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Overview of the functions available with the event list

The sipgate team event list increases the productivity of your personal telephony by providing you with numerous details and options for your telephony, this includes all telephone calls, faxes, SMS and voicemails.

The following article will provide an overview on where information can be found and also explains how to carry out the actions supplied in the event list.

Inbox and Archive

New events can be found in the tab Inbox. From there you have the possibility to move events into the archive if you don't need them anymore but don't want to delete them directly. Of course, it's also possible to restore archived events back to the inbox.

Read and unread events

You can recognise new events by the fact that they are displayed with a white background and bold font. Once you have clicked on an event and opened its detailed information, it is marked as read. Read events are displayed with a light grey background and normal font.

Entries per page

For better clarity, your events are organised in consecutive pages. Events always appear chronologically in your list - this means that new events will always appear at the top of the 1st page. At the bottom of

your event list, you can navigate between the different pages and set how many events you want to be shown per page.

Filter event list

To find certain events quickly & easily, you can filter your event list against various criteria. Filters can be applied to the inbox and also to the archive within your event list.

Status: Filter your events by accepted/completed or missed calls.

Event type: Filter your events by calls, voicemail, fax and SMS.

Direction: Filter your events by incoming/outgoing events.

Select and edit multiple events at once

The checkboxes on the right hand side will allow you to select multiple events for editing. You will be presented with a selection of editing options, once you have selected one or more events. By clicking the checkbox „Select all", you will mark all events of the currently displayed page.

Archive: Move all selected events from the inbox to the archive.

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Dearchive (Restore archived events): Move all selected events from the archive back to the inbox.

Delete: Delete all selected events irrevocably.

Marking events as favourites

Next to each event you'll find a star. Click on the star to mark an event as a favourite, enabling you to find it faster.

Details and actions for specific events

By clicking on an event, it will expand and display all details about where it originated, destination, redirects, and more. You can also perform the following actions here (depending on the event type, not every action will be available):

Launch Click2Dial: With the button „Call" you have the possibility to call a contact via Click2Dial. If you have several phone numbers saved against a specific contact, you will be able to choose one of them.

Saving phone numbers as a contact: You will find a „Save number to contacts" link next to each phone number that has not yet been assigned to any of your contacts. You can click this button to create a new contact.

Adding phone numbers to the blacklist: With the button „Add to blacklist" you can set a phone number on the blacklist for the whole account. To undo this, use the button „unblock".

Create note: You can create a note for each event. This note is displayed as a preview after the corresponding event, even when the event is collapsed. Notes can be edited or removed at any time.

Listening to and downloading voicemails: When opening a voicemail event, you will be able to listen to what your caller has recorded. It is also possible to listen to them via a telephone. You can download the message as an MP3 file too. In the case where you have activated automatic transcriptions for your voicemail, they'll also be found here.

Listening to and downloading call recordings: Call recordings are displayed in the same way as voicemails and also have the same options.

Display SMS text: When opening an SMS event, you will see the message your contact has sent to you.

Fax preview, download and transmission report: You can view and download your faxes directly from within the event list. Faxes are provided as PDF files. You can download transmission reports directly from the event or have the option to resend an outgoing fax.