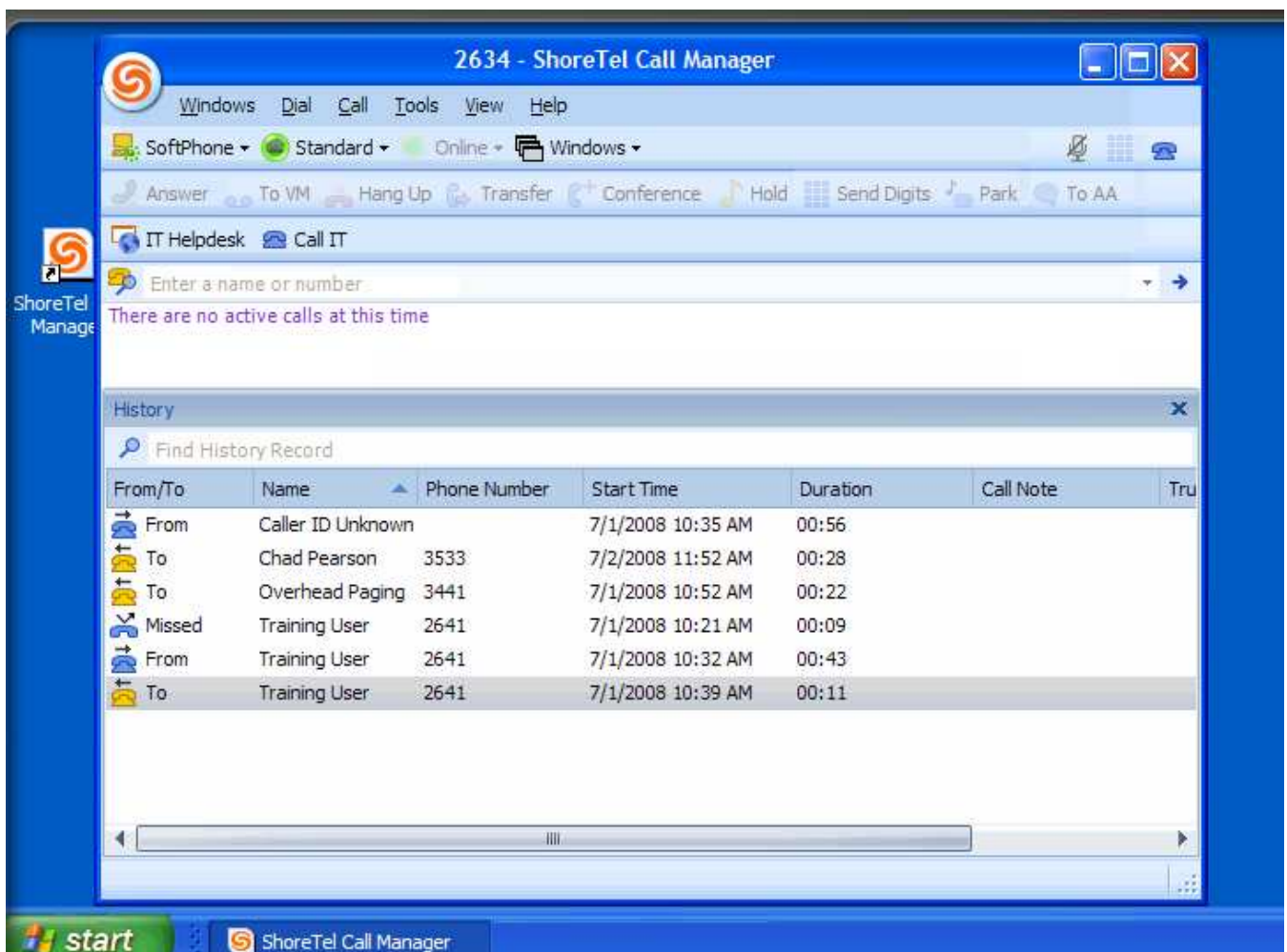


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*Did you know?*

The ShoreTel system allows you to quickly view records of your Call History, including both dialed and received calls. This may be helpful for finding contacts that you may not have saved in your Outlook Address book. Every call is provided with detailed information such as the name of the caller, phone number, date the call took place, call length and any notes that you may have added to a particular call. With support for up to 1,000 records, you should always be able to find what you're looking for.



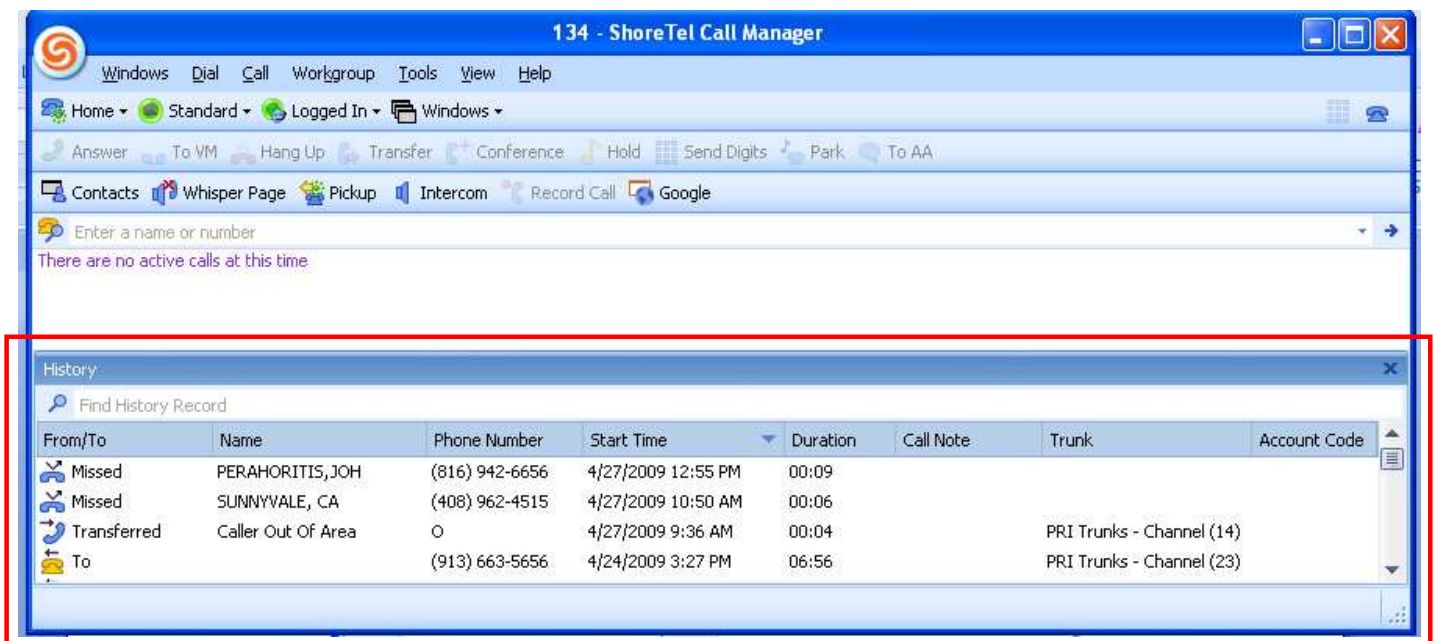
Call History Window (Generic View)

In order to view your Call History, follow these steps (or follow the screenshot below):

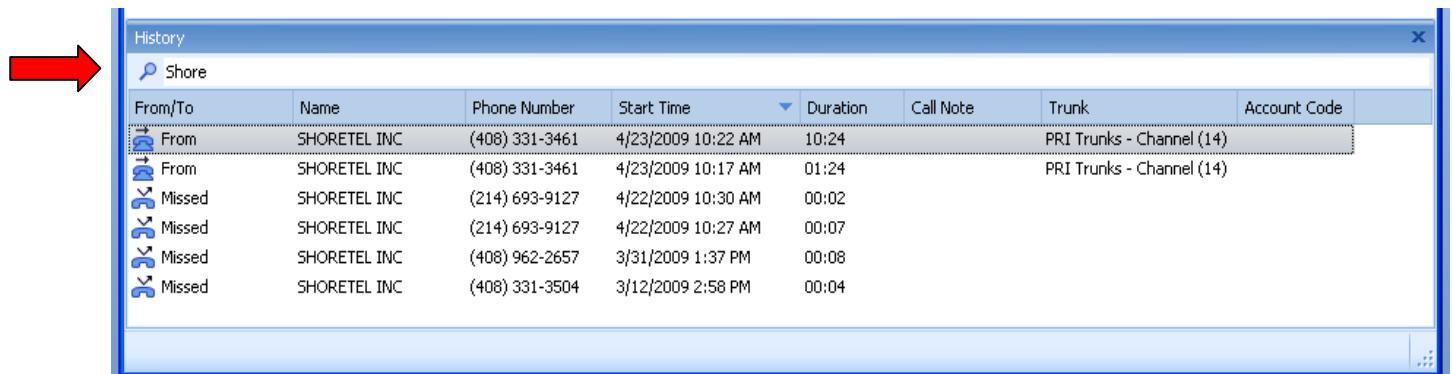
1. Click on the ShoreTel icon (located the top left corner of the Call Manager)
2. Select the “Windows” drop down
3. Select the “History” option



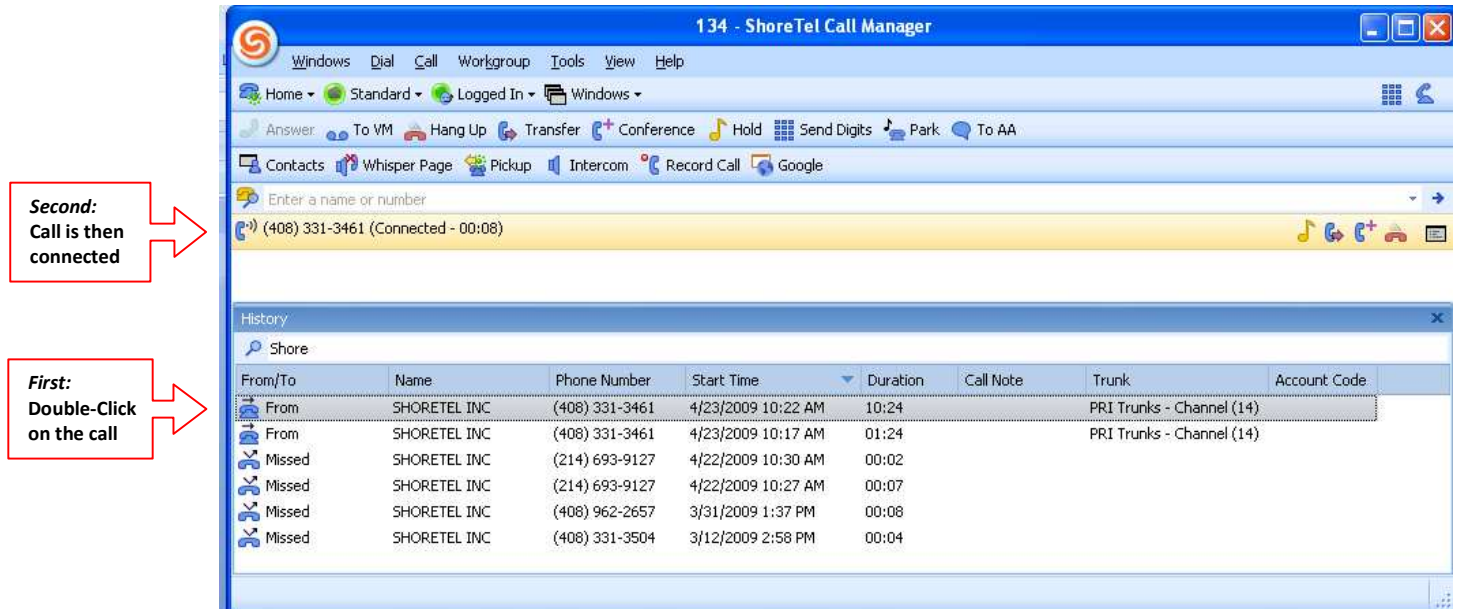
The Call History window should now appear:



Within this window are a series of columns that you can sort in either ascending or descending order. If you need to find specific contacts you may search for them under the History Viewer Filter Bar where it says "Find History Record". In this instance, I decided to search for all calls related to ShoreTel. As you can see, it gives me information about all previous calls including the name, phone number, date, call length, and any notes that I may have added.

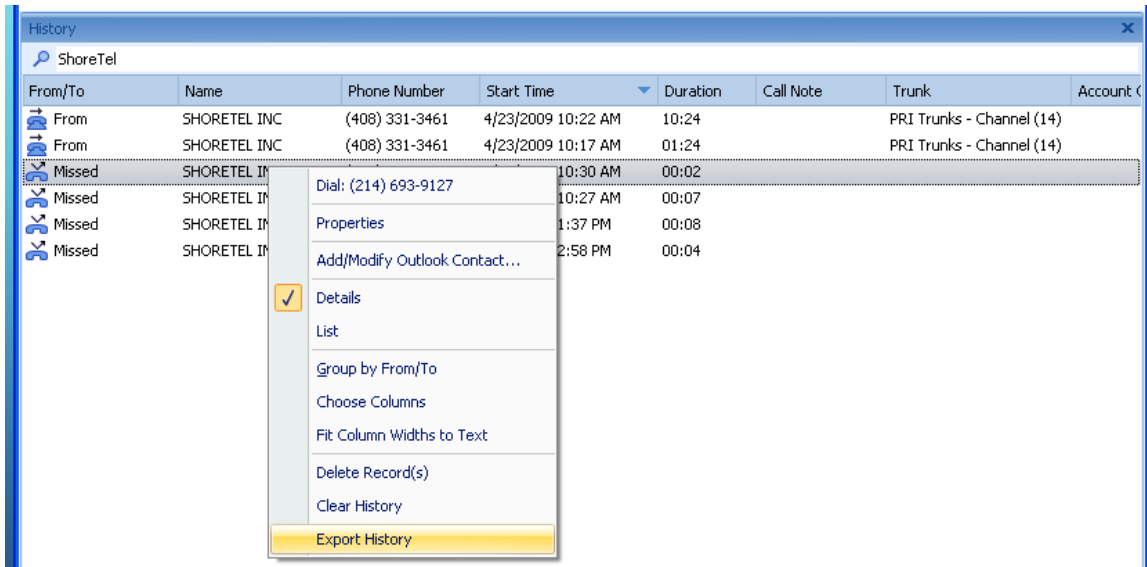


Once you find a specific record, you can place a return call by simply double-clicking an entry in the history log (shown below):



With Call History being made available to all ShoreWare Call Managers, every user has the ability to save themselves both the time and hassle of having to manually scroll through the Redial records on the phone or manually running call reports through ShoreWare Director.

You can even export your Call History data to Microsoft Excel by right clicking within the Call History window and selecting the “Export History” option shown below:



To learn more about this feature please contact your system administrator.



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