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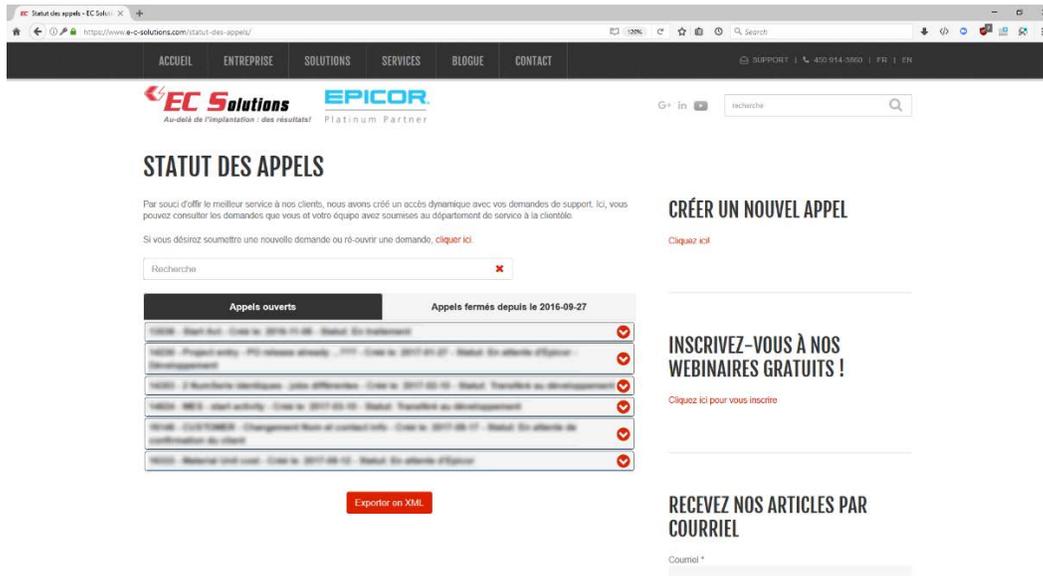
Platinum Partner

CALL STATUS

How to open an exported XML file in
Microsoft Excel.

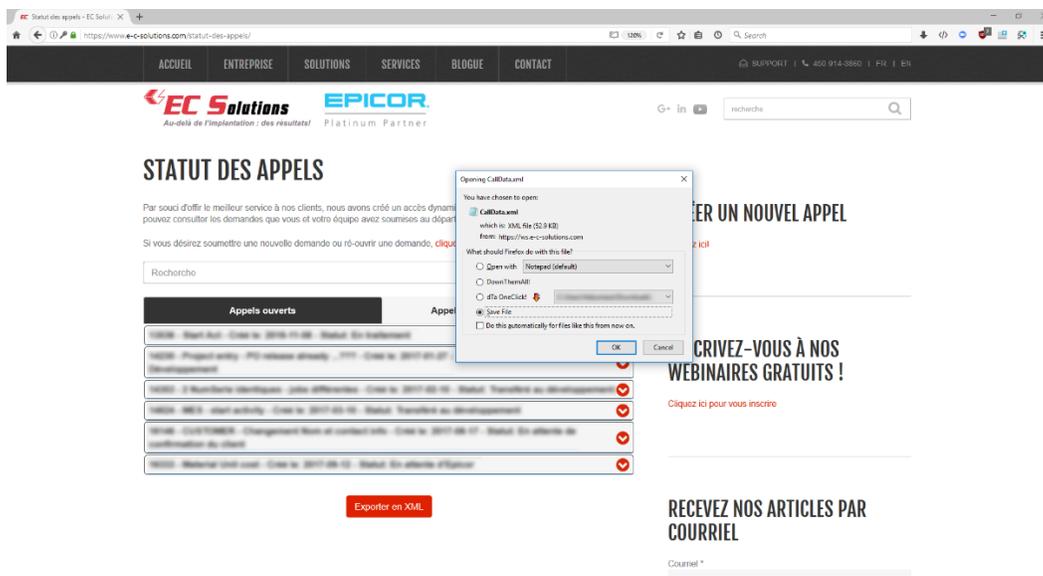
STEP 1

Click on the Export to XML button. This step will generate the XML file containing all of your call status data. You only need to export once, the generated file will contain both open and closed calls.



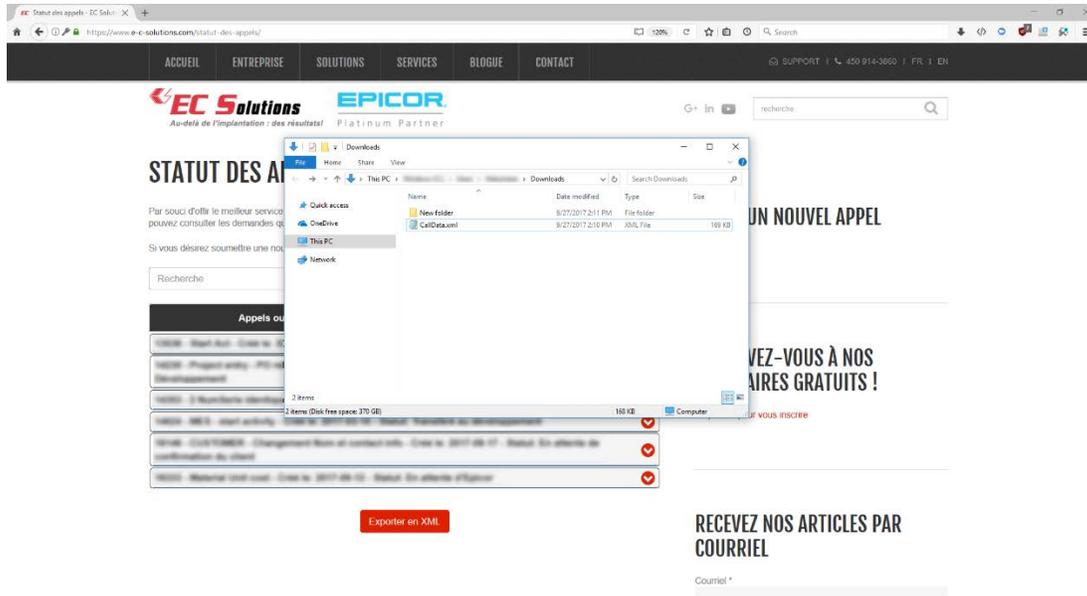
STEP 2

Save the file. This step may be slightly different depending on the web browser you use, but in every case you should have the option to save the file to your hard disk. By default the file should end up in your Downloads folder.



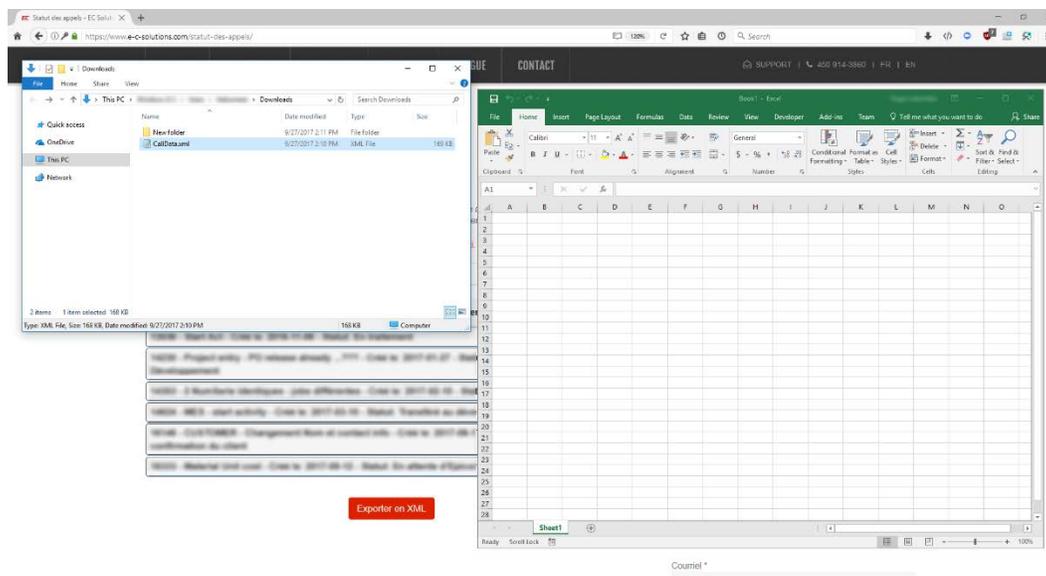
STEP 3

Locate the downloaded file in your Downloads folder.



STEP 4

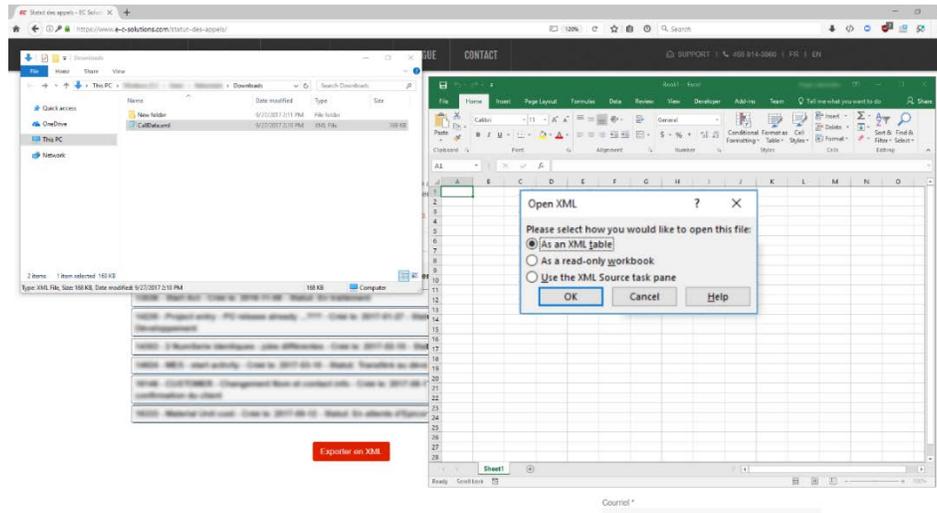
Open Microsoft Excel. From there you can either drag and drop the downloaded file directly into Excel, or open the file through Excel's File, Open menu.



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STEP 5

Once you have opened the file, a dialog box will open asking you to select how you would like to open the file. Select « As an XML table », and click OK.



STEP 6

The file will open as a table, from there you can adjust columns for better view, apply filters, generate pivot tables or graphs, etc.

