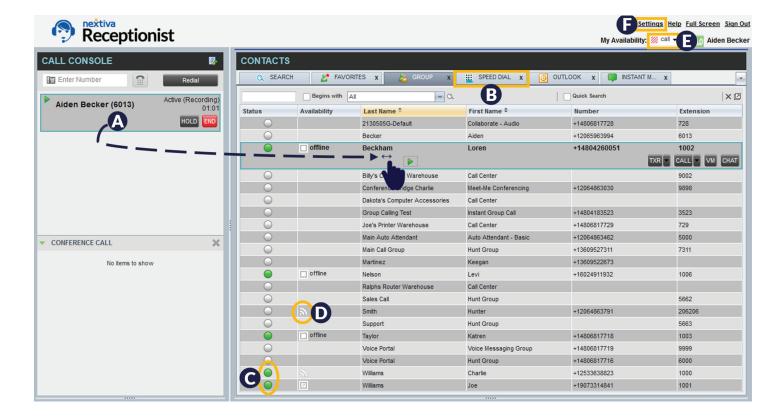# Nextiva Receptionist Dashboard

The Nextiva Receptionist Dashboard is a web-based program offering full call control options that help front-house employees perform more efficiently than using a desk phone alone.

A To perform a Blind (unattended) transfer, drag and drop active calls to any Contact.

B Add custom **Speed Dials** for frequently contacted phone numbers or extensions. Click the **Pencil** icon in the upper-right corner of the window to add or delete Speed Dials.

TIP: *Add Call Park and Call Retrieve star codes to quickly park and retrieve calls (e.g. *681000# to park calls on extension 1000, and *881000# to retrieve parked calls from extension 1000).*

C View **Team Presence** to quickly see if a User is online, on a phone call, etc. Chat with any available Users that appear online.

D Subscribe to Users to view their Team Presence by clicking the **Subscribe** icon.

E Change the Team Presence status from the **My Availability** drop-down menu.

F Click **Settings** to enable drag and drop transfers, change time/date format, and enable/disable services like Do Not Disturb and Call Forwarding.
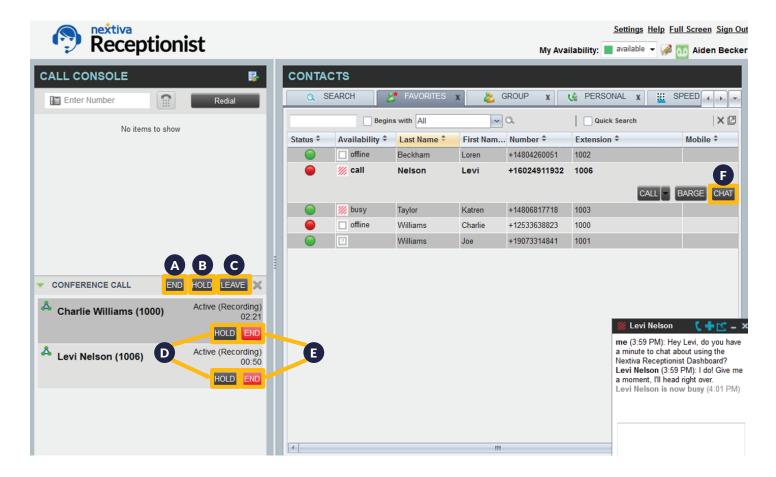
Conference Calls and Chat Using the Nextiva Receptionist Dashboard

A total of 6 participants can be joined to a conference call at one time.

1. While on an active call, enter a phone number or extension and click **DIAL,** or click a Contact and click **Call**.

2. When the third party answers, click **CONF** to bring all participants together, moving the conference call to the **Conference Call** pane.

A Click **END** to end the conference call, disconnecting all participants.

B Click **HOLD** to place the conference call on hold, leaving all external participants connected without hold music. Click **ANS** to rejoin the conference.

C Click **LEAVE** to disconnect the conference call with external participants still connected.

D Click **HOLD** to place a participant on hold while keeping the conference active with other participants. Click ANS to bring the participant back to the conference.

E Click **END** to disconnect a participant while keeping the conference active with other participants.

F In the **Contacts** pane, click the desired Contact and click **CHAT**. Type a message and press the **Enter** key.