

Dashboard

Your account **Dashboard** will be the default starting screen you see upon Login.

This screen lists:

- your account name, city, state, and time zone,
- total available lines (capacity for concurrent external calls),
- a summary of extensions, including indicators of which ones are actively in use,
- numbers registered to your account,
- ring groups,
- conference rooms/codes
- call recording
- useful codes

Additionally, you will see four tabs at the bottom of the screen.

Real Time is a call detail in near real time. Great for seeing which call you missed or which one lasted 30 minutes.

Charts contains 2 charts, one for **call volume & time** and one for **line usage**.

Detail is a version of the **Real Time** with additional capacity and detail. A customizable Call Data Record can be downloaded at **My Account > Reports > Call Data Records**.



Over Capacity is a great tool to see if you are missing any calls due to exceeding your capacity of available lines. A few isolated calls are no real cause for alarm, but if you are regularly exceeding capacity, please consider adding additional lines ([Lines](#)).

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