

BG Admin Call Logs

Each call log is represented as a line in an exported CSV file. Each line shows the fields in the order listed below. When the field is not applicable, it will be empty in the CSV report.

- **Date:** This is the date when the call was initiated, converted to the Business Group administrator's local time zone. Its format is MM/DD/YYYY.
- **Time:** This is the time when the call was initiated, converted to the Business Group administrator's local time zone. Its format is HH:MM:SS (24h format).
- **Call Type:** This is one of "Originating", "Terminating" or "Intra BG."
- **Calling Number:** The calling party number, without any formatting.
- **Calling Extension:** The extension number of the calling party. This is only applicable when the calling party is a Business Group line with an extension configured.
- **Calling Department:** The full name of the department of the line that originates the call (i.e. including hierarchy, using a '/' delimiter). This is only applicable when the calling party is a Business Group line that is a member of one department. This means that if the line is not assigned to any department or if the Business Group does not support departments, this field will be empty.
- **Called Number:** The called party number, without any formatting.
- **Called Extension:** The extension number of the called party. This is only applicable when the called party is a Business Group line with an extension configured.
- **Called Department:** The full name of the department of the line that receives the call (i.e. including hierarchy, using a '/' delimiter). This is only applicable when the called party is a Business Group line that is a member of one department. This means that if the line is not assigned to any department or if the Business Group does not support departments, this field will be empty.
- **Call Connected:** Whether the call has been successfully connected. One of 'Yes' and 'No'.
- **Duration:** This is the total time the call was connected (if it was successfully connected or zero otherwise). The format is HH:MM:SS.
- **Queuing Time:** This is the time elapsed since the call was initiated until it was successfully connected (if successfully connected, otherwise this will be empty). The output format is HH:MM:SS.
- **Account Code:** The account code (with any entered leading zeroes), if applicable, without any formatting.
- **Carrier Code:** The carrier selected for the call (with any entered leading zeroes), if applicable, without any formatting.