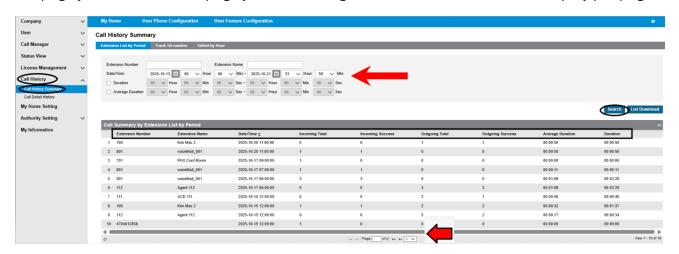# iPECS insights

Call Log Review

Call History Summary

There are basic two call log reports available. The Call History Summary which will show you the total number of calls per extension number of calls, incoming, outgoing, average duration and total duration of calls, on a per day basis.

Access the report by starting at Call History, then Call History Summary. Use the legend (see red arrow) to select if you want a specific extension (leave blank for all) and what dates/times you want the report to reflect. Click Search for the report information to display. Note at the bottom of the page you can select the page you are viewing or the number of records to display per page.
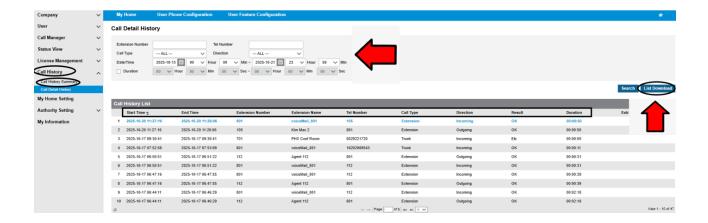

Call Detail History

The Call Detail History report will show you all the calls to and from the stations selected for the time period selected as well as the call type, whether internal or external or both and the direction, incoming or outgoing, the result as well as duration of the call.

To view the Call Detail History click on Call History, then Call Detail History. On this page, as with the previous report, select the specific extension range and type of calls you wish to report on as well as the dates/times for the report, click search for information to display.

As with the Call History report, you can select the number of call records to view and what page you wish to view. You can download the report by clicking List Download as indicated below. That will provide the information in Excel format which may be saved if desired.

If the customer desires more reporting capabilities, there are Analytic Reports which are available for more detailed reporting on trunks, or hunt groups, etc. There are three Analytics supervisor licenses available, based on the types of reports desired. There is a license fee per Analytics Supervisor as well as an Endpoint License applied to all users, based on the reporting package selected. For more information and pricing on this option, please reach out to Kim Macdonald at 217-241-5699 or kmacdonald@vertical.com.