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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

Callback   Developer   **Call-In**   Tools   admin

refresh all search dropdown

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
69046fbe-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-1129345d6553	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-4fd4-b7e0-be4b7ab575d6	Expired	09/05/2019 04:54:24 PM		09/05/2019 04:54:55 PM	nonUniqueGroup1

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.

ID	State	Time Created	ANI	Expiry Time
69046fbe-0ecd-4429-9f05-fa96390914a2	Completed	09/05/2019 04:55:42 PM		09/05/2019 04:55:42 PM
5910fb9d-b9cb-43fd-818f-e0c62d4e23e9	Completed	09/05/2019 04:55:26 PM		09/05/2019 04:55:26 PM
e45bce8c-dd59-4814-bd2b-ba9f6ef54ab6	Expired	09/05/2019 04:56:15 PM		09/05/2019 04:56:15 PM

- 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.

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
69046fbe-0ecd-4429-9f05-fa96390914a2	Completed	09/05/2019 04:55:42 PM		09/05/2019 04:56:13 PM	nonUniqueGroup1
b73910d4-634f-4c7b-b38b-9258f43e2367	Expired	09/05/2019 04:55:41 PM		09/05/2019 04:56:12 PM	nonUniqueGroup1
9614bb5-905d-47b5-832					