

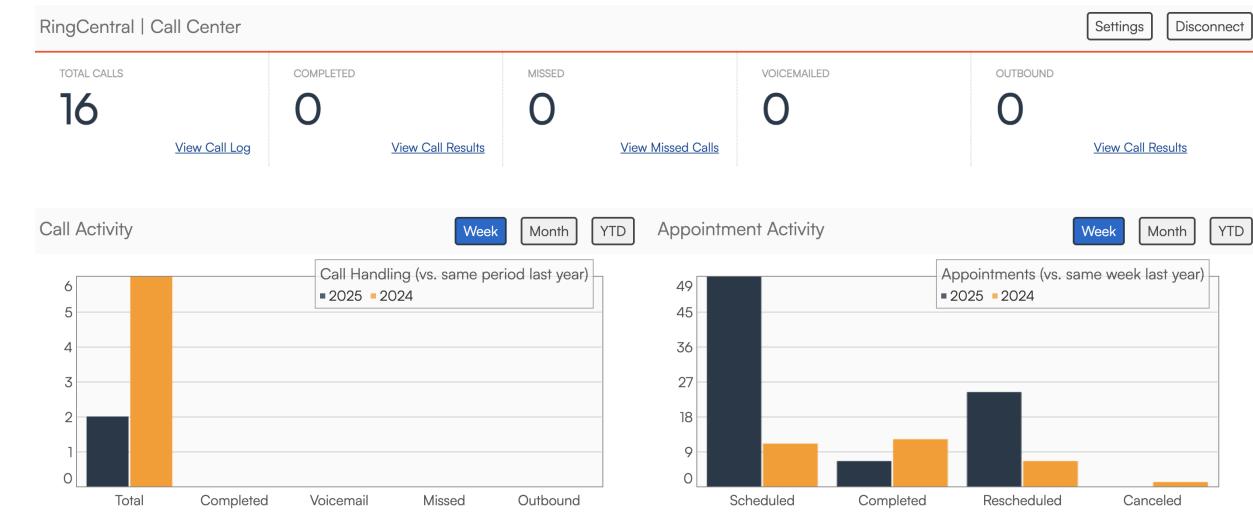
# Call Center

12/19/2025 10:04 am CST

## Overview

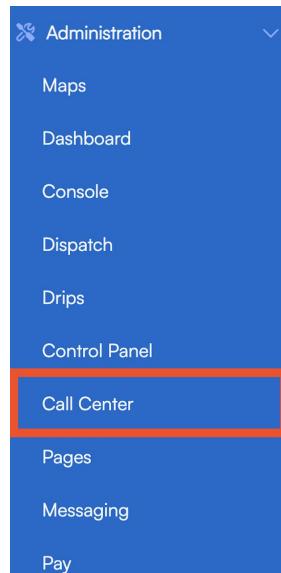
As part of serviceminder's integrations, two **VoIP (Voice over Internet Protocol)** business phone providers (**RingCentral** and **OpenPhone**) will show call logging in a section called **Call Center**.

This area will log inbound calls, outbound calls, missed calls, and voicemails that come through your integrated lines.

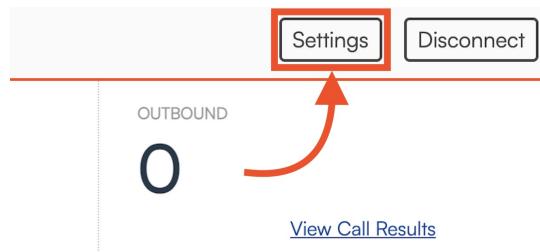


## Settings and Navigation

Access the **Call Center** via the **Administration** section of the toolbar.



In the top right corner, click **Settings**.



Here you can view the integrated phone lines for logging and choose which organizations to share the account with.

## RingCentral | Settings

**Account Sharing**

- Adventuring Parties  Share with Adventuring Parties
- Bob's Handyman - Plano  Share with Bob's Handyman - Plano
- Bob's Maids - Plano  Share with Bob's Maids - Plano
- Not-A-Business LLC  Share with Not-A-Business LLC
- serviceminder  Share with serviceminder

**Phone Numbers**

Redacted phone number | Redacted phone number | Bob's Handyman Austin ▾  Notifications  Organization ▾  Logging

## Call Logs

Click on View Call Log in the "Total Calls" section to review all recent calls. On this grid, you can review:

- **When:** The date and time of the call.
- **Line:** Which of your registered numbers received/made the call.
- **Number:** The phone number that was contacted.
- **Name:** The name of a contact associated with that number, if that record exists in the system.
- **Duration:** Total duration of the call.
- **Disposition:** What happened with the call (i.e., answered, missed, voicemail, hung up).
- **Call Type:** Inbound or Outbound.

When	Line	Number	Name	Duration	Disposition	CallType
1-15-2025 9:15p				0 mins	Answered	Inbound
1-15-2025 6:04p				0 mins	Missed	Inbound
1-15-2025 4:33p				19 mins	Answered	Outbound
1-15-2025 4:28p				1 mins	Answered	Outbound
1-15-2025 3:15p				1 mins	Answered	Outbound
1-15-2025 11:31a				3 mins	Answered	Inbound