
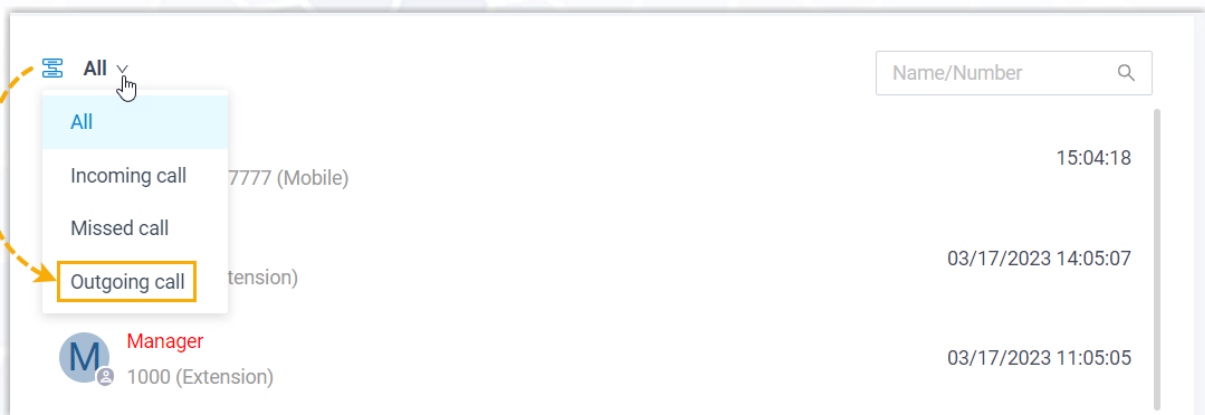


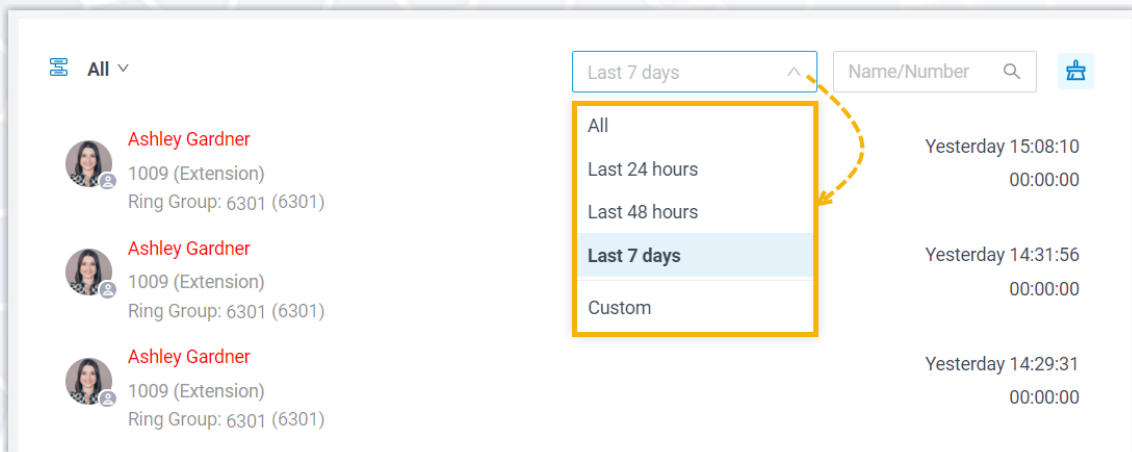
Check and Manage Call Logs

Personal Call Logs


1. On CloudLine Desktop Client, go to Call Logs.
2. **Optional:** Select a communication type from the drop-down list of  to filter call logs.

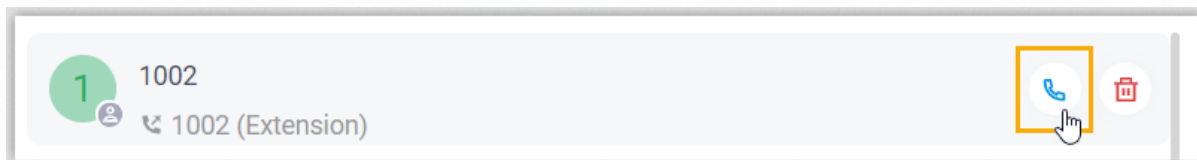


3. **Optional:** Select or customize time range from the drop-down list to filter call logs.



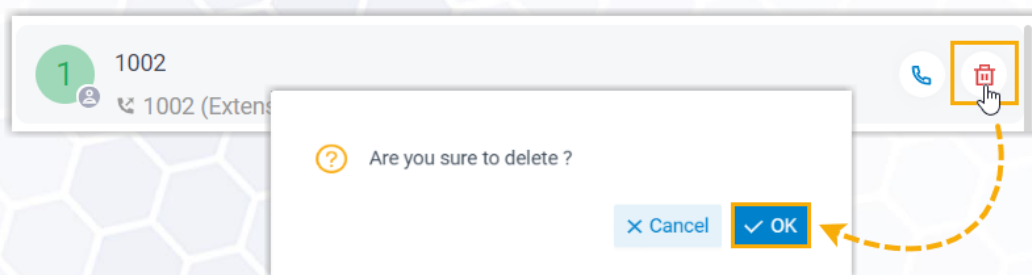
4. Manage the call logs according to your needs
 - a. Place a call
 - i. You can directly place a call from a call log via the following methods:
 - ii. Double click the desired call log


iii. Hover your mouse over the call log, then click 



b. Delete a personal call log

i. To delete a call log, do as follows:



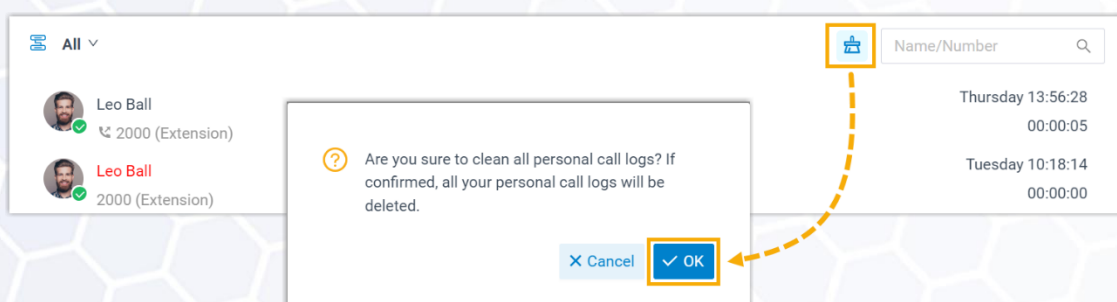
ii. Hover your mouse over the desired call log, then click 


iii. In the pop-up window, click OK

iv. The personal call log is removed from CloudLine Clients

c. Clear all personal call logs

i. To delete all your personal call logs, do as follows:



ii. Click  on the top-right corner

iii. In the pop-up window, click OK

All your personal call logs are removed from CloudLine Clients



Queue Call Logs

Requirements

System administrator has granted you the viewing permission of queue call logs

Procedure

1. Log in to CloudLine Desktop Client, go to Call Logs > Queue Call Logs
2. **Optional:** At the top of the list, filter or search the desired call logs

Personal Call Logs Queue Call Logs

Filter Search

All ▾ All ▾ Processing Result ▾ Source ▾ Name/Number 🔍


Delete

	Name	Extension	Queue	Status	Date	Duration
<input type="checkbox"/>	All					
<input type="checkbox"/>	Kristin Hale	1007 (Extension)	Queue: 6402 (6402)	Not Deal	2024/10/29 19:10:07	00:00:00
<input type="checkbox"/>	Kristin Hale	1007 (Extension)	Queue: 6402 (6402)		2024/10/29 19:05:25	00:00:01
<input type="checkbox"/>	Kristin Hale	1007 (Extension)	Queue: 6402 (6402)		2024/10/29 19:02:30	00:00:04

3. Manage the call logs according to your needs

- a. Delete incoming queue call logs

Note: You are only able to delete call logs of queue calls that you have answered

- i. You can delete incoming queue call logs via the following methods:
- ii. To delete a single call log, click  beside the call log
- iii. To bulk delete call logs, select the checkboxes of the desired incoming queue call logs, then click **Delete**

Personal Call Logs **Queue Call Logs**

Incoming call ▾

Delete All ▾

All

Ashley Gardner
1009 (Extension)
Queue: 6404 (6404)

Ashley Gardner
1009 (Extension)
Queue: 6404 (6404)

b. Check the details of queue call logs

- i. You can conveniently check the source of the queue call logs, as well as the processing status of missed queue calls

1002 Processing Status 03:31:16

1 1002 (Extension) 00:00:00

Queue:Tech Support - EU(6400) Not Deal

Source

- ii. **Source:** The queue the call came from
- iii. **Processing Status:** The process status of a missed queue call

c. Place a call

- i. You can directly place a call from a call log via the following methods:
- ii. Double click the desired call log
- iii. Hover your mouse over the call log, then click 