

Section 6.13: Recent Calls Window

This window is found in a tab below the Dial Directory Toolbar. This window displays information regarding the most recent 100 calls. There are two categories within this window: inbound calls and outbound calls. Inbound calls are all the calls received by a particular terminal. The outbound calls are the out-going calls made from a particular terminal. You may also divide the calls between admin, emergency, text, and voice calls. Since we do not receive administrative calls over the 911 terminals, this will not need to be used.

Assets of the Recent Calls window:

1. Call Type Indicators: These indicators are found in the “view list” with each call they are associated with. Indicators include: emergency call, wireless call, text call, TTY call, abandoned calls, abandoned call callbacks, and monitored calls.
2. Dial: This button will call back the number currently selected in the Recent Calls window.
3. View in CID: Displays previous ANI/ALI information for a recent call in the CID window.
4. Emergency Callback: Automatically calls back the most recent inbound emergency call.