

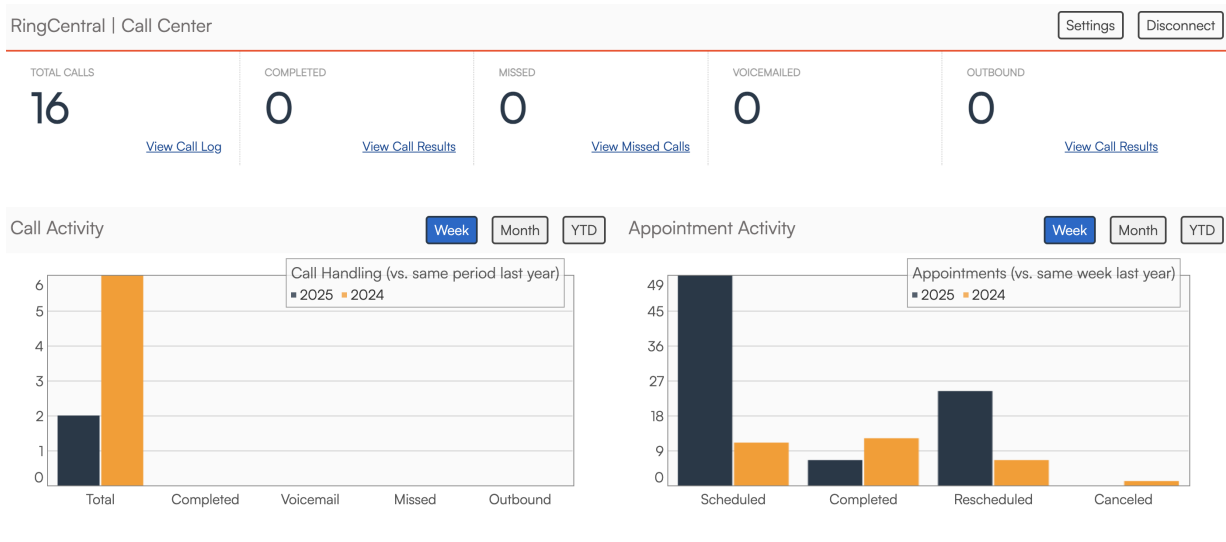
Call Center

12/19/2025 10:04 am CST

Overview

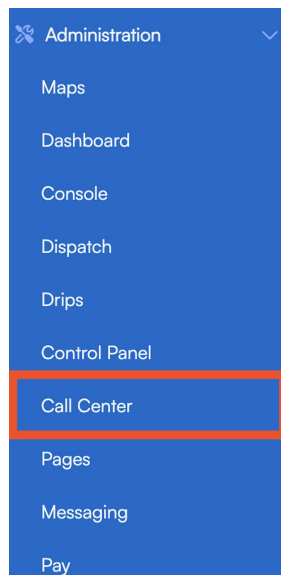
As part of serviceminder's integrations, two **VoIP (Voice over Internet Protocol)** business phone providers (**RingCentral** and **OpenPhone**) will show call logging in a section called **Call Center**.

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

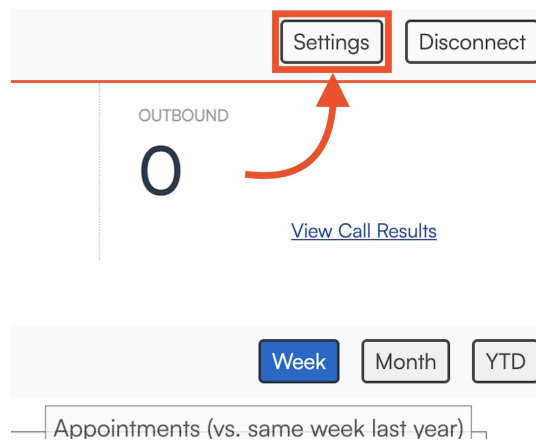


Settings and Navigation

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

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