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## CALL 7 Smart PBX Web Portal

A Friendly & Powerful Cloud Based Phone System

### Call Logs / Analytics and how to use them via your CALL 7 Portal.

The CALL 7 Smart PBX app combines the most common PBX functionality with a beautiful user interface and an intuitive experience.

An advanced set of features such as individual fax-to-email boxes, call forwarding, and hot desking are easy to understand and utilize.

A simple dashboard provides a quick but comprehensive overview of system configuration and status. Within this dashboard, you may review total users and devices, assign conference bridges and phone numbers.

You can create customized greetings and call routes to give businesses that professional touch, and in addition set functionality with a beautiful user interface and an intuitive experience.

You can set up a main business phone number and utilize the pre-built Virtual Receptionist to handle inbound calls.

To access your Call Logs, first you have to LOG into your Portal

The URL to the Portal is <http://portal.call7.systems>

#### You will Need:

- YOUR USER NAME which is usually your email address
- YOUR Password
- The Company Name, which is Case Sensitive
- Once you log in, you will go to the Portal Home Page.

The screenshot shows the CALL 7 Smart PBX Web Portal dashboard. The top navigation bar includes 'Dashboard', 'Suntel Networks', 'Caller ID', 'Hold Music', and 'Hours'. The left sidebar contains a menu with items: Numbers, Users, Groups, Main Number, Call Logs (highlighted with a yellow arrow), Devices, Voicemail Boxes, and Feature Codes. The main content area displays 'Total Users: 5' and 'Total Devices: 0'. A warning message states 'Please add a Main Number to your account.' Below this, there are fields for 'Conference Number' and 'Faxbox Number'. A 'Total Numbers' section shows 38 total numbers, with a donut chart showing 38 Spare Numbers and 0 Assigned Numbers. Another donut chart shows 25 US DID and 13 US TollFree numbers. At the bottom, it shows 'Company Directory Users: 3' and account details.

#### Easy to use Call Logs and Analytics

Diagnose call delivery problems with ease. Every call is tracked and every device that rings or that is attempted is shown. Call problems can also be reported with a single click.

Simply Click on the Call Logs Menu item on the Left of the Portal Screen, and the Call Logs will open. Here is what they look like:

## Call Logs

 Start Date:  End Date: 
 Filter
 Download

	Date/Time GMT-08:00	From	To	Duration (Min)	Hangup Cause	Call Details	Submit Report
	02/18/15 10:42	user_kpe9easmeb Brick Tamland	*97	0:42	normal_clearing		<a href="#">Report Call</a>
	02/18/15 10:41	user_kpe9easmeb Brick Tamland	*97	0:29	normal_clearing		<a href="#">Report Call</a>
	02/18/15 07:52	+1 (678) 485-9984 WIRELESS CALLER	123190021 Outbound Call	0:21	allotted_timeout		<a href="#">Report Call</a>
	02/18/15 07:52	+1 (678) 485-9984 WIRELESS CALLER	+1 (770) 232-6148	0:26	normal_clearing		<a href="#">Report Call</a>
	02/17/15 18:40	user_kpe9easmeb Bruce Wayne	19253372812	0:00	originator_cancel		<a href="#">Report Call</a>
	02/17/15 18:26	+1 (925) 337-2812 LIVERMORE CA	123190021 Outbound Call	0:03	no_route_destinat...		<a href="#">Report Call</a>
	02/17/15 18:26	+1 (925) 337-2812 LIVERMORE CA	+1 (831) 204-9448	0:17	originator_cancel		<a href="#">Report Call</a>

If you are a **“USER”** you have the rights to search by Date/Time, From, and To, but these will only be **“Your Calls”**. If you are a **“ADMIN”** you will see ALL the Calls for the Entire Company.

You may also create Custom Reports. Then you may Download the Reports to your computer.