

Accessing AI Receptionist Call Transcripts

Admins can access all AI Receptionist interactions with your customers, including call details and full transcripts.

Accessing the call history

1. Sign in to the [Admin Portal](#).
2. Click the **AI** tab dropdown, then select **AI Receptionist**.
3. Click **Call history**.
4. Use the filters to narrow the list of the call logs:
 - **Search by name or number:** Enter any portion of the caller's phone number or name.
 - **Date range:** Click to select *Yesterday*, *Last 7 days*, *Last work week*, *Last 30 days*, or use the **Date from/Date to** fields for a custom range.
 - **Call Status:** Click to select *All*, *Transferred*, *Ended by caller*, or *Others*.
 - **Call Length:** Click to select calls that were completed under *30 sec*, *1 min*, *3 min*, *5 min*, or *10 min*.
 - **AI Receptionist name:** Click the dropdown and select a name.
 - **Filter:** Click to filter by *All calls*, *Calls with texts*, or *Calls without texts*.

The screenshot shows the Admin Portal interface. In the top navigation bar, the 'AI' tab is selected (indicated by a red circle with the number 2). Below this, in the secondary navigation bar, the 'Call history' button is highlighted (indicated by a red circle with the number 3). The 'Call history' page is displayed, featuring a filter bar at the top (indicated by a red circle with the number 4) and a table of call logs below it.

Call history

Search by name or number: Search

Date range: Last 7 days

Call Status: All

Call Length: All calls

AI Receptionist name: All calls

Filter: All calls

Caller	Date ↓	AI Receptionist name	Duration	Call status	Text messages
[REDACTED]	06/23/2025 11:45 PM	mia02-AI Receptionist 3678 (Ext. [REDACTED])	1 min 13 sec	Ended by caller	[REDACTED]
[REDACTED]	06/23/2025 11:41 PM	mia02-AI Receptionist 3678 (Ext. [REDACTED])	1 min 37 sec	Ended by caller	[REDACTED]
[REDACTED]	06/23/2025 11:29 PM	Vanessa (Ext. [REDACTED])	31 sec	Transferred	[REDACTED]

In the Call history list, you can view and sort most columns by:

- **Caller:** The phone number of the caller.
- **Date:** The date and time the call was received.
- **AI Receptionist name:** Which AI Receptionist managed the call.
- **Duration:** How long the call lasted.
- **Call status:** Shows if the caller was transferred or if they disconnected their call.
- **Text messages:** Hover over the text icon for a quick view of the texts that were sent.

5. Click an entry to view the full transcript of the conversation between AIR and the caller. The transcript will include any text messages sent, if the caller ended the call, or the caller was transferred, which extension or number they were transferred to.
- Click the **Download** icon at the top right to download the transcript in a TXT file.

