Call History

Call History status and operational review.

- Overview

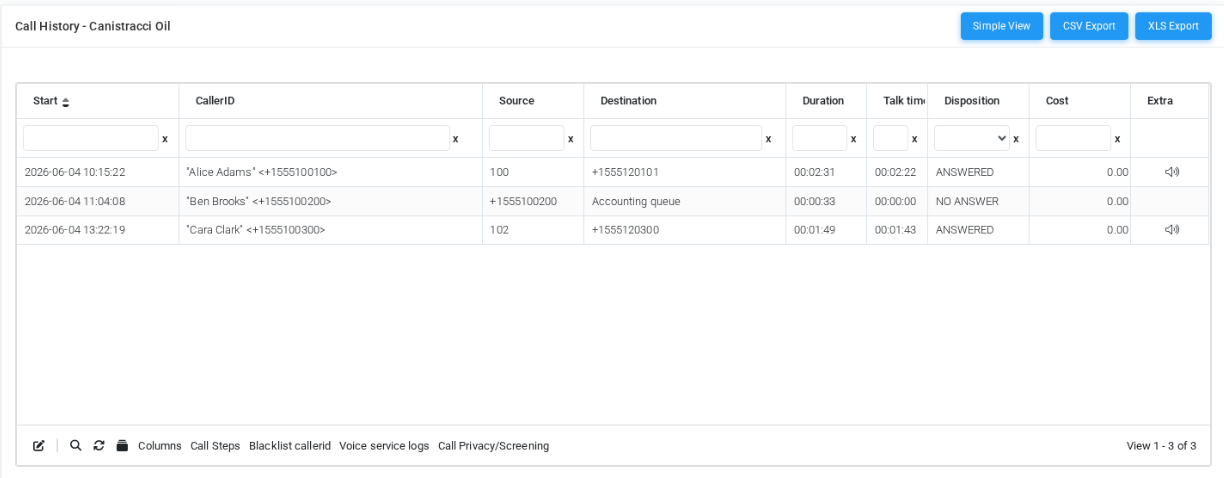
Overview

The **Call History** chapter documents the tenant call-history screens used to review completed and attempted calls. The screenshots below were captured from the live interface with fictional call data in the Canistracci Oil tenant.

Open **Status > Call History** and confirm that the tenant selector at the top of the screen points to the tenant you want to inspect. Call History is a diagnostic area: use it to search, export, listen to recordings, and open related log pages. Change configuration objects from their configuration pages instead of editing status data.

Complete Call History

Complete Call History shows the detailed call-detail view. It is the best view for troubleshooting because it exposes individual call legs, linked IDs, destination context, final landing information, provider account, cost fields when billing is enabled, and optional transcript, summary, and sentiment columns.



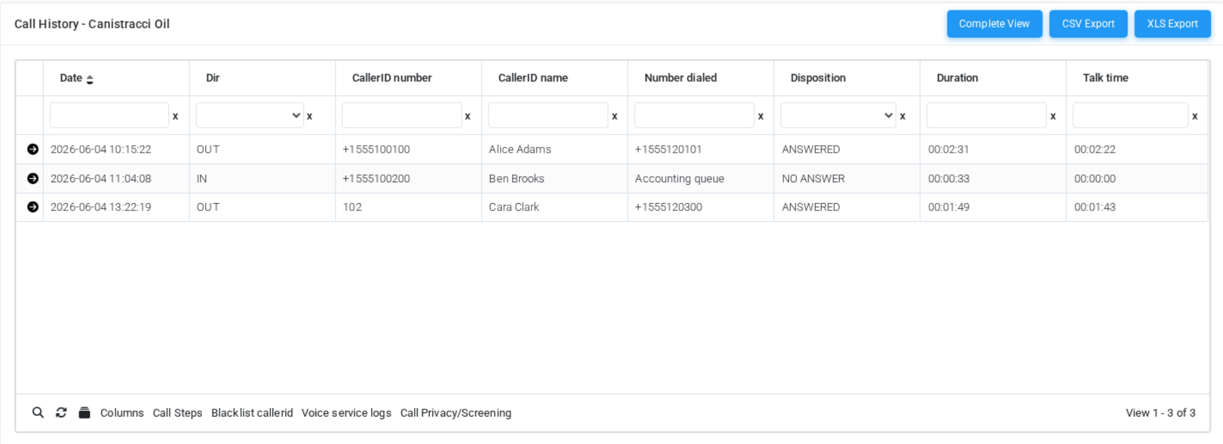
Complete Call History with fictional call data.

Area	How to use it
Filters	Use the date range, source, destination, and additional filters before reviewing or exporting. Narrow filters keep the grid responsive and make exports easier to audit.
Columns	Select **Columns** to hide, show, and reorder fields. The browser stores the column selection locally, so each administrator can keep a personal troubleshooting layout.

Area	How to use it
Rows	Each row represents a call-detail entry or relevant call leg. Use linked ID, unique ID, destination, disposition, duration, and where-landed fields to follow how the call moved through the PBX.
Recordings	Recording icons open the recording player when recordings are available. The player can expose main, transmit, and receive recordings, plus copy, download, or delete controls depending on permissions.
View switch	Select **Simple View** to move from detailed call legs to the summarized call-history view.

Simple Call History

Simple Call History groups call data into an easier operational view. It is useful for help-desk work, quick call searches, and user-facing explanations because it focuses on date, direction, caller ID, dialed number, disposition, duration, and talk time.



Simple Call History with fictional call data.

Area	How to use it
Summary rows	Each row is a simplified call record. Expand a row to inspect the underlying detailed call legs without leaving the simple view.
Direction and disposition	Use direction to distinguish inbound, outbound, local, and active calls. Use disposition to quickly find answered, missed, failed, busy, or abandoned calls.
Columns	Use **Columns** to keep the grid compact for operational staff while still allowing hidden troubleshooting fields when needed.

Area	How to use it
Multi-select	Enable multi-select when you need to run actions such as blacklist or transcription scheduling on more than one selected call.
View switch	Select **Complete View** when you need call-leg detail, linked IDs, provider data, where-landed data, or billing-related columns.

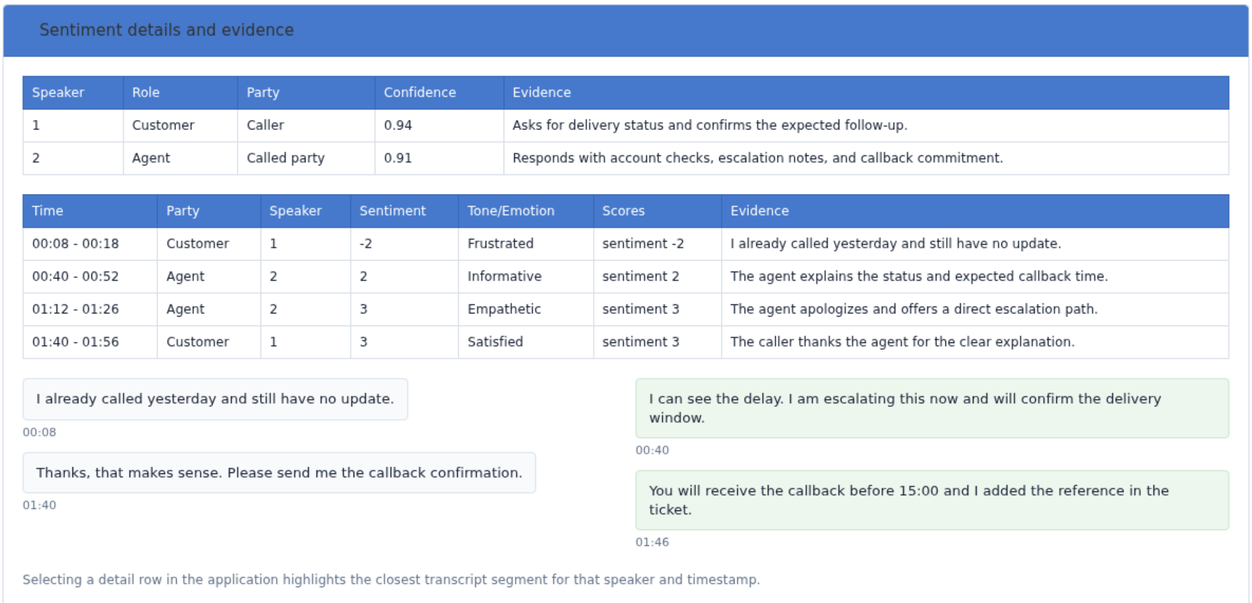
Sentiment Analysis

When transcription and sentimental analysis are enabled, recorded calls can expose AI-generated sentiment details from the transcript view. The detailed Call History grid can show the sentiment score and brief analysis, while the transcript page shows the sentiment and tone timeline, speaker-role detection, and evidence rows.

Sentiment and tone timeline with fictional call data.

Element	Meaning
Overall score	A single sentiment score returned by the configured AI prompt. The default prompt uses a negative-to-positive scale so supervisors can quickly find calls that need review.
Customer sentiment arc	Plots how the customer sentiment changes across the call. This is useful when the call starts negatively but recovers, or when a positive call degrades over time.

Element	Meaning
Agent sentiment and tone	Plots the agent tone across the same timeline. Tone labels such as calm, informative, empathetic, confident, or tense help explain why the call moved in a given direction.
Speaker roles	Shows which speaker was identified as customer or agent, the party role, confidence, and the evidence used for the decision.
Evidence rows	Shows time range, party, speaker, sentiment score, tone or emotion, and the transcript evidence supporting each point. Selecting a row in the application highlights the closest transcript segment.


Sentiment details and evidence

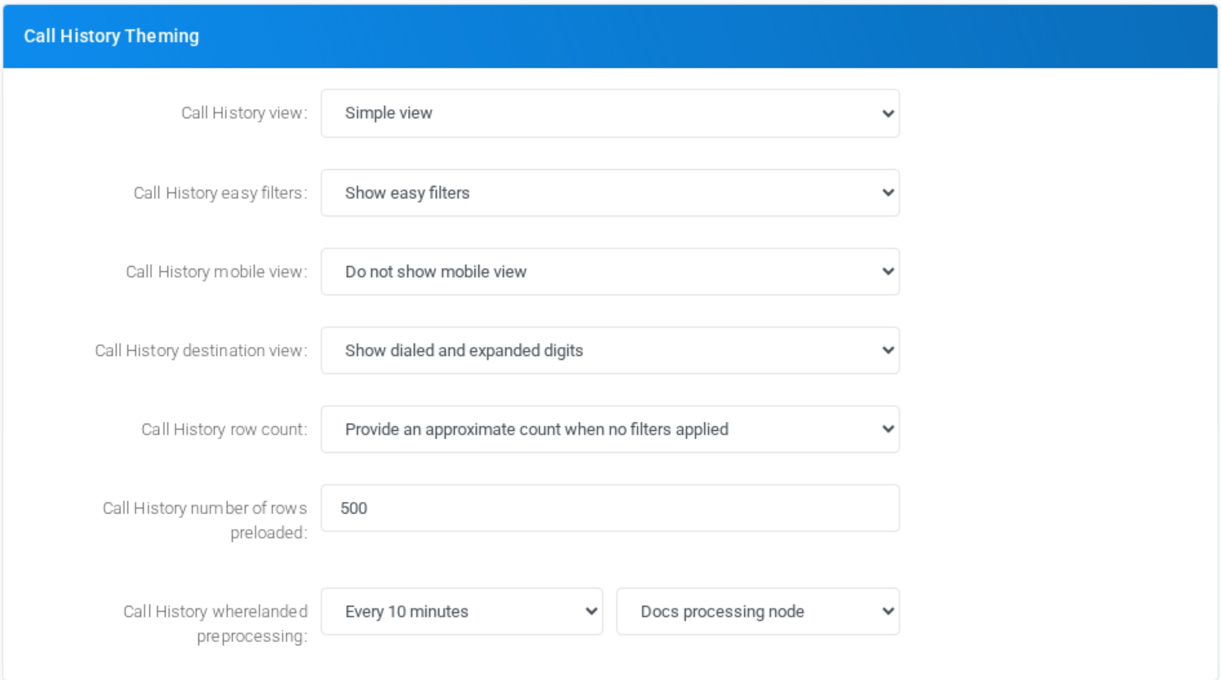
Speaker	Role	Party	Confidence	Evidence
1	Customer	Caller	0.94	Asks for delivery status and confirms the expected follow-up.
2	Agent	Called party	0.91	Responds with account checks, escalation notes, and callback commitment.

Time	Party	Speaker	Sentiment	Tone/Emotion	Scores	Evidence
00:08 - 00:18	Customer	1	-2	Frustrated	sentiment -2	I already called yesterday and still have no update.
00:40 - 00:52	Agent	2	2	Informative	sentiment 2	The agent explains the status and expected callback time.
01:12 - 01:26	Agent	2	3	Empathetic	sentiment 3	The agent apologizes and offers a direct escalation path.
01:40 - 01:56	Customer	1	3	Satisfied	sentiment 3	The caller thanks the agent for the clear explanation.

Sentiment evidence and speaker-role tables with fictional call data.

Changing the View

You can change views directly from the Call History page by selecting **Simple View** or **Complete View**. The administrator can also choose the default view from **Admin > Settings**, in the **Call History Theming** section.



Admin Settings Call History Theming section showing the default Call History view controls.

Setting	Meaning
Call History view	Controls the default Call History view. **Show all legs** opens the full detailed view, **Show only relevant entries** keeps a compact detailed view, and **Simple view** opens the summary view by default.
Call History easy filters	Shows or hides the top filter form with date, source, destination, and related quick filters.
Call History mobile view	Allows MiRTA PBX to open the mobile-optimized call-history view automatically on smartphones.
Call History destination view	Controls whether the destination column shows dialed digits, expanded digits, or both.
Call History row count	Controls how aggressively the system counts matching rows. Approximate or skipped counts can improve performance on large call-history tables.
Call History number of rows preloaded	Sets how many rows are loaded initially when the page opens.
Call History wherelanded preprocessing	Schedules preprocessing of where-landed data so the Call History page can open faster when that calculation is expensive.

Linked Pages and Actions

The following controls can appear in Complete Call History and Simple Call History depending on tenant settings, installed modules, and the permissions of the logged-in administrator.

Linked page or action	Explanation
Complete View / Simple View	Switches between the detailed call-leg grid and the summarized call-history grid. This changes the current view only; the default view is configured in Admin Settings.
Call Steps	Opens the chronological call-step view for the selected call. Use it to understand transfers, bridges, queue handling, dial attempts, hangups, and other call events.
Recording Player	Opens from recording icons in the grid. It plays available recordings and may offer copy-link, download, delete, or alternate-channel recording controls according to permissions.
CSV Export and XLS Export	Exports the current prepared dataset. Filter first, then export, so the downloaded file contains only the calls you intend to review.
Blacklist callerid	Adds the selected caller ID to the tenant blacklist with a reason based on the call date. Use it only after confirming the number should be blocked.
Call Hold Logs	Opens hold-event history, including extension, start, end, duration, party held, unique ID, and linked ID. Use it to investigate long holds and caller experience.
Parked Call Logs	Opens parking history, including extension, parking space, parking lot, duration, party, and unique ID. Use it to verify parking-lot workflows.
Scheduled Call Logs	Opens scheduled-call history, including the target number, not-before time, attempts, confirmation, DTMF received, status, and sender.
AI Logs	Opens generative AI call logs with caller ID, start and end time, duration, talk time, token counts, and unique ID. Use it to audit AI-assisted call handling.
Voice Service Logs	Opens voice-service usage logs for text-to-speech, speech-to-text, and similar services. It shows provider, unique ID, words, duration, characters, tokens, and language.
Call Privacy/Screening	Opens the privacy and screening status page for caller IDs. Administrators with permission can review or adjust the action assigned to screened callers.
AI Processing	Opens the queue of transcript, summary, and sentiment processing jobs, including action, unique ID, first check, last check, note, and notification email.
Transcribe call	Schedules transcription, summarization, or sentiment analysis for selected recorded calls. The dialog can also send a notification email when processing is complete.

Linked page or action	Explanation
Alarms Received	Appears when alarm controls are enabled. It opens the received-alarm history related to alarm receiver handling.

Operational Notes

- Use Complete Call History for troubleshooting and Simple Call History for quick operational lookup.
- Filter by date and tenant before exporting or scheduling actions on calls.
- Recording, export, deletion, billing, transcription, and AI actions depend on permissions and enabled features.
- When the grid feels slow on large deployments, review the Call History row count, preloaded rows, easy filters, and where-landed preprocessing settings.