BeneDesk for Windows - Pool groups

Versio 1.8.0

Service pool groups, general

General

With the Pool group functionality, the system administrator can group the service pools into logical sets.

1. A user **can login as active** in a group, which makes him/her active in all service pools in that service pool group. In same way, it's possible to select the groups the user wants to be active.
2. The **service pools** can be opened in a separate window by clicking the arrow icon, when it is possible to change the window size and location

Users' activity is managed by selecting the needed check boxes. This does not manage the user's service pool membership, but only the activity i.e. is the person active or not. The user's activity changes according to selection in all service pools, which are members of the selected service pool group.

If a service pool is a member in several service pool groups and selected as active in one group, is the group active in all service pool groups where the pool is a member.

Service pool group
BeneTestServicePools

Service pools which are not members in any group

Service pool groups, grouping

Creating groups

Creating a new service pool group:

1. Open the **Pool groups** window
2. Start grouping by clicking the **New group** button
3. Give a **name** for the group
4. Select the **service pools**
5. Click the **Create** button to create the new group

- Service pools can be a member in several groups at the same time
- A group can also be empty, when it is not showed to the users
- Deleting a group removes the group, not the service pools
- The groups can be edited after creating
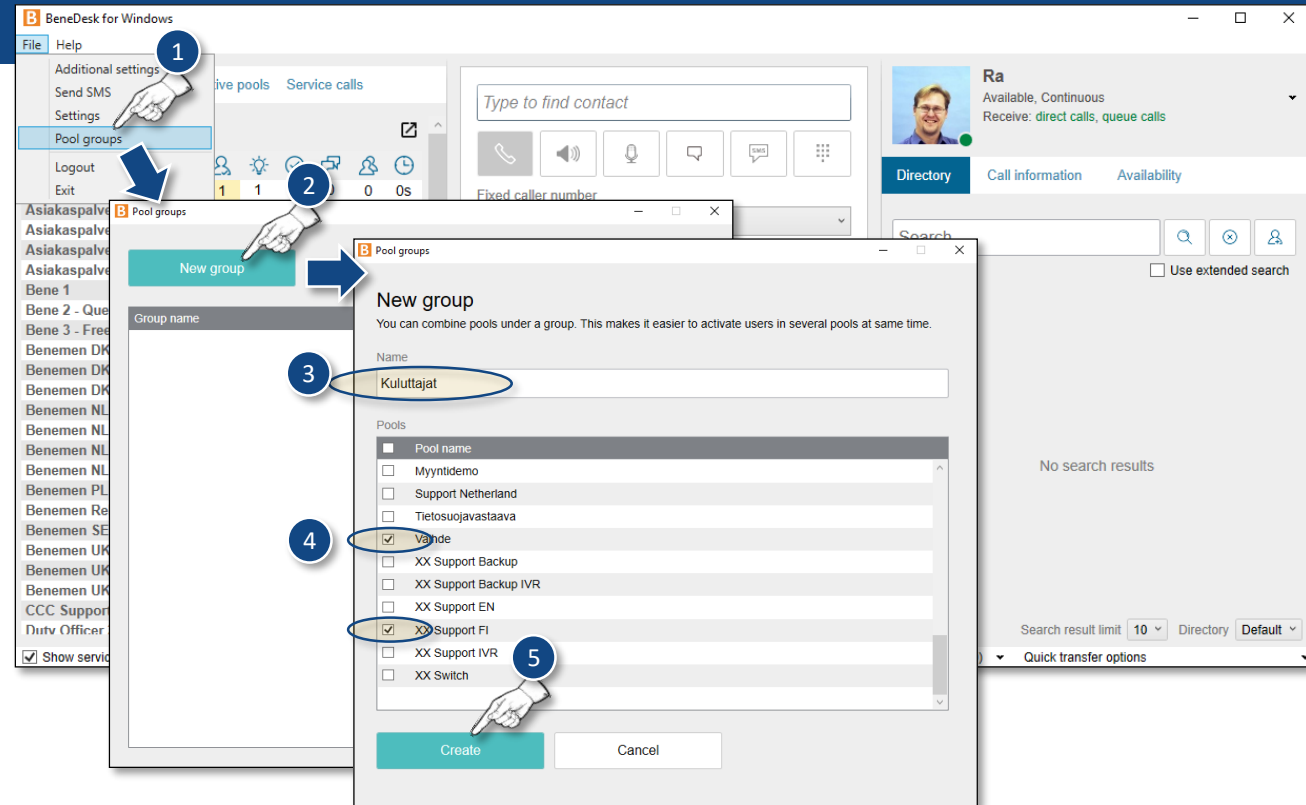
Caller's information and detailed call info

Caller's information and call info

1. The **caller's information** is showed on the softphone:
   - Name
   - Phone number
   - Service pool
   - Call status

2. **Detailed call info** can be seen by clicking the **Info** button
   - The detailed call information can be opened already before answering the call
   - The list is updated by clicking the **Reload** button *

Caller's information

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Active service pools, availability status and receive queue calls selection

Active service pools

1 Active service pools from a user receive calls can be seen under the user's information on the *Receive* row.

Availability status

2 From the **arrow icon** can be opened a dropdown menu for selecting the user's availability status.

Receive queue calls selection

3 With the **Receive queue calls** slider on the availability status dropdown menu, the user can select to receive service pool calls