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CallLume Investigator Guide

For authorised investigators.

Every call. Clear insight.

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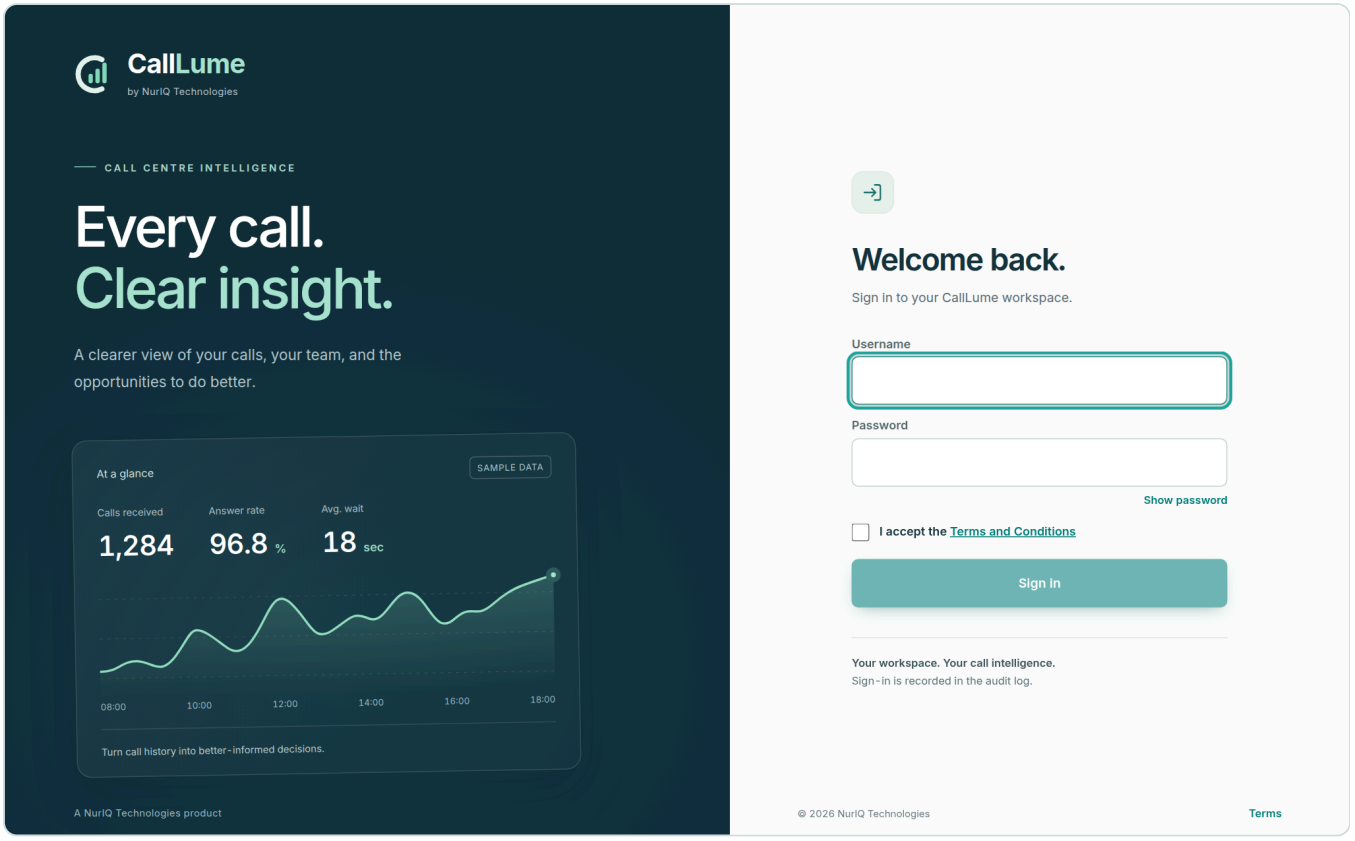
What every call status means, in plain words.

3. Call investigations

Search internal calls for a formal investigation, with a case reference and a reason.

1. Getting started

CallLume turns your phone system's call records into clear numbers: how many calls came in, how many were answered, who missed what, and when it is busiest. This chapter is for everyone.



Signing in

1. Open the address your administrator gave you, for example `https://calllume.yourcompany.local`.
2. Type your username and password.
3. Tick **I accept the Terms and Conditions**. The sign-in button stays grey until you do. You can read the terms from the link next to the tick box.
4. Select **Sign in**. If two-step verification is on, type the 6-digit code from your authenticator app.

> **Note** The first time you sign in with a temporary password you are asked to choose your own. Use a long passphrase; the rules (length, history) are shown on the screen.

Finding your way around

The menu on the left has groups. You only see the pages your role is allowed to use.

Group	What is in it
Daily work	**Dashboard**, **Call history**, **Missed calls**
Insights	**Analytics**, **Operator performance**, **Busy hours**, **Staffing plan**

Group	What is in it
Reports	**Reports**, **Recordings & quality**
Administration	**All settings**, **Data health** (administrators)
Restricted	**Call investigations** (only for people given that permission)

At the top you find the page path, your organisation name, the **Help** button (opens the chapter for the page you are on) and your name. Select your name for dark or light theme, **My account**, this manual and **Sign out**.

My account

Open **My account** from your name menu to change your password, set up or reset two-step verification on your own sign-in, and see or end your own sessions.

If you are signed out

You are signed out automatically after a period of no activity (your administrator sets this). Sign in again and you return to where you were.

Where to go next

Open the chapters listed on the left. Each one is written for a role.

2. Call outcomes explained

Every call ends in one outcome. These are the names used everywhere in CallLume: screens, reports and emails.

Name you see	What happened
Answered	A call-centre operator picked up and talked to the caller.
Answered by someone else	Someone who is not a call-centre operator, such as a department, picked up and talked to the caller.
Hung up while ringing	The call was put through, nobody picked up, and the caller hung up while it rang.
Hung up while ringing, marked "line fault"	The caller rang one of your phone lines, but the call never reached the automated greeting or any extension: usually a line or call-routing fault. It counts as a missed call and as a call received, so your totals match your phone system's own records. CallLume warns you when many of these happen within an hour.
Hung up at the greeting	The caller reached the automated greeting or menu and hung up before being put through to anyone.
Not final yet	Too recent to judge. It settles after a few minutes.
Outgoing, answered	An outgoing call that was answered.
Outgoing, not answered	An outgoing call that nobody answered.

> **Note** Both kinds of hung-up call (and the "line fault" calls) count as **missed**. A caller who hangs up at the greeting was never put through, so that is often a menu or opening-hours issue, not an operator issue.

Other words you will see

- **Hunt group**: a number that rings several extensions together, such as your call-centre line.
- **Extension**: the short number of a desk phone.
- **Wait time**: from the moment the call was put through until someone answered or the caller left.
- **Service level**: the share of calls answered within your target time.
- **Transferred**: the call was passed from one extension to another.

3. Call investigations

Call investigations finds internal (extension-to-extension) calls for an authorised investigation, for example a complaint about a call that was transferred between two desks. It shows who called whom and when, **not** what was said. It is search and export only.

> **Warning** Use this only for the case you were authorised for. Every search, result page, detail view and export is recorded with your name, the case reference and your reason.

Before you can use it

- Internal calls are stored only if an administrator turned on **Store internal calls** after your privacy and HR owner approved it. Calls from before it was turned on are not available unless older log files are imported.
- You need the Investigator role (or be an administrator).
- If second-person approval is on, another person must approve your search first. Approvers see the case and reason, never the results.

Example: calls between two extensions on one day

1. Open **Call investigations**.
2. Type the **case reference** and the **reason**.
3. Choose **Calls between extension A and extension B** and pick the two extensions.
4. Set **From** to the day and **To** to the next day.
5. Select **Search**, then select a row to see every leg, transfers and the raw record.
6. Use **Excel** or **CSV** to export. The export starts with the case, reason, filters and your name.

Results list any **capture gaps** in the period: a missing call may only mean the connection was down.

Extension directory

Extension directory keeps who or what each extension was over time. When a desk changes hands, close the old entry and add a new one so older calls keep the right name.