# Callback Administrator's Guide

Viewing Click-To-Call-In records

8/8/2025

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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:

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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.
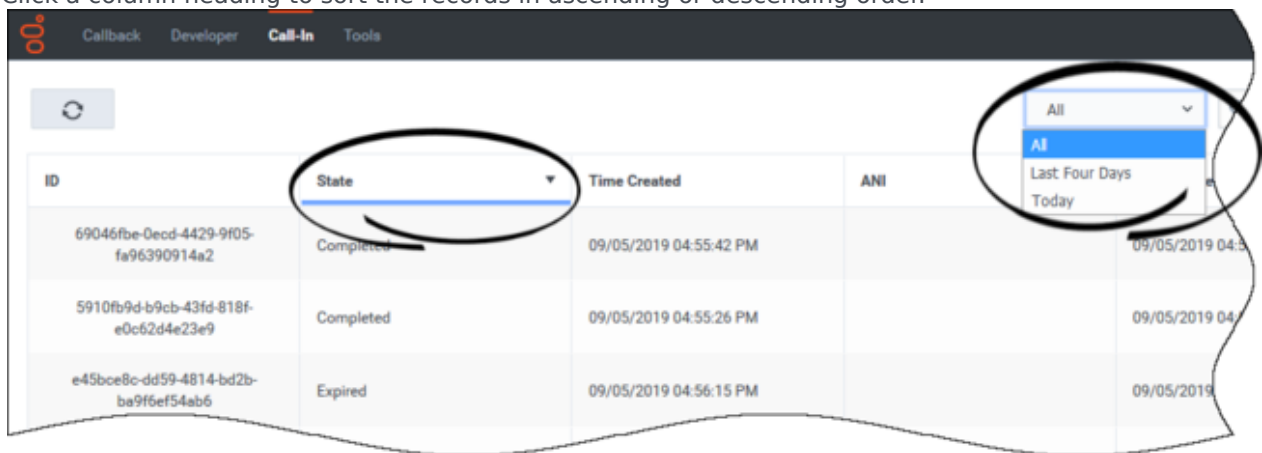


- Search based on a specific record attribute. In this example, we want to find all of the records that are in the Completed state. We select `State` from the drop-down menu and enter `Completed` in the **Search** field. Only records that are in the Completed state display.