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 DNIS	50	017			Extension				
From Date	20	18-08-30		уууу-ММ-с	d To Date		2019-08-30		yyyy-MM-da
Search									
Call Tracing Li	st								
Call Tracing Li	st								
Call Tracing Lis	Date	Start Time	End Time	Delay A	Answer Duration (mm:ss)	Agents	Contact Type	Detail	
Call Tracing Lis	Date 08/30/2019	Start Time 11:58:23	End Time 11:58:51	Delay A 5 Sec	Answer Duration (mm:ss) 00:24	Agents	Contact Type	Detail	
Call Tracing Lis Phone Number (ANI) 7142747471 96231532	Date 08/30/2019 08/30/2019	Start Time 11:58:23 11:56:36	End Time 11:58:51 11:57:02	Delay A 5 Sec 8 Sec	Answer Duration (mm:ss) 00:24 00:18	Agents	Contact Type	Detail	
Call Tracing List Phone Number (ANI) 7142747471 96231532 7894561231	St Date 08/30/2019 08/30/2019 08/29/2019	Start Time 11:58:23 11:56:36 17:49:04	End Time 11:58:51 11:57:02 17:54:49	Delay A 5 Sec 4 8 Sec 37 Sec 4	Answer Duration (mm:ss) 00:24 00:18 05:08	Agents	Contact Type	Detail	
Call Tracing Lis Phone Number (ANI) 7142747471 96231532 7894561231 7894561231	st Date 08/30/2019 08/29/2019 08/29/2019	Start Time 11:58:23 11:56:36 17:49:04 17:42:43	End Time 11:58:51 11:57:02 17:54:49 17:47:29	Delay A 5 Sec 8 Sec 37 Sec 66 Sec	Answer Duration (mm:ss) 00:24 00:18 05:08 03:40	Agents	Contact Type	Detail	
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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