

# BeneDesk – BeneCC – Quick Start Guide

## Service pools

### Logging into service pools

- **Open BeneCC**
- On the BeneCC, click **Active** (the view is minimized as default)

The screenshot shows the BeneDesk web interface. The top navigation bar includes a 'Set availability' button and the user's name 'raimo.asikainen@benemen.com'. The main content area is divided into several sections: Home, Availability, Settings, Call information, Directory, and BeneCC. The BeneCC section is highlighted with a hand icon and a callout box that reads: 'BeneCC See employees who are operating in the company's call center service. Service Pools show the employees who are receiving service calls from company's service numbers. Manage your personal service pool settings. Are you part of service pools or not.'

The bottom screenshot shows the BeneCC interface. The left sidebar contains icons for Home, Availability, Settings, Call information, Directory, BeneCC (highlighted), BeneReports, BeneHelpDesk, and Start managing. The main content area shows 'Incoming calls appear here', a 'Directory' search bar, and an 'Active' button. Below the 'Active' button, there is a section titled 'Receive service pool calls?' with a table of service pools and their active status.

Service pool	Active
Bene 2 - Queue Management Testing	No Yes

A 'Save' button is located at the bottom of the 'Receive service pool calls?' section.



## Service pools

### Logging into service pools

#### Operation

Receive service calls **No/Yes**

- Choose **Yes**, if you wish to receive service calls
- Choose **No**, if you don't wish to receive service calls

The list shows all service pools from where you can receive calls

- Choose **Yes**, if you wish to be a member in a service pool
- Choose **No**, if you don't wish to be a member in a service pool
- To receive calls from a service pool, choose **Yes**

*Note! Just being a member in a service pool does not transfer the calls to you.*

*Note! Your availability setting must allow to transfer calls to you.*

Service pool	Active
Bene 1	<input type="radio"/> No <input checked="" type="radio"/> Yes
Bene 2 - Queue Management Testing	<input type="radio"/> No <input checked="" type="radio"/> Yes
Bene 3	<input type="radio"/> No <input checked="" type="radio"/> Yes

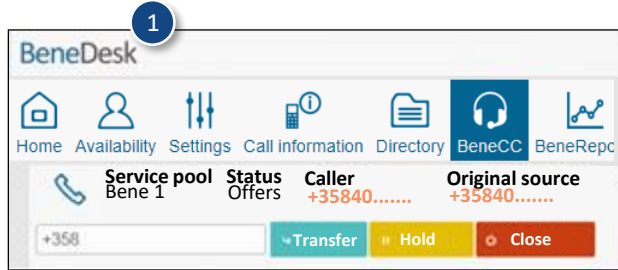
Service pool	Status	Value 1	Value 2	Value 3	Value 4	Value 5	Value 6
Bene 1	Active	2	2	2	0	0	0s

- Real time service pool status is shown as in the picture
- You can open instructions page by clicking the question mark

## Call transfer

When a call is arriving, you can see:

- From which service pool the call is coming
- Call status
- Caller's number
- Original destination number

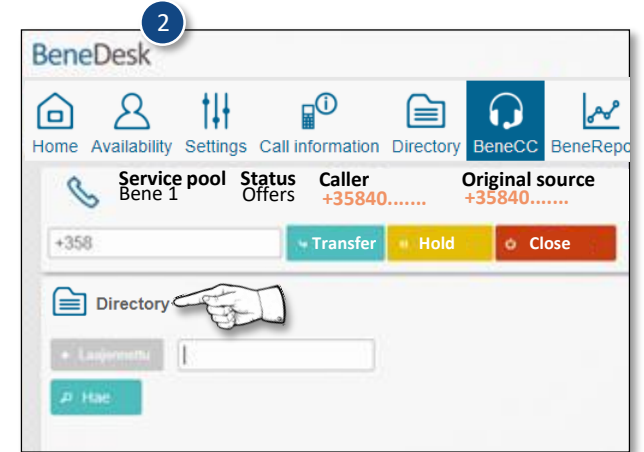


You can:

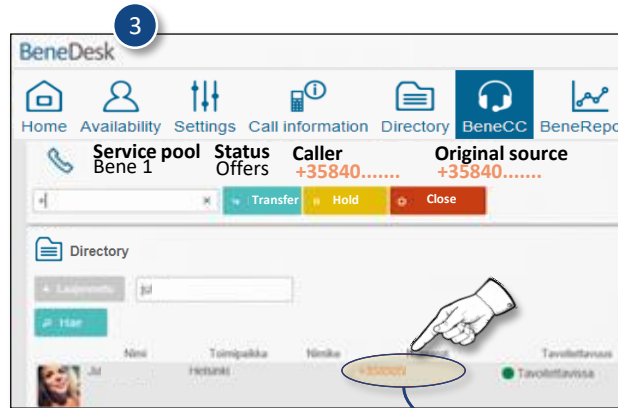
- Set the call to hold
- Close the call
- Transfer the call

### Call transfer

To transfer a call, search the recipient from the **directory**.

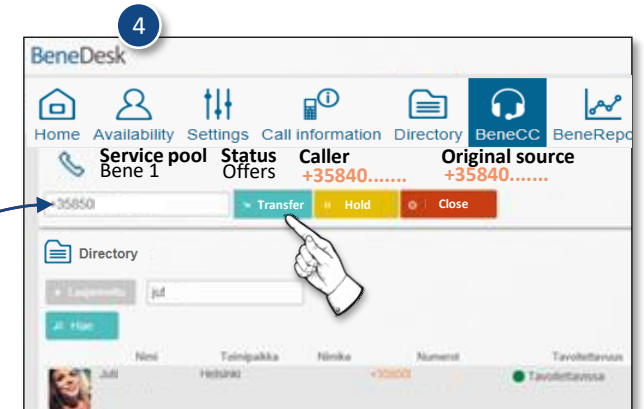


Click the person's phone number...



...and the number is copied to the transfer field.

Click the **Transfer** button to transfer the call.



## Call transfer

### Transferring a call to another service pool

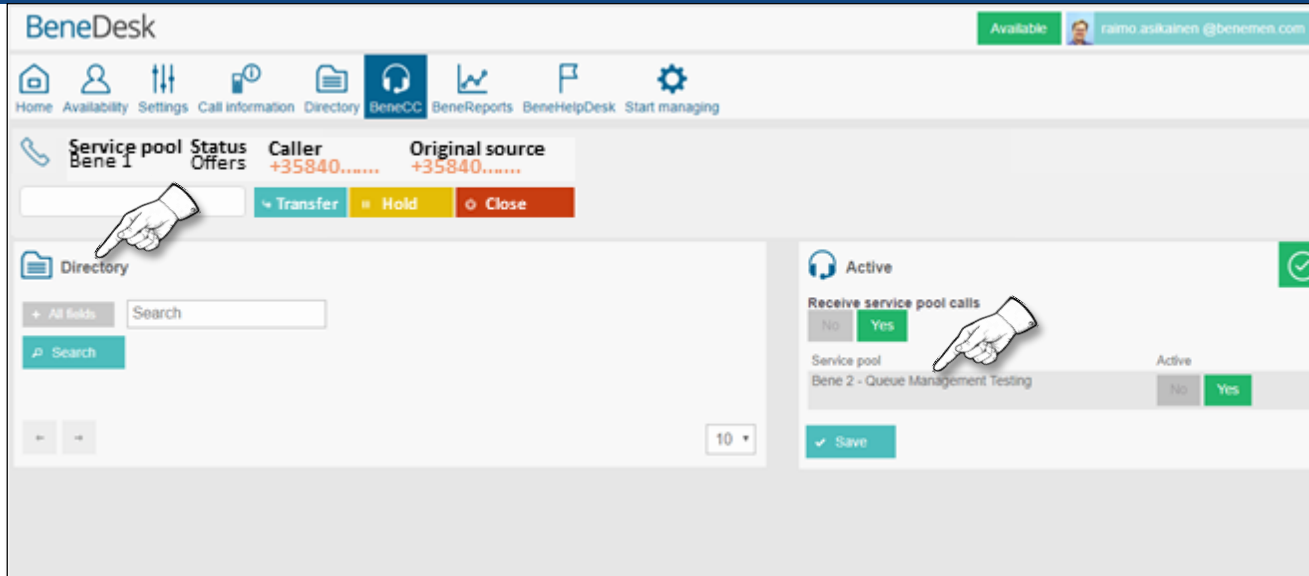
A call can be transferred to another service pool by

- Searching it from the **directory**

Or

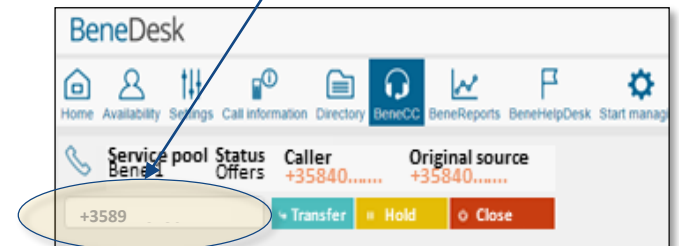
- Clicking the service pool name on the **Service pool** list

All users don't necessary have all the service pools on their list, but all service pools can always be found from the directory.



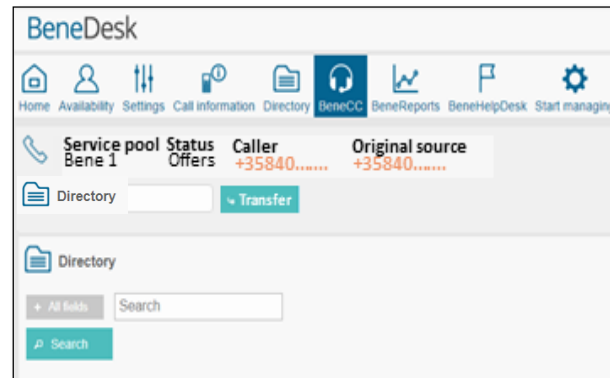
### Call transfer

A call can be transferred also to another number than numbers in the directory, by typing the destination number to the **Transfer** field.



### Hold

If you have set a call to hold by the yellow **Hold** button and you return the call, it is offered as a new call.



### If the transfer destination does not answer

When the destination number does not answer, the returning call can be identified by the **double arrow** symbol.

