

BeneDesk – Call ID

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Getting the Call ID

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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.

The screenshot illustrates the process of finding a Call ID in the BeneDesk system. It shows the 'Call information' section with search filters and a table of call records. A calendar is used to select the start and end dates for the search. A detailed call record is shown, highlighting the Call ID.

Call information

Start time: 01.11.2018 13:05 | End time: 01.12.2018 13:05

User: rai | @benemen.com | Recording: Not set | Call type: Both | Call direction: Called and received | Result: All | Privacy: All

Date	Call type	Call direction	Result	Source number	Dest number	Duration	Info
11/29/2018 3:30:26 PM	Direct	Received	Answered	3584054	3584092	02:17	Info
11/23/2018 10:54:25 AM	Direct	Received	Not answered	3582937	3584092		Info
11/23/2018 10:52:24 AM	Direct	Received	Not answered	3582937	3584092		Info
11/16/2018 2:18:35 PM	Direct	Received	Answered	3584092	3584092	02:57	Info
11/16/2018 2:17:...							Info

Call information

Date: 11/29/2018 3:30:26 PM
User: rai | @benemen.com
Call direction: Received
Call type: Direct
Result: Answered
Duration: 02:17
Source number: 3584054
Dest number: 3584092
Call id: 1549A3D0-485F-451E-916D-198FE1BA5831
Privacy: Undefined

Recording

0:00 / 2:17

1x 2x 3x