BeneDesk – Supervisor's guide for call recordings

Searching the recordings

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1. Open the **Call information** functionality
2. Select the search *Start* and *End* dates from the **Calendar**
   - The dates are selected from the Calendar and confirmed with the **Ok** button
3. Detailed call information can be shown by clicking the **More** button
4. The user is selected from the **User** dropdown menu
5. Calls according to the selected criteria are listed by clicking the **Search** button

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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
3. To listen the recording, click the **Play** icon

Changing call status

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