

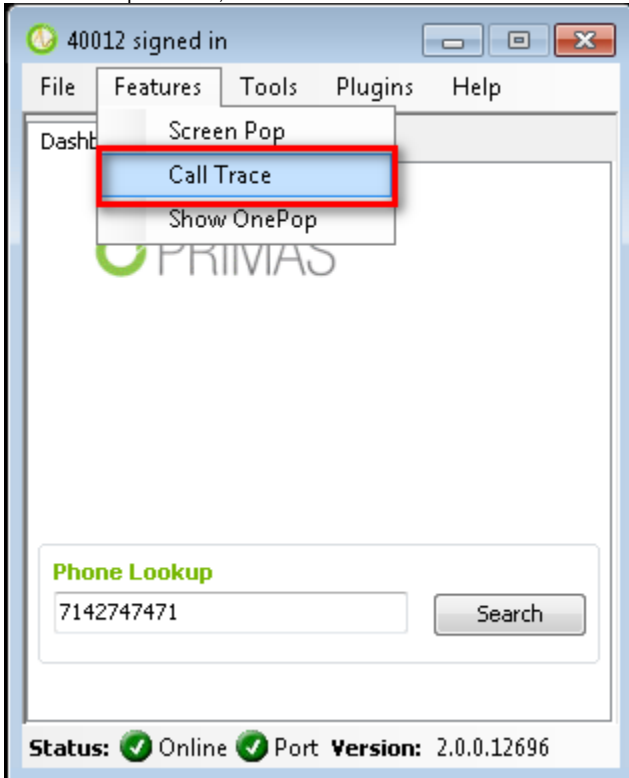
How to use Call Trace

You can trace the calling information via the call trace feature. It identifies receivers of active or completed calls. It can show the call duration, the number of transfers the call has been through, the call type (phone, email, chat...). It can also show information based on ANI, DNIS, VDN, Agent... search criteria. It is geared more towards contact center management. Accessing the Call Trace function is as easy as a web application. LinkScope Notifier can directly use Call Tracing web page.

Step-by-step guide

The illustration and instruction below show you how to use Call Trace :

1. From LinkScope Notifier, click on menu **Features ? Call Trace**



2. Call Tracing web page will appear on your desktop. Now you can trace the calling information.

Phone Number (ANI)

Agent ID

Extension

DNIS

VDN

From Date

To Date

Call Tracing List

Phone Number (ANI)	Date	Start Time	End Time	Delay	Answer Duration (mm:ss)	Agents	Contact Type	Detail
7142747471	08/30/2019	11:58:23	11:58:51	5 Sec	00:24			
96231532	08/30/2019	11:56:36	11:57:02	8 Sec	00:18			
7894561231	08/29/2019	17:49:04	17:54:49	37 Sec	05:08			
7894561231	08/29/2019	17:42:43	17:47:29	66 Sec	03:40			
7142747471	08/29/2019	17:41:17	17:41:23	5 Sec	00:02			
4455664455	08/29/2019	17:27:10	17:27:26	9 Sec	00:07			
1223311223	08/29/2019	17:26:55	17:27:17	14 Sec	00:08			
3524213213	08/29/2019	17:26:31	17:27:07	19 Sec	00:17			



Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)