

Cradle to Grave Overview & User Guide

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



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

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	Home	Call Center	Users Confe	Auto Attendants	Call Queues	Time Frames Hold	Inventory Call H	istory	
Call History					_				C
Filters 12/21/20	21 — 12/22/2021							Scheduled Exports	Export
Fillers 12/21/20									
From Name	From	QOS	Dialed	То	QOS	Date	Duration Reason	1	
From Name SANDSTON VA	From (804) 322-5803	QOS	Dialed (804) 362-9454	To VMail (1000)	QOS	Date Yesterday, 3:11 pm	Duration Reason 0:15		

Simplicity VoIP, 1129 Gaskins Rd., Suite 200 Richmond, VA 23238

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	Home	Call Center	Users	Conferences Auto Attendants	Call Queues	Time Frames	Music On Hold	Inventory	Call Hist	tory	
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Call History	_	_	_		_	_					5
Call History Filters 12/16/202	21 — 12/16/2021	_	_		_	_	_	_		Scheduled Exports	Export
Call History Filters 12/16/202 From Name	21 — 12/16/2021 From	QOS	Dialed	То	QOS		Date	Duration	Reason	Scheduled Exports	Export
Call History Filters 12/16/202 From Name Amy Humphreys	21 — 12/16/2021 From 1011	QOS	Dialed 1000	To VMail (1000)	QOS	Dec	Date : 16th 2:32 pm	Duration 0:11	Reason	Scheduled Exports	Export
Call History Filters 12/16/202 From Name Amy Humphreys Ben Humphreys	21 — 12/16/2021 From 1011 (804) 362-9454	QOS	Dialed 1000 (804) 355-3430	To VMail (1000) (804) 355-3430	QOS	Dec	Date : 16th 2:32 pm : 16th 2:18 pm	Duration 0:11 5:01	Reason	Scheduled Exports	Export
Call History Filters 12/16/202 From Name Amy Humphreys Ben Humphreys Unavailable	21 — 12/16/2021 From 1011 (804) 362-9454 (804) 570-0801	QOS	Dialed 1000 (804) 355-3430 (804) 362-9454	To VMail (1000) (804) 355-3430 VMail (1000)	QOS	Dec Dec Dec	Date : 16th 2:32 pm : 16th 2:18 pm : 16th 2:08 pm	Duration 0:11 5:01 0:30	Reason	Scheduled Exports	Export
Call History Filters 12/16/202 From Name Amy Humphreys Ben Humphreys Unavailable Ben Humphreys	21 — 12/16/2021 From 1011 (804) 362-9454 (804) 570-0801 (804) 362-9454	QOS	Dialed 1000 (804) 355-3430 (804) 362-9454 (813) 387-2817	To VMail (1000) (804) 355-3430 VMail (1000) (813) 387-2817	QOS	Dec Dec Dec Dec	Date : 16th 2:32 pm : 16th 2:18 pm : 16th 2:08 pm : 16th 2:04 pm	Duration 0:11 5:01 0:30 3:48	Reason	Scheduled Exports	Export

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.

Call History Filters		×
From	01/05/2022 00:00	
То	01/06/2022 23:59	

This will pull up the **Cradle to Grave**

Cradle to G	rave	
12:37:56 PM	Call from Belinda Carroll (1032wp) to Lenada Crabb (1003)	
12:37:56 PM	Simultaneously Ringing 1003	



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