ShoreTel Communicator for Windows: Call History

Geez…they hung up on me. Lucky me, I can call them back.

What was his name?

And it's so easy to go back and check.
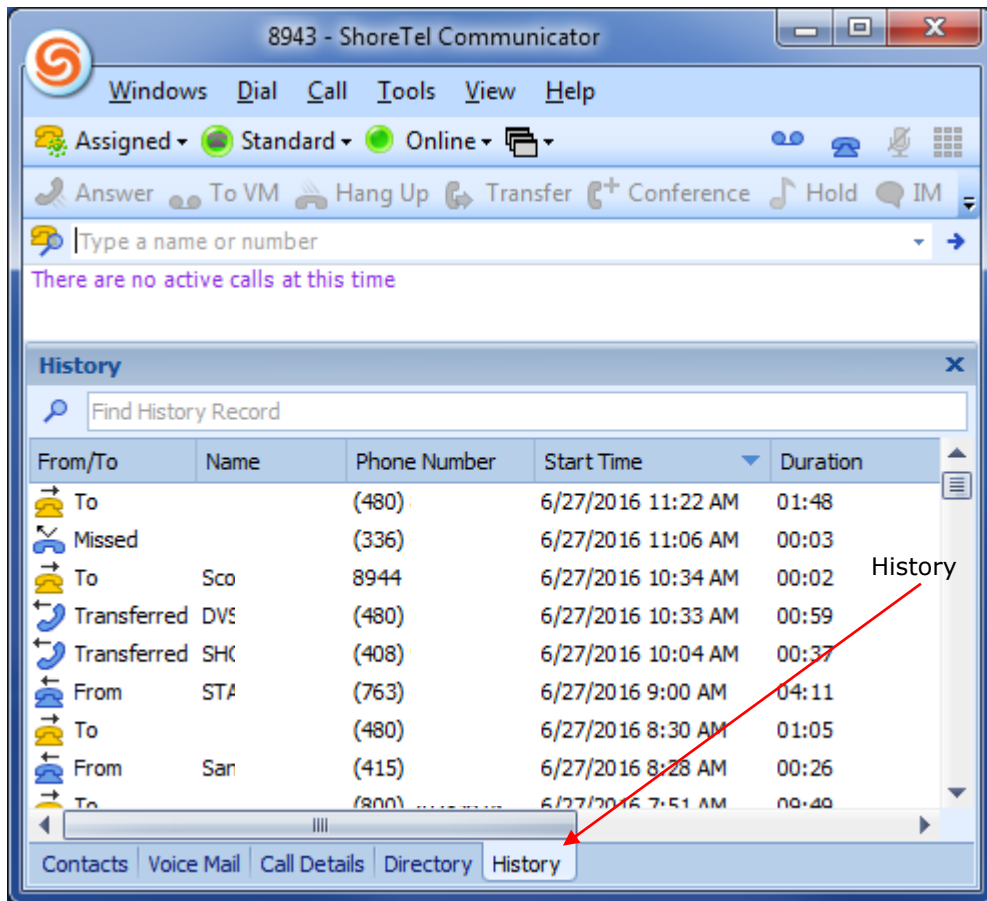
> **Note:**
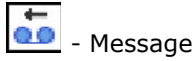> Using ShoreTel Communicator for Windows will view differently on a MAC.

History is a record of each caller entry (if available). History also shows the date and time of the call. You can view all calls, filter calls, dial directly from History or delete calls.

View List

How far back do you need to view…well, how about 1,000 calls. Amazing! And the oldest records will be removed first.
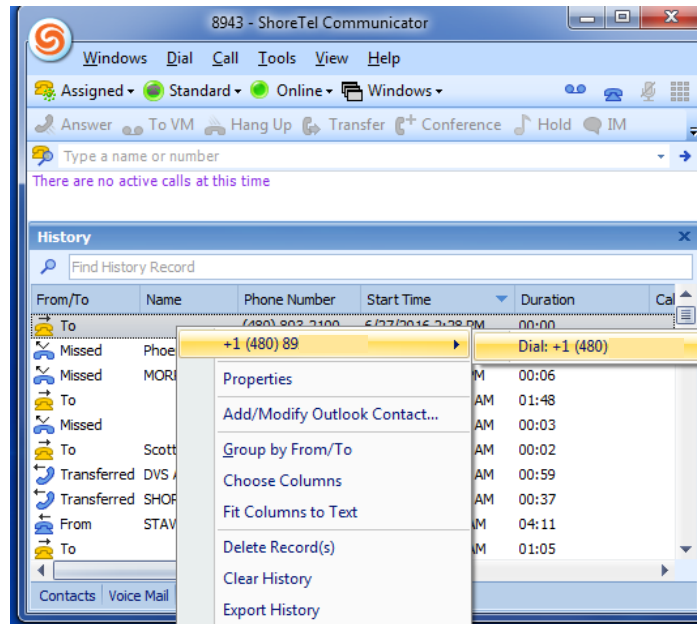
You can adjust the size of each column. And if you hide the words, your icons mean:

- Missed

- From

- To

- Message

- Transferred

Making a Call from History

Double-click on the contact
Right-click on the contact and choose the phone number
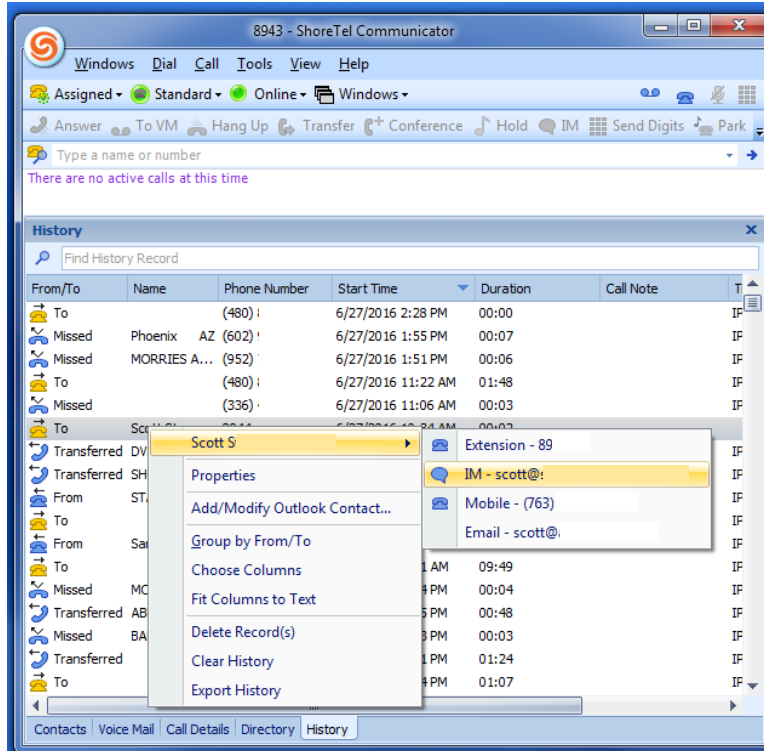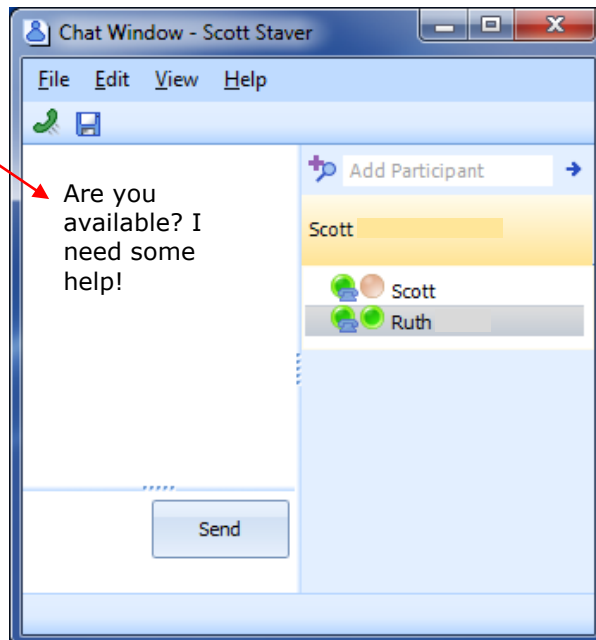
Other Functions

Instant Message (IM)
   This function opens the Chat window
Email from History

IM – Chat Window

Thank you for reading your ShoreTel Tip. Have a great week!