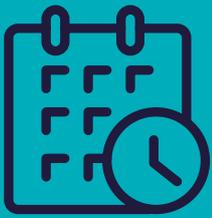




WESTCOAST CLOUD VOICE
powered by Blueface



CALL HISTORY GUIDE

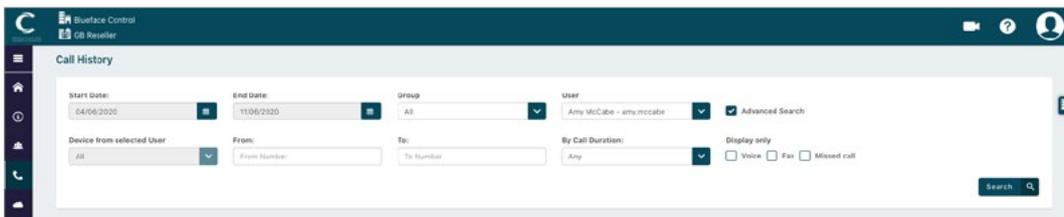
CALL HISTORY

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

The screenshot shows the 'Call History' search interface in the Westcoast Cloud Voice portal. At the top, there are fields for 'Start Date' (04/06/2020) and 'End Date' (11/06/2020). Below these are dropdown menus for 'Group' (All) and 'User' (Amy McCabe - amy.mccabe). There is a checkbox for 'Advanced Search'. Further down, there are fields for 'Device from selected User' (All), 'From' (From Number), 'To' (To Number), and 'By Call Duration' (Any). On the right, there are checkboxes for 'Display only' with options for 'Voice', 'Fax', and 'Missed call'. A 'Search' button is located at the bottom right of the search area.

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

The screenshot shows a 'Call History' interface with a search bar at the top and a table of call records below. The table has the following columns: Date, From, Call type icon, To, Owner, Destination, Time, Cost, and a Download button. The table contains several rows of call records, each with a date and time, a 'From' field (mostly 'name@office.com'), a 'Call type icon' (outgoing, incoming, forward, or missed call), a 'To' field, an 'Owner' field, a 'Destination' field, a 'Time' field, and a 'Cost' field. A 'Download' button is located at the bottom right of the table.

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	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <div style="background-color: #333; color: white; padding: 2px 5px; font-weight: bold;">OUTGOING</div> </div> <div style="text-align: center;"> <div style="background-color: #333; color: white; padding: 2px 5px; font-weight: bold;">INCOMING</div> </div> <div style="text-align: center;"> <div style="background-color: #333; color: white; padding: 2px 5px; font-weight: bold;">FORWARD</div> </div> <div style="text-align: center;"> <div style="background-color: #333; color: white; padding: 2px 5px; font-weight: bold;">MISSED CALL</div> </div> </div>
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.



WESTCOAST CLOUD VOICE
powered by **Blueface**

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**