

GENESYS

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Callback Administrator's Guide

Viewing Click-To-Call-In records

Contents

- 1 Using the Call-In tab
- 2 Filtering and sorting the records list



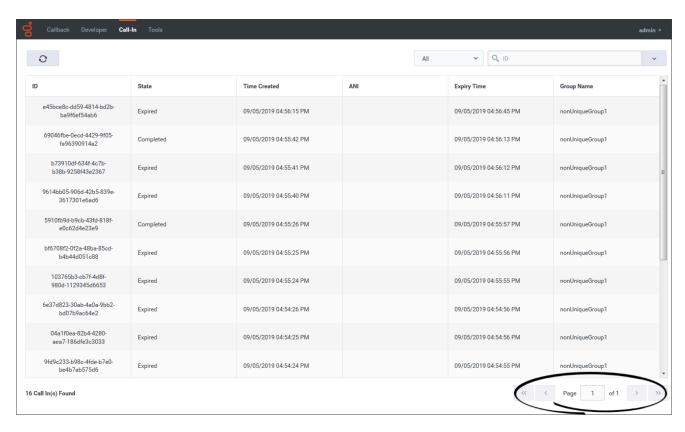
Administrator

If you use the Click-To-Call-In feature with Callback, use the **Call-In** tab in the Callback UI to view the Click-To-Call-In records.

Related documentation:

To view the **Call-In** tab, you must be assigned the **Callback Administrator** or **Callback Developer** Role.

Using the Call-In tab



The **Call-In** tab lists up to 5000 Click-To-Call-In records. Once you have more than 5000 Click-To-Call-In records, the oldest records are dropped from the list in the UI.

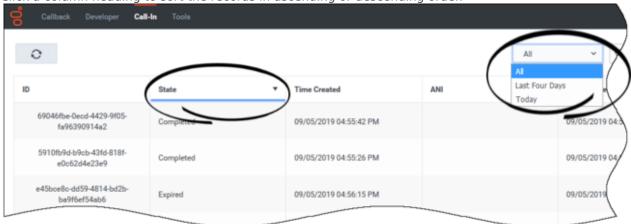
One page on the **Call-In** tab displays up to 500 records. Once you have more than 500 records, you can use the pagination tools at the bottom of the page to navigate through the records.

Filtering and sorting the records list

To help you find specific records more easily, the **Call-In** tab offers the following filtering tools:

• Filter the list using the predefined time-range filters available at the top of the page.

• Click a column heading to sort the records in ascending or descending order.



• Search based on a specific record attribute. In this example, we want to find all of the records that are in the Completed state. We select State from the drop-down menu and enter Completed in the **Search** field. Only records that are in the Completed state display.

