WESTCOAST CLOUD VOICE
powered by **Blueface**

CALL HISTORY GUIDE

Version 1 – Updated: Monday, March 9th, 2020

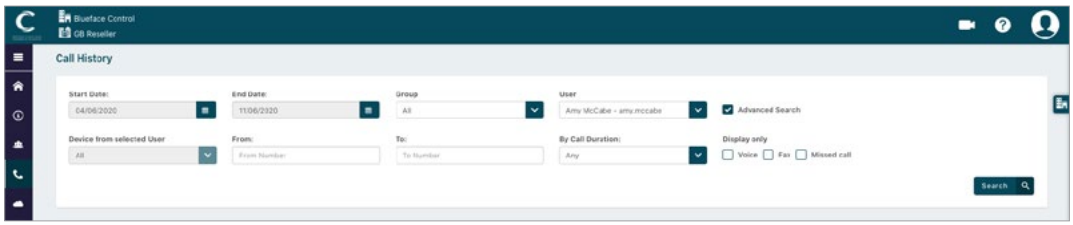
CALL HISTORY

Call History allows you to review calls made and received from your account, and is accessible by clicking the Phone icon on the side navigation bar, followed by Call History. Call history appears in a number of ways, depending on your user level.

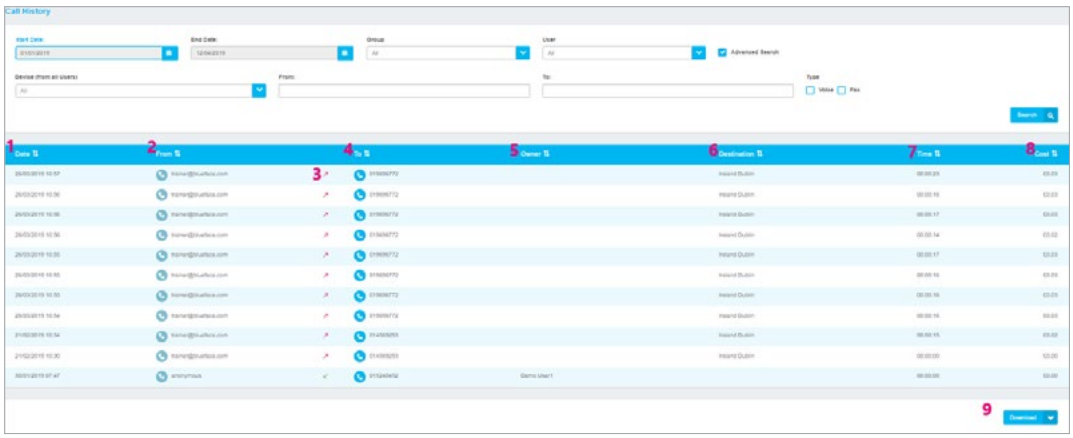
- **Regular users** will only see their own call history
- **Group monitors** will see every user in their group's call history
- **Customer administrators** will see the call history for their entire account

The Westcoast Cloud Voice portal allows you to download reports and track productivity for future improvements. Filter by date range, call type, number from, number to, as well as searching by user, group or device.

ACCESSING CALL HISTORY



1.	**Start Date**	Use this to set the start date for the call history you wish to search
2.	**End Date**	Use this to set the end date for the call history you wish to search
3.	**Group**	Use the dropdown to return the call history for a particular group
4.	**User**	Use the dropdown to return the call history for a particular user
5.	**Adv. Search**	Check this box to populate the advanced search (device, from, to and type)
6.	**Device**	Use the dropdown to return the call history for a particular device. (**Note:** if you select a user in the user dropdown, the device dropdown will only display devices that have been allocated to that user.)
7.	**From**	Use this free-text box to search for calls from a particular number
8.	**To**	Use this free-text box to search for calls to a particular number
9.	**Type**	Use the checkboxes to search for voice or fax calls only
10.	**Search**	Once you have set your search parameters use this to return the search



1.	**Date**	This column displays the date and time the call began
2.	**From**	This column displays number/name of the caller
3.	**Call type icon**	OUTGOING ↗ INCOMING ↙ FORWARD → MISSED CALL ↘
4.	**To**	This column displays the callee
5.	**Owner**	This column displays the first and last names of the user who initiated the call or fields an external call
6.	**Destination**	This column displays the destination type. It will confirm if the call is an internal call, an intercepted call, a geographic (off-net) call to a particular local call location, a geographic (off-net) call to a national number, a mobile call and so on
7.	**Time**	This column displays the duration of the call
8.	**Cost**	This column displays the cost (if any) of the call
9.	**Download**	Use the **'Download'** button to export the call history in an Excel file for local storage

For your convenience, clicking the **'^v'** (ascending/descending) heading any of the columns explained above will sort your results.

EXAMPLE

Click the **'^v'** above date for your most recent calls, click again for your oldest calls.

Click to Call is also available here by clicking the Phone icon by the numbers.

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USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email: **admin@westcoastcloud.co.uk**

For sales info: **voice@westcoastcloud.co.uk**, or support: **support@westcoastcloud.co.uk**