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CallLume
Quality Reviewer Guide

For quality reviewers.

Every call. Clear insight.

by NurIQ Technologies · Version 1.0.8.0 · 2026-11-11

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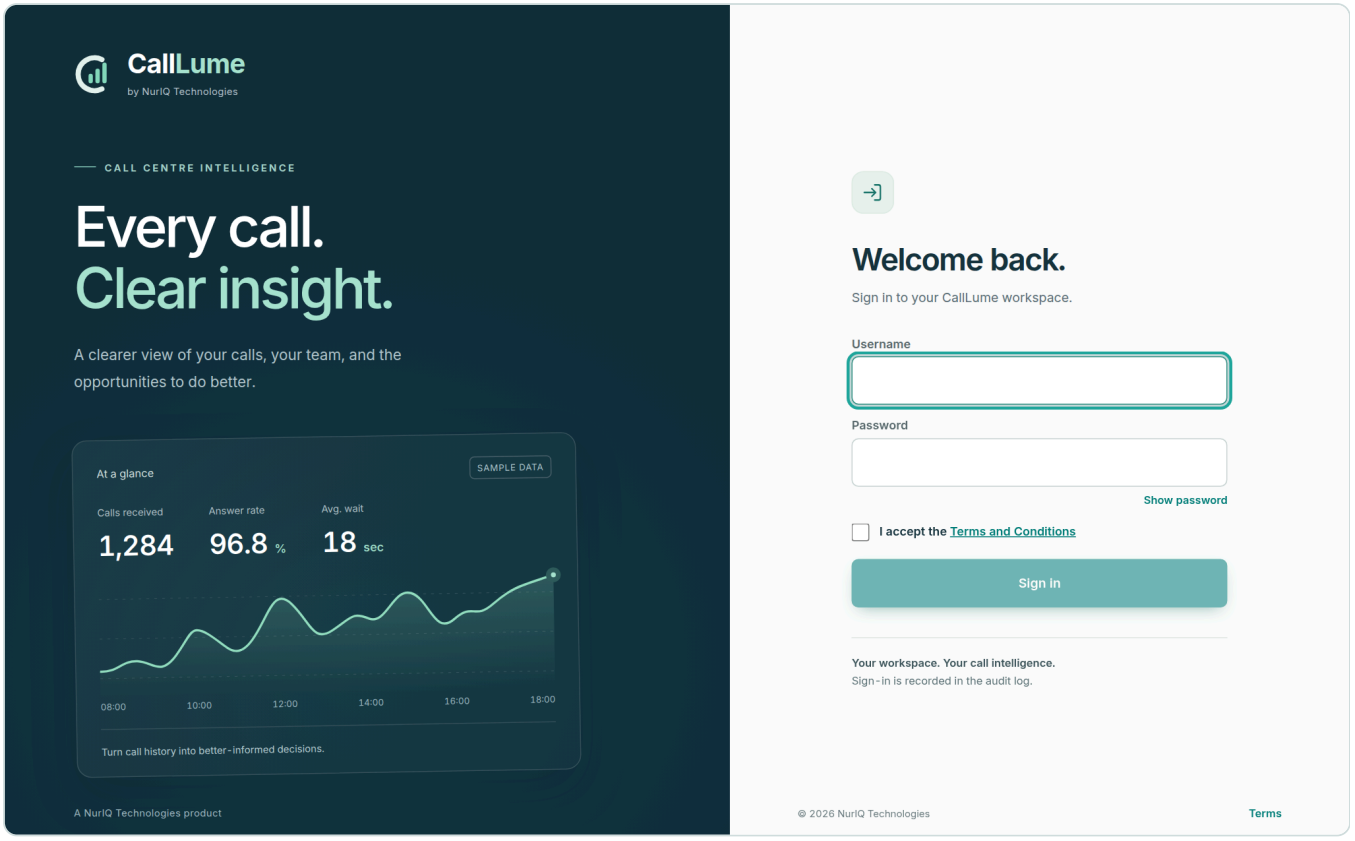
Choose which operators and groups you want to see first.

9. Recordings and quality review

Listen to call recordings, score calls and track complaints (optional module).

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.

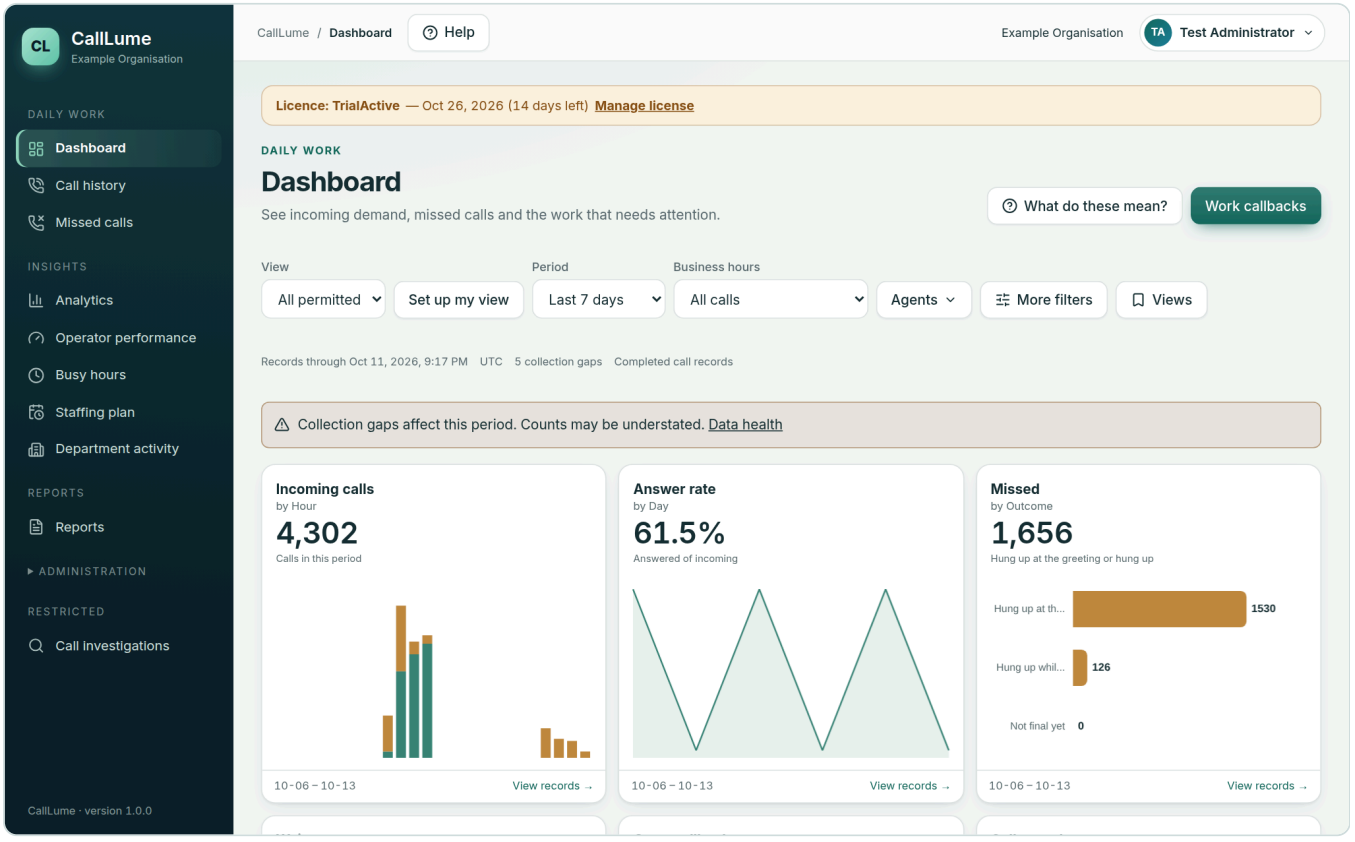
2. The Dashboard

The **Dashboard** is the first page after sign-in. It shows the numbers most people want at a glance for a period you choose (the last 7 days by default).

Reading the cards

- **Calls in** and **Calls out**: how many came in and went out.
- **Answered %**: the share of incoming calls a person talked to. A falling number is the first sign that something is wrong.
- **Missed**: callers who were not served. Select the card to open the **Missed calls** list.
- **Waiting time**: how long callers waited before someone answered.
- Charts show the day-by-day trend, the busy hours and how calls ended.

Select any chart or card to open the matching detail.



Changing what you see

- Use the period buttons (Today, 7 days, 30 days) or pick dates.
- Use the filter panel to narrow by hunt group, operator or direction.
- If you set up **My operators** (see Set up my view), the dashboard starts with that selection. The chip at the top shows it; remove the chip to see everything you are allowed to see.

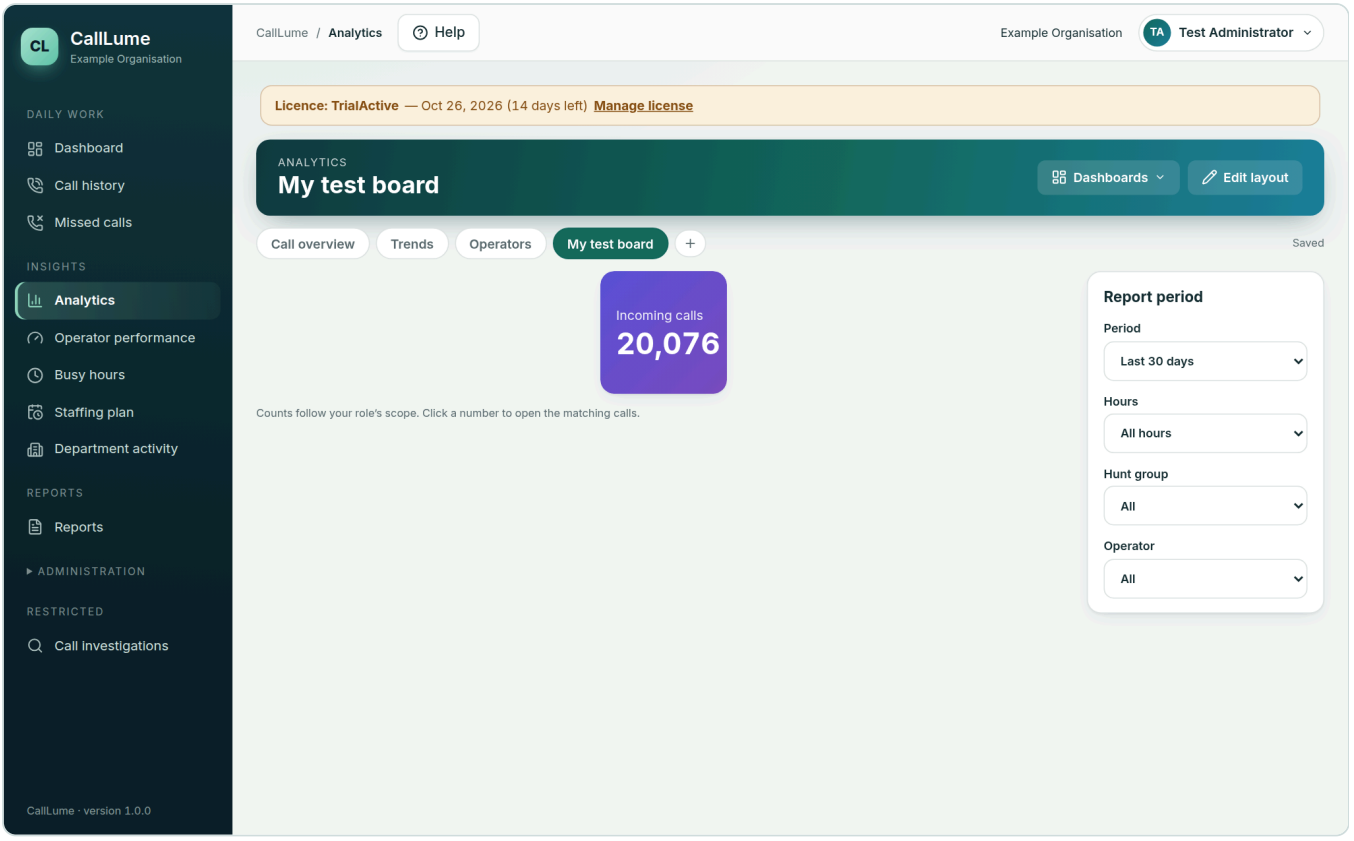
> **Tip** What the call outcomes mean is explained in Call outcomes. The **Statuses** button on the dashboard opens the same list.

Wallboard

Administrators can open a read-only **wallboard** for a wall screen from the name menu (**Open wallboard**). A wall screen signs in with its own token created in **All settings** → **Wallboard screens**.

3. Analytics dashboards

Analytics lets you build dashboards the way you want them. You can have as many as you like. Each one belongs to you; other people do not see your changes.



Using a dashboard

- Pick a dashboard from the tabs at the top.
- Use the filter panel to change the period and the people or groups shown. Every widget follows it.
- Select a chart to see its detail.

Changing a dashboard

1. Select **Edit**.
2. Drag a widget by its title bar to move it, or drag its corner to resize it.
3. Select the settings icon on a widget to change what it shows, or the bin icon to remove it.
4. Select **Add widget** to pick from the list: numbers (KPIs), outcome donut, calls per day, busy-hours heat map, answer rate, waiting time, operator chart and table, opening-hours table, and free text notes.
5. Select **Done**. Your layout is saved automatically.

Creating a new dashboard

Select **New dashboard**, give it a name and choose a starting point (a ready-made layout or an empty page). You can rename or delete it later from the dashboard menu.

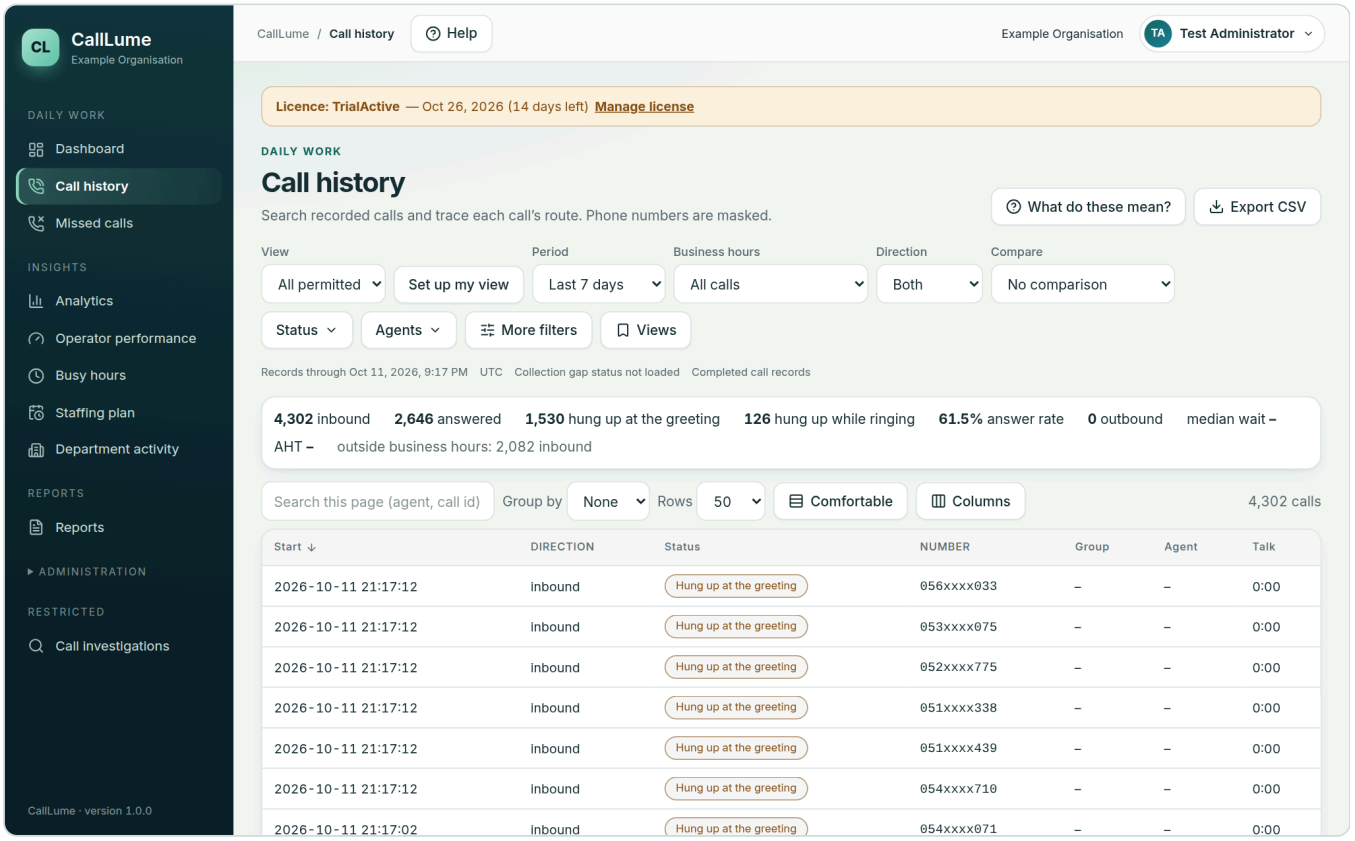
> **Note** Your dashboards are stored in your account, so they follow you to any computer.

4. 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

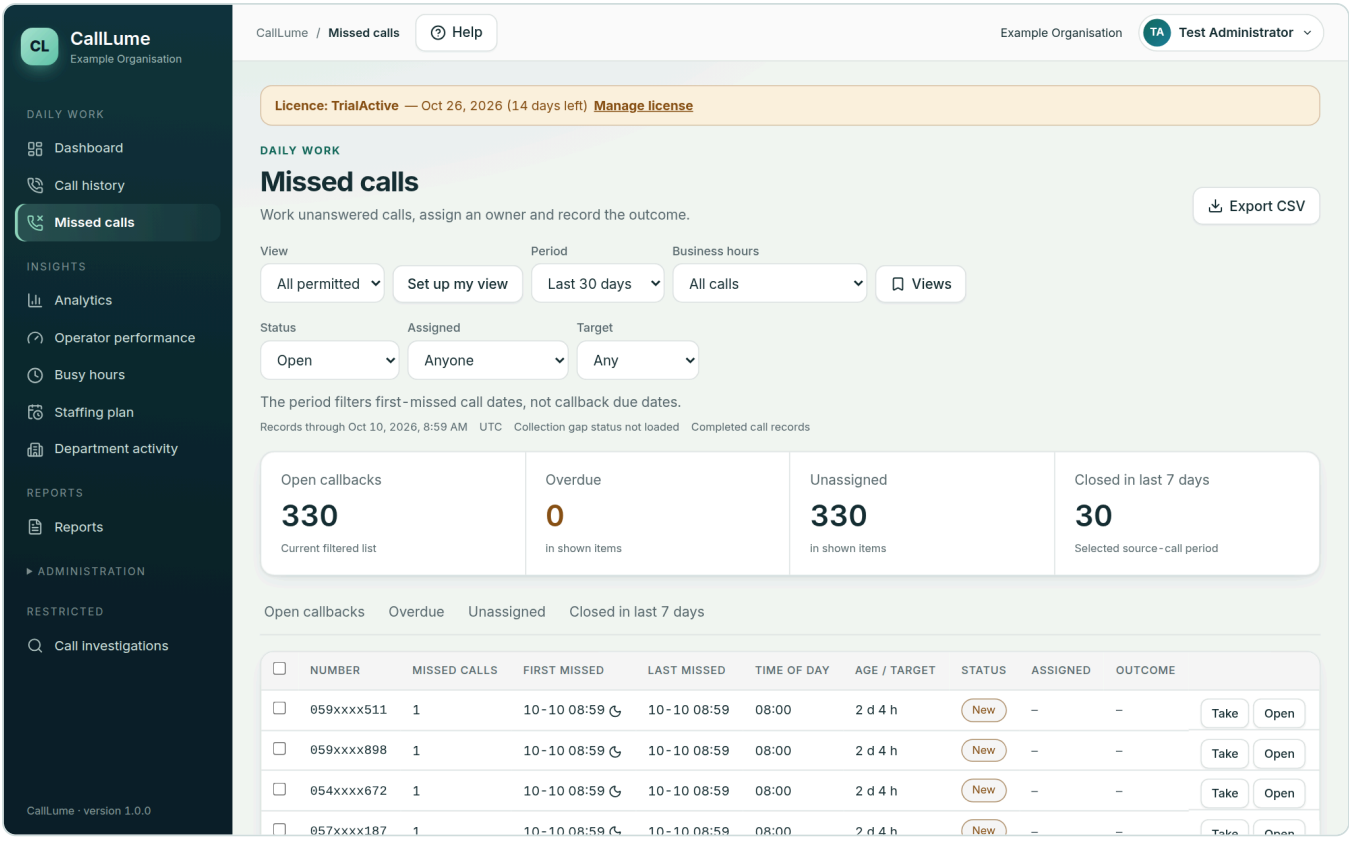
Select **Export CSV** (shown if you are allowed to export) to download the filtered list as a spreadsheet file. The export respects the same filters and the same permissions as the screen.

5. 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").

6. 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.

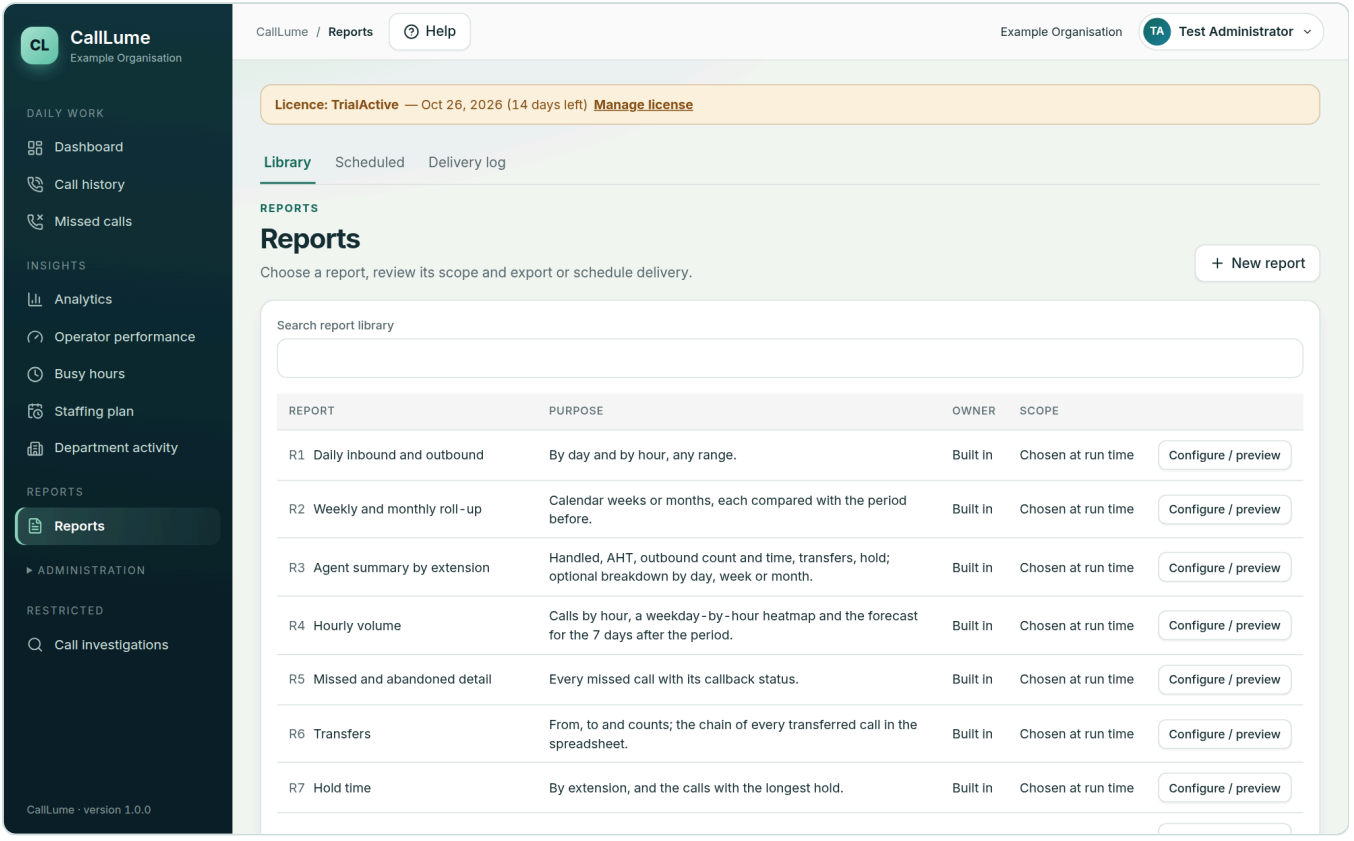
7. Reports

Reports has three tabs: **Library** (run a report now), **Scheduled** (reports sent by email on a timetable) and **Delivery log** (what was sent and whether it arrived).

Running a report

1. Open **Library** and choose a report, for example the daily call log, the missed-call list or the operator summary.
2. Choose the period and filters. The preview updates.
3. Choose a format (spreadsheet, PDF, web page) and select **Run** or **Download**.

Reports show the same data and respect the same permissions as the screens: a supervisor's report contains only that supervisor's team.



Showing full phone numbers

By default numbers are partly hidden. If you need full numbers (for example to dial them), tick **Full phone numbers**, then write the **Reason** in the box that appears. The reason is saved in the audit log with your name. Leave it off unless you truly need to dial the numbers.

Scheduling

1. Open **Scheduled** and select **New schedule**.
2. Choose the report, the filters, the days and time, and the recipients.
3. Save. The first email arrives at the next scheduled time.

A schedule keeps the filters you saved, including the selection of operators. To change them, edit the schedule and save again.

8. Set up my view

Set up my view lets you narrow every page to the operators and hunt groups you care about. It never gives you more access than your role allows.

How to set it up

1. Open your name menu and choose **Set up my view** (supervisors are taken here the first time they sign in).
2. Tick the hunt groups and extensions you want. The first suggestion is your team.
3. Select **Save**. You land on the Dashboard.

What changes

The Dashboard, Call history, Operator performance, Busy hours, Missed calls and Reports start with your selection. A chip at the top shows **My operators**. Remove the chip, or choose **All permitted**, to see everything your role allows. Choose **My operators** again to return.

> **Note** An empty selection shows nothing. It never silently falls back to everything.

If your team changes later, your view is trimmed to what you are still allowed to see.

9. Recordings and quality review

Recordings & quality appears only when your organisation has turned recordings on and has a recorder that saves audio files. The phone system's call log contains no audio, so recordings come from your recorder; CallLume links each file to its call.

Listening

1. Open **Recordings & quality** and find a call by date, extension or caller.
2. Select the play button. Every playback is logged with your name.

Scoring

Open a call and fill in the **scorecard**: tick the items, add comments and save. Supervisors can see scores for their team.

Complaints

A complaint case links a call, a reason and notes, and tracks its status until closed.

> **Warning** Recordings can contain personal data. Listen only when you have a work reason; access is audited.

Administrators turn the module on in **All settings → Optional features** and choose the folder in **Recordings folder**.