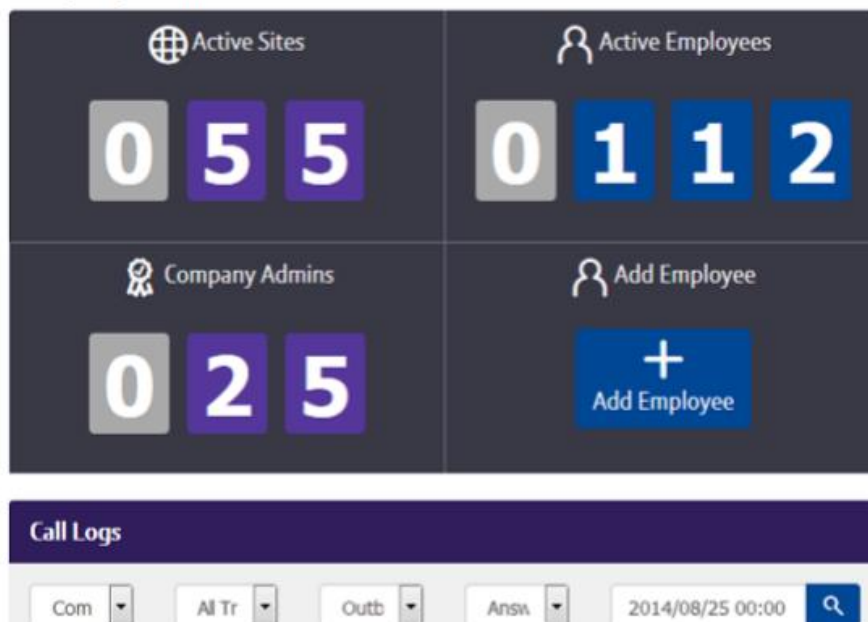# Cloud Voice – Call Logging

1 What is it?

Call Logging is a set of call analysis features in the Cloud Voice portal

2 How do I use it?
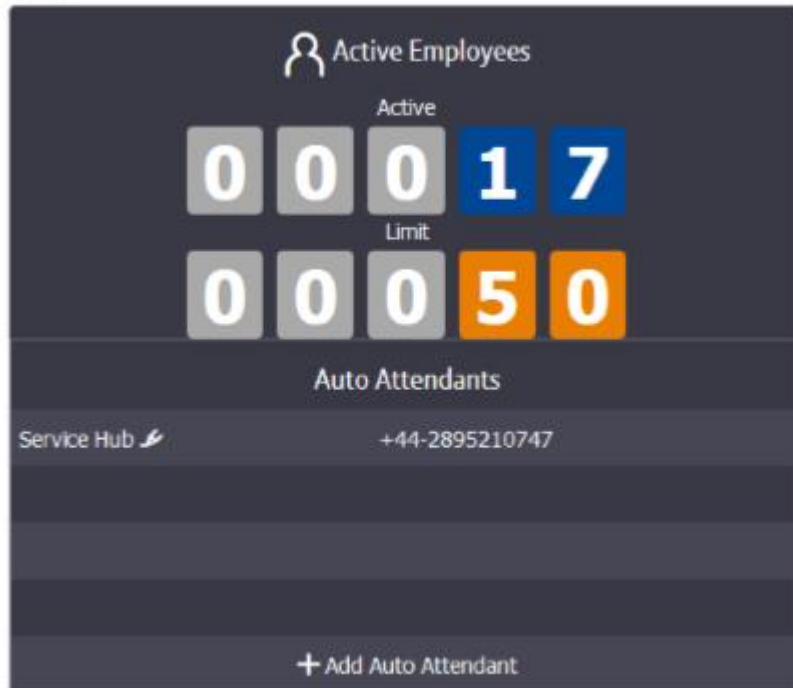
You get to it through the '**Dashboard**' option in the Cloud Voice portal. Which dashboard you can see depends on your administration privileges:

- If you're an administrator, you'll use the 'Companies' dashboard with access to all sites, users, and features

- If you're an 'Employee Group Administrator', you can only access call logging through the individual Employee Dashboards that you've got admin privileges for

- If you're just a standard user, you'll use the 'Employees Dashboard' to see your own Call Logging data
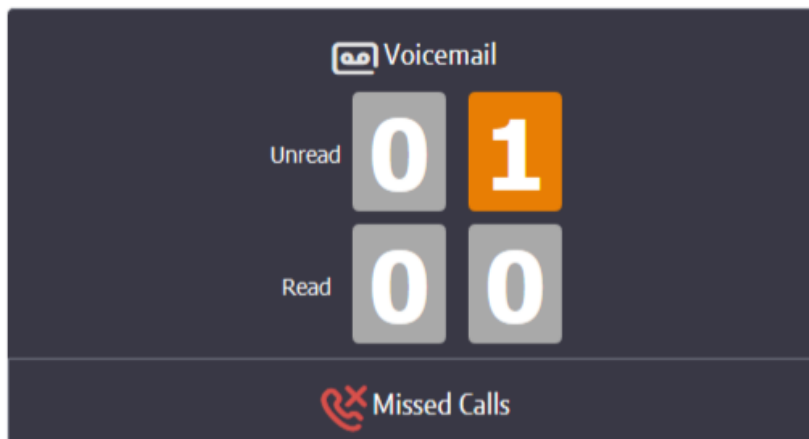
Site Dashboard

Active Employees

Active

`0` `0` `0` `1` `7`

Limit

`0` `0` `0` `5` `0`

Auto Attendants

Service Hub ✎   +44-2895210747

╋ Add Auto Attendant

Employee Dashboard

Voicemail

Unread   `0` `1`

Read   `0` `0`

Missed Calls

Search

Company administrators can access all Call Logging information; Group Administrators can access just the information that's relevant to them

You can search on specific teams, numbers or types of call traffic, or view information for the whole company.

By default the search criteria is set to 'Company, all outbound and answered traffic

Call Logs

| Company ⌄ | All Traffic ⌄ | Outbound ⌄ | Answered ⌄ | 2020/09/17 00:00 - 2020/09, 🔍 | View Reports |

Build your search by selecting your criteria from the options boxes and then click the magnifying glass to enter the search and view the results.

### What does the Call Logging Dashboard tell me?

There's a delay of up to 15 minutes for new calls to appear in the Call Logging data.

You can search on these criteria:

- **Object**

  Company, Site, User (by Username), Business Number (by full or partial telephone number), Calling Number (by full or partial telephone number)

- **Traffic**

  All Traffic, International, Premium Rate, Non-Geographic, Mobile, National, Off-Net, On-Net

- **Direction**

  Outbound, Inbound, Any

- **Status**

  Answered, Unanswered, Any

Graphical view

The graphical view displays total calls or minutes for the current monthly period by hour, day, week, or month. You can zoom into the graph for monthly and hourly views, and pan across the graph to move to the previous or next time period. If you hover over each data point on the graph you'll display the values for that point.
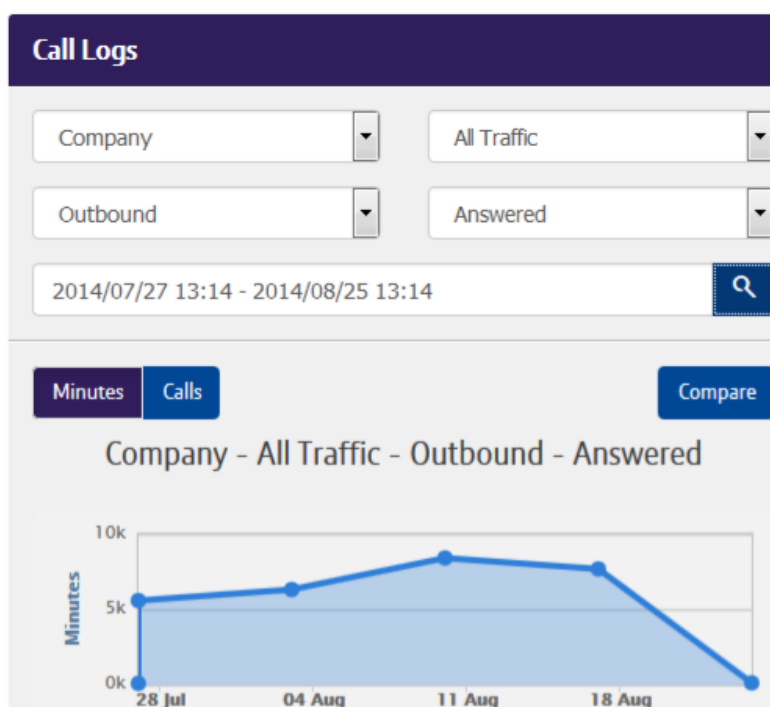
- Zoom between hourly, daily, weekly, and monthly data

- Use the interactive graph to pan and hover for more data

- Analyse patterns and trends using the comparison feature that overlays the previous period's data

- You can switch between the views detailed below using the 'View' buttons

List	Type	Top 10 ▾			Export
Show	10 ▾	entries		Page	1

Business Number	Time ▾	Duration (s) ⬍	Callin
01133979948	25/08/2014 10:13:47 AM	5359	00335
02895210723	25/08/2014 09:56:25 AM	1	0289(
02895211185	25/08/2014 09:39:33 AM	313	0771!
02895211185	25/08/2014 09:38:48 AM	24	0775:
01234889300	24/08/2014 08:26:43 PM	824	0781!
01412490745	24/08/2014 07:59:42 PM	61	0300:
01234889300	24/08/2014 05:50:20 PM	2009	0140(
01133979960	24/08/2014 05:22:43 PM	14	0208:
02895211185	24/08/2014 05:15:10 PM	74	0799!
02895211185	24/08/2014 04:18:30 PM	51	0775:

Showing 1 to 10 of 4,026 entries   ‹ 1 2 3 4 5 ›
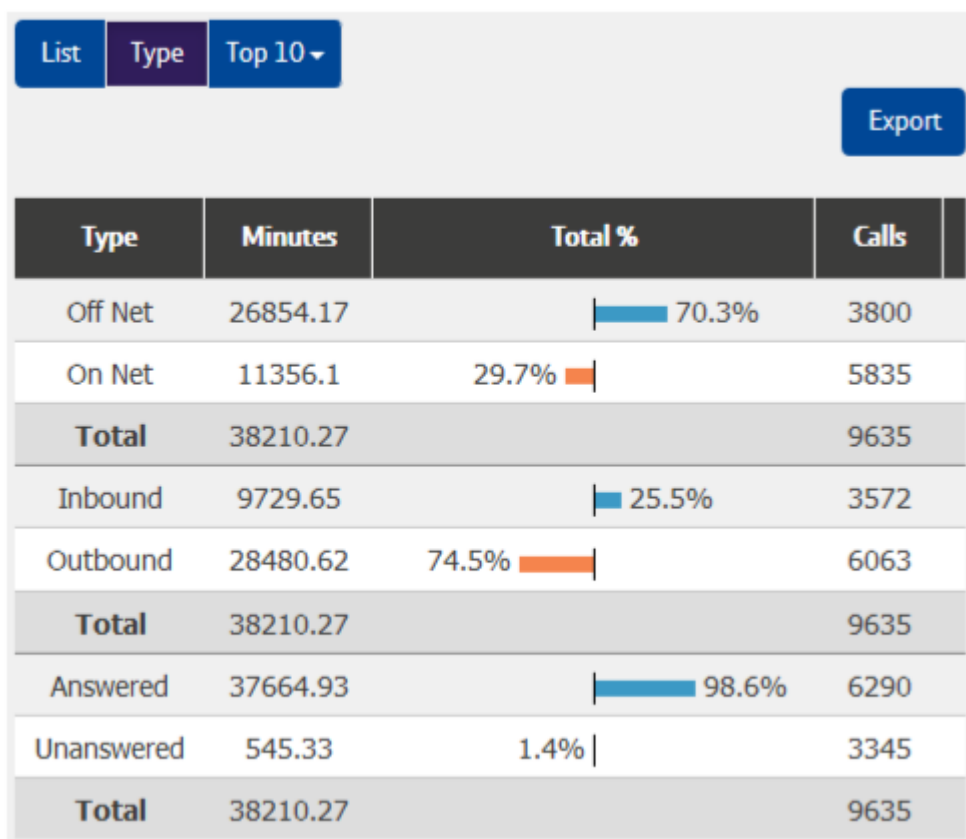
List view

The list view gives you individual call information on the results of your search including the business number, time, duration, calling number, destination, and call status.

You can order the results by ascending or descending, time, or duration by clicking on the corresponding column title. Browse the data by selecting the number of entries to display or by navigating through the result pages

Type view

The type view allows you to compare different types of calls including the amount of Off-Net calls versus On-Net calls; inbound versus outbound; and answered versus unanswered. This view displays the percentage split of total minutes and total calls for each call type.

This is a useful feature to instantly view how many of your calls are On-Net (often within the company or between sites) versus Off-Net calls to people outside your company

Type	Minutes	Total %	Calls
Off Net	26854.17	70.3%	3800
On Net	11356.1	29.7%	5835
Total	38210.27		9635
Inbound	9729.65	25.5%	3572
Outbound	28480.62	74.5%	6063
Total	38210.27		9635
Answered	37664.93	98.6%	6290
Unanswered	545.33	1.4%	3345
Total	38210.27		9635

Top 10 view

The Top 10 view shows the 10 highest results based on your search and top 10 category selection. For example, this allows you to see the top 10 destinations or numbers involved in calls across your whole company, individual users, or groups.

Export Tool

You can export the data in the search to a CSV file.

- Click the 'Export' button