How to Access Call History



### HOW TO ACCESS CALL HISTORY

## **Getting Started**

The Call History page contains information about each call attempt that was made in the system, known as the Enhanced Call Detail Record. The table view on the Call History page will default to display data from the last 24 hours and can be filtered for up to the last 60 days. Additional filters are available depending on user access.

# Using the User Web Portal

Each extension of your Cloud PBX system has access to a powerful web portal for managing your phone system.

#### Accessing the Portal

To access the web portal:

- 1. Open a web browser
- 2. Go to https://portal.alliance-hpbx.com. Google Chrome is the preferred browser.
- 3. On the login page, enter your login name and password.

Please contact Alliance Communications at hpbxsupport@alliance.coop if you need your log in and/or password information.

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#### **Call History**

Call History allows you to view all incoming and outgoing calls. To display this page, click the Call History icon at the top of the page.



You will see a list of all incoming and outgoing calls to that user or entire hosted system, depending on user access.

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#### HOW TO ACCESS CALL HISTORY

The left side uses color-coded icons to represent call status:

- Green = outbound calls
- Blue = inbound received calls
- Red = missed calls

Moving your screen pointer over an icon will display a tooltip with the call status.

#### Filtering the Call History

The table view on the Call History page will default to display data from the last 24 hours and can be filtered for up to the last 60 days. Additional filters are available depending on user access.

- 1. From the Call History page, click Filters.
- 2. Complete the fields in Call History Filters.
- 3. Click Set Filters.

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The Call History page appears, with only the items that match your criteria.

#### Need help? Email hpbxsupport@alliance.coop