

Business Group Call Logs

You will be able to export raw call logs in CSV format containing details of all calls made (up to a month at a time) to and from the lines within your Business Group. This includes calls to MLHGs within the Business Group or department. The reports can be filtered by date and department.

- You can then import these call logs into other programs, for example Microsoft Excel, for analysis and further processing. When using Microsoft Excel, you should use the Import Data menu option and change the data format of all telephone number columns to text to ensure that the telephone numbers in the call logs are displayed correctly.

To download call logs:

- From the BG Admin page select the Call Analytics link from the left of the page. You will see the following screen.

The screenshot shows the 'Business Group Admin Portal' interface. On the left is a teal sidebar menu with options: Home, Groups (Hunt Groups (MLHGs), Call Pickup Groups), All Lines (Users, Attendants, Group Access, Phones), Services (Departments, Short Codes, Account Codes, Extensions, Call Analytics, Music on Hold, Misc. Settings). The 'Call Analytics' option is highlighted. The main content area has a teal header 'Business Group Admin Portal' and a section titled 'Call Analytics' with the subtitle 'Download CSV report of all calls to and from lines in your administration domain.' Below this, the 'Date Range' section includes 'Start date' (01/02/2020) and 'End date' (29/02/2020) with dropdowns for day, month, and year. The 'Department' section has a dropdown menu showing '24 Seven BG HPBX'. A note states: 'Note, the data will include the chosen department and all sub departments.' A blue 'Download' button is at the bottom.

- Enter the start and end dates in the boxes provided. You can download Call Logs for a time frame of up to 30 days.
- Use the dropdown to select the department for the call logs that you would like to see.
- Click the Download The report will be downloaded on to your computer.

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