

CallBack

Call handling

1. Open the **Call handling** functionality

The screenshot displays the BeneDesk user interface. At the top, the title 'BeneDesk' is visible on the left, and a user profile 'ra @benemen.com' is on the right. A vertical sidebar on the left contains navigation icons for Home, Availability, Settings, Call information, Directory, BeneCC, Call handling, BeneReports, BeneHelpDesk, and Start managing. The main content area is a grid of tiles. The 'Call handling' tile, located in the second row, first column, is highlighted with a blue circle and a hand icon pointing to it, with a circled '1' next to it. The tile contains a circular arrow icon and the text: 'Call handling Handle missed service calls and outbound calling'. Other tiles include 'Availability', 'Settings', 'Call information', 'Directory', 'BeneCC', 'BeneReports', and 'BeneHelpDesk'. Each tile has a title, an icon, and a brief description of its function.

BeneDesk – CallBack

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Call list

The call list shows all calls or calls according 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

The screenshot shows the BeneDesk interface for the 'Call list' section. The top navigation bar includes 'Set availability', a user profile 'ra', and '@benemen.com'. The left sidebar contains navigation icons for Home, Availability, Settings, Call information, Directory, BeneCC, Call handling, BeneReports, AvamConf, BeneHelpDesk, and Start managing. The main content area is titled 'Call list' and features a filter section with 'Call handling' (Default) and 'Filter' (Last filter) options, along with a 'More' button (callout 1). Below the filter is a search criteria table with columns: Call item status (Open), Assignment (All), Due Date (Not set), Channel in, Created (Not set), Expiry Date (Not set), Contact, and Topic. A 'Last attempt' dropdown is also present. A 'Search' button (callout 2) is located below the search criteria. The table below shows a list of calls with columns: Select, Channel in, Created, Due Date, Expiry Date, Closed, Number, Topic, Assigned to, Call count, Last attempt, and Info. The second row of the table has a blue play icon in the 'Info' column (callout 4) and a blue 'Open' button (callout 3) in the 'Info' column. The table shows 8 call records with various details like dates, times, and phone numbers.

Select	Channel in	Created	Due Date	Expiry Date	Closed	Number	Topic	Assigned to	Call count	Last attempt	Info
<input type="checkbox"/>	Jo	12/19/2018 9:17 AM		1/1/2019 2:00 AM	Open	+358441234	Ulossoitto	AI	0		Open
<input type="checkbox"/>	Bene 2	10/9/2015 7:55 AM			Open	+35840920		Ja	1	10/9/2015 7:55 AM (Other answered)	Open
<input type="checkbox"/>	Jo	12/19/2018 9:17 AM		1/1/2019 2:00 AM	Open	+358441234	Ulossoitto	AI	0		Open
<input type="checkbox"/>	Jo	12/19/2018 9:17 AM		1/1/2019 2:00 AM	Open	+358441234	Ulossoitto	AI	0		Open
<input type="checkbox"/>	Jo	12/19/2018 9:17 AM	1/18/2019 11:00 AM	1/21/2019 2:00 AM	Open	+358441234	Ulossoitto, asiakas pyysi soittamaan kuukauden pääsimkäsmedli	Jo	0		Open
<input type="checkbox"/>	Jo	12/19/2018 9:17 AM		1/1/2019 2:00 AM	Open	+358441234	Ulossoitto	Me	0		Open
<input type="checkbox"/>	Jo	12/19/2018 9:17 AM		1/1/2019 2:00 AM	Open	+358441234	Ulossoitto	Me	0		Open



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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 function
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

The screenshot shows the BeneDesk interface for a 'Call item'. The top navigation bar includes 'Home', 'Availability', 'Settings', 'Call information', 'Directory', 'BeneCC', 'Call handling', 'BeneReports', 'BeneHelpDesk', and 'Start managing'. The main content area displays call details: Contact Number (+35840920), Topic (Testi.), Note (Asiakkaalla oli testiasia.), Due Date (pp.kk.vvvv), Expiry Date (pp.kk.vvvv), Channel in (Bene 2), and Recording (0:00 / 0:08). A 'Handling' section contains a dropdown menu with options: Close successful, No answer, Busy, Other answered, and Close unsuccessful. A 'Call history' table at the bottom shows a record for 10/9/2015 7:55 AM. A calendar popup for December 2018 is open, showing the date 10/9 selected. A 'Controls' section has 'Me' and 'Unassign' buttons. Numbered callouts 1-4 highlight the phone number button, the play icon, the calendar icon, and the handling dropdown menu respectively.