:54

0324

04 Apr

14:45

0324

04 Apr

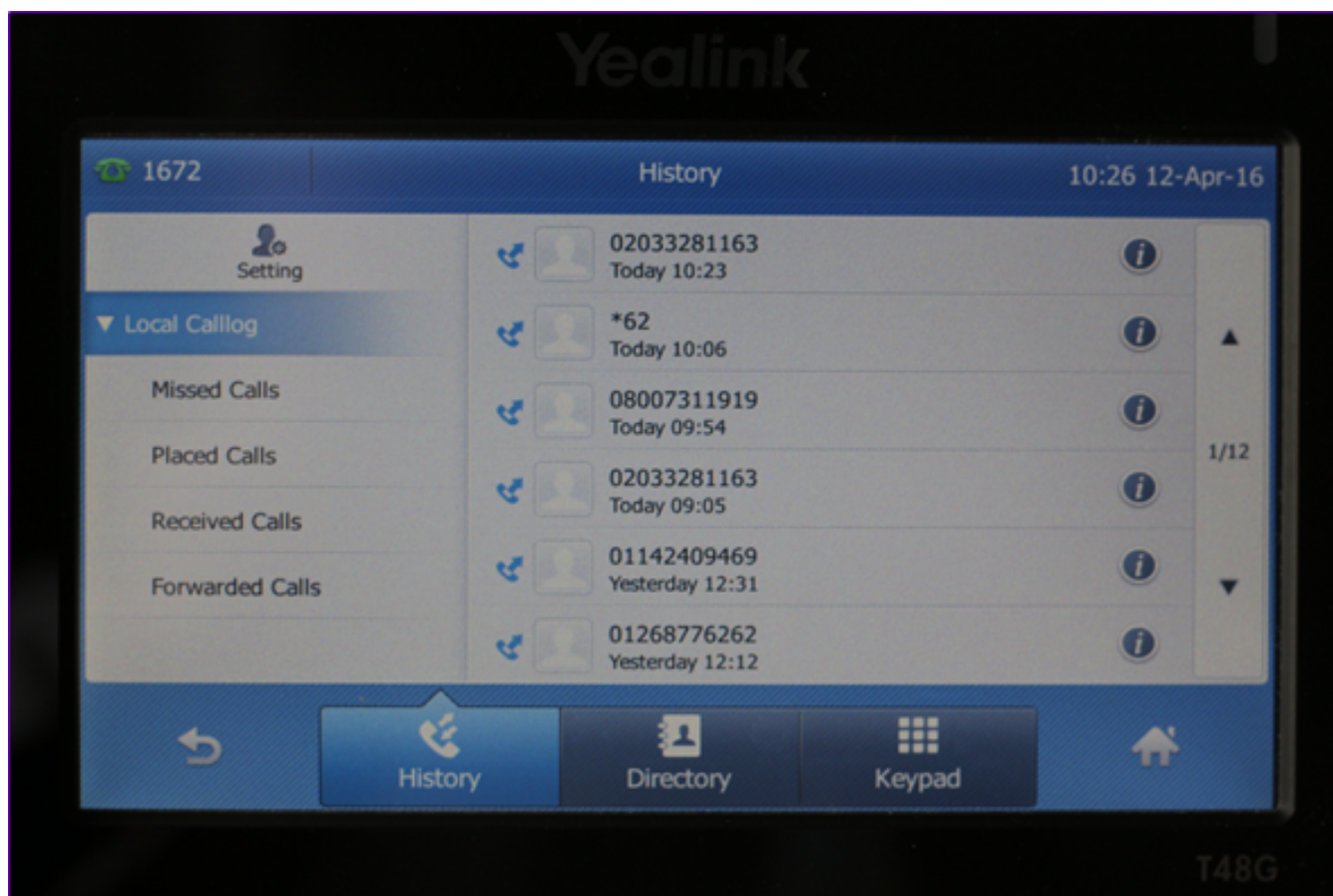
14:25

0324

04 Apr

14:24

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



Online URL: <https://kb2.ic.uk/article.php?id=289>