Cradle to Grave

The **Cradle to Grave** feature outlines call transitions in a simple, 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 and outbound phone numbers or extensions. This tool empowers phone system administrators to troubleshoot, report and identify call concerns.

Cradle to Grave data is available in the **Call History** section on the Domain levelof the Simplicity portal and is viewable by **Office Manager**, **Site Manager** and **Call Center Supervisor** roles.

Cost: No additional cost.

Time	Event
11:44:14	Call from (912) 361-6699 to (555) 000-0003
11:44:14	Connected to CallQueue Queue 3
11:44:25	No Answer. Forwarding to 8001
11:44:25	Connected to CallQueue Queue 1
11:44:25	359 is ringing
11:44:29	Call answered by 359
11:44:56	Call parked by 359 at 901
11:45:18	Call from 358 to 81
11:45:18	Call pickup by 358
11:45:18	BYE from Term

Example of a call that is parked and then picked up

Time	Event
12:36:57	Call from (252) 308-9548 to (555) 000-0003
12:36:57	Connected to CallQueue Queue 3
12:37:06	315 is ringing
12:37:06	314 is ringing
12:37:07	No Answer. Forwarding to 8001
12:37:07	Connected to CallQueue Queue 1
12:37:07	350 is ringing
12:37:11	Call answered by 350
12:38:31	Call parked by 350 at 901
12:42:56	Call from 357 to 81
12:42:56	Call pickup by 357
12:42:56	BYE from Term

Example of a call in queue that times out, is forwarded and then parked