

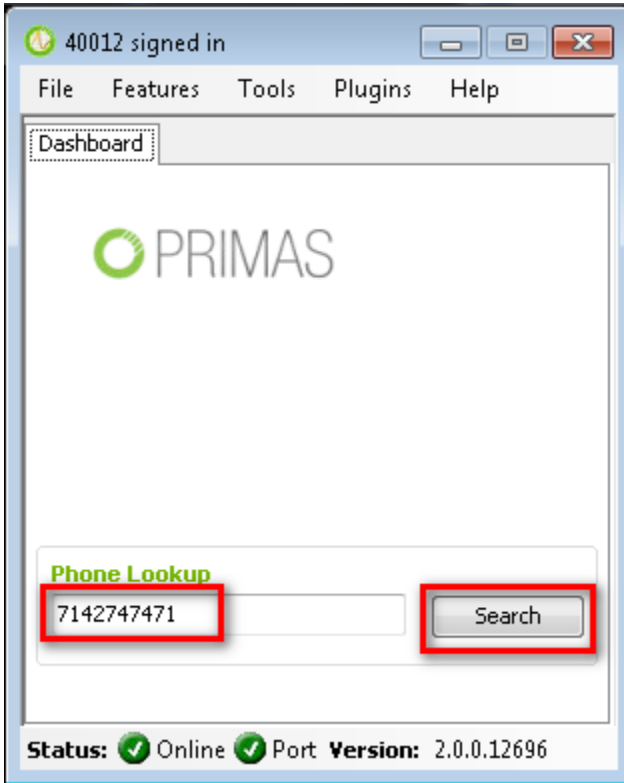
How to use Phone Lookup

This feature uses to show the calling information of number that you type into Phone Lookup field at Dashboard of LinkScope Notifier. You can search for any phone number into the Phone Lookup field. The result will appear quickly in Call Tracing web page of LinkScope Web Application. The phone number of the most recent caller is displayed at the Phone Lookup field as the default value.

Step-by-step guide

The illustration and instruction below show you how to use Phone Lookup :

1. Enter Phone Number to Phone Lookup field and click **Search** button. You can make a track by Phone Number



2. The LinkScope WebApp shows the Call Tracing web page that's displaying the calls from the entered phone number.

Phone Number (ANI)	7142747471	
Agent ID	50017	Extension
DNIS		VDN
From Date	2018-08-30	To Date
	yyyy-MM-dd	yyyy-MM-dd
<div>Search</div> <div>Clear</div>		

Call Tracing List

Phone Number (ANI)	Date	Start Time	End Time	Delay	Answer Duration (mmiss)	Agents	Contact Type	Detail
7142747471	08/30/2019	11:58:23	11:58:51	5 Sec	00:24			
7142747471	08/29/2019	17:41:17	17:41:23	5 Sec	00:02			
7142747471	08/29/2019	16:48:37	16:49:06	16 Sec	00:13			
7142747471	08/29/2019	15:55:16	16:03:15	466 Sec	00:12			
7142747471	08/29/2019	15:26:27	15:26:36	6 Sec	00:02			



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](#)