




Call Flows

This report describes all the calls that are currently active in the system.

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Active calls table

The following information is displayed for each active call:

- **T:**  for external call  for local call  for extended local calls.
- **From:** The CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g. 007 or 0001*007) of the person who made the call. If the caller is from inside the system and the extension is owned by the logged in client, you can click the link to enter the extension's management page.
- **To:** The CallerID, for example <8754>, or, if the called party is inside the system, the extension number (e.g. 007 or 0001*007) of the person who answered the call. For internal callees, if the extension is owned by the logged in client, you can click the link to enter the extension's management page.
- **Flow:** Inside system - The call is between two local extensions; From public network - The call is initiated from the external public network; To public network - The call is initiated from an extension inside the system and it is targeted to an user in the public network.
- **Started ringing:** The date and time the call started ringing.
- **Connected:** The date and time the call was answered.
- **Channel:** The channel used for calls from and to destinations in the public network. For the internal calls, the `System internal` message is displayed.

The [page](#) is reloaded every 60 seconds.

Related topics

[Call Statistics](#)

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