

Call-Log

Choose **Logging - Call Log** in the main menu to view a list of calls to service numbers in the current client account. Logging is activated by default for all service numbers. The table contains the following data:

Service Number	The service number which was called.
Calling Party Number	The Caller ID of the caller. Depending on your individual rights on the system, you may only see XXX for the last 3 digits of the number.
Call Start	The date and time of the start of the call.
Call Connect	The date and time the call was connected (offhook).
Call End	The date and time the call ended.
Call Seconds	The duration of the call in seconds (only connected time is counted).

The maximum time for which call logs are kept by the system is dependent on the system configuration.

If you click on **Details** in the **Action** column, the call log details are shown. The table contains the following data:

Sequence Number	The sequential number of the log entry.
Time	The time at which this entry was created.
Second	The second from the start of the call at which this entry was created.
Routing Application	The name of the routing application
Routing Application - Version	The name of the routing application version.
Object Name	The name of the object in the routing application. In the network IVR, this name corresponds to the object name in the program tree. In ACD and Conference Server Applications a name is shown, which corresponds to the module in that part of the system.
Text	The text of the log message entry.