



Overview

Having an easy way to understand call volumes can be helpful for both management and individual users.

As a My Account administrator, you can view the call history for each number assigned to your account. Call history includes such information as start date, start time, calling number, called number, caller ID, caller ID information (city and state), call duration, and type of call (outgoing, incoming and missed).

Individual users have the ability to see their call history (outgoing, incoming and missed) and to place calls via the click to dial feature.

Accessing Call History

Administrator Access via My Account

To use the Call History page, log into My Account, and follow the steps below.

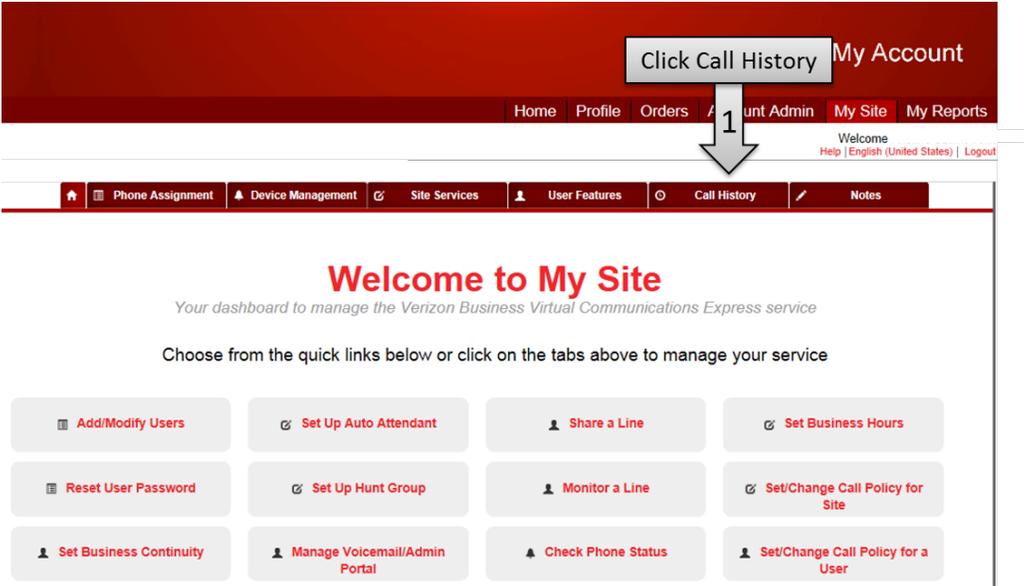
Step 1. Click to select the appropriate Site to configure

The screenshot shows the Verizon My Account interface. At the top, there is a red header with the Verizon logo on the left and 'My Account' on the right. Below the header is a navigation bar with links: Home, Profile, Orders, Account Admin, My Site, and My Reports. The 'My Site' link is highlighted. Below the navigation bar, there is a 'Customer' section with a 'Select a Site' dropdown menu. The dropdown menu is open, showing a search box and a list of sites, with '(00111) Headquarters' selected. A red error message 'Please select a site to view.' is displayed. An arrow labeled '1' points to the 'My Site' link in the navigation bar, with a callout box that says 'Click "My Site"'. Another arrow labeled '2' points to the 'Select a Site' dropdown menu, with a callout box that says 'Select the site to manage'.

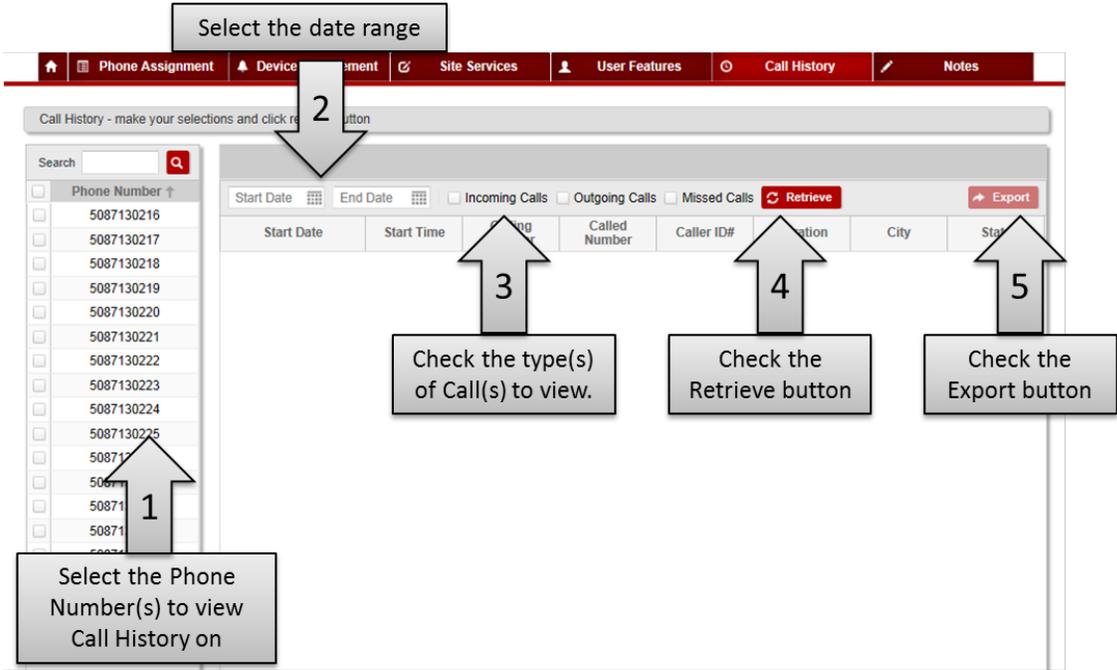


Business Digital Voice My Site - Call History

Step 2. Go to the Call History tab



Step 3. Define the Search Criteria





Business Digital Voice My Site - Call History

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1. **Select the phone numbers to view.** Use the check mark to select the numbers for which you would like to view call history.
 - a. Enter a number or partial number to search. For example, to view all call history within the 813 area code, enter **813**.
 2. **Select the Date Range** Select the Start and End date associated with the data that you want to report on
 3. **Check the type(s) of Call(s) to view.** You may view any or all of the following:
 - Outgoing Calls**
 - Incoming Calls**
 - Missed Calls**
 4. **Click the Retrieve button.** Displays call history records according to the selected criteria

5. Review and Export Call History

NOTE: Exporting the Call History will result in a .CSV file with all of the viewable content available to be saved to the user's PC for further analysis or specialized reporting.