BeneDesk – CallBack

CallBack

Call handling

1. Open the **Call handling** functionality

CallBack

Call list

The call list shows all calls or calls acording to the set search criteria. If there is not a need for detailed search, the call list can be used as is.

Detailed search

1. To open detailed search criteria, click the **More** button
2. Perform the search by clicking the **Search** button

Opening call information

3. Open the information by clicking the blue **Open** button
4. A recorded call/voicemail is shown on the list with a blue *Play* icon

CallBack

Call information

The detailed call information is shown on the *Call item* view. The view includes call back function as well as many other useful functions.

Call back

1. To call back to a number, click the green **Phone number** button

Call recording/ message

2. In a case the caller has left a voicemail message, it can be listened to by clicking the **Play** icon on the Recording funtion
3. In a case, there has to be done some time related tasks, it is possible to set a *Due date* and *Expiry date* for the task
   - Click the **Calendar** icon
   - Select the dates
   - Click the **Ok** button

Call status

4. The call status is set on the Handling function. The call can be marked as *Close successful* or *No answer*. More detailed selections can be chosen from the dropdown menu. The selections are:
   - Busy
   - No answer
   - Other answered
   - Close unsuccessful