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Callback Administrator's Guide

Viewing Click-To-Call-In records

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- 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

ID	State	Time Created	ANI	Expiry Time	Group Name
e45bce8c-dd59-4814-bd2b-ba9f6ef54ab6	Expired	09/05/2019 04:56:15 PM		09/05/2019 04:56:45 PM	nonUniqueGroup1
69046fbc-0ecd-4429-9f05-fa96390914a2	Completed	09/05/2019 04:55:42 PM		09/05/2019 04:56:13 PM	nonUniqueGroup1
b73910df-634f-4c7b-b38b-9258f43e2367	Expired	09/05/2019 04:55:41 PM		09/05/2019 04:56:12 PM	nonUniqueGroup1
9614bb05-906d-42b5-839e-3617301e6ad6	Expired	09/05/2019 04:55:40 PM		09/05/2019 04:56:11 PM	nonUniqueGroup1
5910fb9d-b9cb-43fd-818f-e0c62d4e23e9	Completed	09/05/2019 04:55:26 PM		09/05/2019 04:55:57 PM	nonUniqueGroup1
bf6708f2-0f2a-48ba-85cd-b4b44d051c88	Expired	09/05/2019 04:55:25 PM		09/05/2019 04:55:56 PM	nonUniqueGroup1
103765b3-cb7f-4d8f-980d-1129345d6653	Expired	09/05/2019 04:55:24 PM		09/05/2019 04:55:55 PM	nonUniqueGroup1
6e37d823-30ab-4a0a-9bb2-bd07b9ac64e2	Expired	09/05/2019 04:54:26 PM		09/05/2019 04:54:56 PM	nonUniqueGroup1
04a1f0ea-82b4-4280-aea7-186dfe3c3033	Expired	09/05/2019 04:54:25 PM		09/05/2019 04:54:56 PM	nonUniqueGroup1
9fd9c233-b98c-4fde-b7e0-be4b7ab575d6	Expired	09/05/2019 04:54:24 PM		09/05/2019 04:54:55 PM	nonUniqueGroup1

16 Call In(s) Found

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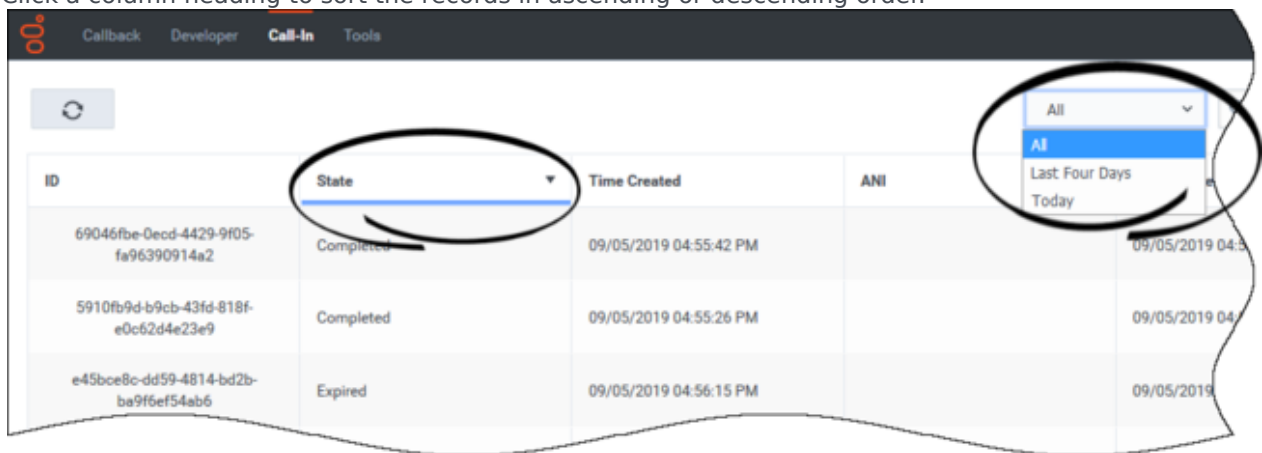
The **Call-In** tab lists up to 5000 Click-To-Call-In records. Once you have more than 5000 Click-To-Call-In records, the oldest records are dropped from the list in the UI.

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.

