Overview

The 8x8 Switchboard Pro application is an optional receptionist console software application for 8x8 Virtual Office that increases the efficiency of your organization with better phone call management, allowing callers to efficiently get in touch with your organization and enjoy the best possible customer experience.

Switchboard Pro is flexible and easy to use. With a few clicks, a receptionist can manage multiple calls, voicemails, and chat sessions, and direct communications to the appropriate contacts in their organization.

Features

With Switchboard Pro, a receptionist can quickly and efficiently:

- Manage as many calls as the extension is configured for, and take advantage of a flexible call handling system.
- Transfer calls to contacts, or directly to a contact's voicemail if the caller needs to reach a contact who is temporarily unavailable.
- Track the presence status of contacts to determine who is available for communication.
- Add notes to contacts with important information, such as whether the contact asked not to be disturbed or is working from a different time zone than usual.
- Park calls to be picked up by any extension in the organization. If you need to direct a call to a team rather than a single person, for example, you can let the team leader know that there is a call waiting for someone in their team to pick up using the call park extension number given for the call.
- Direct calls to an auto attendant to help callers reach their destination during hours when a live receptionist is unavailable.
- Chat and consult with a contact before transferring a call to confirm the contact's availability.
- Manage voicemail received from callers or contacts.
Limitations

8x8 Switchboard Pro has the following limitations:

- Switchboard Pro version 1.0 requires a Virtual Office extension with an 8x8 Polycom desk phone in order to answer calls. Logging in from a stand-alone softphone extension is not supported, and will show an error.
- Switchboard Pro version 1.0 does not support Internet Explorer.
  For details, refer to System Requirements.

Switchboard Pro Use Case Examples

The following are use case examples for creating receptionist roles using 8x8 Switchboard Pro:

1. **The company purchases one Switchboard Pro license to be shared by multiple employees.**
   The following use case describes the way you can share a single receptionist user profile:
   a. The company purchases a dedicated receptionist extension and a Polycom desk phone. Each employee has the username and password for the front desk extension.
   b. Create a user profile that is used only by the receptionist. This user profile is attached to the Polycom telephone at the front desk.
   c. When the morning receptionist logs in, call forwarding to Auto Attendant is automatically canceled, and calls can reach the receptionist phone.
   d. When the evening receptionist logs off, Switchboard Pro forwards calls to Auto Attendant until the receptionist logs in again the next day.
   e. Shift work is covered and all receptionists share the same Switchboard Pro license, login, and password.

2. **The company purchases a dedicated Switchboard Pro license for each receptionist.**
   The following use case describes how to share and control receptionist calls with several receptionists functioning simultaneously:
   a. The company uses a ring group to route telephone calls to a pool of receptionists.
   b. Each employee has an extension and a Polycom desk phone.
   c. Each employee or receptionist is assigned a dedicated Switchboard Pro license.
   d. Receptionists log in to Switchboard Pro in order to take calls.
   e. An employee or receptionist controls participation in a ring group with the Do Not Disturb status selected from Switchboard Pro, preventing ring group calls from reaching the receptionist.

3. **The company uses branch office receptionists.**
   The following use case describes how to use receptionist extensions for multiple branch offices:
a. The company has five branch offices, and each branch office has its own main phone number.
b. The company purchases five Switchboard Pro licenses; one for each branch office.
c. At each branch office, the receptionist logs in to Switchboard Pro and manages calls coming to the branch office.
d. Each branch office can implement use case 1 or 2 above to manage its workload.
What's New?

In this release of 8x8 Switchboard Pro, we have introduced the following new features and improvements:

- **Improved user interface**: A simplified and elegant user interface that enables easier and more efficient call handling.
Enabled settings: All options are now enabled by default. Settings may require additional configuration by the phone system administrator.

Co-browsing help: Allows a receptionist to initiate a screen-sharing and Co-browsing session with an 8x8 agent for assistance with Switchboard Pro.

Display callee details: Allows a receptionist to view details about a callee. The callee information display can be enabled or disabled in Settings.

- Callee information: Allows a receptionist to identify the number that was called and greet the caller appropriately. For example, a receptionist can preview if an incoming call is directed to the Sales or Support group, and greet accordingly. This feature requires a subscription to 8x8 branching.

- Callee-based script: Allows a receptionist to view a short greeting associated with the callee, such as “You have reached AcmeJets. How may I help you?”
This feature requires additional configuration by the phone system administrator.

- **Enable contact filtering**: Filters the contact directory by the branch associated with the callee number. For example, if the call is directed to AcmeJets Support, on answering the call, the contact directory is filtered automatically to display the contacts of the Support group only.

This feature requires additional configuration by the phone system administrator.
- **Dial pad**: Ability to initiate a call using the dial pad within the console.

- **Ability to call back from voicemail**: The receptionist can call back right from the Voicemail list.
System Requirements

The following are the system requirements necessary to install 8x8 Switchboard Pro.

Supported Operating Systems
- Windows® Vista or newer
- Mac OS 10.6 or newer (Java 6 included)

Supported Browsers
The latest versions of the following browsers are recommended:
- Google Chrome
- Firefox®
- Safari™

Note: Internet Explorer is not supported in this version of Switchboard Pro.

- HTML5-compatible web browser with minimum browser window size of 1152 x 864. Display window size of 1920 x 1080 (HD 1080P) is recommended.

Note: Test your browser's support for HTML5 at http://html5test.com/index.html.
VoIP Requirements

- Polycom desk phone
- Headset with microphone (optional) attached to Polycom desk phone (recommended, but not required)

Call Capacity Requirements

The extension assigned to Switchboard Pro can handle up to six simultaneous calls. To enable this capacity, please contact 8x8 Support. In a future version of Switchboard Pro this capacity will automatically be assigned when the license is changed to a different user profile.
Set up Switchboard Pro

Switchboard Pro provides a graphical overview of all incoming calls to help you manage your phone system. Once you assign a Switchboard Pro to a user profile, a switchboard receptionist can route callers right from the desktop. Switchboard Pro is an optional feature that can be purchased separately.

To configure a switchboard, you must name the switchboard and assign a user profile. If you are a Configuration Manager administrator, you must also enable a user to access Switchboard Pro.

**Note:** To configure Switchboard Pro, you must be a phone system administrator with access to Switchboard Pro settings.

Configure in Configuration Manager

As an administrator with access to Configuration Manager, you must enable a user to access Switchboard Pro, and assign them to answer calls for the desired company location.

**To enable a user to access Switchboard Pro:**

1. In the main page of Configuration Manager, click Users.
2. Click Create User to create a new user.
   
   OR
   
   Click the More Options icon next to an existing user, and select Edit.
3. Under Advanced Settings > Switchboard, enable user access to Switchboard Pro, and save. The user receives an email notification with information on how to log in to Switchboard Pro.
To assign a receptionist:

1. In the main page of Configuration Manager, click **Switchboard**.
2. Click **Add greeting** to assign a new switchboard receptionist.
3. In the window that pops up, assign the desired user, enter their associated greeting, and save.
4. The selected user and greeting appear in the list of available switchboard receptionists.

5. Click the **Main Menu** icon, and select **Sites** to open a list of your company's locations; you must now assign your receptionist to a site. This allows you to manage your receptionist greetings by site to offer a tailored experience for callers ("Welcome to AcmeJets San Francisco; how may I help you?").

6. Click **Create Site** to create a new site.

OR

Click the **More Options** icon next to an existing site, and select **Edit**.

7. Under **Voice Service Settings**, enter a **Receptionist** to receive calls for the specified site, and save.

Configure in Account Manager

As an administrator with access to Account Manager, you must configure a switchboard and assign the desired user as a receptionist.

To configure a switchboard:

1. In Account Manager, click **Phone System** in the top navigation bar.
2. Under the **Phone System** menu, click **Switchboard**.
3. **On Switchboard Users**, click **View** to open the **Switchboard Pro** page.

4. Click under the **Switchboard Name** column to edit the name of the desired switchboard.

5. Enter a name, and click **Edit**.

6. Click under the **User Name** column for the desired switchboard.

7. Click **Select** next to the user profile you want to assign the switchboard to.

8. The switchboard is now configured with a name and user profile.
Get Started

8x8 Switchboard Pro is simple to use. You can log in and set up a custom display to suit your requirements.

Log in to 8x8 Switchboard Pro

You can log in to Switchboard Pro using your 8x8 username and password. You can also launch the application from Virtual Office.

Launch Using 8x8 Username and Password

2. Enter your credentials and click Log in.
   The applications panel launches and shows all 8x8 applications you have access to.
3. Select Switchboard to launch the application. You are automatically signed in.

Launch from the Virtual Office Desktop App

If your organization is a Virtual Office Classic customer with Classic Mode enabled, you can launch Switchboard Pro directly from the Classic Mode of the Virtual Office interface. However, if your organization does not have Classic Mode enabled, or is a Virtual Office Editions customer, you can log in only from your browser at https://login.8x8.com/.

   To open Switchboard Pro from the Virtual Office desktop app:
1. To launch Switchboard Pro, log in to Virtual Office.

2. In the header area, click the **Switchboard** icon.

   ![Switchboard Pro console](image)

   The Switchboard Pro console launches.

   **Best Practice:** Save the Switchboard Pro URL and launch future sessions from a bookmark in your preferred web browser.

   **Important:** 8x8 recommends you log out of Virtual Office while using Switchboard Pro in conjunction with a Polycom IP phone. If you stay logged in, the softphone associated with the receptionist extension also rings and sends alerts for each incoming call, causing unnecessary transactions on the receptionist’s desktop.

   **Note:** The Switchboard Pro application is limited to a single user. Additional concurrent Switchboard Pro subscription licenses must be purchased for multiple concurrent Switchboard Pro sessions that run on different computers. A user can access Switchboard Pro on several computers and share one subscription license, as long as only one concurrent session is running.
Tour the Interface

The Switchboard Pro console allows you to receive multiple calls, check the availability of your contacts, and direct calls to a desired contact.

The Switchboard Pro user interface consists of:

- **Call Management Window**: The left side of the interface is the default location for receiving calls, and tracking calls that are on hold or parked for a particular contact.
- **Contact Directory Window**: The right side of the interface displays the contact directory for the phone system. You can quickly look up contacts using filters and keyword searches.

### Status Icon

In the Call Management Window, click your status icon to view a drop-down of available presence statuses to choose from, such as Available or Do Not Disturb. These statuses are visible on Virtual Office.

You can also choose to forward all calls to Auto Attendant.

For details, refer to **Manage your Presence Status**.
Voicemail

In the Call Management Window, click the **Voicemail** icon to access your list of voicemails. Click any phone number in the list to open the voicemail and the voicemail controls.

Dial Pad

In the Call Management Window, click the **Dial Pad** icon to open the dial pad panel. In the dial pad, you can dial any phone number to call.

Settings

In the Call Management Window, click the **Settings** icon to open the settings panel. You can enable or disable the following options:

- **Display Callee Details**: Shows receptionist scripts based on callee ("You have reached AcmeJets. How may I help you?"), as well as more detailed caller information.

- **Hide Call Notification after ___ sec**: If you receive notifications for Switchboard Pro in your browser, you can choose how long call notifications remain on your screen.

**Note:** This setting is only supported on Chrome.

You may need to enable browser notifications manually.
- **Enable Contact Filtering**: When a customer calls a certain branch, the contacts in your contact directory filter to display only contacts within that branch. This way, you can forward calls more efficiently.

For details, refer to **Settings**.

**Search Contacts**

To search for contacts in the contact directory, simply type a name, department, extension, or other information available in Switchboard Pro into the search bar. The search results automatically filter as you type.

**Customize Display**

In the contact directory, you can select the desired contact information fields to display.
1. Click the **Show/Hide Columns** drop-down in the top-right corner.

![Show/Hide Columns](image)

2. From the list of columns, select the check boxes next to the fields to display.

**Manage Your Presence Status**

Switchboard Pro lets you easily see the availability status of contacts in the **Status** column. Likewise, your colleagues can see your status as set above the Call Management Window.
The following status options are available to you:

- **Available**: Allows you to receive and handle calls. On the Virtual Office desktop app, your contacts see your status as available.
- **Away**: Lets contacts know that you are briefly unavailable. On the Virtual Office desktop app, your contacts see that you are away.
- **DND**: Stops presenting calls on your extension and follows DND rules. On the Virtual Office desktop app, your contacts see your status as DND.
- **Busy**: Automatically turns on during a phone call. On the Virtual Office desktop app, your contacts see that you are taking a call.
- **Invisible**: Prevents contacts from seeing that you are online.
- **Log Out**: By logging out of Switchboard Pro, calls are sent to your telephone extension and you can manage them from your Polycom desktop phone. On the Virtual Office desktop app, you are shown as logged out until you log back in to Switchboard Pro or log in to the Virtual Office desktop app.
- **Auto Attendant**: You can forward calls to your auto attendant during your break or when you are not able to receive calls. Move the slider to enable or disable call forwarding to the auto attendant. If you have access to more
than one auto attendant, you can select which auto attendant to forward to.

**Best Practice:** A receptionist can forward calls to an auto attendant from the presence management controls. This is useful for taking breaks.

At the end of the day, enable call forwarding to your auto attendant, then log out of Switchboard Pro. Switchboard Pro will keep forwarding calls to your auto attendant until the receptionist logs back in to Switchboard Pro.

**Note:** Handling multiple calls from your Polycom desk phone requires a subscription to Virtual Receptionist plans. For details, refer to [Call Capacity Requirements](#).
Configure Settings

While logged in to Switchboard Pro, click the Settings icon to open the settings panel. Settings may require additional configuration by your phone system administrator.

You can enable or disable the following options:

Display Callee Details

With receptionist scripts and detailed caller information, you can deliver a seamless customer experience. During a call, you see receptionist scripts based on the callee of the customer you are speaking with ("You have reached AcmeJets. How may I help you?"), as well as more detailed caller information like location and mobile number.
Hide Call Notification after __ sec

If you are away from your Switchboard Pro tab or window when a call comes in, you can still see caller information in the form of an onscreen notification controlled by your browser. You can click the notification to bring Switchboard Pro back in focus. In your settings, you can choose how long call notifications remain on your screen when a call is ringing.

**Note:** This setting is only supported on Chrome.

You may need to enable browser notifications manually.
Enable Contact Filtering

When a customer calls a certain company branch, the contacts in your contact directory filter to display only contacts within the same branch, allowing you to see all the relevant contacts at a glance. This way, you can forward calls more efficiently to help the customer get what they need.
Search and Communicate with Contacts

As a Switchboard Pro receptionist, you have access to your organization's contact directory. Using your access to company contacts, you can:

- Search for contacts.
- Chat with contacts.
- Add notes to contacts.

Search for Contacts

8x8 Switchboard Pro provides powerful searching ability to quickly locate contacts from your contact directory. You can:

- **Search All:** Perform a keyword search across all fields and retrieve matching contacts.
- **Filter by branch**: Narrow your search to a branch by selecting from the drop-down of branches.

  ![Filter by branch screenshot](image)

- **Alphabetical Filter by Name**: You can filter contacts by first or last name by clicking on the a letter in the alphabetical filter column. To refresh, click #.

  ![Alphabetical Filter by Name screenshot](image)
Sort Contacts

You can also sort field data alphanumerically in ascending or descending order by clicking on the desired field header.

Chat with Contacts

You can chat with contacts listed in your contact directory. Chatting with contacts can also help facilitate warm call transfers and call parking.

To chat with a contact:
1. Click the contact to chat with in the contact directory to bring up their contact details.

2. Click the Chat icon to chat with the contact.

The chat panel opens in the contact directory.

3. Chat with the contact.

**Add Notes to Contacts**

Notes are a receptionist-only feature and are visible to receptionists only. If your receptionists share a single login, notes are visible to all. If you have multiple Switchboard Pro licenses, notes are not shared across all switchboards.

In this example, a contact is busy and informs the receptionist to forward all calls to voicemail temporarily. The receptionist enters a note attached to the contact.

**To add notes:**
1. Select the contact.

2. From the **Contact Details**, click the **Add Note** icon. The note window displays:

3. Add notes and click **Save**.
The contact directory list indicates notes attached to a contact. You can read a note simply by clicking the **Note** icon next to the status of the contact.

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vonda</td>
<td>1st</td>
<td>Customer...</td>
</tr>
<tr>
<td>Ken</td>
<td></td>
<td>Madland</td>
</tr>
<tr>
<td>Lanore</td>
<td></td>
<td>Martinez</td>
</tr>
<tr>
<td>Leandra</td>
<td></td>
<td>Kramer</td>
</tr>
<tr>
<td>Lisa</td>
<td></td>
<td>Simpson</td>
</tr>
<tr>
<td>Lisa</td>
<td></td>
<td>Black</td>
</tr>
<tr>
<td>Marlon</td>
<td></td>
<td>Dulay</td>
</tr>
<tr>
<td>Martha</td>
<td></td>
<td>Stott</td>
</tr>
<tr>
<td>Matt</td>
<td></td>
<td>Haywood</td>
</tr>
<tr>
<td>Mike</td>
<td></td>
<td>Bruchart</td>
</tr>
</tbody>
</table>
Handle Calls

As a Switchboard Pro receptionist, you can take advantage of a flexible call management system.

Receive Calls

Using the Switchboard Pro console, you can receive calls and direct them to the desired contact within the organization.

1. When you receive a call, the Call Panel shows the incoming call.

2. Accept the call in Virtual Office to answer the call.

3. After speaking with the caller, select one of the following options in Switchboard Pro:
   - Click the Hold icon to place the call on hold.
   - Click the Park icon to park the call.
   - Click the Transfer icon to transfer the call.
4. A call placed on hold or parked can be retrieved by clicking the Retrieve icon.

**Note:** If you have enabled browser-based call notifications, you receive onscreen call notifications. Click a call notification to bring Switchboard Pro back in focus. Call notifications for Switchboard Pro are enabled only for Chrome.

### Place Calls

Using the Switchboard Pro console, you can now place calls to any extension within or outside your phone system. Note that your outbound call is a two-legged call. The first leg offers the call to you; answer the call to dial out to the desired destination.

- To call a contact within your phone system, select the contact in the contact directory, and click **Place Call** from the **Contact Details**.
- To call any contact or external number, enter the phone number in the dial pad and call.
Hold Calls

After answering a call, you can place the call on hold before retrieving it. Placing a call on hold can also facilitate a warm call transfer.

To place a call on hold:
While on an active call, click the **Hold** icon. The call is placed on hold.

To retrieve a held call:

After placing a call on hold, click the **Retrieve** icon. The call is retrieved.

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**Park Calls**

Call Park allows you to park the call in its very own automatically-numbered parking space. The parking space number is displayed on Switchboard Pro, allowing you to communicate the parking space number to a contact by chat, or use the 8x8 paging service to announce the parked call to other contacts. With Switchboard Pro, you can:

- **Park a call on an extension**: only the targeted contact can retrieve the parked call.
- **Park a call on a branch**: only members of the targeted Virtual Office branch office can retrieve the parked call.
- **Public park**: Any contact within the phone system can retrieve the call.

You can park a live call using contact details or the Active Call drop-down menu.
To park an active call using Contact Details:

1. While in an active call, click the contact you want to pick up the call.
   The Contact Details open.
2. Click Park Call.
3. From the drop-down, select whether you want to park the call in the contact’s branch, their extension, or in public park.
4. Notify the contact of the parked call.

To park an active call using the Active Call drop-down menu:
1. From the active call in the Call Panel, click the **Park** icon.

2. From the drop-down, select whether you want to park the call in your branch, or in public park.

   ![Call Panel Diagram](image)

   **Note:** My Branch is the Virtual Office branch office to which the Switchboard Pro receptionist is registered.Parking a call on My Branch is useful when the receptionist and contacts are registered to the same branch office.

3. Notify the contact of the parked call.
Transfer Calls

You can transfer a received call to a desired contact either after consulting with the contact (warm transfer), or without consulting (blind transfer). If the contact is on another call, they will see a call waiting with caller ID attached, and the call will follow the call handling rules set for the contact. Alternatively, you can check the contact's presence status before transferring the call. If the status indicates the contact is busy, you can transfer to voicemail, or park the call and inform the contact via chat.

You can perform a blind transfer within or outside your phone system, and a warm transfer only within your phone system:

**Blind Transfer Within Your Phone System**

Blind transfer involves transferring a call to a contact without consulting. You can perform a blind transfer within your phone system via contact details, or from the call controls.

**To perform a blind transfer via Contact Details:**

1. In the contact directory, select a contact to bring up the Contact Details.
2. Click **Transfer**. The call is transferred to the selected contact.
To perform a blind transfer via Active Call:

1. During an active call, click the **Transfer** icon to transfer.
2. At the prompt, enter a phone number to transfer to.

3. Click the **Call transfer** icon next to the entered phone number.
   
   Wait to make sure that the transfer is complete.

**Blind Transfer Outside of Your Phone System**

You can transfer an inbound call to any number outside the phone system; simply enter the destination number and click **Transfer**.
1. During an active call, click the **Transfer** icon to transfer.

2. At the prompt, enter a phone number to transfer to.

3. Click the **Call transfer** icon next to the entered phone number.
   
   Wait to make sure that the transfer is complete.

**Warm Transfer**

Warm transfer involves consulting the contact before transferring a call.

1. Put the active call on hold.

2. In the contact directory, select a contact to bring up the **Contact Details**.

3. Click **Place Call**.

   A call is initiated to the desired contact.

4. Accept the outgoing call.

5. Once the call is answered, inform the contact about the call.
6. In the **On Hold** tab, click the **Warm transfer** icon to transfer the call.

![Image of 8x8 Switchboard with On Hold and Active Call sections]

**Note:** If multiple calls are on hold, the transfer button is visible on all calls on hold. Transfer the **On Hold** call directly below the **Active Call** as shown above. You can transfer any call with a visible transfer button to the current active call.

**Consult by Chat**

You can also consult by chat before transferring a call.
1. In the contact directory, select a contact to bring up the Contact Details.

2. Click the Chat icon to initiate a chat session with the contact.

   A chat box appears in Switchboard Pro.

3. Enter a message to inform the contact about the waiting call in the chat box, and send.

Transfer to Voicemail

If a contact is unable to take a call, you can transfer the caller to the contact's voicemail by selecting Voicemail from the Contact Details menu. You can also transfer a caller to a contact's voicemail at any time.
Co-browsing Help

When you require assistance with setup, features, or issues in Switchboard Pro, 8x8 Co-browsing offers an efficient and hassle-free solution. With 8x8 Co-browsing, you can request and initiate a remote session, allowing the agent to view and borrow control of your Switchboard Pro window to provide hands-on assistance for setup, troubleshooting, and more.

Let’s say that Bob is having a problem using a feature in Switchboard Pro. During a Co-browsing session with an 8x8 agent, Bob can demonstrate to the agent what he needs help with, and the agent can proceed to take control of Bob’s cursor to demonstrate proper usage of the feature. While Bob is in control of his cursor, the agent can observe as he performs actions in Switchboard Pro, allowing for more efficient and in-depth assistance. If the agent takes control of Bob’s cursor, Bob can observe how to resolve an issue or use a feature.

To initiate a Co-browsing session:

1. While speaking to an agent, click Co-browse Help in the bottom-left corner of your Switchboard Pro window. A prompt pops up.
2. In the prompt, click **Start** to begin the Co-browsing session and view the Session ID.
3. Provide the agent with the Session ID.
   The agent can now join the session and provide hands-on assistance in Switchboard Pro.
4. To stop the Co-browsing session at any time, click **Stop** in the prompt under **Co-browse Help**.
Troubleshooting

I am unable to log in using the receptionist login prompt.

1. Reset the password from the login page.

2. Click Help and follow the prompts to reset the password.
3. Log in with the new password.

I am getting an “Unauthorized User” error message while logging in.

The Unauthorized User error is usually caused by logging in with credentials saved by your browser. Simply type your extension credentials by hand, and the issue is resolved.

I navigated away from Switchboard Pro by accident. How do I get back?

Switchboard Pro is a web application that requires the use of a mouse. Left-clicking with your mouse is supported and brings up Contact Details. Right-clicking with your mouse simply shows browser options. If you right-click and select Back, you are logged out of the application.

Simply log back in or click the back option in the browser to log back in. If that doesn't resolve, find the link in the web history or in your favorites (bookmarks), and return to Switchboard Pro.

I am getting closed out of my Switchboard Pro by another user.

This is designed as a convenience, allowing you to log in from any computer at any time, logging you out of the previous session. If you are sharing your Switchboard Pro login credentials with other receptionists, you may be automatically logged out of your Switchboard Pro session. Switchboard Pro is a single-user license, allowing one concurrent session. If your organization requires multiple concurrent sessions of Switchboard Pro, please purchase one license for each concurrent session required.

I'm not receiving call notifications for Switchboard Pro.

Switchboard Pro call notifications are only supported on Chrome. If you are using Chrome and are not seeing notifications, you may need to enable notifications in your browser manually.
I've enabled "Hide Call Notification after ___ sec" in Settings, but the time duration I input is ignored.

Switchboard Pro call notifications are only supported on Chrome. Other browsers may show a notification, but ignore the time in the setting.