

## Overview

The Cradle to Grave feature outlines call transitions in an easy to understand linear view. This data displays the multiple call legs, time stamps, functions (e.g. hold, call park, call transfer), as well as inbound/outbound phone numbers or extensions. This tool empowers phone system admins to troubleshoot, report and identify call concerns.

➔ **Note: Available to Office Manager, Site Manager and Call Supervisor.**

## Accessing Cradle to Grave

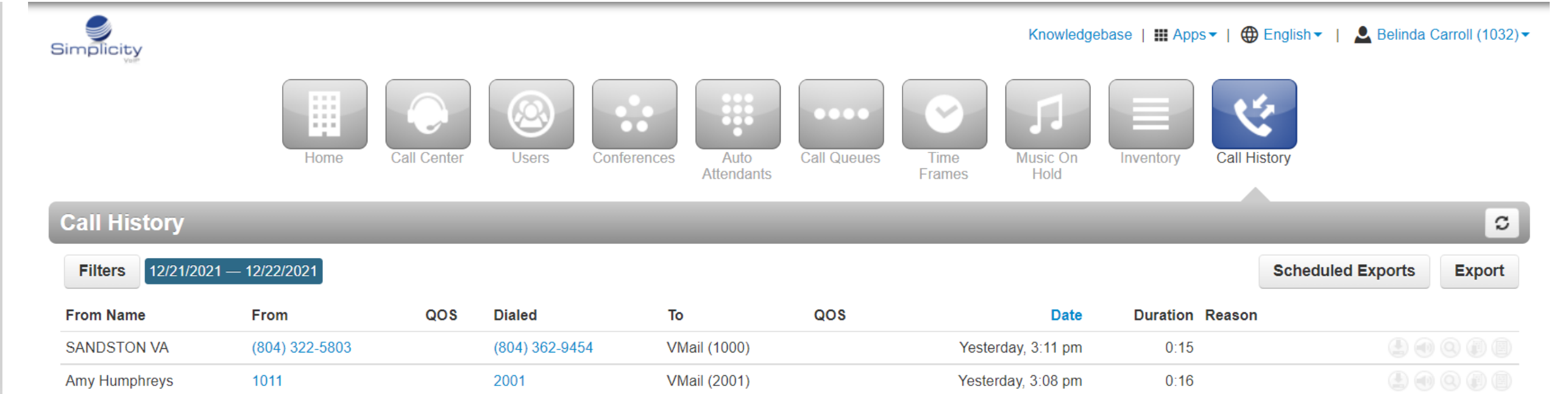
Sign into the Simplicity Client Portal using Google Chrome.

Login to the Client Portal at

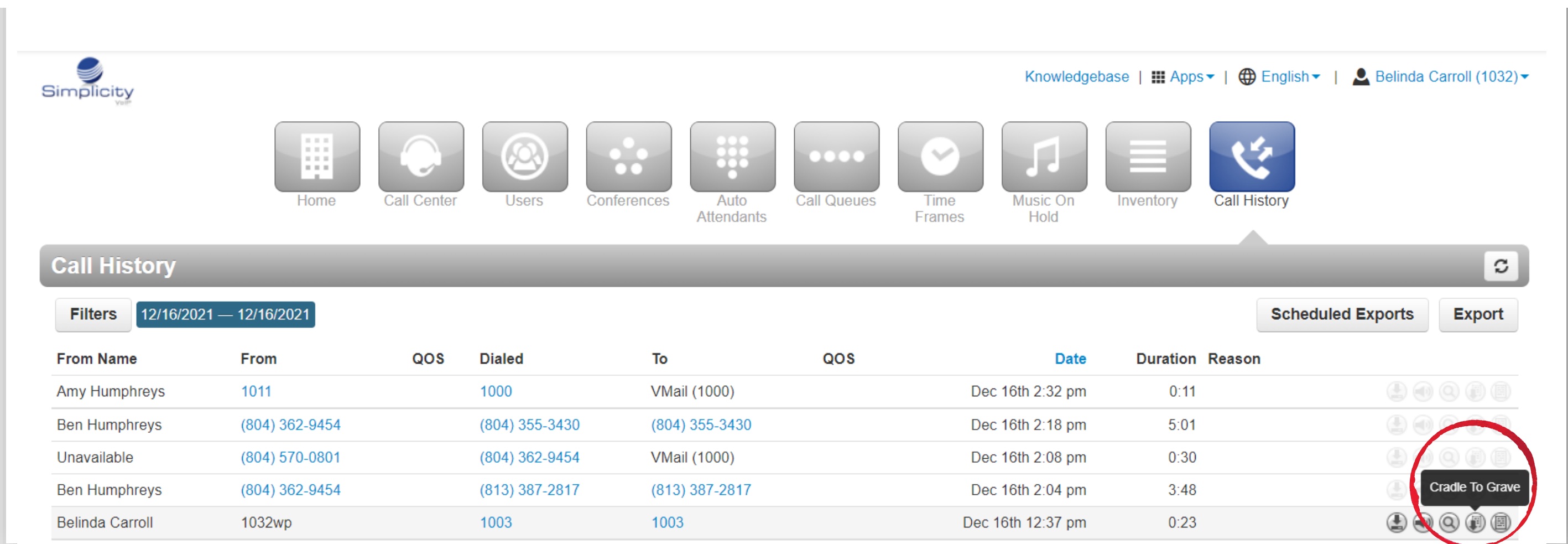
<https://mysimplicityvoip.com/portal/>



Once in the portal on the Domain level, go to the **Call History** tab

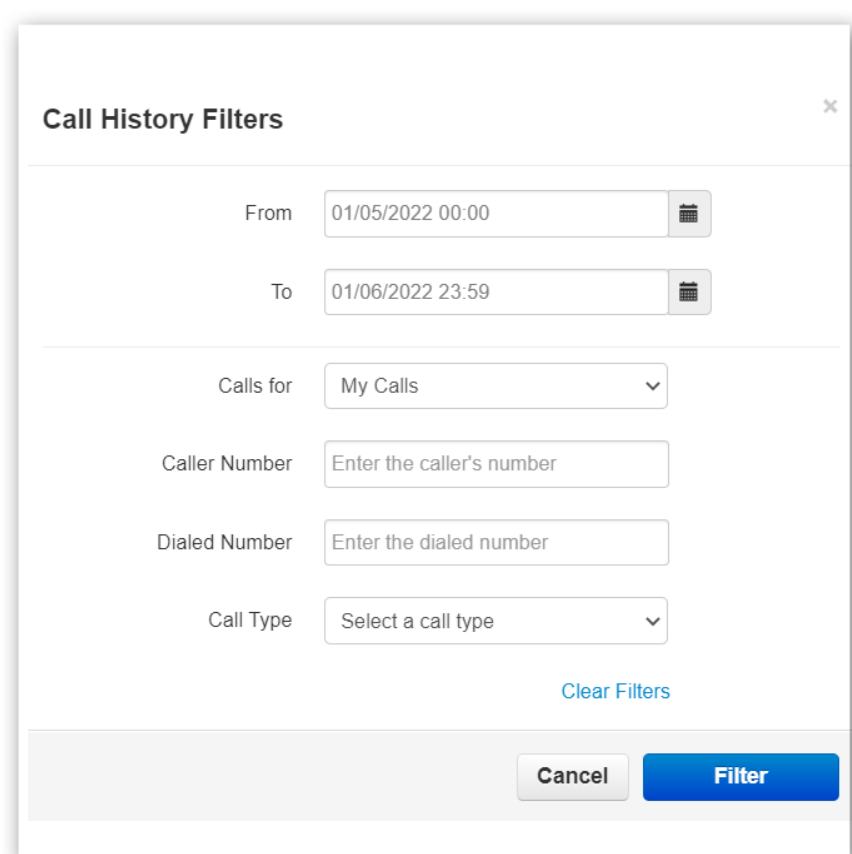


From Name	From	QOS	Dialed	To	QOS	Date	Duration	Reason
SANDSTON VA	(804) 322-5803		(804) 362-9454	VMail (1000)		Yesterday, 3:11 pm	0:15	
Amy Humphreys	1011		2001	VMail (2001)		Yesterday, 3:08 pm	0:16	



Once in **Call History** on the Domain level, click the **Filters** button- you can filter by date, call queue/agent, caller number, dialed number or call type.

Then click on the **Cradle to Grave** button.



This will pull up the **Cradle to Grave** window. From here, you can also click **View SIP Flow** for a more detailed call trace, which can be exported.

