



Nextiva Receptionist Dashboard

The screenshot displays the Nextiva Receptionist Dashboard interface. On the left is the 'CALL CONSOLE' with a call from Aiden Becker (6013) active. On the right is the 'CONTACTS' list. Call Aiden Becker (6013) is active (Recording) for 01:01. The CONTACTS list includes columns for Status, Availability, Last Name, First Name, Number, and Extension. A hand icon is shown clicking the 'Subscribe' icon (D) for the contact 'Beckham Loren'. The 'My Availability' status is set to 'call' (E). The 'Settings' button (F) is visible in the top right corner.

Status	Availability	Last Name	First Name	Number	Extension
		2130505G-Default	Collaborate - Audio	+14806817728	728
		Becker	Aiden	+12065963994	6013
	<input type="checkbox"/> offline	Beckham	Loren	+14804260051	1002
		Billy's Warehouse	Call Center		9002
		Conference Bridge	Charlie	+12064863030	9898
		Dakota's Computer Accessories	Call Center		
		Group Calling Test	Instant Group Call	+14804183523	3523
		Joe's Printer Warehouse	Call Center	+14806817729	729
		Main Auto Attendant	Auto Attendant - Basic	+12064863462	5000
		Main Call Group	Hunt Group	+13609527311	7311
		Martinez	Keegan	+13609522673	
	<input type="checkbox"/> offline	Nelson	Levi	+16024911932	1006
		Ralphs Router Warehouse	Call Center		
		Sales Call	Hunt Group		5662
		Smith	Hunter	+12064863791	206206
		Support	Hunt Group		5663
	<input type="checkbox"/> offline	Taylor	Katren	+14806817718	1003
		Voice Portal	Voice Messaging Group	+14806817719	9999
		Voice Portal	Hunt Group	+14806817716	6000
		Williams	Charlie	+12533638823	1000
		Williams	Joe	+19073314841	1001

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

The screenshot shows the Nextiva Receptionist dashboard. On the left is the 'CALL CONSOLE' with a search bar and a 'Redial' button. Below it, a 'CONFERENCE CALL' section shows two active participants: Charlie Williams (1000) and Levi Nelson (1006). Each participant has 'HOLD' and 'END' buttons. A yellow diagram with letters A-F highlights these buttons and the 'LEAVE' button. On the right is the 'CONTACTS' panel with a table of contacts. The contact 'Levi Nelson' is highlighted, and a chat window is open showing a conversation.

Status	Availability	Last Name	First Nam...	Number	Extension	Mobile
●	☐ offline	Beckham	Loren	+14804260051	1002	
●	☐ call	Nelson	Levi	+16024911932	1006	
●	☐ busy	Taylor	Katren	+14806817718	1003	
●	☐ offline	Williams	Charlie	+12533638823	1000	
●	☐ ?	Williams	Joe	+19073314841	1001	

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.

