



Admin Onboarding Guide 🏠



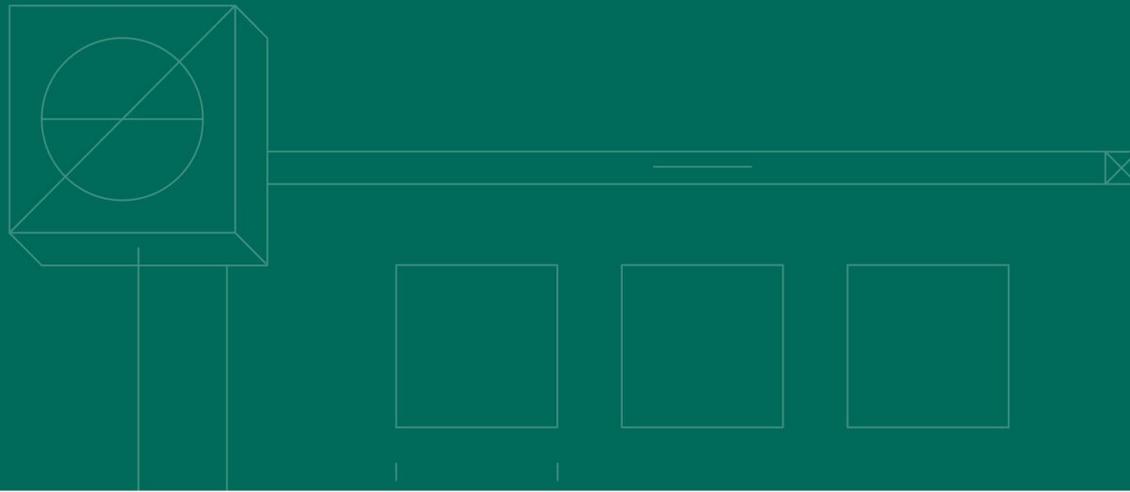
The phone system for modern business.

Table of Contents

1.	<u>Accessing the Dashboard</u>	3
2.	<u>Creating Numbers</u>	6
3.	<u>Inviting Users & Creating Teams</u>	32
4.	<u>Reading Analytics</u>	37
5.	<u>Activating Integrations</u>	46
6.	<u>Managing your Account</u>	48
7.	<u>Need Help?</u>	50
8.	<u>Index</u>	52



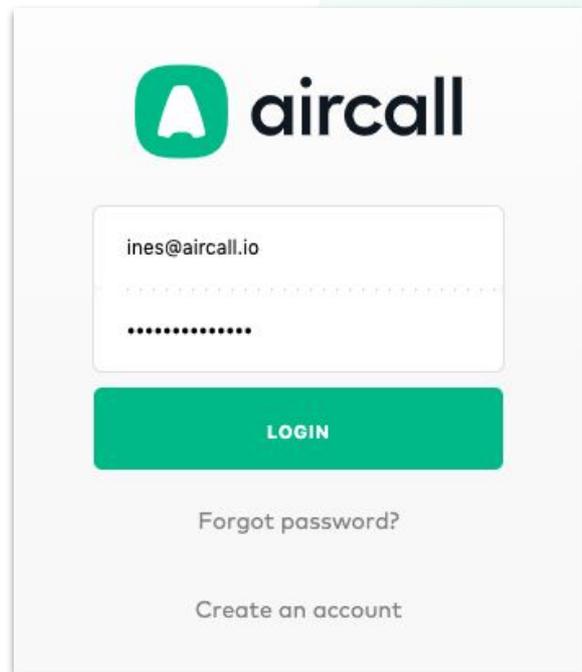
Accessing the Dashboard



Dashboard-
Sign In

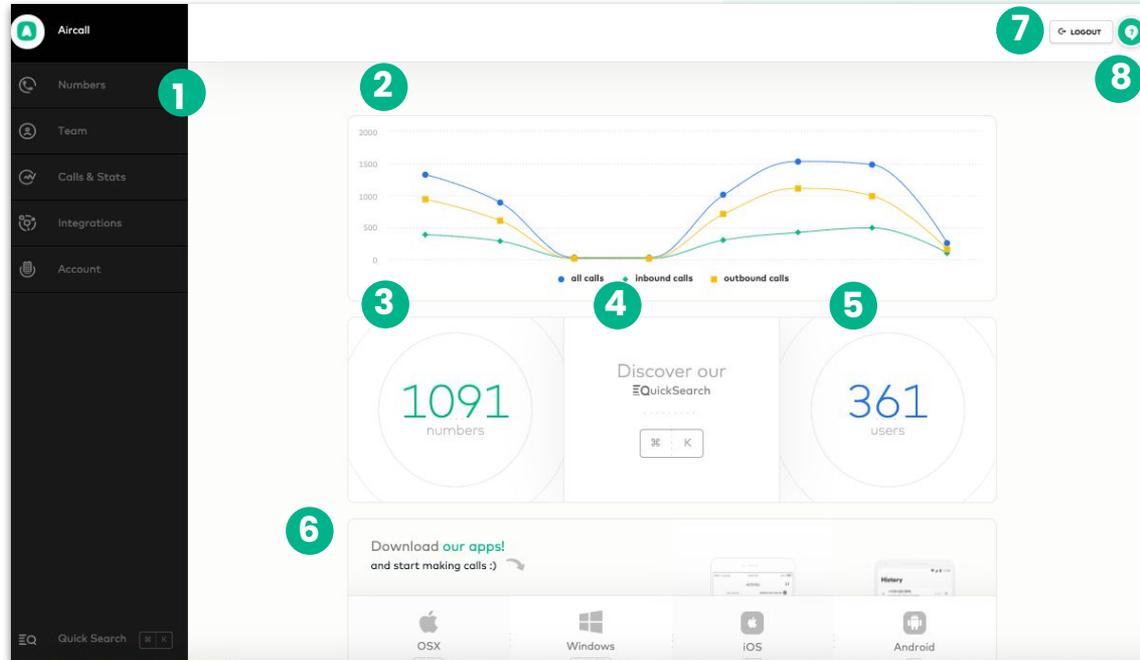
Dashboard-
Home Page

1. **Accept your invitation** request sent by email and follow the link to create your password.
(If you do not receive an email, please check your spam folder)
2. Go to dashboard-v2.aircall.io
3. **Login** with your [professional email](#) and [password](#)

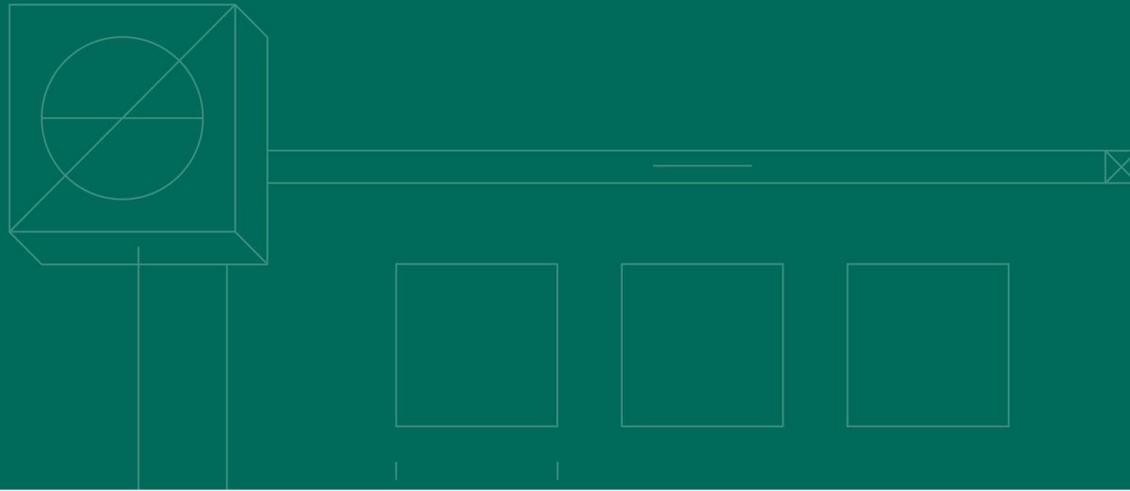


The screenshot shows the Aircall login interface. At the top left is the Aircall logo, consisting of a green circle with a white bell icon and the word "aircall" in a bold, black, sans-serif font. Below the logo is a white rectangular form with a thin border. Inside the form, the email address "ines@aircall.io" is entered in the first field, and the password field is filled with ten dots. Below the form is a prominent green button with the word "LOGIN" in white, uppercase letters. Underneath the button are two links: "Forgot password?" and "Create an account", both in a smaller, grey font.

1. Dashboard sections
2. Overall performance graph
3. Total numbers on the account
4. Quick search bar
5. Total added users
6. Download the Aircall Apps
 - a. Desktop
 - b. [Click-to-Dial Extension](#)
 - c. Mobile
7. Logout from the session
8. Chat with Support

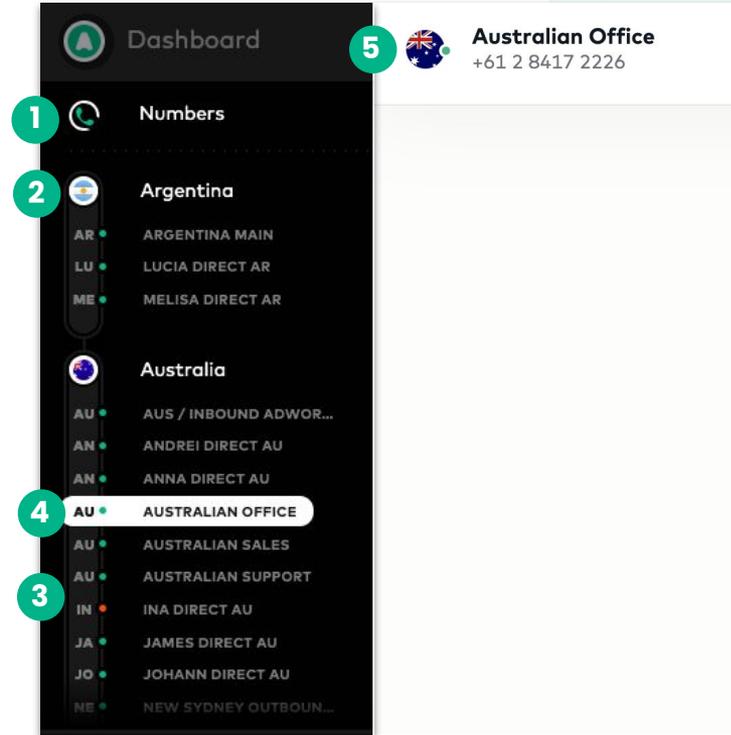


Creating Numbers



Creation

1. Number section
2. Numbers are grouped by country and listed in alphabetical order
3. Number's status: ● line is open
● line is closed
4. Click on a number to open settings
5. Number's details



Creation

1. **CLICK** on **Numbers** on the left sidebar menu
2. On top left corner, **CLICK** on **“Create Number”**

The screenshot displays the Aircall user interface. On the left is a dark sidebar menu with the 'Numbers' option highlighted and marked with a red circle and the number '1'. At the top of the main interface, a green button labeled 'CREATE NUMBER' is highlighted with a red circle and the number '2'. Below this, a search bar contains the text 'search for a number'. The main area is titled 'Active numbers' and contains a grid of 12 number cards. Each card displays a name, a phone number with a country code, and the number of users associated with it.

Name	Phone Number	Users
RS Maxime Test Number	+381 11 3216858	4 users
Agustin Bauer	+54 11 2040-2117	8 users
Aircall Argentina - Support	+54 351 535-0128	11 users
Argentinian Office	+54 11 5984-3996	IVR
Argentinian Office - Inside ...	+54 11 5984-2788	6 users
Karina Argentina	+54 11 5984-5671	IVR
Rémy Argentina	+54 11 2040-0360	1 user
Adam APAC	+61 2 7908 3026	2 users
Aircall Australia - Support	+61 2 8520 2055	30 users
Andrei Direct AU	+61 2 8520 1051	1 user
Anna Direct AU	+61 2 8311 6469	13 users
Anthea Panaga	+61 2 7908 3468	1 user
AUS / Inbound Adwords	+61 2 7201 8652	14 users
Australia - Toll Free	+61 1800 861 931	3 users
Australia- Onboarding	+61 2 7202 6901	6 users
Australian Office		
Australian Sales		
Avril Direct		

DEFINE what kind of number you will need:

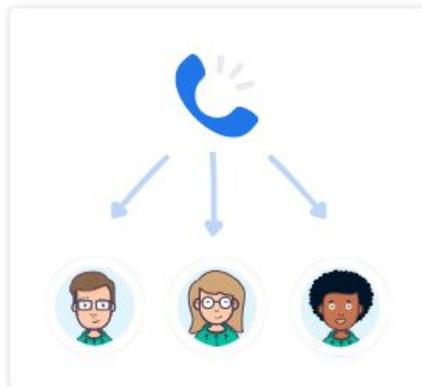
- Classic number
- IVR

What kind of number do you need?

You can always change this later.

Classic number

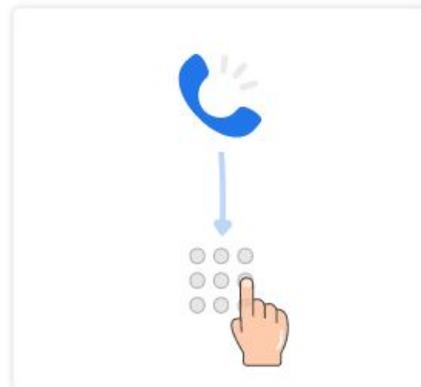
Assigned users and teams will make and receive calls from that number.



CREATE CLASSIC NUMBER

Interactive Voice Response (IVR)

Callers will reach a voice menu and choose among options through the keypad.



CREATE IVR

Creating Numbers and Settings-Classic Number



Creation

Documentation
Validation

Configuration

Configuration-
Teams & Users

Configuration-
Settings

SELECT a specific country & region

IDENTIFY the users/teams for the number

NAME your number in order to find it more easily

Create a classic number

- 1 Choose location**

⚠ Before you can start using this number, you will need to provide proof of local address and a valid form of ID. Don't worry, you can do it later. See requirements [here](#).
- 2 Choose who will use this number**

Use the search bar to add more teams / users
- 3 Name your number**

CREATE NUMBER

Create a classic number

- 1 Choose location**
- 2 Name your number**
- 3 Choose who will use this number (optional)**

Use the search bar to add more teams / users

CREATE NUMBER

Note: Assigning a new number is optional, but will be necessary in order to make and receive calls.

Creation

Documentation
Validation

Configuration

Configuration-
Teams & Users

Configuration-
Settings

Your Number has been Created!

You can now use this number to make and receive calls.
Check the configurations to discover powerful features Aircall has to offer.



Onboarding Team - AUS
+61 2 6794 3267

SET UP YOUR NUMBER

READY to set up your number

Almost there!

Your number has been created! Before you can start using it, please
submit the necessary information.



Support France
+33 4 81 68 11 40

SUBMIT INFORMATION NOW

[Skip for now](#)

EXTRA information may be
required for **certain** numbers to
be operational

Creation

Documentation
Validation

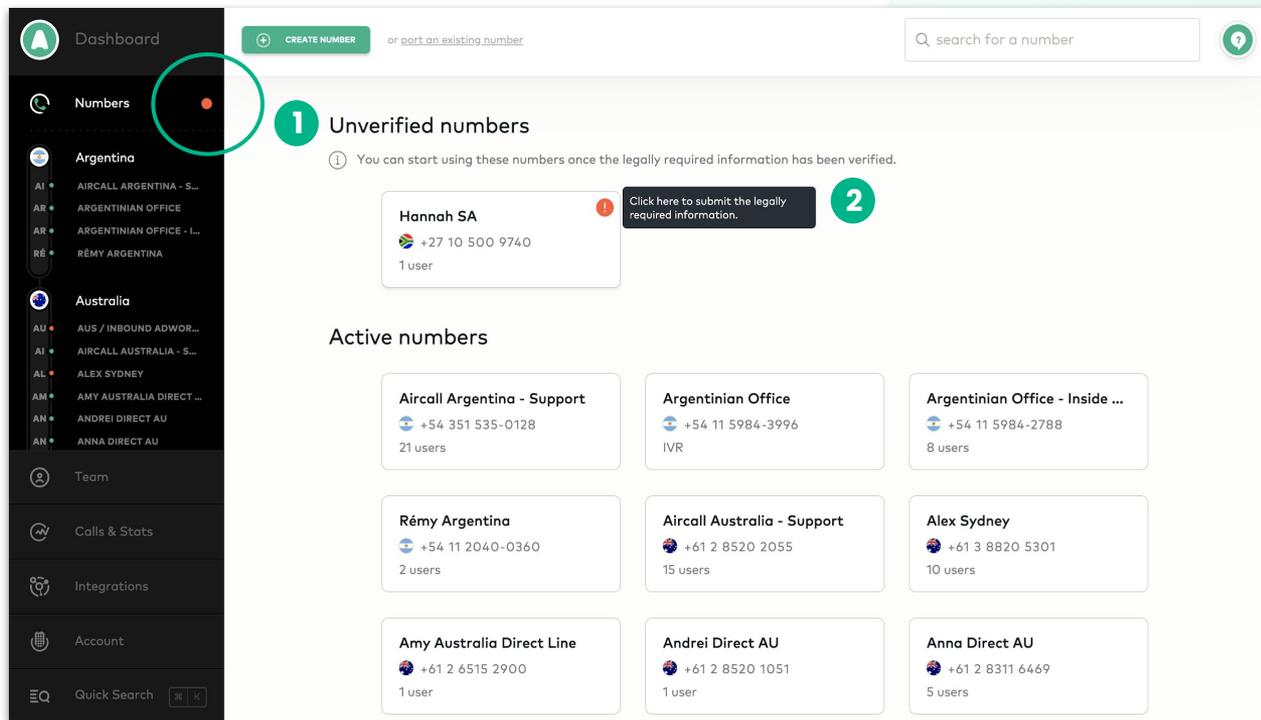
Configuration

Configuration-
Teams & Users

Configuration-
Settings

A few countries require extra **verification**, refer to local regulators: [proof of ID](#) and/or [proof of address](#)

1. List of numbers to verify, a red dot indicates that the number(s) are pending documentation.
2. **CLICK**  to submit the legally required information.



The screenshot shows a dashboard interface with a sidebar on the left and a main content area. The sidebar has a 'Numbers' section with a red dot next to it, indicating pending documentation. The main content area has a 'CREATE NUMBER' button and a search bar. Below that, there's a section for 'Unverified numbers' with a red dot and a '1' icon. A card for 'Hannah SA' with phone number '+27 10 500 9740' and '1 user' is shown. A button with a red dot and a '2' icon says 'Click here to submit the legally required information.' Below this is an 'Active numbers' section with several cards for different teams and their phone numbers and user counts.

Number	Country	Users
+27 10 500 9740	South Africa	1 user
+54 351 535-0128	Argentina	21 users
+54 11 5984-3996	Argentina	IVR
+54 11 5984-2788	Argentina	8 users
+54 11 2040-0360	Argentina	2 users
+61 2 8520 2055	Australia	15 users
+61 3 8820 5301	Australia	10 users
+61 2 6515 2900	Australia	1 user
+61 2 8520 1051	Australia	1 user
+61 2 8311 6469	Australia	5 users

Creation

Documentation
Validation

Configuration

Configuration-
Teams & Users

Configuration-
Settings

SELECT the information you'd like to provide (either as a **company** or a **company representative**).

COMPLETE all of the information required in the form, **UPLOAD** your documents and select **SUBMIT**.

Colombia Bogota

+57 1 5086571
1 user



The information submitted for this number is pending verification.

+57 2 2376254
1 user

Once documents have been verified, you should receive a **confirmation email** and your number will become active.

Information for your numbers: South East, France

[Why do I have to do this?](#)

Select the information you'd like to provide

Company details

or

Personal details

Company details

Company name

Country of registration

France

Business registration number

Business registration document

SELECT FILE

The file you upload must be a JPEG, PNG or PDF under 5 Mb

Creation

Documentation Validation

Configuration

Configuration- Teams & Users

Configuration- Settings

1. Numbers section
 2. Number being viewed
 3. Number details
 4. Number assignment
 5. Number Settings
 6. Number call distribution
- (see options in the next slide)

The screenshot displays a configuration interface for a call center team. On the left is a dark sidebar menu with the following items: Dashboard, Numbers (highlighted with a green circle 1), Australia (with a list of team members), Team, Calls & Stats, Integrations, Account, and Quick Search. The main content area is titled 'Onboarding Team - AUS' (with a green circle 3) and shows a call flow diagram. The flow starts with 'Incoming call' (with a green circle 4) leading to 'Business hours: Always open' (with a green circle 5). From 'Always open', the flow goes to 'Open', then 'Add welcome message', then 'Waiting music' (with a green circle 6), then 'Will ring to: Ines SFAR (you) for 25 sec' (with a green circle 1), then 'Will ring to: EMEA Onboarding Simultaneously for 20 sec' (with a green circle 2). From 'No one answers', the flow goes to 'Unanswered call message Voicemail off'. From 'Closed', the flow goes to 'After hours message Voicemail off'.

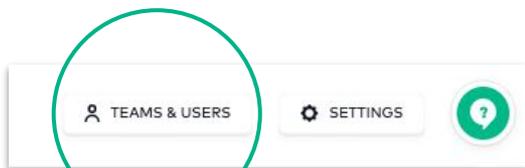
Creation

Documentation
Validation

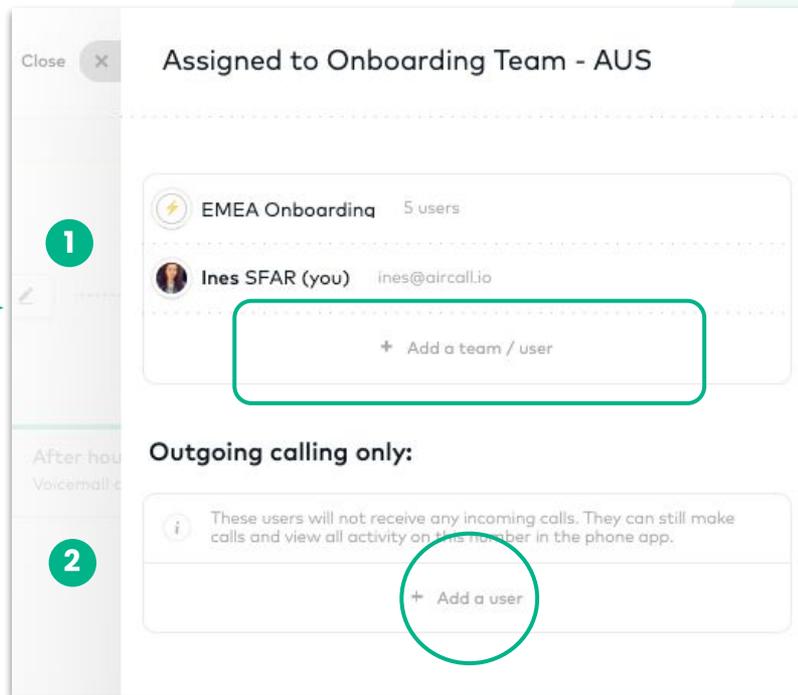
Configuration

Configuration-
Teams & Users

Configuration-
Settings



1. All users and teams belonging to the call distribution. They **make and receive calls** from this number.
2. Users can be assigned to make **outbound calls** and not be disturbed by incoming calls on that same number.



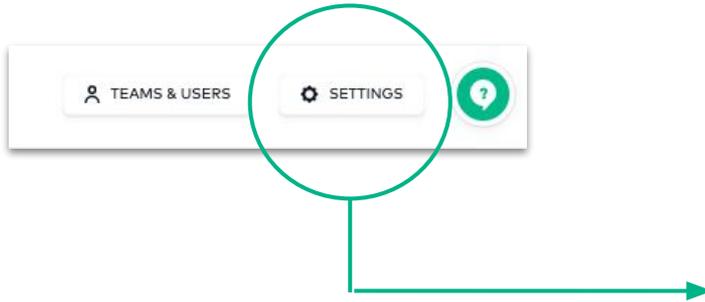
Creation

Documentation
Validation

Configuration

Configuration-
Teams & Users

Configuration-
Settings



1. **CHANGE** your number's name and/or its **type**.
2. View the **full list** of active and inactive **integrations**.
3. **ASSIGN** the number to additional available integrations.

A screenshot of a settings page for a phone number. The page title is 'Settings for +61 2 8520 1057'. There are three numbered callouts: 1. A green circle with the number '1' is next to the 'EDIT' button in the 'General' section. 2. A green circle with the number '2' is next to the 'SEE INTEGRATIONS' button in the 'Connected integrations' section. 3. A green circle with the number '3' is next to the '+ Add this number to integrations' button at the bottom of the 'Connected integrations' section. The 'General' section shows 'Name: Australian Sales' and 'Type: Classic'. The 'Connected integrations' section lists 'Aircall Sandbox', 'Front', and 'Salesforce (Business Team)'.

Settings for 🌐 +61 2 8520 1057

General

Name: Australian Sales Type: Classic 1 [EDIT](#)

Connected integrations

This number is connected with the integrations below. 2 [SEE INTEGRATIONS](#)

- Aircall Sandbox
- Front
- Salesforce (Business Team)

3 [+ Add this number to integrations](#)

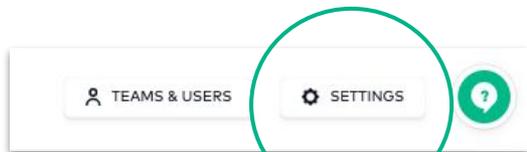
Creation

Documentation
Validation

Configuration

Configuration-
Teams & Users

Configuration-
Settings



Call Distribution Options

Respect queuing time

By default, the queuing time is bypassed when all members of the team are unavailable or do not answer. This is to make the call distribution time more efficient. Enable the toggle to ON to reinstate the queuing time in all cases.

Respect queuing time ensures the following call routing behaviours are adhered to for any team or users connected to the number:

- 1. ENABLED:** The call will continue to ring, even if all users/members in team are offline or in do not disturb mode.
- 2. DISABLED:** The call will bypass the queuing time if all users or team members are offline or in "do not disturb" mode and will, instead, go straight to voicemail.

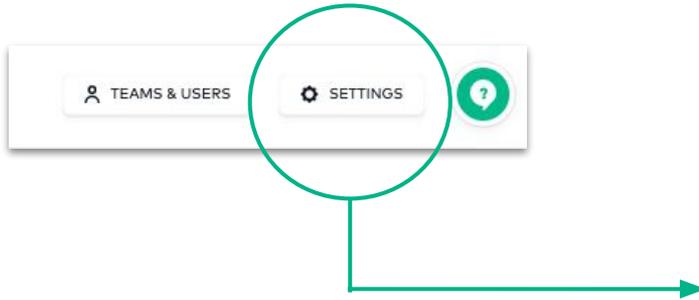
Creation

Documentation
Validation

Configuration

Configuration-
Teams & Users

Configuration-
Settings



Call recording

 Call recordings will be available to review and share in the Activity Feed on the Dashboard and in the phone app.

Outgoing calls

- Start recording automatically
- Allow the user to start/pause recording

Incoming calls

- Start recording automatically
- Allow the user to start/pause recording

We recommend you mention that the call will be recorded in the [Welcome message](#).
If you wish to delete recorded calls, [contact support](#).

1. **ACTIVATE** automatic call recording
2. **Give agents permission** to **stop the call recording**, if necessary

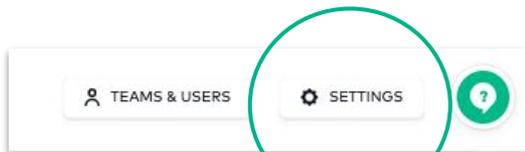
Creation

Documentation
Validation

Configuration

Configuration-
Teams & Users

Configuration-
Settings



1. **Give** your customers the possibility to ask for to be called back.
2. **Make sure** your agents qualify their calls by using **tags**
3. **UPLOAD** music you'd like your customers to listen to while they're waiting.

Callback request 1

Callback request

Callers in queue can press * to request to be called back. The call will end for the caller, and a missed call with a "Call back" tag will appear in the user's To-do in the phone app.

Make sure you provide the instructions for the caller in the [Welcome message](#)

Mandatory call tagging 2

Mandatory call tagging

The user will be required to tag each call after it ends before they can proceed with another action. They will not receive any calls until tagging is complete

SEE ALL TAGS

Audio options 3

Music on hold

The caller will hear this if they are put on hold during an ongoing call or while the call is being transferred.



[Delete this number](#)

Creating Numbers and Settings—An IVR Number



By creating an IVR number, you will be building the structure to prompt your callers to select a topic or option of conversation before they speak to a member of your team.

1. Number's general settings
2. Number's configuration options

Dashboard

Numbers

Argentina

- AI • AIRCALL ARGENTINA - S...
- AR • ARGENTINIAN OFFICE
- AR • ARGENTINIAN OFFICE - I...
- RE • RÉMY ARGENTINA

Australia

- AU • AU - ONBOARDING
- AU • AUS / INBOUND ADWOR...
- AJ • AIRCALL AUSTRALIA - S...
- AL • ALEX SYDNEY
- AM • AMY AUSTRALIA DIRECT ...
- AN • ANDREI DIRECT AU

Team

Calls & Stats

Integrations

Account

Quick Search

Ines FR
+33 1 76 44 10 35

1 BUSINESS HOURS TEAMS & USERS SETTINGS

Your IVR is currently empty. Please add at least one option to make it functional [add option](#)

2

During business hours

- Add welcome message
- ▶ IVR message
- + Add option
- If no option is selected
- Replay IVR message

Outside of business hours

- ▶ After hours message
Voicemail on

Creation

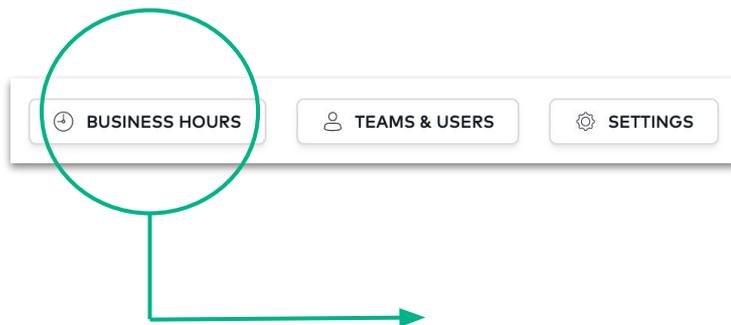
Configuration-
Business Hours

Configuration-
Teams & Users

Configuration-
Settings

Configuration-
IVR Options

Configuration-
IVR Message



1. **SELECT** the right **timezone**
2. **IDENTIFY** the number's open status
3. If **Business hours** is set to **custom**, **SELECT** the number's operation times.
4. **CLICK** the **Save** to confirm

Business hours **1**

Timezone: (UTC+01:00) Paris **2**

Business hours: Custom ^

Open:

Always open

Always closed

3

M T W T F S S 09:00 to 19:00

M T W T F S S 14:00 to 18:00

M T W T F S S 14:00 to 16:30

+ Add a time slot

4

CANCEL SAVE

Creation

Configuration-
Business Hours

Configuration-
Teams & Users

Configuration-
Settings

Configuration-
IVR Options

Configuration-
IVR Message

BUSINESS HOURS

TEAMS & USERS

SETTINGS

1. Directly **ASSIGN** a user(s) to your IVR number, you may **ONLY** want to use the number for outbound calling.

Outgoing calling only:

These users will not receive any incoming calls. They can still make calls and view all activity on this number in the phone app.



Ines SFAR (you) ines@aircall.io

1 Add a user

Creation

Configuration-
Business Hours

Configuration-
Teams & Users

Configuration-
Settings

Configuration-
IVR Options

Configuration-
IVR Message

BUSINESS HOURS

TEAMS & USERS

SETTINGS

Settings for 🇫🇷 +33 1 76 44 10 35

General

Name: Ines FR

Type: IVR

1

EDIT

Connected integrations

This number is connected with the integrations below.

2

SEE INTEGRATIONS

Aircall Sandbox

Front

Hubspot ((Demo-Real))

Pipedrive (Demo)

3

+ Add this number to integrations

1. **CHANGE** your number's name and/or its **type**.
2. View the **full list** of active and inactive **integrations**.
3. **ASSIGN** the number to additional available integrations.

Note: If main IVR number is not connected to an integration(s), outbound calls or missed calls will not be logged in your CRM or Helpdesk.

Creation

Configuration-
Business Hours

Configuration-
Teams & Users

Configuration-
Settings

Configuration-
IVR Options

Configuration-
IVR Message

Enable the **call recording** to be able to listen to the previous phone conversations.

Note: The recording can be paused at anytime during a call.

Choose to require agents to tag all calls through the **mandatory call tagging** option.

Note: Agents will only be able to take/make the next call if they select a tag first.

Call recording

 Call recordings will be available to review and share in the Activity Feed on the Dashboard and in the phone app.

Enable call recording

We recommend you mention that the call will be recorded in the [Welcome message](#).
If you wish to delete recorded calls, [contact support](#).

Mandatory call tagging

Mandatory call tagging

The user will be required to tag each call after it ends before they can proceed with another action. They will not receive any calls until tagging is complete.

SEE ALL TAGS

Edit the **music on hold** feature to provide an audio file that will play to customers when calls are placed on hold.

Note: You can upload your own custom file or choose from our library.

- 1. CLICK** on the **pen** to modify your message OR **play** to **listen** to it
- 2. CHOOSE** your hold music from our Aircall library
- 3. UPLOAD** your own recorded messages in mp3 format

Audio options

Music on hold

The caller will hear this if they are put on hold during an ongoing call or while the call is being transferred.

[Delete this number](#)

Music on hold

The caller will hear this if they are put on hold during an ongoing call or while the call is being transferred.

Aircall library

Custom file

- Bensound - Energy
- Bensound - Jazzy Frenchy
- Bensound - Retro Soul
- Ringing Tone (Australia)
- Ringing Tone (Europe)
- Ringing Tone (Japan)
- Ringing Tone (North America)
- Ringing Tone (UK/New Zealand/Ireland)

Text to Speech

Custom file

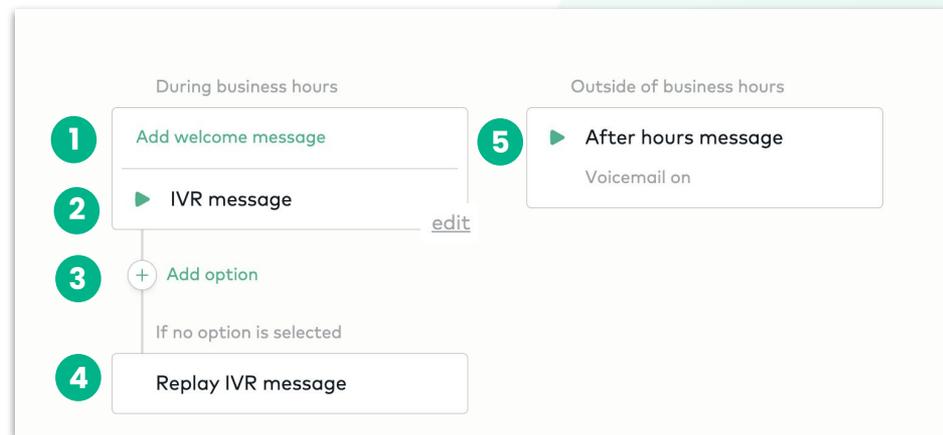
BROWSE YOUR COMPUTER

or simply drag and drop your file here

The file you upload must be an .mp3 under 10Mb

[How to record an audio file?](#)

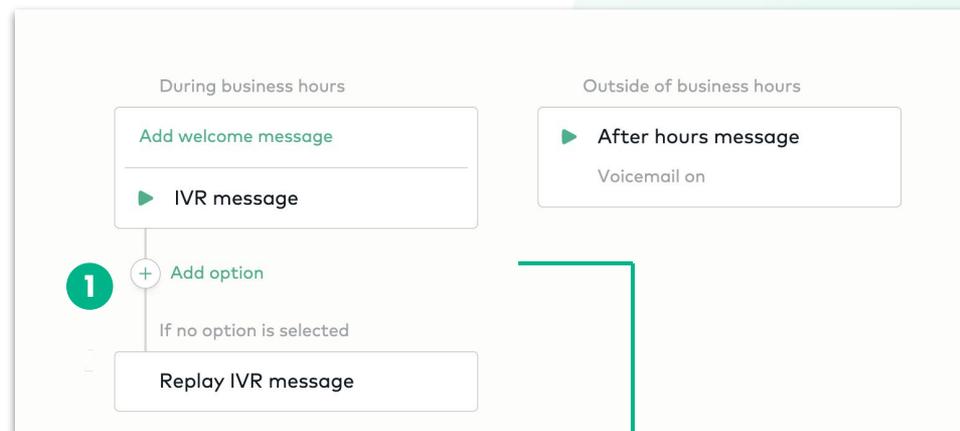
1. **CLICK** to **add** a welcome message
2. IVR message is **automatically enabled** and **needs to be EDITED** for the number to work
3. **DEFINE** your IVR options for the caller
4. The IVR message will repeat a second time if no action is performed by the caller.
5. **CLICK play** to listen to your message
6. **Untick** the option if you no longer want your customers to leave a voicemail



- Allow the caller to leave a voicemail **6**

As you start to build the IVR, you will need to define the options the customer will be directed to or call flow. Each option will need to be assigned to the appropriate user or team.

1. **CLICK** on *Add option*
2. A side panel will open, where you can **SELECT** the keypad options (digit dialed by the customer).



2

Add a new IVR option

After the caller presses 1, the call is forwarded to the selected number. Choose an option type and define the selected number.

Key

Option type

1

1. **CLICK** on the drop down menu, this will allow you to **SELECT** how each option can be directed. You can decide to direct customers to:

- An **external number**, a mobile or landline number can be added to the dashboard to direct calls outside of Aircall.
- An **existing Aircall number** you have already configured.
- A **new Aircall number**, follow the [process described in slide 8](#) to configure this number.

2. **CLICK** save to go back to your main IVR menu and keep **adding options**

For more detailed instructions on configuring an IVR, [click here](#)

After the caller presses 1, the call is forwarded to the selected number. Choose an option type and define the selected number.

Key: 1 | Option type: Forward to external number **a**

Forward to external number: +33 6 45 67 97 33

Key: 1 | Option type: Forward to Aircall number **b**

Forward to Aircall number: Agustin Bauer +54 11 2040-2117, Aircall Argentina - Support +54 351 535-0128

CANCEL SAVE **2**

WRITE the message that will be read by one of our robots.
CHOOSE the language and the voice style.

IVR menu description

Text to Speech Custom file

Hello, thank you for calling Aircall

Please press 1 for
Please press 2 for
Please press 3 for

English Joanna

00:07

Upload your previously recorded messages in mp3 format.

IVR menu description

Text to Speech Custom file

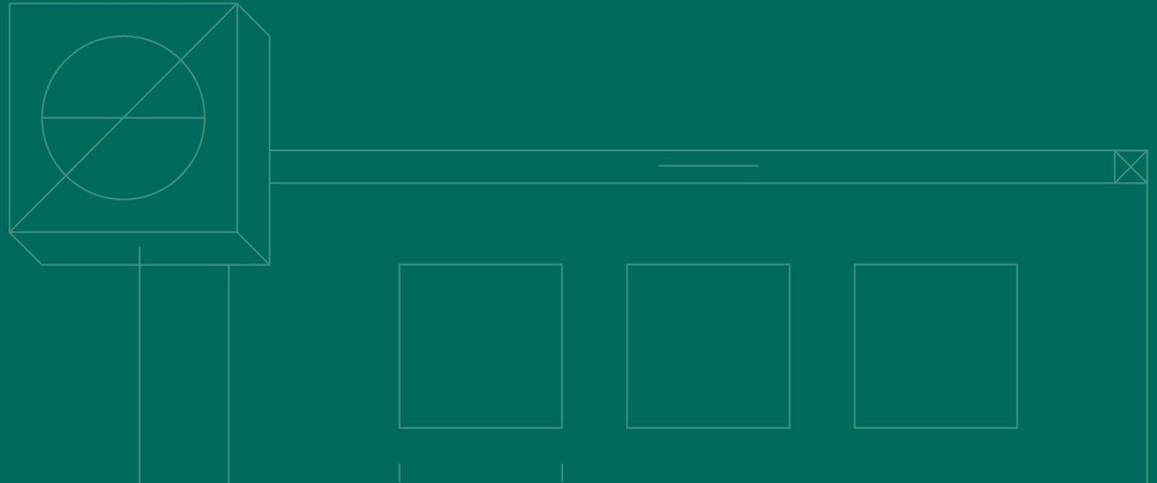
or simply drag and drop your file here

The file you upload must be an .mp3 under 10Mb

[How to record an audio file?](#)

Note: Once your selection is made, you must **CLICK SAVE** to confirm your changes.

Inviting Users & Creating Teams



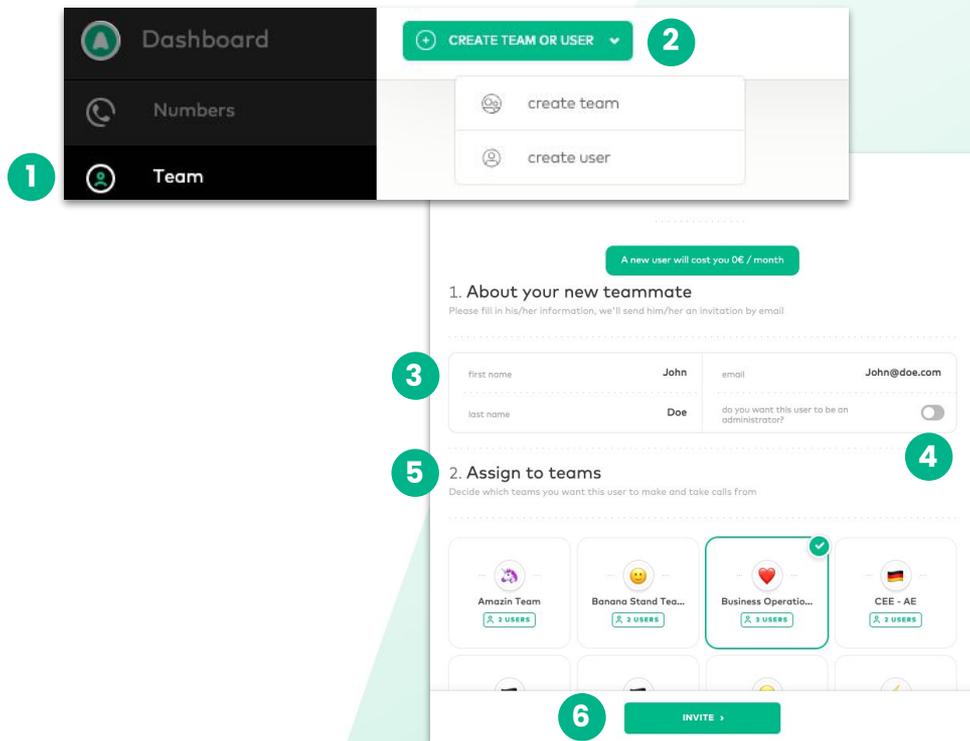
Creating Teams or Users

Creating Users

Configuring Users

1. **CLICK** on **Team** on the left sidebar menu
2. **CLICK** on “**Create Team or User**”
3. **FILL** in the user’s first name, last name and email address
4. **ENABLE**, if you wish, a new user to be an Administrator 
5. Assign the new user to a team
6. Click invite to send a validation email

Note: If user(s) do not receive an email, please check spam folder.



1

2

3

4

5

6

Creating
Teams or
Users

Creating
Users

Configuring
Users

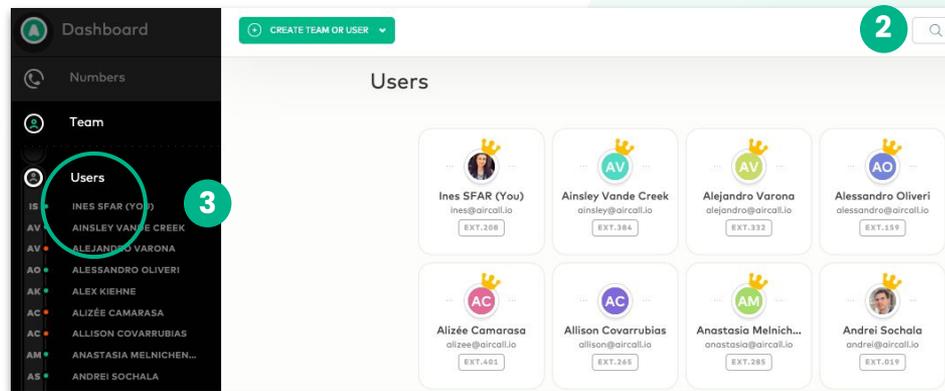
1. **CLICK** on **Team** on the left sidebar menu
2. Search bar for team & users
3. **CLICK** on a users name to open their profile (see next slide)

As an **Admin** you are able to **configure** each of your **users' profiles**

TWO ways to get to a user's profile:

Option 1: Click on team
Search the name of the user
Select an option from the suggestions

Option 2: Click on team
Select a user



Creating Teams or Users

Creating Users

Configuring Users

1. User's **profile** being viewed
2. List of preferences you are able **to set up**
3. Click to change any **personal information** (name, email, language, password, etc.)

The screenshot displays the user configuration interface for Ines SFAR (You). The interface is divided into three main sections:

- 1. User's profile being viewed:** The user's profile information is displayed in a modal window, including first name (Ines), last name (SFAR), email (Ines@aircall.io), language (English), extension (208), and password (masked).
- 2. List of preferences you are able to set up:** The 'Working Hours' configuration panel is visible, showing options for availability (AVAILABLE), auto status, and do not disturb status. The time zone is set to (UTC+02:00) Paris.
- 3. Click to change any personal information:** The 'EDIT USER' button is highlighted in a red circle in the top right corner of the modal window.

Creating Teams or Users

Creating Users

Configuring Users

1. Working hours defining the availability to receive calls

AVAILABLE

AUTO

DO NOT DISTURB

- List of available numbers and related teams
- Add an external phone number to activate call forwarding
- Enable to make the user an Admin
- a) Define the number to display when activating forwarding for incoming calls.
b) Set default number & country ISO
c) Choose a ringtone
d) Set wrap-up time
- Enable to email notification to alert user when they have voicemail, assigned call(s) or to receive daily follow-ups notifications.

1

2

3

4

5

6

Working Hours

AVAILABLE AUTO DO NOT DISTURB

timezone (UTC+02:00) Paris

Associated Numbers & Teams

Numbers	Teams
France - Onboarding	EMEA Onboarding
UK Office - Onboarding	EMEA Astreinte
Germany - Onboarding	Onboarding
Spain Office - Onboarding	

Forward-to devices

Incoming calls can be forwarded to one phone number only. [Learn more.](#)

Phone number	SIP Devices
- Add a phone number	+ Add a SIP Device

Admin Privileges

Make this user an admin
You can deactivate your user admin access. Administrators have access to this dashboard and can configure your Avicall account.

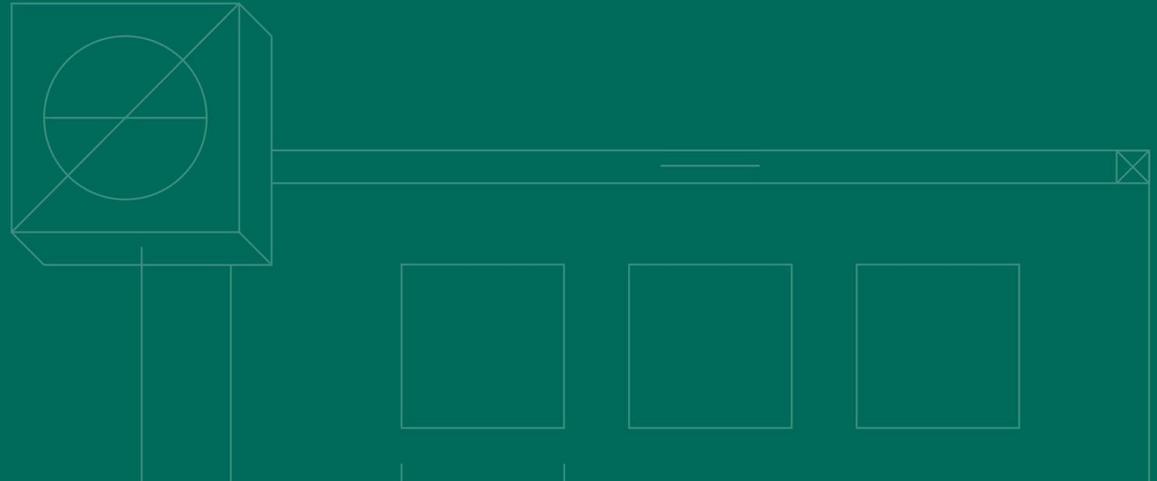
Calling Preferences

caller id	Show your Aircall Number
default number	France - Onboarding
default prefix	France
default ringtone	Bambu
wrap up time	0 min 40 sec

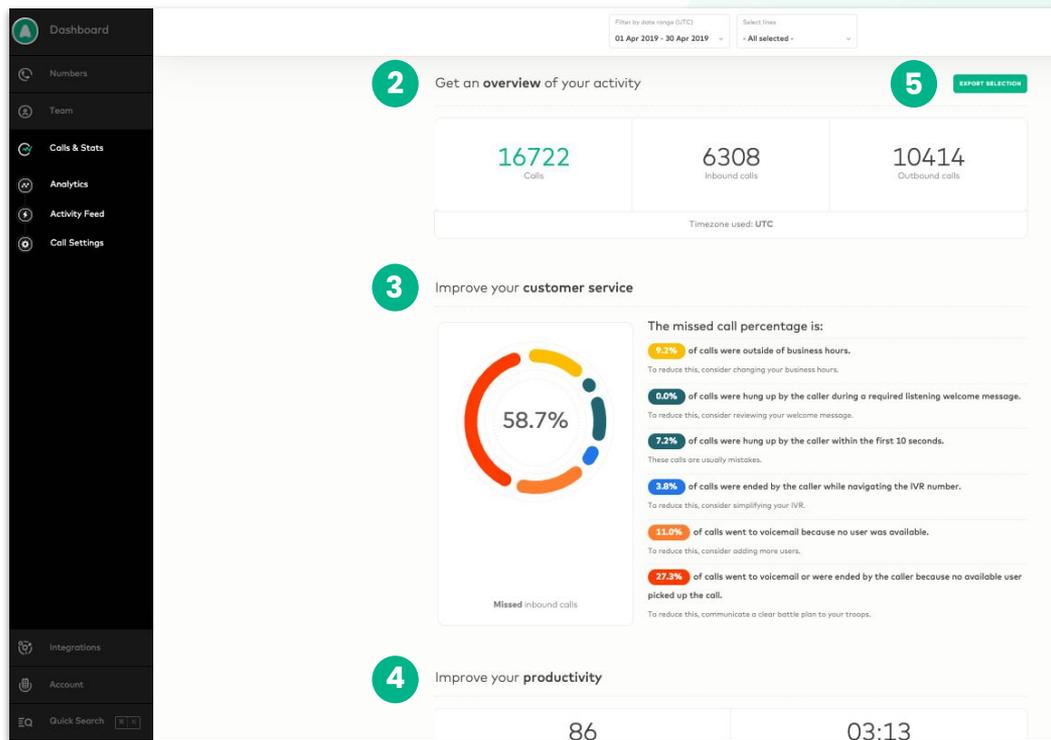
Email Notifications

- Voicemails by email
Do you want to receive voicemails on your email?
- Email on each call assigned to you
Do you want to receive an email for each call assigned to you?
- Daily summary of calls to follow up
Do you want to get every morning the list of calls to follow-up?

Reading Analytics



1. **CLICK** on **Calls & Stats** on the left sidebar menu
2. Overall activity of your lines
3. Detailed breakdown of missed calls
4. Average stats about users' activity
5. Click to export data and view details



Filters allow you to limit or modify the call data you wish to see, e.g. view a specific line or date range.

Filter by date range 06 May 2019 - 12 May 2019	Call made Anytime	Filter by number - Not applied -
Filter by teammate - Not applied -	Filter by team - Not applied -	Filter by tag - Not applied -



You can choose to see the graph by **Hour**, **Day**, **Week** or **Month** and select the **timezone** to filter the calls.

Hour	Day	Week	Month	Timezone UTC	EXPORT
------	------------	------	-------	-----------------	---------------

By clicking on the **Export** button on the bottom right, you can choose to generate an Excel file which includes the **Graph data** or the **Raw data**. The generated file will be sent to the Admin's email address.

Note: Access to the Advanced Analytics feature is plan dependent.

The **Activity section** is composed of 4 main categories:

Inbound calls

Number of inbound calls received on your lines.

Inbound duration

Average total inbound call duration

Outbound calls

Number of outbound calls made on your lines.

Outbound duration

Average total outbound call duration.



% Missed calls

Percent of missed calls out of total inbound calls received.

% Voicemails

Percentage of voicemails left by callers.

Waiting time

Average amount of time (in seconds) the call(s) has been in the queue before being answered.

Treatment time

The time that takes for agents to take action on missed or assigned calls in their inbox. Archived calls are also included in the stats.



Inbound min/calls

Average number of inbound minutes per call.

Inbound calls/user

Average number of inbound calls per agent.

Outbound min/calls

Average number of outbound minutes per call.

Outbound calls/user

Average number of outbound calls per agent.



Calls & Stats

Advanced Analytics

Activity

Customer Service

Productivity

Activity Feed

Activity Feed-Recordings

Call Settings

1. Filter your live feed display
2. Set your service level and follow your team's performance
3. Enable Full-Screen Mode
4. Whisper to your colleague without notifying the customer
5. Follow agents' statuses:

AVAILABLE

AFTER CALL WORK

DO NOT DISTURB

OFFLINE

IN-CALL

The screenshot shows the Activity Feed interface with the following elements:

- 1:** Filter options at the top: Filter by number (All selected), Filter by teammate (Not applied), Filter by team (Not applied), Filter by call type (All selected).
- 2:** Service Level indicator showing 78.
- 3:** Live Calls section with a FULL SCREEN toggle.
- 4:** Coach button next to a call entry.
- 5:** Available Users indicator showing 74.

Live Calls Log:

Agent	Action	Time	Via	Location	Time
Alex Kiehne	is in call with +49 202 9631140	1m 45s	via	Alex Berlin	14:01
Charles Halford	is in call with +41 44 254 69 00	2m 17s	via	Charles - Switzerland	14:01
Alex Kiehne	hung up +43 1 409598753	4s	via	Alex Berlin	14:01
Alex Kiehne	called +43 1 996212450	42s	via	Alex Berlin	13:59
Tarek Fayed	called Voxbone Parting Team	1m 26s	via	French Office	13:55
Alex Kiehne	called +49 341 35058519	3m 26s	via	Alex Berlin	13:50
Emma Genestoux	took a call from Accueil Illustration	14s	via	Human Resources	13:50
Accueil Illustration	hung up	41s	via	Clara Perso	13:30

Agent Statuses:

- Alex Kiehne: 1 IN CALL
- Charles Halford: 1 AFTER CALL WORK
- 74 AVAILABLE USERS
- Andrei Sochala
- Andrew Sinclair
- Anna Lomakina
- Anne-Claire Nap
- Anthony Tobeiaim
- Antoine Moreau
- Arthur Coquelle
- Arthur Andre
- Aurlanne Auffray
- Benjamin Delle

Note: Access to some of the Activity Feed features are plan dependent.

1. Filter activity feed
2. **All** call history
3. Listen to all call recordings and voicemails
4. Obtain more information on a specific call:

- a. Delete recording
- b. Link to recording

Note: To download a recording, simply copy the link and paste it into your browser's URL address bar.

The screenshot displays the 'Activity Feed-Recordings' interface. At the top, a navigation bar includes 'Calls & Stats', 'Advanced Analytics', 'Activity', 'Customer Service', 'Productivity', 'Activity Feed', 'Activity Feed-Recordings' (highlighted in green), and 'Call Settings'. Below the navigation bar, a call history list is shown under the heading 'All Calls'. The list contains various call entries with details such as caller name, duration, and time. A call by 'Dora Márquez' is highlighted. To the right, a detailed view of this call is shown, including a play button, a progress bar, and icons for deleting (a) and linking to (b) the recording. The interface also features filter options at the top and a 'PULL SCREEN' indicator.

Note: It is only possible to delete and download a single recording at a time

1. Create a new tag

Here you can choose:

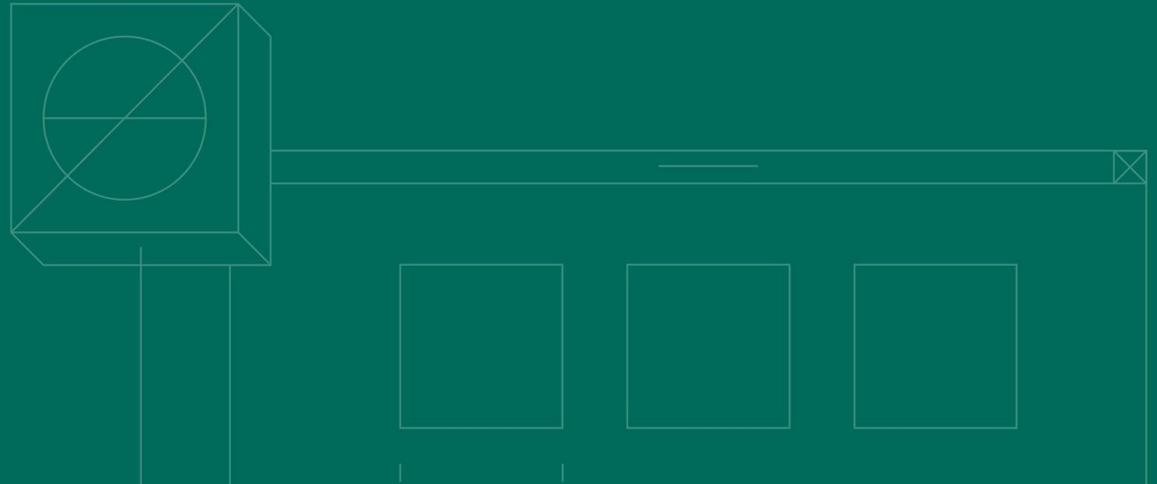
- a) Color
- b) Label

Click **SAVE** and your tag will be added to the list.

2. Blacklist: Assign numbers you wish to prevent from calling your agents.

The screenshot displays the 'Call Settings' interface. On the left is a dark sidebar with navigation options: Dashboard, Numbers, Team, Calls & Stats, Analytics, Activity Feed, and Call Settings (highlighted). The main content area is titled 'Call Settings' and contains sections for 'Tags' and 'Blacklist'. The 'Tags' section shows a list of existing tags: 'Interested lead' (green), 'Technical support' (red), 'Follow Up' (orange), 'Conference' (black), 'Callback Request' (cyan), and 'Called Back' (purple). A 'Create a new tag' modal is open, showing a color selection grid with a green tag selected, a label input field, and a 'SAVE' button. A red circle with the number '1' points to the 'SAVE' button. Below the 'Tags' section is the 'Blacklist' section, which includes a note about administrator configuration and an 'Add a number' button, also marked with a red circle and the number '2'.

Activating Integrations

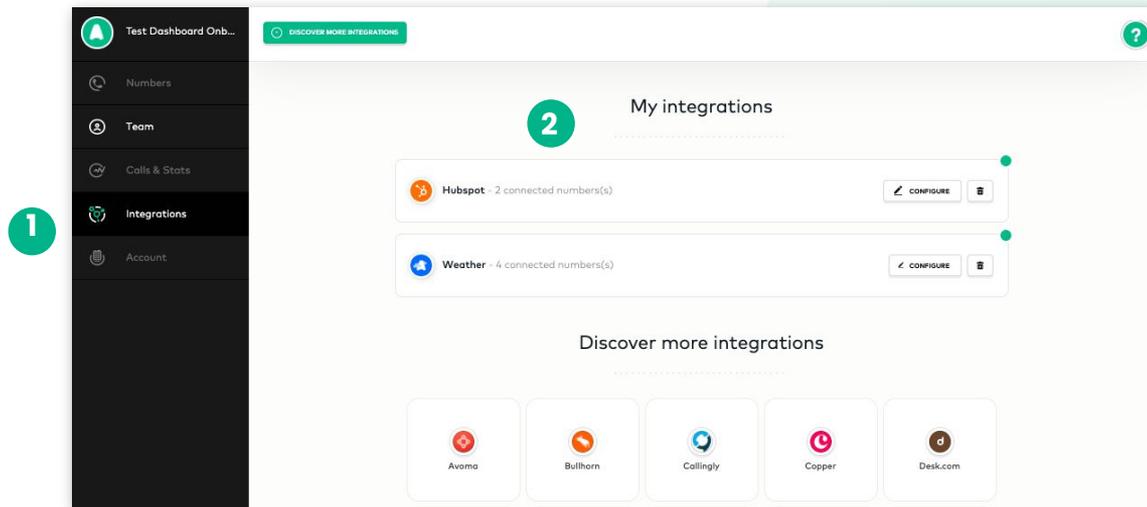


Integration

1. **CLICK** on **Integrations** on the left sidebar menu
2. **CLICK** on any CRM or Helpdesk to **create** a new integration
3. **Manage** your integration by:
 - a) Activating or Deactivating
 - b) Configuring (if available)
 - c) Deleting

You must **link** your integrations to numbers to enable the **synchronization**.

You can have **two or more** integrations from the **same CRM or Helpdesk**

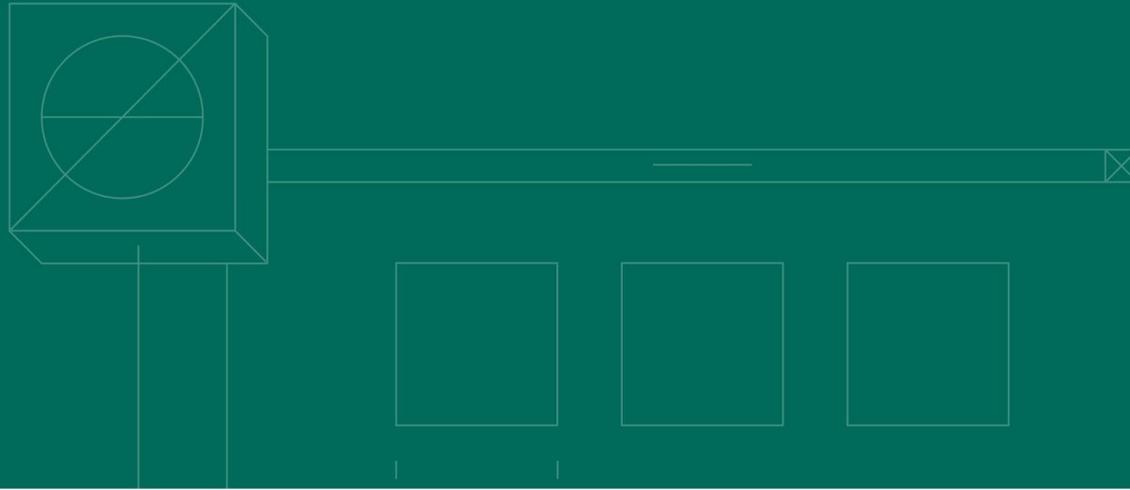


 **Not using a CRM or Helpdesk?**

Try out [Weather App](#) by Aircall! You'll see the region weather, and temperature for the location* of the number you're calling (outbound) or calling you (inbound) under the Caller Insight Card.

*Supported countries: Australia, Belgium, Brazil, Canada, France, Germany, Great Britain, Ireland, Morocco, Mexico, Netherlands, Spain, Sweden, Switzerland and USA.

Managing your Account



Account

1. **CLICK** on **Account** on the left sidebar menu
2. Change your plan or check your invoices
3. Verify or modify your credit card details
4. Update your billing information
5. View your list of active APIs
6. Refer Aircall to a friend and earn a gift card

The screenshot shows the Aircall Account Management interface. On the left is a dark sidebar menu with the following items: 'Test Dashboard Onb...', 'Numbers', 'Team', 'Calls & Stats', 'Integrations', and 'Account'. The 'Account' item is highlighted with a green circle labeled '1'. The main content area is titled 'Account' and contains a 'Your Plan' section with a green circle labeled '2'. Below this is a 'friend Plan' card showing '0 minutes of calls as of today' and '8 NUMBERS' and '8 USERS' at '0€ PER NUMBER' and '0€ PER USER' respectively. A 'CHANGE' button is next to the plan name. A green circle labeled '3' points to the 'CHANGE' button. To the right of the plan card is an 'Invoices & Credit notes' section with a table of invoices. A green circle labeled '4' points to the 'CHANGE' button. A green circle labeled '5' points to the 'API Keys' link in the left sidebar. A green circle labeled '6' points to the 'Referral Program' link in the left sidebar. The top right of the main content area has an 'EDIT COMPANY' button.

Invoices & Credit notes		
06 November 2020	-0€	PDF
06 October 2020	-0€	PDF
06 September 2020	-0€	PDF
06 August 2020	-0€	PDF
06 July 2020	-0€	PDF
06 June 2020	-0€	PDF
06 May 2020	-0€	PDF

Contact your Account Manager if you have any questions!

Need Help?

Need advice and answers:
[Knowledge Base Articles](#)

Contact our Support Team
<https://support.aircall.io/>





Thank you!

Index

Account	5, 49	Configuring an IVR Number	22-31
Activity	38-44	Configuring User	33-36
Administrator	33, 34, 36, 39	Country ISO	7, 36
Advanced Analytics	38-44	Credit Card	49
Aircall Library	29	CRM/Helpdesk	47
APIs	49	Custom File	27
Archive	41	Customer Service	41
Assignment	11, 15, 16, 24, 29, 33, 36, 41, 45	Dashboard	4-7, 17, 24, 35, 36, 40, 45-50
Audio	27	Default Number	36
Available/Availability	17, 25, 36, 43, 47	Delete	44
Billing Information	49	Desktop App	5
Blacklist	45	Document Verification	13, 14
Business Hours	22, 23	Download	5, 44
Call Distribution	15, 16	Duration	40
Call History	44	Email	4, 14, 33, 35, 36, 39
Call Settings	42	Export	38, 39
Callback Request	20	External	30, 36
Calls & Stats	38	Filters	39,43, 44
Classic Number	11 12, 16-20	Follow-Up	36
Click-to-Dial	5	Forward to Device	36
Configuring a Classic Number	15-22	Inbound Call(s)	40-42, 47

Index

Integration(s)	25, 47	Productivity	42
Invitation	4	Recordings	19, 26, 44
Invoice	49	Referral Program	49
IVR Message	31	Settings	17- 20, 25-27
IVR Number	22-31	Support	5, 50
IVR Option(s)	28-30	Tags	20, 45
Knowledge Base	50	Teams	11, 16, 18, 22, 24, 29, 33-36, 43
Language	31, 35	Text to Speech	31
Link	4, 44, 47	Treatment Time	41
Live Feed	43	Users	5, 11, 16, 18, 24, 29, 33-36, 38, 42
Logout	5	Voicemail	18, 28, 36, 41, 44
Make Calls	11, 16	Waiting Music/Music on Hold	20, 27
Missed Calls	25, 36, 41	Waiting Time	41
Mobile	5, 30	Weather App	47
Notifications	36, 43	Welcome Message	28
Numbers	5, 7, 8, 13, 15, 36, 45, 47	Whisper	43
Outbound Call(s)	16, 24, 25, 40, 42, 47	Working Hours	36
Outbound Calling	24	Wrap-up time	36
Password	4, 35		
Preferences	35		