A hand holding a smartphone is shown on the left side of the image. The background is a blurred cityscape with buildings and a bright sky. The text is overlaid on the right side of the image.

BeneVoice

for mobile app 3.0

Android and iOS

Quick Start Guide

Main page

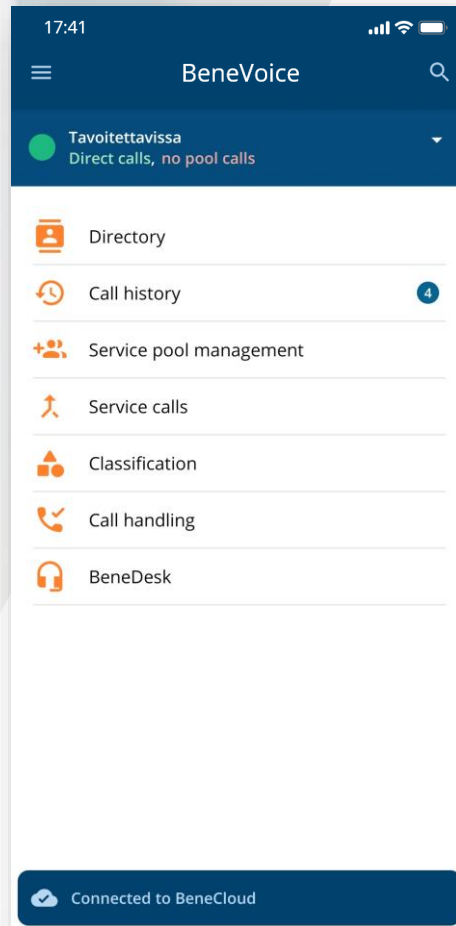
Functions available from main page are:

- Settings
- Availability
- Directory
- Call history
- Service pool management
- Service calls
- Classification
- Call handling
- BeneDesk

See the following pages for description on each function.

Access to features may depend on the user's BeneCloud user role and optional products activated.

There are also small user interface differences between Android and iOS versions which are highlighted in this document.

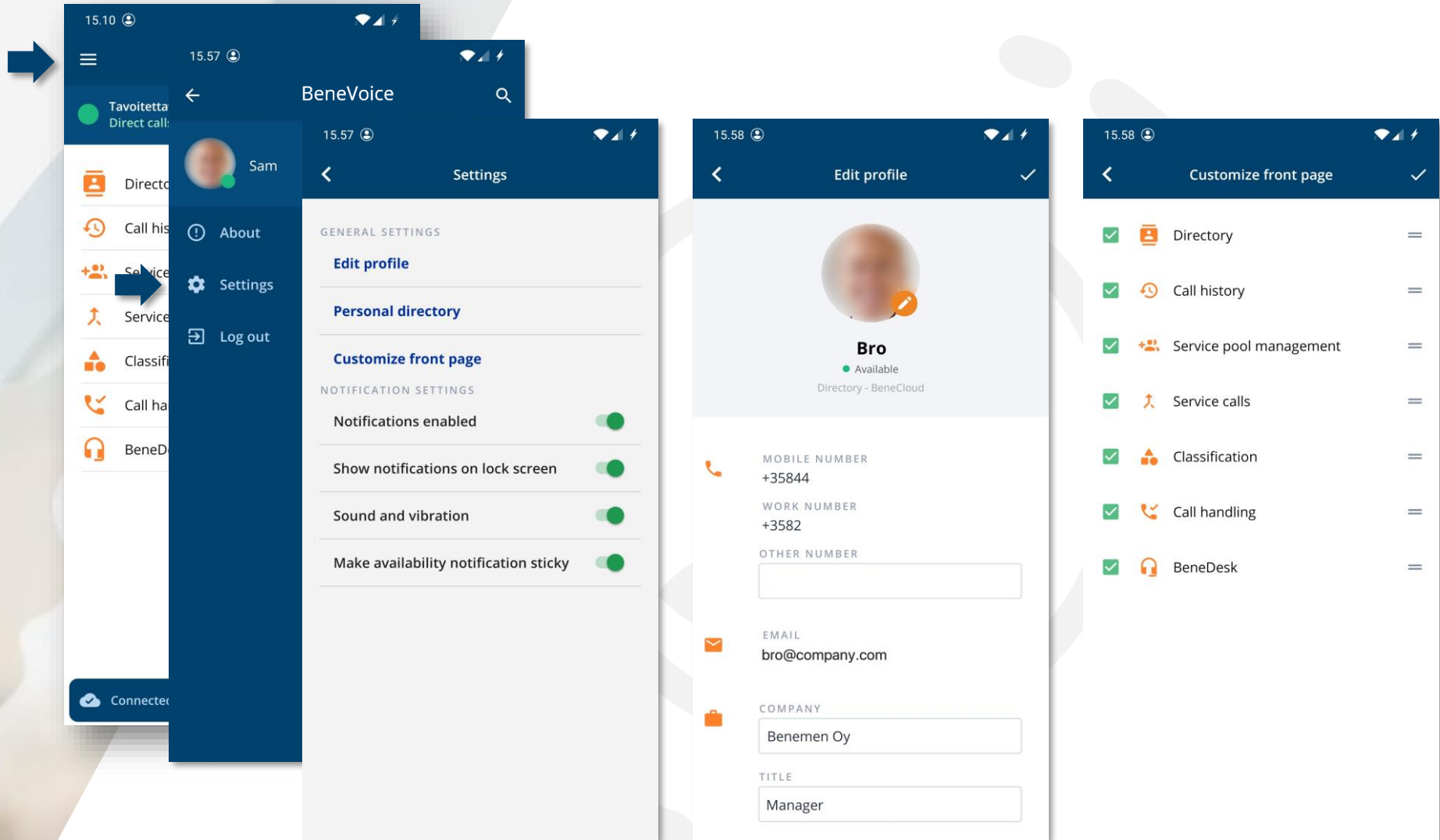


BeneVoice settings

Settings can be accessed from top left menu.

Settings include:

- Edit your own profile and contact information
- Personal directory
- Customization of BeneVoice front page (Android only)
- Notification settings for controlling how different notifications from the app behave







Availability

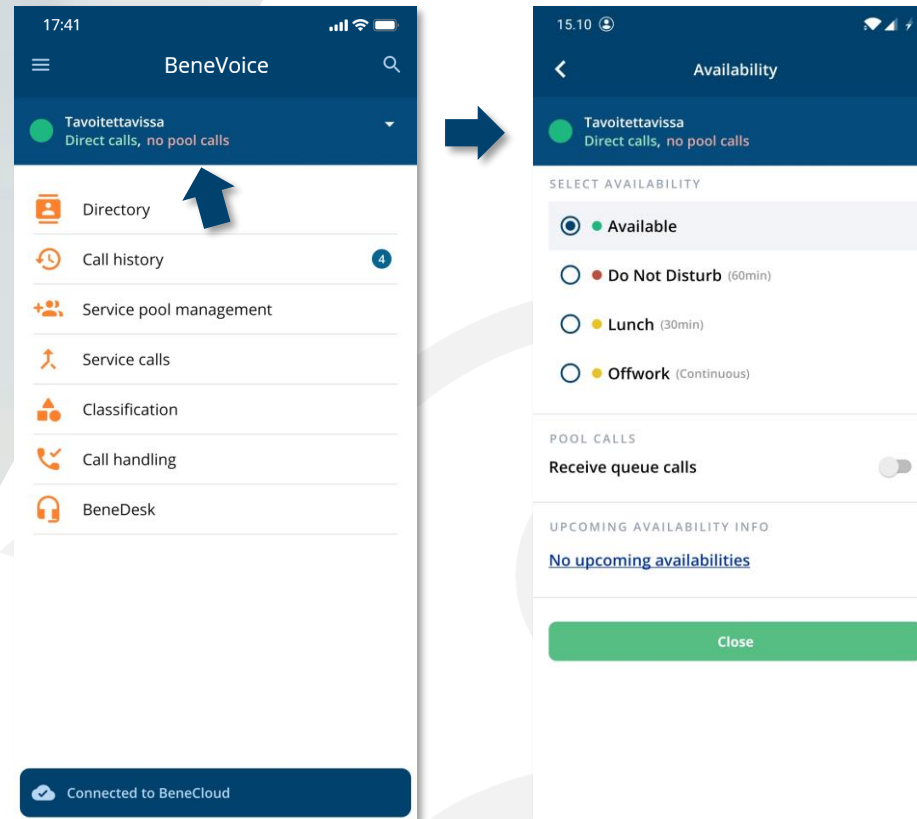
Setting the availability

The availability settings in the BeneVoice are:

- Available
- Do Not Disturb
- Lunch
- Offwork

Changing the availability status takes effect immediately.

Status	Function
 Available	The status is continuous and it's valid until the next status change
 Do Not Disturb	The status is valid for 60 minutes, then it returns to Available
 Lunch	The status is valid for 30 minutes, then it returns to Available
 Offwork	The status is continuous and it's valid until the next status change



The availability setting is visible to others in the organization's directory and the status also effects the call routing. For example, when a person's availability is set to "Offwork", the incoming calls can be routed automatically to another phone number.

Directory

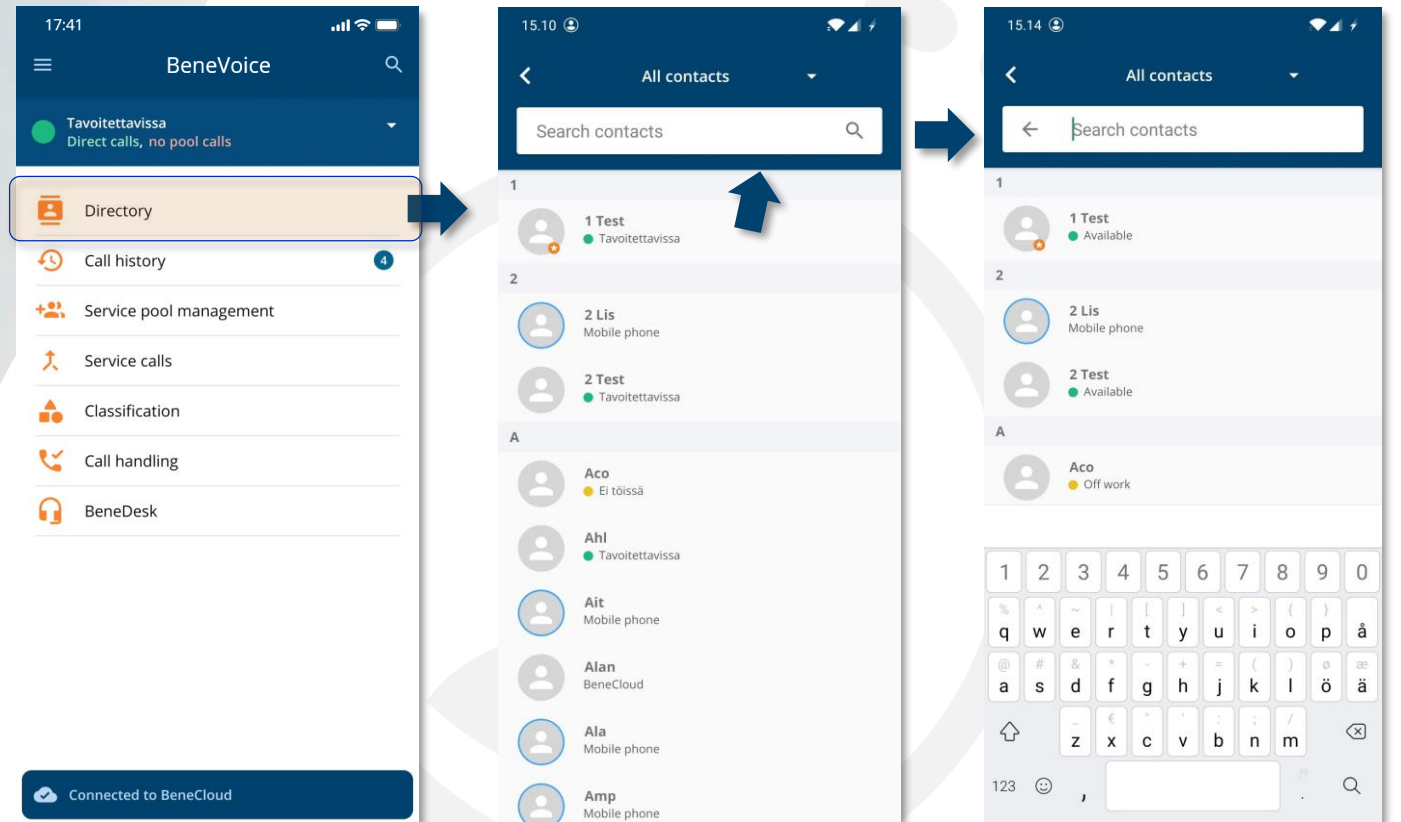
Organization's **Directory** can be accessed from main page

Using the directory

The **Search** function operates by typing a person's name on the search field.

The search operates with:

- First name
- Family name
- A part of a name



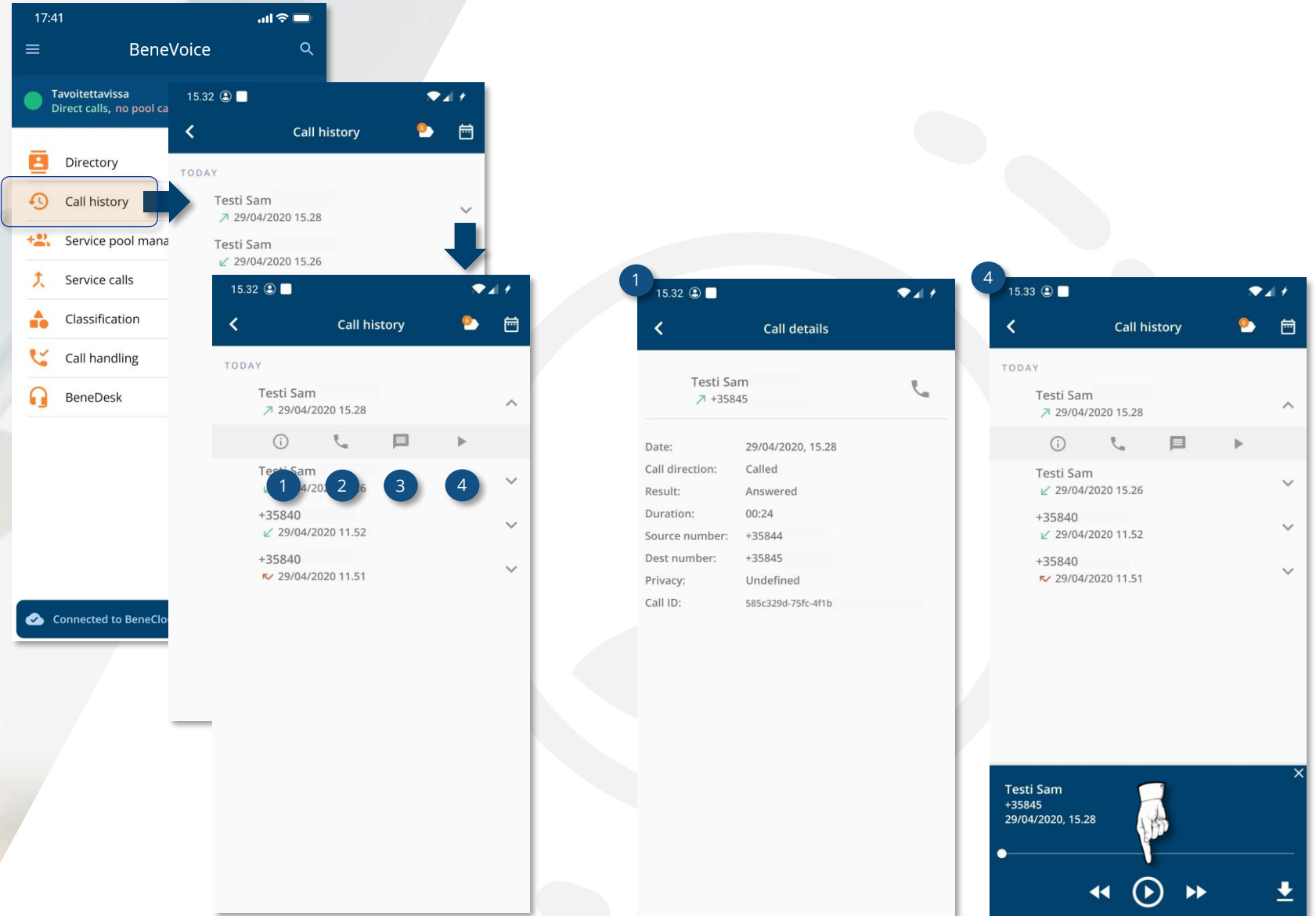
Call history 1

Call history view shows all direct calls you have received or answered.

Call history functionalities

Clicking on **arrow symbol down** on each call displays related functions:

1. Detailed call information
2. Calling to the number
3. Sending an SMS to the number
4. Call recording playback



Call history 2

Other functions

1. Privacy settings
On the privacy settings it is possible to tag a call as a private or a work call
2. Calendar
The calls can be searched within a specific time range

The first screenshot shows the 'Call history' screen with a list of calls. The second screenshot shows the 'Privacy' settings for a call, with 'PRIVATE' and 'WORK' tags. The third screenshot shows a calendar interface for selecting a date range.

Call ID	Number	Date	Time	Category
1	Testi Sam	29/04/2020	15.28	Private
2	Testi Sam	29/04/2020	15.26	Work
3	+35840	29/04/2020	11.52	Work
4	+35840	29/04/2020	11.51	Work
5	Unknown number	29/04/2020	11.51	Work
6	Unknown number	29/04/2020	11.51	Work
7	Unknown number	29/04/2020	11.51	Work
8	Testi Sam	24/04/2020	13.22	Private

Automatic categorization

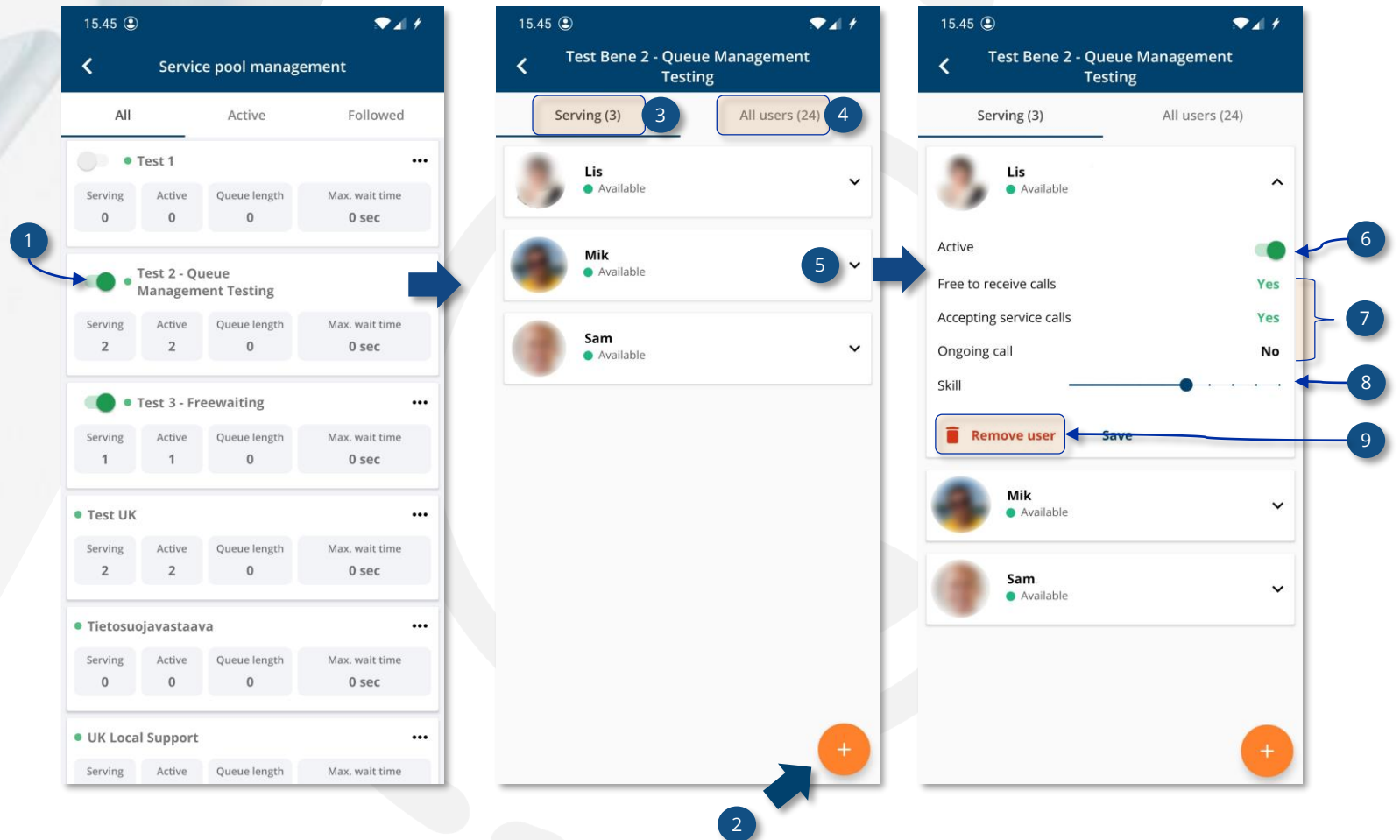
Multi-select to tag multiple items at once

Calendar

Service pool management 1

In the *Service pool management* view, it is possible to **edit service pools** by clicking a pool name – or anywhere in the pool container area.

1. To select if you are *Active / Not active* in a service pool, use the **switch** in front of the pool name. This is only available if you have been added to the service pool.
2. **Adding users** is done by using the orange **plus** icon at bottom of the view
3. The **Serving** users tab displays the current active users of the pool
4. **All users** tab displays all users who have been added to the pool
5. **Detailed user information** can be seen by clicking the **Arrow** icon next to user. It is possible to:
 6. Change the **Active** status in this pool for a user
 7. See other **status** information
 8. Set the skill by using the **Skill slider**
 9. **Remove** user from the pool



Service pool management 2

On the Service pool management main view, a menu with additional functions can be opened from the three dots:

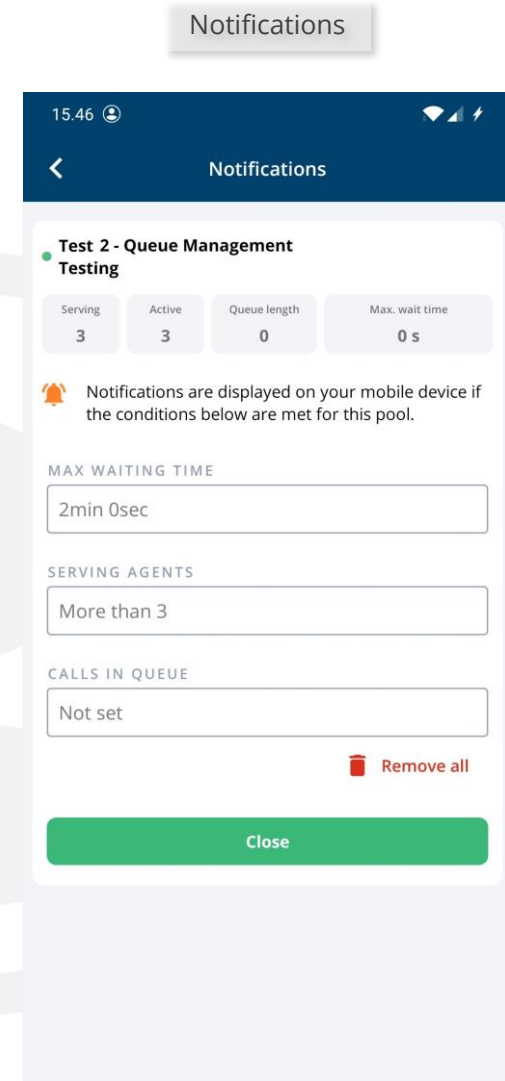
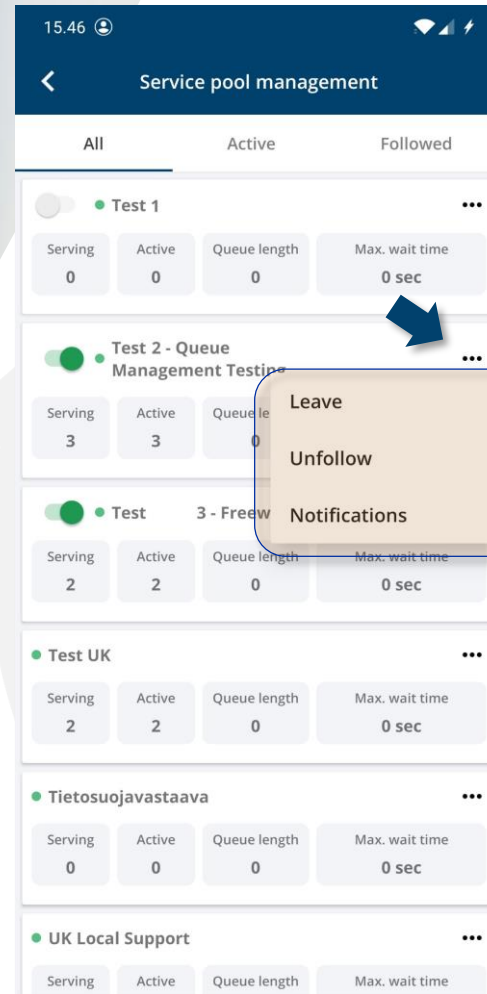
- **Leave or join** a pool
- **Follow or unfollow** a pool. Followed pools are visible on the Followed tab.
- Manage **Notifications** (available if you are added to the pool)

Please note: On iOS, the menu appears at bottom of screen

On the *Notifications*, it is possible to receive notifications on BeneVoice mobile app with following criteria:

- **Max waiting time** (min/sec) is over the set limit
- The amount of **servicing agents** is over or below the set limit
- The amount of **calls in queue** is over or below the set limit

All above notification limits can be set by the user if the user has been added to the pool. Notifications are only seen by the user who set them, meaning the notifications are not shared to other users.



Service calls

In the **Service calls**, you can see all calls received in service pools. Calls are grouped per date.

Each call can be expanded to view the details of the call. These details include information about who called, which service pool was called, who answered, waiting time, etc.

With the filter function at top right, it is also possible to view calls with a specific search criteria.

The screenshots illustrate the user interface for managing service calls. The first screenshot shows the main menu with 'Service calls' selected. The second screenshot shows a list of calls for 'TODAY - 23 CALLS', with one call expanded to show details like 'Entry service pool: Vaihde' and 'Last service pool: Vaihde'. The third screenshot shows the 'Call details' page with a table of events.

Time	Event	Reason
15:45	CallConnect	ServiceQueue
15:45	QueueArrive	ServiceQueue
15:45	QueueAllocateUser	ServiceQueue
15:45	UserAnswer	ServiceQueue
15:46	CallDisconnect	remote

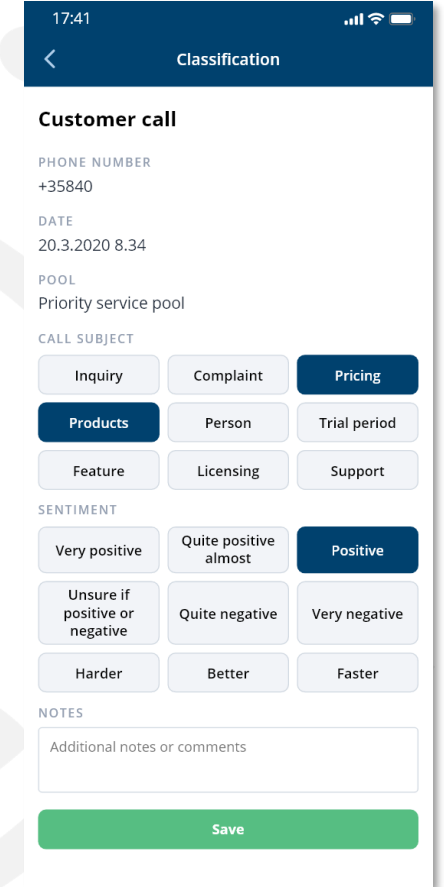
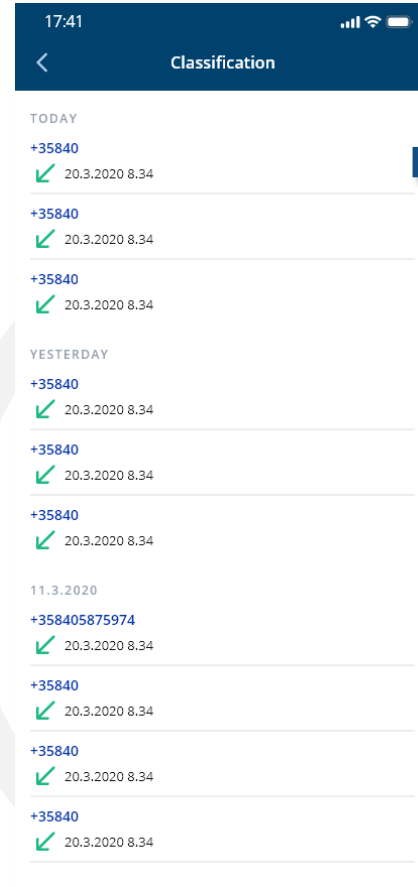
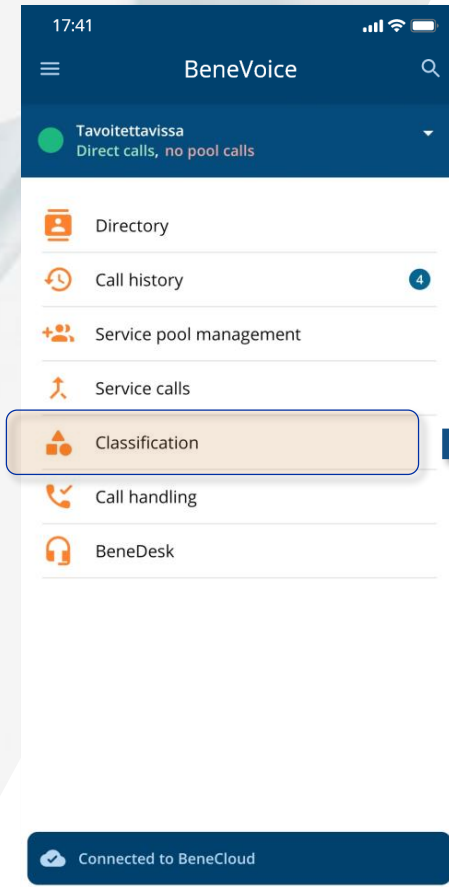
Classification

The **Classification** button opens the view for classifying service calls.

The specific content of the classifications depends on the organization's needs and how they have built the classifications and the criteria inside.

Classifications can be set for service calls on BeneVoice mobile app, but classification schemas cannot be created or edited on the mobile app.

Please note: Classifications are not available on iOS version.



Call handling

- ✓ Callback list items can be grouped by caller number between call lists and service pools
- ✓ Callback item can be closed automatically when handled by the agent
- ✓ When an agent opens a callback item, the item is automatically reserved

Callbacks can be collected from the following service calls

- Missed calls
- Dropped calls
- Manual callback items

Agent can handle callback items on BeneVoice mobile app

Grouping of related callback items:

- Avoid duplicate calls to the same customer
- Group by caller number
- Between callback lists and service pools
- Agent can see and handle the related callback items

Agent notifications

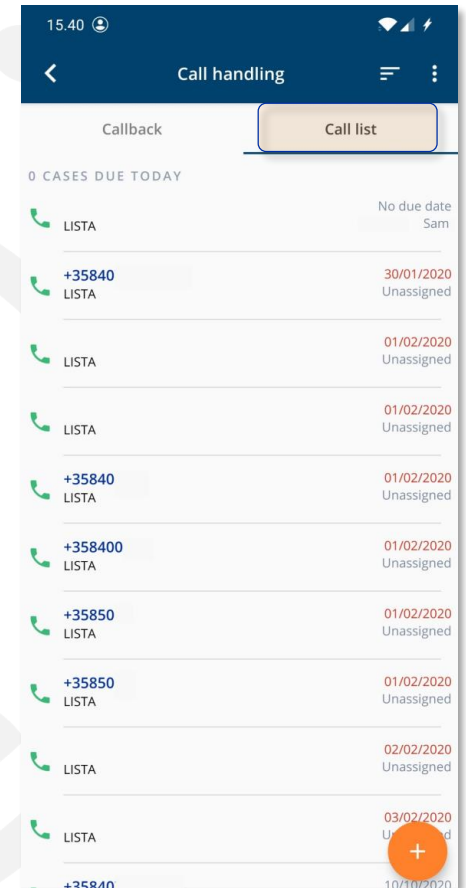
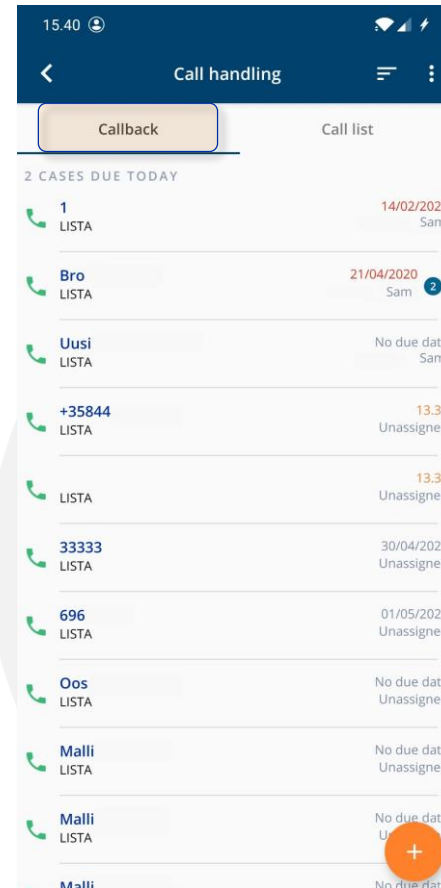
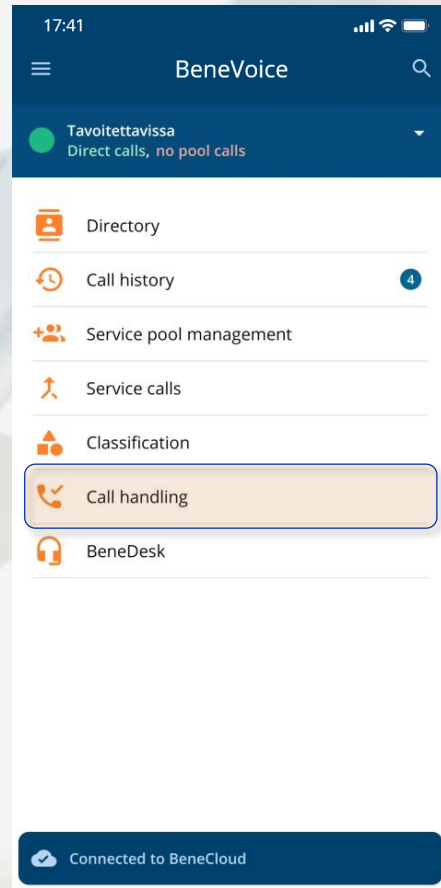
- BeneVoice notifies the agent about new callback items

Call handling

Callback and Call list

The Call handling is divided into two tabs

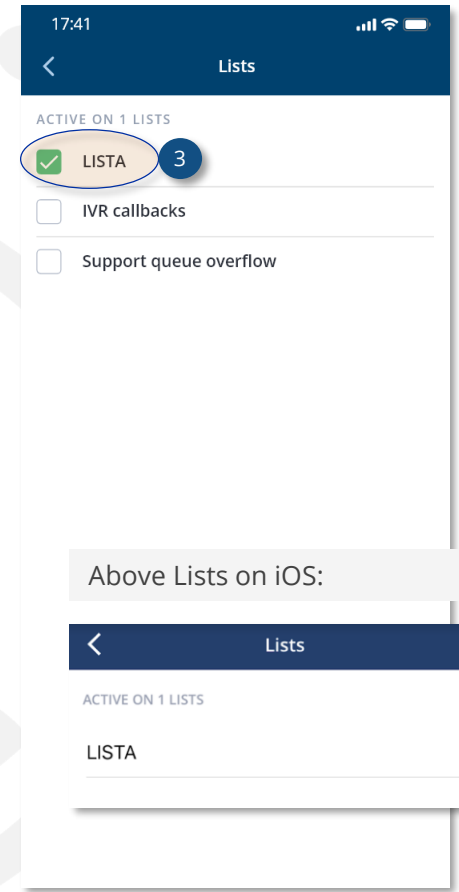
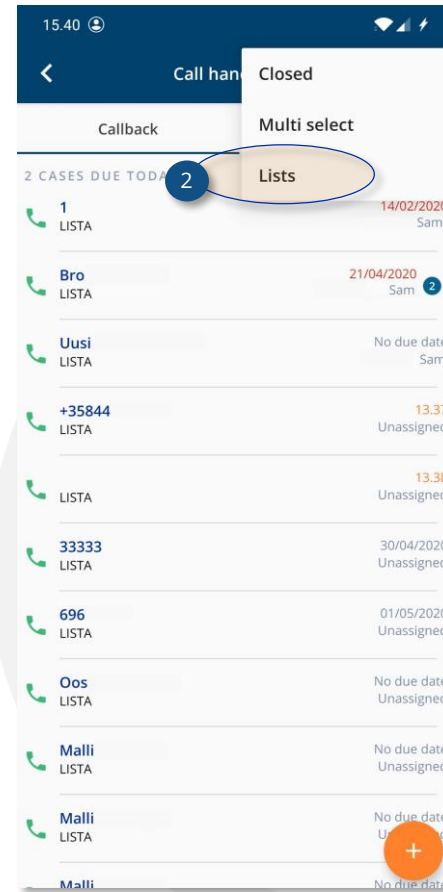
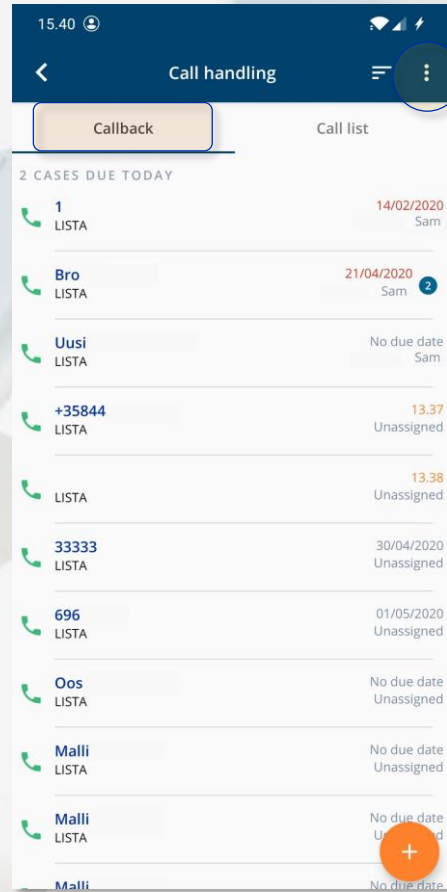
- Callback
- Call lists



Callback lists

1. Open the **menu** on the screen's upper right-hand corner
2. Choose **Lists**
3. Select the **callback lists** you wish to receive callbacks from

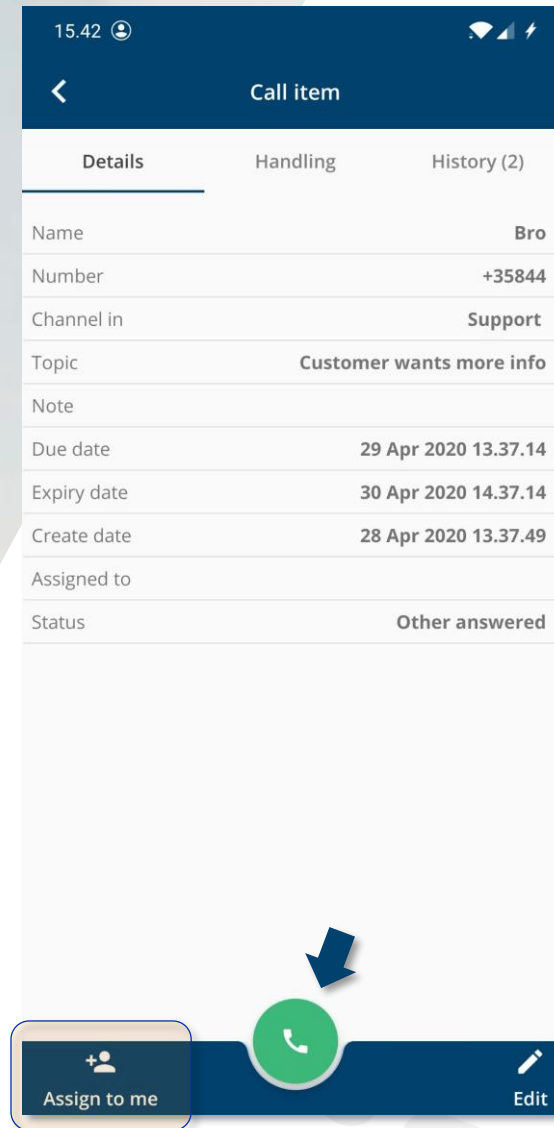
Please note: On iOS, the menu appears at bottom of screen



Callback

Details and calling

- Choose a call item from the list view
- Details of the call item, such as notes and dates, are displayed here
- Call the number from green **Call** button at bottom
- The case is assigned to yourself from the **Assign to me** button
 - When a call case is assigned to a user, it is not available for other users
 - This prevents other users from making the same call



Callback

Handling

- Choose a call from the list
- Choose one of the following options on the **Handling** view to set the status after your call:
 - Close successful
 - Close unsuccessful
 - Busy
 - No answer
 - Other answered

Additional note related to your call attempt can given.

The changes are saved with the **Save** button.

15.42

Call item

Details Handling History (2)

SELECT CALL STATUS

Close successful

Close unsuccessful

Busy

No answer

Other answered

CALL NOTE

Additional notes or comments

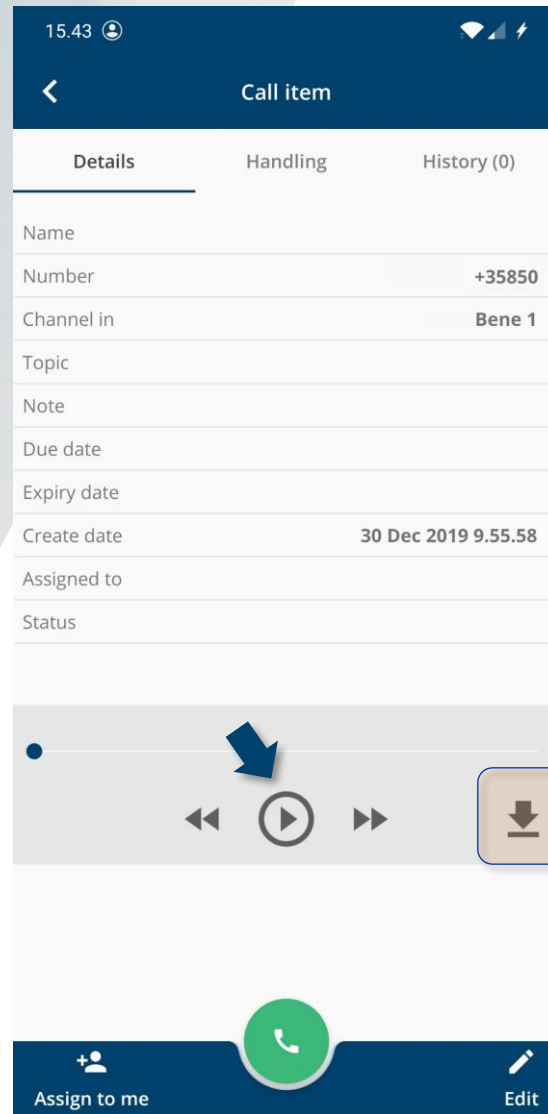
Save

Assign to me Edit

Callback

Vicemail message

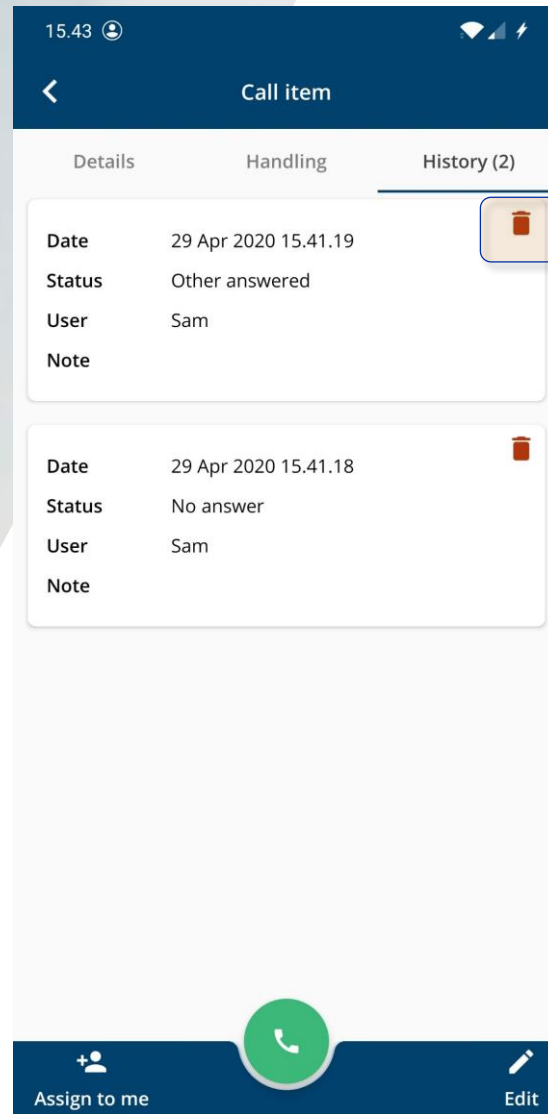
A voicemail message may be attached to a callback request. Use the **Play** button to listen the message. The voicemail message can also be saved to the user's mobile device with the **Save** icon.



Callback

History

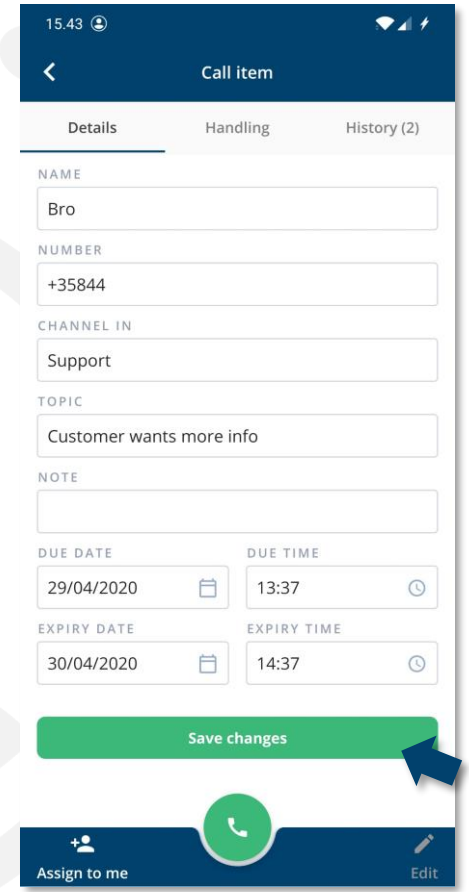
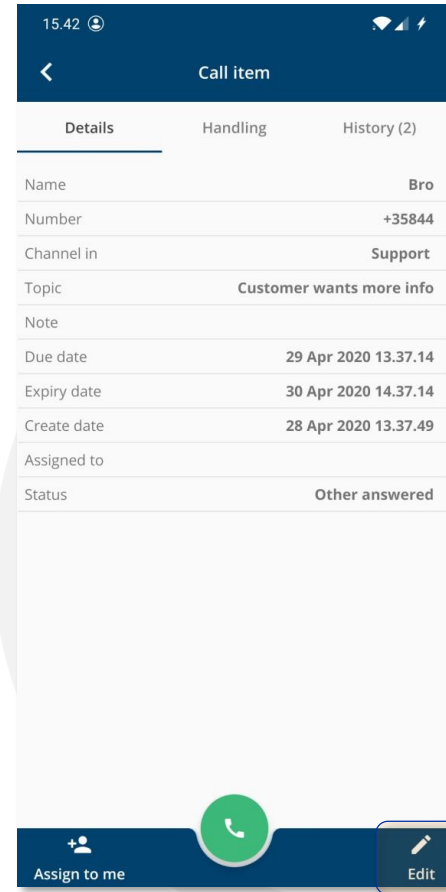
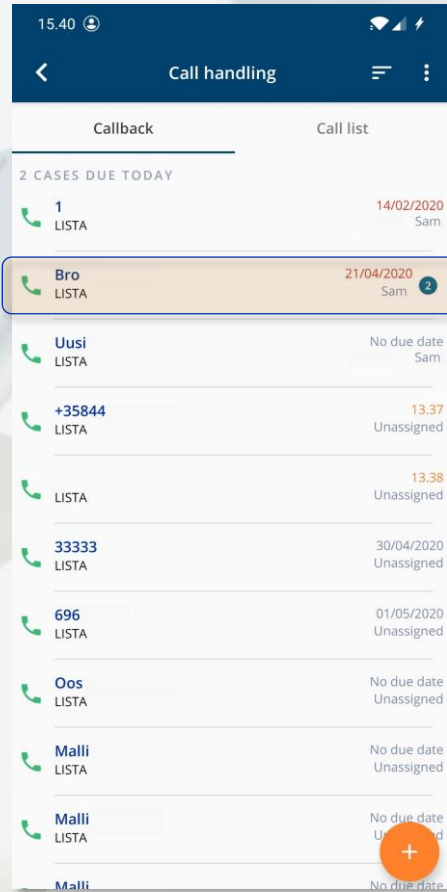
The case's handling history is shown on the **History** tab. History states can be removed with the trashcan symbol. This depends on user's access rights.



Callback

Editing the information

The call item information can be edited from the **Edit** button, which can be used from all three call item tabs (Details, Handling, History). The edited information is saved with the **Save changes** button.



Call list

Call items on this tab are typically coming from different source than on Callback tab. This depends on the customer requirements and configuration. Item handling is same as on Callback tab.

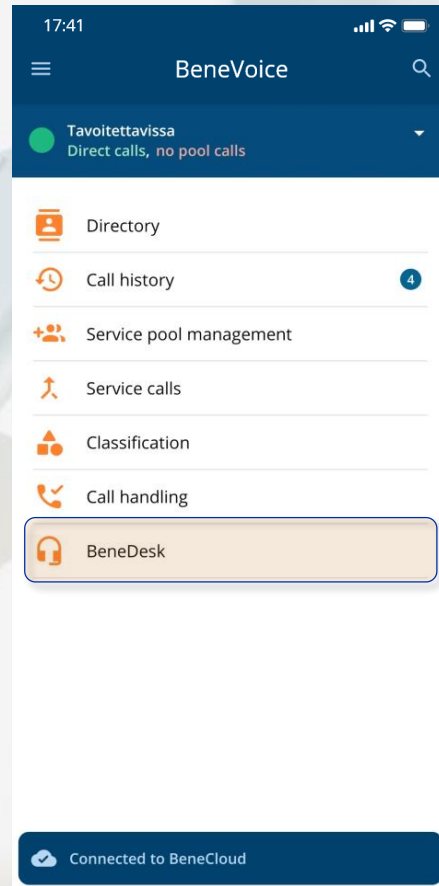
To edit information in a call record see *Editing the information.*

Callback	Call list
0 CASES DUE TODAY	
LISTA	No due date Sam
+35840 LISTA	30/01/2020 Unassigned
LISTA	01/02/2020 Unassigned
LISTA	01/02/2020 Unassigned
+35840 LISTA	01/02/2020 Unassigned
+358400 LISTA	01/02/2020 Unassigned
+35850 LISTA	01/02/2020 Unassigned
+35850 LISTA	01/02/2020 Unassigned
LISTA	02/02/2020 Unassigned
LISTA	03/02/2020 Unassigned
+35840	10/10/2020

BeneDesk

BeneDesk functions available are:

- General settings
- BeneCC



BeneDesk General Settings 1

The following settings can be found by scrolling down the *BeneDesk* **General settings**:

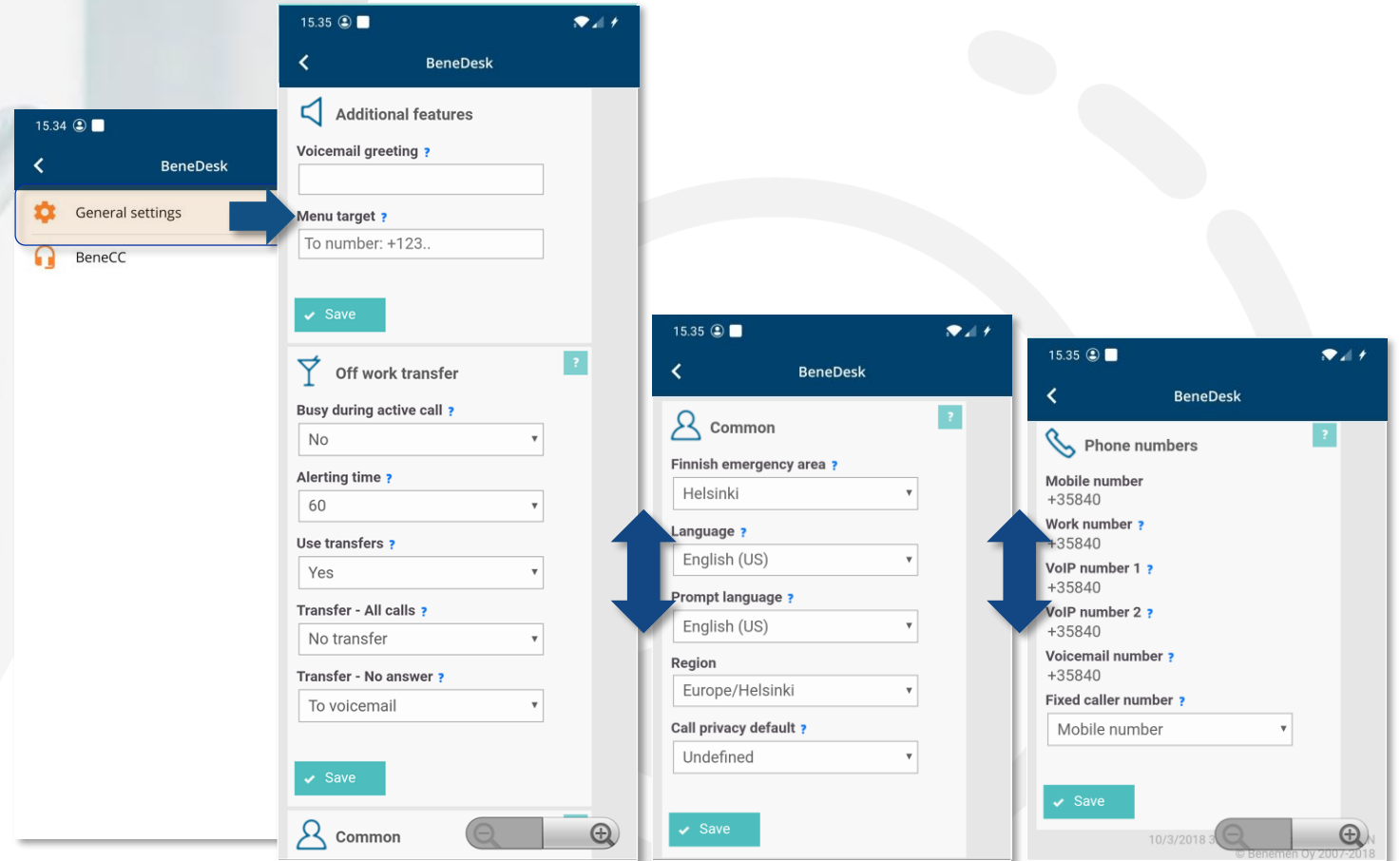
- Call handling
- Work schedule
- Work time transfer
- Additional features
- Off work transfer
- Common
- Phone numbers

The image displays a sequence of four mobile app screenshots illustrating the navigation path to the 'BeneDesk' General Settings. The first screenshot shows the main menu with 'BeneDesk' selected. The second screenshot shows the 'BeneDesk' settings page with 'General settings' selected. The third screenshot shows the 'Call handling' settings page. The fourth screenshot shows the 'Work schedule' settings page. The fifth screenshot shows the 'Work time transfer' settings page. Blue arrows indicate the flow between these screens.

BeneDesk General Settings 2

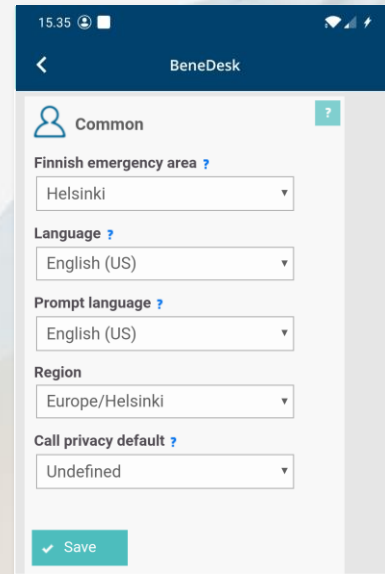
The following settings can be found by scrolling down the *BeneDesk* **General settings**:

- Call handling
- Work schedule
- Work time transfer
- Additional features
- Off work transfer
- Common
- Phone numbers



Using the BeneDesk

General settings: Common



15:35

BeneDesk

Common

Finnish emergency area ?
Helsinki

Language ?
English (US)

Prompt language ?
English (US)

Region
Europe/Helsinki

Call privacy default ?
Undefined

Save

Use the **Save** button to keep the changes.

Common

When changing the settings, it is advisable to first change the language and region settings in the **Common** section. Usually this will be set to your own language when the software is delivered, but check and change it, if needed.

- Changing the language will change the *BeneDesk* menu language to the preferred language
- By changing the prompt language setting, the announcements played to the caller will be in the preferred language. This guide will only cover the menu in the English language settings.

Note!

This instruction for changing the language applies only to the BeneDesk part of the application. Changing the other parts of the BeneVoice mobile app must be done from the mobile device language settings.

Using the BeneDesk

General settings: Call handling

15:35

BeneDesk

BeneDesk

Call handling

Mobile phone and number usage mode ?
Full work use

Mobile stays in work use ?
No

Call offering mode ?
One by one

Alerting time (seconds) ?
45

Terminal list ?

1. Mobile
2. Lync
3. Voip 1
4. Voip 2
5. Other

Call waiting ?
Call waiting

Work call recording ?
Called and answered

Save

Work schedule

- Not in work use
- Full work use
- Partial work use

Call handling

A wanted usage mode can be chosen in the **Mobile phone and number usage mode** menu. If you have a Benemen mobile subscription you can choose between three usage modes:

1. Not in work use
2. Full work use
3. Partial work use

For a full description of the usage modes, please refer to [Appendix 1: Mobile phone and number usage modes](#)

Use the **Save** button to keep the changes.

Using the BeneDesk

General settings: Work schedule

15:35 BeneDesk

Work schedule

Change availability work time based ?

Yes

Start time End time

9:00 AM Mon	5:00 PM Mon
9:00 AM Tue	5:00 PM Tue
8:00 AM Wed	4:00 PM Wed
9:00 AM Thu	5:00 PM Thu
9:00 AM Fri	5:00 PM Fri
Off work	
Off work	

Save

Work schedule

In this section, you can choose functions, which change automatically your availability status according to your working hours. If you choose Yes and input your work hours, your availability status updates accordingly.

Your availability status starts from the selected start time and ends at the specified end time. If you change your availability afterwards, it does not affect to the scheduled availability information.

Use the **Save** button to keep the changes.

Using the BeneDesk

General settings: Work time transfer

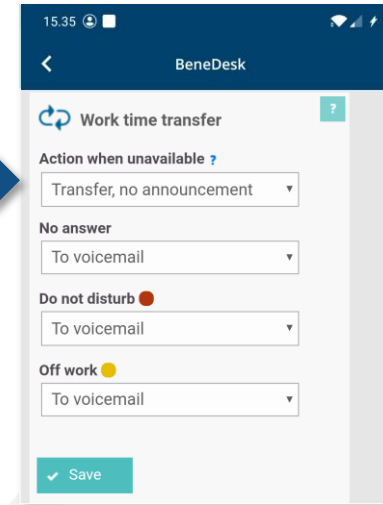
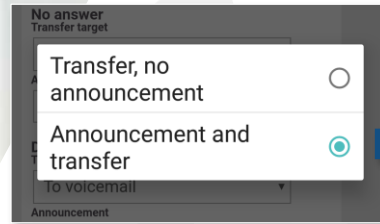
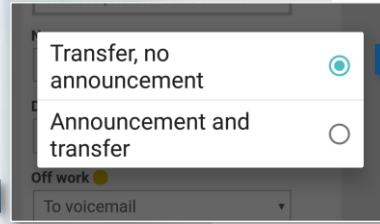
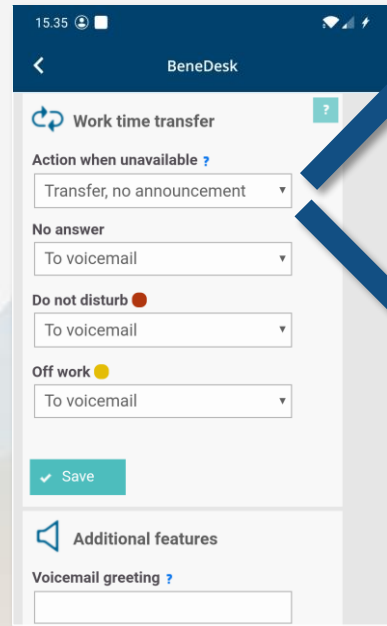
In the Work time transfer section, you can manage how the incoming calls are handled, when you are not available.

Transfer, no announcement

Calls will be transferred to a specified number, not an announcement will be played to the caller

An announcement and transfer

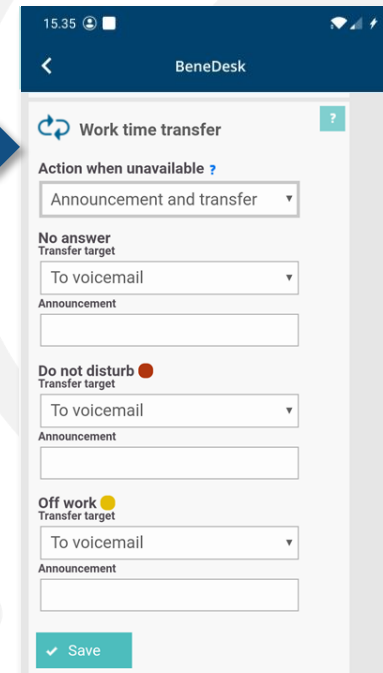
The caller will hear an announcement before the call will be transferred



Transfer, no announcement

The incoming call settings are done in the dropdown menus *No answer*, *Do not disturb* and *Off work*, of which options are:

- **No transfer** (calls will not be transferred, and they will be ended)
- **To voicemail** (calls will be transferred to the voicemail, where the caller can leave a message)
- **To number** (the user can add a phone number to where the calls will be transferred)



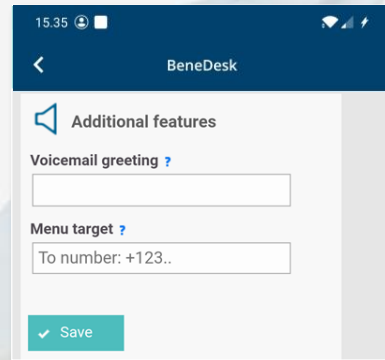
An announcement and transfer

Write an announcement, which you wish the caller to hear, to the **Announcement** field. The written text will be changed to speech by the Benemen's text-to-speech function.

Use the **Save** button to keep the changes.

Using the BeneDesk

General settings: Additional features



The screenshot shows the 'Additional features' settings page in the BeneDesk app. At the top, the status bar shows the time 15:35 and various icons. Below the title bar, there is a back arrow and the text 'BeneDesk'. The main content area has a header 'Additional features' with a speaker icon. Underneath, there are two input fields: 'Voicemail greeting ?' and 'Menu target ?'. The 'Menu target ?' field contains the text 'To number: +123..'. At the bottom left, there is a green 'Save' button with a checkmark icon.

Use the **Save** button to keep the changes.

Additional features (if using the voicemail)

- **Voicemail greeting** write a greeting to the Voicemail greeting field. Benemen's text-to-speech function plays the greeting to callers before they can leave a voicemail message.
- **Menu target:** an optional target number that incoming callers can choose to be transferred to.
- **Hint:** Alternatively, you can record your own spoken message in the voicemail menu.

Using the BeneDesk

General settings: Off work transfer

BeneDesk includes also a lot of options to route incoming calls when a person is off duty.

Busy during active call-menu

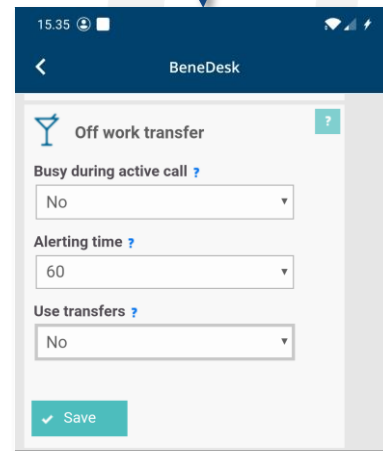
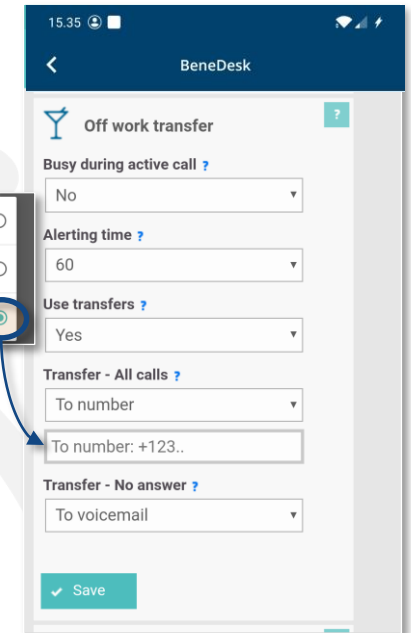
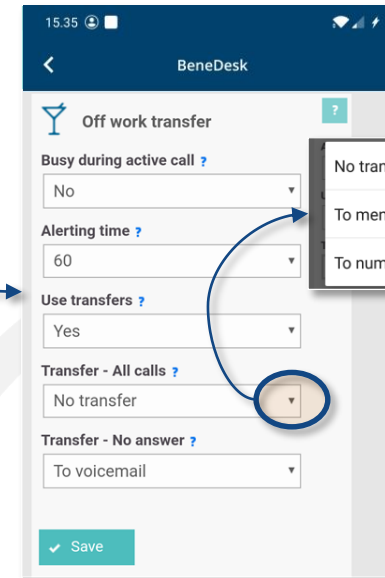
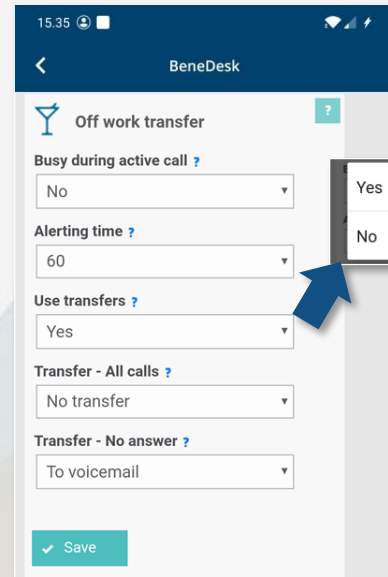
- **Yes:** incoming calls get a busy-signal when there is already an active ongoing call, other transfer settings are ignored
- **No:** incoming calls are transferred according to the off-work transfer settings

Alerting time

- Time in seconds before the call is redirected

Use transfers

- Choose **Yes**, if the incoming calls should be transferred when off duty
- In the Yes-state, the incoming calls can be transferred to the voicemail or to another number



Controlling the transfers

In the **Transfer - All calls** menu, it is possible to choose, if the incoming calls should be transferred to another number.

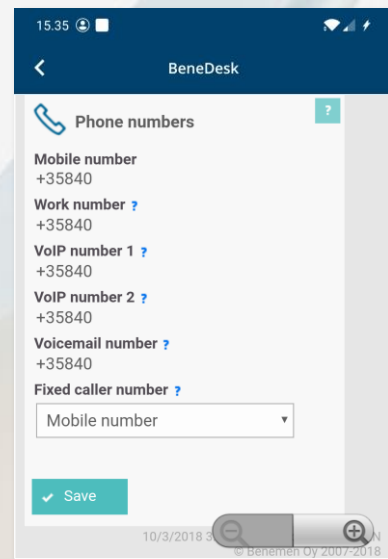
No transfer

If you don't want to transfer the incoming calls, choose **No** in the menu.

Use the **Save** button to keep the changes.

Using the BeneDesk

General settings: Phone numbers



15:35

BeneDesk

Phone numbers

Mobile number
+35840

Work number ?
+35840

VoIP number 1 ?
+35840

VoIP number 2 ?
+35840

Voicemail number ?
+35840

Fixed caller number ?
Mobile number

Save

10/3/2018 5:00

© Benemen Oy 2007-2018

Use the **Save** button to keep the changes.

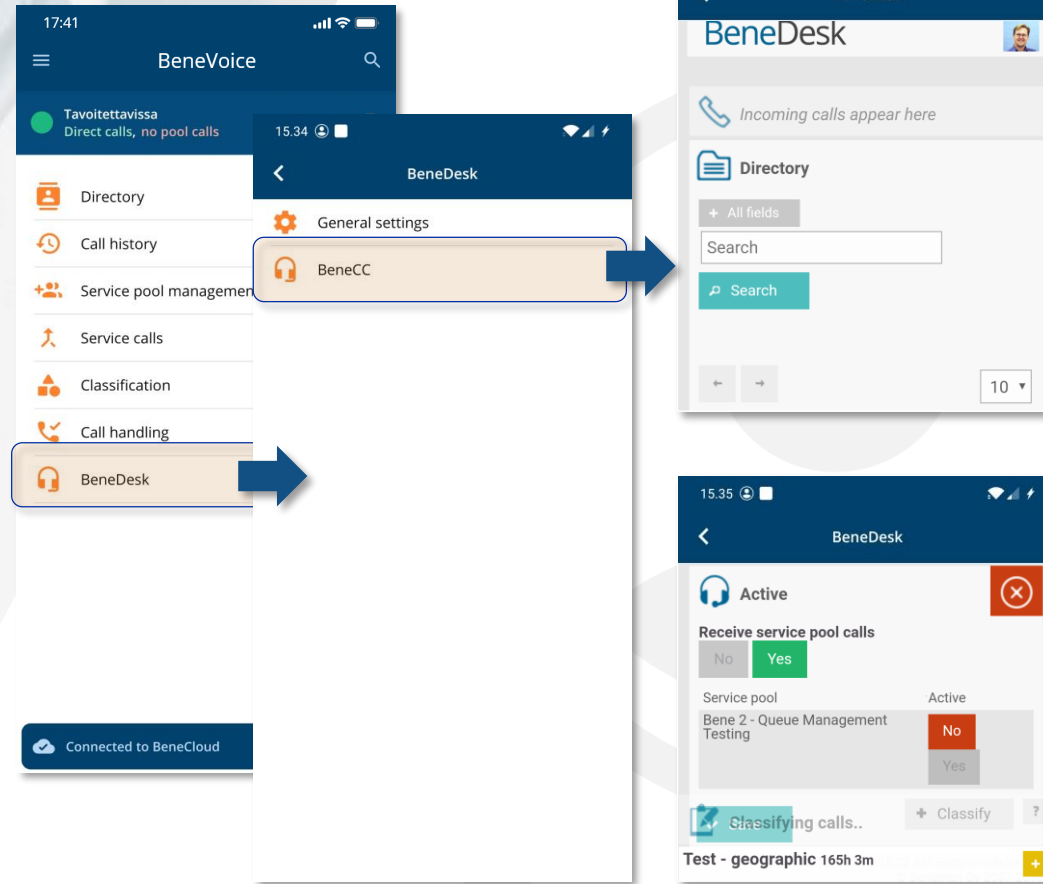
Phone numbers

The **Phone numbers** section shows all the numbers linked to your account. In this section, it is possible to set the number, which is shown to the receiver, when you make a call.

BeneCC

BeneCC

BeneCC gives a possibility to use the switchboard and handle the service pool calls with a mobile phone.



On the upper part of the *BeneCC*, it is possible to use the switchboard functions.

The service pools and service pool functions can be found on the lower part of the *BeneCC* application.

Appendix 1 – user profiles

Mobile phone and number usage

Not in work use

Work number and service calls are not routed to mobile device

- Calls out from the mobile device show the mobile number
- Incoming calls to the mobile number are passed straight to the mobile device regardless of schedule, availability and other settings.

Call transfers work according to off work transfer settings with no prompts

Full work use

During work time, i.e. when work schedule is in use and active, or if work schedule is not used:

- Incoming calls to mobile number are handled as if they arrived to work number, making them use work time prompts, transfers and availability.
- Work and service calls can be routed to mobile device according to terminal priority and allocation style settings.
- Incoming calls to mobile number are routed according to terminal priority, except that mobile device is always present in the terminal list.
- Calls out from mobile device show work number.

When off-work, i.e. when work schedule is in use and inactive, or if availability state is "Off work":

- Incoming calls to mobile number are routed directly to mobile device regardless of schedule, availability and other settings
- Calls out from mobile device show mobile number
- Call transfers follow off-work transfer settings with no prompts

Partial work use

During work time, i.e. when work schedule is in use and active, or if work schedule is not used:

- Incoming calls to mobile number are routed directly to mobile device regardless of schedule, availability and other settings
- Incoming calls to mobile are transferred according to off-work transfer settings
- Work and service calls are routed to mobile according to terminal priority and allocation style settings
- Incoming calls to work number user work time transfers settings and availability

• Calls made out from mobile device show mobile number

When off-work, i.e. when work schedule is in use and inactive, or if availability state is "Off work":

- Incoming calls to mobile number are routed directly to mobile device regardless of schedule, availability and other settings
- Calls made out from mobile device show mobile number
- Work and service calls are not routed to mobile device
- Call transfers work according to off-work transfer settings