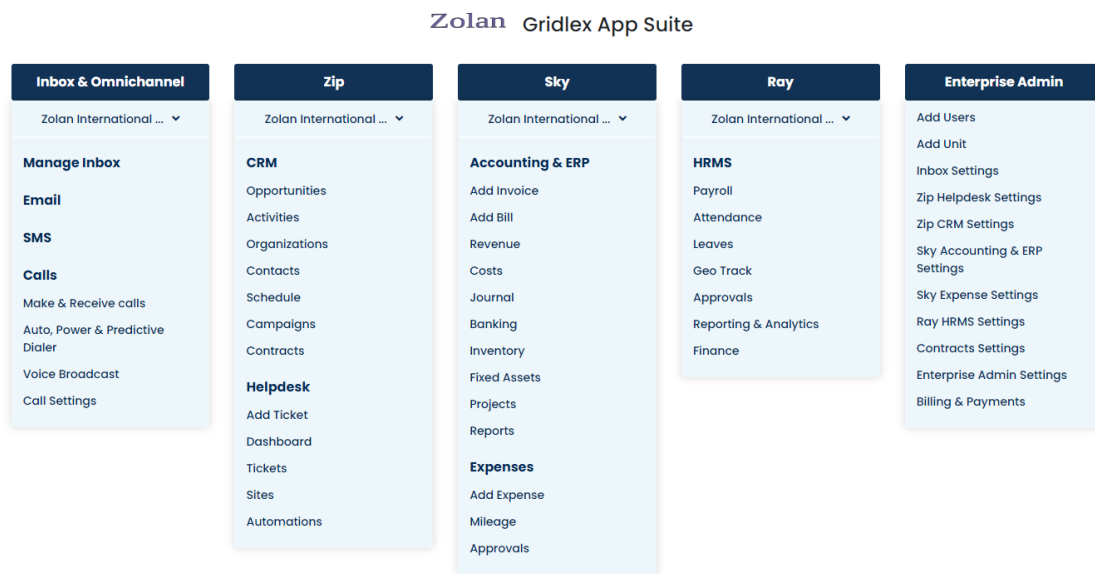


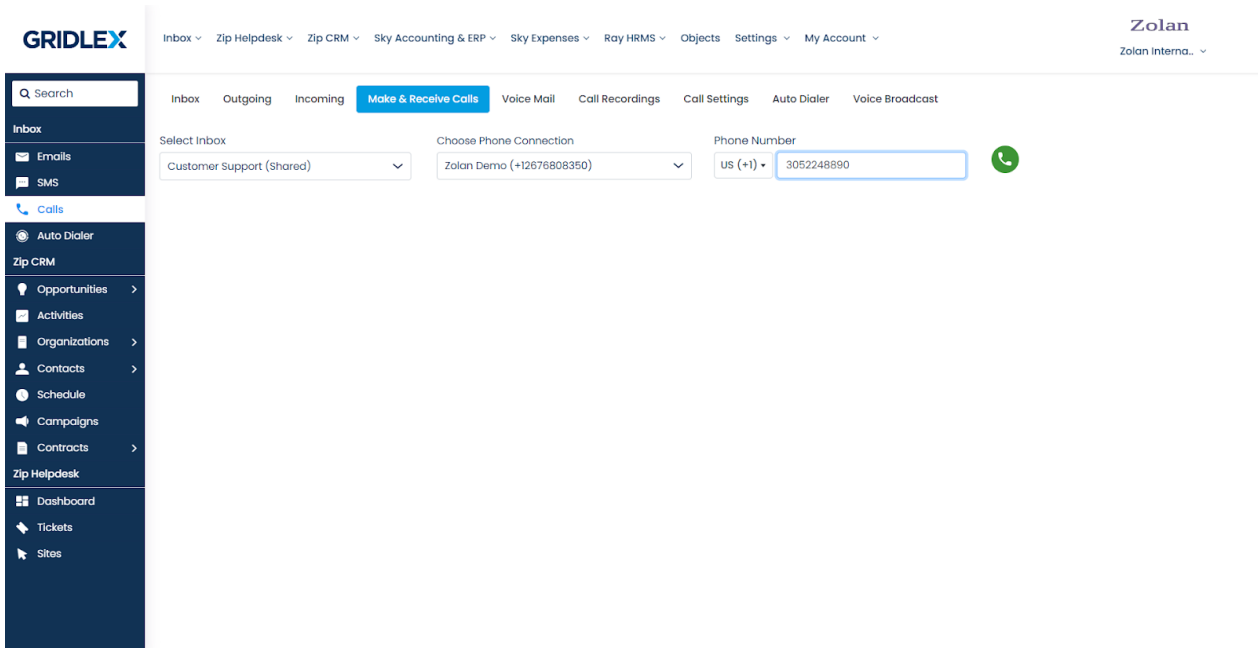
Making calls in the helpdesk system enhances customer support by allowing support teams to connect quickly with customers, gather information, and resolve issues in real-time. This results in improved communication, coordination, and customer satisfaction. Making calls from within the helpdesk reduces the need for multiple systems, simplifies the support process, and improves efficiency.

Follow the steps mentioned below to learn how to make calls in Gridlex Zip.

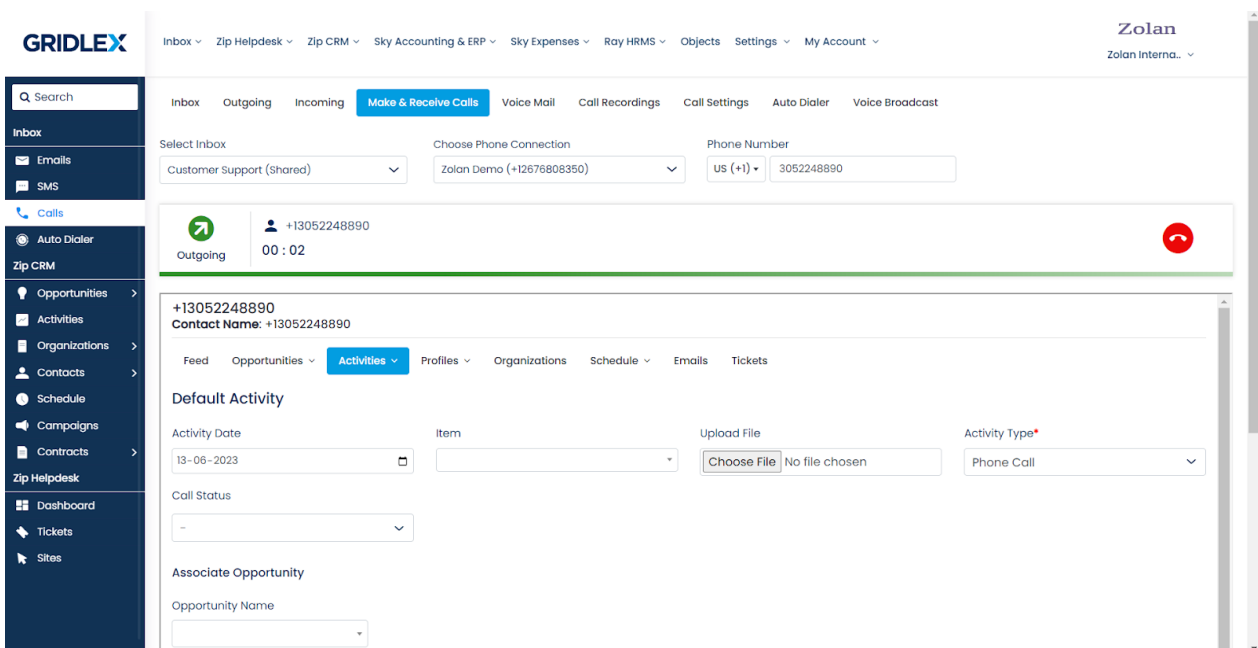
**Step 1:** Log in to Gridlex and click on the “Calls” tab located under the Inbox & Omnichannel section in the menu bar.



**Step 2:** In the Calls tab, you'll see a list of available inboxes and phone connections. Choose the appropriate inbox and phone connection you wish to use for making the call. Choose the country and type the number you want to dial. Once you are done typing the number, you should see a call icon or a button to start the call. Click on it to initiate the call using Gridlex Zip.



**Step 3:** During the call, Gridlex Zip provides options for viewing and adding activities, profiles, and opportunities related to the contact you are speaking with. These features help you keep track of important information and interactions during the call. For example, you can record the call outcome as an activity.



That's it! You have now successfully learned how to make calls using Gridlex Zip. If you encounter any issues or have further questions, don't hesitate to reach out to the Gridlex support team at [apps@gridlex.com](mailto:apps@gridlex.com) for assistance.