

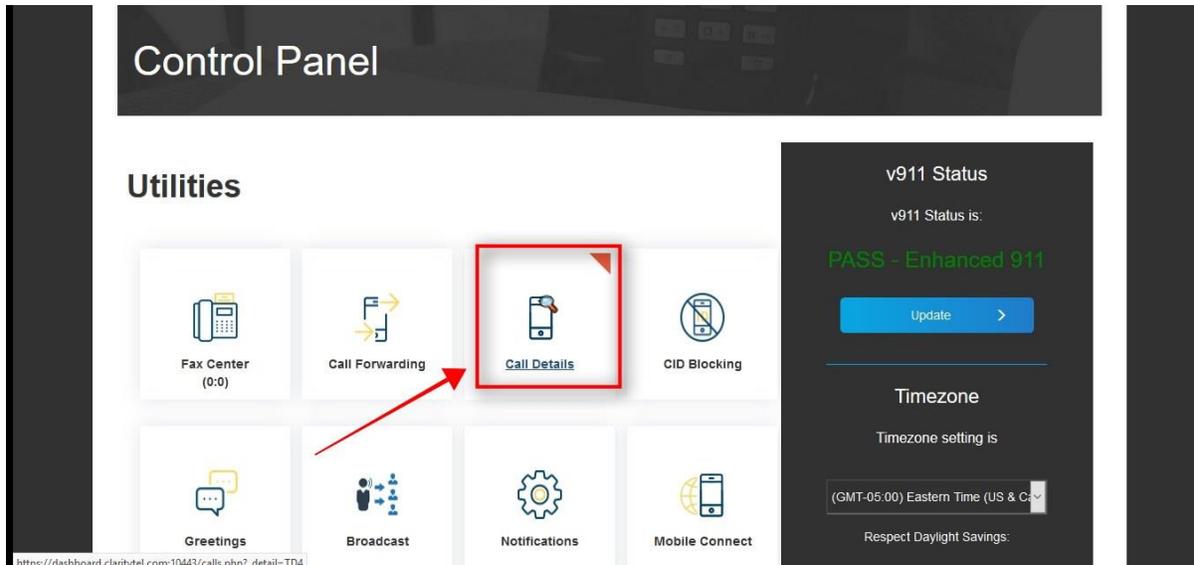


CLARITYTEL

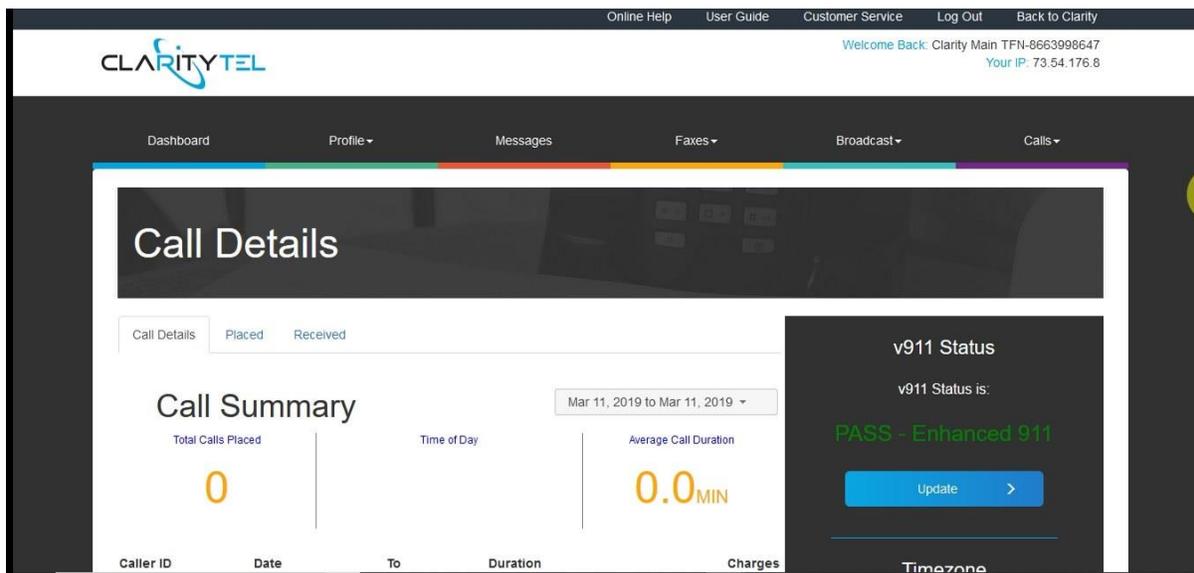
Call Detail Report



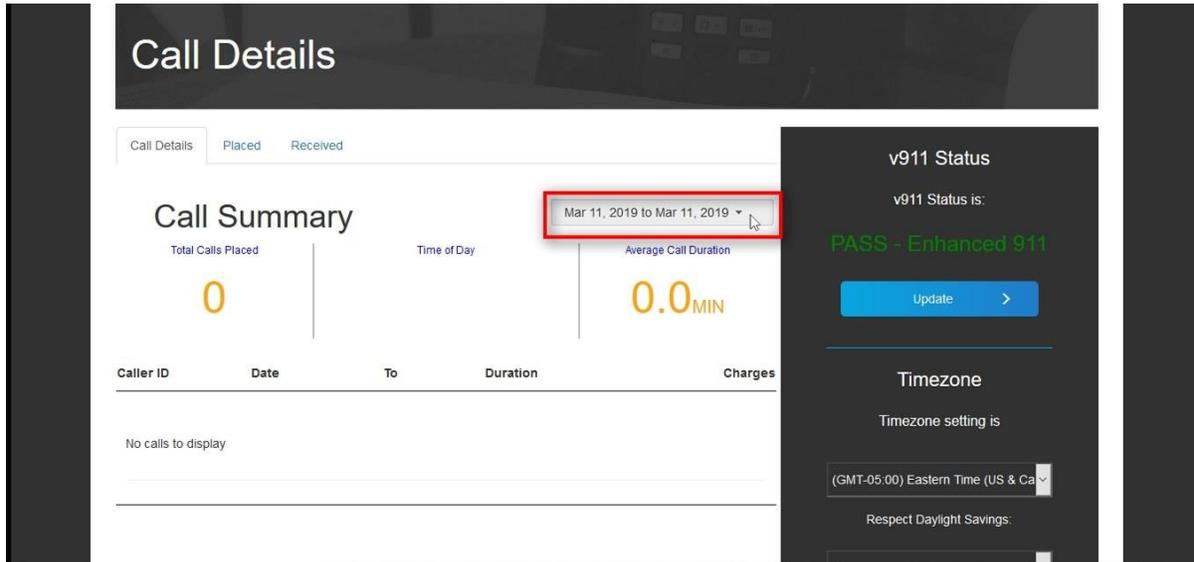
STEP 1: From the main page in your Clarity dashboard click the "Call Details" button as shown



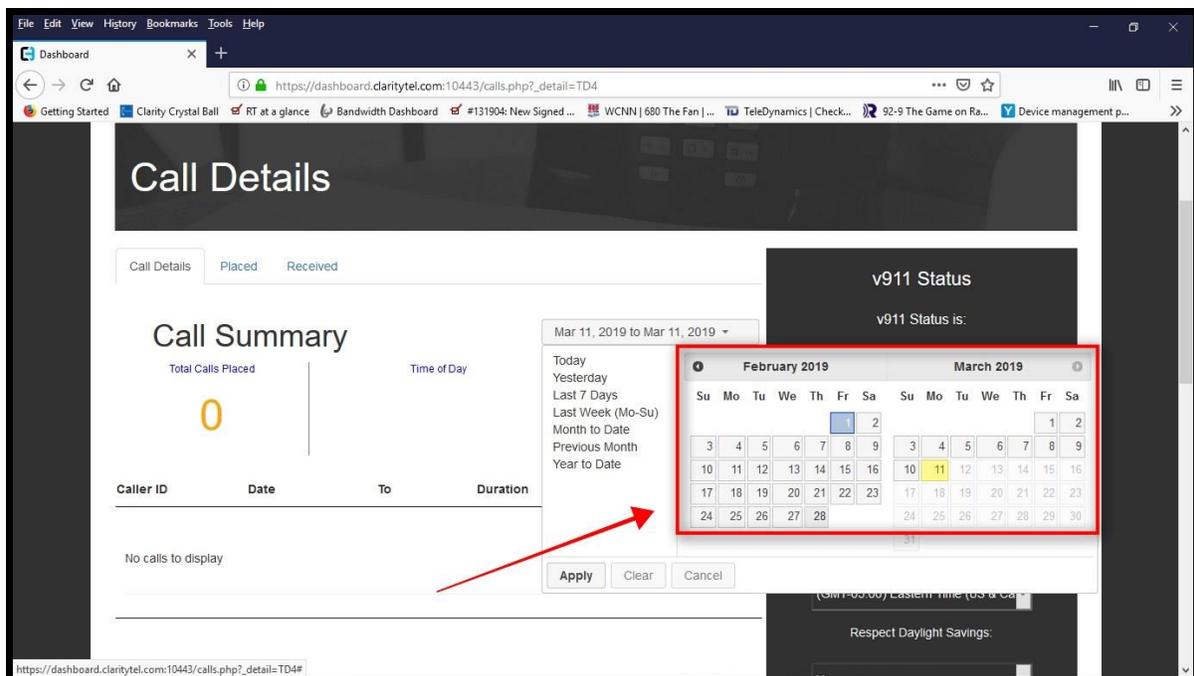
STEP 2: Your most recent calls will be display in the Call Summary. Continue to next step.



STEP 3: Click in the Date Range drop-down menu as shown.



STEP 4: Click the Start Date for the date range of the calls that you would like to view.



STEP 5: Click the End Date for the date range of the calls that you would like to view.

The screenshot shows the 'Call Details' interface. The 'Call Summary' section displays 'Total Calls Placed' as 0. A date range selector is open, showing 'Mar 11, 2019 to Mar 11, 2019'. The calendar displays February 2019 and March 2019. A red box highlights the calendar, and a red arrow points to the 'Apply' button.

February 2019							March 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2						1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28			24	25	26	27	28	29	30
							31						

STEP 6: Click the "Apply" but to generate your call detail report.

The screenshot shows the 'Call Details' interface. The 'Call Summary' section displays 'Total Calls Placed' as 0. A date range selector is open, showing 'Mar 11, 2019 to Mar 11, 2019'. The calendar displays February 2019 and March 2019. A red box highlights the 'Apply' button, and a red arrow points to it.

February 2019							March 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2						1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28			24	25	26	27	28	29	30
							31						

STEP 7: Your call detail report for the time period chosen will be displayed as shown.

The screenshot displays the 'Call Summary' dashboard for the period 'Feb 01, 2019 to Feb 28, 2019'. The dashboard includes a 'Total Calls Placed' of 118, a 'Time of Day' pie chart, and an 'Average Call Duration' of 2.6 MIN. Below these metrics are buttons for 'Excel', 'PDF', and 'Print'. A table lists call details with columns for Caller ID, Date, To, Duration, and Charges. To the right, the 'v911 Status' is 'PASS - Enhanced 911' and the 'Timezone' is '(GMT-05:00) Eastern Time (US & Ca)'. The 'Softphone' logo is visible at the bottom right.

Caller ID	Date	To	Duration	Charges
+381637042518	2019-02-13 11:57:41	17705794310	00:35:54	0.00
2092986484	2019-02-07 15:56:19	V6784051839	00:01:24	0.00
2144999170	2019-02-22 13:08:47	V8007195059	00:00:30	0.00
2144999170	2019-02-22 13:08:47	17708646430	00:09:54	0.00
2398235554	2019-02-20 12:30:34	V8007195059	00:00:30	0.00
2398235554	2019-02-20 12:30:34	17708646430	00:00:30	0.00
2398235554	2019-02-20 12:30:58	V6783032764	00:00:30	0.00

STEP 8 (Optional): To export your call detail report to an Excel spreadsheet click the "Excel" button as shown.

This screenshot shows the 'Call Summary' dashboard for 'Last 20 calls (Select period...)'. The 'Total Calls Received' is 20, and the 'Average Call Duration' is 5.4 MIN. The 'Excel' button is highlighted with a red box and a red arrow. The table below shows call details with columns for Date, From, To, Duration, and Transaction ID. The 'v911 Status' is 'PASS - Enhanced 911' and the 'Timezone' is '(GMT-05:00) Eastern Time (US & Ca)'. The 'Softphone' logo is visible at the bottom right.

Date	From	To	Duration	Transaction ID
2019-03-11 13:57:56	5126776088	8663998647	00:07:30	294934382
2019-03-11 12:40:35	6785272800	8663998647	00:07:54	294899655
2019-03-09 17:31:53	9186252307	8663998647	00:00:12	294750950
2019-03-09 16:23:08	7194711240	8663998647	00:00:30	294746036
2019-03-08 18:36:00	9176826605	8663998647	00:02:18	294683462
2019-03-08 14:15:49	5407971307	8663998647	00:04:36	294607667
2019-03-08 14:11:28	5407971307	8663998647	00:04:24	294605888

STEP 9: Click in the "Open with" aerial box to open the file or click in the "Save File" aerial box to save the file.

The screenshot shows a web application interface with a 'Call Summary' section. A modal dialog box is open, displaying the following text:

Opening Received Calls.xlsx
You have chosen to open:
Received Calls.xlsx
which is: XLSX file (19.1 KB)
from: blob:

What should Firefox do with this file?
 Open with TWINUI (default)
 Save File
 Do this automatically for files like this from now on.

Buttons: OK, Cancel

A red arrow points to the 'Open with' dropdown menu in the dialog box.

STEP 10: Click the "OK" button to complete the task.

The screenshot shows the same web application interface as in Step 9. The modal dialog box is still open, and a red arrow points to the 'OK' button.

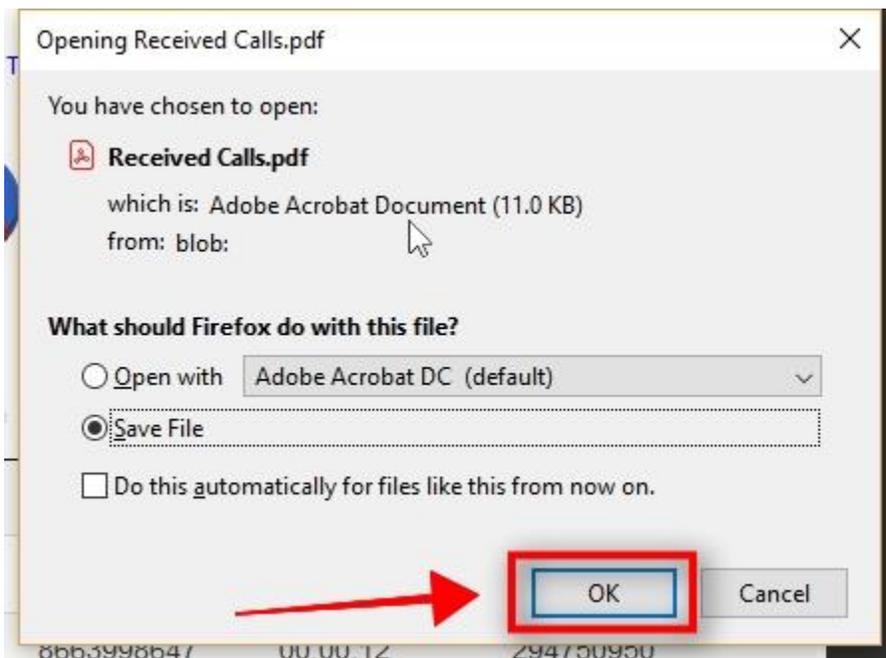
STEP 11 (Optional): To download in PDF format click the "PDF" button as shown below.

The screenshot displays a web interface for call management. On the left, the 'Call Summary' section shows 'Total Calls Received' as 20 and 'Average Call Duration' as 5.4 MIN. Below this are buttons for 'Excel', 'PDF', and 'Print'. A red arrow points to the 'PDF' button. A table below lists call records with columns for Date, From, To, Duration, and Transaction ID. On the right, the 'v911 Status' panel shows 'v911 Status is: PASS - Enhanced 911' and an 'Update' button. Below that is the 'Timezone' section with a dropdown menu set to '(GMT-05:00) Eastern Time (US & Ca)' and a 'Respect Daylight Savings' dropdown set to 'Yes'.

STEP 12: Click in the "Open with" aerial box to open the file or click in the "Save File" aerial box to save the file.

The screenshot shows a Firefox file dialog box titled 'Opening Received Calls.pdf'. It displays the file 'Received Calls.pdf' (11.0 KB) from a blob. Below this, a section titled 'What should Firefox do with this file?' is highlighted with a red box. This section contains three options: 'Open with' (set to 'Adobe Acrobat DC (default)'), 'Save File' (which is selected), and a checkbox for 'Do this automatically for files like this from now on.' which is currently unchecked. 'OK' and 'Cancel' buttons are at the bottom.

STEP 13: Click the "OK" button to complete the task.



STEP 14 (Optional): To Print your call detail report click the "Print" button as shown below.

Call Details Placed Received

Call Summary

Total Calls Received: **20**

Average Call Duration: **5.4 MIN**

Time of Day: Morning, Afternoon, Evening

Excel PDF **Print** Search:

Date	From	To	Duration	Transaction ID
2019-03-11 13:57:56	5126776088	8663998647	00:07:30	294934382
2019-03-11 12:40:35	6785272800	8663998647	00:07:54	294898655
2019-03-09 17:31:53	9186252307	8663998647	00:00:12	294750950
2019-03-09 16:23:08	7194711240	8663998647	00:00:30	294746036
2019-03-08 18:36:00	9176826605	8663998647	00:02:18	294683462
2019-03-08 14:15:49	5407971307	8663998647	00:04:36	294607667
2019-03-08 14:11:28	5407971307	8663998647	00:04:24	294607667

v911 Status

v911 Status is: **PASS - Enhanced 911**

Update

Timezone

Timezone setting is: (GMT-05:00) Eastern Time (US & Ca)

Respect Daylight Savings: Yes

STEP 15 (Optional): To search for a specific call in your report click in the "Search" box and type in your search criteria.

NOTE: You can search using any criteria found on this page to include Date, From, To, Duration, and Transaction Id using the format provided in each field.

The screenshot displays a web interface for call management. The main section is titled "Call Summary" and includes a "Received" tab. It shows "Total Calls Received" as 20 and "Average Call Duration" as 5.4 MIN. A pie chart indicates the "Time of Day" distribution. Below the summary, there are buttons for "Excel", "PDF", and "Print". A search box is highlighted with a red box and a red arrow pointing to it, containing the text "Search: 6784641457". Below the search box, a table header is visible with columns for "Date", "From", "To", "Duration", and "Transaction ID". The table content shows "No matching records found" and a total of "Calls: 20" and "Duration: 6492". To the right, a sidebar contains "v911 Status" (PASS - Enhanced 911) and "Timezone" settings (GMT-05:00 Eastern Time).

STEP 16 (Optional): To view calls placed from your line click the "Placed" button as shown. Repeat Steps 3 - 6 to generate your report.

Call Details **Placed** Received

Call Summary

Feb 01, 2019 to Feb 28, 2019

Total Calls Placed: **118**

Average Call Duration: **2.6 MIN**

Time of Day: Morning (blue), Afternoon (red)

Excel PDF Print Search: _____

Caller ID	Date	To	Duration	Charges
+381637042518	2019-02-13 11:57:41	17705794310	00:35:54	0.00
2092986484	2019-02-07 15:56:19	V6784051839	00:01:24	0.00
2144999170	2019-02-22 13:08:47	V8007195059	00:00:30	0.00
2144999170	2019-02-22 13:08:47	17708646430	00:09:54	0.00
2398235554	2019-02-20 12:30:34	V8007195059	00:00:30	0.00
2398235554	2019-02-20 12:30:34	17708646430	00:00:30	0.00
2398235554	2019-02-20 12:30:58	V6783032764	00:00:30	0.00

v911 Status
v911 Status is: **PASS - Enhanced 911**
Update >

Timezone
Timezone setting is: (GMT-05:00) Eastern Time (US & Ca)
Respect Daylight Savings: Yes

STEP 17 (Optional): To view calls received on your line click the "Received" button as shown. Repeat Steps 3 - 6 to generate your report.

Call Details Placed **Received**

Call Summary

Last 20 calls (Select period ...)

Total Calls Placed: **0**

Average Call Duration: **0.0 MIN**

Time of Day: Morning (blue), Afternoon (red)

Date From To Duration Transaction ID

No calls to display

v911 Status
v911 Status is: **PASS - Enhanced 911**
Update >

Timezone
Timezone setting is: (GMT-05:00) Eastern Time (US & Ca)
Respect Daylight Savings: Yes

If you require additional assistance then please contact Clarity Support at 866-399-8647 or email support@claritytel.com.