My Calls

Navigate to **User Panel > My Calls** tab or click the blue My Calls icon from the User Panel to navigate to the My Calls tab.
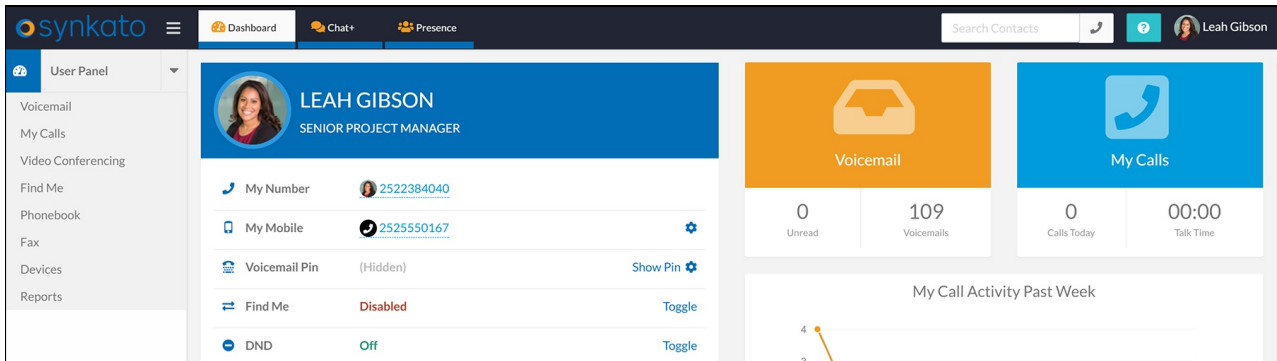
The **My Calls** dashboard allows complete access to call history, recording downloads, and in-depth details about each call.
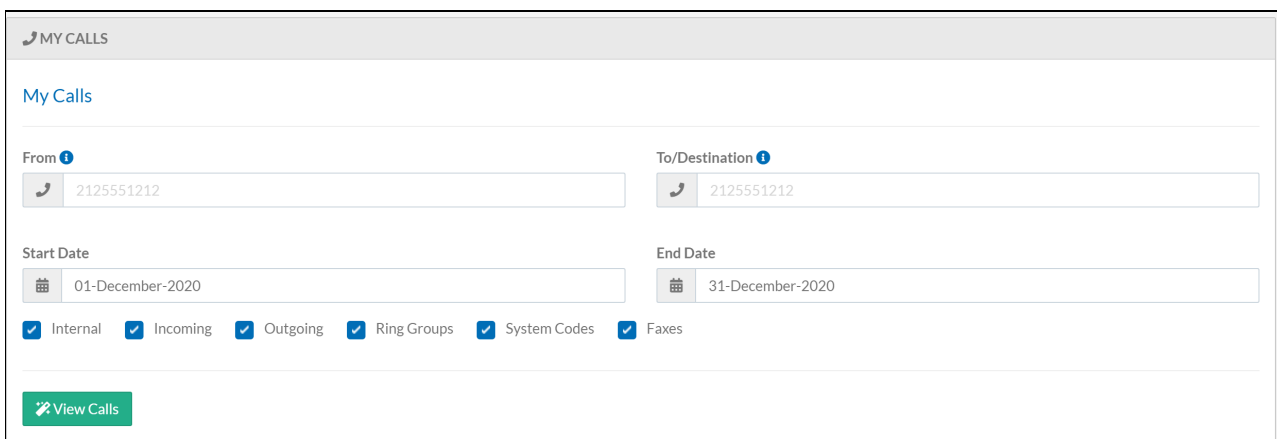
Run Call History Report

Populate the following criteria:

From & To/Destination: Enter either a Synkato extension or full 10 digit phone number.

- The **From** number identifies all calls made from the specified number.
- The **To/Destination** number identifies all calls made to the specified number.
- **User Search:** Check the box and select the user from the drop-down menu to search for a specific Synkato user instead of a number.

Start Date & End Date: Select start and end dates for the report range from the available calendars.

Call Type: Use the call type check boxes to narrow search results by indicating call records to include:

- Internal
- Incoming

- Outgoing
- Ring Groups
- System Codes
- Faxes

Sample Report:

Date/Time	Type	From	To	Destination	Duration	CID Name	Download	Listen
2019-12-03 16:57:04	Incoming	+8000000000	Robert Marshall	Robert Marshall	00:00:52	WIRELESS CALLER	Download	▶ 0:00
2019-12-03 16:52:51	Ring Group	+8000000000	Robert Marshall	Robert Marshall	00:00:00		No Recording	
2019-12-03 15:34:52	System Codes	Robert Marshall	*86	*86	00:00:21	Robert Marshall	No Recording	
2019-12-03 15:20:39	System Codes	Robert Marshall	*86	*86	00:00:37	Robert Marshall	No Recording	

CALLS (16)

Each individual Call Detail Record (CDR) includes a unique **Date/Time**, **Type** of call, **From** caller ID, **To** caller ID, **Destination** (ext. that received the call), **Duration** and **CID Name**. When call recording is enabled for your extension, a recording of the call is available for download or to listen via the report.

To view a particular call in greater detail, select the **Date/Time** hyperlink of a specific call to display In-Call Analytics:

CALLS (16)

Date/Time	Type	From	To	Destination	Duration	CID Name	Download	Listen
2019-12-03 16:57:04	Incoming	+8000000000	Robert Marshall	Robert Marshall	00:00:52	WIRELESS CALLER	Download	▶ 0:00

The **In-Call Analytics** page provides additional call insights.

IN-CALL ANALYTICS

In-Call Analytics:
(1575398324.775414)

Date/Time	Type	From	To	Destination	Duration	Hold Time	Disposition	Trunk	CID Name	Recording
2019-12-03 13:38:44	Ring Group	+8000000001	Robert Marshall	Robert Marshall	00:01:57	N/A	Answered	Internal		No Recording

Time	Event
13:38:13	Ring Group K: Customer Care (4701)
13:38:44	K: Customer Care (4701) called Robert Marshall (4452)

Ringing   Active   Hold   Ring Group   Conference   Transfer   Park   Voicemail   End