

Using Call Tag

Call Tag is a feature that allows you to assign a numerical ID (Tag) to a call which gives you the ability to search for all calls associated to that ID or Tag. An example would be a Dispatcher takes a call about a robbery in progress. He or She before they hang up from that call can enter in the **Call Tag Code of **#** from their keypad on the phone which will activate Call Tag and then they would put in an ID such as 100 to represent all robberies. Let's say that Dispatcher took several calls regarding the robbery in progress and later they would like to pull up all calls related to it, all they would have to do is go to the Search Screen select the date and approximate time it happen, and in the **Call Tag** box type in 100 and click on the Magnifying Glass and it will pull up all calls related to the robbery.

NOTE: They must enter in the **# and the Tag or ID before they hang up from the call in order to associate it with that call.

This along with POD will only work if the phones put out DTMF tones when the keypad is used.