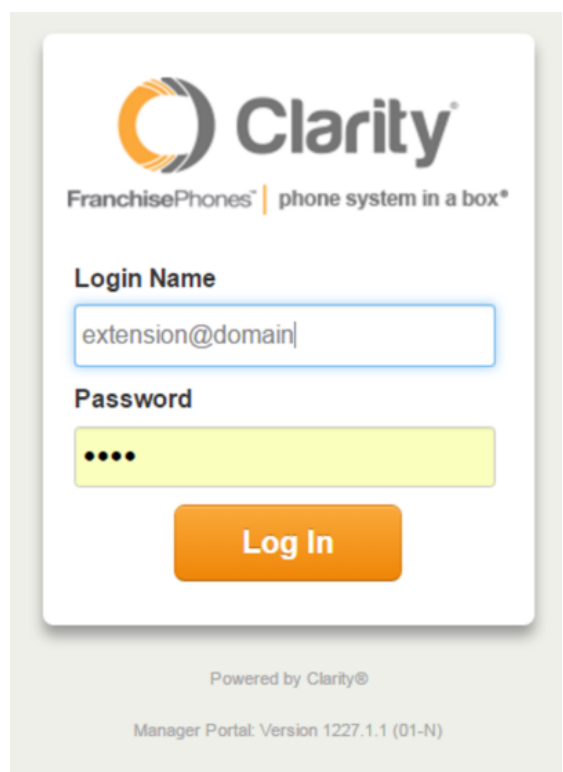


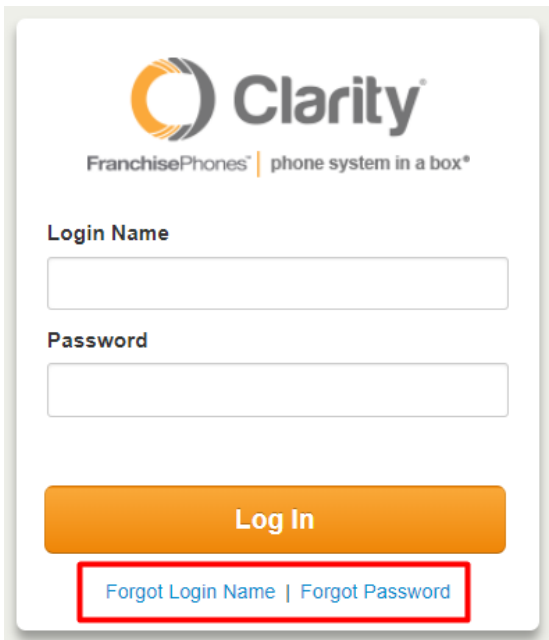
## Setting Up Your Call Disposition is as Easy 1, 2, 3


**\*NOTE:** The Disposition feature must be enabled by your Clarity Support team. Simply submit the custom Disposition and Reason codes you would like to use to [support@clarityvoice.com](mailto:support@clarityvoice.com) and we'll do the rest!

1. Navigate to **portal.clarityvoice.com**, you should see the login page:

The image shows a screenshot of the Clarity Manager Portal login page. At the top left is the Clarity logo, which consists of a stylized orange and grey circle followed by the word "Clarity" in a bold, sans-serif font. Below the logo is the text "FranchisePhones | phone system in a box". The main content area is a white box with a light grey border. It contains a "Login Name" label above a text input field with the placeholder text "extension@domain". Below that is a "Password" label above a password input field with four black dots. A large orange "Log In" button is centered below the password field. At the bottom of the white box, it says "Powered by Clarity®" and "Manager Portal: Version 1227.1.1 (01-N)".

2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login.**




  
 FranchisePhones® | phone system in a box®

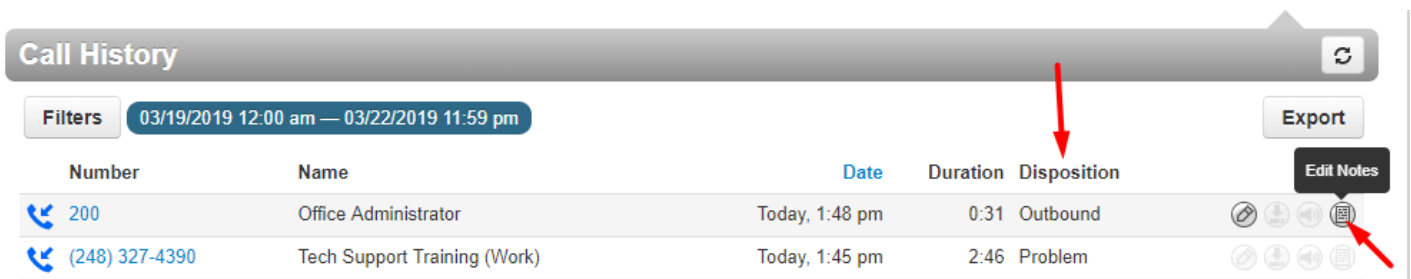
**Login Name**

**Password**

[Forgot Login Name](#) | [Forgot Password](#)

### 3. To manually add Disposition Notes:

- Click the **Call History** tab on the top row.
- Locate the Call Detail Record (CDR), then click the **Notes** icon at the far right as shown below:



Call History

Filters: 03/19/2019 12:00 am — 03/22/2019 11:59 pm

Number	Name	Date	Duration	Disposition	
200	Office Administrator	Today, 1:48 pm	0:31	Outbound	<input type="button" value="Edit Notes"/>
(248) 327-4390	Tech Support Training (Work)	Today, 1:45 pm	2:46	Problem	<input type="button" value="Edit Notes"/>

- Once a Disposition note has been added, then the Disposition type will appear in the Disposition column.

### 4. To receive a pop-up Disposition window while on a call:

- Customers must have the Call Center add-on feature
- Agent Status must be set to 'online'
- Answer the inbound call and a pop-up window will appear in the bottom right corner as shown below:

Rules   Frames   Hold   Reports

### Call Center

**MY QUEUES**

Call Queue	Type	Priority	Wrap up time	Callers Waiting
Testing Queue (390)	Ring All	1	0	0
VIP Customers (382)	Ring All	1	0	0
Escalations (376)	Ring All	1	0	0
Support Overflow (373)	Ring All	1	0	0
Test queue ring (306)	Linear Cascade	1	0	0

**MY GRAPHS**

**My Calls Per Hour (last 24 hours)**

**My Calls Per Day (last 10 days)**

**Calls by Origination Source (last 24 hours)**

**ONLINE**

**MY STATISTICS**

- 0 Call Center Calls Today
- 0 Call Center Talk Time
- 0:00 Call Center Average Talk
- 8 Inbound Calls Today
- 2 Inbound Talk Time
- 0:07 Inbound Average Talk
- 0 Outbound Calls Today
- 0 Outbound Talk Time
- 0:00 Outbound Average Talk

**ACTIVE PHONES**

- 1110 PolycomV VX-VVX...

**RECENT CALL HISTORY**

- (586) 321-4395 WIRELESS CALLER
- (586) 321-4395 WIRELESS CALLER
- (586) 321-4395 WIRELESS CALLER
- (586) 321-4395 WIRELESS CALLER
- (586) 321-4395 WIRELESS CALLER

**WIRELESS CALLER**

1 (586) 321-4395  
00:04

Question

Hardware Question

Notes

5. Dispositions may be exported with the CDRs by clicking the Export button:

↻

**Scheduled Exports**   **Export**

	A	B	C	D	E	F	G	H	I
1	Call Begin	From Name	From	Dialed	To	Duration	Disposition	Reason	Notes
2	Thu, Feb 28th 2019, 16:43	Martha Tobolski	221	234	234	2:04			
3	Thu, Feb 28th 2019, 15:48	Victoria Williams	235	221	1110	10:46			
4	Thu, Feb 28th 2019, 15:34	Martha Tobolski	221	234	234	4:09			
5	Thu, Feb 28th 2019, 15:29	Martha Tobolski	221	235	2350	0:01			
6	Thu, Feb 28th 2019, 15:04	Rosemary Perras	2483598010	221	1110	8:59			
7	Thu, Feb 28th 2019, 14:56	Heather Conley	240	221	1110	5:01			
8	Thu, Feb 28th 2019, 12:56	WIRELESS CALLER	15863214395	12483274390	1110	0:23	Question	Hardware Question	test
9	Thu, Feb 28th 2019, 12:25	Heather Conley	240	221	1110	0:00			
10	Thu, Feb 28th 2019, 11:51	WIRELESS CALLER	15863214395	12483274390	1110	0:25	Question	Hardware Question	
11	Thu, Feb 28th 2019, 11:11	WIRELESS CALLER	15863214395	12483274390	1110	0:06			

If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: <https://clarityvoice.com/support/>

[CLICK HERE FOR MORE CLARITY QUICK TIPS!](#)