

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.

ALLIANCE COMMUNICATIONS **HOSTED VOICE**

Login Name

Password

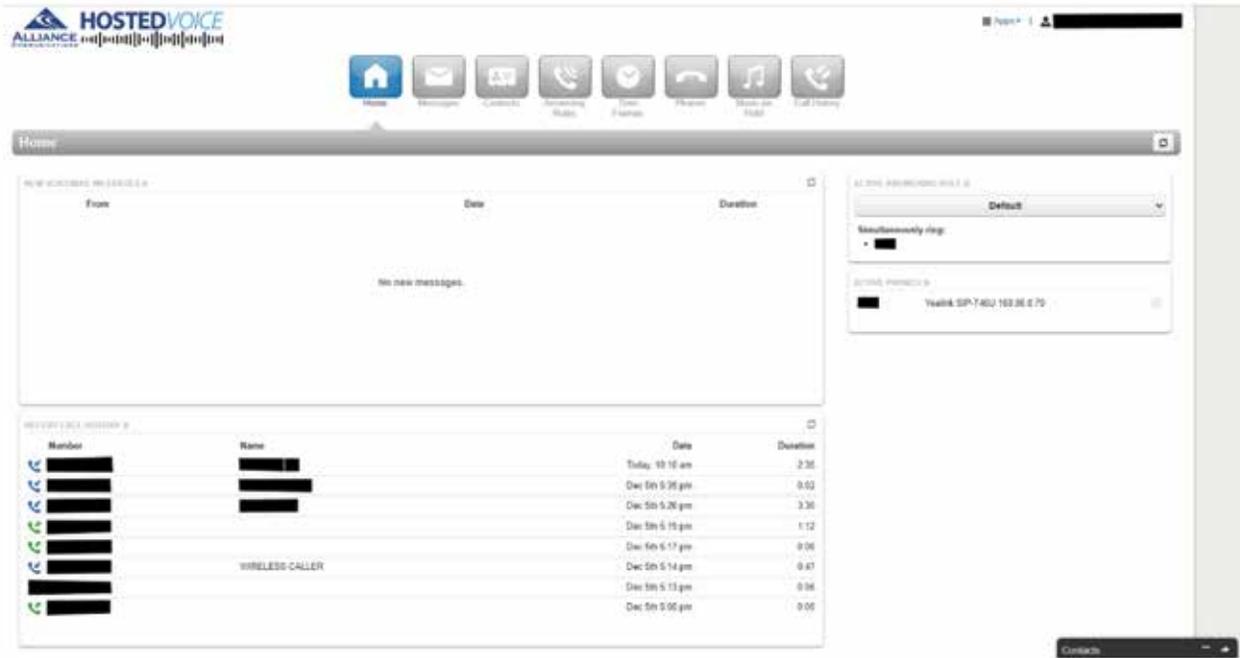
Log In

[Forgot Login Name](#) | [Forgot Password](#)

[Are you a new user?](#)

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HOW TO ACCESS CALL HISTORY



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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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.

The screenshot shows the Hosted Voice Alliance interface. At the top, there's a navigation bar with icons for Home, Messages, Contacts, Calls, Missed, Forward, Music, and Call History. Below this is a 'Call History' section with a 'Filters' button highlighted. A table of call records is displayed with columns for Name, Date, and Duration. Below the table, a 'Call History Filters' dialog box is open, containing fields for Date Range (12/26/2015 to 12/29/2015), Caller Number, Dialed Number, and Call Type. The 'Set Filters' button is highlighted.

Name	Date	Duration
[REDACTED]	Tues 9:03 am	3:11
[REDACTED]	Tues 9:04 am	1:06
[REDACTED]	Tues 9:24 am	0:27
[REDACTED]	Tues 9:16 am	2:38
[REDACTED]	Tues 9:12 am	0:36
[REDACTED]	Thu 8:54 pm	0:56
[REDACTED]	Fri 9:42 pm	0:26

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

Need help? Email hpbxsupport@alliance.coop