

Call Tracking Quick Reference Guide

Admin:

[Logging In:](#) acicalltracking.net → Username: _____ Password: _____

[Add a New User:](#) Settings → Manage Users → Add a New User Account → Fill in User Information and Assign Account type

Call Reporting:

[Provision Phone Numbers:](#) Settings → Manage call measurement numbers → add a New Number to this List → Enter area code or select toll-free → Select Account → Select Number (if available) OR (if no numbers are currently available from entered area code) → Select green balloon → Click Here to Provision → Select to Choose Number

[Ordering Phone Numbers:](#) (if no numbers are available from above) select Red Balloon → Click Here to Order → Submit

[Updating Phone Number:](#) (This is where you can set up a whisper, add greeting, advanced options, etc) Settings → Manage Call Measurement Numbers → Select Arrow Next to Number → Save Changes

[Setting Up Missed Call Alert:](#) Settings → Manage Call Measurement Numbers → Select Arrow Next to Number → Enter Email in Missed Call Alert → Save Changes

[Run Call Report:](#) Calls → Select Numbers and Time Frame → Advanced Options Show (if you want) → View individual or Summary Report → Generate Report

[Sign Up for Automatic Call Reports:](#) Calls → Generate Report → Envelope Icon (top right) → Submit

[Listen to Call Recordings:](#) Calls → Generate Report → Click Telephone Icon at Top Right

[Setting Up a Whisper:](#) Settings → Manage Call Measurement Numbers → Select Arrow to Left of Number → Whisper Info → Click Here → Enter Whisper → Submit Request. Note: You must select the whisper once recorded (in next step).

[Selecting a Whisper:](#) Settings → Manage Call Measurement Numbers → Select Arrow to Left of Number → Select Whisper from Drop down → Save Changes

[Record Calls:](#) Settings → Manage Call Measurement Numbers → Select Arrow to Left of Number → Record Calls Yes → Save Changes

[Change the Ring-to Number:](#) Settings → Manage Call Measurement Numbers → Select Arrow to Left of Number → Ring to # → Save Changes

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[Setting Up a Greeting:](#) Settings → Manage Call Measurement Numbers → Select Arrow to Left of Number → Greeting Info/Customize → Click Here → Type Greeting → Submit Request. Note: You must select the greeting once recorded (in next step)

[Selecting a Greeting:](#) Settings → Manage Call Measurement Numbers → Select Arrow to Left of Number → Select Greeting from Drop Down Box → Save Changes

[Turn Spam Filter Off/On:](#) Calls → Advanced Options Show → Step 8 Spam Filter On/Off → Generate Report