

BeneDesk – Supervisor's guide for call recordings

Benemen Oy. All rights reserved.

Searching the recordings

Searching the recordings

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

The screenshots illustrate the following steps:

1. Clicking the **Call information** icon in the top navigation bar.
2. Selecting the search *Start* and *End* dates from the **Calendar** (April 2019) and confirming with the **Ok** button.
3. Clicking the **More** button to expand search options.
4. Selecting a user from the **User** dropdown menu.
5. Clicking the **Search** button to display the results.



BeneDesk – Supervisor's guide for call recordings

Benemen Oy. All rights reserved.

Puhelutiedot

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

The image shows two screenshots of the BeneDesk interface. The top screenshot displays the 'Call information' page with a table of call records. A dropdown menu for 'Privacy' is open, showing options: 'All', 'Undefined', 'Private', and 'Work'. A hand icon points to 'Work' with a circled '1'. The table has columns: Date, Call type, Call direction, Result, Source number, Dest number, Duration, and Privacy. A green play button icon is highlighted with a hand icon and a circled '2'. The bottom screenshot shows a detailed 'Call information' view for a specific call. The 'Privacy' dropdown is open, showing 'Undefined', 'Private', and 'Work'. A hand icon points to 'Work' with a circled '3'. Below the privacy dropdown is a 'Recording' section with a play button, a progress bar showing '0:00 / 0:48', and volume controls. A hand icon points to the play button with a circled '4'. There are also '1x', '2x', and '3x' playback speed buttons.

Date	Call type	Call direction	Result	Source number	Dest number	Duration	Privacy
4/30/2019 1:19:34 PM	Direct	Received	Answered	3584432	3584092	02:29	Undefined
4/18/2019 4:01:40 PM	Direct	Received	Not answered	3584092	3584092		Undefined
4/17/2019 11:54:11 AM	Direct	Called	Not answered	3584092	3584577		Undefined
4/17/2019 11:46:05 AM	Direct	Received	Not answered	3584577	3584092		Undefined
4/16/2019 2:41:09 PM	Direct	Received					

Call information

Date: 3/2/2019 7:23:55 PM
User: raimo.asikainen@benemen.com
Call direction: Received
Call type: Direct
Result: Answered
Duration: 00:50
Source number: 358503753193
Dest number: 358409207124
Call id: 2356082F-65EA-4270-A17F-A9C7528C7017

Privacy: Undefined

Recording: 0:00 / 0:48

1x 2x 3x