

## 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.

<b>01</b> From the home screen, click the <b>MYCALLS</b> tab.	HOME       PL       CAMPAIGNS       ENQUIRIES       ACCOUNT       CONTROL PANEL         Quick Search       Recently Viewed       Search All       Accounts       Search       Customer View       ON BATTERIES         Mome - Dashboard       P1January 2018-P10 October 2018
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1 Filter 💘 Add Personal 📢 Add Call 🖉 Generate 🖶 Print 🔳 Subscrib	Now, click Filter. followed by Archive.
Folders: O Inhox Call Type: Dominin's Starr Joe Smith Type: Dominin's Starr	Finally, click the User who's archive calls you would like to se (if you have
marsha@fra_MarkHayrynen +	
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ss Phone: 302-418 🔹	
History Contact History Allocation History	

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 occured between your chosen dates.



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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**.

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17		18			19		20
51					4:00pm - Going to	Vote this afternoon 🦳 🌛	
24		25			26		27
							9:25

**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.