

## Clarity Quick Tips – Company Call Logs

### Viewing Your Company Call Logs is as Easy as 1, 2, 3

#### How to View Company Call Logs

The Clarity Voice portal dashboard allows anyone with a phone extension, to view their own call logs and call recordings (if applicable). Users with a higher permission level, such as a business owner, are able to access call logs and call recordings (if applicable) for the entire company. This Quick Tip will provide instruction on how to access both individual call logs and recordings, as well as call logs and recordings for the entire company.

#### Landing Page

1. Navigate to <https://portal.clarityvoice.com> and login:

- 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**.

The login page features the Clarity logo at the top. Below it, there are input fields for 'Login Name' (containing '200@handyman') and 'Password'. A prominent orange 'Log In' button is centered below the fields. Underneath the button are links for 'Forgot Login Name' and 'Forgot Password'. An 'OR' separator is followed by two social login options: 'Log in with Google' and 'Log in with Office 365'.

2. Once you're logged in, you'll see your Recent Call History listed at the bottom of the Home screen. To view your entire Call History, along with Call Recordings (if applicable), click the Call History tab on the top row.

The home screen displays a navigation bar with icons for Home, Messages, Contacts, Answering Rules, Time Frames, Music on Hold, Smart Routing, Analytics, and Call History. A red arrow points to the Call History icon. Below the navigation bar, the 'Home' section contains a 'NEW VOICEMAIL MESSAGES' area (showing 'No new messages.'), a 'STATUS MESSAGE' input field, and an 'ACTIVE ANSWERING RULE' dropdown set to 'Default'. At the bottom, the 'RECENT CALL HISTORY' table is visible, with a red arrow pointing to it.

Number	Name	Date	Duration
206		Aug 27th 4:57 pm	0:05
201	Orlando Site Manager	Aug 18th 3:34 pm	0:05
201	Orlando Site Manager	Aug 18th 3:33 pm	0:12
201	Orlando Site Manager	Aug 18th 3:32 pm	0:01
199		Jul 28th 11:49 am	0:19
8199		Jul 28th 11:49 am	0:00
8199		Jul 28th 11:48 am	0:00

3. For users that have permissions to view all company call logs and recordings, they can be found by clicking the Manage Organization link at the top of the page, as shown below:

This screenshot is identical to the previous one, but with a red arrow pointing to the 'Manage Organization' link in the top navigation bar.

4. To view call logs for the entire company, click the Call History button. To listen to or download call recordings, hover over the call data, then click the download or listen speaker icon on the right side.

The 'Call History' page shows a table of call records with filters for '08/01/2021 12:00 am — 08/30/2021 11:59 pm'. A 'Download' button is highlighted with a red box over the 'Office Manager' row.

From Name	From	Dialed	To Name	To	Date	Duration
Clarity Support	(248) 940-4694	206		206	Aug 27th 4:57 pm	0:05
User 251	(248) 327-4390	(888) 444-4444	(888) 444-4444		Aug 26th 2:23 pm	0:01
Pizza Test - WIRELESS CALLER	(734) 717-9929	(289) 319-2757	123		Aug 26th 2:21 pm	0:09
User 251	(248) 327-4390	(888) 444-4444	(888) 444-4444		Aug 26th 2:16 pm	0:03
User 251	(248) 327-4390	(888) 444-4444	(888) 444-4444		Aug 26th 2:14 pm	0:04
User 251	(248) 327-4390	(888) 444-4444	(888) 444-4444		Aug 26th 2:14 pm	0:05
User 251	(248) 327-4390	(888) 444-4444	(888) 444-4444		Aug 26th 2:12 pm	0:04
User 251	(248) 327-4390	(734) 717-9929	(734) 717-9929		Aug 26th 2:12 pm	0:00
User 251	(248) 327-4390	(734) 717-9929	(734) 717-9929		Aug 26th 2:11 pm	0:00
Orlando Site Manager	201	203	203		Aug 26th 10:47 am	0:00
Office Manager	210	203	203		Aug 26th 10:30 am	0:00
Office Manager	210	222	VMail (222)		Aug 26th 9:41 am	0:02
Orlando Site Manager	201	211	211		Aug 25th 12:17 pm	0:00
Atlanta Site Manager	211	211	211		Aug 25th 12:16 pm	0:00
Clarity Test	(248) 936-0525	(203) 836-2051	VMail (208)		Aug 25th 9:17 am	0:16

DOWNLOADABLE VERSION

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/>

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