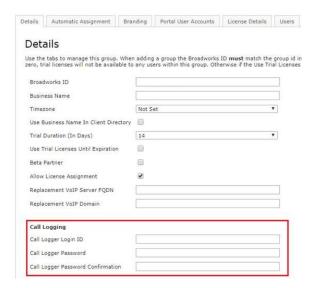


CAPTURING ABANDONED CALLS

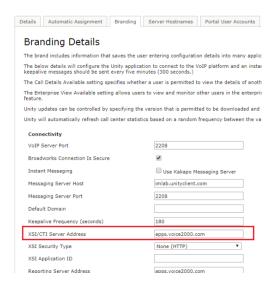
Unity can capture the CLI of abandoned calls into the call center using the Unity Abandoned Call Logger, which is a cloud service.

This is configured at Group level in the Unity portal, as shown below.

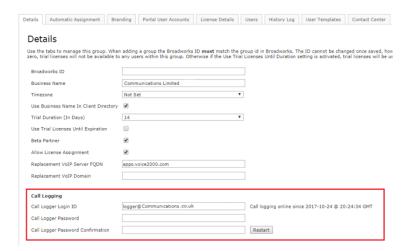


All you need to do is enter the logger details, this will typically be a group or enterprise admin account in BroadWorks, they only need read-only access

The portal will then instruct the logger engine to connect to that provider and login. It uses the CTI server address of the system provider, as shown below. This must be set or when you try to enter login details at the reseller/group level it will fail.



Once the engine is connected you will see the logging state, as shown below



If there was an issue and the engine couldn't automatically reconnect, then you can manually restart the logger instance by clicking the Restart button shown above.