



Using IP Office Historical Call Reporter

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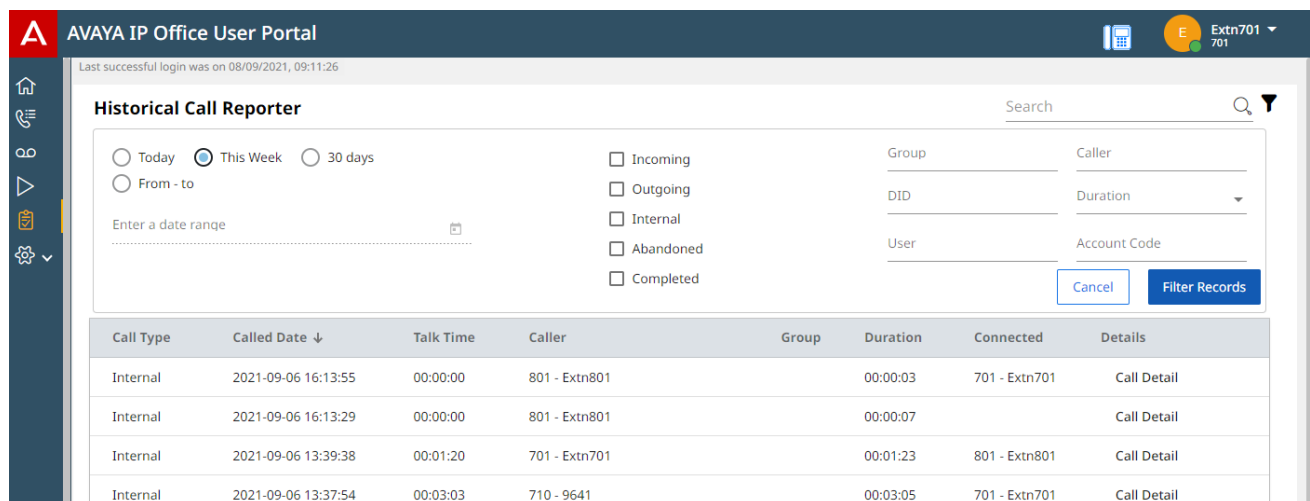
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Chapter 1: Using Historical Call Reporter

Historical Call Reporter is a call reporting application supported for subscription mode IP Office systems.

Each call record is stored for up to 30 days or up to 10,000 call records maximum.

It can be accessed by selected users as part of their user portal. They can then view call records for the whole system, filter those records and view detailed history of individual calls.



AVAYA IP Office User Portal

Last Successful login was on 08/09/2021, 09:11:26

Historical Call Reporter

Search

Today This Week 30 days

From - to

Enter a date range

Incoming

Outgoing

Internal

Abandoned

Completed

Group

Caller

DID

Duration

User

Account Code

Cancel Filter Records

Call Type	Called Date ↓	Talk Time	Caller	Group	Duration	Connected	Details
Internal	2021-09-06 16:13:55	00:00:00	801 - Extn801		00:00:03	701 - Extn701	Call Detail
Internal	2021-09-06 16:13:29	00:00:00	801 - Extn801		00:00:07		Call Detail
Internal	2021-09-06 13:39:38	00:01:20	701 - Extn701		00:01:23	801 - Extn801	Call Detail
Internal	2021-09-06 13:37:54	00:03:03	710 - 9641		00:03:05	701 - Extn701	Call Detail

- Historical Call Reporter is a preview application. That means whilst you can use it, it is still in development. Features that you use may change without warning.

Related links

- [Call Reporting Notes](#) on page 6
- [Enabling historical call reporting](#) on page 7
- [Accessing call reporting](#) on page 7
- [Viewing Call Details](#) on page 8
- [Sorting the Calls](#) on page 9
- [Searching the Call List](#) on page 9

Call Reporting Notes

Whilst using Historical Call Reporter, it is useful to understand how the system generates call logs:

Question	Answer
When is a call logged?	The call log for a new call is only created when the call ends. That is, when all parties disconnect from the call, not just the original caller.
How soon is a call log available?	When displaying call logs, the application checks for new call log records every 15 minutes.
Why do the times differ from when calls were made?	The time and dates used are those of the system. They may differ from those shown on your phone which may have been adjusted to match your location.
Why do the names not match those on the phones and in the system directory?	User names use the names set in the system configuration, not the full names used for display on phones and in directories.
If the system configuration is changed, how does that affect reporting?	Changes to the system configuration, for example changing a user name, do not update any existing call logs relating to that user and their telephone extension.
The call was put on hold but that isn't shown in the call details?	Hold time is not reported. On calls held by the called party, it can be inferred from the difference between the call duration and the sum of ring and talk time.
How long are call logs kept?	Each call record is stored for up to 30 days or up to 10,000 call records maximum.

Related links

[Using Historical Call Reporter](#) on page 6

Enabling historical call reporting

The following process needs to be done by a system administrator. It configures the IP Office system to transfer call logs to the cloud based storage used by historic call reporting.

1. The IP Office system needs to be a subscription mode system.
2. The system needs to be configured to forward its SMDR records to the hosted storage. This is done by setting the **System > SMDR > Output** setting to **Hosted Only**.
3. The individual user needs to be configured to use the user portal.
4. Within the user's user portal settings, **Enable Call Reporting** needs to be selected.

Related links


[Using Historical Call Reporter](#) on page 6

Accessing call reporting

Call reporting is accessed as part of the IP Office system's user portal application. Refer to the [Using the IP Office User Portal](#) user guide.

The system administrator can configure which users can access the user portal and what features they can access within the portal. For subscription mode IP Office systems that includes whether the user can access call reporting.

Procedure

1. Login to your user portal.
2. Click on the  **Call Reporting** icon shown on the left of the portal window.
 - A maximum of 5 simultaneous call reporting user is supported.

Related links

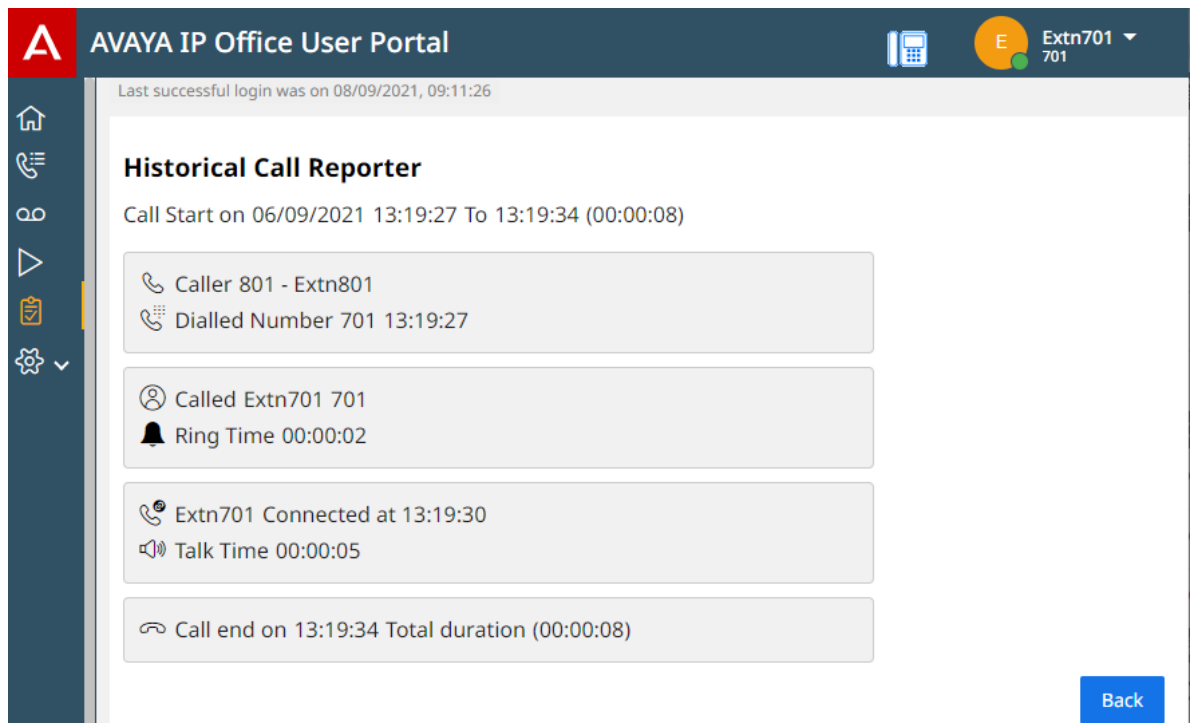
[Using Historical Call Reporter](#) on page 6

Viewing Call Details

The call details show details of the original caller, where the call was originally targeted, and then various events in the call's history. For examples of different types of call histories, see [Notes and Examples](#) on page 13.

Procedure

1. To display the details of a call, click the **Call Detail** button next to the call in the calls list.
2. The calls details are displayed.



3. To return to the calls list, click **Back**.

Related links

[Using Historical Call Reporter](#) on page 6

Sorting the Calls

By default, the calls list is sorted by date and time. However, you can sort it using any of the currently displayed column headers.

Procedure

1. Click on the header of the required sort column. The ↓ icon indicates the current column being used.
2. Clicking on the same column header again reverses the sort order. This is shown by a ↑ icon.

Related links

[Using Historical Call Reporter](#) on page 6

Searching the Call List

You can use the search box at the top of the calls list to search the filtered calls and only display matching calls.

Procedure

1. Enter the filter term. You can use partial terms. For example, entering "Sal" matches the user name "Sally" and the group name "Sales".
2. The search term is applied immediately.
3. To remove the search delete the search term used.

Related links

[Using Historical Call Reporter](#) on page 6

Chapter 2: Changing the Report Filters

You can display the details of the filters currently being applied and change them.

The screenshot shows the AVAYA IP Office User Portal interface. The main content area is titled "Historical Call Reporter" and includes a search bar and filter options. The filter options are: Today (radio button), This Week (radio button, selected), 30 days (radio button), and From - to (radio button). There are also checkboxes for Incoming, Outgoing, Internal, Abandoned, and Completed. The filter controls are currently visible. Below the filter controls is a table with the following data:

Call Type	Called Date ↓	Talk Time	Caller	Group	Duration	Connected	Details
Internal	2021-09-06 16:13:55	00:00:00	801 - Extn801		00:00:03	701 - Extn701	Call Detail
Internal	2021-09-06 16:13:29	00:00:00	801 - Extn801		00:00:07		Call Detail
Internal	2021-09-06 13:39:38	00:01:20	701 - Extn701		00:01:23	801 - Extn801	Call Detail
Internal	2021-09-06 13:37:54	00:03:03	710 - 9641		00:03:05	701 - Extn701	Call Detail


Related links

- [Hiding the Filter Settings](#) on page 10
- [Filtering by Date and Time](#) on page 11
- [Filtering by Call Type](#) on page 11
- [Filtering by Matching Specific Call Details](#) on page 12

Hiding the Filter Settings

Hiding the filter settings removes any filtering that has been applied and clears all the filter settings.

Procedure

1. Click on the  icon.
2. The filter controls are hidden and any filter that had been applied to the calls list is removed.



Related links

- [Changing the Report Filters](#) on page 10

Filtering by Date and Time

You can filter the displayed calls list based on the time and date of calls. All calls, where some part of the call is within the specified period, are included. That applies even if the call started or ended outside the specified period.

Procedure

1. Click the  icon.
2. Using the radio buttons on the left, select the time range for calls to include in the displayed calls list. Your selection is applied immediately.
 - **Today** - Only include calls from the current day.
 - **This Week** - Only include calls in the current week, starting from Monday.
 - **30 days** - Only include calls from the last 30 days, including the current day.
 - **From - to** - Specify the date and time range for calls in the displayed calls list. You can set both to be the same to show calls that were in progress at a specific moment.
3. To apply the filter, click **Filter Records**.
4. To remove the filter and clear the filter settings, click the  icon.



Related links

[Changing the Report Filters](#) on page 10

Filtering by Call Type


You can filter the displayed calls list to only show particular types of call. For example, only incoming external calls.

Procedure

1. Click the  icon.
2. Using the check boxes to select which types of calls should be included in the displayed calls list. Those currently selected are indicated by a  icon.

Incoming	Incoming external calls that were connected.
Outgoing	Outgoing external calls that were connected.
Internal	Internal calls that we connected.
Abandoned	Calls that were not connected. Note that this can include calls such as the consultation call part of an unsupervised transfer.
Completed	Calls that were connected.

3. To apply the filter, click **Filter Records**.

4. To remove the filter and clear the filter settings, click the  icon.


Related links

[Changing the Report Filters](#) on page 10


Filtering by Matching Specific Call Details

You can filter the displayed calls list to only include calls that match specified criteria. For example, calls to a specific user or group. Matching is still applied even if the column containing the data being matched is not visible.

Procedure

1. Click the  icon.
2. Use the fields on the left to set the specific call details that need to be matched. Either:
 - Enter the details directly into the fields. The match must be exact. Partial matches and wildcards are not supported.
 - Place the cursor over a name or number in the displayed calls list. When the cursor changes to a icon, click to have that name or number used as the corresponding filter value.
3. The available fields are:

Choice	Description
Group	If set, only show calls to the matching group name or extension number.
Caller	Caller If set, only show calls from the matching name or number.
DID	If set, only show calls from the matching external telephone number.
Duration	If set, only show calls that match the duration selected. Unlike the other options, this field acts as a drop-down menu that lists possible values.
User	If set, only show calls to or from the matching user name or extension number.
Account Code	If set, only shown calls with the associated account code.

4. To apply the filter, click **Filter Records**.
5. To remove the filter and clear the filter settings, click the  icon.

Related links

[Changing the Report Filters](#) on page 10

Appendix A: Notes and Examples

This section provides some samples of the call details shown in some simple call scenarios. It also provides notes on how and when the system creates the call logs that are displayed through the application.

Note that these are examples only. Similar scenarios, for example starting a 3-party conference, can be achieved in many ways depending on the phones and applications being used.

Related links

- [Call \(Answered\)](#) on page 13
- [Call \(Unanswered\)](#) on page 14
- [Call \(Auto Answered\)](#) on page 15
- [Group Call \(Answered\)](#) on page 16
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- [Forward on No Answer](#) on page 27
- [Redirect Call](#) on page 28

Call (Answered)

This example shows a simple internal call.

Call List View

Internal	2022-01-27 08:04:51	00:00:16	202 - Extn202	00:00:32	203 - Extn203	Call Detail
----------	---------------------	----------	---------------	----------	---------------	-------------

Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

The call details show the dialed target ringing and the call then being connected.

Call Start on 27/01/2022 08:04:51 To 08:05:22 (00:00:32)

 Caller 202 - Extn202
 Dialed Number 203 08:04:51

 Called Extn203 203
 Ring Time 00:00:13

 Extn203 Connected at 08:05:06
 Talk Time 00:00:17

 Call end on 08:05:22 Total duration (00:00:32)

Related links

[Notes and Examples](#) on page 13

Call (Unanswered)

This example shows an internal call that rang and was then ended by the caller before being answered or redirected to any coverage such as voicemail.



Call List View


Internal	2022-01-28 07:50:02	00:00:00	202 - Extn202	00:00:13	Call Detail
----------	---------------------	----------	---------------	----------	-------------

Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

Call Start on 28/01/2022 07:50:02 To 07:50:14 (00:00:13)

 Caller 202 - Extn202
 Dialed Number 203 07:50:02

 Call end on 07:50:14 Total duration (00:00:13)


Related links

[Notes and Examples](#) on page 13

Call (Auto Answered)

This example shows an internal call that is automatically connected.


Call List View


<input type="checkbox"/>	TYPE	TIME	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		12:39:07 PM 7/23/2018	205 Erica		00:00:55	206

Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

The key difference from a normal call is the absence of any ring time.


 Internal Call 7/23/2018 12:39:07 PM to 12:40:02 PM (00:00:55)

 Caller: 205 Erica

 User Target: 206 Fiona at: 12:39:08 PM

 206 Fiona Connected at: 12:39:08 PM

 Talk Time: 00:00:54

 Completed at: 12:40:02 PM

Related links

[Notes and Examples](#) on page 13

Group Call (Answered)

This example shows a call to a group by an internal user. In this case, the call is answered by a member of the group.

Call List View


Internal	2022-01-27 08:20:00	00:00:11	201 - Extn201	Main	00:00:40	202 - Extn202	Call Detail
----------	---------------------	----------	---------------	------	----------	---------------	-------------


Call Details View


The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.


The call details show the original call targeted to the group extension number and the connected talk time at the group member who answered the call. The ring time at different group members as the call waited to be answered is not shown.


Call Start on 27/01/2022 08:20:00 To 08:20:40 (00:00:40)

 Caller 201 - Extn201

 Dialed Number 200 08:20:00

 Extn202 Connected at 08:20:29

 Talk Time 00:00:11

 Call end on 08:20:40 Total duration (00:00:40)

Related links

[Notes and Examples](#) on page 13

Group Call (Unanswered)

This example shows a call to a group by an internal user. In this case the call rings the group without being answered.

Call List View

Internal	2022-01-27 08:14:54	00:00:00	201 - Extn201	Main	00:00:36		Call Detail
----------	---------------------	----------	---------------	------	----------	--	-------------


Call Details View


The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

The call details show the call targeted to the group extension number and then ending without being connected.

Call Start on 27/01/2022 08:14:54 To 08:15:30 (00:00:36)

 Caller 201 - Extn201

 Dialed Number 200 08:14:54

 Call end on 08:15:30 Total duration (00:00:36)

Related links

[Notes and Examples](#) on page 13

Auto-Answered Call

This example shows a internal call which is auto-answered. For example, using a feature such as automatic intercom.

Call List View

Internal	2022-01-28 10:00:04	00:00:12	203 - Extn203	00:00:12	202 - Extn202	Call Detail
----------	---------------------	----------	---------------	----------	---------------	-------------


Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

The call details show the target connected with no ringing time.

Call Start on 28/01/2022 10:00:04 To 10:00:16 (00:00:12)

 Caller 203 - Extn203
 Dialed Number 202 10:00:04

 Extn202 Connected at 10:00:04
 Talk Time 00:00:12

 Call end on 10:00:16 Total duration (00:00:12)

Related links

[Notes and Examples](#) on page 13

Page Call

This example shows a page call to a group. There is no connected party since, though the page is automatically heard by all idle members of the hunt group, there is no two-way connection..

Call List View

Internal	2022-01-27 08:25:00	00:00:10	201 - Extn201	Main	00:00:11	Call Detail
----------	---------------------	----------	---------------	------	----------	-------------


Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.


The call details show a call with a talk time but no preceding ring time or connected details. This typically indicates a page call.

Call Start on 27/01/2022 08:25:00 To 08:25:10 (00:00:11)

 Caller 201 - Extn201

 Dialed Number 200 08:25:00

 Talk Time 00:00:11

 Call end on 08:25:10 Total duration (00:00:11)

Related links

[Notes and Examples](#) on page 13

Page Call (Unanswered)

This example shows a page call to a group. In this case, one of the people hearing the page call has answered it, turning the page into a normal call.

Call List View


Internal	2022-01-27 08:28:49	00:00:06	201 - Extn201	Main	00:00:11	202 - Extn202	Call Detail
----------	---------------------	----------	---------------	------	----------	---------------	-------------


Call Details View



The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

The initial call details show a call with a talk time but no preceding ring time or connected details. This typically indicates a page call. However, the call then changes to being connected.

Call Start on 27/01/2022 08:28:49 To 08:28:59 (00:00:11)

 Caller 201 - Extn201
 Dialed Number 200 08:28:49

 Talk Time 00:00:04

 Extn202 Connected at 08:28:53
 Talk Time 00:00:07

 Call end on 08:28:59 Total duration (00:00:11)

Related links

[Notes and Examples](#) on page 13

Voicemail (Leaving a Message)

This example shows a call to an extension which, after not being answered, is redirected to voicemail.

Call List View

Internal	2022-01-27 08:32:52	00:00:23	201 - Extn201	00:00:41	#Extn202	Call Detail
----------	---------------------	----------	---------------	----------	----------	-------------

Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.


In this case, it shows the call ringing a user for 15 seconds, then being redirected to voicemail after that user's no answer time expired. The caller was then connected to voicemail before ending the call.

Call Start on 27/01/2022 08:32:52 To 08:33:32 (00:00:41)

 Caller 201 - Extn201

 Dialed Number 202 08:32:52

 Called Extn202 202

 Ring Time 00:00:15

 Voicemail 00:00:24

 Call end on 08:33:32 Total duration (00:00:41)

Related links

[Notes and Examples](#) on page 13

Voicemail (Collecting Messages)

This example shows a user dialing *17 in order to access voicemail.


Call List View


Internal	2022-01-27 08:40:04	00:00:52	202 - Extn202	00:00:55	?Extn202	Call Detail
----------	---------------------	----------	---------------	----------	----------	-------------


Call Details View


The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

Call Start on 27/01/2022 08:40:04 To 08:40:58 (00:00:55)

 Caller 202 - Extn202

 Dialed Number *17 08:40:04

 Voicemail 00:00:53

 Call end on 08:40:58 Total duration (00:00:55)

Related links

[Notes and Examples](#) on page 13

Transfer - Unsupervised

This example shows the call log records for an unsupervised transfer. It consists of the original call plus the consultation call used to perform the transfer.

Call List View



Consultation	2022-01-27 08:50:25	00:00:00	203 - Extn203	00:00:03		Call Detail
Internal	2022-01-27 08:50:05	00:00:14	201 - Extn201	00:00:41	202 - Extn202	Call Detail



Call Details View



The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.



The call details for the original call show the call ringing and connected at the original target, then ringing and connected at the transfer target.



Call Start on 27/01/2022 08:50:05 To 08:50:46 (00:00:41)

 Caller 201 - Extn201
 Dialed Number 203 08:50:05

 Called Extn203 203
 Ring Time 00:00:10

 Extn203 Connected at 08:50:17
 Talk Time 00:00:08

 Called Extn202 202
 Ring Time 00:00:04

 Extn202 Connected at 08:50:31
 Talk Time 00:00:15

 Call end on 08:50:46 Total duration (00:00:41)

Related links

[Notes and Examples](#) on page 13

Transfer Consultation

This example shows the call log records for a supervised transfer. It consists of the original call plus the consultation call used to perform the transfer.

Call List View

Consultation	2022-01-27 08:55:14	00:00:12	203 - Extn203	00:00:19	202 - Extn202	Call Detail
Internal	2022-01-27 08:55:03	00:00:05	201 - Extn201	00:00:34	202 - Extn202	Call Detail

Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.



The call details for the original call show the call ringing at the original target. It then shows the call connected at the original target and then connected at the transfer target.



Call Start on 27/01/2022 08:55:03 To 08:55:37 (00:00:34)



The image displays a call details view with five distinct sections, each in a light grey rounded rectangle. The first section shows 'Caller 201 - Extn201' with a telephone handset icon and 'Dialled Number 203 08:55:03' with a handset icon and a small grid of dots. The second section shows 'Called Extn203 203' with a person icon and 'Ring Time 00:00:05' with a bell icon. The third section shows 'Extn203 Connected at 08:55:09' with a handset icon and 'Talk Time 00:00:04' with a speaker icon. The fourth section shows 'Extn202 Connected at 08:55:31' with a handset icon and 'Talk Time 00:00:06' with a speaker icon. The fifth and final section shows 'Call end on 08:55:37 Total duration (00:00:34)' with a handset icon.

The call details for the consultation call show the ring time and connected time for the party performing the supervised transfer.

Call Start on 27/01/2022 08:55:14 To 08:55:33 (00:00:19)

 Caller 203 - Extn203
 Dialed Number 202 08:55:14

 Called Extn202 202
 Ring Time 00:00:03

 Extn202 Connected at 08:55:20
 Talk Time 00:00:13

 Call end on 08:55:33 Total duration (00:00:19)

Related links

[Notes and Examples](#) on page 13

Conference Call

This example shows the call logs for an ad-hoc conference involving three parties. It shows a call log for the original call and then conference calls.

Call List View

The calls list shows multiple calls for a conference call. The linking factor is the common conference ID, in this example 100, shown as the caller or as one of the connected parties.


Conference	2022-01-27 09:00:28	00:00:21	100	00:00:22	201 - Extn201	Call Detail
Conference	2022-01-27 09:00:28	00:00:28	100	00:00:28	202 - Extn202	Call Detail
Conference	2022-01-27 09:00:21	00:00:28	203 - Extn203	00:00:38	100	Call Detail
Internal	2022-01-27 09:00:07	00:00:15	203 - Extn203	00:00:23	201 - Extn201	Call Detail

Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.


The call details of the first conference call show the third party being invited into the conference.

Call Start on 27/01/2022 09:00:21 To 09:00:59 (00:00:38)

 Caller 203 - Extn203
 Dialed Number 202 09:00:21

 Called Extn202 202
 Ring Time 00:00:03



 Extn202 Connected at 09:00:27
 Talk Time 00:00:03



 Talk Time 00:00:28


 Call end on 09:00:59 Total duration (00:00:38)

The call details of the second and third conference calls show the different party's time in the conference call.

Call Start on 27/01/2022 09:00:28 To 09:00:56 (00:00:28)

 Caller 100
 Dialed Number 09:00:28

 Extn202 Connected at 09:00:28
 Talk Time 00:00:28

 Call end on 09:00:56 Total duration (00:00:28)

Related links

[Notes and Examples](#) on page 13

Held Call

This example shows a call which involves time being held by the called party.

Call List View


Internal	2022-01-28 08:17:48	00:00:23	202 - Extn202	00:00:45	203 - Extn203	Call Detail
----------	---------------------	----------	---------------	----------	---------------	-------------


Call Details View


The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.


The call details do not specifically show hold time. However, the sum of the ring and talk time differs from the total duration.


Call Start on 28/01/2022 08:17:48 To 08:18:32 (00:00:45)


 Caller 202 - Extn202


 Dialed Number 203 08:17:48

 Called Extn203 203

 Ring Time 00:00:05

 Extn203 Connected at 08:17:56

 Talk Time 00:00:23

 Call end on 08:18:32 Total duration (00:00:45)

Related links

[Notes and Examples](#) on page 13

Forward on No Answer

This example shows a call which involves time being held by the called party.

Call List View

Internal	2022-01-27 09:25:14	00:00:10	201 - Extn201	00:00:37	202 - Extn202	Call Detail
----------	---------------------	----------	---------------	----------	---------------	-------------

Call Details View

The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

The call details show the call ringing the original target without being connected. The call then rings at another target and is connected after being answered.

Call Start on 27/01/2022 09:25:14 To 09:25:50 (00:00:37)

 Caller 201 - Extn201
 Dialed Number 203 09:25:14

 Called Extn203 203
 Ring Time 00:00:15

 Called Extn202 202
 Ring Time 00:00:08

 Extn202 Connected at 09:25:40
 Talk Time 00:00:11

 Call end on 09:25:50 Total duration (00:00:37)

Related links

[Notes and Examples](#) on page 13

Redirect Call

This example shows a call which has been redirected without ringing at the original target. For example, because of forward on busy or forward all.

Call List View



Internal	2022-01-27 09:35:03	00:00:06	201 - Extn201	00:00:13	202 - Extn202	Call Detail
----------	---------------------	----------	---------------	----------	---------------	-------------



Call Details View



The call details view shows more information. Access it by clicking **Call Detail** next to the call in the call list. To return to the call list, click **Back**.

The call details show the caller dialing 203 but then ringing at the redirected destination.

Call Start on 27/01/2022 09:35:03 To 09:35:16 (00:00:13)

 Caller 201 - Extn201
 Dialed Number 203 09:35:03

 Called Extn202 202
 Ring Time 00:00:05

 Extn202 Connected at 09:35:10
 Talk Time 00:00:06

 Call end on 09:35:16 Total duration (00:00:13)

Related links

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