## BeneDesk – Call ID

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## Getting the Call ID

## **Getting the Call ID**

- 1. Open the **Call information** functionality
- 2. Set the *Start* and *End* time from the **Calendar** 
  - The dates are selected from the calendar and approved by clicking the **Ok** button

- 3. The detailed search criteria can be opened by clicking the **More** button
- 4. Click the **Search** button to list the calls
- 5. Choose a call by clicking the green **Info** button
- 6. The **Call ID** is shown

If needed, it is possible to select the call id with the mouse and then copy/paste it into some other application.



	BeneDe	sk						0	@be	nemen.com				
	Home	2	3							2				
À	Availability	Availability Set your availability from here. Availability status affects to the routing of incoming calls. If you are operating in service pools calls are routed to person in "available" status.		Settings Manage the settings considering the usage of your phone. Manage for example which terminals you choose for answering when receiving calls and where calls are transferred if you can't answer		Call inf View you listen the have ma	Call information View your call history and listen the call recordings you have made.		Directory Directory of company's employees with their contact information and real-time availability information.		Mon         Tu           26         27           3         4           10         11           17         18	Dece           Tu         We           27         28           4         5           11         12           18         19	December 2018           Me         Th         Fr         Sa           28         29         30         1           5         6         7         8           12         13         14         15           19         20         21         22	Sa         Su           1         2           8         9           15         16           22         23
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