

Software s 8x8 Switchboard Pro Software User Guide

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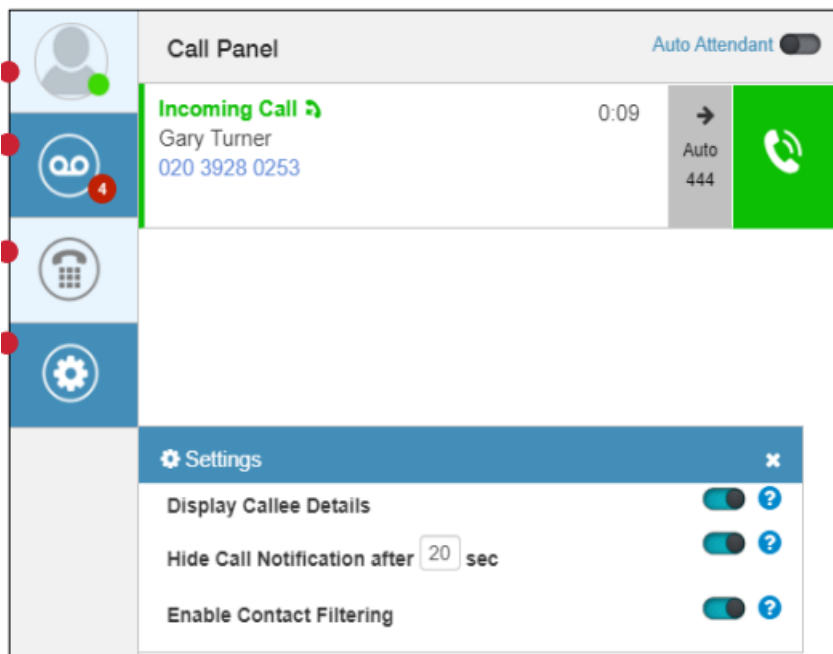
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Call Management Window

- Access and set your work status
- Access and manage your voicemail
- Place outbound calls using the DialPad
- Manage your application settings



Contact Directory Window

- View contacts Status, Department, Extn/Phone Number
- Search, Filter and Sort contacts by selecting columns
- Select a contact to view further interaction options within the Contact Details Panel

Whats new?

Search.. All Branches ▼
(Showing 33 extensions)

Status	First	Last	Department	Extn/Phone	Mobile	Branch	#
	Alexander	Bell	Sales	1005			A
	Almon	Strowger	Support	1013		London Br...	B
	Claude	Chappe	Sales	1007		London Br...	C
	Douglas	Engelbart	Sales	1012		London Br...	D
	Elisha	Gray	Support	1002			E
	Guglielmo	Marconi	Support	1003			F
	Lee	Deforest	Support	1011			G

Show/Hide Columns ▼

Contact Details

Alexander Bell
Sales
x1005

Place Call

Transfer

Park Call

Voicemail

Max Characters : 2000

Save Delete


Chat

1. Select the contact to open the Contact Details panel
2. Select the Chat Bubble to begin messaging

Notes


1. Select the contact to open the Contact Details panel
2. Select the Notes tab to enter notes. (Only viewable by receptionist)

Park Calls

1. While on a call, select the Park Call  icon
2. Select to Park the call Publicly, or by Branch if set up
3. Alert the third party of the extension



Transfer Calls -Blind


1. Select the Call Transfer icon
2. Enter the recipient's number and select the Transfer  arrow

Transfer Calls -Warm

1. While on a call, place a new call to the intended recipient
2. Once connected, select Warm Transfer to connect the calls



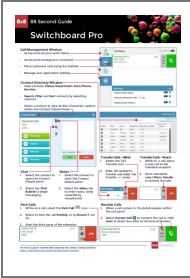
Receive Calls

1. When a call comes in, the details appear within the call panel
2. Select Answer Call  to connect the call or click Auto to direct the caller to the Auto Attendant



For more support, visit the 8x8 University Free Online Training website:
<https://www.8x8.com/university/free-online-training>

Documents / Resources

	<p>Software s 8x8 Switchboard Pro Software [pdf] User Guide 8x8 Switchboard Pro Software</p>
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References

- [8x8 8x8 University Course Catalog | 8x8](#)