



How to Download Call Log Reports

In this guide, we highlight the benefits of calling analytics, how to access them, and provide step-by-step instructions on how to download the call log reports from your Flex•Point™ Administrator Portal.

Benefits of Calling Analytics and Call Log Reporting:

The calling analytics and call logs from your Flex•Point™ Admin Portal allow you to do a number of things. They allow you to capture and download all company call activities in an excel format, which you can also organize just the way you want to. The reports can provide up to 90 days of call activity, and you can download data in 20-day increments (*For example:* If you would like to run a report for December 2019, you would select dates December 1, 2019 to December 19, 2019, and then start new report from December 20, 2019 to December 31, 2019.).

How to Access the Calling Analytics:

Step 1 – First log in to your Administrator Portal at: <https://point.gtb.net/bg>.



CommPortal Web

Please log in below.

Number:

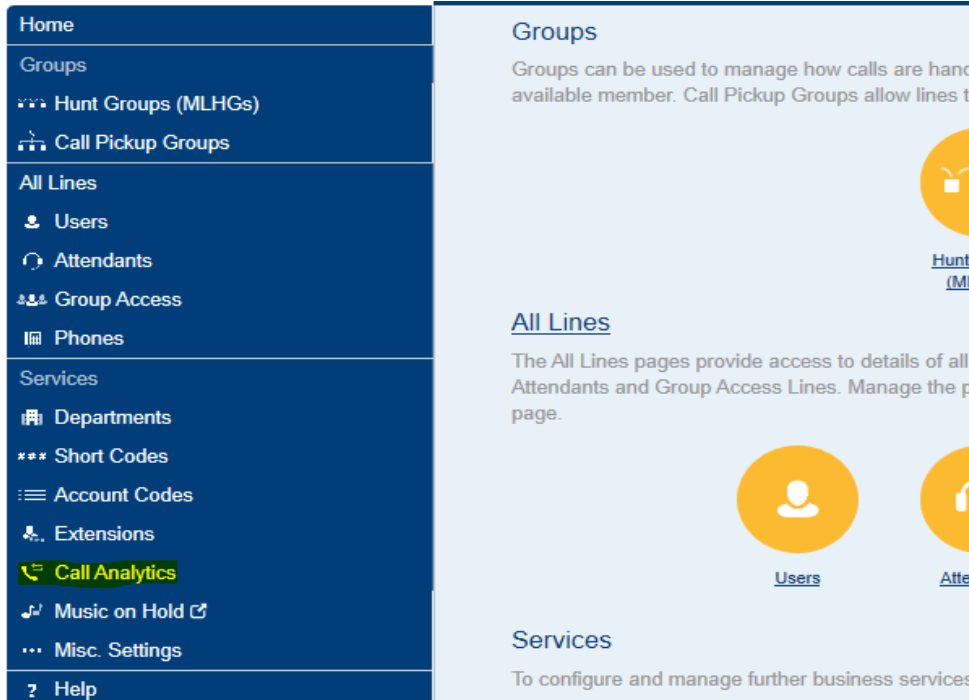
Password:

If you have forgotten your password, please contact customer support.



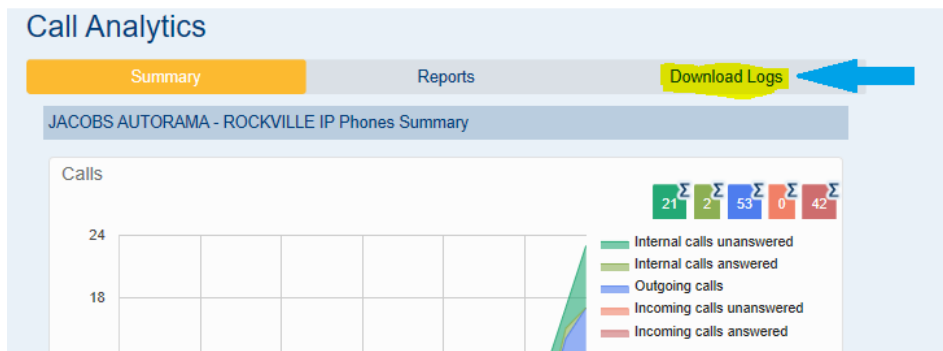
How to Download Call Log Reports

Step 2 - Click on Call Analytics.



How to Download the Call Log Report:

Step 1 – Click on Download Logs.





How to Download Call Log Reports

Step 2 – Select a start date, an end date, and click on Download.

Call Analytics

Summary Reports **Download Logs**

Download CSV report of all calls to and from lines in your administration domain.

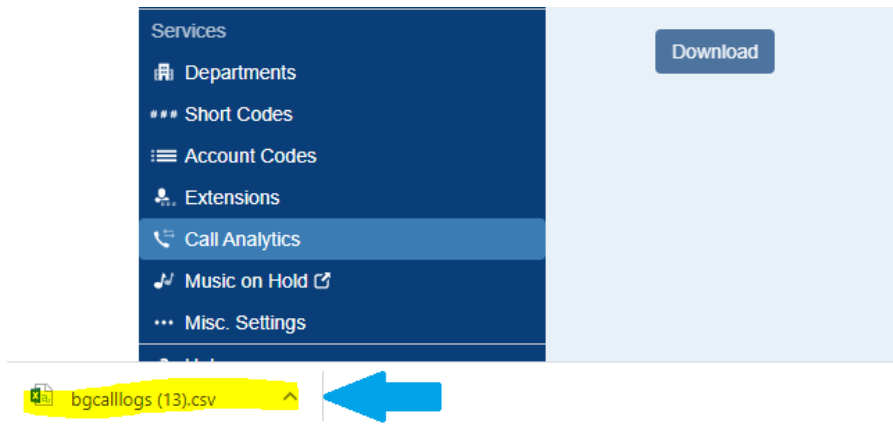
Date Range:

Start date: 01 01 2020
month day year

End date: 01 14 2020
month day year

Download

Step 3 – Once the download is complete, open the file from your computer.



Step 4 – Once you've opened the file, make sure to expand the window to its largest size and extend the columns so that you are able to see all of the data within the cells (e.g. *date, time, call type, etc.*). Please also note that there are three different classifications for call types defined below:

1. **Originating:** A call that originated from your business group that was made to an outside phone number.
2. **Terminating:** A call that originated from an outside line that was made to your business group.
3. **Intra BG:** A call made from one internal extension to another.

Still Have Questions?

Contact the Customer Care team by email at custservice@gtb.net or by phone at 1 (877) CALL-GTB.