

Frontdesk

Call Panel

Up to 6 incoming calls can appear in the call panel at any time. Select the green phone icon on a call card to answer the call.

Away from desk

Switch on the Away from desk toggle to stop taking calls in Frontdesk and redirect them to either a Ring Group or Call Queue.

Active Call Panel

Once a call has been answered, it appears in the Active Call Panel. You can use the controls on the call card to Mute, End Call, or place the call on Hold respectively. Select the dotted icon to access the keypad to dial another number.

Contact Directory

Below the Active Call Panel is the Call Directory. Select a contact while on a call to activate transfer options. From left to right the icons allows you to Call the contact, Transfer the active call to the contact, transfer the call to the contact's voicemail, and message the contact. Use the Search bar to find a specific contact.

Settings

Select Settings > Frontdesk to switch on/off Display Greetings, Hide Greeting when call is active, and Filter contacts by Site.

8x8 Frontdesk (Available)

AB

Settings

Frontdesk

Audio & Video

Notifications

Status

Contacts

Caller info pop-up

Voicemail

Meetings

Account settings

Keyboard shortcuts

Start Work on desktop login

Keep Work always on top

Open multiple chat windows

Frontdesk

Display Greetings

Show Greetings for incoming and active calls.

Hide Greeting when call is active

Filter contacts by Site

Show me relevant contacts based on the details of an incoming call.