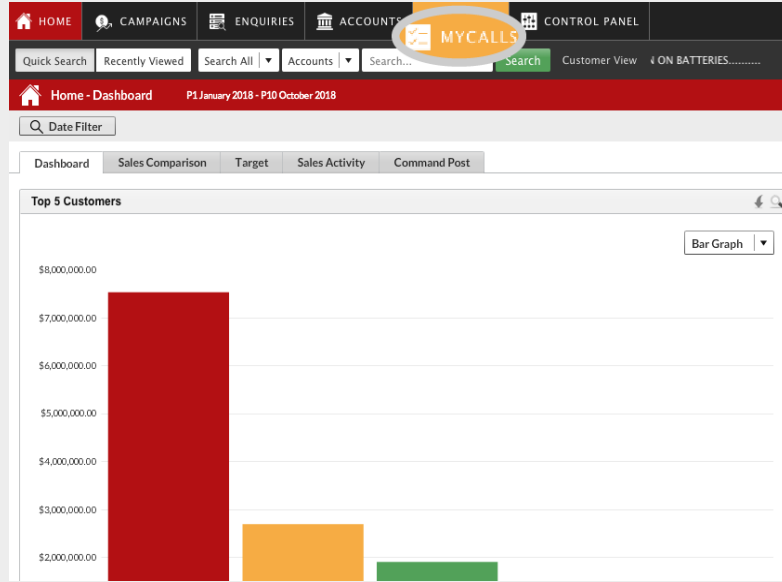


# HOW TO SEE ARCHIVED CALLS - DESKTOP

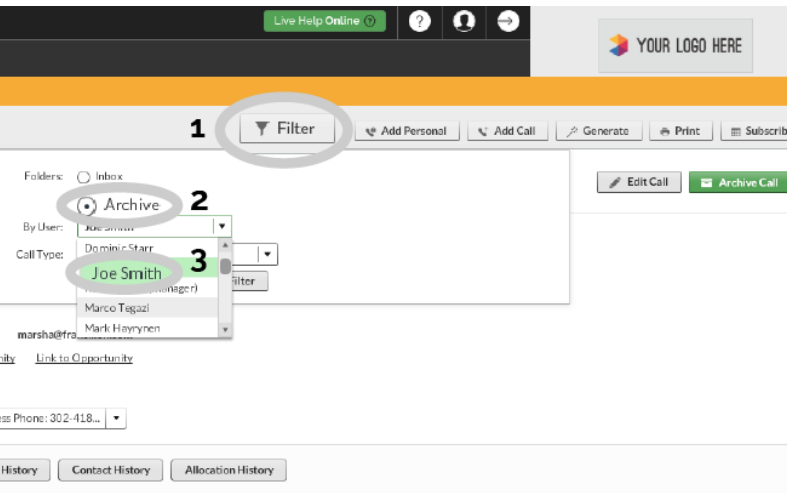
This guide will show you how to see calls that you have previously archived.  
These can be viewed in both list and calendar views.

**01** From the home screen, click the **MYCALLS** tab.



**02** Now, click **Filter**, followed by **Archive**.

Finally, click the User who's archive calls you would like to see (if you have permissions to see other user's calls).



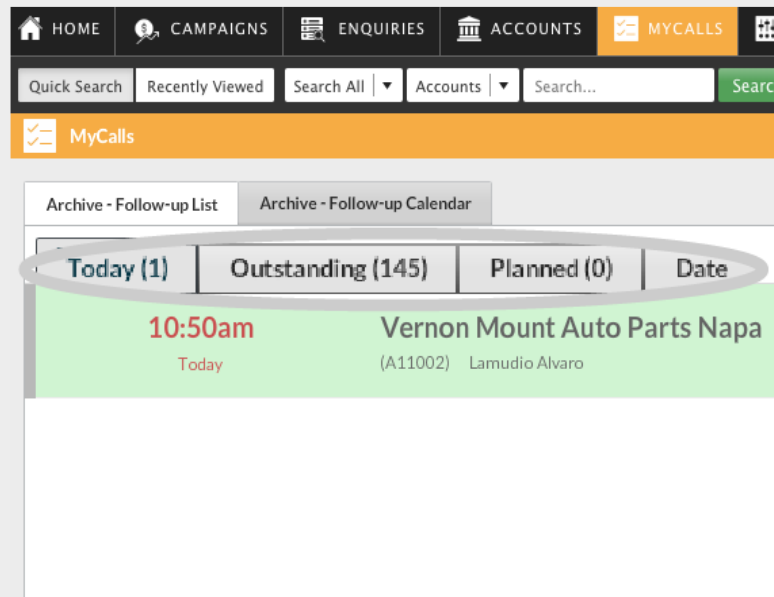
**03** You will now see a list of your Archive calls over on the left hand side.

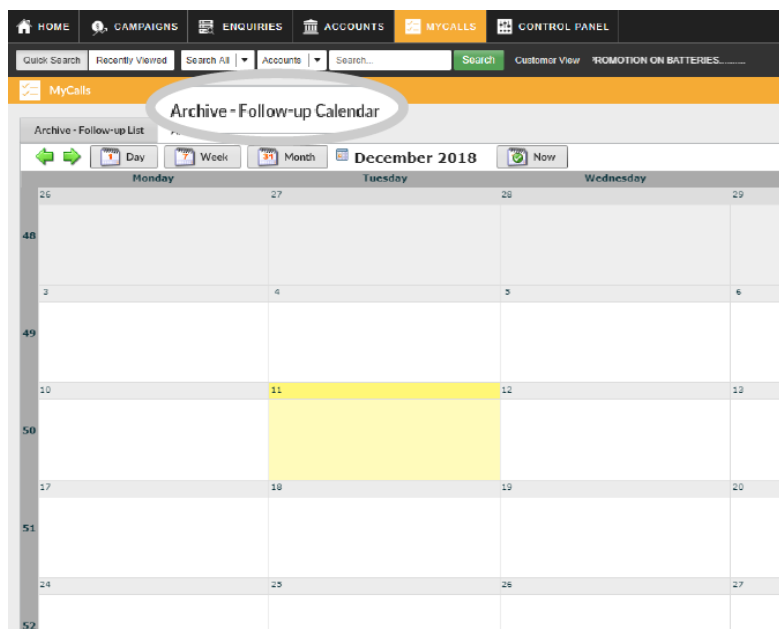
**Today** shows you a list of today's calls that you have archived.

**Outstanding** shows you a list of previous day's calls that you have archived.

**Planned** shows you calls that are due to take place in the future that you have archived.

**Date** allows you to filter so you only see Archived calls that occurred between your chosen dates.

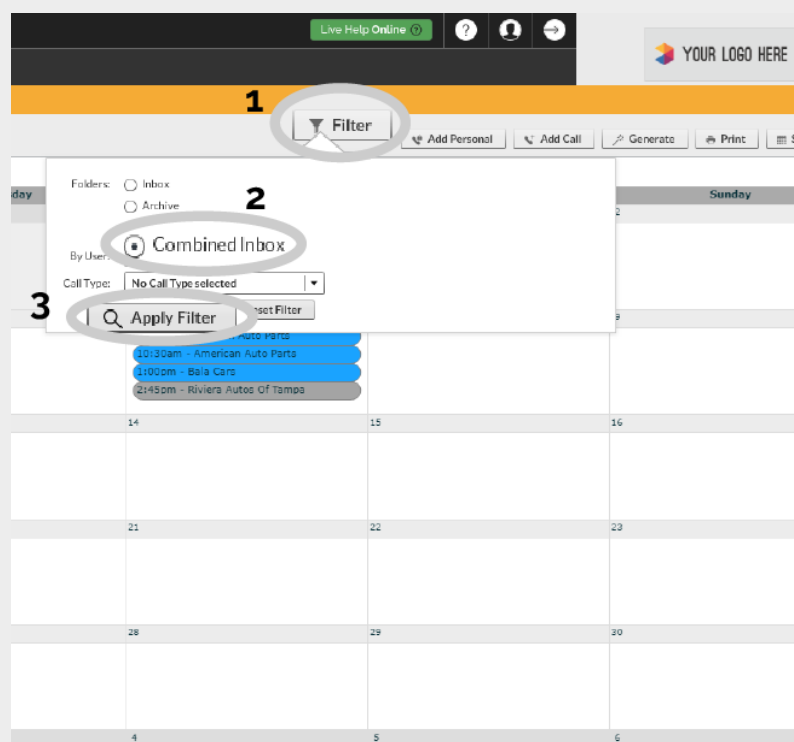




**04** You can also see your Archived Calls in calendar view. To do so, click **Archive - Follow-up Calendar**.

**05** To view both your Archived calls and upcoming calls side by side click **Filter**, followed by **Combined Inbox**.

Finally, to apply the filter click **Apply Filter**.



**06** You will now see a list of all upcoming and archived calls, these can be color coded

e.g. Yellow calls could indicate upcoming calls.

Grey calls could indicate archived calls.

