

Call Type with the letter O is for Outgoing calls and is bearing costs as a Business call, and the **Call Type OP** is for **Outgoing Personal** (calls dialed with a prefix of 88)

A combination of the Call Type Codes will be displayed on your Monthly Statement for example IF, IX, OF, OTR, ITR

The major call directions are **Out (O)** - outgoing calls, **In (I)** - incoming calls, **Internal (L)** - calls from employee to employee within your organization.

Call Types	Call Type Code	Definition
Conference	C	Calls that simultaneously involve more than two employees or destinations
Trunk	T	Tie calls from one trunk group to another
DISA	D	Calls made from one employee but charged to a different employee through the charge code assignment
Abandoned	A	Abandoned calls are calls that are started but not completed.
Transferred	X	Calls that are transferred between employees
Forwarded	F	Calls that are automatically forwarded or diverted to another employee. The employee that the call reaches is not the employee originally dialled by the caller.
Busy	U	Calls that are not completed because the destination is unavailable
Hold	H	Calls that are placed on hold
Personal	P	Personal calls If the user has access to both Call Types, the Personal option appears enabled and can be used according to user's needs.
Bad	B	Calls filtered out by your call threshold criteria
Malicious	M	A suspicious call that is marked by the user.
Video	V	A video conferencing call
Pickup	K	Incoming calls picked up by the users within their own group or within other call pickup groups by dialling the group call pickup number for that group. Example: 1. A call comes in from the PSTN to extensions 2000, 2001 and 2002, which are in the same pickup group. 2. Extension 2002 picks up the call that is ringing on 2001. 3. Extension 2002 answers the call, and the call connects between the PSTN caller and extension 2002.
Error	R	Error calls that could not be processed for one reason or another