





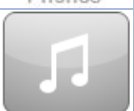





everblü Portal Advanced User Guide

TCS Customer Service Department
(573) 634-3339 option 3
csd@calltcs.com

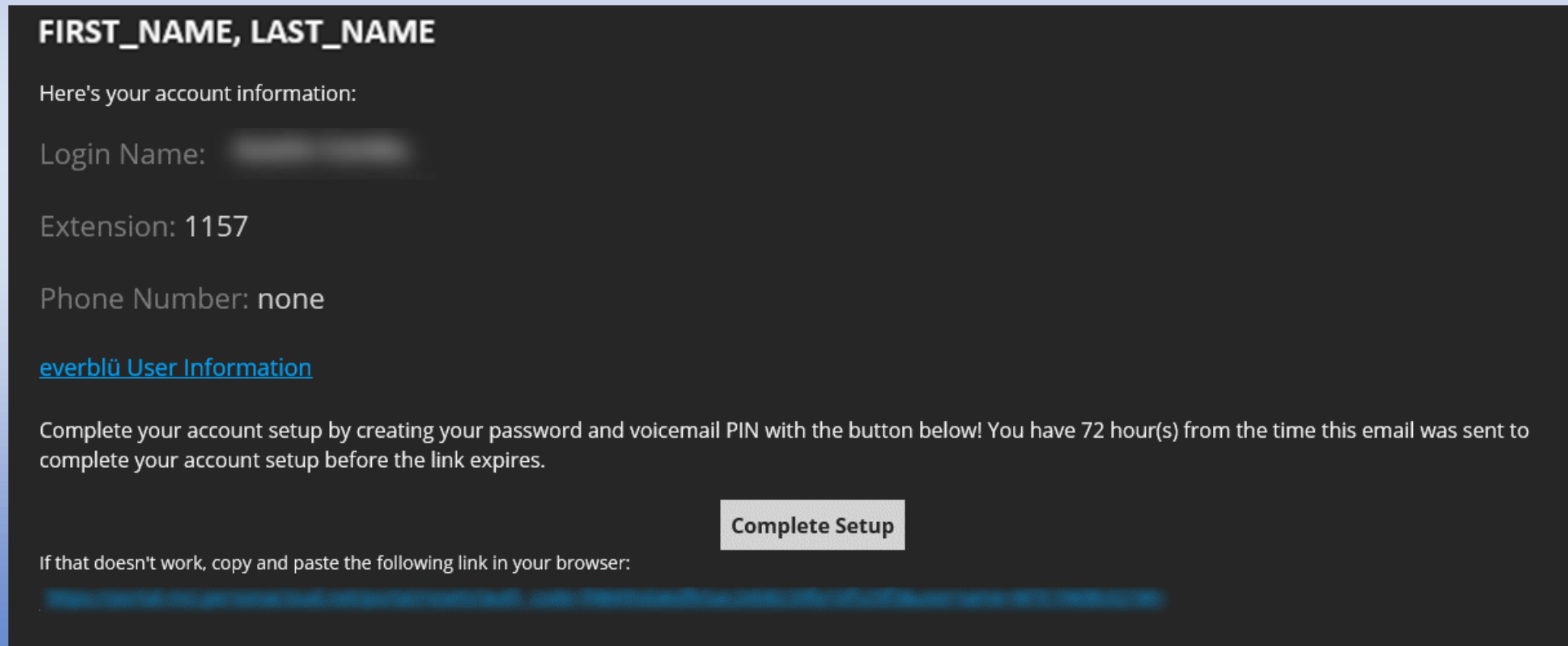
Table of Contents

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|  Home | Default landing page and shows your recent voicemails, call history, rules and active phones. |
|  Messages | Displays your voicemails, chat messages, and extension settings for voicemail options. |
|  Contacts | Displays all users with “List in Directory” enabled under their profile. |
|  Answering Rules | Displays settings that control what devices ring and how long those devices ring when receiving a call. |
|  Time Frames | Displays Time Frames which allows changes to when certain events occur. |
|  Phones | Displays all registered devices to your extension. |
|  Music on Hold | Displays a list of all the custom music uploaded to your extension that can be played when you place someone on hold. |
|  Call History | Displays all calls made to and from your extension for a specified date range. |

Account Setup Email

You will initially receive a welcome email inviting you to complete the setup of your Everblu account. It should look similar to the image below.

After selecting “Complete Setup”, it will open a browser window and prompt you to create a password and voicemail PIN.



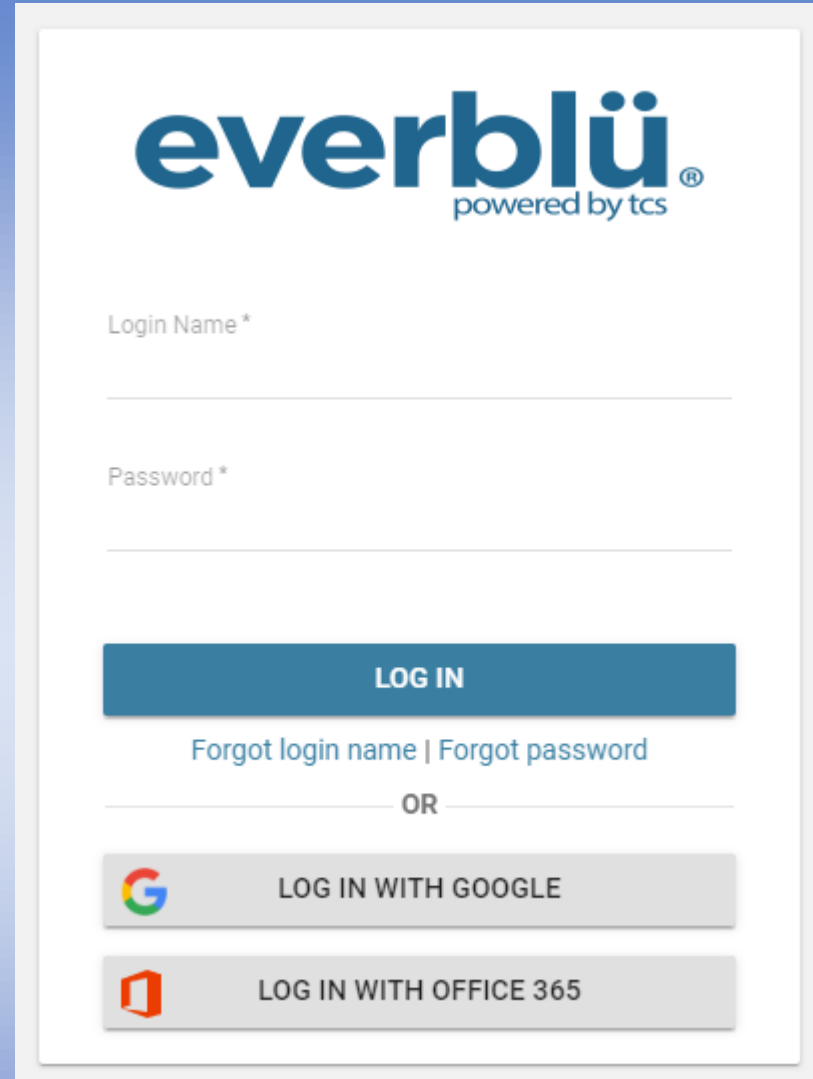
Portal Login

Once you have completed the steps on page 3, you can click on the link below.

<https://portal.everblu.net/>

You should see a page that looks similar to the image on the right; here you will log in with the credentials that you created on page 3.

If you forget your login name or password, simply click on the “Forgot login name” or “Forgot password”.

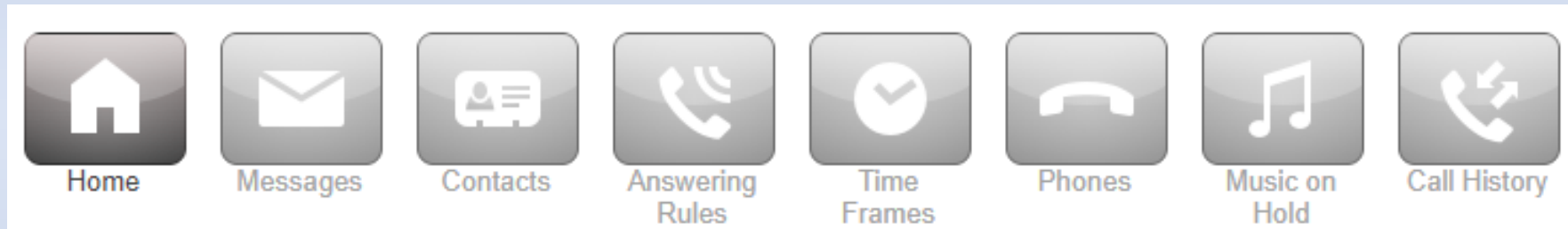


The image shows a login page for Everblü, powered by TCS. At the top is the Everblü logo with the tagline "powered by tcs". Below the logo are two input fields: "Login Name *" and "Password *". A blue "LOG IN" button is positioned below the password field. Underneath the button are two links: "Forgot login name" and "Forgot password". A horizontal line with the word "OR" in the center separates these links from two social login options. The first option is "LOG IN WITH GOOGLE" with the Google logo icon. The second option is "LOG IN WITH OFFICE 365" with the Office 365 logo icon.

For questions regarding Google and Office365, please contact TCS.

Portal Home Page

Upon initial log in you will see the everblü Portal Home Page.
At the top of the screen, you will see the following menu options.



These options are based on your extension and will be explored more in the coming pages.

Portal Home Page

Below the menu options, you should see the panels shown on the right.

The New Voicemail Messages panel displays all new voicemails and are displayed with the number of the caller that left a voicemail, their Caller ID name, the date and time the message was left and the duration of the voicemail.

The Recent Call History panel provides an overview of the last 10 calls to your extension.

Next you will see the Active Answering Rule window that displays which rule is currently active and provide a summary of how calls are routed when they reach your extension.

The Active Phone field displays a list the active phones currently registered to your extension that you can send and receive calls from.

The screenshot displays three panels from a web portal. The top panel, 'NEW VOICEMAIL MESSAGES', shows a table with columns for From, Date, and Duration. A single entry is visible from number 1157, dated 'Today, 13:26' with a duration of '0:15'. The middle panel, 'RECENT CALL HISTORY', shows a table with columns for Number, Name, Date, and Duration. It lists three recent calls: one from 1157 (answered, 0:02), one from 1157 (missed, 0:00), and one from 3050 (answered, 0:00). The bottom panel, 'ACTIVE ANSWERING RULE', shows a dropdown menu set to 'Default' and a list of 'Simultaneously ring:' rules, including 'x1125'. Below this is the 'ACTIVE PHONES' panel, which lists one active phone: '1125 Yealink SIP-T53W 96.86.0.23'.

| From | Date | Duration |
|------|--------------|----------|
| 1157 | Today, 13:26 | 0:15 |

| Number | Name | Date | Duration |
|--------|------|--------------|----------|
| 1157 | | Today, 13:41 | 0:02 |
| 1157 | | Today, 13:41 | 0:00 |
| 3050 | | Today, 13:37 | 0:00 |

ACTIVE ANSWERING RULE »

Default

Simultaneously ring:

- x1125

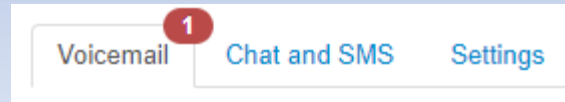
ACTIVE PHONES »

| | |
|------|-----------------------------|
| 1125 | Yealink SIP-T53W 96.86.0.23 |
|------|-----------------------------|

Messages



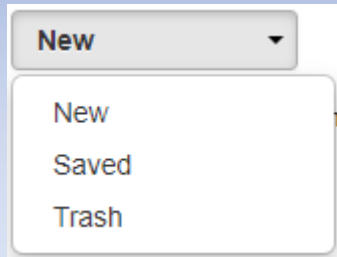
Clicking the Message Center icon will take you to the following options. Each of these will be further explained in the coming tabs.



- The Voicemail Tab displays voicemails left at your extension. It will also have a new message indicator showing how many new voicemails your extension has.
- The Chat tab allows you to see all your Chat and SMS conversations.
- The Settings Tab is where you can make changes to how your extension handles voicemail and is represented in the company audible directory as well as in the Contacts of the organization.

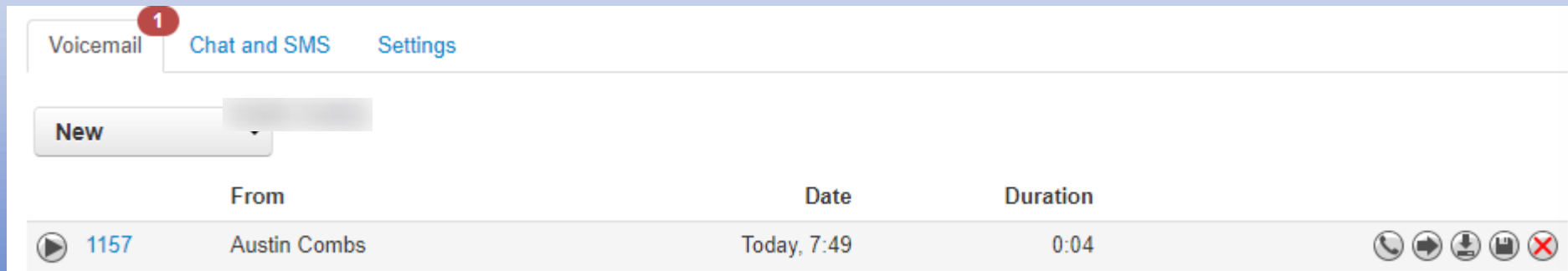
Messages

Voicemail Tab



Underneath the tab selection you will see a drop down which allows you to display new voicemails, saved messages, or trashed messages.

Here you can see all your new voicemail messages displayed with the caller's phone number, the Caller ID name, along with the date, time, and duration of the message.



Messages

Voicemail Tab

To the right of the message and message information you will see the following voicemail management options.



The phone icon allows you to use the Call to Play options where the system will call your extension and play the voicemail.



The arrow pointing to the right allows you to forward the voicemail to another extension.



The Arrow pointing down allows you to download the voicemail to your computer.



The disk icon allows you to save the voicemail in your extension's Saved section and will appear when selecting the Saved option from the voicemail box options.

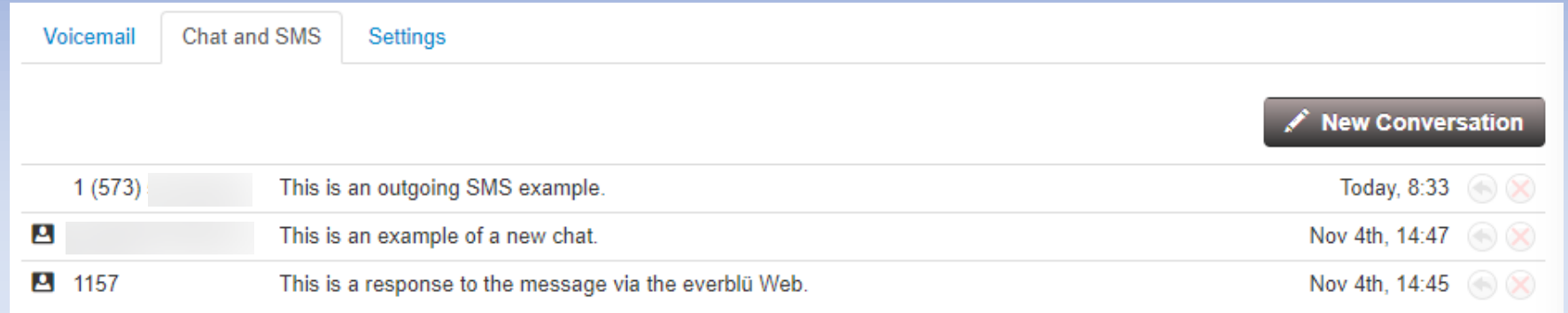


The red X is the delete option and clicking the icon will remove the voicemail. Once a voicemail has been deleted it cannot be recovered from the phone system.

Messages

Chat and SMS

The Chat tab displays your Chat and SMS conversations. The message is displayed with the contact's name and the last message received or sent.



- ⬅ You can click the reply icon to the right of the message in the message center to reply to a current chat.
- ✖ To delete a message, click the delete icon next to the reply button when hovering over the message.

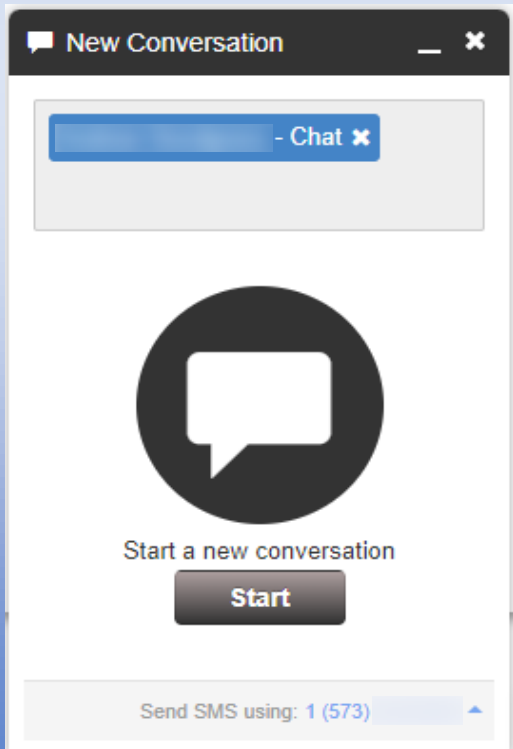
Selecting a user to chat can be done in 2 different ways.

- Scroll through the list of names and select the user you would like to chat with.
- Begin typing in the user's name or extension number.

To send an SMS message, type in the external number you wish to send a message.

- If you have multiple SMS numbers, use the drop-down at the bottom of this window to choose which number to send the message from.

Once you have selected your users, or entered an SMS number, you can click start.



Messages

Settings

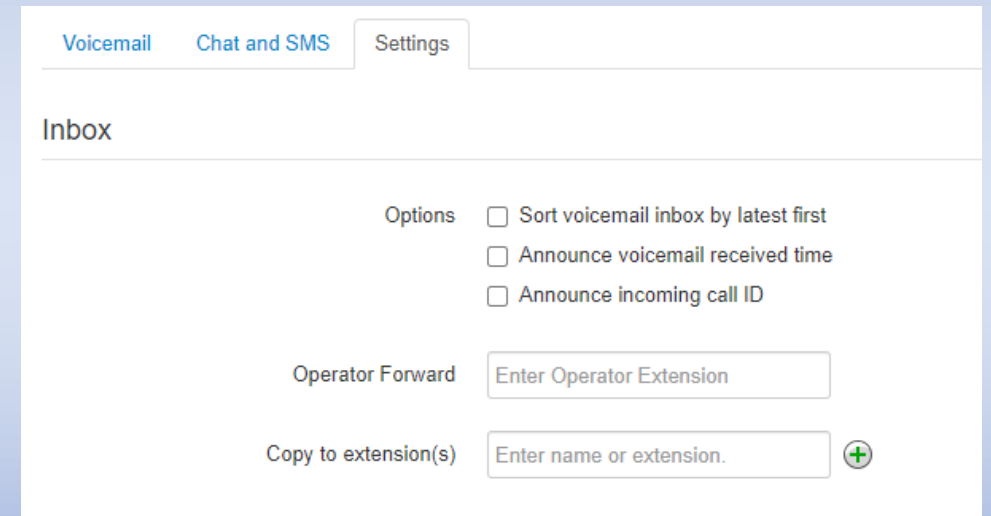
The Settings Tab is where you can make changes to how your extension handles voicemail and is represented in the company audible directory and in the Contacts of the organization

The Inbox options allow you to control your experience when calling into your voicemail box and checking your messages over the phone.

- Sort voicemail inbox by latest first - plays the most recent voicemail message left as the first message you hear. If this option is not enabled the voicemails will be played in the order they were received.
- Announce voicemail received - announces the time the voicemail was left when checking messages.
- Announce incoming Call ID will have your voicemail read the caller ID number to you.

The Operator Forward option allows you to set an extension for callers to be able to go to by dialing 0 when they reach the mailbox greeting.


The Copy to extension(s) option allows any voicemail that is left to be copied to another extension's mailbox. (Copied voicemails are independent from one another).



The screenshot shows the 'Settings' tab for Voicemail. Under the 'Inbox' section, there are three options, each with an unchecked checkbox:

- Options Sort voicemail inbox by latest first
- Announce voicemail received time
- Announce incoming call ID

Below these options are two input fields:

- Operator Forward:
- Copy to extension(s): 

Messages

Settings



The Settings Tab is where you can make changes to how your extension handles voicemail and is represented in the company audible directory and in the Contacts of the organization

The Greetings section contains your Voicemail greeting and recorded name used in the company directory.




You can have more than 1 voicemail greeting in the drop-down box and can select which greeting callers will hear when reaching your voicemail.




The Recorded name option allows you to record your name which will be played when the company directory says your name.

To the right of both the message select options and the Recorded Name option, you will see 3 icons:

-  Play the greeting
-  Download the greeting
-  Manage Greetings

Greetings

Voicemail Greeting   

Recorded Name   

Messages

Settings

The Settings Tab is where you can make changes to how your extension handles voicemail and is represented in the company audible directory and in the Contacts of the organization.

The Unified Messaging options will allow you to manage your email notifications when a voicemail is left.

The Email Notification options allow you to select the format of email notifications that you receive.

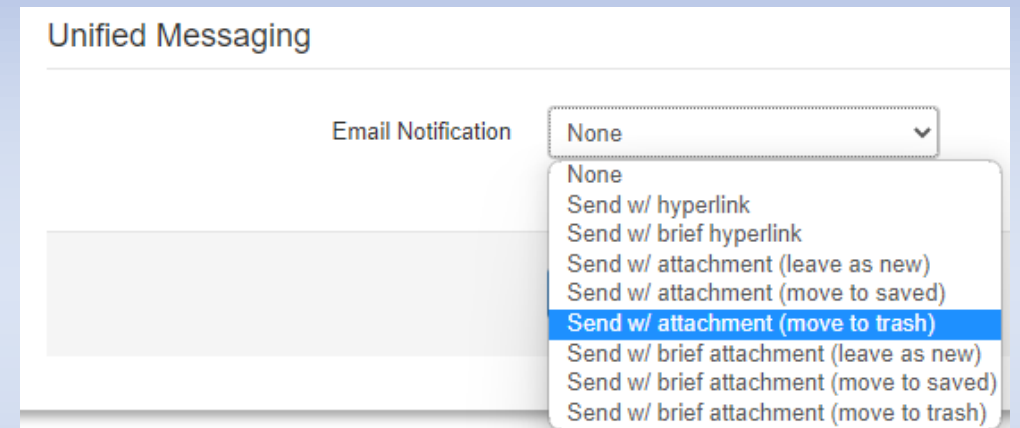
Selecting none will not email you when a voicemail is left.

The most common choice is: Send w/ attachment (move to trash)

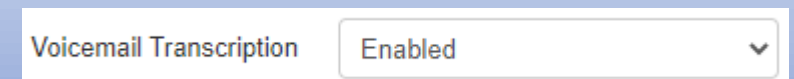
- Emails an audio file and deletes the VM from the mailbox.

The Voicemail Transcription option allows any voicemail messages that are received to be transcribed to text and emailed to the recipient's email address so they can be read on any device.

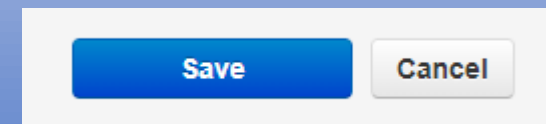
For any of the changes to take effect you must click the Save button at the bottom of the page. The Cancel button will disregard any changes made.



The screenshot shows the 'Unified Messaging' settings section. The 'Email Notification' dropdown menu is open, displaying the following options: None, Send w/ hyperlink, Send w/ brief hyperlink, Send w/ attachment (leave as new), Send w/ attachment (move to saved), Send w/ attachment (move to trash) (highlighted in blue), Send w/ brief attachment (leave as new), Send w/ brief attachment (move to saved), and Send w/ brief attachment (move to trash).

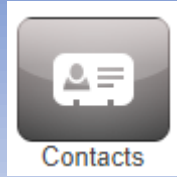


The screenshot shows the 'Voicemail Transcription' settings section. The dropdown menu is set to 'Enabled'.



The screenshot shows two buttons: a blue 'Save' button and a grey 'Cancel' button.

Contacts



The Contacts icon is where all users with “List in Directory” enabled under their profile are listed.

You can know the status of each user by their profile icon.

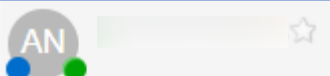
 Is currently logged into a phone or softphone.

 Is currently logged into a phone, softphone, and web.

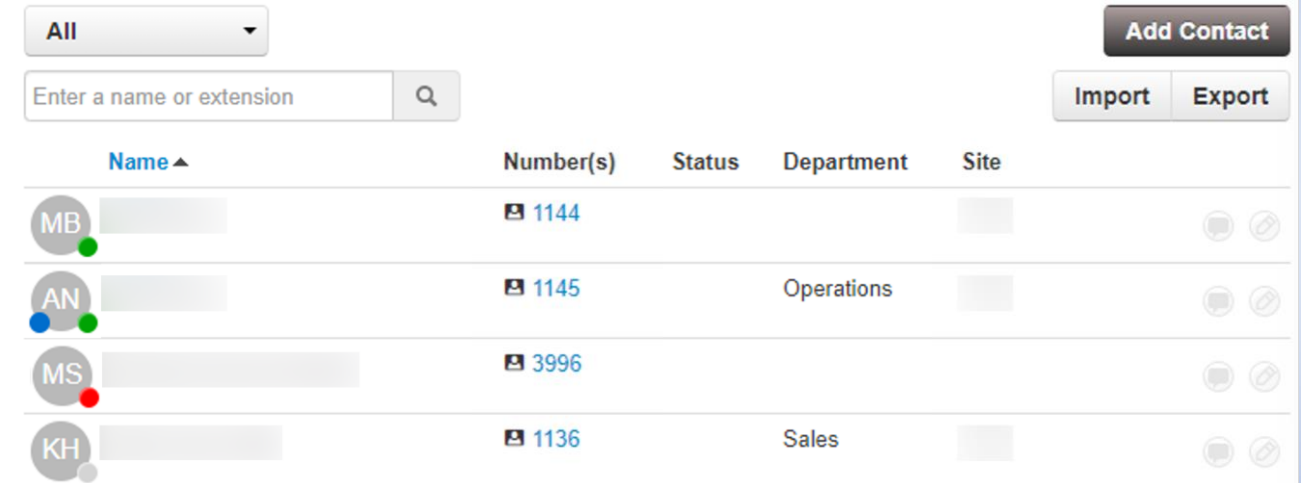
 Is currently on a call or in DND.














 Is currently logged out of a phone or softphone.

 Selecting this icon will open a chat window with that user.

 When hovering over a user, you will see an empty star icon next to their name.

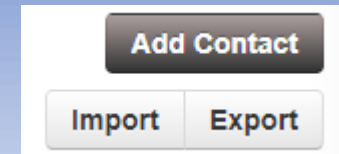
 If it is selected, it will turn yellow. This adds the user to your Favorites.



| All | | | | Add Contact | |
|--|-----------|--------|------------|---------------|---|
| Enter a name or extension | | Q | | Import Export | |
| Name ▲ | Number(s) | Status | Department | Site | |
| MB  | 1144 | | | |   |
| AN   | 1145 | | Operations | |   |
| MS  | 3996 | | | |   |
| KH  | 1136 | | Sales | |   |

Contacts

The Add Contact button in the righthand corner will open the new contact window and allow you to enter a new contact that will be displayed in your extension's contacts.



The import option allows you to import contacts from a csv file (Outlook, Google, and Apple vCard) that will bulk create users in your contacts.

The Export button will allow you to create a csv file for the contacts group selected in the Contacts to export drop down. The Export format will export the csv file into an Outlook, Google, or Apple vCard csv file format.

Add Contact ×

First Name

Last Name

Work number

Mobile number

Home number

Fax number

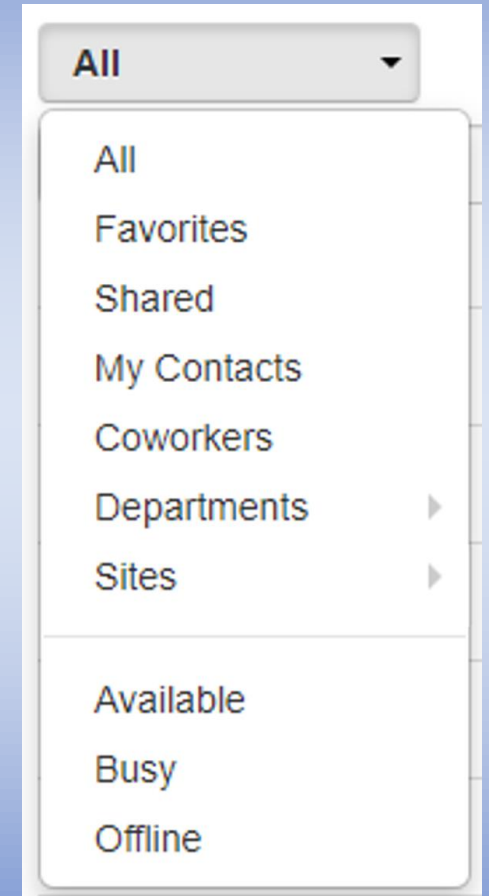
Email

Cancel Save

Contacts

The Contacts drop-down will let you filter by different categories:

- **All Users**
 - Displays all users on the system with List in Directory enabled.
- **Your Favorites**
 - Displays contacts you selected as favorites.
- **Shared**
 - Shared contacts are contacts available to the entire organization added by Office Managers.
- **My Contacts**
 - Contacts you have manually added by clicking the Add Contact button in the top right.
- **Coworkers**
 - Displays all contacts in organization with List in Directory enabled.
- **Departments**
 - Breaks users down by the Department entered on their user profile.
- **Available Users**
 - Displays contacts that are available to be called or chat via the portal.
- **Busy Users**
 - Displays users currently on the phone or that have their status set to Do Not Disturb.
- **Offline Users**
 - Displays users who do not have a registered device or are not logged into the portal available to chat.



Answering Rules



The Answering Rules icon will take you to your answering rules center. Answering Rules are how you control what devices ring and how long those devices ring when receiving a call. It is also where you can configure what to do with a call that goes unanswered.

Here you will see your answering rules listed. Every extension is configured with a Default rule that cannot be deleted.

Ring for seconds Allow / Block Add Rule

| Time Frame | Description | Star Codes |
|----------------------------|---------------------------|---|
| Default Active | Simultaneously ring x1125 |  |
| Always DND Disabled | Do not disturb |   |

If you have multiple answering rules configured, the answering rule that is currently in effect will say Active next to the rule.

Every rule is displayed with:

- The name
- A description of how the rule will route the call
- The options to edit or delete (except the default) the rule

Answering Rules

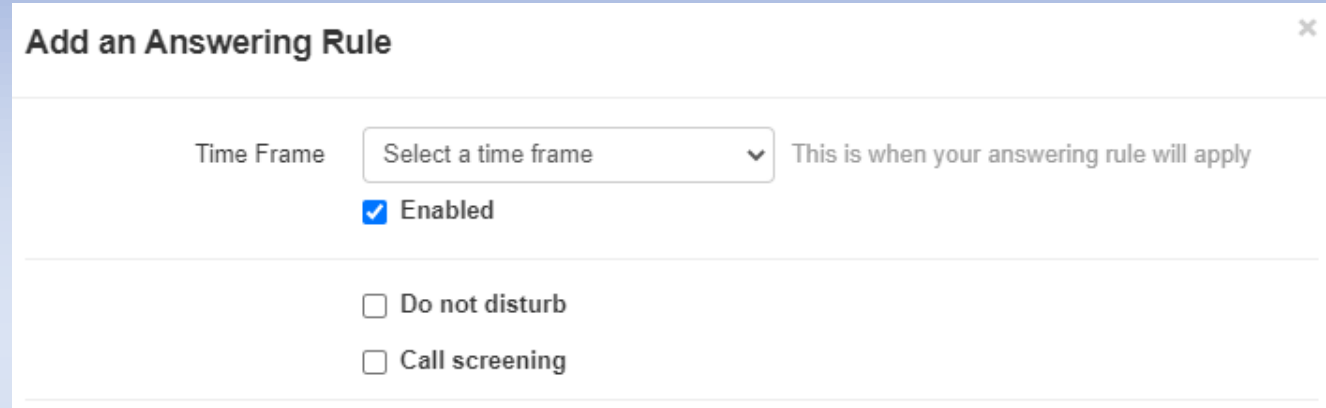
Selecting the Add Rule button allows you to configure new Answering Rules for your extension and will display the Add an Answering Rule window.

Time Frames are a set period of time which covers when we want certain events to occur such as our phone to ring. When configuring a new answering rule, you must first choose when the rule will be in affect by selecting a Time Frame.

The enable options lets you easily enable and disable the rule from being in affect. A check in the box means the rule is enabled and will be in affect during the selected time frame.

The Do not Disturb option will prevent calls from reaching your devices and send the call to voicemail if voicemail is enabled or disconnect the call if voicemail is not enabled.

When Call screening is enabled, callers record their name. After they record their name, then your devices will ring. If you answer the call, it will play the users name and allow to press 1 to be connected or hang up the call and have them be sent to voicemail or wherever your Call Forwarding options are configured to send unanswered calls.



The screenshot shows a window titled "Add an Answering Rule" with a close button (X) in the top right corner. The window contains the following configuration options:

- Time Frame:** A dropdown menu with the text "Select a time frame" and a downward arrow. To its right is the text "This is when your answering rule will apply".
- Enabled:** A checked checkbox (blue square with a white checkmark) followed by the text "Enabled".
- Do not disturb:** An unchecked checkbox (white square) followed by the text "Do not disturb".
- Call screening:** An unchecked checkbox (white square) followed by the text "Call screening".

Answering Rules

The Call Forwarding options will route calls based on the options selected. When entering a destination, it can be anything you would like. It can be another user or telephone number that isn't associated with your extension or even on the system.

Always

- Will forward the call to the destination entered in the Extensions, phone number, or phone field every time your extension received a call.

On Active

- Forward calls to the number specified when you have one or more calls active.

When Busy

- Forwards calls only when you are already on the line.

When unanswered

- Dictates where to send the call when the Ring for X Seconds has been reached.

When Offline

- Routes the call to the desired destination when the user's devices are offline.

| | | |
|-----------------|--|----------------------------|
| Call Forwarding | <input type="checkbox"/> Always | Extension, number or phone |
| | <input type="checkbox"/> On Active | Extension, number or phone |
| | <input type="checkbox"/> When busy | Extension, number or phone |
| | <input type="checkbox"/> When unanswered | Extension, number or phone |
| | <input type="checkbox"/> When offline | Extension, number or phone |

Answering Rules

The Simultaneous Ring options allow you to configure what devices ring when receiving a call. Clicking the Simultaneous Ring box will allow you to ring more than just your extension. It can allow you to ring other extensions or phone numbers.

Include user's extension

- Enabling this option will make sure your extension rings when simultaneous ring is enabled.

Ring all user's phones

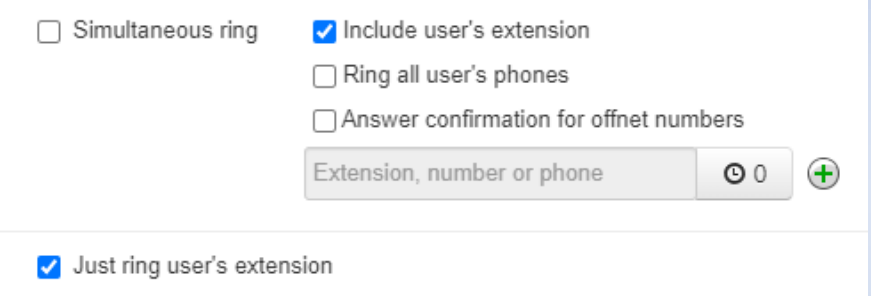
- This option will ring all devices registered to your extension.

Answer confirmation for offnet numbers

- This option lets the user know the call is forwarded from their phone system and gives them the option to be connected to the user by pressing 1 or hanging up the call so they are not connected with the forwarded calling party.

Just ring User's Extension

- This option is only available if Simultaneous ring is not enabled. If Just Ring User's Extension is enabled, it will just ring your default device configured under your extension.



The screenshot shows a configuration panel for 'Simultaneous Ring'. It contains several checkboxes and a text input field. The 'Simultaneous ring' checkbox is unchecked. The 'Include user's extension' checkbox is checked. The 'Ring all user's phones' checkbox is unchecked. The 'Answer confirmation for offnet numbers' checkbox is unchecked. Below these is a text input field with the placeholder text 'Extension, number or phone', a '0' in a circle, and a green plus sign icon. At the bottom of the panel, the 'Just ring user's extension' checkbox is checked.

Answering Rules

The Allow and Block button allows you to enter certain phone numbers to allow or prevent them reaching you. Clicking the Allow / Block button will open the Allow / Block window.

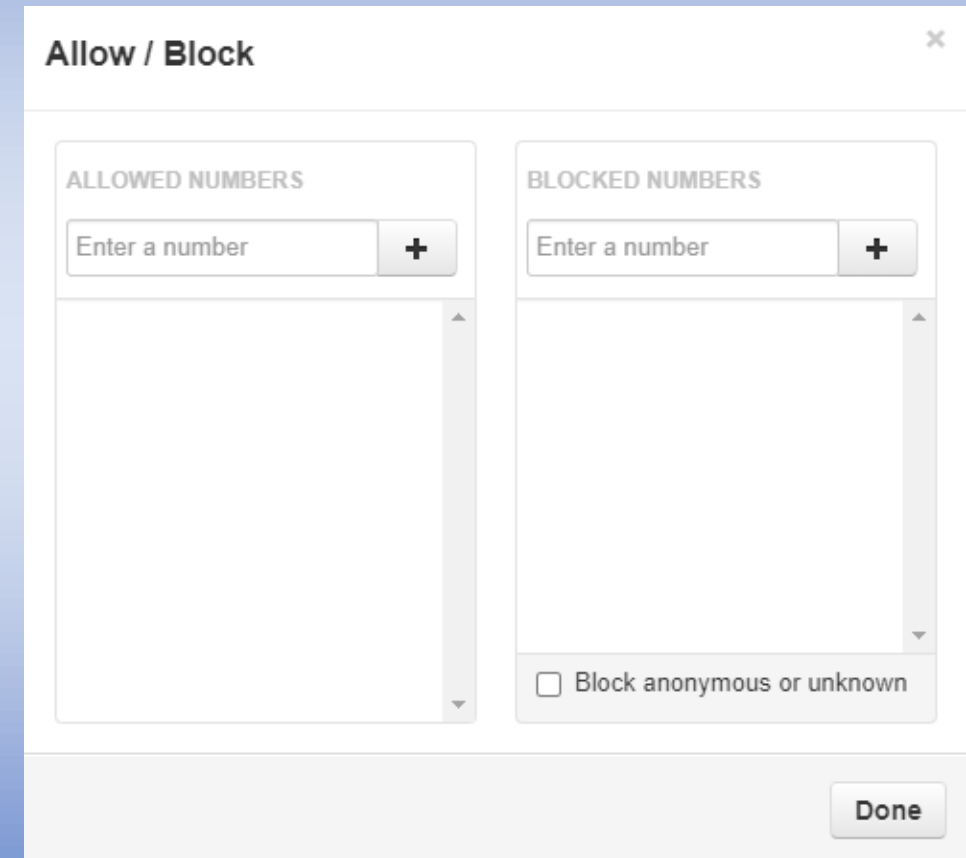


On the left is the allowed numbers. This allows you to add numbers that are blocked by the domain so you can still receive calls from that user.

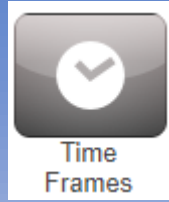
Phone numbers added to allow will also let the call bypass Call Screening. If you have Call Screening enabled in an answering rule but want certain phone numbers to not have to record their name when calling you, add them to the allow field. Then when that number calls you, they will be sent directly to you and not have to record their name first like other callers not listed.

Block allows you to add phone numbers you do not want to be able to reach you. You can block all anonymous or unknow callers simply by clicking the check box next to "Block anonymous or unknown".

To add a phone number to Allow or Block, simply enter the number into the respective field and click the plus sign to add the phone number.

A dialog box titled "Allow / Block" with a close button (X) in the top right corner. It contains two main sections: "ALLOWED NUMBERS" on the left and "BLOCKED NUMBERS" on the right. Each section has a text input field with the placeholder "Enter a number" and a plus sign (+) button to its right. Below the input fields are large, empty list areas with vertical scrollbars. At the bottom of the "BLOCKED NUMBERS" section, there is a checkbox labeled "Block anonymous or unknown". A "Done" button is located at the bottom right of the dialog box.

Time Frames



Selecting the Time Frame icon in the top navigation menu bar will display the created Time Frames.

Time Frames are a set period of time which covers when we want certain events to occur, such as our phone to ring.

They can be created with different time and date ranges so we can apply them to answering rules which then allow you to control how calls are routed depending on the time of the day the call occurs.

Time frames with names in black and without the option to edit or delete are time frames created at the domain level that are available to everyone in the domain to use. You can only edit the time frames in blue that you created.

If the name is in blue and has the option to edit or delete, it is a time frame that you created only for your extension.

To create a time frame, click on the Add Time Frame button.

From here you will give the Time Frame a name, and choose when it will be active.

| Name | Description | Owner |
|----------------|------------------|--------|
| Always DND | Always ⓘ | Shared |
| Vacation | Specific Dates ⓘ | 1125 |
| Business Hours | Days and Times ⓘ | Shared |

Add a Timeframe [Close]

Name Note: Name cannot be changed

When Always Days of the week and times Specific dates or ranges

Cancel Save

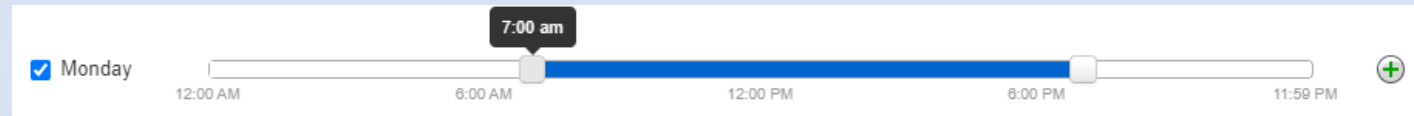
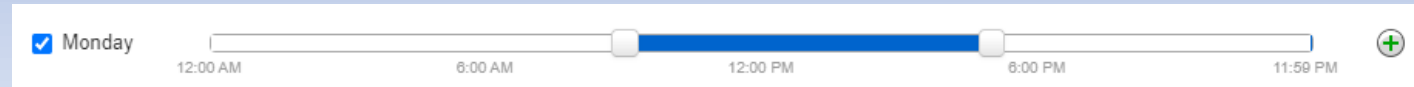
Time Frames

Days of the Week and Times

Allows you to select specific days of the week and the hours in the day you want the time frame to take effect.

If you would like your time frame to be in effect from 7am to 7pm, simply click on the edge of the blue bar and slide them over to the desired time.

If you'd like a break in the middle of the time frame, simply click this icon and use the sliders to adjust the time. 



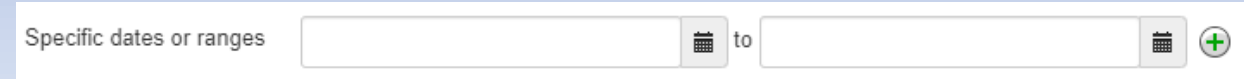
Time Frames


Specific Dates or Ranges

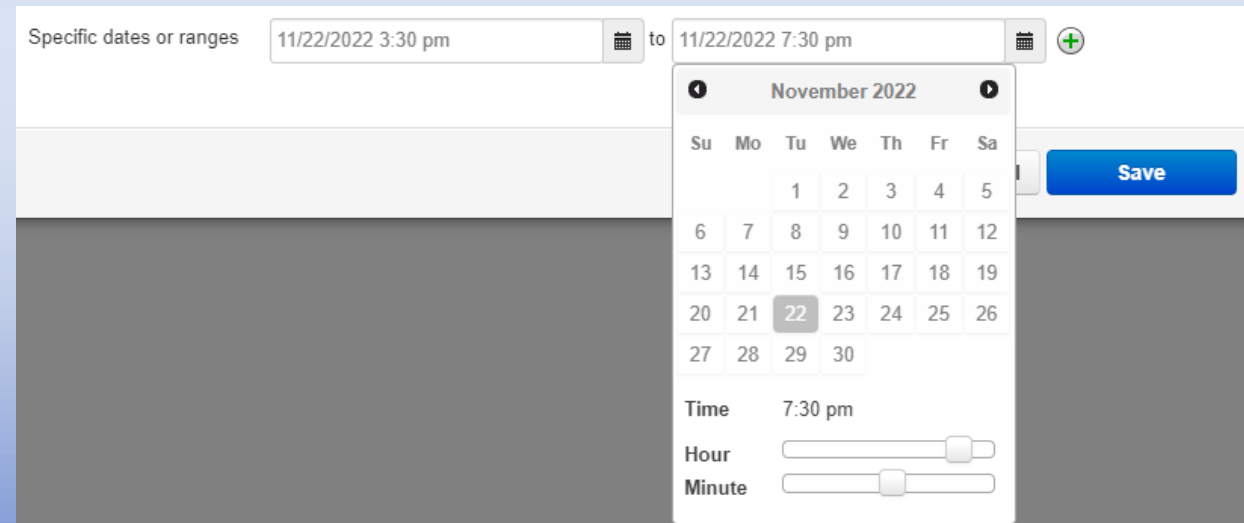
This option will allow you to configure a time frame to be in effect for specific dates and times. After selecting the specific date or ranges option you will see the to and from dates.


When clicking in the To or From date fields, a calendar will appear. From here you can set the start and end date and times.

Clicking the plus sign will allow you to add more date ranges for the time frame to be in effect.



Specific dates or ranges to 



Specific dates or ranges to 

November 2022

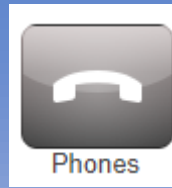
| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |

Time 7:30 pm

Hour

Minute

Phones



The Phones icon will take you to your phones center where all registered devices to your extension are listed.

- ✔ This icon next to the device means the device is registered and will be able to send and receive calls without issue.
- ✘ This icon next to the device means the device is not registered and will not be able to receive calls.

To the right of the status indicator is the name of the device, the device type, the Public IP address the device is registered at, the MAC address of the device, and the line number the device has the extension number displayed.

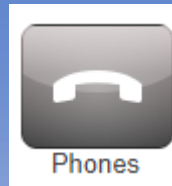
| Name | Device Type | IP Address | MAC Address | Line |
|----------|---|----------------------|-------------------|------|
| ✔ 1157 | Yealink SIP-T53W 96.86.0.123 | 63.239.101.201:1180 | 80:5E:0C:6B:03:F1 | 1 |
| ✔ 1157i | everblu Softphone/1.0 (build 1820076; iOS 16.2; arm64-neon) | 63.239.101.201:57520 | - | - |
| ✘ 1157wp | everblü Web 42.2.1 (Chrome 107.0.0.0) | 63.239.101.201:3426 | - | - |


1157 The device with only the extension listed is your desk phone.

1157i The device with the extension followed by an “i” is the everblü softphone.

1157wp The device with the extension followed by “wp” is the everblü Web.

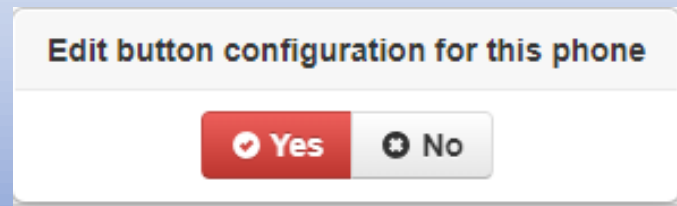
Phones



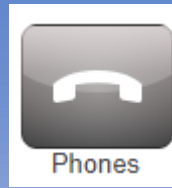
| Name | Device Type | IP Address | MAC Address | Line |
|----------|---|----------------------|-------------------|---|
| ✓ 1157 | Yealink SIP-T53W 96.86.0.123 | 63.239.101.201:1180 | 80:5E:0C:6B:03:F1 | 1  |
| ✓ 1157i | everblu Softphone/1.0 (build 1820076; iOS 16.2; arm64-neon) | 63.239.101.201:57520 | - | - |
| ✗ 1157wp | everblü Web 42.2.1 (Chrome 107.0.0.0) | 63.239.101.201:3426 | - | - |

 By selecting this icon, you can update the key pattern of your phone.

After selecting it, it will prompt you to verify that you would like to make modifications.



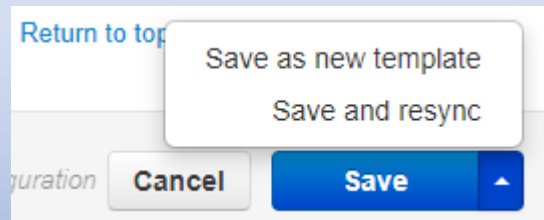
Phones



From here you can select a key and use the “Select a Feature” drop down to add different types of keys.

These keys will be explained on the next slide.

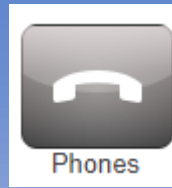
Once you have completed making your changes, you can select the arrow next to the “Save” icon and choose “Save and resync”



Your phone will then provision and display your updated information.

A screenshot of the Yealink SIP-T53W configuration page. The page title is "80:5E:0C:6B:03:F1" and "Yealink SIP-T53W - Configuration for 80:5E:0C:6B:03:F1". It shows a central image of a phone with a "3" in a circle pointing to a key. To the right is a list of 8 line appearances. Line 3 is selected, and a dropdown menu is open showing options like "User (BLF)", "Call Park", "Speed Dial", etc. The "Save and resync" option is highlighted in the dropdown. At the bottom, there are "Back to Phones", "Cancel", and "Save" buttons.

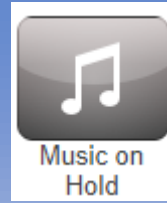
Phones



Different Key Explanations

- User (BLF)
 - Add a user's extension
- Call Park
 - Used when adding call park keys. By default the maximum number of park keys are already applied.
- Speed Dial
 - You can add 10-digit telephone numbers.
- DTMF
 - Used for a mid-call star code.
- Queue Toggle
 - Enables or disables login/logout of ring groups.
- Timeframe Toggle
 - Toggles your personal time frame.
- Hot Desk
 - Allows another user to log into your phone as their extension to receive calls temporarily.
- Queue Login
 - Log in to ring group
- Queue Logout
 - Log out of ring group
- Move My Call
 - If you are on a call on your mobile app or Webphone, you can press this button and it will "move" the call to your desk phone.

Music on Hold



The Music on Hold section displays your extension's music on hold center and will list all the custom music uploaded to your extension that is played when you place someone on a station hold only. This MOH will not be played when a call is in a park position.

Music is played in a top-to-bottom order or randomized depending how the queue was created.

Clicking the Settings button will display the Music on Hold Settings which allows for the option Play introductory greeting to be enabled.

When the option is selected, you will be asked to do one of the following:

- Use the Text-To-Speech function to create an introductory greeting.
- Upload a WAV or mp3 file of the introductory greeting.
- Record an introductory greeting yourself.

This introductory greeting will always play first when someone is on hold. Music will then play after.

The Add Music button will allow you upload an mp3 or WAV file format and name the music on hold file.

The screenshot shows the Music on Hold interface. At the top right are "Settings" and "Add Music" buttons. Below is a table of songs:

| | Song Name | Duration | Filesize | |
|---|--------------|----------|-----------|----------|
| ▶ | Generic MOH | 3:38 | 1.66 MB | ⬇️ ⬆️ ⬇️ |
| ▶ | MOH 2 Sample | 0:32 | 248.34 KB | ⬇️ ⬆️ ⬇️ |

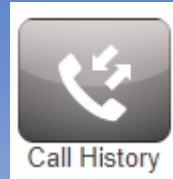
Below the table is the "Music on Hold Settings" dialog box. It has a "New Greeting" section with the following options:

- Play introductory greeting
- Text-To-Speech ⓘ
- Upload
- Record

At the bottom of the settings dialog are "Cancel" and "Save" buttons.

Below the settings dialog is the "Add Music" dialog box. It has a "Browse" button and a text input field. Below that is a "Song Name" label and a text input field with the placeholder "Enter the song name or description". Below that is a "Copyright Notice" label and a text area containing the text: "US laws currently protect the copyright owners from unlawful, unpermitted use of their music titles in over-the-phone broadcast." At the bottom of the "Add Music" dialog are "Cancel" and "Upload" buttons.

Call History



The Call History icon will take you to the Call History page where you will see the calls made to and from your extension for the specified date range.



This icon represents an outbound call.



This icon represents an inbound call that was answered.



This icon represents a missed call.



The caller can be added to your contacts by clicking this Add Contact icon.















You can add a call to your contacts by clicking the Edit Icon next to the call which will display the contact information field.



If call recording is enabled for your profile, device, or if the call was from a queue configured to record calls, you can download the call by clicking the Download icon.



If you'd like to listen to the call without downloading the call you can click the Listen icon which will open a media player right in your browser.

| Filters | 2022-11-12 — 2022-11-15 | Export | | |
|---|-------------------------|--------------|----------|---|
| Number | Name | Date | Duration | |
|  1 (573) | | Today, 11:51 | 1:04 |    |
|  1157 | | Today, 11:50 | 0:00 |    |
|  1157 | | Today, 11:30 | 0:32 |    |

Call History

Using the Filters button, you can filter call history by:


- Date
- Caller Number
- Dialed Number
 - Filters for a specific number that you dialed
- Call Type
 - Inbound
 - Outbound
 - Missed Calls


You can set the Call History to display 15, 25, 50, and 100 calls per page.

View:

The export icon allows you to download the call history into a .csv file that can be opened in any spreadsheet application such as Excel or Apache Open Office.


Call History Filters ✕

From 

To 

Caller Number

Dialed Number

Call Type 

[Clear Filters](#)