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CallLume Operator Guide

For call-centre operators.

Every call. Clear insight.

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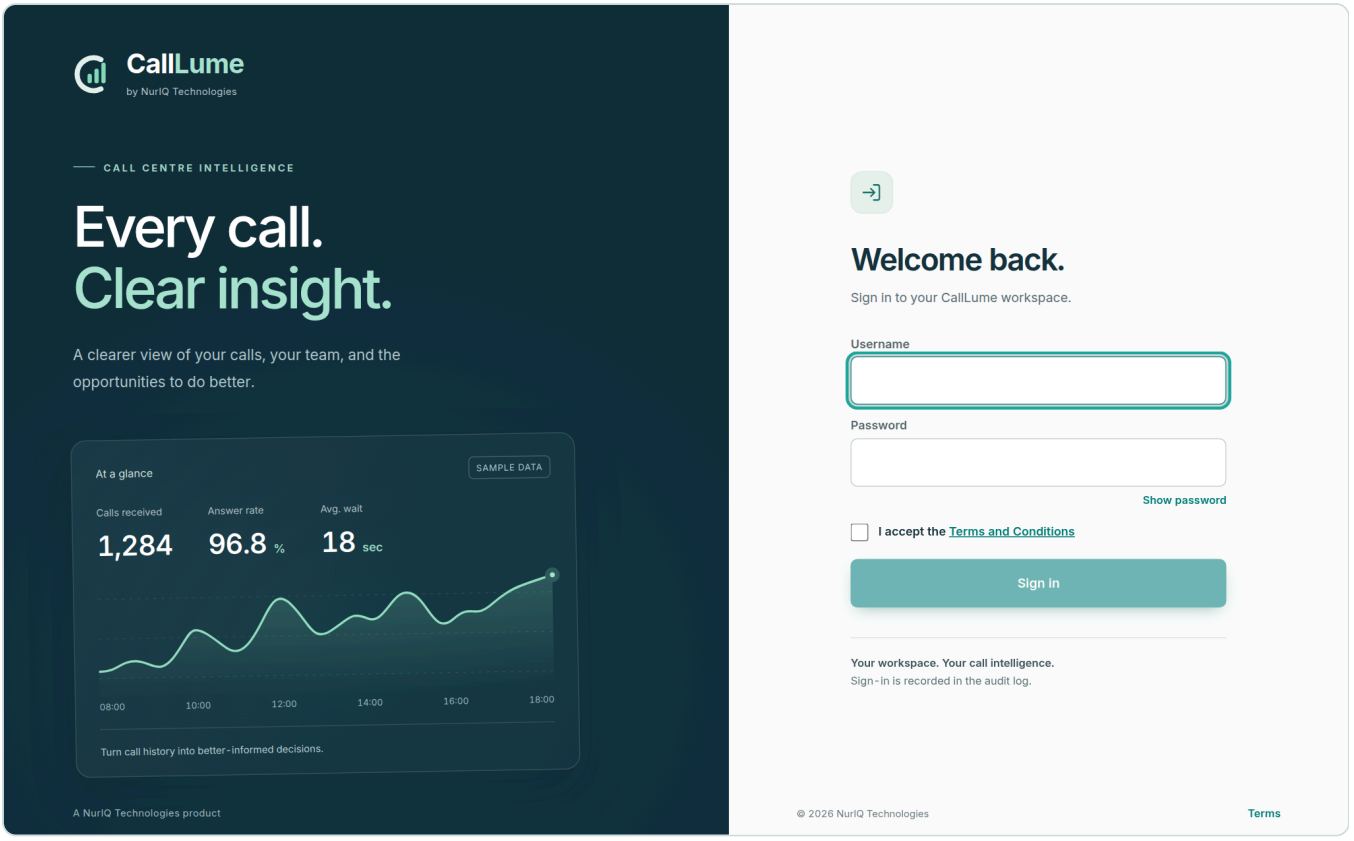
What every call status means, in plain words.

5. For operators

What an operator sees in CallLume and how to use it.

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

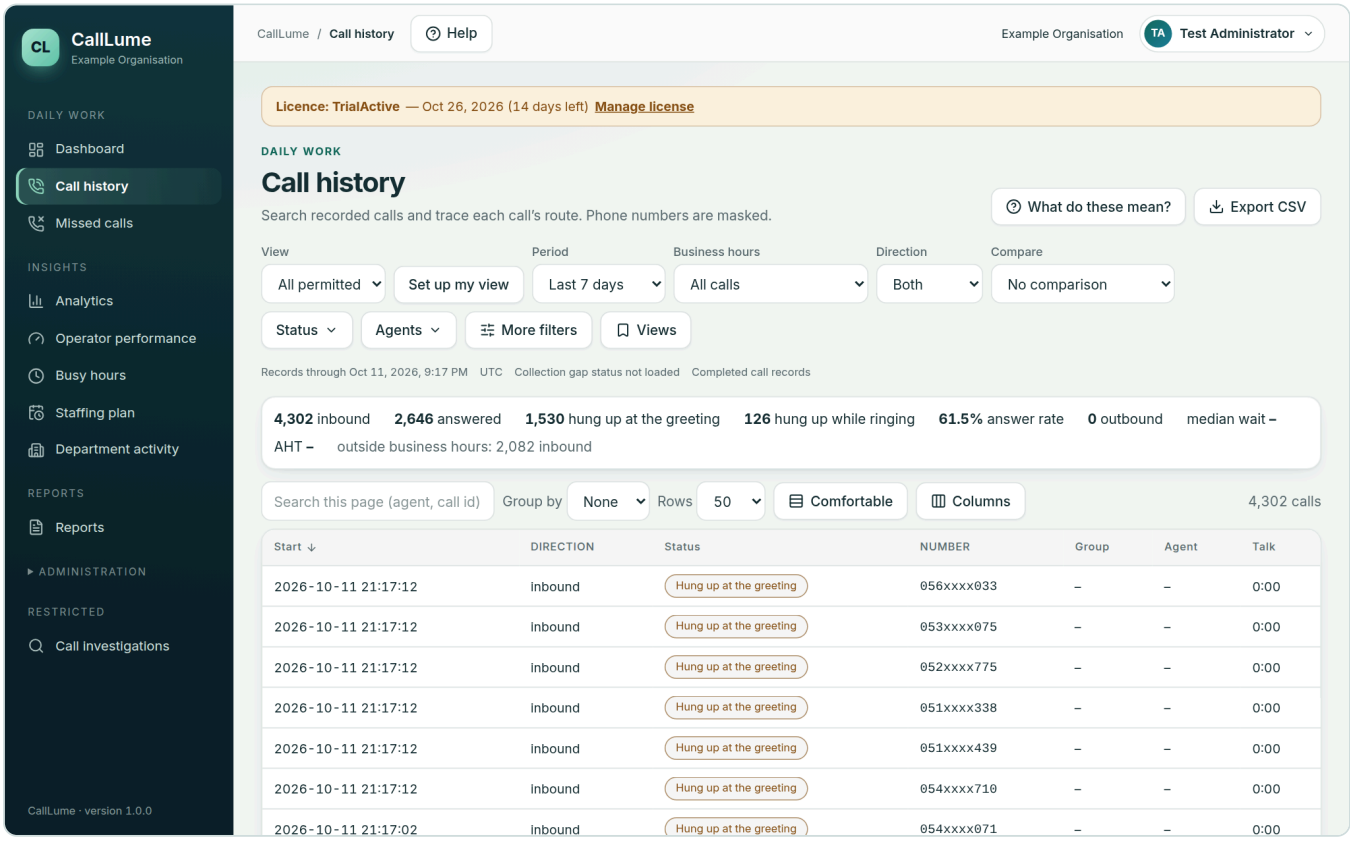
Open the chapters listed on the left. Each one is written for a role.

2. Call history

Call history lists the individual calls. Supervisors and operators see only the calls they are allowed to see (for example their own team).

Finding a call

- Use the filter bar for the period, direction (in, out), outcome, hunt group and operator.
- Use **Search this page** to find an operator name or call number among the rows shown.
- Select a column title to sort.



Opening a call

Select a row. A large window opens with everything about the call at once: when it started, who called, which number was dialled, how long it rang and talked, where it was transferred, and how it ended. Select outside the window or press `Esc` to close it. No scrolling is needed on a normal screen.

> **Note** Phone numbers are shown partly hidden for most people. Showing full numbers needs a permission and a reason, and is recorded.

Exporting

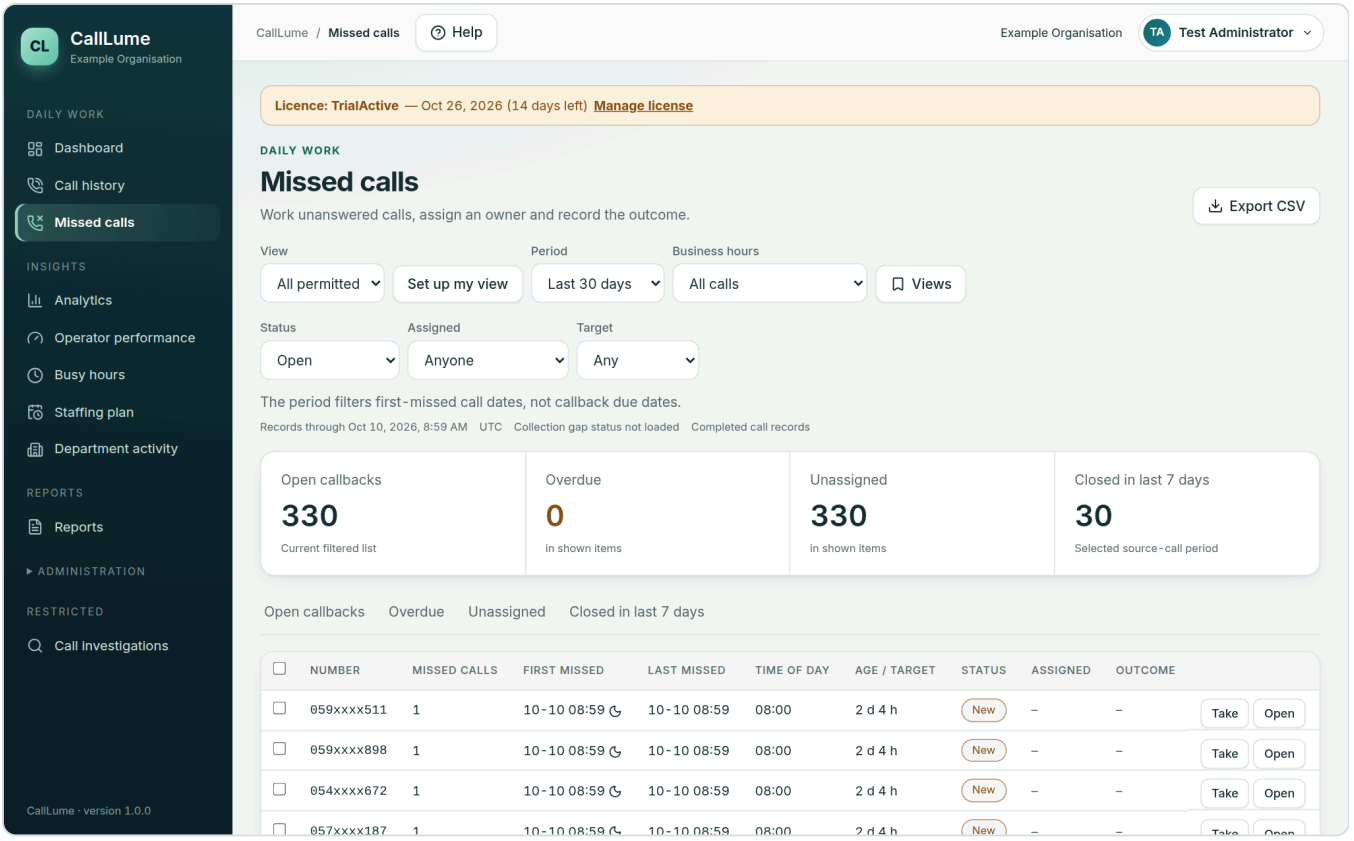
Select **Export CSV** (shown if you are allowed to export) to download the filtered list as a spreadsheet file. The export respects the same filters and the same permissions as the screen.

3. Missed calls and call-backs

Missed calls is the work list of callers who rang and were not served. Each row is one caller, however many times they rang, so the same person is not listed ten times.

The cards and tabs

The cards at the top show how many are **Open**, **Overdue** (past the call-back target time), **Unassigned** and **Closed**. The tabs below them switch the list to the same four views.



Reading a row

You see when the caller first rang, the number, the hunt group, how long ago, the target time, who it is assigned to, and its status. A moon icon means the call came outside business hours. A red **overdue** badge means the target has passed.

Status	Meaning
New	Nobody has worked on it yet
In progress	Someone is dealing with it
Reached	The caller was reached
No answer	The caller did not pick up when called back
Wrong number	The number is not usable

Status	Meaning
Not needed	No call-back is necessary
Recovered	CallLume saw the caller get through on a later answered call, so it closed itself

Working the list

1. Filter to your group, to yourself (**Assigned: Me**) or to **Overdue**.
2. Select a row to open the details window. It shows every attempt, a notes box and the outcome.
3. Phone the caller, then set the status and write what happened.
4. To change several at once, tick the boxes and use **Assign selected to** or **Set status**.

Missed-call emails

Your administrator can schedule a **missed-call email**. Phone numbers in it are hidden unless the person was chosen as a call-back operator.

Line faults

A missed call marked **line fault** rang one of your phone lines but never reached the greeting or any extension. When many happen within an hour, CallLume raises the alert **Calls are not reaching the phone system** (Administration → Alerts & notifications → Who is told, and how), so a line or routing fault is noticed at once. The Missed calls report shows how many of the missed calls were line faults. Administrators can switch the counting off under All settings → All other settings → Classification ("Count line faults").

4. 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.

5. For operators

As an operator you see your own calls and your own call-backs. You cannot see other people's calls and you cannot change settings.

Your day

1. Sign in and look at the **Dashboard**. It shows your own numbers for the week: calls answered, calls made, talk time.
2. Open **Missed calls**. Callers assigned to you are listed under **Assigned: Me**.
3. Phone each caller back, then open the row, set the status (for example **Reached** or **No answer**), and add a short note.

Your own call history

Call history lists only your own calls. Select a call to see its details.

What you cannot see

Other operators' calls and numbers, team totals, and settings. If you need that, ask your supervisor.

Privacy

CallLume records call details (who rang, when, how long), not what was said. Signing in and viewing data is logged.