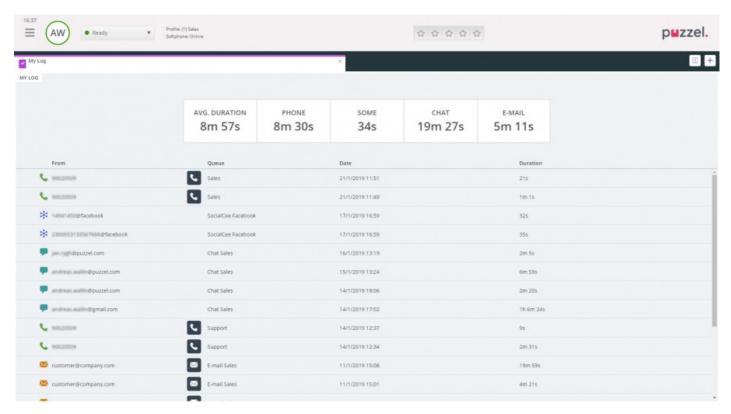## My Log tab

The My Log tab gives you an overview over your last 50 answered incoming and outgoing requests, for the last 30 days. Unanswered requests and missed calls are not shown. For requests from voice and e-mail/e-task channels, you can call or e-mail the customer back. At the top, the average enquiry duration is shown per relevant channel.

Please note that agent-to-agent calls are not shown in My log since there is no 'request' related to such calls.