BeneDesk – Supervisor's guide for call recordings

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Directory \mathbf{O} BeneCC \$ Call handling

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Listening to the call recordings

- 1. Select *Work* from the **Privacy** dropdown menu
- 2. Select the call from the list by clicking the green **Info** button
 - Check the privacy setting •
 - Notice, that only **Work** call recordings can be listened to ٠
- 3. To listen the recording, click the **Play** icon

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4. If needed, the call status can be changed on the Call information view