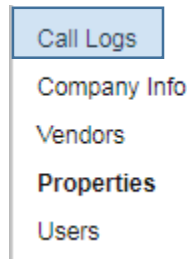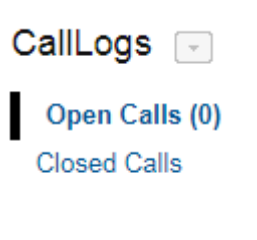# Accessing Call Logs in the SuperTender CRM

From the main navigation, choose "Call Logs"

This will allow you to see what status the calls are in in real-time.

The navigation will show you how many calls are currently in the call center. All of your closed calls can be accessed by selecting 'Closed Calls'.

This will show you all the details of the call.

You will also see when notes were released to you per your request and in what method they were sent to you and/or the designated contact.

Notes (Newest on top)

1/26/2019 8:37:53 PM - monica   Email
FINAL NOTES - Call from 123 main street
Email Sent to Customer

1/26/2019 8:37:51 PM - monica   Call Log Note
Call Log Closed by Monica Hubbard at 1/26/2019 8:37:52 PM (MST)

1/26/2019 8:37:31 PM - monica   Email
PRELIMINARY NOTES (R) - Call from 123 main street - Routine Maintenance
Email Sent to Customer

1/26/2019 8:36:35 PM - monica   Call Log Note
Call Opened by Monica Hubbard at 1/26/2019 8:36:37 PM

This screen will show you what troubleshooting was performed by the agent and what company policies were followed per your instruction.

▾ Troubleshooting

Smells-Odors

What is the smell/odor?
Sewage/Feces

Where is it strongest?
Basement/crawlspace

Describe the severity of the odor?
Weak but noticeable

When did you first notice it?
Today

Did caller find any sewage?
Yes

Switch to DRAIN/SEWER/SEPTIC troubleshooter.

▾ Policies

If there is a GAS LEAK, please specify which vendor should be dispatched for repairs (i.e., gas provider, fire department, etc.)

How often would you like us to release PRELIMINARY NOTES?

Is there any time (or time frame) the property manager should NOT be contacted?

At what ESTIMATED DOLLAR AMOUNT should a vendor call for approval for EMERGENCY repairs?

The call log will show you all the information that is sent to you in the final notes e-mail you receive when a call is closed.