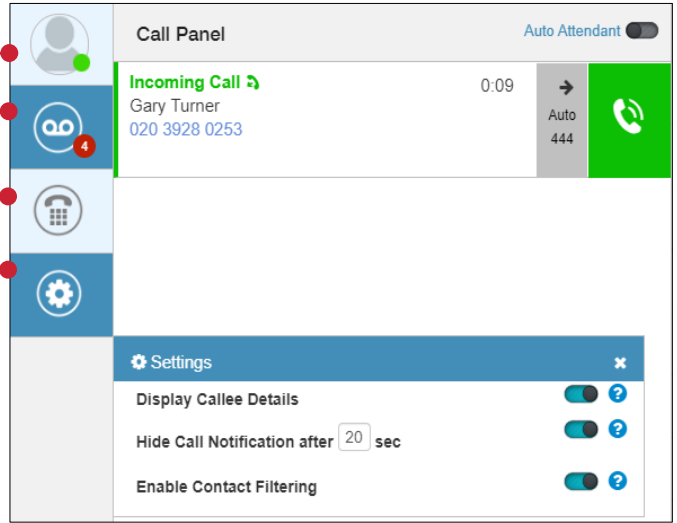


Switchboard Pro

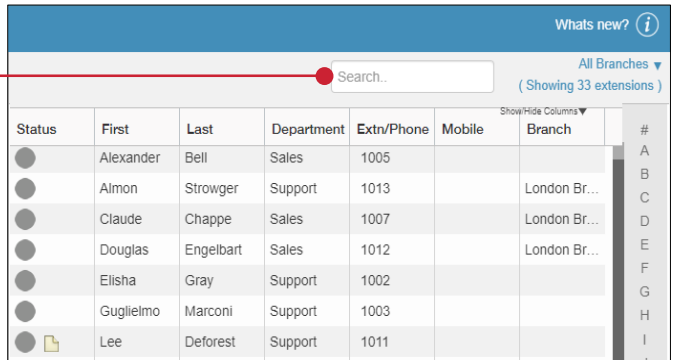
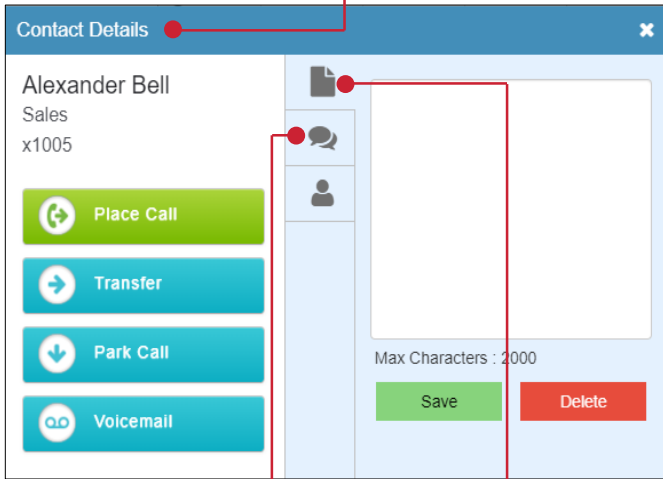
Call Management Window

- 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



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)

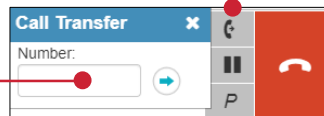
Park Calls

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



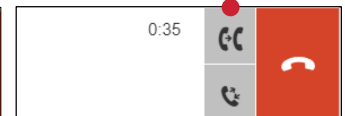
Transfer Calls - Blind

1. Select the Call Transfer icon
2. Enter the recipients 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

